



Exam Delivery Guidance

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

Dated examinations

Internal and external use

Agenda

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Aims of this webinar

Importance of following exam guidance

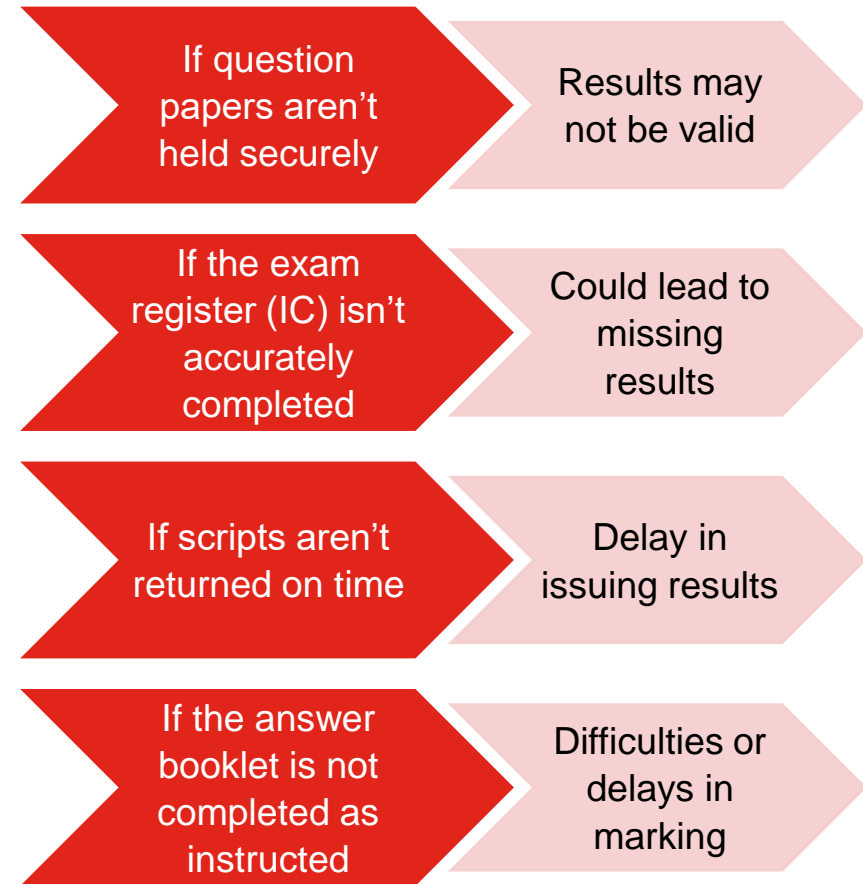
With this webinar, we hope to support you to ensure:

- exams are completed under JCQ / City & Guilds requirements
- we can authenticate candidates' work
- malpractice is avoided

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

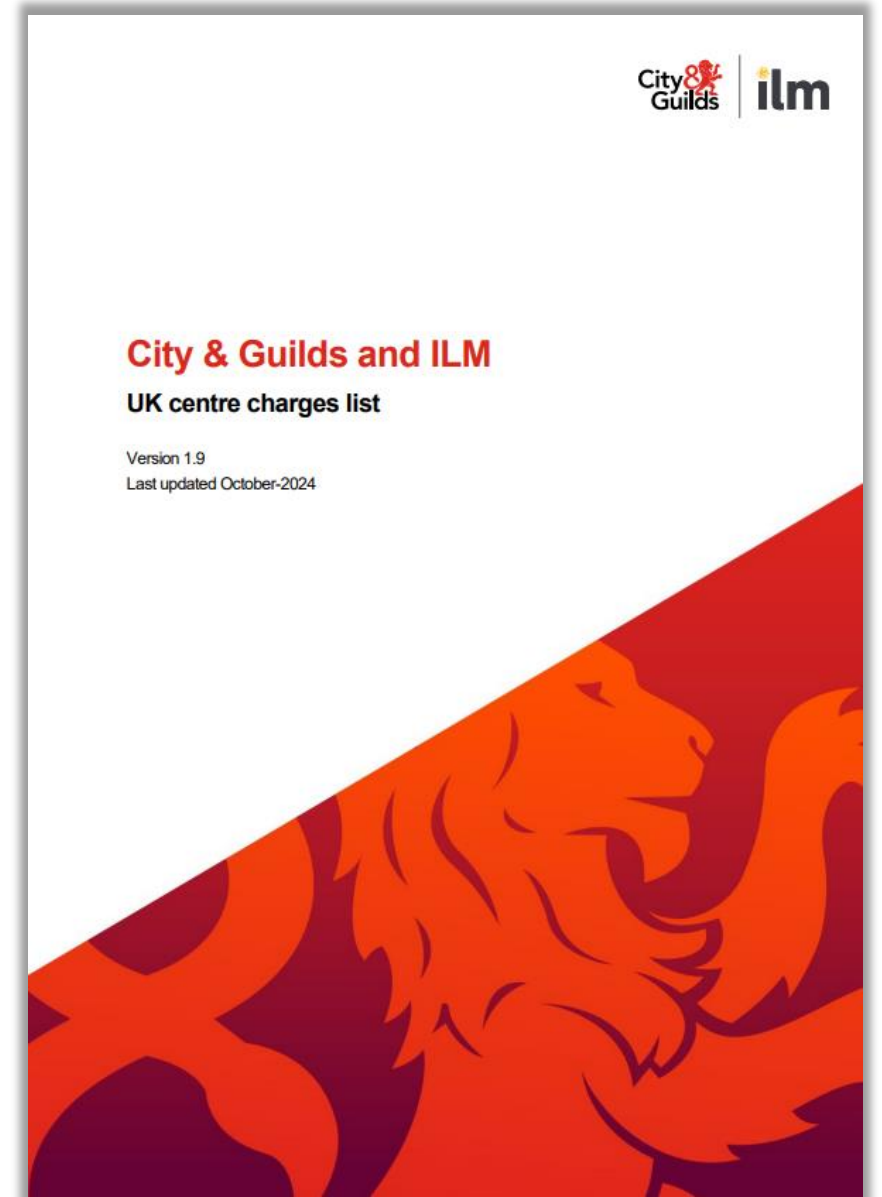
Potential consequences of not meeting exam delivery requirements



Additional centre charges

Additional centre charges are applicable for a number of reasons, including requests for emergency question papers, late return of scripts, insufficient postage for return of scripts, and re-marks of cohorts for the purposes of moderation.

