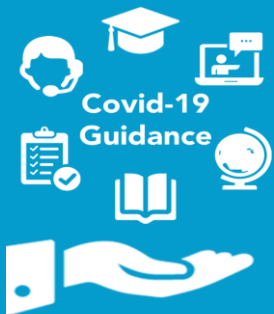


Assessment mitigation centre guidance for NVQs & VRQs in relation to Covid-19 disruption, Summer 2020

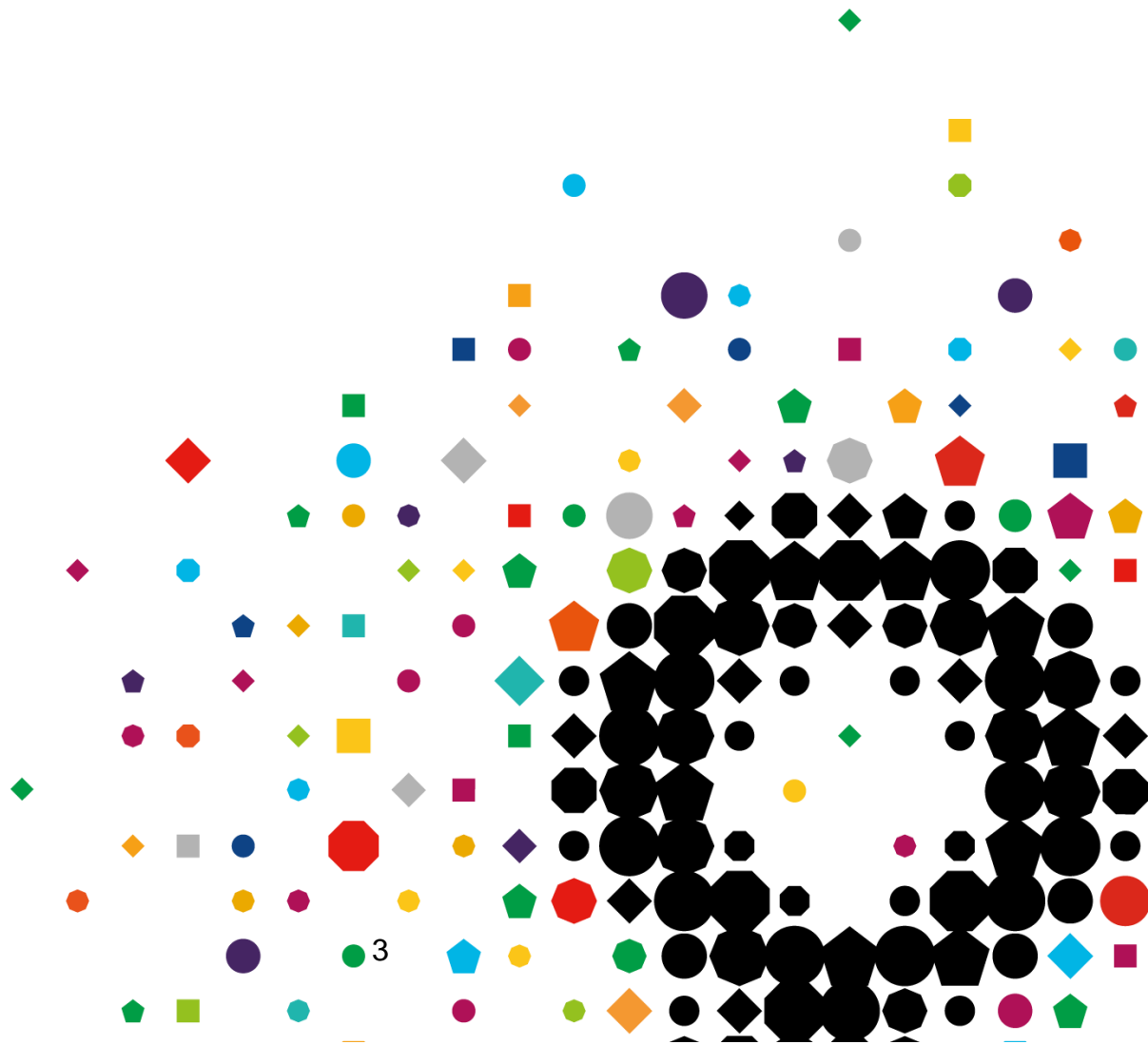
Digital and IT



Version	Amendment type	Section/Qualification
1.2 (June 2020)	List of qualifications under 7540 amended	Qualification page (7540)
	Table of units under 7513 updated	Qualification page (7513)
1.3 (June 2020)	Template guidance sections amended (Sections 2, 4 & 5; Section 6 removed)	Sections 2, 4 & 5 Section 6 removed.
	<p>The primary mitigation changed from 'adapt' to 'calculated result' for the following qualifications:</p> <ul style="list-style-type: none"> 500/6903/2 7574-01 City & Guilds Level 1 Diploma for IT Users (ITQ) 500/6759/X 7574-01 City & Guilds Level 1 Certificate for IT Users (ITQ) 501/1174/7 7276-11 Level 1 Award in ICT Systems Support - PC Maintenance 500/6805/2 7276-11 City & Guilds Level 1 Award for IT Users - (ITQ) 500/5886/1 4249-01 Entry Level Award for IT Users (Start IT - iTQ) (Entry 3) 500/6100/8 4249-01 Entry Level Certificate for IT Users (Start IT - iTQ) (Entry 3) 500/8483/5 4249-01 Entry Level Award in Online Basics (Start IT - ITQ) (Entry 3) <p>The primary mitigation changed from 'delay' to 'adapt' for the following qualification:</p> <ul style="list-style-type: none"> 500/9795/7 3667-03 Level 3 Certificate in Designing and Planning Communications Networks (Internal) 500/9795/7 3667-03 Level 3 Certificate in Designing and Planning Communications Networks (External Overhead) 500/9795/7 3667-03 Level 3 Certificate in Designing and Planning Communications Networks (External Underground) 	Qualification pages
1.4 (July 2020)	Remote invigilation for evolve tests removed for 7540 and replaced with adaptation	Qualification page (7540)
	Remote invigilation for evolve tests removed for 3667 and replaced with adaptation	Qualification page (3667)
	Clarification of evolve numbers for 3660 and 9628	Qualification page (3660, 9628)

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2. Scope of qualifications
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5. Qualifications where adaptation of assessments is permitted
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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).

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.

**Adaptations for:****Communications Cabling**

QAN	City & Guilds qualification number	City & Guilds qualification title
