

# Access arrangements

## When and how applications need to be made to City & Guilds

Version 3.1

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For external use

## Document revision history

Version	Summary of change	Approval date
3.1	References to special consideration removed from this document. Section on modified question papers and appendix on remote invigilation added.	November 2022
2.5	Guidance on Functional Skills English qualifications updated.	October 2019

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# 1. Introduction

Access arrangements allow candidates to show what they know and can do without changing the demands of the assessment. For example, through the use of readers, scribes and Braille question papers. Access arrangements are agreed before an assessment. They allow candidates with special educational needs, disabilities or temporary injuries to access the assessment.

This document describes how to apply for access arrangements for City & Guilds qualifications and assessments. It should be used in conjunction with the following documents:

- Individual qualification handbooks and assessment guides,
- JCQ Access Arrangements and Reasonable Adjustments,
- How to apply for access arrangements using the Walled Garden.

Centres should consider the following points when determining suitable access arrangements:

- what arrangements are suitable for the qualification,
- the candidate's normal way of working (eg support normally given in lessons or the workplace),
- the details of how specific access arrangements would work in an assessment,
- whether evidence or an application to City & Guilds is required,
- any assistance from City & Guilds that may be required to put the arrangements in place.

For vocational qualifications, candidates must achieve the required number of units, credits or components in order to gain the full qualification. They must meet all the learning outcomes and assessment criteria. It may be possible to achieve a unit certificate where the candidate is not able to achieve the full qualification.

This document also covers:

- which arrangements centres do not need to apply for,
- how to apply for access arrangements,
- any deadlines that apply,
- where to get more information.

This document does not cover all possible arrangements. If a candidate needs an arrangement not mentioned in this document, the centre should discuss it with City & Guilds. See **Section 3.4** for more details.

## Regulatory references

City & Guilds is regulated by four regulators across the UK who set requirements for reasonable adjustments. The requirements are:

- Ofqual - General Conditions of Recognition, Conditions G6,
- Qualifications Wales – Standard Conditions of Recognition, Conditions G6,
- SQA Accreditation - Regulatory Principles, Principle 14,
- CCEA Regulation - General Conditions of Recognition, Conditions G6.

## 2. Relationship with the JCQ document

As indicated above, this document should be used in conjunction with the JCQ Access Arrangements and Reasonable Adjustments document.

### 2.1. Different centre types and delivery models

The language used in the JCQ document is primarily based on schools, however, the principles apply to all centre types. For example, it says:

The SENCo, or an equivalent member of staff within a FE college, fully supported by teaching staff and members of the senior leadership team, must lead on the access arrangements/reasonable adjustments process within his/her centre.

The document establishes the concept of 'normal way of working' and defines it as:

The arrangement(s) put in place must reflect the support given to the candidate in the centre†, for example:

- in the classroom (where appropriate);
- working in small groups for reading and/or writing;
- support lessons;
- intervention strategies;
- in internal school tests/examinations;
- mock examinations.

†The only exception to this is where an arrangement is put in place due to a temporary injury or impairment (see section 8.3).

For City & Guilds, short courses are also an exception to this requirement, in addition to the exception for temporary injuries. All other requirements apply to short courses.

## 2.2. How each section applies to City & Guilds

City & Guilds Level 2 and Level 3 Technical qualifications are listed on the front of the document. Although other City & Guilds qualifications are not specifically listed, centres need to apply the following sections to City & Guilds qualifications:

Chapters in section A	Qualifications it applies to
Chapter 1	This applies to General Qualifications, for City & Guilds this means Functional Skills, the Extended Project qualification (EPQ) and ESOL Skills for Life
Chapter 2 Vocational qualifications	This applies to all of City & Guilds vocational qualifications, for example: Technical qualifications, and end-point assessments (EPA).
Chapter 3 Candidates with disabilities and learning difficulties, and the application of assessment objectives	This section primarily applies to GCSEs and A levels.

Chapters in Section B	Qualifications it applies to
Chapter 4 Managing the needs of candidates and principles for centres	This applies to City & Guilds qualifications.
Chapter 5 Access arrangements and adjustments	This applies to City & Guilds qualifications, with the following exceptions: <ul style="list-style-type: none"> <li>the application process,</li> <li>the requirements for: <ul style="list-style-type: none"> <li>alternative site for the conduct of examinations,</li> <li>bilingual translation dictionaries with 10% extra time</li> </ul> </li> </ul>
Chapter 6 Modified papers	The principles of modification are the same for City & Guilds qualifications. The application process described does not apply to City & Guilds.
Chapter 7 Learning difficulties	This applies to all City & Guilds qualifications
Chapter 8 Processing applications for access arrangements and adjustments	This section does not apply to City & Guilds qualifications.

