

Pre-supply Examination Delivery Guidance

Guidance and overview on examination administration, invigilation and the return of exam materials for Pre-supply delivered by HM Prison and Probation services (HMPS) and Ministry of Defense (MOD) centres

Version 1.5 (May 2024)



Introduction

Purpose of this guidance and training:

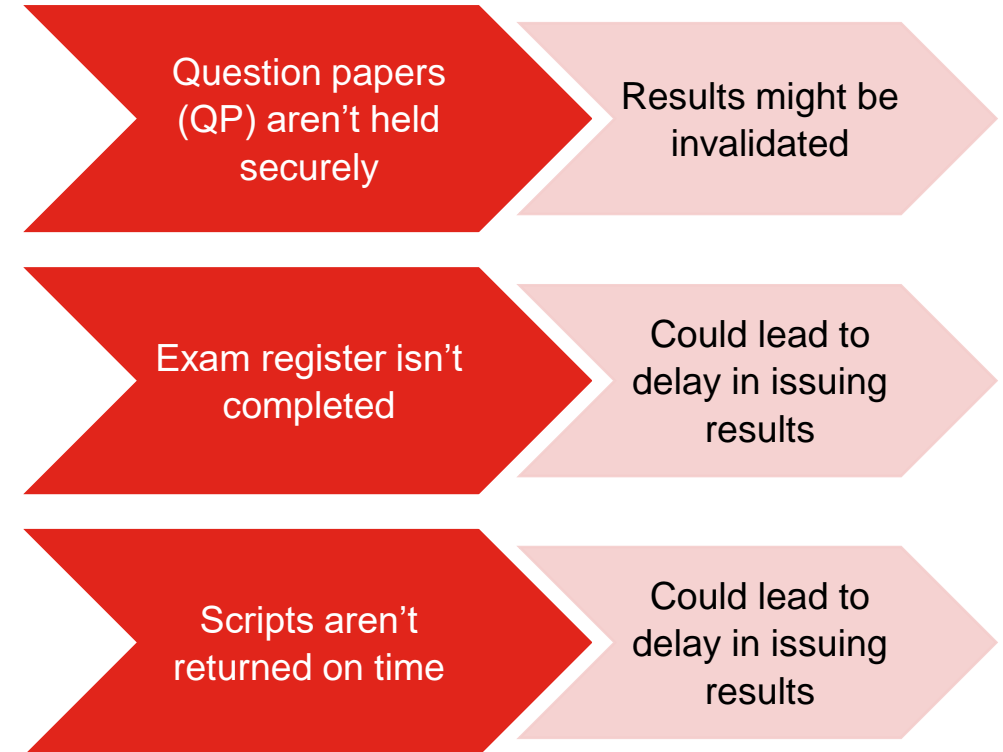
They are designed to ensure that:

- Prisons can deliver Functionals Skills (FS) examinations via Pre-supply under the required conditions.
- That these examinations are completed through the procedures as outline in the Service Level Agreement.
- Prison staff understand the end-to-end process for delivery of Pre-supply and can authenticate candidates' work.

If these requirements are not adhered to, it could mean that:

- Candidate scripts are not marked.
- There is a delay to examinations being booked and marked.
- Results are incorrect or cannot be issued on time.
- Use of pre-supply may be withdrawn.

Potential consequences of not meeting requirements



Contents



**Centre Pre-requisites
and Overview of Pre-
supply**



**Functional skills
Question Paper
stock management
via Pre-supply**



**Delivering exams:
Invigilation
Certificates and
returning scripts**



**Check List of SLAs
and Contacts
information**

1: Centre Pre-requisites and Overview of Pre-supply

A photograph of two students in a computer lab. The student on the left is wearing glasses and looking at the student on the right. The student on the right is holding a small electronic component and looking at it. There are two computer monitors on the desk, and a keyboard is visible. The background shows a server rack with many cables. The entire image has a red tint.

Centre Pre-requisites

Financial and Quality Approval:

