Digital and IT Skills

Data Technician Launch and Revised Digital Support Technician Update

10 May 2023

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Everyone is on mute

Everyone is on mute

Slides

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Questions

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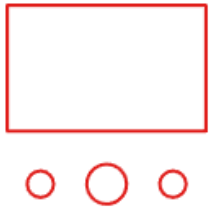

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9665-12 Level 3 Data Technician

The broad purpose of the occupation is to source, format and present data securely in a relevant way for analysis using basic methods; to communicate outcomes appropriate to the audience; analyse structured and unstructured data to support business outcomes; blend data from multiple sources as directed and apply legal and ethical principles when manipulating data.

In their daily work, an employee in this occupation interacts with a wide range of stakeholders including colleagues, managers, customers and internal and external suppliers.

They would typically work as a member of a team; this may be office based or virtual. An employee in this occupation will be responsible for collecting and processing data under the guidance of a senior colleague or multiple colleagues across the business. This may vary by sector and size of the organisation.

Professional Discussion underpinned by Portfolio

Requirements / Knowledge, Skills and Behaviours

Professional Discussion underpinned by Portfolio

Professional Discussion

The Professional Discussion will be appropriately structured to draw out the best of the apprentice's **competence** and **excellence**.

The Professional Discussion will involve the questions that cover all the knowledge, skills and behaviours (KSBs) assigned to this assessment method and will **consider the supporting evidence in the apprentice's Portfolio of Evidence**.

The two-way discussion will cover both what the apprentice has produced and how they have done it. This assessment method makes use of **naturally occurring evidence** collated in the Portfolio of Evidence to support the assigned KSBs.

It also allows for assessment of KSBs that **do not occur** on a predictable or regular basis or may not naturally occur during the Scenario Demonstrations.

Authenticating the apprentice's work

The IEPA must ensure all decisions satisfy Validity, Authenticity, Currency and Sufficiency (VACS). For evidence produced outside controlled conditions, the apprentice will be required to:

- sign a declaration that the work is their own
- reference all sources.

Professional Discussion underpinned by Portfolio

Submitting the Portfolio of Evidence

The apprentice will prepare a Portfolio of Evidence during the on-programme phase of their apprenticeship. The Portfolio will be reviewed by the IEPA. It should be a concise collection of the apprentice's best pieces of evidence, should efficiently demonstrates the apprentice's performance in relation to the KSBs and grading descriptors and showcases their highest quality work.

The Portfolio of Evidence is **not** graded.

The apprentice can use the Portfolio to provide evidence to support their accounts of their work during the Professional Discussion.

The Portfolio must be submitted electronically in line with City & Guilds requirements at the Gateway and it must contain sufficient evidence to demonstrate the KSBs assigned to this assessment method.

Assessment Environment

The Professional Discussion will be undertaken by the same IEPA who has assessed the apprentice's Portfolio of Evidence. This IEPA will also make the grading decision.

The Professional Discussion will take place in a controlled environment, free from distractions and external influence. The discussion usually takes place remotely via online video conferencing.

Professional Discussion underpinned by Portfolio

Evidence Requirements

The Portfolio should meet the following:

- Adequately demonstrate KSBs
- Mapped against the KSBs
- Evidence used holistically to demonstrate more than one KSB
- Must **not** include self-assessments as evidence

Evidence may include:

- workplace documents, e.g. workplace policies, procedures and records
- photographic evidence with annotations
- video clips (maximum total duration 5 minutes); the apprentice must be in view and identifiable at all times
- witness statements or other employer contributions that focus on direct observation of performance rather than opinions

Witness Statements

Witness statements should include:

- Their relationship to the apprentice
- Their name and job title
- Evidence that was generated on-programme
- Approximate date of work-based examples
- Clear examples of direct observation where the apprentice has demonstrated competency against the Standard whilst on programme.

Professional Discussion underpinned by Portfolio

Selecting Evidence

Apprentices should consider:

- The grading descriptors and relevant KSBs to be covered by the Portfolio
- The type of evidence that can be presented
- The amount of evidence that should be presented
- The currency of evidence which must be produced while the apprentice is undertaking their apprenticeship

Evidence collected towards the end of their apprenticeship programme, as they become independent in their work, is likely to provide the **most holistic evidence**. i.e. covering multiple KSBs and grading descriptors at once. From this, they should select evidence that **most efficiently meets all** the relevant grading descriptors and KSBs and which demonstrate their best performance.

