

Frequently Asked Questions for qualifications during Covid-19 **(for apprenticeships please see our [apprenticeship pages](#))**

Learner

Q: I cannot meet with my assessor in person at this time and would still like to continue to work on my qualification. What can I do?

A: Speak with your training provider and manager regarding remote and virtual ways you can gain the assessment support you need at this time.

Q: I have been told by my training provider that I cannot finish my qualification as I need to be observed in practice. Are there any other ways I can complete?

A: Ask your training provider or assessor, there may be some different types of assessment methods which can be planned with you and used to support your achievement.

Q: Due to the demanding working conditions at this time, I would like to put my qualification on hold and have a break in learning. How can I do this?

A: Speak with your manager and training provider. Your training provider will have processes in place to enable you to do this.

Q: I am currently self-isolating/shielding away from my workplace. Can I still work towards my qualification?

A: In the first instance discuss with your manager to see if this is permissible, then discuss with your training provider about remote and virtual support you can access/use at this time.

Q: I have recently finished my qualification and still not received my certificate; how long will I have to wait for it?

A: The government have advised there may be delays with awarding organisations (AO) issuing certificates at this time to training providers. Your training provider will have a temporary arrangement in place to confirm your achievement. Speak with your training provider in the first instance. If required, you could also further contact the AO you are registered with. In due course the AO will issue your formal certification to the training provider.

Q: What's the difference between my training provider and awarding organisation and how do I contact them?

Your employer will use internal or external provision to deliver qualifications. Your assessor is likely to be your main point of contact for the training provider. Your

manager will have contact details of your training provider if you are having difficulty with contact.

An awarding organisation (AO) is the examination board which sets and awards your qualification. Your training provider registers you with their chosen AO. There are several AOs and you can easily locate contact details for them through an internet search. You are likely to find reference to your AO in your initial qualification induction/agreement records.

Manager

Q: Our training provider is asking me to provide expert witness testimonies (EWT) for my staff who are trying to complete their qualifications. How are these different from normal witness testimonies I am sometimes asked to provide?

A: EWT can be used for direct observation where the witness has occupational expertise in a specialist area. The use of EWT should be determined and agreed by the assessor, in line with internal quality assurance arrangements and Awarding Organisation requirements for assessment of units within the qualification and the sector. The main assessor remains responsible for the final assessment decision.

This approach can support learners at this time of social distancing as the EWT is an alternative assessment method which can replace some elements of observing practice in the same room which the main assessor would normally carry out.

Q: As a manager I may have difficulty in finding time to complete Expert Witness Testimonies (EWT) for staff members working towards their qualifications. What can I do?

A: Speak with your training provider/assessor regarding what is required and how you can submit the EWT. They will be working with you and your learners to minimise pressure as much as possible without compromising quality at this time. They will also be able to advise on who else would be suitable to provide the EWT for learners.

Q: Who can we speak to regarding queries relating to our qualification provision at this time?

A: Always speak to your training provider in the first instance. If your query has not been resolved, then your training provider will advise you on processes to follow which may involve speaking with the Awarding Organisation learners are registered with.

Q: Our qualification provider is offering remote support through use of technology to several of my staff. This can be quite difficult due to the space and technology available in the workplace. What do you advise?

A: Speak with your training provider to ascertain the technology needed and time learners will need. See if they can provide technology support or the equipment required during this period. With your agreement and evaluation, you may allow learners to use their own devices at this time.

Q: Due to service pressures at this time, I, as a manager, would like to put my own Level 5 qualification on hold and have a break in learning. Can I do this?

A: Do speak with your training provider. They have processes in place to enable you to do this. Always keep your senior manager and organisation informed as well of the discussions that you have about your qualification. If you are undertaking this qualification partially because of a recommendation from the Care Quality Commission, we would recommend that you let your inspector know.

Training Provider

Q: Can we change the way we carry out assessment of Skills for Care approved qualifications to support the sector at this time?

A: Skills for Care & Development have agreed a **set of assessment principles** for use in social care across the United Kingdom. Please speak with your Awarding Organisation in the first instance to agree how the assessment principles can be used flexibly to promote adaption of assessment at this time. The Joint Awarding Body Quality Group has been working collectively to agree and advise consistency in assessment for training providers and the sector during this period.

Q: How can we support the sector at this time?

A: The sector is currently under pressure. We would encourage good communication with those involved in organising learning and development for their staff. This will help to explore the opportunities and options available to them during this period. We would also advise using online learning tools wherever possible, be that live or remote learning. These could be for groups or one-to-one online sessions with a trainer.

For further information on Covid19 essential training click [here](#).