

Adaptation Arrangements for Assessment and Awarding in 2020 to 2021

VTQ Contingency Regulatory Framework (VCRF)



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Adaptation Arrangements for Assessment and Awarding in 2020 to 2021

1. Purpose

This document contains information and advice for centres and learners on exceptional arrangements for assessments under Covid-19 circumstances in line with the VTQ Contingency Regulatory Framework (VCRF).

This document is subject to change and centres will be updated as necessary via our website should for example Government Covid-19 restrictions or guidance from sector bodies change.

When considering these adaptations, we have endeavoured to ensure, whenever possible, that learners with special education needs or protected characteristics are not disadvantaged.

We aim to certificate as many learners as possible with valid and reliable results during these extraordinary times, an exception to this will be if a sector body stipulates a delay in awarding and certification.

2. Aesthetic Medicine

2.1 Adaptations

Remote delivery and invigilation of the OSCE (objective structured clinical examination) for the Level 7 Certificate in Injectables for Aesthetic Medicine is an acceptable adaptation. If this is desirable, then please contact the Quality Assurance & Compliance Manager to discuss measures that will need to be put in place at centres to protect the integrity of the assessments.

3. Armed Services Qualifications

3.1 Adaptations

For assessments where observations provide a source of evidence then observations can be carried out remotely. Where remote observations take place ideally the assessor will be part of the 'live' assessment (e.g. via Zoom, MS Teams, Skype etc). Where possible (in agreement with the centre) the 'observation' will be recorded and therefore will be available for the IQA and EQA to sample to ensure that quality standards are met.

Where it is not possible for the assessor to observe the live assessment activity then a recording must be made available (ideally audio and visual) and the assessor will need to assess this and document accordingly.

Other adaptations would include the use of witness testimony, professional discussion, and simulation. It should be noted that where 'simulation' is considered the centre must check the relevant Handbook to see if simulation is allowed.

Please contact the Quality Assurance & Compliance Manager if/when adaptation guidance is required.

| Qualifications | |
|---|-------|
| | Level |
| Qualification Number/Qualification Title | |
| 603/0757/2 | |
| Diploma in Ministry of Defence Policing | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/3610/8 | |
| Certificate in Knowledge of Defence Intelligence Operations | |
| | 4 |
| Qualification Number/Qualification Title | |
| 601/3611/X | |
| Diploma in Intelligence Operations | |
| | 4 |

4. Business and Administration and Customer Service Qualifications

4.1 Adaptations

For assessments where observations provide a source of evidence then observations can be carried out remotely. Where remote observations take place ideally the assessor will be part of the 'live' assessment (e.g. via Zoom, MS Teams, Skype etc). Where possible (in agreement with the centre) the 'observation' will be recorded and therefore will be available for the IQA and EQA to sample to ensure that quality standards are met.

Where it is not possible for the assessor to observe the live assessment activity then a recording must be made available (ideally audio and visual) and the assessor will need to assess this and document accordingly.

Other adaptations would include the use of witness testimony, professional discussion, and simulation. It should be noted that where 'simulation' is considered the centre must check the relevant Handbook to see if simulation is allowed.

Please contact the Quality Assurance & Compliance Manager if/when adaptation guidance is required.

| Qualifications | |
|--|--------------|
| | Level |
| Qualification Number/Qualification Title | |
| 603/4767/3 | |
| Certificate in Customer Service | |
| | 2 |
| Qualification Number/Qualification Title | |
| 603/4766/1 | |
| Certificate in Business Administration | |
| | 2 |
| Qualification Number/Qualification Title | |
| 601/6435/9 | |
| Diploma in Business Administration | |
| | 2 |
| Qualification Number/Qualification Title | |
| 601/4310/1 | |
| Diploma in Customer Service | |
| | 2 |
| Qualification Number/Qualification Title | |
| 601/3616/9 | |
| IQ Diploma in Business Administration | |
| | 2 |
| Qualification Number/Qualification Title | |
| 601/1023/5 | |
| NVQ Certificate in Customer Service | |
| | 2 |

| | |
|---|---|
| Qualification Number/Qualification Title | |
| 601/1246/3 | |
| NVQ Diploma in Business and Administration | |
| | 2 |
| Qualification Number/Qualification Title | |
| 601/1256/6 | |
| NVQ Certificate in Business and Administration | |
| | 2 |
| Qualification Number/Qualification Title | |
| 601/3618/2 | |
| IQ Diploma in Customer Service | |
| | 2 |
| Qualification Number/Qualification Title | |
| 601/5051/8 | |
| Diploma in Customer Service | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/3681/9 | |
| Diploma in Team Leading | |
| | 2 |
| Qualification Number/Qualification Title | |
| 601/1109/4 | |
| NVQ Diploma in Customer Service | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/3682/0 | |
| Diploma in Business Administration | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/1257/8 | |
| NVQ Diploma in Business and Administration | |
| | 3 |
| Qualification Number/Qualification Title | |
| 603/0938/6 | |
| Diploma in Business and Administrative Management | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/1417/4 | |
| NVQ Certificate in Business and Administration | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/3694/7 | |
| IQ Diploma in Management | |
| | 3 |

| | |
|---|---|
| Qualification Number/Qualification Title | |
| 601/8731/1 | |
| Award in Professional PA and Administration Skills | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/8983/6 | |
| Certificate in Office and Administration Management | |
| | 4 |
| Qualification Number/Qualification Title | |
| 601/6145/0 | |
| Certificate in Principles of Business Administration | |
| | 4 |
| Qualification Number/Qualification Title | |
| 601/8029/8 | |
| Diploma in Business and Administrative Management (VRQ) | |
| | 4 |
| Qualification Number/Qualification Title | |
| 601/3697/2 | |
| NVQ Diploma in Business Administration | |
| | 4 |
| Qualification Number/Qualification Title | |
| 601/3695/9 | |
| NVQ Diploma in Management | |
| | 4 |
| Qualification Number/Qualification Title | |
| 601/3696/0 | |
| IQ NVQ Diploma in Management and Leadership | |
| | 5 |
| Qualification Number/Qualification Title | |
| 601/6549/2 | |
| Diploma in Business and Administrative Management | |
| | 5 |
| Qualification Number/Qualification Title | |
| 601/6146/2 | |
| Diploma in Business and Administrative Management (VRQ) | |
| | 6 |

5. Community and Social Justice Qualifications

5.1 Adaptations

We understand that obtaining relevant assessment opportunities for the following qualifications remains possible under the varying levels of Government Covid-19 rules and guidance. Please contact the Quality Assurance & Compliance Manager should adaptations be required.

