

# Technical Qualifications Welcome pack

To support your 2020/21 delivery



September 2020

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# Introduction

Welcome to the new academic year with City & Guilds. It has been a year full of unprecedented change following the global health crisis. Our priority is to support you with making sure you are back up and running, while following government guidelines to keep face-to-face learning and assessments safe for everyone. We will continue to support you in every way we can throughout this pandemic.

This welcome pack gives an overview of the key information and milestones for centres delivering our Technical Qualifications. Whether you're a new or returning centre, you'll find useful links to our guidance documents, important dates and information on the key stages of assessment and quality assurance. There are also contact details for any further queries you may have.



Please ensure you download the latest version of our support materials, they can be accessed from **[cityandguilds.com/technical-resources](https://cityandguilds.com/technical-resources)**

# Key dates for your diary



Here's a list of the key dates for the delivery of Technical Qualifications:

Activities	Date
Learner registrations open	7 September 2020
Window for clarification queries on the synoptic assignments opens	7 September 2020
Booking window for spring first and second series (March/April 2021) and summer (June 2021) exam series opens	7 September 2020
Booking window for synoptic assignments, optional units opens (if applicable) and Employer Involvement (EI), for Key Stage 5 (KS5 only)	7 September 2020
Deadline for learner registrations	30 October 2020
Window for clarification queries on the synoptic assignments closes	30 October 2020
Deadline for booking first and second spring exam series (March/April 2021)	11 December 2020
Deadline for booking synoptic assignments, optional assignments and any other centre assessed components (if applicable) and EI (KS5 only)	11 December 2020
Synoptic assignment tasks for all Technical Qualifications can be delivered to learners from this date	4 January 2021
Applications for all UCAS Undergraduate courses, except those with a 15 October deadline, should arrive at UCAS by 18:00 (UK time)	15 January 2021
Deadline for submitting the EI planner for checking or approval (new centres only)	31 January 2021
First spring exam series begins	1 March 2021
Final day of first spring exam series	12 March 2021
Second spring exam series begins	15 March 2021
Final day of second spring exam series	26 March 2021
Results of first spring exam series released to centres	26 April 2021
8202-20 Electrical and Plumbing exams sitting (outside of spring series 1 and 2)	19 – 27 April 2021
Results of second spring exam series released to centres	10 May 2021
Deadline for booking summer exams series	21 May 2021
Results of 8202-20 Electrical and Plumbing exams spring series released to centres	17 May 2021
Deadline for submitting marks and evidence to the Moderation Portal for KS5 Level 3 synoptic assignments	28 May 2021
Deadline for booking 8202 Level 2 and 3 Electrical and Plumbing summer exams	28 May 2021
First day of summer exam series	7 June 2021
Deadline for submitting marks and evidence to the Moderation Portal for KS4 and KS5 Level 2 synoptic assignments	11 June 2021
Deadline for submitting outcomes and evidence to the Moderation Portal on optional assignments and any other centre assessed components (if applicable) and EI (KS5 only)	11 June 2021
Final day of summer exam series	22 June 2021
Final results Level 3, including summer series assessments, assignments and qualification results released to centres and candidates	16 August 2021
Final results Level 2, including summer series assessments, assignments and qualification results controlled release to centres only	26 August 2021
Final results Level 2, including summer series assessments, assignments and qualification results released to candidates	27 August 2021

# Guidance and support

## Technical Advisors

### At a distance and going the extra mile

In these uncertain times, we are here for you to ensure all of our customers have the support they require. We have planned for and put in place additional measures to support you should a further wave of Covid-19 occur impacting your delivery.

As the current situation currently prevents regional networks taking place. The Technical Advisor team at City & Guilds will be providing a programme of support for new and existing centres delivering Technical Qualifications

### The Technical Advisors who are they?

The team of Technical Advisors at City & Guilds are subject experts in their field with extensive experience of delivering qualifications and supporting centres across a wide range of educational settings. They provide ongoing support to centres throughout the year.

To find the Technical Advisor for your industry please click on **this link** where you will see all the Technical Advisors and their contact details.