500/8616/9	3667-02	Level 2 Award in Communications Cabling - Fibre Optic Cabling in an Internal Environment
500/8616/9	3667-02	Level 2 Award in Communications Cabling - Fibre Optic Cabling in an External Environment
500/8616/9	3667-02	Level 2 Award in Communications Cabling - Copper Cabling in an Internal Environment
500/9795/7	3667-03	Level 3 Certificate in Designing and Planning Communications Networks (Internal)
500/9795/7	3667-03	Level 3 Certificate in Designing and Planning Communications Networks (External Overhead)
500/9795/7	3667-03	Level 3 Certificate in Designing and Planning Communications Networks (External Underground)

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 Evolve test	101		✓		
Assessments for paired units for knowledge and	102 and 202 103 and 203		✓		

understanding (evolve) and centre marked assignments with majority practical.	104 and 204				
Assessments for practical skills. Centre marked assignment with majority practical.	302-304		✓		
Externally marked on-demand question paper	301			✓	

What adaptations to assessments are permitted?

Adaptation to evolve tests

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.

Centres may also undertaking an audit of evidence that exists for the learner (mock/sample assessments, practical work).

1. Expert Witness Testimony is collated for evidence to show how it meets the qualification requirements and a supplementary professional discussion/Q&A sessions should be undertaken with the candidate that is recorded for audit purposes.
2. Where Expert Witness Testimony is unable to be used to show how it meets the qualification requirements, short report from the Training Provider and a supplementary professional discussion/Q&A should be undertaken with the candidate that is recorded for audit purposes.

Centre-marked assignment with majority practical

Undertake an audit of evidence that exists for the learner (from units undertaken, mock/sample assessments) in relation to outstanding practical assessments, based on outstanding evidence – select adaptation that is most appropriate for individual candidate.

1. Expert witness testimony is collated for evidence of outstanding assessment elements and a recorded supplementary professional discussion/Q&A sessions should be undertaken with the candidate. Where possible supported by mock assessment results.



2. Where EWT is unable to be used to provide evidence for outstanding assessment elements, professional discussion/Q&A should be used. Where possible supported by mock assessment results.

