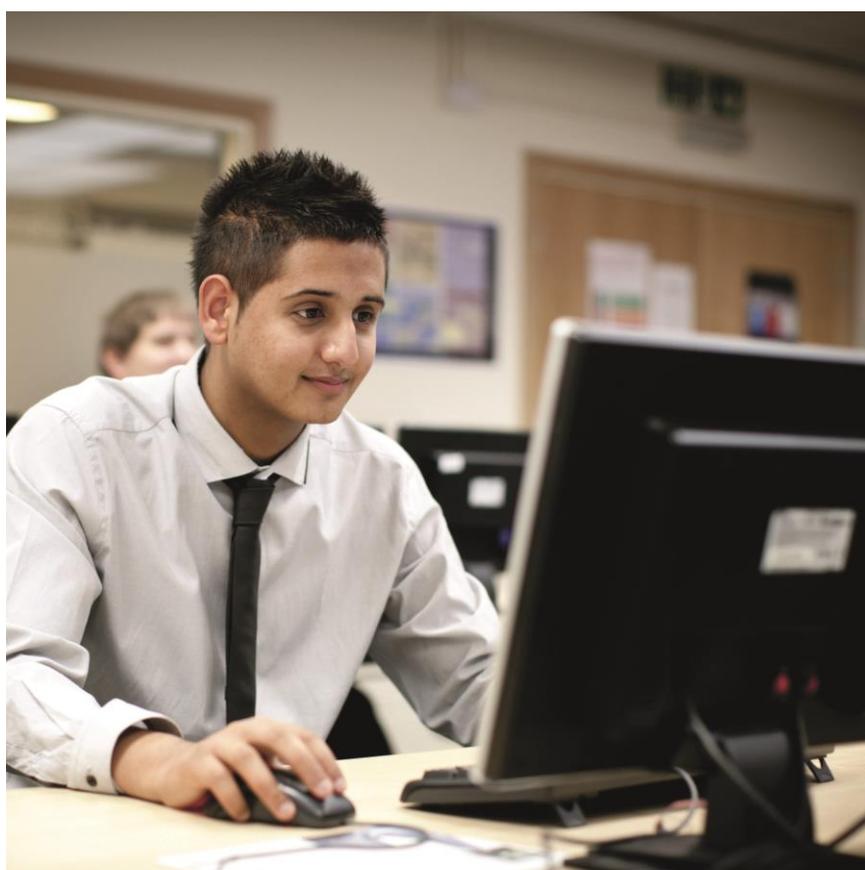
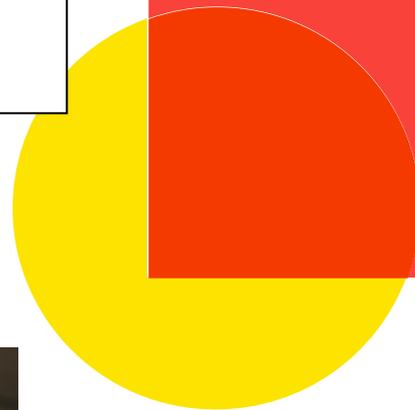


All About Business Newsletter

March 2021



March 2021

All about Business

Issue 4

March 2021

A newsletter from City & Guilds Group on education updates in the business sector.

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March 2021

Upcoming webinars

We are currently hosting a series of webinars and March will see two more live events being hosted.

Customer Service Specialist

Wednesday 17th March will see a live webinar covering the level 3 Customer Service Specialist standard. This will give an overview of the standard as well as a strong focus on the project element of EPA. This webinar will be joined by one of our Lead Independent End Point Assessors. To register sign up here with your City & Guilds centre number:

<https://register.gotowebinar.com/register/6249085744628753677>

Business Administrator

Thursday 25th March will see a follow up live webinar covering the level 3 Business Administrator next steps. This will focus on the new assessment plan AP03 and look at the content in more detail.

To register sign up here with your City & Guilds centre number:

<https://register.gotowebinar.com/register/4263502984354174990>

Past webinar events

To catch up ahead of the upcoming Customer Service and Business Administrator webinars please look at our previous updates, FAQs documents and download the slides.

