

ALL ABOUT HOSPITALITY & CATERING



All about Hospitality & Catering

Issue 20

April 2020

A newsletter from City & Guilds on education updates in Hospitality & Catering for all nations.

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These newsletters will now be available monthly, so we can keep you up to date regularly at this time.

Covid 19

We hope that you are all staying safe and well

Firstly, we wanted to send our sincere apologies for the late rescheduling of the recent webinar planned for Tuesday 21st April 2020 and now rescheduled for Wednesday 6th May, 2020.

As I am sure you will all appreciate this is unprecedented times and leading up to the initial webinar we were working tirelessly in providing information for Ofqual and as a result we were not in a position to offer any firm guidance or support and also wanted to avoid providing assumptions or incorrect information.

We aim to keep in touch with monthly newsletters, using social media and alerts as and when applicable. Following the webinar on the 6th May, we plan to keep in touch with regular webinars. A list of Frequently Asked Questions will be available shortly

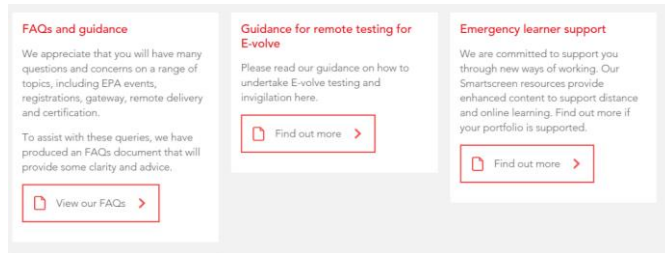
Please keep updated by ensuring that you are signed up to receive alerts via our website, also, that you are continually checking our Covid-19 webpages: <https://www.cityandguilds.com/covid-19> These are just some of the topics that we can support you in exploring further....

**diagram is for illustration purposes only*

<p>Digital resources to keep learning live</p> <p>Distance learning resources to support you and your learners to adapt to remote working.</p> <p>Find out more ></p>	<p>End-point assessment</p> <p>For EPA customers - please read our guidance, FAQs and updates on this page, which will updated on a regular basis.</p> <p>Visit the EPA page ></p>	<p>Functional Skills and Essential Skills</p> <p>If you are delivering Functional Skills (3748 legacy) & (4748 reformed) and Essential Skills, please view our latest guidance and FAQs.</p> <p>Find out more ></p>
<p>Updates for Wales, Scotland and Northern Ireland</p> <p>Latest guidance and statements for those delivering qualifications in Wales, Scotland and Northern Ireland.</p> <p>Find out more ></p>	<p>International Vocational Qualifications</p> <p>If you are delivering IVQ's, please view our latest guidance and FAQs here.</p> <p>Find out more ></p>	<p>Technical Qualifications</p> <p>Please read our statement and update regarding Technical Qualifications.</p> <p>Find out more ></p>
<p>Delivering on screen tests at an employer site</p> <p>Guidance for the running of City & Guilds E-volve on screen tests.</p> <p>Find out more ></p>	<p>Advice and support – useful links</p> <p>There is a wealth of advice and information you can access. Please visit the link below for more information.</p> <p>Guidance and advice regarding coronavirus ></p>	<p>City & Guilds Group statement</p> <p>View the City & Guilds Group response to coronavirus, including updates on support for customers, frontline services and business continuity.</p> <p>Download the statement ></p>

Apprenticeships and End Point Assessment

For information relating to the status of all apprenticeship standards End-point Assessment please visit our City & Guilds Covid-19 FAQ webpages: <https://www.cityandguilds.com/covid-19/epa> and <https://www.cityandguilds.com/covid-19/epa/frequently-asked-questions>



VRQ and NVQ assessment mitigations

City & Guilds are currently working alongside other Awarding Organisations and Ofqual to establish what, if any, dispensations can be made to NVQ and VRQ assessments.

We understand that this is an incredibly difficult time for all teaching/assessment staff and learners. Please do trust that we are doing all that we can to put in place a mitigation approach and will be in touch asap.

Following Ofqual's publication of exceptional arrangements for providing students with grades for GCSEs, AS and A levels this summer, they are today, Friday 24 April 2020, launching a consultation on their proposals for awarding other general, vocational and technical qualifications.

