

Technical Qualifications – EQA FAQs

1. Moderation - will it be visit or remote for practical based qualifications such as hospitality?

This will depend on the specificities of the synoptic assessment. A full list of qualifications will be made available to all EQAs shortly and will be published on the website. All contracted moderators will be made aware of whether visiting moderation will be required and will be standardised accordingly.

2. What happens if a learner is sick on day of exam?

The same process would apply as with the guidance from the **JCQ** document, *A Guide to the Special Consideration Process* Chapter 4: Where a candidate has missed a timetabled component/unit for acceptable reasons and the centre is prepared to support an application for special consideration, an adjustment may be made to the final grade. For more info visit www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration or contact policy@cityandguilds.com

3. Are external exams all online or will paper-based be available?

Following consultations with and feedback from our centres, the external end exam for all our technical qualifications will be available as a paper-based assessment for qualifications being delivered from September 2016. Paper-based exams will be available alongside computer-based exams, providing both centres and learners with more flexibility. All Qualification Handbooks will be updated to reflect this change by September 2016.

4. How do we reference employer involvement to OQAR?

You don't – whilst employer involvement is a required component for achieving the Technical Qualification, it is not part of the general approval criteria listed in OQAR, and is not subject to the same ongoing quality assurance monitoring. Centres cannot certificate learners themselves for Technical Qualifications, so will not have Qualification Approval Risk Status (L, M, H) attached.

Where there are issues or concerns with a centre's employer involvement provision/planning at the approval stage, advice should be given to the centre for improvement, and this should be recorded in the notes section of the QAPv. Where necessary the Quality Team will follow up with the centre on any recommended actions.

5. What moderation platform will be used and how will it work?

We are currently finalising some improvements to the moderation process and the platform to ensure that we respond to customer feedback and provide necessary support to centres through the quality assurance process. We will be launching the new the centre moderation guide, which will detail any changes, during November. During December and January we aim to provide associated training on the quality assurance process and platform to ensure that all centres are prepared for the synoptic assessment from February and evidence submission in May 2017