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

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

Apprenticeship support & updates

Customer Service Specialist Level 3 (9494)

Have you downloaded our exemplar project proposals? These are available via our SmartScreen EPA preparation tab and give 2 full exemplar project proposals showing how they have been mapped to the KSBs.

Level 3 Customer Service Specialist EPA exemplar materials

City & Guilds SmartScreen

Work-based project guidance

Level 3 Customer Service Specialist

Example 1 - Assessment 702/752: Work based project proposal

Apprenticeship standard	Level 3 Customer Service Specialist		
Apprentice name	Apprentice 1	Enrolment number	ABC1234

Project title and proposed content

Note: Please ensure that this is a maximum of 500 words

Improving the customer service experience for customers accessing pet treatment services at the Hill View Veterinary Practice

The objective of the project is to identify whether improvements can be made to the quality and speed of customer service given to different customer groups, based on a customer complaint regarding the miscommunication of their pet's diagnosis and the subsequent bill that was charged. (WB2, WB13)

I will develop a questionnaire that customers will complete in writing or electronically (using an iPad in our reception area). Customers will be asked to rate and comment on their customer service experience with focus on communication of diagnosis, cost of treatment and suggest recommendations for improvement. I will create a spreadsheet to enter the results of the questionnaires. (WB3, WB4, WB8, WB12)

I will also interview staff to gather their opinions on potential customer service improvements. I will create posters to inform customers that a survey is being delivered to customers visiting our veterinary surgery. (WB3, WB4, WB6, WB7, WB12)

A detailed analysis of the following data will take place to support and inform my recommendations going forward:

- Customer's complaint including:
 - o the customer's journey (WB4, WB9)
 - o factors involved in the service failure (I.T. errors, staffing) (WB5, WB9)
 - o the role each department played. (WB7, WB12)
- Current process and procedure for dealing with complaints. (WB1, WB5)
- Staff training (including induction for new starters). (WB6)
- Feedback from questionnaires conducted. (WB4, WB9, WB10, WB12)
- Customer complaints received in the past six months. (WB4, WB9, WB10, WB12)
- Compliance to company values. (WB6, WB7)
- Types of customers that visit our surgery. (WB9, WB11)

I will evaluate the complaint including the challenges the customer faced from the start of their customer journey with us, the business processes that underpinned our delivery and the role each department played in the customer's experience that led to the complaint. (WB2, WB4, WB7, WB9, WB12)

Level 3 Customer Service Specialist EPA exemplar materials

City & Guilds SmartScreen

Work-based project guidance

This, along with my findings from my research into the topics listed above will be used as the basis to recommend and implement service-related changes for the future. I will consider relevant legislation, regulations, and industry best practice when making my recommendations to my manager. (WB1, WB2, WB5, WB8, WB13, WB14)

Employer/training provider declaration:

I confirm that the project title and scope is appropriate for the business, it covers a specific high level challenge, and it has been produced by the apprentice:

Employer	Manager 1	Date	10/07/2020
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For City & Guilds use only - Project approval

Approval of this project is agreed subject to the apprentice meeting the requirements of coverage of the KSBs assigned to this assessment method

Approval of this project is rejected on the basis that insufficient information was provided to show that coverage of the KSBs assigned to this assessment method could be met

Independent End-point Assessor	IEPA 1	Date	10/07/2020
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Important Update: Level 3 Business Administrator (9473)

If ATE have published a revised assessment plan for the Business Administrator Version AP03 which is now live for registrations only with a new POS 9473-22. All learners who started their apprenticeship **on or after the 10th September** must register on the new POS 9473-22. If your learners are currently registered on the 9473-12 and started on or after the 10th September please ensure you have entered the date the learner started (ILR Start date) on EPA Pro. We are then hoping that we will be able to manually transfer all learners across to the new POS 9473-22 but we can only do this if the start date has been entered on EPA Pro.

