

Examination Delivery Guidance

Guidance for centres on examination administration, invigilation and the return of exam materials for Dated examinations

16 May 2023

Introduction

Purpose of these requirements

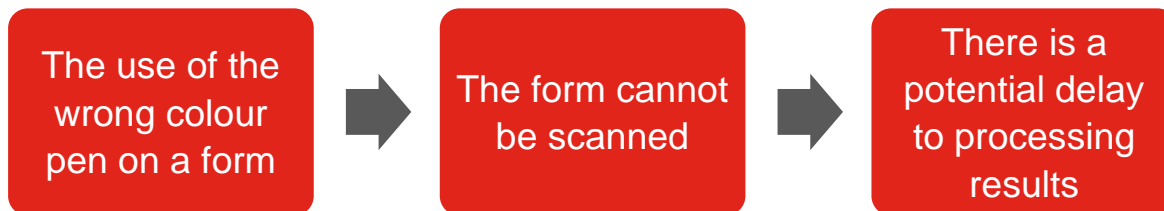
They are designed to ensure that:

- exams are completed under the required conditions
- we can authenticate candidates' work
- we prevent malpractice

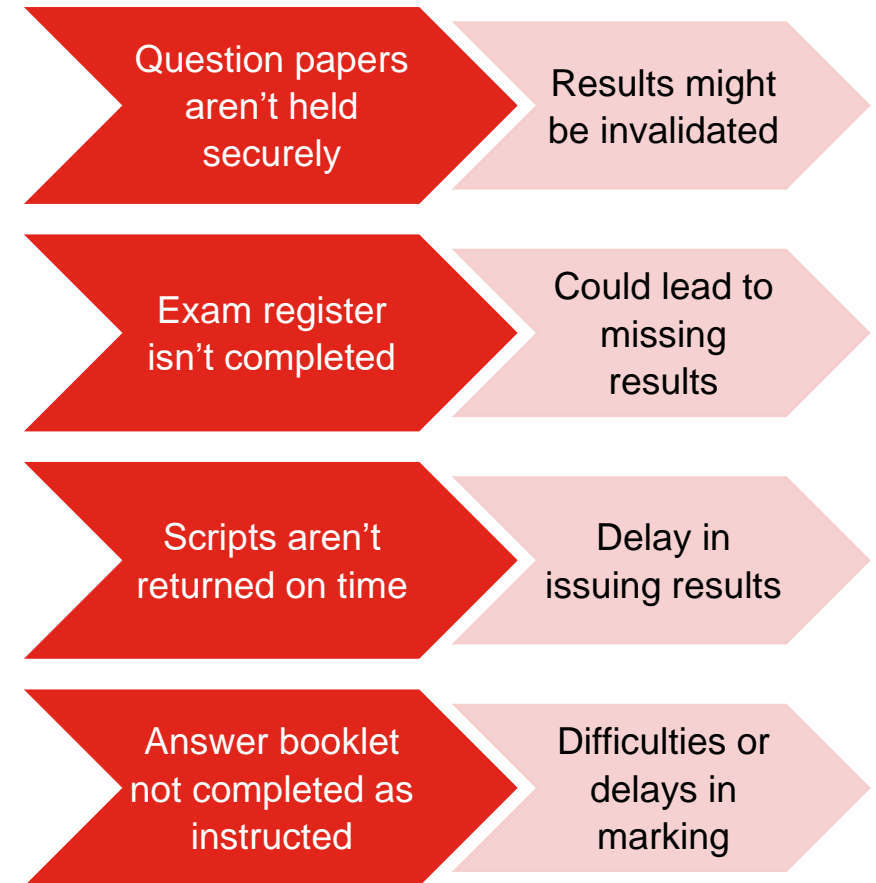
If these requirements are not adhered to, it could mean that:

- candidate scripts are not marked
- results are incorrect or cannot be issued on time

For example:



Potential consequences of not meeting requirements



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1: Preparing for the exam

Preparing for the exam

Receipt of examination materials

On receipt of any exam materials from City & Guilds it is important to check the content provided against the accompanying delivery note.

