

All About 'Business Skills'

Newsletter

Autumn 2023



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1. Welcome

Welcome to our Autumn 2023 issue of the 'All About Business Skills' newsletter. We aim to give you a brief update about the Business Skills sector within City & Guilds. This edition sees our new internal Business Skills champion join the team. Krishna Parekh is our Central South Regional Business Manager who is now supporting the Business Skills team. Welcome aboard Krishna!

2. Apprenticeships

2.1. Past events

The Summer of 2023 saw the Business Skills team start a series of face to face regional 'roadshow' events offering the chance for EPA customers to attend and share good practice with one another around the Level 3 Business Administrator and Customer service level 2 and 3 EPAs. A big thanks go to Hull College, Wirral Met College & North Warwickshire and South Leicestershire College (NWSLC) who hosted our Yorkshire, North West and Midlands events. Keep an eye out for further upcoming events across England. When these events are live you can register via our website [here](#)

Our next events are at Runshaw College (Leyland) 1st November and NESOCOT (Surrey) 30th November. We are also planning events in the South West this month but exact dates TBC.

We have done a variety of live webinars and all of them are recorded and saved on our website. These include Customer Service Specialist & Practitioner, Business Administrator and Public Service Operational Delivery Officer.

You can watch the recordings, download the slides and FAQs from here:

<https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/updates-and-webinars>

You can also view all our previous 'All About Business' newsletters too.

2.2. Apprenticeship support & updates

Have you got the most up to date centre EPA packs? It's really important to check you are using the most recent resources. Our EPA Pro platform hosts our latest supporting documents and should be checked regularly.

A **new Lead IEPA customer report** for the Public Service Operational Delivery and Customer Service Practitioner standards will be available shortly. To access these please log

in to your EPA Pro account and don't forget to share with colleagues. The LIEPA report should be available in the new year.

2.3. Apprenticeship points to note

A quick reminder that it is a requirement that all learners must show photographic ID to the IEPA prior to an EPA starting. We would appreciate it if all providers could ensure all apprentices are reminded of this in preparation for their upcoming EPA.

2.4. Level 3 Customer Service Specialist (9494)

Our Lead Independent End Point Assessors have seen a vast improvement in the quality of Project Proposal submissions. However, please remember that the Project **must not** be started until the Project Proposal has been approved by the Independent End-point Assessor. The project itself must be of a high-level challenge and give the apprentice ample opportunity to meet the KSBs required of the Project.

Hints and Tips

Exemplar Work-based Project Proposals and support materials have been developed and are available for customers to view and download on EPA Pro. We are still seeing some proposals submitted which are stating the recommendation or the solution within the proposal itself. As the project proposal should only be an outline of what will be done in the project itself, it is important to note that at this stage the recommendation or solution would not be known, therefore should not be mentioned.

Please note, a Work Based Project proposal is not required on resit. When an apprentice fails the WBP component of the CSS EPA, whether that be the whole project in its entirety or just some of the criteria, the customer does NOT need to send a new project proposal ahead of the resit.) This is because the assessment plan does not require a proposal for a resit to be accepted prior to the resit being conducted. Where feedback is provided that states the apprentice is required to undertake a new project, this does NOT mean a new project proposal is required.

Planning meetings are available for the Customer Service Specialist standard. It is strongly advised that these are attended as it is a vital touchpoint for the learner to meet with their allocated IEPA prior to the EPA taking place. If a planning meeting is booked please do ensure the learner attends as we have had an increase in non-attendance recently.