Adaptations for:

ICT Systems and Principles

QAN	City & Guilds qualification number	City & Guilds qualification title
500/3475/3	7540-12	Level 2 Award in ICT Systems and Principles
501/1623/X	7540-12	Level 2 Certificate in ICT Systems Support
501/1430/X	7540-12	Level 2 Diploma in ICT Systems Support
501/1859/6	7540-12	City & Guilds Level 2 Diploma in ICT Systems and Principles for IT Professionals
500/3476/5	7540-13	Level 3 Certificate in ICT Systems and Principles
501/1585/6	7540-13	Level 3 Diploma for ICT Systems and Principles for IT Professionals
501/0277/1	7540-13	Level 3 Diploma in ICT Systems Support
501/0866/9	7540-73	Level 3 Certificate in ICT Systems and Principles - Advanced Bowman Operators

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 paired units for knowledge and understanding (evolve) and centre marked assignments with majority practical.	225 and 525/825 226 and 526/826 227 and 527/827 228 and 528/828 361 and 661/861 364 and 664/864		✓		
Assessments for practical skills. Centre marked assignment with majority practical.	001-014, 031-045, 060-086, 090-099, 111, 229-235, 270, 284, 321, 328, 355-359, 362-363, 365-370, 384, 387-391, 405, 600-601, 653, 700		✓		
Assessments for occupational competency Portfolio of evidence	380, 395-399 602-645, 647-648		✓		



What adaptations to assessments are permitted?

Adaptation to evolve tests

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 marked assignment assessing knowledge and understanding

Centre assess outstanding elements through professional discussion/Q&A, supported where possible by results from mock assessments.

Centre marked assignment assessing practical skills and knowledge

Undertake an audit of evidence that exists for the learner (from units undertaken, mock/sample assessments) in relation to outstanding practical assessments, based on outstanding evidence – select adaptation that is most appropriate for individual candidate.

1. Expert witness testimony is collated for evidence of outstanding assessment elements and a recorded supplementary professional discussion/Q&A sessions should be undertaken with the candidate. Where possible supported by mock assessment results.
2. Where EWT is unable to be used to provide evidence for outstanding assessment elements, professional discussion/Q&A should be used. Where possible supported by mock assessment results.

Portfolio of evidence assessing competency

Undertake an audit of evidence that exists for the learner (from units undertaken, mock/sample assessments) in relation to outstanding practical assessments, based on outstanding evidence – select adaptation that is most appropriate for individual candidate.

1. Expert witness testimony is collated for evidence of outstanding assessment elements and a supplementary professional discussion/Q&A sessions should be undertaken with the candidate that is recorded.
2. Where EWT is unable to be used to provide evidence for outstanding assessment elements, a tutor/assessor report with professional discussion/Q&A that is recorded should be used.
3. Evidence from work undertaken to date and provided from either of the above options for each unit should cover 80% of the Assessment Criteria per Outcome, with all Outcomes having coverage.

Mitigation arrangements permitted for outstanding assessments using Vendor and Vendor Alike units

Outstanding assessments	Assessment component numbers	Evidence required
Vendor specific units	282-283, 400, 402-404, 500, 503-506, 509-517, 701-707, 750-776	Relevant vendor certification or print of successful achievement for the named learner
Vendor alike units	602-645, 647-648	Relevant vendor certification or print of successful achievement for the named learner OR Mitigation for Assessments for occupational competency Portfolio of evidence

Adaptations for:**7360 ICT Systems and Principles**

QAN	City & Guilds qualification number	City & Guilds qualification title
600/6124/8	7630-04	Level 4 Diploma For ICT Professionals (Systems and Principles)

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 practical skills. Centre marked assignment with majority practical.	316-323, 325-326, 329, 331, 333-335, 338, 345-348, 350-353, 359-404, 408-409, 412-432, 500-508		✓		
Assessments for occupational competency Portfolio of evidence	324, 327-328, 330, 332, 339, 349, 354-355, 358, 360, 437-438, 600-642, 644		✓		

What adaptations to assessments are permitted?**Centre marked assignment assessing practical skills and knowledge**

Undertake an audit of evidence that exists for the learner (from units undertaken, mock/sample assessments) in relation to outstanding practical assessments, based on outstanding evidence – select adaptation that is most appropriate for individual candidate.

1. Expert witness testimony is collated for evidence of outstanding assessment elements and a recorded supplementary professional discussion/Q&A sessions should be undertaken with the candidate. Where possible supported by mock assessment results.



- Where EWT is unable to be used to provide evidence for outstanding assessment elements, professional discussion/Q&A should be used. Where possible supported by mock assessment results.

