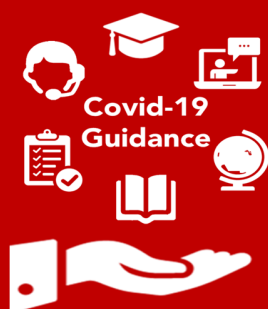


# 2021 - 2022 Adaptations Logistics, Retail and Warehousing

For the period of:  
September 2021– August 2022





## Version history

Version	Amendment type	Section/Qualification
1.0 (September 2021)	Document created and published	All
1.1 (January 2022)	Link to new 'Remote Assessment Centre Guide' added	Throughout



## 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.**

**Adaptations for:**

<b>QAN</b>	<b>City &amp; Guilds qualification number</b>	<b>City &amp; Guilds qualification title</b>
500/5764/9	1012-02	Level 2 Certificate in Warehousing and Storage Principles

**What adaptations are permitted for assessments?**

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

**For e-volve tests:**

Remote invigilation is available, 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>

**Adaptations for:**

<b>QAN</b>	<b>City &amp; Guilds qualification number</b>	<b>City &amp; Guilds qualification title</b>
500/8210/3	1013-12	City & Guilds Level 1 Certificate in Retail Knowledge
500/7352/7	1013-22	City & Guilds Level 2 Certificate in Retail Knowledge
500/7350/3	1013-32	City & Guilds Level 3 Certificate in Retail Knowledge
500/8405/7	1013-91	City & Guilds Level 1 Award in Retail Knowledge
500/7438/6	1013-92	City & Guilds Level 2 Award in Retail Knowledge

**What adaptations are permitted for assessments?**

<b>Assessment methods</b>	<b>Assessment component numbers</b>	<b>Adaptation permitted</b>
Assessments for knowledge and understanding alone. Externally marked e-volve test.	Evolve test numbers 101-106, 201-209, 265, 299, 301-308 Results entry unit numbers 251-259, 351-358, 923	✓ <b>Remote invigilation</b>

**For e-volve tests:**

Remote invigilation is available, 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>



### Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
501/1690/3	1016-01	City & Guilds Level 1 Award in Warehousing and Storage
501/1691/5	1016-01	City & Guilds Level 1 Certificate in Warehousing and Storage
501/1082/2	1016-02	City & Guilds Level 2 Certificate in Warehousing and Storage
600/3766/0	1016-07	City & Guilds Level 3 Diploma in Warehousing and Storage

### What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for occupational competency Portfolio of evidence	101-113, 201-224, 301-322	✓

### Portfolio of evidence assessing competency

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations.

If assessment is undertaken remotely by video link, they 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' 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)

### Good practice tips for centres to consider:

As part of the review of evidence, assessors should capitalise opportunities for holistic assessor judgement and robust, reliable cross-referencing of evidence, ensuring compliance with individual unit aims and contexts.



### Adaptations for:

<b>QAN</b>	<b>City &amp; Guilds qualification number</b>	<b>City &amp; Guilds qualification title</b>
600/1361/8	3296-02	Level 2 Award in Employee Rights and Responsibilities in the Logistics Industry

### What adaptations are permitted for assessments?

<b>Assessment methods</b>	<b>Assessment component numbers</b>	<b>Adaptation permitted</b>
Assessments for occupational competency Portfolio of evidence	201	x

No adaptations are permitted for this qualification, assessments should be completed in line with the requirements set out in City & Guilds assessment documentation.

**Adaptations for:**

QAN	City & Guilds qualification number	City & Guilds qualification title
501/2376/2	3439-03	City & Guilds Level 3 Certificate in Logistics Operations

**What adaptations are permitted for assessments?**

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for occupational competency Portfolio of evidence	001-016	✓

**For portfolio of evidence:**

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations.

If assessment is undertaken remotely by video link, they 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' 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)

**Good practice tips for centres to consider:**

Centres should refer to the 'Additional assessment needs' in the Qualification Handbook when considering simulation as an adapted alternative to real work activities.

**Adaptations for:**

QAN	City & Guilds qualification number	City & Guilds qualification title
600/4669/7	3884-01	City & Guilds Level 2 Award in Forklift Truck Operations

**What adaptations are permitted for assessments?**

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for occupational competency Portfolio of evidence	001-016	✓

**For portfolio of evidence:**

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations.

If assessment is undertaken remotely by video link, they 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' 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)

**Good practice tips for centres to consider:**

Centres should refer to the 'Assessment strategy' in the Qualification Handbook when considering simulation as an adapted alternative to real work activities.