Public Service Operational Delivery Officer (version 2, 9717)

We have created a mapping guidance document which maps the 3817 (version 1) to 9717 (version 2) standard. This 5-page document has been created to support the apprentice to understand:

- The way Version 2 (9717) is numbered, and how mapping can be transferred from Version 1 (3817) to Version 2 (9717)
- The changes in assessment requirements from Version 1 (3817) to Version 2 (9717) in relation to the portfolio and project
- The change in requirements for achieving a distinction between Version 1 (3817) and Version 2 (9717)

Mapping Guidance from 3817 (Version 1) to 9717 (Version 2)

The document has been designed to support the apprentice to understand:

- The way Version 2 (9717) is numbered, and how mapping can be transferred from Version 1 (3817) to Version 2 (9717)
- The changes in assessment requirements from Version 1 (3817) to Version 2 (9717) in relation to the portfolio and project
- The change in requirements for achieving a distinction between Version 1 (3817) and Version 2 (9717)

Key for all tables used: Version 1 (3817) | Version 2 (9717)

Change in assessment requirements

The following table shows the change in assessments from 4 standalone assessments in Version 1 (3817) to 2 assessments in Version 2 (9717). It is important to acknowledge that whilst there are similarities between the two assessments there are significant changes to the end-point assessment, the allocation of the KSBs assigned to Version 2 (9717) and the types of evidence that may be submitted in for the portfolio of evidence.

Version 1 (3817)	Version 2 (9717)
702 Project 703 Presentation	701 Presentation based on a project with questions and answers
701 Showcase portfolio 704 Interview	702 Professional discussion based on a portfolio of evidence

Table 1 – change in assessment from Version 1 (3817) to Version 2 (9717)

Standard Reference Conversion: Version 1 (3817) to Version 2 (9717)

The aim of this table is to support Apprentices to convert the mapping of evidence developed for Version 1 (3817) to Version 2 (9717). It is important to note that the descriptors used are the same. Only the reference numbering has changed. On Version 2 (9717) Behaviours and Values are merged. The new numbering refers only to Knowledge, Skills and Behaviours (KSBs). The table below shows how Version 1 (3817) can map to Version 2 (9717). The new reference numbering for 9717 appears in blue.

Values V1 3817	V2 9717	Knowledge V1 3817	V2 9717	Skills V1 3817	V2 9717	Behaviours V1 3817	V2 9717
1.1 Integrity	B8	2.1 Legislation, policies, procedures	K1	3.1 Customer Service	S1	4.1 Change & improve	B1
1.2 Honesty	B9	2.2 Customers	K2	3.2 Communication	S2	4.2 Make effective decisions	B2
1.3 Objectivity	B10	2.3 Range of services	K3	3.3 Working together	S3	4.3 Lead & communicate	B3
1.4 Impartiality	B11			3.4 Gather & manage information	S4	4.4 Collaborate & partner	B4
				3.5 Negotiate & influence	S5	4.5 Build capability for all	B5
				3.6 Problem solve & decision make	S6	4.6 Manage a quality service	B6
				3.7 Tools & equipment	S7	4.7 Deliver at pace	B7
				3.8 Professionalism, self-management and awareness	S8		

Table 2 – Standard reference number conversion table Version 1 (3817) to Version 2 (9717)

To download the document visit our Operational Delivery Officer webpage here

<https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/business-admin-and-public-services/9717-public-service-operational-delivery-officer-version-2#tab=documents>

EPA Pro

EPA Pro is our new EPA service delivery platform bringing the end to end EPA journey, from registration to results, all into one place.

We have started migrating customers to our new EPA Pro platform, with the remainder migrating across in the next quarter.

Top three reasons for EPA Pro:

1. Simplified and streamlined – We've simplified all aspects of EPA delivery from registration to evidence upload and exam booking through to results and certification, reducing the administration and allowing you to reach EPA success sooner.
2. Clarity and control – The end-to-end journey is made clearer for you and your apprentices. with real-time information sharing, two-way planning meetings and speedy results and action planning, you're more in control of EPA than ever.
3. Fully supported – EPA Pro centralises your EPA support from City & Guilds and ILM, giving you a single platform where we help manage and improve your EPA experience.



March 2021

Email our T Level development team at qualdevelopment@cityandguilds.com stating your preference for involvement. Please also share this information with your employer networks.

Employer Industry Board

Are you an employer?

We're currently looking for new members to join and support the following industry boards: Construction, Building Services Engineering, Management and Administration

If you are interested in becoming an industry board member, please complete this [expression of interest form](#).

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 Engineering and Management.

