

Digital Skills Newsletter

FLASH UPDATE 06

Credit based qualifications still open

Many colleges and private training providers may be looking for products to use to develop learning programmes for Adult Education Budget, as well as upskilling and re-skilling as per the latest initiative from the Government.

City & Guilds provides a range of Digital and ICT qualifications, many of which recognise certificates from leading International Vendors, and also recommends the use of Vendor learning to give consistent delivery for our specific “Vendor-Alike” units that allow recognition of both external certificates and achievement through portfolio of evidence.

City & Guilds offer includes:

- IT User Skills from Entry Level 3 to Level 3
- ICT Professional technical qualifications from Level 1 to Level 4
 - Includes our Level 1 PC Maintenance short programme
- ICT Professional NVQ style qualifications from Level 1 to Level 4
- Social Media and Digital Marketing qualifications at Level 3 and Level 4
- Communications Cabling at Level 2 and Designing Communications Cabling at Level 3

All these qualifications are open for registration until 31 December 2023 and last certification dates range from 31 December 2024 to 31 December 2026, depending on the level of qualification (please check the programme dates in Walled Garden).

Apprenticeship offer and support

City & Guilds now has seven (7) Apprenticeship Standards open for registration, with the IT Technical Salesperson due at the end of this month. The support for these products will always consist of:

- EPA Guidance Pack – the handbook for the Standard as a whole
- Handbooks for on-programme qualifications – where required
- Sample assessments for the on-programme and EPA elements of the Standard as required

These can all be found on the cityandguilds.com website under their 4-digit number. In addition, all Standards have:

- EA Preparation Tool – online learning for the soft skills elements to enable the apprentice to plan and prepare for the EPA elements – this is on SmartScreen and free once an apprentice is registered with us.

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For a number of our Standards there is additional support, some of which is on SmartScreen for the EPA and, again, is free to the apprentice, tutor and employer on registration of the apprentice. We have also developed, for some products, e-learning materials either as part of our Get-to-Gateway offer or as Apprenticeship Training Manuals.

These are the learning materials currently available and in development/been proposed:

- Get-to-Gateway (to be renamed Profile Plus)
 - Digital Marketer
 - Infrastructure Technician
 - Network Engineer
- Apprenticeship Training Manual
 - Unified Communications Technician – available
 - Digital Support Technician – in development
 - IT Technical Sales – being proposed and waiting for product sign off

If you wish to see any of the materials mentioned, please contact your account manager or Ken/David and we can speak with the relevant team to enable your request.

Assessment Mitigation – 2020-2021

We recognise that this new academic year is going to be very different and that there will still be issues with holding exams for whole cohorts, apprentices being allowed to return to work but not able to go to a centre, tutor/assessors not being allowed on employers' premises and an increase in the need for mitigation in respect of how these learners will be assessed. As part of our commitment to developing a more digital approach – for City & Guilds as a whole – we are looking at what may need to be done to ensure that you can continue to deliver, assess and progress learners into a job or the next stage of their education.

Our intention is to provide similar Assessment Mitigation to that which was in place from June until the end of September. We are also looking on a long-term solution for Remote Invigilation, which may include Functional Skills once we have sorted the detail of what is required by Ofqual. In addition, we are developing learning materials across a range of industry sectors.

Mitigation proposed for Digital and IT Skills sector (to be signed off)

- Entry Level and Level 1 to be set as Adapt rather than Calculated
- All other qualifications to be set as Adapt
- Evolve tests
 - In credit-based qualifications there are some dual assessed units, these have Proxy Units and centres will be allowed to use these to enter an achievement result rather than use the Centre Assessed Grades Tool
 - On-programme qualifications and units that only have Evolve tests require us to provide a secondary solution (in progress) where the centre is unable to use Remote Invigilation

End Point Assessment will continue as normal and we have dispensation for the Synoptic Projects to be carried out at home until the end of this year.

We are working to have the final pieces in place by the time of our next webinar on 27 October 2020.

Currently City & Guilds recommends and recognises the use of GoToMeetings and Webex as solutions for monitoring and administering remote testing. The learner needs two devices – computer/laptop for the test and one other to provide view of the room they are in – which may not always be possible, and the software comes at a cost.

We are exploring if it is possible to use Microsoft Teams, but have not been able to replicate the success of a centre that has done this currently and we are currently testing a Proctoring solution that would put less onus on you to invigilate and remove the need for two devices.

To find out more about what is currently in place and what we are doing for the future of learning and assessment, use the links below.

Useful links

- Current Remote Invigilation guidance
<https://bit.ly/CGRemoteInv>
- Proposed Remote Invigilation offer
<http://bit.ly/CGRemoteAssess>
- Future offers around digital Learning and Assessment
<https://www.cityandguilds.com/what-we-offer/online-and-ontrack>

eCerts – electronic certification pilot to replace paper

Since mid-March we have not been in a position to issue paper-based certificates due to lockdown and restrictions at our printers. Behind the scenes there have always been e-certs produced, but not issued as this requires a learner's email address to link the certificate to the individual in order to produce the required security QR Code.

As we are the Digital sector, it was felt that you may be more accepting of trialling a move to e-certification with a number of benefits: learners can't lose them or have them chewed by the dog as they will always be kept on-line; they are produced immediately the result is conferred in Walled Garden; there is no waiting for them to be posted to you.

During the webinar we asked two questions to gauge people's reaction to this move:

1. Will this trial be acceptable to your centre?
2. Will you be able to supply us with email addresses of achieving learners in order for us to issue their digital credentials?

