



Webinar - Questions and Answers

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Introduction

This is a follow up to the questions asked at the recent webinar, each section dated for the webinar when they occurred.

Webinar: 10 May 2022 – Keep-in-Touch

1. Do you have a time line for the Data Technician registrations as I have a learner nearly ready for that EPA?

Unfortunately, not - we hope to start the development of our EPA for this from September, so this is probably too late for you and your learners

2. Where would I find the exemplars for the portfolio etc.?

The Exemplars that have been created for Standards can be found either in SmartScreen or, more conveniently, in EPA Pro. For the new and revised Standards there will be Exemplars for all elements of the EPA for you and the apprentice with a single document for employers that outlines the assessment methods and gives some guidance on what they can do to help prepare their apprentices for EPA.

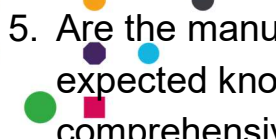
3. I have a number of learners coming to EPA for Digital Marketer and Digital Support Technician. Are we OK emailing if we have general questions as we prepare?

Yes. We welcome interaction with our training providers, as we want you to be comfortable and confident in what you are doing. If you are, then this will show when dealing with your apprentices and it will help them be comfortable with what they are expected to do.

4. How do we access SmartScreen?

For the *Exemplars* you can get a free login set up by the person responsible for SmartScreen in your organisation. If you have never used SmartScreen in your organisation, please contact your Account Manager at City & Guilds to get this service set up.

For the *Apprenticeship Training Manuals* as shown in the presentation, there is a charge for this and you would need to contact your account manager to purchase these products and get set-up to access them.



5. Are the manuals the equivalent of the specifications that show each of the expected knowledge in IT Infrastructure, or is it something more comprehensive with material etc?

The Apprenticeship Training Manuals provide guidance on what should be delivered to achieve the Knowledge, Skills, and Behaviours (KSBs) of a Standard. They are set up as a number of *Tasks* that the learner needs to go through covering specific KSBs.

The *Tasks* are split into 3 sections – KNOW IT, SHOW IT and LIVE IT. The last section is where they are expected to gather examples from the workplace to show how they have applied the learning and skills obtained in the first 2 sections.

6. Are you talking about IT functional skills today?

Our colleagues in Pre-Employment/Employability are responsible for the Functional and Essential Skills products. We are able to answer some questions around what is coming – City & Guilds expects to develop the proposed Digital Functional Skills (DFS) qualifications at Entry Level 3 and up.

This and the Essential Digital Skills Qualifications will be the only products funded in the IT User space going forward. Entry Level 3 and Level 1 IT User has already been removed from funding, Level 2 will stop being funded from the end of June 2022 and Functional Skills ICT will no longer be funded from end of June 2023 (when the DFS should be ready).

For those that are able, lobbying a Mayoral Combined Authority (MCA) or Greater London Authority (GLA) to include the Level 2 on their list of locally funded qualification could be an option.

7. I was wondering what the plan for Level 2 IT User is as I currently deliver it. Will there be an alternative?

As above, the Government has decided that the only requirements for “Digital Literacy” will be EDSQs and DFS, which we know are short programmes of total qualification time of 60 hours. They also believe that there is no need to anything above Level 1 in the IT User space.

THIS AFFECTS ALL AWARDING ORGANISATIONS.

Unless you can find alternative funding or get a MCA or the GLA (if you are in one of the areas that has these) to include in their funding list, then Level IT User will cease to have funding past June 2022.

We will keep our products open for use, as they are still funded outside of England and may be used as full cost recovery.

8. Can pre 16 be entered for the post 16 quals?

Yes, the way that funding operate in the 14-19 space is different to post 16. In the main, if it is an approved qualification with Ofqual then it can be delivered.

Webinar: 19 April 2022 – Keep-in-Touch

No Questions

Webinar: 29 March 2022 – Keep-in-Touch & VRQ launch

1. How do I upload the Pkt file created Packet Tracer onto EPA pro as it wouldn't let me yesterday, is it meant to be an img file?

It suggested that there are two ways this can be done:

- Put the PKT file into a zip file and upload the zip
- Put into a folder along with other evidence and upload the folder

This has come from other training providers who have found these approaches work without any issues.

2. How long will the 3667 still be open for?

3667-02 will remain open for registrations for 3 to 6 months, anyone currently registered on this or register prior to it being closed can complete the qualification as we usually allow up to 2 years for certification to be achieved on a Level 2 qualification.

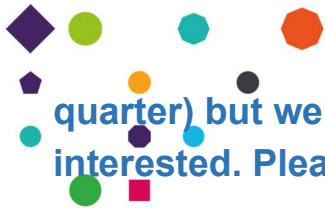
Learners will not need to be swapped to the new 3668-02, this should be used for new registrations now it is opened – once you are comfortable with the updated product.

Webinar: 22 February 2022 – Keep-in-Touch

1. The C&G Functional Skills teams are moving their keep-in-touch style webinars to MS Teams. Are you doing the same?

No. We use the Go to Webinar platform as an information delivering system and for the numbers of people we can get attending the webinars, it makes sense to continue to do so.

We would consider doing some small group discussions via Teams, the Direct Sales Team have set some of these up throughout the year (once a



quarter) but we could do more workshops on specific topics if people were interested. Please let David and Ken know.





2. Are Employer Reference still required for the new standards EPA?

No. This has been dropped as part of EPAs in the revisions published and in those currently in development.

One of our training providers is thinking of repurposing the ER to use as a form of Witness Testimony, which we would not discourage.

3. Will the new Level 2/3 Systems and Principles handbook include other vendors. For example, Microsoft

We already have a number of Vendor Alike units based on Microsoft products, as the units were based on programmes from them, Cisco and CompTIA. While the named product that was used may no longer be available, we will accept the relevant replacement for these units as they were written in such a way as not to link to specific technology.

We will also accept certifications from other Vendors if it can be shown that they are delivering 80% or more of the Outcomes and Assessment Criteria. As an example, we already accept Huawei and Juniper certifications for the units based on Cisco CCNA and would happily discuss the use of Amazon Web Service programmes and others.

Webinar: 1 February 2022 – Keep-in-Touch

1. Update on Apprenticeship Training Manuals (ATMs)

Network Engineer and Data Analyst has been handed over to our content agency who will be managing the production (copyediting, image research, proofreading, proof stages, typesetting).

ICT is still being worked on by the authors/reviewers and should be ready to handover to content agency by 15th March. This has been delayed as one of the original consultants had to drop out part through the work they were doing and we had to engage a replacement and get them up to speed.

Expected go-live dates are being set as:

- Network Engineer: April 29th
- Data Analyst: April 29th
- Information Communication Technician: 8th June

Our apologies that these are the not the dates we were saying in our webinars, they have slipped due to a number of activities and handover of materials not being completed as we would like.

Software Developer is being built now.



Webinar: 11 January 2022 – Keep-in-Touch

1. Vendor Alike Certification were aligned to specific Vendor products in the 7540 Qualification, what is happening as some of those are being or have been retired and the exams are no longer available?

While we have not updated the information in the handbooks to reflect changes from the Vendors – we do not know in advance what they are doing or have done – we offer the following options:

- If you are happy with and still have access to the learning materials you have been using from a Vendor, then your learners can put together a portfolio of evidence to meet the Outcomes and Assessment Criteria in lieu of the retired exam.
- Where you wish to use a new product – Microsoft Azure Fundamentals instead of Microsoft Software Fundamentals – all we require from you is a mapping document (simple spreadsheet) to show around 80% match of the programme with the Outcomes and Assessment Criteria of the unit you wish to claim.

The latter option is in line with what is being done in England for Vendor products against on-programme qualifications of Apprenticeship Standards and we believe this offers training providers greater flexibility with the ability to offer programmes that meet local needs.

Webinar: 7 December 2021 – Keep-in-Touch

1. The Digital Marketer handbook for the Level 3 Certificate in Digital Marketing Business Principles states the Evolve exam can only be taken twice? Is this correct as no such restriction are in place on the other 2 e-volve exams; Fundamentals of Digital Marketing and Digital Marketing Business Principle?

This is an error and we are happy to re-state there are no restrictions on the amount of times a City & Guilds digital on-programme qualification can taken or the EPA. Any restrictions are liable to come from the employer or training provider, i.e. are the prepared to pay for multiple resist.

We will look to have the handbook updated accordingly.

2. With the replacement Standard coming for Digital Marketer, (a) what does this mean for learners signing up/already on programme? (b) If they're already on programme, then presumably the EPA is the same as it is? (c)The new MultiChannel qual will apply to new starts from September onwards?
 - a) **Apprentices on the current Digital Marketer Standard will not be affected by the release of a new Standard and should continue as planned.**

b) There is no expectation that those on the current Digital Marketer Standard would swap to the new product and they should complete their EPA under the current process and assessment method.

c) While the submission deadline date for the new Standard is March 2022, there will be a number of processes within IfATE, ESFA and DfE for it to go through before it is finally published. While we might expect IfATE to published as early as they possibly can, they will leave a grace period (it is now an agreed procedure in IfATE) to allow EPAOs and Training Providers prepare for the new product. September 2022 has not been given as a date and we will need to wait on IfATE to provide details.

