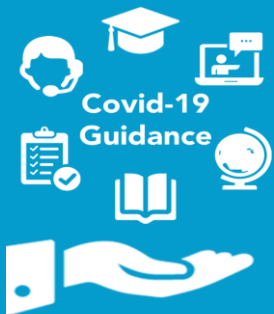


Assessment mitigation centre guidance for NVQs & VRQs in relation to Covid-19 disruption, Summer 2020

Building Services Industry



Version	Amendment type	Section/Qualification
1.2 (May 2020)	Change of mitigation from Calculated to Adaptation for some assessment components and updated supporting guidance.	2000, 6035, 6187, 6188, 6189, 7189
	Removal of Adaptation as a permitted mitigation approach and updated supporting guidance.	7202
1.3 (June 2020)	Added Programme of Study listing for 6189-31 and 6189-33	6189
	Removal of remote invigilation for VRQs	2000, 2365, 6035
	Qualification mitigation category changed to Calculation	2000-02
	Change of permitted mitigation for some e-volve assessments to Calculation	2000, 2365, 2357, 5357, 6014, 6035, 6187, 6188, 6189, 7189
	Added Programme of Study listing for unit/RPL routes	2357, 2382, 5357, 6187, 6188, 6189, 9074, 9189
	Qualification added	2399
	Qualification mitigation corrected to Delay	6014-04
	Missing assessment numbers added	6187-01/02
	Template guidance sections amended (Sections 2, 4 & 5; Section 6 removed)	Sections 2, 4 & 5 Section 6 removed.
1.4 (June 2020)	Qualifications added	6288-21, 6090-20
	Additional flexibility permitted for design part only of specified assessments	6189 Level 3
	Mitigation for assessment 5357-114 changed to Adapt	5357
1.5 (June 2020)	Mitigation corrected for assessments 209/509	7189-02



Contents

1. Introduction
2. Scope of qualifications
3. Scope of Learners
4. Qualifications where calculated results are permitted
5. Qualifications where adaptation of assessments is permitted
6. Further advice and guidance
7. Appendices

1. Introduction

This guidance applies to OFQUAL regulated qualifications delivered in England, Northern Ireland, Wales and Scotland.

Our overarching aim is to allow as many learners as possible that were due to complete/achieve their assessment/qualifications in summer 2020 to receive results, so they can progress onto further education and employment without delay.

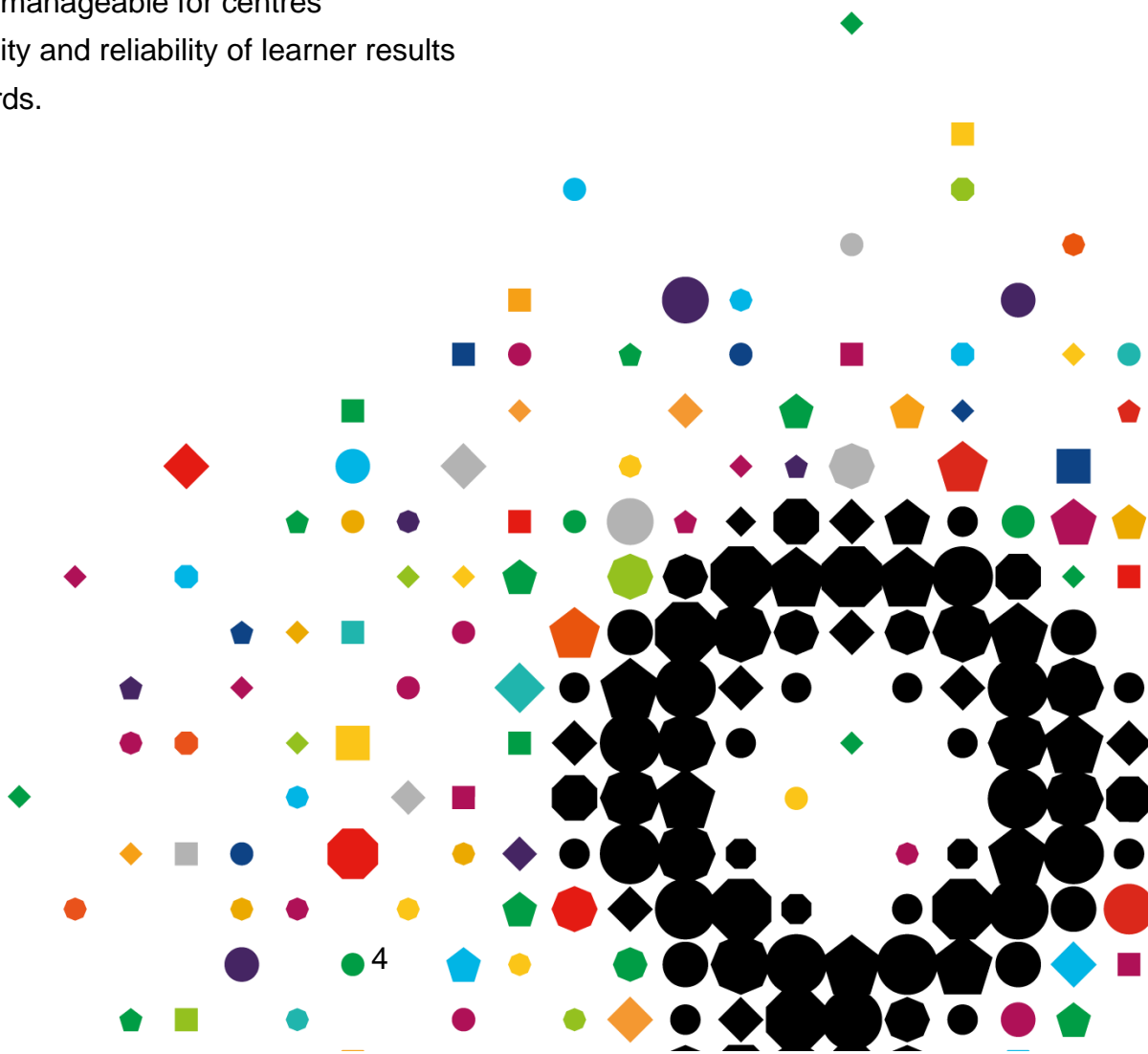
The qualifications in this sector serve a number of purposes, such as progression to further study, signalling occupational competence, or are linked to occupational regulation, such as licence to practice and as such they vary in their assessment approaches and therefore their assessment and mitigation approaches.

This guidance covers the assessment and mitigation processes that will be applied to the qualifications in this sector. These include:

- Calculated results
- Adaptation
- Delay
- No mitigation required

We are committed to developing a process that, as far as possible, will:

1. be practical and manageable for centres
2. support the validity and reliability of learner results
3. maintain standards.





2. Scope of qualifications

For information on Exceptional Arrangements for Vocational and Technical qualifications see [here](#).

In line with the government's stated aim of ensuring parity between GQ and VTQ learners and to ensure VTQ learners can progress to HE/FE/employment, the following mitigation and assessment approaches apply, arrangements for all qualifications in this sector are detailed in this document.

Calculated results/centre-assessment grades

We have proposed calculated results/centre-assessment grades for qualifications where:

- their primary purpose is either progression to either further or higher education. Learners will receive a calculated result for assessments they were due to complete this academic year
- there is sufficient evidence available to form a valid judgement and where there are no health & safety or safeguarding issues.