Please refer to the relevant qualification Handbook for advice and guidance on appropriate centre-devised and internally set assessment methodologies.

Assessments based on expert witness testimony and observation may be carried out remotely using digital technology should circumstances inhibit face-to-face facilitation. Please contact the Quality Team and/or your EQA if you require any advice on this.

| Qualifications | |
|---|---------|
| | Level |
| Qualification Title | |
| Promoting British Values | |
| | 2, 3 |
| Qualification Title | |
| Supporting Survivors of Domestic Violence | |
| | 2, 3 |
| Qualification Number/Qualification Title | |
| 603/1055/8, 603/1057/1, 603/1058/3 | |
| Early Interventions | |
| | 2, 3, 4 |
| Qualification Number/Qualification Title | |
| 603/1231/2 | |
| Certificate in Probation Practice | |
| | 3 |
| Qualification Number/Qualification Title | |
| 603/1234/8 | |
| Diploma in Probation Practice | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/0994/4 | |
| Certificate in Problem Solving in Community Safety | |
| | 3 |
| Qualification Number/Qualification Title | |
| 603/1451/5 | |
| Award in Understanding the Principles of Restorative Practice | |
| | 3 |
| Qualification Title | |
| Working with Victims, Survivors and Witnesses | |
| | 3, 4 |
| Qualification Number/Qualification Title | |
| 601/5723/9 | |
| Certificate in Community Rehabilitation | |
| | 4 |

| | |
|---------------------------------------|------|
| Qualification Title | |
| Early Intervention and Family Support | |
| | 5, 6 |

5.2 Adaptations

We understand that accessing real-world workplace assessment opportunities for the following qualifications can be challenging under Government Covid-19 rules and guidance.

Assessment of face-to-face interactions is preferable, however if this is not possible remote assessment may be used.

Real-work assessment of learners in practice is also preferred but if this is not always feasible due to restrictions, expert witness testimony from previous justice experience would be admissible.

Simulation activities are also permitted, and further guidance can be found in the relevant qualification Handbook. Please contact the Quality Team and/or your EQA if you require any further advice on how validity can be maintained when making use of simulation.

| Qualifications | |
|---|-------|
| | Level |
| Qualification Number/Qualification Title | |
| 603/1451/5 | |
| Award in Understanding the Principles of Restorative Practice | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/6078/0 | |
| Diploma in Restorative Practice | |
| | 4 |
| Qualification Number/Qualification Title | |
| 603/2143/X | |
| Diploma in Restorative Practice and Processes | |
| | 4 |

6. Custodial Care Qualifications

6.1 Adaptations

For assessments where observations provide a source of evidence then observations can be carried out remotely. Where remote observations take place ideally the assessor will be part of the 'live' assessment (e.g. via Zoom, MS Teams, Skype etc). Where possible (in agreement with the centre) the 'observation' will be recorded and therefore will be available for the IQA and EQA to sample to ensure that quality standards are met.

Where it is not possible for the assessor to observe the live assessment activity then a recording must be made available (ideally audio and visual) and the assessor will need to assess this and document accordingly.

Other adaptations would include the use of witness testimony, professional discussion, and simulation. It should be noted that where 'simulation' is considered the centre must check the relevant Handbook to see if simulation is allowed.

Please contact the Quality Assurance & Compliance Manager if/when adaptation guidance is required.

| Qualifications | |
|--|-------|
| | Level |
| Qualification Number/Qualification Title | |
| 601/5513/9 | |
| Core Knowledge needed by those who work with Children and Young People in Custodial Environments | |
| | 3 |
| Qualification Title | |
| Management and Care of Individuals in the Custodial Environment | |
| | 3 |
| Qualification Number/Qualification Title | |
| 603/6073/2 | |
| Management and Care of Individuals in Custody or Detention | |
| | 3 |

7. Facilities Qualifications

7.1 Adaptations

For assessments where observations provide a source of evidence then observations can be carried out remotely. Where remote observations take place ideally the assessor will be part of the 'live' assessment (e.g. via Zoom, MS Teams, Skype etc). Where possible (in agreement with the centre) the 'observation' will be recorded and therefore will be available for the IQA and EQA to sample to ensure that quality standards are met.

Where it is not possible for the assessor to observe the live assessment activity then a recording must be made available (ideally audio and visual) and the assessor will need to assess this and document accordingly.

Other adaptations would include the use of witness testimony, professional discussion, and simulation. It should be noted that where 'simulation' is considered the centre must check the relevant Handbook to see if simulation is allowed.

Please contact the Quality Assurance & Compliance Manager if/when adaptation guidance is required.

| Qualifications | |
|--|-------|
| | Level |
| Qualification Number/Qualification Title | |
| 600/8159/4 | |
| Certificate In Facilities Services Practice | |
| | 2 |
| Qualification Number/Qualification Title | |
| 600/8259/8Qualification Title | |
| Certificate In Facilities Services Principles | |
| | 2 |
| Qualification Number/Qualification Title | |
| 600/8163/6 | |
| Certificate In Principles of Facilities Management | |
| | 3 |
| Qualification Number/Qualification Title | |
| 600/6533/3 | |
| Certificate In Facilities Management Practice | |
| | 3 |

8. Fire and Rescue Qualifications

8.1 Adaptations

Fire and Rescue assessments which test elements of knowledge and understanding may use adaptations for example written or digitally presented questions or remote professional discussions as required.