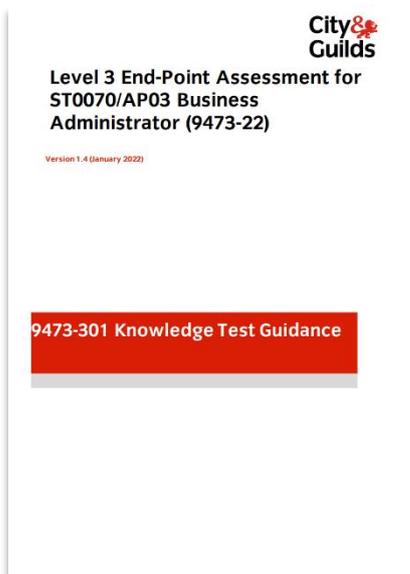
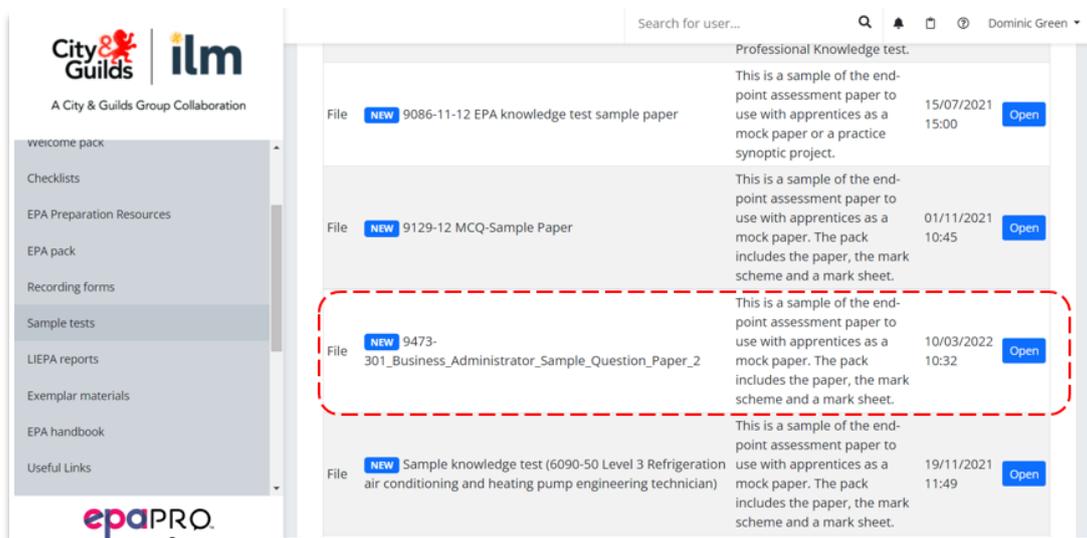
Please ensure that work based project evidence reference forms are submitted along with the evidence. If a reference form is not present an evidence return form will be issued which potentially can cause delays to an EPA.

2.5. Level 3 Business Administrator (9473)

All learners with an ILR start date of **on or after the 10th September 2020** must register on Assessment Plan AP03. This has the POS 9473-22. We are occasionally still seeing learners registered on the incorrect Assessment Plan. If you have incorrectly registered your learner you will need to make a withdrawal and a change of circumstances. Support of how to do this can be found in the EPA Pro manual located on the EPA Pro platform.

We have two sample knowledge tests which are available to download from our EPA Pro platform. This should help further prepare your apprentices for the knowledge test.

In order to access sample knowledge tests you will need to log in to EPA Pro. Click the 'Support Materials' section in the left hand column, then scroll down to 'Sample tests'



To support your apprentices further we also recommend downloading a copy of the knowledge test guidance document which sets out the content that needs to be taught to prepare for the Knowledge Test component of the Level 3 End-Point Assessment.

2.6 Public Service Delivery Officer

Below highlights recent findings within PSODO EPAs. We would appreciate it if you could share the below with apprentices to ensure a smooth EPA.

- 1) We have seen an increase of planning meetings being booked but apprentices failing to attend on the day. This is a vital touchpoint allowing apprentices to ask questions. If a planning meeting is required, please ensure your apprentice attends.
- 2) The confirmation of an EPA will highlight two start times, one per assessment. Please ensure the apprentice is aware of the earliest start time and is available to start at the earliest time shown. We have had an increase in late attendance recently due to misunderstanding of the EPA booking.
- 3) To ensure a smooth remote EPA, apprentices should be using a laptop and not a mobile phone. Recent evidence has suggested the use of mobile phones have proved problematic and therefore potentially disadvantaging the apprentice. It is best practice to check any impact firewalls may have before the day of the EPA. All apprentices must have photo identification available to show the IEPA before the EPA starts. It is also recommended water/refreshments are readily available.
- 4) We are still receiving embedded documents or documents not saved in the correct file types. If unsure of the file types supported, please use PDFs or MS Office docs.