There are two questions that an apprentice should consider when selecting work to form their portfolio:

1. Which pieces holistically (most efficiently) give evidence that together cover all of the relevant KSBs?
2. Is this the best evidence I have, showing that I have met all of the requirements for the higher grade?

Professional Discussion underpinned by Portfolio

Professional Discussion

The IEPA will conduct and assess the Professional Discussion. It will last for 60 minutes. The apprentice will be asked at least 10 questions, the IEPA may use follow up questions to clarify any points the apprentice has raised.

The apprentice and the IEPA will have access to their own copies of the Portfolio throughout the Professional Discussion and both can refer to it as needed. The apprentice should draw on the contents of the Portfolio to underpin the discussion, selecting items to inform and enhance their answers.

Grading the Professional Discussion

The Professional Discussion will be graded Fail, Pass or Distinction. To pass the assessment method, the evidence presented **must meet all the Pass criteria** for the Professional Discussion. To achieve a distinction, the evidence presented **must meet all the pass criteria and all the distinction criteria** for the Professional Discussion.

Scenario Demonstrations with Questioning

Requirements / Knowledge, Skills and Behaviours

Scenario Demonstration with Questioning

Demonstrations

The apprentice will complete **2 simulated Scenario Demonstrations**. These must be carried out over a total assessment time of 90 minutes.

The demonstrations **may not be split**, other than to allow comfort breaks.

The apprentice will be given **one demonstration at a time** by the independent assessor. They will complete the first scenario demonstration and questioning before completing the second demonstration and questioning.

Aims

The aim of the Scenario Demonstrations is to show evidence of how the apprentice has carried out work in response to specified occupational tasks.

The activities carried out will **reflect relevant working practices** for this role and allow the apprentice to **demonstrate the assigned KSBs** for the assessment method.

Purpose

The purpose of the IEPA Questioning will be to check the KSBs shown in the apprentice's Scenario Demonstrations and **explore the underpinning reasoning and details of the evidence provided in the outputs of the Demonstration activities**.

The questions will **focus on the outputs** of each Scenario Demonstration and **how these relate to the KSBs** assigned to the assessment method.

Scenario Demonstration with Questioning

Assessment Environment

- Computer system with access to data sources
- Working internet if applicable large display screen enabling the independent assessor to clearly observe the apprentice's actions
- Access to software for manipulating data, appropriate to the scenarios selected by the independent assessor.

Carrying out the Scenario Demonstrations

The supervision of the assessment will be carried out by the IEPA, or a responsible person as agreed by City & Guilds. The assessment can be carried out remotely or in person, in accordance with City & Guilds conditions.

After the Scenario Demonstrations are complete, the apprentice may not retain any materials created during the assessment, nor any copies of the scenario content that they used during the assessment.

Guidance

- Data sets and documents generated during this assessment method must be uploaded to EPA Pro upon completion of both scenarios.
- When saving spreadsheets containing data sets, OpenDocument Spreadsheet (.ods) format should be used.
- When saving data sets using databases, appropriate file formats should be used, e.g. Microsoft Database (MDB) when saving files in Microsoft Access.

Scenario Demonstration with Questioning

Before the Scenario Demonstrations

City & Guilds will agree the scheduling of the Scenario Demonstrations and Questioning with the employer. The times and dates of should be arranged with the City & Guilds End-point Assessment team via the Gateway questions on EPA Pro. The City & Guilds End-Point Assessment team will assist in the booking process as required.

Questioning

The Questioning session will supplement the 2 scenario demonstrations The IEPA must ask a minimum of **10 questions**. Follow up questions may be asked where clarification is required. The Questions generated by the IEPA will focus on the Scenario Demonstrations and the assigned KSBs.

Recording the Evidence

The IEPA will document the contents of the Questioning session. City & Guilds will keep a recording of the session for quality assurance purposes. The apprentice's responses will be audio recorded and IEPA justifications on decisions will be noted.

Scenario Demonstration with Questioning

Scenario Demonstration 1 – Data Gathering

- Access multiple data sets from different sources
- Blend or correlate these data sets via common fields to generate an aggregated data set – Store this aggregated data set for later analysis
- Review the aggregated data set for obvious trends and patterns, documenting the findings for use by those conducting analysis on it – Value of data to the organisation.