For Multiple-Choice exams, it is essential that an additional check is carried out to ensure that the '**exam date**' and '**centre number**' printed on the Invigilation Certificate for the Multiple-Choice exam (MC) and Multiple-Choice answer sheets (MA) match.

Any discrepancies / mismatches must be reported immediately using the contact details provided below:

0192 4930 800
customersupport@cityandguilds.com
Lines are open: Monday to Friday 08.00 to 18.00 GMT



Non-receipt of examination materials

If you have not received the materials you were expecting (i.e., the materials for which you have received an order confirmation), please report this immediately using the contact details above.

The sealed examination bags **must** be stored securely until the day of the exam.

Preparing for the exam

Conducting Exams: Overview

The role of the invigilator is to ensure that examinations are conducted in accordance with the regulations documented within the Joint Council for Qualifications Instructions for Conducting Examinations (JCQ ICE). This document can be found at:

<https://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations/>

Centres must ensure the correct invigilation processes are adhered to and must immediately alert City & Guilds to any suspected malpractice within examinations.

Please refer to our guidance [Managing cases of suspected malpractice in examinations and assessments](#).



Preparing for the exam

Invigilators must also ensure that the administrative processes around examinations are supported effectively.

- Candidates must use a pen with **black** or **blue** ink only.
- The pre-printed barcodes on the front page of the examination paper must not be defaced as this may result in the paper being voided.
- Question papers for absent candidates **must not** be given to any other candidate unless discussed as part of an emergency QP process.
- Invigilators must ensure that the correct examination paper is given out to the right candidate.
- Candidates must write their responses on the answer booklet (for written exams) or for Multiple-Choice exams, on the answer sheet only. Any answers written on the source documents / question papers will not be marked.

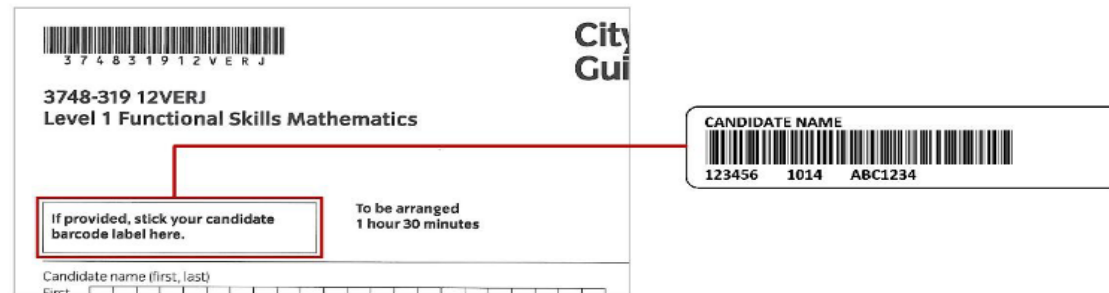


Preparing for the exam

Before the exam starts:

Place the candidate barcode labels onto the front of the answer booklets.

Stick the label carefully within the border of the candidate space on the front of the answer booklet as outlined in the image below:



- Answer booklets are scanned when they are received back at City & Guilds, so it is very important that the barcode is attached correctly onto the answer booklet. Please be aware that if the label is incorrect, applied in the wrong area, or if it is not straight, this will cause an error once scanned and this can delay the marking process.
- Hand out the scripts to the specified candidate named on the question papers. For Multiple-Choice examinations, the candidates' details will be pre-printed on the answer booklet (MA).
- Please take care to ensure that the correct candidate is using the correct matching answer booklet.
- DO NOT photocopy any packet labels or candidate labels.
- DO NOT put a label on an unused question paper.
- DO NOT return unused question papers or scripts for candidates who were **absent**: these must be securely destroyed

2: During the exam: Invigilation, certificates and exam stationery

Invigilation certificates and exam stationery



Candidate attendance indicator:

The Invigilation Certificate (IC) or Multiple-Choice Invigilation Certificate (MC) is the exam attendance register. An indicator within the columns of “**Present**” or “**Absent**” is essential for each candidate listed.

For any candidate marked as “**Present**” there must be an accompanying Multiple-Choice answer sheet (MA) or completed question paper (script).