Calculated results will draw appropriately on a range of trusted evidence and will be based primarily on tutor judgements of what result each learner would most likely have achieved had they had sat their assessments this summer.

These will then be subject to quality assurance by City & Guilds. City & Guilds will also quality assure the judgements across different centres once they have been submitted. Where there are banked assessment results already achieved for learners, these will be used.

Adaptation

We have proposed Adaptation for qualifications where:

- their primary purpose is a mix of either progression to further or higher education or signifying competence, or where the primary purpose is to signify competence.
- a calculated result/centre-assessment grade is not possible
- learners are completing programmes of study where the primary aim is linked directly to occupational or professional competence
- the validity of the assessment will remain protected
- it does not conflict with identified health and safety or safeguarding issues

Delay

For some qualifications, assessments will need to be delayed where neither estimation nor adaptation is possible.

This is very much based on the purpose and nature of the qualification.

Qualifications such as licence to practice qualifications or those qualifications considered 'high risk' will fall under this approach.

Please refer to Appendix D : List of qualifications where delay is the approach.



No mitigation required

For some qualifications it will be the case that no mitigation is required as assessments can continue to be delivered and assessed in the usual way according to the acceptable approaches within the assessment strategy/plan.

Please refer to Appendix C : List of qualifications where no mitigation is required.

For a small number of qualifications, a 'hybrid' approach may be proposed with a primary mitigation approach for most outstanding assessments and a secondary mitigation for others. Full details for where this approach exists within the specific qualifications is provided in this guidance document.

Where the primary mitigation approach for a qualification is adaptation, but calculated results/centre assessment grades are permitted for some of the assessments, this is indicated in the adaptation list with an *. Please note the different submission timescales for adaptation results and centre calculated grades.



3. Scope of Learners

These mitigation approaches are ONLY available to learners who meet the following criteria:

- Were incomplete/still registered as of 20th March 2020
- Were scheduled to complete their qualification/assessments by 31st 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 later in this document if applicable.

For any learners where access arrangements have been agreed (for example a reader or extra time), this should be taken into consideration in the mitigation approach.

Centres should give consideration of where illness or other personal circumstances might have affected learner performance in assessments or assessment components that have already been undertaken.

Arrangements for learners out of scope

For learners out of scope please continue to offer remote and blended learning where feasible, supporting learners to prepare for their assessments once the government guidance allows them to return to their centres. The following actions should be taken by centres:

- Continue to support learners with their learning remotely in line with current and evolving social distancing requirements
- Tutors/assessors should continue to undertake formative assessment and to support remote learning

Formal summative assessment can be resumed when the centre re-opens.

International learners are not in scope for these mitigations.





4. Qualifications where calculated results are permitted

At City & Guilds we want to ensure that wherever possible learners who planned to take assessments this summer for progression to either further or higher education or into employment will be able to receive results.

In many circumstances where progression to either further or higher education is the primary purpose of the qualification, learners will receive a calculated result for assessments they were due to complete this academic year. Calculated results will draw appropriately on a range of trusted evidence and will be based primarily on tutor judgements of what result each learner would most likely have achieved had they had sat their assessments this summer.

These will then be subject to quality assurance by City & Guilds. City & Guilds will also quality assure the judgements across different centres once they have been submitted. Where there are banked assessment results already achieved for learners, these will be used.

The individual qualification pages that follow provide detail of the specific assessments and conditions where calculated results are permitted.

Please refer to Appendix A: List of qualifications where calculated results are permitted.

For more information on centre assessment grades, please refer to the following documents on the City & Guilds website:

City & Guilds Summer 2020 Grades for VRQs guidance document found [here](#)

Submitting Centre Assessment Grades to Walled Garden guidance document found [here](#)



5. Qualifications where adaptation of assessments is permitted

Please refer to Appendix B: List of qualifications where adaptation of assessments is permitted.

Types of adaptation that may be used

The individual qualification pages that follow provide detail of the **specific** adaptations that are **permitted** for individual assessments. The main types of adaptation that have been used across qualifications include:

Expert Witness Testimony

The use of additional expert witness testimonies from qualified individuals to act as evidence in place of other assessment activities (e.g. direct observation).

Professional Discussion

The use of a professional discussion element to provide evidence of coverage that may not be possible for learners to produce through typical assessment processes at this time (e.g. instead of a practical task).

Simulation

The use of simulation to assess activities that would typically have occurred in a certain (e.g. real work) environment.

Observation

In some instances where direct observation is not possible, the number of required observations for assessment have been reduced. In other instances, alternative methods of assessment may be accepted (e.g. Expert Witness Testimony).

Knowledge-based written assessments

The use of a range of adaptations have been suggested, depending on the qualification, but typically include:

- a) A relaxation of conditions, e.g. tasks that may have typically been done in supervised conditions in a centre that now may be taken in the learner's home.
- b) An adaptation to the mode of assessment e.g. use of oral questioning.

For more information on the adaptation process, please refer to the **Quality Process Arrangements and Guidance for assessments that have been adapted** document on the City & Guilds website.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/0986/X	2000-01	Level 1 Certificate in Access to Building Services Engineering

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and understanding alone. Externally marked e-volve test.	102 / 103 / 104	✓			
Assessments for practical skills. Centre marked assignment with majority practical.	Health & Safety 101	✓			
	105 / 106 / 107 / 108	✓			

Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.

Centre assessment grades (estimations) for learners must be submitted by 26 June 2020.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/0989/5	2000-02	Level 2 Diploma in Access to Building Services Engineering

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and understanding alone. Externally marked e-volve test.	201 / 202 / 203 / 204	✓			
Assessments for practical skills. Centre marked assignment with majority practical.	Health & Safety 501			✓	
	105 / 106 / 107 / 108	✓			

Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.

Centre assessment grades (estimations) for learners must be submitted by 26 June 2020.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
501/2232/0	2357-13 / 34 / 44 / 46 / 91	Level 3 NVQ Diploma in Installing Electrotechnical Systems and Equipment (Buildings, Structures and the Environment)

Which learners do the mitigation arrangements apply to?

These assessment arrangements are **ONLY** available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	602 / 603 / 604 / 609 / (705/725)		✓		
Assessments for knowledge and understanding alone. Externally marked e-volve test.	102 / 301 / 305 / 309	✓			
	018 / 107		✓ Remote Invigilation only		
Assessments for practical skills. Centre marked assignment with majority practical.	606 / 608		✓		
	601 / 607			✓	
Assessments for occupational competency. Portfolio of evidence.	311 / 312 / 313 / 315 / 316 / 317 / 318		✓		

Externally assessed AM2. Refer to the NET latest news for centres that are open.	399				✓
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Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.

Centre assessment grades (estimations) for learners must be submitted by 26 June 2020. This deadline does not apply to grades where an Adaptation is being utilised.

What adaptations to assessments are permitted?

Centre marked assignment or task assessing only knowledge and understanding

These can be taken remotely by candidates 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 candidates own.

Where this is not an option, centres can assess candidates via oral questioning. The test content can be used as a basis of this provided the security of the assessment materials is maintained.

- Where tests are multiple-choice questions, the multiple-choice questions can be rephrased into open questions.
- Where questions have images or tables, these can either be shared discretely from the test, 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 candidates own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

Centre marked assignment assessing practical skills

Undertake an audit of evidence that exists for the learner in relation to outstanding practical assessments. Below are some examples of the type of evidence that may be used, please note – this list is not exhaustive.

