



Webinar - Questions and Answers

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Introduction

This is a follow up to the questions asked at the recent webinar, each section dated for the webinar when they occurred.

Webinar: 26 April 2021 – Alternative Assessment 2021

1. What is the involvement of the EQA in all this?

There is liable to be some requirement to verify evidence supplied from centres using TAG. Those that do not have Direct Claims Status will certainly require EQA involvement to complete their results submissions.

We expect further guidance for EQAs to be supplier following the generic Alternative Assessment event on Tuesday, 27 April.

Webinar: 30 March 2021 – Alternative Assessment 2021

1. We have no direct claims status does the CaF form cover this?

Those using the Teacher Assessed Grade process will not be able to use their Direct Claim Status (DCS), as their reason for using it and the evidence used will need to be externally verified.


2. Any news on EDSQ?

City & Guilds continues its development with the plan to have these available for September. We are working on mock ups of what testing will look like for Ofqual and preparing for customer events to bring you up-to-date on where we are, what it will look like and other information for those who will be looking to offer these qualifications.

Keep watching the emails, also update you Preferences in email updates to include Employability, Functionals Skills and similar as the Alerts may come from our colleagues responsible for those areas and not just us.

3. If we have no direct claims status, as its a new qual, does the CAF cover this?

As above, Centre Approach Form is only a means of you telling us why you have used TAG and your approach to make sure standardisation and consistency of judgement has been carried out. All centres using TAG will have an external evidence check before the results are posted.



4. If not using tag - what is the process?

Business-As-Usual, use assignments or have learners produce portfolios as required by the qualification and submit results to Walled Garden. If you do not have DCS yet then you will get an External Quality Assurer (EQA) visit, which may be remotely actioned.

5. Can we instigate a EQA Sample at somepoint?

You can initiate an EQA visit by contacting the Quality Team responsible for you or your Account Manager.

Webinar: 23 March 2021 – Alternative Assessment 2021

1. Do you mean all Technical qual must be send the exam board by the 18 June 2021?

When we talk technical qualifications, we mean the 5220 products labelled as Technicals. To have a learners results by either the 9 of August (Level 3) or 11 August (Level 2) then the results must be with us by 18 June. Results submitted later will delay our ability to post your learners grades to Walled Garden.

2. Does this include 7540-12/13?

No. These products are classed as VRQs and the final action around Alternative Assessment for these and other VRQ/NVQ products has yet to be determined. But it is expected that this will continue to operate as normal in respect of result submission.

3. When does the Validation Discussion for apprenticeships start?

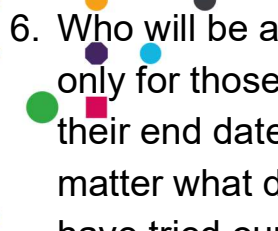
Validation Discussions are only relevant for Technicals. All work on Apprenticeship Standards has not changed and currently we do not have any alternative for on-programme testing other than Remote Invigilation.

4. Do we have to do Validation Discussions for current apprentices booked for EPA?

As above, this currently does not apply to EPA and would not apply as all EPA activities are currently continuing as normal, with home working *dispensation* available for the Synoptic Project.

5. I teach the 3038-21 Hair and Beauty technical, will the students still be expected to carry out their practical task considering salons have only been open 5 months out of 12?

We can't be certain of what may be required in the H&B sector, but we know that the Synoptic Assignments have been adjusted where possible and other things are being put in place to help with these learners. Our best advice is to get onto one of the sessions run by our colleagues, Sarah Fillaudeau Sarah.Fillaudeau@cityandguilds.com, or contact her directly.

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6. Who will be applicable for a TAG when on an apprenticeship programme. Is it only for those that are due to go to EPA or is it for all those who have passed their end date and awaiting to complete the FS, or can it be any learner no matter what duration on their programme providing we have demonstrated we have tried our best to complete the exams with the candidate?

Currently there is no change in assessment methods for apprentices, on-programme tests can be done using Remote Invigilation. We are awaiting further information on whether TAG will be allowed for these or Functional Skills – the latter is high risk according to Ofqual and so we are not necessarily hopeful that will happen.

We will put you in touch with our colleagues who look after FS for further details or you can attend their events around this subject.

Webinar: 9 March 2021 – Government assessment announcement

1. Regarding the vendor qualification, the people that were doing the CIW Internet Associates course are not doing it anymore and I am struggling to find a replacement. Do you have any companies that you know that do the course with the exam?

We will reach out to our contact who represents CIW for you and find alternative provide. We may put them in touch with you directly, so you can explain your requirements and select the most appropriate partner.

2. What's the update on Essential Digital Skills?

City & Guilds is committed to provide the EDSQs and has been submitting their approach to assessment, etc. to Ofqual for their approval. Our expectation is to have these available by September 2021 and we will provide the support for these products as you have come to expect for our Digital, Employability and Functional/Essential Skills portfolios.

3. So will there be no funding from ESFA when you release your Essential Skills in September?

Our EDSQ products will attract the same funding as given to other Awarding Organisations, which we would expect to be in place when the qualifications go live.

4. Could I have the information regarding Step into/ skills bridges?

We will provide some information in the Newsletter that is sent out following the webinar. If you wish to speak to those running the project please let us know, we can put you in touch with them.

5. Is there any update on what's happening with ICT functional skills yet please?

At this moment in time the Government has put any revision or update on hold. It was thought that this would change to Digital Technology Functional Skill, but then it seemed to overlap with the EDSQs and was put on hold.

6. Is there a date for release yet for the Information Communication Technician?
Apart from Network Engineer and Cyber Security Technologist revisions, none of the other revised Standards have yet to be awarded funding. The letter for sign off is with the Secretary of State and until this has been sent back to the employer, we will not have an idea of when they will be officially published to the IfATE website for use.

It is important to note that from the date of the funding letter the publication will not take place for at least 56 days. They only think at this point we know, is that the funding is being reduced for all the Digital revisions.

7. Any idea for timescales for revised S/W dev standard?

As above, the Software Developer revision is still waiting on being awarded its funding.

8. When exactly will C&G be able to offer the Essential Digital Skills qualifications?

As per previous answer, our intention is to have these in place by September 2021.

