

Q&A Health and Social Care Mitigation Briefing - 7th September

Question	Answer
<p>Has C&G devised any RFA forms or do centres need to devise their own?</p>	<p>Not at this time, however the Consortium has developed an Assessment Resource Pack for each Practice qualification. These packs contain a number of forms for planning and recording and could easily be adapted to record the Readiness for Assessment decision.</p>
<p>If the centre can use a work based assessor, if they have not or are unable to access assessor meetings will this impact on our ability to use them?</p>	<p>Yes – as always, all assessors must be inducted and supported by the centre, regardless of whether they are work-based or peripatetic. This includes the need to attend both assessor meetings and standardisation meetings. This requirement is clearly outline in the:</p> <ul style="list-style-type: none"> • City & Guilds Centre Manual • Our Quality Assurance Requirements document (OQAR) • Our 'Guidance on Internal Quality Assurance' document
<p>Do learners on the old diploma's who have no observational evidence, need to complete?</p>	<p>We will share information on the 'old diplomas' as soon as we can, including any future mitigation arrangements available to learners</p>
<p>How can we complete observations?</p>	<p>During the webinar, we outlined the role of Expert Witness Testimony and, during a specific period, how this is permitted as an alternative for assessor observation. Currently this only applies to the new qualifications but we are working with Qualifications Wales, Social Care Wales, Health Education and Improvement Wales and other Awarding Bodies to agree further mitigations for the legacy qualifications i.e. the 'old' diplomas.</p>
<p>In relation to the legacy qualification - when are we to expect the next webinar on guidance for the observations that have not taken place?</p>	<p>We are in the process of finalising the details for further mitigations for this suite of qualifications. These must be jointly agreed across all relevant Awarding Organisation, qualification regulators and workforce regulators in Wales and in Northern Ireland and achieve synergy to arrangements for similar qualifications in England. Once agreed we will communicate the outcome and expectations for centres and learners.</p>
<p>Core mitigations - Are the verbal questions available?</p>	<p>All learners must complete at least 70% of the key features of their qualification i.e. TQT and credits across both the Mandatory and Optional Units. Please refer to the mitigation tables in our guidance document on the</p>

	Health and Care Learning Wales website
Do we need to complete an application form?	The Consortium will update the HCLW website shortly with further information and guidance regarding this process
Is the declaration form available now?	We are currently updating all forms that centres will use for this process. Once available these will be accessed via the Covid-19 pages of the HCLW website. We ask that centres do not use learner declaration forms from previous phases of mitigations
Can a learner who has completed CCLD level 3 qualification take up the new level 4 Professional Practice qualification?	Completion of this qualification is dependent on role and function within the setting and not on previously attained qualifications
Will we be able to make additional needs adjustments during verbal Q and A? Hearing impairment - would need sign for example	The mitigations and associated adaptations allow for reasonable adjustments
My learners completed 2 internal Assessments last term, can these now be put forward for their qualification following EQA.	Only if these were completed before March 2020 and your learners were supposed to complete their qualification by 31 July 2020. Any learners who had insufficient assessments prior to 20 March 2020 will complete their qualification as per the adaptations announced during today's webinar. This means that, unless there are exceptional circumstances, your learners are required to complete a number of case studies (internal assessments) and the MCQ test.
In relation to the L4 qualification - are we to receive any further webinars around guidance on programme development and/or delivery as we had back with the development of the Core and Practice?	<p>The launch programmes for the new L4 Preparing for Leadership took place earlier in the year but the slide deck is available on the qualifications pages of HCLW. The L4 Professional Practice qualifications were launched post lockdown via a webinar and so the decks plus a recording are available via the relevant qualification pages on HCLW.</p> <p>The next events to support the L4 and L5 qualifications will be centre networks via webinar and I am in the process of agreeing dates for these which will prioritise the L4 Prep; L4 Professional Practice and L5 Leadership.</p> <p>Webinars for the L4 role specific quals will be confirmed shortly.</p>
Practice mitigations - do we need to undertake a robust, ongoing risk assessment of employer premises to confirm we can/cannot undertake face to face observations?	You have a duty of care to assessors and learners and so you must work in partnership with employers re risk assessments. Regular dialogue with employers will help you to understand how local spikes are impacting them and any immediate or ongoing implications stemming

