

# Exam Delivery Guidance

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

## **Dated examinations**

# Agenda

- 1 Introduction – aims of this webinar
- 2 Preparing for the exam
- 3 Invigilation, certificates and exam stationery
- 4 After the exam: returning scripts
- 5 Resources available for support
- 6 Questions & Answers

# Aims of this webinar

# Importance of following exam guidance

## Purpose of these requirements

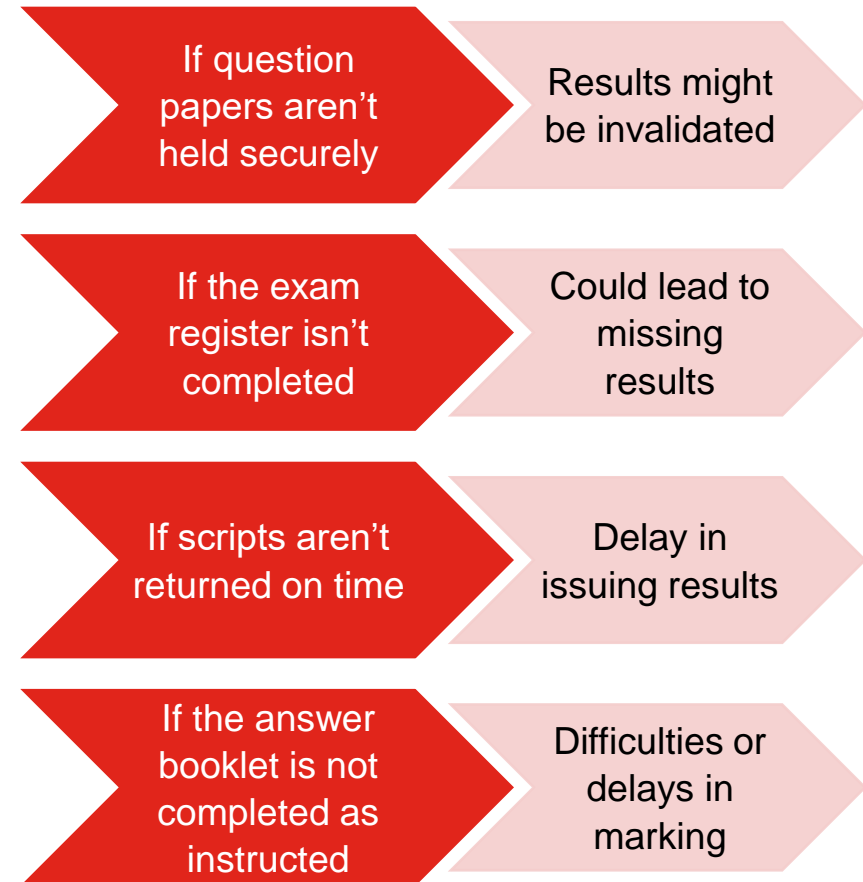
We hope to support you to ensure:

- 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



# Preparing for the exam

# Review the packages of exam material you have received



## Qualifications this will cover:

- These instructions apply to all dated examinations, including T Level and Technical Qualifications.
- We are now using Parcelforce to dispatch all your packages of exams material.



## Your delivery of Question papers will now be packed in this order:

- The Delivery Note will now be at the top of your package.
- This will be followed by the Exam Supplement.
- Finally, the return bags will be packed.



## Candidate barcodes:

- Invigilator certificates will now be separated with barcodes, and the Question Papers will be banded together, this is to make it easier for you to locate the correct barcodes for the QPs.

# Preparing for the exam

## Keeping question papers and other examination materials secure

Upon receipt of question papers and any other examination materials, it is the centre's responsibility to ensure these are signed for at the initial point of delivery.

The Joint Council for Qualifications (JCQ) have produced a Materials Receipt Log for centres to use or adapt which is available on their website. From then on, materials must be transported immediately to the centre's secure storage. Centres must be able to demonstrate the secure movement and secure storage of question papers and confidential materials.

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

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

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

01924 930 800  
customersupport@cityandguilds.com  
Lines are open: Monday to Friday 08.00 to 18.00 GMT



### Non-receipt of examination materials

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

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

# Preparing for the exam

## Conducting Exams: Overview

Examinations must be conducted in accordance with the regulations documented within the Joint Council for Qualifications Instructions for Conducting Examinations (JCQ ICE). These instructions must be followed by all centre staff involved in examination administration; This includes:

- heads of centre
- SLT members
- exams officers/teams
- invigilators
- communication professionals, language modifiers, practical assistants, prompters, readers and scribes.