9. Will course Schemes of Work be able before September? *(for EDSQs)*

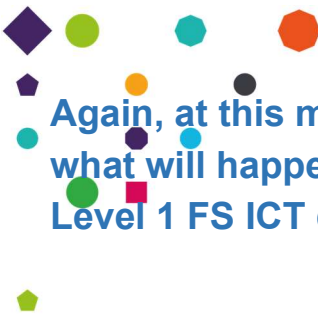
Materials to support the products are being worked on and it will be our intention to share these with you as the earliest opportunity. We are already putting together webinars to introduce our approach to these products, so make sure you have set your preference for email updates to receive them information on when they will be.

As part of our Digital and IT Keep-in-Touch webinars we will bring you any updates that we have.

10. Are you expecting the ICT FS to be withdrawn?

As above, all things to do with ICT Functional Skills are on hold from the Government's side. At this moment in time we will continue to offer the products at all levels.

11. To clarify, funding is expected to be withdrawn for Entry L1 ICT FS?

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Again, at this moment in time there has been no explicit indication as to what will happen with ICT Functional Skills. Funding for Entry level and Level 1 FS ICT quals will definitely continue for 2021/22.

12. The idea that Apps who pass through gateway don't have to go back and take Functional Skills Level 2 - this seems like a change from the guidance we have seen.

To be clear, Apprentices must achieve the Functional Skills required for the Apprenticeship Standard they are on before they will receive the result of the End-Point Assessment (EPA). There is only leeway on when the tests need to be done for a short period of time – that is until the Government say we can't allow it anymore. The key points are these:

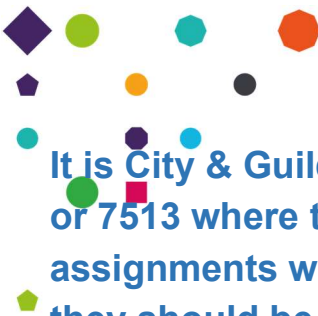
- Those on Level 2/Intermediate Apprenticeship will still need to achieve Functional Skills at Level 1, but the need to attempt the Level 2 as stated in many of the Standards has been suspended until further notice. Though, a candidate can choose and should be allowed to do the Level 2 if they wish.
- Those on Level 3 and above Apprenticeships will need to achieve the Level 2 – preferable before Gateway where possible, but the Government wishes to unblock certain industries and will allow use to let them undertake EPA without.
- No EPA results will be issued and for those that are successful we will not pass the relevant materials to IfATE until the relevant Functional Skills have been achieved.

The Government expects that every attempt will be made to have the apprentices undertake the FS tests prior to Gateway, City & Guilds allows for remote invigilation using a various tools and we are exploring Zoom as an alternative to Got to Meetings, Webex and Microsoft Teams. This option should be explored or you will need to keep details as to why you have chosen to put the candidate to EPA.

Webinar: 16 February 2021 – Keeping in Touch

1. Can I clarify the IT User 7574 credit based assignments, even assessments created for internal use have to be supervised by tutor and not given out for students to complete during online group session?

7574 can be assessed either using a portfolio of evidence or using City & Guilds created assignments. If you are generating “projects” for your learners to gather material for assessment, these do not require supervision and can be used as you have always done. Of course, we would urge that you hold a Professional Discussion or Q & A session with the learner to ensure authentication and round-off any assessment criteria not explicitly covered.

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It is City & Guilds created assignments or those in qualifications like 7630 or 7513 where the centre users our guidance to develop centre derived assignments with marking guides. The handbooks for these clearly state they should be supervised.

2. Have you any news on the EDSQ qualification from City and Guilds?

We are developing an EDSQ offer which we intend to be ready for centres to register learners on for September 2021. They are centre assessed and are at Entry level and Level 1 only. We will be providing more information as to what they will look like as we have it. EDSQs are subject to Ofqual technical evaluation, similar to Functional Skills, so we have specific conditions to meet.



Webinar: 26 January 2021 – Keeping in Touch

1. How will the career path for IT Technician to promote into Network Analyst?

Currently City & Guilds do not offer the IT Solutions Technician and do not know of the Network Analyst. For the Infrastructure Technician, it is more likely to go toward a Network Engineer than anything else, though the content is not specific to lead in that direction. Certainly the lack of software/true coding would not make it ideal for someone looking to become a software developer.

2. Should a Network Engineer know how in TCP/IP V6?

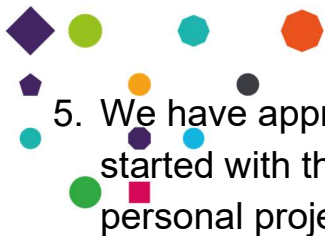
Knowledge content is outlined in the standard, the C&G knowledge module qualifications reflect the knowledge required by the standard. Though, if a Network Engineer is involved in transferring information, TCP/IP is a format worth knowing.

3. Should a personal project for the development of a Software Developer be in any business domain? Or, a social benefit domain?

The employer context is key - the apprentice is an employee, and the apprenticeship KSBs must be evidenced in the context of the employer. If work done for a social domain is at the request of the employer, then it could be part of the evidence – but it has to be clear that this is the employer driving the initiative.

4. If I am a worker for an employer, should I make sure the employer be able to understand my IT contribution?

Not sure of the context of the question, but if you are putting together evidence for an apprenticeship then it is about you. We do not mind talk about what the business or a team does, as long as the focus is on your contribution – the business and team are not doing the apprenticeship programme.



5. We have apprentices that went on furlough pretty much as soon as they started with the employer, and they are still on furlough. How can their personal project relate to the business?

Unfortunately, the evidence has to come from the workplace, though we allow a small amount of Real Work Environment activity (happy to discuss further). The other issue here, is that if they are on furlough they should not be doing anything to benefit the business – according to the rules. All you can really do at the moment is continue their learning, unless it is a case of they are not allowed into work and still doing things from home, what activities they do in that case could be included in their evidence. They could still do Knowledge tests as part of the learner journey – using Remote Invigilation.

We have spoken with ESFA and NSAR for more guidance, one new EPAO is insisting that work done at home (so installing network card or connecting to a network, etc.) would not be as robust or provide the required stretch expected from actual workplace activities. They are looking at what further guidance can be provided, but we are still waiting.