Portfolio of evidence assessing competency

Undertake an audit of evidence that exists for the learner (from units undertaken, mock/sample assessments) in relation to outstanding practical assessments, based on outstanding evidence – select adaptation that is most appropriate for individual candidate.

- Expert witness testimony is collated for evidence of outstanding assessment elements and a supplementary professional discussion/Q&A sessions should be undertaken with the candidate that is recorded.
- Where EWT is unable to be used to provide evidence for outstanding assessment elements, a tutor/assessor report with professional discussion/Q&A that is recorded should be used.
- Evidence from work undertaken to date and provided from either of the above options for each unit should cover 80% of the Assessment Criteria per Outcome, with all Outcomes having coverage.

Mitigation arrangements permitted for outstanding assessments using Vendor and Vendor Alike units

Outstanding assessments	Assessment component numbers	Evidence required
Vendor specific units	300-315, 336-337, 340-344, 356-357, 405-407, 410-411, 422	Relevant vendor certification or print of successful achievement for the named learner
Vendor alike units	600-641	Relevant vendor certification or print of successful achievement for the named learner OR Mitigation for Assessments for occupational competency Portfolio of evidence

Adaptations for:**4520 ICT Professional Competence**

QAN	City & Guilds qualification number	City & Guilds qualification title
501/1671/X	4520-01	Level 1 Certificate in ICT Professional Competence
501/1789/0	4520-02	Level 2 Diploma in ICT Professional Competence
501/1788/9	4520-03	Level 3 Diploma in ICT Professional Competence
501/1787/7	4520-04	Level 4 Diploma in ICT Professional Competence

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 occupational competency Portfolio of evidence	100-103, 106-111, 113-114, 171-180, 188, 190-191, 201-206, 208-227		✓		
Assessments for occupational competency Portfolio of evidence	271-280, 301-317, 319-327, 360, 371-380, 405-407, 410-411, 414, 416, 420-426, 438, 501-505, 601-644		✓		



What adaptations to assessments are permitted?

Undertake an audit of evidence that exists for the learner (from units undertaken, mock/sample assessments) in relation to outstanding practical assessments, based on outstanding evidence – select adaptation that is most appropriate for individual candidate.

1. Expert witness testimony is collated for evidence of outstanding assessment elements and a supplementary professional discussion/Q&A sessions should be undertaken with the candidate that is recorded.
2. Where EWT is unable to be used to provide evidence for outstanding assessment elements, a tutor/assessor report with professional discussion/Q&A that is recorded should be used.
3. Evidence from work undertaken to date and provided from either of the above options for each unit should cover 80% of the Assessment Criteria per Outcome, with all Outcomes having coverage.

Mitigation arrangements permitted for outstanding assessments using Vendor and Vendor Alike units

Outstanding assessments	Assessment component numbers	Evidence required
Vendor specific units	186-187, 229-230, 237-243, 252-258, 281, 329-351, 381-386, 388-400, 433-437	Relevant vendor certification or print of successful achievement for the named learner
Vendor alike units	600-644	Relevant vendor certification or print of successful achievement for the named learner OR Mitigation for Assessments for occupational competency Portfolio of evidence

Adaptations for:**4249 Entry Level 3 IT User**

QAN	City & Guilds qualification number	City & Guilds qualification title
500/5886/1	4249-01	Entry Level Award for IT Users (Start IT - iTQ) (Entry 3)
500/6100/8	4249-01	Entry Level Certificate for IT Users (Start IT - iTQ) (Entry 3)
500/8483/5	4249-01	Entry Level Award in Online Basics (Start IT - ITQ) (Entry 3)

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 with practical element. Centre marked assignment	001-014, 091-095, 134-135	✓			
Assessments for occupational competency Portfolio of evidence	015, 101-129	✓			

Adaptations for:**7276 ICT Systems and Principles – PC Maintenance**

QAN	City & Guilds qualification number	City & Guilds qualification title
501/1174/7	7276-11	Level 1 Award in ICT Systems Support - PC Maintenance
500/6805/2	7276-11	City & Guilds Level 1 Award for IT Users - (ITQ)

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 occupational competency Portfolio of evidence	106-107	✓			

Where calculated results based on centre assessment grades are permitted, 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.