We understand that assessment opportunities for our Fire and Rescue qualifications are still occurring despite the varying levels of Government Covid-19 rules and guidance. Expert witness testimony can continue to be used to support learner evidence as appropriate.

Gathering assessment evidence from workplace activities to meet qualification standards of particular units, where required, should be the priority however this must be balanced against qualification guidance which states that simulations can be used when there are health and safety implications due to the high risk nature of the work activity. Therefore, centres need to risk assess all workplace assessment scenarios to identify any Covid-19 hazards and where appropriate introduce control measures to reduce the potential risks. All assessments should be risk assessed and where possible occur outside buildings. Where potential risk is still too high, centres may default to simulated scenarios.

| Qualifications | |
|--|-------|
| | Level |
| Qualification Number/Qualification Title | |
| Award in Fire Safety Awareness 601/3905/5 | |
| | 1 |
| Qualification Number/Qualification Title | |
| Award in Introduction to Fire Investigation 601/8720/7 | |
| | 2 |
| Qualification Number/Qualification Title | |
| Award in Fire Safety Principles 601/3921/3 | |
| | 2 |
| Qualification Number/Qualification Title | |
| Certificate in Fire Sprinkler Installation 601/6460/8 | |
| | 2 |
| Qualification Number/Qualification Title | |
| Certificate in Knowledge of Community Fire Safety 601/1901/9 | |
| | 2 |
| Qualification Number/Qualification Title | |
| Certificate in Delivering Community Safety Activities 601/1902/0 | |
| | 2 |
| Qualification Number/Qualification Title | |
| Fire and Rescue Services in the Community 601/0787/X & 601/0788/1 | |
| | 2 |
| Qualification Number/Qualification Title | |
| Introductory Certificate in Fire Safety (Fire Auditors) 603/6441/5 | |
| | 3 |
| Qualification Number/Qualification Title | |
| Diploma in Emergency Fire and Rescue Services C00/1239/0 | |
| | 3 |

| | |
|---|------|
| Qualification Number/Qualification Title | |
| Award in Fire Safety Management 603/2441/7 | |
| | 3 |
| Qualification Number/Qualification Title | |
| Certificate in Emergency Services Contact Handling 603/4645/0 | |
| | 3 |
| Qualification Number/Qualification Title | |
| Award in Casualty Care for Fire and Rescue Services 603/1435/7 | |
| | 3 |
| Qualification Number/Qualification Title | |
| Award in Road Traffic Collision Instruction 601/6067/6 | |
| | 3 |
| Qualification Number/Qualification Title | |
| Award in Breathing Apparatus Instruction 600/7254/4 | |
| | 3 |
| Qualification Number/Qualification Title | |
| Certificate in Fire Safety (Fire Auditors) 600/8395/5 | |
| | 3 |
| Qualification Number/Qualification Title | |
| Compartment Fire Behaviour Training 601/2762/4 & 601/2763/6 | |
| | 3 |
| Qualification Number/Qualification Title | |
| Breathing Apparatus and Positive Pressure Ventilation awards L | |
| | 3 |
| Qualification Number/Qualification Title | |
| Diploma in Emergency Fire and Rescue Services Operations in the Community 601/2603/6 | |
| | 3 |
| Qualification Number/Qualification Title | |
| NVQ Diploma in Emergency Fire Services Operations in the Community 600/6450/X | |
| | 3 |
| Qualification Number/Qualification Title | |
| IQ Certificate in Fire Safety (Fire Auditors) 600/4685/5 | |
| | 3 |
| Qualification Number/Qualification Title | |
| Award in Application and Theory of Positive Pressure Ventilation Training 601/4355/1 | |
| | 3 |
| Qualification Number/Qualification Title | |
| NVQ Certificate in Emergency Fire Services Control Operations 601/2709/0 | |
| | 3 |
| Qualification Number/Qualification Title | |
| Fire Risk Management in Simple and Complex Residential Properties 601/1680/8 Level 3 & 601/1682/1 Level 4 | |
| | 3, 4 |
| Qualification Number/Qualification Title | |
| Water and Rescue Awards 600/9122/8, 600/9123/X & 600/9124/1 | |
| | 3, 4 |

| | |
|--|---------|
| Qualification Number/Qualification Title | |
| Incident Command in Fire and Rescue Services 603/0587/3 Level 3, 603/0588/5 Level 4, 603/0589/7 Level 6 & 603/0590/3 | |
| | 3, 4, 6 |
| Qualification Number/Qualification Title | |
| Diploma in Fire Safety (Fire Inspectors) 600/8407/8 | |
| | 4 |
| Qualification Number/Qualification Title | |
| Certificate in Fire Safety (Fire Auditors) 600/8396/7 | |
| | 4 |
| Qualification Number/Qualification Title | |
| IQ Certificate in Fire Safety (Fire Auditors) 600/4684/3 | |
| | 4 |
| Qualification Number/Qualification Title | |
| IQ Diploma in Fire Safety (Fire Inspectors) 600/4686/7 | |
| | 4 |
| Qualification Number/Qualification Title | |
| Certificate in Fire Investigation 603/4951/7 | |
| | 5 |
| Qualification Number/Qualification Title | |
| Award in Designing and Delivering Incident Command Training 603/2436/3 | |
| | 5 |
| Qualification Number/Qualification Title | |
| Diploma in Fire Engineering Design (Technician) 603/1369/9 | |
| | 5 |

9. Health, Safety and First Aid Qualifications

9.1 Adaptations

Adaptions can be made in respect to delivery of the qualification content for example learner use of Personal Protective Equipment (PPE), the utilisation of disinfected mannequins, and reduced class sizes to allow social distancing. However, first aid assessments must take place under normal conditions **without** adaptation.