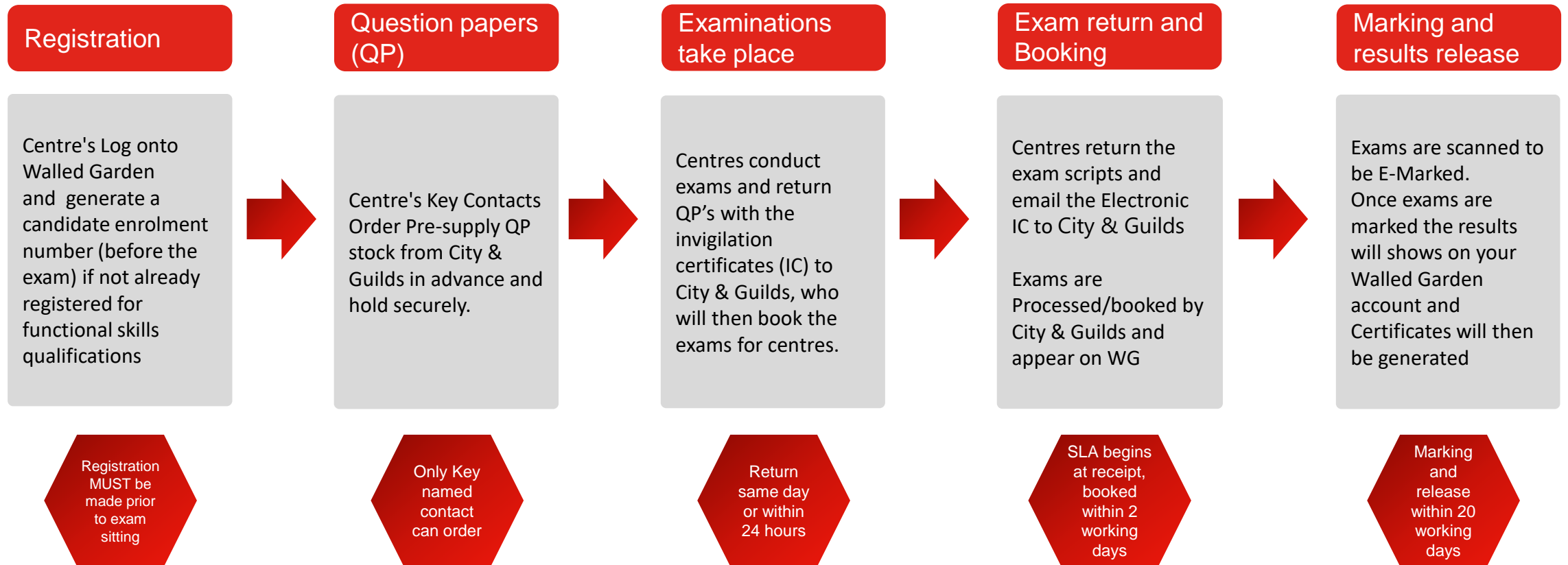
- All the Centres / sub-centre numbers utilising Pre-Supply require both Financial and Quality Approval before any exam papers can be ordered.
- Once both Financial Approval and Quality Approval have been established your centre will be able to begin ordering Functional Skills Exams.
- Pre-supply approved centre number must be used only for pre-supply Functional Skills delivery, this must not be used to order exams via Walled Garden.

Secure Holding Facility:

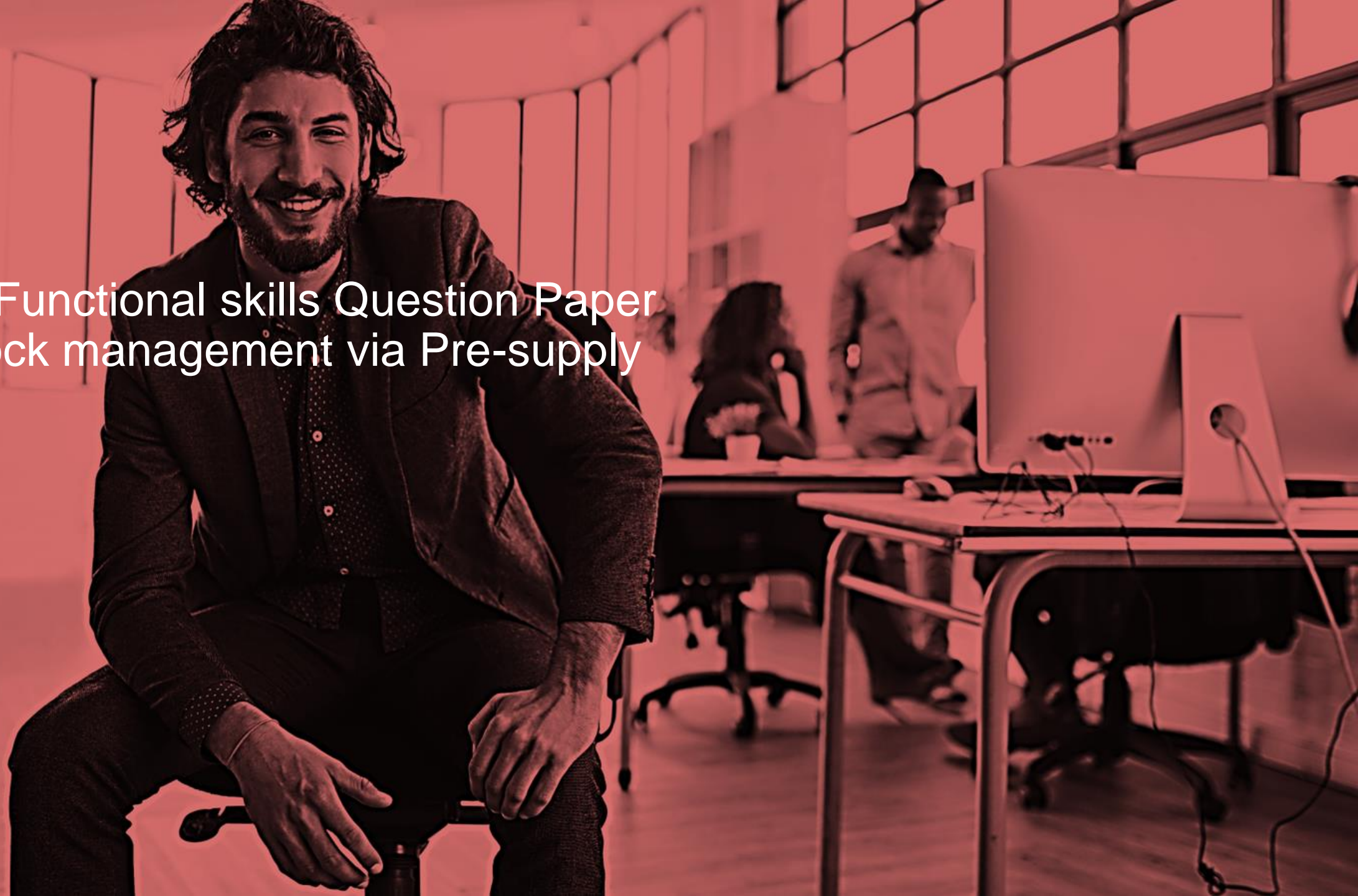
- Centres / sub-centres should have secure/locked facilities where no one can access the live QP stock papers except the key contacts (**persons approved to manage stock**).
- **Only key contacts** for each centre can request QP stock and are responsible for stock management. Key contacts cannot be tutors.
- Centre must ensure once papers are sat, they are **held securely** before being returned via recorded delivery within the 1 working day policy.



