

Functional Skills 4748 Mathematics and English Level 1 and 2:

Instructions for conducting examinations using the pre- supply model

Version 1.1

February 2022



Contents

Introduction.....	1
1 General instructions for all Functional Skills exams	3
1.1 Examination location	3
1.2 Invigilation requirements and people present	4
1.3 Equipment and resources	5
1.4 Access arrangements	6
1.5 Identification	7
1.6 Starting the exams	7
1.7 Entering and leaving the room	7
1.8 Emergencies	8
1.9 Malpractice	8
2 Paper-based specific instructions.....	9
2.1 Access and authorised use of exam materials	9
2.2 Transporting assessment materials to other sites	11
2.3 The exam room	11
2.4 Starting the exam	12
2.5 Completing the attendance register(s)	12
2.6 Finishing the examination	13
2.7 Packing and sending scripts	14
3 Subject specific information	16
3.1 Mathematics	16
3.2 Reading	17
3.3 Writing	17
4. Centre monitoring.....	18
4.1 Overview of the centre monitoring process	18
4.2 Overview of Exam Audit process	18
4.3 Possible outcomes of an Exam Audit	18
4.4 Exam Audit criteria	19
5. Appendices	21
Glossary	21
Additional guidance on choosing an invigilator	22
Checklist for invigilators	24
Summary of exam requirements	25

Introduction

This document provides instructions for centres administering the reformed **Level 1 and 2 Functional Skills Mathematics and English (4748)** exams, available from September 2019.

Exceptions for pre-supply model

The main differences are in the following sections:

Section	Description
1.1	Scheduling the exam
1.3.7	Exceptions to the invigilation requirements
2.1.7 – 2.1.9	Checking question paper packs
2.1.15 – 2.1.21	Opening packs of question papers
2.5.4	Adding additional candidates to the attendance register
2.7	Packing and sending scripts
3	e-volve specific information
5.1.5	Returning unused question papers

All other sections of the document apply to the pre-supply model.

Where there are specific requirements for the pre-supply model they are indicated as follows:

Pre-supply model only: examples of the requirement given here

Scope

This document sets out the City & Guilds requirements for:

- secure storage and handling of exam materials;
- secure and valid conduct of exams;
- secure return of exam materials.

General requirements

Functional skills exam materials **must** be stored, accessed and handled by centres in a way that protects their confidentiality at all times. This applies from the receipt of the materials by the centre, to the point at which all exam materials, including candidate scripts, are returned to City & Guilds.

Only authorised members of staff with responsibility for the administration of the exams may have access to live exam materials. To mitigate the risk of malpractice or 'teaching to the exam', staff responsible for teaching Functional Skills **must not** have access to paper-based assessment materials under any circumstances. This applies before, during and after the exam has taken place.

Exam materials, including question papers, source materials and completed scripts **must not** be kept in **any** form (including photocopying, electronic scanning, photography or handwriting) either wholly or in part by any member of centre staff or any candidate. This also applies to the questions displayed on screen in an online exam.

Under no circumstances may live assessment materials, or any of their contents, be used for any purpose other than for live assessment. This includes use as practice material or as teaching/learning resources.

Centres must inform the Quality Delivery Teams if they wish to register any member of staff to take a Functional Skills qualification. This **must** be done before they complete any assessments. Failure to notify City & Guilds could affect the Qualification Approval Risk status and/or may constitute malpractice.

As stated in the City & Guilds Centre Handbook, centre staff cannot undertake a City & Guilds qualification while they are teaching or assessing that qualification.

The head of centre has ultimate responsibility and accountability for ensuring that exams, at that centre, are conducted:

- securely;
- confidentially; and
- in accordance with the instructions set out in this document.

Compliance with these instructions

Centres must ensure that all exams are conducted in compliance with these instructions. Failure to do so could constitute maladministration or malpractice, which may result in:

- invalidation of candidate results;
- withdrawal of qualification or centre approval;
- communication of malpractice to other awarding organisations offering the qualifications and to the relevant regulatory authorities.

For more information, please refer to City & Guilds document [Managing cases of suspected malpractice in examinations and assessments](#).

1 General instructions for all Functional Skills exams

This section covers general instructions for all exams, with subsequent sections covering specific requirements for:

- paper-based exams;
- mathematics;
- English.

Where there are exceptions to the general instructions, these are specified.

It is the responsibility of the Head of Centre to ensure that all authorised members of staff and all those responsible for teaching Functional Skills qualifications are made aware of the instructions.

Before the exam

1.1 Examination location

- 1.1.1 Any room in which an exam is held **must** provide candidates with appropriate conditions for taking that exam. Centres **must** pay attention to conditions such as heating, lighting, ventilation and the level of outside noise. Centres must take all reasonable steps to ensure these are suitable for an exam.
- 1.1.2 Centres **must** ensure that they have suitable locations available to enable candidates to sit exams securely and without any disturbance. In addition to the requirements in this section, the following requirements **must** also be met:
- Section 2.3, on page 11 for paper-based exams.
- 1.1.3 Centres **must** have accommodation to administer exams according to the requirements of this document, which can support the size(s) of the cohorts they have registered for the qualification.
- 1.1.4 The layout of the room must allow the invigilator(s) to clearly see all the candidates in order to prevent any potential malpractice. For example, invigilators must be able to see whether candidates are using any unauthorised equipment or materials.
- 1.1.5 Centres must ensure that no candidate can see another candidate's work. The following requirements **must** be met regarding this:
- Section 2.3, on page 11 for paper-based exams.
- 1.1.6 Exams for different qualifications can be held in the same room, at the same time, but the room **must not** be used for anything other than exams, while exams are taking place.
- 1.1.7 There **must not** be anything displayed in the room (e.g. posters on the wall) that are relevant to the subject and/or could help the candidate in the exam. Any such material, must be taken down, or covered up before candidates are admitted into the exam room.
- 1.1.8 The *Warning to Candidates* poster and the *No Mobile Phone* poster **must** be displayed in a prominent place outside the exam room. This may either be a hard copy A3 paper version of the poster, in either black and white or colour, or a projection of the poster onto a wall or

screen for all candidates to see. Centres can use the JCQ Exam Room Posters, which are available from the JCQ website, www.jcq.org.uk.

