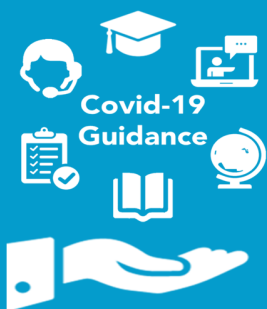


Assessment mitigation centre guidance for NVQs & VRQs in relation to Covid-19 disruption, Summer 2020

Business Skills

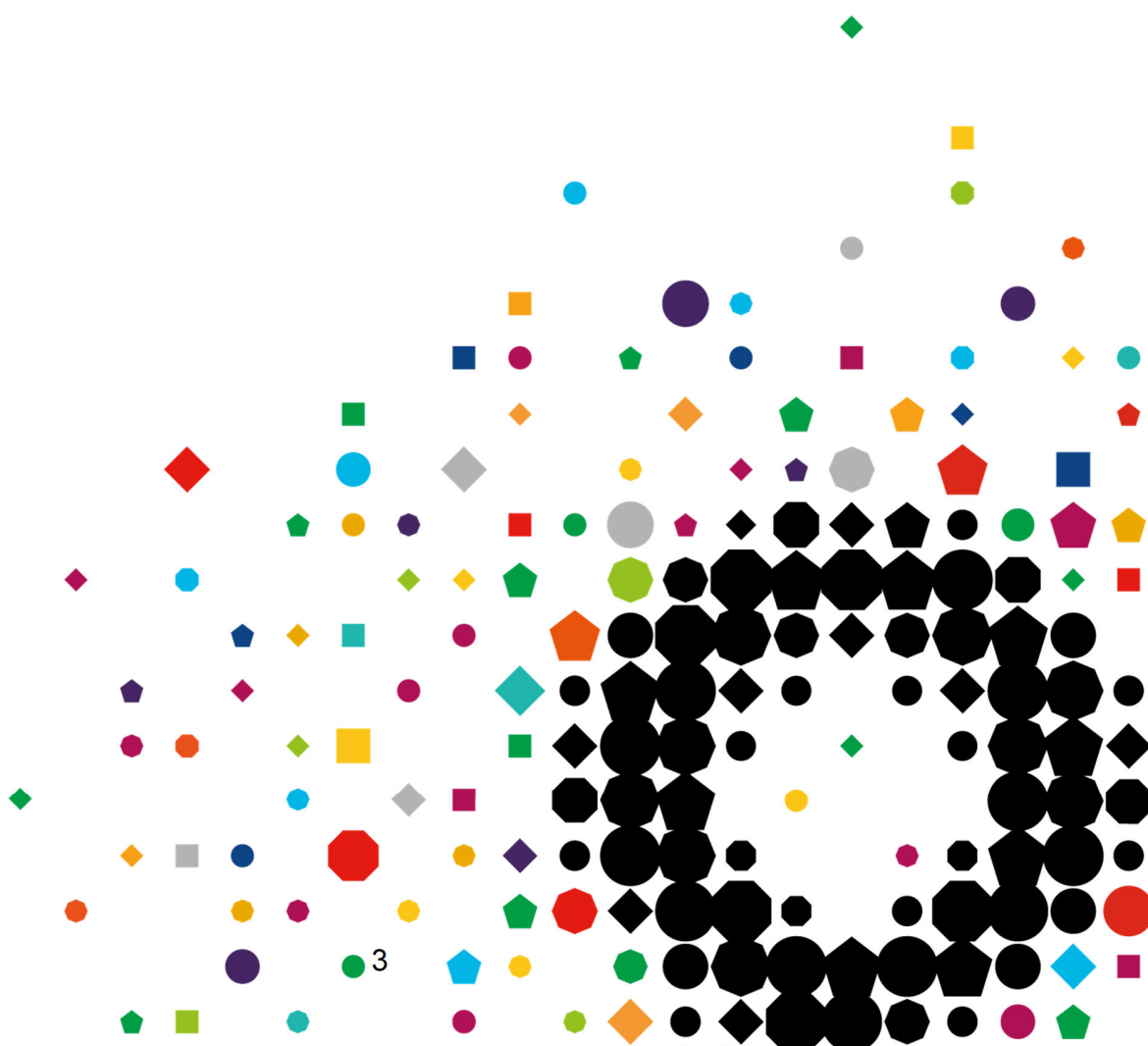




Version	Amendment type	Section/Qualification
1.2 (June 2020)	<p>Remote invigilation for on-demand evolve exams removed as a permitted adaptation and replaced with calculated result</p> <p>Primary mitigation changed to 'calculated result' for the following qualifications:</p> <ul style="list-style-type: none"> 500/5689/X 7014-14 City & Guilds Level 1 Introductory Certificate in Customer Service 500/4293/2 8989-01 City & Guilds Level 1 Award in Computerised Accounts 500/4292/0 8989-02 City & Guilds Level 2 Award in Computerised Accounts 500/4279/8 8989-03 City & Guilds Level 3 Award in Computerised Accounts (QCF) 500/3682/8 8992-11 City & Guilds Level 1 Award in Customer Service 500/3681/6 8992-12 City & Guilds Level 2 Award in Customer Service <p>Primary mitigation changed from 'delay' to 'adapt' for the following qualification:</p> <ul style="list-style-type: none"> 601/0192/1 5519-02 City & Guilds Level 2 Diploma In Medical Administration 	5. Qualifications where adaptation of assessments is permitted
	Template guidance sections amended (Sections 2, 4 & 5; Section 6 removed)	Sections 2, 4 & 5 Section 6 removed.
1.3	<p>Primary mitigation changed from 'delay' to 'adapt' for the following qualification:</p> <ul style="list-style-type: none"> 601/0557/4 5519-04 City & Guilds Level 3 Diploma In Medical Administration <p>The following qualifications removed:</p> <ul style="list-style-type: none"> 500/4293/2 8989-01 City & Guilds Level 1 Award in Computerised Accounts 500/4292/0 8989-02 City & Guilds Level 2 Award in Computerised Accounts 500/4279/8 8989-03 City & Guilds Level 3 Award in Computerised Accounts (QCF) <p>Clarification that calculated result for evolve assessed components is only applicable to VRQ qualifications, not NVQ qualifications.</p>	5. Qualifications where adaptation of assessments is permitted
1.4	Unit table under Suite 5519	

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.

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

Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 6.

Adaptations for Business and Administration:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/3150/1	3473-03	City & Guilds Level 3 Diploma for the Business Administrator
500/7738/7	4418-01	City & Guilds Level 1 Award in Business and Administration
500/7665/6	4418-01	City & Guilds Level 1 Certificate in Business and Administration
500/9871/8	4428-01	City & Guilds Level 1 NVQ Certificate in Business and Administration
500/9677/1	4428-02	City & Guilds Level 2 NVQ Certificate in Business and Administration
500/9548/1	4428-03	City & Guilds Level 3 NVQ Diploma in Business and Administration
500/9516/X	4428-91	City & Guilds Level 1 NVQ Award in Business and Administration
500/9466/X	4428-92	City & Guilds Level 2 NVQ Award in Business and Administration
500/9626/6	4428-93	City & Guilds Level 3 NVQ Certificate in Business and Administration
501/0159/6	4475-02*	City & Guilds Level 2 Certificate in Principles of Business and Administration



600/1648/6	4475-12*	City & Guilds Level 2 Diploma in Business Support
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QAN	City & Guilds qualification number	City & Guilds qualification title
600/6623/4	4710-04	City & Guilds Level 4 Diploma in Business and Professional Administration
601/3607/8	5528-02	City & Guilds Level 2 Diploma in Business Administration
601/3608/X	5528-03	City & Guilds Level 3 Diploma in Business Administration
601/3597/9	5528-04	City & Guilds Level 4 NVQ Diploma in Business Administration

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 occupational competency Portfolio of evidence	All units		✓		
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	All units		✓		
Assessments for knowledge and understanding alone. Externally marked paper-based exam	All units		✓		



Assessments for knowledge and understanding alone within a competency qualification (NVQ) Externally marked Evolve test	All evolve units for 3473-03 5528-02 5528-03 5528-04		✓		
Assessments for knowledge and understanding alone. Externally marked Evolve test	All evolve units for 4475-02 4475-12 4417-02	✓			

What adaptations to assessments are permitted?