6. Are there any considerations for apprentices who have been on furlough for the portfolio e.g. can personal projects be used for S/W developer?

It is a problem, but as above we are waiting for NSAR (EQA body) and ESFA to provide more guidance. Portfolio evidence will be impossible to get if it relates to physically working on a network while the apprentice is on furlough. As above, if on furlough they are not supposed to be working on anything that benefits the business.

Skills need to be shown in relationship to the job role with the employer

Webinar: 12 January 2021 – New Year, New You

1. Is it like the previous lockdown where cannot carry out exams in college have to be done remotely?

Depending on local conditions around lockdown, there is no specific requirement for learners to come into college. Centres can use the Adaptations outlined in our published documents on the Covid-19 pages. There are options for remote invigilation and remote observation, but please read the Adaptations document and then the Sector specific document.

2. We are concerned that traineeships are vulnerable due to assessment requirements.

City & Guilds understands that many short programmes, like Traineeships, use products with assessment methods that may not be easy to administer currently (at the time of writing), which is why we have a Task Force for Assessment Adaptation currently speaking with Regulatory bodies and Government. We are trying to get a more flexible approach or some understanding of how they will assist us to help you with these programmes. Please make sure you are signed up to our email updates system for City & Guilds general notifications as well as sector specific ones.

3. Did you say that sign ups will be able to start late Feb/March for the new ICC standard?

No, the end of February 2020 is when we expect IfATE to officially publish the new Standards that will provide you with the appropriate number to put on to your ILR. We are planning to have our products open for registration by the end of April and EPA bookings by September – though we do not expect the first bookings until Spring 2022 based on the Apprenticeship duration.

It is worth noting that if you book someone on an Apprenticeship Standard before the new version is released, they will need to complete it under the current arrangements. The changes that have been made do not allow for transfer from one product to another, so please be careful once we issue the new numbers for the revised Standards.

Webinar: 8 December 2020 – Adjusting to the new normal

Thanks to all those who attended. We had no questions.

Webinar: 20 November 2020 – Adjusting to the new normal

1. Do you know what is the funding amount for IT Technical Salesperson?
£1,200

2. Will any upgrade effect Learning Assistant due to the demise of Adobe Flash?
Yes, there will a redeveloped version of Learning Assistant being launched, the editing work is being carried out now. As Adobe Flash is not disappearing for a while, it is the support from Adobe that will end by New Year.

All centres using Learning Assistant will be notified when the changes are coming and what will be done to implement them.

3. I'm a IEPA for L3 DM and also am an assessor for a TP, is this qual likely to change and when?

The Employer Group has been meeting to discuss what will happen with the Digital Marketer – please get your Employers to complete the survey, so we can feedback into the Group and IfATE
<https://bit.ly/CGDigitalMarketerSurvey>

4. Remote invigilation isn't available until after 7th December? (Re evolve tests)
Remote Invigilation is available as Business As Usual. The issue with Evolve is that it is shut from 17.59 24 November to midnight 1 December. You will not be able to get tests during this period or book new tests until the update has been completed.

5. Any news if there will be vendors or C&G qualifications in the Information Comms Technician?

There will not be any on-programme qualifications with any of the revised Digital Standards. All new Standards across industries are seeing any on-programme qualifications, unless they are specific to the industry such as Food Hygiene, Gas Safe, etc.

6. IT Tech Sales will it require 20% OJT

All Apprenticeships – even Frameworks – should have had the apprentice doing 20% Off-The-Job. This requirement has been there for a number of years, so IT Technical Salesperson will also expect this.

7. We talked recently around changes to competencies in the Infrastructure Technician. We talked about TC8 and the fact our learners currently do not have access to hardware to optimise. We talked about using **Packet Tracer** in place. Is this something we would need to submit a form for or are we saying just the way assessment is delivered?

City & Guilds is aware that at the moment certain activities that would be carried out in the work place are not possible and some pragmatic approach needs to be taken (where possible) to mitigate against this. A network set up in Packet Tracer can be done to get the apprentice to show their skill in optimisation, BUT the need to say why they are demonstrating the skill in this way and show what they would have to do or what optimisation practices they would carry out in the work place.

It is the link between Knowledge /Understanding and the Skills that we need to see. If this is done as asked here, then no is form is required by us.

8. In regard to the Network Technician, can Packet Tracer be used to provide evidence?

If this is Network Engineer, then it is more difficult to do some of the expected work required to meet Outcomes using Packet Tracer as it does not have the full ability to simulate what would happen in the work place.

We are willing to look at these on a case by case basis, but at this Level we would expect more than a simple simulated demonstration. Again, the link between Knowledge/Understanding and Skill in relation to the workplace is the key. If you can outline how that would be achieved then our LEIPA will consider that approach.

9. Missed the first few mins of webinar so apologies if it's been covered... When is Data Analyst to be launched?

This was put on hold as we wanted to develop against the revised Standard rather than do the work twice. Because the revision was not released before lockdown it has meant that we have not started the work yet, but we are looking to do so shortly.

Webinar: 27 October 2020 – Adjusting to the new normal

1. Is EPA pro just to be used in England or will it be available in Wales as well?
EPA Pro is predominantly designed to work with Apprenticeship Standards in England that have End Point Assessment. However, we have several contracts with Qualifications Wales and these do include work in the Apprenticeship market, so City & guilds are looking at whether this product can be adapted.

2. Will there be a separate webinar which relates to apprenticeships in Wales?
We would be happy to do a session specifically for Wales, but also welcome direct contact for any issues that a centre may face. Please contact David or Ken to take up the offer and book an ameeeting.

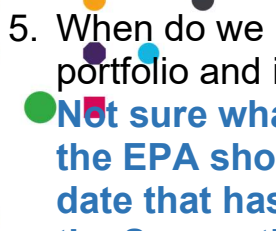
3. Is EPA Pro separate to Get to Gateway?
These are two distinctly different products. Get to Gateway and its offspring – Profile Plus – are e-learning and evidence gathering for the on-programme learner journey. EPA Pro is a process management tool, which will allow centres to register apprentices with us, se learning time completion, book EPA, contain the materials currently available on SmartScreen to help with the preparing for the EPA and all the monitoring/reporting that goes with that.