Pre-supply; high level overview



2: Functional skills Question Paper stock management via Pre-supply



Ordering Question Paper Stock for Examinations

For Pre-supply examinations, centres must pre-order Functional Skills question papers in advance. They must then be stored securely.

Pre-supply centres are responsible for the secure and safe management of Functional Skills question paper stock. Centres must ensure:

- Secure receipt and storage of physical assessment materials.
- That only key contacts for their centre have access to the question papers stock.
- Compliance with current version lists.
- Any version that is removed from rotation or marked invalid are securely destroyed on site.

Centres can access and review the current **Functional Skills question paper version** list below:

[Functional Skills Version list \(PDF\)](#)



Important

The Functional Skills version list is updated periodically, as and when new versions are released, or versions are removed (referred to as invalid versions). Changes are emailed in advance to all centre Key Contacts and centres must ensure all Invalid QPs are removed from the secure location within the period specific.

Ordering Question Paper Stock for Examinations

Please use this form to request Functional skills questions paper stock.

[Pre-supply Stock Request Form](#)

Only requests made by listed contacts who are authorised to order stock will be accepted - if you are not listed on our contact database the order will be refused.

Stock orders will be processed and dispatched within **5 working days**, an email confirming your stock dispatch will be sent with Courier tracking reference details. During period of version changes we experience a high volume of requests from centres, and therefore the stock requests may take up to **10 working days** to dispatch



From September 2023 we no longer accept stock order requests via email.

Only one stock order is permitted per calendar week (Monday to Sunday).

If you need to request additional versions of an assessment, you must submit a further stock request order form in the next calendar week. This is to ensure the integrity of multiple versions of assessment are maintained at all times.

Centres must not request more than one version per assessment per week using this form. Where more than one version is requested on this form (for an assessment) it will not be fulfilled by City & Guilds.

If your details are not registered on our database of approved contacts, your request will be rejected.

Example 2.1 – Pre-supply Stock request Order form

Your information

2. City & Guilds centre number
This is a six digit number, sometimes with a suffix letter, such as 012345 or 095174A.

999990

3. Provider details [Clear Selection](#)
Please indicate which provider contract your centre falls under:

PeoplePlus

4. Centre: Prison Name (please format HMP xxxxxx)

HMP Example

5. Your full name:

Uzma Flynn

6. Your email address:

Uzma.flynn@cityandguilds.com

7. Your contact telephone number:

07*****

[Back](#) [Next](#) Page 2 of 7

Never give out your password. [Report abuse](#)

Centre details Must be provided for tracking and monitoring

Please ensure all correct information is provided for your centre

Centres must ensure that their location address allows delivery, and the authorised contact is able to retrieve examination materials immediately and securely.

Delivery details and address

8. Delivery named addressee
The person who the delivery of stock will be addressed to / for the attention of.

Uzma Flynn

9. Delivery address
The address which stock will dispatched to (address must be approved)

123 City & Guilds
Gilsbur street
London

10. Post code

EC1A 9DD

11. Special instructions
Please add any delivery special instructions you wish us to include to the courier.

Enter your answer

[Back](#) [Next](#) Page 3 of 7

Never give out your password. [Report abuse](#)

Example 2.1 – Pre-supply Stock request Order form

* Required

Orders for 4748-02

Functional Skills English

Enter all stock orders required for 4748-02 in this section. If you do not need to add any stock orders for 4748-02 then select 'no' below and then click 'next' to proceed to the next section.