3. Just to confirm, the proposed Multichannel is a 'new' standard?

The replacement for Digital Marketer and the Marketing Assistant is a NEW Standard and will replace both of the current products.

4. Has the Level 3 Business Principles Multiple Choice Exam been revised? The last time my learners sat it there were questions about Belbin's Team Theory which isn't asked for in the Business Principles Module Guide, but IS covered in the other separate qual of Online/Offline Marketing

We have not reviewed the exams for Digital Marketer for a couple of years, no changes have been made to the Business Principles separately.

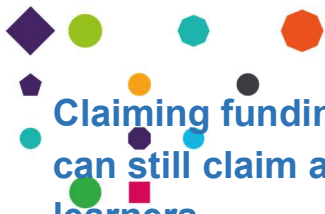
As always, we welcome any information on items that may be ambiguous or not appropriate and we will bring this to the attention of our Assessment Development Team to review, edit or remove as required.

All our on-programme qualifications have behind them 3 exam versions, each consisting of 140 questions for Evolve to select the required number for any specific exam. This ensures security of questions where multiple apprentices take them at the same time, as well as providing flexibility for resits.

Webinar: 16 November 2021 – Keep-in-Touch

1. Any news on EDSQ and its date for delivery by C & G?

We are still waiting for feedback from Ofqual from the technical evaluation process, but we expect it to be ready by January. As a reminder (see the Flash Newsletter) Entry Level 3 units from 4249 and Level 1 units from 7574 are funded on an individual basis, but not the full qualifications at Entry Level 3 and Level 1.



Claiming funding needs to be done per unit on your ILR for ESFA, but you can still claim a full certificate from us through Walled Garden for your learners.

2. If we are looking to start the revised Network Engineer Standard, should we wait for the support materials to be released?

No, Much of the learning required around being a Network Engineer has not really changed, it is in the Assessment Plan that the big differences occur – with 2 individually grade assessment methods leading to an aggregated overall grading.

We already have the latest EPA Exemplar guidance for the revised Standard available in EPA Pro; materials for you, the apprentice and employer. The ATMs will help with those looking to build a curriculum for the first time or help consolidate work already being put in place by those who have been delivering the previous version of Network Engineer.

3. Are there any plans to get the digital apprenticeships recognised for UCAS points?

It is very unlikely, as the Government (and IfATE) do not see apprenticeships as a step into university, they are programmes for employees to be trained with the promise of a permanent job.

We do know that some colleges and private training providers have worked with universities to understand what an apprentice can do and their eligibility for going to university, but this would need to be done as a conversation between your apprentice, you and the university they are interested in attending.

Webinar: 26 October 2021 – Keep-in-Touch

1. Will Apprenticeship Training Manuals (ATMs) be on Get-to-Gateway (GtoG)? ATMs will be separate from GtoG. Our aim is to have the ATMs developed as quickly as possible and provide them through EPA Pro and SmartScreen as interactive documents. It is likely we will look to use some of the existing resources in GtG where appropriate, but creating new content for the online platform is labour intensive and takes to long to help us provide benefit for you now.

2. Just wondering if there are any resources for ICT as of yet? Or do you know when these will become available?

The Information Communication ATM is currently in development and will provide guidance for the apprentice (that you can also use for curriculum building) on what is required for Core knowledge, skills and behaviours and then for each individual pathway.



We would hope to have these in place before Easter next year, if not sooner.

Webinar: 05 October 2021 – Back to the Classroom

1. Cyber Technologist is listed as retired on IFA website and I am working on Recruiting New apprentices on the new syllabus can I do that now?

Yes, you can. Your new apprentices will need to be registered on the ILR for the new standard (ST1021) and will therefore work towards our new EPA when it is developed

Webinar: 14 September 2021 – Keep-in-Touch

NO QUESTIONS



Webinar: 24 August 2021 – Back to the Classroom

1. Is Information Communication Technician considered a new version of IT Infrastructure Technician?

This is a new Standard, it has 3 pathways as well as a new End-point Assessment. The product is an amalgamation of the Infrastructure Technician and the Unified Communications Technician.

To offer this Standard through City & Guilds you will need to complete the EPA “Approval” quality form in Walled Garden or on our website. This is free of charge.

2. What are the 3 options for Info Comm Technician (or do you have a separate webinar on this?)

The pathways are: Support Technician, Network Technician and Digital Communications Technician. The last of these is more or less the same as the Unified Communications Technician but using Core KSBs and DCT specific KSBs.

Please check out previous webinars and newsletters on our website using this link:

<http://bit.ly/CGDigitalUpdate>

3. Are City & Guilds planning to offer level 4 data analyst?

Yes. The product is open for registrations and the number is 9770-12.

As this is a new offer from City & Guilds, you will need to complete the EPA “Approval” quality form in Walled Garden or on our website. This is free of charge.


4. Re learning aims - Software Developer had mandatory components, not now, so what learning aim should be used for the component aim when submitting data?

Some centres are using Z Codes for their ILR submissions, we will look to get a definitive suggestion from ESFA and our own Funding Manager

5. Is the new Standard live now?

Not sure which specific Standard refer to, but we have 3 revised products and 1 new product open:

- Network Engineer *REVISED*
- Software Developer *REVISED*
- Information Communication Technician *NEW*
- Data Analyst *REVISED (new to City & Guilds)*



They have been open since June and all those currently working with us for Network Engineer and Software Developer have been automatically had the Standard added to their product offering on Walled Garden. For Information Communication Technician and Data Analyst, centres need to complete the “Approval” form on Walled Garden or our website to have these added. This is free of charge.

Webinar: 13 July 2021 – Keep-in-Touch

1. Do we know how much the funding is for EDSQ Entry L3 and Level 1? All those offering EDSQs to date have had their products funded at £300, regardless of GLH or level. This is both the weighted and unweighted figure, so we expect to see our products attract similar funding.

Webinar: 22 June 2021 – Keep-in-Touch

1. There seems to be no definitive funding figure for EDSQs, I’ve heard £300 We are waiting for the latest funding details to be published to get some idea of what will be set. What is clear, is that these are short programmes and will not attract the funding seen for the IT user qualifications – 7574 or 4249.

2. Are the EDSQs replacements for 7574-Level 1 and 4249 Entry Level 3?

The answer is a qualified Yes and No.


- **Yes:** In terms of Funding, the Government are pushing these as the only products.
- **No.** They do not have the level detail that you can deliver with 4249 and 7574 that have specific units per application.

The content is different and assessment expectations are different. We will provide more details and arrange webinars once we have the all clear from Ofqual in August.

Webinar: 01 June 2021 – Reminders and new services

1. When do the current Standards registration close?

- For IfATE/ESFA and the ILR this will be 31 July 2021. From 1 August 2021 all new apprentice will need to be registered on the new or revised Standard as appropriate
- For City & Guilds the registration and booking of EPA will not close for a potential of 2 years. This is because we know that some people will not register their apprentices with us until the get close to them going through Gateway. We will leave them open until they are no longer used.



2. Where are the prices for the EPA and resist to be found?

The pricing for Registration, first EPA and the resit fees for each Assessment Method will be available when the products are published to Walled Garden.

3. I appreciate the need for Remote Invigilation, which is great news. I am still getting asked why Functional Skills ICT is not part of this service. I also appreciate the reason for not adding this to the service, but it would have helped to having something in place for ICT rather than face to face.

We would have liked to be able to offer Adaptations and Mitigations as we felt appropriate for the qualifications, unfortunately Regulated qualifications have to follow the rules set by Ofqual. This is especially true of Functional Skills products, as the standards for these are owned by the Government and assessment laid out by Ofqual.

Webinar: 11 May 2021 – New/ revised Apprenticeship Standards

1. We currently run Infrastructure Technician; will we need to get new approvals for Information Communications Technician?

As Information Communication Technician (ICT) is a new Standard, you will be expected to complete the form to use our EPA service. Those looking to do Data Analyst will need to complete the form also, as this is our first offering of this Standard.

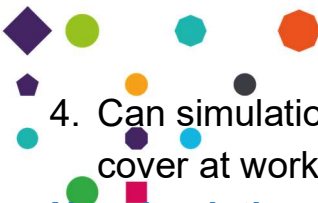
For the other Standards, we may require something to be completed for audit purposes and stay in line with expectations from our EQA body.

2. Is the Information Communication Technician still going to be a Level 3?

As much as we don't agree with levels being put against job roles, the answer is YES, the new Standard has been given the Level 3 status.

3. Approvals will roll over presumably.

As above, for Standards designated as new (Version 1) or new to us then the EPA Approval process will need to be followed – this will be for ICT and Data Analyst. Network Engineer and Software Developer will have some form of FastTrack form for audit purposes.



4. Can simulation be used to cover some of the Skills that the apprentice doesn't cover at work?

No, simulation has never been allowed. You can do “Real-work” activities and we are happy to discuss these on a case-by-case basis in order that we understand the reasons for not being able to perform the activity in the workplace.

