Digital and IT Skills

General Support

30 April 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



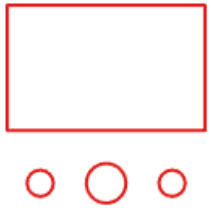
Slides

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

Assessment Comments

Assessment Comments

Digital Marketer

- Reminder – Cover all KSBs and pay attention to minimum requirements

EPA	Last Reg	Last Available Booking Date	Last Assessment Date (1st Attempt)	Last Cert
9648-74 Level 3 Digital Marketer	01/06/2025	18/07/2025	05/09/2025	31/12/2025

Digital Support Technician

- Results are encouraging on v1.1 from those switching to the revised version
- Some presentations are lasting 5 minutes – Assessment Method 45 minutes – resulting in more questions being asked
- 15-20 minutes presentations the ideal

General Comments

- Project Report – Videos – TOTAL duration 10 minutes – multiple videos, each over the max will be considered as excessive
- Simulations – Responsible Person can observe multiple – should the environment allow for spaced learners and observations to be documented



LIEPA Reports

Our LIEPA Reports are now available from EPA Pro.

These reports provide background information on the standard, grading and feedback – including areas of good performance and recommendations/advice for EPA customers, as well as additional information around Gateway.

These will be produced annually for customers.

LIEPA reports

Type	Title	Description	Updated	View
File	NEW LIEPA Report - Cyber Security (April 2024)	This is the EPA LIEPA report for the Cyber Security standard to support EPA customers to prepare their apprentices for EPA.	25/04/2024 14:38	Open
File	NEW LIEPA Report - Cyber Security (April 2024)	This is the EPA LIEPA report for the Cyber Security standard to support EPA customers to prepare their apprentices for EPA.	25/04/2024 14:40	Open
File	NEW LIEPA Report - Cyber Security (April 2024)	This is the EPA LIEPA report for the Cyber Security standard to support EPA customers to prepare their apprentices for EPA.	25/04/2024 14:44	Open
File	NEW LIEPA Report - Data Technician (April 2024)	This is the EPA LIEPA report for the Data Technician standard to support EPA customers to prepare their apprentices for EPA.	25/04/2024 15:33	Open
File	NEW LIEPA Report - Digital Marketer (April 2024)	This is the EPA LIEPA report for the Digital Marketer standard to support EPA customers to prepare their apprentices for EPA.	25/04/2024 14:55	Open
File	NEW LIEPA Report - Digital Support Technician (April 2024)	This is the EPA LIEPA report for the Digital Support Technician standard to support EPA customers to prepare their apprentices for EPA.	25/04/2024 15:02	Open
File	NEW LIEPA Report - Digital Support Technician (April 2024)	This is the EPA LIEPA report for the Digital Support Technician standard to support EPA customers to prepare their apprentices for EPA.	25/04/2024 15:04	Open
File	NEW LIEPA Report - Digital Support Technician (April 2024)	This is the EPA LIEPA report for the Digital Support Technician standard to support EPA customers to prepare their apprentices for EPA.	25/04/2024 15:06	Open
File	NEW LIEPA Report - Digital Support Technician (April 2024)	This is the EPA LIEPA report for the Digital Support Technician standard to support EPA customers to prepare their apprentices for EPA.	25/04/2024 15:09	Open
File	NEW LIEPA Report - Information Communication Technician (April 2024)	This is the EPA LIEPA report for the Information Communication Technician standard to support EPA customers to prepare their apprentices for EPA.	25/04/2024 15:20	Open
File	NEW LIEPA Report - Information Communication Technician (April 2024)	This is the EPA LIEPA report for the Information Communication Technician standard to support EPA customers to prepare their apprentices for EPA.	25/04/2024 15:22	Open
File	NEW LIEPA Report - Information Communication Technician (April 2024)	This is the EPA LIEPA report for the Information Communication Technician standard to support EPA customers to prepare their apprentices for EPA.	25/04/2024 15:24	Open
File	NEW LIEPA Report - Infrastructure Technology (April 2024)	This is the EPA LIEPA report for the Infrastructure Technician standard to support EPA customers to prepare their apprentices for EPA.	25/04/2024 14:48	Open
File	NEW LIEPA Report - Software Developer (April 24)	This is the EPA LIEPA report for the Software Developer standard to support EPA customers to prepare their apprentices for EPA.	25/04/2024 14:27	Open
File	NEW LIEPA Reports - Unified Communications (April 2024)	This is the EPA LIEPA report for the Unified Communications standard to support EPA customers to prepare their apprentices for EPA.	25/04/2024 15:17	Open

