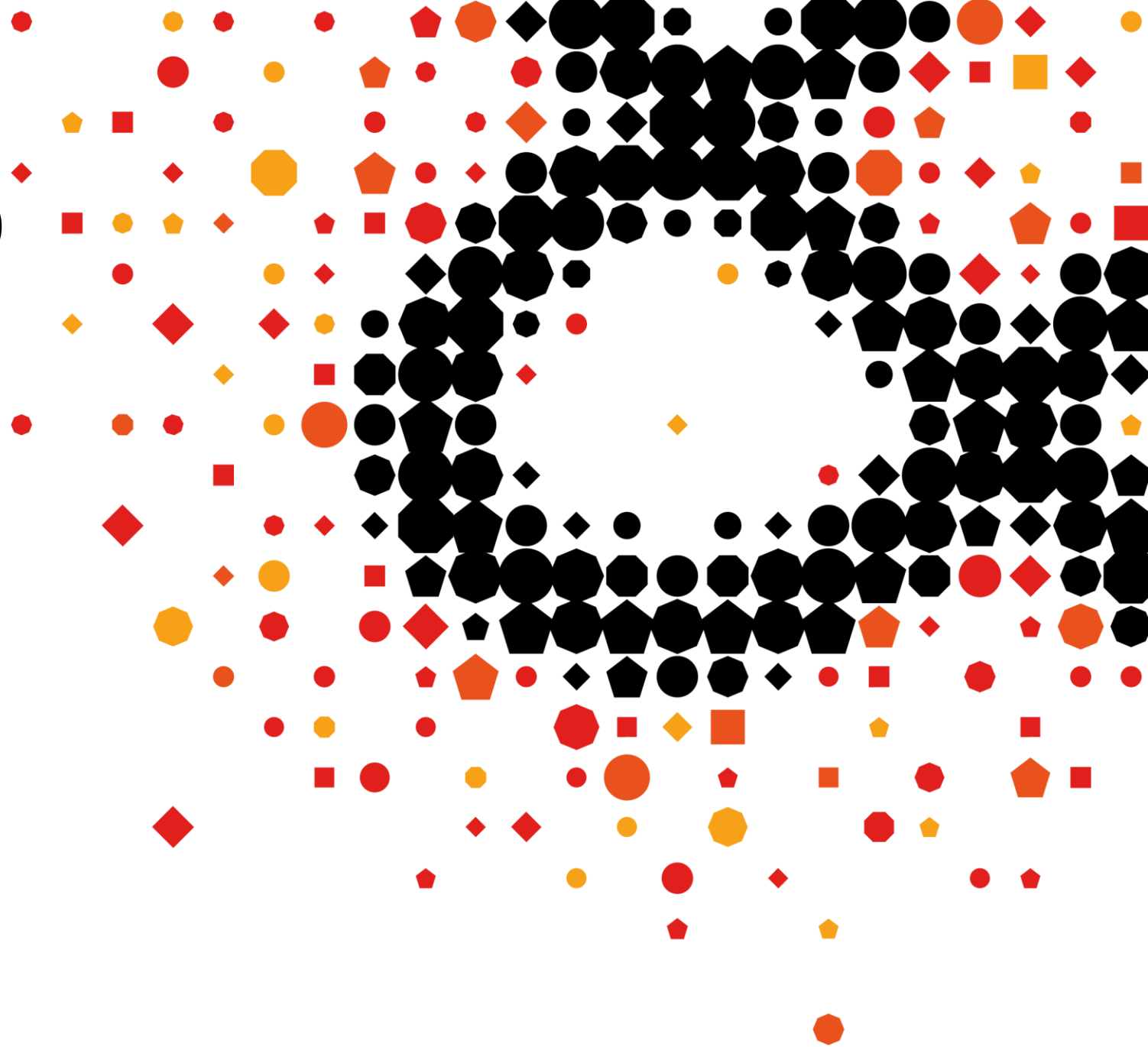


#FunSkills2019

# Functional Skills 2019 monthly updates

Digital support

Webinar 07 | March 2019





# Welcome to webinar 7 – digital support



**Paul Sceeny**  
Technical Advisor



**Amanda Kelly**  
Industry Manager



**Katherine Cooper**  
Technical Advisor



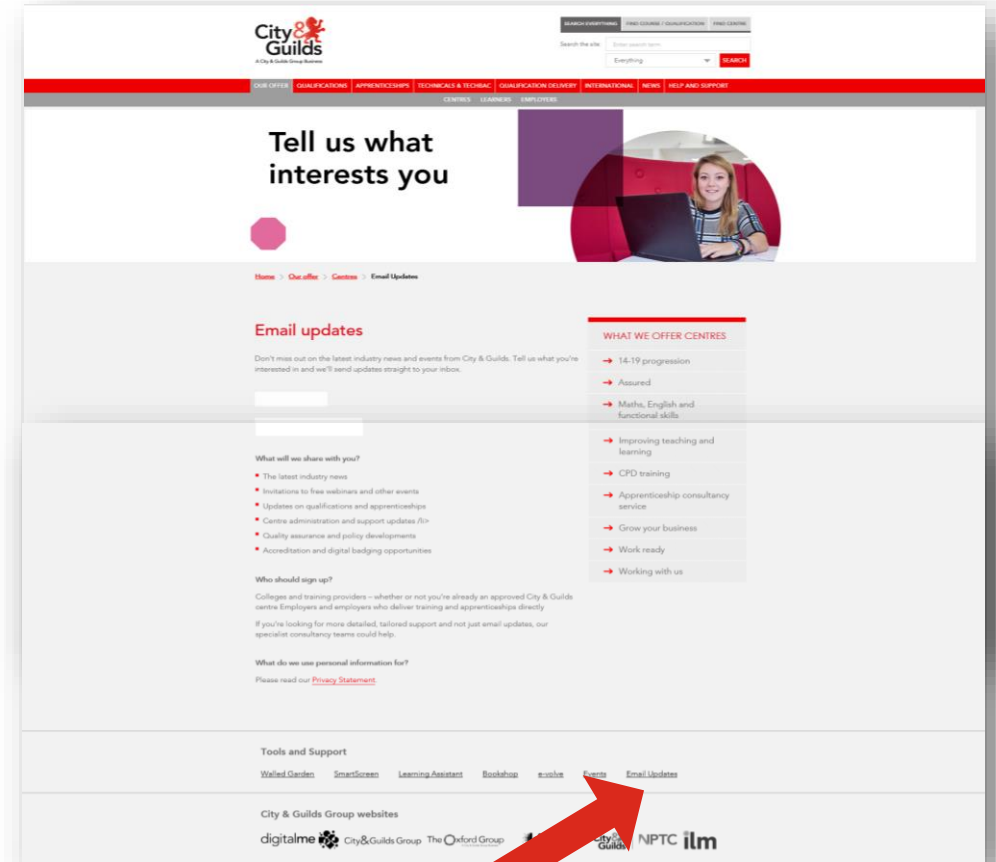
**Kirsten Train Ward**  
Digital Product Manager

## Any questions?

As usual, please post your questions during the webinar.  
We might not be able to answer them live, but if not we'll add to the FAQs.

# New to these webinars?

If this is your first webinar, you can find the link to the recordings of **all** previous webinar on our **Functional Skills Updates** page.



**Don't forget**

To stay up-to-date, you need to sign up for our email alerts!



# Hot off the press...

We've now published  
our draft sample  
#FunSkills2019  
assessments...



...for Maths and English  
at levels 1 and 2.



They can be found on  
the current Functional  
Skills qualification  
documents webpage –  
under Additional  
Documents.

