

All About 'Business Skills'

Newsletter

December 2022



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1. Welcome

Welcome to our new look December 2022 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 month's edition sees our new internal Business Skills champion join the team. Jade Green is our Northwest Regional Business Manager who is now supporting the Business Skills team. Welcome board Jade!

2. Apprenticeships

2.1. Past webinar events

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>

This month we carried out a specific Customer Service webinar around the observation element of EPA as well as introducing our remote observation offer. Look out for the November 2022 recording on the link above.

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.

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.

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.

2.5. Level 3 Business Administrator (9473)

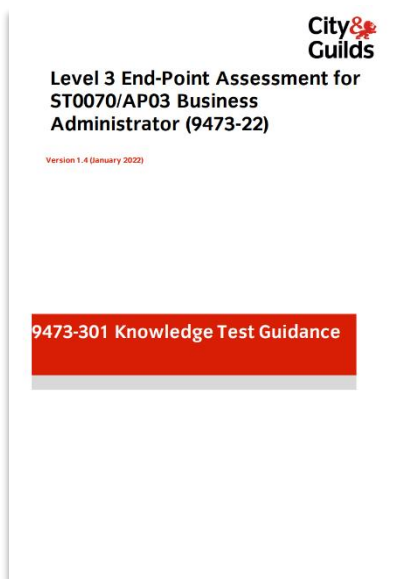
All learners with an ILR start date of **on or after the 10th September 2020** must register on Assessment Plan AP03. This has the POS 9473-22. We are occasionally still seeing learners registered on the incorrect Assessment Plan. If you have incorrectly registered your learner you will need to make 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 now have a second sample knowledge test which is available to download from our EPA Pro platform. This should help further prepare your apprentices for the knowledge test.

In order to access the new sample knowledge test 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'

The screenshot shows the EPA Pro platform interface. On the left, a sidebar menu is visible with the following items: welcome pack, Checklists, EPA Preparation Resources, EPA pack, Recording forms, Sample tests (highlighted), LIEPA reports, Exemplar materials, EPA handbook, and Useful Links. The main content area displays a list of files under the heading 'Professional Knowledge test.' The files listed are:

File	Description	Date	Time	Action
File NEW 9086-11-12 EPA knowledge test sample paper	This is a sample of the end-point assessment paper to use with apprentices as a mock paper or a practice synoptic project.	15/07/2021	15:00	Open
File NEW 9129-12 MCQ-Sample Paper	This is a sample of the end-point assessment paper to use with apprentices as a mock paper. The pack includes the paper, the mark scheme and a mark sheet.	01/11/2021	10:45	Open
File NEW 9473-301_Business_Administrator_Sample_Question_Paper_2	This is a sample of the end-point assessment paper to use with apprentices as a mock paper. The pack includes the paper, the mark scheme and a mark sheet.	10/03/2022	10:32	Open
File NEW Sample knowledge test (6090-50 Level 3 Refrigeration air conditioning and heating pump engineering technician)	This is a sample of the end-point assessment paper to use with apprentices as a mock paper. The pack includes the paper, the mark scheme and a mark sheet.	19/11/2021	11:49	Open



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. EPA Dispersations

The Witness Testimony dispensation introduced by IfATE has now been removed. We have therefore returned to face-to-face observations as part of the Customer Service Specialist and Practitioner End Point Assessments. 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 rolling the remote observation process out 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](#).

2.7. 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.

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-evolve centre user guide

e-evolve 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 >](#)

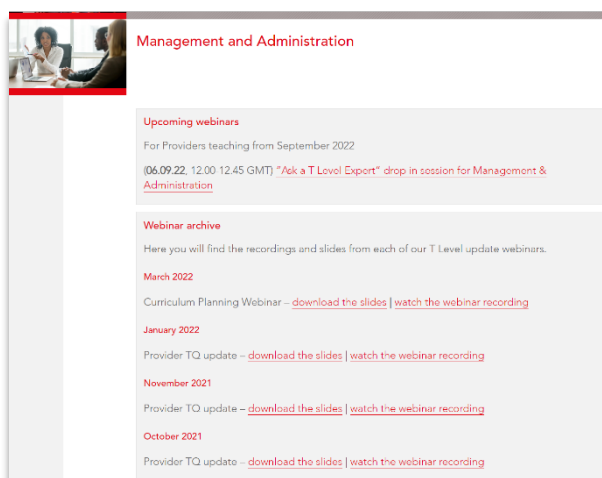
EPA how to book evolve

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 will commence 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. All our events will be advertised on our web page [here](#).



