

# All About Business Newsletter

March 2022



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Issue 5

March 2022

A newsletter from City & Guilds Group on education updates in the business sector.

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## *In this Issue*

[Upcoming webinars](#)

[Past Webinars](#)

[Apprenticeship support & updates](#)

- [Customer Service](#)
- [Business Administration](#)

[EPA Dispensations](#)

[EPA Pro](#)

[EPA Guidance and Support](#)

[Support resources within EPA Pro](#)

[T Levels – Management & Administration](#)

[Employer Industry Board](#)

[Meet the team](#)

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## Upcoming webinars

Customer Service Specialist - April 2022 (Date TBC)

## Past webinar events

We have done a variety of live webinars and all of them are recorded and saved on our website. These include Customer Service Specialist & Practitioner, Business Administrator and Public Service Operational Delivery Officer.

You can watch the recordings, download the slides and FAQs from here:

<https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/updates-and-webinars>

## Apprenticeship support & updates

Have you got the most up to date resources and handbook?

Check out our website to make sure you have.

<https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills#tab=apprenticeships>

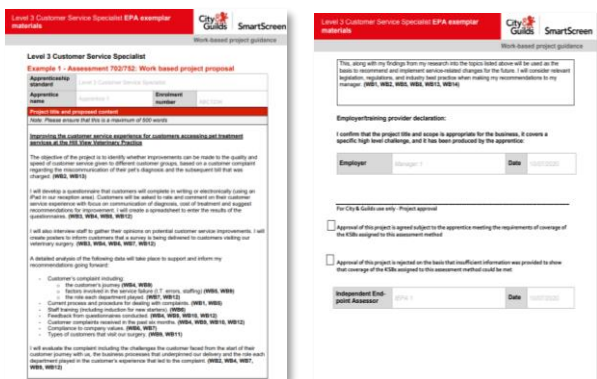
## Apprenticeship points to note

A quick reminder that it is a requirement that all learners must show photographic ID to the IEPA prior to an EPA starting. We would appreciate it if all providers could ensure all apprentices are reminded of this in preparation for their upcoming EPA.

## Customer Service Specialist Level 3 (9494)

Have you downloaded our exemplar project proposals? These are available via our EPA Pro platform and give exemplar project proposals showing how they have been mapped to the KSBS.

Look out for 6 new project proposal exemplars due to be released shortly. You can locate these on EPA

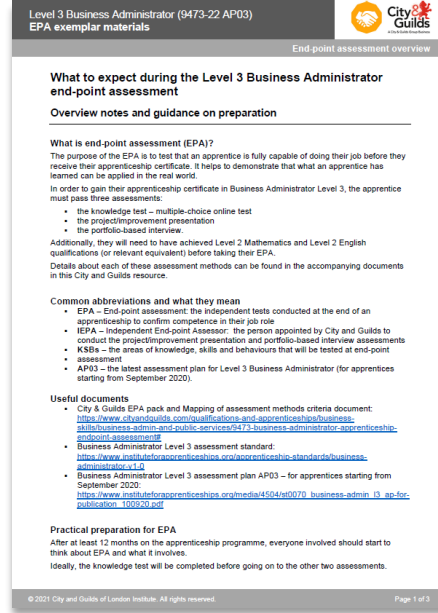
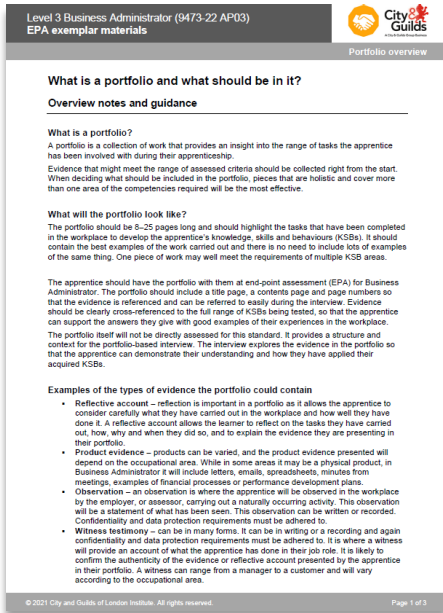


Pro.