Digital and IT Skills

AELP – Apprenticeship Workforce Development

What is AWD?

The Apprenticeship Workforce Development (AWD) programme – a rich range of CPD opportunities funded by the DfE and delivered by sector experts – will ensure you're equipped to deliver high-quality, impactful apprenticeships now and in the future.

Register on the ETF's learning platform for free access a range of learning on topics including:

- Leading change to improve apprenticeship delivery
- Getting off to a good start, designing effective onboarding
- Enhancing coach skills
- Effective communication and support for apprentices / employers on-programme
- Planning effective curriculum design

Plus many more.

View all the courses and book your place here



Digital and IT Skills

Apprenticeship Training Manual (ATM)

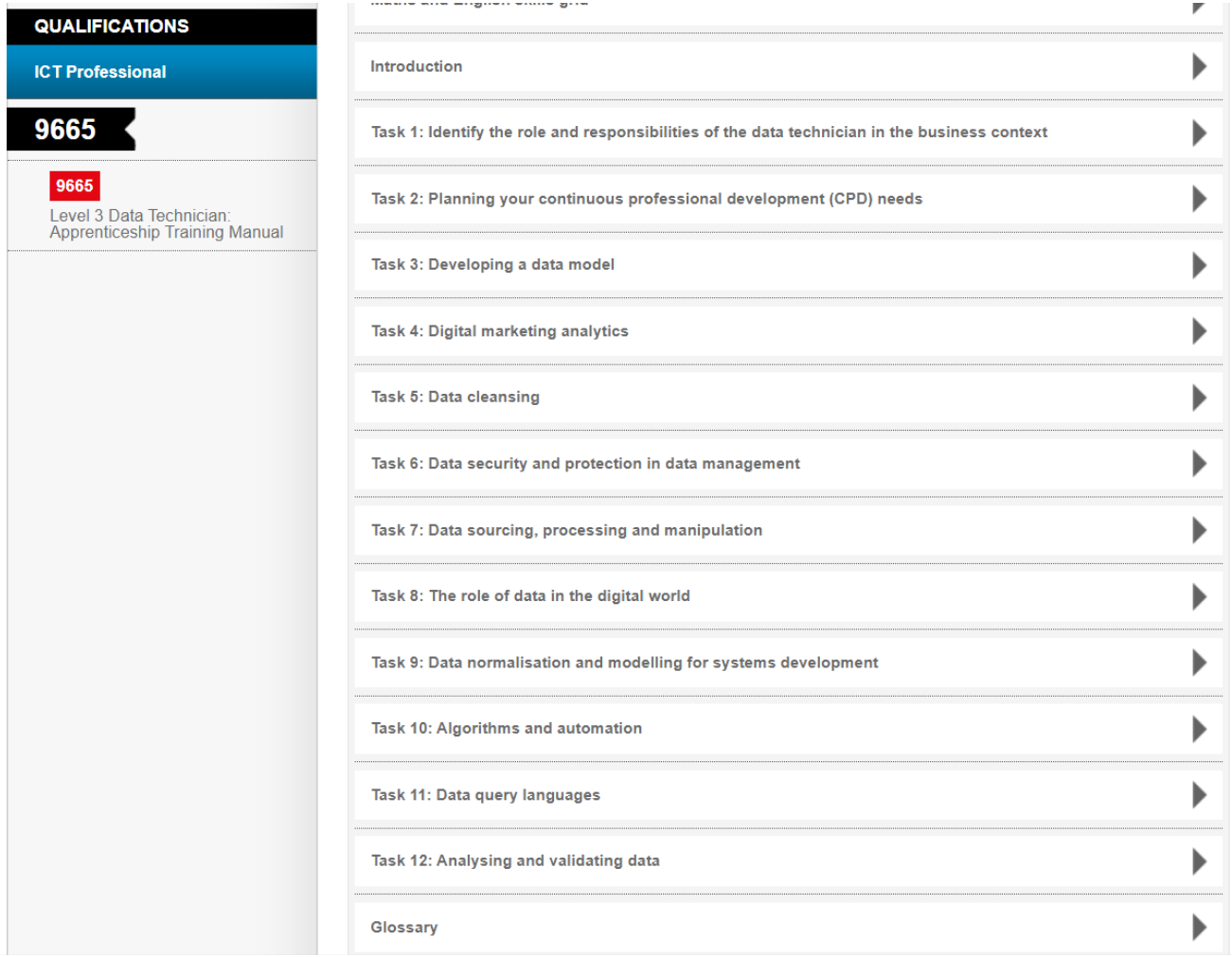
Apprenticeship Training Manuals

The Apprenticeship Training Manual for 9665 Data Technician is available.

In terms of support, the ATMs offer a wide breadth as can be seen and will be covered in specific examples to follow.

We have these ATMs available for:

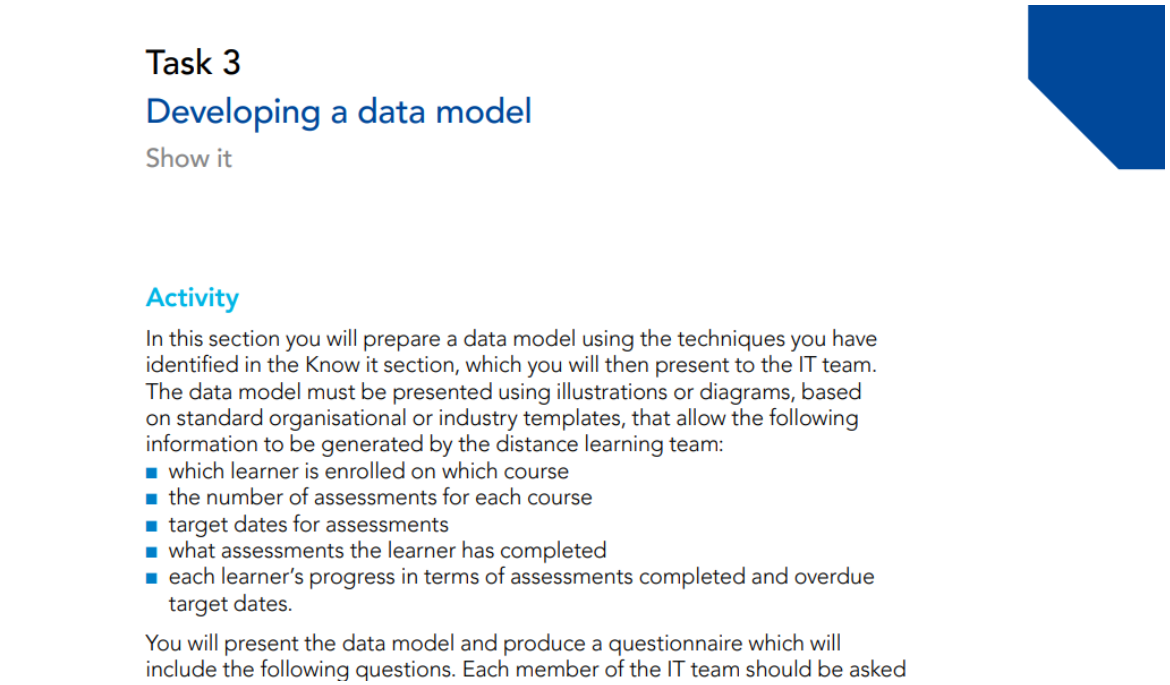
- Data Technician
- Network Engineer
- Information Communication Technician
- Digital Support Technician
- Software Developer
- Data Analyst
- Multi-channel Marketer (coming soon)



Apprenticeship Training Manuals

As can be seen in the example here, each task has an introduction and key terms that will need to be understood for that task.

