

Digital Skills Newsletter

FLASH UPDATE 04

LAUNCH 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>

Key features

- No on-programme qualification requirements
*Centres will be expected to undertake formative testing themselves and will be allowed to use any relevant learning materials, including those from any Vendor. **NOTE** any exams or certification that may be done by an apprentice will not be fundable.*
- No Occupational Brief
The requirements for each Outcome are built into the Standard and have been developed at the same time each Outcome was being considered. This has provided us with better guidance on what we need to advise you to get your apprentices to learn and provide as evidence for each Outcome.
- 2 Pathways – with Core and Optional Outcomes
 - *Digital Applications Technician*
 - *Digital Service Technician*
- Technical Skills (TS), Technical Knowledge (TKU) and Core Behaviours (USAB)
 - *TS and TKUs are specific to each pathway though there are some core elements*
 - *USABs are common and core to both pathways*
- EPA in two parts
 - *Core test and pathway specific test*
 - *Case Study Presentation/Interview (which will also draw on the portfolio submitted)*
- 15 months typical duration

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Assessment Mitigation - Reminder

Centres need to ensure that they are in a position to complete outstanding work.

- Level 2 and above VRQs and VQs are **Adapt** and your Intention to use Mitigation forms should have been submitted by **31 July 2020**
- Results entry for Level 2 and above VRQs and NVQs need to be submitted by 30 September 2020 – so you still have time to collate evidence, do Q&A or Professional Discussions (PD) with your learners
- On-programme qualifications for Apprenticeship, your Intention to use Mitigation forms should have been submitted by **31 July 2020**
 - Using the evidence and Q&A/PD mitigation you will need to use the Calculated Assessment Grade Tool (CAG) to enter the result
 - Using the Remote Invigilation option, you will need to give us 5 days' notice to allow us to set up and send you the URL for the web-based version of E-volve.

Useful links

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

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 and best practice for the EPA element of Apprenticeship Standards
- Question and Answer document from last two webinars- will be updated following each webinar
- 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.

While each of our Industry sector teams will be running update webinars for those already delivering or continuing to deliver Traineeships, we are aware the Government is allocating extra money to this area. As part of reminding those already delivering, we would like to know your opinion on City & Guilds creating a Traineeship Virtual Conference;

- Session on funding – *aimed at Traineeship Leads (open to all)*
- Session on mandatory elements that need to be in the Traineeship - *(aimed at all involved in delivery)*
- Industry specific sessions – *aimed at curriculum team deliverers*
- Session on what next and how we can help - *aimed at Traineeship Leads (open to all)*

If you think that this would be a good idea for you and your colleagues, please can you email David or Ken that you would be interested to learn more.

- 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

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.