**Adaptations for:**

<b>QAN</b>	<b>City &amp; Guilds qualification number</b>	<b>City &amp; Guilds qualification title</b>
600/3947/4	7384-10	City & Guilds Level 1 Award in Retail Skills
600/3948/6	7384-11	City & Guilds Level 1 Certificate in Retail Skills
600/3949/8	7384-12	City & Guilds Level 1 Diploma in Retail Skills
600/4065/8	7384-21	City & Guilds Level 2 Certificate in Retail Skills
600/3960/7	7384-22	City & Guilds Level 2 Diploma in Retail Skills
600/4064/6	7384-33	City & Guilds Level 3 Diploma in Retail Skills (Management)

**What adaptations are permitted for assessments?**

<b>Assessment methods</b>	<b>Assessment component numbers</b>	<b>Adaptation permitted</b>
Assessments for occupational competency Portfolio of evidence	101-112, 201-241, 243-250, 253-262, 301-332, 334, 524, 529, 531	✓

**For portfolio of evidence assessing competency:****Remote assessment & Video evidence**

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations.

If assessment is undertaken remotely, they 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)

- Observations must be carried out in a workplacement or realistic working environment
- 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



- Remote assessment of observations can only be completed on a one to one basis
- 100% of the practical skills observation assessment must be observed by the assessor
- Written, signed consent from customers & employers, must be sort and retained as evidence.
- Assessor can either ask the learner or vocationally competent person present to carry out any additional checks needed to ensure valid assessment decision.
- Oral questions can be asked by the assessor to confirm any points of clarification.

Video evidence of observation is also permitted for practical skills observations. However, this will only be accepted where there are specific barriers to face to face observations (linked to covid19 restrictions) and live remote assessment (due to geographical location or insufficient live streaming access). Where video evidence is being a used, it should be accompanied by a summary justifying the reasons for using.

**Adaptations for:**

<b>QAN</b>	<b>City &amp; Guilds qualification number</b>	<b>City &amp; Guilds qualification title</b>
500/6836/2	7519-01	City & Guilds Entry Level Award in Introduction to Retail Skills (Entry 3)

**What adaptations are permitted for assessments?**

<b>Assessment methods</b>	<b>Assessment component numbers</b>	<b>Adaptation permitted</b>
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	001	✓
Assessments for practical skills. Centre marked assignment with majority practical.	002, 003, 004	✗

**For centre marked assignments or tasks assessing only 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.

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.

**Adaptations for:**

<b>QAN</b>	<b>City &amp; Guilds qualification number</b>	<b>City &amp; Guilds qualification title</b>
600/3755/6	7552-01	City & Guilds Level 2 Certificate In Introduction to the Role of the Professional Taxi and Private Hire Driver

**What adaptations are permitted for assessments?**

<b>Assessment methods</b>	<b>Assessment component numbers</b>	<b>Adaptation permitted</b>
Assessments for knowledge and understanding alone. Externally marked e-volve test.	201-209	✓ <b>Remote invigilation only</b>

**For e-volve tests:**

Remote invigilation is available, 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>



## Appendix A

### List of qualifications where adaptation of assessments is permitted

**Please see relevant qualification section for specific permitted adaptations**

<b>QAN</b>	<b>City &amp; Guilds qualification number</b>	<b>City &amp; Guilds qualification title</b>
500/5764/9	1012-02	Level 2 Certificate in Warehousing and Storage Principles
500/8210/3	1013-12	City & Guilds Level 1 Certificate in Retail Knowledge
500/7352/7	1013-22	City & Guilds Level 2 Certificate in Retail Knowledge
500/7350/3	1013-32	City & Guilds Level 3 Certificate in Retail Knowledge
500/8405/7	1013-91	City & Guilds Level 1 Award in Retail Knowledge
500/7438/6	1013-92	City & Guilds Level 2 Award in Retail Knowledge
501/1690/3	1016-01	City & Guilds Level 1 Award in Warehousing and Storage
501/1691/5	1016-01	City & Guilds Level 1 Certificate in Warehousing and Storage
501/1082/2	1016-02	City & Guilds Level 2 Certificate in Warehousing and Storage
600/3766/0	1016-07	City & Guilds Level 3 Diploma in Warehousing and Storage
501/2376/2	3439-03	City & Guilds Level 3 Certificate in Logistics Operations
600/4669/7	3884-01	City & Guilds Level 2 Award in Forklift Truck Operations
500/6836/2	7519-01	City & Guilds Entry Level Award in Introduction to Retail Skills (Entry 3)



600/3755/6	7552-01	City & Guilds Level 2 Certificate In Introduction to the Role of the Professional Taxi and Private Hire Driver
600/3947/4	7384-10	City & Guilds Level 1 Award in Retail Skills
600/3948/6	7384-11	City & Guilds Level 1 Certificate in Retail Skills
600/3949/8	7384-12	City & Guilds Level 1 Diploma in Retail Skills
600/4065/8	7384-21	City & Guilds Level 2 Certificate in Retail Skills
600/3960/7	7384-22	City & Guilds Level 2 Diploma in Retail Skills
600/4064/6	7384-33	City & Guilds Level 3 Diploma in Retail Skills (Management)

## Appendix B

### List of qualifications where no adaptations are permitted/needed

<b>QAN</b>	<b>City &amp; Guilds qualification number</b>	<b>City &amp; Guilds qualification title</b>
600/1361/8	3296-02	Level 2 Award in Employee Rights and Responsibilities in the Logistics Industry



## 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)



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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:

[www.cityandguilds.com/covid-19](http://www.cityandguilds.com/covid-19)

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