

ALL ABOUT HOSPITALITY & CATERING

Issue 29
Spring 2022



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

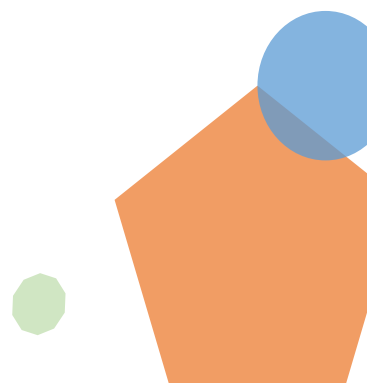
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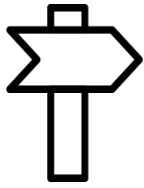
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These newsletters will now be produced on a quarterly basis.

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>.





EQA activity Update

Remote Observations

As you will be aware the majority of EQA activities continue to be completed remotely. To ensure that EQAs can review the assessment process, your EQA will be asking to organise some form of remote observation as part of their activity wherever this is feasible.

Some examples of activities that can be observed remotely are listed below. In most cases this will be live via a video link platform but could also be recorded if required.

- Part of an assessment; beginning, middle or end
- Whole assessment if short
- Moderation discussion of assessment decisions
- Feedback from IQA to assessor
- Feedback from Assessor to candidate

Standardisation of assessment records for 7100 and 7120 qualifications

The following list summarises best practice for assessors when completing documentation for practical tests and may be used to ensure that your assessment records are to the standard required.

1. Ensure full candidate name and date is included in assessment
2. Ensure the task number and title of dish is included
3. Be specific in your comments for both preparation and product
4. Describe quality points that cannot be determined by a photograph
5. Relate comments to the specific candidate being assessed
6. Try to complete assessment record as the test is taking place
7. Make reference to the grading criteria when determining a grade
8. Include photographic evidence of the finished dish that is named and dated
9. Include reference to time taken to complete assessment
10. Provide written feedback to justify the grade and confirm learner understands their grade

11. Provide improvement points for learner to prepare for next assessment / synoptic
12. Remember signatures of both assessor and candidate
13. Remember the IQA should be able to agree the final grade by the evidence the assessor presents

Di **Digital credentials for Hospitality and catering qualifications**



We are pleased to let you know that City & Guilds is providing digital credentials for the **Hospitality and Catering** qualifications. These are automatically issued to learners, at no extra cost, who have completed a City & Guilds qualification and for who we have been provided with valid emails at registration.

Please follow the link which explains how to add an individual email **Digital Credentials how-to guide – YouTube** or check our bulk upload user guide.

[Bulk Email Upload Guide](#)

If you wish to use our bulk email upload functionality for adding email post certification – please get in touch with the Digital Credential Service Team DCServiceTeam@cityandguilds.com and they will be happy to support you.

Digital Credentials provide a wide range of benefits to the learner, centre and employer – so make sure your learners are not missing out.

For more information on the benefits of digital credentials, please visit our website page for more information **Digital Credentials | City & Guilds (cityandguilds.com)**.

Please encourage your learners to share their digital credential experiences with us. They can hashtag us on their social channels using: **#CGdigitalcredentials #cityandguilds #yourcentre**



We want to hear from you!

Take the survey!

We really appreciate you taking the time to complete this short survey. Your answers will help us to gauge your awareness of digital credentials being available alongside paper certification and if you are aware of how to ensure your learners receive them.

Apprenticeship and EPA Update



Apprenticeship Reminders

The dispensations will now be switched off on 30th June 2022 for all Hospitality & Catering Standards.

You should all be working to Version 2 of the Commis Chef and Chef de Partie standard and assessment plan. Follow link to The Institutes website.