Please remember only one version can be requested per assessment per week. Do not add multiple versions for each assessment to this form as they will not be included in your order.

17. Add item to order for 4748-02? *

Yes

18. (2.1) Item 1 *

4748-210 | Functional Skills English Readin...

19. (2.2) Version *

Only one version can be requested per assessment per week. If you add more than one version to this form they will not be included in your order.

VER288

20. (2.3) Quantity required *

10

21. Add another item? *

Select your answer

Back Next

Page 5 of 7

Never give out your password. [Report abuse](#)

Centre then confirm if they require stock for Functional skills ICT, English and Mathematics.

Using the dropdown centres can choose the Assessment

Centre then indicate version and quantity required.

Centre must request only one version per assessment per week using this form

Stock management procedures and responsibilities



Confirming receipt of Question Paper stock:

Once stock has been delivered to your centre, it is the responsibility of the authorised (key) contacts to check if the order is correct and confirm receipt.

Centre authorised key contacts **MUST** confirm receipt of their stock order within 2 working days

Stock must then immediately be stored away within your secure location and used in compliance with City & Guilds Procedures



Secure location and stock levels:

- Only authorised key contacts must have access to the secure location where exam materials are stored.
- Key contacts must regularly check their stock levels and order when needed, allowing time for the 5 working day dispatch, Urgent requests cannot be guaranteed to be processed any sooner
- Any unused scripts (candidates not attending exams) can be placed back into the secure location and must be placed correctly with the same assessments and versions



Version control:

- Key contacts must ensure that the 2-part maths papers are stored in a way that versions cannot be mixed when being removed for exams – mixed versions of maths papers are a non-compliance breach.
- Centres must have processes in place to record candidate exam history of assessments and versions taken.
- If a learner has transferred to your establishment with no records of previous exams taken, you can provide customer services with the candidate details, and we can check their exam history and confirm previous version taken to avoid same version re-sits
- Should a particular version be out of stock we will send an alternative version in place where possible. If you do not want replacement version sent, please note this on your stock order
- Centres will be informed when a specific QP is to be removed from use. City & Guilds will inform all centres whether any unused QP or source materials must be returned or if they can be destroyed by the centre. NB. All examination papers being disposed of must be disposed of securely in a shredder or a lockable bin until shredding can be actioned. If centres do not have this facility, you must return them to City & Guilds for secure destruction.

Example 2.2 – Functional Skills Version list

Functionals Skills Assessment Versions			
Functional Skills English (4748-02)			
Assessment Number	Assessment Title	Versions	Status
4748-210	Functional Skills English Reading Level 1	VER62A, VER75B, VER12A, VER41B, VER99A, VER60A, VER28B	INVALID
4748-210	Functional Skills English Reading Level 1	VER43A, VER29B, VER83B, VER91A, VER13B	LIVE
4748-211	Functional Skills English Writing Level 1	VER62A, VER75B, VER12A, VER41B, VER34A, VER73B, VER51B	INVALID
4748-211	Functional Skills English Writing Level 1	VER17A, VER55A, VER25B, VER27B	LIVE
4748-213	Functional Skills English Reading Level 2	VER54A, VER98B, VER68A, VER96B, VER71A, VER88A, VER34B, VER39B, VER50B	INVALID
4748-213	Functional Skills English Reading Level 2	VER21A, VER73B, VER23A, VER39B, VER92A	LIVE
4748-214	Functional Skills English Writing Level 2	VER98B, VER97B, VER40A, VER10B, VER90B, VER33A, VER14A, VER19B	INVALID
4748-214	Functional Skills English Writing Level 2	VER64A, VER26B, VER90B, VER79A, VER39B	LIVE

Functional Skills ICT (4748-03)			
Assessment Number	Assessment Title	Versions	Status
3748-324	Functional Skills ICT Level 1	12VERC, 12VERN, 12VERO, 12VERP, 12VERQ, 17VERS, 17VERT, 17VERU, 18VERV, 21VERW	LIVE
3748-325	Functional Skills ICT Level 2	12VERC, 12VERN, 12VERO, 12VERP, 17VERS, 17VERT, 17VERU, 18VERV, 19VERQ, 21VERW	LIVE
Functional Skills Mathematics (4748-04)			
Assessment Number	Assessment Title	Versions	Status
4748-219	Functional Skills Mathematics Level 1	VER23A, VER77B, VER17A, VER61B, VER27A, VER73B	INVALID
4748-219	Functional Skills Mathematics Level 1	VER83B, VER92A, VER33B	LIVE
4748-220	Functional Skills Mathematics Level 2	VER52A, VER88A, VER91B, VER06B, VER95A, VER38B, VER99B	INVALID
4748-220	Functional Skills Mathematics Level 2	VER15A, VER25A, VER10B	LIVE

The above images are an example of the FS version list 4.7, please always refer to the live document when conducting exams



Important

Authorised key contacts should remove stock when examinations are being conducted, we would recommend having a printed copy of version list available to ensure versions are always provided to learners

Authorised key contacts should carry out regular stock checks and ensure they have sufficient stock

The Version List will be updated periodically and will be communicated to all centre contacts

Authorised key contacts must ensure full sweep of the secure location is carried out whenever a version is made invalid; these invalid papers must be securely destroyed or returned to City & Guilds for secure destruction.

