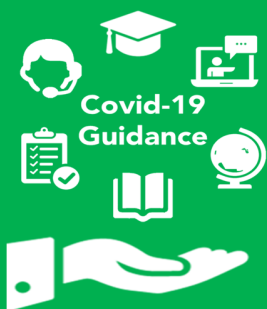


2020 - 2021 Adaptations Logistics, Retail and Warehousing

For the period of:
September 2020 – Summer 2021





Version history

Version	Amendment type	Section/Qualification
1.0 (October 2020)	Document created and published	All
1.1 (January 2021)	Adaptation guidance updated to allow the use of expert witness testimonies for 7384 qualifications	7384
1.2 (February 2021)	<p>Contact email address updated</p> <p>Remote assessment & use of personal statement from the candidate added to 7384 adaptation guidance</p> <p>Remote invigilation as a permitted adaptations added to the following qualification:</p> <p>600/3755/6 7552-01 City & Guilds Level 2 Certificate In Introduction to the Role of the Professional Taxi and Private Hire Driver</p>	<p>Back cover</p> <p>7384</p> <p>7552</p>



Introduction

The Covid-19 pandemic caused significant disruption to the summer 2020 assessment series.

City & Guilds, working in consultation with regulators and other awarding bodies, adopted several mitigation options to ensure that affected learners received a valid and reliable result for assessments they were unable to sit. These were either estimated grades, adapted assessment or delayed assessment until they could be sat safely.

As we move into the 2020/21 academic year, we recognise that the ongoing nature of this pandemic will likely cause further disruptions for learners and centres. The observation of government guidance will bring additional challenges for the administration of assessments

For the academic year 2020/21, centres should plan to, and wherever possible, deliver all assessments in line with the requirements set out in City & Guilds handbooks and assessment materials.

Where this is not possible City & Guilds have devised adaptation guidance. This will provide details of what adaptations can be used to provide centres and learners with flexibility to support the delivery of assessment during these challenging times.

This document sets out the qualification specific adaptations available and the conditions for their adoption. This document has been designed to complement the **City & Guilds Qualification assessment adaptation guidance** document which can be found on City & Guilds COVID-19 webpages.

What is adaptation?

Adaptations should only apply if a learner(s) is not able to be assessed in the way the assessment design intended. The adaptations are in relation to the conditions and controls for assessments, the delivery of the assessments, or in some instances the assessment methodology. This document specifies the adaptations that are permitted and the qualifications and assessments to which they apply. Where an adaptation is permitted it is indicated by ✓ and where there is no adaptation permitted or needed it is indicated by ✕.

Centres are not permitted to make any further adaptation to the assessments beyond what is set out in this document.

Scope of learners

The adaptations within this document are ONLY available to learners who meet the following criteria:

- Are undertaking their assessment in the UK or Republic of Ireland
- Are scheduled to complete their qualification or assessments during the 2020/21 academic year

Please note these adaptations do not apply to international or End-point Assessment products.



Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
500/5764/9	1012-02	Level 2 Certificate in Warehousing and Storage Principles

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	201	✓ Remote invigilation only

For e-volve tests:

Remote invigilation is available, please see the latest guidance on the Covid-19 section of the City & Guilds website for more information <https://www.cityandguilds.com/covid-19/>



Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
500/8210/3	1013-12	City & Guilds Level 1 Certificate in Retail Knowledge
500/7352/7	1013-22	City & Guilds Level 2 Certificate in Retail Knowledge
500/7350/3	1013-32	City & Guilds Level 3 Certificate in Retail Knowledge
500/8405/7	1013-91	City & Guilds Level 1 Award in Retail Knowledge
500/7438/6	1013-92	City & Guilds Level 2 Award in Retail Knowledge

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	Evolve test numbers 101-106, 201-209, 265, 299, 301-308 Results entry unit numbers 251-259, 351-358, 923	✓ Remote invigilation only

For e-volve tests:

Remote invigilation is available, please see the latest guidance on the Covid-19 section of the City & Guilds website for more information <https://www.cityandguilds.com/covid-19/>



Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
501/1690/3	1016-01	City & Guilds Level 1 Award in Warehousing and Storage
501/1691/5	1016-01	City & Guilds Level 1 Certificate in Warehousing and Storage
501/1082/2	1016-02	City & Guilds Level 2 Certificate in Warehousing and Storage
600/3766/0	1016-07	City & Guilds Level 3 Diploma in Warehousing and Storage

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for occupational competency Portfolio of evidence	101-113, 201-224, 301-322	✓ Remote assessment only

Portfolio of evidence assessing competency

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations.