### **2.2.1. Alternative site for the conduct of examinations**

An alternative site arrangement for the conduct of examinations is permitted for City & Guilds qualifications, in the circumstances outlined in the JCQ document under 5.15.1:

The candidate will be sitting his/her examination(s) at a residential address or at a hospital which is a non-registered centre due to, for example:

- a medical condition which prevents the candidate from taking examinations in the centre; or
- social, emotional and mental health needs.

Where this is the case, the address does not need to be registered with City & Guilds as an assessment site. For information on how to apply see section 3, How to apply for access arrangements.

### **2.2.2. Bilingual translation dictionaries with 10% extra time**

A bilingual translation dictionary and 10% extra time is only available to candidates entered for any City & Guilds qualification if the centre is in the UK, and who meets all of the published criteria in paragraph 5.18.6 of the JCQ document:

Extra time must only be awarded by the EAL Co-ordinator or the SENCo where all of the following exist:

- the candidate's first language is not English, Irish or Welsh;
- the candidate entered the United Kingdom within three years of the examination(s) with no prior knowledge of the English Language;
- English is not one of the languages spoken in the family home†;
- prior to their arrival in the United Kingdom the candidate was not:
  - educated in an international school where some or the entire curriculum was delivered in English;
  - prepared for or entered for IGCSE qualifications where the question papers were set in English;
  - prepared in English for other qualifications, e.g. IELTS qualifications, Preliminary English Tests;
- the candidate has to refer to the bilingual translation dictionary so often that examination time is used for this purpose, delaying the answering of questions;
- the provision of 10% extra time reflects the candidate's usual way of working with the dictionary.

Please see section 3, on page 7, for information on how to apply.

## 3. How to apply for access arrangements

### 3.1. Applying on the Walled Garden (UK centres only)

UK centres **must** apply for the following access arrangements using the Walled Garden:

- extra time (including 25%),
- practical assistant,
- reader / computer reader,
- scribe (including speech recognition technology).

For most applications, centres will be told instantly whether or not the arrangement is approved. For some requests (eg. over 100% extra time), the request will be referred to City & Guilds. If this happens, centres should contact City & Guilds for more information as soon as possible.

For the suite of leadership and management qualifications developed by ILM but now awarded by City & Guilds, UK centres can apply for access arrangements on the Walled Garden.

### 3.2. Applying on the City & Guilds website

For some access arrangements, applications **must** be made to City & Guilds and cannot be completed using the online system on the Walled Garden. There are online forms within the [Centre document library](#) for centres to use.

#### 3.2.1. UK centres

Centres **must** apply for the following access arrangements by using in the form on the [City & Guilds website](#):

- [bilingual dictionary with 10% extra time](#),
- modified question papers.

#### 3.2.2. International centres

Centres **must** apply for the following access arrangements by using in the forms on the [City & Guilds website](#):

- Braille question papers,
- electronic versions of paper-based question papers (eg. PDFs),
- extra time,
- paper versions of e-volve-only tests,



- modified enlarged paper,
- modified language paper,
- practical assistant,
- reader / computer reader,
- sign language interpreter,
- scribe (including speech recognition technology),
- tactile diagrams,
- unmodified question paper on A3 / coloured paper.

All forms for Access Arrangements are available from City & Guilds' website, [www.cityandguilds.com](http://www.cityandguilds.com).

All applications must be received by the following deadlines.

City & Guilds aims to send a confirmation for all applications, within two weeks of receipt.

### **3.3. Access arrangements permitted by the centre**

The following access arrangements can be given without having to consult City & Guilds or apply on the Walled Garden:

- amplification equipment,
- bilingual dictionary without extra time,
- Communication Professional (for candidates using Sign Language)
- closed circuit television (CCTV),
- coloured overlays,
- low vision aid/ magnifier,
- optical character reader (OCR) scanners,
- prompter,
- read aloud / reading pen,
- supervised rest breaks,
- word processor.

Centres should refer to the qualification handbook and/or assessment guide for any qualification-specific guidance.

### 3.4. Any other access arrangements

If a centre wishes to use an arrangement that is not listed in this document, then the centre should contact City & Guilds to discuss the arrangement further. Arrangements will usually be permitted, if they are appropriate for the assessment and for the candidate.

