Digital and IT Skills

Keep in Touch

08 February 2023

Housekeeping



This session is being recorded

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Everyone is on mute

Everyone is on mute



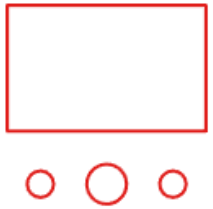
Slides

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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

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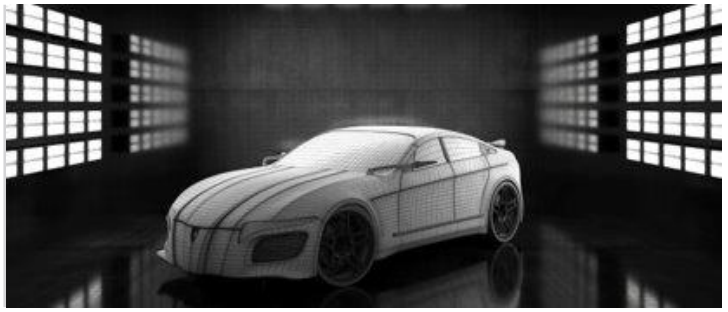
6 Contacts and Useful Links



City & Guilds Standards – Digital Sector







Current

- L4 Data Analyst (9770)
- L3 Info Comms Technician (9602)
- L4 Cyber Security Technologist (2021) (9661)
- L3 Digital Marketer (9648-74)
- L4 Software Developer (9600)
- L4 Network Engineer (9601)

Legacy

- L3 Unified Comms Technician (9790)
- L3 Infrastructure Technician (9648-73)
- L4 Software Developer (9648-71)
- L4 Network Engineer (9648-72)
- L4 Cyber Security Technologist (9660)
- L3 Digital Support Technician v1.0 (9700)

In or Proposed Development

- L3 Data Technician (9665)
- L3 Digital Support Technician v1.1 (9703)
- L3 Multi-Channel Marketer (TBC)*
- *L3 IT Solutions Technician***
- *L3 Software Development Technician***
- *L4 Business Analyst***

* awaiting publication of final standard and EPA plan

** subject to internal City & Guilds development approval



Portfolio for Professional Discussion

Requirements / Knowledge, Skills and Behaviours

Portfolio – Key Facts







The **Portfolio** must be submitted at Gateway

The Portfolio is not assessed; however, the evidence will be used by the Independent End point Assessor (IEPA) to prepare questions and select others from a pre-defined bank for the Professional Discussion.

The **Portfolio** is a showcase

The evidence included should show the best aspects of the Apprentices performance against the requirements of the Knowledge, Skills and Behaviours (KSBs), specific to this Assessment Method.

Typically, the evidence should be contained in no more than 5 discrete pieces of evidence

City & Guilds recommends the **S.T.A.R.R** approach to building a Portfolio.

Portfolio material can be taken into the Professional Discussion for the Apprentice to refer to.

The Portfolio – Key questions

5 Discrete pieces of evidence



What does this mean?

5 Screen shots?

5 videos?

5 documents?

What can they include?

Duties versus KSBs



What is being assessed?

What will you be teaching?

Do the Duties match exactly what your apprentices do?

What are the Pass and Distinction criteria based on?

Knowledge Skills and Behaviours coverage



What is being assessed?

All the KSBs?

All the Pathways plus Core?

What if one is missed?

The Portfolio – types of evidence

Evidence can come in many different forms

Typically, the apprentice will have access to some or all of these ***(this is not a check list)***:

- a customer brief and negotiations around this – minutes from team meetings
- witness or customer testimonies – copies of appraisals or reviews
- plans of projects and their design
- screenshots with annotations showing the steps taken by apprentice – reports produced by the apprentice
- artefacts such as printer test pages – copies of tickets and/or job sheets.