Invigilator's signature:

All Invigilation Certificates (ICs) must be signed by the invigilator.



Pre-printed data:

Centres must not make any manual amendments or annotations on the pre-printed data on the Invigilation Certificates (IC/MC).

Any discrepancies between the materials you have expected and those you have received must be reported immediately to City & Guilds customer services team. Contact details can be found in section 1.



Completion of forms:

All forms must be completed in block capitals using **black** or **blue** ink; all data provided must be kept within the boxes on the Invigilation Certificates.

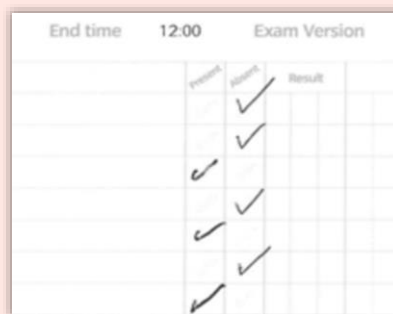
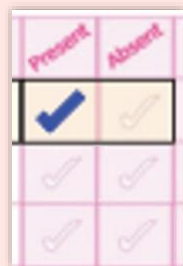
For reference, please see examples on the following pages.

Checklist for completing your Invigilation Certificate



Please remember to:

- Make sure the Invigilation Certificate is signed and dated by the invigilator
- Make sure only the pre-printed stationery which we provided, has been used
- Make sure the Invigilation Certificate (IC) is accurately completed, ensuring that the “**present**” / “**absent**” checklist has been completed by clearly marking the appropriate box. Ensure each candidate line has a “**present**” / “**absent**” mark indicated by a tick:



Please avoid:

- Crossing out any of the pre-printed details on the Invigilation Certificate (IC/MC), as this will cause delays in processing the exam material.
- Using a red pen when completing the IC.
- Substituting candidates under any circumstances (i.e., crossing out an absent candidate and writing in the name of another candidate).
- Photocopying Multiple-Choice answer booklets (MAs). The only time this is acceptable is when this has been previously discussed with City & Guilds as part of an emergency question paper process (please see page 19 of this guide).



- If this is not completed with accuracy, City & Guilds cannot determine if the candidate was present or if the script is missing.
- This will require City & Guilds needing to contact the centre who will need to go back through their paperwork to confirm a candidate's attendance or absence.
- This will cause a delay to marking and the release of results for all candidates.

This centre has not ticked to indicate whether several of their candidates were present or absent. Errors were also made on other candidate rows and the invigilator had to correct the location of the ticks. These will not be picked up by our scanning systems and will require manual intervention.



What not to do: repurpose an answer sheet for the use of another candidate

Multiple-Choice answer sheets (MA) are pre-populated with individual candidate details as per the bookings made by a centre. If a candidate is absent, it is very important that you **do not** utilise their MA for a different candidate.

If you do not have an MA for any of your candidates, **do not** photocopy the existing MAs or utilise spare MAs. This will lead to:

- The release of a result against the wrong candidate (the candidate whose data is pre-printed on the MA will receive the result, not the candidate that was manually added). It could also mean that the result is not released at all, as the photocopied MA does not contain the relevant key information needed for City & Guilds to proceed with marking (such as learner enrolment numbers).
- A delay to results being released for the affected candidates and your entire cohort. Corrections can only be made if / when we pick up the errors.

+ Multiple choice answer sheet

Centre [redacted]

Qualification 8202-25 Level 2 [redacted]

Assessment 8202-525 Level 2 [redacted]

Exam date Tue 28 MAR 2023 Exam version [redacted] Delivery [redacted] Centre cohort [redacted]

Candidate name [redacted]

Enrolment number [redacted]

IC not received by SCC

City & Guilds

Select your chosen answer using BLACK or BLUE ink as shown below

To select 'a' as your answer 101 ● b c d

To cancel 'a' and select 'c' as your answer 101 ● b ● d

To go back to previously cancelled answer 'a' 101 ● b c d

Indicating your answer in any other way may invalidate some of your answers

This centre has crossed out the enrolment number of the original candidate and entered the details of a new candidate. *[Note that we must anonymise this information and is therefore not fully visible]*

This answer sheet for the 'additional' candidate will not be scanned into the marking system.

