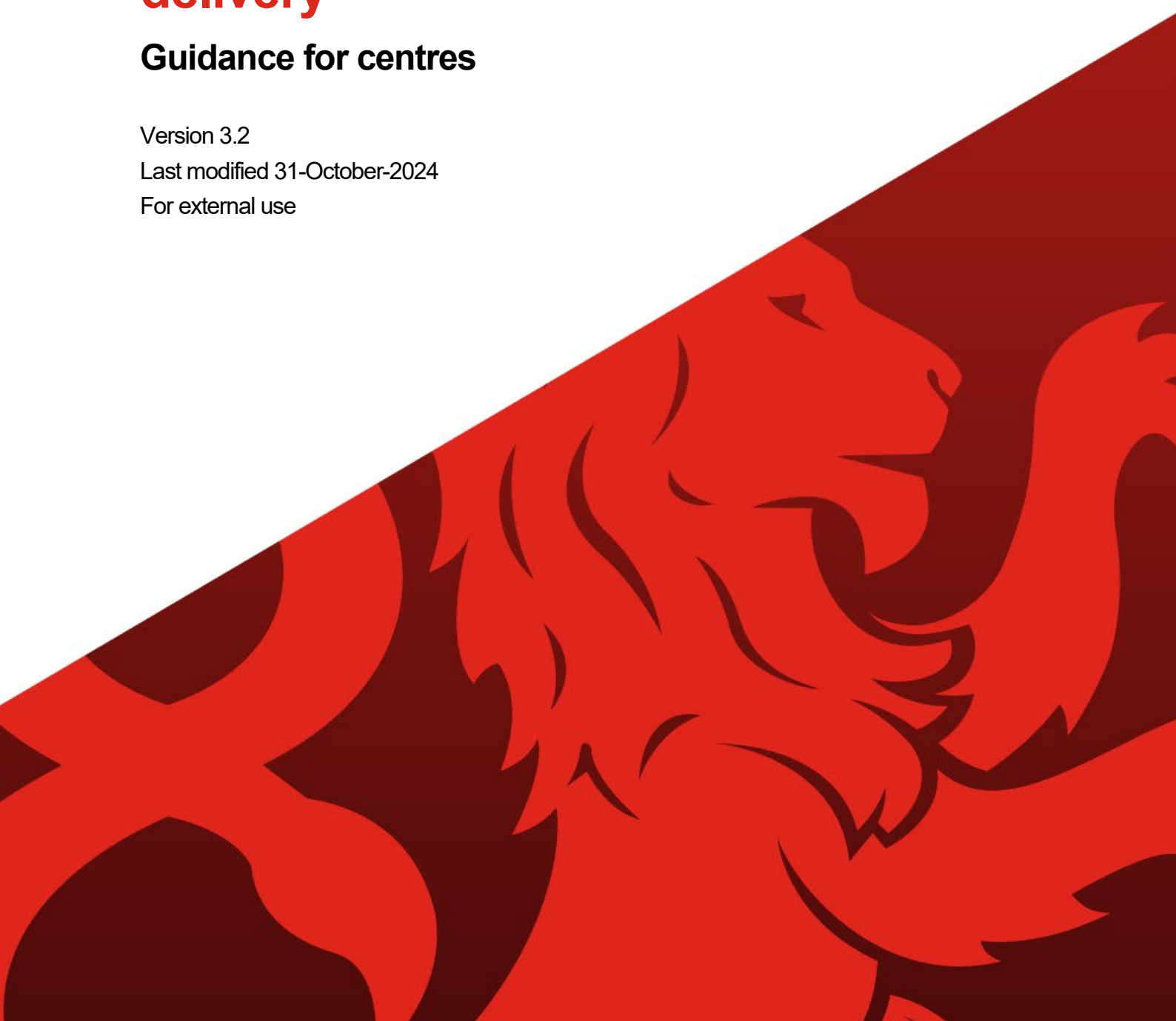
Emergency Situations affecting assessment delivery

Guidance for centres

Version 3.2
Last modified 31-October-2024
For external use



Document revision history

Version	Summary of change	Approval date
3.3	Minor wording change to 5.1.	October 2024
3.2	Section 5, Guidance on collecting evidence to ensure resilience, has been updated following the Ofqual consultation and guidance.	January 2024
3.1	Updates to: • 2.1 Centre status • 2.2 Possible options • 2.4 Technical qualifications	June 2023
3.0	New sections added: 3.3 Remote invigilation 5 How centres can prepare by collecting evidence Additional details added to: 3.2 Functional Skills 3.4 End-point assessment	December 2022
2.0	New sections added: 1.2 Responsibilities for centres 1.3 Responsibilities for City & Guilds 4 Internal assessments 5 Last assessment and certification dates 6 Additional information for specific types of qualification Additional details added to: 1 Introduction - definition of an emergency expanded 1.1 Examples of emergencies - additional example added 2.1 Centre status - information on alternative locations added. 3 On-demand exams - additional detail on rescheduling exams added.	March 2020
1.0	Document created	April 2018

