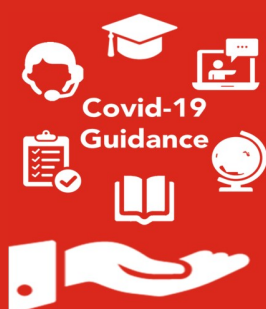


# 2021-22 Adaptations Business Skills

For the period of:  
September 2021 – August 2022





## Version history

Version	Amendment type	Section/Qualification
1.0 (September 2021)	Document created and published	All
2.0 (December 2021)	Reference (link) to Remote Assessment Centre Guidance updated	All



## Introduction

Over the past two years, since the Covid-19 pandemic began, City & Guilds has worked in consultation with regulators and other awarding organisations/bodies, implementing adaptations to normal assessment delivery procedures to ensure that learners were still able to receive valid and reliable results for assessments attempted in this period.

The government's intention is that assessments for Vocational and Technical Qualifications go ahead for the 2021/22 academic year. It is recognised that learners who will be taking assessments will have had significant disruption to their teaching and learning and they may need continued support in the face of any further disruption. Centres should plan to, and wherever possible, deliver all assessments in line with the requirements set out in City & Guilds handbooks and assessment materials. However, where this is not possible City & Guilds is permitted, under Ofqual's Vocational and technical qualifications contingency regulatory framework ([VCRF](#)) to devise adaptations that mitigate disruption caused by the pandemic to teaching, learning and assessment for learners.

This document sets out the most up-to-date qualification specific adaptations available and the conditions for their adoption. It provides details of what adaptations can be used to provide centres and learners with flexibility to support the delivery of assessment during these challenging times. It has been designed to complement the **City & Guilds Qualification assessment adaptation guidance** document which can be found on City & Guilds COVID-19 webpages.

### What is adaptation?

Adaptations should only apply if a learner(s) is not able to be assessed in the way the assessment design intended. The adaptations are in relation to the conditions and controls for assessments, the delivery of the assessments, or in some instances the assessment methodology. This document specifies the adaptations that are permitted and the qualifications and assessments to which they apply. Where an adaptation is permitted it is indicated by ✓ and where there is no adaptation permitted or needed it is indicated by ✕.

**Some adaptations that were in place during the 2020/21 academic year may have changed or been removed this academic year. These include the removal of:**

- "test-at-home" interim solution for e-volve remote assessment for the 2020-21 academic year which is no longer available. For more information regarding Remote Invigilation, please see the latest guidance on the City & Guilds website for more information <https://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation>
- use of alternative evidence for an externally assessed e-volve test
- use of alternative evidence for a practical skills assessment.

**Centres are not permitted to make any further adaptation to the assessments beyond what is set out in this document.**



## Business and Administration

### Adaptations for:

<b>QAN</b>	<b>City &amp; Guilds qualification number</b>	<b>City &amp; Guilds qualification title</b>
603/3150/1	3473-03	City & Guilds Level 3 Diploma for the Business Administrator
500/7738/7 500/7665/6	4418-01	City & Guilds Level 1 Award/Certificate in Business and Administration
500/9516/X 500/9871/8	4428-01/91	City & Guilds Level 1 NVQ Award/Certificate in Business and Administration
500/9466/X 500/9677/1 501/0040/3	4428-02/92	City & Guilds Level 2 NVQ Award/Certificate/Diploma in Business and Administration
500/9626/6 500/9548/1	4428-03/93	City & Guilds Level 3 NVQ Certificate/Diploma in Business and Administration
501/0159/6	4475-02/92	City & Guilds Level 2 Certificate in Principles of Business and Administration
501/0093/2	4475-03/93	City & Guilds Level 3 Certificate in Principles of Business and Administration
600/1648/6	4475-12/92	City & Guilds Level 2 Diploma in Business Support
600/1646/2	4475-13/93	City & Guilds Level 3 Diploma in Business Support
600/6623/4	4710-04	City & Guilds Level 4 Diploma in Business and Professional Administration



## What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Task based assignments (externally set, internally assessed)	SECTION A 4475 (101-109, 209-216, 309-313)	X
Short answer question paper (externally set, internally assessed)	SECTION B 4475 (101-109, 209-216, 309-313)	✓ <b>Remote assessment</b>
Externally set and marked e-volve test	4475 (208, 217) 3473 (301, 308)	✓ <b>Remote invigilation</b>
<b>Units with multiple assessment methods available</b>		
Externally set and marked e-volve test	4475 (501-507, 601-608)	✓ <b>Remote invigilation</b>
Short answer question paper (externally set, internally assessed)	4475 (201-207, 301-308)	✓ <b>Remote assessment</b>
Portfolio of evidence Assessments for occupational competency	Please see qualification handbooks for relevant component numbers 3473-03, 4418-01, 4428-01/91, 4428-02/92, 4428-03/93	✓ <b>Remote assessment</b>
Centre devised assignments	4710	✓

### Short answer question paper (externally set, internally assessed):

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generate evidence that can be retained by the centre and authenticate that the responses are the learner's own.