5. Software developer: is the 500 words project proposal leading to the main project +Q&A?

Yes, the apprentice has to provide a project proposal that has to approved by the EPAO. They will the undertake the project over a 7 week period, with a further 2 weeks to write the report to be submitted once they get into the EPA period.

The project may not take up the whole of the 7 weeks, it is not like the current Synoptic Projects that have been designed to take a certain amount of time. The whole 9 weeks is to ensure they have sufficient time to work on a significant project to cover the relevant knowledge, skills and behaviours and that it is of benefit to the employer.

6. Are you saying here are no more on-programme qualifications required up to Gateway?

That is correct. Apart from the requirement for English and maths at the required level to be proven there are no other mandatory qualifications required for the new and revised Standards.

It does need to be said that you can still use the learning materials that you have done to date or purchase more from us or vendors, this could be paid for from funding as long as you can show its relevance to the programme. For an apprentice to achieve a qualification or Vendor certification, you, they or the employer would have to pay for the registration and exam fees and should not use funding for the Standard.

7. Who will be attending the Q&A? Who will lead the Q&A?

Only the apprentice and the Independent End-point Assessor should be part of the Q&A session. The same is true forth Professional Discussion.

8. Will the Q&A be recorded?

Yes, we will record the Q&A and we will record the Professional Discussion. The training provider, employer and apprentice are not permitted to record the session.

9. So, no exams under the new standards ie infrastructure technician?

Correct, but it is the Information Communication Technician. All current Standards expectations like Infrastructure Technician have not changed.

10. For the infrastructure technician, can the student still do the project from home?

Currently this is still the case. While many training providers and companies have not welcomed apprentices back into their premises our EQA body is still allowing this to happen.

11. Are you considering L3 Data Technician?

We look at all the standards, however we will never be able to do everything, so L3 Data Technician not for 2021/22, but possibly in the future.

12. What are the last dates we can enrol apprentices on the standards as they currently are?

City & Guilds will keep the current Standards open for some time to come, as training providers do not always register apprentices with us when they take them on and may do so only a few months before booking the EPA. In terms of ILR, the current Standards will cease to be an option from 30 July 2021.

While it has been mentioned there may be an option to transfer between the current Standard and the new, there is no clear guidelines as to how this would work, and the switch may mean some new Outcomes or revisions of Outcomes may not have been covered that could cause the apprentice to fail their EPA. Our advice would be to stick with what you started with, but if taking on apprentices now, hold off on registering on the ILR until the new Standard is open if you can, to ensure you are following the best programme for the apprentice, employer and yourselves.

13. Are there any plans for Software Development Technician and Business Analyst?

City & Guilds monitors all possible options to add to our offer. As the Software Development Technician is in review and no decision has been made as to whether it will continue or be revised, we are unlikely to start work on this at the moment to avoid being part way or completing a development to find a new version has been released.

For the Business Analyst, we have this on our radar and will be looking at whether this should be added to our request for development resources going forward.

14. Will the software Development Technician Level 3 remain at V1 and unchanged?

Currently this will remain at Version 1, but it is on the been/being reviewed list and we were aware it might be removed entirely. We are waiting for the Employer Group and IfATE to decide.

15. Will Information Communication Technician also include 5 knowledge modules?

No. As per previous question, the on-programme mandatory qualifications are being removed from all revised Standards and are not being accepted as practice by IfATE for new Standards – across all sectors unless deemed part of a licence to practice.

16. Similarly, what about Network Engineering, if this will include 3 knowledge modules?

No. As above.

17. Any apprentice starting now till 1st June will still be on the old standard (Infrastructure Technician and Network Engineering)?

For Infrastructure Technician you can choose to use it (until 30 July 2021) or the new Information Communication Technician.

In the case of Network Engineer, the revised Standard has not been published so you could not pick it up to put in your ILR. If you wanted them on the ILR and going today, then it would be the current version. When the revised Standard is published on the 1 June you will have a choice of which programme you wish to use until 30 July 2021.

18. What will be role of Training Provider now?

The role of the training provider has not changed. We have Standards now that do not require on-programme qualifications being delivered alongside those that do.

The training providers role is still key;

- **providing the generic learning around knowledge and skill that the apprentice can take back and make use of in the workplace**
- **monitoring and guiding the apprentice's progress**
- **working with the employer to ensure they are getting the opportunities to develop knowledge and skills learnt to be able to cover the KSBs in the Project/Q&A and Professional Discussion**



- supporting and preparing the apprentice for the Project and Professional Discussion, as well as helping them assemble their portfolio that needs to be submitted at Gateway.

19. If project selected for Information Communication Technician should need to cover all KSBs?

City & Guilds will not be creating set projects as we do now for any of the Standards. We will provide some examples of what might be covered in a project for a specific area, but the work needs to be determined by the requirements of the employer.

There are specific KSBs for the Project/Q&A and the Professional Discussion underpinned by the portfolio (portfolio is not assessed). It is important that the work done on the project and the portfolio submitted shows coverage of the relevant KSBs allocated to that Assessment Method.

20. Do you know what the UCAS points will be for these new standards? As far as we know there are no Standards in any sector that have UCAS points allocated to them. This is not likely to be changed by IfATE and as the apprentice is supposed to be an employee and not a trainee looking to get qualified to find a job, their argument is that they would go on to be fully employed.

However, we do know that apprentices have gone on to Higher Education from Framework apprenticeships and Standards. Universities are not averse to taking them on, but you or they would need to speak with the university they wished to go to discuss the opportunity.

NOTE: City & Guilds will keep the current Standards open until the last apprentice registered on those programmes has completed their EPA.

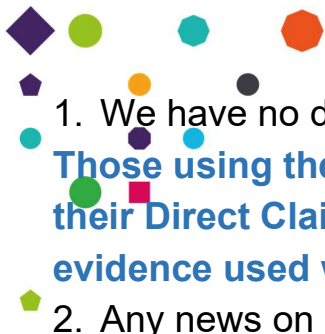
Webinar: 26 April 2021 – Alternative Assessment 2021

1. What is the involvement of the EQA in all this?

There is liable to be some requirement to verify evidence supplied from centres using TAG. Those that do not have Direct Claims Status will certainly require EQA involvement to complete their results submissions.

We expect further guidance for EQAs to be supplied following the generic Alternative Assessment event on Tuesday, 27 April.

Webinar: 30 March 2021 – Alternative Assessment 2021



1. We have no direct claims status does the CaF form cover this?

Those using the Teacher Assessed Grade process will not be able to use their Direct Claim Status (DCS), as their reason for using it and the evidence used will need to be externally verified.

2. Any news on EDSQ?

City & Guilds continues its development with the plan to have these available for September. We are working on mockups of what testing will look like for Ofqual and preparing for customer events to bring you up to date on where we are, what it will look like and other information for those who will be looking to offer these qualifications.

Keep watching the emails, also update you Preferences in email updates to include Employability, Functionals Skills and similar as the Alerts may come from our colleagues responsible for those areas and not just us.

3. If we have no direct claims status, as it's a new qual, does the CAF cover this? As above, Centre Approach Form is only a means of you telling us why you have used TAG and your approach to make sure standardisation and consistency of judgement has been carried out. All centres using TAG will have an external evidence check before the results are posted.

4. If not using TAG - what is the process?

Business-As-Usual, use assignments or have learners produce portfolios as required by the qualification and submit results to Walled Garden. If you do not have DCS yet then you will get an External Quality Assurer (EQA) visit, which may be remotely actioned.

5. Can we instigate a EQA Sample at some point?

You can initiate an EQA visit by contacting the Quality Team responsible for you or your Account Manager.

Webinar: 23 March 2021 – Alternative Assessment 2021

1. Do you mean all Technical qual must be send the exam board by the 18 June 2021?

When we talk technical qualifications, we mean the 5220 products labelled as 'Technical's'. To receive a learner's results by either the 9 of August (Level 3) or 11 August (Level 2), their results must be with us by 18 June. Results submitted later will delay our ability to post your learners grades to Walled Garden.

2. Does this include 7540-12/13?

No. These products are classed as VRQs and the final action around Alternative Assessment for these and other VRQ/NVQ products has yet to

be determined. But it is expected that this will continue to operate as normal in respect of result submission.

3. When does the Validation Discussion for apprenticeships start?

Validation Discussions are only relevant for Technicals. All work on Apprenticeship Standards has not changed and currently we do not have any alternative for on-programme testing other than Remote Invigilation.

4. Do we have to do Validation Discussions for current apprentices booked for EPA?

As above, this currently does not apply to EPA and would not apply as all EPA activities are currently continuing as normal, with home working dispensation available for the Synoptic Project.

5. I teach the 3038-21 Hair and Beauty technical, will the students still be expected to carry out their practical task considering salons have only been open 5 months out of 12?

We can't be certain of what may be required in the H&B sector, but we know that the Synoptic Assignments have been adjusted where possible and other things are being put in place to help with these learners. Our best advice is to get onto one of the sessions run by our colleagues, Sarah Fillaudeau Sarah.Fillaudeau@cityandguilds.com, or contact her directly.