### What support will we be providing for Technical Qualifications?

#### New centres

For new centres we will be providing a 'first-steps' on-boarding short recorded presentation called **Preparation to Teach** which will take you through all the resources we have available and where they are located on our website. You will be provided with all the contacts you require and an introduction to your Technical Advisor.

#### New and Existing centres

For existing centres with new delivery staff, we would suggest you also listen to the 'first steps' **Preparation to Teach** on-boarding presentation as a navigation exercise.

- Delivery planner for curriculum planning. We will provide an editable delivery planner with key dates for you to use and tailor to your own centres' delivery programme.
- Sector specific webinars. There will be sector specific on-boarding webinars where Technical Advisors will be on hand to answer any questions and provide dedicated support for your Technical Qualifications.
- Recorded webinars. We will make available to centres a copy of any recorded presentations should you not be able to attend a webinar.
- Dedicated on-line conference calls (Digital F2F). During the academic year Technical Advisors will offer centres the opportunity to arrange an online conference call, providing specific additional support for Technical Qualifications.
- Ongoing support for centres. Technical Advisors will run on-going on-line conference calls/webinars providing continual general updates for Technical Qualifications.

# Guidance and support

## Teaching and Learning support

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### Webinars to prepare centres for assessments

During December 2020 and January 2021 Technical Advisors will offer support around theory exams and marking synoptics. This support will be useful for any centres new to delivering Technical Qualifications or for centres wanting to refresh their understanding.

### Enhanced Teaching and learning

We will be offering generic webinars aimed at more experienced centres looking to enhance their knowledge in preparing their students and tutors for the exam components of the Technical Qualifications. This support is available for all centres.



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### Details of how you can book on to webinars will be provided

To arrange a dedicated conference call for your centre you will need to email your Technical Advisor who will then contact you.

We aim to be able to resume face to face regional networks in 2021 in accordance with Government guidelines.

Please ensure you have provided us with your correct contact details as all information will be communicated through the centre email contacts we hold.

To ensure you receive all the information please update your contact details using **this link**.



# City & Guilds Technical Qualifications

## Contingency arrangements for 2020/2021 academic year

The following arrangements will be put in place for all Technical Qualification centres from September 2020, to help proactively mitigate against potential National and local impacts of the ongoing Coronavirus pandemic:



### 1. Extension of the window for the completion and submission of evidence for the synoptic assignments

To enable centres to plan effectively and deliver the synoptic assignments in 2021, the window for the submission of the assessments has been extended and staggered for L2 and L3, for all Technical Qualifications.

In particular, if social distancing continues, or we are subjected to further National or local lockdowns, the extra time should help to accommodate smaller group sizes, staggered cohorts, access to resources and so on.

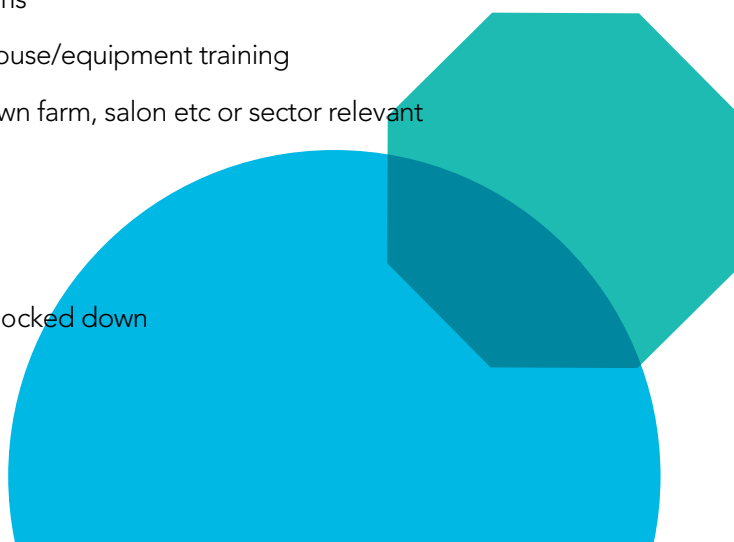
Synoptic assessment window opens for all Technical Qualifications	<b>4 January 2021</b> (one month earlier than 2020)
Synoptic assessment window for Level 3 closes	<b>28 May 2021</b> (two weeks later than 2020)
Synoptic assessment window for Level 2 closes	<b>11 June 2021</b> (four weeks later than 2020)

### 2. Suggested types of activities to support Employer Involvement

All KS5 Technical qualifications have a requirement for learners to undertake meaningful Employer Involvement activities, in order to achieve the qualification.

