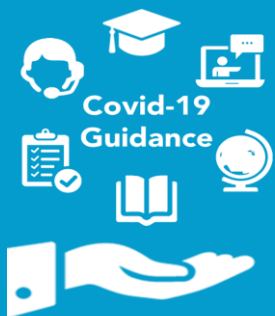


# Assessment mitigation centre guidance for NVQs & VRQs in relation to Covid-19 disruption, Summer 2020

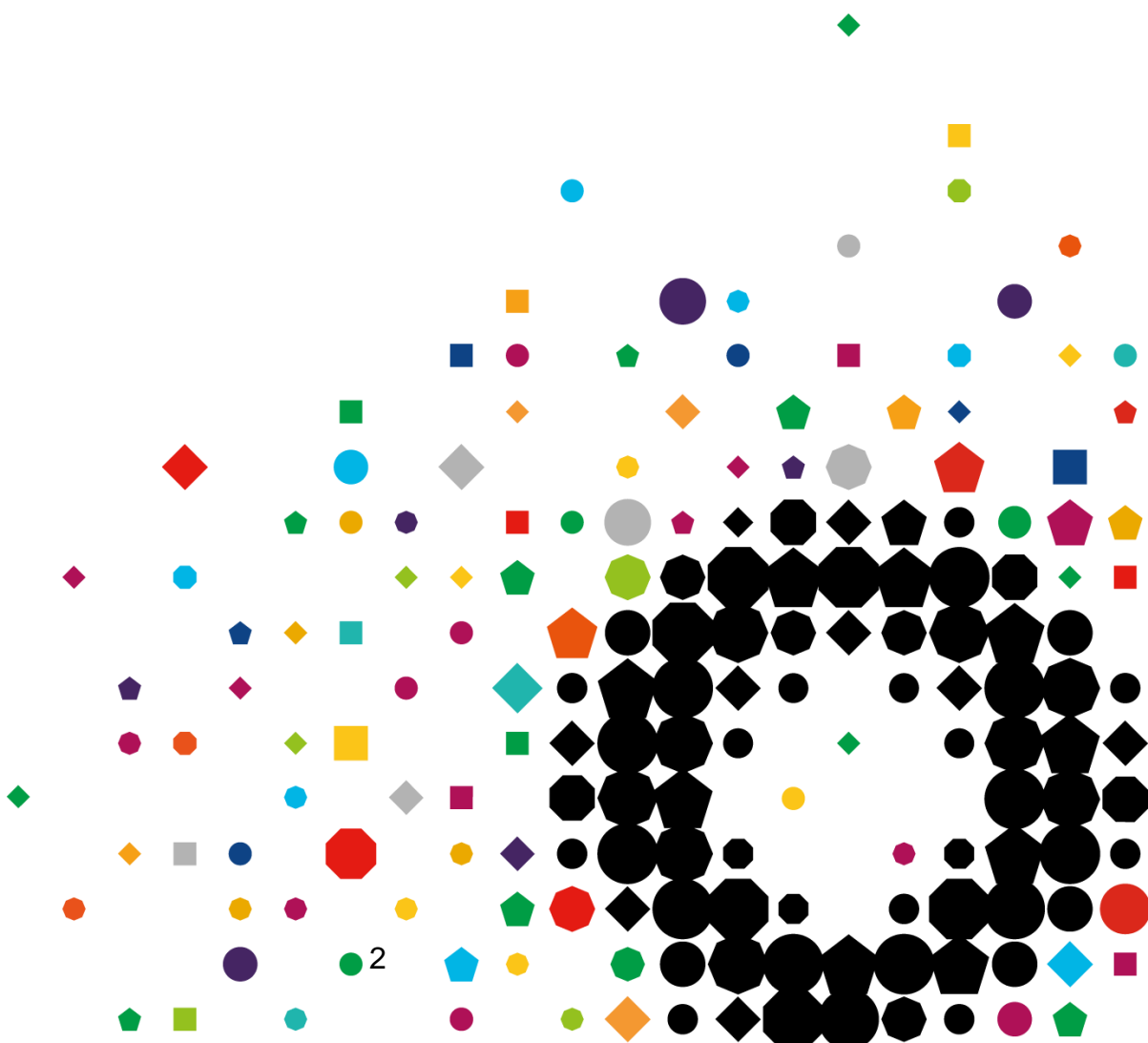
## Leadership & Management





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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.