This document can be found at:

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

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

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





# Preparing for the exam

## Conducting Exams: Rules & Regulations



### Dated, timetabled examinations

City & Guilds' examinations for Technical Qualifications and T Levels are dated (timetabled) exams which must be conducted at the date and time which appears on the exam timetable and on the exam paper. They will either be in the format of an exam paper, or an e-volve onscreen examination.

Despite the method of assessment, it is vital the usual JCQ regulations are adhered to, such as

- Maintaining the security of the exam by ensuring they start at the awarding body's published start times of 09.30 for morning examinations, and 13.30 for afternoon examinations. 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.
- Where this policy is followed, 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 times had been in place.
- Candidates who have taken an exam earlier than the awarding body's published starting time must be kept under centre supervision (which the centre must arrange) **until one hour** after the published starting time for that examination. 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 examination.
- Candidates who take an examination 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 examination until they begin it.

# Preparing for the exam

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

- Candidates must use a pen with **black** or dark **blue** ink only.
- The pre-printed barcodes on the front page of the examination paper must not be defaced as this may result in the paper being voided.
- Question papers for absent candidates must not be given to any other candidate.
- 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 (ie. the source documents or multiple-choice question papers) will **not** be marked.

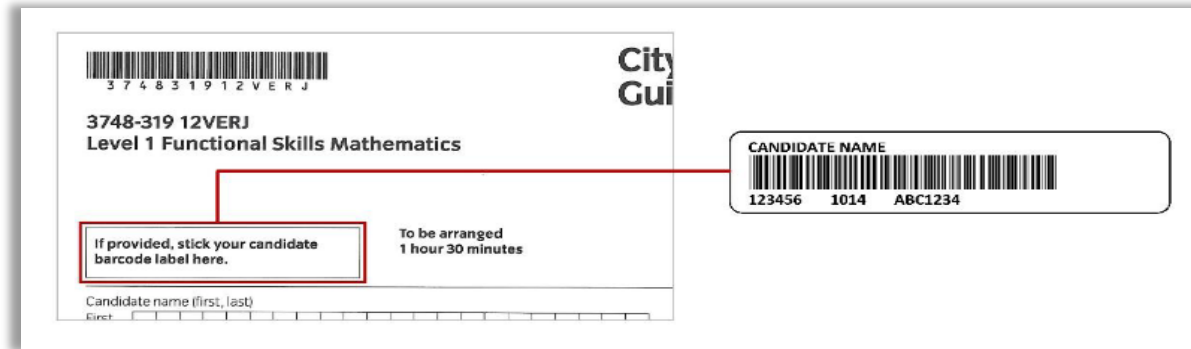


# Preparing for the exam

## 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 can delay the marking process.
- Hand out the scripts to the specified candidate named on the question papers. For multiple-choice examinations, the candidates' details will be pre-printed on the answer booklet (MA).
- Please take care to ensure that the correct candidate is using the correct matching answer booklet.
- **DO NOT** photocopy any packet labels or candidate labels.
- **DO NOT** put a label on 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

# Preparing for the exam

## Conducting Exams: Very late arrivals

- A candidate who arrives after the start of the examination **may** still be allowed to sit the examination; this is entirely at the discretion of the centre.
- A candidate will be considered **very late** if they arrive for the examination **more than one hour after** the awarding body's published starting time for an examination (i.e. after 10.30 for morning examinations and after 14.30 for afternoon examinations).
- A candidate who arrives very late and is permitted by the centre to sit the examination must still be allowed the full time for the examination.
- Where a candidate arrives **very late** for an examination, 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 [Centre Document Library](#) or on our [Exams Support Hub](#).



The screenshot shows the City & Guilds website's 'Centre document library' page. The page features a navigation menu with various categories. The 'Conducting Examinations' category is expanded, revealing a list of documents. The 'Very late arrivals form' is highlighted with a red box. The page also includes a 'RESOURCES AND SUPPORT' section with links to 'Offer our qualifications', 'Study Programmes', 'Funding our qualifications', and 'Walled Garden'. A 'CUSTOMER SERVICE FEEDBACK' section is visible on the right, with a video thumbnail and a text box encouraging feedback.

