

Digital Skills Newsletter

FLASH UPDATE 08

Plea from our IEPAs

Prior to lockdown we were seeing apprentices go beyond the basic answering of the tasks in the Synoptic Projects, please can you remind candidates that they can take the project further than the initial brief provide. This shows their depth and breadth of knowledge, as well as additional skills.

We appreciate some will not have time, just because of the speed they work at or their abilities, but those that are capable should try and help get themselves toward the Merit and Distinction grades.

Assessment mitigation 2020-2021

We wanted to keep the mitigation and adaptations we were allowed during the Summer but must recognise that these were allowed due to the exceptional circumstances and having many learners part way through programmes. This meant that no new evidence/assessment was possible or full lockdown meant access to on-line testing could not be done – even with remote invigilation as an option.

What has changed

Summer 2020

- Impact of Covid-19 and national lockdown
- Ofqual – temporary framework to manage situation – Extraordinary Regulatory Framework

Mitigation options:

- No mitigation
- Adapt
- Delay
- Centre Assessment Grades (20 March-31 July)

2020 – 2021

- Further local, regional, national disruptions inevitable
- Ofqual – consult and confirm **Extended** Extraordinary Regulatory Framework
- Broad agreement across other regulators

More information is available in the Ofqual advice notice [here](#).

One key mitigation where possible:

- Adaptation

AOs and sector bodies working together up front to agree shared principles for adaptations (based on aims and principles in the EERF)

No scope for Centre Assessment Grades

Please read the documentation available on the website: <http://bit.ly/CGMitigation20-21>

Any issues you have, please address these to adaptation.quality@cityandguilds.com and feel free to copy Ken, David and your City & Guilds account manager to the email so we can follow-up for you.

Because everyone is starting (more or less) from the same point and all are on a level playing field from the start of this Academic Year (more cliches available), some adaptations that proved useful and popular over the Summer are no longer available and we now must work with options that are closer to Business-as-Usual. City & Guilds has been in consultation with other organisations and directly with the Nations regulators to get agreement from them on what they will allow us to offer to you now.

Applying Adaptations

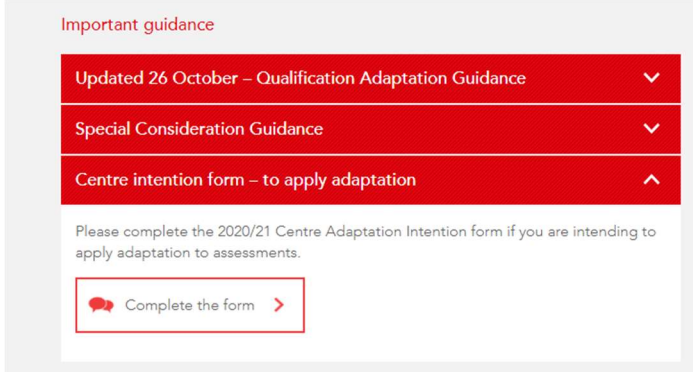
The Regulators have allowed adaptations that try to mitigate the impact of disruptions to teaching, learning and assessment. City & Guilds has agreed with the current decisions and published adaptations to assessments and qualifications which aim to:

- free up time for teaching and learning
- make the delivery of assessments more manageable and flexible
- help to build resilience and so safeguard against any future disruption

You should make every effort to carry out assessments as usual in line with the guidance provided in our qualification handbooks and only apply adaptations if a learner(s) is not able to be assessed in the way the assessment design intended. Adaptations need to be seen and acted upon in relation to the conditions and controls for assessments, the delivery of the assessments, or in some instances the assessment methodology as stated in the handbooks.

City & Guilds has provided an overall guide to Adaptations and specific sector guides that specify what is permitted and the qualifications and assessments to which they apply for each industry. You need to make sure you have read these and apply these adaptations only - centres are **not permitted** to make any further adaptation to the assessments beyond what is set out in these documents.