- 1.1.9 The centre **must** create a seating plan for each exam and provide it to City & Guilds upon request. It should not be submitted with the scripts. Any changes made to seating arrangements during the exam **must** be noted on the seating plan.
- 1.1.10 The centre **must** keep a copy of the seating plan until six months after the exam date (unless there are any outstanding appeals, malpractice investigations or other results enquiries, in which case the centre must retain the plan until they are concluded).

Alternative venues

- 1.1.11 Exams can be administered away from the centre, providing the location meets **all** the requirements listed in this document.

Please refer to [Alternative Locations and Subcontractors policy](#) for more information. In these instances it is the centre's responsibility to ensure that there are appropriately trained invigilators at the alternative locations.

- 1.1.12 The centre must inform City & Guilds that a location is an *assessment site*.
- 1.1.13 All assessment sites may be subject to an Exam Audit by City & Guilds. For this reason, the centre must notify City & Guilds in advance of any exam which is to take place away from its registered address. Failure to do so will be deemed as maladministration.

For more information on transporting paper-based question papers, please refer to Section 2.2, on page 11.

1.2 Invigilation requirements and people present

- 1.2.1 Invigilators are responsible for ensuring that the exam is conducted securely and in line with these instructions. It is the responsibility of the head of centre to ensure that appropriately trained invigilators are available for all Functional Skills exams and that they meet the requirements listed below. City & Guilds may ask to see copies of training records as part of any exam audits.
- 1.2.2 Invigilators **must** supervise the candidates throughout the exam and give complete attention to this duty at all times.
- 1.2.3 Invigilators **must not** carry out any other task while they are invigilating.
- 1.2.4 There must be at least one invigilator for each group of 30 candidates.
- 1.2.5 If only one invigilator is present, they must be able to summon assistance without leaving or disturbing the candidates. An invigilator is only allowed a mobile phone in the exam room for this specific purpose. The mobile phone must be kept on silent mode.

Pre-supply model only: the key contact can act as the invigilator.

1.2.6 A tutor for the subject being examined **must not** be an invigilator for any exam.

Examples:

- A Functional Skills mathematics tutor can be an invigilator for an English exam.
- A Functional Skills English tutor can be an invigilator for a mathematics exam.
- An employer can be an invigilator for a Functional Skills exam.

Pre-supply model only: a tutor for the subject being examined **must not** be an invigilator for any exam, there are no exceptions to this rule.

1.2.7 Relatives, friends and/or peers of candidates **must not** be an invigilator for any exam.

1.2.8 The **only** people permitted in the exam room are the invigilator(s), the candidates and anyone else required to facilitate the exam (e.g. technical support or readers/scribes).

1.2.9 Tutors are **not permitted** to enter the room in order to check the contents of the exam.

1.2.10 Invigilation **cannot** be undertaken remotely; invigilators must be in the same room as the candidates sitting the exam.

1.2.11 Invigilators should be vigilant for candidates who are distressed or who are feeling unwell.

1.3 Equipment and resources

1.3.1 Invigilators **must** ensure that all equipment listed on the question paper or required to facilitate online exams is ready and available for all candidates prior to the exam beginning.

1.3.2 Invigilators should ensure candidates do not bring any unauthorised equipment with them into the exam room. This includes mobile phones, MP3/4 players, smartwatches and wrist watches which have a data storage device or access to the internet.

Centres may find it easier to ask all candidates to remove their watches and place them on their desk.

1.3.3 If a candidate has brought any unauthorised equipment into the room, these must be handed in to the invigilator before the start of the exam.

1.3.4 Reference materials and candidate notes are not permitted.

1.3.5 Any pencil cases must be see-through.

1.3.6 Any food or drink brought into the exam room must be free from packaging and all labels **must** be removed from drink containers.

1.3.7 Where an invigilator sees a candidate with any unauthorised equipment once the exam has begun, they should confiscate it immediately. If an invigilator has concerns that unauthorised

equipment has been used to unfairly advantage a candidate, this must be reported to City & Guilds, clearly identifying which candidate(s) are affected.

- 1.3.8 If the exam requirements are unclear, the centre **must** check with City & Guilds before the exam begins. If any candidate has access to equipment or materials that are not permitted, that could affect the validity of their results.

For more information on permitted materials for specific subjects, please refer to Section 4 on page 16.

1.4 Access arrangements

- 1.4.1 Access arrangements **must** be agreed before an exam takes place. These allow a candidate with special educational needs or disabilities to:

- access the exam; and
- demonstrate their skills and knowledge without changing the demands of the exam.

It is a centre's responsibility to request access arrangements on behalf of candidates and these must be agreed and in place before candidates sit an exam. For more information, please refer to the 'Access Arrangements and Reasonable Adjustments' section of the City & Guilds website at www.cityandguilds.com/policy.

- 1.4.2 Invigilators **must** be aware in advance of the exam which candidates have been granted access arrangements. Candidates with extra time or those with supervised rest breaks could finish (or start) the exam at different times to other candidates.
- 1.4.3 If a candidate has been granted extra time, this needs to be added on to an e-volve exam, when it is booked. It cannot be added on afterwards.
- 1.4.4 For some access arrangements, a person is required to facilitate, e.g. a reader or practical assistant. This person must be familiar with the invigilation requirements in this document. They **must not** be the candidate's tutor/assessor, relative, friend or peer.
- 1.4.5 Where a candidate and a practical assistant, reader, or scribe are accommodated in another room, on a one-to-one basis, an invigilator may additionally act as the practical assistant, reader, or scribe. In these instances, the centre **must** use an additional 'roving' invigilator, who enters the room at regular intervals to observe the exam and ensure all invigilation requirements are met.
- 1.4.6 If there is more than one candidate in the room however, there **must** be a separate invigilator in the room at all times.
- 1.4.7 Where candidates are using a sign language interpreter, a separate invigilator is required.
- 1.4.8 For paper-based exams, scribes and practical assistants **must** sign the appropriate cover sheet, which should be sent with the candidate's script. The cover sheets are available from the JCQ website, www.jcq.org.uk.
- 1.4.9 A reading pen can be used, providing it does not have a built in dictionary, thesaurus or data storage facility. If the candidate is located in the same room as other candidates, they must use headphones plugged into the reading pen.

