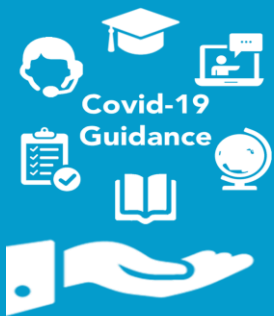


Assessment mitigation centre guidance for NVQs & VRQs in relation to Covid-19 disruption, Summer 2020

Quality Process Arrangements and Guidance for assessments that have been adapted

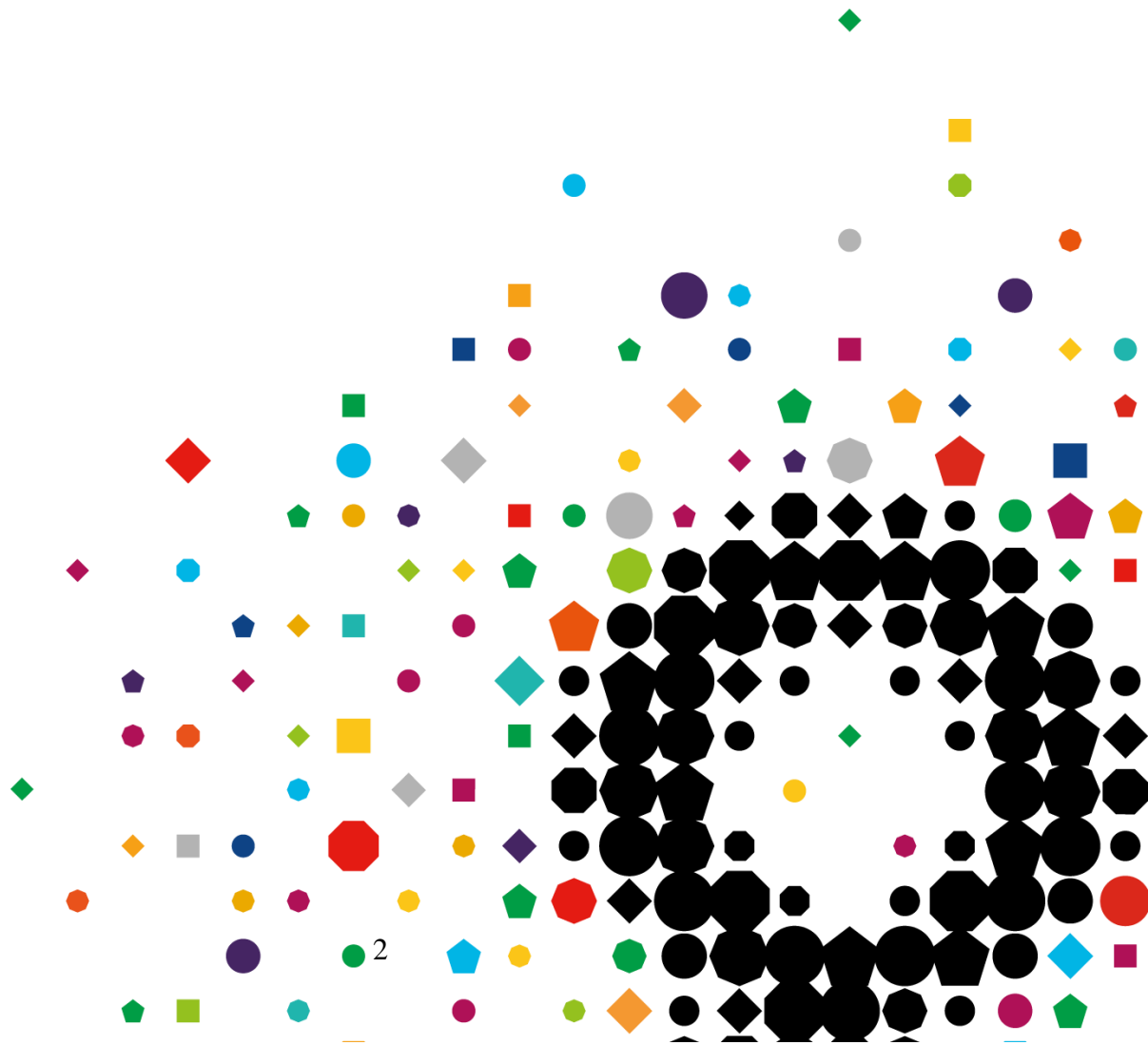


Version 1.4



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Due to the nature of this document, these FAQs will be updated regularly with new or amended questions. The version control table below will outline any changes or additions made to this document.

