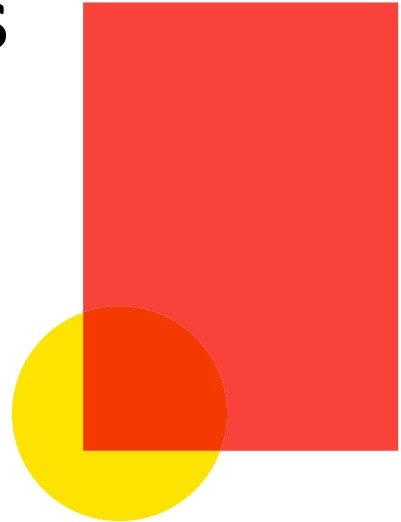


# All about Business

## September 2020



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## Issue 3

## September 2020

A newsletter from City & Guilds on education updates in the Business sector for all nations.

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For more information, or to arrange a consultation  
Please call us on +44 (0) 844 545 0000 or to find out more  
Please Email: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com) or visit [cityandguilds.com](http://cityandguilds.com)

## **Network meetings and thanks**

A special thank you to all the colleges and providers who hosted City & Guilds Business Skills regional network meetings throughout 2019. These include:

Activate Learning  
Royal Hampshire Hospital  
Runshaw College  
Canterbury College  
East Sussex College  
City College Norwich  
Barking & Dagenham College  
Bishop Auckland College  
Learn Devon  
Northampton NHS  
City of Wolverhampton College

An additional thanks to all those colleges, training providers and consultants who attended and provided me with feedback for how to support you next.

We are always looking to support you as much as possible and are therefore constantly planning events. Due to the impact of Covid-19 we have postponed all face to face events but continue to offer remote support via webinars. Please look out for upcoming webinars. Additional centre support is also available remotely.

Our regional networks, recorded webinars and updates are communicated via our email focus alert system. If you haven't signed up to receive these notifications feel free to sign up here:

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

### **Business Administration Level 2 SASE closure & Traineeships**

Please remember that the level 2 Business Administration SASE frameworks have now closed. However, our 5528 Business Administration qualifications will remain open.

City & Guilds have been working hard to provide alternatives for this apprenticeship. You may have seen that traineeships have been mentioned recently in the news. We have put together a dedicated Traineeship page which covers our offer in Business.

<https://www.cityandguilds.com/traineeships>

Download the factsheet for our Traineeship programme in business now!

Prior to lockdown we ran several focus groups and it was clear there is still a need for this level of learning within the business administration sector. Having listened to feedback we can now put forward the first part of our offer in the form of traineeships. We recently ran a webinar to introduce varying options depending on the different type of learners. Copy and paste the link below into your browser to see what was said and to view the slide deck.

<https://www.youtube.com/watch?v=zz-YcXds0eo&feature=youtu.be>

You can also check out our webpage which looks at the options for learning and progression, post SASE Business Administration.

<https://www.cityandguilds.com/apprenticeships/emerging-standards/business-admin>

### **Business Administrator Assessment Plan**

IfATE have recently updated the Business Administrator assessment plan. Our upcoming webinar on the 29<sup>th</sup> September will focus on the key changes. All new apprenticeship starts as of July 22<sup>nd</sup> will need to follow the new amended assessment plan version AP02. The new assessment plan can be found on the IfATE website

<https://www.instituteforapprenticeships.org/apprenticeship-standards/business-administrator/>

### **Customer Service Specialist Level 3 Apprenticeship**

Our Customer Service Specialist (9494) Level 3 apprenticeship offer is now available. To support the apprentices' on-programme journey we have several key documents in place on our website.



Download our Customer Service Specialist factsheet for a brief overview of the standard.

We are also running a free live webinar (September 22<sup>nd</sup> at 11am) for all our customers on the Customer Service Specialist EPA. Copy and paste this link into your browser to register:

<https://attendee.gotowebinar.com/register/2641975118431833358>

Did you know we also have a level 3 Diploma in Customer Service (2794-03) which is mapped across to the 9494 level 3 standard. For further information on this non-mandatory diploma see: <https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/customer-service-and-contact-centre/2794-diploma-for-customer-service#tab=information>

### **Resources for Customer Service Practitioner/Specialist**

Apprenticeship Training Manuals at level 2&3 are available to purchase and can be accessed on our SmartScreen platform. Also available is the SmartScreen packages for 2794 at level 2&3 alongside our enhanced SmartScreen packages.