- 1.4.10 Any braille scripts must be transcribed by the centre. Braille scripts cannot be marked by City & Guilds examiners.
- 1.4.11 For paper-based exams, candidates can type their answers, with spelling and grammar check/predictive text disabled, where it is their normal way of working. Candidates must include their name, candidate enrolment number and centre number on each page as a header or footer.
- 1.4.12 Typed scripts without a cover sheet may not be marked.
- 1.4.13 The question paper can be photocopied onto coloured or A3 paper. The centre can open the question papers in the secure room up to two hours before the exam in order to do this. Prior permission is not required. The centre must return both the original and the photocopy of the question paper with the scripts.

1.5 Identification

- 1.5.1 For each exam, the invigilator **must** confirm the identity of each candidate prior to them sitting the exam.
- 1.5.2 Where the invigilator doesn't know the candidate, they should use photographic ID to verify their identity. Centre or employee ID badges can also be used, where these are available.
- 1.5.3 If a candidate sits an exam in another candidate's name (whether it is intentional or not), this may constitute malpractice and **must** be reported to City & Guilds immediately.

During the exam

1.6 Starting the exams

- 1.6.1 Before starting the exams, invigilators **must**:
- ensure candidates have all the required materials they need to sit the exam;
 - remind candidates that they are not allowed to communicate in any way with another candidate during the exam;
 - inform candidates if there are any planned fire alarms due to take place during the exam.
- 1.6.2 The invigilator **must not**:
- read, re-phrase or explain any questions for the candidate,
 - comment on a question or direct candidates to a particular section, or questions,
 - give candidates information or comment on possible mistakes in the exam, unless specifically asked to do so by City & Guilds. If an invigilator suspects that there is a mistake or error with a question, they should administer the exam as normal and report their concerns to City & Guilds as soon as possible.

1.7 Entering and leaving the room

- 1.7.1 Candidates who arrive late may still sit the exam, but invigilators **must** ensure this does not disturb other candidates.

- 1.7.2 Candidates can leave if they finish the exam before the allotted time, providing this does not disturb other candidates.
- 1.7.3 Candidates are permitted to leave the room temporarily (for example to use the toilet) on the condition that they are accompanied by an invigilator. The remaining candidates **must not** be left unattended. If there is only one invigilator, they **must** call another invigilator to accompany the candidate(s) out of the room.
- 1.7.4 Invigilators must ensure that candidates leaving the room during an exam do not disrupt the other candidates.

1.8 Emergencies

- 1.8.1 In some instances (e.g. unplanned fire alarms) it may be necessary to evacuate candidates from an exam room.
- 1.8.2 If emergency evacuation is necessary, invigilators **must** ensure candidates:
- are supervised at all times;
 - do **not** communicate with each other for the duration of the evacuation;
 - do **not** have access to any unauthorised equipment or materials for the duration of the evacuation.
- 1.8.3. If the candidates cannot complete the exam, please inform City & Guilds. All scripts should be returned to City & Guilds, even if the candidate has not completed the exam.
- 1.8.4. If it is unclear whether the exam can resume, please contact City & Guilds as soon as possible.

1.9 Malpractice

- 1.9.1 Invigilators must be vigilant for any potential candidate malpractice. For further information on managing suspected malpractice, please see section 4 of the ***City & Guilds Managing cases of suspected malpractice in examinations and assessments*** document, available on the City & Guilds website.
- 1.9.2 The centre **must** inform City & Guilds within 10 working days where malpractice is suspected.
- 1.9.3 In cases of suspected of malpractice, invigilators must warn the candidate(s) that City & Guilds will be informed and that this may lead to their results being invalidated.
- 1.9.4 If invigilators find candidates using unauthorised equipment or materials, they should remove and retain the items for the duration of the exam. Candidates should be allowed to complete the exam, unless they are disrupting other candidates.
- 1.9.5 Where unauthorised equipment or materials have been used, City & Guilds **must** be informed. The malpractice notification forms are available on the [City & Guilds website](#).

2 Paper-based specific instructions

2.1 Access and authorised use of exam materials

2.1.1 The following instructions apply to all paper-based confidential materials, eg question papers and source materials, in order to ensure the integrity and security of the exams.

These instructions also apply to modified questions papers, eg enlarged question papers.

Secure storage requirements

2.1.2 Confidential exam materials must be stored securely at the centre's registered address in a room solely assigned for the purpose of administering exam materials, restricted to two to four key holders only. It is for the head of centre to set out the appropriate terms of authorisation for members of centre staff.

2.1.3 The requirements for secure storage are:

Requirement	Additional information
<ul style="list-style-type: none">• Strong safe or non-portable security cabinet or metal cabinet with locking bar.• Two to four key holders only.	<ul style="list-style-type: none">• Bolted to wall or floor.
<ul style="list-style-type: none">• Walls, ceiling and floor of strong, solid construction.	<ul style="list-style-type: none">• Unless wall is solid brick, it must be reinforced with metal.
<ul style="list-style-type: none">• Solid door or a door with extra metal reinforcement.• Strong, secure hinges.• Security lock, eg 5 lever mortice lock.• Two to four key holders only.	<ul style="list-style-type: none">• Any metal sheeting must be screwed on the inside of the door.• Cylinder locks are not acceptable.• There must be at least two keys.
<ul style="list-style-type: none">• Secure room in a fixed building, i.e. not a Portakabin or similar.• Walls, ceiling and floor of strong solid construction.	<ul style="list-style-type: none">• Preferably on an upper floor with no windows.• The room must only contain assessment related material.