Adaptations for:**7513 Social Media and Digital Marketing**

QAN	City & Guilds qualification number	City & Guilds qualification title
600/4967/4	7513-03	Level 3 Diploma in Social Media for Business
600/7376/7	7513-13	Level 3 Certificate in the Principles of Social Media for a Business
601/0110/6	7513-30	Level 3 Diploma in Digital Marketing
601/2447/7	7513-40	Level 4 Diploma in Digital Marketing

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 practical skills. Centre marked assignment with majority practical.	205-206, 208, 301-309, 319-320, 328, 337, 404, 406		✓		
Assessments for occupational competency Portfolio of evidence	201-203, 207, 209-210, 310-311, 321-336, 338, 340-341, 401-403, 405, 407-414, 501		✓		

What adaptations to assessments are permitted?



Centre marked assignment assessing practical skills and knowledge

Undertake an audit of evidence that exists for the learner (from units undertaken, mock/sample assessments) in relation to outstanding practical assessments, based on outstanding evidence – select adaptation that is most appropriate for individual candidate.

1. Expert witness testimony is collated for evidence of outstanding assessment elements and a recorded supplementary professional discussion/Q&A sessions should be undertaken with the candidate. Where possible supported by mock assessment results.
2. Where EWT is unable to be used to provide evidence for outstanding assessment elements, professional discussion/Q&A should be used. Where possible supported by mock assessment results.

Portfolio of evidence assessing competency

Undertake an audit of evidence that exists for the learner (from units undertaken, mock/sample assessments) in relation to outstanding practical assessments, based on outstanding evidence – select adaptation that is most appropriate for individual candidate.

1. Expert witness testimony is collated for evidence of outstanding assessment elements and a supplementary professional discussion/Q&A sessions should be undertaken with the candidate that is recorded.
2. Where EWT is unable to be used to provide evidence for outstanding assessment elements, a tutor/assessor report with professional discussion/Q&A that is recorded should be used.
3. Evidence from work undertaken to date and provided from either of the above options for each unit should cover 80% of the Assessment Criteria per Outcome, with all Outcomes having coverage.

Mitigation arrangements permitted for outstanding assessments using Vendor and Vendor Alike units

Outstanding assessments	Assessment component numbers	Evidence required
Vendor specific units	204 312-318	Relevant vendor certification or print of successful achievement for the named learner

Adaptations for:**7574 IT User**

QAN	City & Guilds qualification number	City & Guilds qualification title
500/6706/0	7574-02	Level 2 Award for IT Users (ITQ)
500/6724/2	7574-02	Level 2 Certificate for IT Users (ITQ)
500/6760/6	7574-02	Level 2 Diploma for IT Users (ITQ)
600/0993/7	7574-02	Level 2 Diploma in IT User Skills
500/6697/3	7574-03	Level 3 Award for IT Users (ITQ)
500/6587/7	7574-03	Level 3 Certificate for IT Users (ITQ)
500/6688/2	7574-03	Level 3 Diploma for IT Users (ITQ)
600/0994/9	7574-03	Level 3 Diploma in IT User Skills

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 with practical element.	101, 135, 201, 234-235, 301, 334-335		✓		

Centre marked assignment					
Assessments for occupational competency Portfolio of evidence	001-015, 091-095, 102-129, 137-139, 202-229, 237-239, 303-305, 307-309, 313-329, 337-339		✓		

What adaptations to assessments are permitted?

Centre marked assignment assessing practical skills and knowledge

Undertake an audit of evidence that exists for the learner (from units undertaken, mock/sample assessments) in relation to outstanding practical assessments, based on outstanding evidence – select adaptation that is most appropriate for individual candidate.

1. Expert witness testimony is collated for evidence of outstanding assessment elements and a recorded supplementary professional discussion/Q&A sessions should be undertaken with the candidate. Where possible supported by mock assessment results.
2. Where EWT is unable to be used to provide evidence for outstanding assessment elements, professional discussion/Q&A should be used. Where possible supported by mock assessment results.

Portfolio of evidence assessing competency

Undertake an audit of evidence that exists for the learner (from units undertaken, City & Guilds completed assignments, mock/sample assessments) in relation to outstanding practical assessments, based on outstanding evidence – select adaptation that is most appropriate for individual candidate.

1. Expert witness testimony is collated for evidence of outstanding assessment elements and a supplementary professional discussion/Q&A sessions should be undertaken with the candidate that is recorded.
2. Where EWT is unable to be used to provide evidence for outstanding assessment elements, a tutor/assessor report with professional discussion/Q&A that is recorded should be used.
3. Evidence from work undertaken to date and provided from either of the above options for each unit should cover 80% of the Assessment Criteria per Outcome, with all Outcomes having coverage.