Commis chef / Institute for Apprenticeships and Technical Education



Chef de partie / Institute for Apprenticeships and Technical Education

Generic Lead Independent End Point Assessor reminders

1. Please ensure the tutor/assessor attends the initial meeting and where possible the employer also attends.
2. All Witness Testimonies and Competency frameworks must be individual to each apprentice. Too many are being Copy and pasted which is not meeting the standards or validity of the assessment.
3. Witness Testimonies and Competency Frameworks need signing and dating to authentic them.
4. Witness Testimonies and Competency Frameworks must contain enough detail. Each criteria needs to have a specific example of how that apprentice has met the criteria. This replaces a face-to-face observation and must support your apprentices to gain the grade they deserve.
4. Apprentices are being placed on the incorrect standard and unable to complete EPA please raise any concerns with Amelia or Jason.
5. Please let the EPA team know as soon as possible if the initial meeting or Q&A session cannot be attended by the apprentice, so the time can be rearranged.



Commis Chef and Chef de Partie Recipe logs

- These need to be uploaded in a folder format with referencing so access to each document is possible with ease.
- Photographs for the culinary Challenge presented need to show the pass or distinction being claimed
- It is still a requirement to provide authentic photographs of each dish presented within the recipe log.

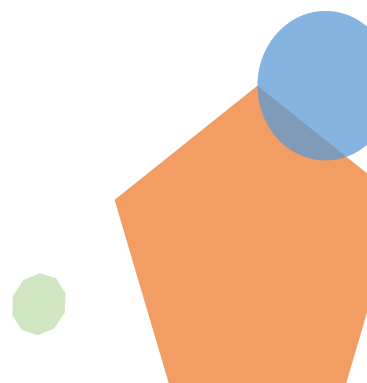
EPA support contact details



01924 930 800 (option 5)



centresupport@cityandguilds.com



Technical Qualification Update

Updated 21 February 2022 - Spring and Summer series

This guidance applies to the City & Guilds timetabled technical exams for spring and summer 2022 series. Please refer to the **Joint Council for Qualifications instructions for conducting examinations 2021/2022** for further information regarding external assessments. For tutor resources and support materials please refer to the City & Guilds **dedicated webpages** for more information.

Exam delivery

With the spring series exams fast approaching, it's important that paper-based examination scripts, once received, are stored securely until the exam date (as specified in our exam timetable). After the exam, the scripts and the invigilation certificates (attendance register) with correctly completed attendance information must be returned within 24-hours to the addresses indicated on the return labels. This ensures marking can start as soon as possible. Failure to do this could delay the release of your results.

Dated e-volve exams can be downloaded and prepared ready for Invigilators up to ten days before the exam date. The exam however must not be unlocked and cannot be started until the actual exam date. After the exam, please make sure to upload the e-volve answers to the portal. Successfully uploaded exams will disappear from the Secure Client Admin Console, and multiple-choice exams will appear in the Results screen in Secure Assess Central. Examiner marked exams will not show in the Results screen until marking and all quality checks have been completed.

Please refer to the e-volve guideline documents which are available on our **e-volve page**.

Published start times

Each dated exam must be taken on the day and at the time shown on the timetable. Our **exam timetable** has all of the specific details outlined. The published starting time of all exams is either 9.30am or 1.30pm. For centres that are not able to start an exam on time because of disruption relating to Covid-19, the examination may start later provided that learners are supervised by a member of centre staff from no later than 30 minutes after the published start time until the exam starts. Candidates who finish the exam early must remain under supervision until 10.30am for morning exams and 2.30pm for afternoon exams. Centres may delay the starting time of an exam within the scheduled session without notifying City & Guilds, but candidates must be supervised from 10.00am for morning exams or 2.00pm for afternoon exams.

Candidates taking more than one exam in a session should take these consecutively. A supervised break may be given between the exams taken consecutively at the discretion of the centre. In exceptional circumstances where the size of the cohort means that it is not possible for all candidates to sit the exam at the same time, centres may split the cohort with some of the cohort sitting the exam later than the published time, on the same day. The security of the exam must be maintained at all times. Candidates taking the exam at the later time must be supervised at all times and must have no contact with those candidates who have already taken the exam. The exam must be undertaken on the same day as the scheduled exam timetable. For information on any other

timetable variations, please refer to the JCQ Instructions for conducting examinations or contact policy@cityandguilds.com.

