



**Qualification Specification**  
**Facilities Management (England)**  
**Intermediate Level Apprenticeship in**  
**Facilities Services**

Version 5.0

(July 2019)



This qualification specification covers the following qualifications:

<b>Qualification Title</b>	<b>Qualification Number</b>
Gateway Qualifications Level 2 Certificate In Facilities Services	601/6722/1
Gateway Qualifications Level 2 Certificate In Facilities Services Principles	601/6723/3

### About this qualification specification

This qualification specification is intended for Tutors, Assessors, Internal Quality Assurers, Centre Quality Managers and other staff within Gateway Qualifications recognised centres and/or prospective centres.

It sets out what is required of the learner in order to achieve the qualification. It also contains information specific to managing and delivering the qualification(s) including specific quality assurance requirements.

The guide should be read in conjunction with the Gateway Qualifications Centre Handbook and other publications available on the website which contain more detailed guidance on assessment and verification practice.

In order to offer this qualification, you must be a Gateway Qualifications recognised centre.

If your centre is not yet recognised, please contact our Development Team to discuss becoming Gateway Qualifications Recognised Centre:

Telephone: 01206 911211

Email: [enquiries@gatewayqualifications.org.uk](mailto:enquiries@gatewayqualifications.org.uk)

Website: [www.gatewayqualifications.org.uk/recognition](http://www.gatewayqualifications.org.uk/recognition)

## Contents

<b>1. Qualification Information</b>	<b>6</b>
1.1 About the qualifications	6
1.2 Objective	7
1.3 Key Facts	7
1.4 Funding	8
1.5 Achievement methodology	8
1.6 Geographical Coverage	8
1.7 Progression Opportunities	8
1.8 Relationship with other frameworks	8
<b>2 Learner Entry Requirements</b>	<b>9</b>
2.1 Age	9
2.2 Prior Qualifications or Units	9
2.3 Prior Skills/Knowledge/Understanding	9
2.4 Restrictions	9
2.5 Access to qualifications for learners with disabilities or specific needs	9
2.6 Additional Requirements/Guidance	10
2.7 Recruiting Learners with Integrity	10
<b>3 Achieving the Qualification</b>	<b>11</b>
3.1 Qualification Structure (Rules of Combination and Unit List)	11
For information on Recognition of Prior Learning/Exempt and Equivalent units please see section 3.2 Recognition of Prior Learning (RPL)/Exemptions/Equivalencies	11
Gateway Qualifications Level 2 Certificate in Facilities Services	11
Gateway Qualifications Level 2 Certificate in Facilities Services Principles	13
3.2 Recognition of Prior Learning (RPL)	14
3.3 Links to other qualifications	14
<b>4 Assessment and Quality Assurance</b>	<b>15</b>
4.1 Method of Assessment	15
4.2 Assessment Materials	16
4.3 Qualification-Specific Centre Requirements	16
4.4 Qualification-Specific Tutor/Assessor Requirements	16
4.5 Qualification-Specific Quality Assurance Requirements	18
4.6 Additional Requirements/Guidance	19
4.8 Employee Rights and Responsibilities	19
4.9 Total Guided Learning Hours for the Apprenticeships	20
4.10 Personal Learning and Thinking Skills (PLTS)	20
<b>5 What to do next</b>	<b>23</b>

---

**6 Gateway Qualifications ..... 23**

## 1. Qualification Information

### 1.1 About the qualifications

The qualifications have been approved by the Office of Qualifications and Examinations Regulation (Ofqual) that regulates qualifications, examinations and assessments in England.

Facilities Management involves providing a quality and cost effective maintenance and care service for a wide range of commercial and public buildings, such as hotels, hospitals, office and shopping complexes, arenas, educational or convention centres. Facilities Managers make sure that facilities such as security, catering and cleaning (referred to as 'soft' services) and maintenance and building services (referred to as 'hard' services) run smoothly, so that customers can run their businesses efficiently. The sector is also responsible for property and estates management, including energy management and environmental protection.

Future competencies required by the sector include:

- knowledge of outsourcing strategies; a broader set of generic management skills linked to customer service and relationship management;
- the built environment accounts for nearly 47% of CO2 emissions - the sector needs to have the knowledge and skills to help in achieving the European energy efficiency targets by 2020
- enhanced technical and IT skills – due to the growth of intelligent buildings linked to the design of energy efficient systems;
- skills and knowledge relating to legislation and regulation, including TUPE, health, safety and environmental protection;
- commercial awareness and financial skills in relation to managing budgets and profits.