### **Get to Gateway**

Our Get to Gateway provides a platform for centres to help guide their apprentices through their on-programme requirements. The easy to use online solution, tracks progression, supports embedded assessment and enables users to capture time spent 'off the job'. Get to Gateway is available for both Business Administrator, Customer Service Practitioner and Customer Service Specialist standards. For further information on Get to Gateway copy and paste the link below into your browser.

<https://www.cityandguilds.com/apprenticeships/get-to-gateway>

## **Customer Service Practitioner Level 2/Specialist Level 3 Apprenticeship EPA Dispensation for the Observation.**

We are pleased to share with you our guidance and support for the approved dispensation for the Observation. As detailed in the IfATE website below, the employer witness testimony can be offered as an alternative to the face to face observation during the Covid period.

### **How long will this dispensation be in place?**

This dispensation has been set by IfATE and the relevant EQA body. Through consultation with EPAOs and industry, IfATE will decide when these dispensations can safely be lifted. We will provide an update and a transition timetable as soon as we have a confirmed end date from IfATE.

Copy the appropriate link below and paste into your web browser to access guidance and the template for the witness testimony dispensation on:

### **Customer Service Practitioner Level 2:**

<https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/customer-service-and-contact-centre/9794-level-2-customer-service-practitioner-endpoint-assessment#>

We have now re-opened this standard for EPA Bookings, allowing your apprentice to progress through the Gateway stage.

### Customer Service Specialist Level 3:

<https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/customer-service-and-contact-centre/9494-level-3-customer-service-specialist-endpoint-assessment#>

The Project Proposal forms part of the Gateway mandatory evidence, please refer to the EPA Pack for full guidance. The project must only be started, once the project proposal has been approved by our EPA team.

### EPA Event Scheduling

If you identify that a scheduled EPA event (remote or face-to-face) is affected by circumstances related to the Covid-19 incident, please contact us as soon as possible via:

[centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com) or **0844 543 0000**.

### Returning to face-to-face assessment for EPA

We have worked hard to get customers up and running again and put steps in place to allow some end-point assessments (EPA) in England to go back to being delivered face-to-face. There are government guidelines on safe practices in the workplace that will impact your centre and learners, if you plan to resume face-to-face learning you will need to familiarise your centre with these guidelines, and then send us a centre declaration form before you can book your face-to-face EPA. We will need a declaration form for each venue that you are using



for EPA. **Please note that where there is a dispensation in place we will not be returning to usual practice immediately.**

For further information copy and paste the link below into your browser.

<https://www.cityandguilds.com/covid-19/epa/face-to-face>

## **Preparing for End Point Assessment**

Upon registration for EPA in any of the above standards, you will have access to a range of support material to help prepare for end-point assessment. All the materials can be accessed through SmartScreen on one user-friendly platform.

- EPA exemplar materials: available for tutors, providing real assessment examples for each assessment type, such as transcripts and model answers. This will help you to prepare apprentices and ensure they feel ready for their assessment.
- EPA preparation tool: Our platform guides apprentices through online content to help them feel ready for their EPA experience. User-friendly technology takes the apprentice through a series of questions, to suggest material personalised to their apprenticeship standard and their confidence levels. The content is curated from across the web and covers areas like revision and exam skills, professional discussion and interview skills. You can [watch our short video](#) to learn more.
- Recording forms: supporting you to complete key stages of EPA readiness, we have prepared forms to give you peace of mind and confidence that everything is covered. These packs include a gateway declaration form that is needed during the booking process and assessment forms, if required, that apprentices

might need during assessment.

- LIEPA reports: Our lead independent end assessors (LIEPAs) produce an annual report with insight into the EPA results and findings across all centres. These reports can help you refine your apprenticeship delivery to improve success rates. These are available on our SmartScreen platform found under the EPA Preparation tool.

### Apprenticeship Advice

Each issue we intend to give some additional information and advice on apprenticeship delivery to support both our centres and our employers. This issue is focused around the **Business Administrator** Level 3 standard.