Mitigation arrangements permitted for outstanding assessments using Vendor and Vendor Alike units



Outstanding assessments	Assessment component numbers	Evidence required
Proxy Units – Sector Specific Units	801-805	Unit from any other Industry at the value of the unit if 5 Credits or less, maximum of 5 Credits for any other value of 6 and above.
Proxy Units – ICT Functional Skills	851-853	Certificated by successful achievement of ICT Functional Skills at the appropriate Level.
Units that can be achieved by successfully obtaining specific Vendor qualifications (latest equivalent)	208, 211	Using Microsoft Office Outlook exam – Outlook (Core)
	219	Using Microsoft Office Access – Access (Core)
	225	Using Microsoft Office PowerPoint – PowerPoint (Core)
	227	Using Microsoft Office Excel – Excel (Core)
	229	Using Microsoft Office Word – Word (Core)
	327	Excel (Expert)
	329	Word (Expert)
	224, 324	Adobe Flash or equivalent
	228, 328	Adobe Dreamweaver or equivalent
	220-221, 320-321	Adobe Photoshop or Adobe Illustrator

**Adaptations for:****Software Developer**

QAN	City & Guilds qualification number	City & Guilds qualification title
603/0409/1	9628-01	Level 4 Diploma in Software Development Methodologies
603/0410/8	9628-02	Level 4 Diploma in Software Language

Network Engineer

QAN	City & Guilds qualification number	City & Guilds qualification title
603/0412/1	9628-03	Level 4 Diploma in Network Principles
603/0413/3	9628-04	Level 4 Diploma in Network Systems and Architecture
603/0414/5	9628-05	Level 4 Diploma in Network Security



Infrastructure Technician

QAN	City & Guilds qualification number	City & Guilds qualification title
603/0618/X	9628-06	Level 3 Certificate in Networking and Architecture
603/0619/1	9628-07	Level 3 Award in Mobile and Operating Systems
603/0620/8	9628-08	Level 3 Award in Cloud Services
603/0622/1	9628-09	Level 3 Award in Coding and Logic
603/0623/3	9628-10	Level 3 Award in Business Processes

Digital Marketer

QAN	City & Guilds qualification number	City & Guilds qualification title
603/1606/8	9628-11	Level 3 Award in the Principles of Coding
603/1608/1	9628-12	Level 3 Certificate in the Principles of Online and Offline Marketing
603/1610/X	9628-13	Level 3 Certificate in Digital Marketing Business Principles



Cyber Security Technologist

QAN	City & Guilds qualification number	City & Guilds qualification title
603/5327/2	3660-01	Level 4 Certificate in Cyber Security Introduction
603/5328/4	3660-02	Level 4 Certificate in Network and Digital Communications Theory
603/5329/6	3660-03	Level 4 Award in Security Case Development and Design Good Practice
603/5330/2	3660-04	Level 4 Award in Security Technology Building Blocks
603/5334/X	3660-05	Level 4 Certificate in Employment of Cryptography
603/5335/1	3660-06	Level 4 Award in Risk Assessment in Cyber Security
603/5336/3	3660-07	Level 4 Certificate in Governance, Law, Regulation and Standards in Cyber Security

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.

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 Evolve test	3660-401 3660-402 3660-403 3660-404 3660-405		✓		

	3660-406				
	3660-407				
	9628-306				
	9628-307				
	9628-308				
	9628-309				
	9628-310				
	9628-311				
	9628-312				
	9628-313				
	9628-401				
	9628-402				
	9628-403				
	9628-404				
	9628-405				

What adaptations to assessments are permitted?

Remotely invigilated evolve tests

- On demand e-evolve tests can be delivered in the learner's home with a remote invigilator **only** for the assessments indicated in the table above.
- Guidance on how to set up, deliver and invigilate tests remotely can be found on our website.
- 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.
- The test must be completed under exam conditions.
- Remotely invigilated e-evolve tests will be delivered through a web-delivery application requiring no installation to the candidate computer.
- This is an interim adaptation for those assessments and learners that are in scope

Where resources or technology does not allow for remotely invigilated evolve tests

Undertake an audit of evidence that exists for the learner (mock/sample assessments, practical work).