If assessment is undertaken remotely by video link, they must be completed in line with the remote assessment requirements set out below **and** those listed in section 3 'Remote assessment and invigilation' in the City & Guilds 'Qualification assessment adaptation guidance' document available on our website <https://www.cityandguilds.com/covid-19>

- A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image
- Consent must be sought and retained as evidence from clients/customers and employers
- Assessors must complete standard assessment documentation as they would face-to-face
- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in section 3 of the 'Qualification assessment adaptation guidance' document available on our website <https://www.cityandguilds.com/covid-19>

Good practice tips for centres to consider:

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



Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/1361/8	3296-02	Level 2 Award in Employee Rights and Responsibilities in the Logistics Industry

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for occupational competency Portfolio of evidence	201	x

No adaptations are permitted for this qualification, assessments should be completed in line with the requirements set out in City & Guilds assessment documentation.



Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
501/2376/2	3439-03	City & Guilds Level 3 Certificate in Logistics Operations

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for occupational competency Portfolio of evidence	001-016	✓ Remote assessment only

For portfolio of evidence:

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations.

If assessment is undertaken remotely by video link, they must be completed in line with the remote assessment requirements set out below and those listed in section 3 'Remote assessment and invigilation' in the City & Guilds 'Qualification assessment adaptation guidance' document available on our website <https://www.cityandguilds.com/covid-19>

- A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image
- Consent must be sought and retained as evidence from clients/customers and employers
- Assessors must complete standard assessment documentation as they would face-to-face
- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in section 3 of the 'Qualification assessment adaptation guidance' document available on our website <https://www.cityandguilds.com/covid-19>

Good practice tips for centres to consider:

Centres should refer to the 'Additional assessment needs' in the Qualification Handbook when considering simulation as an adapted alternative to real work activities.



Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/4669/7	3884-01	City & Guilds Level 2 Award in Forklift Truck Operations

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for occupational competency Portfolio of evidence	001-016	✓ Remote assessment only

For portfolio of evidence:

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations.

If assessment is undertaken remotely by video link, they must be completed in line with the remote assessment requirements set out below and those listed in section 3 'Remote assessment and invigilation' in the City & Guilds 'Qualification assessment adaptation guidance' document available on our website <https://www.cityandguilds.com/covid-19>

- A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image
- Consent must be sought and retained as evidence from clients/customers and employers
- Assessors must complete standard assessment documentation as they would face-to-face
- Live assessments do not have to be recorded but if they are, the recording must adhere to the guidance as specified in section 3 of the 'Qualification assessment adaptation guidance' document available on our website <https://www.cityandguilds.com/covid-19>

Good practice tips for centres to consider:

Centres should refer to the 'Assessment strategy' in the Qualification Handbook when considering simulation as an adapted alternative to real work activities.



Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/3947/4	7384-10	City & Guilds Level 1 Award in Retail Skills
600/3948/6	7384-11	City & Guilds Level 1 Certificate in Retail Skills
600/3949/8	7384-12	City & Guilds Level 1 Diploma in Retail Skills
600/4065/8	7384-21	City & Guilds Level 2 Certificate in Retail Skills
600/3960/7	7384-22	City & Guilds Level 2 Diploma in Retail Skills
600/4064/6	7384-33	City & Guilds Level 3 Diploma in Retail Skills (Management)

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for occupational competency Portfolio of evidence	101-112, 201-241, 243-250, 253-262, 301-332, 334, 524, 529, 531	✓

Portfolio of evidence assessing occupational competency

Where it is safe to do so, observation by an occupationally competent and qualified assessor is preferred as the main source of evidence for be able to criteria for all learners.

Where this is not possible, due to protracted disruption caused by Covid-19 restrictions, providing at least one holistic observation, that covers a number of units and a range of criteria (approximately 25% of the be able to criteria), has been carried out by a qualified assessor, Expert Witness Testimonies (EWTs) can be used to evidence outstanding 'be able to' criteria.

Expert witnesses must be occupationally competent and in a role more senior to the learner being assessed. Expert Witness Testimonies must be detailed and capture what the learner has done.

Where evidence for 'be able to' criteria is from EWT, it must be supported with personal statement from the candidate & professional discussion by a qualified assessor.

Expert witness testimony can be retrospective for activities that took between October 2020 and December 2020.



Remote assessment & Video evidence

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations.

If assessment is undertaken remotely, they must be completed in line with the remote assessment requirements set out below **and** those listed in section 3 'Remote assessment and remote invigilation' of the ***City & Guilds Qualification assessment adaptation guidance*** document available from <https://www.cityandguilds.com/covid-19>

- Observations must be carried out in a workplacement or realistic working environment
- A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image
- Remote assessment of observations can only be completed on a one to one basis
- 100% of the practical skills observation assessment must be observed by the assessor
- Written, signed consent from customers & employers, must be sort and retained as evidence.
- Assessor can either ask the learner or vocationally competent person present to carry out any additional checks needed to ensure valid assessment decision.
- Oral questions can be asked by the assessor to confirm any points of clarification.