The First Aid Awarding Organisation Forum, Health and Safety Executive (HSE), and the Resuscitation Council UK provide up-to-date information on their websites regarding the delivery of first aid and first aid qualifications during the Covid-19 pandemic.

9.2 Health and Safety Executive (HSE)

Please see below a statement from the HSE with regard to the delivery of workplace first aid training. This is split into each devolved administration. This will be issued as an e-bulletin to subscribers. HSE will also be contacting all local authorities to ensure they are aware of this position:

9.2.1 First aid training during coronavirus restrictions in place on 15th January 2021

9.2.2 First aid training in England

The policy position of the Health and Safety Executive (HSE) is that first aid training required to comply with health and safety or other legislation can continue to take place under relevant coronavirus restrictions in England. All possible measures must be taken to ensure that both training activities and environment are covid secure.

Under current restrictions, some premises are closed to the public or are prohibited from carrying out their normal business. These premises can be considered for use as training venues, providing the conditions outlined above are adhered to.

All businesses and individuals should adhere to current regulations and follow relevant Government guidance:

https://www.gov.uk/coronavirus?gclid=EAIaIqobChMI3dfV3cyb7glVkb7tCh0lhgq3EAAAYASA AEgKA5_D_BwE

HSE's current guidance on first aid certificate extensions covers all of GB and remains unaltered: <https://www.hse.gov.uk/coronavirus/first-aid-and-medicals/first-aid-certificate-coronavirus.htm#qualifications>

9.2.3 First aid training in Scotland

The Scottish Government has informed HSE that first aid training can be permitted under the current coronavirus restrictions, given the following considerations:

- The training is a required part of the work or operation of the business commissioning the training (e.g. is necessary for compliance with health and safety or other legislation)
- Other requirements for businesses and individuals under the current restrictions are met
- All controls necessary are in place to comply with relevant regulations and guidance published by the Scottish Government: <https://www.gov.scot/coronavirus-covid-19/> and

any additional measures necessary to ensure the training activities and environment are covid secure are taken.

Under current restrictions, some premises are closed to the public or are prohibited from carrying out their normal business. These premises can be considered for use as training venues, providing the conditions outlined above are adhered to.

HSE's current guidance on first aid certificate extensions covers all of GB and remains unaltered: <https://www.hse.gov.uk/coronavirus/first-aid-and-medicals/first-aid-certificate-coronavirus.htm#qualifications>

9.2.4 First aid training in Wales

The Welsh Government has informed HSE that first aid training can be permitted under the current coronavirus restrictions, given the following considerations:

- The training is a required part of the work or operation of the business commissioning the training (e.g. is necessary for compliance with health and safety or other legislation)
- Other requirements for businesses and individuals under the current restrictions are met
- All controls necessary are in place to comply with relevant regulations and guidance published by the Welsh Government: <https://gov.wales/coronavirus> and any additional measures necessary to ensure the training activities and environment are covid secure are taken

Premises required to close for normal business under coronavirus restrictions may be considered for use as training venues, providing the conditions outlined above are adhered to. Authority to open premises for first aid training can be obtained from the relevant local authority or appropriate department of the Welsh Government.

HSE's current guidance on first aid certificate extensions covers all of GB and remains unaltered: <https://www.hse.gov.uk/coronavirus/first-aid-and-medicals/first-aid-certificate-coronavirus.htm#qualifications>

9.3 Department for Education (DfE)

The Department for Education have published an extension to requalification of Paediatric First Aid certificates if PFA certificate requalification training is prevented for reasons associated directly with the coronavirus (COVID-19) pandemic, or by complying with related government advice. In these cases certificates have been extended to 31 March 2021. (This applies to certificates expiring on or after 1 October 2020).

<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2/early-years-foundation-stage-coronavirus-disapplications>

(section 7.2 Requalification)

9.4 Offshore Medic and Offshore First Aid Certificates

From 31 October 2020 offshore medic (OM), or offshore first aid (OFA) certificates, must be current and in date. The temporary COVID-19 extension arrangements end.

9.5 First Aid at Work (FAW) and Emergency First aid at Work (EFAW) certificates requalification

First aid providers have resumed first aid training and assessment. In some cases, there remains a back log or limited availability.

FAW or EFAW certificates that expired after 16 March 2020 can remain valid until 31 October 2020 or 6 months from date of expiry, whichever is later. All requalification training for these certificates should be completed by 31 March 2021.

To qualify for the extension, employers must be able to demonstrate that:

- they have made every effort to arrange requalification training as soon as possible and can explain in detail why they have not been able to do so. For example, they must show evidence that staff with expired certificates are booked on to EFAW or FAW requalification courses, if requested by an inspector
- they have adequate and appropriate equipment and facilities to give first aid to any employee who is injured or becomes ill at work
- the level of first aid cover provided remains appropriate for their particular work environment
- the level of first aid provision necessary in high risk settings is fully maintained, eg in construction, agriculture, engineering and chemicals

This guidance now applies to employers in England, Scotland and Wales.

9.6 Annual refresher training

If first aiders are unable to access annual refresher training face to face during the coronavirus (COVID-19) pandemic, HSE supports the use of online refresher training to keep their skills up to date.

HSE still strongly recommends that the practical elements of actual FAW, EFAW and requalification courses are delivered face to face, so that competency of the student can be properly assessed.