We recognise that where centres / employers are impacted by ongoing Covid-19 issues, it may prove difficult to meet this requirement. For this academic year, the following types of Employer Involvement activities can be utilised to help centres and learners to do so:

- Demonstrations by professionals on virtual platforms
- Access professional association forums, product house/equipment training
- Work on own family business if appropriate e.g. own farm, salon etc or sector relevant part-time job
- Virtual tours of local employer workplaces
- Virtual discussions with employers
- Sharing resources with other centres who are not locked down (e.g. remote attendance at an industry lecture)



### 3. Changes to the requirement for work experience hours to be completed

Some Technical Qualifications have a requirement to complete a minimum number of hours of work experience/placement. For those qualifications, the following arrangement will be put in place:

#### **Land-based Technicals:**

For Land Technical Qualifications at KS5 Level 2 and Level 3, the number of hours required will be reduced from 150 to 70 hours. These hours could be spread across the duration of the programme and can include that provided in house at a centre's own facilities or other meaningful work.

#### **Health & Care, Childcare and Dental Technicals:**

Due to the challenges currently faced by employers who are now not able to provide work experience for learners in health, care and childcare settings, the work experience/work placement practice requirement for the Health & Care/Childcare and Dental Technical Qualifications will now be waived during the 2020/21 academic year. The qualification synoptic assessment tasks for 2021 will be adapted to accommodate the above.

However, where access to work placements is possible, learners are still encouraged to undertake work experience as required. It is acknowledged however that this access may vary across England and at different times during the academic year.



### 4. Land-based Technical Qualifications specific arrangements

#### **Level 2 and 3 Health & Safety and Biology theory exams**

These theory exams are externally set and internally marked. They are designed to assess the candidate's depth and breadth of understanding from across the unit content area and will be sat under supervised conditions. For FY21, if need be (and with prior agreement), the assessments can be remotely invigilated, and the invigilator can be a member of staff. We will provide specific guidance and invigilation requirements to support this.

#### **Estate skills tasks and Machinery Operation tasks within synoptic assignments**

Evidence for the above tasks can be collected at any time throughout the academic year, as long as other tasks are not reliant on them, and they will need to be submitted along with the rest of the synoptic assignment evidence/marks by the revised deadline date. Remote activities could be collected via video evidence.

#### **Other sector specific arrangements**

Centres will need to work closely with their Technical Advisor if any qualification-specific mitigation approaches are required due to local requirements or Government restrictions. The following conditions apply to any potential approaches :

- This will depend on National and local lockdowns
- The timing of these lockdowns may not impact the synoptic
- Any adjustments to be considered need to be talked through with the Technical Advisor, and to ensure that the learners are not disadvantaged in any way

All such approaches would need to be formally agreed beforehand with City & Guilds.





# Guidance and support

## Teaching learning and assessment guide

This document provides guidance around teaching, learning and assessment of the qualification.

**[cityandguilds.com/technicals-TLA-guide](https://cityandguilds.com/technicals-TLA-guide)**

## Examination guides

For each Technical Qualification there is an examination guide available.

**[cityandguilds.com/technicals-exam-timetable](https://cityandguilds.com/technicals-exam-timetable)**



## Marking and moderation guide

This document provides information on the centre marking process as well as the quality assurance of synoptic assignments and centre-assessed components, through moderation and verification.

**[cityandguilds.com/technicals-marking-moderation-guide](https://cityandguilds.com/technicals-marking-moderation-guide)**

## Employer Involvement centre guidance

This document provides guidance and best practice on meeting the Employer Involvement requirement.