Video evidence of observation is also permitted for practical skills observations. However, this will only be accepted where there are specific barriers to face to face observations (linked to covid19 restrictions) and live remote assessment (due to geographical location or insufficient live streaming access). Where video evidence is being a used, it should be accompanied by a summary justifying the reasons for using.

**Adaptations for:**

QAN	City & Guilds qualification number	City & Guilds qualification title
500/6836/2	7519-01	City & Guilds Entry Level Award in Introduction to Retail Skills (Entry 3)

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	001	✓
Assessments for practical skills. Centre marked assignment with majority practical.	002, 003, 004	✗

For centre marked assignments or tasks assessing only knowledge and understanding:

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generate evidence that can be retained by the centre and authenticate that the responses are the learners' own.

Mark schemes/marking guidance and grade boundaries from tests should be used to mark the assessment and determine the final grade.

Please refer to section 3 'Remote assessment and remote invigilation' of our 'Qualification assessment adaptation guidance' document available from <https://www.cityandguilds.com/covid-19>

Where remote assessment is not an option, centres can assess learners 1:1 via oral questioning.

The test content should be used as a basis for the questioning, where questions have images or tables, these can either be shared discretely from the test, an 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 learners' own. These will need to be recorded in written or verbal format and linked to the assessment criteria.



Adaptations for:

QAN	City & Guilds qualification number	City & Guilds qualification title
600/3755/6	7552-01	City & Guilds Level 2 Certificate In Introduction to the Role of the Professional Taxi and Private Hire Driver

What adaptations are permitted for assessments?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked e-volve test.	201-209	✓ Remote invigilation only

For e-volve tests:

Remote invigilation is available, please see the latest guidance on the Covid-19 section of the City & Guilds website for more information <https://www.cityandguilds.com/covid-19/>



Appendices

Appendix A

List of qualifications where adaptation of assessments is permitted

Please see relevant qualification section for specific permitted adaptations

QAN	City & Guilds qualification number	City & Guilds qualification title
500/5764/9	1012-02	Level 2 Certificate in Warehousing and Storage Principles
500/8210/3	1013-12	City & Guilds Level 1 Certificate in Retail Knowledge
500/7352/7	1013-22	City & Guilds Level 2 Certificate in Retail Knowledge
500/7350/3	1013-32	City & Guilds Level 3 Certificate in Retail Knowledge
500/8405/7	1013-91	City & Guilds Level 1 Award in Retail Knowledge
500/7438/6	1013-92	City & Guilds Level 2 Award in Retail Knowledge
501/1690/3	1016-01	City & Guilds Level 1 Award in Warehousing and Storage
501/1691/5	1016-01	City & Guilds Level 1 Certificate in Warehousing and Storage
501/1082/2	1016-02	City & Guilds Level 2 Certificate in Warehousing and Storage
600/3766/0	1016-07	City & Guilds Level 3 Diploma in Warehousing and Storage
501/2376/2	3439-03	City & Guilds Level 3 Certificate in Logistics Operations
600/4669/7	3884-01	City & Guilds Level 2 Award in Forklift Truck Operations
500/6836/2	7519-01	City & Guilds Entry Level Award in Introduction to Retail Skills (Entry 3)



600/3755/6	7552-01	City & Guilds Level 2 Certificate In Introduction to the Role of the Professional Taxi and Private Hire Driver
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Appendix B

List of qualifications where no adaptations are permitted/needed

QAN	City & Guilds qualification number	City & Guilds qualification title
600/1361/8	3296-02	Level 2 Award in Employee Rights and Responsibilities in the Logistics Industry
600/3947/4	7384-10	City & Guilds Level 1 Award in Retail Skills
600/3948/6	7384-11	City & Guilds Level 1 Certificate in Retail Skills
600/3949/8	7384-12	City & Guilds Level 1 Diploma in Retail Skills
600/4065/8	7384-21	City & Guilds Level 2 Certificate in Retail Skills
600/3960/7	7384-22	City & Guilds Level 2 Diploma in Retail Skills
600/4064/6	7384-33	City & Guilds Level 3 Diploma in Retail Skills (Management)



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



0844 543 0000

Calls to our 0844 numbers cost 7 pence per minute plus your telephone company's access charge.

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

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Giltspur House 5-6 Giltspur Street London EC1A 9DE

T +44 (0)20 7294 2468

F +44 (0)20 7294 2400

cityandguilds.com