9.7 Interrupted first aid training

If because of coronavirus you cannot complete training for your first aid qualification within the usual timeframe, training can restart at a later date as long as:

- a full recap of training delivered before the interruption is done before moving onto undelivered modules
- the awarding body is content that you can show:
 - a full understanding of all aspects of the course content
 - the knowledge required and competencies at the end of the training

| Qualifications | |
|--|--------------|
| | Level |
| Qualification Number/Qualification Title | |
| 603/4655/3 | |
| Award in Health and Safety in a Construction Environment | |
| | 1 |
| Qualification Number/Qualification Title | |
| 600/2214/0 | |
| Award In Food Safety in Catering | |
| | 2 |
| Qualification Number/Qualification Title | |

| | | |
|------------|--|---|
| 603/2431/4 | Qualification Title | |
| | Award in Emergency First Aid at Work (RQF) | |
| | | 3 |
| 603/2432/6 | Qualification Number/Qualification Title | |
| | Award in First Aid at Work (RQF) | |
| | | 3 |
| 603/3964/0 | Qualification Number/Qualification Title | |
| | Award in First Person on Scene Support | |
| | | 3 |
| 601/4800/7 | Qualification Number/Qualification Title | |
| | NVQ Certificate in Occupational Health and Safety | |
| | | 3 |
| 601/4002/1 | Qualification Number/Qualification Title | |
| | NVQ Diploma in Occupational Health and Safety Practice | |
| | | 5 |

10. Integrated Health Care Qualifications

10.1 Adaptations

The following is a joint communication from all the Awarding Organisations. The coronavirus (COVID-19) pandemic has resulted in disruption to education and training during spring and summer 2020. National/Local restrictions are likely to be in place during 2020/21, and further disruption may occur. Due to continued requirements to adhere to social distancing and restrictions this may affect either learner or assessor access to employer sites.

The Awarding Organisations are working collaboratively with Ofqual, Qualification Wales and CCEA and with the relevant workforce regulators in England, Wales and Northern Ireland to agree on the proposed mitigations applicable to all other qualifications not covered by the guidance for NI and Wales as mentioned above.

The principles underpinning our shared approaches include:

- Achievement of full placement hours (where mandated in the qualification specification) unless specific guidance has already been issued by individual AOs/ABs. Extremely exceptional circumstances will be considered in the final guidance.
- Learners who are progressing from the Level 2 qualifications with mandated work placements to Level 3 during this academic year (2020/21) are permitted to carry forward up to 25% of the total work experience/practice hours that were undertaken during the completion of their Level 2 qualification.

Here are some of the good practice tips for centres to consider. These will help reassure employers and help you plan and prioritise the work placements for learners completing their qualifications in July 2021.

- Centres must make use of Skills for Health (SfH) and Skills for Care (SfC) adaptations/flexibilities to assessment principles, where it is not safe to gain direct observation of performance as primary evidence
- Make use of an Expert Witness Testimony and train Expert Witnesses to provide valid evidence.
- Use of remote technology where appropriate and following the SfC and SfH assessment principles adaptations/flexibilities
- Working with employers to plan for placements. Centres to have a strategy in place for reducing the risk and following local protocols
- Planning for placement and phasing these for Year 2 learners as a priority.
- Consider block placements rather than weekly especially for second year learners
- Supporting employers by preparing learners and assessors in infection prevention and control and associated risk assessments
- Assessors/teachers/tutors to prioritise observations during visits and make use of outdoor environments to minimise risk especially in Childcare
- Creating a bubble by using a single assessor/teacher/tutor for each setting rather than by learner, which limits the risk and allows assessors/teachers/tutors to see more learners during visit

- Use of simulations where permitted in the individual unit guidance or qualification assessment strategy, however this cannot be used where interaction with individuals or children is required to achieve competence.

Full guidance will be issued in November (subject to Ofqual response in line with the joint statement recently released by Ofqual)

In the interim we recommend that all centres continue with employers on accessing placement/work experience for ongoing support and assessment. We appreciate that this may still be challenge, therefore we have agreed to review the work placement situation in January and prior to that we will be liaising with you all in December to gather further information on access to placement or work experience.

| Qualifications | |
|--|--------------|
| | Level |
| Qualification Number/Qualification Title | |
| 603/3887/8 | |
| Award in Mental Health Awareness | |
| | 1 |
| Qualification Title | |
| Supporting Individuals in Healthcare Environments | |
| | 1, 2 |
| Qualification Title | |
| Creative Thoughtfulness | |
| | 1, 2 and 3 |
| Qualification Number/Qualification Title | |
| 600/6427/4 | |
| Certificate in Preparing to Work in Adult Social Care | |
| | 2 |
| Qualification Number/Qualification Title | |
| 601/6059/7 | |
| Certificate in the Principles of the Prevention and Control of Infection in Health Care Settings | |
| | 2 |
| Qualification Number/Qualification Title | |
| 600/6470/5 | |
| Award in Employment Responsibilities and Rights in Health Social Care Children and Young People's Settings | |
| | 2 |
| Qualification Number/Qualification Title | |
| 600/6538/2 | |
| Diploma in Health and Social Care (Adults) for England | |
| | 2 |
| Qualification Number/Qualification Title | |
| 601/5542/5 | |
| Certificate in Understanding the Care and Management of Diabetes | |
| | 2 |
| Qualification Number/Qualification Title | |
| 601/2010/1 | |

| | |
|---|---------|
| Certificate in Understanding the Safe Handling of Medicines | 2 |
| Qualification Title | |
| Certificate in Care | 2 |
| Qualification Number/Qualification Title | |
| 603/1055/8, 603/1057/1, 603/1058/3 | |
| Early Interventions | 2, 3, 4 |
| Qualification Number/Qualification Title | |
| 603/4601/2 | |
| Award in Paediatric First Aid | 3 |
| Qualification Number/Qualification Title | |
| 601/2566/4 | |
| Award in Awareness of End of Life Care | 3 |
| Qualification Number/Qualification Title | |
| 601/5738/0 | |
| Certificate in Dementia Care | 3 |
| Qualification Number/Qualification Title | |
| 600/7002/X | |
| Certificate in Preparing to Work in Adult Social Care | 3 |
| Qualification Number/Qualification Title | |
| 600/7004/3 | |
| Diploma in Health and Social Care (Adults) for England | 3 |
| Qualification Number/Qualification Title | |
| 603/1395/X | |
| Diploma in Principles of Health and Social Care | 3 |
| Qualification Number/Qualification Title | |
| 601/5704/5 | |
| Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) | 5 |
| Qualification Number/Qualification Title | |
| 603/0990/8 | |
| Award in Investigating Serious Incidents in Health Care | 5 |

| | |
|---------------------------------------|------|
| Qualification Title | |
| Early Intervention and Family Support | |
| | 5, 6 |

11. Learning and Development and Teaching and Education Qualifications

11.1 The Education and Training Foundation (ETF)

ETF is keen in these fast-moving times to provide a steer to Awarding Organisations as to appropriate mitigations to put in place regarding Covid-19 conditions and the consequential disruption to the education and training sector.