Key contacts to keep a log of stock destroyed, versions and quantity

3: Delivering exams: Invigilation Certificates and returning scripts



Conducting Exams: Overview

The role of the invigilator is to ensure that examinations are conducted in accordance with the regulations documented within the Joint Council for Qualifications Instructions for Conducting Examinations (JCQ ICE). 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](#)

Preparing for the exam

Invigilators must also ensure that the administrative processes around examinations are supported effectively.

- Candidates must use a pen with **black** or **blue** ink only.
- Invigilators must ensure that the correct examination paper is given out to the right candidate and all details are correctly recorded on the IC.
- Candidates must write their responses on the answer booklet. Any answers written on the source documents will not be marked.
- For Functional skills Mathematics level 1 & 2 (4748-219 & 4748-220) please remember that Section 1 Calculator NOT permitted, Section 2 Calculator permitted – Both sections form 1 exam.
- Do not mix versions or levels for Functional skills Mathematics.
- Both sections for Functional Skills Mathematics MUST be sat during the same exam sitting, NOT on different days and both sections for Functional Skills Mathematics MUST be returned together



Before the examination:

- Please ensure the candidates are registered and you have the correct enrolment number ready for use before the exam.
- Centres **MUST** double check candidate information being provided on IC's is correct and matches the registration details before submitting to City & Guilds.
- Centre **MUST** consult the FS Version list and ensure the exam being used is Valid as the time of the exam sitting.
- For candidates doing Examination Re-sits, please ensure candidate version history checks are undertaken beforehand;
 - If the candidate has transferred from another centre and you unsure what they have taken previously, please contact customersupport@cityandguilds.com to request a candidate history check
 - Centres should keep a log of all the versions sat by their learners and this log should be referred to when arranging resits.
- Under no circumstances should learners be given an exam version they have previously taken for any subject or level. These will be **REJECTED** upon receipt and another resit will need to be arranged.



Checklist for Pre-supply Examinations



Please remember to:

- Exam Re-sits – under no circumstances should any learner be given an exam version they have previously taken for any subject or level – these will be REJECTED
- Candidate registration information – must be checked before being submitted to City & Guilds, errors to data will cause delays to bookings and results
- If additional sheets need to be used during an exam, please use A4 only and ensure a margin is used as our scanning process will remove the inside edge of these sheets
- Photocopies onto coloured paper must be on pastel or light-coloured paper and original white copy must also be returned along with the copy – dark coloured paper may not be legible when scanned for marking, this would then have to be manually marked and result could be delayed.
- For #4748 Mathematics level 1 & 2, there is Section 1 Calculator NOT permitted, Section 2 Calculator permitted – Both sections form 1 exam; both sections MUST be done during same exam sitting, NOT on different days; and both sections MUST be returned together
- Check the version being sat is a Valid version by referring to the latest FS version lists provided by City & Guilds



Please avoid:

- Using your Pre-supply approved centre number to order exams via Walled Garden
- Mixing versions or Levels on an IC, but if multiple exams are being sat in one room ensure they have their own ICs

Completing the Electronic Invigilation certificate (IC)

- 12 candidates per IC (use second IC if there are more candidates for that sitting).
- All candidates on an IC must sit same assessment & version.

Pre-Supply Model Invigilation Certificate

Centre No: Centre Reference: Exam Date:

Assessment No: Exam Version: Start Time:

Qualification No: End Time:

City & Guilds

Line No.	Enrolment No.	Candidate First Name	Candidate Last Name	Gender M/F/U	Date of Birth DD/MM/YYYY	Attendance Y/N	Comments / Additional Details
1						N	
2						N	
3						N	
4						N	
5						N	
6						N	
7						N	
8						N	
9						N	
10						N	
11						N	
12						N	
13						N	
14						N	

Invigilator
I hereby testify that this examination was carried out in accordance with the requirements set out in the latest version of City and Guilds' Regulations for the conduct of examinations.

Invigilator Name: Emiled by (Print Name): Total number of candidates present on this form:

Papers packed by: Checked by:

Date:

Pages: of Version:

Add Assessment No. using the drop-down list. This will pre-populate the Qualification No, Qualification title and Assessment title – **DO NOT** overwrite these.

Centre number **MUST** be 6 digits long and if your centre has a sub-centre letter that should be included.

