

# Digital Skills Newsletter

## FLASH UPDATE 05

### GENERAL NEWS!

**Digital Support Technician (9700)** is live! After a couple of months hard work by our Develop Manager – Maurice Lister – and the team of consultants he had assembled, we met our revised launch date of 14 August 2020. While it was expected that EPA bookings would open later than registration option, we are pleased to announce that both parts of the product are available.

On the website you will find 3 sections under documents:

- PDF of resource list and the EPA Declaration form
- Section containing documents for **Digital Applications Technician** pathway (9700-12)
- Section containing documents for **Digital Service Technician** pathway (9700-13)

We choose to split the pathways into their own handbooks to make things as clear as possible what is required to achieve them. They do both contain the Core elements of the overall Digital Support Technician, including the core behaviours.

Digital Support Technician web page: <http://bit.ly/CGDSTEPA>

### Assessment Mitigation - Reminder

Centres need to ensure that they are in a position to complete outstanding work and all results are submitted by 30 September.

### Useful links

- Using Remote Invigilation – guidance <https://bit.ly/CGRemotelInv>
- Centre Assessment Grade Tool <https://bit.ly/CGSubmitGrades>

### Extensions of Mitigation

City & Guilds has put together a project team to look at how we can extend some of the Mitigation that has been in place this summer. As this goes across all the Industries we deal with, there is a lot of work to be done and submitted to the various regulatory bodies we deal with across the four nations and beyond.

It is hoped that we will be able to continue the current practices until the end of the year – which we have seen with Synoptic Projects in EPA - as we are all well aware that the educational environment for both classroom and apprentices has not returned to pre-March 2020 conditions.

Please keep checking our website for up-dates and we will announce things through our webinars and email alerts.

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15 September 2020

## Essential Digital Skills Qualifications (EDSQs)

City & Guilds is currently planning its development of the new EDSQs, which we hope to launch for registrations by Spring 2021. These new qualifications will be available at Entry 3 and Level 1, and will be funded under the 19+ adult legal entitlement. More details on the progress of these developments will be made available through email alerts and future editions of this newsletter.

### Call to arms

We have seen some great results from your apprentices. The Digital Skills portfolio of products is currently enjoying a 96% (average) success rate – THANK YOU.

We are now looking for good news stories to write up as Case Studies to highlight all this brilliant work being carried out and help us continue to spread good practice and keep the results coming. If you would like to share some of your successes with us then please email Ken or David and we will pass your details to our Marketing Communications team to talk to you further.

### Resuming Face-to-Face activities

As the Government change the Lockdown activities and are pressing education to get back in place full time from September, we have put together some advice and a Risk Assessment Form for you to complete. This is mainly aimed at protecting you, learner and our EQAs/IEPAs when involved in on-site assessment.

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

### Updates and webinars – and more

Still a bit unsure as to how some of the things around Apprenticeship Standards work or just want a reminder of some of the things we have discussed at events and on webinars. Then, please visit our Updates and Webinars page.

<http://bit.ly/DigiUpdates>

You will find a wealth of information there for you to view at any time that includes;

- 5 Minute Apprenticeship Standards videos
- ALL webinars since March – including lessons learnt/best practice for the EPA elements
- Question and Answer document from our webinars
- Published Newsletters
- Documents for the dispensation for Apprentices doing the Synoptic Project

Please check out the information held there as this may answer many of the questions you have.

### Traineeships

City & Guilds is putting together a variety of solutions to help centres meet the Government's latest call around Traineeships. We are looking at how we can provide you with a set of pick-and-mix solutions across sectors that will include an element of digital skills as part of the programme. David and Ken are keen that Digital is seen as a tool and not as something else that needs to be taught.

- As an example, hairdressing salons need to schedule appointment, keep information on client treatments and contact them as need be. This could all be covered using products like Microsoft Outlook and Excel as a flat file database that could be taught in context with the learner being awarded the Using Collaborative Technology unit from ITQ.

- IfATE have stated that we can now accept more vendor products as exemptions for the On-Programme Knowledge Modules
  - This does **not** mean you can use anything you like
  - City & Guilds will issue a separate document with an updated list of acceptable products and new gateway form
  - We will not be re-issuing handbooks and IfATE will not be amending the Assessment Plans and Standards as published
- We have a digital credential/badge for all our EPA Achievements. For your apprentices to receive their digital badge, you need to make sure that you give us their email address at the time of booking their EPA. We will be getting a report to find those that have not received badges prior to them going live and attempt to contact centres to get them sent out.
- Revised Standards are likely to be going live in January 2021. We will keep you updated.

Keep checking our website and pass on to colleagues.

### **Note from David and Ken**

We always urge you to Stay Alert and Stay Safe. As Lockdown eases, this will be even more crucial and City & Guilds will continually monitor the situation and provide support/guidance wherever we can.

Please make sure you check the Covid-19 webpage.

[www.cityandguilds.com/covid-19](http://www.cityandguilds.com/covid-19)

David and Ken are only an email away if you have specific issues you wish to discuss;

- Unsure about aspects of EPA
- Can we move from another EPAO to you and what is required
- Assessment Mitigation checks
- Handling Summative Portfolios (though check Updates and webinars page as this may help in the first instance)
- Provide us with market insights and what you plan for future deliveries

### **Finally**

As we move into 2020/2021, City & Guilds, in particular the Technical Adviser Team, are looking to find out what support we can put in place to help you and your curriculum. While it is Digital Skills Teams intention to maintain our 3 weekly webinars, what else can we do or do you need?

Future of Education Survey: <http://bit.ly/CGOnGoingSupport>

Please Stay Alert, Stay Safe, Stay Well. Again, we thank you for your work with learners and faith in us, the results of that speak volumes.