



Digital Skills Newsletter

Spring 2019

New Year, new you. City & Guilds is seeing a growth in its Digital Skills provider family and some shout outs to Oldham College for their area being better than Good in latest Ofsted and East Kent College for having record retention on their Technicals. We are fast reaching the quarter century of EPAs being done with some 300 in the pipeline over the next couple of months.

All the hard work of those delivering Apprenticeships and using our EPA Service

has seen a range of grades being awarded and large number of merits for those on the Digital Marketer Standards. However, we are still seeing providers only now moving from Frameworks to Standards and so we are continuing to run Network events where we are providing updates and looking to you to share your experiences to continue the success that is being achieved so far – around 97% of apprentices are passing.

The review of the on-programme qualifications is continuing and our review of these qualifications will be maintained to ensure that we are using appropriate wording, as well as reducing/eliminating any ambiguity. Providers who have noted anomalies have been involved in the review, so that we have clear transparency on how the process is managed to provide a good experience for your apprentices.

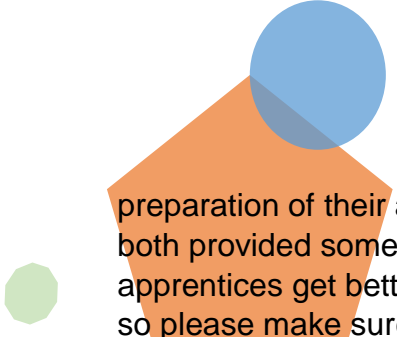
Apprenticeship Standards – new for registration and what next

Work is underway to sign off the all on-programme qualifications for Cyber Security Technologist, the EPA projects are in place and registration for this product will open shortly. We are aware that more new Standards are being signed off, so these will be added to our list of proposed developments – but, as always, we have to prioritise our developments and we can only make decisions based on information provided. If we do not currently offer a Standard that you know you are going to have a large call for then let us know. Please send information on proposed numbers or employer feedback to david.wackett@cityandguilds.com, as the Industry Manager he will add your comments and data to his business plan to aid our proposals to senior management for development resource.

Apprenticeship Standards – Network Workshops

We are now running more general Network events and will be looking to have an Independent Assessor at each event following the input from Gemma @ SEETEC on 19 February in Warrington. All attending found this behind the scenes look at how our IEPAs really work gave them a better insight into what they need to do around Summative Portfolio and general

In this issue
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preparation of their apprentices for the interview. We had similar input from Trevor @ JBC and both provided some wish lists that they would like to see providers adopt to help them and their apprentices get better value from the EPA process. Networks will be set up across the country, so please make sure you and colleagues watch out for the Email Updates from City & Guilds or email invites from our Technical Adviser.

The next event is on 12 March 2019 in our ILM offices in Burntwood, but is already sold out, and 21 March 2019 at Wiltshire College, Chippenham Campus. We are looking for venues in:

- Cumbria/Tyne & Wear area
- South East
- Essex/Bedfordshire/East Anglia
- South Coast

The current agenda is a reasonably quick end-to-end review of what happens on a Digital Standard and the first discussion on our new Virtual Assessment Service. Future events will be around provider requests and input.

Apprenticeship Standards – Virtual Assessment Service (VAS)

City & Guilds has spent a long time looking at how we can manage the synoptic projects/assignments through a virtual platform. We originally found a product that could offer everything we wanted: projects could be embedded on the platform, it can handle just about any of the Standards, has full audit trail, ability to introduce faults or timed “extras”. However, it became clear that to make use the whole range of features on the platform would make it cost prohibitive for our providers – potentially requiring a charge of £200-£300 per apprentice to use.

Following to independent investigations, we found that we could provide a service that providers will find more acceptable both in price and in use. By the end of March 2019 we will have our first offer in place for Infrastructure Technician with Network Engineer following closely behind. The assignments/projects will be made available to run across our own version of Cisco Packet Tracer that has been tested to work with the projects will have an overlay template specifically for their use, so that all apprentices using the platform have the same experience.

Packet Tracer will be used for Unified Communications Technician and other Standards where connectivity is the primary objective. UCT projects for the platform will be available around July 2019.

For other Standards where work can be done on standalone equipment, but needs a test environment we intend to use a product called CloudShare. This allows us to set up a number of network configurations to test Software Developers, Digital Marketers and potentially some of the Cyber Security Technologist.