Scenario Demonstration 2 – Data Analysis and Validation

- Access a data set and filter it to contain only those records stated as being relevant for the purpose
- Examine the filtered data set and document primary statistics about the records and their most important fields
- Cleanse the filtered data set of errors, correcting those where appropriate, highlighting others for further review, documenting all actions taken
- Conduct field encoding and/or structural normalisation actions to improve efficiency of storage and/or analysis

Scenario Demonstration with Questioning

Grading the Scenario Demonstrations with Questioning

The outputs of each scenario will be submitted to the IEPA who will assess and record the KSBs demonstrated by the apprentice during the Scenario Demonstrations. The scenario demonstrations will be supplemented by questioning and the IEPA will assess the apprentice's Scenario Demonstrations and Questioning session holistically to arrive at a grade for this assessment method.

The Scenario Demonstrations with Questioning Assessment Method will be graded Fail, Pass or Distinction.

Digital Credentials

Digital credentials are issued and verified online, making it easy for individuals to demonstrate their competencies to employers, clients, and peers online. Each digital credential has a unique URL that can be shared electronically via social media, in an email signature, and on a CV. This is a complimentary service in addition to the paper certificate.

City & Guilds EPA Digital Credentials webpage

or contact digitalsupport@cityandguilds.com

Re-sits and Re-takes

Apprentices who fail one or more assessments will be offered the opportunity to take a re-sit or re-take:

- A re-sit is where the apprentice takes the assessment again without the need for new learning
- A re-take is where the employer determines new learning is needed first The employer must agree that either a re-sit or a re-take is appropriate course of action for the apprentice

An apprentice who fails one or more assessment method will be required to re-sit or re-take the failed assessment method(s) only.

Where any assessment method must be re-sat or re-taken, the apprentice **can** still achieve a Distinction grade overall

A re-sit should be taken **within 8 weeks** of the Fail notification

A re-take should be taken **within 16 weeks** of the Fail notification

Any assessment method re-sit or re-take must be taken **within 24 weeks** of the Fail notification, otherwise the entire EPA must be taken again, unless, in the opinion of City & Guilds, exceptional circumstances apply outside the control of the apprentice or their employer.

EPA Pro – Lead times and Updates

Rebecca Hollamby

EPA Partnership Manager

Data Technician FAQs

Gateway: Functional Skills,

Declaration Form

Portfolio

Portfolio recording forms documents.

9665-12 Evidence Reference Matrix – Portfolio of Evidence

- Please see ***City & Guilds Level 3 End-point Assessment for ST0795/AP01 Data Technician (9665-12) EPA Pack for Employers and Providers*** for KSBs

Ref.	Grading Descriptor		Indicate section reference(s) where the criteria is covered in the Portfolio (Apprentice only)	Checked that evidence is valid (Provider/ Employer only)
Data Gathering				
K1 K4	Pass	Explains the different types of data sets and their formats		
K1 K6	Pass	Describes the value of the data to the organisation and the importance of analysis management		
	Dist.	Evaluates and justifies why using different data sets is important to the business		

Lead in time: 15 days

Feedback: 7 days for final results
Learner Feedback uploaded on confirmation of final grade
Digital Badge Issued