Please see pages 27 and 28.

Some units may lend themselves to remote and safe assessment and if so, assessment may continue as planned without the need for adaptation.

Please refer to the specific qualification handbooks for information around unit types eg portfolio of evidence, evolve test etc.

Centre assessment grades (estimations) for learners must be submitted within the submission window for calculated approach for VRQs.

Evolve tests where a calculated result is not permitted

Centres can conduct an oral questioning/Q&A session in which the candidates is questioned on the assessment criteria for the unit being assessed, with the assessment criteria rephrased into questions to allow the learner to demonstrate the knowledge and understanding expected. These will need to be recorded in written or verbal format and linked to the assessment criteria. Centres should ensure that consistency in coverage and level in the questions that are delivered across candidates and where different assessors may be conducting the session. The assessor may wish to probe candidates further for reassurance on certain areas.

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.



Adaptations for Legal Administration:

QAN	City & Guilds qualification number	City & Guilds qualification title
601/3787/3	5528-12	City & Guilds Level 2 Diploma In Legal Administration
601/3599/2	5528-13	City & Guilds Level 3 Diploma In Legal Administration

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.	227, 248-249, 251-254, 256-264, 807		✓		
Assessments for knowledge and understanding alone. Externally marked paper-based exam	250			✓	
Assessments for occupational competency Portfolio of evidence	101-102, 201-209, 214, 222, 228, 230, 239, 240		✓		

What adaptations to assessments are permitted?

Please see pages 27 and 28.

**Adaptations for Medical Administration:**

QAN	City & Guilds qualification number	City & Guilds qualification title
601/0192/1	5519-02	City & Guilds Level 2 Diploma In Medical Administration
601/0557/4	5519-04	City & Guilds Level 3 Diploma In Medical Administration
600/9683/4	5519-12	City & Guilds Level 2 Award In Medical Terminology
601/3910/9	5528-22	City & Guilds Level 2 Diploma In Medical Administration
601/3911/0	5528-23	City & Guilds Level 3 Diploma In Medical Administration

What 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.	221, 222, 225, 226, 227, 266, 267, 270, 271, 272, 331-334, 360, 361, 362, 363, 801-809		✓		
Assessments for knowledge and understanding alone. Externally marked paper-based exam	220, 223, 265, 268, 330, 335, 336, 364, 365			✓	
Assessments for occupational competency Portfolio of evidence	101, 102, 105, 106, 107, 108 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 212, 213, 214, 215, 216, 217, 218, 219, 223, 224,				✓



	228, 234, 230, 236, 239, 240, 243, 269, 302, 303, 304, 305, 306, 307, 308, 309, 314, 315, 316, 321, 322, 328, 344, 345, 349 405, 406, 407, 408				
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What adaptations to assessments are permitted?

Please see pages 27 and 28.

Externally marked paper-based exam

No adaptations are permitted for the following units:

- 220
- 223
- 265
- 268
- 335
- 364
- 365

Adaptations for Customer Service:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/2394/2	2794-02	City & Guilds Level 2 Diploma for Customer Service Practitioners
500/6329/7	4417-02*	City & Guilds Level 2 Certificate in Customer Service
500/6206/2	4417-03*	City & Guilds Level 3 Certificate in Customer Service
500/6351/0	4421-02*	City & Guilds Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism
501/0971/6	4425-02*	City & Guilds Level 2 Award in Customer Service Delivery



500/9348/4	4430-01	City & Guilds Level 1 NVQ Certificate in Customer Service
500/9341/1	4430-02	City & Guilds Level 2 NVQ Certificate in Customer Service
500/8818/X	4430-03	City & Guilds Level 3 NVQ Diploma in Customer Service
601/3562/1	5530-02	City & Guilds Level 2 Diploma in Customer Service
601/3564/5	5530-03	City & Guilds Level 3 Diploma in Customer Service

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 within a competency qualification (NVQ) Externally marked Evolve test	All evolve units for 2794-02 4430-01 4430-02 5530-02 5530-03		✓		
Assessments for knowledge and understanding alone. Externally marked Evolve test	All evolve units for 4417-02 4417-03 4421-02 4425-02	✓			



Assessments for occupational competency Portfolio of evidence	All units		✓		
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	All units		✓		
Assessments for knowledge and understanding alone. Externally marked paper-based exam	All units		✓		

What adaptations to assessments are permitted?