EPA Pro will not be charged for, as this is our process system, but Get to Gateway will still have a cost associated with it as it is learning materials.

4. Regarding the EPA portal and Digital Marketer - at what point do you release the synoptic project? Can it be released a week or so before the learner is due to do the Synoptic Project?

The Synoptic Project is not released by us, they sit on our main website and are password protected to allow for access when you and the apprentice have received confirmation of Gateway being met.

Which project to do should be made using the Project Briefs in our EPA Guidance handbooks, the apprentice should not see the full project until they are ready to actually do the work.



5. When do we press the release button for the employer reference, summative portfolio and interview? Is this on the day the evidence is being uploaded?
Not sure what the “release button is”, but all evidence that is relevant to the EPA should be uploaded no later than 14 days before the Interview date that has been booked and agreed. If the Employer Reference and the Summative Portfolio is ready when declaring Gateway, then once the EPA Portal is open for that apprentice the evidence can be uploaded.

6. Would you be able to send or attached the slides, please?
Slides are sent after each event, along with this document to those who registered and a Flash Newsletter to cover the main points of the presentation and a link to the next set of webinars, as well as to the Updates and webinar page for Digital and IT Skills where a recording of the webinar can be found.

7. For an apprentice who loses job but not made redundant - anything a new employer can get grantwise?
This not a simple thing to answer, as what circumstance would cause the apprentice to lose their job other than be made redundant? If they were sacked for gross misconduct or something similar, would a new employer want them? Would you actually want to continue to work with an apprentice that has a bad work ethic or prone to causing issues?

If the employer has just decided they do not want to continue with the apprentice – nothing bad has happened – then this could still be considered being made redundant we feel. If the company went bust or taken over and all apprentices let go, again this still seems that they have been made redundant.

ESFA have a whole section in the Funding Rules around redundancy, etc. and it is a fairly easy read, so we would recommend you go to the source for further questions on this.

Webinar: 06 October 2020 – Keep In Touch

1. On the note of Access being removed from the standard office, is this area going to be removed then from the ICT Functional Skills exam?

Feedback from our Functional Skills Technical Adviser: We’ve never prescribed the use of any particular software product within the assessment of FS ICT, although learners should have access to appropriate industry-standard software that’s fit for its intended purpose.

At Level 2, the Subject Criteria states learners need to

Select and use appropriate software to meet requirements of a complex data handling task, including ...

- *searching records*
- *sorting records*
- *editing records.*

It's likewise not in our gift to change the regulatory criteria that underpin these quals – and at this stage in their lifecycle (if Functional Skills ICT is likely to be superseded by Digital FS) it's highly unlikely the Regulator/Department will be looking to do so either.

2. Why not allow the centres to distribute the e-certs ? So why not do the same as now ?

E-certificates are available for all City and Guilds and ILM qualifications and provide you with access to full certificates, certificates of unit credit and much more.

It was designed to enable customers to process funding claims more efficiently by providing evidence of learner certification before your learner's full certificate arrives. It also allows you to reduce your environmental footprint by accessing data online removing the need for it to be sent through the post.

What certificates can I access?

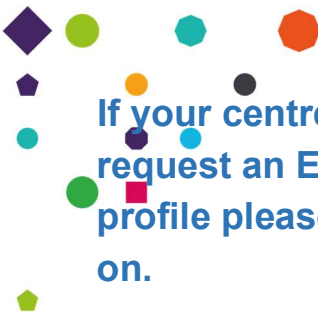
Within the e-Certificates system you will find access to the following

- Full certificates
- Certificate of unit credit

How to access

Centres must have access to either a Primary or Secondary user profile on the Refreshed Walled Garden or Exams Profile on Walled Garden (Classic).

If your centre has migrated to Refreshed Walled Garden your Primary user within your centre can assign a Primary or Secondary user profile to you. Once assigned one of these profiles please [contact us](#) to be issued access to the e-Certificates add-on.



If your centre is using Walled Garden Classic your head of centre can request an Exams user profile for you. Once assigned an Exams User profile please [contact us](#) to be issued access to the e-Certificates add-on.

Verify an e-Certificate

e-Certificates are fully secure and can be verified by visiting the e-Certificate verification web page and manually entering the learner name and certificate authentication code.

3. The centre needs to certificate to close out the ILR. Also if the EA is not through City and Guilds you need the certificates for the other EPA.

Hopefully the answer above will answer this question, as you as the centre can have access to the e-Certificates system to print the documents you need.

4. Young people change their email addresses frequently.

The centre can update the email address in Walled Garden, as we would assume they would need to update their own learner records and the email details changed.

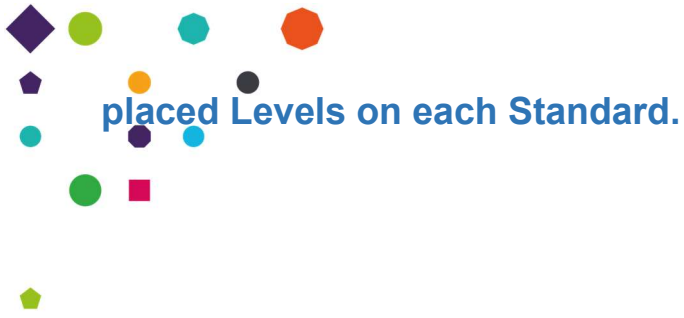
Webinar: 15 September 2020 – Back in Harness

1. Do you know if there is anything coming out to replace level 2 IT User qualification?

For Apprenticeships, the closest Standard will be the Digital Support Technician (DST) and the Application Support pathway. This is based around the fact that the previous product was the IT Application Specialist Framework and was only allowed because it was argued that we needed a product that would help develop “super-users” in the workplace. The DST tends to reflect this in its design.

Alternatives such as Traineeships, which some providers have been using as pre-apprenticeships are also a possibility for those not ready to take on a Level 3 designated programme. As mentioned on the webinar, Standards are not meant to be time bound as Frameworks were, they were meant to lead to an end job role. It was envisaged that employers and training providers would start a learner where ever it was need and take them through to the final EPA at the desired “level” required.