Pre-supply model only: only the key contacts can be key holders

Receipt of question paper packs

2.1.4 Centres **must** be able to demonstrate and account for the receipt, secure movement and secure storage of confidential exam materials at all times.

2.1.5 Centres **must** ensure that confidential exam materials are only delivered to those authorised by the head of centre.

2.1.6 Centres **must** ensure that parcels containing confidential materials are signed for by an authorised member of staff. A log **must** be kept at the initial point of delivery of confidential exam materials, which details all deliveries and the number of parcels received.

Pre-supply model only:

The centre will be sent an email confirming the despatch of the question papers, by City & Guilds. The centre **must** confirm receipt of the question papers by replying to this email within two working days.

Pre-supply model only:

The question paper and assessment materials must be checked carefully. This must be undertaken in the secure room. The centre must inform City & Guilds **immediately** if there are any problems, for example:

- there are any differences between the material received and the despatch/delivery note;
- the material has been significantly damaged in transit or upon opening.

Storing question paper packs

- 2.1.7 Question papers **must** only be accessed by authorised members of centre staff in accordance with City & Guilds' instructions, as defined in this document.
- 2.1.8 At the point of delivery, question paper packs **must** be locked away in the centre's secure storage facility (as defined in this document).
- 2.1.9 Only persons authorised by the head of centre and the exams officer are allowed access to the centre's secure storage facility. This **must not** include anyone responsible for teaching Functional Skills qualifications or preparing the candidates for the exam.
- 2.1.10 City & Guilds **must** be informed no later than 6 weeks in advance of any change to the centre address or a re-location of the secure storage facility.
- 2.1.11 Unused question papers **can** be kept in the centre's secure storage facility, until they are returned to City & Guilds (please see 2.7, on page 14, for more information).

Managing risks to the security of live assessment materials

- 2.1.12 Centres **must** maintain the confidentiality of candidate responses and candidate details.
- 2.1.13 Functional Skills exam materials **must** be treated as live assessment materials at all times before, during and after the exam has taken place.
- 2.1.14 Centres **must not** keep copies of any live Functional Skills exam material in **any** circumstances. This includes question papers, source materials and candidate scripts either in whole or in part and includes photocopying, electronic scanning, photography or copying through handwriting. Question papers may **only** be photocopied as described in 1.5.13. Question papers **must not** be copied under any other circumstances.
- 2.1.15 City & Guilds **must** be informed immediately if the security of any question paper(s) is put at risk.

2.1.16 Any natural disaster, fire, theft, loss, damage or any other circumstances which render the existing accommodation or secure storage of exam materials at risk, **must** be reported to City & Guilds **immediately**.

2.2 Transporting assessment materials to other sites

2.2.1 Candidates **must** sit their exam(s) at the centre's registered address unless the centre is using an alternative site arrangement.

2.2.2 Where a centre plans to hold an exam, for any candidate(s), at an address other than its registered address, the centre **must** inform City & Guilds.

For more information on informing City & Guilds about additional assessment sites, please refer to Section 5 on page 18.

Pre-supply model only: Where a centre plans to hold an exam, for any candidate(s), at an address other than its registered address, this must be recorded and shared with City & Guilds upon request.

2.2.3 Assessment materials **must** be kept in the centre's secure storage facility at the centre's registered address, approved by City & Guilds, until one working day before the scheduled starting time for the exam; (question paper packs **must not** be opened prior to the scheduled date of the exam).

2.2.4 The centre **must securely** transport or **must** organise the secure transport of question papers and other assessment materials to the alternative exam venue, no more than **one working day** before the scheduled starting time for the exam, if the requirements of 2.2.5 are met. The assessment materials must be despatched either:

- by post, using recorded delivery;
- using a secure courier (where the package is signed for); or
- by the exams officer, invigilator or other centre staff, in a lockable case.

2.2.5 Assessment materials can be stored overnight at an alternative exam location if it has a secure storage facility, which meets the requirements of section 2.1.3. If the alternative exam location does not have a secure storage facility, the exam can still be held at this address, but the assessment materials will need to be securely transported, to and from the venue on the day of the exam. Assessment materials must not be stored at an alternative exam location for more than one working day.

2.2.6 If assessment materials are transported in a lockable case, this **must not** be left unattended, at any time.

2.2.7 The head of centre remains accountable for ensuring that any exams that are conducted at an alternative exam location, are done so in accordance with this document.

2.3 The exam room

2.3.1 A reliable clock **must** be visible to each candidate in the exam room. The clock must be big enough for all candidates to read clearly. The clock **must** show the actual time at which the exam starts. Centres **must** carry out regular checks in advance of any exams to make sure all clocks used in the exam room are in good working order and show the same time.

- 2.3.2 A board/ flipchart/ projector/ whiteboard should be visible to all candidates showing the:
- centre number, subject title and paper number; **and**
 - the actual starting and finishing times, and date, of the exam.
- 2.3.3 The minimum distance in all directions from centre to centre of candidates' chairs **must** be 1.25 metres.
- 2.3.4 Wherever possible:
- all candidates should face in the same direction;
 - each candidate should have a separate desk or table big enough to hold question papers, and source materials.
- 2.3.5 Candidates who are not working at individual desks must be far enough apart so that they cannot see each other's work or communicate with each other in any way.

2.4 Starting the exam

- 2.4.1 Invigilators **must** tell candidates to:
- hand in any unauthorised equipment if they have not already done so;
 - check the title of the exam on the question paper and candidate name on the barcode are correct, before they start the exam;
 - fill in the details on the front of the question paper;
 - read the instructions on the front of the question paper;
 - write in blue or black ink or ballpoint pen, do not use gel pens;
 - only use pencil for drawing diagrams or graphs;
 - begin and how much time they have to complete the exam.