### 3. Scope of Learners

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

- Were incomplete/still registered as of 20<sup>th</sup> March 2020
- Were scheduled to complete their qualification/assessments by 31<sup>st</sup> 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.



## 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:

#### **Knowledge-based written assessments**

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

- a) A change of conditions, e.g. tasks that may have typically been done in supervised conditions in a centre that now may be taken using supervised remote invigilation in the learner's home.





## Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/1166/6	8410-01	City & Guilds Level 3 Diploma for Managers

## Which learners do the mitigation arrangements apply to?

These assessment arrangements are ONLY available to learners who meet the full criteria stated on page 4.

## 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	317-318		✓		
Assessments for occupational competency Portfolio of evidence	301-316				✓

## 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.



## 6. Guidance for adaptation

### 6.1 Assessment adaptation process & information centres need to record

For learners who meet the eligibility criteria, centres must:

- Identify learners who meet the mitigation criteria for assessment adaptation arrangements
- Undertake an audit of each learners work to identify completed units and agree an assessment plan for the outstanding units as per the permitted arrangements outlined in the scope of learners (section 3). These must be clearly documented to show a clear audit trail (including the NVQ/VRQ Adaptation Submission spreadsheet)
- For assessments where an adaptation is permitted, ensure that the assessor reviews all evidence, makes sound assessment decisions and clearly record these
- Clearly identify which units' adaptation has been applied to. Where multiple options of assessment adaptation are available, centres need to identify which adaptation was applied
- All portfolios must contain an individual Learner Declaration which must be signed off by the assessor and internal quality assurer
- Internal quality assurance procedures should be followed to agree final assessment decisions and all associated records retained by the centre.

### 6.2 Internal Quality Assurance

Quality assurance is fundamental to City & Guilds as an awarding organisation and is embedded in all of our processes, products and services. It guarantees the integrity and value of our qualifications and/or assessments.

Centres need to ensure that the following quality assurance measures are in place:

- check assessors have identified appropriate learners for adaptation
- apply a risk-based sampling approach on the principles of 'CAMERA'
- appropriate assessment methods selected in line with adaptation requirements
- standardisation of assessor decisions across adaptation
- apply policies, procedures and legislation to meet City & Guilds and external/regulatory requirements

All claims must be signed off by a qualified and occupationally competent Internal Quality Assurer (IQA).



### 6.3 External quality assurance

External Quality Assurance monitoring will be carried out remotely during the Covid-19 emergency. External Quality Assurers will maintain their usual sampling practice. EQAs will plan, select and review their sample of your processes and record their findings on a CAR sampling report. As part of their remote sample, EQAs will carry out interviews of learners by phone or online.

**Centres with Direct Claims Status (DCS)** can continue to claim results via the Walled Garden as per the usual process providing the following steps have been implemented:

- Complete individual learner declarations – retain in the portfolio and centre assessment records
- Complete the NVQ/VRQ Adaptation Submission spreadsheet – retain in centre
- Attach the NVQ/VRQ Adaptation Submission spreadsheet to the CA2 in the Walled Garden in preparation for your remote monitoring activity.
- All evidence must be retained for the next External Quality Assurance activity (as per section 5.2.5 in the Centre Manual).

**Centres with a Medium or High-Risk Status** will be unable to claim results via the Walled Garden, the following steps must be implemented:

- Complete individual learner declarations – retain in the portfolio and centre assessment records
- Complete the NVQ/VRQ Adaptation Submission spreadsheet – retain in centre
- Contact the Quality Delivery Team to confirm when they will be ready for a Remote Monitoring activity to take place. This must take place before any results can be claimed.
- The External Quality Assurer (EQA) will contact the centre to arrange a date for the remote sample
- Centre will attach the NVQ/VRQ Adaptation Submission spreadsheet to the CA2 in the Walled Garden in preparation for the remote monitoring activity.
- All evidence must be retained for the External Quality Assurance activity (as per section 5.2.5 in the Centre Manual).
- The EQA will complete a Centre Activity Report (CAR)
- A Results Override form will need to be completed by the centre for any learners who have been signed off for certification by the EQA.



## 6.4 Centre Responsibilities

The NVQ/VRQ Adaptation Submission spreadsheet will need to be signed off and dated by the Head of Centre.

