



# Digital Skills Newsletter

## Autumn 2019

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### Summer holidays seem so long ago, but we hoped you had a good break.

The number of centres using our EPA service for Digital Standards continues to grow and we are seeing more numbers on our Technicals full time programmes. Even without advertising there has been an increase in schools and UTCs signing up for our KS4 Level 2 product that is once again on the DfE Performance Tables. As a whole City & Guilds is now undertaking some 500 plus EPA events across all sectors and is putting in place more ways to make the process simpler and smoother for you to work with us. One of the constant pleas from our EPA team is “register early”, as it helps us know you have people on programme, aids capacity planning for IEPA engagement and gives you and your apprentices access to a wealth of support materials. Our pass rate is holding steady, but our Lead Independent Assessors would urge you to read their reports that are produced quarterly to help with your delivery. The same plea would come from our Principal Moderator and Chief Examiner for Technicals. Please read their reports, as these can help avoid pitfalls when building a curriculum.

There are many things going on in our sector and we hope that highlighting some of them here will encourage you to get involved and prepare for the future.

### Apprenticeship Standards – where are we now?

City & Guilds has been developing a range of materials to provide further support for our centres for EPA guidance and some on-programme learning for certain Standards. For Digital Standards here are the latest products available.

### New support materials (1) – Unified Communications Technician

Wondering how to deliver Unified Communications Technician or been avoiding it as there seems to be little support? City & Guilds has developed an Apprenticeship Training Manual that will help develop a curriculum and aid the apprentices in gathering evidence toward their EPA. This is now available on SmartScreen and contains:

- Behaviours grid
- Guidance for tutors on how to use it
- Progress tracker
- Tasks to help show knowledge and skills obtained;

- **Know it** – activities designed to ensure you have the knowledge required to work competently
- **Show it** – activities which allow you to demonstrate your knowledge and skills by applying them to practical work situations
- **Reflect** – an opportunity to reflect on how the task went and what you could do to improve on anything that didn't go so well
- Separate English and maths mapping for continuing development of skills

### **New support materials (2) – Digital Marketer**

SmartScreen EPA Preparation area now has further EPA guidance specifically aimed at Digital Marketer (though content can be applied to all current Digital Standards). The new guides provide information for the Tutor, Apprentice and Employer on the following:

- **Summative Portfolio:** Tutor, Apprentice and Employer
- **Synoptic Project:** Tutor, Apprentice and Employer
- **Employer Reference:** Tutor and Employer
- **Interview:** Tutor, Apprentice and Employer

City & Guilds has also developed some online learning aimed specifically at the Apprentice. A number of industry sectors now have a **Get-to-Gateway** offer and the first in the digital sector is for Digital Marketer.

The tool includes the ability to store work and is a per apprentice use unlike SmartScreen.

**Get-to-gateway** provides an off-the-shelf solution for customers who need a product that will support their delivery of specific standards

- Easy way to record off-the-job training
- Engaging learning content covering the knowledge, skills and behaviours
- Delivery and quality assurance tools
- Management reporting

### **New support materials (3) – Infrastructure Technician**

The SmartScreen EPA Preparation area for Infrastructure Technician now contains similar content to Digital Marketer, as well as an example of a good and bad interview. As with all standards offered by City & Guilds it has the EPA preparation tool to help apprentices gain soft skills as well as advice on undertaking the end-point assessment.

Continuing development of support for apprenticeship standards in the digital portfolio, there will also be an offer of **Get to Gateway** for this standard in September 2019.

### **New support materials (4) – Network Engineer**

The SmartScreen EPA preparation area for Network Engineer has been enhanced with guidance on the four EPA elements with content similar content to Digital Marketer.

## Apprenticeship Standards – Virtual Assessment Service (VAS)

The first iteration of the Virtual Assessment Service is now available for the following Standards:

- Infrastructure Technician – 2 projects available
- Network Engineer – 2 projects available

These use Packet Tracer as the virtual platform for assessment and you will need to register with the City & Guilds NetAcad – instructions on how to do this and download Packet Tracer can be found under the Documents tab on the 9648 web page;



You will need to select the appropriate EPA code – all prices shown include the £25 registration fee that provides EPA preparation support via SmartScreen.

- L3 Infrastructure Technician  
With VAS - 9648-75 (EPA + £30 = £1,030) or without - 9648-73 £1,000
- L4 Network Engineer – late April  
With VAS - 9648-77 (EPA + £30 = £1,030) or without - 9648-72 £1,000

### EPA Support

The EPA Success team has now been in place for 6 months, they should be your first call for general EPA issues and for practical information on what is required at EPA. This sits outside our normal customer service team and is focused on all things EPA and Apprenticeship Standards.

E: [epasupport@cityandguilds.com](mailto:epasupport@cityandguilds.com)

### Digital Skills - Full Time Offer

#### Some reminders

#### 14-16 (KS4)

City & Guilds have now produce a recorded webinar to help you understand **5220-20 Level 2 Technical Award in Digital Technology (120 GLH)**

It designed to help with on-boarding, registration and practice around marking Synoptic Assignments.

- <http://bit.ly/L2TechnicalKS4>

## 16-19 (KS5)

City & Guilds Level 2 Technical Certificate, and Level 3 Advanced Technical Certificate and Advanced Diploma have been designed to help colleges work with their students to make choices on a career in the digital technology/ICT world.

**The Level 2 Certificate** contains three pathways with a substantial core of underpinning knowledge and skills that allow the learner to find their way before choosing from *Software and Applications*, *Network Infrastructure* and *Web & Social Media Support*.

The skills and knowledge allow the learner to begin a career in a first-line support role or progress to an apprenticeship. Many units also have some basis in Vendor/Professional programmes, such as CompTIA A+ and several Microsoft MTAs.