- **Knowledge, Skills and Behaviours Pass/Distinction**

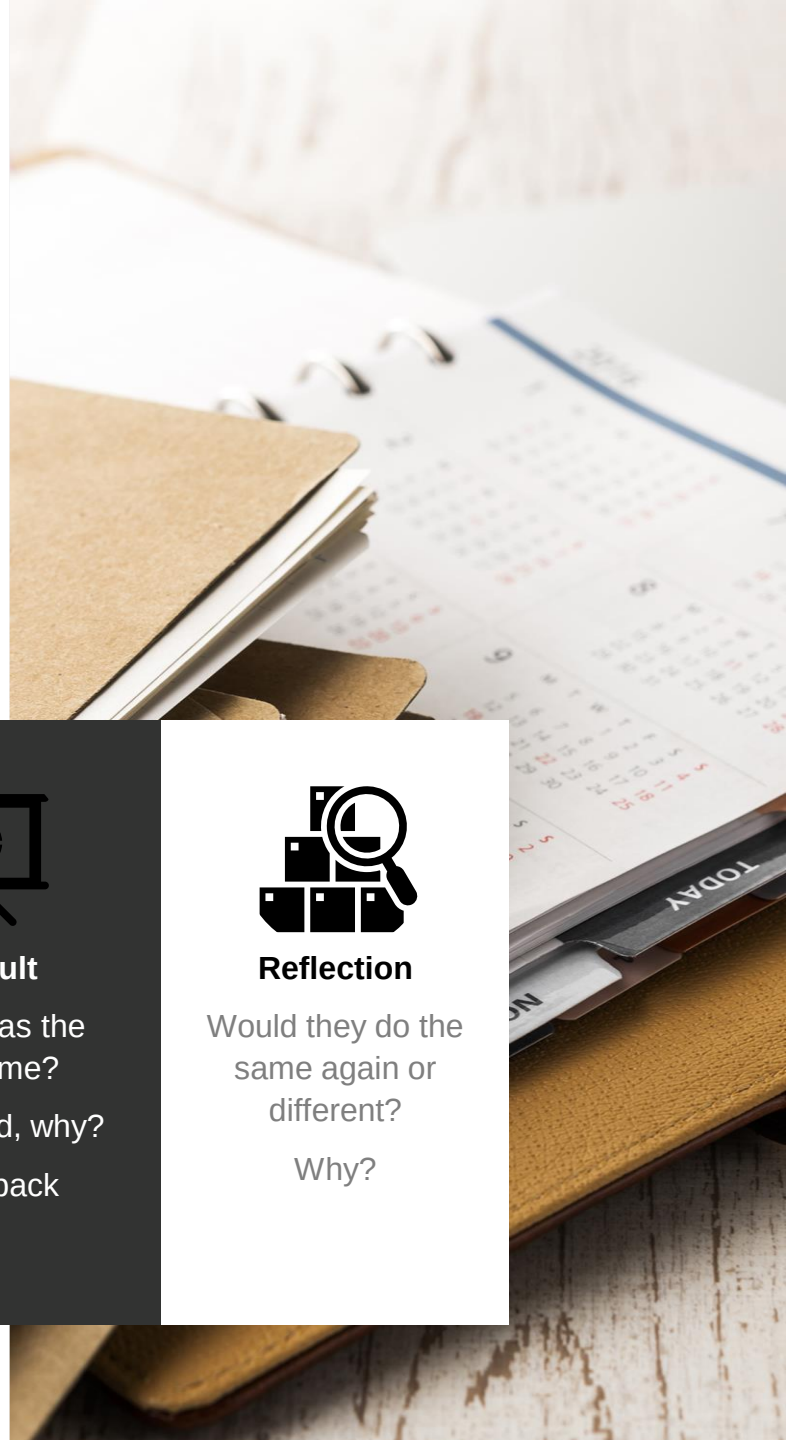
  - **PASS:** Identifies and applies the principles of root cause problem solving using fault diagnostic tools and techniques for troubleshooting and rectification. (K3, S2)
  - **DISTINCTION:** Reviews the success of root cause problem solving where they have applied fault diagnostics for troubleshooting. (K3)
  - **DISTINCTION:** Critically analyses their use of tools and techniques to undertake tasks such as installation, maintenance or fault rectification. (S2)



The Portfolio – types of evidence

Evidence must be:

Valid — evidence should be relevant to the standard
Authentic — you have carried out the work
Current — the work has been carried out within the period of the apprenticeship
Sufficient — the evidence is sufficient to show competency
Consistent — the evidence should show a consistent standard over all the evidence



Personal Statement

Provides context to who the apprentice is, what they mainly do or don't do and what the business does

Situation

What's the piece of work assigned? How was the work allocated/why were they allocated the work?

Task

What's the work result being asked for? What they do / plan? Assumptions made/resources required. Stakeholders asking/informing?

Action

Show doing it? Annotated screen shots, video, etc. Support with Witness testimony or observations as required

Result

What was the outcome?

Good/bad, why?

Feedback

Reflection

Would they do the same again or different?

Why?



Portfolio for Professional Discussion

Requirements / Knowledge, Skills and Behaviours

The Professional Discussion – How it works



The IEPA uses evidence from the Portfolio to guide the **Professional Discussion** to test depth and breadth of the KSBs

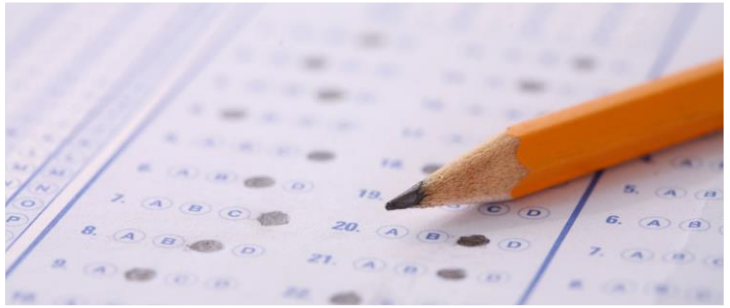
Gaps in the Portfolio or Professional Discussion cannot be compensated for in the **Project with Q&A.**