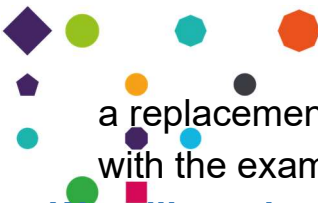
6. Who will be applicable for a TAG when on an apprenticeship programme? Is it only for those that are due to go to EPA or is it for all those who have passed their end date and awaiting to complete the FS, or can it be any learner no matter what duration on their programme providing we have demonstrated we have tried our best to complete the exams with the candidate?

Currently there is no change in assessment methods for apprentices, on-programme tests can be done using Remote Invigilation. We are awaiting further information on whether TAG will be allowed for these or Functional Skills – the latter is high risk according to Ofqual and so we are not necessarily hopeful that will happen.

We will put you in touch with our colleagues who look after FS for further details, or you can attend their events around this subject.

Webinar: 9 March 2021 – Government assessment announcement

1. Regarding the vendor qualification, the people that were doing the CIW Internet Associates course are not doing it anymore and I am struggling to find



a replacement. Do you have any companies that you know that do the course with the exam?

We will reach out to our contact who represents CIW for you and find alternative provide. We may put them in touch with you directly, so you can explain your requirements and select the most appropriate partner.

2. What's the update on Essential Digital Skills?

City & Guilds is committed to provide the EDSQs and has been submitting their approach to assessment, etc. to Ofqual for their approval. Our expectation is to have these available by September 2021 and we will provide the support for these products as you have come to expect for our Digital, Employability and Functional/Essential Skills portfolios.

3. So, will there be no funding from ESFA when you release your Essential Skills in September?

Our EDSQ products will attract the same funding as given to other Awarding Organisations, which we would expect to be in place when the qualifications go live.

4. Could I have the information regarding Step into/skills bridges?

We will provide some information in the Newsletter that is sent out following the webinar. If you wish to speak to those running the project, please let us know, we can put you in touch with them.

5. Is there any update on what's happening with ICT Functional Skills yet please?

At this moment in time the Government has put any revision or update on hold. It was thought that this would change to Digital Functional Skills, but then it seemed to overlap with the EDSQs and was put on hold.


6. Is there a date for release yet for the Information Communication Technician?

Apart from Network Engineer and Cyber Security Technologist revisions, none of the other revised Standards have yet to be awarded funding. The letter for sign off is with the Secretary of State and until this has been sent back to the employer group, we will not have an idea of when they will be officially published to the IfATE website for use.

It is important to note that from the date of the funding letter the publication will not take place for at least 56 days. They only think at this point we know, is that the funding is being reduced for all the Digital revisions.

7. Any idea for timescales for revised S/W dev standard?

As above, the Software Developer revision is still waiting on being awarded its funding.



8. When exactly will C&G be able to offer the Essential Digital Skills qualifications?

As per previous answer, our intention is to have these in place by September 2021.

9. Will course Schemes of Work be able before September? *(For EDSQs)*

Materials to support the products are being worked on and it will be our intention to share these with you as the earliest opportunity. We are already putting together webinars to introduce our approach to these products, so make sure you have set your preference for email updates to receive them information on when they will be.

As part of our Digital and IT Keep-in-Touch webinars we will bring you any updates that we have.

10. Are you expecting the ICT FS to be withdrawn?

As above, all things to do with ICT Functional Skills are on hold from the Government's side. At this moment in time, we will continue to offer the products at all levels.

11. To clarify, funding is expected to be withdrawn for Entry L1 ICT FS?

Again, at this moment in time there has been no explicit indication as to what will happen with ICT Functional Skills. Funding for Entry level and Level 1 FS ICT quals will definitely continue for 2021/22.

12. The idea that Apprentices who pass through gateway don't have to go back and take Functional Skills Level 2 - this seems like a change from the guidance we have seen.

To be clear, Apprentices must achieve the Functional Skills required for the Apprenticeship Standard they are on before they will receive the result of the End-Point Assessment (EPA). There is only leeway on when the tests need to be done for a short period of time – that is until the Government says we can't allow it anymore. The key points are these:

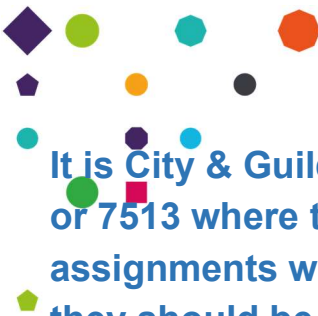
- Those on Level 2/Intermediate Apprenticeship will still need to achieve Functional Skills at Level 1, but the need to attempt the Level 2 as stated in many of the Standards has been suspended until further notice. Though, a candidate can choose and should be allowed to do the Level 2 if they wish.
- Those on Level 3 and above Apprenticeships will need to achieve the Level 2 – preferable before Gateway where possible, but the Government wishes to unblock certain industries and will allow use to let them undertake EPA without.
- No EPA results will be issued and for those that are successful we will not pass the relevant materials to IfATE until the relevant Functional Skills have been achieved.

The Government expects that every attempt will be made to have the apprentices undertake the FS tests prior to Gateway, City & Guilds allows for remote invigilation using various tools and we are exploring Zoom as an alternative to Go To Meetings, WebEx and Microsoft Teams. This option should be explored, or you will need to keep details as to why you have chosen to put the candidate to EPA.

Webinar: 16 February 2021 – Keeping in Touch

1. Can I clarify the IT User 7574 credit-based assignments, even assessments created for internal use must be supervised by tutor and not given out for students to complete during online group session?

7574 can be assessed either using a portfolio of evidence or using City & Guilds created assignments. If you are generating “projects” for your learners to gather material for assessment, these do not require supervision and can be used as you have always done. Of course, we would urge that you hold a Professional Discussion or Q & A session with the learner to ensure authentication and round-off any assessment criteria not explicitly covered.



It is City & Guilds created assignments or those in qualifications like 7630 or 7513 where the centre users our guidance to develop centre derived assignments with marking guides. The handbooks for these clearly state they should be supervised.

2. Have you any news on the EDSQ qualification from City and Guilds?

We are developing an EDSQ offer which we intend to be ready for centres to register learners on for September 2021. They are centre assessed and are at Entry level and Level 1 only. We will be providing more information as to what they will look like as we have it. EDSQs are subject to Ofqual technical evaluation, similar to Functional Skills, so we have specific conditions to meet.



Webinar: 26 January 2021 – Keeping in Touch

1. How will the career path for IT Technician to promote into Network Analyst?

Currently City & Guilds do not offer the IT Solutions Technician and do not know of the Network Analyst. For the Infrastructure Technician, it is more likely to go toward a Network Engineer than anything else, though the content is not specific to lead in that direction. Certainly, the lack of software/true coding would not make it ideal for someone looking to become a software developer.

2. Should a Network Engineer know how in TCP/IP V6?

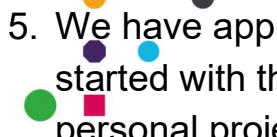
Knowledge content is outlined in the standard, the C&G knowledge module qualifications reflect the knowledge required by the standard. Though, if a Network Engineer is involved in transferring information, TCP/IP is a format worth knowing.

3. Should a personal project for the development of a Software Developer be in any business domain? Or a social benefit domain?

The employer context is key - the apprentice is an employee, and the apprenticeship KSBs must be evidenced in the context of the employer. If work done for a social domain is at the request of the employer, then it could be part of the evidence – but it must be clear that this is the employer driving the initiative.

4. If I am a worker for an employer, should I make sure the employer be able to understand my IT contribution?

Not sure of the context of the question, but if you are putting together evidence for an apprenticeship then it is about you. We do not mind talk about what the business or a team does, as long as the focus is on your contribution – the business and team are not doing the apprenticeship programme.



5. We have apprentices that went on furlough pretty much as soon as they started with the employer, and they are still on furlough. How can their personal project relate to the business?

Unfortunately, the evidence must come from the workplace, though we allow a small amount of Real Work Environment activity (happy to discuss further). The other issue here, is that if they are on furlough, they should not be doing anything to benefit the business – according to the rules. All you can really do now is continue their learning, unless they are not being allowed into work and still doing things from home, what activities they do in that case could be included in their evidence. They could still do Knowledge tests as part of the learner journey – using Remote Invigilation.

We have spoken with ESFA and NSAR for more guidance, one new EPAO is insisting that work done at home (so installing network card or connecting to a network, etc.) would not be as robust or provide the required stretch expected from actual workplace activities. They are looking at what further guidance can be provided, but we are still waiting.

6. Are there any considerations for apprentices who have been on furlough for the portfolio e.g., can personal projects be used for S/W developer?

It is a problem, but as above we are waiting for NSAR (EQA body) and ESFA to provide more guidance. Portfolio evidence will be impossible to get if it relates to physically working on a network while the apprentice is on furlough. As above, if on furlough they are not supposed to be working on anything that benefits the business.


Skills need to be shown in relationship to the job role with the employer.

Webinar: 12 January 2021 – New Year, New You

1. Is it like the previous lockdown where cannot carry out exams in college have to be done remotely?

Depending on local conditions around lockdown, there is no specific requirement for learners to come into college. Centres can use the Adaptations outlined in our published documents on the Covid-19 pages. There are options for remote invigilation and remote observation, but please read the Adaptations document and then the Sector specific document.