# Invigilation certificates and exam stationery

# Invigilation certificates and exam stationery



## Indicate candidate attendance:

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).



## Invigilator’s signature:

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



## Pre-printed data:

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

Any discrepancies between the materials you have expected and those you have received must be reported immediately to the City & Guilds Customer Support team: call 01924 930 800 or email [customersupport@cityandguilds.com](mailto:customersupport@cityandguilds.com)



## Completion of forms:

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.

For reference, please see examples on the following pages.

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

Examiner marked IC are used for all written examinations where all candidate details are provided on entry.

**TOP COPY WHITE**

**City & Guilds**

City & Guilds delivery reference: 0605004050  
Centre cohort reference: [ ]

**Examiner marked invigilation certificate**

Centre: 019999 CGLI Test Centre  
Qualification: 8030-22 Technician Diploma in Engineering  
Assessment: 8030-210 Engineering Fundamentals 2  
Exam date: Mon 01 Dec 2008 Start time: 09:30 End time: 12:30 Exam Version: [ ] Page 1 of 1

**Pre-printed text**  
Contains centre and examination details. Please do not write here or alter this text in any way.

Enrolment number	Candidate name	Present	Absent	Result	Performance codes
ABC1234	JOHN SMITH	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

**Candidate details**  
Lists candidates that have been entered for the examination. 18 candidates per page.

**Additional candidates**  
Space is provided for two additional candidates per page.

**Additional candidates authorised by City & Guilds**

ENR	DOB	RICHARD	BILLY	WRIGHT	ETHNIC CODE	PARTICULAR REQUIREMENTS
M	15-02-1987	CN	Z A 2 6 7 3			D Q

**Invigilator**  
I hereby testify that this examination was carried out in accordance with the requirements set out in the latest version of City & Guilds 'Regulations for the conduct of examinations'  
Name (BLOCK CAPITALS): INVIGILATOR'S NAME  
Signed: J. NAME Date: 02/12/2008

**Examinations secretary**  
Date of despatch: 02/12/2008  
Signed: E. SECRETARY Date: 02/12/2008

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

**You can find the return address here**

**Exam details:**  
 A) Enrolment number: ABC1234  
 B) Candidate name: JOHN SMITH  
 C) Attendance: Present  
 D) Enrolment number: ENR  
 E) First name(s): RICHARD BILLY  
 F) Last name: WRIGHT  
 G) Ethnic code and particular requirements\*: [ ]  
 H) Gender: M  
 I) Date of birth: 15-02-1987  
 J) Other details code\*: CN  
 K) Other details text\*: Z A 2 6 7 3

City & Guilds only: 4050

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

Multiple choice IC are used for all multiple choice examinations where all candidate details are provided on entry.

**+ Multiple choice invigilation certificate** TOP COPY WHITE **City& Guilds<sup>+</sup>**

<b>Centre</b>	019999	CGLI Test Centre
<b>Qualification</b>	7065-12	Diploma in Food Preparation and Cooking (Culinary Arts)
<b>Assessment</b>	7065-016	Food Preparation and Cooking (Culinary Arts) Principles 2: Multiple-choice
<b>Exam date</b>	Mon 01 Dec 2008	<b>Start time</b> 09:30 <b>End time</b> 12:00 <b>Exam Version</b> Page 1 of 1

**City & Guilds delivery reference**  
0605001050

**Centre cohort reference**

Enrolment number	Candidate name	Present	Absent	
ABC1234	JOHN SMITH	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Please indicate the actual date and time of this examination if different from that printed at the top of this form <b>Exam date</b> 0 2 - 1 2 - 2 0 0 8 <b>Start time</b> 0 9 3 0 <b>End time</b> 1 2 0 0
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
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		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	

**City & Guilds only**  
**Number of pre-printed candidates present on this page:** 01

**Invigilator**  
I hereby testify that this examination was carried out in accordance with the requirements set out in the latest version of City & Guilds 'Regulations for the conduct of examinations'  
**Name (BLOCK CAPITALS)**  
INVIGILATOR'S NAME  
Signed J. NAME Date 02/12/2008