Ofqual's aim is to deliver a process which is fair to learners and ensures they have grades which are as valued as those in any other year, so they can progress to the next stage of their lives without further disruption. Please find the link to the survey below:

<https://www.gov.uk/government/news/ofqual-consultation-on-awarding-vocational-and-technical-qualifications-in-summer-2020>

Technical qualifications

Update from City & Guilds regarding the Covid-19 (Coronavirus) outbreak and our Technical Qualifications (dated 30.03.2020)

<https://www.cityandguilds.com/covid-19/technical-qualifications>

City & Guilds can confirm that the Summer exam series for our Technical Qualifications has now been cancelled in line with government guidance. Most Schools and Colleges are now closed, and learners will not be able to sit these exams. You can read the government's press release and also a statement from Ofqual on Technical and Vocational Qualifications for more information. <https://www.gov.uk/government/news/schools-colleges-and-early-years-settings-to-close>

We appreciate some centres have already carried out assessment tasks for synoptic assignments, and some may have been uploaded to our moderation portal. From this point no further assessment needs to take place. Centres should of course, where reasonable, continue to support learners through online teaching and formative assessment.

To ensure learners that were planning to take exams, synoptic assignments and centre assessed components are able to progress, we are working with Ofqual and other key stakeholders on a proposal for an approach using estimation of assessment grades combined with quality assurance validation. These will then be used by City & Guilds to calculate an overall qualification grade for each learner which reflects their performance as fairly as possible. We aim to ensure that the distribution of grades follows a similar pattern to that in previous years.

This approach will apply to all our Technical Awards, Technical Certificates and Tech Levels across both one-year and two-year programmes of study. We are working with Ofqual and other Awarding Organisations who offer similarly structured and assessed Technical Qualifications to develop consistency in our approach.

We will provide clear guidance around the process, and what information you need to provide us as soon as it has been agreed. This will also include details on the approach for employer involvement, work experience and other centre assessed components.

There will also be an option to take assessments in the Autumn, we will be consulting with centres and other key stakeholders regarding actual timings for these assessments.

We understand this is a challenging time for both centres and learners and you have lots of questions. We are working hard to ensure we can communicate our approach as soon as possible.

If you have any queries or questions, please contact the Technicals Quality Team.

E: Technicals.Quality@cityandguilds.com

T: 0300 303 53 52 (option 2, option 3)

Supporting customers – Covid-19

We understand that these are extraordinary and unprecedented times, and we are working closely with education providers, employers and governments to monitor the Covid-19 situation, and putting in place measures to support our employees, customers and stakeholders

We appreciate that as your situation changes you will have many questions and concerns on delivery and supporting your learners and apprentices. From end-point assessment events to specific queries on certification or finance, we are on-hand to guide you through this difficult time.

Committed to supporting you

We are committed to supporting you, your staff and your learners in coming to terms with home working. We are making the following digital resources available to our customers:

- eLearning materials to support the management of Covid-19
 - platforms and content to support distance learning
 - end-to-end solutions for apprenticeship delivery
 - tools to help apprentices work with a remote assessor to prepare for end-point assessment (EPA).
- Did you know.... we are currently offering **FREE OF CHARGE** access to our Hospitality Smartscreen resources to all of our customers during this period of crisis?

These are just some of the topics that we can support you in exploring further....in order to access the relevant links please use our City & Guilds website <https://www.cityandguilds.com/covid-19>

Policy Updates

9 April 2020

Breaks in Learning and EPA

- IfATE are allowing the modification of end-point assessment arrangements, including remote assessments wherever practicable and possible.
- Apprentices who are ready for assessment but cannot be assessed due to COVID-19, will be able to have their EPA rescheduled. Where there is a specified time limit for EPA post gateway, a further pause of 12 weeks is now allowed.
- Apprentices whose gateway is being delayed are allowed a break in learning, with an extension to the assessment timeframe. Training providers must record this in the ILR.
- **Breaks in learning** - less than 4 weeks – in these circumstances neither the employer nor the training provider needs to report the interruption, the end-date for the apprenticeship remains the same and there is no change to the payment of funding
- more than 4 weeks – in these circumstances, employers and/or training providers must report a formal break in learning. Where a break in learning is reported, the payment of funding to the training provider will be suspended for the duration of the break in learning

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Hospitality & Catering Networks- Postponed

All April and May networks have now been postponed. I am planing to reschedule in October and November at the same venues. Some have already been agreed, see below.