2. We are concerned that traineeships are vulnerable due to assessment requirements.



City & Guilds understands that many short programmes, like Traineeships, use products with assessment methods that may not be easy to administer currently (at the time of writing), which is why we have a Task Force for Assessment Adaptation currently speaking with Regulatory bodies and Government. We are trying to get a more flexible approach or some understanding of how they will assist us to help you with these programmes. Please make sure you are signed up to our email updates system for City & Guilds general notifications as well as sector specific ones.

3. Did you say that sign ups will be able to start late Feb/March for the new ICC standard?

No, the end of February 2020 is when we expect IfATE to officially publish the new Standards that will provide you with the appropriate number to put on to your ILR. We are planning to have our products open for registration by the end of April and EPA bookings by September – though we do not expect the first bookings until Spring 2022 based on the apprenticeship duration.

It is worth noting that if you book someone on an Apprenticeship Standard before the new version is released, they will need to complete it under the current arrangements. The changes that have been made do not allow for transfer from one product to another, so please be careful once we issue the new numbers for the revised Standards.

Webinar: 8 December 2020 – Adjusting to the new normal

Thanks to all those who attended. We had no questions.

Webinar: 20 November 2020 – Adjusting to the new normal

1. Do you know what is the funding amount for IT Technical Salesperson?
£1,200
2. Will any upgrade effect Learning Assistant due to the demise of Adobe Flash?
Yes, there will a redeveloped version of Learning Assistant being launched, the editing work is being carried out now. As Adobe Flash is not disappearing for a while, it is the support from Adobe that will end by New Year.

All centres using Learning Assistant will be notified when the changes are coming and what will be done to implement them.

3. I'm a IEPA for L3 DM and also am an assessor for a TP, is this qual likely to change and when?
The Employer Group has been meeting to discuss what will happen with the Digital Marketer – please get your Employers to complete the survey, so we can feedback into the Group and IfATE
<https://bit.ly/CGDigitalMarketerSurvey>
4. Remote invigilation isn't available until after 7th December? (Re evolve tests)
Remote Invigilation is available as Business As Usual. The issue with E-

olve is that it is shut from 17.59 24 November to midnight 1 December. You will not be able to get tests during this period or book new tests until the update has been completed.

5. Any news if there will be vendors or C&G qualifications in the Information Comms Technician?

There will not be any on-programme qualifications with any of the revised Digital Standards. All new Standards across industries are seeing any on-programme qualifications, unless they are specific to the industry such as Food Hygiene, Gas Safe, etc.

6. IT Tech Sales - will it require 20% OJT?

All Apprenticeships – even frameworks – should have had the apprentice doing 20% Off-The-Job. This requirement has been there for several years, so IT Technical Salesperson will also expect this.

7. We talked recently around changes to competencies in the Infrastructure Technician. We talked about TC8 and the fact our learners currently do not have access to hardware to optimise. We talked about using **Packet Tracer** in place. Is this something we would need to submit a form for or are we saying just the way assessment is delivered?

City & Guilds is aware that at the moment certain activities that would be carried out in the workplace are not possible and some pragmatic approach needs to be taken (where possible) to mitigate against this. A network set up in Packet Tracer can be done to get the apprentice to show their skill in optimisation, BUT the need to say why they are demonstrating the skill in this way and show what they would have to do or what optimisation practices they would carry out in the workplace.

It is the link between Knowledge /Understanding and the Skills that we need to see. If this is done as asked here, then no is form is required by us.

8. In regard to the Network Technician, can Packet Tracer be used to provide evidence?

If this is Network Engineer, then it is more difficult to do some of the expected work required to meet Outcomes using Packet Tracer as it does not have the full ability to simulate what would happen in the workplace.

We are willing to look at these on a case-by-case basis, but at this Level we would expect more than a simple simulated demonstration. Again, the link between Knowledge/Understanding and Skill in relation to the workplace is the key. If you can outline how that would be achieved, then our LEIPA will consider that approach.

9. Missed the first few mins of webinar so apologies if it's been covered... When is Data Analyst to be launched?

This was put on hold as we wanted to develop against the revised Standard rather than do the work twice. Because the revision was not



released before lockdown it has meant that we have not started the work yet, but we are looking to do so shortly.

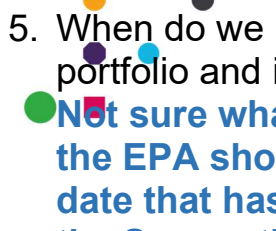
Webinar: 27 October 2020 – Adjusting to the new normal

1. Is EPA pro just to be used in England or will it be available in Wales as well?
EPA Pro is predominantly designed to work with Apprenticeship Standards in England that have End Point Assessment. However, we have several contracts with Qualifications Wales, and these do include work in the apprenticeship market, so City & guilds are looking at whether this product can be adapted.
2. Will there be a separate webinar which relates to apprenticeships in Wales?
We would be happy to do a session specifically for Wales, but also welcome direct contact for any issues that a centre may face. Please contact David or Ken to take up the offer and book an a meeting.
3. Is EPA Pro separate to Get to Gateway?
These are two distinctly different products. Get to Gateway and its offspring – Profile Plus – are e-learning and evidence gathering for the on-programme learner journey. EPA Pro is a process management tool, which will allow centres to register apprentices with us, se learning time completion, book EPA, contain the materials currently available on SmartScreen to help with the preparing for the EPA and all the monitoring/reporting that goes with that.

EPA Pro will not be charged for, as this is our process system, but Get to Gateway will still have a cost associated with it as it is learning materials.

4. Regarding the EPA portal and Digital Marketer - at what point do you release the synoptic project? Can it be released a week or so before the learner is due to do the Synoptic Project?
The Synoptic Project is not released by us, they sit on our main website and are password protected to allow for access when you and the apprentice have received confirmation of Gateway being met.

Which project to do should be made using the Project Briefs in our EPA Guidance handbooks, the apprentice should not see the full project until they are ready to actually do the work.



5. When do we press the release button for the employer reference, summative portfolio and interview? Is this on the day the evidence is being uploaded?
Not sure what the “release button is”, but all evidence that is relevant to the EPA should be uploaded no later than 14 days before the Interview date that has been booked and agreed. If the Employer Reference and the Summative Portfolio is ready when declaring Gateway, then once the EPA Portal is open for that apprentice the evidence can be uploaded.

6. Would you be able to send or attached the slides, please?
Slides are sent after each event, along with this document to those who registered and a Flash Newsletter to cover the main points of the presentation and a link to the next set of webinars, as well as to the Updates and webinar page for Digital and IT Skills where a recording of the webinar can be found.

7. For an apprentice who loses job but not made redundant - anything a new employer can get grant wise?
This not a simple thing to answer, as what circumstance would cause the apprentice to lose their job other than be made redundant? If they were sacked for gross misconduct or something similar, would a new employer want them? Would you actually want to continue to work with an apprentice that has a bad work ethic or prone to causing issues?

If the employer has just decided they do not want to continue with the apprentice – nothing bad has happened – then this could still be considered being made redundant we feel. If the company went bust or taken over and all apprentices let go, again this still seems that they have been made redundant.

ESFA have a whole section in the Funding Rules around redundancy, etc. and it is a fairly easy read, so we would recommend you go to the source for further questions on this.

Webinar: 06 October 2020 – Keep In Touch

1. On the note of Access being removed from the standard office, is this area going to be removed then from the ICT Functional Skills exam?

Feedback from our Functional Skills Technical Adviser: We’ve never prescribed the use of any particular software product within the assessment of FS ICT, although learners should have access to appropriate industry-standard software that’s fit for its intended purpose.

At Level 2, the Subject Criteria states learners need to

Select and use appropriate software to meet requirements of a complex data handling task, including ...

- *searching records*
- *sorting records*
- *editing records.*

It's likewise not in our gift to change the regulatory criteria that underpin these quals – and at this stage in their lifecycle (if Functional Skills ICT is likely to be superseded by Digital FS) it's highly unlikely the Regulator/Department will be looking to do so either.

2. Why not allow the centres to distribute the e-certs? So why not do the same as now?

E-certificates are available for all City and Guilds and ILM qualifications and provide you with access to full certificates, certificates of unit credit and much more.

It was designed to enable customers to process funding claims more efficiently by providing evidence of learner certification before your learner's full certificate arrives. It also allows you to reduce your environmental footprint by accessing data online removing the need for it to be sent through the post.

What certificates can I access?

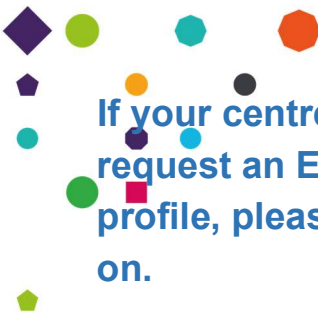
Within the e-Certificates system you will find access to the following

- Full certificates
- Certificate of unit credit

How to access

Centres must have access to either a Primary or Secondary user profile on the Refreshed Walled Garden or Exams Profile on Walled Garden (Classic).

If your centre has migrated to Refreshed Walled Garden your Primary user within your centre can assign a Primary or Secondary user profile to you. Once assigned one of these profiles please [contact us](#) to be issued access to the e-Certificates add-on.