	<p>from local/national measures.</p> <p>We continue to work with stakeholders about learners' placements and assessor access but there are no easy nor immediate solutions to these. At the moment the current agreed mitigations will be beneficial for some learners, principally those who are employed but there are also indications that some employers are eager to welcome learners who need placements. Unfortunately, at the moment things are very fluid and vary from location to location across Wales.</p>
<p>Our centre is closed until 31st March so we can apply for the remote Q &A relating to the case studies as some learners have completed all the practice case studies and gone through all the units resources we provide</p>	<p>Because your centre is closed for longer than 4mths you will be able to apply to use the remote Q&A once we make this available. We will update the HCLW website as quickly as we can so that the process for application etc is accessible and clear for customers.</p>
<p>Could work based assessors act as EW if they do not want to undertake full assessors role again?</p>	<p>Yes they can but the centre will need to provide a robust induction, training and support. The Consortium will also be rolling out specific training for EWT, professional discussion and assessor refresher.</p>
<p>Will be expert witness be required to carry out the number of observations that is detailed in the assessment pack/handbook? Also, is there any relaxation of a week between each observation?</p>	<p>The learners must still be supported to complete the full assessment journey as detailed in the Assessment Pack. The only difference is that in certain circumstances we will accept observation of the task by the EW rather than hold to the mandatory requirement of a qualified assessor</p>
<p>For the practice can learners submit written work for knowledge questions?</p>	<p>The assessment strategy for ALL Practice qualifications is via the written tasks, the reflective log and the professional discussion. Centres should NOT be turning assessment criteria into knowledge questions. Learners' should be highlighting their knowledge and understanding using reflection and verbal Q&A following observation. We have repeatedly stated at all events that the practice of separating out knowledge and understanding criteria is NOT good practice and is something that every centre should be avoiding.</p>
<p>Ref slide 8, has the number of case studies changed for combined core from 4 to 5?</p>	<p>This was an error and has been corrected. There are four case studies required for the combined Core</p>
<p>With all the mitigations is there an expectation that centres will carry out normal assessment where possible without using mitigation as long as safety is ensured bearing in mind Welsh Government have recently said most learning should be taking place face to face. If so how will this be monitored?</p>	<p>No this is not our expectation. Learner who were registered before 01 August will have been disadvantaged by Covid-19 and therefore have the right to access an adapted assessment via mitigation. The learner can choose to complete the full assessment requirement but this must not be insisted on by the centre.</p>

<p>As with previous phase, can we still use a spreadsheet to capture declaration information for a cohort of learners?</p>	<p>We will be uploading a new learner declaration form shortly – centres MUST use the new form which will be available SOON from the Covid-19 pages of the HCLW website.</p>
<p>For the practice qualification, are the 2 initial observations still required? These are the obs are in addition to the 4 within the tasks</p>	<p>Yes these are still required but can be undertaken by either the assessor or the EW.</p>
<p>Using technology to progress learners can assessors collect documentary evidence via electronically/e mails using permissions etc., and not using personal information</p>	<p>You must have systems in place that enable you to ensure the confidentiality of the learners' evidence therefore I would not recommend that evidence is shared via email unless documents are password protected. The preferred route is an e-portfolio however you can set up drop boxes that are secure and access can be restricted as per our requirements on page 53 of our Centre Manual</p>
<p>Can the expert witness/professional discussion support the 2 pre assessments for the practice qualification</p>	<p>Expert Witness is the method of assessment that can be used in place of assessor observation. Professional discussion is about triangulation of evidence – it is not to be used to replace assessor observation under any circumstances.</p>
<p>If a learner has a CYP level 3 qualification and now works in HSC Adults do they need to enrol for both core and practice?</p>	<p>A top up is needed of the SCW Principles and Values Award if workers move roles i.e. CYP L3 quals holder would need to complete the SCW Award Values and Principles (Adults)</p>
<p>I missed that guidance you just referred to regarding Assessors being allowed access into the workplace. Some of our Employers are allowing this. I would like to double check the guidance you just referred to... could you repeat it please?</p>	<p>Assessors must follow WG guidelines. These can be accessed directly from the WG website or vial Covid-19 pages of SCW's website https://socialcare.wales/news-stories/the-latest-information-on-coronavirus-covid-19 At all times centres must follow national and local guidelines. If access to workplaces is possible then assessment can resume for the Practice qualifications however centres must remain vigilant and ensure adequate risk assessments are in place and WG guidance followed at all times.</p>
<p>Would mitigations include learners that live a long distance away from the centre? Normally the assessor would travel out to the employer, but currently not deemed allowable visitor</p>	<p>Typically no distance wouldn't be considered because this is the business model chosen by your centre. On this occasion however the issue is that the assessor is unable to access the workplace and so the next option is whether the learner can travel to your centre and so this should be explored in the first instance. You can work through the available mitigations ONLY if there are valid reasons the learner is unable to commute – including whether this is a cost that the centre can bear on the learner's behalf. In light of that, you have to consider rescheduling assessment until such times as you can gain access – up to 4mths and seek agreement to do so by both the employer and learner. There needs to be valid reasons why this option isn't appropriate. If these are present then you can apply for a remote Q&A for the internal assessment.</p>