Please see pages 27 and 28.

Please refer to the specific qualification handbooks for information around unit types eg portfolio of evidence, evolve test etc.

Evolve tests where a calculated result is not permitted

Centres can conduct an oral questioning/Q&A session in which the candidates is questioned on the assessment criteria for the unit being assessed, with the assessment criteria rephrased into questions to allow the learner to demonstrate the knowledge and understanding expected. These will need to be recorded in written or verbal format and linked to the assessment criteria. Centres should ensure that consistency in coverage and level in the questions that are delivered across candidates and where different assessors may be conducting the session. The assessor may wish to probe candidates further for reassurance on certain areas.

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 assessment grades (estimations) for learners must be submitted within the submission window for calculated approach for VRQs.



Adaptations for Contact Centre Operations:

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

What 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.	All units		✓		
Assessments for occupational competency Portfolio of evidence	All units		✓		

What adaptations to assessments are permitted?

Please see pages 27 and 28.

Please refer to the specific qualification handbooks for information around unit types eg portfolio of evidence, evolve test etc.

**Adaptations for Operational Delivery:**

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



What 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.	All units		✓		
Assessments for knowledge and understanding alone within a competency qualification (NVQ) Externally marked Evolve test	All units		✓		
Assessments for occupational competency Portfolio of evidence	All units		✓		

Evolve tests where a calculated result is not permitted

Centres can conduct an oral questioning/Q&A session in which the candidates is questioned on the assessment criteria for the unit being assessed, with the assessment criteria rephrased into questions to allow the learner to demonstrate the knowledge and understanding expected. These will need to be recorded in written or verbal format and linked to the assessment criteria. Centres should ensure that consistency in coverage and level in the questions that are delivered across candidates and where different assessors may be conducting the session. The assessor may wish to probe candidates further for reassurance on certain areas.

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.



What adaptations to assessments are permitted?

Please see pages 27 and 28.

Please refer to the specific qualification handbooks for information around unit types eg portfolio of evidence, evolve test etc.



Adaptations for Employee Rights and Responsibilities:

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

What 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.	All units		✓		
Assessments for knowledge and understanding alone. Externally marked Evolve test	All units	✓			

What adaptations to assessments are permitted?

Please see pages 27 and 28.

Please refer to the specific qualification handbooks for information around unit types eg portfolio of evidence, evolve test etc.

Centre assessment grades (estimations) for learners must be submitted within the submission window for calculated approach for VRQs.



Adaptations for Primary Care and Health Management:

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

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.	All units		✓		

What adaptations to assessments are permitted?

Please see pages 27 and 28.



Adaptations for Financial Services:

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

What 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 occupational competency Portfolio of evidence	All units		✓		

What adaptations to assessments are permitted?

Please see pages 27 and 28.



Adaptations for Sales:

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

What 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 occupational competency Portfolio of evidence	All units		✓		
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	All units		✓		

What adaptations to assessments are permitted?

Please see pages 27 and 28.

Some units may lend themselves to remote and safe assessment and if so, assessment may continue as planned.

Please refer to the specific qualification handbooks for information around unit types eg portfolio of evidence, evolve test etc.

**Adaptations for Marketing:**

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

What 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 occupational competency Portfolio of evidence	All units		✓		
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	All units		✓		



What adaptations to assessments are permitted?

Please see pages 27 and 28.

Please refer to the specific qualification handbooks for information around unit types eg portfolio of evidence, evolve test etc.



What adaptations to assessments are permitted?

Portfolio of evidence assessing competency

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

Where there has been assessor observation across the other competence based mandatory units, then the use of expert witness testimony is permitted. **In these circumstances** the expert witness testimony may describe an event which is retrospective as long as the event took place during the candidate's registration period.

Centre marked assignment assessing 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.

Centre marked assignments / Centre marked assignments assessing knowledge and understanding / Centre marked assignment/test with little or no practical

Knowledge assignments/knowledge tasks can still be completed by learners provided the centre has software or processes in place that maintains 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 assessments have been completed after centres were closed, centres must exercise caution where that evidence suggests a change in performance. In many cases this is likely to reflect the circumstances and context in which the work was completed.