2 – Gateway Review

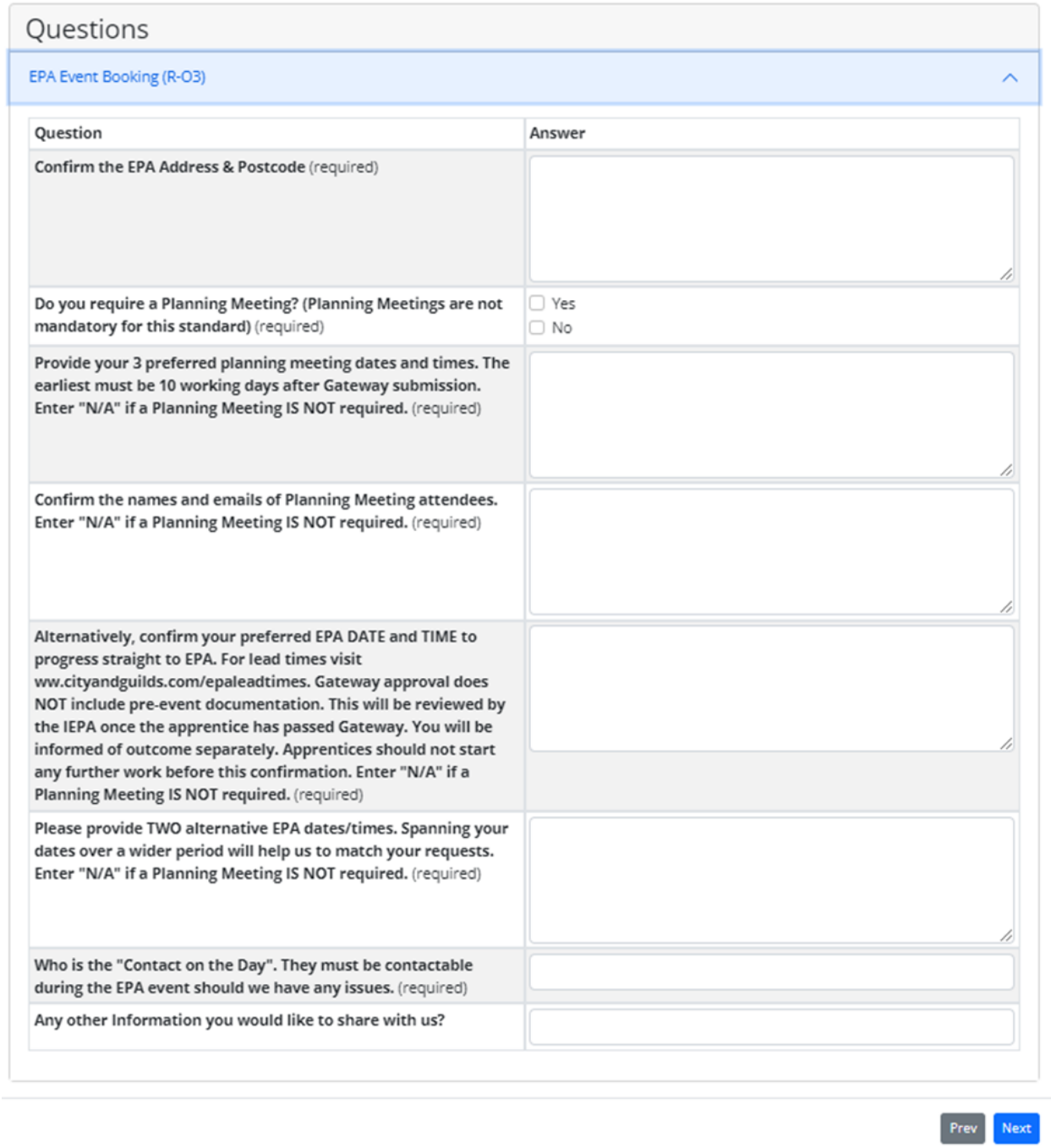
Gateway Review / Confirmed

Process Apprentice

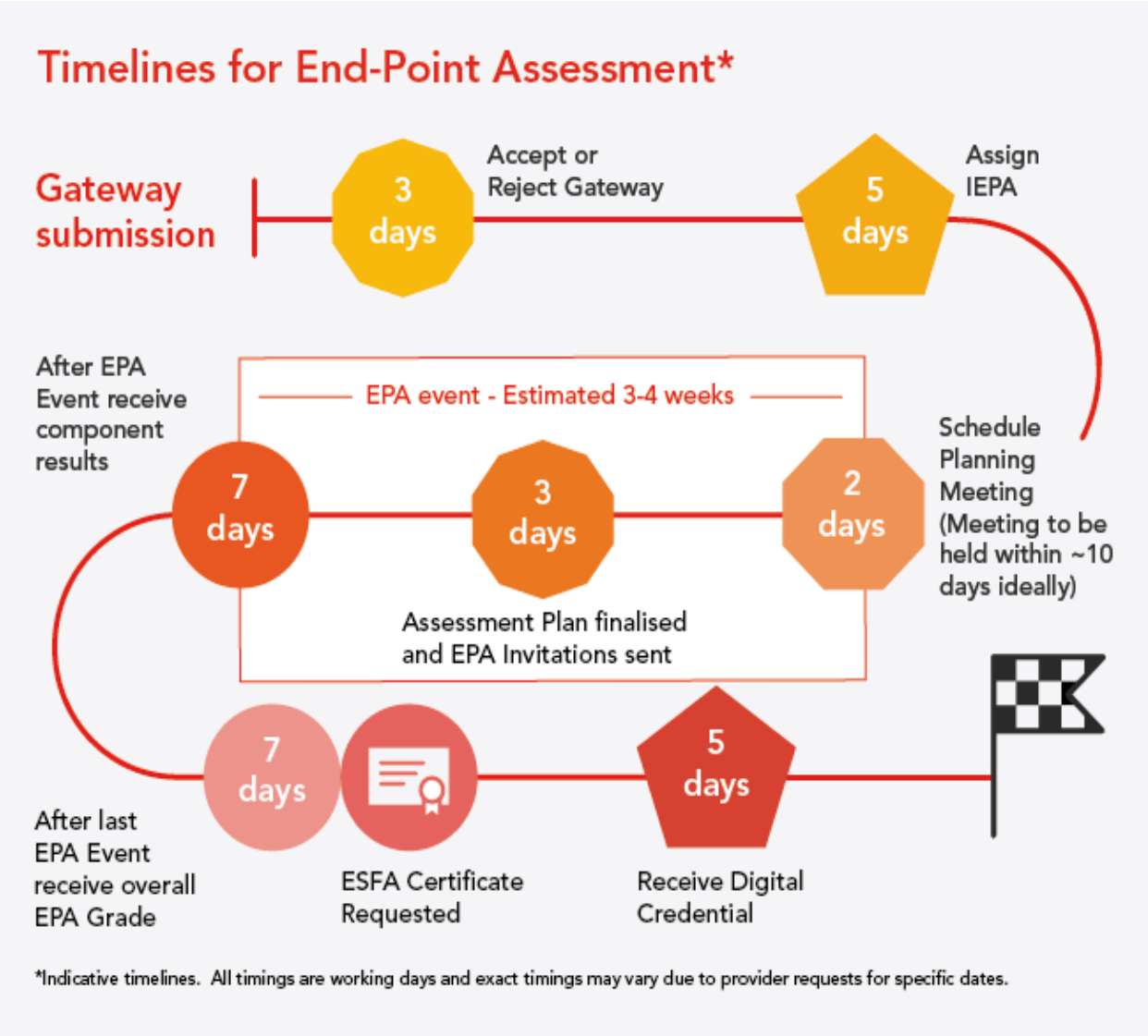
Complete sections 1 – 3

Section 4

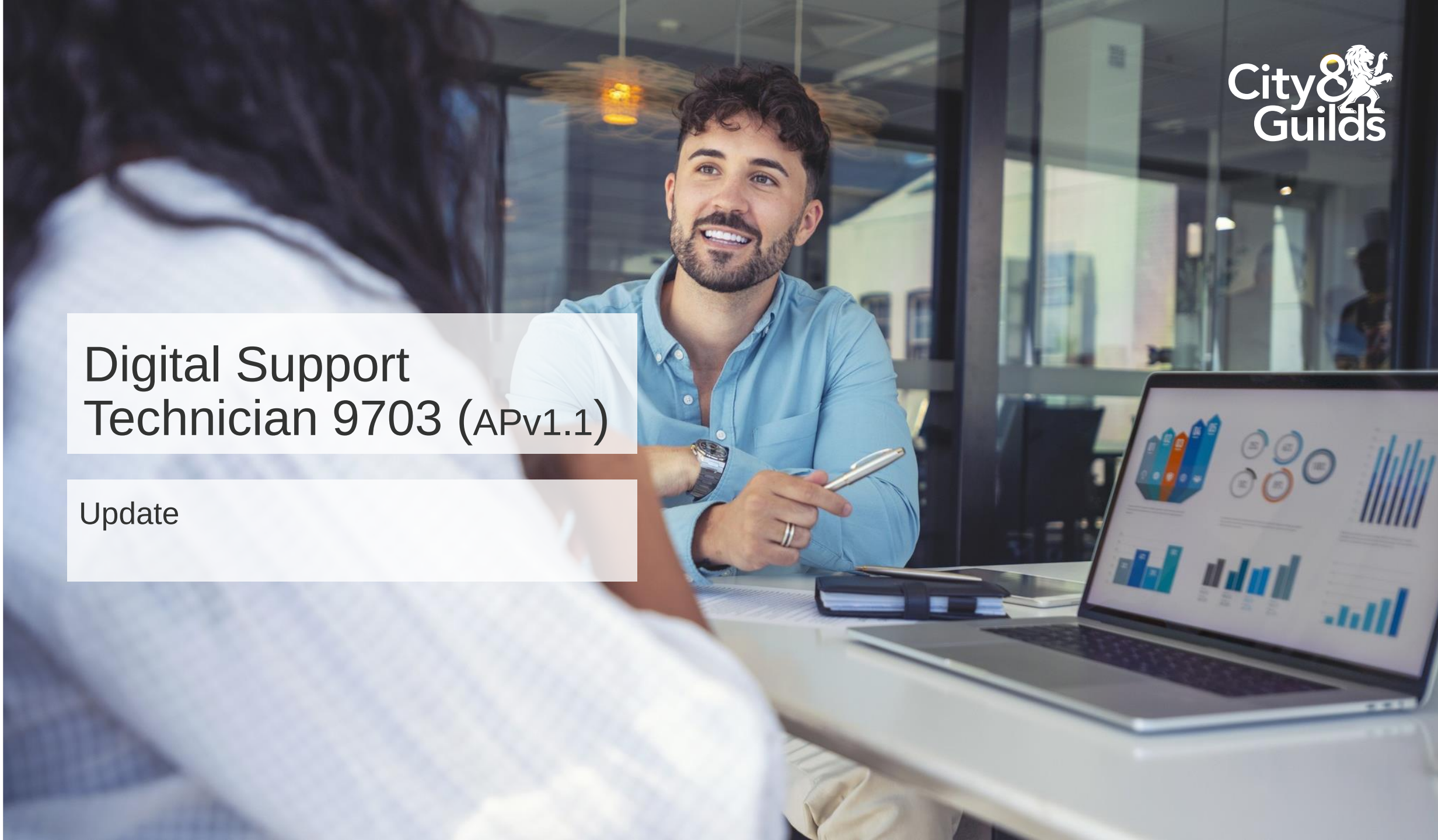
- Preferred EPA date lead times – www.cityandguilds.epa/leadtimes
- **Lead in time: 15 days**
- EPA Address
- Planning Meeting or Assessment Meeting details
- Contact on the day
- Any other information