You can find our full centre charges list here: [City & Guilds Centre Charges List](#)



Exam resilience and contingency guidance

- 'Our 'Emergency Situations Affecting Assessment Delivery' (version 3.2) covers important information on emergency situations affecting assessment delivery.
- Centre staff and all those involved in the administration of examinations must be familiar with this guidance, and steps that you should take in the event that a timetabled examination cannot go ahead, especially due to severe weather or public health incidents.
- Centres must have a robust contingency plan in place which covers all aspects of assessment delivery and administration in the event of a serious national, widespread disruption to assessments.
- Please ensure you familiarise yourself with the City & Guilds guidance, and the guidance published by Ofqual in 2023 and 2024 respectively.



Emergency Situations affecting assessment delivery

Guidance for centres

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



[City & Guilds guidance](#)



Guidance

Guidance on collecting evidence of student performance to ensure resilience in the qualifications system

Published 21 September 2023

Applies to England

[Ofqual guidance, 2023](#)

Guidance

What schools, colleges and other centres should do if exams or other assessments are seriously disrupted

Updated 7 May 2024

Applies to England, Northern Ireland and Wales

[Ofqual guidance, 2024](#)



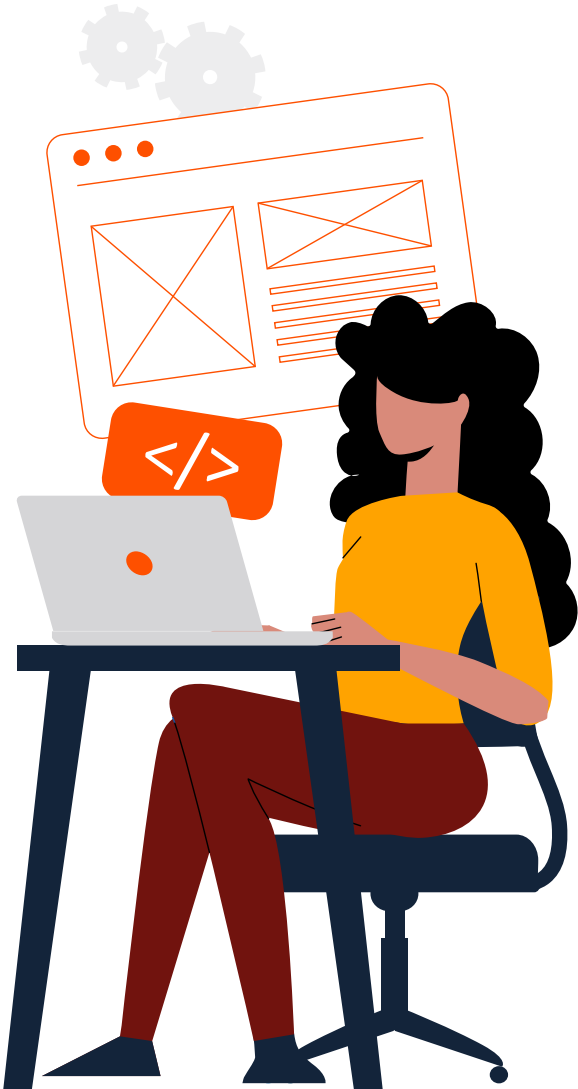
Preparing for the exam

Review the packages of exam material you have received

Qualifications

- These instructions apply to all **dated** examinations, including T Level and Technical Qualifications.

- We use Parcelforce to dispatch all packages of exam materials.
- Upon receipt of question papers and any other exam materials, it is the centre's responsibility to ensure these are signed for at the point of delivery.
- It is important to check the contents against the accompanying delivery note.
- From then on, materials **must be transported immediately to your centre's secure storage**. Centres must be able to demonstrate secure movement and secure storage of question papers and confidential materials.

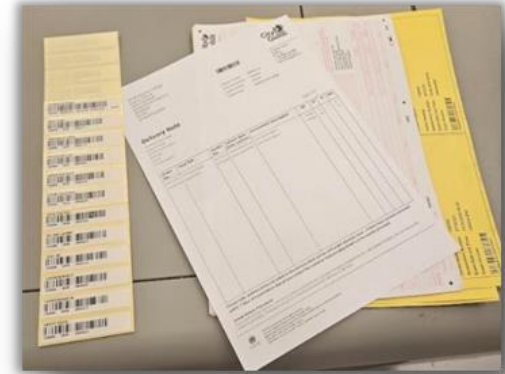


Review the packages of exam material you have received

Exam supplements

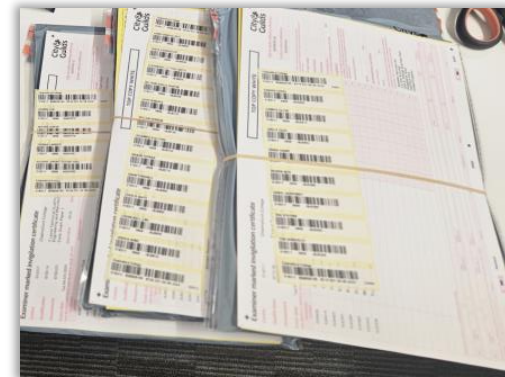
Exam materials will be packed in this order:

- The **Delivery Note** will be at the top
- This will be followed by the **Exam Stationery** (Invigilation Certificates)
- Then the **yellow return labels** and **return bags** will be packed



Candidate Barcodes

Candidate barcodes are placed on top of the exam supplements, separate from the Invigilation Certificates. This is to make it easier for you to locate the correct candidate barcodes to go with the relevant Question Papers.