We know the reality has turned out different, partly due to the fact they





2. Feel a traineeship is not long enough though to get them up to a level 3.

The concentration from Government has been around Apprenticeship Standards, followed by T-Levels and now Higher Level qualifications at levels 4 and 5. They are putting money to Adult Education (for upskilling/reskilling) and in Traineeships where we are now seeing digital skills has to be part of the delivery.

We think that the Government/DfE/IfATE will have to address this issue and not just as a “transition year” described in the T-Levels, but a definitive Level 2 for those who do not need anything more.

3. I wondered if you were offering EDS qualifications?

It is our intention to do so, please see the answer below (Q1) from 25 August.

4. Where can I find the dispensation declaration/timing forms?

They can be found under the Digital and IT Skills section under Qualifications on our main website. When you click to view the qualifications in this area you will find a hyper link to Updates and Webinars, at the bottom of the page is a Miscellaneous section. Here is a quick link.

Digital and IT Updates and Webinars

<http://bit.ly/CGDigitalUpdate>

**APOLOGIES FOR THE QUALITY OF THE SOUND ON THE LAST WEBINAR.
IT WAS RESOLEVED FOR THOSE WHO LEFT.**

We will check the recording quality and if it is not good we will voice over before we publish to the Updates area as normal.



Webinar: 25 August 2020 – New Beginning

1. Are there any plans for C&G to be an AO for EDSQs and FDSQs?

City & Guilds is looking to deliver the EDSQs and is hoping to have something available in Spring 2021, worse case by September 2021. It will involve more than just creating the products, as we have to present all of what we are going to do to Ofqual before being accepted onto the register of AOs for these.

The Functional Digital Skills have been put on hold by the Government, as there was confusion in the market as to what the difference between the two offerings were and that they seemed to be targeting the same audience with more or less the same content. It is thought that the FDS will not reappear.

2. What level are Traineeships being offered at? Will it go to Level 3?

Traineeships are aimed at the Level 1 and Level 2 market with a nod to the fact that there are very few Apprenticeship Standards in this space and IfATE are resisting their creation. Some are calling these *pre-apprenticeships*, but there is a key difference as learners will not necessarily be in any form of paid employment.

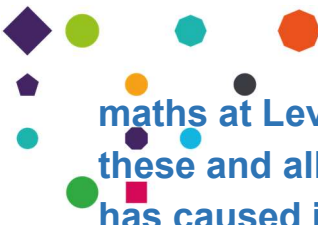
City & Guilds has produced a list of products that would fit in this space for each Industry area, with the Industry Managers and Technical Advisers producing specific slide sets to show what could be used that also include English, maths and digital skills (which is now going to be a mandatory part of Traineeships). There are some generic webinars been held, recordings available on our website, and the Industry Teams are looking to set up specific webinars on the topic once we have all the relevant funding detail to go with it.

3. Please confirm that the module pathway tests are part of EPA and occur after Gateway and not taken before Gateway.

For the Digital Support Technician the tests are part of the EPA and not required to be achieved prior to Gateway. It is a trend we are seeing with a number of new or revised Standards/Assessment Plans, though it is not consistent across all developments/revisions.

4. If a learner has gone to EPA but not achieved their Functional Skills when must be this completed by ...Dec 2020. I am referring to 3748.

Strictly speaking, no learner should have been allowed through Gateway without the achievement of Functional Skills – or proof of English and



maths at Level 2. Because Ofqual would not allow remote invigilation for these and all results had to be calculated and entered by 31 July 2020, it has caused issues for many providers.

City & Guilds has not issued a blanket “let them through and finish later” statement, as we had various concerns of what would happen when employers and apprentices completing EPA. However, we are mindful of what this means for providers and apprentices, we would welcome you contacting us or the EPA Team to discuss your situation.

We are aware that IfATE did say that Gateway could be accepted, but the EPA result would not be published until the Functional Skills had been achieved. It is this that employers may question – i.e. if they are good enough to achieve the Apprenticeship, why do we have to have them do the other bit.

Please, get in touch.

5. The Covid-19 response for Functional Skills was only for March to July. We are working with our colleagues who look after this area, the EQA body – NSAR – and IfATE to see what happens next.

As mentioned at the start of and during the presentation, City & guilds is already progressing what it may need to do for Mitigation of assessments for 2020/2021. Some of what we will do may be dictated by Government bodies, but some will be at our discretion and easier to manage. Watch your email inbox for further details.

Webinar: 4 August 2020 – New Beginning

1. With Digital Support Technician I didn't see employer reference, are references not being used for qualifications when the standards are revised?
New Standards being published (such as DST) and the revisions of existing Standards will not require a separate Employer Reference document. As always, we believed that a lot of the commentary from supervisors, managers and peers could be gathered as part of the Summative Portfolio from 1-to-1s, appraisals and regular communication, and we would expect to see this practice continue.
2. Do we know when the revised standards will be available?
The revisions were meant to be with us by the 1 August 2020 – even

If ATE are still wedded to the Academic Year. All the Employer Groups have asked – in part due to the effect of Covid – that the earliest date of use should be January 2020. Intended date is meant to be the 1 January, but some of the Standards are still being tweaked and in the case of Infrastructure Technician it is going to go through another rewrite.

We do now have access to the Revised Standards and the draft Assessment Plans, which we will look to provide further detail on as we get to understand the requirements for each.

3. We would definitely welcome you taking Software Development Technician into your portfolio!

Because the revised product will not have so much overlap with the Software Development Standard and has removed the supervisory elements, this is now in scope for us to propose as a forthcoming development in our portfolio.

4. How much will a re-sit cost for Digital Support Technician?

Costs will be:

- Registration: £25
- EPA Final Fee: £775
- Resit of Tests: £25 per test
- Resit of Case Study/Interview: £700


They only have to retake the parts they fail.

5. Will you be working with TP/Employers to come up with questions for EPA Tests?

The final draft documentation has been provided to the Chair of the Employer Group, an employer that has been running the Standard since it was published, our LEIPAs and 2 Centres. We have involved both Centres and Employers in the development of the materials, as well as having an independent Scrutineer.

6. Can vendor training be incorporate into the Digital Support Technician apprenticeship to prepare for the knowledge tests?