1. Use the EPA handbook (found under the documents tab, see below) to ensure you teach all the required knowledge for the evolve test in the 9473 Business Administrator standard.



End-point Assessment EPA			
9473 Business Administrator EPA Assessment Pack	378 KB	24 Jul 2018	
9473 Business Administrator EPA Assessment Pack Recording Form	148 KB	24 Oct 2018	
9473 Business Administrator EPA Customer Portfolio Checklist	45 KB	12 Nov 2018	
9473 Business Administrator EPA Handbook	353 KB	29 Oct 2018	
9473 Business Administrator Sample Question Paper	222 KB	12 Dec 2018	

2. The learner must complete the knowledge test first when completing the Business Administrator EPA.
3. Access the sample question paper on our website (see screenshot above)



Our exemplar materials are only available after registering your learners with City & Guilds. They are specific to both the Customer Service Practitioner and Business Administrator standard. They are accessed via our SmartScreen platform under the EPA Preparation tab. Please contact **centresupport@cityandguilds.com** if you have any queries.

Alongside our exemplar materials we also have our preparation tool platform which is designed to be accessed by apprentices in order to develop their soft skills.

Copy and paste the link below for more information

<https://www.youtube.com/watch?v=DM2uAQkHI8E&feature=youtu.be>

### **Assessment Mitigation Guidance**

We will provide an update on all future mitigations shortly.



Please make sure you keep updated by visiting the dedicated mitigation page on our website.

<https://www.cityandguilds.com/covid-19>

### **Lead Independent End Point Assessor report (LIEPA)**

It's important you familiarize yourself with the LIEPA reports linked to individual apprenticeship standards. They provide feedback surrounding IEPA practice, apprenticeship standard specific feedback, assessment pack feedback and general updates specific to that standard. Our LIEPA reports are accessed

via SmartScreen. Log into [www.smartscreen.co.uk](http://www.smartscreen.co.uk) and select the 'End Point Assessment Preparation and Guidance' tab. Then select the standard of your choice. Under the 'Assessment Guidance' tab is where the LIEPA reports are stored. New reports are now available for many of the standards which fall under the business portfolio.

### Upcoming Webinars

We have two upcoming free webinars for all City & Guilds customers.

September 22<sup>nd</sup> at 11am

To register for the Customer Service Specialist EPA webinar copy and paste this link into your browser to register:

<https://attendee.gotowebinar.com/register/2641975118431833358>

September 29<sup>th</sup> at 9.30am

To register for the Business Administrator EPA webinar looking at the **new assessment plan**, copy and paste this link into your browser to register:

<https://attendee.gotowebinar.com/register/7862744399158885390>

### GoToMeeting – customer guidance for remote assessments

For any EPA which includes remote assessment, such as a professional discussion, presentation or interview, our IEPA will use GoToMeeting to facilitate the assessment. We have created

a guidance document which explains the steps you will need to take prior to the remote assessment and what to you will need to do on the day of the assessment. To download the guidance copy and paste the link below into your browser and click on the 'Our Platforms' tab

[https://www.cityandguilds.com/apprenticeships/endpoint-assessment-service/document-library?dm\\_i=1UVL,6S7U2,REKOF,R52CY,1](https://www.cityandguilds.com/apprenticeships/endpoint-assessment-service/document-library?dm_i=1UVL,6S7U2,REKOF,R52CY,1)



**Keep in touch and up to date**

For regular updates and further information please follow us on:



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### **Tell us what you think**

*All about Business* is a newsletter that brings together all of the key developments from City & Guilds relevant to skills learning across England, Scotland Northern Ireland and Wales. It contains updates on the range of teaching and learning resources we offer, plus relevant public policy or other information we think you might be interested in.

Each edition is numbered, so we can refer back to previous issues or tell you when information has been superseded.

If there's anything else you'd particularly like us to cover or explain more fully in future issues of *All About*, please feel free to drop us a line to **dominic.green@cityandguilds.com** or **mandy.slaney@cityandguilds.com**.

For specific queries and enquiries please contact our dedicated customer support team: **centresupport@cityandguilds.com**

Thank you for your continued support.
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