2.7 EPA Remote Observations

We understand that a face-to-face observation is not always feasible, especially as we see more and more apprentices working from home. With this in mind we are rolling out a remote observation process which may be used as an alternative to a face-to-face observation. Where possible if a face-to-face observation still applies we strongly recommend this method of assessment is your first choice. We are now conducting a remote observation process for the level 2 Customer Service Practitioner EPA. It may be possible to use the remote observation process for our Customer Service Specialist level 3 EPA but as this is more complicated please do contact us in the first instance.

We will continue to send out further updates via our email updates system. To ensure you receive regular updates about our offer please do sign up [here](#).

2.8 EPA Guidance & Support

Don't forget we have a collection of user guides, documents, webinars and videos to support you through every step in your EPA journey on our website.

We have some useful documents which you can download regarding the various platforms we use.

City & Guilds understands that on occasion the Customer may wish to reschedule an EPA. On receipt of any request for a rearrangement of an EPA, the EPA Booking Team will work with you to reschedule the original EPA date. The request must be made to the EPA Booking Team prior to the EPA event and NOT to the IEPA on the day.

Uploading gateway evidence

Please find a short guide to submitting evidence for gateway.

[Download the guidance >](#)

GoToMeeting – customer guidance for remote assessments

For any EPA which includes remote assessment, such as a professional discussion, presentation or interview, our IEPA will use GoToMeeting to facilitate the assessment. This guidance document explains steps you will need to take prior to the remote assessment and what to you will need to do on the day of the assessment.

[Download >](#)

e-volve centre user guide

e-volve is our platform for apprentices to sit tests and exams securely and easily. This user guide includes all you need to manage on-screen assessments.

[Download >](#)

EPA how to book evolve

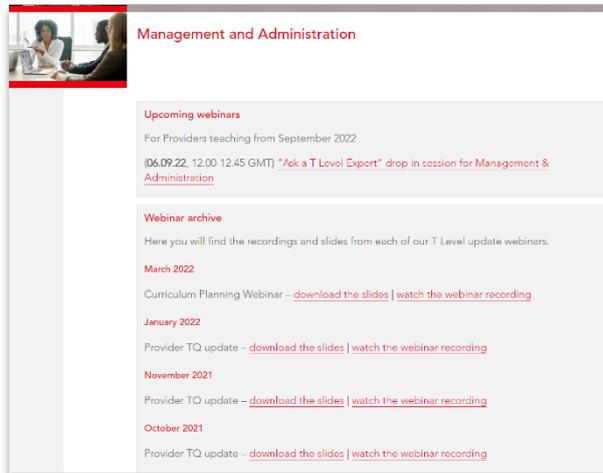
A short guide on how to place online exams / evolve assessments for City & Guilds End Point Assessment learners.

[Watch >](#)

3 Management & Administration T Level (8715)

You will no doubt be aware that City & Guilds are the Awarding Organisation for the new T Level in Management & Administration. First delivery of this T Level qualification commenced in Sept 2022. If you are preparing to deliver this qualification (or have recently deferred) you can access our recorded webinars to get up to speed [here](#). We will be hosting a series of support webinars, face-to-face networks and drop-in session via MS Teams to support both in delivery centres and pre delivery centres. We also have a series of recorded webinars