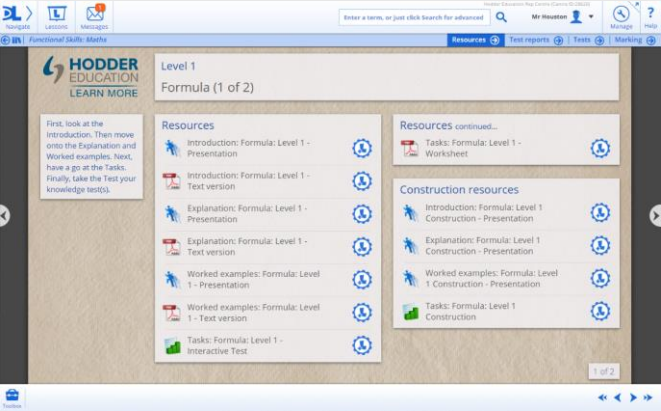
To access them, go to our **current**  
**[Functional Skills \(3748\) qualification documents webpage](#)**

They are available from a folder called “Functional Skills reform” in  
the “Additional Documents” folder

# Maths and English digital learning on-programme unwrapped

# Maths and English digital support

## eFunctional Skills



Aligned to the learner journey

### Entry Level 3 Maths: Numbers and the Number S... Version: 1.0.14.23

Put the numbers into the right order. Click or tap the number and then the box in which you would like to put it.

679 340 905 459 68 652

Put these numbers in order, from smallest to largest.

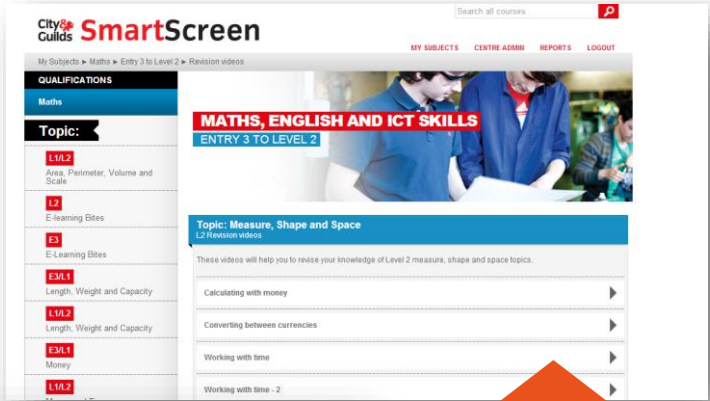
[ ] , [ ] , [ ] , [ ] , [ ]

	students	City & Guilds Initial Assessment	City & Guilds Diagnostic
Group average	50% (54/109)	61% (14/23)	
Selected students' average	- (-/-)	- (-/-)	
<input type="checkbox"/> CHANDLER, Steve	17% (3/18)	- (-/-)	
<input type="checkbox"/> JOYCE, Jon	78% (14/18)	- (-/-)	
<input type="checkbox"/> STRUTT, Lisbeth	57% (21/37)	50% (2/4)	
<input type="checkbox"/> WARD, Gareth	33% (6/18)	- (-/-)	
<input type="checkbox"/> WARD, Kirsten	56% (10/18)	63% (12/19)	



## SmartScreen – Maths and English

Interactive resources. Access anytime, anywhere. All you need is internet access.



COMMON MEASURES

Working with time

Select the play button to get started.

KEY TERMS  
convert

WORKING WITH TIME

Amir 4-1 hours  
Mark 250 mins  
Alex 4-1/2 hours  
Gemma 200 mins

City & Guilds

Blended learning resources





# eFunctional Skills

HomeLessonsMessages

Enter a term, or just click Search for advanced e

Learner

My latest work

Lessons

Latest lessons

No lessons have been assigned to you.

View all lessons

To do list

Recently-assigned tests

Initial Assessment: Level 1 English  
Functional Skills  
Due in 30 days

Initial Assessment: Level 1 Maths  
Functional Skills  
Due in 30 days

How am I doing?

You have not completed any tests.