Question papers

The Question Papers will be in security bags, with the exams details visible through the security window. The exam material and candidate barcodes for cohorts are placed on top of the relevant Question Papers and everything is banded together.

Preparing for the exam – review the materials you receive

- Consider using the resources provided by the Joint Council for Qualifications (JCQ) – a useful Materials Receipt Log can be downloaded to use or adapt which, and is available on their [website](#).
- 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:

01924 930 800
customersupport@cityandguilds.com
Lines are open: Monday to Friday 8 a.m. to 6 p.m., UK time



Non-receipt of exam 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.

Remember that the sealed exam bags **must be stored securely** until the day of the exam.

Preparing for the exam

Conducting exams: overview

Exams must be conducted in accordance with the Joint Council for Qualification's Instructions for Conducting Examinations.

These instructions must be followed by all centre staff involved in the administration of exams. This includes:

- heads of centre
- SLT members
- Exams Officers and Exam teams
- invigilators
- communication professionals, language modifiers, practical assistants, prompters, readers, and scribes

This document can be found at [JCQ - 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 exams. Please refer to our guidance on [Managing Cases of Suspected Malpractice in Examinations and Assessments](#).



Preparing for the exam

Conducting exams: rules and regulations



Dated, timetabled examinations

City & Guilds' exams for Technical Qualifications and T Levels are Dated Entry (timetabled) exams which must be conducted at the date and time which appears on the exam timetable and on the exam paper.

It is vital the usual JCQ regulations are adhered to, including:

- Maintaining the security of exams by ensuring they start at the awarding body's published start times of 9:30 am for morning exams, and 1:30 pm for afternoon exams. JCQ guidelines allow centres in the UK to vary their start times by 30 minutes earlier or later than the published start time without the need to complete any paperwork
- To avoid any possible breach of security, late arrival candidates or early departing candidates must be supervised as if the awarding body's published start time had been in place
- Candidates who have taken an exam earlier than the awarding body's published start time must be kept under centre supervision until **one hour** after the published start time for that exam
- Centres must ensure question papers used by those candidates are kept in the centre's secure storage facility until one hour after the awarding body's published start time for that exam
- Candidates who take an exam later than the awarding body's published starting time must be kept under centre supervision from 30 minutes after the published start time for that exam until they begin it

Preparing for the exam

Conducting exams: very late arrivals

- A candidate who arrives after the start of the exam may still be allowed to sit the exam; this is entirely at the discretion of the centre.
- A candidate will be considered **very late** if they arrive for the exam **more than one hour after** the awarding body's published starting time for an exam (i.e. after 10:30 am for morning exam and after 2:30 pm for afternoon exam).
- A candidate who arrives very late and is permitted by the centre to sit the exam must still be allowed the full time for the exam.
- Where a candidate arrives **very late** for an exam, centres must send the script to City & Guilds in the normal way and then submit our **very late arrivals** form. You can find this on our website within the Conducting Examinations tab on our [Centre document library](#), or on our [Exams Support Hub](#).



Preparing for the exam

All centre staff involved in the preparation and delivery of exams, including exams staff and invigilators, must ensure that the administrative processes around exams are supported effectively, and the instructions on the front of the exam script are followed, including:

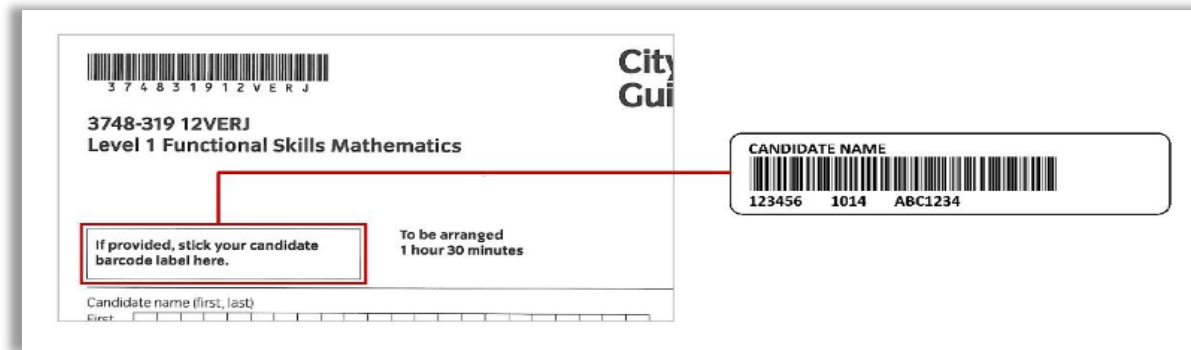
- Candidates must use a pen with black or dark blue ink only
- The pre-printed barcodes on the front page of the exam paper must not be defaced as this may result in the paper being voided
- Question papers for absent candidates must not be given to any other candidate
- Invigilators **must** ensure that the correct examination paper is given out to the right candidate
- For written exams, candidates must write their responses on the answer booklet
- For multiple-choice exams, please use the **pink multiple-choice answer sheet only**
- Any answers written on the wrong document (i.e. the source documents or multiple-choice question papers) will **not** be marked



Preparing for the exam

Before the exam starts:

- Place the candidate barcode sticker onto the front of the answer booklets
- Stick this 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 will delay the marking process
- Hand out the scripts to the specified candidate named on the question papers. For multiple-choice exams, the candidates' details will be pre-printed on the answer booklets (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 barcode label on a question paper which is not being used
- **DO NOT** return unused question papers or scripts for candidates who were **absent**; these must be **securely destroyed**

Invigilation certificates and exam stationery

Invigilation certificates and exam stationery

Invigilation certificate

- The Invigilation Certificate (IC) or multiple-choice Invigilation Certificate (MC) is the exam attendance register. You must indicate to us whether every candidate is present or absent by marking this within the relevant column on the IC or MC.
- For any candidate marked as present, there must be an accompanying multiple-choice answer sheet (MA) or completed question paper (script).
- All Invigilation Certificates must be signed by the invigilator.
- All forms must be completed in block capitals using black or dark blue ink
- All data provided must be kept within the boxes on the Invigilation Certificates.