The results showed - (1) 73% *Yes*; 13% *No*; 14% *Did not answer*

(2) 47% *Easily*; 27% *with Difficulty*; 7% *No*; 19% *Did not answer*

You have an opportunity to give us your opinion by using the link to a simple survey below:

<http://bit.ly/CGecerts>

Summative Portfolios and the S.T.A.R.R approach

Following on from our events last year and the webinars back in March 2020, we have seen many people adopt the “story-telling” approach of S.T.A.R.R, with their apprentices pulling together the Summative Portfolio for End Point Assessment (EPA). The Summative Portfolio is not going away when Standards are revised and will still require all Outcomes to be met. The difference is that the Portfolio will be used to inform Independent Assessors (IEPA) about the apprentice and their work, which will enable them to create the questions/discussion points for the Professional Discussion/Interview that will still be part of EPA.

The Portfolio itself will **not** be assessed directly in revise and new Standards.

Our advice on Portfolios has not really changed since we started being an EPA Organisation and we would urge centres – especially those that are now starting their journey on Apprenticeship Standards – to adopt this approach or something similar.

1. **Personal statement**
 - a. The IEPA does not know your apprentice, what they do, who they work for or anything about the employer – tell us.
 - b. State what activities they are mainly involved with and ones that they do not get to do often, if at all
 - c. Set the context for the evidence to follow
2. **Situation: What's the piece of work? Where did it come from?**
 - a. Who gave you the task?
 - b. Why you?
 - c. Can be regular activity or a special project
3. **Task: What will you do? How will you go about it? What resources do you need? Who else needs to be involved/informed?**
 - a. What's your plan to tackle the task?
 - b. Do you need special equipment or is it part of day-to-day operations?
 - c. Is this being done on your own or with others? If with others, highlight what you do – it's about YOU.
 - d. Do you need activities to be signed off?
 - e. Do users/clients, etc. need to be informed? If so, when and what?
4. **Action: The work being carried out**
 - a. Walk us through what was/is being done
 - b. This can be screen shots with relevant annotation – tell us what you did, don't just describe the picture
 - c. Video evidence is acceptable, but make sure it is not a silent movie
 - d. Pictures of activity can be used, but tell us what you are doing
5. **Result: What was the Outcome?**
 - a. Did you get what you expected? If not, why do you think that was? If you did, did it go to plan?
 - b. Whatever the result and how you think it went, was it acceptable to the customer/manager that gave the task/activity to you?
 - c. Provide evidence of any feedback from internal or external sources
6. **Reflection: Lessons learnt**
 - a. If your plan worked could it be refined? If not, why not? If it could then talk us through how it would be changed
 - b. Did you need a plan B or did things go wrong and you had to adjust for when completing the activity? How will you use this experience when faced with a similar task in the future?
 - c. Anything else that may have helped you that was not obvious when you did your initial planning.

You do not have to get your apprentices doing special things to structure the evidence like this. Use what they generate naturally in their daily work and then have them place it in the context of STARR to tell us who they are, what they do, how they go about their work and who else is involved.

9 October 2020
Call to arms

We have seen some great results from your apprentices. The Digital Skills portfolio of products is currently enjoying a 96% (average) success rate – THANK YOU.

We are now looking for good news stories to write up as Case Studies to highlight all this brilliant work being carried out and to help us continue to spread good practice and keep the results coming. If you would like to share some of your successes with us, then please email Ken or David and we will pass your details to our Marketing Communications team to talk to you further.

Updates and webinars – and more

Are you still a bit unsure as to how some of the things around Apprenticeship Standards work or just want a reminder of some of the things we have discussed at events and on webinars? Then, please visit our Updates and Webinars page.

<http://bit.ly/CGDigitalUpdate>

You will find a wealth of information there for you to view at any time that includes:

- 5 Minute Apprenticeship Standards videos
- ALL webinars since March – including lessons learnt/best practice for the EPA elements
- Question and Answer document from our webinars
- Published Newsletters
- Documents for the dispensation for Apprentices doing the Synoptic Project

Please check out the information held there as this may answer many of the questions you have.

Next webinars

27 October 2020 (09.30-10.30): <https://bit.ly/CGDigital27Oct>

17 November 2020 (09.30-10.30): <https://bit.ly/CGDigital17Nov>

8 December 2020(09.30-10.30): <http://bit.ly/CGDigital8Dec>

If you have any specific topics you would like discussed at these events, please forward your suggestions to:

Ken Gaines ken.gaines@cityandguilds.com

OR

David Wackett david.wackett@cityandguilds.com

In other news

- City & Guilds is please to announce it has won four new T-Level bids
 - 3 in Engineering
 - 1 in Management and Administration
- EPA Pro, the online service for Apprenticeship deliverers that we have adopted is coming to the end of its trials. We are migrating centres to the new system and hope to have all centres registered by March 2021
- We hope to have more news about our plans for Essential Digital Skills qualifications soon

Keep checking our website and pass on to colleagues.

9 October 2020

Note from David and Ken

We always urge you to Stay Alert and Stay Safe. Please make sure you check the Covid-19 webpage.

www.cityandguilds.com/covid-19

David and Ken are only an email away if you have specific issues you wish to discuss:

- Unsure about aspects of EPA, can you move from another EPAO to us, what is required
- Handling Summative Portfolios (though check Updates and webinars page as this may help in the first instance)
- Provide us with market insights and what you plan for future deliveries

Finally

As we move into 2020/2021, City & Guilds, in particular the Technical Adviser Team, is looking to find out what support we can put in place to help you and your curriculum. While it is the Digital Skills Team's intention to maintain our 3 weekly webinars, what else can we do or do you need?

Future of Education Survey: <http://bit.ly/CGOnGoingSupport>

Please Stay Alert, Stay Safe, Stay Well. Again, we thank you for your work with learners and faith in us, the results of which speak volumes.