**Examinations secretary**  
Date of despatch 02/12/2008  
Signed E. SECRETARY Date 02/12/2008

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

You can find the return address here

G) Ethnic code and particular requirements\*

Enrolment number	First name(s)	Sex	Date of birth	Other details code*	Last name	Ethnic code	Particular Requirements
ENR	RICHARDTBILLY	M	15 02 1987	CN	WRIGHTABEELASTNAME		DQ

Additional candidates as authorised by City & Guilds

H) Enrolment number	I) Gender	J) Date of birth	K) Other details code*	L) Other details text*	Ethnic code	Particular Requirements

**Pre-printed text**  
Contains centre and examination details. Please do not write here or alter this text in any way.

**Candidate details**  
Lists candidates that have been entered for the examination. 20 candidates per page.

**D) Additional candidates**  
Space is provided for two additional candidates per page.

A) Enrolment number

B) Candidate name

C) Attendance

E) First name(s)

F) Last name

G) Ethnic code and particular requirements\*

H) Enrolment number

I) Gender

J) Date of birth

K) Other details code\*

L) Other details text\*











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

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

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

- The release of a result against the wrong candidate (the candidate whose data is pre-printed on the MA will receive the result, not the candidate that was manually added). It could also mean that the result is not released at all, as the photocopied MA does not contain the relevant key information needed for City & Guilds to proceed with marking (such as learner enrolment numbers).
- A delay to results being released for the affected candidates and 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 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:

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

To select 'a' as your answer	101	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	To cancel 'a' and select 'c' as your answer	101	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	To go back to previously cancelled answer 'a'	101	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Indicating your answer in any other way may invalidate some of your answers
		Cancel	Cancel	Cancel	Cancel			Cancel	Cancel	Cancel								

This is an example of good practice; (see diagram above) the A has been shaded correctly, and if the candidate needs to change their answer, they can shade in the 'cancel' box under the A and shade an alternative answer.

### What not to do

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

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



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

**Only** the multiple-choice answer sheets (MA) must be used to answer questions.

The examination invigilator must ensure candidates use the MA and **do not** enter answers into the question paper, otherwise:

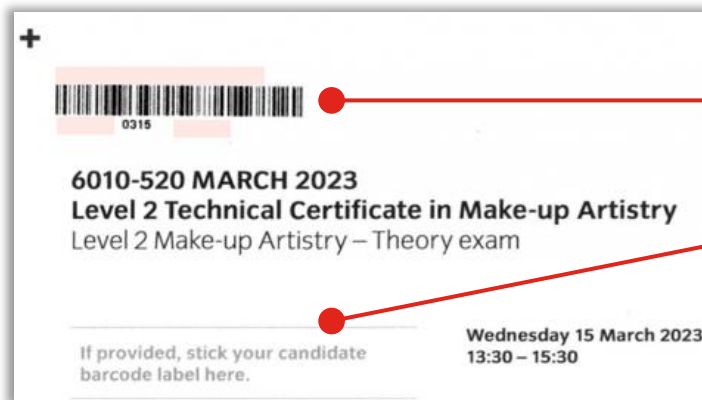
- **This will result in the candidate answers being lost** as the multiple-choice question books are shredded upon receipt.
- This will cause a delay or lack of results being released for the affected candidates.



### **What not to do: affix the candidate barcode label in the wrong place:**

Candidate barcode labels must be affixed to onto the front of the answer booklets within the designated space. 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



## Important:

It is a centre's responsibility to ensure that all details required on examination documents are completed in full and that the information provided is correct. Incomplete or inaccurate data, or incorrectly completed forms, will inevitably cause a delay in processing and may affect the release of results. Please ensure examination scripts and other material are kept secure at all stages of the examination 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' responses are only on the pink multiple-choice answer sheet. **Any candidates that use the question booklet by mistake will not have their work marked.**
- 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.