If the MA does successfully scan, their result will likely be released against the original candidate.



Please contact our Customer Services team (see section 1 of this document) if you believe you have not received the examination material you were expecting.

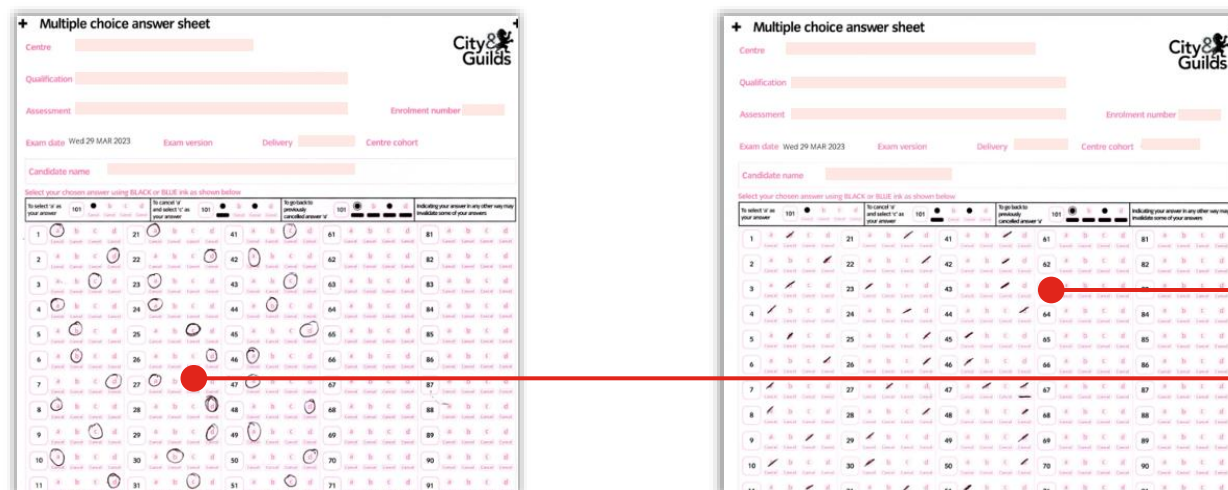


What not to do: candidates not following instructions on Multiple-Choice answer sheets

The Multiple-Choice answer sheets (MA) must be completed by filling the circle with black or blue ink – instructions are provided on the sheet for each candidate:



If this is not done correctly, this will result in the answer sheets failing to be scanned correctly and will require manual processing upon return. This will lead to a delay in marking and release of results.



Candidates have put rings or lines around answers rather than filling the circle as instructed on the MA.

Invigilators must make exam instructions clear to candidates to avoid such errors.



What not to do: Multiple-Choice answers written within question booklets:

The Multiple-Choice answer sheets (MA) must **only** be used to answer questions. The examination invigilator **MUST** ensure candidates use the MA and **do not** enter answers into the question paper, otherwise:

- This will result in the MA appearing to be blank. City & Guilds will then contact the centre who will need to go back through their paperwork to confirm the candidate's attendance or absence. It is entirely dependant on City & Guilds noticing the error upon receipt, which can easily be missed.
- This could result in the candidate answers being lost as the Multiple-Choice question books are shredded upon receipt.
- This will cause a delay or lack of results being released for the affected candidates.



What not to do: Affix the candidate barcode label in the wrong place:

Candidate barcode labels must be affixed to onto the front of the answer booklets within the designated space (as previously indicated on slide 8). If this is not correctly placed, this will lead to:

- Delays in the exam being scanned into our system.
- Delays to marking.
- Delays to results being released for the affected candidates and the entire cohort.



This candidate barcode label has been affixed to the wrong area of the script.

It should have been placed in the correctly designated space.

This will result in a delay when scanning into our systems and therefore a delay to marking.

