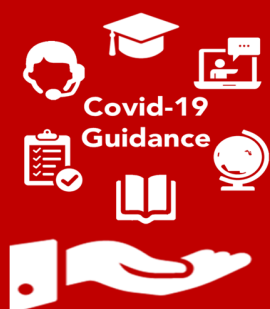


2021 - 2022 Adaptations Travel, Tourism and Aviation

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:**

QAN	City & Guilds qualification number	City & Guilds qualification title
500/4041/8	4849-01	City & Guilds Level 2 Award in Air Cabin Crew (New Entrant)
500/4039/X	4849-02	City & Guilds Level 2 Certificate in Air Cabin Crew (New Entrant)
500/4043/1	4849-03	City & Guilds Level 2 Diploma in Air Cabin Crew (New Entrant)

What adaptations to assessments are permitted?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked Evolve test	201	✓ Remote invigilation
Assessments for practical skills. Centre marked assignment with majority practical.	202, 203, 204, 205, 206	✓

For on demand 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
501/0865/7	4877-02	City & Guilds Level 2 Diploma in Aviation Operations on the Ground
501/0844/X	4877-03	City & Guilds Level 3 Diploma in Aviation Operations on the Ground

What adaptations to assessments are permitted?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for occupational competency Portfolio of evidence	201-241 301-316 318, 319, 324, 325, 401, 402, 403, 501	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
501/2260/5	4883-02	City & Guilds Level 2 Certificate in Introduction to Cabin Crew

What adaptations to assessments are permitted?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	207	✓
Assessments for practical skills. Centre marked assignment with majority practical.	201, 202, 203, 204, 205, 206	✓

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, generates evidence that can be retained by the centre and authenticates that the responses are the learners 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

**Adaptations for:**

QAN	City & Guilds qualification number	City & Guilds qualification title
600/5600/9	4955-01	City & Guilds Level 1 Certificate in Exploring the Aviation Industry
501/2261/7	4955-03	City & Guilds Level 3 Certificate in Aviation Operations on the Ground (knowledge)
501/0814/1	4955-22	City & Guilds Level 2 Certificate in Aviation Operations on the Ground (Knowledge)
501/0494/9	4955-23	City & Guilds Level 2 Diploma in Aviation Environment

What adaptations to assessments are permitted?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	101, 102, 103, 104, 106	✗
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	201, 202, 206, 207, 210, 212, 213, 214, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 313, 314, 315	✓
Assessments for practical skills / tasks. Centre marked assignment with majority practical.	105, 203, 204, 205, 208, 209, 211, 312	✓

Centre marked assignments 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, generates evidence that can be retained by the centre and authenticates that the responses are the learners' 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

For centre marked written response/short answer questions/tests:



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

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:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/1096/4	4959-01	City & Guilds Level 1 Award in Introduction to the Travel and Tourism Industry
600/1097/6	4959-02	City & Guilds Level 1 Certificate in Introduction to the Travel and Tourism Industry
600/1098/8	4959-03	City & Guilds Level 1 Diploma in Introduction to the Travel and Tourism Industry

What adaptations to assessments are permitted?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	002, 101, 102, 104, 105, 106, 110, 111, 112, 113	x
Assessments for knowledge and understanding alone. Externally marked Evolve test	107, 108, 109	✓ Remote invigilation
Assessments for practical skills / tasks. Centre marked assignment with majority practical.	001, 103	x

For on demand 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
600/6755/X	4976-01	City & Guilds Level 2 Award in Travel and Tourism
600/6760/3	4976-02	City & Guilds Level 2 Certificate in Travel and Tourism
600/6758/5	4976-03	City & Guilds Level 2 Extended Certificate in Travel and Tourism
600/6762/7	4976-04	City & Guilds Level 2 Diploma in Travel and Tourism
600/6759/7	4976-07	City & Guilds Level 3 Extended Certificate in Travel and Tourism
600/6757/3	4976-08	City & Guilds Level 3 Diploma in Travel and Tourism
600/6763/9	4976-09	City & Guilds Level 3 Extended Diploma in Travel and Tourism

What adaptations to assessments are permitted?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	203, 206, 207, 209, 210, 213, 214, 215, 216, 217, 219, 220, 222, 225, 226, 227, 250, 251, 252, 253 304, 308, 309, 310/610, 317, 318, 325, 326, 327, 328, 330, 331, 340, 341, 342, 344, 352	✓
Assessments for knowledge and understanding alone. Externally marked Evolve test	201, 205, 212 301, 306, 312, 313, 314, 315, 399, 228	✓ Remote invigilation
Assessments for practical skills / tasks	204, 221, 250	x



Centre marked assignment with majority practical.	303, 319, 320, 322, 324, 350	
Assessments for practical skills / tasks Centre marked assignment with majority practical.	323, 351	x

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, generates evidence that can be retained by the centre and authenticates that the responses are the learners' 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

For centre marked written response/short answer questions/tests:

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

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.

For on demand 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

QAN	City & Guilds qualification number	City & Guilds qualification title
500/4041/8	4849-01	City & Guilds Level 2 Award in Air Cabin Crew (New Entrant)
500/4039/X	4849-02	City & Guilds Level 2 Certificate in Air Cabin Crew (New Entrant)
500/4043/1	4849-03	City & Guilds Level 2 Diploma in Air Cabin Crew (New Entrant)
501/2260/5	4883-02	City & Guilds Level 2 Certificate in Introduction to Cabin Crew
501/0865/7	4877-02	City & Guilds Level 2 Diploma in Aviation Operations on the Ground
501/0844/X	4877-03	City & Guilds Level 3 Diploma in Aviation Operations on the Ground
600/5600/9	4955-01	City & Guilds Level 1 Certificate in Exploring the Aviation Industry
501/2261/7	4955-03	City & Guilds Level 3 Certificate in Aviation Operations on the Ground (knowledge)
501/0814/1	4955-22	City & Guilds Level 2 Certificate in Aviation Operations on the Ground (Knowledge)
501/0494/9	4955-23	City & Guilds Level 2 Diploma in Aviation Environment
600/1096/4	4959-01	City & Guilds Level 1 Award in Introduction to the Travel and Tourism Industry
600/1097/6	4959-02	City & Guilds Level 1 Certificate in Introduction to the Travel and Tourism Industry
600/1098/8	4959-03	City & Guilds Level 1 Diploma in Introduction to the Travel and Tourism Industry



600/6755/X	4976-01	City & Guilds Level 2 Award in Travel and Tourism
600/6760/3	4976-02	City & Guilds Level 2 Certificate in Travel and Tourism
600/6758/5	4976-03	City & Guilds Level 2 Extended Certificate in Travel and Tourism
600/6762/7	4976-04	City & Guilds Level 2 Diploma in Travel and Tourism
600/6759/7	4976-07	City & Guilds Level 3 Extended Certificate in Travel and Tourism
600/6757/3	4976-08	City & Guilds Level 3 Diploma in Travel and Tourism
600/6763/9	4976-09	City & Guilds Level 3 Extended Diploma in Travel and Tourism

Appendix B

List of qualifications where no adaptations are permitted/needed

QAN	City & Guilds qualification number	City & Guilds qualification title
501/0865/7	4877-02	City & Guilds Level 2 Diploma in Aviation Operations on the Ground
501/0844/X	4877-03	City & Guilds Level 3 Diploma in Aviation Operations on the Ground

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



0844 543 0000

Calls to our 0844 numbers cost 7 pence per minute plus your telephone company's access charge.

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

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