Please contact the Quality Team and/or your EQA if you require any further advice on how validity can be maintained when making use of these adaptations in line with existing practices outlined in the qualification Handbooks.

11.2 Adaptations

11.2.1 Certificate and Award in Education and Training [CET & AET]

ETF guidance is that there should be an attempt to provide face to face experience on these courses and that exceptions to the full qualification guidance are only allowed in extremis and with Awarding Organisation permission. **Please see the relevant qualification Handbooks for details on the use of remote digital alternatives to in-person observation.**

Should the current situation re restricted access to face to face teaching opportunities persist or there is a return to lockdown [local or otherwise] the following is permissible with the agreement of the SFJ Awards:

11.2.1.1 For the CET:

- The requirement for 30 hours teaching practice remains, however
 - This may include live remote delivery, ie delivery where the tutor and learners are simultaneously present online and engaged and there is live interaction
- The requirement for 3 observations remains, however
 - This may include observations of live remote delivery (up to 2)

11.2.1.2 For the AET:

- The micro teach may be a live remote session

These conditions may also apply to CET or AET courses which are ending before 31 December 2020

11.3 Assessor/Quality Assurance qualifications

SFJ Awards have a responsibility to uphold standards and ensure qualifications are fit for purpose. Therefore, any deviations from accepted qualification specifications must be in extremis and subject to awarding body approval. The situation surrounding Covid presents challenges for qualifications which require in person observation, where possible in person observation should be undertaken but where this is impossible some adjustment may be made in line with the following guidance.

Whilst the current situation persists, remote observation is permitted providing that the means by which this observation is carried out is sufficient to the purpose of an assessor satisfying themselves on all necessary criteria. Consequently, it should provide a full and sufficient picture of the interaction with adequate clarity and audio such that any witness has a full view and is able to hear the key aspects of any action or exchange.

Additionally, centres should be mindful of External Quality Assurance guidance issued by SFJ Awards covering the qualification actually being assessed to ensure this process is valid, sufficient and clear. Additionally, recordings should be maintained such that evidence can be subject to EQA.

| Qualifications | |
|---|--------------|
| | Level |
| Qualification Number/Qualification Title | |
| 601/0281/0 | |
| Award in Education and Training | |
| | 3 |
| Qualification Number/Qualification Title | |
| 600/8390/6 | |
| Certificate in Learning and Development | |
| | 3 |
| Qualification Title | |
| Assessing Competence and Vocational Achievement | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/6218/1 | |
| Award in Facilitating Learning and Development | |
| | 3 |
| Qualification Title | |
| External Quality Assurance of Assessment | |
| | 4 |
| Qualification Number/Qualification Title | |
| 601/1679/1 | |
| Diploma in Learning and Development | |
| | 4 |
| Qualification Number/Qualification Title | |
| 601/2040/X | |
| Certificate in Education and Training | |
| | 4 |
| Qualification Title | |
| Internal Quality Assurance of Assessment | |
| | 4 |

| | |
|---|---|
| Qualification Number/Qualification Title | |
| 601/8212/X | |
| Award in Learning and Development | |
| | 4 |
| Qualification Number/Qualification Title | |
| 603/4027/7 | |
| Certificate in Employability Skills and Personal Development | |
| | 1 |
| Qualification Number/Qualification Title | |
| 600/5802/X | |
| IQ Certificate in Assessing Vocational Achievement | |
| | 3 |
| Qualification Number/Qualification Title | |
| 600/2254/1 | |
| IQ Award in Assessing Competence in the Work Environment | |
| | 3 |
| Qualification Number/Qualification Title | |
| 600/2325/9 | |
| IQ Award In Understanding the Principles and Practices of Assessment | |
| | 3 |
| Qualification Number/Qualification Title | |
| 600/5844/4 | |
| IQ Award In Assessing Vocationally Related Achievement | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/1301/7 | |
| IQ Award in Education and Training | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/1733/3 | |
| IQ Certificate in Education and Training | |
| | 4 |
| Qualification Number/Qualification Title | |
| 600/4398/2 | |
| IQ Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice | |
| | 4 |
| Qualification Number/Qualification Title | |
| 600/4427/5 | |
| IQ Award in the External Quality Assurance of Assessment Processes and Practice | |
| | 4 |
| Qualification Number/Qualification Title | |
| 600/4428/7 | |
| IQ Award in the Internal Quality Assurance of Assessment Processes and Practice | |
| | 4 |
| Qualification Number/Qualification Title | |
| 600/5529/7 | |
| IQ Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice | |
| | 4 |

12. Legal and Financial Services Qualifications

12.1 Adaptations

For assessments where observations could be a source of evidence then this could be carried out remotely. Where remote observations take place ideally the assessor will be part of the 'live' assessment (e.g. via Zoom, MS Teams, Skype etc). Where possible (in agreement with the centre) the 'observation' will be recorded and therefore will be available for the IQA and EQA to sample to ensure that quality standards are met.

Where it is not possible for the assessor to observe the live assessment activity then a recording must be made available (ideally audio and visual) and the assessor will need to assess this and document accordingly.

