









# All about Business Issue 3 September 2020

A newsletter from City & Guilds on education updates in the Business sector for all nations.

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#### Network meetings and thanks

A special thank you to all the colleges and providers who hosted Oty & Guilds Business Skills regional network meetings throughout 2019. These include:

Activate Learning Royal Hampshire Hospital Runshaw College Canterbury College East Sussex College Oty College Norwich Barking & Dagenham College Bishop Auckland College Learn Devon Northampton NHS Oty of Wolverhampton College

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Our regional networks, recorded webinars and updates are communicated via our email signed up to receive these notifications feel free to sign up here:

https://www.cityandguilds.com/what-we-offer/centres/emailupdates

### Business Administration Level 2 SASE closure & Traineeships

Please remember that the level 2 Business Administration SASE frameworks have now closed. However, our 5528 Business Administration qualifications will remain open.

Oty & Guilds have been working hard to provide alternatives for this apprenticeship. You may have seen that traineeships have been mentioned recently in the news. We have put together a dedicated Traineeship page which covers our offer in Business.

#### https://www.cityandguilds.com/traineeships

Download the factsheet for our Traineeship programme in business now!

Prior to lockdown we ran several focus groups and it was clear there is still a need for this level of learning within the business administration sector. Having listened to feedback we can now You can also check out our webpage which looks at the options for learning and progression, post SASE Business Administration.

https://www.cityandguilds.com/apprenticeships/emergingstandards/business-admin

Business Administrator Assessment Plan

If ATE have recently updated the Business Administrator assessment plan. Our upcoming webinar on the 29<sup>th</sup> September will focus on the key changes. All new apprenticeship starts as of July 22<sup>nd</sup> will need to follow the new amended assessment plan version AP02. The new assessment plan can be found on the If ATE website

https://www.instituteforapprenticeships.org/apprenticeshipstandards/business-administrator/

# Customer Service Specialist Level 3 Apprenticeship

Our Oustomer Service Specialist (9494) Level 3 apprenticeship offer is now available programme journey we have several key documents in place ntan can be found o Download our Oustomer Service Specialist factsheet for a brief overview of the standard.

We are also running a free live webinar (September 22<sup>nd</sup> at 11am) for all our customers on the Oustomer Service Specialist EPA. Copy and paste this link into your browser to register:

### https://attendee.gotowebinar.com/register/2641975118431833 358

Did you know we also have a level 3 Diploma in Oustomer Service (2794-03) which is mapped across to the 9494 level 3 standard. For further information on this non-mandatory diploma see: <u>https://www.cityandguilds.com/qualifications-and-</u> <u>apprenticeships/business-skills/customer-service-and-contact-</u> <u>centre/2794-diploma-for-customer-service(#)#886(#207mg7(20)</u>25 433.55 289.13 0.

#### Resources for Customer Service Practitioner/Specialist

Apprenticeship Training Manuals at level 2&3 are available to purchase and can be accessed on our SmartScreen platform. Also available is the SmartScreen packages for 2794 at level 2&3 alongside our enhanced SmartScreen packages.

#### Get to Gateway

Our Get to Gateway provides a platform for centres to help guide their apprentices through their on-programme requirements. The easy to use online solution, tracks progression, supports embedded assessment and enables users to capture time spent off the job Get to Gateway is available for both Business Administrator, Oustomer Service Practitioner and Oustomer Service \$p.00000649tTf1 0 4(a)6(t)8(or)3(25 126.672.025 97 0 436) Customer Service Practitioner Level 2/Specialist Level 3 Apprenticeship EPA Dispensation for the Observation.

We are pleased to share with you our guidance and support for the approved dispensation for the Observation. As detailed in the IfATE website below, the employer witness testimony can be Oustomer Service Specialist Level 3: https://www.cityandguilds.com/qualifications-andapprenticeships/business-skills/customer-service-and-contactcentre/9494-level-3-customer-service-specialist-endpointassessment# for EPA. Please note that where there is a dispensation in place we will not be returning to usual practice immediately. For further information copy and paste the link below into your browser.

https://www.cityandguilds.com/covid-19/epa/face-to-face

# Preparing for End Point Assessment

Upon registration for EPA in any of the above standards, you will have access to a range of support material to help prepare for end-point assessment. All the materials can be accessed through SmartScreen on one user-friendly platform.