Atypical candidates

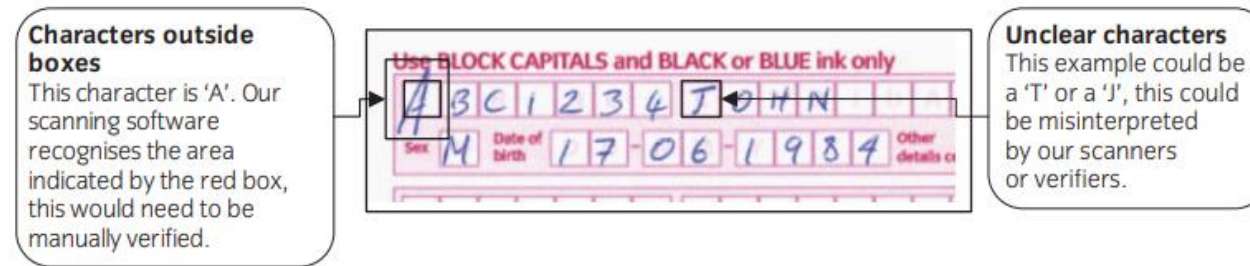
Atypical candidates are those who fall outside of the normal processes for exams, such as when emergency question papers are requested, and a bespoke process is arranged between City & Guilds and the centre.

This may occur only in exceptional circumstances.

The centre may have to complete manual examination material, which will be under the advice from City & Guilds.

If your centre must complete a manual Invigilation Certificate or use printed exam stationery, please ensure:

- That the manual forms are completed in block capitals using **black** or **blue** ink.
- That each character is written clearly within the confines of the defined boxes (see below for some common errors):



- Where a manual Invigilation Certificate needs to be completed, it is essential that you ensure all rows are completed in full – including the candidates' ENR (enrolment number) candidates' names, and a tick against whether they were **“present”** or **“absent”**.

3: After the exam: returning scripts

Returning your scripts to City & Guilds



Important:

It is the centre's responsibility to ensure that all details required on examination documents are completed in full and that the information provided is correct. Incomplete or inaccurate data, or incorrectly completed forms, will inevitably cause a delay in processing and may affect the issue of results.

- Once the exam has finished, please ensure all **Present** candidates' exam scripts / and their Invigilation Certificates (IC) or **Present** candidates Multiple-choice Answer Sheets (Mas) and their Multiple-choice Invigilation Certificates MC) are packaged together and placed inside the grey City & Guilds plastic envelope. **Do not mix IC and scripts from different assessments.**
- The **correct UK return label** must be placed in the centre of the grey plastic envelope. Please **ONLY** return the grey envelope to the address provided and nowhere else.
- The grey plastic envelope **must be sealed**.
- The **centre number, assessment number and number of scripts** (of present candidates only) must be clearly written in the box on the top left. Please do not return any unused / absent candidate question papers, answer booklets or source books – you must destroy these securely.



Please note: there is no pre-paid postage label supplied: it is the responsibility of the centre to pay and track delivery via a courier.

Returning your scripts to City & Guilds



Enter details onto the envelope

Write your centre number, assessment number, and number of candidate scripts you have enclosed within the grey plastic envelope

Affix the return label / sticker

Use the correct pre-printed return label and stick it in the space, in the centre of the grey plastic envelope.

Important

All completed exam scripts must be returned to City & Guilds on the same day, after candidates have sat the examination.

Any centres whose scripts have not been received by City & Guilds after 5 working days (unless already discussed) will be subject to compliance review.



What not to do: return the examination material late

All completed exam scripts must be returned to City & Guilds on the same day, after candidates have sat the examination.

Below are examples of poor exam administration that have caused significant delays to marking and results release which have been observed during the 2023 Spring series of exams.

Returning scripts to the incorrect address

The return addresses are on labels provided with the grey return bags. Addresses can also be found on the ICs. Please ensure your post room sends exam materials back to the correct address. If you do not have a return label you can manually add the address. You will find these on slide 25 of this guide. If scripts are returned to the incorrect address, this will lead to:

- Late marking of the scripts, and therefore a delay to the release of results for your centre.
- Additional fees for postage which will be charged back to your centre.

Not sending scripts via tracked delivery

All examination material must be returned via courier with tracking. City & Guilds do not supply pre-paid postage labels: it is the responsibility of the centre to pay and track delivery via a courier.