The document will then move into editable text boxes to answer questions and carry out the tasks that are set within the materials. These cover all KSBs.



Task 3

Developing a data model

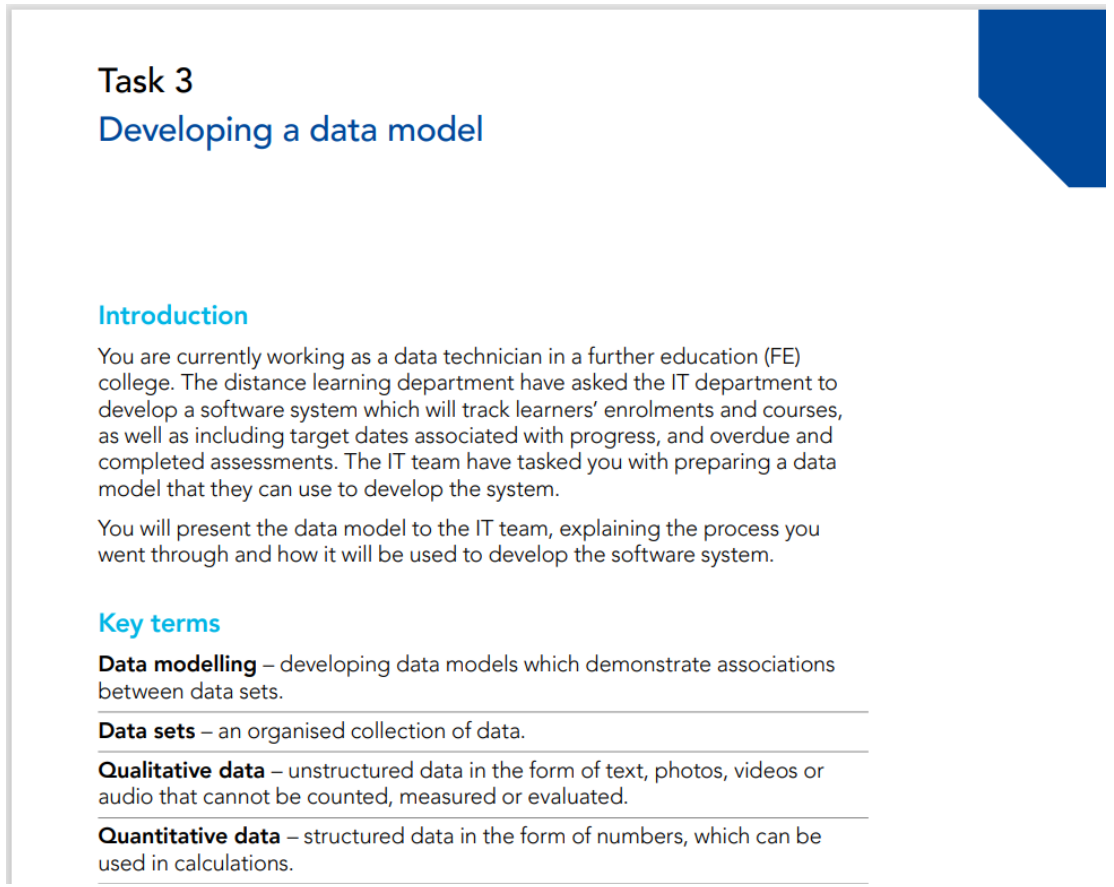
Show it

Activity

In this section you will prepare a data model using the techniques you have identified in the Know it section, which you will then present to the IT team. The data model must be presented using illustrations or diagrams, based on standard organisational or industry templates, that allow the following information to be generated by the distance learning team:

- which learner is enrolled on which course
- the number of assessments for each course
- target dates for assessments
- what assessments the learner has completed
- each learner's progress in terms of assessments completed and overdue target dates.