The IEPA will ask a minimum of 10 questions to ensure parity across all apprentices

KSBs not fully covered in the Portfolio could lead to less stretch and challenge questions to gather the required evidence and may not be fully compensated for in the **Professional Discussion.**

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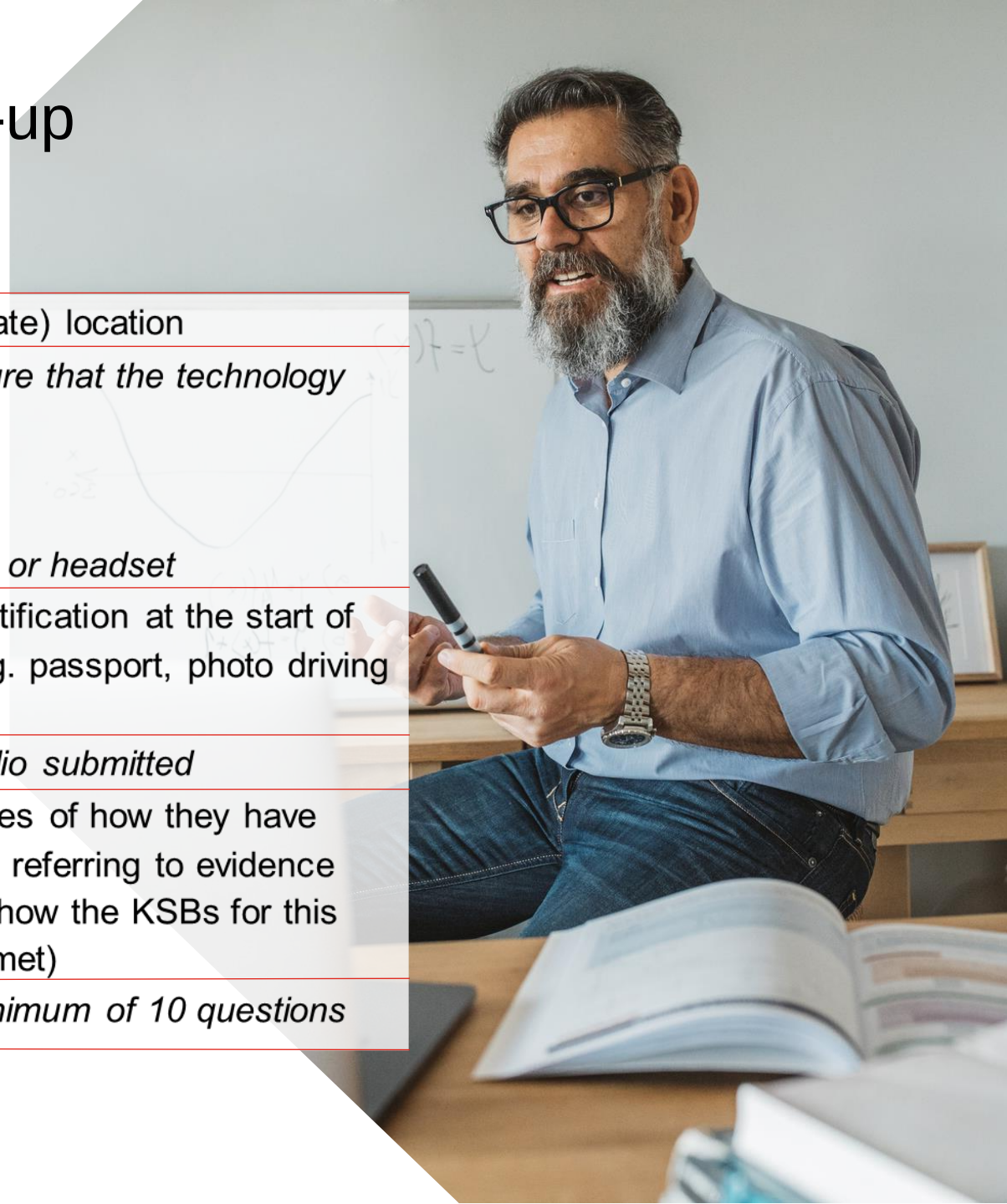
Grading for this assessment method is Fail, Pass or Distinction

This grade will be combined with the result of the **Project with Q&A** to give an overall grade of Fail, Pass, Merit or Distinction.

Portfolio material can be taken into the Professional Discussion for the Apprentice to refer to.

