

QAN Number: 601/7070/0

**Qual Title** NCFE Level 2 Certificate in Principles of Customer Service (VRQ)

### Adaptation addendum

Qualification title(s)	NCFE Level 2 Certificate in Principles of Customer Service (VRQ)
Qualification reference number(s)	601/7070/0
Summary of changes	V1.0 - 22.02.21 Updates to assessment in line with some external assessments now being cancelled. The new version number is to reflect 2021 updated template layout to include a mapping section for further unit level adaptations. Appendix examples added for guidance on reducing content range or using alternative assessment methods. Previous version title AT 60170700 V1.0

### Qualification adaptation

Qualification title & QN	NCFE Level 2 Certificate in Principles of Customer Service (VRQ) 601/7070/0
Existing rule of combination	Learners are required to successfully complete 3 mandatory unit and 4 optional units.
New rule of combination	Learners are required to successfully complete 3 mandatory unit and 3 optional unit.
Achievement of the overall qualification grade	Where the required number of optional units has been reduced, learners will be awarded an overall grade which reflects performance in units completed, subject to adapted rules of combination. Where a certificate is awarded this year, we will ensure that this is issued as normal and does not refer on the certificate that the result has been determined under the alternative regulatory arrangements.

### Assessment adaptation

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Assessment	Approach following autumn 2020 adaptations	Additional adaptations for 2020/21
	<i>What we require for this type of assessment at present, including flexibilities already introduced in autumn 2020.</i>	<i>The additional flexibilities and adaptations that will apply during 2020-21.</i>
Internal assessment: skills and knowledge	<p>Internal assessment should continue remotely, where relevant, for all students where possible.</p> <p>We believe that the flexibilities which centres already have with respect to the types of evidence they may use to meet assessment criteria, are sufficient to enable most students to continue to mitigate the ongoing Covid related risks.</p> <p>We would also encourage centres to consider how they might use alternative and / or digital solutions to gather and store evidence including, for example:</p> <ul style="list-style-type: none"> <li>• centre-set short response or multi-choice tests</li> <li>• professional discussion recordings</li> <li>• annotated learning plans</li> <li>• photos and videos.</li> </ul> <p>We appreciate that to create and capture evidence for the skills aspect of these assessments, students may need access to specialist facilities / equipment. As our existing guidance permits, to mitigate Covid related challenges in accessing facilities / equipment, we would encourage centres to consider, for example;</p> <ul style="list-style-type: none"> <li>• using expert witness testimonies to confirm the observation of student competence over time where direct observation is not possible</li> </ul>	<p>Internal assessment should continue remotely, where relevant, for all students where possible. Where internal assessment continues, all previously communicated adaptations still apply.</p> <p>Where permitted by regulatory and sector body guidance we have changed and/or removed qualification content, and therefore related assessment requirement, to allow more learners to complete qualifications. This has only been done where possible without undermining the purpose and validity of the qualification.</p>

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	<ul style="list-style-type: none"><li>• using observation of simulated activity to evidence the demonstration of competence where direct observation is not possible</li><li>• using digital solutions to capture evidence remotely where students can access required facilities / equipment away from the centre, but teaching staff cannot observe at that location</li><li>• carefully considering how you schedule teaching, learning and assessment activity during the year, recognising that you may not be able to access specialist facilities / equipment in all weeks.</li></ul> <p>You can find further advice and guidance on the preparation of portfolios of evidence <a href="#">here</a>.</p> <p>We will also continue to offer remote EQA reviews and further guidance on how to prepare for this can be found <a href="#">here</a>.</p>	
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