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](#)

Our next T Level provider update webinar will be held on the 13th April 2021 and is an opportunity to hear about the developments of the technical qualification in management and administration.

To register for the webinar please visit https://cityandguilds-ilm-events.microsoftcrmportal.com/event/speakers?id=T_Level_Provider_Update_-_Management_and_Administration_Pathway1439338680&brand=candg

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

Assessments Arrangements for 2021

The end of February saw several announcements from Government regarding assessment arrangements for 2021. With all students now back onsite within educational centres and schools it's the first step in a return to 'normality'. With this in mind and following on from recent updates from Government and our regulator Ofqual, we want to provide an update of our key positions and

what will be expected of centres delivering our qualifications, with the expectation of detailed centre guidance to follow shortly.

The direction ensures that certificating and non-certificating learners who were expecting to take assessments (for 'in-scope' qualifications) between 1 August 2020 and 31 August 2021 can receive a result. The awarding of grades for qualifications within this window will be regulated by the newly developed Vocational Contingency Regulatory Framework (VCRF). For further details and to find out how results will be issued and under what arrangements please click below

[Assessment arrangements for 2021](#)

Functional Skills

Last month the government published new guidance for [Functional Skills assessments for 2021](#). As students return to face-to-face environments, our Test Centres continue to be open alongside our Test at Home solution for remote assessments. If you are unable to test in the normal way or remotely, Teacher Assessed Grades will be an option. More information on this process will be published shortly.

2020/21 Adaptations – Covid-19

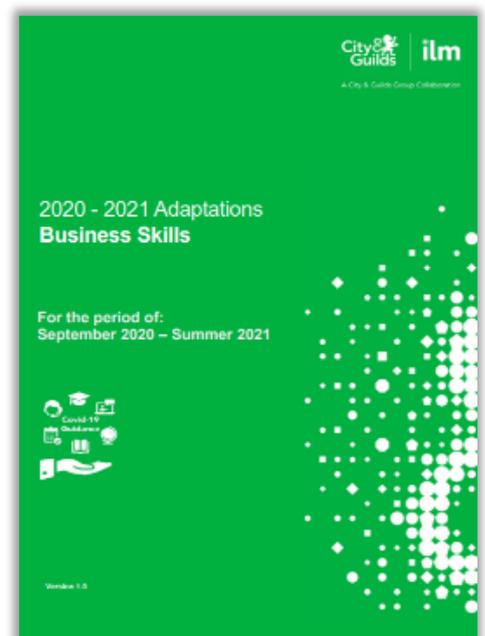
As the Covid-19 pandemic continues, we understand the challenges you and your learners may be facing, particularly as a result of social distancing and other local restrictions and containment measures.

We have also been working collaboratively with other Awarding Organisations, Qualifications Regulators and Sector Bodies on some adaptations to support the delivery of assessments where restrictions are in place. There are two documents that you should be aware of;

- **Qualification Assessment Adaptation guide**
- **Industry sector guide**

These documents can be found on the Covid-19 webpages and we urge you read them as they are not the same as the mitigation and adaptations offered during the Summer

Find out important information and guidance on adaptations via this <http://bit.ly/CGMitigation20-21>.



New phone numbers for our centre and learner support team

Our centre and learner support phone numbers are changing.

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 are updating our centre support phone lines, so that all calls are charged at local rates.

Our current centre support and learner support numbers will change from Monday 15 March.

- From that date the new number for our Centre Support team will be 01924 930800.
- In addition, the new Learner Support number will be 01924 930801. Calls to our 0844 numbers cost 7 pence per minute plus your telephone company's access charge.

Email: centresupport@cityandguilds.com

Open: Monday to Friday 08:00h to 18:00h GMT

Meet the Team

The Business Team



Dominic Green
Technical Advisor – Business
dominic.green@CityandGuilds.com



Mandy Slaney
Lead Industry Manager – Business
mandy.slaney@CityandGuilds.com

Your first point of contact for all technical queries would be the Technical Advisor for the business sector. Alongside our Technical Advisor, support can be found from our Industry Manager, Mandy Slaney. Our customer service team can also be reached via email and phone

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, please feel free to drop us a line to dominic.green@cityandguilds.com or brett.keegan@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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