The Knowledge tests in DST will be different to those currently forming part of the On-Programme activity. We have always said that as many Vendor products as you want – if appropriate – can be used, but we you will only get funded for one as per the requirements in the Standard.



With DST you can use appropriate Vendor, but you will not be able to claim any funding for the exams/certificates. As with doing extra Vendor programmes now for the On-Programme element, you could claim funding for the learning materials as long as you can show that these are relevant to the learner journey and Standard the Apprentice will undertake. This may be part of any audit that ESFA does, it will not be part of any processes that we have or intended to put in place currently.

7. Evolve mitigation. How long is this running for (remote tests)?

The Remote Testing will continue to be available until the end of September 2020, but may continue as it has been proved to be quite popular – we will look to keep you updated on this, it may also be a notification from City & Guilds in general so make sure you have your Email Preferences set up correctly.

8. Will you provide feedback on the EPA if the learner fails?

We have always provided feedback on Apprentices that fail and will continue to do so. City & Guilds has been trialling a “one-top-shop” product for managing our EPA activities, called EPA Pro. All our EPA offers (across City & Guilds) is being built into the system at the moment and it will provide a range of features to benefit our centre, their apprentices and employers.

- Register and book EPA in one system
- Monitor progress of application by all 3 parties
- Purchase or gain access to learning/support materials
- Feedback from IEPAs – regardless of Fail/Pass



Webinar: 14 July 2020 – Back on Target

1. I've seen an update from City & Guild's saying that e-evolve Functional Skills can now be booked and go ahead. This is a bit of a backtrack from the 1st Aug date?

It may be the way it is worded, but face-to-face tests can go ahead as normal as long as strict health and safety measures are in place following covid 19 guidelines set out by the Government.

2. Will these be available in Wales?

Two points here. Mitigation is available for those undertaking assessments in Wales, dates, etc. still apply.

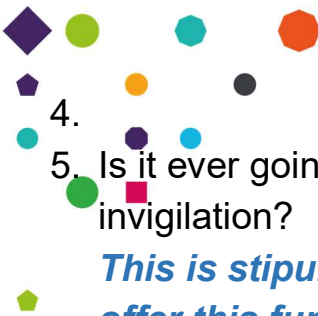
In terms of Apprenticeships Standards, these are not likely to be lifted and shifted into Wales. We have been speaking with Qualification Wales and they have a plan for Digital 2025, it is our intention to start discussions with Qualification Wales as soon as possible.

3. Can an employer invigilate an on programme knowledge module exam on Evolve?

City & Guilds has always allowed the E-evolve tests in the work place, the issues will be how you get the test to the apprentice or, if the employer will be doing the Remote Invigilation, how you make sure they have the right set-up and are capable of invigilation.

Please see this link on our website here

<https://www.cityandguilds.com/covid-19/evolve> for more details. Please note this is a different approach to remote invigilation.



- 4.
5. Is it ever going to be possible to deliver functional skills through remote invigilation?

This is stipulated by OFQUAL. Once/if they give the go ahead we will offer this function.

6. We have been authorised to use Teams and have been audited by City & Guilds. Why have you not updated the webinar options?

This is not something that has been allowed across all the industry sectors that City & Guilds works in and sounds specific to the one organisation. We will check if this can be stated as an option for all our centres to use and update information accordingly.

Webinar: 23 June 2020 – Assessment Mitigation

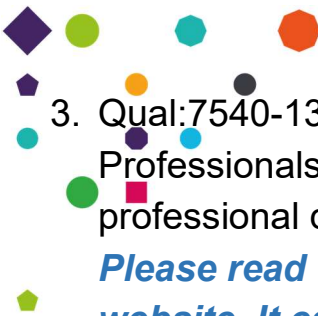
1. For EPA dispensation is the deadline for notification 26th June or 31st July? Will the apprentice already have to have gone through Gateway?

No deadline, it is Business as Usual. The deadlines are more set for the full time courses or the Framework Apprenticeships that run on academic year timing.

2. Qual:7540-13 - C&G L3 Diploma in ICT Systems and Principles for IT Professionals - For this qual are all E-Volve tests now a calculated grade and not adaptation?

No, these are set as Adaptation. Centres should audit what they have already received from a learner, including any formative testing, and look at what evidence could be used for outstanding units. They will then need either a Witness Testimony or Tutor “Report” to outline what has been seen or done that covers the outstanding Assessment Criteria and Outcomes that should be supported by a Q&A or Professional Discussion with the learner (recorded)>

No evidence needs to be sent us, centres need to keep for at least 3 years and have it available for an EQA visit (virtual or otherwise). You need to be convinced that the pass or grade you given would be what you believe they would have had if the programme had been completed normally. YOU have always done the marking of these.

- 
3. Qual:7540-13 - C&G L3 Diploma in ICT Systems and Principles for IT Professionals - In relation to recording an adaptation, a report indicating a professional discussion/Q&A/Witness testimony will suffice?

Please read the NVQ and VRQ Mitigation Document published on our website. It cannot be just one of the items listed in the question, there needs to be sufficient evidence to justify your decision – not just for us, but for you, the apprentice and your IQA. As per previous question:

- *audit the work already held*
- *show how it meets the outstanding Units and their Outcomes/Assessment Criteria*
- *get a witness testimony or produce a short tutor report to cover gaps*
- *follow up with a Q&A or Professional Discussion (recorded)*

4. Do we have to inform C & G doing remote invigilation by completing the adaptation form?

If you are going to use any assessment mitigation you need to complete the relevant forms by the 31 July 2020. For the Remote Invigilation, there is a second stage where you will have to notify us that you wish to use this.

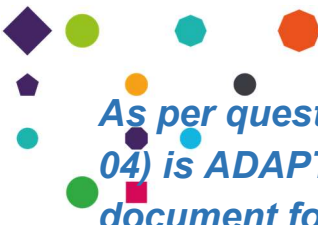
As it is via a web based offer, we need to set this up and send the URL for you to use with your Apprentice. This has been done to avoid downloading anything on their equipment and also remove the usual lockdown of the Internet that happens with Evolve so you can do the link and observe them.

5. Does the Risk Assessment for have to be completed to cover just the c & G assessors /IEPA not providers assessors?

Under the Face-To-Face guidance now on our website there are two declaration forms/information. One is for centres that are now considering re-opening their premises or considering bring in learners to do assessment there. The second is for IEPAs who are now being asked or choosing to go back to doing observations in the workplace or centre.