Pre-printed data

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

Any discrepancies between the materials you expected and those you received must be reported to the City & Guilds Customer Support team using the details below.

Phone:
01924 930 800

Email:
customersupport@cityandguilds.com


Example 1 – New Invigilation Certificate (IC) for a written exam

Pre-printed text
Contains centre and assessment details, Please do not write here or alter text in any way

Candidate Details
List of candidates that have been entered for the examination. 18 candidates per page

Additional Candidates
Space provided for two additional candidates per page

Examiner
For examiner use. Please do not write here or alter text in any way



Externally marked exam invigilation certificate

Centre 999990 City & Guilds Test centre
Qualification 8030-22 Technician Diploma in Engineering
Assessment 8030-210 Engineering fundamentals 2

City & Guilds delivery reference 06050004050
Centre cohort reference Centre cohort ref

Exam date Tues 05 Mar 2025 **Start time** 09:30 **End time** 12:30 **Exam version** **Page** 1 of 1

Use BLOCK CAPITALS and BLACK or BLUE only

Enrolment number	Candidate name	✓	✓	Result	Performance codes	New	Invigilator
ABC1234	John Smith	✓	✓				I confirm that this exam was carried out in accordance with the JCQ instructions for Conducting Examinations (ICE), or local exam regulations and instructions where applicable. Name (BLOCK CAPITALS) INVIGILATOR'S NAME Signed <i>Invigilator Signature</i> Date 05/03/2025 City & Guilds only No. of pre-printed candidates present on this page Exams officer Date of despatch 05/03/2025 Signed <i>Exam's officer Signature</i> Date 05/03/2025 Please return original top and middle copies with candidate's completed work to the address below immediately following the examination, (even if no candidates were present). Storetec Services Ltd C/O: City & Guilds Unit 4, Sidings Business Park Freightliner Road Hull, HU3 4XA
EFG5678	Jason Doe	✓	✓				
		✓	✓				
		✓	✓				
		✓	✓				
		✓	✓				
		✓	✓				
		✓	✓				
		✓	✓				
		✓	✓				
		✓	✓				
		✓	✓				
		✓	✓				
		✓	✓				
		✓	✓				
		✓	✓				
		✓	✓				

Additional candidates as authorised by City & Guilds

E N R N N N N R I C H A R D B I L L Y

Gen M Date of birth 1 5 - 0 1 - 2 0 0 0 Other details code Other details text Result Part codes Particular requirements

Gen Date of birth Other details code Other details text Result Part codes Particular requirements

When this exam is marked external to e-marking platform, Examiner must complete the section below:

Examiner	Name	Signed	Date	Moderator	Name	Signed	Date

City & Guilds only DE 4050 v2.0

Pre-printed text
Contains centre and assessment details, Please do not write here or alter text in any way

Invigilator and Exam officer details
Centres to add the invigilator full name in block capital, sign and date. Plus, the date of dispatch along with signature form the Exams officer.

Performance codes
For examiner use. Please do not write here or alter this text in any way


Return Address
Contains pre printed address to which the scripts must be returned. Please do not write here or alter text in any way

Example 2 – New multiple-choice Invigilation Certificate (MC) for a multiple-choice exam

Pre-printed text
Contains centre and assessment details, Please do not write here or alter text in any way

Candidate Details
List of candidates that have been entered for the examination. 18 candidates per page

Additional Candidates
Space provided for two additional candidates per page



+ Multiple choice exam invigilation certificate

Centre 999990 City & Guilds Test centre
Qualification 7065-12 Diploma in Food Preparation and Cooking (Culinary Arts)
Assessment 7065-016 Diploma in Food Preparation and Cooking (Culinary Arts) Principles 2: Multiple-choice exam

Exam date Tues 05 Mar 2025 **Start time** 09:30 **End time** 12:30 **Exam version** **Page** 1 of 1

City & Guilds delivery reference
06050004051

Centre cohort reference
Centre cohort ref

Enrolment number	Candidate name	Present	Absent
ABC1234	John Smith	✓	✓
EFG5678	Jason Doe	✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	✓
		✓	✓

Invigilator
I confirm that this exam was carried out in accordance with the JCQ Instructions for Conducting Examinations (ICE), or local exam regulations and instructions where applicable.

Name (BLOCK CAPITALS)
INVIGILATOR'S NAME

Signed *Invigilator Signature* **Date** 05/03/2025

City & Guilds only
Number of pre-printed candidates present on this page:

Exams officer
Date of despatch 05/03/2025

Signed *Exam's officer Signature* **Date** 05/03/2025

Please return white copy with candidates' completed work to the address below immediately following the examination, (even if no candidates were present).

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

Additional candidates as authorised by City & Guilds

R I C H A R D T B I L L Y	Gender	M	Date of birth	1 5	0 1	2 0 0 0	Other details code	Other details text	Particular requirements	
C A N D I D A T E	F I R S T	N A M E (S)	C A N D I D A T E	L A S T	N A M E	Particular requirements				
E N R N N N N	Gender		Date of birth	DD	MM	YYYY	Other details code	Other details text	Particular requirements	
C A N D I D A T E	F I R S T	N A M E (S)	C A N D I D A T E	L A S T	N A M E	Particular requirements				
E N R N O	Gender		Date of birth	DD	MM	YYYY	Other details code	Other details text	Particular requirements	

City & Guilds only 140200324 4500106825 DE 1050 v2.0 11/06/2024 14:37

Pre-printed text
Contains centre and assessment details, Please do not write here or alter text in any way

Invigilator and Exam officer details
Centres to add the invigilator full name in block capital, sign and date. Plus, the date of dispatch along with signature from the Exams officer.

