

Revised and updated March 2022

Adaptation of Delivery and Assessment for CIOL Qualifications
(CIOLQ)

Vocational and Technical Qualifications, Vocational and technical
qualifications contingency regulatory framework, COVID-19 Conditions
and Requirements (VCR)

Guidance for independent candidates and exam venues

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Introduction and rationale

The Covid-19 pandemic has resulted in a loss of opportunity of learning and assessment since March 2020. Multiple national and local restrictions have continued to be put in place which have presented challenges for awarding organisations, schools, training providers and most importantly candidates.

Given the impact of the prevailing pandemic on all aspects of working lives, including the progression of our candidates, we have made adaptations to enable them to be taken online and in a fair and valid way so that we further support our candidates to progress and achieve.

We are committed to ensuring that there is continuation of learning for vocational qualifications and that CIOLQ assessment should continue to take place in 2021 and 2022 to protect and enable the achievement of our candidates.

The only safe and current way that CIOLQ can ensure continuation is through online delivery via our Virtual Centre and adaptive assessment. We will not offer calculated results for any of our qualifications.

Scope

This guidance is to support our independent candidates and exam venues.

This document applies to all of our regulated provision for candidates who took our assessments in late 2021 and for those planning on taking them in 2022 and beyond until such time that any covid flexibilities are removed.

This document is designed to communicate details of any adaptations which have been or will be applied to our qualifications.

Applying Adaptations - Approach

Adaptations are changes made by an awarding organisation to a qualification or an assessment for the qualification.

There are a number of ways in which changes could be made to a qualification. Changes could be applied to:

- The mode of assessment delivery
- Assessment methodology
- The sequence in which units are assessed

We have kept our suite of qualifications and their respective normal assessment under review and have judged them to be adaptable without compromising their standard and consistency.

Ofqual principles

In determining appropriate adaptations for our qualifications, we are required to comply with the following principles in relation to Category A Qualifications.

An awarding organisation must take all reasonable steps to comply with the principles below when complying with Condition VCR2 in relation to a Category A Qualification.

Principle A1 – As far as possible and without prejudice to the other principles, an awarding organisation must seek to ensure that the Adaptations which it makes to a qualification assist with mitigating the impact on teaching, learning or assessments caused by the coronavirus (COVID-19) pandemic on Learners taking that qualification.

Principle A2 – An awarding organisation must seek to ensure that, where it makes any Adaptations to its qualifications in accordance with the VCR Conditions, the Validity and Reliability of those qualifications is maintained.

Principle A3 – An awarding organisation must seek to maintain standards, as far as possible, within the same qualification in line with previous years, and across similar qualifications made available by the awarding organisation and by other awarding organisations.

Principle A4 – An awarding organisation must seek to ensure, as far as possible, that the Adaptations which it makes to a qualification do not serve to advantage or disadvantage Learners taking that qualification against their peers taking similar VTQs or, where relevant, general qualifications not covered by the VCR Conditions.

Adaptations

We are continuing with the move to online assessment for all of our exams to ensure continuation as well as flexibility.

Given the inherent challenges of connectivity, call/conference clarity/lag, managing a keyboard, screen and hardware as well as coping with time pressure and online invigilation it is inevitable that for some candidates, not familiar with the online environment it may impact on their experience. Such moments when individual spoken words drop, audio stutters or the screen momentarily freezes due to the quality of connection may present some challenges.

However, since moving to online exams, these instances have been minimal but we remain heedful and provide extensive support both before and during the exams to give our candidates the best chance. Support takes the form of candidate guidance and practice opportunities in the exam environment.

Details of adaptations

The assessment for our current qualifications will only be available via our Virtual Centre, for the foreseeable future, either from a home base or in an exam centre with technology capabilities.

All adaptations will not affect the standard or validity of the exam, nor the achievement of the qualification. The following adaptations will continue throughout 2021 and 2022.

600/1990/6 CIOL Qualifications Level 3 Certificate in Bilingual Skills – Police
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Adaptation 1 – November 2020 ongoing

All assessment modes for this qualification will continue to be delivered via our Virtual Centre.

Adaptation 2 – January 2021 ongoing

Due to additional technical challenges and varying degrees of candidate technical competence an adaptation has been made to the assessment marking approach and how both unit and final result is calculated.