EPA exemplar materials: available for tutors, providing real assessment examples for each assessment type, such as transcripts and model answers. This will help you to prepare apprentices and ensure they feel ready for their assessment.

EPA preparation tool: Our platform guides apprentices through online content to help them feel ready for their EPA experience. User-friendly technology takes the apprentice through a series of questions, to suggest material personalised to their apprenticeship standard and their confidence levels. The content is curated from across the web and covers areas like revision and exam skills, professional discussion and interview skills. You can watch our short video to learn more.

Recording forms: supporting you to complete key stages of EPA readiness, we have prepared forms to give you peace of mind and confidence that everything is covered. These packs include a gateway declaration form that is needed during the booking process and assessment forms, if required, that apprentices

might need during assessment.

LIEPA reports: Our lead independent end assessors (LIEPAs) produce an annual report with insight into the EPA results and findings across all centres. These reports can help you refine your apprenticeship delivery to improve success rates. These are available on our SmartScreen platform found under the EPA Preparation tool.

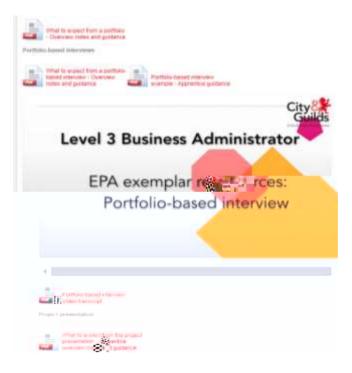
### Apprenticeship Advice

Each issue we intend to give some additional information and advice on apprenticeship delivery to support both our centres and our employers. This issue is focused around the Business Administrator Level 3 standard.

 Use the EPA handbook (found under the documents tab, see below) to ensure you teach all the required knowledge for the evolve test in the 9473 Business Administrator standard.



- 2. The learner must complete the knowledge test first when completing the Business Administrator EPA.
- 3. Access the sample question paper on our website (see screenshot above)



Our exemplar materials are only available after registering your learners with Oty & Guilds. They are specific to both the Oustomer Service Practitioner and Business Administrator standard. They are accessed via our Smart Screen platform under the EPA Preparation tab. Please contact centresupport@cityandguilds.com if you have any queries. Alongside our exemplar materials we also have our preparation tool platform which is designed to be accessed by apprentices in order to develop their soft skills.

Copy and paste the link below for more information <u>https://www.youtube.com/watch?v=DM2uAQkHI8E&feature=youtu.be</u>

Assessment Mitigation Guidance

We will provide an update on all future mitigations shortly.

Please make sure you keep updated by visiting the dedicated mitigation page on our website.

https://www.cityandguilds.com/covid-19

Lead Independent End Point Assessor report (LIEPA)

important you familiarize yourself with the LIEPA reports linked to individual apprenticeship standards. They provide feedback surrounding IEPA practice, apprenticeship standard specific feedback, assessment pack feedback and general via SmartScreen. Log into www.smartscreen.co.uk and select the

LIEPA reports are stored. New reports are now available for many of the standards which fall under the business portfolio.

# Upcoming Webinars

We have two upcoming free webinars for all City & Guilds customers.

September 22<sup>nd</sup> at 11am To register for the Oustomer Service Specialist EPA webinar copy and paste this link into your browser to register:

https://attendee.gotowebinar.com/register/2641975118431833 358

September 29<sup>th</sup> at 9.30am

To register for the Business Administrator EPA webinar looking at the new assessment plan, copy and paste this link into your browser to register:

https://attendee.gotowebinar.com/register/7862744399158885 390

#### GoToMeeting customer guidance for remote assessments

For any EPA which includes remote assessment, such as a professional discussion, presentation or interview, our IEPA will use GoToMeeting to facilitate the assessment. We have created

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### Tell us what you think

All about Business is a newsletter that brings together all of the key developments from Oty & Guilds relevant to skills learning across England, Scotland Northern Ireland and Wales. It contains updates on the range of teaching and learning resources we offer, plus relevant public policy or other information we think you might be interested in.

Each edition is numbered, so we can refer back to previous issues or tell you when information has been superseded.

explain more fully in future issues of *All About*, please feel free to drop us a line to dominic.green@cityandguilds.com or mandy.slaney@cityandguilds.com.

For specific queries and enquiries please contact our dedicated customer support team: centresupport@cityandguilds.com

Thank you for your continued support.

Every effort has been made to ensure that the information contained in this publication is true and correct at time of going

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