If your centre is using Walled Garden Classic your head of centre can request an Exams user profile for you. Once assigned an Exams User profile, please **contact us** to be issued access to the e-Certificates add-on.

Verify an e-Certificate

e-Certificates are fully secure and can be verified by visiting the e-Certificate verification web page and manually entering the learner's name and certificate authentication code.

3. The centre needs to certificate to close out the ILR. Also if the EA is not through City and Guilds you need the certificates for the other EPA.

Hopefully the answer above will answer this question, as you as the centre can have access to the e-Certificates system to print the documents you need.

4. Young people change their email addresses frequently.

The centre can update the email address in Walled Garden, as we would assume they would need to update their own learner records and the email details changed.

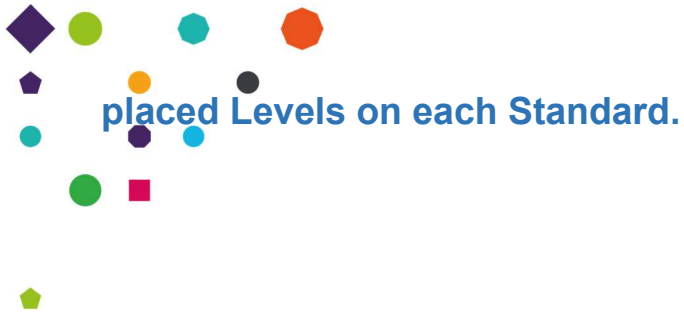
Webinar: 15 September 2020 – Back in Harness

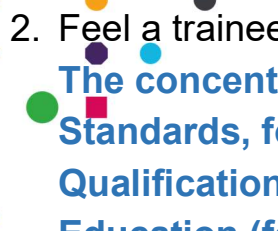
1. Do you know if there is anything coming out to replace level 2 IT User qualification?

For Apprenticeships, the closest Standard will be the Digital Support Technician (DST) and the Application Support pathway. This is based around the fact that the previous product was the IT Application Specialist Framework and was only allowed because it was argued that we needed a product that would help develop “super-users” in the workplace. The DST tends to reflect this in its design.

Alternatives such as Traineeships, which some providers have been using as pre-apprenticeships are also a possibility for those not ready to take on a Level 3 designated programme. As mentioned on the webinar, Standards are not meant to be time bound as Frameworks were, they were meant to lead to an end job role. It was envisaged that employers and training providers would start a learner wherever it was need and take them through to the final EPA at the desired “level” required.

We know the reality has turned out different, partly due to the fact they



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2. Feel a traineeship is not long enough though to get them up to a level 3.
The concentration from Government has been around Apprenticeship Standards, followed by T-Levels and now HTQs (Higher Technical Qualifications) at Levels 4 and 5. They are putting money to Adult Education (for upskilling/reskilling) and in Traineeships where we are now seeing digital skills must be part of the delivery.

We think that the Government/DfE/IfATE will have to address this issue and not just as a “transition year” described in the T-Levels, but a definitive Level 2 for those who do not need anything more.

3. I wondered if you were offering EDS qualifications?

It is our intention to do so, please see the answer below (Q1) from 25 August.

4. Where can I find the dispensation declaration/timing forms?

They can be found under the Digital and IT Skills section under Qualifications on our main website. When you click to view the qualifications in this area you will find a hyper link to Updates and Webinars, at the bottom of the page is a Miscellaneous section. Here is a quick link.

Digital and IT Updates and Webinars

<http://bit.ly/CGDigitalUpdate>

**APOLOGIES FOR THE QUALITY OF THE SOUND ON THE LAST WEBINAR.
IT WAS RESOLEVED FOR THOSE WHO LEFT.**

We will check the recording quality and if it is not good, we will voice over before we publish to the Updates area as normal.



Webinar: 25 August 2020 – New Beginning

1. Are there any plans for C&G to be an AO for EDSQs and FDSQs?

City & Guilds is looking to deliver the EDSQs and is hoping to have something available in Spring 2021, worse case by September 2021. It will involve more than just creating the products, as we have to present all of what we are going to do to Ofqual before being accepted onto the register of AOs for these.

The Functional Digital Skills have been put on hold by the Government, as there was confusion in the market as to what the difference between the two offerings were and that they seemed to be targeting the same audience with more or less the same content. It is thought that the FDS will not reappear.

2. What level are Traineeships being offered at? Will it go to Level 3?

Traineeships are aimed at the Level 1 and Level 2 market with a nod to the fact that there are very few Apprenticeship Standards in this space and IfATE are resisting their creation. Some are calling these *pre-apprenticeships*, but there is a key difference as learners will not necessarily be in any form of paid employment.

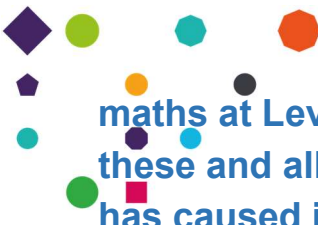
City & Guilds has produced a list of products that would fit in this space for each Industry area, with the Industry Managers and Technical Advisers producing specific slide sets to show what could be used that also include English, maths and digital skills (which is now going to be a mandatory part of Traineeships). There are some generic webinars been held, recordings available on our website, and the Industry Teams are looking to set up specific webinars on the topic once we have all the relevant funding detail to go with it.

3. Please confirm that the module pathway tests are part of EPA and occur after Gateway and not taken before Gateway.

For the Digital Support Technician, the tests are part of the EPA and not required to be achieved prior to Gateway. It is a trend we are seeing with a number of new or revised Standards/Assessment Plans, though it is not consistent across all developments/revisions.

4. If a learner has gone to EPA but not achieved their Functional Skills when must be this completed by ...Dec 2020? I am referring to 3748.

Strictly speaking, no learner should have been allowed through Gateway without the achievement of Functional Skills – or proof of English and



maths at Level 2. Because Ofqual would not allow remote invigilation for these and all results had to be calculated and entered by 31 July 2020, it has caused issues for many providers.

City & Guilds has not issued a blanket “let them through and finish later” statement, as we had various concerns of what would happen when employers and apprentices completing EPA. However, we are mindful of what this means for providers and apprentices, we would welcome you contacting us or the EPA Team to discuss your situation.

We are aware that IfATE did say that Gateway could be accepted, but the EPA result would not be published until the Functional Skills had been achieved. It is this that employers may question – i.e. if they are good enough to achieve the apprenticeship, why do we have to have them do the other bit.

Please, get in touch.

- The Covid-19 response for Functional Skills was only for March to July. We are working with our colleagues who look after this area, the EQA body – NSAR – and IfATE to see what happens next.

As mentioned at the start of and during the presentation, City & guilds is already progressing what it may need to do for mitigation of assessments for 2020/2021. Some of what we will do may be dictated by Government bodies, but some will be at our discretion and easier to manage. Watch your email inbox for further details.

Webinar: 4 August 2020 – New Beginning

- With Digital Support Technician I didn't see employer reference, are references not being used for qualifications when the standards are revised? *New Standards being published (such as DST) and the revisions of existing Standards will not require a separate Employer Reference document. As always, we believed that a lot of the commentary from supervisors, managers and peers could be gathered as part of the Summative Portfolio from 1-to-1s, appraisals and regular communication, and we would expect to see this practice continue.*
- Do we know when the revised standards will be available? *The revisions were meant to be with us by the 1 August 2020 – even IfATE are still wedded to the Academic Year. All the Employer Groups*

have asked – in part due to of Covid – that the earliest date of use should be January 2020. Intended date is mean to be the 1 January, but some of the Standards are still being tweaked and in the case of Infrastructure Technician it is going to go through another rewrite.

We do now have access to the Revised Standards and the draft Assessment Plans, which we will look to provide further detail on as we get to understand the requirements for each.

3. We would definitely welcome you taking Software Development Technician into your portfolio!

Because the revised product will not have so much overlap with the Software Development Standard and has removed the supervisory elements, this is now in scope for us to propose as a forthcoming development in our portfolio.

4. How much will a re-sit cost for Digital Support Technician?

Costs will be:

- Registration: £25
- EPA Final Fee: £775
- Resit of Tests: £25 per test
- Resit of Case Study/Interview: £700


They only have to retake the parts they fail.

5. Will you be working with TP/Employers to come up with questions for EPA Tests?

The final draft documentation has been provided to the Chair of the Employer Group, an employer that has been running the Standard since it was published, our LEIPAs and 2 Centres. We have involved both Centres and Employers in the development of the materials, as well as having an independent Scrutineer.

6. Can vendor training be incorporate into the Digital Support Technician apprenticeship to prepare for the knowledge tests?

The Knowledge tests in DST will be different to those currently forming part of the On-Programme activity. We have always said that as many Vendor products as you want – if appropriate – can be used, but we you will only get funded for one as per the requirements in the Standard.



With DST you can use appropriate Vendor, but you will not be able to claim any funding for the exams/certificates. As with doing extra Vendor programmes now for the On-Programme element, you could claim funding for the learning materials as long as you can show that these are relevant to the learner journey and Standard the Apprentice will undertake. This may be part of any audit that ESFA does, it will not be part of any processes that we have or intended to put in place currently.