## Important Update: Level 3 Business Administrator (9473)

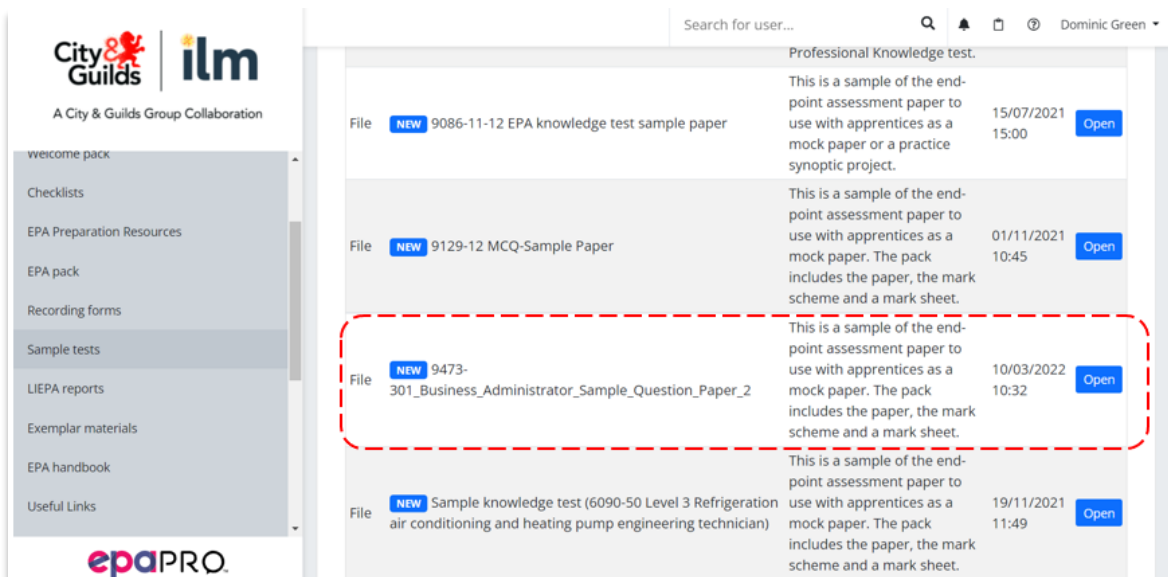
Please ensure that you have the latest version of the Assessment Plan AP03. All learners with an ILR start date of on or after the 10<sup>th</sup> September 2020 must register on the POS 9473-22.

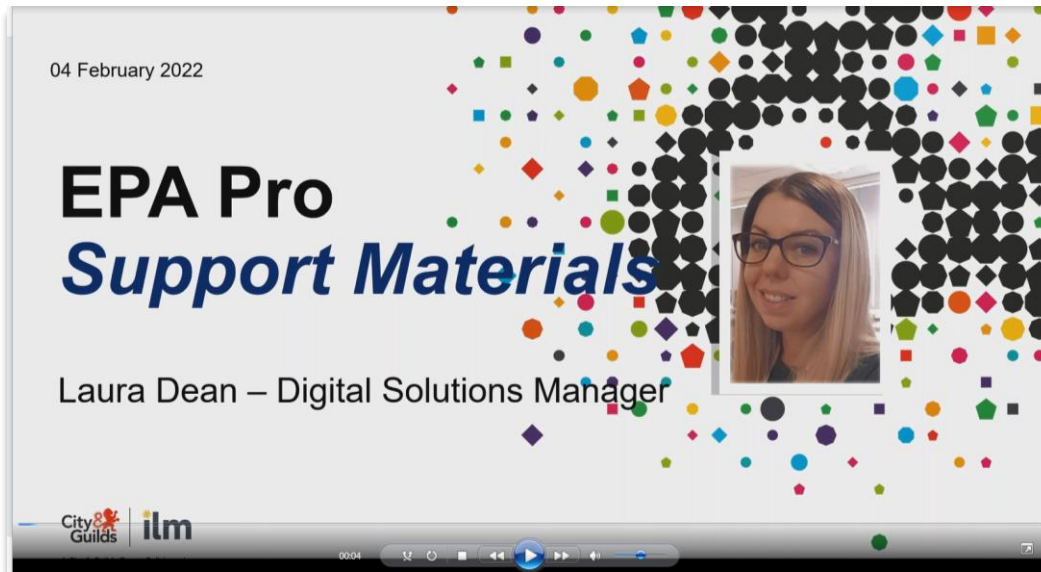
**Level 3 Business Administrator (9473-22) Exemplar materials now available on EPA Pro.**