View my reports

Level 2 English: Writing for Purpose: Writing a Fo... Version: 1.0.15.13

Look at the following salutations that could be used in a letter or email. Put a tick in the correct column to show whether they are formal or informal.

	Formal	Informal
Hiya Joe	<input type="radio"/>	<input type="radio"/>
Hi there	<input type="radio"/>	<input type="radio"/>
Dear Sir	<input type="radio"/>	<input type="radio"/>
Yours sincerely	<input type="radio"/>	<input type="radio"/>
With regards	<input type="radio"/>	<input type="radio"/>
Bye	<input type="radio"/>	<input type="radio"/>
Thanks	<input type="radio"/>	<input type="radio"/>
Hello from Tel	<input type="radio"/>	<input type="radio"/>

1234Question : 2 of 4

Test Results for Learner

9/1850%

Test Feedback

Your Initial Assessment results suggest that you are currently working at Level 1. You should now take the diagnostic tests for each topic area at Level 1 for a more detailed analysis of your skills profile.

Question	Topic	Performance	
1) Mileage		1/1	Review
2) Height		0/1	Review
3) Temperature		1/1	Review
4) Profit		0/1	Review
5) Cubing		1/1	Review
6) New Multiplication		0/1	Review
7) Distance		0/1	Review
8) Interpreting charts		1/1	Review
9) Percentage reduction		1/1	Review
10) Subtraction		0/1	Review

Next steps

City & Guilds e-Functional Skills: Maths

All TestsExport as Word documentFilter marksheet

Individual Learning Plan

City & Guilds

Number of tests taken

4

Percent

41%

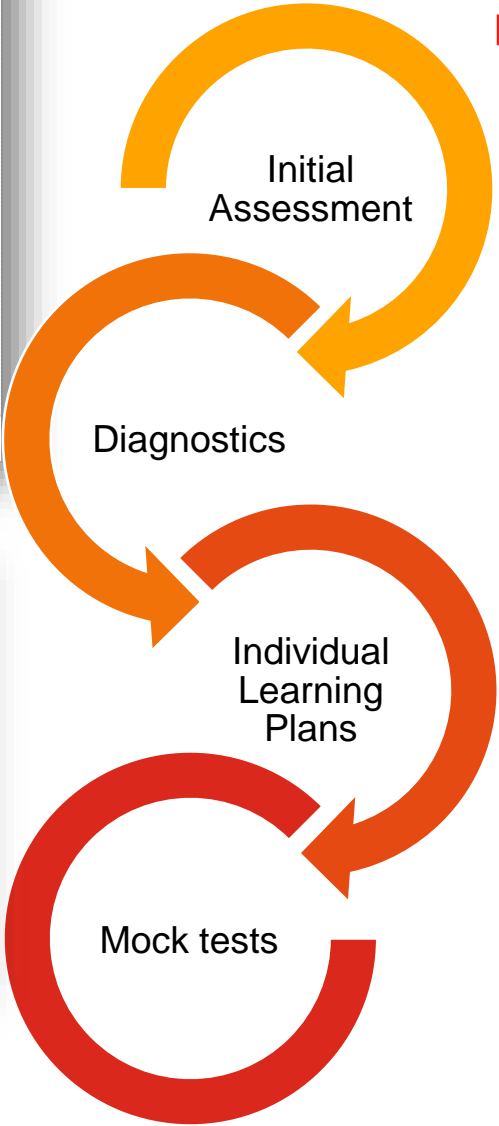
Total score:

Marks gained

Marks dropped

2719

Test name	Times taken	Percent	Score	Review test
Diagnostic: Level 1 Maths: Adding and Subtracting	1	75%	3/4	Review
Diagnostic: Level 1 Maths: Multiplying 1	2	40%	2/5	Review
Initial Assessment: Level 1 Maths	1	72%	13/18	Review
Initial Assessment: Level 2 Maths	4	5%	1/19	Review



# SmartScreen – Maths and English

- Functional Skills mapping
- Introduction video to guide through the resources
- Schemes of work per level
- Worksheets/activities
- e-learning bites and videos
- Maths and English in context
- Preparation for assessment

**INTERACTIVE ACTIVITY 2: Converting money between currencies**

Questions 1 of 5

For this activity, you will be changing money between currencies. You should work by yourself to select the correct answer to the question.