**[cityandguilds.com/technicals-EI-centre-guide](https://cityandguilds.com/technicals-EI-centre-guide)**

## Moderation Portal centre guide

This document explains the process for your centre on how to upload marks and evidence (revised version due spring 2020).

**[cityandguilds.com/technicals-mopo-centre-guide](https://cityandguilds.com/technicals-mopo-centre-guide)**

## Technicals checklist for delivery

A checklist for delivery to help you ensure that key date items are actioned.

**[cityandguilds.com/technicals-checklist](https://cityandguilds.com/technicals-checklist)**

## Curriculum plans

A blank printable version of exemplar curriculum planners for 2020-21 will be available, designed to support you with your own planning, timetabling and delivery models. These template exemplars will include any key dates for 2020-21.

**[cityandguilds.com/technicals-curriculum-planner](https://cityandguilds.com/technicals-curriculum-planner)**



Versions of all documents are maintained electronically, so please check the website to ensure you have the most up-to-date version.

These documents can be found on our website on **[cityandguilds.com/technicals-resource](https://cityandguilds.com/technicals-resource)**



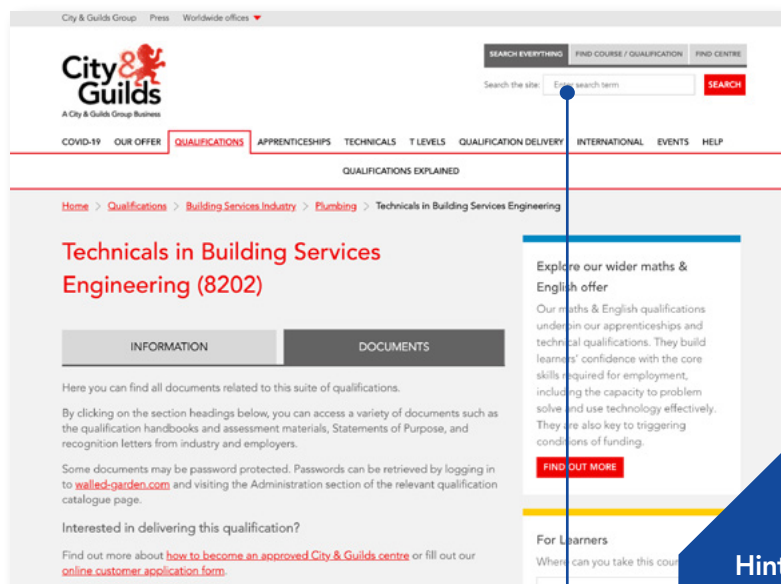
# Documents and resources

The following resources are available to support your delivery and assessment.

Centre documents and assessment materials can be found in the qualification specific pages for each individual qualification:

- qualification handbooks
- exam guides
- synoptic assignments
- sample papers
- past papers and mark schemes (a minimum of two past papers will be available)
- optional assignments and assessment packs for any other centre assessed components.

These documents can be found on the '**Documents**' tab, under the **relevant qualification page**.



**Hint:** use the website search bar, to search the four digit suite number (e.g. 8202) and go directly to that qualification page.

# Documents and resources

## Qualification handbooks

Qualification handbooks can be found on the relevant qualification webpage.

We keep a version history near the beginning of qualification handbooks where applicable.

## Synoptic assignments

This year we are keen to give centres the opportunity to review our guidance for delivery of our synoptic assignments, and feedback any questions they may have. If we receive questions we will publish a response to these on our website for the benefit of all centres delivering the assignments.

No changes will be made to the content or requirements of the tasks themselves, this will only be to clarify any questions centres have around delivery.

Synoptic assignments will be released to centres from 7 September. We will review any queries we have received by (up to and including) 30 October. We will publish an update where relevant by 1 December.

Please ensure you and your centre are using the latest version of all documentation available.

All synoptic assignment tasks for all Technical Qualifications can be delivered to learners from 4 January 2021.

**Passwords for live assessment materials can be found on the relevant qualification page (e.g. 8202-30) on the catalogue section of [walled-garden.com](https://walled-garden.com)**



# Approvals

The approvals window for centres wishing to deliver Technical Qualifications this academic year closes **Friday 6 November 2020**.