Contents

1. Introduction 3

1.1. Examples of emergencies 3

1.2. Responsibilities for centres 3

1.3. Responsibilities for City & Guilds 4

2. Dated Exams 4

2.1. Centre status 4

2.2. Possible options 4

2.3. Special Consideration 5

2.4. Technical qualifications 5

3. On-demand exams 6

3.1. Standard windows 6

3.2. Functional Skills 6

3.3. Remote invigilation 7

3.4. End-point assessment 7

4. Other issues 7

4.1. Internal assessments 7

4.2. Assessment windows 8

4.3. External Quality Assurer (EQA) activities 8

4.4. Moderator visits 8

4.5. Last assessment and certification dates 9

5. Guidance on collecting evidence to ensure resilience 9

5.1. Purpose 9

5.2. Collecting evidence for exams 10

5.3. Selecting a question paper and marking 10

5.4. Supervision 10

5.5. Access arrangements and special consideration 11

5.6. Internal assessments and externally marked projects 11

5.7. Retention of evidence 11

1. Introduction

This guidance explains what to do if emergencies affect any City & Guilds assessments, including dated and on-demand exams. Emergencies are defined in this instance as a serious, unexpected situation that requires immediate action. This document seeks to provide mitigation for any instance where either City & Guilds or affected centres are unable to complete an aspect of the assessment process due to emergency situations.

1.1. Examples of emergencies

Situations that are considered as emergencies include (but are not limited to):

- significant damage to centre property (eg fire),
- criminal activity (eg bomb threat),
- severe weather (eg snow, flooding),
- public health incidents (eg flu pandemic).

It is for situations which are unforeseeable and outside the centre's control.

1.2. Responsibilities for centres

Centres must ensure that any dated exam takes place on the scheduled date unless explicitly advised otherwise by a relevant organisation (e.g. police, fire brigade). In instances of emergencies, centres must contact City & Guilds immediately if:

- the exam cannot take place,
- candidates miss an exam.

In emergency situations, the primary concern is the safety of centre staff and candidates.

For internal assessment, there is more flexibility on the date of the assessment. However, some assessment must take place within a set window and some emergencies could have an effect for a prolonged period. The centre should contact City & Guilds immediately if:

- they need to reschedule or change the location of an assessment activity that will be subject to a moderator or EQA visit,
- there is risk that the deadline for submitting results may be missed.

Where assessments are postponed or rescheduled for candidates, centres must ensure that all live assessment material is stored securely. Where possible, any candidates that are unable to take the assessment must be kept isolated from those candidates who were able to.

1.3. Responsibilities for City & Guilds

City & Guilds has a duty to:

- mitigate any adverse effect on candidates, and
- maintain qualification standards.

This means that City & Guilds will take all reasonable steps to mitigate any adverse effect on candidates, but cannot take any action that would affect qualification standards. Where City & Guilds becomes aware of an emergency affecting centres, we will support centres, providing additional and specific instructions.

2. Dated Exams

Dated exams must be completed on the scheduled date and time. Exams can be sat earlier or later on the scheduled day, providing the requirements of the JCQ Instructions for Conducting Examinations are met.

This guidance applies where the exam cannot be sat on the scheduled day due to an emergency situation.

2.1. Centre status

If the centre is open and running the exam, but candidates cannot attend, they must be marked absent and entered for the next available exam date.

If a centre identifies any risks to assessment delivery, including strike action, they must inform City & Guilds as soon as possible. The centre should take all reasonable steps to run assessments and meet submission deadlines.

If the centre is closed and unable to run the exam, the centre must inform City & Guilds. The exam can be held in an alternative location, if this is possible. City & Guilds must be informed where this is the case and the alternative location must meet the minimum published requirements for the assessment to take place securely.

2.2. Possible options

The possible options for City & Guilds to take where centres are closed, and are unable to run an exam and cannot source a suitable alternative location are:

- rescheduling the exam for another date,
- no action.