Version	Change
1.2	Removal of the 7 step guide, removal of the Learner Declaration
1.3	New pages added: Adaptation timeline, Adaptation quality process (Centre with DCS), Adaptation quality process (Centre without DCS), Claiming certificates for graded claim modules and exams
1.4	'How to upload grades for exams components where the mitigation approach has changed' minor amendments to wording for further clarity



1. Introduction

This guidance document has been created for Assessors, Internal Quality Assurers and Heads of Centre. The purpose of the document is to provide centre staff with details of the actions they need to follow for quality assurance processes, which relate to the Adaptation criteria during the Covid-19 situation.

All Internal and External Quality Assurance processes still apply throughout the Adaptation mitigation approach.

This guidance document **must** be used in conjunction with the Sector Guidance documents for Mitigation approaches, as not all qualifications can be adapted - please find these documents <[here](#)>.

This guidance applies to regulated qualifications delivered in England, Northern Ireland, Wales and Scotland, which are listed as adapted in the relevant sector guidance.

Centres in the Republic of Ireland, doing qualifications that are eligible (on the Ofqual list published on the [VRQ/NVQ mitigation page](#)) can use the assessment mitigations offered to UK centres. This confirmation overrides the exclusion of international learners in each sector guidance document but applies to the Republic of Ireland only.

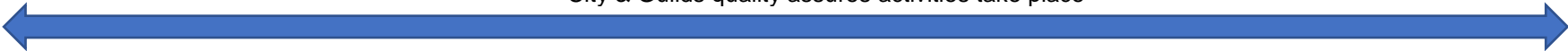


2. Learners eligibility criteria

The Adaptation mitigation approaches are **only** available to learners who:

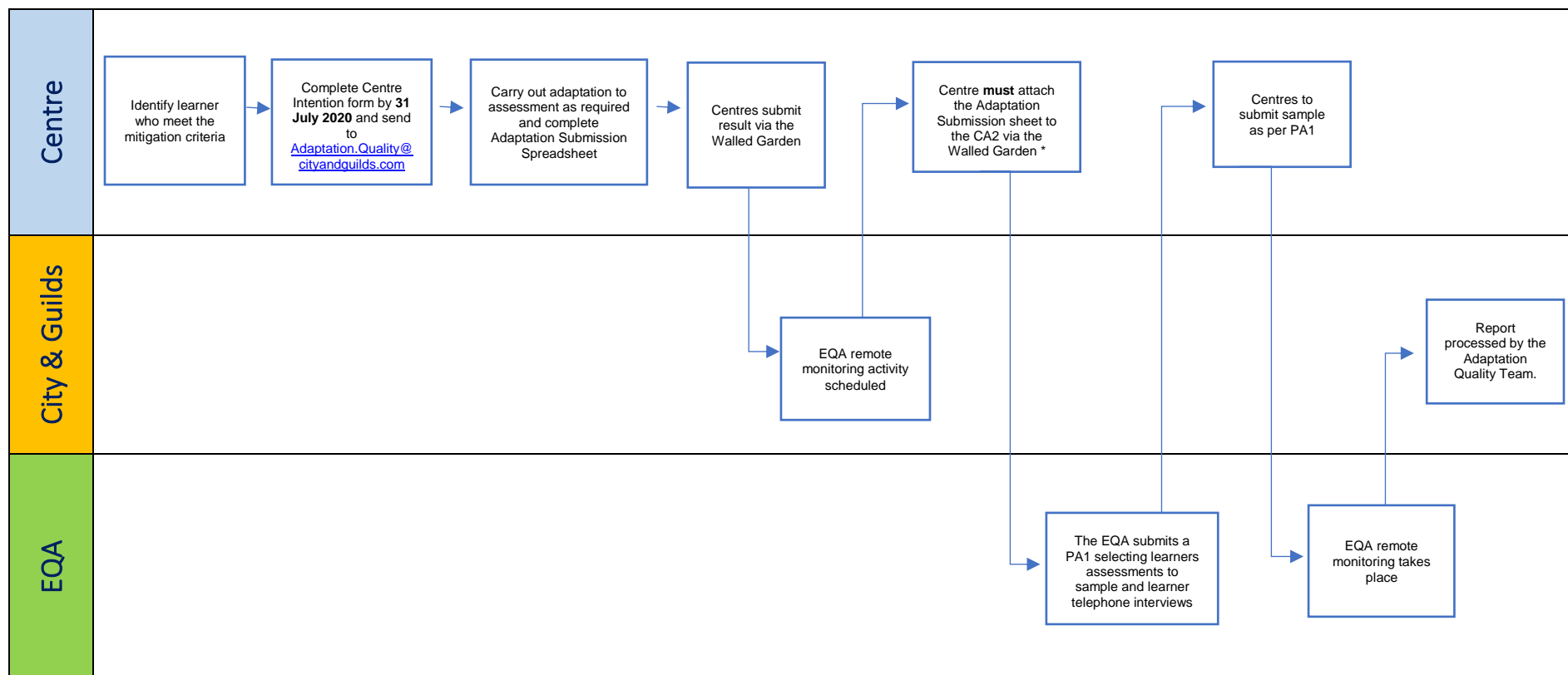
- were incomplete/still registered as of 20 March 2020;
- were scheduled to complete their qualification/assessments by 31 July 2020
- have completed a learning programme that addresses a significant proportion of the content of the qualification;
- have met any specific requirements at qualification level as set out within the sector guidance mitigation documents – these can be found [here](#).