Mark schemes/marking guidance and grade boundaries from tests should be used to mark the assessment and determine the final grade.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)



Where remote assessment is not an option, centres can assess learners 1:1 via oral questioning. The test content should be used as a basis for the questioning, where questions have images or tables, these can either be shared discretely from the test, an alternative equivalent image sourced or the questions can be rephrased around the image.

Oral questioning/Q&A session must be carried out by an assessor who is occupationally competent and in a way that authenticates the responses are the learner's own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

### **E-volve tests:**

Remote invigilation is available, please see the latest guidance on our dedicated page on the City & Guilds website for more information [Remote Invigilation - Exams and Admin | City & Guilds \(cityandguilds.com\)](https://www.cityandguilds.com/remote-invigilation)

### **For portfolio of evidence (specifically observations):**

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](https://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image

- Consent must be sought and retained as evidence from clients/customers and employers
- Assessors must complete standard assessment documentation as they would face-to-face
- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in our Remote Assessment Centre Guide.

### **Centre devised assessments**

Centres are able to adapt their assignments, however these adaptations must be agreed by the EQA prior to implementation.

## **General guidance**

### **Units with multiple assessment methods (4475)**

Some units within these qualifications have the flexibility of being assessed through either on-screen e-volve tests or through the submission of a portfolio of evidence. Before centres apply an adaptation, they should consider the use of the already available alternative assessment method. When submitting a request to utilize adaptations they will need to justify why the alternative assessment method is unsuitable.



## Business/Medical/Legal Administration

### Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
601/3607/8	5528-02	City & Guilds Level 2 Diploma in Business Administration
601/3608/X	5528-03	City & Guilds Level 3 Diploma in Business Administration
601/3597/9	5528-04	City & Guilds Level 4 NVQ Diploma in Business Administration
601/3910/9	5528-22	City & Guilds Level 2 Diploma in Medical Administration
601/3911/0	5528-23	City & Guilds Level 3 Diploma in Medical Administration

### What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers (5528-)	Adaptation permitted
Centre marked assessments for knowledge and/or understanding with little or no practical.	227, 248-249, 251-254, 256-264, 266, 267, 270-272, 360-363, 807	✓ <b>Remote assessment</b>
City & Guilds set and marked, written, dated entry, paper-based exam	250, 265, 268, 354, 364, 365	X
City & Guilds set and marked, written, on-demand, paper-based exam	359	X
Externally set and marked e-volve test	104, 255, 273, 318, 319, 320, 324	✓ <b>Remote invigilation</b>
<b>Units with multiple assessment methods available</b>		
Externally set and marked e-volve test	104, 224, 225, 226, 273, 318, 319, 320, 324	✓ <b>Remote invigilation</b>
Portfolio of evidence	654, 674, 675, 676, 680, 688, 689, 390, 694	✓



### **Centre marked assessments for knowledge and/or understanding with little or no practical:**

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generate evidence that can be retained by the centre and authenticate that the responses are the learner's own.

Mark schemes/marking guidance and grade boundaries from tests should be used to mark the assessment and determine the final grade.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

Where remote assessment is not an option, centres can assess learners 1:1 via oral questioning. The test content should be used as a basis for the questioning, where questions have images or tables, these can either be shared discretely from the test, an alternative equivalent image sourced or the questions can be rephrased around the image.

Oral questioning/Q&A session must be carried out by an assessor who is occupationally competent and in a way that authenticates the responses are the learner's own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

### **E-volve tests:**

Remote invigilation is available, please see the latest guidance on our dedicated page on the City & Guilds website for more information [Remote Invigilation - Exams and Admin | City & Guilds \(cityandguilds.com\)](http://www.cityandguilds.com)

### **Portfolio of evidence (specifically observations):**

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

- A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image
- Consent must be sought and retained as evidence from clients/customers and employers
- Assessors must complete standard assessment documentation as they would face-to-face
- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in our Remote Assessment Centre Guide.





## **General guidance**

### **Units with multiple assessment methods**

Some units within these qualifications have the flexibility of being assessed through either on-screen e-volve tests or through the submission of a portfolio of evidence. Before centres apply an adaptation, they should consider the use of the already available alternative assessment method. When submitting a request to utilize adaptations they will need to justify why the alternative assessment method is unsuitable.