First is for you and your tutors/assessors.

6. Qual:7540-13 - C&G L3 Diploma in ICT Systems and Principles for IT Professionals - For this qual are all E-Volve tests now a calculated grade and not adaptation?



As per questions 2 and 3, mitigation for 7540-13 (and 7540-12 and 7630-04) is ADAPT. Please check the VRQ and NVQ Assessment Mitigation document for the details.

Webinar: 2 June 2020 – Assessment Mitigation

1. Please would it be possible when newsletter are emailed can you send out links to downloadable documents such as forms and guidance , would be very helpful
Yes, any links mentioned in webinars or updates that have happened will be included and the links provided.
2. Does it still have to be an independent assessor invigilating tests - i.e. not the assessor who has normally worked with the learner through the programme
As with the way you would have worked prior to the situation we are currently in, there is no restriction on who does the invigilation. They must be trained to do it if not the tutor/assessor and be aware of their responsibilities for undertaking this work.
3. Hi have students on the 7450-12/13 that are due to complete units that all qualify for adaptation, but the nature of the units means that it will be difficult to set them any tasks to do remotely and we are going to need to use EWT and Professional Discussion. Is there formal way for recording this in the way of a form or document that we would need if EQA was called on?
The webinar was relevant to anyone working with Digital or ICT qualifications from City & Guilds. Some of the points were key to those using the Digital Apprenticeships Standards, but the Mitigation Guidance document for NVQs and VRQs covers all our products.
4. So just to confirm, evolve tests, where they cannot be run, can be assessed by use of report from employer or training provider and followed up by a QA.
Yes. Originally this would have been the only option and is designed to ensure that all apprentices have the opportunity to complete their on-programme qualifications in a timely manner.

5. I'm teaching 7574-02 is the stuff in this Webinar relevant to me?.

As 3 above, the NVQ and VRQ document covers the ITQ/IT User qualifications and the information in the slides is relevant to you as all Digital and IT qualifications have been classed as ADAPT for their assessment. Please check the document on the website for specific details.

6. Can you give us your email address?

Email address for Ken and David is on the slides sent as follow up to the webinar. It also has the email addresses for Customer Service, Apprenticeships and the EPA Partnership Managers.

7. I have some learners who started a qual on 4th March but weren't registered until 21st April, can I use Adaptation for these learners or not?

To be eligible to be assessed using the Assessment Mitigation, learners need to have completed 65% of their programme by 20 March 2020. If these are apprentices on an Apprenticeship Standard it is not quite the same, as these are single unit qualifications and apprentices are not usually registered until the centre looks to book the tests.

If registering for the Apprenticeship Standard itself, then this will not apply. The dates are more specifically aimed at those that are on credit based products or those used in an academic year situation, where the expected end-date of the learner would be the 31 July 2020.

8. Will my 7574 learners who weren't registered in time have to come back and retake the course in September and sit the assignments as normal?

The 20 March 2020 is not a registration date limit, it is the expectation (as above) that the learner has completed a substantial part of their learning programme by that date. Unless the learners are on a short programme that would finish before the end of July 2020, then they will need to come back in September to finish off.

Please send more details of what you are doing and why they were not registered before this date if they have been on programme prior to that date.

9. As the 9628-11 and 9628-12 are online on demand Evolve tests, can learners who have not yet been registered fall into these rules and take the test prior to 31.07.20?

If you have your apprentices registered on the over arching 9648 apprenticeship then this is not so much of a concern. As mentioned above, these are single unit qualifications and part of roll-on-roll off programmes, so the dates will not be strictly applied in this case.

10. If haven't got Direct Claims for 9628. Can we do the remote invigilation without having a remote EQA visit?

Yes. The Evolve tests were not part of EQA process as there is nothing for them to see, it is all online and the systems does the checks/processing of the result.

11. Would you agree that examples from Get2Gateway would provide good examples of work to prove competence?

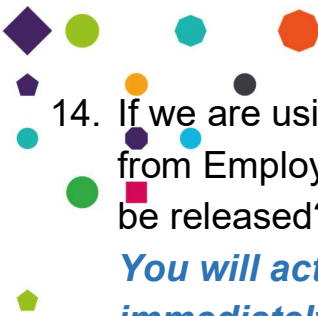
On its own it is probably not sufficient and would look at evidence produced in the work place, some of what you may use to complete the Summative Portfolio. We are not looking for a mini-portfolio being pulled together, more a mapping of evidence that you have identified shows they have the required knowledge as per the qualifications.

12. We have learners due to complete EPA in August / September, do you think these adaptations may apply to them going forward?

The allowance of Assessment Mitigation has been set by Ofqual, NSAR and IfATE, though we were able to determine the alternative method to be used. Although schools are re-opening and many centres are still working with apprentices – some even recruiting – then we will continue liaising with Ofqual, NSAR and IfATE and inform all centres of changes or continuation of assessment processes as they happen.

13. Does the short report from Employer/Provider to show what evidence that have covers the KM outcomes - will this be exempted from the exam?

This needs to be coupled with the Q&A/Professional Discussion to complete the assessment process. If this is done, then the apprentice will not have to take the Evolve tests.



14. If we are using the On Programme Tests mitigation by using Short Report from Employer/Provider, Q&A/PD for the gaps, how quick does the result will be released?

You will actually be entering the result for the “test” in effect, so immediately is the answer. As with all things on the Walled Garden to do with results we would recommend that you wait for them to be conferred by the system – usually takes 24 to 48 hours.

15. When will we be able to get the Mitigation option forms?

The mitigation forms to start the process of naming your learners and what they will be doing should be found on the page set up to hold all the information around Assessment Mitigation. Please use the link provided on the webinar slides to get to the information.

16. Is there a full list of applications supported for exams being remotely invigilated such as teams?

Yes, though City & Guilds is recommending 2 specifically – LetMeIn-Got To Meetings or Citrix Webex. The links provide in the slides from the webinar to testing at home and remote invigilation will give you the detail.