The screenshot shows a webpage titled "Management and Administration". It features a section for "Upcoming webinars" with a specific event on 06.09.22. Below this is a "Webinar archive" section listing recordings from March 2022, January 2022, and November 2021, each with links to download slides and watch recordings.

Our face-to-face networks are invaluable for sharing good practice and have been well attended through out the year. We will be trying to secure locations across England to host several more through 2022/23. If your centre is delivering (or going to deliver) the Management & Administration pathway in 2022/23 and can offer to host a network, please do get in touch.

Our November regional network for in delivery centres (delivering from September 2022) was held in the Northwest at Runshaw College, while our January network will be held in London at St. Francis Xavier 6th Form College. If you are a registered ESFA centre and wish to attend please sign up for free [here](#).

Our face-to-face networks for pre delivery centres (those starting in September 2023) 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. All our events can be accessed on our web page [here](#).



City & Guilds | **ilm** | **T-LEVELS**

Management & Administration
Drop-in session for in-delivery providers

REGISTER & JOIN US



Just to note, our TQ specification was updated in June 2022 and we are now working to version 1.1. Please do ensure you have the most up to date specification which can be downloaded from [here](#).

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

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](#)

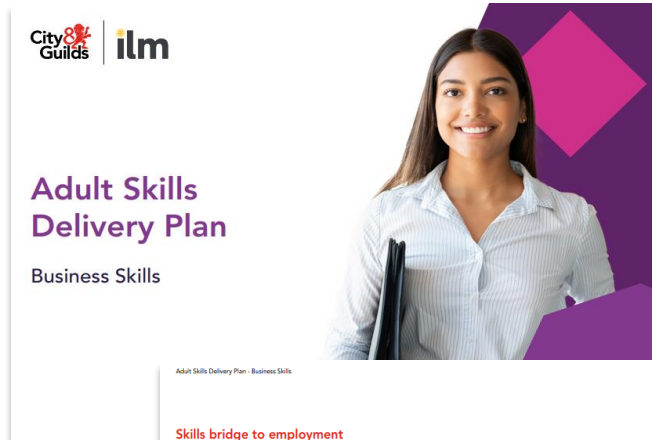
[Sign-up for T Level updates](#)

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

4. Adult Skills

We have been working hard to produce a new and updated 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](#)



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	6013A261	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	70	AEB / ESF	€300	50077387	4418-01	P
4 - 6 weeks	3. Industry Tasters for Business (May be suitable for Kickstart, JETS, Restart, ESF or SWAP initiatives)	Level 1 Certificate in Business and Administration	113	AEB / ESF	€724	50076656	4418-01	P
		and/or						
		Level 1 Award in Business and Administration	70	AEB / ESF	€300	50077387	4418-01	P
		Level 1 Award in Employability Skills (non 4 credits)	29.40	AEB / ESF	€150	6013A297	5546-02	P
7 - 10 weeks	4. Developing skills for Business (May be suitable Kickstart, JETS, Restart, Traineeships and Pre-apprenticeship programme)	Level 1 Certificate in Business Administration	113	AEB / ESF	€724	50076656	4418-01	P
		Level 1 Award in Employability Skills, Example Units: Unit 452 Awareness of equality and diversity, Unit 475 Behaviour in a business administration environment, Unit 404 Effective Communication	20	AEB / ESF	€150	A5024378	4475-92	A
		and/or						
		Level 1 Extended Award in Employability Skills	49-100	AEB / ESF	€460	6013A303	5546-03	P

Key to terms PAM - 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. 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 our very own Northwest Business Manager Jade Green. Welcome to the team Jade!

Dominic Green

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Jade Green

Regional Business Manager – Northwest &
Business Skills Champion

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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.

Contact us

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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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