- Any formative or mock exam/assessment results
- Participation and performance in skills-based activities (eg health and safety)



- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study or from the workplace
- Comparison with previous cohorts.

Based on outstanding evidence a supplementary Q&A session should be undertaken with the learner to provide sufficient evidence for outstanding assessment elements.

Remotely invigilated e-volve tests

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
2. Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.
3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.

Portfolio of evidence assessing competency (as an adaptation to direct observation)

- Video link/recording – this option may be considered for various elements of the assessment process including communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call .
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.
 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used as a tool for observation, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - The video needs to be clear and at a distance that the task is clearly visible, and an assessment decision can be made with confidence.
 - The video evidence must be accompanied by an assessment decision that demonstrates that the video evidence has been assessed and feedback given to the learner.



- The video is of the actual work being carried out in real time and not a synopsis of the work done when completed (if being used as an observation).
- Audio link/recording - this option may be considered for various elements of the assessment process including, communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call.
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.
 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used to capture a professional discussion, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - This method is not suitable for observations.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/5498/0	2365-02	Level 2 Diploma in Electrical Installations (Buildings and Structures)

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and understanding alone. Externally marked e-volve test.	203 / 210 / 602	✓			
	Health & Safety: 501 (or 601)		✓ Remote Invigilation only		
Assessments for practical skills. Centre marked assignment with majority practical.	204		✓		
	Health & Safety: 201 (or 211)			✓	

Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.



Centre assessment grades (estimations) for learners must be submitted by 26 June 2020. This deadline does not apply to grades where an Adaptation is being utilised.

What adaptations to assessments are permitted?

Remotely invigilated e-volve tests

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
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3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.

This is an interim adaptation for those assessments and learners that are eligible.

Centre marked assignment assessing practical skills

Undertake an audit of evidence that exists for the learner in relation to outstanding practical assessments. Below are some examples of the type of evidence that may be used, please note – this list is not exhaustive.

- Any formative or mock exam/assessment results
- Participation and performance in skills-based activities (eg health and safety)
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study or from the workplace
- Comparison with previous cohorts.

Based on outstanding evidence a supplementary Q&A session should be undertaken with the learner to provide sufficient evidence for outstanding assessment elements.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/5499/2	2365-03	Level 3 Diploma in Electrical Installations (Buildings and Structures)

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	612 / 615 / 308		✓		
Assessments for knowledge and understanding alone. Externally marked e-volve test.	301 / 623 / 625	✓			
	624		✓		
	Health & Safety: 501 or 601		Remote Invigilation only		
Assessments for practical skills. Centre marked assignment with majority practical.	613		✓		
	614 Health & Safety: 201 or 211			✓	



Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.

Centre assessment grades (estimations) for learners must be submitted by 26 June 2020. This deadline does not apply to grades where an Adaptation is being utilised.

What adaptations to assessments are permitted?

Centre marked assignment or task assessing only knowledge and understanding

These can be taken remotely by candidates 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 candidates own.

Where this is not an option, centres can assess candidates via oral questioning. The test content can be used as a basis of this provided the security of the assessment materials is maintained.

- Where tests are multiple-choice questions, the multiple-choice questions can be rephrased into open questions.
- Where questions have images or tables, these can either be shared discretely from the test, 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 candidates own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

Remotely invigilated e-volve tests

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
2. Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.
3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.



Centre marked assignment assessing practical skills

Undertake an audit of evidence that exists for the learner in relation to outstanding practical assessments. Below are some examples of the type of evidence that may be used, please note – this list is not exhaustive.

- Any formative or mock exam/assessment results
- Participation and performance in skills-based activities (eg health and safety)
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study or from the workplace
- Comparison with previous cohorts.

Based on outstanding evidence a supplementary Q&A session should be undertaken with the learner to provide sufficient evidence for outstanding assessment elements.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/3319/4	2382-18 / 28 / 38	Level 3 Award in the Requirements for Electrical Installations BS 7671: 2018

Which learners do the mitigation arrangements apply to?

These assessment arrangements are **ONLY** available to learners who meet the full criteria stated on page 7. This includes candidates registered after 20 March.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and understanding alone. Externally marked e-volve test.	602		✓ Remote Invigilation only		

What adaptations to assessments are permitted?**Remotely invigilated e-volve tests**

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
2. Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.
3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/3722/2	2396-01	Level 4 Award in the Design and Verification of Electrical Installations

Which learners do the mitigation arrangements apply to?

These assessment arrangements are **ONLY** available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and understanding alone. Externally marked paper-based exam	402			✓	
Assessments for practical skills. Centre marked assignment with majority practical.	401			✓	

Details of the delay:

The June 2020 dated externally marked exam (2396-402) has been cancelled and is **expected** to be offered in September 2020 subject to government restrictions being lifted with sufficient time to print, pack and dispatch question papers to centres. If this exam sitting is unable to take place, the next opportunity will be the standard December series.

The centre assessed practical assignment (2396-401) must be delayed until such a time it can be completed safely and adhering to government guidelines at all times.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/4282/5	2399-01	Level 3 Award in The Fundamental Principles and Requirements of Environmental Technology Systems

Which learners do the mitigation arrangements apply to?

These assessment arrangements are **ONLY** available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and understanding alone. Externally marked e-volve test.	201		✓ Remote Invigilation only		

What adaptations to assessments are permitted?**Remotely invigilated e-volve tests**

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4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
601/6299/5	5357-03 / 93	Level 3 Electrotechnical Qualification

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	103 / 104 / 105		✓		
Assessments for knowledge and understanding alone. Externally marked e-volve test.	003(303) / 004 / 005 / 014	✓			
	001 / 012 / 018		✓ Remote Invigilation only		
Assessments for practical skills. Centre marked assignment with majority practical.	107 / 114		✓		
	101 / 112			✓	
Assessments for occupational competency Portfolio of evidence.	102 / 106 / 108 / 109 / 110 / 113 / 115		✓		



Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.

Centre assessment grades (estimations) for learners must be submitted by 26 June 2020. This deadline does not apply to grades where an Adaptation is being utilised.

What adaptations to assessments are permitted?

Centre marked assignment or task assessing only knowledge and understanding

These can be taken remotely by candidates 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 candidates own.

Where this is not an option, centres can assess candidates via oral questioning. The test content can be used as a basis of this provided the security of the assessment materials is maintained.

- Where tests are multiple-choice questions, the multiple-choice questions can be rephrased into open questions.
- Where questions have images or tables, these can either be shared discretely from the test, 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 candidates own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

Remotely invigilated e-volve tests

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
2. Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.
3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.



Centre marked assignment assessing practical skills

Undertake an audit of evidence that exists for the learner in relation to outstanding practical assessments. Below are some examples of the type of evidence that may be used, please note – this list is not exhaustive.

- Any formative or mock exam/assessment results
- Participation and performance in skills-based activities (eg health and safety)
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study or from the workplace
- Comparison with previous cohorts.

Based on outstanding evidence a supplementary Q&A session should be undertaken with the learner to provide sufficient evidence for outstanding assessment elements.

Portfolio of evidence assessing competency (as an adaptation to direct observation)

- Video link/recording – this option may be considered for various elements of the assessment process including communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call.
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.
 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used as a tool for observation, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - The video needs to be clear and at a distance that the task is clearly visible, and an assessment decision can be made with confidence.
 - The video evidence must be accompanied by an assessment decision that demonstrates that the video evidence has been assessed and feedback given to the learner.
 - The video is of the actual work being carried out in real time and not a synopsis of the work done when completed (if being used as an observation).
- Audio link/recording - this option may be considered for various elements of the assessment process including, communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call.
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.