Other adaptations would include the use of witness testimony, professional discussion, and simulation. It should be noted that where 'simulation' is considered the centre must check the relevant Handbook to see if simulation is allowed.

Please contact the Quality Assurance & Compliance Manager if/when adaptation guidance is required.

| Qualifications | |
|---|-------|
| | Level |
| Qualification Number/Qualification Title | |
| 603/3859/3 | |
| Certificate in Supporting Access to Legal Advice | |
| | 2 |
| Qualification Number/Qualification Title | |
| 601/7884/X | |
| Diploma in High Volume Processing in Courts and Tribunals | |
| | 2 |
| Qualification Number/Qualification Title | |
| 603/3860/X | |
| Certificate in Providing Initial Legal Advice | |
| | 3 |
| Qualification Number | |
| 600/9256/7Qualification Title | |
| Diploma in Courts and Tribunals Clerking | |
| | 3 |

13. Management and Leadership Qualifications

13.1 Adaptations

For assessments where observations could be a source of evidence then this could be carried out remotely. Where remote observations take place ideally the assessor will be part of the 'live' assessment (e.g. via Zoom, MS Teams, Skype etc). Where possible (in agreement with the centre) the 'observation' will be recorded and therefore will be available for the IQA and EQA to sample to ensure that quality standards are met.

Where it is not possible for the assessor to observe the live assessment activity then a recording must be made available (ideally audio and visual) and the assessor will need to assess this and document accordingly.

Other adaptations would include the use of witness testimony, professional discussion, and simulation. It should be noted that where 'simulation' is considered the centre must check the relevant Handbook to see if simulation is allowed.

Please contact the Quality Assurance & Compliance Manager if/when adaptation guidance is required.

| Qualifications | |
|--|-------|
| | Level |
| Qualification Number/Qualification Title | |
| 601/0378/4 | |
| NVQ Certificate in Team Leading | |
| | 2 |
| Qualification Number/Qualification Title | |
| 603/4953/0 | |
| Certificate in team leading | |
| | 3 |
| Qualification Number/Qualification Title | |
| 603/4769/7 | |
| Certificate in management skills | |
| | 3 |
| Qualification Number/Qualification Title | |
| 603/1229/4 | |
| Certificate in Management | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/6348/3 | |
| Diploma in Management | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/0745/5 | |
| NVQ Certificate in Management | |
| | 3 |
| Qualification Title | |
| Certificates in operational management | |
| | 3, 4 |

| | |
|--|---|
| Qualification Number/Qualification Title | |
| 603/4772/7 | |
| Certificate in management | |
| | 5 |
| Qualification Number/Qualification Title | |
| 601/6349/5 | |
| NVQ Diploma in Management and Leadership | |
| | 5 |
| Qualification Number/Qualification Title | |
| 601/0539/2 | |
| NVQ Diploma in Management | |
| | 5 |
| Qualification Title | |
| NVQ Diploma in Strategic Management and Leadership | |
| | 7 |
| Qualification Number/Qualification Title | |
| 603/4027/7 | |
| Certificate in Employability Skills and Personal Development | |
| | 1 |

14. Policing and Law Enforcement Qualifications and Border and Marine Enforcement

14.1 Adaptations

We understand that obtaining relevant assessment opportunities for the following qualifications remains possible under the varying levels of Government Covid-19 rules and guidance. Please contact the Quality Assurance & Compliance Manager should adaptations be required.

Please refer to the relevant qualification Handbook for advice and guidance on appropriate centre-devised and internally set assessment methodologies.

Examples of assessment methods which remain valid and appropriate are outlined below:

- Observation
- Expert Witness Testimony (by available and appropriate assessors)
- Workbooks/Assignment product
- Professional Discussion
- Scenario
- Q&A
- Simulation

These assessments may be carried out remotely using digital technology or face-to-face as circumstances and facilities allow.

Where Body Worn Video (within the Police and Law Enforcement sector) is used then the recording is only likely to be available for 30 days (due to Police retention policies). Therefore, it will be expected that the IQA has included this in their sampling activity.

Please contact the Quality Team and/or your EQA if you require any advice on best practice in applying these methods.

| Qualifications | |
|--|-------|
| | Level |
| Qualification Number/Qualification Title | |
| 601/0994/4 | |
| Certificate in Problem Solving in Community Safety | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/8126/6 | |
| Certificate in Knowledge of Policing | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/7457/2 | |
| Diploma in Policing | |
| | 3 |
| Qualification Number/Qualification Title | |
| 603/4645/0 | |
| Certificate in Emergency Services Contact Handling | |
| | 3 |

| | |
|---|------|
| Qualification Number/Qualification Title | |
| 601/3835/X | |
| Diploma for Contact Management in Policing | |
| | 3 |
| Qualification Title | |
| Neighbourhood Management and Planning | |
| | 3, 5 |
| Qualification Number/Qualification Title | |
| 603/3945/7 | |
| Diploma in Community Policing Practice | |
| | 4 |
| Qualification Title | |
| Police Custody | |
| | 4 |
| Qualification Title | |
| Representing and Advising Police Federation Members | |
| | 4 |
| Qualification Number/Qualification Title | |
| 601/7447/X | |
| Certificate in Police First Line Management | |
| | 4 |
| Qualification Number/Qualification Title | |
| 601/7449/3 | |
| Certificate in Police Management | |
| | 5 |
| Qualification Number/Qualification Title | |
| 600/9399/7 | |
| Diploma in Criminal Investigation of Serious and Complex Crime | |
| | 5 |
| Qualification Number/Qualification Title | |
| 601/5850/5 | |
| Certificate in Managing Investigations into Serious and Complex Crime | |
| | 5 |
| Qualification Title | |
| Advanced Representation of Police Federation Members | |
| | 6 |
| Qualification Title | |
| Diplomas in Border Enforcement | |
| | 3 |
| Qualification Number/Qualification Title | |
| 601/3243/7 | |
| Diploma in Immigration Enforcement | |
| | 3 |

| | |
|---|---|
| Qualification Number/Qualification Title | |
| 601/2853/7 | |
| Certificate in Fisheries and Marine Enforcement | |
| | 3 |