The aim of the apprenticeship and the vocational qualifications which form part of it, is to attract new people into the sector and to upskill the existing workforce to enable employers to remain competitive and profitable.

The objectives are to:

- attract new people from under-represented groups into the sector helping to fill current and future skills gaps
- upskill the existing workforce by qualifying them to level 2 through to level 3
- provide clear and flexible entry routes into the sector leading to higher level jobs and professional status
- make Facilities Management a career of choice for people new to the sector

The aims of the qualifications to support the aims and objectives of the Facilities Management (England) Apprenticeship Framework.

### Intermediate Level Apprenticeship in Facilities Services

The **Gateway Qualifications Level 2 Certificate In Facilities Services** meets the competence qualification requirements of the Intermediate Level Apprenticeship in Facilities Services.

The **Gateway Qualifications Level 2 Certificate In Facilities Services Principles** meets the knowledge qualification requirement of the Intermediate Level Apprenticeship in Facilities Services.

## 1.2 Objective

The objective of Gateway Qualifications' Levels 2 qualifications in Facilities Services is to confirm competence in an occupational role to the standards specified within the Apprenticeship Framework for Facilities Management.

## 1.3 Key Facts

Qualification Title in full	Credit Value	Total Qualification Time	Min and Max Guided Learning Hours
Gateway Qualifications Level 2 Certificate In Facilities Services	20	200	149
Gateway Qualifications Level 2 Certificate In Facilities Services Principles	13	130	103

**Total Qualification Time** is the number of notional hours which represents an estimate of the total amount of time that could be reasonably expected to be required for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of the qualification.

Total Qualification Time is comprised of the following two elements:

- the number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- an estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.



## 1.4 Funding

For information regarding potential sources of funding please visit ESFA website.

## 1.5 Achievement methodology

The qualification will be awarded to learners who successfully achieve an approved combination of units through a Portfolio of Evidence that has been successfully verified and monitored through Gateway Qualifications' Quality Assurance process. Achievement is therefore determined by successful completion of unit assessment with no further requirement for additional/summative assessment.

Competence based units must be assessed in the workplace.

## 1.6 Geographical Coverage

The qualifications have been approved by Ofqual to be offered in England.

## 1.7 Progression Opportunities

Those completing the Level 2 qualifications as part of an Intermediate Level Apprenticeship could progress onto:

- An associated apprenticeship at a higher level
- Progression to team leader, supervisor roles Level 3 Diploma in Property, Caretaking and Supervision Skills
- First Line Management qualifications at Level 3

## 1.8 Relationship with other frameworks

The Gateway Qualifications Level 2 qualifications in Facilities Services are related to the National Occupational Standards (NOS) developed by Asset Skills. They provide a significant amount of knowledge, understanding and skills development that underpins occupational competence in facilities management.

Relevant units within the qualification have been carefully developed according to the relevant standards as appropriate and/or in conjunction with Users of qualifications

## 2 Learner Entry Requirements

### 2.1 Age

The approved age range for these qualifications is: 16+.

### 2.2 Prior Qualifications or Units

There is no requirement for learners to have achieved prior qualifications or units.

### 2.3 Prior Skills/Knowledge/Understanding

There are no minimum requirements and formal qualifications are not necessary. However, some duties may involve working at heights, working in enclosed spaces and outdoor work in all weather conditions.

### 2.4 Restrictions

There are no restrictions to entry.

### 2.5 Access to qualifications for learners with disabilities or specific needs

It is Gateway Qualifications' aim that there shall be equal opportunities within this organisation and in all the services it provides and within its recognised centres and via the services they provide and so meet the organisation's legal responsibilities to prevent discrimination.

In particular, it is the organisation's intention that there should be no discrimination on the grounds of a protected characteristic including age, disability, gender assignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation. It is acknowledged that this is not an exhaustive list.

Gateway Qualifications and recognised centres have a responsibility to ensure that the process of assessment is robust and fair and allows the learner to show what they know and can do without compromising the assessment criteria.

Details on how to make adjustments for learners is set out in the Reasonable Adjustment and Special Considerations Policy.

## 2.6 Additional Requirements/Guidance

There are no additional rules or guidance regarding learner entry requirements.

## 2.7 Recruiting Learners with Integrity

It is vital that centres recruit with integrity with regard to qualifications. Centres must ensure that learners have the correct information and advice on their selected qualifications and that the qualifications will meet their needs.