You will present the data model and produce a questionnaire which will include the following questions. Each member of the IT team should be asked



Task 3

Developing a data model

Introduction

You are currently working as a data technician in a further education (FE) college. The distance learning department have asked the IT department to develop a software system which will track learners' enrolments and courses, as well as including target dates associated with progress, and overdue and completed assessments. The IT team have tasked you with preparing a data model that they can use to develop the system.

You will present the data model to the IT team, explaining the process you went through and how it will be used to develop the software system.

Key terms

Data modelling – developing data models which demonstrate associations between data sets.

Data sets – an organised collection of data.

Qualitative data – unstructured data in the form of text, photos, videos or audio that cannot be counted, measured or evaluated.

Quantitative data – structured data in the form of numbers, which can be used in calculations.

Digital and IT Skills

Opportunities, Support and Next Steps

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)



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.

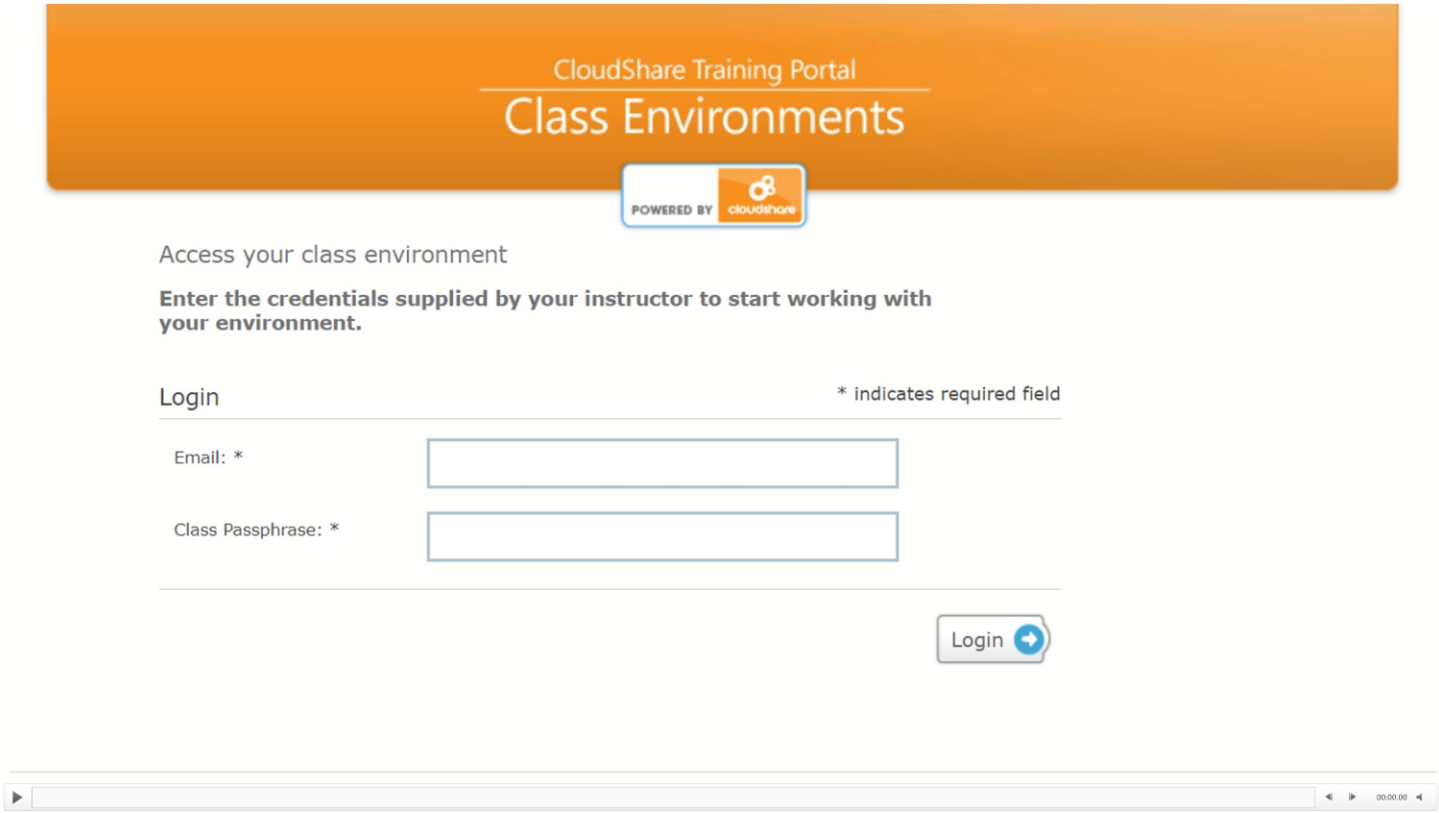


Resources