It is the responsibility of the Head of Centre to ensure that all claims submitted meet the adaptation criteria.

All evidence must be retained for a period of 3 years (as per section 5.2.5 in the Centre Manual) to support the adaptation process and be available for the on-going external quality assurance sampling process.

Any claims that do not meet the adaptation criteria may be subject to invalidation.

All assessment result claims where adaptation applies must be made by the **31<sup>st</sup> July 2020**.

The Head of Centre is responsible for reporting any suspected malpractice. Please refer to [Managing Cases of Suspected Malpractice](#)

**Please see the City & Guilds website for copies of the Learner Declaration form and NVQ/VRQ Adaptation Submission spreadsheet.**





## 7. 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](mailto:centresupport@cityandguilds.com)

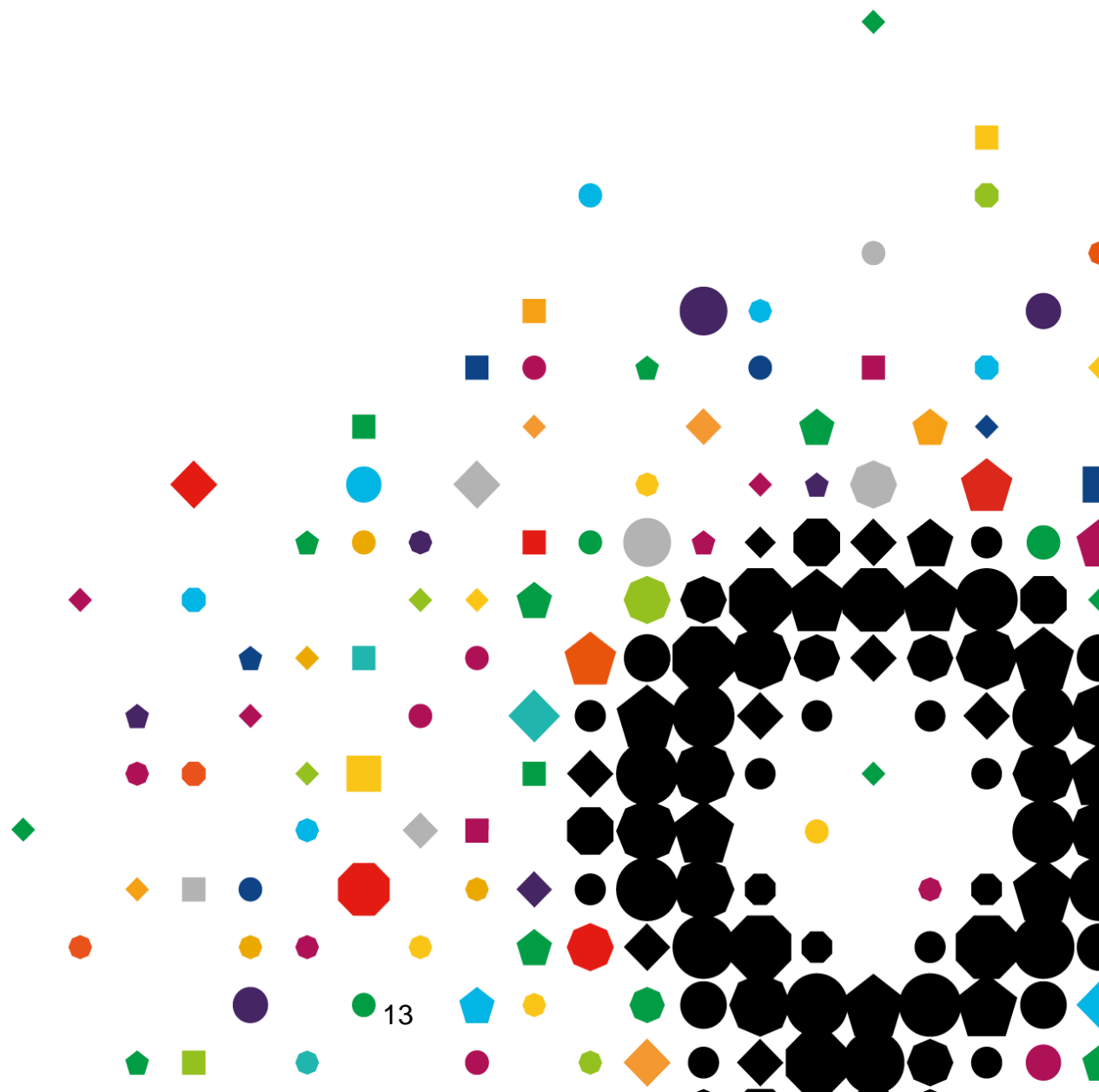
or

[general.enquiries@cityandguilds.com](mailto: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
n/a	n/a	n/a