- The date, time, location and purpose of the recording must be stated.
- The date and time must also be stated at the end of the recording.
- The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
- When being used to capture a professional discussion, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
- This method is not suitable for observations.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/0894/5	6014-04	Level 3 Diploma in Gas Utilisation: Core Skills and Knowledge
601/6533/9	6014-55	Level 3 Diploma in Gas Utilisation

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	218 / 219 / 220 / 221 / 277 / 331		✓		
Gas Safety aligned units. Note: performance portfolio element of units can be adapted as below guidance.	301 / 302 / 303 / 304 / 305 / 308 / 310 / 311 / 312 / 313 / 315 / 317			✓	
Assessments for knowledge and understanding alone. Externally marked e-volve test.	207	✓			
	328 / 329		✓ Remote Invigilation only		

Assessments for practical skills. Centre marked assignment with majority practical.	330			✓	
Assessments for occupational competency. Portfolio of evidence.	201 / 322		✓		

Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.

Centre assessment grades (estimations) for learners must be submitted by 26 June 2020. This deadline does not apply to grades where an Adaptation is being utilised.

What adaptations to assessments are permitted?

Centre marked assignment or task assessing only knowledge and understanding

These can be taken remotely by candidates 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 candidates own.

Where this is not an option, centres can assess candidates via oral questioning. The test content can be used as a basis of this provided the security of the assessment materials is maintained.

- Where tests are multiple-choice questions, the multiple-choice questions can be rephrased into open questions.
- Where questions have images or tables, these can either be shared discretely from the test, 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 candidates own. These will need to be recorded in written or verbal format and linked to the assessment criteria.



Remotely invigilated e-volve tests

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
2. Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.
3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.

Portfolio of evidence assessing competency (as an adaptation to direct observation)

- Video link/recording – this option may be considered for various elements of the assessment process including communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call.
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.
 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used as a tool for observation, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - The video needs to be clear and at a distance that the task is clearly visible, and an assessment decision can be made with confidence.
 - The video evidence must be accompanied by an assessment decision that demonstrates that the video evidence has been assessed and feedback given to the learner.
 - The video is of the actual work being carried out in real time and not a synopsis of the work done when completed (if being used as an observation).
- Audio link/recording - this option may be considered for various elements of the assessment process including, communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call.
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.
 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.



- When being used to capture a professional discussion, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
- This method is not suitable for observations.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/5500/5	6035-02	Level 2 Diploma in Plumbing Studies

Which learners do the mitigation arrangements apply to?

These assessment arrangements are **ONLY** available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and understanding alone. Externally marked e-volve test.	203 / 210 / 502 / 504 / 505 / 506 / 508 / 509	✓			
	Health & Safety: 501		✓ Remote Invigilation only		
Assessments for practical skills. Centre marked assignment with majority practical.	202 / 204 / 205 / 206 / 207 / 208 / 209		✓		
	Health and safety: 201			✓	

Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data



- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.

Centre assessment grades (estimations) for learners must be submitted by 26 June 2020. This deadline does not apply to grades where an Adaptation is being utilised.

What adaptations to assessments are permitted?

Remote invigilation of e-volve tests

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
2. Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.
3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.

Centre marked assignment assessing practical skills

Undertake an audit of evidence that exists for the learner in relation to outstanding practical assessments. Below are some examples of the type of evidence that may be used, please note – this list is not exhaustive.

- Any formative or mock exam/assessment results
- Participation and performance in skills-based activities (eg health and safety)
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study or from the workplace
- Comparison with previous cohorts.

Based on outstanding evidence a supplementary Q&A session should be undertaken with the learner to provide sufficient evidence for outstanding assessment elements.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/5497/9	6035-03	Level 3 Diploma in Plumbing Studies

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	302 / 308		✓		
Assessments for knowledge and understanding alone. Externally marked e-volve test.	301 / 309	✓			
	603 / 604 / 606 Health & Safety: 501		✓ Remote Invigilation only		
Assessments for practical skills. Centre marked assignment with majority practical.	303 / 304 / 305 / 306			✓	
	Health and Safety: 201			✓	



Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.

Centre assessment grades (estimations) for learners must be submitted by 26 June 2020. This deadline does not apply to grades where an Adaptation is being utilised.

What adaptations to assessments are permitted?

Centre marked assignment or task assessing only knowledge and understanding

These can be taken remotely by candidates 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 candidates own.

Where this is not an option, centres can assess candidates via oral questioning. The test content can be used as a basis of this provided the security of the assessment materials is maintained.

- Where tests are multiple-choice questions, the multiple-choice questions can be rephrased into open questions.
- Where questions have images or tables, these can either be shared discretely from the test, 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 candidates own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

Remote invigilation of e-volve tests

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
2. Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.
3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/1188/5	6090-20	Level 2 Diploma in Refrigeration, Air-Conditioning and Heat Pump Systems

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and understanding alone. Externally marked e-volve test.	204 / 502	✓			
	Health & Safety: 501		✓ Remote Invigilation only		
Assessments for practical skills. Centre marked assignment with majority practical.	205 / 206 / 207		✓		
	201			✓	

Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.



Centre assessment grades (estimations) for learners must be submitted by 26 June 2020. This deadline does not apply to grades where an Adaptation is being utilised.

What adaptations to assessments are permitted?

Centre marked assignment or task assessing only knowledge and understanding

These can be taken remotely by candidates 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 candidates own.

Where this is not an option, centres can assess candidates via oral questioning. The test content can be used as a basis of this provided the security of the assessment materials is maintained.

- Where tests are multiple-choice questions, the multiple-choice questions can be rephrased into open questions.
- Where questions have images or tables, these can either be shared discretely from the test, 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 candidates own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

Remote invigilation for e-volve tests

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
2. Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.
3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.

Centre marked assignment assessing practical skills

Undertake an audit of evidence that exists for the learner in relation to outstanding practical assessments. Below are some examples of the type of evidence that may be used, please note – this list is not exhaustive.

- Any formative or mock exam/assessment results
- Participation and performance in skills-based activities (eg health and safety)
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study or from the workplace



- Comparison with previous cohorts.

Based on outstanding evidence a supplementary Q&A session should be undertaken with the learner to provide sufficient evidence for outstanding assessment elements.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/0912/3	6187-01	Level 2 NVQ Diploma in Installing, Testing and Maintaining Air Conditioning and Heat Pump Systems
600/0913/5	6187-02	Level 2 NVQ Diploma in Installing and Maintaining Refrigeration Systems

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and understanding alone. Externally marked e-volve test.	202 / 203 / 204 / 210 / 228 / 233 / 302	✓			
	230		✓		
	Health & Safety: 201		Remote Invigilation only		
Assessments for practical skills. Centre marked assignment with majority practical.	528		✓		
	530 / 602 Health & Safety: 501			✓	
Assessments for occupational competency. Portfolio of evidence.	211 / 219 / 234		✓		



Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.

Centre assessment grades (estimations) for learners must be submitted by 26 June 2020. This deadline does not apply to grades where an Adaptation is being utilised.

What adaptations to assessments are permitted?

Remote invigilation for e-volve tests

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
2. Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.
3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.

Centre marked assignment assessing practical skills

Undertake an audit of evidence that exists for the learner in relation to outstanding practical assessments. Below are some examples of the type of evidence that may be used, please note – this list is not exhaustive.