## \*New 2<sup>nd</sup> sample knowledge test now available on EPA Pro

In order to access the new sample knowledge test you will need to log in to EPA Pro. Click the 'Support Materials' section in the left hand column, then scroll down to 'Sample tests'





You can also find lots of 'How to' videos and tutorials on our EPA Pro platform

## EPA Dispensations

The Witness Testimony dispensation introduced by IfATE is currently active within the Customer Service Practitioner & Specialist EPA. However, IfATE will be switching this off on June 30<sup>th</sup> 2022. We appreciate that switching off the dispensation and returning to observations is a concern for many employers, providers and apprentices.

We are currently exploring whether the IfATE dispensation could be extended and speaking with the relevant stakeholders to discuss further. We will update you as we hear more.

## EPA Guidance & Support

**Don't forget we have a collection of user guides, documents, webinars and videos to support you through every step in your EPA journey on our website.**

### Our 8-Stage EPA journey with City & Guilds and ILM

Our new guide to the EPA journey will walk you through each of the 8 stages of EPA, from choosing an end-point assessment organisation (EPAO) through to results and certification. Split into the eight key stages of EPA, it aims to give you clear guidance of what you need to do and where you can get support and more information at each stage of the journey.

[Download >](#)

**We also have some useful documents which you can download regarding the various platforms we use.**

### Uploading gateway evidence

Please find a short guide to submitting evidence for gateway.

[Download the guidance >](#)

### 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. This guidance document explains steps you will need to take prior to the remote assessment and what you will need to do on the day of the assessment.

[Download >](#)

### e-volve centre user guide

e-volve is our platform for apprentices to sit tests and exams securely and easily. This user guide includes all you need to manage on-screen assessments.

[Download >](#)

### EPA how to book evolve

A short guide on how to place online exams / evolve assessments for City & Guilds End Point Assessment learners.

[Watch >](#)

## EPA Pro

EPA Pro is our EPA service delivery platform bringing the end to end EPA journey, from registration to results, all into one place.

We have started migrating customers to our new EPA Pro platform, with the remainder migrating across in the next quarter.

Top three reasons for EPA Pro:

1. Simplified and streamlined – We've simplified all aspects of EPA delivery from registration to evidence upload and exam booking through to results and certification, reducing the administration and allowing you to reach EPA success sooner.
2. Clarity and control – The end-to-end journey is made clearer for you and your apprentices. with real-time information sharing, two-way planning meetings and speedy results and action planning, you're more in control of EPA than ever.
3. Fully supported – EPA Pro centralises your EPA support from City & Guilds and ILM, giving you a single platform where we help manage and improve your EPA experience.

For further information check out our website here:

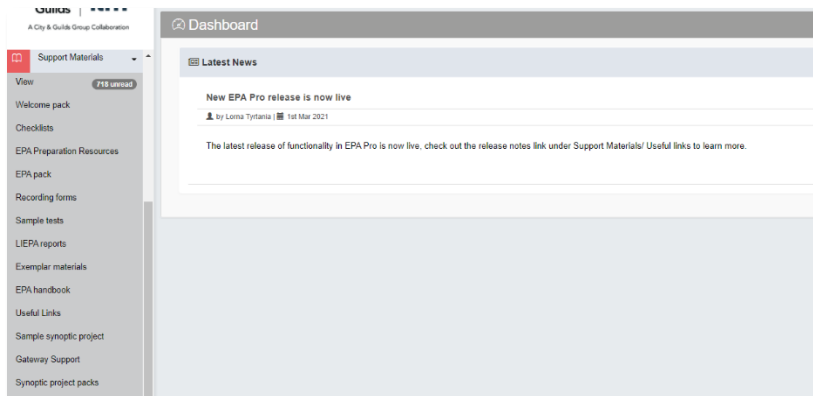
<https://www.cityandguilds.com/apprenticeships/endpoint-assessment-service>





## Support resources within EPA Pro

EPA Pro has now been populated with support resources relevant to specific standards. The screenshot below shows where these are located.