Review of our marking principles and how an overall unit mark is calculated. Based on the individual marks awarded within a unit and across multiple bands and learning outcomes and given the new and additional challenges candidates have had to manage with online recorded assessments, we have taken the approach of aggregation of marks to further support candidate achievement.

Adaptation 3 – January 2021 ongoing

We have made amendments to our Special Consideration Policy to reflect technological difficulties on the day of the exam. This uplift will be allocated to those candidates who have experienced difficulties with the platform, system errors, loss of connectivity as examples. The percentage uplift will be judged on a case-by-case basis dependent on the severity and additional stresses experienced by the candidates on the day.
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Policy can be accessed here:

https://www.ciol.org.uk/sites/default/files/Special%20Consideration%20Policy%20Nov%2021%20FNL.pdf

601/2129/4 CIOL Qualifications Level 6 Diploma in Police Interpreting

Adaptation 1 November 2020 ongoing

All assessment modes for this qualification will continue to be delivered via our Virtual Centre.

Adaptation 2 – January 2021 ongoing

Due to additional technical challenges and varying degrees of candidate technical competence an adaptation has been made to the assessment marking approach and how both unit and final result is calculated.

Review of our marking principles and how an overall unit mark is calculated. Based on the individual marks awarded within a unit and across multiple bands and learning outcomes and given the new and additional challenges candidates have had to manage with online recorded assessments, we have taken the approach of aggregation of marks to further support candidate achievement.

Adaptation 3 – January 2021 ongoing

We have made amendments to our Special Consideration Policy to reflect technological difficulties on the day of the exam. This uplift will be allocated to those candidates who have experienced difficulties with the platform, system errors, loss of connectivity as examples. The percentage uplift will be judged on a case-by-case basis dependent on the severity and additional stresses experienced by the candidates on the day.

Policy can be accessed here:

<https://www.ciol.org.uk/sites/default/files/Special%20Consideration%20Policy%20Nov%2021%20FNL.pdf>

Adaption 4 – January 2021 ongoing

In some cases, where candidates are being presented with additional challenges when using the Microsoft Teams platform during the oral part of the assessment (specifically simultaneous interpreting), it is acceptable for candidates to interpret instantaneously as opposed to simultaneously.

March 2022 update

As of June 2022, Unit 02 will be assessed via Microsoft Teams using an audio recording only.

Candidates will listen to the audio recording through headphones and interpret simultaneously.

For practice purposes candidates may refer to a sample recording here

<https://www.ciol.org.uk/ciol-qualifications-level-6-diploma-police-interpreting-dpi-0>

Key points to note:

- An invigilator will support candidates during the Unit 02 exam.
- On the day of the exam, the invigilator will share the audio recording with candidates.
- Candidates will listen to a recording in English only.
- Candidates will interpret the recording into candidates' chosen language.
- Candidates are no longer required to whisper.
- The task length is approximately 5 minutes.
- The recording cannot be slowed down.
- No repetition will be allowed.
- Candidates' laptop/pc must always have a camera and microphone access.
- Candidates must ensure candidates have good quality headphones.
- Candidates must have Windows 10 (Microsoft) and OS-X10.9 or later (Macs).
- Minimum bandwidth requirement of at least 2Mbps down/1Mbps up.
- It is highly recommended that where possible an ethernet cable is used, for faster internet and more reliable connectivity.

While the format of the assessment has been adapted for ease of online delivery, the learning outcomes and assessment descriptors remain the same. The marking and moderation of completed assessments and results processing remain unaffected.

Candidates' achievement will still be entirely representative of the qualification as a whole.

501/1250/8 CIOL Qualifications Level 6 Diploma in Public Service Interpreting

Adaptation 1 – November 2020 ongoing

All assessment modes for this qualification will continue to be delivered via our Virtual Centre

Adaptation 2 – January 2021 ongoing

Due to additional technical challenges and varying degrees of candidate technical competence an adaptation has been made to the assessment marking approach and how both unit and final result is calculated.

Review of our marking principles and how an overall unit mark is calculated. Based on the individual marks awarded within a unit and across multiple bands and learning outcomes and given the new and additional challenges candidates have had to manage with online recorded assessments, we have taken the approach of aggregation of marks to further support candidate achievement.