1. Expert Witness Testimony is collated for evidence to show how it meets the qualification requirements and a supplementary professional discussion/Q&A sessions should be undertaken with the candidate that is recorded for audit purposes.
2. Where Expert Witness Testimony is unable to be used to show how it meets the qualification requirements, short report from the Training Provider and a supplementary professional discussion/Q&A should be undertaken with the candidate that is recorded for audit purposes.



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

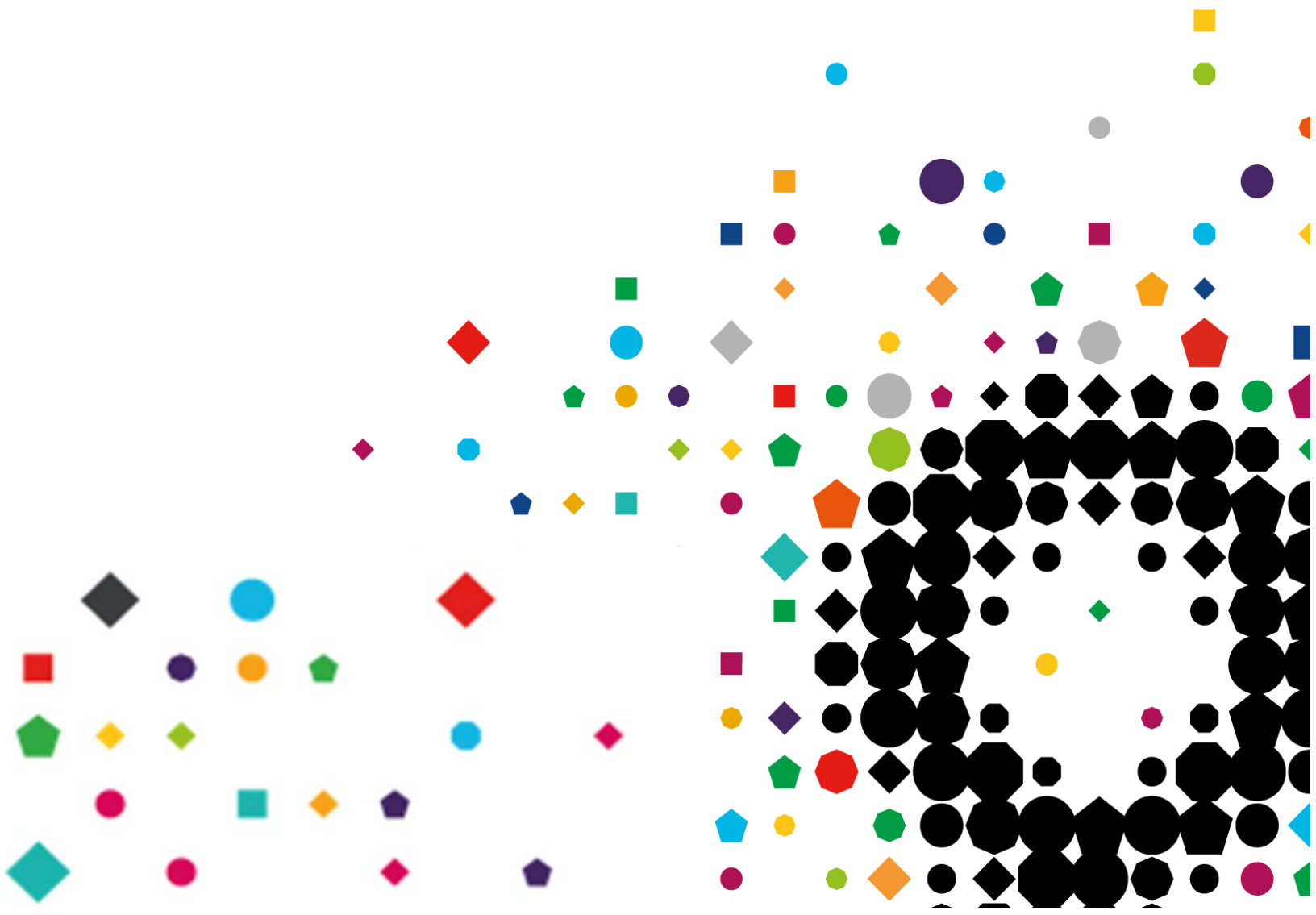
general.enquiries@cityandguilds.com



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
500/6805/2	7574-01	Level 1 Award for IT Users (ITQ)
500/6759/X	7574-01	Level 1 Certificate for IT Users (ITQ)
500/6903/2	7574-01	Level 1 Diploma for IT Users (ITQ)
600/1926/8	7574-01	Level 1 Award in E-Safety - ITQ
501/1174/7	7276-11	Level 1 Award in ICT Systems Support - PC Maintenance
500/6805/2	7276-11	City & Guilds Level 1 Award for IT Users - (ITQ)
500/5886/1	4249-01	Entry Level Award for IT Users (Start IT - iTQ) (Entry 3)
500/6100/8	4249-01	Entry Level Certificate for IT Users (Start IT - iTQ) (Entry 3)
500/8483/5	4249-01	Entry Level Award in Online Basics (Start IT - ITQ) (Entry 3)