These will need to be recorded in written or verbal format and linked to the assessment criteria.

Standard IQA processes should remain in place but can be carried out remotely.

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.

Standard IQA processes should remain in place but can be carried out remotely.



Evolve tests where a calculated result is not permitted

Centres can conduct an oral questioning/Q&A session in which the candidates is questioned on the assessment criteria for the unit being assessed, with the assessment criteria rephrased into questions to allow the learner to demonstrate the knowledge and understanding expected. These will need to be recorded in written or verbal format and linked to the assessment criteria. Centres should ensure that consistency in coverage and level in the questions that are delivered across candidates and where different assessors may be conducting the session. The assessor may wish to probe candidates further for reassurance on certain areas.

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.

ALL LEARNERS would need to have been observed by their assessor before they can be certificated. In all cases, the expectation is that **ALL Assessment Criteria** should be referenced to evidence which has been assessed and that performance evidence is used for competence assessment criteria. Where a small number assessment criteria do not have performance evidence as expected – then alternative methods eg Q&A, Professional Discussion and reflective accounts may be used to fill the gaps.

Where calculated results based on centre assessment grades are permitted (eg for evolve exams), evidence should 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 within the submission window for calculated approach for VRQs.

For learners expecting to complete after 31 July 2020 then advice is to continue to work with their assessors to plan activities, which they can complete, and to prioritise the use of EWT where this is available

Remote invigilation for evolve exams is **not** available. However, where learners are able to continue to take the evolve test safely in their normal assessment environment, evolve tests are still available to sit.



