



# Digital and IT Skills

General Support  
28<sup>th</sup> August 2024

# Housekeeping



## **This session is being recorded**

The session is being recorded, which will be sent to all attendees after the webinar.



## **Everyone is on mute**

Everyone is on mute



## **Slides**

The slides will be sent to all attendees alongside the recording after the webinar



## **Questions**

Please add your questions into the question function on the control panel. Will we endeavour to answer all questions.



## **If the session cuts off**

Please use the original webinar link to gain access back into the session.  
To join over the telephone, select “Phone Call” in the Audio pane and the dial-in information will be displayed

# Digital Standards

## Assessor Comments



# Assessor Comments

- **Project Report** – There have been increasing instances of Project Reports not following the provided structure – some are simply screenshots with brief explanations of what they show. Refer to the EPA Pack and Guidance documents on EPA Pro.
- **Project Report** – There have been increasing instances of Project Reports having excessive Appendices where the KSBs are not covered within the main report – references are just made to the Appendix.
- **Project Report** – Word counts continue to be missing from submissions – ensure the apprentice accurately documents their word count.
- **Project Report with Presentation** – Be aware of the length of the Presentation – have the Apprentice run through prior – Assessment Method is 45 minutes so 15-20 minutes is the ideal.
- **Project Report with Presentation** – These should be different – there is a structure provided for the Report – the Presentation should overview and summarise the Project.
- **Evidence Matrix** – This is a great tool to support the Training Provider but also for the Apprentice to be able to map their evidence to show coverage but also locate evidence should they need a reminder during the Assessment.
- **Witness Testimony** – Witness Testimony is a valid inclusion and there are guides as to what this should include in the EPA Pack – these should not be pre-assessed against KSBs as these will not be accepted.



# Assessor Comments

- **Assessment Bookings** – While it is acknowledged that things change in a live business – rearranged or cancelled events at short notice not only incur charges, IEPA availability in the weeks that follow are not guaranteed due to other allocations.
- **Assessment Components** – All assessment components should be completed in advance, providing the IEPA time to review evidence and formulate questions – Knowledge Tests **should not** be taken on the day of Questioning to ensure all components are completed prior.
- **Discussion and Questioning Components** – Where the components are to be taken on the same day, ensure apprentices check the timings of these – with two links being provided, apprentices are often coming to the later session, missing the first session.
- **Questioning** – While it is great preparation for Apprentices to have mock Professional Discussions, each Assessment will differ as it is based on the evidence provided by the Apprentice which is dependent on their employer and job role.





# Digital and IT Skills

Opportunities, Support and Next Steps

# City & Guilds x IBM - Website

**City & Guilds** Learning Plan  
**City and Guilds: Journey into Tech** Share

🕒 About 4 hours 🎓 7 ⭐⭐⭐⭐⭐ 1

✔️ Completed 23 Jul 2024 100% 10 complete of 10 required  
[Show more](#)

- What's It Like to Work in IT? Complete
- 9 Reasons to Work in IT Complete
- IBM Careers Complete
- Computer Basics Complete
- IBM and Cybersecurity Complete
- What is data science? Complete
- What is the Internet of Things? Complete
- IT Express: IT Support Essentials Complete
- What is artificial intelligence? Complete
- An Introduction to Cloud Computing Complete

**City & Guilds** Learning Plan  
**City and Guilds: Cybersecurity** Share

🕒 About 4 hours 🎓 12 ⭐⭐⭐⭐⭐ 3

✔️ Completed 23 Jul 2024 100% 10 complete of 10 required  
[Show more](#)

- Top 10 Reasons to Learn Cybersecurity Complete
- 3 Popular Cybersecurity Jobs and How to Get One Complete
- What is Ethical Hacking? Complete
- How to Become an Ethical Hacker Complete
- How it Works: Cyber Security Complete
- Cyber Security Tutorial Complete
- Most Common Cybersecurity Threats Complete
- What is cybersecurity? Complete
- IBM and Cybersecurity Complete
- How is cybersecurity used? Complete

**City & Guilds** Learning Plan  
**City and Guilds: Artificial Intelligence** Share

🕒 About 4 hours 🎓 29 ⭐⭐⭐⭐⭐ 4

✔️ Completed 23 Jul 2024 100% 7 complete of 7 required  
[Show more](#)

- Your Future in AI: The Job Landscape Complete
- How To Become An Artificial Intelligence Engineer Complete
- What is artificial intelligence? Complete
- AI and Its Impact on Our Daily Lives Complete
- Mastering the Art of Prompting Complete
- Artificial Intelligence in Practice Complete
- Introduction to Artificial Intelligence Complete

**City & Guilds** Learning Plan  
**City and Guilds: Digital Sustainability** Share

🕒 About 4 hours 🎓 9 ⭐⭐⭐⭐⭐ 2

✔️ Completed 23 Jul 2024 100% 10 complete of 10 required  
[Show more](#)

- What is Climate Change? Complete
- Creating a More Sustainable, Equitable and Ethical Future Complete
- What is sustainability? Complete
- AI for Sustainability Complete
- Meeting your sustainability goals will depend on your Complete
- Can Data Save the Planet? Complete
- IBM Sustainability Accelerator - Resilient Cities Complete
- Can AI help climate change? Complete
- Beyond Conservation to Sustainability Complete
- Implement an AI Solution for a Sustainability Issue Complete

# Associate Vacancies

We are looking for occupationally competent Independent End-point Assessors (IEPAs) and Lead Independent End-point Assessors (LIEPAs) to conduct End-point Assessments, as the apprentice completes their training.

Areas include (but not limited to):

- Information Communications Technician
- Cyber Security Technologist
- Data Technician
- Digital Support Technician
- Network Engineer
- Software Developer

Check out our Associate Vacancies site for Person Specifications, Task Profiles and How To Apply.

Home | City & Guilds Associate Vacancies ([cityandguilds.com](https://www.cityandguilds.com))





# LinkedIn Group

We have a LinkedIn Group for all things Digital End-Point Assessment and Qualifications here at City & Guilds. We hope to continue to create a strong, supportive network with members from across centres, training providers and employers of all sizes. Asking questions and sharing of best practice is encouraged. The group will focus on information, resources and support for Qualifications and End-point Assessments.

To join, go to: <https://lnkd.in/e94Dy3uP> or scan the QR code below.



Join our Digital EPA and Qualifications  
LinkedIn Group

JOIN OUR GROUP

# Remaining Webinars and Drop-Ins

## Webinars

Tuesday 1<sup>st</sup> October – 14:00-15:00

Monday 18<sup>th</sup> November – 14:00-15:00

## Drop-Ins

Tuesday 24th September 13:00-16:00

Wednesday 23rd October 13:00-16:00

Monday 11th November 09:00-12:00

Monday 2nd December 09:00-12:00

All our events can be signed up to in advance with all the 2024 calendar available [here](#).



# Contacts

City & Guilds supports providers through their Account Manager, EPA Partnership Managers, Customer Support and the Digital Sector team.



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**Keep up to date – register for email updates:**

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



Thank you!

Any Questions?

## About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

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[www.cityandguilds.com/about-us](http://www.cityandguilds.com/about-us)

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