4 Timeframes - Digital



- 9661-12/13/14 Cyber Security Technologist – The timeline for this standard is 9 weeks. Following Gateway, if the standard requirements have been met, the IEPA will upload Project Brief feedback 8 weeks prior to the EPA taking place. The apprentice will then have 6 weeks to complete their Project Report and upload it to EPA Pro 2 weeks prior to the EPA taking place.
- 9600-12 Level 4 Software Developer - requires a minimum of 15 working days lead time however, once the IEPA has approved the project summary, the apprentice then has a maximum of 9 weeks to complete and submit their completed Work Based Project Report. The EPA will then take place 2 weeks later.
- 9602-12/13 Information communication Technician - Support Technician - requires a minimum of 7 weeks lead time however, the EPA date is booked 6 weeks in advance the apprentice then completes and submits their project report, alongside their portfolio, within 4 weeks of achieving Gateway (this must be by 2 weeks prior to the EPA taking place)the IEPA then has 2 weeks to review project
- 9601-12 Network Engineer requires a minimum of 5 weeks lead time. The learner will complete their scenario demonstrations over 2 days post gateway and then the IEPA will have the output of this for 2 weeks prior to the EPA assessment taking place.



Digital Support Technician 9703 (APv1.1)

Update

Digital Support Technician 9703 (APv1.1)

The original version (9700) had a Knowledge Test, this has been removed from the revised EPA assessment plan.

Method 1 – Project Report with Presentation, Questions and Answers

Method 2 – Professional Discussion underpinned by a Portfolio

*A **Digital Applications Technician (DAT)** helps their organisation and its internal users to maximise the use of digital technologies. They help organisations adapt to and exploit changes in technology to meet objectives and maximise efficiency. They ensure effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems.*

*A **Digital Service Technician (DST)** supports external customers and clients through a wide variety of digital channels. A DST helps them access and receive services and provides coaching and support to them in their use of the digital systems. A DST will support external customers and clients to complete and submit data remotely. They will help them to diagnose and resolve problems with their access to and use of digital tools.*

https://www.instituteforapprenticeships.org/apprenticeship-standards/digital-support-technician-v1-1?view=standard

Associate Vacancies

We are looking for occupationally competent Independent End-point Assessors (IEPAs) and Lead Independent End-point Assessors (LIEPAs) to conduct End-point Assessments, as the apprentice completes their training.