The recruitment process must include the centre assessing each potential learner and making justifiable and professional judgements about the learner's potential to successfully complete the assessment and achieve the qualification. Such an assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to the qualifications.

### 3 Achieving the Qualification

#### 3.1 Qualification Structure (Rules of Combination and Unit List)

The knowledge, skills and understanding that will be assessed as part of the qualification are set out within the unit specifications. These include the learning outcomes and associated assessment criteria. To obtain unit information, please contact Gateway Qualifications who will enable access to our unit library.

For information on Recognition of Prior Learning/Exempt and Equivalent units please see section **3.2 Recognition of Prior Learning (RPL)/Exemptions/Equivalencies**

#### Gateway Qualifications Level 2 Certificate in Facilities Services

Learners must achieve a total of 20 credits. 7 credits must come from Mandatory group M1, a minimum of 4 credits must come from Mandatory group M2 and a minimum of 9 credits must come from Optional group OA.

#### Mandatory Units M1

Learners must achieve 7 credits from this group.

Unit Reference Number	Title	Level	Credit Value	GLH
M/600/2775	Reduce risks to health and safety in the workplace	Level 2	3	25
K/601/6478	Promote and maintain service delivery	Level 2	4	35

## Mandatory Units M2

Learners must achieve 4 credits from this group.

Unit Reference Number	Title	Level	Credit Value	GLH
T/601/1526	Develop customer relationships	Level 2	6	40
H/601/6480	Contribute to the effectiveness and efficiency of premises and facilities	Level 2	4	37

## Optional Units

Learners must achieve a minimum of 9 credits from this group.

Unit Reference Number	Title	Level	Credit Value	GLH
M/601/6501	Support the work of a team and develop yourself	Level 2	3	20
D/601/6509	Control the use of resources in a Property, Caretaking & Facilities Services environment	Level 2	3	25
H/601/6513	Maintain grounds of premises and facilities	Level 2	3	25
J/601/6522	Maintain site security and safety	Level 2	3	25
H/601/6527	Control the use of premises and facilities	Level 2	4	35
R/600/6348	Work safely at heights	Level 2	3	20
Y/601/6542	Monitor and maintain electrical and plumbing services	Level 2	4	38
A/600/6344	Carry out maintenance and minor repairs	Level 2	3	24
A/601/4492	Operate plant to maintain the quality of pool water	Level 2	4	30
T/600/6326	Deal with routine waste	Level 2	3	24
T/600/6343	Deal with non-routine waste	Level 2	3	22
L/601/6554	Deep clean equipment in premises and facilities	Level 2	6	39
D/601/2508	Support the co-ordination of an event	Level 2	3	20
K/602/4029	Moving and transporting individuals within a healthcare environment	Level 2	2	18

## Gateway Qualifications Level 2 Certificate in Facilities Services Principles

Learners must achieve 13 credits from Mandatory group M to achieve this qualification.

### Mandatory group

Learners must achieve 13 credits from this group.

Unit Reference Number	Title	Level	Credit Value	GLH
L/503/9631	Working in Facilities Services	Level 2	3	20
R/503/9632	Health and Safety for Facilities Services	Level 2	4	35
Y/503/9633	Working with customers and others in Facilities Services	Level 2	2	18
R/503/9629	Sustainability and environmental issues for Facilities Services	Level 2	4	30

### **3.2 Recognition of Prior Learning (RPL)**

Recognition of prior learning is a process that considers if a learner can meet the specified assessment requirements through knowledge, understanding or skills that they already possess and that can contribute towards the attainment of a qualification for which they are undertaking.

Where Recognition of Prior Learning is permitted then the evidence must be mapped against the criteria for which it is being claimed for and be valid, authentic, sufficient, reliable, valid and current.

A maximum of 70% of a qualification can be achieved through the process of Recognition of Prior Learning, with at least 30% gained through new learning.

The process for claiming RPL is set out in the Gateway Qualifications' policy on Recognition of Prior Learning.

### **3.3 Links to other qualifications**

These qualifications form part of the Intermediate apprenticeship framework in Facilities Management.

## 4 Assessment and Quality Assurance

The following are in addition to the standard assessment and quality assurance requirements set out in the Gateway Qualifications Centre Handbook.

### 4.1 Method of Assessment

The method of assessment for the qualifications is through a portfolio of evidence.

Assessment should normally be at the learner's workplace, but where the opportunity to assess across the range of standards is unavailable, other comparable working environments may be used (with the agreement of the External Quality Assurer).