- Any formative or mock exam/assessment results
- Participation and performance in skills-based activities (eg health and safety)
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study or from the workplace
- Comparison with previous cohorts.

Based on outstanding evidence a supplementary Q&A session should be undertaken with the learner to provide sufficient evidence for outstanding assessment elements.



Centre marked assignment or task assessing only knowledge and understanding

These can be taken remotely by candidates 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 candidates own.

Where this is not an option, centres can assess candidates via oral questioning. The test content can be used as a basis of this provided the security of the assessment materials is maintained.

- Where tests are multiple-choice questions, the multiple-choice questions can be rephrased into open questions.
- Where questions have images or tables, these can either be shared discretely from the test, 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 candidates own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

Portfolio of evidence assessing competency (as an adaptation to direct observation)

- Video link/recording – this option may be considered for various elements of the assessment process including communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call.
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.
 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used as a tool for observation, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - The video needs to be clear and at a distance that the task is clearly visible, and an assessment decision can be made with confidence.
 - The video evidence must be accompanied by an assessment decision that demonstrates that the video evidence has been assessed and feedback given to the learner.
 - The video is of the actual work being carried out in real time and not a synopsis of the work done when completed (if being used as an observation).
- Audio link/recording - this option may be considered for various elements of the assessment process including, communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call.
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.



- The date and time must also be stated at the end of the recording.
- The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
- When being used to capture a professional discussion, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
- This method is not suitable for observations.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/0909/3	6187-04 / 93	Level 3 NVQ Certificate in Servicing and Maintaining Air Conditioning and Heat Pump Systems
600/0991/3	6187-06 / 93	Level 3 NVQ Diploma in Servicing and Maintaining Refrigeration Systems
600/3026/4	6187-31	Level 3 Certificate in Carbon Dioxide (CO2) Refrigeration Systems Service and Maintenance

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	312 / 313 / 316 / 318 / 319 / 320 / 321		✓		
Assessments for knowledge and understanding alone. Externally marked e-volve test.	302 / 303 / 306 / 309 / 330	✓			
Assessments for practical skills. Centre marked assignment with majority practical.	323 / 602 / 630			✓	

Assessments for occupational competency. Portfolio of evidence.	307 / 311 / 314 / 315 / 322 / 324 / 325		✓		
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Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.

Centre assessment grades (estimations) for learners must be submitted by 26 June 2020. This deadline does not apply to grades where an Adaptation is being utilised.

What adaptations to assessments are permitted?

Centre marked assignment or task assessing only knowledge and understanding

These can be taken remotely by candidates 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 candidates own.

Where this is not an option, centres can assess candidates via oral questioning. The test content can be used as a basis of this provided the security of the assessment materials is maintained.

- Where tests are multiple-choice questions, the multiple-choice questions can be rephrased into open questions.
- Where questions have images or tables, these can either be shared discretely from the test, 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 candidates own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

Portfolio of evidence assessing competency (as an adaptation to direct observation)

- Video link/recording – this option may be considered for various elements of the assessment process including communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call.



- The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.
 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used as a tool for observation, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - The video needs to be clear and at a distance that the task is clearly visible, and an assessment decision can be made with confidence.
 - The video evidence must be accompanied by an assessment decision that demonstrates that the video evidence has been assessed and feedback given to the learner.
 - The video is of the actual work being carried out in real time and not a synopsis of the work done when completed (if being used as an observation).
- Audio link/recording - this option may be considered for various elements of the assessment process including, communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call.
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.
 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used to capture a professional discussion, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - This method is not suitable for observations.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/1806/9	6188-20 / 51 / 90	Level 2 NVQ Diploma in Heating and Ventilating Industrial and Commercial Installation

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	205 (Papers 1+2) (Paper) / 208 / 209 / 223 / 224 / 228 / 229 / 208 / 209 /		✓		
Assessments for knowledge and understanding alone. Externally marked e-volve test.	202 / 203 / 204	✓			
	201		✓ Remote Invigilation only		
Assessments for practical skills. Centre marked assignment with majority practical.	001			✓	
	205		✓		
Assessments for occupational competency. Portfolio of evidence.	210 / 211 / 219 / 230		✓		



Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.

Centre assessment grades (estimations) for learners must be submitted by 26 June 2020. This deadline does not apply to grades where an Adaptation is being utilised.

What adaptations to assessments are permitted?

Centre marked assignment or task assessing only knowledge and understanding

These can be taken remotely by candidates 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 candidates own.

Where this is not an option, centres can assess candidates via oral questioning. The test content can be used as a basis of this provided the security of the assessment materials is maintained.

- Where tests are multiple-choice questions, the multiple-choice questions can be rephrased into open questions.
- Where questions have images or tables, these can either be shared discretely from the test, 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 candidates own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

Remote invigilation for e-volve tests

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
2. Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.
3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.



Centre marked assignment assessing practical skills

Undertake an audit of evidence that exists for the learner in relation to outstanding practical assessments. Below are some examples of the type of evidence that may be used, please note – this list is not exhaustive.

- Any formative or mock exam/assessment results
- Participation and performance in skills-based activities (eg health and safety)
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study or from the workplace
- Comparison with previous cohorts.

Based on outstanding evidence a supplementary Q&A session should be undertaken with the learner to provide sufficient evidence for outstanding assessment elements.

Portfolio of evidence assessing competency (as an adaptation to direct observation)

- Video link/recording – this option may be considered for various elements of the assessment process including communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call.
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.
 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used as a tool for observation, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - The video needs to be clear and at a distance that the task is clearly visible, and an assessment decision can be made with confidence.
 - The video evidence must be accompanied by an assessment decision that demonstrates that the video evidence has been assessed and feedback given to the learner.
 - The video is of the actual work being carried out in real time and not a synopsis of the work done when completed (if being used as an observation).
- Audio link/recording - this option may be considered for various elements of the assessment process including communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call.



- The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
- The date, time, location and purpose of the recording must be stated.
- The date and time must also be stated at the end of the recording.
- The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
- When being used to capture a professional discussion, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
- This method is not suitable for observations.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/1009/5	6188-30 / 61 / 90	Level 3 NVQ Diploma in Heating and Ventilating Industrial and Commercial Installation

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	303 / 304 / 305 / 306 / 307 / 309 / 311 / 313		✓		
Assessments for knowledge and understanding alone. Externally marked e-volve test.	301	✓			
Assessments for practical skills. Centre marked assignment with majority practical.	302			✓	
Assessments for occupational competency. Portfolio of evidence.	308 / 310 / 312 / 314		✓		



Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.

Centre assessment grades (estimations) for learners must be submitted by 26 June 2020. This deadline does not apply to grades where an Adaptation is being utilised.

What adaptations to assessments are permitted?

Centre marked assignment or task assessing only knowledge and understanding

These can be taken remotely by candidates 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 candidates own.

Where this is not an option, centres can assess candidates via oral questioning. The test content can be used as a basis of this provided the security of the assessment materials is maintained.

- Where tests are multiple-choice questions, the multiple-choice questions can be rephrased into open questions.
- Where questions have images or tables, these can either be shared discretely from the test, 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 candidates own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

Portfolio of evidence assessing competency (as an adaptation to direct observation)

- Video link/recording – this option may be considered for various elements of the assessment process including communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call .
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.
 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.