2.5 Completing the attendance register(s)

- 2.5.1 The Invigilation Certificate is the attendance register. It is a key part of the process of identifying candidates present in the exam room. Centres must complete the attendance register and record absent candidates accurately. Failure to do so may affect City & Guilds' ability to deliver accurate and timely results.
- 2.5.2 Each attendance register **must** be completed before the end of the exam. This will ensure that a check can be made as the scripts are collected.
- 2.5.3 The invigilator **must** accurately complete each attendance register in line with City & Guilds' instructions, clearly indicating those candidates who are either present or absent.

Pre-supply model only:

- A separate attendance register must be completed for each exam and version of the question paper used.
- The exam details (including start time, finish time and version number) and name of the invigilator must be recorded on the attendance register.
- The centre **must** email a copy of the completed attendance register to City & Guilds within one working day of the exam date. City & Guilds provides the password for the centre to use.
- A hard copy of the attendance register must also be returned to City & Guilds (see 2.7, Packing and sending scripts).

2.5.4 The centre **must** keep a copy of the attendance register for six months after the exam date (unless there are any outstanding appeals, malpractice investigations or other results enquiries, in which case the centre must retain the attendance register until they are concluded).

2.6 Finishing the examination

2.6.1 A **five minute warning** can be given to candidates. Where candidates have different finishing times the centre **must** consider the potential impact on them.

2.6.2 At the end of the exam invigilators **must**:

- tell candidates the exam has finished;
- tell candidates to stop working and remind them that they are still under exam conditions;
- allow any candidates who arrived late, and were allowed the full working time to do their exam, to continue after the normal finishing time. Tell them to stop working after the time allowed for their exam has passed;
- instruct candidates to:
 - make sure they have put all the necessary information on their script and any additional answer sheets, e.g. candidate name, candidate enrolment number, centre number;
 - make sure their answers are correctly numbered;
 - make sure they have put any loose additional answer sheets inside the script. Additional answer sheets must be stapled to the back of the candidate's script.

2.6.3 Candidates granted extra time and/or supervised rest breaks should carry on for the necessary additional time.

Collecting scripts after the examination

2.6.4 Invigilators **must**:

- where possible, collect all the scripts before candidates are allowed to leave the exam room;
- check that there is a script for every candidate marked as present on the attendance register;
- check that the names on the scripts match the details on each attendance register;
- put the scripts in the order shown on each attendance register;
- check that candidates have fully completed the front page of their script and used their correct centre and candidate enrolment numbers;
- check the candidate barcode label matches the candidate name;
- ensure that all scripts are securely given to the person responsible for despatching them for marking.

Covid adaptation: scripts can be collected after candidates leave the room.

2.6.5 Centres must ensure that scripts are kept secure at all times until they are despatched for marking.

2.6.6 When checking that the candidate and centre information on the script matches the details on the attendance register, if the invigilator identifies that the wrong barcode is attached, they should correct this error.

In such a situation the correction should be counter-signed on the script. Centres **must not** alter any other details on the candidate's script.

Scripts are confidential between each candidate and City & Guilds. No-one may read or photocopy them before they are sent for marking, under any circumstances.

Unused question papers

2.6.7 The invigilator **must**:

- collect all unused question papers in the exam room;
- check it for any loose sheets which candidates may have missed;
- return them to the exams officer.

2.7 Packing and sending scripts

2.7.1 When packing scripts and exam materials for return to City & Guilds, centres **must**:

- ensure that every script from the exam has been included;
- enclose the relevant attendance register(s);
- ensure that scripts are in the same order as candidates appear on the attendance register;
- check all scripts are included with the correct attendance register;
- ensure cover sheets accompany scripts where appropriate, for example where a candidate has used a scribe, the cover sheet **must** be placed inside the script;
- fasten envelopes securely, but do not use staples, string or brown tape.

Pre-supply model only:

- a return address should be added to the package;
- full postage must be applied;

2.7.2 Centres **must not**:

- include anything other than the scripts, the attendance register(s);
- overfill packages as they may split open during transit.

2.7.3 Centres **must not** retain copies of any candidates' scripts. Question papers may only be photocopied as described in 1.5.13, question papers **must not** be copied under any other circumstances. Centres **must not** make copies of candidates' scripts.

Sending scripts

2.7.4 Centres **must**:

- despatch scripts and accompanying attendance registers, to the address provided, on the same day of the exam wherever possible;
- ensure that any scripts that cannot be despatched on the day of the exam are despatched **no later than three working days**;
- retain scripts in the centre's secure storage facility if kept within the centre overnight.

Pre-supply model only: return address Unit 6, Fulwood Close, Coventry. CV2 2SS

Covid adaptation: scripts can be despatched up to three calendar days after the exam, as a safety precaution. This is at the discretion of the centre, permission from City & Guilds is not required. All scripts **must** be stored securely until they are despatched.

2.7.5 Centres **must**:

- use recorded, trackable delivery;
- obtain proof of postage/despatch for each pack of scripts, which **must** be retained on the centre's files until the results are published, in case of loss or damage.

Pre-supply model only:

- Where a script has been ripped or otherwise damaged, it **must** be sent to City & Guilds. City & Guilds will inform the centre as soon as possible if the script cannot be marked.

Unused assessment materials

2.7.6 Unused question papers **must not** be used as practice material or as a teaching/learning resource under any circumstances.

Pre-supply model only:

- Centres will be informed when a specific question paper is removed from use. City & Guilds will inform the centre whether any unused question papers or source materials must be returned or if they can be destroyed.
- The centre must keep a record of any unused question papers which are destroyed and share this with City & Guilds on request.

Pre-supply model only: recording and monitoring the use of question papers

- The centre should have an internal stock management process and monitor stock levels on a regular basis.
- The centre **must** have a process for selecting which version to use for each exam and be able to provide City & Guilds with this information on request.
- The version of the question paper used for the exam **must** be selected by the centre key contact, not the candidate's tutor.
- The centre **must** keep records of each exam sat by each candidate, including the version of the question paper used. These records should enable the centre to ensure that no candidate sits the same version more than once.