17. Where do we find these forms on the website?

The mitigation forms to start the process of naming your learners and what they will be doing should be found on the page set up to hold all the information around Assessment Mitigation. Please use the link provided on the webinar slides to get to the information.

18. For centres without DCS they will have to arrange a remote EQA sample - does this have to be arranged before 31st July or after ?

Yes, if you want the results conferred within Walled Garden then you need to ensure that they are in the system by 31 July 2020. I would suggest that any centres who do not have Direct Claims Status contact their City & Guilds Quality Team now and begin booking the EQA activity.

19. Apprenticeship standards with only a practical element for EPA - eg. Hair Professional, are there any provisions in place for this?

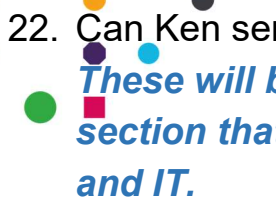
As advised during the webinar, the best person to contact is the Technical Adviser for Hair & Beauty – Sarah Fillaudeau, her email is Sarah.Fillaudeau@cityandguilds.com

20. Do you have a template for the short report for on-programme tests?

Example is being put together, but we will accept the documentation a centre uses for Witness Testimony, Observations, Q&A and Professional Discussion. As soon as the material is available we will notify centres through the email Alert system.

21. Do we need to complete a declaration for learners who are completing their on programme standards tests?

Yes. We need to know that you have a record of who you put through using the mitigation. If we need to do an audit (External Quality Assurance) at a later date you will be asked for this information.

- 
22. Can Ken send the link to the EPA Declaration Dispensation form please?
These will be put onto our website under the Updates and webinars section that can be found through Qualifications, then selecting Digital and IT.

Webinar: 12 May 2020 – Keep In Touch

1. Are we likely to be able to offer the individual qualifications assessments for Digital Marketer anytime soon?

We are having to provide Ofqual with our approach to mitigate the fact that apprentices cannot take the Evolve tests at a centre or employer and be supervised. While we are able to use remote testing and invigilation for tests in the End Point Assessment, these are not under Ofqual's control and in certain sectors we have had dispensation from the relevant External Quality Assurance body in conjunction with IfATE.

Our intention is to provide and an adaptation to the assessment method that can be agreed with Ofqual and this is being submitted. We want to ensure that all apprentices have access to the assessment method and that there is no disadvantage due to equipment or resources.


2. So, regarding functional skills they HAVE to complete before going through gateway? Sorry i may have missed

Yes. There is no dispensation on Gateway – this is across all Sectors and not just digital. Please check the information around Functional Skills on the Covid-19 web pages.

3. Also, how do i access a breakdown of each individual grade for the synoptic, interview, portfolio etc

Our grading of the EPA is done holistically, as per the requirements of the Assessment Plan published on the IfATE website. We do not grade each element of the EPA separately, the Summative Portfolio, Synoptic Project evidence and the Employer Reference provide information on Outcomes covered and how well that is checked and further questioned in the Interview.

During the Interview the IEPA will look to explore any perceived areas of weakness in the evidence provided, gain clarification on areas they



wish to explore further and also look to stretch & challenge to look to push your apprentice to a higher grade. The IEPAs are looking for opportunities to pass your apprentices, rather than ways to trip them up.

4. Why can e-certs be located on the Walled Garden?
They are under MyCertis area, but this is only accessible to certain users and you may have to speak the main administrator of your account.
5. Is the virtual platform available for Digital Marketing?
Currently it is not, the work would have started this Spring but has been paused due to the current situation.
6. Can the learners use the Web Delivery platform for their Knowledge Modules exam? It state on the slides it's for EPA Knowledge Test.
As stated this solution is only available for tests that are part of EPA, as these are not Ofqual regulated. On-programme qualifications require approval from Ofqual for any adaptation to the assessment method.

City & Guilds has been working on adapting a wide range qualification assessments and the final solutions will be published 26 May 2020.

7. Can C&G release the EPA Report for EPAs?
Reports per apprentice are currently only issued when an apprentice fails. It might be possible for the Technical Advisor to ask the Lead IA for guidance on why a particular learner did not get the grade they expected, but this will only be done once and further appeals/disagreements will have to go through our normal Appeals Procedures.

We are currently testing an end-to-end EPA product that will allow access to all information by the Training Provider, Apprentice and Employer.
8. We have learners that wanted to appeal the grade they achieved, but without EPA Report, we are unable to justify to apprentices on whether or not it is worthy to appeal. As the grade could go up, down, or remain as the same grade.



Grades will only be changed through successful appeal using our Appeal Procedure.

9. Do the Exams still need normative documents?

This is a procedure that is only used in certain Industry areas, it does not apply to Digital Skills sector.

10. Plumbing exams on evolve use normative documents for some of them

Please contact rob.mallender@cityandguilds.com OR david.pye@cityandguilds.com who are the Technical Advbisers for this area

11. Presumably this means we can't deliver the projects where we need to make a config change for learners to resolve during the synoptic project during home based projects ?

If you use the projects that would normally be used within a "classroom" setting this will not be possible, unless social distancing can arranged, etc. City & Guilds does have a similar project to work with its Virtual Assessment Service over Packet Tracer.

The Project expects them to create/modify a network, they would then load a second Packet Tracer template with the fault built in and solve as required with physical hardware.

12. If a learner joined the DM apprenticeship and started working for employer but is furloughed, stopped working on project while on furlough but helps around other bits. What should be the course of action for that learner?

This is in reference to the Assessment Plan stating requirement for 3 substantial projects. City & Guilds advice has always been that this is not necessarily a practical way of working, as many apprentices on any of the Digital Standards will not have opportunity to work on "large" projects.

Look what they have provided as evidence or work they have done and how this may be collated together to tell a story of what they do. Do not get hooked on the 3, if they do anything that has a beginning, middle and end that can be planned, provide a result and be reflected on they have a project. You should have access to the EPA Preparation area on SmartScreen, where you will find further guidance on building



Summative Portfolios.

Also, please note, if they are on furlough they should not be working on anything that would be of benefit to their employer (Government rules, not ours)

13. for DM pathway, if learner has 1 project but struggling to complete project 2 due to being on furlough, is there any exceptions/any other way to demonstrate the standards?

This was a follow-up to the previous question, it is hoped the answer above will provide some guidance.