## Medical Secretaries

### Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/9680/9	5519-01	City & Guilds Level 2 Certificate In Medical Administration
601/0192/1	5519-02	City & Guilds Level 2 Diploma In Medical Administration
600/9682/2	5519-03	City & Guilds Level 3 Certificate In Medical Administration
601/0557/4	5519-04	City & Guilds Level 3 Diploma In Medical Administration
600/9683/4	5519-12	City & Guilds Level 2 Award In Medical Terminology
601/0605/0	5519-13	City & Guilds Level 3 Certificate In Medical Terminology

### What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Centre marked assessments for knowledge and/or understanding with little or no practical.	221, 222, 225-227, 266, 267, 270-272, 331-334, 360-363, 801-809	✓ <b>Remote assessment</b>
City & Guilds set and marked, written, dated entry, paper-based exam	220, 223, 265, 268, 330, 335, 336, 364, 365	X
Portfolio of evidence Assessments for occupational competency	See qualification handbooks	✓

### For centre marked assignments/tasks assessing knowledge and understanding:

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generate evidence that can be retained by the centre and authenticate that the responses are the learner's own.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)



### **Portfolio of evidence (specifically observations):**

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image

- Consent must be sought and retained as evidence from clients/customers and employers
- Assessors must complete standard assessment documentation as they would face-to-face
- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in our Remote Assessment Centre Guide



## Customer Service

### Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/2394/2	2794-02	City & Guilds Level 2 Diploma for Customer Service Practitioners
501/1839/0	4411-01	City & Guilds Level 1 Award for Introduction to Customer Service
501/1837/7	4411-11	City & Guilds Level 1 Certificate for Introduction to Customer Service
501/1840/7	4411-30	City & Guilds Entry Level Award for Introduction to Customer Service (Entry 3)
501/1838/9	4411-33	City & Guilds Entry Level Certificate for Introduction to Customer Service (Entry 3)
500/6329/7	4417-02	City & Guilds Level 2 Certificate in Customer Service
500/6206/2	4417-03	City & Guilds Level 3 Certificate in Customer Service
500/6351/0	4421-02	City & Guilds Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism
501/0971/6	4425-02	City & Guilds Level 2 Award in Customer Service Delivery
500/9348/4	4430-01	City & Guilds Level 1 NVQ Certificate in Customer Service
500/9341/1	4430-02	City & Guilds Level 2 NVQ Certificate in Customer Service
500/8818/X	4430-03	City & Guilds Level 3 NVQ Diploma in Customer Service
601/3562/1	5530-02	City & Guilds Level 2 Diploma in Customer Service
601/3564/5	5530-03	City & Guilds Level 3 Diploma in Customer Service
500/5689/X	7014-14	Introductory Certificate in Customer Service
500/3682/8	8992-11	City & Guilds Level 1 Award in Customer Service
500/3681/6	8992-12	City & Guilds Level 2 Award in Customer Service
500/3680/4	8992-13	City & Guilds Level 3 Award in Customer Service



## What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding. Externally set, centre marked assignment	See qualification handbooks	✓ <b>Remote assessment</b>
Externally set and marked e-volve test	2794 (210, 315) 4417 (201, 272, 371, 372) 4421 (501 – 504) 5530 (305-307) 5530-(202-204, 230)	✓ <b>Remote invigilation</b>
City & Guilds marked, on-demand, paper-based exam	5530 (602-607, 630), 7014 (014), 8992 (011, 012, 013)	X
Portfolio of evidence. Assessments for occupational competency.	See qualification handbooks	✓ <b>Remote assessment</b>

### For centre marked assignments/tasks assessing knowledge and understanding:

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generate evidence that can be retained by the centre and authenticate that the responses are the learner's own.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

### For portfolio of evidence (specifically observations):

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

- A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image
- Consent must be sought and retained as evidence from clients/customers and employers



- Assessors must complete standard assessment documentation as they would face-to-face
- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in our Remote Assessment Centre Guide.