3. Adaptation timeline

31 July 2020	30 September 2020
<p>Centres inform the Adaptation Quality team that they will be applying adaptation to assessments.</p> <p>Please complete the Centre Intention form which can be downloaded here and email to: Adaptation.Quality@cityandguilds.com. Please do this no later than 31 July 2020</p>	<p>Centre deadline for completing adapted assessments and submitting results.</p>
June 2020 – onwards	
<p style="text-align: center;">City & Guilds quality assures activities take place</p> 	
Customer Support Documentation	
<p>All guidance and support documentation can be found on the City & Guilds website here</p> <p>Please find below a snap shot of the documentation available:</p> <ul style="list-style-type: none"> • List of qualifications and primary mitigation approaches • FAQs • Quality Process arrangement and guidance for assessment that have been adapted document • Sector guidance documents • Submission forms including centre intention form and the adaptation submission spreadsheet • Recorded webinars 	
Calculated – Centre Assessment Grades	
<p>This document has been created to support our centres who will be using adaptations to assessments. For Calculated – Centre Assessment Grades, separate guidance documents have been created and can be found on the City & Guilds website here.</p>	

4. Adaptation quality process (Centre with DCS)

For any claims for exam components that are being adapted or certification/grading/pathways units that are needed to meet rules of combination, please ref to page 10 and 11 on how to submit results