If you need to use the adaptation then you need to inform us that you are going to do so, when you get to the Adaption webpage you will be able to locate the form here:



Important guidance

- Updated 26 October – Qualification Adaptation Guidance
- Special Consideration Guidance
- Centre intention form – to apply adaptation

Please complete the 2020/21 Centre Adaptation Intention form if you are intending to apply adaptation to assessments.

Complete the form

NB: the Qualifications Adaptation Guide (generic) is here also, the sector specific documents are further down the page.

Scope of learners

The adaptations are **ONLY** available to learners undertaking their assessment in the UK or the Republic of Ireland and are scheduled to complete their qualification or assessments during the 2020/21 academic year. These adaptations **do not apply** to International or End-point Assessment products.

Type of guidance provided

Make sure you have been to the new webpage and are using the latest documentation for 2020-2021 and not still working from those published during June 2020 to August 2020 -

<http://bit.ly/CGMitigation20-21>

This page also contains a wealth of other information and is worth revisiting on a regular basis to find the latest news updates and specific information on the following

- Ofqual news
- Guidance for those in England, Wales, Northern Ireland, Scotland and Republic of Ireland
- Important guidance – Qualification Assessment Adaptation Guidance, Special Considerations Centre intention form,
- Information on testing at home/at employer premises
- Sector and qualification specific guidance – Functional Skills and Technicals highlighted
- Speak to us
- Type of guidance provided

What's in the Qualification Assessment Adaptation guide?

As there is limited scope for adaptation across industries, we have produced this document to give the details behind what is allowed, as follows:

- Explanation of adaptation
- Learner eligibility
- Example of possible adaptations, eg portfolio-based, centre-marked, dated exams, externally set and marked on demand, paper-based exams
- Work experience
- **Remote assessment and remote invigilation** – controls and general requirements for remote assessment and observations
- **Special consideration**
- **Quality assurance**
- Further advice and guidance

Remote Assessment and Remote Invigilation

It is important to understand key differences between these items:

- **Remote assessment** - live practical assessments where the learners are observed and assessed at the same time and not afterwards; OR live knowledge assessments where learners are supervised such as centre marked questions and knowledge tasks within an assignment.
- **Remote invigilation** - live or post hoc supervision of a learner completing assessment tasks under specified controlled conditions where the invigilator is not the assessor, which are assessed afterwards.

Where assessments are undertaken remotely, all assessment requirements (as specified in the relevant qualification and assessment material) must be met, to maintain their validity, reliability, and security. This includes the specified level of control and all assessor and IQA requirements.

Special considerations

City & Guilds recognise that there could be situations where things may not be able to be done as needed under Adaptations or Business-as-Usual and that is why we have revised our Special Consideration policy to address specifically the potential impacts of Covid-19 on learners.

This will take into consideration both individual and cohort-level mitigations to those whose performance is impacted, or who are unable to complete the assessments at all. In addition, we will make provisions for instances where learners are unable to complete assessments due to Covid-19.

Special consideration provision will use an agreed minimum requirement of available learners' evidence, other completed assessments, and tutor observations to establish an appropriate result. Where this minimum requirement is not met, Special Consideration will not be applied, and learners will need to re-sit assessments.

Please keep checking the webpage for updates and further information as it becomes available.

What's in the sector guide?

As mentioned above, the full detail on each specific type of Adaptation allowed is covered in the **Qualification Assess Adaptation Guide**, while the sector guides contain a summary of what adaptations are, scope of learners and when they should be applied. They specify the adaptations that are permitted alongside the qualifications and assessments to which they apply. Centres are **not permitted** to make any further adaptation to the assessments beyond what is set out.

Adaptations are to be used in relation to the conditions and controls for assessments, delivery of the assessments, or the assessment methodology as stated per qualification handbook.

If you have any issues with using the adaptations given please contact email the team at adaptation.quality@cityandguilds.com for specific adaptation enquiries and you can include Ken, David and your City & Guilds account manager to help follow-up on your behalf..

Quality Assurance

We still expect all Internal and External Quality Assurance (EQA) processes to be applied to the adapted assessments unless specified in the sector guides. Make sure you have read the Qualification assessment adaptation guidance and sector guides, as not all qualification assessments can be adapted.

