

Adaptation addendum

Qualification title(s)	NCFE CACHE Level 2 Certificate in Customer Service for Health and Social Care Settings NCFE CACHE Level 2 Award in Customer Service for Health and Social Care Settings
Qualification reference number(s)	603/0483/2 603/39994/9
Summary of changes	V1.0 - 22.02.21 The new version number is to reflect 2021 updated template layout to include further information on alternative arrangements for awarding in 2020/21. Previous version title AT 60304832 L2 C in Customer Service for Health and Social Care Settings
Qualification Purpose	These qualification are designed for learners who want to develop an understanding of how to deliver effective customer service in health and social care settings.

Assessment adaptation

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: knowledge	Internal assessment should continue remotely, where relevant, for all students where possible. 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	Internal assessment should continue remotely, where relevant, for all students where possible. Where internal assessment continues, all previously communicated adaptations still apply. This qualification is in scope for alternative arrangements and if required can be awarded via an assessed grade from the centre. The

	<p>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">• centre-set short response or multi-choice tests• professional discussion recordings• annotated learning plans• photos and videos. <p>You can find further advice and guidance on the preparation of portfolios of evidence here.</p> <p>We will also continue to offer remote EQA reviews and further guidance on how to prepare for this can be found here.</p>	<p>minimum evidence threshold requirements are outlined in our Approach to Alternative Awarding Arrangements 2020/21.</p>
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