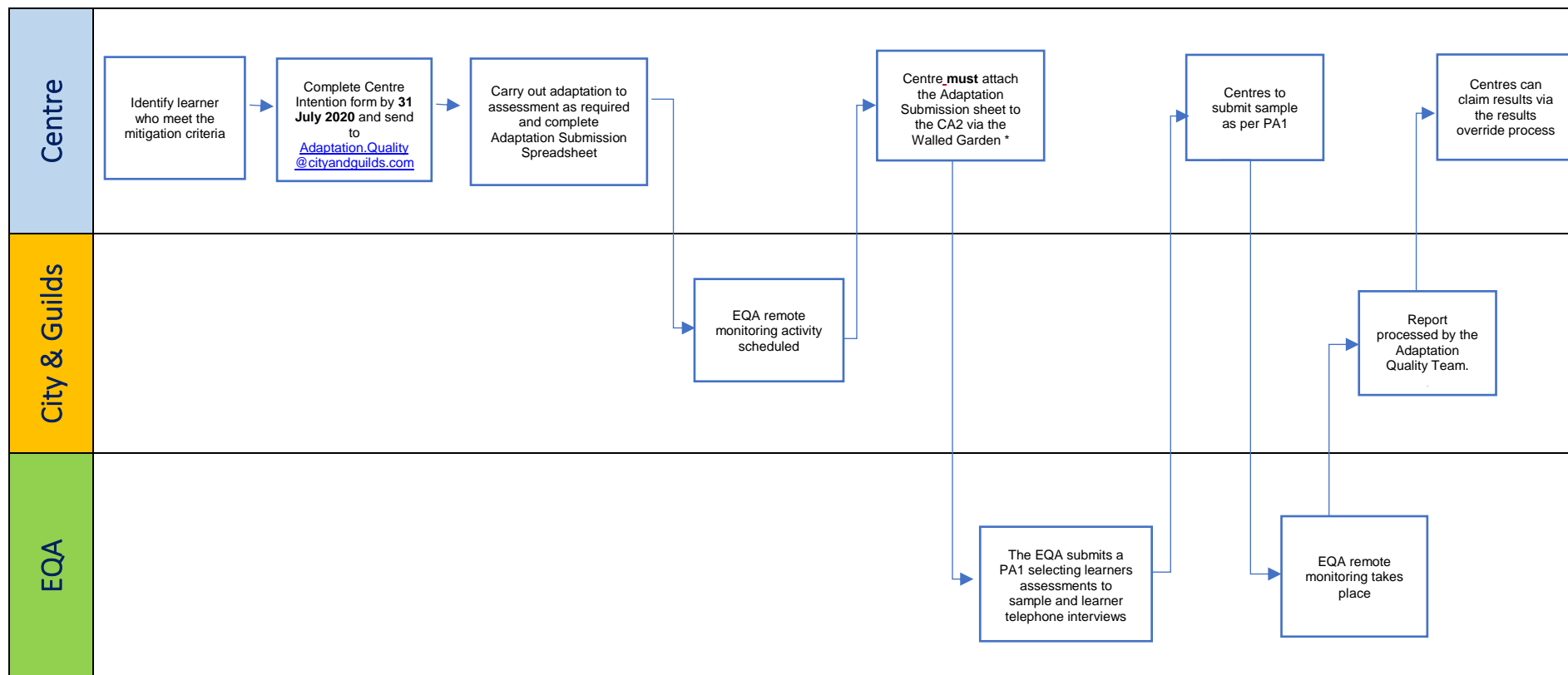
**where no adaptation has been used, centres are to attach their own CA2 tracker for these learners*

All adaptation assessments must be completed by 30 September 2020

Centres are to maintain all assessment records for 3 years, including the Adaptation submission spreadsheet

5. Adaptation quality process (Centres without DCS)

For any claims for exam components that are being adapted or certification/grading/pathways units that are needed to meet rules of combination, please ref to page 10 and 11 on how to submit results



**where no adaptation has been used, centres are to attach their own CA2 tracker for these learners*

All adaptation assessments must be completed by 30 September 2020

Centres are to maintain all assessment records for 3 years, including the Adaptation submission spreadsheet



6. Quality Process Guidance for adaptation

6.1 Assessment adaptation process and information centres need to record

For learners who meet the eligibility criteria, assessors must complete the following steps:

- Identify learners who meet the mitigation criteria for assessment adaptation arrangements.
- Undertake an audit of each learner's work to identify completed units and agree an assessment plan for the outstanding units, as per the permitted arrangements outlined in the Sector Guidance Assessment Mitigation documents. These must be clearly documented to show a clear audit trail (including the Adaptation Submission spreadsheet).
- For assessments where an adaptation is permitted, ensure that the assessor reviews all evidence, makes sound assessment decisions and clearly record these.
- Clearly identify which units adaptation has been applied to. Where multiple options of assessment adaptation are available, centres need to identify which adaptation was applied.
- Internal quality assurance procedures should be followed to agree final assessment decisions and all associated records retained by the centre.

6.2 Internal Quality Assurance

Quality assurance is fundamental to City & Guilds as an awarding organisation and is embedded in all of our processes, products and services. It guarantees the integrity and value of our qualifications and/or assessments. All of our standard Quality Assurance processes continue to apply as part of the Adaptation process and they are paramount to ensuring the Adaptation criteria has been met and all certificate claims are valid.