### **E-volve tests:**

Remote invigilation is available, please see the latest guidance on our dedicated page on the City & Guilds website for more information [Remote Invigilation - Exams and Admin | City & Guilds \(cityandguilds.com\)](https://www.cityandguilds.com/remote-invigilation)

### **General guidance**

Some units within these qualifications have the flexibility of being assessed through either on-screen e-volve tests or through the submission of a portfolio of evidence. Before centres apply an adaptation, they should consider the use of the already available alternative assessment method



## Contact Centre Operations

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/1137/3	3411-02	City & Guilds Level 2 Certificate in Contact Centre Operations
600/1135/X	3412-03	City & Guilds Level 2 NVQ Certificate in Contact Centre Operations

### What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	See qualification handbook	✓ <b>Remote assessment</b>
Assessments for occupational competency. Portfolio of evidence.	See qualification handbook	✓ <b>Remote assessment</b>

### For centre marked assignments/tasks assessing knowledge and understanding:

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generate evidence that can be retained by the centre and authenticate that the responses are the learner's own.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

### For portfolio of evidence (specifically observations):

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

- A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image
- Consent must be sought and retained as evidence from clients/customers and employers
- Assessors must complete standard assessment documentation as they would face-to-face



- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in our Remote Assessment Centre Guide





## Operational Delivery

Adaptations for:

<b>QAN</b>	<b>City &amp; Guilds qualification number</b>	<b>City &amp; Guilds qualification title</b>
600/7059/6	3811-22	City & Guilds Level 2 NVQ Diploma in Public Services Operational Delivery (Uniformed)
601/2733/8	3815-02	City & Guilds Level 2 Award in Operational Delivery (VRQ)
601/2734/X	3815-02	City & Guilds Level 2 Certificate in Operational Delivery (VRQ)
601/2735/1	3815-02	City & Guilds Level 2 Diploma in Operational Delivery (VRQ)
601/2736/3	3815-03	City & Guilds Level 3 Award in Operational Delivery (VRQ)
601/2737/5	3815-03	City & Guilds Level 3 Certificate in Operational Delivery (VRQ)
601/2738/7	3815-03	City & Guilds Level 3 Diploma in Operational Delivery (VRQ)
601/2754/5	3815-04/40	City & Guilds Level 4 Award in Operational Delivery (VRQ)
601/2755/7	3815-04/40	City & Guilds Level 4 Certificate in Operational Delivery (VRQ)
601/2756/9	3815-04/40	City & Guilds Level 4 Diploma in Operational Delivery (VRQ)



## What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	Please see qualification handbook	✓ <b>Remote assessment</b>
Assessments for knowledge and understanding alone. Externally marked e-volve test.	Please see qualification handbook	✓ <b>Remote invigilation</b>
Assessments for occupational competency. Portfolio of evidence.	Please see qualification handbook	✓ <b>Remote assessment</b>

### For centre marked assignments/tasks assessing knowledge and understanding:

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generate evidence that can be retained by the centre and authenticate that the responses are the learner's own.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

### E-volve tests:

Remote invigilation is available, please see the latest guidance on our dedicated page on the City & Guilds website for more information [Remote Invigilation - Exams and Admin | City & Guilds \(cityandguilds.com\)](https://www.cityandguilds.com/qualifications/remote-invigilation)

### For portfolio of evidence (specifically observations):

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library).



A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image

- Consent must be sought and retained as evidence from clients/customers and employers
- Assessors must complete standard assessment documentation as they would face-to-face
- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in our Remote Assessment Centre Guide



## Employee Rights and Responsibilities

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/5812/2	4255-02	City & Guilds Level 2 Award in Employee Rights and Responsibilities

### What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	201	✓ <b>Remote assessment</b>
Assessments for knowledge and understanding alone. Externally marked e-volve test.	251	✓ <b>Remote invigilation</b>

### For centre marked assignments/tasks assessing knowledge and understanding:

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generate evidence that can be retained by the centre and authenticate that the responses are the learner's own.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

### E-volve tests:

Remote invigilation is available, please see the latest guidance on our dedicated page on the City & Guilds website for more information [Remote Invigilation - Exams and Admin | City & Guilds \(cityandguilds.com\)](https://www.cityandguilds.com/delivering-our-qualifications/centre-development/remote-invigilation)



## Primary Care and Health Management

### Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/2503/7 600/2502/5	4419-06	City & Guilds Level 5 Certificate/Diploma in Primary Care and Health Management

### What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	601-604, 606, 608, 609, 615	✓ <b>Remote assessment</b>
Project	605	✓

### For centre marked assignments/tasks assessing knowledge and understanding:

These can be taken remotely by learners provided the centre has software or processes that maintain the security of the assessment materials, generates evidence that can be retained by the centre and authenticates that the responses are the learner's own.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

### Project

These can be taken remotely by learners provided the centre has software or processes that maintain the security of the assessment materials, generates evidence that can be retained by the centre and authenticates that the responses are the learner's own.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)



## Financial Services

### Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/1624/3	6774-02	City & Guilds Level 2 Certificate in Providing Financial Services
600/1639/5	6774-03	City & Guilds Level 3 Certificate in Providing Financial Services

### What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for occupational competency. Portfolio of evidence.	Please see qualification handbook	✓ <b>Remote assessment</b>

### For portfolio of evidence (specifically observations):

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

- A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image
- Consent must be sought and retained as evidence from clients/customers and employers
- Assessors must complete standard assessment documentation as they would face-to-face
- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in our Remote Assessment Centre Guide.