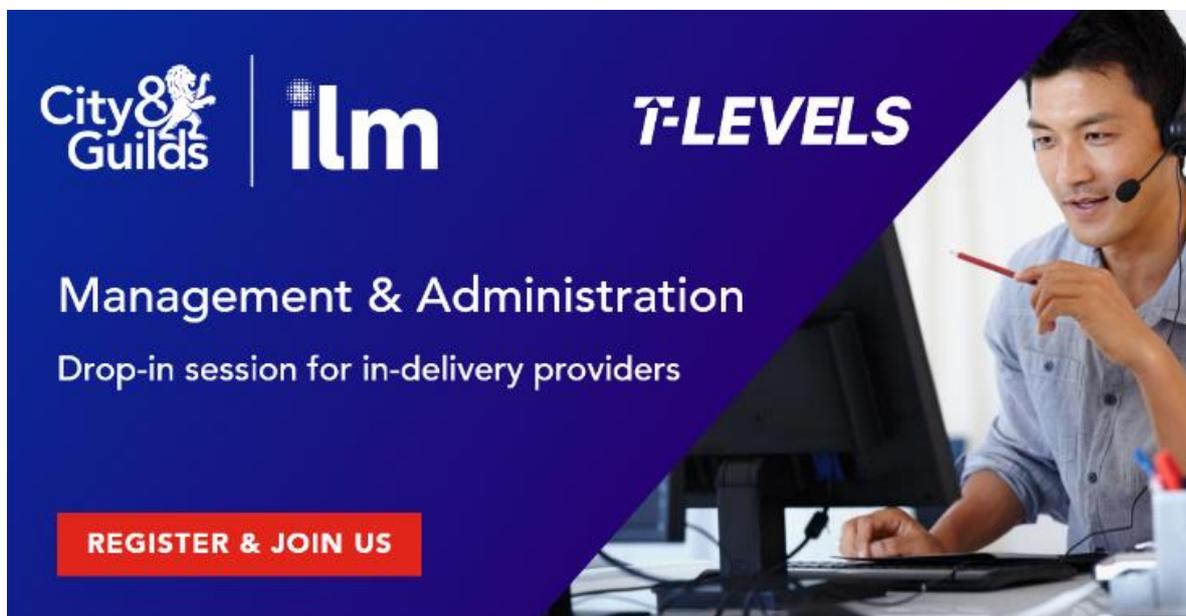
which are available at a time to suit you. All our events will be advertised on our web page [here](#).



Our face-to-face networks are invaluable for sharing good practice and have been well attended through out the year. We will be further securing locations across England to support those centres looking to start delivery in Sept 2024. If your centre is delivering (or going to deliver) the Management & Administration pathway in 2023/24 and can offer to host a network, please do get in touch.

Our face-to-face networks for pre delivery centres (those starting in September 2024) will begin in the new year. Keep an eye out on our Events and webinars webpage for updates.

Don't forget you can ask any questions by registering for any of our lunchtime drop in Sessions via Teams. All our events can be accessed on our web page [here](#).



Decoupling of Core Assessments

Important notice! In July 2023, IfATE introduced the option for centres to de-couple the first year assessments. Decoupling is the removal of the requirement to sit both the Core exams and the ESP in the first attempt of sitting the Core component.

The Core Component on all T Level qualifications consists of two sub-component: the Core Exam and the Core ESP. The Core exam incorporates two core theory papers. Previously, students were required to attempt both of these in the same series when first attempting the Core Component and could then resit them separately in future series if needed. Just a reminder that the Core assessment consists of two papers. Both papers need to be undertaken in the same assessment window as the two core papers equates to the core theory assessment as a whole. Decoupling means that there is no longer a requirement to attempt both the ESP and the core theory exam in the same series when first sitting the Core Component, and instead students can attempt just one, e.g. the ESP, then attempting the other e.g. the Core Theory exam for the first time in a different series.

Keep up-to-date on T Levels development, news and helpful webinars

It's important we hold the right details for everyone involved in the T Levels planning and delivery for Management & Administration.

If you are not the correct centre contact for T Level updates, please forward this email to the relevant person/s. Relevant parties should register or change their email preferences using the buttons shown.

[Update my email preferences](#)

[Sign-up for T Level updates](#)

Please note that all events & webinars are ONLY for ESFA eligible providers who have been approved to deliver T Levels.

4 Adult Skills

Check out our Adult Skills brochure for the business skills sector. We have taken into account the AEB reduction in funding and amended our offer accordingly.

For further information please reach out to your regional business manager or check out our dedicated web page [here](#)

Qualifications

We offer a range of funded qualifications and programmes within the following occupational sectors.