## 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.

City & Guilds

4748214VER90B

**VER90B**  
4748-214 Level 2 Functional Skills English – Writing

0314

1 hour 20 minutes

Candidate name (first, last)  
First   
Last

Candidate enrolment number  Date of birth (DDMMYYYY)  Gender (M/F)

Assessment date (DDMMYYYY)  Centre number  Candidate signature and declaration\*

\* If additional answer sheets are used, enter the additional number of pages in this box. →

City & Guilds

895911316VERB

**8959-113 16VERB**  
English for Business Communications  
Level 3

0315

Time allowed: 2 hours 30 minutes  
(plus 15 minutes' reading time during  
which no writing will be allowed)

Candidate name (first, last)  
First   
Last

Candidate enrolment number  Date of birth (DDMMYYYY)  Gender (M/F)

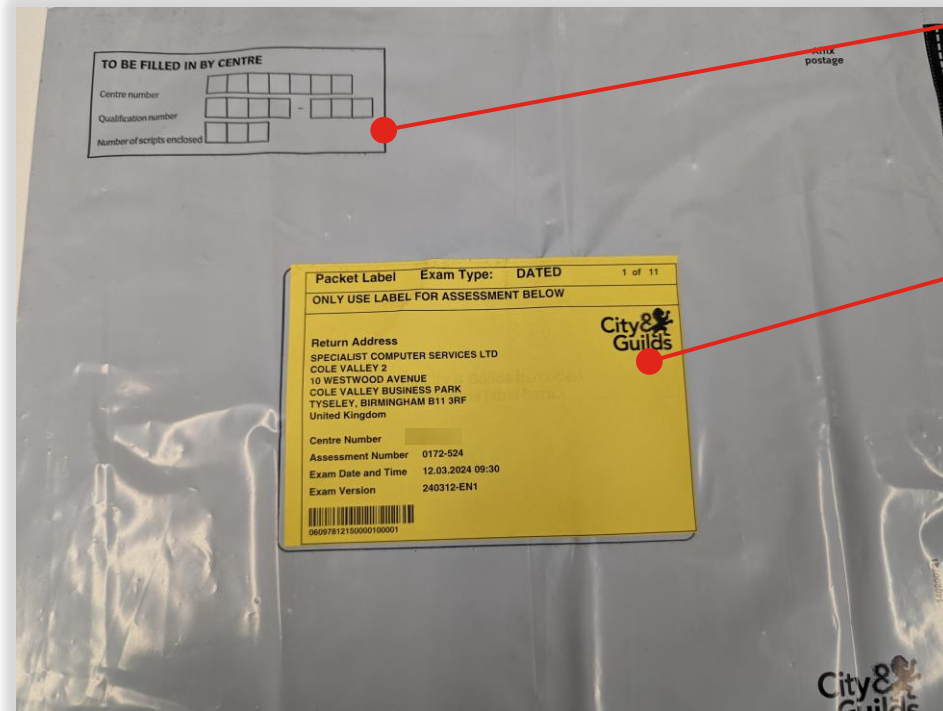
Assessment date (DDMMYYYY)  Centre number  Candidate signature and declaration\*

\* If additional answer sheets are used, enter the additional number of pages in this box. →

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.

# 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 examination.

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

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.

# Script Return Tracking Form

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

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


A link 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. Summer 2024)
- Enter your centre number


## City & Guilds Script Return Tracking

\* Required

1. Select Exam Series \* 

Select your answer



2. Centre Number \* 

Please include your satellite centre suffix if applicable (eg. 999990A)

Enter your answer

Next

# Script Return Tracking Form

There's the 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 units

## 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?(2) \*

Select your answer

Back

Next



# Script Return Tracking Form

- Enter the tracking number
- Add the courier's name
- Provide the date on which you have dispatched the scripts back to us

## City & Guilds Exam Script Return Tracking

\* Required

### Delivery details

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

Courier name \*

Royal Mail

Date dispatched \*

Please input date (dd/MM/yyyy)

Tracking number \*

Enter your answer

Back

Submit





### 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 examination.

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

Remember that any centre whose scripts have not been received within 5 working days will be subject to compliance review. This could result in an unannounced exam audit being arranged to observe and advise on exam practices within the centre.



### 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 ICs. Please ensure your post room sends exam materials back to the correct address. If you do not have a return label you can manually add the address. You will find these on slide 25 of this guide.

If scripts are returned to the incorrect address, this will lead to:

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



### Please always send scripts via tracked delivery

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

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

# Examination materials return addresses

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

The addresses are provided below for your reference.