The fact that it is not listed does not mean it is not permitted. City & Guilds makes every effort to provide detailed information to centres, but it is not possible to list every possible access arrangement a candidate may need.

Centres **must** apply for the following access arrangements by email:

- exemptions,
- live speaker,
- language modifier,
- transcript of recording.

## 4. Modified question papers

### 4.1. Types of modifications available

Where modified papers are not available to order on the Walled Garden catalogue, centres **must** make a separate application to City & Guilds to order any modified assessment materials. These will be sent separately from the unmodified question papers and the attendance register (referred to as an Invigilation Certificate).

The modifications available include:

- Braille question papers,
- electronic versions of paper-based question papers (eg. PDFs),
- paper versions of e-volve-only tests,
- modified enlarged paper,
- modified language paper,
- tactile diagrams.

Modified question papers can be tailored to the candidate's needs, so please be specific when making requests. City & Guilds will make every effort to produce modified question papers for candidates as requested. However, in certain circumstances it may not be possible to produce a modified question paper exactly as requested by a centre. This could, for example, be due to cost, time or the security of the assessment.

## 4.2. Applying for modified question papers

There is an online form, [Request for modified question papers](#), within the [Centre document library](#) for centres to use.

The deadlines for modified assessment materials apply only where the modifications are being prepared by City & Guilds. For example, the deadlines would not apply to Braille question papers ordered directly from the Walled Garden catalogue or where permission has been given to photocopy materials onto A3 paper.

The timescales depend on the type of modification required, for example:

Access arrangements	Deadline
Braille or modified enlarged question papers	3 months before the exam
modified language paper	3 months before the exam
electronic versions of paper-based question papers	1 month before the exam
paper versions of e-volve-only tests	1 month before the exam

## 4.3. Unmodified question paper on A3 / coloured paper

Centres do not need to request these from City & Guilds. The centre may open the question paper packet up to 90 minutes before the exam to copy the question paper on to A3 or coloured paper. Prior permission is not required.

## 4.4. Functional Skills

Braille and modified enlarged (size 24 on A4) question papers for Functional Skills can be ordered directly from the Walled Garden catalogue. If any other size or type of modification is required, it must be requested from City & Guilds.

If the candidate needs to use a computer reader in the Reading exam, the centre should enter them for the paper-based exams and request an electronic versions of paper-based question paper.

## 4.5. Paper-based versions of e-volve only tests

Please remember modified question papers can be requested for e-volve tests, as well as paper-based ones. If the candidate cannot access the e-volve platform, due to their disability, a paper-based version can be provided.

## 4.6. Braille scripts

If the candidate has written their answers in braille, the centre must transcribe their answers into print before sending them off for marking. Braille scripts, without a transcript, cannot be marked by City & Guilds.

# 5. Access arrangements for specific types of qualification or assessment

## 5.1. Entry Level qualifications

Entry Level qualifications recognise basic knowledge and skills, and the ability to apply learning in everyday situations under direct guidance or supervision. Learning at this level involves building basic knowledge and skills and is not geared towards specific occupations.

There are two major differences for access arrangements at Entry Level. The centre is:

- **not** required to have every candidate individually assessed by a specialist, although the centre **must** determine the needs of the candidate and their normal way of working,
- permitted to allow more access arrangements without prior permission from City & Guilds.

The table below lists some of the access arrangements available:

Access arrangements	Permitted by
Braille/ modification of non-secure assessment material	Centre
Braille or modified enlarged question papers	City & Guilds
Supervised rest breaks	Centre
Reader	Centre
Scribe	Centre
Practical assistant	Centre
Sign language interpreter	Centre

Access arrangements	Permitted by
Bilingual dictionaries	Centre
Prompter	Centre
Early opening of question papers to photocopy on to A3/coloured paper	Centre
Early opening of question papers for a Communication Professional to prepare	Centre
Timetable alterations (for dated examinations only)	City & Guilds
Extra time in timed assessments	Centre
Oral language modifier	Centre

Please contact City & Guilds about any access arrangements not on this list.

## 5.2. Competence-based vocational qualifications (including NVQs and SVQs)

This section covers access arrangements for competence-based vocational qualifications that are centre assessed using a portfolio of evidence and subject to external quality assurance. For any under-pinning knowledge tests or assignments within an NVQ/SVQ, please refer to **Section 3** on page 7.

Centres are advised to consider any access arrangements that may be required before a candidate is enrolled on a qualification. Access arrangements **must not** invalidate the learning outcomes or assessment criteria and where possible should reflect the candidate's normal way of working within the centre or workplace.