All networks will be arrival 10am for coffee/Tea and then network from 10.30 until 1.30

Agenda

Review of current standards and proposed changes

Being ready for EPA, successfully negotiating the gateway

Digital resources update

Feedback from EPA events which have taken place, top tips

Time for sharing ideas, networking and asking lots of questions

Date	Venue	Booking Link
TBA	Peterborough Regional College Park Crescent Peterborough PE1 4DZ	https://www.eventbrite.co.uk/e/city-guilds-hospitality-apprenticeship-epa-network-peterborough-college-tickets-95214191209
4 th November	Barnsley College Old Mill Lane Campus Church Street Barnsley S70 2LX	https://www.eventbrite.co.uk/e/city-guilds-hospitality-apprenticeship-epa-network-barnsley-college-tickets-95217418863
TBA	Basingstoke College Worting Road Basingstoke RG21 8TN	https://www.eventbrite.co.uk/e/city-guilds-hospitality-apprenticeship-epa-network-basingstoke-college-tickets-95217812039
TBA	City & Guilds Office No 1 Newlands Court Attwood Road Burntwood WS7 3GF	https://www.eventbrite.co.uk/e/city-guilds-hospitality-apprenticeship-epa-network-cg-burntwood-tickets-96433666693
TBA	Westminster College, Victoria centre Vincent Square London SW1P 2PD	https://www.eventbrite.co.uk/e/city-guilds-hospitality-apprenticeship-epa-network-westminster-college-tickets-95218343629
TBA	Total People Group House King Street Middlewich CW10 9LZ	https://www.eventbrite.co.uk/e/city-guilds-hospitality-apprenticeship-epa-network-middlewich-tickets-95218913333
TBA	Hartlepool College Huckelhoven Way Hartlepool TS24 7LB	https://www.eventbrite.co.uk/e/city-guilds-hospitality-apprenticeship-epa-network-hartlepool-college-tickets-95245057531

Remote Evolve Testing

Ensuring learners and apprentices can progress their learning and assessment journey

City & Guilds continues to work with regulators to explore the possibility of offering remote testing of our E-evolve on-demand tests at the learner's home, across a range of assessments and qualifications.

We are pleased to advise that we are now able to offer this solution across a number of end-point assessments which involve an online test.

For further information on how to access the solution, technical requirements and set-up, please refer to our EPA Covid-19 related webpages. <https://www.cityandguilds.com/covid-19/evolve>

Apprenticeship and EPA Update

People 1st Newsletter

People 1st are pleased to advise that they will be introducing an apprenticeship newsletter aimed at key stakeholders across the hospitality, retail, aviation and travel sectors. Stay up to date with all the latest information on apprenticeship standards –what's in development, what's up for review and what's coming next. We encourage all training providers and employers to sign up for the newsletter.

Register here: www.people1st.co.uk/apprenticeship-newsletter.

EPA FAQs

We have now added Frequently asked questions (FAQS) to Team member, Hospitality and Chef de Partie webpages.

We've listened to your feedback about there being too many touch points for support on end-point assessment (EPA), sometimes we've left you a bit confused about who to contact, where, when and how and there's been too much back and forth to resolve issues.

So from the end of January 2020 we're responding with a simplified EPA support model aligned to our usual centre support channel. All EPA support queries will now go to our fully EPA trained centre support team and you'll have three different ways to contact them.

If a query is specifically in follow-up to an individual booking/delivery of a specific event where you've been liaising with a named EPA Event Coordinator, then please continue that direct contact using the contact details they provided.



Phone [0844 543 0000](tel:08445430000) (option 5)



Email us at centresupport@cityandguilds.com



Webchat on the 'Contact Us' page on cityandguilds.com/help/contact-us

Our EPA on-boarding coordinators within the EPA Customer Success team remain in place to focus on supporting you with on-boarding and proactive follow-up calls and emails. Please [let us know](#) if you'd like a call from our EPA Customer Success team to support your delivery.