Centres must ensure PO reference is no more than 10 characters long and not include special characters (.,#*&!/.><@~%\$£')

The Exam version must be included and can be found at the front of the Question Paper if unsure. The IC should only be for candidates sitting one Assessment and one Version, do not mix candidates sitting another version.

4748-219 VER23A
Level 1 Functional Skills
Section 2 – Calculator

The exam date should be formatted DD/MM/YYYY and exam times formatted HH:MM

Candidate enrolment number **MUST** be 3 letter and four digits, e.g ABC1234, no spaces.

Please always check that the Enrolment no. matches the information completed for the candidate's name and DOB.

Please ensure you enter Y for present candidates.

Centres must ensure **Invigilator** and **emiled by** names are typed on IC, must be legible on hard copy if handwritten as well.



Copy of Invigilation certificate available via: [Pre-Supply IC 2.2.xlsx](#)

Completing the Electronic Invigilation certificate (IC) - continued

All details below are for example purposes only

Pre-Supply Model Invigilation Certificate

Centre No:

Assessment No:

Qualification No:

Centre Reference:

Exam Version:


Functional Skills English Reading Level 1

Reform Functional Skills English

Exam Date:

Start Time:

End Time:



Line No.	Enrolment No.	Candidate First Name	Candidate Last Name	Gender M/F/U	Date of Birth DD/MM/YYYY	Attendance Y/N	Comments / Additional Details
1	ABC1234	Uzma	Flynn	F	01/01/2000	Y	
2	DEF1234	Michelle	Condie	F	01/02/1999	Y	
3	EFG4567	Arif	Mohamed	M	01/03/2001	Y	
4						N	
5						N	
6						N	
7						N	
8						N	
9						N	
10						N	
11						N	
12						N	
13						N	
14						N	

Invigilator
I hereby testify that this examination was carried out in accordance with the requirements set out in the latest version of City and Guilds' Regulations for the conduct of examinations.

Invigilator Name:

Papers packed by:

Date:

Emailed by (Print Name):

Checked by:

Total number of candidates present on this form

Page: of Version 02

If any data is added on the form incorrectly formatted, you will be given an alert.

Centre Reference: Exam Date:

Exam Version: Start Time:

End Time:

Please Check Exame Date

✘ Exam dates must be in DD/MM/YYYY format.

Checklist for completing your Pre-supply Invigilation Certificate



Please remember to:

- Always use a blank template for each IC you create.
- Make sure the IC is accurately completed, ensuring that the 'Attendance' columns are correctly completed with Y or N on both printed hard copy and electronic copy of the IC.
- Please complete the 'Emailed by' box is completed with the correct staff details on both printed hard copy and electronic copy of the IC. Please ensure the printed hard copy that these details are legible.
- Ensure the candidate details are correct, particularly the DOB is correct to what they were registered for. If we are unable to confirm correct candidate information, exams will be held and an email requesting correct candidate data will be sent to the centre.
- Ensure the right Centre, Assessment, Version and exam dates are entered on the IC, and in the correct format. As these errors prove most common and cause most delay in fixing
- Photocopies onto coloured paper must be on pastel or light-coloured paper and original white copy must also be returned along with the copy – dark coloured paper may not be legible when scanned for marking, this would then have to be manually marked and result could be delayed.



Please avoid:

- Crossing out any of the pre-printed details on the printed hard copy of the IC, as this will cause delays in processing the exam material.
- Manipulating or editing the electronic IC to add or remove lines.
- Using a red pen when completing the IC
- Sending PDF scans of the IC, we do not need this as we will receive the printed Hard copy from you, please only return the electronic copy in its MS Excel form with all details completed.
- Multiple versions of an exams logged on one IC – different versions must always be on separate IC's.
- Not including PO number or adding incorrect PO reference, if required by your centre, as these cannot be added/changed once order has been booked.

After the exam: returning your scripts and ICs

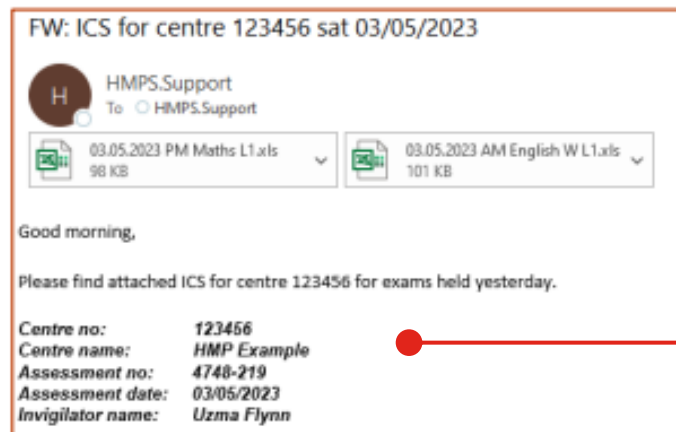


Important:

It is the 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 issue of results.