3 Subject specific information

3.1 Mathematics

- 3.1.1. The mathematics exam, at both Level 1 and Level 2, is split into two sections:
- *Section 1* is the non-calculator section;
 - *Section 2* is the calculator section.
- 3.1.2. Both sections of the exam **must** be completed in a single sitting.
- 3.1.3. The duration for each section is given on the front of each question paper.
- 3.1.4. Candidates may only have access to a calculator for the 'calculator permitted' section of the exam, *Section 2*.
- 3.1.5. A calculator is **not** permitted in the non-calculator section of the exam, *Section 1*.
- 3.1.6. Protractors are not permitted for mathematics Level 2 exam.
- 3.1.7. Dictionaries are permitted. For information on using bilingual dictionaries, please refer to the access arrangements page on the City & Guilds website.
- 3.1.8. Before the start of the exam, invigilators **must** check that no candidates have a calculator on their desk (calculators may be placed on the floor, beneath the candidate's desk while the candidate completes the non-calculator section).
- 3.1.9. Both question papers will be supplied in the same pack, with two identical barcodes for each candidate, one barcode for each section of the exam. The barcodes must be stuck correctly to each question paper, failure to do so may affect the timely marking and issuing of results.
- 3.1.10. For larger cohorts, centres may open the pack(s) of question papers two hours before the exam, in order to attach the barcodes. Prior approval from City & Guilds is not required for this arrangement.
- 3.1.11. The invigilator must make sure candidates sit the version of the question paper allocated to them and the same version for each section for the exam. If a candidate sits the incorrect question paper, for either section of the exam, City & Guilds may not be able to mark the scripts or issue the results.
- 3.1.12. Invigilators **must** tell the candidates:
- to complete the front page of the question paper booklets before the exam starts;
 - not to use a calculator for *Section 1*;
 - that any candidate in possession of a calculator during *Section 1* will be reported to City & Guilds.
- 3.1.13. The invigilator **must** collect in a candidate's *Section 1* booklet before that candidate can use a calculator.
- 3.1.14. Candidates **must not** have access to a calculator during *Section 1*. If a calculator is seen on a candidate's desk while they are still in possession of *Section 1*, this **must** be reported to City & Guilds as suspected malpractice, even if the invigilator has not seen the candidate using the calculator.

- 3.1.15. Centres can choose one of two following methods to ensure candidates do not have access to calculators during *Section 1*, but can use a calculator during *Section 2*:
- candidates can place their calculators on the floor under their desk during, *Section 1*; or
 - invigilators can hand out calculators when collecting *Section 1*.
- 3.1.16. A scientific calculator can be used, however is **not** required for either level 1 or 2. All calculations can be carried out using a basic calculator.

3.2 Reading

- 3.2.1. Dictionaries are permitted. For information on using bilingual dictionaries, please refer to the access arrangements page on the City & Guilds website.

Access arrangements

- 3.2.2. A human reader cannot be used under any circumstances.
- 3.2.3. A computer reader can be used. Please contact policy@cityandguilds.com for more information.

3.3 Writing

- 3.3.1. Dictionaries, including bilingual dictionaries, are **not** permitted.
- 3.3.2. Spelling and grammar checking software or tools are **not** permitted.

Access arrangements

- 3.3.3. A scribe cannot be used under any circumstances.
- 3.3.4. Candidates can type their answers, but **must not** use spellcheck, grammar check or predictive text.

Centres need to ensure that candidates do not turn on spellcheck, grammar check or predictive text during the exam. Centres may find it easier to set up a specific exam only log in.

4. Centre monitoring

4.1 Overview of the centre monitoring process

- 4.1.1. All centres must be approved before they can offer Functional Skills English and mathematics. As part of the qualification approval process, centres will need to agree to the requirements of this document and provide a list of all assessment sites.
- 4.1.2. The centre will need to provide details for a '**Functional Skills Exams Lead**' (please refer to the Glossary for the definition of this role), who will act as the main contact for the administration of Functional Skills exams at that centre.
- 4.1.3. Details of any further additional assessment sites must be provided using the Centre Update (CU) form, submitted using the Walled Garden Quality Portal (see the "Applications for centres" section of the [Centre document library](#) for more information on this process).
- 4.1.4. The centre must complete internal audits on their exam procedures, each year. This must include observing an exam taking place.
- 4.1.5. Failure of any centre to meet the requirements listed in this document may affect their approval. On-going compliance will be monitored through Exam Audits.

Pre-supply model only: Centre monitoring

- Centres **must** following the requirements in this document, as well as those in the Instructions for conducting examinations for Functional Skills (4748) Level 1 and 2 mathematics and English.
- If a centre has three or more non-compliances within a 12 month period, approval for the pre-supply model may be removed temporarily by City & Guilds.

4.2 Overview of Exam Audit process

- 4.2.1. An Exam Audit is a visit to a centre in order to check that the centre's exam processes, procedures and practice are in line with City & Guilds requirements, as outlined in this document. Exam Audits involve observing an exam taking place. A copy of the Exam Audit report will be made available to the centre within 10 working days.

4.3 Possible outcomes of an Exam Audit

- 4.3.1 If there are any issues discovered during an Exam Audit, the centre will be set an action plan to address them. If the issues are serious and there is a risk to the integrity or security of the exam, City & Guilds may choose to investigate further and decide to:
 - invalidate candidates' results;
 - raise the centre's risk level.
- 4.3.2 The impact of each risk level is outlined below:

Risk level	Outcome
Low	None
Medium	Warning, if action plan is not met, further action may be taken
High	Registrations and exam entries cannot be made for that qualification

- 4.3.3 A 'high' risk level can be set as a result of:
- one high level non-compliance; or
 - five or more medium level non-compliances.