Apprenticeship & EPA News

1. Observations (including Practical observations and Culinary Challenges across all hospitality standards) cannot take place remotely so all observations have been cancelled
2. Evolve testing can occur and be invigilated remotely
3. Professional discussions can continue to occur remotely
4. Once all available EPA has taken place People 1st are advising a learning break.

Technical Qualification updates

Technical Qualifications registration and certification end dates

Please be advised the qualifications greyed out below will no longer be available for delivery from August 2020 onwards

Qualification Number	Qualification Title	Registration end date	Certification end date	Replacement qualification
6106-20	Level 2 Technical Award in Cookery and Service for the Hospitality Industry	31.07.2021	31.12.2023	N/A
7178-20	Level 2 Technical Certificate in Food Preparation and Service (450)	31.12.2023	31.12.2025	N/A
6100-20	Level 2 Technical Certificate in Professional Cookery (450)	31.12.2023	31.12.2025	N/A
6103-20	Level 2 Technical Certificate in Food and Beverage Service (450)	31.07.2020	31.12.2021	7103-06 Level 2 Diploma in Professional Food and Beverage Service

6100-30	Level 3 Advanced Technical Diploma in Professional Cookery (450)	31.12.2023	31.12.2026	N/A
6100-31	Level 3 Advanced Technical Diploma for Professional Chefs (540)	31.07.2020	31.12.2021	7100-85 Level 3 Diploma in Advanced Professional Cookery
6100-32	Level 3 Advanced Technical Diploma for Professional Chefs (Patisserie and Confectionery) (450)	31.07.2020	31.12.2021	7133-03 Level 3 NVQ Diploma in Professional Cookery (Patisserie and Confectionary)
6100-33	Level 3 Advanced Technical Diploma for Professional Chefs (Kitchen and Larder) (450)	31.07.2020	31.12.2021	7100-86 Level 3 Diploma in Advanced Professional Cookery (Kitchen and Larder)
6103-30	Level 3 Advanced Technical Diploma in Supervision in Food and Beverage Services (450)	31.07.2020	31.12.2021	7103-04 Level 3 Diploma in Food and Beverage Service Supervision

The Technicals Quality Team contact details



We're here to support you

As always, our Technicals Quality team is here to help if you have any questions, so get in touch with us if you need further assistance.



E: technicals.quality@cityandguilds.com



T: 0300 303 5352



W: cityandguilds.com/technical-resources

International Qualifications

As communicated previously, our new suite of Global Hospitality qualifications will be available for learner registrations from 1 April 2020. These qualifications have been developed in line with our new Global Hospitality Certification offer.

All approved Hospitality & Catering centres currently delivering our 8065, 8066, 8067 and 8068 suites have been automatically approved for the equivalent new Global Hospitality qualifications.

Over the next five months, until 31 August 2020, you have a choice to register learners for the current hospitality IVQs or for the new Global Hospitality qualifications.

From the 1 September 2020, you will only be able to register learners for the new Global Hospitality qualifications.

Find out more about our Global Hospitality Qualifications:

<https://www.cityandguilds.com/what-we-offer/hospitality-and-catering-offering/global-qualifications>

Global Hospitality Qualifications (8064)

Please note that SmartScreen resources are now available for the following qualifications and can be ordered using the codes below:

SS8064-01	Level 2 Diploma in Food Preparation and Culinary Arts
SS8064-02	Level 2 Diploma in Food Preparation and Culinary Arts (Patisserie)
SS8064-03	Level 2 Diploma in Food and Beverage Service
SS8064-04	Level 2 Diploma in Housekeeping Services
SS8064-05	Level 2 Diploma in Reception Services

The Level 3 Advanced Diploma in Culinary Arts and Supervision (8064-06) will not be available until May 2020



Keep in touch and up to date

For regular updates and further information please follow us on:



Jason Benn - Twitter Link

Jason Benn-Instagram Link

Jason Benn - LinkedIn Link

Amelia Bodle - Twitter Link

Amelia Bodle - Instagram Link

Amelia Bodle - LinkedIn Link



**City & Guilds Hospitality & Catering
Facebook Link**

Tell us what you think

All about Hospitality & Catering 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 jason.benn@cityandguilds.com or amelia.bodle@cityandguilds.com

For specific queries and enquiries please contact our dedicated customer support team

centresupport@cityandguilds.com or 0844 543 0000

Thank you for your continued support.

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