15. Public Services Qualifications

15.1 Adaptations

For the following qualification, any knowledge assessment criteria may continue to be evidenced by methods such as written and reflective accounts, assignments, and other products or MCQs, which can all be carried out remotely if required. Observation may continue to be used in the relevant units and achieved with witness testimony of a colleague observing the learner or by reflective account supported by witness testimony of the outcomes being observed. Reflective accounts can be used with supporting witness evidence and other signposting documents such as personal development/performance reviews or written feedback on the calls made by the learner (which have been reviewed by line managers or suitable colleagues).

| Qualification | |
|--|-------|
| | Level |
| Qualification Number/Qualification Title | |
| 603/4645/0 | |
| Certificate in Emergency Services Contact Handling | |
| | 3 |

For the following qualification learning outcomes can be evidenced by MCQs or reflective accounts/assignments from the learners and product for the development of a campaign which needs to be evidenced. These elements may be carried out remotely.

| Qualifications | |
|--|-------|
| | Level |
| Qualification Number/Qualification Title | |
| 603/6196/7 | |
| Professional Certificate in Fraud Prevention | |
| | 4 |

For the following qualification, learning outcomes can be evidenced by MCQs or reflective accounts/assignments produced by learners, please see the Handbook for details on unit requirements. Other elements require role play/simulated environments. Case studies and possible use of videos reviewing interviews continue to be acceptable.

| Qualification | |
|---|-------|
| | Level |
| Qualification Number/Qualification Title | |
| 603/6195/5 | |
| Professional Certificate in Fraud Investigation | |
| | 4 |

16. Security Sector Qualifications

16.1 Security Industry Authority

Following further consultation between the Security Industry Authority (SIA) and SIA endorsed Awarding Organisations in July 2020, all licence-linked qualifications are currently being delivered. Some qualifications may be delivered remotely where a Centre has additional approvals.

16.2 The Licence-Linked Qualifications

- Level 3 Certificate for Working as a Close Protection Operative within the Private Security Industry
- Level 2 Award for Working as a Cash and Valuables in Transit Operative within the Private Security Industry
- Level 2 Award for Working as a Door Supervisor within the Private Security Industry
- Level 2 Award for Working as a Security Officer within the Private Security Industry

16.3 Face to Face Delivery of Security Sector Qualifications

Approved centres must refer to up-to-date Coronavirus guidance and support provided by HM Government that can be found at [gov.uk/coronavirus](https://www.gov.uk/coronavirus). It is a matter for each centre to follow this guidance and make their own assessment as to what they are able to do.

SFJ Awards required our centres to submit the following prior to qualifications being delivered:

- your COVID-19 policy/procedure document
- your COVID-19 specific risk assessment
- your COVID-19 declaration agreeing to comply with HM Government guidelines
- your COVID-19 candidate declaration form.

We also require the following to be kept by the centre and shared with SFJ Awards for external quality assurance purposes:

- still image confirming room layout (where applicable) is compliant with social distancing
- video footage showing 10 minutes of the actual course delivery for each day (where applicable)
- signed copies of each declaration from the candidate.

16.4 Remote Delivery of Security Sector Qualifications

Centres may apply to qateam@sfjawards.com if you are seeking approval for online and virtual delivery of **training** and/or **proctored assessment** for SIA licence-linked qualifications.

Centres will be required to confirm that your online platform will enable live and interactive delivery of training via a 'virtual classroom' (online invigilated assessments will be booked via SFJ Awards and incur an additional cost).

Centres must also confirm that all centre staff have read and understood the C-19 adaptation for current licence-linked qualifications SIA 'Addendum' requirements including contact times and all other aspects.

17. Spectator Safety

17.1 Sports Ground Safety Authority (SGSA)

SGSA has issued an assessment strategy for spectator safety qualifications during the COVID-19 pandemic. Their published document can be found here:

<https://sgsa.org.uk/assessment-strategy-for-spectator-safety-qualifications-during-covid-19/>

17.2 The Level 2 and 3 Certificates and Level 4 Diploma in Spectator Safety

SGSA has identified in the tables within the assessment strategy the safety critical elements that learners must be able to demonstrate competency during live events. All other elements may be assessed by alternative methods. Such measures may include filmed or recorded professional discussions, written portfolio evidence and written responses to scenarios.

The SGSA does not wish to be prescriptive in the methods an awarding organisation may wish to use. Such measures are only to be used during the current period where the suspension of live events with spectators due to the ongoing COVID-19 pandemic limits the opportunity to undertake competence assessment opportunities.

The SGSA would accept that a single assessment at a live event is sufficient in the current circumstances, supported by other forms of assessments. This exceptional assessment strategy used during the period of lockdown for live sport should be suspended upon the return to live sport with spectators.

17.3 Review

This strategy will be reviewed again in January 2021, mindful of the Government's announcement of 22 September 2020 that the planned return of live sport with spectators is being kept under review. In the event live events with spectators have not returned by that time, it will be necessary to review and identify how best to undertake assessments. Such a review in January 2021 will also provide an opportunity to ensure the assessment strategy reflects the introduction of the new vocational training qualifications in spectator safety.

| Qualifications | Level |
|---|-------|
| Qualification Number/Qualification Title | |
| 600/4470/6 | |
| SFJ Awards Level 2 NVQ Certificate in Spectator Safety | |
| | 2 |
| Qualification Number/Qualification Title | |
| 600/4526/7 | |
| SFJ Awards Level 3 NVQ Certificate in Spectator Safety | |
| | 3 |
| Qualification Number/Qualification Title | |
| 600/6784/6 | |
| SFJ Awards Level 4 NVQ Diploma in Spectator Safety Management | |
| | 4 |

18. Contacts

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