We are producing new resources continually to maintain and improve the support we provide to you. Currently working on Learner Preparation video for Cyber Security Technologist, including a recording of the CloudShare environment, covering hints and tips for using the platform.

This will be reviewed shortly before release.

We are also working on support around the Data Technician Professional Discussion, we will keep you updated.



Remaining Webinars and Drop-Ins

Webinars

Monday 3rd June – 14:00-15:00
Tuesday 16th July – 14:00-15:00
Wednesday 28th August – 14:00-15:00
Tuesday 1st October – 14:00-15:00
Monday 18th November – 14:00-15:00

Drop-Ins

Monday 13th May 09:00-12:00
Tuesday 11th June 13:00-16:00
Wednesday 10th July 13:00-16:00
Monday 12th August 09:00-12:00
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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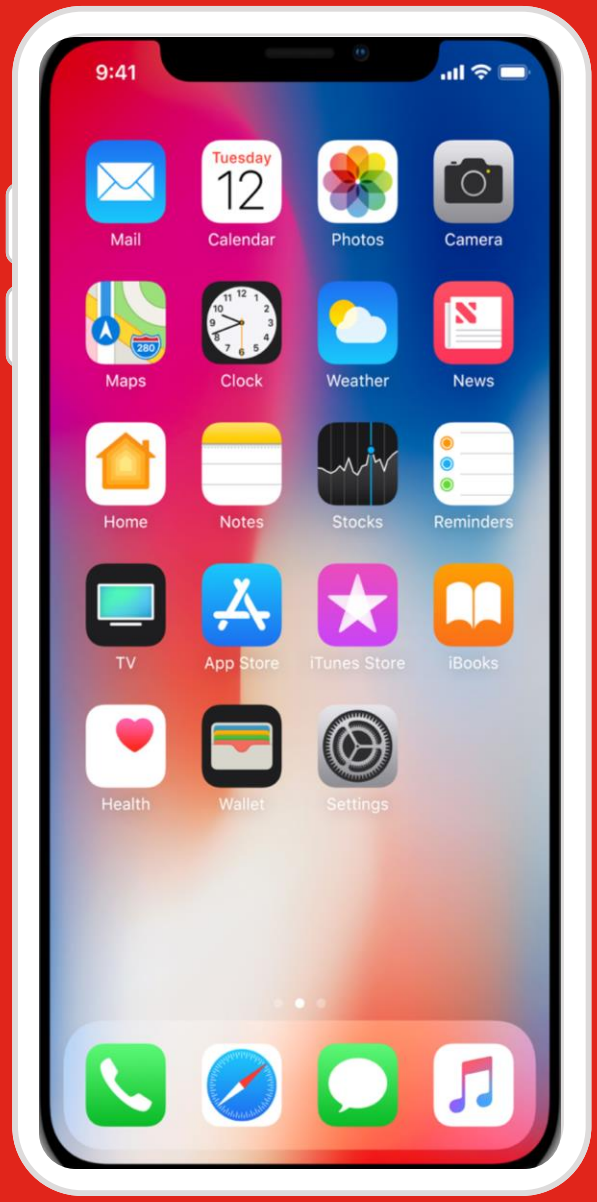
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Keep up to date – register for email updates:
https://www.cityandguilds.com/what-we-offer/centres/email-updates

Thank you!

Any Questions?

About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

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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www.cityandguilds.com/about-us

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