7. Evolve mitigation. How long is this running for (remote tests)?

The Remote Testing will continue to be available until the end of September 2020 but may continue as it has been proved to be quite popular – we will look to keep you updated on this; it may also be a notification from City & Guilds in general so make sure you have your Email Preferences set up correctly.

8. Will you provide feedback on the EPA if the learner fails?

We have always provided feedback on Apprentices that fail and will continue to do so. City & Guilds has been trialling a “one-stop-shop” product for managing our EPA activities, called EPA Pro. All our EPA offers (across City & Guilds) are being built into the system now and it will provide a range of features to benefit our centre, their apprentices and employers.

- Register and book EPA in one system*
- Monitor progress of application by all 3 parties*
- Purchase or gain access to learning/support materials*
- Feedback from IEPAs – regardless of Fail/Pass*



Webinar: 14 July 2020 – Back on Target

1. I've seen an update from City & Guild's saying that e-evolve Functional Skills can now be booked and go ahead. This is a bit of a backtrack from the 1st Aug date?

It may be the way it is worded, but face-to-face tests can go ahead as normal as long as strict health and safety measures are in place following covid 19 guidelines set out by the Government.

2. Will these be available in Wales?

Two points here. Mitigation is available for those undertaking assessments in Wales, dates, etc. still apply.

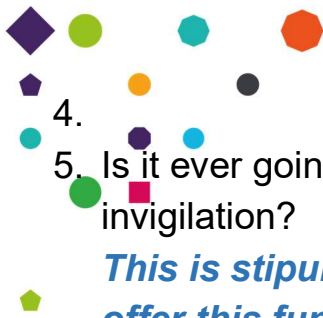
In terms of Apprenticeships Standards, these are not likely to be lifted and shifted into Wales. We have been speaking with Qualification Wales and they have a plan for Digital 2025, it is our intention to start discussions with Qualification Wales as soon as possible.

3. Can an employer invigilate an on-programme knowledge module exam on Evolve?

City & Guilds has always allowed the E-evolve tests in the workplace, the issues will be how you get the test to the apprentice or, if the employer will be doing the Remote Invigilation, how you make sure they have the right set-up and are capable of invigilation.

Please see this link on our website here

<https://www.cityandguilds.com/covid-19/evolve> for more details. Please note this is a different approach to remote invigilation.



- 4.
5. Is it ever going to be possible to deliver functional skills through remote invigilation?

This is stipulated by OFQUAL. Once/if they give the go ahead, we will offer this function.

6. We have been authorised to use Teams and have been audited by City & Guilds. Why have you not updated the webinar options?

This is not something that has been allowed across all the industry sectors that City & Guilds works in and sounds specific to the one organisation. We will check if this can be stated as an option for all our centres to use and update information accordingly.

Webinar: 23 June 2020 – Assessment Mitigation

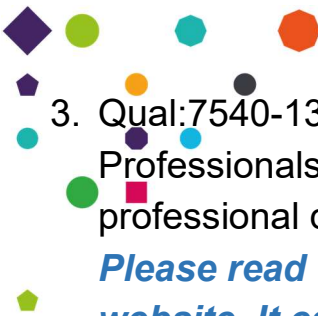
1. For EPA dispensation is the deadline for notification 26th June or 31st July? Will the apprentice already have to have gone through Gateway?

No deadline, it is Business as Usual. The deadlines are more set for the full-time courses or the Framework Apprenticeships that run on academic year timing.

2. Qual:7540-13 - C&G L3 Diploma in ICT Systems and Principles for IT Professionals - For this qual are all E-Volve tests now a calculated grade and not adaptation?

No, these are set as Adaptation. Centres should audit what they have already received from a learner, including any formative testing, and look at what evidence could be used for outstanding units. They will then need either a Witness Testimony or Tutor “Report” to outline what has been seen or done that covers the outstanding Assessment Criteria and Outcomes that should be supported by a Q&A or Professional Discussion with the learner (recorded)>

No evidence needs to be sent to us, centres must keep for at least 3 years and have it available for an EQA visit (virtual or otherwise). You need to be convinced that the pass or grade you given would be what you believe they would have had if the programme had been completed normally. YOU have always done the marking of these.

- 
3. Qual:7540-13 - C&G L3 Diploma in ICT Systems and Principles for IT Professionals - In relation to recording an adaptation, a report indicating a professional discussion/Q&A/Witness testimony will suffice?

Please read the NVQ and VRQ Mitigation Document published on our website. It cannot be just one of the items listed in the question, there needs to be sufficient evidence to justify your decision – not just for us, but for you, the apprentice and your IQA. As per previous question:

- *audit the work already held*
- *show how it meets the outstanding Units and their Outcomes/Assessment Criteria*
- *get a witness testimony or produce a short tutor report to cover gaps*
- *follow up with a Q&A or Professional Discussion (recorded)*

4. Do we have to inform C & G doing remote invigilation by completing the adaptation form?

If you are going to use any assessment mitigation you need to complete the relevant forms by the 31 July 2020. For the Remote Invigilation, there is a second stage where you will have to notify us that you wish to use this.

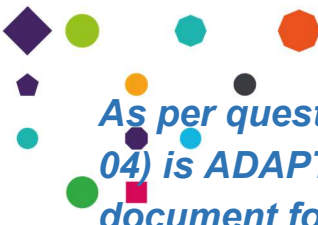
As it is via a web-based offer, we need to set this up and send the URL for you to use with your Apprentice. This has been done to avoid downloading anything on their equipment and remove the usual lockdown of the Internet that happens with Evolve so you can do the link and observe them.

5. Does the Risk Assessment for have to be completed to cover just the c & G assessors /IEPA not providers assessors?

Under the Face-To-Face guidance now on our website there are two declaration forms/information. One is for centres that are now considering re-opening their premises or considering bring in learners to do assessment there. The second is for IEPAs who are now being asked or choosing to go back to doing observations in the workplace or centre.

First is for you and your tutors/assessors.

6. Qual:7540-13 - C&G L3 Diploma in ICT Systems and Principles for IT Professionals - For this qual are all E-Volve tests now a calculated grade and not adaptation?



As per questions 2 and 3, mitigation for 7540-13 (and 7540-12 and 7630-04) is ADAPT. Please check the VRQ and NVQ Assessment Mitigation document for the details.

Webinar: 2 June 2020 – Assessment Mitigation

1. Please would it be possible when the newsletter is emailed, can you send out links to downloadable documents such as forms and guidance? It would be very helpful.

Yes, any links mentioned in webinars or updates that have happened will be included and the links provided.

2. Does it still have to be an independent assessor invigilating tests - i.e., not the assessor who has normally worked with the learner through the programme?

As with the way you would have worked prior to the situation we are currently in, there is no restriction on who does the invigilation. They must be trained to do it if not the tutor/assessor and be aware of their responsibilities for undertaking this work.

3. Hi, we have students on the 7450-12/13 that are due to complete units that all qualify for adaptation, but the nature of the units means that it will be difficult to set them any tasks to do remotely, and we are going to need to use EWT and Professional Discussion. Is there formal way for recording this in the way of a form or document that we would need if EQA was called on?

The webinar was relevant to anyone working with Digital or ICT qualifications from City & Guilds. Some of the points were key to those using the Digital Apprenticeships Standards, but the Mitigation Guidance document for NVQs and VRQs covers all our products.

4. So just to confirm, evolve tests, where they cannot be run, can be assessed by use of report from employer or training provider and followed up by a QA.

Yes. Originally this would have been the only option and is designed to ensure that all apprentices have the opportunity to complete their on-programme qualifications in a timely manner.

5. I'm teaching 7574-02 is the stuff in this Webinar relevant to me?
As 3 above, the NVQ and VRQ document covers the ITQ/IT User qualifications and the information in the slides is relevant to you as all Digital and IT qualifications have been classed as ADAPT for their assessment. Please check the document on the website for specific details.

6. Can you give us your email address?
Email address for Ken and David is on the slides sent as follow up to the webinar. It also has the email addresses for Customer Service, Apprenticeships and the EPA Partnership Managers.

7. I have some learners who started a qual on 4th March but weren't registered until 21st April, can I use Adaptation for these learners or not?
To be eligible to be assessed using the Assessment Mitigation, learners need to have completed 65% of their programme by 20 March 2020. If these are apprentices on an Apprenticeship Standard it is not quite the same, as these are single unit qualifications and apprentices are not usually registered until the centre looks to book the tests.

If registering for the Apprenticeship Standard itself, then this will not apply. The dates are more specifically aimed at those that are on credit-based products or those used in an academic year situation, where the expected end-date of the learner would be the 31 July 2020.

8. Will my 7574 learners who weren't registered in time have to come bac and retake the course in September and sit the assignments as normal?
The 20 March 2020 is not a registration date limit, it is the expectation (as above) that the learner has completed a substantial part of their learning programme by that date. Unless the learners are on a short programme that would finish before the end of July 2020, then they will need to come back in September to finish off.

Please send more details of what you are doing and why they were not registered before this date if they have been on programme prior to that date.