4.3.4 If actions are not completed on time, this may also result in the risk level being increased.

4.4 Exam Audit criteria

4.4.1 There are specific criteria for Exam Audits, these are used to check the centre is following the requirements of the exam. The criteria are listed below, with references to the requirements listed in this document (the equivalent requirement in the JCQ Instructions for Conducting Examinations (ICE) are provided for information only):

A. Before the examination				
No	Observation	FS ref	JCQ Ref	Risk level
1	Papers are kept in a safe, non-portable, lockable steel or metal cabinet	2.1.3	3.1	Medium
2	Cabinet in room secure from non-authorized entry	2.1.3	3.1	Medium
3	Room locked when not attended by authorised persons	2.1.3	3.1	Medium
4	Question papers must remain in secure storage until they can be removed prior to the scheduled starting time	2.2.3	11.3	High
5	Criteria for appointing invigilators met	1.3	12.3	Medium
6	Procedures in place to ensure that a Functional Skills tutor, is not the invigilator for any exams.	1.3	12.3	Medium
7	Readers/writers acting as invigilators	1.5.5	13	Medium

B. Examination room				
No	Observation	FS ref	JCQ Ref	Risk level
8	Examination room in quiet, undisturbed location	1.2	11.4	Low
9	Only candidates and other persons required by the examination allowed in the room	1.3.9	17	Low
10	Minimum distance of 1.25 metres between candidates' chairs	2.3	11.10	Low/ Medium
11	All candidates facing same direction (or, where drawing boards, easels or computer workstations are involved, seated in such way as to be prevented from seeing each other's work)	2.3.4, 3.1.2	11.11	Low
12	Each candidate seated at a separate desk, table or workstation	2.3.4	11.11	Low
13	Seating plan made for examination room or standard form of seating used	1.2.9	11.14	Low
14	Posters, display or other material relevant to examination removed or covered	1.2.7	11.6	Low
15	All candidates able to see a clock without turning around	2.3.1	11.7	Low
16	Starting and finishing times of examination displayed where all candidates could see them	2.3.2	11.9	Low
17	No unauthorised material in the examination room	1.4.2	18.2	Low/ Medium/ High
18	Minimum number of invigilators present at all times	1.3.4	12.3	Medium

19	Where one invigilator present, s/he able to summon assistance easily without leaving examination room in case of emergency	1.3.5	12.3	Medium
20	Number of invigilators never below number specified	1.3.4	12.3	Medium
21	Identity of each candidate established (particularly where candidates not personally known to invigilator)	1.6	16	Medium
22	Identity of each candidate verified, specified ID produced in accordance with qualification guidelines	1.6.2	16.2	N/A
23	Invigilators oversaw the input of the ID and password for each candidate (e-volve)	3.2.1	A1 2.5	Medium
24	Envelopes containing question papers not opened until immediately before the examination	2.1.21	5.2	Medium

C. Starting the examination and invigilation				
No	Observation	FS ref	JCQ Ref	Risk level
25	Rules read out to candidates at beginning of examination	1.7	19.3	Low
26	Attendance list completed by invigilator	2.5	22	Low
27	Invigilators observed candidates at all times	1.3.2	20.1	Low/ Medium/ High
28	Rules known regarding candidates entering and leaving exam room	1.8	23	Low
29	Rules known regarding candidates arriving late	1.8.1	21	Low
30	Rules known regarding candidates leaving exam room temporarily	1.8.3	23.3	Low

D. Starting the examination and invigilation				
No	Observation	FS ref	JCQ Ref	Risk level
31	Candidates reminded of time remaining 5 minutes before end of examination	2.6.1	26.3	Low
32	Candidates told to stop writing when examination time has ended	2.6.2	26.1	Low
33	Scripts collected before candidates left examination room	2.6.4	27.1	Medium
34	Scripts checked for candidates' names and numbers	2.6.4	27.1	Low
35	Scripts handed to person responsible for despatching them	2.6.4	27.1	Medium
36	Scripts left in secure place (as in 1, 2, 3) when not dispatched immediately	2.7.4	27.2	Medium
37	Rules for dispatching scripts known	2.7.5	29	Low
38	Unused question papers returned to City & Guilds	2.7.6	30	Medium

E. Dealing with misconduct and irregularities				
No	Observation	FS ref	JCQ Ref	Risk level
39.	Centre aware of misconduct and irregularities procedure	1.10	24	High

F. Dealing with emergencies				
No	Observation	FS ref	JCQ Ref	Risk level
40	Centre aware of emergencies procedures	1.9	25	Low/ Medium

5. Appendices

Glossary

Assessment site	An <i>assessment site</i> is a location where candidates are assessed in order to gain City & Guilds qualifications, which is in a different geographical location from the registered centre address. This includes remote sites, such a candidate's workplace.
Candidate	A <i>candidate</i> is an individual who is registered with City & Guilds and working towards a full or part qualification at a <i>centre</i> .
Centre	A <i>centre</i> is an organisation approved by City & Guilds to offer assessments leading to City & Guilds qualifications.
Exam	An <i>exam</i> is any externally marked component of a qualification.
Functional Skills Exams Lead	The <i>Functional Skills Exams Lead</i> is the main contact for City & Guilds for the administration of Functional Skills exams. It could be the exams officer at the centre.
Head of centre	The <i>head of centre</i> is the person with responsibility for ensuring that the overall management of the centre. The head of centre is: <ul style="list-style-type: none">• the head of a school; or• the principal of a college; or• the chief officer of an institution which is approved by City & Guilds as a centre (including employers).
Invigilator	An <i>invigilator</i> is the person responsible for ensuring the secure conduct of all exams.
Invigilation Certificate	An <i>Invigilation Certificate</i> is the attendance register for an exam.
Tutor	A <i>tutor</i> is someone who provides teaching and/or learning support towards candidates' preparation for Functional Skills exams. This includes assessors, lecturers, supervisors, teachers, trainers and other providers of education or training.
Script	A candidate's written response to the examination.
Version	For on-demand exams, there are a number of question papers in use at any one time, for each component. Each of these question papers is referred to a <i>version</i> . The name of that <i>version</i> is listed on the front of the question paper and the attendance register.
Working day	A <i>working day</i> is any day other than Saturday or Sunday or a statutory holiday in the United Kingdom.

Additional guidance on choosing an invigilator

The invigilation requirements for the reformed Functional Skills (4748) qualifications are different from those for the legacy Functional Skills qualifications (3748).