Applications received after this date will be processed for September 2021 delivery.

Some Level 2 Technical Qualifications are eligible for automatic approval if you have existing approval for the equivalent Level 3 in the same industry area. However, this is not the case for all Level 2 Technical Qualifications.

Please visit our website or contact the Technicals Quality team.



You can view all your approved Technical Qualifications on **walled-garden.com** within the Quality Portal. Please refer to page 12 of the **Quality Portal user guide** for further support.

If you have any queries or questions regarding your approval status for any Technical Qualification, please contact our Technicals Quality team.

Email: **technicals.quality@cityandguilds.com**

Phone: **0300 303 5352**



# Booking assessments



Book your candidates onto all assessment components for the relevant Technical Qualification via **walled-garden.com**, our online administration system.

This includes:

- theory exams
- synoptic assignments
- optional assignments (if required)
- any other centre-assessed components (if required)
- EI component (KS5 qualifications only).

Please ensure you only book either a paper or e-volve exam, per series for candidates, booking them both may affect their number of attempts to complete the qualification (for theory exams candidates will have a maximum of 2 attempts for Level 2 and 3 attempts for Level 3). It is important that a booking is made for every candidate against all relevant components of the Technical Qualification. Please note that late booking fees apply – see page 14.

For each of our exams we have an initial spring series, and then a second summer series. This allows flexibility for how a centre delivers the theory exams, the summer series can be used as a first attempt or a re-take.

We set the initial spring exam earlier or later in the year, depending on the content we expect the candidate to learn for the exam.

Where we set the exam earlier, we ensure that we release results for these tests earlier, so that centres can prepare candidates for re-takes where applicable – hence we have a first and second spring series, and separate results days for these series.

In summer we spread our exams out to minimise the burden on centres who may be delivering more than one Technical Qualification at a time and need to ease the impact on exam facilities.



# Exam series and results

## Spring exam series results

### First spring exam series (1 March to 12 March 2021)

The results of the first spring exam series will be available on **walled-garden.com** on Monday 26 April. Centres will also access individual candidate marks, and grade boundaries for the theory exams, that week. Please note that the deadline for booking the summer exams series is Friday 21 May, so centres will have 24 working days to book any learners who need to re-take.

### Second spring exam series (15 March to 26 March 2021)

The results of the second spring exam series will be available on Walled Garden on Monday 10 May. Centres will also access individual candidate marks, and grade boundaries for the theory exams, that week. Please note that the deadline for booking the second summer exams series is Friday 21 May, so centres will have 10 working days to book any learners who need to re-take.

## Summer exam series results

### (7 June to 22 June 2021)

The results of the June summer exam series will be available on Walled Garden on 16 August (Level 3) and 26 August (Level 2).

The timetable of Technical Qualifications theory exams can be found on [cityandguilds.com/technical-resources](https://cityandguilds.com/technical-resources)



## Late booking fees

Bookings made after the date of the relevant booking windows will incur a fee per learner, per assessment entered plus an administration charge. This applies to all dated entry exams, synoptic assignments, centre assessed components and Employer Involvement. Please refer to our UK centre charges list on our website for more information.

Please note that when making a booking through Walled Garden you will be reminded that you may incur late fees. You will need to accept this notification. Late fees will not show on your Walled Garden booking, they will be generated by City & Guilds shortly after your booking is confirmed.





# Moderation process

For the Technical Qualifications' synoptic assignments, internal centre marking is subject to external moderation by City & Guilds.



Moderation is a quality assurance process whereby City & Guilds review a sample of centre marking and candidate evidence to ensure that it is accurate and consistent, in line with the correct national standard.

Where it is not, centre marks may be adjusted or in some instances the work is remarked completely, to align them with these standards. To support this process, in some instances City & Guilds may require additional evidence to be uploaded and centres are expected to comply with these requests.

Detailed information on the moderation process is available in the **Technical Qualifications Marking and Moderation Centre Guide**.

[cityandguilds.com/technical-marking-moderation-guide](https://cityandguilds.com/technical-marking-moderation-guide)



## Moderation visits

For some Technical Qualifications, the moderation process is supported by a visit from our moderators, to observe the practical assessment taking place.