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

## For multiple-choice exams:

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

## For written exams:

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



Please do not return exam stationery to any other address. If you are unsure, contact Customer Support

01924 930 800  
customersupport@cityandguilds.com  
Lines are open: Monday to Friday 08.00 to 18.00 GMT

# Resources available



**City & Guilds**

SEARCH EVERYTHING FIND COURSE / QUALIFICATION FIND CENTRE

Search the site:  **SEARCH**

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# Exams Support

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## 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.

**Upcoming webinars for exams teams (dated entry exams)** ▾

**Key dates for assessments and dated exams** ▾

**Booking exams** ▾

**Conducting exams** ▾

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**USEFUL LINKS**

- Walled Garden Support
- e-volve Support
- Centre Document Library
- Remote Invigilation

**Regulators**

Explore more resources for exams officers from regulators

- Heads of Centre / Senior Leaders: exam reminders >
- Ofqual Support for Exam officers >

# Resources: Exams Support Hub

Guidance and material for Exams Offices can be found on our website within the Exams Support Hub.

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

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

# JCQ e-Newsletters

Every month, JCQ publishes an e-Newsletter to subscribers, keeping them informed of key JCQ news and updates communicated on behalf of the exam boards.

Subscribing to these e-Newsletters is a great way to find out about the publication of JCQ documents that exam centres require for the administration of examinations and assessment and any changes made to awarding methods.

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

The screenshot shows the JCQ website navigation menu. The logo 'JCQ CIC Joint Council for Qualifications' is at the top left. Below it is a dark blue navigation bar with four main categories: ABOUT JCQ, EXAMS OFFICE, EXAMINATION RESULTS, and SUPPORT FOR EXAMS OFFICERS. Under 'EXAMINATION RESULTS', the 'JCQ NEWSLETTER' link is highlighted with a yellow square.

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 <b>JCQ NEWSLETTER</b> '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 <sup>CIC</sup>

JCQ Update

24 April 2024

Welcome to the April JCQ newsletter. We hope you had a restful Easter break.

#### Contents:

- Key dates for GCSEs and A levels
- New and updated information
- Senior designated contacts
- Non-examination assessments reminder
- AI use in assessments
- Candidate and centre authentication
- Cyber security
- Social media sharing
- Fake exam papers
- Parcellforce collections
- Key dates for vocational qualifications
- Timely delivery of vocational results
- Level 1 and Level 2 Technical Award qualifications
- Newsletter sign-up

# JCQ guidance for centres

## Guidance for centres on cyber security

In November 2023, the JCQ released some guidance for centres on cyber security. This guidance includes some really important information on account management and cyber security best practice.

[Guidance-for-centres-on-cyber-security\\_23\\_FINAL.pdf \(jqc.org.uk\)](https://www.jcq.org.uk/guidance-for-centres-on-cyber-security_23_FINAL.pdf)

## Guidance for centres on AI Use in Assessments

In February 2024, the JCQ have updated their guidance for centres on AI use in Assessments: protecting the integrity of qualifications.

Please share this with the relevant SLT lead in your centre as this guidance is for Teachers/assessors.

[AI-Use-in-Assessments\\_Feb24\\_v6.pdf \(jqc.org.uk\)](https://www.jcq.org.uk/AI-Use-in-Assessments_Feb24_v6.pdf)



## Guidance for centres on cyber security

Effective from November 2023



## AI Use in Assessments: Protecting the Integrity of Qualifications

Guidance for Teachers & Assessors

Published on: 26 April 2023  
Revision one: 2 February 2024

REVISION ONE



## Key reminders for heads of centre and senior leaders responsible for exams in summer 2024

Heads of centre and senior leaders who have responsibility for exams play a vital role in ensuring exams and assessments run smoothly, enabling students to receive their results on time. As we head into the summer series, we wanted to help you by highlighting some of the key responsibilities for senior leaders in the coming months and how you can support your exams officer at this time.

We would also like to take this opportunity to thank you for all the work you do to protect the integrity of the qualifications system and to wish your students well in their upcoming exams and assessments.

### JCQ centre inspections



The JCQ Centre Inspection Service carries out inspections to support schools and colleges in delivering exams and to safeguard the integrity of the exam system.



To support your exams officer:

## JCQ: Key reminders for heads of centre

Guidance is now published and available on the JCQ website

[JCQ website > Exams Office > General Regulations: Reminder for Senior Leaders](#)

A link to this can also be found on the City & Guilds Exams Support Hub.

# Q&A