## Appendix B

### List of qualifications where adaptation of assessments is permitted

QAN	City & Guilds qualification number	City & Guilds qualification title
603/1166/6	8410-01	City & Guilds Level 3 Diploma for Managers

## Appendix C

### List of qualifications where no mitigation is required

QAN	City & Guilds qualification number	City & Guilds qualification title
600/5928/X	8000-11	City & Guilds Level 2 Award in Leadership and Team Skills
600/5962/X	8000-21	City & Guilds Level 2 Certificate in Leadership and Team Skills
601/3781/2	8002-21	City & Guilds Level 2 Certificate in Team Leading
600/5927/8	8003-11	City & Guilds Level 2 Award in Effective Team Member Skills
600/5930/8	8003-21	City & Guilds Level 2 Certificate in Effective Team Member Skills
601/7709/3	8004-10	City & Guilds Level 2 Award for Young Leaders
600/6102/9	8141-11	City & Guilds Level 3 Award in Enterprise and Entrepreneurship
601/5782/3	8149-21	City & Guilds Level 2 Certificate in Enterprise
600/1460/X	8309-10	City & Guilds Level 3 Award In Management of Volunteers
500/3694/4	8316-13	City & Guilds Level 6 Award in Management
600/2270/X	8322-80	City & Guilds Level 5 Award in Leadership
600/2260/7	8322-90	City & Guilds Level 5 Certificate in Leadership



600/5934/5	8362-31	City & Guilds Level 3 Award in Leadership and Management
600/5961/8	8362-32	City & Guilds Level 3 Certificate in Leadership and Management
600/5964/3	8362-33	City & Guilds Level 3 Diploma in Leadership and Management
600/5855/9	8362-51	City & Guilds Level 5 Award in Leadership and Management
600/5854/7	8362-52	City & Guilds Level 5 Certificate in Leadership and Management
600/5856/0	8362-53	City & Guilds Level 5 Diploma in Leadership and Management
600/5851/1	8363-41	City & Guilds Level 4 Award in Leadership and Management
600/5932/1	8363-42	City & Guilds Level 4 Certificate in Leadership and Management
603/3732/1	8368-11	City & Guilds Level 3 Award in Effective Coaching
603/3733/3	8368-21	City & Guilds Level 3 Certificate in Effective Coaching
603/1997/5	8390-31	City & Guilds Level 4 Diploma for School Business Managers
603/1167/8	8420-01	City & Guilds Level 5 Diploma for Leaders and Managers
601/3699/6	8606-21	City & Guilds Level 3 Certificate in Principles of Leadership and Management
600/5840/7	8609-11	City & Guilds Level 5 Award in Leadership and Management Skills
600/5857/2	8610-31	City & Guilds Level 5 Diploma in Principles of Leadership and Management
601/3216/4	8620-31	City & Guilds Level 2 Diploma in Team Leading
601/3240/1	8621-31	City & Guilds Level 3 Diploma in Management
601/3247/4	8622-41	City & Guilds Level 4 NVQ Diploma in Management
601/3254/1	8623-41	City & Guilds Level 5 NVQ Diploma in Management and Leadership
601/4235/2	8625-31	City & Guilds Level 4 Diploma in Principles of Leadership and Management
601/5583/8	8626-11	City & Guilds Level 3 Award in Leadership and Management Practice for the Construction and Built Environment Sector
601/5584/X	8626-21	City & Guilds Level 3 Certificate in Leadership and Management Practice for the Construction and Built Environment Sector
600/5685/X	8753-21	City & Guilds Level 3 Certificate in Facilities Management
600/5663/0	8753-31	City & Guilds Level 3 Diploma in Facilities Management



600/5838/9	8757-11	City & Guilds Level 4 Award in Managing Equality and Diversity in an Organisation
600/5839/0	8758-21	City & Guilds Level 5 Certificate in Service Improvement

## 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





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