2.2.1. Rescheduling the exam for another date

This option is only considered where there has been national disruption and no candidate across all centre cohorts, has been able to sit the exam. For example, because:

- there is only one centre with entries for the exam,
- all the centres with entries for the exam are closed.

In these cases, City & Guilds will agree an alternative exam date with the affected centres. All centres will need to sit the exam on the same rescheduled date.

2.2.2. No action

Where the emergency situation has not affected all centres with entries then it will not be possible to reschedule or set up an additional exam date. In these cases, candidates must be entered for the next scheduled exam date. Once the exam has been rebooked, the original exam can then be cancelled. The centre must email customersupport@cityandguilds.com with the cancellation and credit note request.

2.3. Special Consideration

When candidates have missed a dated examination due to an emergency situation and the centre is prepared to support an application for special consideration, the centre should contact City & Guilds.

Please remember, special consideration is not available where:

- there is another resit opportunity available to the candidate,
- the candidate has already taken and passed the examination,
- the candidate has not completed all the other required components/units.

Centres can apply using the Request for special consideration form.

2.4. Technical qualifications

For Key Stage 5 qualifications, City & Guilds offers two exam series a year, in spring and summer. This allows the candidate to retake the exam, before the end of the academic year, if an emergency affects their ability to take the exam during the first series.

Where there has been national disruption and no candidate across all centre cohorts, has been able to sit the exam, there is a contingency day in the exam timetable which can be

used. City & Guilds will contact centres where this is the case. Centres must not reschedule exams for the contingency day unless specifically instructed to do so by City & Guilds.

Where a candidate misses an exam for an acceptable reason, in their terminal series, the centre can apply for special consideration.

3. On-demand exams

All on-demand exams must be booked for a specific date and time. However, they can be rescheduled for another date. There are restrictions on how far the exam date can be changed. If the permitted range is not sufficient, the exam must be cancelled and rebooked. Please contact City & Guilds for information on how to do this.

3.1. Standard windows

The standard windows are given below:

Type of date change	Paper-based	e-volve
Before	5 working days	10 calendar days
After	5 working days	30 calendar days

Where a different window is set for changes to exam dates for on-demand exams, this will be stated in the relevant qualification and/or assessment documents. Please note that for paper-based on-demand exams all candidates must sit the exam at the same time.

3.2. Functional Skills

For Reformed Functional Skills (4748), the window is outlined below:

Type of date change	Paper-based	e-volve
Before	5 working days	10 calendar days
After	5 working days	10 calendar days

For more information, please refer to the Instructions for conducting examinations for Level 1 and 2 Maths and English.

3.3. Remote invigilation

Exams booked for Remote Invigilation must have at least five working days between the date of the booking and the intended date of the test. There are three slots per day for remote invigilation tests to be taken. These slots begin at 8am, 11:30am and 4pm. Only one test can be booked for each available slot and for one candidate at a time.

Please contact City & Guilds if you need to reschedule any tests. City & Guilds will work with the centre to find an alternative slot for the test.

3.4. End-point assessment

3.4.1. EPA knowledge tests

For End-point assessment (EPA), e-volve knowledge tests should be booked five working days in advance and can be sat on the scheduled date or up to 30 days after.

3.4.2. Other EPA assessment components

This includes any assessment component where City & Guilds is organising an event, for example professional discussions, interviews, presentations and practical assessments/ observations.

Please contact City & Guilds if you need to reschedule any tests. City & Guilds will work with the centre to find an alternative date for the EPA.

4. Other issues

4.1. Internal assessments

It is the centre's decision whether to reschedule any internal assessments. Where there is an issue with accessing the centre address, remote assessment (as described below) may be an option.

4.1.1. Remote assessment

Whether an assessment can be completed remotely (eg using a webcam) will depend on the specific requirements of the assessments. Centres should check the relevant qualification and/or assessment documentation for this information.

Remote assessment is not permitted for a large number of assessments, so centres should check with City & Guilds before the assessment, if the requirements are not clear. The validity and reliability of candidate results may be impacted where:

assessments are not completed under the required conditions, or
authenticity of any work cannot be established.

Please refer to the Remote Assessment Centre Guide (within the Quality Assurance section for the Centre Document Library) for more information.

4.2. Assessment windows

For Technical Qualifications, T levels and the Extended Project there are assessment windows for internally assessed components and/or externally marked projects.