Because we believe in providing a support service and not just sending you off with a project to use wherever you like, City & Guilds will also be getting a dedicated person within our EPA team to administer the VAS and be first line contact for any issues. In addition, we will have a second line support technician to handle any problems with the platforms or projects.

While there is an extra charge for the use of the service, these are to cover only our administrative costs and those charged by the 3rd party supplier. Please note if you wish to use the VAS 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 – late March 2019
With VAS - 9648-75 (EPA + £30 = £1,030) or without - 9648-73 £1,000
- L4 Software Developer – early April
With VAS - 9648-76 (EPA + £75 = £1,075) or without - 9648-71 £1,000
- L4 Network Engineer – late April
With VAS - 9648-77 (EPA + £30 = £1,030) or without - 9648-72 £1,000
- L4 Digital Marketer – late May
With VAS - 9648-78 (EPA + £75 = £1,075) or without - 9648-74 £1,000
- L4 Cyber Security Technologist – late June
With VAS - 9660-13, or without - 9648-12
- L3 Unified Communications Technician
With VAS - 9790-72 (EPA + £30 = £1,030) or without - 9790-71 £1,000

Finally, to date many of the queries around the EPA process and requirements have been answered by the administration team, from the end of February 2019 there will be a dedicated team of 3 for EPA Customer Support. This sits outside our normal customer service team and is there to handle process issues, booking issues and making sure that providers fully understand the requirements of the Standards they are offering.

Digital Skills full time offer

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)

We recently sent you a presentation on some dos and don'ts of marking the Synoptic Assignment, as well as the link

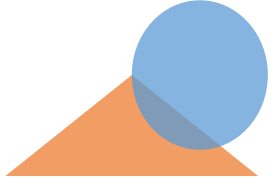
to the Facebook page set up by colleagues in Middlesbrough College.

City & Guilds is pleased to welcome some new centres in their first delivery year;

- East Kent College
- The Lakes College

Congratulations to Oldham College on their department being highly recognised in a recent Ofsted inspection.

City & Guilds Level 2 Technical Certificate, Level 3 Advanced Technical Certificate and Level 3 Advanced Technical Diploma have been designed to help colleges work with their students in making 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

Technical qualification resources and support

To support our full time offer for the Technical 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 on: <http://bit.ly/TechnicalHelp>

For the Level 2 Technical Certificate and the Level 3 Advanced Technical Certificate and Advanced Technical Diploma there is also learning materials on SmartScreen to help support your delivery, get you up and running quickly, as help standardise learning across your team. The materials are available 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.

Learning resources for Digital skills programmes

As part of the Digital Skills team's commitment to looking for ways to support our centres, we have recently had conversations with an organisation called OpenClassrooms. They have a wealth of online learning materials that could help with the delivery of **Technicals** or **Apprenticeships** and would like to talk with centres interested in working with them to match their content to relevant programmes.

Who are they?

[OpenClassrooms](#) is an education-to-employment platform that trains 3 million students a year, across 140 countries. With a commitment to make professional education accessible, it is focused on tomorrow's skills and jobs - *with fully online programmes that deliver an experiential and competency-driven, project-based pedagogy (with individual mentorship and a job guarantee for students).*



In France it offers accredited associate, bachelor's and master's degree level certification in core tech skills, as well as employee training and recruitment programs, including Apprenticeships. Working directly with brands including CapGemini, AWS, Google, Microsoft, Salesforce and Facebook.

It is rapidly expanding its English provision in the UK and US to support the FE/Vocational sector and Universities to better meet the needs of young people and employers in closing the ever-growing digital skills gap in the workforce.

It has just set-up an office in the UK and is keen to engage with Colleges & Providers to explore a range of opportunities in full-time, apprenticeship and full-cost recovery programmes.

Its high quality [courses](#) and Job-Guarantee career [Paths](#) develop the competencies for entry level skills and those for experienced hire roles, including:

- Web, Front-end, Back-end and Full-stack developers
- iOS and Android app developers
- Data Analysts
- Product and Project Managers
- UX Designers

If you are interested in finding out more please contact UK Director, Chris Kirk at

chris.kirk@openclassrooms.com

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 being provided by our Technical Adviser and Industry Manager on how City & Guilds operate the 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](#).

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 you CV to 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

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) to let us know if your employer contacts wish to be involved.