Mitigations for

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

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	All units			✓	



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

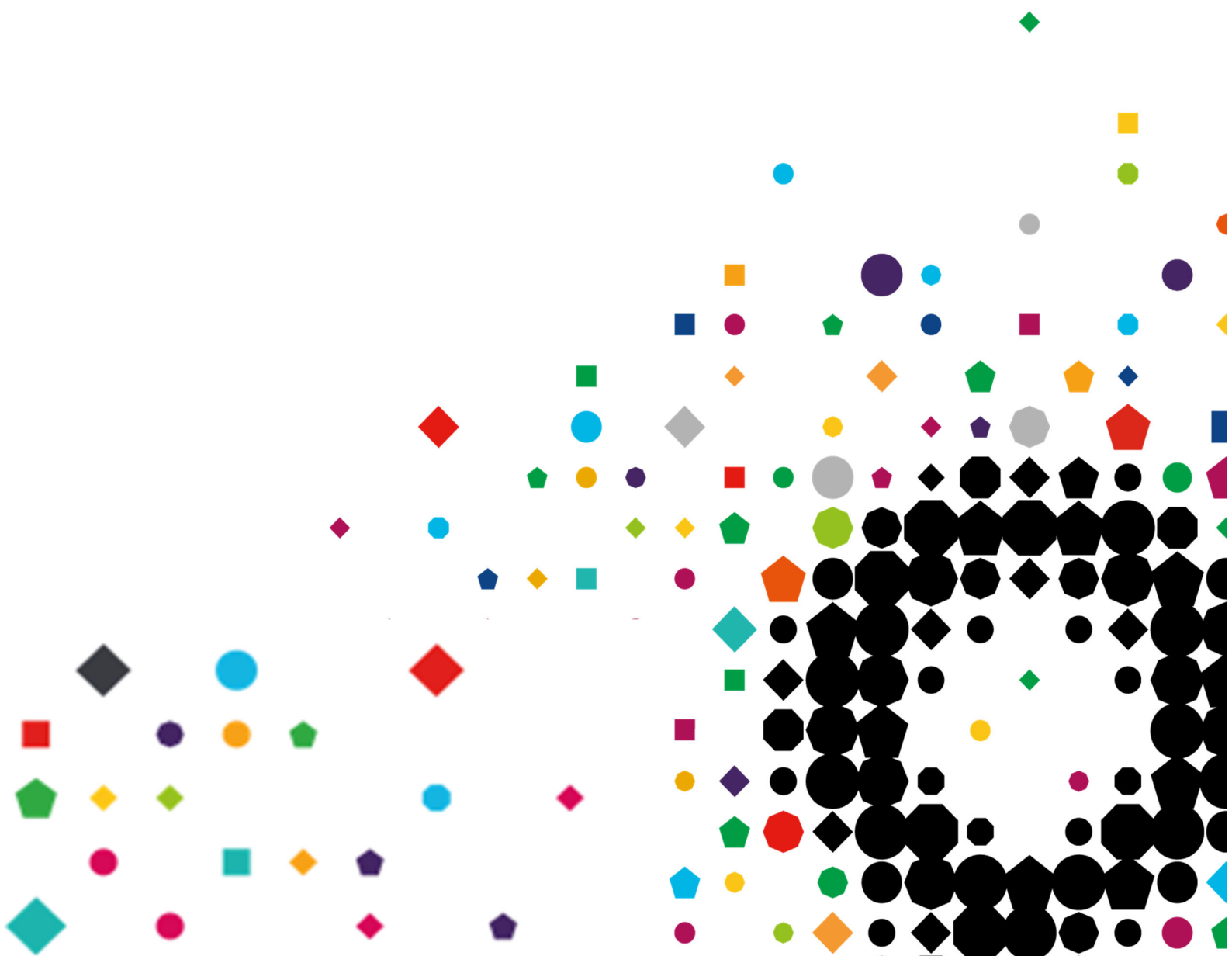
or

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
501/1839/0	4411-01	City & Guilds Level 1 Award for Introduction to Customer Service
501/1837/7	4411-11	City & Guilds Level 1 Certificate for Introduction to Customer Service
501/1840/7	4411-30	City & Guilds Entry Level Award for Introduction to Customer Service (Entry 3)
501/1838/9	4411-33	City & Guilds Entry Level Certificate for Introduction to Customer Service (Entry 3)
601/1223/2	5514-01	City & Guilds Level 1 Diploma in Business Support Services
500/5689/X	7014-14	City & Guilds Level 1 Introductory Certificate in Customer Service

To submit calculated results for the following qualifications, centres must contact Estimation.Quality@cityandguilds.com where this is the case, attaching the relevant Head of Centre Declaration

500/3682/8	8992-11	City & Guilds Level 1 Award in Customer Service
500/3681/6	8992-12	City & Guilds Level 2 Award in Customer Service
500/4293/2	8989-01	City & Guilds Level 1 Award in Computerised Accounts
500/4292/0	8989-02	City & Guilds Level 2 Award in Computerised Accounts
500/4279/8	8989-03	City & Guilds Level 3 Award in Computerised Accounts (QCF)

Appendix B

List of qualifications where adaptation of assessments is permitted

QAN	City & Guilds qualification number	City & Guilds qualification title
603/2394/2	2794-02	City & Guilds Level 2 Diploma for Customer Service Practitioners
600/1137/3	3411-02	City & Guilds Level 2 Certificate in Contact Centre Operations



600/1135/X	3412-03	City & Guilds Level 2 NVQ Certificate in Contact Centre Operations
603/3150/1	3473-03	City & Guilds Level 3 Diploma for the Business Administrator
600/7059/6	3811-22	City & Guilds Level 2 NVQ Diploma in Public Services Operational Delivery (Uniformed)
601/2735/1	3815-02	City & Guilds Level 2 Diploma in Operational Delivery (VRQ)
601/2733/8	3815-02	City & Guilds Level 2 Award in Operational Delivery (VRQ)
601/2734/X	3815-02	City & Guilds Level 2 Certificate in Operational Delivery (VRQ)
601/2736/3	3815-03	City & Guilds Level 3 Award in Operational Delivery (VRQ)
601/2737/5	3815-03	City & Guilds Level 3 Certificate in Operational Delivery (VRQ)
601/2738/7	3815-03	City & Guilds Level 3 Diploma in Operational Delivery (VRQ)
601/2754/5	3815-04	City & Guilds Level 4 Award in Operational Delivery (VRQ)
601/2755/7	3815-04	City & Guilds Level 4 Certificate in Operational Delivery (VRQ)
601/2756/9	3815-04	City & Guilds Level 4 Diploma in Operational Delivery (VRQ)
600/5812/2	4255-02	City & Guilds Level 2 Award in Employee Rights and Responsibilities
500/6329/7	4417-02	City & Guilds Level 2 Certificate in Customer Service
500/6206/2	4417-03	City & Guilds Level 3 Certificate in Customer Service
500/7738/7	4418-01	City & Guilds Level 1 Award in Business and Administration
500/7665/6	4418-01	City & Guilds Level 1 Certificate in Business and Administration
600/2503/7	4419-06	City & Guilds Level 5 Certificate in Primary Care and Health Management
600/2502/5	4419-06	City & Guilds Level 5 Diploma in Primary Care and Health Management