1) The exchange rate between pounds sterling (£) and euros (€) is £1:€1.32. Match the appropriate amount in euros to the amount in pounds.

€132    €158    €290    €502    €594

Choice: A) £100

Score so far: 0 points out of 0

**3. Decorating**

This tin contains enough paint to cover 3 square metres. Will it be enough to paint the whole of this wall?

yes    no

Submit

**City & Guilds**  
A City & Guilds Group Business

## Exam preparation

- Things for candidates to think about
- Things for teachers to think about
- Reading the paper.

**Preparing for exam: Reading**

- Read through the exam paper in detail first
- Read any instructions
- Note how many questions you need to answer
- Look at how many marks are available for each question
- Plan your time

**Preparing for your exam: Things for candidates to think about**

- Find out the range of skills and knowledge that will be tested
- Check that you have covered everything that may come up in the exam
- Practise and revise areas where you are less confident

**City & Guilds**

Marie    Sam    James

**Rate it**

Score how well you think James expressed his opinion about the need to speak different languages, where 1 is 'not at all well' and 10 is 'extremely well'.

Drag the slider and Submit your score.

Not at all well    5    Extremely well

Submit    Show feedback

**Your reasons**

Give reasons for your rating. Choose one or more options and select Submit.

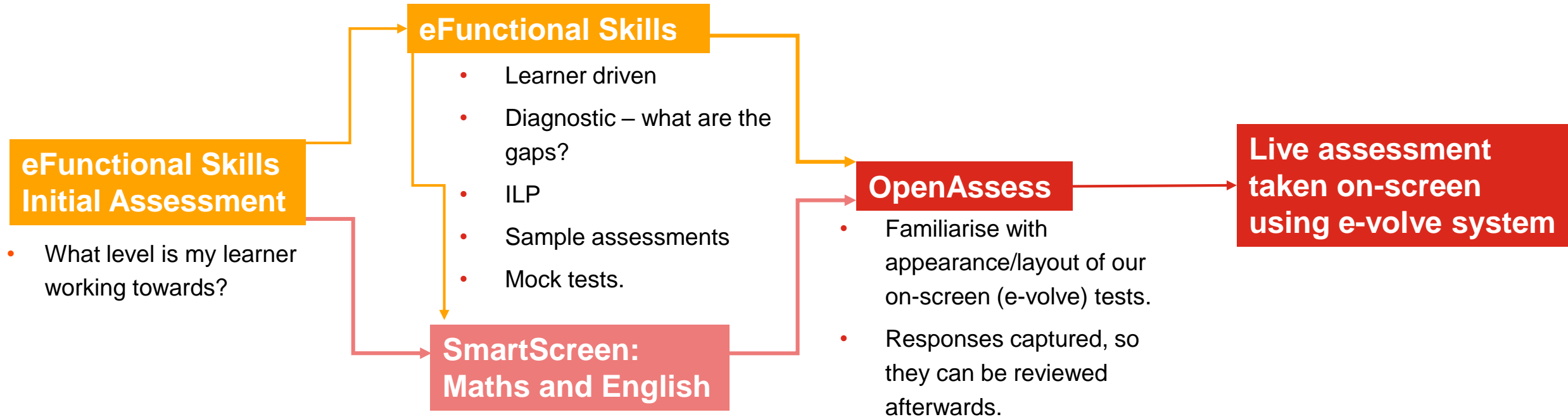
- ☐ He made his point clearly and concisely
- ☒ He didn't consider the other members of the group
- ☐ He came across as aggressive
- ☒ He didn't give an opinion at all
- ☐ He used an inappropriate tone