9. As the 9628-11 and 9628-12 are online on demand evlove tests, can learners who have not yet been registered fall into these rules and take the test prior

to 31.07.20?

If you have your apprentices registered on the overarching 9648 apprenticeship, then this is not so much of a concern. As mentioned above, these are single unit qualifications and part of roll-on-roll off programmes, so the dates will not be strictly applied in this case.

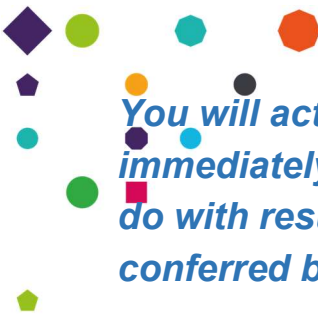
10. If haven't got Direct Claims for 9628. Can we do the remote invigilation without having a remote EQA visit?
Yes. The Evolve tests were not part of EQA process as there is nothing for them to see, it is all online and the systems does the checks/processing of the result.

11. Would you agree that examples from Get2Gateway would provide good examples of work to prove competence?
On its own it is probably not sufficient and would look at evidence produced in the workplace, some of what you may use to complete the Summative Portfolio. We are not looking for a mini portfolio being pulled together, more a mapping of evidence that you have identified shows they have the required knowledge as per the qualifications.

12. We have learners due to complete EPA in August / September; do you think these adaptations may apply to them going forward?
The allowance of Assessment Mitigation has been set by Ofqual, NSAR and IfATE, though we were able to determine the alternative method to be used. Although schools are re-opening and many centres are still working with apprentices – some even recruiting – then we will continue liaising with Ofqual, NSAR and IfATE and inform all centres of changes or continuation of assessment processes as they happen.

13. Does the short report from Employer/Provider to show what evidence that have covers the KM outcomes - will this be exempted from the exam?
This needs to be coupled with the Q&A/Professional Discussion to complete the assessment process. If this is done, then the apprentice will not have to take the Evolve tests.

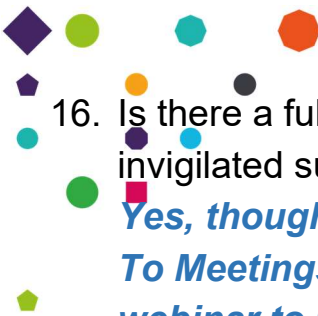
14. If we are using the On Programme Tests mitigation by using Short Report from Employer/Provider, Q&A/PD for the gaps, how quick does the result will be released?



You will actually be entering the result for the “test” in effect, so immediately is the answer. As with all things on the Walled Garden to do with results we would recommend that you wait for them to be conferred by the system – usually takes 24 to 48 hours.

15. When will we be able to get the Mitigation option forms?

The mitigation forms to start the process of naming your learners and what they will be doing should be found on the page set up to hold all the information around Assessment Mitigation. Please use the link provided on the webinar slides to get to the information.



16. Is there a full list of applications supported for exams being remotely invigilated such as teams?

Yes, though City & Guilds is recommending 2 specifically – LetMeIn-Go To Meetings or Citrix WebEx. The links provide in the slides from the webinar to testing at home and remote invigilation will give you the detail.

17. Where do we find these forms on the website?

The mitigation forms to start the process of naming your learners and what they will be doing should be found on the page set up to hold all the information around Assessment Mitigation. Please use the link provided on the webinar slides to get to the information.

18. For centres without DCS they will have to arrange a remote EQA sample - does this have to be arranged before 31st July or after?

Yes, if you want the results conferred within Walled Garden then you need to ensure that they are in the system by 31 July 2020. I would suggest that any centres who do not have Direct Claims Status contact their City & Guilds Quality Team now and begin booking the EQA activity.

19. Apprenticeship standards with only a practical element for EPA - eg. Hair Professional, are there any provisions in place for this?

As advised during the webinar, the best person to contact is the Technical Adviser for Hair & Beauty – Sarah Fillaudeau, her email is Sarah.Fillaudeau@cityandguilds.com

20. Do you have a template for the short report for on-programme tests?

Example is being put together, but we will accept the documentation a centre uses for Witness Testimony, Observations, Q&A and Professional Discussion. As soon as the material is available, we will notify centres through the email Alert system.

21. Do we need to complete a declaration for learners who are completing their on programme standards tests?

Yes. We need to know that you have a record of who you put through using the mitigation. If we need to do an audit (External Quality Assurance) at a later date you will be asked for this information.

22. Can Ken send the link to the EPA Declaration Dispensation form please?

These will be put onto our website under the Updates and webinars section that can be found through Qualifications, then selecting Digital and IT.

Webinar: 12 May 2020 – Keep In Touch

1. Are we likely to be able to offer the individual qualifications assessments for Digital Marketer anytime soon?

We are having to provide Ofqual with our approach to mitigate the fact that apprentices cannot take the Evolve tests at a centre or employer and be supervised. While we are able to use remote testing and invigilation for tests in the End Point Assessment, these are not under Ofqual's control and in certain sectors we have had dispensation from the relevant External Quality Assurance body in conjunction with IfATE.

Our intention is to provide and an adaptation to the assessment method that can be agreed with Ofqual and this is being submitted. We want to ensure that all apprentices have access to the assessment method and that there is no disadvantage due to equipment or resources.


2. So, regarding functional skills they HAVE to complete before going through gateway? Sorry I may have missed.

Yes. There is no dispensation on Gateway – this is across all Sectors and not just digital. Please check the information around Functional Skills on the Covid-19 web pages.

3. Also, how do I access a breakdown of each individual grade for the synoptic, interview, portfolio etc?

Our grading of the EPA is done holistically, as per the requirements of the Assessment Plan published on the IfATE website. We do not grade each element of the EPA separately, the Summative Portfolio, Synoptic Project evidence and the Employer Reference provide information on Outcomes covered and how well that is checked and further questioned in the Interview.

During the Interview the IEPA will look to explore any perceived areas of weakness in the evidence provided, gain clarification on areas they



wish to explore further and also look to stretch & challenge to look to push your apprentice to a higher grade. The IEPAs are looking for opportunities to pass your apprentices, rather than ways to trip them up.

4. Why can e-certs be located on the Walled Garden?
They are under MyCertis area, but this is only accessible to certain users and you may have to speak the main administrator of your account.
5. Is the virtual platform available for Digital Marketing?
Currently it is not, the work would have started this Spring but has been paused due to the current situation.
6. Can the learners use the Web Delivery platform for their Knowledge Modules exam? It states on the slides it's for EPA Knowledge Test.
As stated, this solution is only available for tests that are part of EPA, as these are not Ofqual regulated. On-programme qualifications require approval from Ofqual for any adaptation to the assessment method.

City & Guilds has been working on adapting a wide range of qualification assessments and the final solutions will be published 26 May 2020.

7. Can C&G release the EPA Report for EPAs?
Reports per apprentice are currently only issued when an apprentice fails. It might be possible for the Technical Advisor to ask the Lead IA for guidance on why a particular learner did not get the grade they expected, but this will only be done once, and further appeals/disagreements will have to go through our normal Appeals Procedures.

We are currently testing an end-to-end EPA product that will allow access to all information by the Training Provider, Apprentice and Employer.
8. We have learners that wanted to appeal the grade they achieved, but without EPA Report, we are unable to justify to apprentices on whether or not it is worthy to appeal. As the grade could go up, down, or remain as the same grade.



Grades will only be changed through successful appeal using our Appeal Procedure.

9. Do the Exams still need normative documents?

This is a procedure that is only used in certain Industry areas, it does not apply to Digital Skills sector.

10. Plumbing exams on evolve use normative documents for some of them.

Please contact rob.mallender@cityandguilds.com OR david.pye@cityandguilds.com who are the Technical Advisers for this area.

11. Presumably this means we can't deliver the projects where we need to make a config change for learners to resolve during the synoptic project during home based projects?


If you use the projects that would normally be used within a “classroom” setting this will not be possible, unless social distancing can be arranged, etc. City & Guilds does have a similar project to work with its Virtual Assessment Service over Packet Tracer.

The Project expects them to create/modify a network, they would then load a second Packet Tracer template with the fault built in and solve as required with physical hardware.

12. If a learner joined the DM apprenticeship and started working for employer but is furloughed, stopped working on project while on furlough but helps around other bits. What should be the course of action for that learner?

This is in reference to the Assessment Plan stating requirement for 3 substantial projects. City & Guilds advice has always been that this is not necessarily a practical way of working, as many apprentices on any of the Digital Standards will not have opportunity to work on “large” projects.

Look what they have provided as evidence or work they have done and how this may be collated together to tell a story of what they do. Do not get hooked on the 3, if they do anything that has a beginning, middle and end that can be planned, provide a result and be reflected on they have a project. You should have access to the EPA Preparation area on SmartScreen, where you will find further guidance on building Summative Portfolios.



Also, please note, if they are on furlough, they should not be working on anything that would be of benefit to their employer (Government rules, not ours)

13. for DM pathway, if learner has 1 project but struggling to complete project 2 due to being on furlough, is there any exceptions/any other way to demonstrate the standards?

This was a follow-up to the previous question; it is hoped the answer above will provide some guidance.