Moderators will use this visit to ensure that tutors are collecting appropriate evidence during the assessment to support their marking.

**A list of qualifications that require a moderation visit is available on the website.**

[cityandguilds.com/technical-moderation-visit-list](https://cityandguilds.com/technical-moderation-visit-list)



# Centre assessed components

For some qualifications learners must complete centre-assessed components including optional units, mandatory units and Employer Involvement.

- For optional and mandatory units we sample centre-assessment judgements and provide feedback and improvement actions where required. In some instances City & Guilds may require additional evidence to be uploaded to support this review and centres are expected to comply with these requests.
- For every Technical Qualification with an EI component, centres must arrange for learners to undertake meaningful employer involvement activities and are required to provide evidence that these
- activities took place. New centres are also required to submit a plan by the end of January 2021, demonstrating how they will meet this requirement (for more information, see the **Employer Involvement centre guidance**).

[cityandguilds.com/technicals-EI-centre-guidance](https://cityandguilds.com/technicals-EI-centre-guidance)



The deadline for submitting grades, outcomes and sample evidence for these components is 11 June 2021.



# Key Stage 4 (KS4) Technical Awards



City & Guilds has four Technical Awards approved by DfE to appear in the 2023 14-16 performance tables. These can be delivered over one, two or three academic years in Key Stage 4.

- City & Guilds Technical Awards guide [cityandguilds.com/technicals-KS4-awards-guide](https://cityandguilds.com/technicals-KS4-awards-guide)
- Technical Awards: information for new centres [cityandguilds.com/technicals-KS4-awards-new-centre-info](https://cityandguilds.com/technicals-KS4-awards-new-centre-info)



## Resources

Our qualification handbooks for Technical Awards are available on the website on the relevant qualification page for September 2020/21 delivery.

Technical Awards webinars:

- Introduction to City & Guilds Technical Awards
- KS4 Level 2 Technical Awards on-boarding.

These can be found on [cityandguilds.com/technicals-resources](https://cityandguilds.com/technicals-resources)



# Who to contact

We want to ensure we get the right information to the right people. Therefore, our Technicals Quality team will shortly be contacting all our centres to check we have the right details for this year's delivery. Alternatively you can submit this information to us now using **our online form**. [cityandguilds.com/technicals-contact-form](https://cityandguilds.com/technicals-contact-form)

**Please ensure that you have the following information ready:**

- **Main moderation contact** – this is your centre's main contact, who City & Guilds will use for all Technical Qualifications and moderation related queries or communication.
- **Additional Evidence Contact** – this person will need to be available throughout July to support with any additional evidence requests as part of the awarding process and facilitate the upload of this evidence to the Moderation Portal.
- **Moderation Portal contact person** – this person will receive the initial account details, user guide and be responsible for setting up additional user accounts for all other staff within your centre. Please refer to the Moderation Portal user guide for more detail.
- **Industry area contacts** – these are your Exams Officers, Tutors or Curriculum Managers.

## A note on our communication

We'll be sending communications to you throughout the year, from both our Technicals Quality team and also centrally with our key updates.

This will be to either all contacts, or where the communication is only relevant to one role; it will be sent to that individual.

Please ensure you're receiving all our key update emails and that they are not being filtered out by your email system or provider.

It's important that during the year you keep us up to date on any changes to centre staffing. To do this, simply complete our **Technical Qualification contact form**, which can be requested from our Technicals Quality team.

We will only process your personal data in accordance with our **privacy policy**. You may change your preferences or unsubscribe at any time at [cityandguilds.email-preferences.com](https://cityandguilds.email-preferences.com)



# Who to contact

For further information relating to Technical Qualifications, please refer to the relevant qualification page and qualification handbook for further information. Alternatively, you can contact the relevant Technical Advisor for qualification specific queries, or your Business Manager.



**E:** [technicals.quality@cityandguilds.com](mailto:technicals.quality@cityandguilds.com)



**T:** 0300 303 5352



**W:** [cityandguilds.com/technicals](https://cityandguilds.com/technicals)

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