## Speaking and listening support

- What is speaking and listening?
- Familiar discussions
- Using appropriate language techniques
- Discussing unfamiliar subjects
- Using formal language
- Preparing for presentations
- Delivering presentations



# A solution to meet your needs

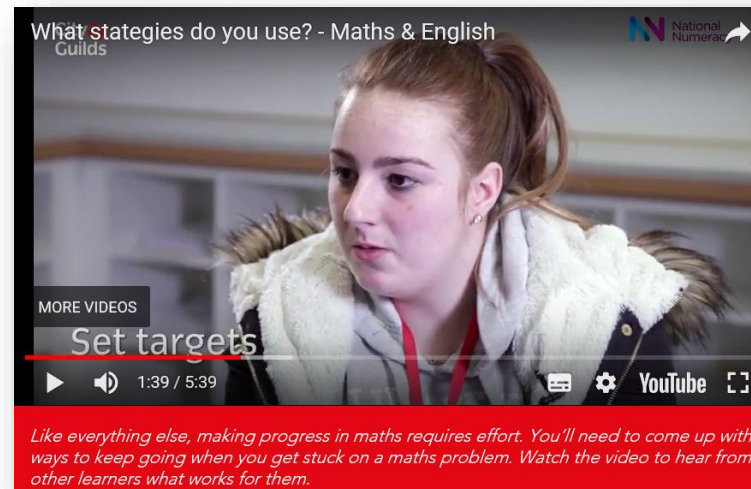
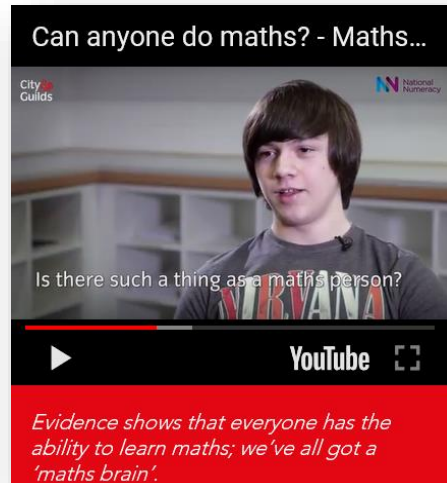
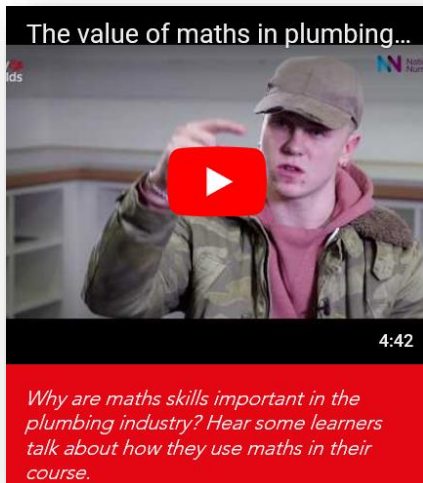




# Why Maths?

In partnership with National Numeracy, we identified three attitudes of mind which you need in order to improve your mathematics: **value**, **belief** and **effort**.

The 'Why Maths?' resources are available **free** from our [Maths and English webpages](#).