Areas include (but not limited to):
- Information Communications Technician
- Cyber Security Technologist
- Data Technician
- Digital Support Technician
- Infrastructure Technician
- Network Engineer
- Software Developer

Check out our Associate Vacancies site for Person Specifications, Task Profiles and How To Apply.

Home | City & Guilds Associate Vacancies (cityandguilds.com)

LinkedIn Group

We are launching a LinkedIn Group for all things Digital End-Point Assessment and Qualifications here at City & Guilds. We hope to create a strong, supportive network with members from across centres, training providers and employers of all sizes. Asking questions and sharing of best practice is encouraged. The group will focus on information, resources and support for Qualifications and End-point Assessments.

To join, go to: https://lnkd.in/e94Dy3uP or scan the QR code below.

Resources

We are producing new resources continually to maintain and improve the support we provide to you. One new resource we have available is a Learner Preparation video for Information Communication Technician. This is a learner facing resource that gives an insight into what to expect in their End-point Assessment as well as some hints and tips.

If you would like access to this resource, do get in touch with us and also let us know if you are interested in seeing this developed for other parts of our Portfolio.

Next Webinar

We intend the next Webinar to cover the revised Digital Support Technician standard in depth, looking at our EPA product.

Provisionally week commencing 19th June 2023

Sign up to email alerts and join the LinkedIn group for updates on upcoming events

https://www.cityandguilds.com/what-we-offer/centres/email-updates

Contacts

City & Guilds supports providers through their Account Manager, EPA Partnership Managers, Customer Support and the Digital Sector team.

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OR
general.enquiries@cityandguilds.com

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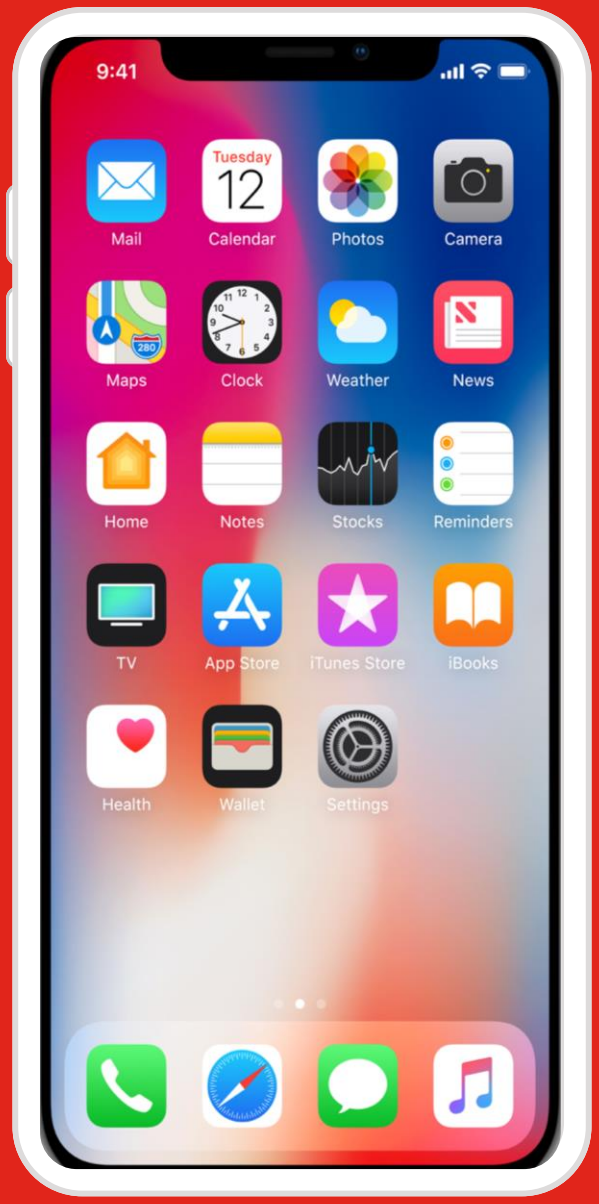
01924 930800
Learner Support Number:
01924 930801

Industry Manager – Digital

david.wackett@cityandguilds.com

Technical Advisor – Digital

david.mccallig@cityandguilds.com



Keep up to date – register for email updates:
https://www.cityandguilds.com/what-we-offer/centres/email-updates

Thank you!

Any Questions?

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City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

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www.cityandguilds.com/about-us

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