Contingency days for examinations

City & Guilds has provided two contingency days for the spring and summer examination series.

Series	Exam contingency day
Spring	28 March 2022
Summer	22 June 2022

These days will be used if a significant, unexpected event arises nationally or locally during the exam period such that no students (or a large number of them) are able to take an exam when planned. It is part of City & Guilds contingency planning for Technicals examinations and may be used for the spring and/or the summer examination series. Where a contingency date is used for exam(s), only paper-based exams will be available – on-screen exams cannot be used. Centres should remind candidates that they must remain available until each of the contingency dates has passed in case they are required. Examination staff such as invigilators and examination venues will also need to be available on these dates. These contingency examination dates must only be used following direct instructions by City & Guilds.

Invigilation requirements

Centres are normally required to ensure that at least one invigilator is present for each group of 30 learners or fewer sitting paper-based exams, and at least one invigilator is present for each group of 20 learners or fewer completing e-volve exams. For the spring 2022 series only, where it is not possible for the centre to meet the standard requirements, exams may be conducted provided that at least one invigilator is present for each group of 40 learners or fewer sitting paper-based exams, and at least one invigilator is present for each group of 30 learners or fewer completing e-volve exams.

In exceptional cases, where a number of invigilators are not able to be present at short notice and the centre has exhausted all other options to meet the required ratio, the exam may continue provided that the Head of Centre is confident that the exam can be conducted with integrity. In these circumstances, the centre must notify City & Guilds by emailing policy@cityandguilds.com on the day of the exam explaining the circumstances.

Remote invigilation

Remote invigilation is not normally available for dated exams. However, in exceptional circumstances where candidates cannot be invigilated in person, centres can request to use remote invigilation for the 2022 exam series. City & Guilds will explore alternative options first (such as alternative exam sites) before approving any request. The centre should email policy@cityandguilds.com to make a request.

Information for candidates for written and on-screen examinations

Please familiarise yourself fully with the **JCQ ICE document** including and specifically to appendix 4, 5 and 6, which reminds candidate of the rules regarding things such as mobile phones and the wearing of watches. There is also a poster on page 71 of the guidance document that can be used by centres can print off and display in exams environments.



Subject teachers as invigilators

Under normal circumstances, a teacher who has prepared the learners for the subject being assessed must not be an invigilator at any time during the assessment.

For the spring 2022 series only, where no other suitable invigilators are available, subject teachers may invigilate an examination, provided that they are not the sole invigilator for a group of students who they have taught.

Special Consideration

We have provided an update on special considerations that applies to this academic year September 2021 to August 2022, please use the link to refer to the most up to date requirements: **Guidance on special consideration in relation to Covid-19**.

Special consideration is a post-assessment adjustment to a learner's mark to reflect temporary illness, temporary injury or other indisposition at the time of the assessment, which has impacted a learner's ability to take that assessment.

Centres can apply for special consideration where a learner:

- has completed the assessment but has been disadvantaged,
- needs an extension to the deadline to complete the synoptic assignment or an optional unit or is unable to complete any work experience requirements.

If local, regional or individual restrictions prevent a learner from taking an assessment and they do not have an opportunity to take the assessment later in the academic year then the centre should contact City & Guilds.

Extensions for externally moderated assessments

Where a candidate meets the criteria for special consideration it may be possible to permit an extension to the deadline for the submission of work for dated assessments that are internally marked and externally moderated. An extension of up to two weeks can be given beyond the submission date, however this must be agreed beforehand by City & Guilds. Centres wishing to request an extension must contact City & Guilds at least five working days before the submission deadline.

Dated exams

When candidates have missed dated examinations for acceptable reasons, they may be eligible for a special consideration application and if the centre is prepared to support an application for special consideration, the centre should contact City & Guilds.

Please remember, special consideration is not available where:

- there is another resit opportunity available to the candidate within the academic year,
- the candidate has already taken and passed the examination,
- the candidate has not completed all the other required components/units for the qualification.