# Apprenticeship training manuals

## Maths and English skills grid

English skills grid

City Guilds

A City & Guilds Group Business

Some of the language and communication skills that you might develop	Task 1 Induction 1 – Understanding organisation types	Task 2 Induction 2 – Understanding customer expectations	Task 3 Creating a Personal Development Plan	Task 4 Presenting a professional image	Task 5 Using feedback from colleagues	Task 6 Organising, prioritising and monitoring your workload	Task 7 Using organisational systems and resources	Task 8 Meeting legislation and regulations	Task 9 Treating all customers with equality and as individuals	Task 10 Interacting effectively with customers	Task 11 Providing a customer-focused experience	Task 12 Knowing your products and services	Task 13 Using digital media	Task 14 Improving your customer service offer	Task 15 Dealing with conflict
Where could you develop and/or demonstrate these skills?	T	E	T	E	T	E	T	E	T	E	T	E	T	E	T
<b>Speaking and listening</b>															
Listen for relevant information		✓		✓	✓		✓	✓	✓	✓	✓	✓	✓		✓
Listen to and respond to questions		✓		✓	✓		✓	✓	✓	✓	✓	✓	✓		✓
Listen/respond to criticism and constructive feedback		✓		✓	✓		✓	✓	✓	✓	✓	✓	✓		✓
Use strategies to check and confirm understanding – ask questions, use facial expressions and body language		✓		✓	✓		✓	✓	✓	✓	✓	✓	✓		✓
Follow discussions		✓		✓	✓		✓	✓	✓	✓	✓	✓	✓		✓
Make useful contributions to discussions		✓		✓	✓		✓	✓	✓	✓	✓	✓	✓		✓
Ask questions to obtain information		✓		✓	✓		✓	✓	✓	✓	✓	✓	✓		✓
Express yourself clearly		✓		✓	✓		✓	✓	✓	✓	✓	✓	✓		✓
Present your ideas clearly and logically		✓		✓	✓		✓	✓	✓	✓	✓	✓	✓		✓
<b>Reading</b>															
Use different reading strategies – skimming, scanning, detailed reading	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Identify and understand the main points of what you are reading	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Identify and understand the important details in what you are reading	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Use organisational features to help you find the information you need	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Use knowledge of grammar and punctuation to help you understand what the text means	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Read and understand unfamiliar words and technical terms – check the meaning	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Writing</b>															
Plan and draft writing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Present information in a logical way	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Write in complete sentences	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Use paragraphs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Use suitable language for purpose and audience	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Use the right layout/format and structure for the text you are producing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Check and proofread writing for accuracy and sense	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Use correct grammar and punctuation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Spell familiar and technical words correctly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Produce clear and legible text	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

T – opportunity to practise and develop skills in task E – opportunity to produce evidence of skills in action when completing task

BUSINESS SKILLS

CUSTOMER SERVICE

ATM Level 2 Customer Service Practitioner: Apprenticeship Training Manual

ATM Level 2 Customer Service: Apprenticeship Training Manual

This form-fillable version of the Apprenticeship Training Manual allows the learner to save electronic versions of completed tasks.

Maths and English skills grid

Introduction

Task 1: Induction part one – Understanding organisation types

Task 2: Induction part two – Understanding customer expectations

Maths and English skills I will use

What sort of writing will I need to practise and improve?

List the types of writing that apprentices will have an opportunity to practice/produce

Examples could include writing short responses, summaries and explanations; writing reports; making and taking notes, including meeting notes and minutes; completing forms/tables/charts; writing reflections, statements, plans, emails, letters, lists, case studies, SWOT analyses, personal development plans, continuous professional development logs and presentations; completing on-programme workbooks; and practising and understanding how to use the 'tone of voice' of your organisation.

What sort of reading will I need to practise and improve?

List the opportunities to develop/practise reading skills

Examples could include reading information, case studies and scenarios, policies/procedures and processes, codes of practice, codes of conduct, instructions, reports, legal documents and regulations, public information/signs/posters, witness testimonies, written feedback, service level agreements, workplace diaries/calendars and meeting notes/minutes.

What sort of speaking, listening and communicating will I need to practise and improve?

List the types of speaking and listening apprentices will have an opportunity to develop/practise

Examples could include active listening, formal and informal discussions, asking and answering questions, asking for clarification, following instructions, summarising and reiterating points, role plays, one-to-ones, presentations, and understanding and using appropriate body language.

What sort of maths will I need to practise and improve?