## Sales

### Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/0930/5	6801-01	City & Guilds Level 2 NVQ Certificate in Sales
600/0927/5	6801-04	City & Guilds Level 3 NVQ Diploma in Sales
600/0661/4	7711-02	City & Guilds Level 2 Certificate in Principles of Sales
600/0667/5	7711-03	City & Guilds Level 3 Certificate in Principles of Sales

### What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	Please see qualification handbooks	✓ <b>Remote assessment</b>
Assessments for occupational competency. Portfolio of evidence.	Please see qualification handbooks	✓ <b>Remote assessment</b>

### For centre marked assignments/tasks assessing knowledge and understanding:

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generate evidence that can be retained by the centre and authenticate that the responses are the learner's own.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

### For portfolio of evidence (specifically observations):

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)



A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image

- Consent must be sought and retained as evidence from clients/customers and employers
- Assessors must complete standard assessment documentation as they would face-to-face
- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in our Remote Assessment Centre Guide.





## Marketing

### Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/0925/1	7712-02	City & Guilds Level 2 NVQ Certificate in Marketing
600/0926/3	7712-04	City & Guilds Level 3 NVQ Diploma in Marketing
600/0928/7	7734-02	City & Guilds Level 2 Certificate in Principles of Marketing
600/0929/9	7734-03	City & Guilds Level 3 Certificate in Principles of Marketing

### What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	Please see qualification handbook	✓ <b>Remote assessment</b>
Assessments for occupational competency. Portfolio of evidence.	Please see qualification handbook	✓ <b>Remote assessment</b>

### For centre marked assignments/tasks assessing knowledge and understanding:

These can be taken remotely by learners provided they are supervised, and the centre has software or processes that maintain the security of the assessment materials, generate evidence that can be retained by the centre and authenticate that the responses are the learner's own.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

### For portfolio of evidence (specifically observations):

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations as an **alternative to direct observation**.

If assessment is undertaken remotely by video link, it must be completed in line with the remote assessment requirements set out below **and** those listed in our 'Remote Assessment Centre Guide'



document available from the 'Quality Assurance' tab at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](https://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

- A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image
- Consent must be sought and retained as evidence from clients/customers and employers
- Assessors must complete standard assessment documentation as they would face-to-face
- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in our Remote Assessment Centre Guide.



## Single Subjects

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
n/a	8966-02	Elementary Certificate in Practical Data Processing
n/a	8966-03	Intermediate Certificate in Practical Data Processing
n/a	8970-22	Essential Certificate in Spreadsheet Processing Techniques
n/a	8970-23	Intermediate Certificate in Spreadsheet Processing Techniques
n/a	8970-25	Advanced Certificate in Spreadsheet Processing Techniques
n/a	8975-22	Essential Certificate in Word Processing Techniques
n/a	8975-23	Intermediate Certificate in Word Processing Techniques
n/a	8975-25	Advanced Certificate in Word Processing Techniques

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. City & Guilds marked, dated entry, paper-based exam	See qualification handbooks	X



## Business Support Services

Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
601/1223/2	5514-01	Level 1 Diploma in Business Support Services

### What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	128-133, 201, 202	✓ <b>Remote invigilation</b>

### E-volve tests:

Remote invigilation is available, please see the latest guidance on our dedicated page on the City & Guilds website for more information [Remote Invigilation - Exams and Admin | City & Guilds \(cityandguilds.com\)](https://www.cityandguilds.com/remote-invigilation)



## Further advice and guidance

For all queries relating to this guidance and arrangements, contact the Customer Support Team at City & Guilds. Who are available Monday to Friday 8am to 6pm excluding UK public holidays.



[centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)



01924 930800

For specific queries, including those in relation to quality assurance, please contact your allocated quality team via email or on 0300 303 53 52.

Related documents, Ofqual guidance and updates can be found on our website here <https://www.cityandguilds.com/covid-19>

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Giltspur House 5-6 Giltspur Street London EC1A 9DE

**T** +44 (0)20 7294 2468

**F** +44 (0)20 7294 2400

[cityandguilds.com](http://cityandguilds.com)