Return Address
Contains pre printed address to which the scripts must be returned. Please do not write here or alter text in any way

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** column has been completed by clearly marking the appropriate box. Ensure **each candidate** has a **present/absent** mark indicated by a tick.



Please do not:

- Cross out any of the pre-printed details on the Invigilation Certificate (IC/MC), as this will cause delays in processing the exam material
- Use a red pen when completing the IC
- Substitute candidates under any circumstances (i.e. don't cross out the name of an absent candidate and enter the name of another candidate)
- Photocopy multiple-choice answer booklets (MAs).



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 who 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 potentially the rest of your cohort. Corrections can only be made if/when we notice 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 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 ● a ● b ● c ● d To cancel 'a' and select 'c' as your answer 101 ● a ● b ● c ● d To go back to previously cancelled answer 'a' 101 ● a ● 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 it 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 Support team if you believe you have not received the examination material you were expecting.



What not to do: candidates failing to follow 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 the candidate needs to change their answer, they can shade in the cancel box under their answer and shade an alternative answer. Candidates must not 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.
- **Only** the multiple-choice answer sheets (MA) must be used to answer questions.
- The exam invigilator must ensure candidates use the MA and **do not** enter answers into the question paper, as **this will 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 onto the front of the answer booklets within the designated space. 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 potentially for your 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.

After the exam: returning scripts

Returning your scripts to City & Guilds – packaging scripts



Important

It is a centre's responsibility to ensure that all details required on exam 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 release of results. Please ensure exam scripts and other material are kept secure at all stages of the exam process.

- 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. **It is important that you do not mix ICs and scripts from different examinations.**
- For multiple-choice exams please ensure that all present candidates' answers are only on the pink multiple-choice answer sheet. **Any candidates who use the question booklet by mistake will not have their work marked.**

Returning your scripts to City & Guilds – postage



Important

It is a centre's responsibility to ensure that all exam material and completed exam scripts are kept secure at all stages of the exam process. The exam material and completed exam scripts must be returned on the same day, after candidates have sat the exam, and centres should ensure these are posted using a secure courier.

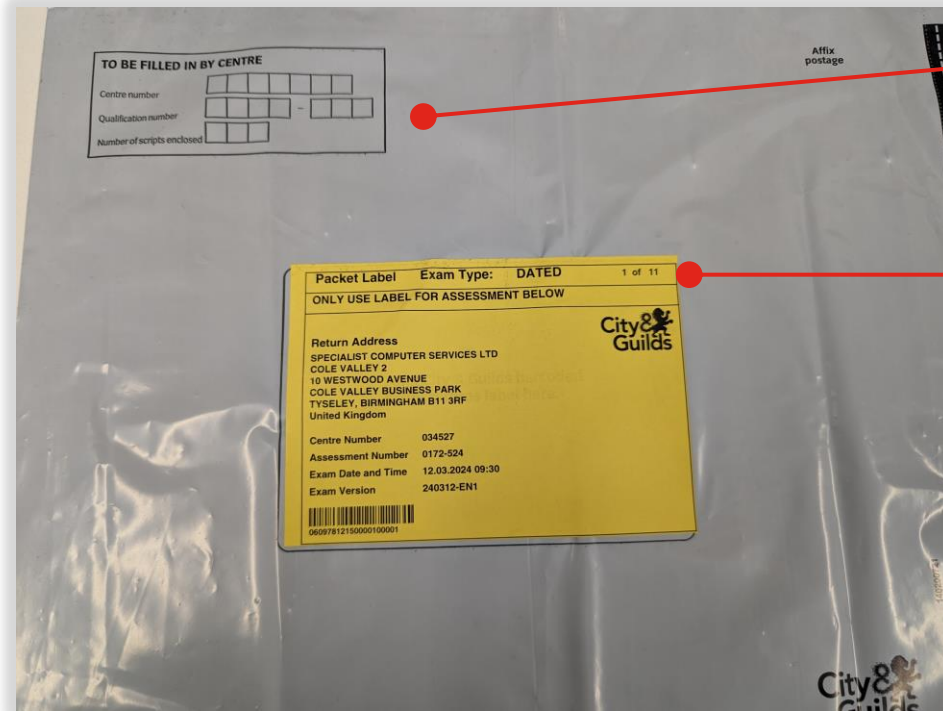
- The **correct UK return label** must be placed in the centre of the grey plastic envelope. Please **only** return the grey envelope to the address provided and nowhere else.
- The grey plastic envelope **must be sealed**.
- The **centre number, assessment number, and number of scripts** (of **present** candidates only) must be clearly written in the box on the top left. Please do not send back 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.

Important: Using a reputable courier

Centres should be returning their exams scripts using a reputable postage service that ensures a signature on delivery and tracking. Our recommendation is to use couriers such as Parcelforce or Royal Mail with special, tracked signed-for deliveries where possible, or similar services. Please ensure discussion and agreements are in place with your post rooms to follow these instructions

Please note: Centres must avoid using parcel shops including the post office and we encourage you to know what service you are being offered when dispatching from a parcel shop. Using non-reputable couriers or parcel shops can lead to a higher likelihood of packages being lost in transit.

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 sticker

Use the correct pre-printed **yellow** return sticker 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 exam.

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

Please note: the yellow sticker is **not** a pre-paid service; you will still need to provide tracking via a courier company when dispatching your exam scripts.



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:

- City & Guilds will need 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
- If an absent candidate's barcode is affixed to the blank script, the script may be processed, and the candidate may get 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
- There may be a delay to the release of results.

The image shows two examples of City & Guilds examination scripts. The left script is for 'VER90B 4748-214 Level 2 Functional Skills English - Writing' with a time allowed of 1 hour 20 minutes. The right script is for '8959-113 16VERB English for Business Communications Level 3' with a time allowed of 2 hours 30 minutes plus 15 minutes reading time. Both scripts have a barcode affixed to the top left. A red line connects the barcode on the right script to the explanatory text on the right.