Centres must:

- check assessors have identified appropriate learners for adaptation;
- apply a risk-based sampling approach on the principles of 'CAMERA' (for more information on 'CAMERA' please find it here [Guidance on Internal Quality Assurance of Qualifications](#));
- select appropriate assessment methods in line with adaptation requirements;
- standardise assessor decisions across adaptation approaches;
- apply policies, procedures and legislation to meet City & Guilds and external/regulatory requirements.

All claims must be approved by an occupationally competent Internal Quality Assurer (IQA) on the individual Adaptation Submission spreadsheet.



6.3 External quality assurance

External Quality Assurance monitoring related to where assessments have been adapted for learners will be carried out remotely.

External Quality Assurers will maintain their usual sampling practice. EQAs will plan, select and review their sample of your processes and record their findings on a CAR sampling report. As part of their remote sample, EQAs will carry out interviews of learners by phone or online.

6.4 Submitting results

Centres can submit results where the assessment has been adapted via the Walled Garden, following the standard process. Centres that usually upload results using EDI files, can continue to do this for learners where adaptation has been applied.

Before submitting any results, centres must:

- Inform the Adaptation Quality team that you will be adapting assessments. Please complete the Centre intention form - to apply adaptation form which can be downloaded <[here](#)> and email it to: Adaptation.Quality@cityandguilds.com. Please do this no later than **31 July 2020**.
- Complete the Adaptation Submission spreadsheet and retain in centre. This must be completed in preparation for the External Quality Assurance activity – Remote Monitoring.
- Attach the Adaptation Submission spreadsheet to the CA2 in the Walled Garden, once the CA1 form has been received in preparation for your remote monitoring activity.
- Retain all evidence for the next External Quality Assurance activity (as per section 5.2.5 in the Centre Manual).
- The Adaptation Quality Team will arrange External Quality Assurance activities as required.

Centres who do not have Direct Claims Status or are awaiting their first monitoring activity since gaining approval, must also complete the following additional step:

- Claim for the results manually via our Results Override process once learners have been signed off for certification by the EQA.

Further details on the process for submitting results are to follow.

7. Claiming certificates for graded claim modules and exams

Some VRQ qualifications include certification, grade or pathway claim units as part of the rules of combination. Where this applies, these should be claimed using the normal process:

Where a centre is on Direct Claims Status (DCS) for the qualification, the centre must claim these units directly through Walled Garden.

Where a centre is not on DCS, the units will need to be claimed via the results override process through your centres allocated Quality Delivery team.

For example:

(1853- 02 Level 2 Certificate in Electronic Security and Emergency Systems)

Units & Assessments	Type	Entry Type	Product code	Credits /Pts.
Level 2 Electrical and electronic principles in electro technical environments (12 Credits)	Multiple Choice	e-volve on-line tests	1853-001	12.0
Level 2 Working effectively and safely in electro-technical environments (5 Credits)	Multiple Choice	e-volve on-line tests	1853-002	5.0
Level 2 Access control systems (9 Credits)	Multiple Choice	e-volve on-line tests	1853-003	9.0
Level 2 Intruder alarm systems (9 Credits)	Multiple Choice	e-volve on-line tests	1853-004	9.0
Level 2 Closed Circuit Television Systems (CCTV) (8 Credits)	Multiple Choice	e-volve on-line tests	1853-005	8.0
Level 2 Fire detection and alarm systems (FD&A) (8 credits)	Multiple Choice	e-volve on-line tests	1853-006	8.0

Submit centre assessment grades via the CAG tool

Units & Assessments	Type	Entry Type	Product code	Credits /Pts.
Level 2 Access control systems (9 credits)	Assignment	Results Entry	1853-101	9.0
Level 2 Intruder Alarm Systems (9 credits)	Assignment	Results Entry	1853-102	9.0
Level 2 Closed Circuit Television Systems (CCTV) (8 credits)	Assignment	Results Entry	1853-103	8.0
Level 2 Fire detection and alarm systems (8 credits)	Assignment	Results Entry	1853-104	8.0
Level 2 Integrated Electronic Security Systems - Stand-alone Personnel Alarm Systems (8 credits)	Assignment	Results Entry	1853-106	8.0