A holistic approach towards the collection of evidence should be encouraged, assessing activities generated by the whole work experience rather than focusing on specific tasks. E.g. monitoring health and safety may take place alongside maintaining environmental good practice.

Health and safety of customers/clients and employees must be maintained throughout the assessment process and if any person carrying out assessment or verification activities does not feel that there is due regard to health and safety then that person should refuse to continue with the activity (or activities) until satisfied that due regard to health and safety is being taken.

There are a few occasions when simulation or witness testimony is warranted where the centre can demonstrate that performance evidence has been impossible to obtain

The underlying reasons for either simulation or witness testimony are:

- health and safety considerations
- emergency or crisis management
- activities that would cause serious inconvenience or loss to an employer if there was an undue delay in their being carried out
- infrequently occurring activities
- equality of access
- issues of confidentiality
- dealing with distressed people and difficult situations.

#### Simulation

Simulation may be necessary for specific elements of the units. Please refer to Gateway Qualifications in these cases for clear guidelines.

The demands on the learner during simulation must be neither more nor less than they would encounter in a real work situation. In particular:

- All simulations must be planned, developed and documented by the centre in a way that ensures the simulation accurately reflects what the unit seeks to assess
- All simulations should follow these documented plans



- A centre's overall strategy for simulation must be examined and approved by the external quality assurer
- There should be a range of simulations to cover the same aspect of the standard so that the risk of learners successfully colluding is reduced
- The physical environment for the simulation must be as realistic as possible and draw on real resources that would be used in the industry
- The nature of the contingency must be realistic.

### **Witness Testimony**

Witness testimony should not form the primary source of evidence. Centres must comply with Gateway Qualifications' guidance on the occupational competence and briefing of witnesses in the use of witness testimony.

## **4.2 Assessment Materials**

There are no specific assessment materials provided for this qualification.

## **4.3 Qualification-Specific Centre Requirements**

Centres must ensure that they have the appropriate resources in place when delivering performance units from vocational areas.

## **4.4 Qualification-Specific Tutor/Assessor Requirements**

Tutor/Assessors must be fully qualified and experienced in the subject area in which they are delivering, details of which must be provided to Gateway Qualifications as part of the Qualification Approval application.

Assessors are appointed by an Approved Centre and approved by Gateway Qualifications through your External Quality Assurer. They should only assess in their area of technical and occupational competence.

Assessors should be one of the following:

- Employed directly or contractually by the same organisation (centre) as the learner  
Or
- Acting as a counter signatory on a short-term basis where the Centre Assessor has not yet achieved their A1 or A2 awards.

The Assessor should have the following:

Assessment Competence

- Hold units D32 and/or D33 or A1 and or A2 or be working towards unit A1 and/or A2 Assessor Awards.
- In England, Wales and Northern Ireland, new Assessors must achieve unit A1 or A2 within 18 months of beginning assessment duties. Assessment decisions by

Assessors who are still working towards certification must be countersigned by an Assessor who has gained certification.

External Quality Assurers will monitor progress and achievement towards the achievement of A1 or A2 during centre visits.

Assessors in possession of a Teaching Qualification in Further Education without having an appropriate A1 or A2 award should undertake continuing professional development to demonstrate that they are working to the appropriate A Unit standard.

#### Occupational Competence

All assessors must:

- have verifiable relevant current industry experience and knowledge of the occupational working area at or above the level being assessed. This experience and knowledge must be of sufficient depth to be effective and reliable when judging learners' competence.
- have knowledge of all key legislation relating to facilities management for the area(s) they will be assessing. Assessors' experience and knowledge could be verified by:
  - curriculum vitae and references
  - possession of a relevant NVQ/SVQ
  - corporate membership of a relevant professional institution
- have sufficient occupational expertise so they have up to date knowledge and experience of the particular aspects of work they are assessing. This could be verified by records of continuing professional development.
- have a sound in-depth knowledge of, and uphold the integrity of the sector's NOS and its Assessment Strategy
- be prepared to participate in training activities for their continued professional development

Centres will be responsible for ensuring that assessors plan and maintain continuous professional development

Approved Centres may have generic criteria and personnel specifications in addition to the above.

All assessors must receive an appropriate induction to the Facilities Management N/SVQs and NOS that they are assessing and have access to ongoing training and updating on current issues relevant to these N/SVQs and standards, preferably annually. The external quality assurer must be informed of the induction and continuing professional development of assessors.