The invigilation requirements for the reformed Functional Skills (4748) qualifications are:

- A **tutor** for the **subject being examined** must not be an invigilator for any exam.
- Relatives, friends and/or peers of candidates must not be an invigilator for any exam.

Role of a tutor

We define a **tutor** as the person who has prepared the candidates for the Functional Skills exam. Tutors might also be described as assessors, lecturers, supervisors, teachers and trainers.

Anyone familiar with the Functional Skills subject content and the assessment specification, who uses these to prepare learners for exams, would be classed as a tutor. This will include anyone involved in the following activities:

- preparing and delivering Functional Skills learning;
- conducting formative assessment, including the use of Functional Skills sample tests;
- providing feedback on progress;
- providing guidance on how to attempt questions in the Functional Skills exams;
- making decisions about a candidate's readiness for Functional Skills exams
- internal quality assurance for Functional Skills qualifications.

The 'subject being examined'

This means:

- a tutor of Functional Skills English must not invigilate Functional Skills English exams;
- a tutor of Functional Skills Mathematics must not invigilate Functional Skills Mathematics exams.

Staff with combined roles

Staff who have combined vocational and Functional Skills tutor roles **must not invigilate** where their tutor role contains the activities described above. Please note that:

- Staff who act as both mathematics and English tutors, **must not invigilate** either maths or English exams.
- Staff who teach GCSE English, but not Functional Skills English, **may** invigilate.
- Staff who teach GCSE Mathematics, but not Functional Skills Mathematics, **may** invigilate.
- Staff who teach ESOL, but do not teach Functional Skills English **may** invigilate.

Supporting staff

Many learning programmes incorporate the development of maths and English skills. Some staff are involved in the teaching and learning process, but are not directly engaged in delivering content for, or preparing learners directly for, Functional Skills exams.

The following staff **may invigilate**:

- Staff who solely carry out initial and diagnostic assessments.
- Staff who direct learners to online/e-learning programmes, who set up online/e-learning programmes for learners, and/or support learners to access e-learning.
- Vocational staff who incorporate maths and English into lessons where they occur in their vocational programmes, but are not responsible for preparing learners for Functional Skills exams.
- Staff who administer Functional Skills exams.

The following staff **must not** invigilate:

- Staff who directly support candidates working towards Functional Skills exams, even if not the candidates' main Functional Skills tutor.
- Staff supporting candidates using online/e-learning programmes, where these include Functional Skills exam preparation.

Learning support

Candidates with individual support during learning can have support from the same person during their exams, providing they meet the requirements set out in our access arrangements documents and our Instructions for Conducting Examinations document.

Checklist for invigilators

Paper-based exams

This list summarises the essential actions for invigilators.

A Arranging the exam room

- 1 Check that you have the following on display:
 - a clock that all candidates can see clearly;
 - a board showing the centre number, and start/finish time of the exam(s).
- 2 Check that you have a seating plan for the exam.
- 3 Check in advance with the exams officer which candidates, if any, have access arrangements.

B Before the exam begins

- 1 Attach the candidate barcodes to the front of the correct question paper.
- 2 Check the front of the question paper for details of required/ permitted materials.
- 3 Tell candidates that they must now follow the regulations of the exam.
- 4 Warn candidates that they must give you any unauthorised materials, including mobile phones.
- 5 Open the pack(s) of question papers in the exam room.
- 6 Tell the candidates:
 - to fill in the details on the front of the question paper;
 - check the barcode on the front of the question paper;
 - to read the instructions on the front of the question paper.
- 7 Remind candidates to write in blue or black ink or ballpoint pen.
- 8 Tell candidates when they may begin and how much time they have.

C During the exam

- 1 Supervise the candidates at all times to prevent cheating and distractions.
- 2 Do not give any information to candidates about any question on the paper or the requirements for answering particular questions.
- 3 Make sure that no question paper is removed from the room during the exam.
- 4 Make sure that an invigilator is available to accompany any candidates who need to leave the room temporarily.
- 5 If candidates have finished, they may leave at any time. You must ensure this does not disturb other candidates, and that they understand that they cannot return.
- 6 Tell candidates to stop writing/working at the end of the exam.
- 7 Make sure the only people in the room are the invigilator(s), the candidates and anyone else required to facilitate the exam (e.g. readers/scribes).

D After the exam

- 1 Tell candidates to check that they have:
 - filled out their personal information on the front of the question paper and identified themselves on any supplementary sheets of paper;
 - crossed out rough work or unwanted answers.
- 2 Collect all completed scripts and all unused question papers before candidates leave the room.
- 3 Check the candidate barcodes have been attached correctly to each script.
- 4 Arrange the scripts and any unused question papers in the order candidates appear on the Invigilation Certificate/attendance register.
- 5 Make sure that scripts are kept in a secure place until they are sent for marking.

Summary of exam requirements

Mathematics

Section	Duration
Section 1 (non-calculator)	25 minutes
Section 2 (calculator)	1 hour and 20 minutes

The following are **not permitted**:

- A calculator is not permitted in Section 1.
- A protractor is not permitted at Level 2.

A dictionary can be used.

For the paper-based exams, candidates will need:

Level 1	<ul style="list-style-type: none">• Pen• Pencil• Eraser• 30cm ruler• Protractor• Calculator (Section 2 only)
Level 2	<ul style="list-style-type: none">• Pen• Pencil• Eraser• 30 cm ruler• Calculator (Section 2 only)

English

Component	Duration
Reading	1 hour
Writing	1 hour and 20 minutes

The following are **not permitted** in Writing:

- dictionary;
- electronic spelling and grammar checkers.

For the Reading exams, candidates can use a dictionary or bilingual dictionary.

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.

©2020 The City & Guilds of London Institute. All rights reserved.
City & Guilds is a trade mark of the City & Guilds of London Institute, a charity established to promote education and training registered in England & Wales (312832) and Scotland (SC039576).
5-6 Giltspur Street, London EC1A 9DE.