Centres with DCS – submit results as normal via the Walled Garden

Centres without DCS – will need to claim via the results override process

Grading	Type	Product code	Pts
Certification Module for Level 2 Certificate in Electronic Security and Emergency Systems (Fire Detection and Alarm Systems)	Not Applicable	1853-901	N/A
Certification Module for Level 2 Certificate in Electronic Security and Emergency Systems (Closed Circuit Television Systems) (CCTV)	Not Applicable	1853-902	N/A
Certification Module for Level 2 Certificate in Electronic Security and Emergency Systems (Intruder Alarm Systems)	Not Applicable	1853-904	N/A
Certification Module for Level 2 Certificate in Electronic Security and Emergency Systems (Access Control Systems)	Not Applicable	1853-905	N/A

Centre with DCS - Submit via the Walled Garden

Centres without DCS – will need to claim via the results override process

Please note this does **not** apply to:

- Technical Qualifications
- Extended Project Qualification Functional Skills
- Core Maths
- ESOL
- Essential Skills Wales
- Essential Skills Northern Ireland



How to upload results for exams that have been adapted

Where the primary mitigation for the qualification remains adaptation, but there are exam components which are now estimated grade, these exam components must be submitted via our new Centre Assessment Grades tool within our Walled Garden.

The tool is also used for the submission of centre assessment grades as part of qualifications where the primary mitigation is 'Calculated Result'.

Our guidance document which explains how to use this tool to submit centre assessment grades for exam components that have been changed to estimated grade can be found using the following link [here](#).

For further advice, please contact our Centre Support team:

E: centresupport@cityandguilds.com

T: 0844 543 00 00

Adaptation Submission Spreadsheet

The purpose of the Adaptation Spreadsheet

The purpose of the Adaptation Spreadsheet is to provide an audit trail of all learners, qualifications, and units where adaptation has been applied. This provides the data needed for the External Quality Assurance activity that is required to sample this evidence and decisions made.

The Adaptation spreadsheet is also a declaration where the Head of Centre is required to sign to confirm that all criteria for the adapted assessments have been met.

Who completes the Adaptation submission spreadsheet

This can be completed by the Assessor or IQA, but it must be signed by the Head of Centre, or someone that has permission to act on their behalf. The adaptation submission spreadsheet must be fully completed for all learners where adaptation has been applied.

Electronic signatures

Electronic signatures can be used – you do not have to print, sign and scan in the document.

When does the Adaptation submission spreadsheet need to be completed

The spreadsheet needs to be completed and ready for External Quality Assurance activities.

- A convenient date for the External Quality Assurance Activity – Remote Monitoring will be arranged with your EQA as per the usual process.
- A CA1 form will be released to the Quality Contact within the centre, as per the usual process.
- The Adaptation spreadsheet **must** be attached to the CA2 in your External Quality Assurance activity within the Walled Garden.
- If you have learners where adaptation has not been applied, you will also need to attach your usual tracking document to the CA2. If you have both, then the Adaptation submission spreadsheet and your usual tracking document will need to be attached to the CA2 in Walled Garden.

Head of centre responsibilities

- The Adaptation Submission spreadsheet will need to be signed off and dated by the Head of Centre.
- It is the responsibility of the Head of Centre to ensure that all claims submitted meet the adaptation criteria.
- All evidence must be retained for a period of 3 years (as per section 5.2.5 in the Centre Manual) to support the adaptation process and be available for the on-going external quality assurance sampling process.
- Any result claims and certificates that do not meet the adaptation criteria may be subject to invalidation.
- The Head of Centre is responsible for reporting any suspected malpractice. Please refer to [Managing Cases of Suspected Malpractice](#)

9. Deadline for completing and submitting results for assessments that have been adapted

Deadline for informing City & Guilds that you will be adapting assessments	31 July 2020
Deadline for completing adapted assessments and submitting results	30 September 2020

The Adaptation Quality Team will arrange External Quality Assurance Activities as required.

10. 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

or

general.enquiries@cityandguilds.com



0844 543 0000

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