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.

Script Return Tracking Form

To help us ensure your candidate scripts are on their way to us, we provide an online form for you to input your tracking details.

Once the exams have been packaged up, please use the Script Return Tracking form to send us the details, which we can monitor to ensure the scripts are received.

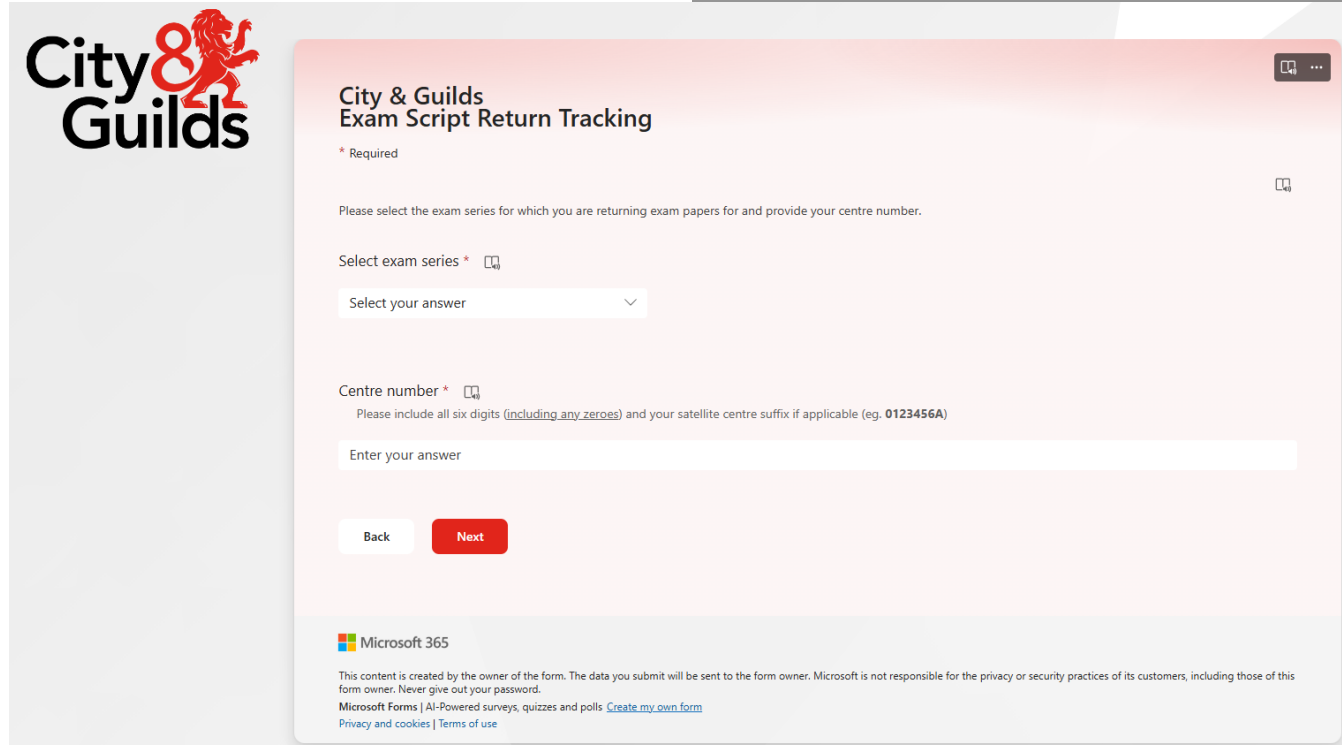
A link and QR code to take you to this form will be sent out with exam materials.

You will also receive an email containing the link.

Completing the form is simple:

First of all, choose the exam series (e.g. Spring 2025)

Enter your centre number.



The screenshot shows the City & Guilds Exam Script Return Tracking form. The form is titled "City & Guilds Exam Script Return Tracking" and includes a "City & Guilds" logo. The form is marked as "* Required" and contains the following fields:

- A dropdown menu for "Select exam series *" with the placeholder text "Select your answer".
- A text input field for "Centre number *" with the placeholder text "Enter your answer". Below this field, there is a note: "Please include all six digits (including any zeroes) and your satellite centre suffix if applicable (eg. 0123456A)".

At the bottom of the form, there are two buttons: "Back" and "Next".