The requirements for occupational competence may mean that in certain cases some learners have more than one assessor, each assessing different units. The Sector Skills Council for Facilities Management, The Building Futures Group (formerly known as Asset Skills), would approve and encourage such an approach as helping to assure the quality of assessment (through ensuring that assessors have the occupational competence appropriate to the unit). In this situation, one assessor must have overall responsibility for each learner's assessment.

#### 4.5 Qualification-Specific Quality Assurance Requirements

Internal Quality Assurers (IQAs) are appointed by an Approved Centre and approved by the Awarding Body through the External Quality Assurer.

This criteria will apply to existing and new IQAs.

IQAs should only verify the decisions of assessors which fall within their acknowledged area of technical and occupational competence.

IQAs should be seen as the people responsible for an approved centre's assessment quality in order to facilitate the assessment process and should be one of the following:

- employed directly or contractually by the same organisation (approved centre) as the assessor
- Or
- Acting as a counter signatory on a short-term basis, where IQA(s) have not yet achieved their V1 award.

IQAs will:

- Hold an appropriate IQA qualification (D34 or V1) or be working towards a V1 qualification.
- In England, Wales, and Northern Ireland all new IQAs should achieve unit V1 within 18 months of beginning internal quality assurance duties. Internal quality assurance decisions by IQAs who are still working towards certification must be countersigned by an IQA who has gained certification.

External Quality Assurers will monitor progress and achievement towards the achievement of V1 during centre visits

It is desirable that all IQAs hold a relevant facilities management qualification.

IQAs will:

- have verifiable relevant experience and current knowledge of the occupational working area at or above the level being verified. This experience and knowledge must be of sufficient depth to be effective and reliable when verifying judgements about assessors' assessment processes and decisions.

IQAs' experience and knowledge could be verified by:

- curriculum vitae and references
- possession of a relevant NVQ/SVQ
- corporate membership of a relevant professional institution

IQAs must:

- have up to date knowledge and experience of the particular aspects of work they are verifying. This could be verified by records of continuing professional development achievements
- have a sound in-depth knowledge of, and uphold the integrity of the National Occupational Standards and the Sector Skills Council's Assessment Strategy
- be prepared to participate in training activities for their continued professional development
- demonstrate their ability to maintain occupational competence by continuous professional development
- have completed continuous professional development to ensure that they are working to the current National Occupational Standards in assessment and verification.

- have knowledge of the requirements and application of the Asset Skills facilities management assessment strategy
- provide evidence of knowledge, understanding and application of the Regulatory Authorities' codes of practice.

Centres will be responsible for ensuring that internal quality assurers plan and maintain continuous professional development.

Approved Centres may have generic criteria and personnel specifications in addition to the above.

#### 4.6 Additional Requirements/Guidance

There are no additional requirements that learners must satisfy in order for assessment to be undertaken and the unit/qualification to be awarded.

#### 4.7 Functional Skills

Learners must complete an initial assessment of their English and Mathematics skills before starting on any apprenticeship.

To achieve the full intermediate apprenticeship framework, learners must achieve Level 1 Functional Skills English and Mathematics or have already achieved the relevant transferable skills as identified in the Intermediate Apprenticeship framework for Facilities Services.

It should be noted that learners should be stretched on intermediate apprenticeships and, where possible, should be encouraged to work towards Level 2 Functional Skills.

#### 4.8 Employee Rights and Responsibilities

All apprentices MUST receive an induction to the workplace and to the apprenticeship programme. ERR will be delivered through one of two options, either a checklist or workbook, which will ensure that the apprentice knows and understands each of the nine national outcomes for ERR. Having this choice gives apprentices the flexibility to complete the ERR in a way that is most appropriate to them.

On completion of the ERR checklist, or workbook, the evidence must be placed in the apprentice's portfolio for quality assurance purposes. The workbook declaration of completion must be signed by the apprentice and training provider, or employer, and uploaded to ACE in order to claim the final certification and as proof that the ERR mandatory element has been completed.

The checklist and workbook can be found via the following links or on the Gateway Qualifications website.

[Apprenticeship ERR Prop Servs.pdf](#)

[ERR PLTS Checklist.doc](#)

#### 4.9 Total Guided Learning Hours for the Apprenticeships

##### **Intermediate Level Apprenticeship in Facilities Services**

The total minimum amount of on and off the job guided learning hours (GLH) for this apprenticeship is 342 hours.