- It is more likely for your examination material to be lost in transit when not tracked, and with no paper trail to locate them.
- If there is a tracking reference number, there is more likelihood of locating any lost scripts and this ensures the courier bears responsibility for finding the material.
- City & Guilds cannot confirm receipt of exam material if it is not sent via tracked courier.
- If the examination material goes missing in transit, the impact will be a delay to marking and release of results.

Not returning exam materials in time

Please remember that any centre whose scripts have not been received within 5 working days will be contacted by City & Guilds and will be subject to compliance review. This could result in an exam audit being arranged.

This will also impact learners as marking will be delayed and there will likely be a delay to the release of results for your centre.



What not to do: returning scripts blank

For Dated Entry examinations, centres must not return unused question papers or scripts to City & Guilds for candidates who were absent. These should be securely destroyed within the centre. *[Please be aware that this is different to the on-demand process for Functional Skills].*

If blank scripts are received, this will lead to:

- City & Guilds needing to contact the centre who will be asked to go back through their paperwork to confirm the candidate's attendance or absence, particularly if the Invigilation Certificate does not match what was returned.
- The script possibly being processed and the candidate getting a zero mark instead of being marked “absent”. This will affect the number of resit attempts the candidate has available and will potentially impact a centre’s ability to make bookings for the next series.
- A delay to the release of results.

In this example, the centre has returned *blank scripts* but with barcodes affixed.

These will be automatically scanned in for marking but will require follow-up from City & Guilds, which will cause a delay to marking and the release of results.

Examination materials return addresses

Please only return your examination stationery and material by using the pre-printed address on return labels.

The addresses are provided below for your reference.

The return address can also be found on the bottom right of the Invigilation Certificate.

For Multiple-Choice exams:

SCC
Cole Valley 2
10 Westwood Avenue
Cole Valley Business Park
Tyseley
Birmingham
B11 3RF

For written exams:

Storetec Services Ltd
C/O: City & Guilds
Unit 4, Sidings Business Park
Freightliner Road
Hull
HU3 4XA

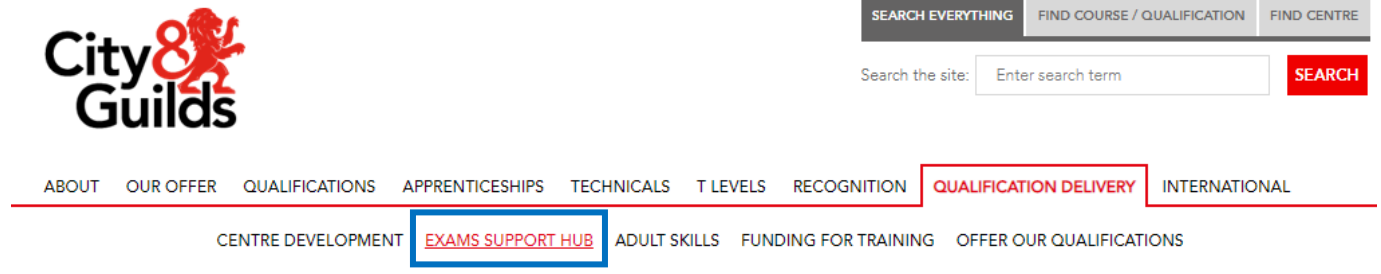


Please do not return exam stationery to any other address. If you are unsure, contact Customer Services via the details in section 1 of this document.

Resources

Resources: Exams Hub

Guidance and material for Exams Offices can be found on our website here:



Exams Support



[Home](#) > [Qualification delivery](#) > Exams support hub

Key dates for assessments and dated exams	▼
Booking exams	▼
Conducting exams	▼
Contingency planning and exam disruption	▼
Access arrangements	▼
Candidates results	▼

More resources for exams

Explore a range of resources for exams officers and tutors, including information and support on contact updates, registration, bookings, timelines and communications for all staff.

Key links for Technical Qualifications	▼
Key links for T Levels	▼
Key links for Functional Skills (On Demand)	▼

You'll find all the essential information you will need at every stage of the exam and assessment cycle, from key dates and registering learners to conducting exams, returning papers and results support.

There are also links to further resources for exams officers from our regulators.

Q&A

About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

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