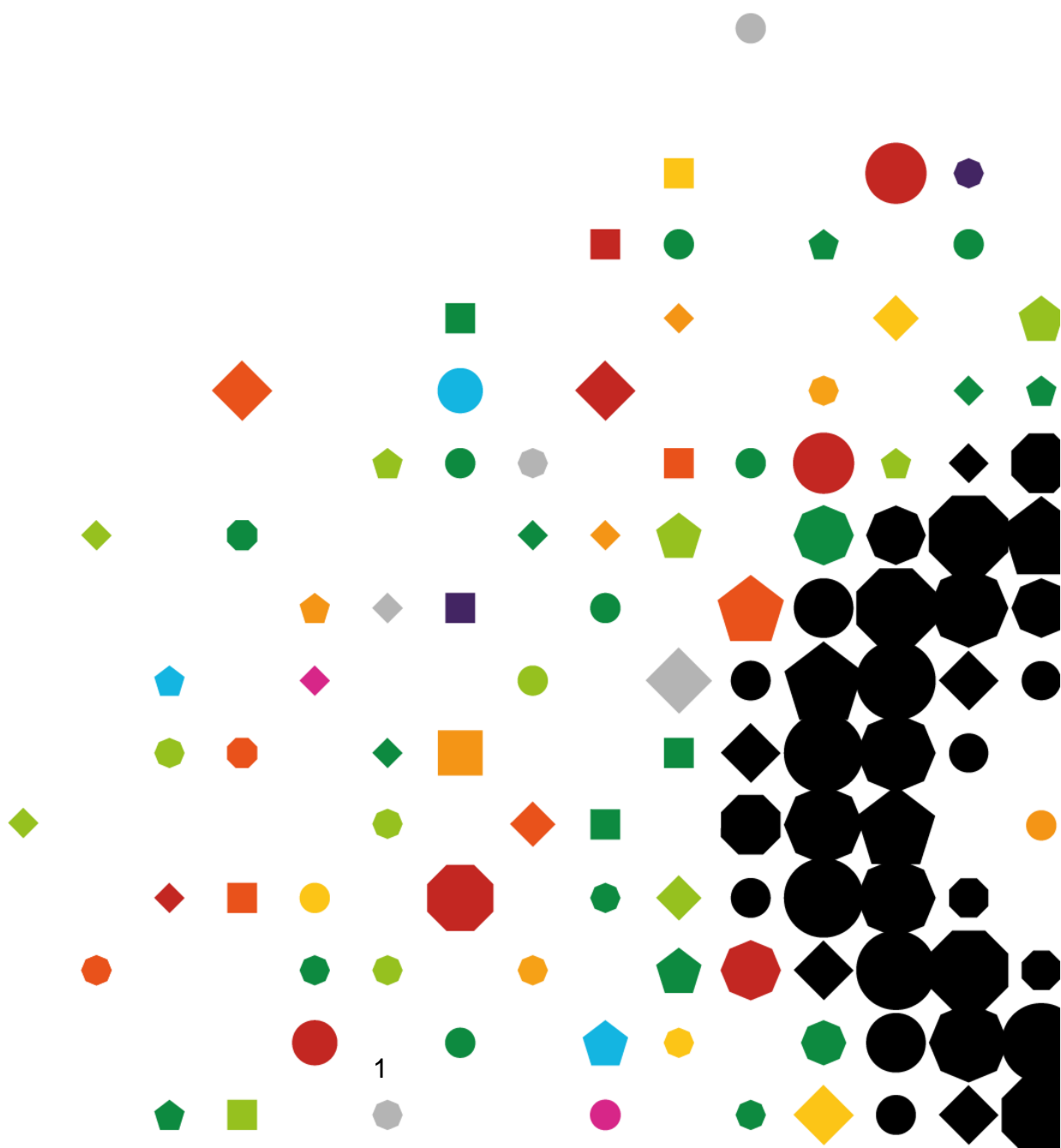


City & Guilds

Hair & Beauty Newsletter

July 2021



Welcome to our City & Guilds Hair and Beauty July 2021 Newsletter

Wow, together, we have almost made it to the end of another very challenging academic year! This academic year has brought us further closures of Personal Care Services, lockdowns, tier systems, masks, visors, social distancing, restrictions in their masses ... just to name a few obstacles.

Across the hair and beauty industries and education establishments alike we have come together to work through these difficult times and have demonstrated such resilience and passion.

We continue to support and work together with all who operate outside of the typical academic year and welcome, as always, any support needed for all with curriculum planning moving forward. I wish you all a relaxing and very much well-deserved summer break if you are having one.