### 5220-21 Level 2 Technical Certificate in Digital Technology (360 GLH)

**The Level 3 Certificate** provides a broad base of skills and understanding, as well as forming the core units for the Advanced Technical Diploma. Its seven units offer an opportunity for the learner to have exposure to project management, software development, network fundamentals and explore emerging technology.

### 5220-30 Level 3 Advanced Technical Certificate in Digital Technology (360 GLH)

**The Level 3 Diploma** has six pathways that match those areas offered by both new apprenticeship standards and university programmes. Their design allows the learner to build on the knowledge and skills learned during the core mandatory units and Certificate-size programme and focus on one area of interest or competence. Providers do not have to offer all pathways, but can

choose from *Application Development*, *Business Analyst*, *Cyber Security*, *Systems Infrastructure*, *Telecoms and Cabling* and *Web & Social Media*.

### 5220-32 Level 3 Advanced Technical Diploma in Digital Technology (720 GLH)

All our Technical qualifications have Exam Guides to help you understand what is expected from the project work and the final test. We have found that where learners are given exam preparation their performance is strong with responses appropriate in length and style to each section.

**Progression** from Technical qualifications can be into a job, an apprenticeship or onto university - the City & Guilds Level 3 qualifications attract UCAS points and are accepted by some of the most prestigious Universities (subject to their entry requirements).

### Technical qualification resources and support

To support our full time offer for the Technicals qualifications, City & Guilds provides a wealth of resources and information – some are a must-read, to understand key dates and marking criteria. These can be found at: <http://bit.ly/TechnicalHelp>

For the Level 2 Technical Certificate and the Level 3 Advanced Technical Certificate and Advanced Technical Diploma there are also learning materials on SmartScreen to help support your delivery, get you up and running quickly, and help standardise learning across your team. The materials are provided as PDFs or editable Word or PowerPoint documents that enable you to put into your own house style or edit to better meet the needs of your learners. For more details on SmartScreen, contact your account manager.

## Feedback from our Independent End Point Assessors

At several events over the last six months we have been fortunate to have at least one of our IEPAs present, who have provided valuable insights to what is happening behind the EPA screens. All have stated how they have found the process beneficial for their own learning and work within their centres, helping improve their own practice and assist their colleagues.

Their work has been outstanding and they have backed up the information provided by our Technical Adviser and Industry Manager on how City & Guilds operates its EPA service and the expectations that are being discussed. However, they also made some pleas that we would like to pass on:

- **Summative Portfolio** means SUMMATIVE. Please do not send everything they apprentice has done, there is no need for a time line of work to show progress or quantity out weighing quality.
  - The more an IEPA has to go through the more gaps in the work they are liable to find and so more knowledge questions in the Interview. This means less stretch and challenge, which limits opportunities to get the apprentice to Merit and Distinction grades
- **Evidence** in the Summative Portfolio needs some narrative.
  - Random screen shots, planning documents, etc. with no explanation will generate questions around what is this “*showing me*” and again limits the stretch and challenge.
- **Foggy memory** at the Interview can be avoided simply by taking in the Summative Portfolio, Synoptic Project Evidence and Employer Reference
  - Saying “*I did that a while ago*” is not inspiring when the apprentice is supposed to be using that knowledge to make decisions in their day job. The IEPA may labour the point to get an answer about an area they think needs more explanation – reducing stretch and challenge questions again.

Overall - and backed up by our Lead Assessors - the quality of understanding and capabilities that are coming through are really good to amazing. Some portfolios may not be the best in layout, but content shows impressive skills and knowledge, with employers raving about apprentices’ abilities.

## General news and information

**Independent End Point Assessment** does not have to be a mystery; City & Guilds is still recruiting IEPAs across a range of industries. In Digital and IT our focus is on people with experience within the industry, either in a digital technology/IT job role or teaching/training, and we would continue to welcome people who would like to support:


- Network Engineers
- Software Developers
- Digital Marketers
- Infrastructure Technicians
- Unified Communications Technicians
- Cyber Security Technologists

Visit our website and complete the form [here](#).


What’s it like being an IEPA [https://careers.cityandguildsgroup.com/associate-vacancies/independent-end-point-assessors/?dm\\_i=1UVL,6BD48,BEJIFE,OY353,1](https://careers.cityandguildsgroup.com/associate-vacancies/independent-end-point-assessors/?dm_i=1UVL,6BD48,BEJIFE,OY353,1)

**Development consultants** help shape our product offer. Our development cycle involves scoping meetings and then an invitation to be part of the qualification and assessment development. Your experience in the industry can ensure we are always developing products that are up-to-date and have an eye to the future - interested?





Send your CV to [david.wackett@cityandguilds.com](mailto:david.wackett@cityandguilds.com) with the subject title **Consultant Opportunities**.



**Who do I talk to?** If you need support in working with our Digital Technology programmes, then why not drop an email to our Technical Adviser: [ken.gaines@cityandguilds.com](mailto:ken.gaines@cityandguilds.com)

**T-Levels** will affect you over the next few years. You and your employers could work with City & Guilds to help shape their future; please contact our Technical Adviser (as above) or Industry Manager ([david.wackett@cityandguilds.com](mailto:david.wackett@cityandguilds.com)) to let us know if your employer contacts wish to be involved.

### **e-volve OpenAssess**

As of the 1 September 2019 you will be aware that there has been a major change to Functional Skills. As part of our commitment to aiding both our centres' delivery teams and the learners in their care we have a wide range of resources available through our website and we are updating our OpenAssess products that first became available **1 May 2019**.

OpenAssess is our free, onscreen practice assessment tool for Functional Skills, and is available to centres and learners. For more details and how this service can help you, visit the webpage.

The webpage is now live you can view it <http://bit.ly/OpenAssess>.