Moderation Portal Training

We would like to invite you to a training webinar to explain and demonstrate the use of the Moderation Portal.

The Moderation Portal is the online administration platform used by centres and City & Guilds to facilitate the moderation and quality assurance of the synoptic assignments and other centre-assessed components. All centres delivering Technical Qualifications are provided with access, via secure login, to the Moderation Portal. City & Guilds Moderators also have access to the platform in order to view centre marks and candidate sample evidence.

This session is being delivered by the City & Guilds Quality team, providing centres with an overview of the Moderation Portal as well as guidance on evidence upload, the moderation process, awarding, and results dates for 2022.

The event will cover the end-to-end process for using the Moderation Portal, will include a live demonstration, and there will be an opportunity to ask questions.

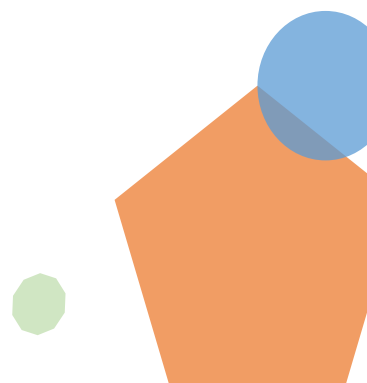
The event will cover the following:

Information...

- The purpose of the Moderation Portal
- A reminder of key deadlines for upload of marks & evidence
- Preparing for uploading marks and evidence
- Evidence requirements – sample sizes, acceptable file formats & sizes
- What happens next; Moderation, Awarding and Results

Demo...

- General navigation of the Portal
- Types of user accounts
- Creation of additional accounts
- Input of marks for a qualification / assessment component
- Uploading evidence for a qualification / assessment component
- Uploading evidence at cohort level
- Completing the marking process ready for moderation



Please see below the link to register your interest for this event.

Date:	Wednesday 30 th March 2022
Time:	10:30am – 12:30pm
Link to register:	https://attendee.gotowebinar.com/register/4937380475752239116

If you are unable to attend this event, please do not worry as the session will be recorded which will be communicated to centres and will be available on the City & Guilds website.

A “**Moderation Portal Centre User Guide**” document is also already available for centres to download and use.

Please feel free to forward this invitation to others in your organisation who you feel would benefit from attending this webinar.

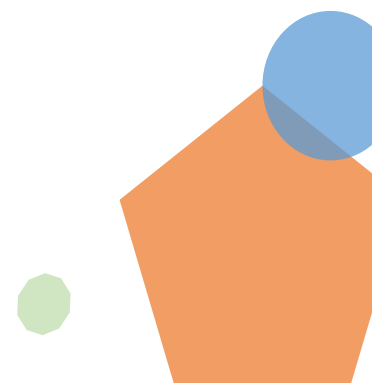
For all queries relating to Technicals

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.

technicals.quality@cityandguilds.com

[0300 303 5352](tel:03003035352)

Find out more on our [dedicated technicals webpage](#).



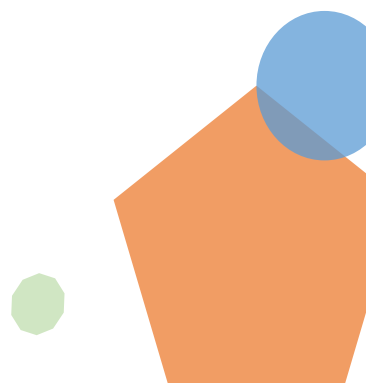
Events

Jason and Amelia will be attending a variety of events, please find us and say hello

Manchester Hotelier Awards Dinner 1st April

Zest Quest Gala Dinner 8th April






NECTA 4th & 5th May



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 Woodward - Twitter Link	
	Amelia Woodward - Instagram Link	
	Amelia Woodward - 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.woodward@cityandguilds.com

For specific queries and enquiries please contact our dedicated customer support team centresupport@cityandguilds.com or 01924 930800

Thank you for your continued support.

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