Centres should inform their EQA of all access arrangements as part of the visit planning process. Evidence of need does not need to be included in this notification. Centres **must** consult City & Guilds where an arrangement could invalidate the assessment.

### 5.2.1. General guidance

- Access arrangements must be put in place before the candidate begins any assessment.
- Centres should make sure access arrangements are suitable for the assessment before the candidate starts working on it. If the centre is not sure, they should consult City & Guilds before putting the access arrangement in place.
- A candidate must not receive marks for something somebody else has done. For this reason, a practical assistant is not usually permitted for practical components.

- If a word processor can be permitted, it can be permitted for all candidates and it doesn't need to be treated as an access arrangement.
- EQAs must be able to sample the work of any candidate selected for sampling at the centre. This means in some cases (eg where the candidate has produced work in Braille), the centre will need to provide a transcript, as well as the original work.
- Health and Safety may be a concern for some qualifications and this should be taken into consideration when agreeing suitable access arrangements. Candidates must not complete an assessment in a way that puts their safety, or the safety of others, at risk.
- Where an access arrangement has been put in place, the Internal Quality Assurer (IQA) must ensure that records are kept for quality assurance purposes.

The table below provides guidance on some of the access arrangements available:

Access arrangements	Guidance
Extra time	Only applicable where assessment is timed.
Sign language interpreter	Consult City & Guilds before the assessment if speaking or listening is being assessed.
Modified assessment materials	Refer to <b>Section</b> Error! Reference source not found., on page 5, if modification by City & Guilds is required.
Practical assistant	Cannot be used in practical assessments, please contact City & Guilds for more information.
Reader	Reads written assessment materials (ie questions and instructions) exactly as they are written, <b>must not</b> read reference material or labels on equipment
Scribe	Where a candidate has difficulty writing, the centre should investigate different forms of evidence that can be used, for example video evidence may be a possibility.
Rest breaks	Only applicable where assessment is timed

For information on any access arrangements not listed or for more detail, please contact City & Guilds.

## 5.3. Technical qualifications

This section covers access arrangements for level 2 and 3 Technical qualifications.

### 5.3.1. Synoptic assignments

The table below provides guidance on some of the access arrangements available:

Access arrangements	Guidance
Extra time	Only applicable where assessment is timed. In some cases the times given are for guidance only, not mandatory assessment times.
Modified assessment materials	Refer to <b>Section</b> Error! Reference source not found., on page 5, if modification by City & Guilds is required.
Practical assistant	Cannot usually be used in practical assessments, please contact City & Guilds for more information.
Rest breaks	Only applicable where assessment is timed
Word processors	All candidates can type their answers, with spell check.

If there are any parts of the assignment that the candidate may not be able to access, please contact City & Guilds as soon as possible.

### 5.3.2. Theory exams

The table below provides guidance on some of the access arrangements available:

Access arrangements	Guidance
Extra time	For e-volve tests, extra time must be added when the exam is booked. If this is not done, contact City & Guilds as soon as possible to amend the test duration.
Modified assessment materials	Candidates must be entered for the paper-based version.
Word processors	Candidates must have approval for a scribe if they wish to use spell check. No approval is needed for a word processor without spell check.

## 5.4. Reformed Functional Skills English qualifications - 4748

The below gives guidance on where access arrangements can be used in reformed Functional Skills English qualifications. For any access arrangements not listed, please contact City & Guilds for more information. For information on Maths, please refer to the qualification handbook.

### 5.4.1. Functional Skills English (Reading)

Access arrangements	Yes/No	Additional Information
Extra time	Yes	
Dictionaries and bilingual dictionaries	Yes	The use of a dictionary or a bilingual dictionary is permitted for <b>all candidates</b> .
Reader	No	
Computer reader	Yes	
Sign Language Interpreter	No	
Scribe	Yes	
Word processor	Yes	
Practical Assistant	Yes	

Reading within Functional Skills English qualifications is defined as the independent understanding of written language in specific contexts. “Text” is defined as materials that include the use of words that are written, printed, on-screen or presented using Braille.

A computer reader may be used in the Reading component, providing it’s the candidate’s normal way of reading.

A (human) reader cannot be used to demonstrate the requirements of the reading standards as this does not meet the requirement for independence.