The Professional Discussion – Set-up

Location	choose a suitable (i.e. quiet, private) location
Equipment	*it is carried out remotely, so ensure that the technology works* • *internet connectivity* • *camera* • *microphone/speakers or headset*
Who are you?	must have appropriate photoidentification at the start of the Professional Discussion – e.g. passport, photo driving licence, student ID
Support material	*may bring in a copy of the Portfolio submitted*
Answering questions	they should respond with examples of how they have carried out tasks, where possible referring to evidence submitted (and, where possible, how the KSBs for this assessment method have been met)
Duration	*60 minutes (10% tolerance) - minimum of 10 questions*



The Professional Discussion – Sample questions

- Questions will be based on the portfolio evidence submitted.
- The questions are put into categories and will be mapped against the specific KSBs for this assessment method.
- Grading is based on answers to the IEPA's questions as the Portfolio is not assessed.



Outcomes: K1 and K10

Explain how data is backed up in your organisation

Pass: *Explains the principles of system backup/storage. (K1)*

Distinction: *Evaluates the impact of People, Product and Process on secure systems within their 'organisation'. (K10)*



Outcomes: K9 and S2

Describe the maintenance that you undertake as part of your role.

Pass: *Describes different types of maintenance and preventative measures to reduce the incidence of faults. (K9)*

Distinction: *Critically analyses their use of tools and techniques to undertake tasks such as installation, maintenance, or fault rectification. (S2)*

The Professional Discussion – Do's and Don'ts

Preparing the apprentice

The **Professional Discussion** is an opportunity for the apprentice to expand on evidence they have submitted. You and the employer can help in their preparation.:

- Hold regular discussion with them so they become familiar with the activity
- Work to a consistent format – use S.T.A.R.R if you do not have one
- Have an IQA or someone different in the workplace have a discussion with them to get them used to "strangers"
- Remind them that it is their apprenticeship and their chance to show what they know and can do

Do:

Speak clearly and concisely

Talk about the have done, e.g. **"I did….."**

Use examples of work in their answers

Think about what they will say, before saying it

Try to stay calm

Ask for questions to be repeated or re-phrased

Provide the IEPA with further information or ask to talk about tasks that they feel show better example of meeting particular KSBs

Look to put answers in context of the workplace

Don't:

Search the internet looking for answers

Say "we", unless they qualify it

Be vague

Make assumptions

Ignore what they think may be obvious

Think they have understood when they are not sure

Be scared to lead the discussion

Assume the IEPA know you, your workplace and about the organisation

Contacts

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

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OR
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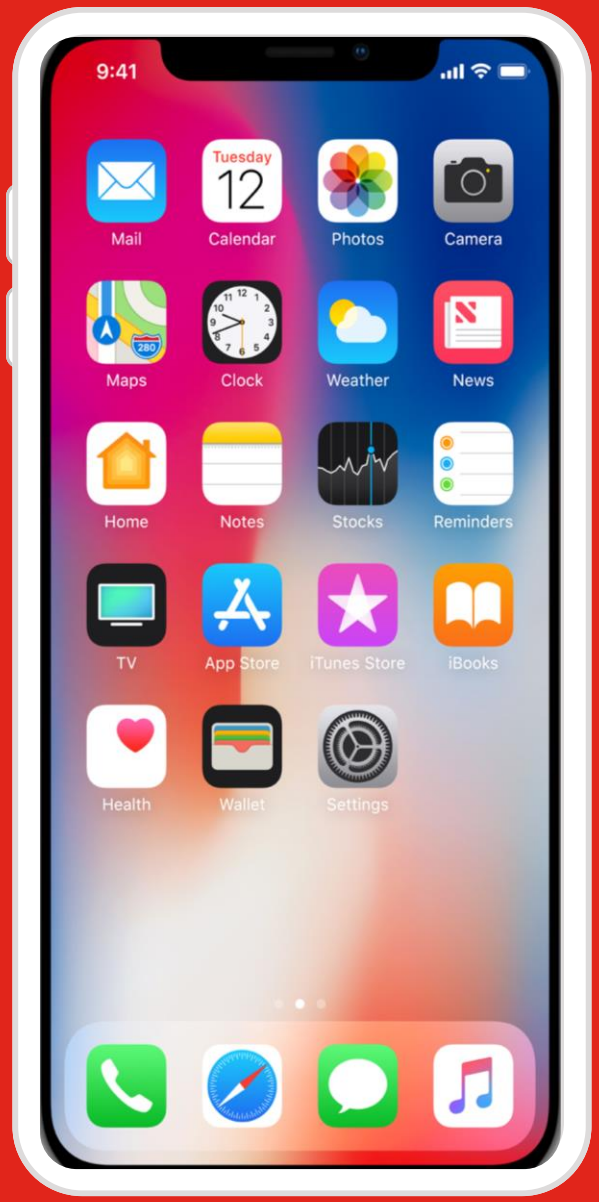
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We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

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