500/6351/0	4421-02	City & Guilds Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism
501/0971/6	4425-02	City & Guilds Level 2 Award in Customer Service Delivery
500/9871/8	4428-01	City & Guilds Level 1 NVQ Certificate in Business and Administration
500/9677/1	4428-02	City & Guilds Level 2 NVQ Certificate in Business and Administration
500/9548/1	4428-03	City & Guilds Level 3 NVQ Diploma in Business and Administration
500/9516/X	4428-91	City & Guilds Level 1 NVQ Award in Business and Administration
500/9466/X	4428-92	City & Guilds Level 2 NVQ Award in Business and Administration
500/9626/6	4428-93	City & Guilds Level 3 NVQ Certificate in Business and Administration
500/9348/4	4430-01	City & Guilds Level 1 NVQ Certificate in Customer Service
500/9341/1	4430-02	City & Guilds Level 2 NVQ Certificate in Customer Service
500/8818/X	4430-03	City & Guilds Level 3 NVQ Diploma in Customer Service
501/0159/6	4475-02	City & Guilds Level 2 Certificate in Principles of Business and Administration
600/1648/6	4475-12	City & Guilds Level 2 Diploma in Business Support
600/6623/4	4710-04	City & Guilds Level 4 Diploma In Business and Professional Administration
600/9683/4	5519-12	City & Guilds Level 2 Award In Medical Terminology
601/3607/8	5528-02	City & Guilds Level 2 Diploma in Business Administration
601/3608/X	5528-03	City & Guilds Level 3 Diploma in Business Administration
601/3597/9	5528-04	City & Guilds Level 4 NVQ Diploma in Business Administration
601/3787/3	5528-12	City & Guilds Level 2 Diploma In Legal Administration



601/3599/2	5528-13	City & Guilds Level 3 Diploma In Legal Administration
601/3910/9	5528-22	City & Guilds Level 2 Diploma In Medical Administration
601/3911/0	5528-23	City & Guilds Level 3 Diploma In Medical Administration
601/3562/1	5530-02	City & Guilds Level 2 Diploma in Customer Service
601/3564/5	5530-03	City & Guilds Level 3 Diploma in Customer Service
600/1624/3	6774-02	City & Guilds Level 2 Certificate In Providing Financial Services
600/1639/5	6774-03	City & Guilds Level 3 Certificate In Providing Financial Services
600/0930/5	6801-01	City & Guilds Level 2 NVQ Certificate in Sales
600/0927/5	6801-04	City & Guilds Level 3 NVQ Diploma in Sales
600/0661/4	7711-02	City & Guilds Level 2 Certificate in Principles of Sales
600/0667/5	7711-03	City & Guilds Level 3 Certificate in Principles of Sales
600/0925/1	7712-02	City & Guilds Level 2 NVQ Certificate in Marketing
600/0926/3	7712-04	City & Guilds Level 3 NVQ Diploma in Marketing
600/0928/7	7734-02	City & Guilds Level 2 Certificate in Principles of Marketing
600/0929/9	7734-03	City & Guilds Level 3 Certificate in Principles of Marketing

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
601/0605/0	5519-13	City & Guilds Level 3 Certificate In Medical Terminology
500/4767/X	8991-01	City & Guilds Level 1 Award in Book-Keeping and Accounts
500/4685/8	8991-02	City & Guilds Level 2 Award in Book-Keeping and Accounts
500/4768/1	8991-03	City & Guilds Level 3 Award in Accounting and Book-keeping
	8975-22	Essential Certificate in Word Processing Techniques
	8975-23	Intermediate Certificate in Word Processing Techniques
	8975-25	Advanced Certificate in Word Processing Techniques



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