- When being used as a tool for observation, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
- The video needs to be clear and at a distance that the task is clearly visible, and an assessment decision can be made with confidence.
- The video evidence must be accompanied by an assessment decision that demonstrates that the video evidence has been assessed and feedback given to the learner.
- The video is of the actual work being carried out in real time and not a synopsis of the work done when completed (if being used as an observation).
- Audio link/recording - this option may be considered for various elements of the assessment process including, communication with learners, witnesses, and employers. Where this option is used the following must apply:
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 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used to capture a professional discussion, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - This method is not suitable for observations.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
501/1981/3	6189-11 / 57 / 74 / 90	Level 2 NVQ Diploma in Plumbing and Heating
501/2102/9	6189-21 / 58 / 75 / 91	Level 2 NVQ Diploma in Installing and Maintaining Domestic Heating Systems

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and understanding alone. Externally marked e-volve test.	002 / 003 / 004 / 005 / 006 / 007 / 008 / 009 / 010	✓			
	Health & Safety: 001		✓ Remote Invigilation only		
Assessments for practical skills. Centre marked assignment with majority practical.	205 / 206 / 207 / 208 / 209 / 210		✓		
	Health & Safety: 201			✓	
Assessments for occupational competency. Portfolio of evidence	019 / 020 / 022		✓		



Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.

Centre assessment grades (estimations) for learners must be submitted by 26 June 2020. This deadline does not apply to grades where an Adaptation is being utilised.

What adaptations to assessments are permitted?

Remote invigilation for e-volve tests

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
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3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.

Centre marked assignment assessing practical skills

Undertake an audit of evidence that exists for the learner in relation to outstanding practical assessments. Below are some examples of the type of evidence that may be used, please note – this list is not exhaustive.

- Any formative or mock exam/assessment results
- Participation and performance in skills-based activities (eg health and safety)
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study or from the workplace
- Comparison with previous cohorts.

Based on outstanding evidence a supplementary Q&A session should be undertaken with the learner to provide sufficient evidence for outstanding assessment elements.

**Portfolio of evidence assessing competency (as an adaptation to direct observation)**

- Video link/recording – this option may be considered for various elements of the assessment process including communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call.
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.
 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used as a tool for observation, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - The video needs to be clear and at a distance that the task is clearly visible, and an assessment decision can be made with confidence.
 - The video evidence must be accompanied by an assessment decision that demonstrates that the video evidence has been assessed and feedback given to the learner.
 - The video is of the actual work being carried out in real time and not a synopsis of the work done when completed (if being used as an observation).
- Audio link/recording - this option may be considered for various elements of the assessment process including, communication with learners, witnesses, and employers. Where this option is used the following must apply:
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 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used to capture a professional discussion, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - This method is not suitable for observations.

**Mitigations for:**

QAN	City & Guilds qualification number	City & Guilds qualification title
600/1122/1	6189-01/31/71/92	Level 3 NVQ Diploma in Domestic Plumbing and Heating
600/1134/8	6189-03/33/73/92	Level 3 NVQ Diploma in Domestic Plumbing and Heating (Gas Fired Water and Central Heating Appliances)

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Gas Safety aligned units Note: performance portfolio element of units can be adapted as below guidance	212 / 337 / 338 / 339 / 340 / 341 / 342 / 343			✓	
Assessments for knowledge and understanding alone. Externally marked e-volve test.	107 / 025 / 026 / 301 / 307 / 309 / 314 / 315 / 318 / 322 / 323 / 324 / 325 / 327 / 330 / 332 / 335 / 336	✓			
	012 / 023 / 024		✓ Remote Invigilation only		
Assessments for practical skills. Centre marked assignment with majority practical.	Design only part of 302 / 303 / 304 / 337 / 344		✓ Design part only		
	302 / 303 / 304 / 305 / 320 / 321 / 326 / 328 / 329 / 331 / 333 / 334 / 344			✓	
Assessments for occupational competency. Portfolio of evidence	306 / 308 / 310 / 311 / 312 / 313 / 316 / 317 / 319 / 345		✓		



Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.

Centre assessment grades (estimations) for learners must be submitted by 26 June 2020. This deadline does not apply to grades where an Adaptation is being utilised.

What adaptations to assessments are permitted?

Remote invigilation for e-volve tests

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
2. Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.
3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.

Centre marked assignment or task assessing only knowledge and understanding

These can be taken remotely by candidates 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 candidates own.

Where this is not an option, centres can assess candidates via oral questioning. The test content can be used as a basis of this provided the security of the assessment materials is maintained.

- Where tests are multiple-choice questions, the multiple-choice questions can be rephrased into open questions.
- Where questions have images or tables, these can either be shared discretely from the test, 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 candidates own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

Portfolio of evidence assessing competency (as an adaptation to direct observation)

- Video link/recording – this option may be considered for various elements of the assessment process including communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call .
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.
 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used as a tool for observation, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - The video needs to be clear and at a distance that the task is clearly visible, and an assessment decision can be made with confidence.
 - The video evidence must be accompanied by an assessment decision that demonstrates that the video evidence has been assessed and feedback given to the learner.
 - The video is of the actual work being carried out in real time and not a synopsis of the work done when completed (if being used as an observation).
- Audio link/recording - this option may be considered for various elements of the assessment process including, communication with learners, witnesses, and employers. Where this option is used the following must apply:
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 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.
 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used to capture a professional discussion, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - This method is not suitable for observations.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/1590/8	6288-21 / 92	Level 2 Heating and Ventilating Installer Qualification (Industrial and Commercial)

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	203		✓		
Assessments for knowledge and understanding alone. Externally marked e-volve test.	202 / 501	✓			
	Health & Safety: 201		✓ Remote Invigilation only		
Assessments for practical skills. Centre marked assignment with majority practical.	208		✓		
Assessments for occupational competency. Portfolio of evidence.	209		✓		



Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.

Centre assessment grades (estimations) for learners must be submitted by 26 June 2020. This deadline does not apply to grades where an Adaptation is being utilised.

What adaptations to assessments are permitted?

Centre marked assignment or task assessing only knowledge and understanding

These can be taken remotely by candidates 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 candidates own.

Where this is not an option, centres can assess candidates via oral questioning. The test content can be used as a basis of this provided the security of the assessment materials is maintained.

- Where tests are multiple-choice questions, the multiple-choice questions can be rephrased into open questions.
- Where questions have images or tables, these can either be shared discretely from the test, 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 candidates own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

Remote invigilation for e-volve tests

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
2. Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.
3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.



Centre marked assignment assessing practical skills

Undertake an audit of evidence that exists for the learner in relation to outstanding practical assessments. Below are some examples of the type of evidence that may be used, please note – this list is not exhaustive.

- Any formative or mock exam/assessment results
- Participation and performance in skills-based activities (eg health and safety)
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study or from the workplace
- Comparison with previous cohorts.

Based on outstanding evidence a supplementary Q&A session should be undertaken with the learner to provide sufficient evidence for outstanding assessment elements.

Portfolio of evidence assessing competency (as an adaptation to direct observation)

- Video link/recording – this option may be considered for various elements of the assessment process including communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call.
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 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used as a tool for observation, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - The video needs to be clear and at a distance that the task is clearly visible, and an assessment decision can be made with confidence.
 - The video evidence must be accompanied by an assessment decision that demonstrates that the video evidence has been assessed and feedback given to the learner.
 - The video is of the actual work being carried out in real time and not a synopsis of the work done when completed (if being used as an observation).
- Audio link/recording - this option may be considered for various elements of the assessment process including, communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call.