If a centre identifies any risk to meeting submission deadlines, they must inform City & Guilds as soon as possible. The centre should take all reasonable steps meet submission deadlines, however, the centre can apply for a short extension of two weeks to the deadline for submitting candidate work and/or results. If a longer extension is required, this may not be possible, as it would mean the results cannot be guaranteed to be issued on the published date. Centres should:

- contact City & Guilds as soon as possible to discuss the options,
- proceed with assessment delivery without delay.

4.3. External Quality Assurer (EQA) activities

If the allocated EQA is unable to visit the centre on the scheduled date, City & Guilds will either:

- reschedule the visit for another date,
- complete a remote monitoring activity instead, or
- arrange for another EQA to complete the visit.

4.4. Moderator visits

If the allocated moderator is unable to visit the centre on the scheduled date, City & Guilds will either:

- arrange for another moderator to complete the visit,
- reschedule the visit for another date,
- complete a remote moderation activity (if possible, depending on the relevant assessment).

If none of these are possible, City & Guilds will consider whether it is possible to complete the moderation process without a visit and what evidence may be required to support this (e.g. audio/video evidence).

4.5. Last assessment and certification dates

If candidates are unable to complete a qualification before the last certification date, City & Guilds will consider:

Assessment type	Possible action
Dated exams	Adding an additional exam date.
On-demand exams	Extension to the final exam date.
Internal assessment	Extension to the final results entry or submission date.

City & Guilds will also consider extending the last certification date, if this can be agreed with the relevant regulators and other stakeholders.

5. Guidance on collecting evidence to ensure resilience

5.1. Purpose

Ofqual has published guidance for GCSE, AS and A level, Project Qualifications and AEA. It is designed to provide resilience in the exam system in the unlikely event that government determines that exams are not able to go ahead. The arrangements are not designed to be used to award grades in circumstances where there has been localised disruption to teaching and learning.

It asks that centres collect evidence using mock exams completed under exam conditions. This evidence can then be used to support alternative methods of awarding grades, such as Teacher Assessed Grades (TAGs).

Evidence collection required

- Exams within Technical qualifications
- Exams within T levels

We are adopting this guidance for City & Guilds Technical and T Level qualifications. Centres **do not** need to collect additional evidence for:

- any other types of qualification,
- internal assessments,
- externally marked projects.

5.2. Collecting evidence for exams

Centres should collect evidence for exam components from any mock exams or practice tests. Where possible, centres should do this in the first half of the academic year, where possible. Centres should not introduce additional mock exams purely for the purpose of gathering evidence, the idea is to use existing exam preparation to gather evidence.

5.3. Selecting a question paper and marking

Centres should use the past or sample question papers published by City & Guilds. They can then be marked using the published mark schemes. Where this is not possible, centre devised mock exams can also be used, providing they cover the same content.

Learners can be given feedback, in line with the centre's normal processes for mock exams. However, centres should take into account the approach to grading in summer 2022. There was greater leniency in grade boundaries that is not normally applied in exams. Centres should use grade boundaries from summer 2022 if providing an indicative grade to learners.

5.4. Supervision

The mock exams should be completed under supervised conditions. For example, learners should:

- not know the questions in the assessment beforehand,
- work independently and without assistance (other than as required for an access arrangement),
- not have access to notes or reference materials (beyond those listed on the front of the question paper),
- be supervised during the assessment,
- complete the question paper under timed conditions.

This will both help to ensure that the work is authentic, as well as preparing learners for their exams. However, assessments can be completed within a classroom, with supervision by their teacher. Wherever possible, all learners for a particular assessment should sit the same question paper, at the same time.

5.5. Access arrangements and special consideration

The same access arrangements should be provided for that learner as are for the actual exams or other assessments in the qualification.

If a learner meets the criteria for special consideration, the centre should mark the assessment as normal but record the issues so that these could be taken into account, should that be necessary in the future.

5.6. Internal assessments and externally marked projects

Learners should complete these assessments in line with City & Guilds deadlines. Should exams be cancelled, these assessments will be used when determining TAGs.

5.7. Retention of evidence

Centres must retain copies of learner work, ideally electronic copies. Learners can be given copies or the original work, if this would support their learning, but the centre must keep a copy. The centres cannot rely on learners returning their copy in the future.

Contact us

Giltspur House 5-6 Giltspur Street London EC1A 9DE
general.enquiries@cityandguilds.com
01924 930 801
www.cityandguilds.com

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.

Every effort has been made to ensure that the information contained in this publication is true and correct at time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

©2022 The City & Guilds of London Institute. All rights reserved. City & Guilds is a trademark of the City & Guilds of London Institute, a charity registered in England & Wales (312832) and Scotland (SC039576).