Adaptation 3 – January 2021 ongoing

We have made amendments to our Special Consideration Policy to reflect technological difficulties on the day of the exam. This uplift will be allocated to those candidates who have experienced difficulties with the platform, system errors, loss of connectivity as examples. The percentage uplift will be judged on a case-by-case basis dependent on the severity and additional stresses experienced by the candidates on the day.

Policy can be accessed here:
<https://www.ciol.org.uk/sites/default/files/Special%20Consideration%20Policy%20Nov%2021%20FNL.pdf>

Adaption 4 – January 2021 ongoing

In some cases, where candidates are being presented with additional challenges when using the Microsoft Teams platform during the oral part of the assessment (specifically simultaneous interpreting), it is acceptable for candidates to interpret instantaneously as opposed to simultaneously.

March 2022 update

As of June 2022, Unit 01 will be assessed via Microsoft Teams using an audio recording for Unit 01 – Part B.

Candidates will listen to the audio recording through headphones and interpret simultaneously. For practice purposes candidates may refer to a sample recording here <https://www.ciol.org.uk/ciol-diploma-public-service-interpreting-dpsi>

Key points to note:

- An invigilator will support candidates during candidates’ Unit 01- Part A and Part B exam.
- Candidates’ laptop/pc must always have a camera and microphone access.
- Candidates must ensure candidates have good quality headphones.
- Candidates must have either Microsoft - Windows 10 or for Macs - OS-X10.9 or later.
- Minimum bandwidth requirement of at least 2Mbps down/1Mbps up.
- It is highly recommended that where possible an ethernet cable is used, for faster internet and more reliable connectivity.

Unit 01:

Part A – Interpret consecutively between an English Speaker and a speaker of the Other Language. Both speakers will be present and the exam will be conducted on Microsoft Teams. A recording will not be used for Part A.

Role play topics will be published on our website on 06 June 2022. Candidates will be required to interpret consecutively for approximately 20 minutes.

Part B – Interpret simultaneously. Candidates are no longer required to whisper. Candidates will listen to two audio recordings which they will be required to interpret simultaneously.

On the day of the exam an invigilator will share the audio recordings with candidates. The two recordings cannot be slowed down and there will be no repetition.

The recordings will be as follows:

- Recording 1: Interpret simultaneously from candidates’ chosen language into English
- Recording 2: Interpret simultaneously into candidates chosen language from English

Both Recording 1 and Recording 2 will be on the same broad topic but could be from a different area. Role play topics will be published on our website on 06 June 2022. Candidates will be required to interpret simultaneously for a period of 10 minutes.

While the format of the assessment has been adapted for ease of online delivery, the learning outcomes and assessment descriptors remain the same. The marking and moderation of completed assessments and results processing remain unaffected. Candidate achievement will still be entirely representative of the qualification as a whole.

501/1445/1 CIOL Qualifications Level 7 Diploma in Translation

Adaptation 1 – November 2020 ongoing

All assessment modes for this qualification will continue to be delivered via our Virtual Centre

Adaptation 2 – January 2021 ongoing

Due to additional technical challenges and varying degrees of candidate technical competence an adaptation has been made to the assessment marking approach and how both unit and final result is calculated.

Review of our marking principles and how an overall unit mark is calculated. Based on the individual marks awarded within a unit and across multiple bands and learning outcomes and given the new and additional challenges candidates have had to manage with online recorded assessments, we have taken the approach of aggregation of marks to further support candidate achievement.

Adaptation 3 – January 2021 ongoing

We have made amendments to our Special Consideration Policy to reflect technological difficulties on the day of the exam. This uplift will be allocated to those candidates who have experienced difficulties with the platform, system errors, loss of connectivity as examples. The percentage uplift will be judged on a case-by-case basis dependent on the severity and additional stresses experienced by the candidates on the day.

Policy can be accessed here:

<https://www.ciol.org.uk/sites/default/files/Special%20Consideration%20Policy%20FNLv2.pdf>

Further information

These adaptations may be subject to amendment as we respond to guidance from the Government and regulatory bodies and urge that candidates revisit our qualifications section of our website regularly which can be found on the main qualification tab.

We welcome comment and query from sector employers, Exam Venues and independent candidates.

Additionally, candidates may email qualifications@ciol.org.uk