Appendix B

List of qualifications where adaptation of assessments is permitted

QAN	City & Guilds qualification number	City & Guilds qualification title
500/8616/9	3667-02	City & Guilds Level 2 Award in Communications Cabling
501/1789/0	4520-02	City & Guilds Level 2 Diploma in ICT Professional Competence
501/1788/9	4520-03	City & Guilds Level 3 Diploma in ICT Professional Competence
501/1787/7	4520-04	City & Guilds Level 4 Diploma in ICT Professional Competence (PROCOM)



600/4967/4	7513-03	City & Guilds Level 3 Diploma In Social Media for Business
600/7376/7	7513-13	Level 3 Certificate in the Principles of Social Media for a Business
601/0110/6	7513-30	City & Guilds Level 3 Diploma in Digital Marketing
601/2447/7	7513-40	City & Guilds Level 4 Diploma in Digital Marketing
501/1430/X	7540-12	City & Guilds Level 2 Diploma in ICT Systems Support
501/1623/X	7540-12	City & Guilds Level 2 Certificate in ICT Systems Support
501/1859/6	7540-12	City & Guilds Level 2 Diploma in ICT Systems and Principles for IT Professionals
500/3475/3	7540-12	City & Guilds Level 2 Award in ICT Systems and Principles
501/1585/6	7540-13	City & Guilds Level 3 Diploma in ICT Systems Support
501/0277/1	7540-13	City & Guilds Level 3 Diploma in ICT Systems and Principles for IT Professionals
500/3476/5	7540-13	City & Guilds Level 3 Certificate in ICT Systems and Principles
501/0866/9	7540-73	City & Guilds Level 3 Certificate in ICT Systems and Principles - Advanced Bowman Operators
600/0993/7	7574-02	City & Guilds Level 2 Diploma in IT User Skills
500/6760/6	7574-02	City & Guilds Level 2 Diploma for IT Users (ITQ)
500/6724/2	7574-02	City & Guilds Level 2 Certificate for IT Users (ITQ)
500/6706/0	7574-02	City & Guilds Level 2 Award for IT Users (ITQ)
600/0994/9	7574-03	City & Guilds Level 3 Diploma in IT User Skills
500/6688/2	7574-03	City & Guilds Level 3 Diploma for IT Users (ITQ)
500/6697/3	7574-03	Level 3 Award for IT Users (ITQ)
500/6587/7	7574-03	City & Guilds Level 3 Certificate for IT Users (ITQ)
600/6124/8	7630-04	City & Guilds Level 4 Diploma For ICT Professionals (Systems and Principles)
603/0409/1	9628-01	City & Guilds Level 4 Diploma in Software Development Methodologies
603/0410/8	9628-02	Level 4 Diploma in Software Language
603/0412/1	9628-03	City & Guilds Level 4 Diploma in Network Principles



603/0413/3	9628-04	City & Guilds Level 4 Diploma in Network Systems and Architecture
603/0414/5	9628-05	City & Guilds Level 4 Diploma in Network Security
603/0618/X	9628-06	City & Guilds Level 3 Certificate in Networking and Architecture
603/0619/1	9628-07	City & Guilds Level 3 Award in Mobile and Operating System
603/0620/8	9628-08	City & Guilds Level 3 Award in Cloud Services
603/0622/1	9628-09	City & Guilds Level 3 Award in Coding and Logic
603/0623/3	9628-10	City & Guilds Level 3 Award in Business Processes
603/1606/8	9628-11	City & Guilds Level 3 Award in the Principles of Coding
603/1608/1	9628-12	City & Guilds Level 3 Certificate in the Principles of Online and Offline Marketing
603/1610/X	9628-13	City & Guilds Level 3 Certificate in Digital Marketing Business Principles

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
n/a	n/a	n/a

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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