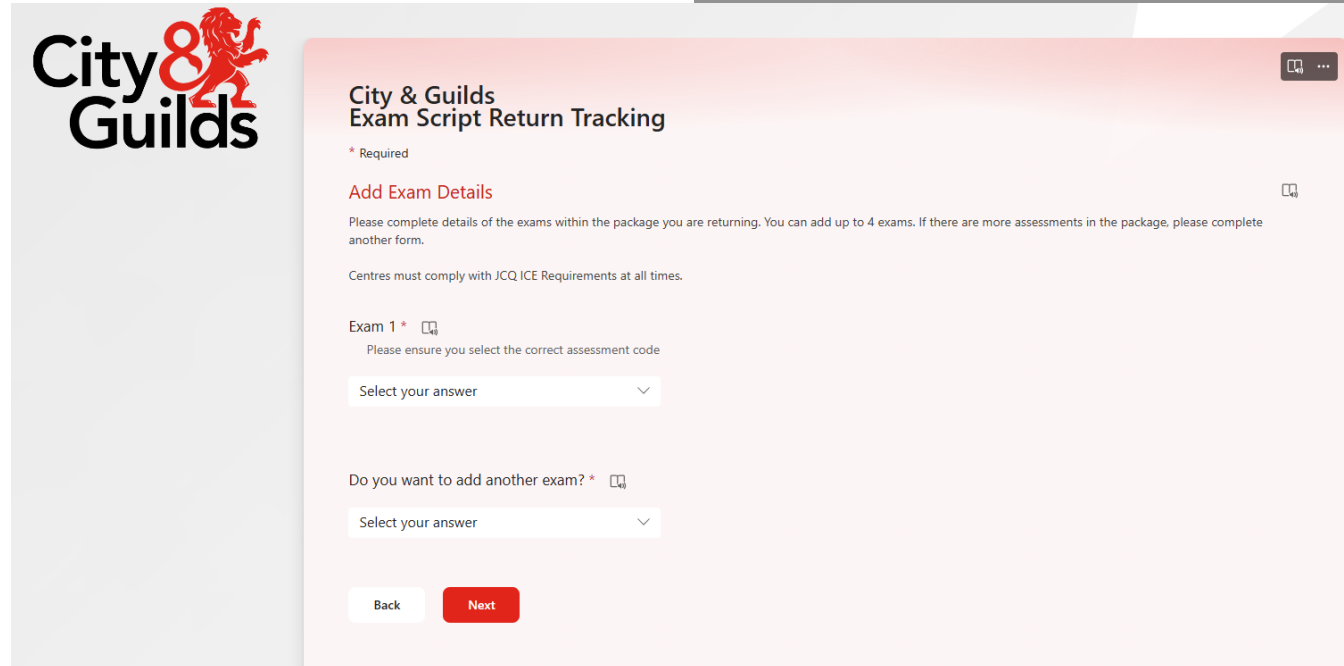
At the bottom of the page, there is a Microsoft 365 logo and a footer containing the following text: "This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of this form owner. Never give out your password. Microsoft Forms | AI-Powered surveys, quizzes and polls [Create my own form](#) [Privacy and cookies](#) | [Terms of use](#)".

Script Return Tracking Form

There's a chance that you might be returning more than one exam to us with your courier, so you can enter the details of up to four assessments:

Add the assessment number of the exam scripts you are sending

Choose "yes" or "no" if you need to add more exams.



The screenshot shows the City & Guilds Exam Script Return Tracking form. The City & Guilds logo is on the left. The form title is "City & Guilds Exam Script Return Tracking". Below the title, there is a red asterisk indicating a required field. The main heading is "Add Exam Details". A note states: "Please complete details of the exams within the package you are returning. You can add up to 4 exams. If there are more assessments in the package, please complete another form." Below this, it says "Centres must comply with JCQ ICE Requirements at all times." The form has two sections for exam details. The first section is "Exam 1 *", with a note "Please ensure you select the correct assessment code" and a dropdown menu labeled "Select your answer". The second section is "Do you want to add another exam? *", with a dropdown menu labeled "Select your answer". At the bottom, there are "Back" and "Next" buttons.

City & Guilds

City & Guilds Exam Script Return Tracking

* Required

Add Exam Details

Please complete details of the exams within the package you are returning. You can add up to 4 exams. If there are more assessments in the package, please complete another form.

Centres must comply with JCQ ICE Requirements at all times.

Exam 1 *
Please ensure you select the correct assessment code

Select your answer

Do you want to add another exam? *

Select your answer

Back Next

Script Return Tracking Form

Add the courier's name.

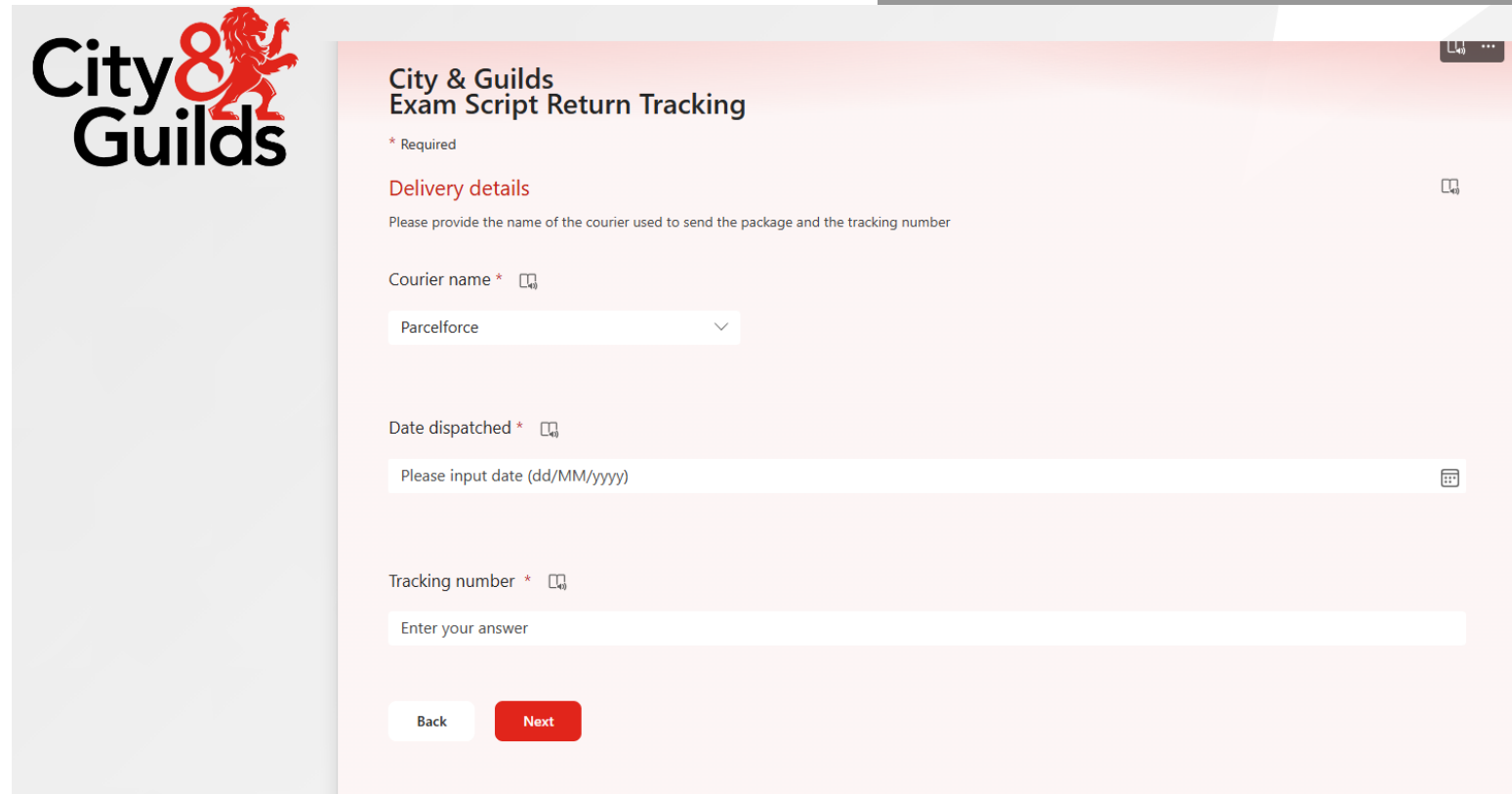
Provide the date on which you have dispatched the scripts back to us.