Password protection and emails:

- Please note that City & Guilds will specify a password to be used for protecting all electronic IC's being emailed. This password will be updated annually and will be sent to all centres in advance of the change coming into effect.
- Should we not be able to access the electronic IC's we will email them back to the centre for correction, this in turn will cause delays to the booking process and the SLA will not start until the booking is created.
- Should an update be sent out to all key contacts, they must share this with all staff who are involved with the submitting of IC's.
- The Electronic copy of the IC must be email to your relevant Pre-supply inbox immediately after candidates have sat the examination, or within 24 hours. *See slide 28 for contact information.*
- The email must contain the following information:



Centre Number:

Centre Name:

Assessment & version:

date of exam: Invigilator name:

Returning your scripts to City & Guilds

- Once the exam has finished, please ensure all papers and their IC are packaged together.
- Do not mix IC and scripts from different assessments.
- Multiple exams sat on the same day can be returned in 1 package – But the IC's must be clipped or banded with corresponding exam paper(s)
- Please **ONLY** return your post to the address provided and nowhere else.

For Prisons:

**HMPS Support
City & Guilds
Unit 6
Fulwood Close
Coventry CV2 2SS**

For MOD:

**MOD Support
City & Guilds
Unit 6
Fulwood Close
Coventry CV2 2SS**

Important

All completed exam scripts must be returned to City & Guilds on the same day, after candidates have sat the examination, or within **24 hours**.

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

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



Insufficient Postage:

Centres must ensure correct instructions are given to their post room to send all Pre-supply exams recorded delivery with correct postage applied. We are unable to collect exams held by your courier due to insufficient postage and we are not given details on which centre is impacted. Should we have 3 or more instances of insufficient postage this will flag to the quality team (emails will be sent each time to the centre, so it is imperative the post room are aware of the compliance guidelines for returning exams.

Summary of delivering exams:

1. Pick Question papers

Centre authorised key contacts removes stock from secure facility on day of exam, referring to version list.

Tutors **MUST NOT** remove stock

2. Conduct Examinations

Centres conduct exams under examination conditions, within time allocated on QP, with IC populated and with invigilator present.

3. Invigilation paperwork

Invigilator to review IC, and update if needed.

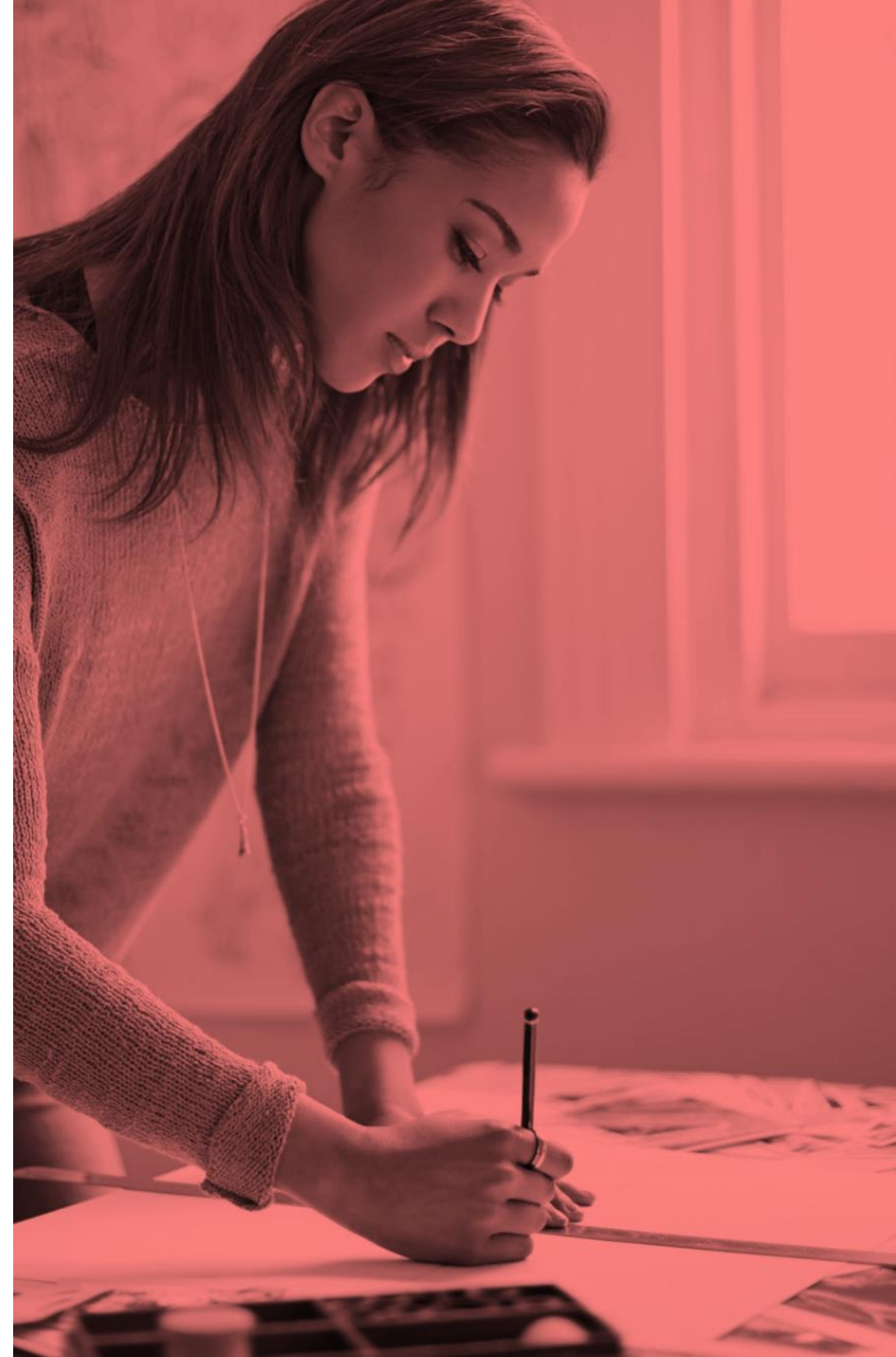
Centres ensure IC is completed correctly and data is double checked for candidate and assessment.