- Agriculture, Horticulture and Animal Care
- Automotive
- Business and Customer Service
- Construction, Planning and the Built - Environment
- Craft, Creative Arts and Design
- Education and Training
- Engineering and Manufacturing Technologies
- Green Skills
- Hair and Beauty
- Health, Public Services and Care
- Hospitality and Catering
- Information and Communication Technology
- Leadership and Management
- Leisure, Travel and Tourism
- Preparation for Life and Work
- Retail and Warehousing

Adult Skills Delivery Plan - Business Skills

Skills bridge to employment

Duration (Typical)	Programme Type	Product / Qualification	GLH	Funded	Weighted Rate	Learning Aim Ref	Qual No	PAMP
Up to 2 weeks	1. Introduction to Business Skills (May be suitable for Kickstart, JETS, Restart, ESF or SWAP initiatives)	Entry Level 3 Award in Employability Skills. Example units: Unit 375 Behaviour in a business administration environment, Unit 376 Create a good impression on customers, Effective written communication for the workplace	37-40	AEB	€300	6073A361	5546-02	P
2 - 4 weeks	2. Preparing to Work in Business (May be suitable for Kickstart, JETS, Restart, ESF or SWAP initiatives)	Level 1 Award in Business and Administration Level 1 Award in Employability Skills	70 29-40	AEB / ESF AEB / ESF	€300 €300	50277387 6073A297	4418-01 5546-02	P P
4 - 6 weeks	3. Industry Taster for Business (May be suitable for Kickstart, JETS, Restart, ESF or SWAP initiatives)	Level 1 Certificate in Business and Administration and/or Level 1 Award in Business and Administration Level 1 Award in Employability Skills (non & credits)	113 70 29-40	AEB / ESF AEB / ESF AEB / ESF	€724 €300 €150	50076658 50277387 6073A297	4418-01 4418-01 5546-02	P P P
7 - 10 weeks	4. Developing skills for Business (May be suitable for Kickstart, JETS, Restart, Apprenticeships and Pre-apprenticeship programmes)	Level 1 Certificate in Business Administration Level 1 Award in Employability Skills, Example Units: Unit 456 Awareness of equality and diversity, Unit 475 Behaviour in a business administration environment, Unit 404 Effective Communication and/or Level 1 Extended Award in Employability Skills	113 20 49-100	AEB / ESF AEB / ESF AEB / ESF	€724 €150 €450	50076656 A5024378 6073A303	4418-01 4475-92 5546-03	P A P

Key to terms: PAMP - Portfolio / Assessment (Practical / Knowledge) / Multiple-choice; AEB - Adult Education Budget; ESF - European Social Funding; Adult LL - Advanced Learner Loan; NSF - National Skills Funding

We have an adult skills offer to suit many occupational sectors.

5. Qualifications

We have now extended the below qualifications within the Business Skills portfolio

4411-11 Level 1 Customer Service Foundation learning

4411-33 Entry 3 Customer Service Foundation Learning

6 Meet the Team

The Business Skills Team

At City & Guilds we constantly try and share good practice. We have dedicated sector specific champions within our sales team who communicate and update our internal

stakeholders regularly. Joining the Business Skills team as our Business Champion this quarter is Krishna Parekh. Welcome to the team Krishna!

<p>Dominic Green Technical Advisor – Business Skills Dominic.Green@cityandguilds.com</p>	
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<p>Mandy Slaney Lead Industry Manager – Business Skills Mandy.Slaney@cityandguilds.com</p>	
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<p>Karen Murphy-Ryan Industry Manager – Business Skills Karen.Murphy-Ryan@CityandGuilds.com</p>	
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<p>Krishna Parekh Regional Business Manager – South & Central & Business Skills Champion Krishna.Parekh@CityandGuilds.com</p>	
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Keep in touch and up to date

Tell us what you think

All about Business is a newsletter that brings together all of the key developments from City & Guilds relevant to skills learning across England, Scotland Northern Ireland and Wales. It contains updates on the range of teaching and learning resources we offer, plus relevant public policy or other information we think you might be interested in.

Each edition is numbered, so we can refer back to previous issues or tell you when information has been superseded.

If there's anything else you'd particularly like us to cover or explain more fully in future issues of All About Business, please feel free to drop us a line at dominic.green@cityandguilds.com

For specific queries and enquiries please contact our dedicated customer support team: centresupport@cityandguilds.com



Thank you for your continued support.

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About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

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