Enter the tracking number.

You'll then be taken to the final page of the form, where you'll be asked if you want an email confirming this information back to you.

If you'd like that email, enter your email address, and then "submit" the form to us.

We will be able to monitor the progress of your exam script return with the courier directly and we won't need to keep contacting you to check in with you about your exam script returns.



The screenshot shows the 'City & Guilds Exam Script Return Tracking' form. The City & Guilds logo is on the left. The form title is 'City & Guilds Exam Script Return Tracking'. Below the title, there is a red asterisk indicating required fields. The 'Delivery details' section includes a prompt: 'Please provide the name of the courier used to send the package and the tracking number'. The 'Courier name' field is a dropdown menu with 'Parcelforce' selected. The 'Date dispatched' field is a date picker with the prompt 'Please input date (dd/MM/yyyy)'. The 'Tracking number' field is a text input with the prompt 'Enter your answer'. At the bottom, there are 'Back' and 'Next' buttons.

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* Required

Delivery details

Please provide the name of the courier used to send the package and the tracking number

Courier name *

Parcelforce

Date dispatched *

Please input date (dd/MM/yyyy)

Tracking number *

Enter your answer



Please do not return the examination material late

All completed exam scripts must be returned to City & Guilds on the same day, after candidates have sat the exam. Failure to do this will impact learners as marking will be delayed and there will likely be a delay to the release of results. Any centre whose scripts have not been received within five working days will be subject to compliance review.



Please ensure scripts are returned to the correct address

The return addresses are on labels provided with the grey return bags. Addresses can also be found on the Invigilation Certificates. 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.

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 centre charges.



Please always send scripts via tracked delivery

All exam material must be returned via a courier, with tracking. City & Guilds do not supply pre-paid postage labels; it is the responsibility of the centre to pay and track delivery. It is more likely for your exam material to be lost in transit when not tracked, and with no paper trail to locate it.

- 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 a tracked courier.
- If the exam material goes missing in transit, the impact will be a delay to marking and release of results.

Exam materials return addresses

Please only return your exam 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 materials to any other address. If you are unsure, contact Customer Support.

01924 930 800
customersupport@cityandguilds.com
Lines are open: Monday to Friday 8 a.m. to 6 p.m.



Resources available

Resources: Exams Support Hub

- Guidance and material for Exams Officers can be found on our website within the [Exams Support Hub](#).
- You will find all the essential information you 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.

Exams Support



Home > Qualification delivery > Exams support hub

Exams Support Hub

Guidance and important resources for dated and on-demand examinations

Here 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.

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

USEFUL LINKS

- Walled Garden Support
- e-volve Support
- Centre Document Library
- Remote Invigilation
- VTQ Information Hub

Regulators

Explore more resources for exams officers from regulators

- Heads of Centre / Senior Leaders: exam reminders


JCQ newsletters

- Every month, JCQ publishes a newsletter to subscribers, keeping them informed of key JCQ news and updates communicated on behalf of the exam boards.
- Subscribing to these newsletters is a great way to find out about the publication of JCQ documents which exam centres require for the administration of exams and assessments, and any changes made to awarding methods.

<https://www.jcq.org.uk/>

ABOUT JCQ	EXAMS OFFICE	EXAMINATION RESULTS	SUPPORT FOR EXAMS OFFICERS
	EXAMS OFFICE ACCESS ARRANGEMENTS, REASONABLE ADJUSTMENTS AND SPECIAL CONSIDERATION APPEALS CAP (CENTRE ADMIN PORTAL) COURSEWORK GENERAL REGULATIONS BECOMING AN EXAMINER BECOMING AN EXAMINER MARCH 2023	EXAM ROOM POSTERS ENTRIES JCQ NEWSLETTER ■ 'ICE' – INSTRUCTIONS FOR CONDUCTING EXAMINATIONS INFORMATION FOR CANDIDATES DOCUMENTS KEY DATES AND TIMETABLES MALPRACTICE BLOGS	NON-EXAMINATION ASSESSMENTS ONLINE FORMS OTHER DOCUMENTS PAST PAPERS POST-RESULTS SERVICES PRIVATE CANDIDATES RESULTS AND CERTIFICATION VOCATIONAL TECHNICAL QUALIFICATIONS (VTQS)

[View this email in your browser](#)



Joint Council for Qualifications CIC

JCQ Update 15 January 2025

In today's JCQ update, you will find details on:

- Webinars for new-to-role exams officers
- Getting entries right first time
- Centre policies pilot
- Term-time checks
- Tech Awards: understanding the terminal rule
- Review of Level 3 qualifications reform: provisional outcomes
- Annual NAEO exams officer survey
- The Exams Office virtual conferences
- New exams officer training

Key dates - GCSE November 2024 series

13 February 2025
 Deadline to request access to scripts, clerical checks, reviews of marking,



Future webinars and support

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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