You can also download and watch various videos to support you including how to make an assessment booking and support you in creating and uploading Apprentice bulk uploads and troubleshooting any errors you may encounter. See your EPA Pro for access. If you haven't got access your Exams team should be able to support you by creating a secondary user account.

Type	Title	Description	Updated	View
File	<b>NEW</b> Assessment Progress Area - Update Help Guide	A short guide to help you navigate the updated Assessment Progress Area in EPA Pro.	22/04/2021 20:00	<a href="#">Open</a>
File	<b>NEW</b> Creating Apprentice Bulk Upload Exemplar Template	An exemplar file for the creating apprentice bulk upload process, showing mandatory fields etc and example data	16/02/2021 18:04	<a href="#">Open</a>
File	<b>NEW</b> Creating Apprentice Bulk Uploads Guide	A helpful guide to support you in creating and uploading Apprentice bulk uploads and troubleshooting any errors you may encounter.	17/02/2021 09:33	<a href="#">Open</a>
File	<b>NEW</b> Customer EPAPro update March 2022	Guidance document to support customers with the changes added to EPAPro	01/03/2022 23:29	<a href="#">Open</a>
File	<b>NEW</b> EPA Assessment Booking Process	Short video to guide you through the assessment booking process in EPA Pro.	08/11/2021 11:02	<a href="#">Open</a>
File	<b>NEW</b> EPA Pro - Updating Gateway Date	A short video tutorial demonstrating how to check, amend and confirm your expected EPA date to allow more accurate reporting and to ensure we can support your EPA events taking place.	22/11/2021 15:28	<a href="#">Open</a>
File	<b>NEW</b> EPA Pro Data Cleanse	EPA Pro video tutorial demonstrating how to cleanse data of withdrawn or cancelled EPA apprentices to keep your data accurate.	09/11/2021 12:29	<a href="#">Open</a>

## Management & Administration T Level

Since our last newsletter we have been extremely busy behind the scenes. We have held lots of webinars regarding the Core elements of the TQ as well as the Occupational Specialisms and how they are assessed. If you missed any of these webinars head over to our dedicated T Level web page and listen to the recordings [here](#).

Our TQ specification is no longer in draft format and can be accessed [here](#)

**Upcoming webinars**

For Providers teaching from September 2022

(04.02.22, 10.00-12.00 GMT) [General approval information webinar](#)

(01.03.22, 13.00-15.00 GMT) [Preparing for the approval activity](#)

**Webinar archive**

Here you will find the recordings and slides from each of our T Level update webinars.

**January 2022**

Provider TQ update – [download the slides](#) | [watch the webinar recording](#)

**November 2021**

Provider TQ update – [download the slides](#) | [watch the webinar recording](#)

**October 2021**

Provider TQ update – [download the slides](#) | [watch the webinar recording](#)

**July 2021**

Provider TQ update – [download the slides](#) | [watch the webinar recording](#)



## New Management & Administration Landing Page

Our very own dedicated Management & Administration TQ webpage is now live. Here you can access a variety of documents such as the qualification handbooks, centre guidance, marking grids and sample assessment materials for the Core including the exam & Employer Set Project as well as for the three Occupational Specialisms. The City & Guilds POS code for the Management & Administration TQ will be 8715.

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

COVID-19 OUR OFFER **QUALIFICATIONS** APPRENTICESHIPS TECHNICALS T LEVELS QUALIFICATIONS EXPLAINED

Home > Qualifications > Business Skills > Business, Admin and Public Services > T Level Technical Qualification in Management and Administration (8715)