Follow guidance on what to do when considering adaptations to assessments and don't forget to inform us of intention to apply an adaptation – using the online form.

IQA	EQA	EQAs	DCS
All our standard quality assurance processes continue to apply to adapted assessments and must be followed by centres.	EQA activity for adapted assessments will usually be carried out remotely. In rare instances, a centre visit may be required, but only in line with published safety guidelines and where it has been agreed with the centre	EQAs will maintain their usual sampling practice. Details of where adapted assessments have been used and for which learners must be shared with the EQA as part of the preparation for the EQA activity.	Centres who do not have Direct Claims Status (DCS) or are awaiting their first monitoring activity since gaining approval, cannot claim any results until either: - the learner work has been reviewed and signed off for certification by the EQA; or - DCS has been awarded following an EQA activity (where this is available).

Proposed Adaptations for Digital and IT Skills sector

- Credit based qualifications
 - Evolve tests to be taken using Remote Invigilation or in the centre/employer premises as normal
 - Assignments to be taken using remote supervision or in the centre/employer premises as normal
 - Portfolio evidence to be gathered as normal, remote observations allowed but will need someone from the employer organisation present to assist with questions as needed
 - **NO** centre assessed work allowed and the *Centre Assessed Grading* tool will not be available as an adaptation for Evolve tests
- Apprenticeship Standards
 - On-programme Evolve tests to be taken using Remote Invigilation or in the centre/employer premises as normal
 - EPA Evolve tests to be taken using Remote Invigilation or in the centre/employer premises as normal

Where a qualification has a paper and includes *On-demand paper-based exam* which is set and marked by City & Guilds, these are still on **Delay** and will not be issued at this time.

There may still be issues for some centres and we would ask that you let us know as soon as these become obvious to you. This will allow us to discuss the problem with various stakeholders to find out how we can help you or whether we can offer alternative adaptations with the regulators. While we cannot promise any changes, we will always look to do offer the best solutions we are allowed and investigate those that you have looked to use.

Please send you enquiries to adaptation.quality@cityandguilds.com

IT Technical Sales - 9705

Structure of the Standard

This Apprenticeship Standard was one of the originals published that did not require any qualifications to get through Gateway, but maintained the holistic aspect of the End-point Assessment (EPA), which means:

- **No on-programme qualifications**
 - Training providers (TP) will need to work with the employer to deliver learning and perform relevant *formative assessment*
 - TP will need to ensure they keep relevant records (not required by us but would be useful for Ofqual and ESFA audits) to ensure that the apprentice is on track to meet the requirements of the Outcomes for End-point Assessment (EPA)
- **Gateway**
 - While there are no on-programme certifications required, the TP will need to submit
 - the Gateway Declaration form signed by them, the apprentice and the employer (see information on digital signatures)
 - proof of achievement for English and maths at Level 2
- **EPA**
 - the format is the same as for the other Digital Standards we currently offer (with exception of Digital Support Technician)
 - the apprentice needs to complete
 - a Synoptic Project
 - Summative Portfolio

- provide an Employer Reference
- then undertake an Interview with an Independent End-point Assessor (IEPA)

Who is it aimed at?

This is predominantly a sales programme with a specific focus for those apprentices looking for a career in selling technical equipment, services, or solutions. Designed to develop their customer relationship skills and behaviours and provide them with the technical knowledge to be able to inform those customers about technological products that exist and are emerging. The key aim is to enable them to increase sales for the organisation through new and existing customers.

Typical roles include

- Sales Consultant, Sales Engineer, Sales Associate
- Entry Level Customer Support
- Technical Tele Sales, Technical Retail Assistant
- Junior Account Manager

Content example

Technical Competence (Skills)	
TC1	Communication: Works both independently and as part of a team and following the organisation's code of practice; demonstrates an ability to communicate effectively and present both in writing and orally at all levels, using a range of tools
Technical Knowledge and Understanding	
TKU1	Understands the basic elements and architecture of computer systems
TKU2	Has a working knowledge of Cloud and Cloud Services
Attitudes and Behaviours	
SAB1	Logical and creative thinking skills
SAB2	The ability to interact effectively and professionally with a range of different types of customer

Price

Registration £25

EPA Final payment £825

EPA Resit £825

(Holistic Assessment, talk to us as to how to do this pragmatically)

In other news

E-vole upgrade

By the time you receive this we will be in the middle of upgrading our E-volve testing platform. This is due to the removal of support by Adobe for their Flash product that we and many others have relied on for many years.