Task 10 could provide a useful opportunity to practise data handling, for example looking at call volumes; findings from feedback, surveys and reports that monitor customer feedback; achievement of key performance indicators and timeliness of responses, etc. It gives the opportunity to identify and analyse trends, and look at data and statistics, and work out what they mean to you and your organisation and how they can be used to improve customer service.

Tasks 3 and 4 may also involve using number and data, for example setting and monitoring targets for call answering – how many and by when. You may also use times and dates to plan, track and monitor your progress.

Tasks 7 and 8 focus on legislation. Legislation is often supported by useful statistics and data, and organisations often collect data as evidence that they are meeting regulations or complying with legal requirements.

Depending on the type of organisation you work for there may be a need to develop numeracy skills for other reasons, for example Task 13 uses a scenario where dates and times form part of a customer complaint. Task 12 uses examples where understanding how customers are billed is a key part of the role. It would be good to discuss with your supervisor/assessor where there may be opportunities to use and improve your numeracy to improve the service you provide to customers.



# Introducing OpenAssess...

**Our new  
on-screen  
practice tests  
tool**

# OpenAssess – what is it?

**OpenAssess is our new, free, on-screen practice test tool – developed for Functional Skills exams**

- It's a parallel, open, version of SecureAssess (e-volve)
  - the platform we use for live on-screen tests
- It will host our sample on-screen Functional Skills external assessments
  - instead of these just being on our website
- Crucially, it will record your learners' practice test attempts, and store their responses
  - so you can access and mark them afterwards
  - allows you to provide feedback and judge their readiness for the live test.
- An online service
  - with no need for booking, scheduling or candidate keycodes.





# OpenAssess – when's it coming?

- We'll be launching OpenAssess in April
  - initially for the current (3748) Functional Skills sample assessments.
- Sample versions of the reformed (4748) Functional Skills exams will be available through OpenAssess from September.
- Make sure you've signed up for our email updates, so you are first to hear about the launch of this new and exciting feature
- We'll be organising webinars to talk you through the system, and sharing further information at our #FunSkills2019 launch events.



# #FunSkills2019 launch events

A full-day session, looking at the new Functional Skills subject content and assessments for **both** subject areas.

# The calendar, so far...

Date	Venue
Wednesday 1 May	ILM, Burntwood
Friday 10 May	City & Guilds, London
Wednesday 15 May	Kent (venue tbc)
Tuesday 21 May	City & Guilds, Wakefield
Thursday 6 June	City & Guilds, Warrington
Wednesday 12 June	South West England (venue tbc)
Wednesday 19 June	Sunderland College, North East
Thursday 27 June	City & Guilds, Wakefield
Tuesday 2 July	East of England (venue tbc)
Thursday 4 July	ILM, Burntwood
Monday 8 July	City & Guilds, London
Thursday 25 July	City & Guilds, Warrington

We'll be adding these dates to our Events Calendar shortly.



# Questions

Any comments, questions or feedback...

[fsreform@cityandguilds.com](mailto:fsreform@cityandguilds.com)

# Keeping up with developments

## #FunSkills2019 webinars every month - right through to the summer

- You'll get an email reminder each month as long as you've signed up.
- Recordings of **every** session to-date (apart from the special phonics webinar) available from the [Functional Skills updates](#) page.

## Coming soon

- FAQs – will be uploaded to the [Functional Skills updates](#) page shortly.
- Look out for our new Maths and English blog – launching after Easter.

## Next month's webinar

- Wednesday 3 April - focusing on Entry level.





# Thank you

For more information about the Functional Skills reform programme, please visit

[cityandguilds.com/mathsandenglish](https://cityandguilds.com/mathsandenglish)

Then follow links to [Functional Skills updates](#).

There's a dedicated email address:

[fsreform@cityandguilds.com](mailto:fsreform@cityandguilds.com)

Use **#FunSkills2019** to join the social media conversation:

- follow Amanda [@MathsEnglish CG](#)
- follow Paul [@PaulSceeny CG](#)
- follow Katherine [@KatherineC CG](#)