- The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
- The date, time, location and purpose of the recording must be stated.
- The date and time must also be stated at the end of the recording.
- The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
- When being used to capture a professional discussion, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
- This method is not suitable for observations.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/6036/0	7189-02	Level 2 Diploma in Refrigeration, Air Conditioning and Heat Pump Systems

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and understanding alone. Externally marked e-volve test.	202 / 203 / 204 / 210	✓			
	209 / 501		✓ Remote Invigilation only		
Assessments for practical skills. Centre marked assignment with majority practical.	205 / 206 / 207		✓		
	509 / Health & Safety: 201 / 501			✓	

Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.



Centre assessment grades (estimations) for learners must be submitted by 26 June 2020. This deadline does not apply to grades where an Adaptation is being utilised.

What adaptations to assessments are permitted?

Remote invigilation for e-volve tests

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
2. Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.
3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.

Centre marked assignment or task assessing only knowledge and understanding

These can be taken remotely by candidates 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 candidates own.

Where this is not an option, centres can assess candidates via oral questioning. The test content can be used as a basis of this provided the security of the assessment materials is maintained.

- Where tests are multiple-choice questions, the multiple-choice questions can be rephrased into open questions.
- Where questions have images or tables, these can either be shared discretely from the test, 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 candidates own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

Centre marked assignment assessing practical skills

Undertake an audit of evidence that exists for the learner in relation to outstanding practical assessments. Below are some examples of the type of evidence that may be used, please note – this list is not exhaustive.

- Any formative or mock exam/assessment results
- Participation and performance in skills-based activities (eg health and safety)
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data



- Any other records of candidate performance over the course of study or from the workplace
- Comparison with previous cohorts.

Based on outstanding evidence a supplementary Q&A session should be undertaken with the learner to provide sufficient evidence for outstanding assessment elements.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
601/0087/4	7202-01	Level 1 Diploma in Plumbing Studies
600/9790/5	7202-01	Level 1 Diploma in Electrical Installation

Which learners do the mitigation arrangements apply to?

These assessment arrangements are **ONLY** available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	101 / 103	✓			
Assessments for practical skills. Centre marked assignment with majority practical.	102 / 104 / 105 / 106 / 107 / 108 / 109 / 110 / 111 / 112 / 113	✓			

Where calculated results based on centre assessment grades are permitted, what evidence should this be based on?

- Any formative or practice exam/assessment results
- Participation and performance in skills-based activities
- Candidates percentage of attendance prior to centre closures
- Overall candidate performance and progress
- Classwork/homework
- Internal tutor assessment and progress data
- Any other records of candidate performance over the course of study
- Comparison with previous cohorts.

Centre assessment grades (estimations) for learners must be submitted by 26 June 2020.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/3085/5	9074-03/93	Level 3 Diploma in Gas Engineering

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	015 (Task A) / 016 (Task A) / 017 / 018		✓		
Gas Safe aligned assessments.	Gas ISA/QP: 020 / 021 / 022 / 023 / 024			✓	
Assessments for knowledge and understanding alone. Externally marked e-volve test.	001		✓ Remote Invigilation only		
Assessments for practical skills. Centre marked assignment with majority practical.	015 / 016			✓	

Assessments for occupational competency. Portfolio of evidence.	030		✓		
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What adaptations to assessments are permitted?

Centre marked assignment or task assessing only knowledge and understanding

These can be taken remotely by candidates 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 candidates own.

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- Where questions have images or tables, these can either be shared discretely from the test, 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 candidates own. These will need to be recorded in written or verbal format and linked to the assessment criteria.

Remotely invigilated e-volve tests

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
2. Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.
3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.

Portfolio of evidence assessing competency (as an adaptation to direct observation)

- Video link/recording – this option may be considered for various elements of the assessment process including communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call .
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.



- The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used as a tool for observation, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - The video needs to be clear and at a distance that the task is clearly visible, and an assessment decision can be made with confidence.
 - The video evidence must be accompanied by an assessment decision that demonstrates that the video evidence has been assessed and feedback given to the learner.
 - The video is of the actual work being carried out in real time and not a synopsis of the work done when completed (if being used as an observation).
- Audio link/recording - this option may be considered for various elements of the assessment process including, communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call.
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.
 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used to capture a professional discussion, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - This method is not suitable for observations.

Mitigations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/4146/4	9189-03/93	Level 3 Diploma in Plumbing and Domestic Heating

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 7.

What mitigation arrangements are permitted for outstanding assessments if learners meet the criteria?

Outstanding assessments	Assessment component numbers	Calculated result based on centre estimation	Adaptation	Delay	No mitigation required
Assessments for knowledge and understanding alone. Externally marked e-volve test.	001 / 011 / 021 / 031 / 041		✓ Remote Invigilation only		
Assessments for practical skills. Centre marked assignment with majority practical.	012 / 022 / 032 / 042			✓	
Assessments for occupational competency. Portfolio of evidence.	002 / 043 / 052 / 062 / 072		✓		
Industry competency assessments.	Gas: 051 (OFTEC) 861 (HETAS) 871			✓	



What adaptations to assessments are permitted?

Remotely invigilated e-volve tests

1. On demand e-volve tests can be delivered in the learner's home with a remote invigilator only for the assessments indicated in the table above.
2. Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.
3. Specific online screen sharing software or application only are permitted for remote invigilation (see guidance document for details). The system must allow the invigilator to be able to view the candidate, their environment and their computer/laptop screen at all times during the test.
4. The test must be completed under exam conditions.
5. Remotely invigilated e-volve tests will be delivered through a web-delivery application requiring no installation to the candidate's computer.
6. This is an interim adaptation for those assessments and learners that are eligible.

Portfolio of evidence assessing competency (as an adaptation to direct observation)

- Video link/recording – this option may be considered for various elements of the assessment process including communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.
 - The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
 - When being used as a tool for observation, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
 - The video needs to be clear and at a distance that the task is clearly visible, and an assessment decision can be made with confidence.
 - The video evidence must be accompanied by an assessment decision that demonstrates that the video evidence has been assessed and feedback given to the learner.
 - The video is of the actual work being carried out in real time and not a synopsis of the work done when completed (if being used as an observation).
- Audio link/recording - this option may be considered for various elements of the assessment process including, communication with learners, witnesses, and employers. Where this option is used the following must apply:
 - The assessor must introduce all members of the call and their role and purpose for the call.
 - The assessor must agree with all parties that they agree to being recorded, in line with individual privacy policies.
 - The date, time, location and purpose of the recording must be stated.
 - The date and time must also be stated at the end of the recording.

- The assessor should have agreed a plan in advance of the call to ensure the outcomes are met.
- When being used to capture a professional discussion, the assessor must be able to confidently validate and authenticate the evidence being provided to enable an assessment decision.
- This method is not suitable for observations.