Take care,

Emma Mackay – City & Guilds Industry Manager – Hair, Beauty & Retail



Covered in this City & Guilds Hair and Beauty newsletter – July 2021:

- Upcoming Webinars
- Ongoing support Re: Covid-19 contact details
- Apprenticeship news – England
- Advanced and Creative Hair Professional (ACHP) standard – ESFA EPAO register
- EPA Dispensation and discretion end dates
- Technical qualifications – Assessment arrangements 2021
- City & Guilds warehouse clearance – Hair and Beauty print resources
- Language resources catalogue/Catalog o adnoddau sydd ar gael yn y Gymraeg – Wales
- Centre Support telephone number changes

Upcoming Webinars

07 September 2021 @ 4pm Hair & Beauty Textbooks and Logbooks update

➤ Register [here](#)

➤

13 September 2021 @ 10am Adult Skills - Hair & Beauty

➤ Register [here](#)

Ongoing support – Covid 19

Please keep updated by ensuring that you are signed up to receive alerts via email, also, that you are continually checking our Covid-19 webpages: <https://www.cityandguilds.com/covid-19>.

Apprenticeship news – England

Advanced and Creative Hair Professional (ACHP) standard – ESFA EPAO register

There is currently a technical error at the Education and Skills Funding Agency (ESFA) meaning that our ACHP End Point Assessment (EPA) offer has dropped off the End Point Assessment Organisation (EPAO) register for this standard. We have been informed that they are unable to fix this until the August 2021 refresh. ESFA have stated we are still on the 'find an EPA' site that they also manage.

Please find below the link for the relevant government webpage.

<https://find-epao.apprenticeships.education.gov.uk/courses/545/assessment-organisations>

**Find an end-point assessment organisation for your apprentice****BETA** This is a new service – your [feedback](#) will help us to improve it.[Home](#)

3 end-point assessment organisations

Showing end-point assessment organisations for
Advanced and creative hair professional (level 3)

[City and Guilds](#)

Available to assess now

Locations covered: National coverage

Address: London, EC1A 9DD

End Point Assessment Dispensation and discretion end dates

A reminder that current IfATE approved Hair Professional standard and Beauty Professional standard EPA dispensations and discretions are due to expire on 31st August 2021.

Technical qualifications – Assessment arrangements 2021

We are continuing to work closely with Government and regulators to overcome the ongoing challenges posed by Covid-19 to ensure that we can issue valid results for our Technical qualifications.

Please find a brief summary of the latest position regarding Performance Table Qualifications (PTQ) for 2021/2022.

[ptq-arrangements-for-2021-pdf.ashx \(cityandguilds.com\)](#)

Help and support – Our Quality team is on hand to support you with any queries or questions you have about submitting results and/or uploading evidence. Please call or email us with any questions you may have, and our team will be happy to help.

Tel: 0300 303 53 52

Email: technical.quality@cityandguilds.com

City & Guilds warehouse clearance – Hair and Beauty print resources

Remaining print stock

As we have communicated previously, City & Guilds will be ceasing to offer any hair and beauty printed logbooks, textbooks or training manual products after the end of August.

Any remaining stock can be purchased at cost price or below - **£5** for an Enhanced Logbook or Training manual, **£6** for a City & Guilds textbook, **£20** for remaining Hodder textbook stock. If you would like to order any of this remaining stock, please fill out the form on our website and send to Digital Sales – digital.sales@cityandguilds.com or call 01924 206709 for further support.

Some stocks are now extremely limited and when they have gone, we will not be reprinting, so these will be offered on a first come first served basis. Once stock is gone, it is gone so it may not be possible to fulfil all orders. After **August**, any printed products remaining will be removed from sale.

Hodder Education will continue to offer City & Guilds textbooks though they will need to be ordered from Hodder direct.

Digital Replacements

All existing Enhanced Logbooks will be available to download as basic PDFs to download and print from the City & Guilds website.

For those that wish to avoid printing, writeable PDFs of existing Enhanced Logbooks that can be written into (and saved) will be made available via the existing SmartScreen packages for 3001, 3002, 3003, 6008, 7002 qualifications by the end of August.

Previously printed textbooks will also be available via SmartScreen as PDFs for 3001, 3002, 3003, 6002, 6003.

Language resources catalogue/Catalog o adnoddau sydd ar gael yn y Gymraeg - Wales

We have recently released our July edition of the Welsh Language Resources Catalogue. Below is the link to where it can be found on the website:

<https://www.cityandguilds.com/about-us/uk-local-teams/wales>



Welsh language resources catalogue

Catalog o adnoddau sydd ar gael yn y Gymraeg



Centre Support telephone number changes

Our City & Guilds centre and learner support phonenumber have now changed. Over the past few months, we have been reviewing our telephone support service. In order to provide better value for our customers and learners we have updated our centre support phone lines so that calls are charged at local rates.

Our current centre support and learner support numbers have changed from **Monday 15th March 2021**.

- The new number for Centre Support team is 01924 930800
- In addition, the new Learner Support number is 01924 930801

There will be a short period where the current 0844 843 0000 centre support number, and the 0844 543 0033 learner number, will still be operational but will re-direct to the new numbers. However, please note that the rate for these 0844 numbers will be 7p a minute as well as the network provider standard rate.

If you have any questions on the change of numbers, please contact centresupport@cityandguilds.com.



Support

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Mobile: 07717851613



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