### 5.4.2. Functional Skills English (Speaking, Listening and Communicating)

‘Speaking, listening and communicating’ within Functional Skills English qualifications is non-written communication, normally conducted face-to-face and can also include ‘virtual’ communication methods such as telephone or spoken web-based technologies. The terms ‘speaking, listening and communicating’ are intended to be interpreted in a broad, inclusive way and are not intended to create any unnecessary barriers to candidates with speech or hearing impairment.

Sign Language (i.e. BSL, SSE) can be used, provided this is made accessible to all participants in the discussion. **No other languages are permitted as alternatives to English.**

Access to augmentative speech equipment is permitted, where it reflects the candidate’s normal way of working.



### 5.4.3. Functional Skills English (Writing)

Access arrangements	Yes/No	Additional Information
Extra time	Yes	
Dictionaries and bilingual dictionaries	No	
Reader	Yes	
Computer reader	Yes	
Sign Language Interpreter	Yes	
Scribe	No	
Word processor	Yes	Predictive text/ spelling and grammar check are not permitted
Practical Assistant	Yes	

Writing within Functional Skills English qualifications is defined as the independent construction of written language to communicate in specific contexts. 'Text' is defined as materials that include the use of words that are written, printed, on-screen or presented using Braille and which are presented in a way that is accessible for the intended audience.

Dictionaries, electronic grammar and spell checkers cannot be used.

Assistive technology may be used in the Writing component (all Levels), providing it's the candidate's normal way of writing. The use of assistive technology is acceptable, providing it meets the requirements listed above.

A (human) scribe cannot be used to demonstrate the requirements of the standards as this does not meet the requirement for independence.

### 5.4.4. Exemptions

As a last resort, an exemption from any component can be requested for a disabled candidate who cannot use assistive technology, if the candidate cannot access any part of the assessment. Please email [policy@cityandguilds.com](mailto:policy@cityandguilds.com) if you identify any candidates who may need an exemption.

## 5.5. End-point assessment (EPA)

For e-evolve tests within an EPA, the process is the same as it is for e-evolve tests within any qualification. For other types of assessment with an EPA, guidance is given below:

Access arrangements	Guidance
Extra time	Only applicable where assessment is timed. In some cases the times given are for guidance only, not mandatory assessment times.
Practical assistant	Cannot usually be used in practical assessments, please contact City & Guilds for more information.
Rest breaks	Only applicable where assessment is timed
Remote assessment	For some assessments, the Independent End-point Assessor (IEPA) may not be in the same location as the candidate. If the candidate cannot access a remote assessment, due to their disability, it may be possible to make alternative arrangements, provided these are permitted by the assessment plan.

## 6. Evidence of need

Centres must keep evidence on file for access arrangements for a minimum of three years after the assessment date. City & Guilds may ask to see copies of the evidence held for specific candidates. Centres must keep copies of access arrangements confirmations from City & Guilds on file (including those from the Walled Garden and email correspondence).

The candidate **must** be consulted by the centre before an access arrangement is made by the centre, or an application is submitted to City & Guilds.

The evidence required will depend on the access arrangements being requested. Below are examples of documents that could be used to support an application (this list is not exhaustive):

- Education, Health and Care Plan (EHCP),
- Individual Development Plan (IDP),
- a letter from a hospital consultant or a psychiatrist,
- a letter from a Speech and Language Therapist,
- a Statement of Special Educational Needs,
- Educational Psychologist's report,
- JCQ Form 8.

All evidence **must**:

- be dated,
- be from when the candidate was at least 12 years old

- include details of the author (eg name, position),
- be relevant (for example, if a centre is applying for a reader and no other arrangements, there would be no reason to include the results of a spelling test),
- specify the candidate's disability.

In addition, centres must hold evidence of the candidate's normal way of working. This can be in the form of a note written by the centre.

For more detailed information, please refer to the **JCQ Access Arrangements and Reasonable Adjustments** document.

## Appendix 1: Category codes

The codes below are used, on the Walled Garden, when booking e-volve tests with time extensions.

Category code	Description
BH	Reader and writer – hearing impairment
BL	Reader and writer – learning difficulties
BP	Reader and writer – physical impairment
BV	Reader and writer – visual impairment
RH	Reader – hearing impairment
RL	Reader – learning difficulties
RP	Reader – physical impairment
RV	Reader – visual impairment
TH	Extra time only – hearing impairment
TL	Extra time only – learning difficulties
TP	Extra time only – physical impairment
TV	Extra time only – visual impairment
WH	Writer – hearing impairment
WL	Writer – learning difficulties
WP	Writer – physical impairment: permanent or temporary
WV	Writer – visual impairment
SL	Bilingual translation dictionary

### Notes

- 1 Where additional time only is provided please use the appropriate code which begins with 'T'. The other codes include additional time if required in association with other provision.
- 2 Reader and writer above cover any communication medium to or from the candidate including use of magnification, sign language interpreters, speech recognition software and word processors where these are not the standard means of accessing the examination or producing the answers.