6. 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>

Appendix A

List of qualifications where calculated results are permitted

QAN	City & Guilds qualification number	City & Guilds qualification title
600/0986/X	2000-01	City & Guilds Level 1 Certificate in Access to Building Services Engineering
600/0989/5	2000-02	City & Guilds Level 2 Diploma in Access to Building Services Engineering
601/0087/4	7202-01	City & Guilds Level 1 Diploma in Plumbing Studies
600/9790/5	7202-01	City & Guilds Level 1 Diploma in Electrical Installation

Appendix B

List of qualifications where adaptation of assessments is permitted

QAN	City & Guilds qualification number	City & Guilds qualification title
501/2232/0	2357-13/34/44/46/91*	City & Guilds Level 3 NVQ Diploma in Installing Electrotechnical Systems and Equipment (Buildings, Structures and the Environment)
600/5498/0	2365-02*	City & Guilds Level 2 Diploma in Electrical Installations (Buildings and Structures)
600/5499/2	2365-03*	City & Guilds Level 3 Diploma in Electrical Installations (Buildings and Structures)
603/3319/4	2382-18/28/38	City & Guilds Level 3 Award in the Requirements for Electrical Installations BS 7671:2018
600/4282/5	2399-01	City & Guilds Level 3 Award in The Fundamental Principles and Requirements of Environmental Technology Systems
601/6299/5	5357-03/93*	City & Guilds Level 3 Electrotechnical Qualification
601/6533/9	6014-55*	City & Guilds Level 3 Diploma in Gas Utilisation
600/5500/5	6035-02*	City & Guilds Level 2 Diploma in Plumbing Studies
600/5497/9	6035-03*	City & Guilds Level 3 Diploma in Plumbing Studies
603/1188/5	6090-20*	City & Guilds Level 2 Diploma in Refrigeration, Air-Conditioning and Heat Pump Systems



600/0912/3	6187-01/51/92*	City & Guilds Level 2 NVQ Diploma in Installing, Testing and Maintaining Air Conditioning and Heat Pump Systems
600/0913/5	6187-02/51/92*	City & Guilds Level 2 NVQ Diploma in Installing and Maintaining Refrigeration Systems
600/0909/3	6187-04/93*	City & Guilds Level 3 NVQ Certificate in Servicing and Maintaining Air Conditioning and Heat Pump Systems
600/0991/3	6187-06/93*	City & Guilds Level 3 NVQ Diploma in Servicing and Maintaining Refrigeration Systems
600/3026/4	6187-31*	City & Guilds Level 3 Certificate in Carbon Dioxide (CO2) Refrigeration Systems Service and Maintenance
600/1806/9	6188-20/51/90*	City & Guilds Level 2 NVQ Diploma in Heating and Ventilating Industrial and Commercial Installation
600/1009/5	6188-30/61/90*	City & Guilds Level 3 NVQ Diploma in Heating and Ventilating Industrial and Commercial Installation
600/1122/1	6189-01/31/71/92*	City & Guilds Level 3 NVQ Diploma in Domestic Plumbing and Heating
600/1134/8	6189-03/33/73/92*	City & Guilds Level 3 NVQ Diploma in Domestic Plumbing and Heating (Gas Fired Water and Central Heating Appliances)
501/1981/3	6189-11/57/74/90*	City & Guilds Level 2 NVQ Diploma in Plumbing and Heating
501/2102/9	6189-21/58/75/91*	City & Guilds Level 2 NVQ Diploma in Installing and Maintaining Domestic Heating Systems
603/1590/8	6288-21/92*	City & Guilds Level 2 Heating and Ventilating Installer Qualification (Industrial and Commercial)
600/6036/0	7189-02*	City & Guilds Level 2 Diploma in Refrigeration, Air Conditioning and Heat Pump Systems
603/3085/5	9074-03/93*	City & Guilds Level 3 Diploma in Gas Engineering
603/4146/4	9189-03/93*	City & Guilds Level 3 Diploma in Plumbing and Domestic Heating

*These qualifications include assessments where the permitted mitigation is Calculate which has an earlier submission deadline.

Appendix C

List of qualifications where no mitigation is required

QAN	City & Guilds qualification number	City & Guilds qualification title
n/a	n/a	n/a

Appendix D

List of qualifications where assessments will be delayed

QAN	City & Guilds qualification number	City & Guilds qualification title
500/5730/3	2079-11	City & Guilds Level 2 Award in F-Gas and ODS Regulations: Category I
500/5732/7	2079-13	City & Guilds Level 2 Award in F-Gas and ODS Regulations: Category III
500/5729/7	2079-14	City & Guilds Level 2 Award in F-Gas and ODS Regulations: Category IV
600/3597/3	2377-22	City & Guilds Level 3 Award in the In-Service Inspections and Testing of Electrical Equipment (PAT)
600/3528/6	2377-32	City & Guilds Level 3 Award in the Management Requirements for the Maintenance of Electrical Equipment
603/1241/5	2391-50	City & Guilds Level 3 Award in Initial Verification of Electrical Installations
603/1273/7	2391-51	City & Guilds Level 3 Award in Periodic Inspection and Testing of Electrical Installations
603/1275/0	2391-52	City & Guilds Level 3 Award in Initial and Periodic Inspection and Testing of Electrical Installations
500/3516/2	2392-10	City & Guilds Level 2 Certificate in Fundamental Inspection, Testing and Initial Verification



600/3785/4	2394-71	City & Guilds Level 3 Award in the Initial Verification and Certification of Electrical Installations
600/3722/2	2396-01	City & Guilds Level 4 Award in the Design and Verification of Electrical Installations
600/7756/6	2919-01	City & Guilds Level 3 Award in Domestic, Commercial and Industrial Electric Vehicle Charging Equipment Installation
600/7374/3	2919-02	City & Guilds Level 3 Award in Domestic Electric Vehicle Charging Equipment Installation
600/6159/5	3345-30	City & Guilds Level 3 Award in The Installation, Commissioning and Safety Aspects of Hot Water Systems for Domestic Use in Accordance With UK Building Regulations
600/0922/6	6014-03	City & Guilds Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers and Leisure
600/0910/X	6014-03	City & Guilds Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers, Leisure and Domestic Space Heating
600/0917/2	6014-03	City & Guilds Level 3 Diploma in Gas Utilisation Maintenance: Cookers, Tumble Dryers, Leisure and Domestic Space Heating
600/0918/4	6014-03	City & Guilds Level 3 Diploma in Gas Utilisation Installation and Maintenance: Water Heating and Wet Central Heating
600/0920/2	6014-03	City & Guilds Level 3 Diploma in Gas Utilisation Installation and Maintenance: Cookers, Tumble Dryers, Leisure, Domestic Space Heating, Water Heating and Wet Central Heating
600/0894/5	6014-04	City & Guilds Level 3 Diploma in Gas Utilisation: Core Skills and Knowledge
603/1190/3	6090-30	City & Guilds Level 3 Diploma in Refrigeration, Air-Conditioning and Heat Pump Systems



600/3029/X	6187-21	City & Guilds Level 2 Award in Hydrocarbon Refrigeration, Air Conditioning and Heat Pump System Installation, Servicing and Maintenance
600/3030/6	6187-21	City & Guilds Level 2 Award in Brazing Techniques for Refrigeration, Air Conditioning and Heat Pump Systems
600/3028/8	6187-31	City & Guilds Level 3 Award in Hydrocarbon Refrigeration, Air Conditioning and Heat Pump System Design, Commissioning, Servicing and Maintenance
600/0143/4	6188-22	City & Guilds Level 2 NVQ Diploma in Planned and Reactive Maintenance on Heating and Ventilating Equipment
600/1008/3	6188-32	City & Guilds Level 3 NVQ Diploma in Planned and Reactive Maintenance on Heating and Ventilating Systems
601/7885/1	9673-02	City & Guilds Level 2 Diploma in Property Maintenance (OQ)

Every effort has been made to ensure that the information contained in this publication is true and correct at time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time.

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