#### 4.10 Personal Learning and Thinking Skills (PLTS)

PLTS have been mapped to the mandatory units of the competency qualification to demonstrate where these skills occur naturally. Where the mapping shows that evidence is weak then PLTS must be integrated into the apprenticeship programme, such as ERR, Functional Skills or the general activities performed by the apprentice in the course of their job role or through the apprenticeship.

Asset Skills has produced a PLTS mapping and guidance document for all levels.

Evidencing of PLTS Intermediate Level:

Apprentices will be able to choose which PLTS documentation to complete. This gives the apprentice the flexibility to complete PLTS in a way that is most appropriate to them. The apprentice will need to complete the PLTS checklist or workbook, to ensure that they have an awareness of the requirements and can evidence where they have demonstrated these skills.

The checklist or workbook must be placed in the apprentice's portfolio for quality assurance purposes and the sign off sheet sent to claim the apprenticeship framework.

The PLTS guidance and mapping documentation and associated paperwork can be found on the Asset Skills or Gateway Qualifications' websites.

<http://www.assetskills.org/QualificationsAndStandards/Apprenticeships/FacilitiesManagementApprenticeshipInformation.aspx>

##### **Creative Thinking**

The learning outcomes of the Creative Thinking PLTS are:

- generate ideas and explore possibilities;
- ask questions to extend their thinking;
- connect their own and others' ideas and experiences in inventive ways;
- question their own and others' assumptions'
- try out alternatives or new solutions and follow ideas through;
- adapt ideas as circumstances change.

### **Independent Enquiry**

The learning outcomes of the Independent Enquiry PLTS are:

- identify questions to answer and problems to solve
- plan and carry out research, appreciating the consequences of decisions
- explore issues, events or problems from different perspectives
- analyse and evaluate information, judging its relevance and value
- consider the influence of circumstances, beliefs and feelings on decisions and events
- support conclusions, using reasoned arguments and evidence.

### **Reflective Learning**

The learning outcomes of the Reflective Learning PLTS are:

- assess themselves and others, identify opportunities and achievements
- set goals with success criteria for their development and work
- review progress, acting on the outcomes
- invite feedback and deal positively with praise, setbacks and criticism
- evaluate experiences and learning to inform future progress
- communicate their learning in relevant ways for different audiences.

### **Team Working**

The learning outcomes of the Team Working PLTS are:

- collaborate with others to work towards common goals
- reach agreements, managing discussions to achieve results
- adapt behaviour to suit different roles and situations, including leadership roles
- show fairness and consideration to others
- take responsibility, showing confidence in themselves and their contribution
- provide constructive support and feedback to others.

### **Self Management**

The learning outcomes of the Self Management PTLs are:

- seek out challenges or new responsibilities and show flexibility when priorities change
- work towards goals, showing initiative, commitment and perseverance
- organise time and resources, prioritising actions
- anticipate, take and manage risks

- deal with competing pressures, including personal and work related demands
- respond positively to change, seeking advice and support when needed
- manage their emotions and build and maintain relationships.

### **Effective Participation**

The learning outcomes of the Effective Partnership PLTS are:

- discuss issues of concern, seeking resolution where needed
- present a persuasive case for action
- propose practical ways forward, breaking these down into manageable steps
- identify improvements that would benefit others as well as themselves
- try to influence others, negotiating and balancing diverse views to reach workable solutions
- act as an advocate for views and beliefs that may differ from their own.

## 5 What to do next

For existing centres please contact your named Development Manager or Development Officer.

For organisations, not yet registered as Gateway Qualifications centre please contact:

Gateway Qualifications  
Gateway House  
3 Tollgate Business Park  
Colchester  
CO3 8AB

Tel: 01206 911211

Email: [enquiries@gatewayqualifications.org.uk](mailto:enquiries@gatewayqualifications.org.uk)

## 6 Gateway Qualifications

Gateway Qualifications, a not for profit registered charity, is an Awarding Organisation based in Colchester.

We work with learning providers and industry experts to design and develop qualifications that benefit the learner and the employer.

We support flexible, responsive and quality assured learning opportunities whether it's in the classroom, at work, in the community or through distance learning.

We are recognised by Ofqual, to design, develop and submit qualifications to the Regulated Qualifications Framework (RQF).



Gateway Qualifications  
Gateway House  
3 Tollgate Business Park  
Colchester  
CO3 8AB

01206 911211  
[enquiries@gatewayqualifications.org.uk](mailto:enquiries@gatewayqualifications.org.uk)  
[www.gatewayqualifications.org.uk](http://www.gatewayqualifications.org.uk)