**T Level Technical Qualification in Management and Administration (8715)**

**INFORMATION** DOCUMENTS

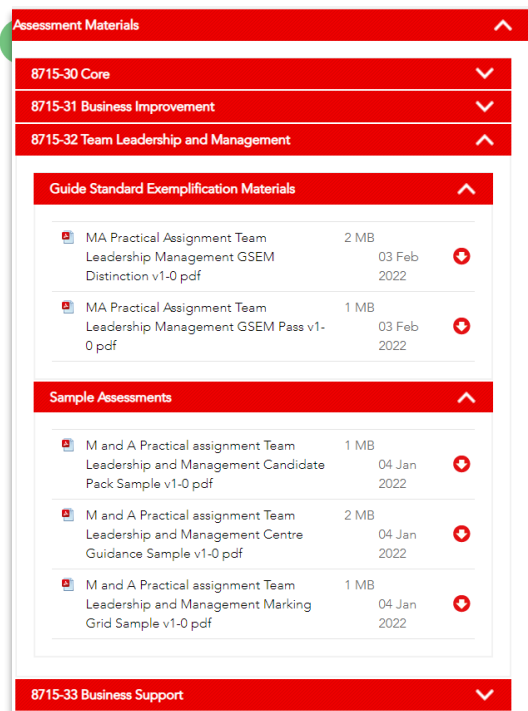
Last Updated: 16 Dec 2021

The T Level Technical Qualification in Management and Administration allows learners to gain an understanding of what is needed to work within an administrative or managerial role. Topics covered include Business Context, People, Quality Compliance, Project, and Change Management.

This qualification is aimed at learners aged 16-19-years old who wish to work in any sector within an administrative or managerial role.

A learner who completes this qualification is well placed to develop to full occupational competence with the correct support and training.





We have also provided you with various GSEMS (Guide Standard Exemplification Materials) The aim of these materials is to provide centres with examples of knowledge, skills and understanding that attests to minimal threshold competence. These are available for both Pass and Distinction for all of the Occupational Specialisms. Click [here](#) to access these documents and download. We also have sample Core exams which are situated on the same page.

## Employer Industry Board

Through our Employer Industry Board (EIB), we are working with a group of employers and industry to design and develop the T Level Technical Qualification specification and assessments for the Management and Administration to ensure the qualification is fit for purpose and meet the needs of the industry.

Visit the [Employer T Level dedicated webpage](#) for more information on our EIB boards.

## Keep up-to-date on T Levels development, news and helpful webinars

It's important we hold the right details for everyone involved in the T Levels planning and delivery for Engineering and Management.

If you are not the correct centre contact for T Level updates, please forward this email to the relevant person/s. Relevant parties should register or change their email preferences using the buttons shown.

[Update my email preferences](#)

[Sign-up for T Level updates](#)

We are constantly releasing new dates for centres to ask questions around the Management & administration T Level. If you wish to book on to these two way sessions (there are limited places available) do look out for them on our dedicated [T Level events & webinar web page](#).

**Please note that all events & webinars are ONLY for ESFA eligible providers who have been approved to deliver T Levels.**

## New phone numbers for our centre and learner support team

In order to provide better value for our customers and learners we have updated our centre support phone lines, so that all calls are charged at local rates.

- The new number for our Centre Support team is 01924 930800.
- In addition, the new Learner Support number will be 01924 930801.

Email: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

Open: Monday to Friday 08:00h to 18:00h GMT

## Meet the Team

### The Business Skills Team



**Dominic Green**

Technical Advisor – Business

[dominic.green@cityandguilds.com](mailto:dominic.green@cityandguilds.com)



**Mandy Slaney**

Lead Industry Manager – Business Skills

[mandy.slaney@cityandguilds.com](mailto:mandy.slaney@cityandguilds.com)

We are pleased to welcome and introduce Karen Murphy Ryan to the Business Skills team. Karen has joined us as Industry Manager for Business Skills with a focus on the T Levels.



**Karen Murphy-Ryan**

Industry Manager – Business Skills

[Karen.Murphy-Ryan@CityandGuilds.com](mailto:Karen.Murphy-Ryan@CityandGuilds.com)

Karen worked in a range of provider account, partnership, relationship, quality and employer service management roles in the ESFA/National Apprenticeship Service and its predecessor bodies for many years. In 2014 Karen moved into the apprenticeship delivery world holding both curriculum and apprenticeship management and director positions in private providers and Further Education colleges before joining City and Guilds as an Industry Manager focussed on the Management and Administration T Level in 2020.

Your first point of contact for all technical queries would be the Technical Advisor for the business sector. Alongside our Technical Advisor, support can be found from our Industry Managers, Mandy Slaney and Karen Murphy-Ryan.

Karen supports centres with regards to employer engagement and T Levels. Karen provides T Level updates to employers to help them understand the T Levels and how they can get involved with future reviews and developments



March 2022

## Keep in touch and up to date

### 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](mailto:dominic.green@cityandguilds.com)

For specific queries and enquiries please contact our dedicated customer support team: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

Thank you for your continued support.

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