The E-volve platform will be unavailable for a week from 18:00 GMT on Tuesday 24th November until 23:59 GMT on Tuesday 1st December 2020. No access to any part of the system will be possible during the upgrade window.

While this will affect your ability to administer Functional Skills final tests, the OpenAssess product will still be available during upgrade. This is being redeveloped as well, as it uses Flash also, but as it is not a critical system like the live testing the upgrade will take place sometime in the New Year.

Remote invigilation of Functional Skills

As we have now been officially allowed to let our centres use remote invigilation for Functional Skills, we have been working on a simple method to set these up rather than the process used for Mitigation/Adaptation over the Summer and currently still in place.

Please make sure you are visiting Covid-19 page regularly to get further updates on this, as we hope to be launching it during December 2020.

Customer Services

Unfortunately, like many businesses we have had people contracting coronavirus and this has affected our Customer Services. The outcome of this is that we are running at half capacity and are liable to do so for at least two weeks.

We ask that you be as patient as you can with us during this time while the team still operating look to answer as many calls as possible in a timely fashion.

Digital Marketer Standard Review

We have mentioned previously that this product is under review and we have been lucky enough to be part of the discussions. This has also meant looking at other Standards that fall in the IfATE Sales, Marketing and Procurement route panel space and has led to questions being asked about what should happen next.

Following some mapping work there seems to be some extensive cross-over with the Marketing Assistant standard, although this does not have the breadth or depth of Digital content currently. It has been mooted that perhaps this Standard could be reviewed now and revised to include a Digital Marketing focus – though numbers on it are less than we have now.

To try and feedback some wider intelligence and thoughts on this, we know BCS have been conducting a survey and we are as well. It may not influence IfATE, but at least we can put the case forward for keep the Digital marketer Standard and revise it in its own right. Put simply:

- Do we still need Digital Marketer as a standalone Standard?
- What do your Employers think?
- Can they complete this survey: <https://bit.ly/CGDigitalMarketerSurvey>

Infrastructure Technician and Unified Comms Technician

The Infrastructure Technician and Unified Communications Technician review has been completed and the employer group have produced an amalgamated new Standard called Information Communications Technician (ST0973). There will be three pathways, two that relate to Infrastructure (Support Technician and Network Technician), and the third (Digital Communications Technician) which is more or less identical to the current Unified Comms. The Infrastructure pathways will be more network oriented in light of the Digital Support Technician covering other aspects that were here.

The plan is to publish this in February 2021.

Reminders

EPA Pro

City & Guilds apprenticeship management programme designed for use with End Point Assessment Standards. For more information and update on migration: <http://bit.ly/CGEPAPro>

Traineeships and AEB in Digital and IT Sector

For those working in the digital curriculum area this presents two opportunities: delivery of digital and IT Traineeships or AEB 19+ funded programmes, and delivery of digital skills for other sector teams.

For more information and update on Traineeships: <https://bit.ly/CGTraineeships2020-2021>

Essential Digital Skills Qualifications (EDSQs)

City & Guilds has started the development of its EDSQ offer, which we plan to make available for centres to register learners on from September 2021. These qualifications are at Entry level 3 and Level 1, and will be eligible for 19+ AEB funding. They are also expected to be the Core Digital element of Traineeships from 2021/22 (IT User qualifications and units are eligible for this component for 2020/21). More information will be made available as the development progresses.

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

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

12 January 2021 (09.30 -10.30): <https://bit.ly/CGDigital12Jan>

26 January 2021 (09.30 – 10.30): <https://bit.ly/CGDigital26Jan>

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

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