## Appendix 2: Guidance on e-volve tests

### Additional time

Centres must apply for the arrangement on the Walled Garden before booking the test. Centres can then schedule time extensions for candidates needing up to 25% extra time. A guide on how to do this can be found at [www.cityandguilds.com/e-volve](http://www.cityandguilds.com/e-volve).

**Centres cannot add extra time to a test after it has been booked.** For on-demand e-volve tests, a new test should be booked.

Time can be added in percentage multipliers of the test time, in increments of five, eg. 5%, 10% up to 25%. Some assessments, including Functional Skills English and some Underpinning Knowledge Tests will allow up to 50% extra time. If centres need to book more than this percentage, they should email [policy@cityandguilds.com](mailto:policy@cityandguilds.com) or complete the [Time extensions form](#), with all the test details. A confirmation email will be sent when the booking is made. The maximum extra time available on e-volve is 100%.

### Rest breaks

The candidate must, as usual, be supervised during any short rest breaks and the system must be invigilated to ensure that no one else can access the candidate's test or accidentally close the test down. When a break is needed, the test must be paused. The use of the pause function through the SecureAssess portal will lock the assessment as well as stop the clock. This function should also be used in the event of an emergency.

### Use of a practical assistant

The e-volve software allows candidates to use a keyboard or mouse and does not support other means. If the keyboard or mouse is not a standard one, we recommend that the student is given access to the e-volve Navigation Test well in advance of the proposed examination date, using the special keyboard or mouse. Should any difficulties be experienced with the equipment, City & Guilds would be happy to consider the use of a practical assistant.

### Use of other software

At present, the use of other software with e-volve is not supported for locked down tests. For In-app tests, please contact City & Guilds for more information on using assistive software.

Learners have the ability to change the text colour and background once they have entered their keycode. This leaves the learner time to find the best combination for their particular need. Information on using magnification software with e-volve can be found on the City & Guilds website, [www.cityandguilds.com](http://www.cityandguilds.com).

A paper-based version of the examination can be requested, all assessment materials are available in a range of formats, on request.

## Appendix 3: The Remote Invigilation Service

The Remote Invigilation Service allows e-volve tests to be taken from home or the workplace. City & Guilds provides the invigilators. Please refer to our website for more information on [remote invigilation](#).

### **Additional time**

As with other e-volve tests, centres can then schedule time extensions for candidates needing up to 25% extra time. If centres need to book more than this percentage, they should email [policy@cityandguilds.com](mailto:policy@cityandguilds.com), with all the test details.

### **Rest breaks**

The candidate must, as usual, be supervised during any short rest breaks and cannot leave the room during the test. If the candidate has not remained under test conditions, the test cannot resume.

When a break is needed, the test cannot be paused by the invigilator.

### **Human readers, scribes or practical assistants**

Unfortunately, City & Guilds are unable to provide human readers or scribes for the Remote Invigilation Service. The candidate cannot provide their own reader or scribe, as this would be a potential conflict of interest.

Candidates may have extra time where they have approval for a reader or scribe.

### **Headphones**

Candidates cannot wear headphones unless they are approved in advance by City & Guilds. Hearing aids are permitted.

### **Use of other software**

If any other software is required, this must be approved in advance by City & Guilds before the test. Any software will need to work with both e-volve and remote invigilation.

## Centre Document Library

The City & Guilds / ILM Centre document library can be found at [www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

This is a resource area designed for our centres and has practical guidance information to help you with every aspect of running our qualifications.

The guidance covers everything from initial approval and centre charges, malpractice, to learner exam administration, policies and procedures.

## Contact us

T: 0844 543 0000\*

E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

Lines open: Monday to Friday 08.00 to 18.00 GMT

## About City & Guilds

Founded in 1878 to develop the knowledge, skills, and behaviours needed to help businesses thrive, we offer a broad and imaginative range of products and services that help people achieve their potential through workbased learning.

We believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future. So we work with like-minded partners to develop the skills that industries demand across the world.

## City and Guilds Group

**Giltspur House**

**5–6 Giltspur Street**

**London EC1A 9DE**

[www.cityandguilds.com](http://www.cityandguilds.com)

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