4. Return of scripts

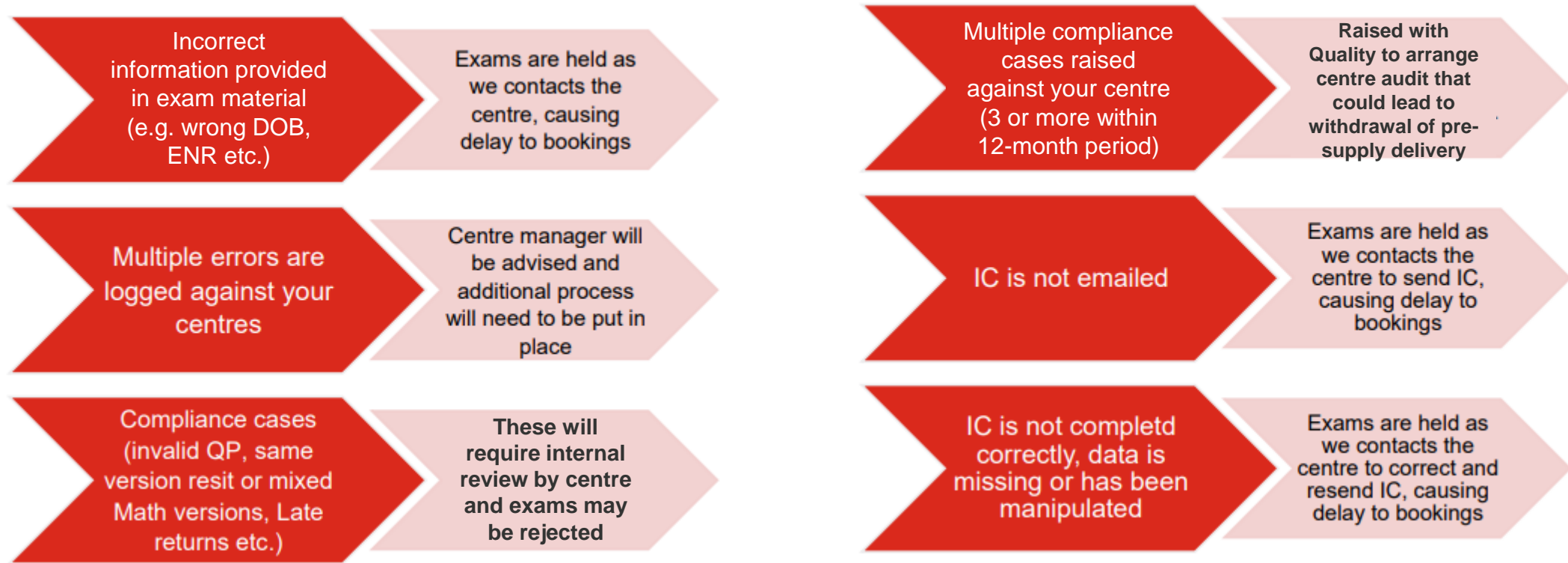
Hard copy of IC and QPs returned to City & Guilds via recorded delivery on the same day or within 24 hours

5. Electronic confirmation

Centre **MUST** always email an Excel version of the IC to City & Guilds. Centre to ensure password protection done using password provided.



Potential consequences of failing to adhere to guidance:



Pre-supply Approval:

Please note the above issues and those noted on slide 15 and 18 fall under non-compliance and should a centre have 3 or more breaches within a 12-month period, approval to utilise the pre-supply model may be removed temporarily by our quality department**

Potential consequences of failing to adhere to guidance (2)



Incorrect or late return of examination material (1)

All completed exam scripts must be returned to City & Guilds on the same day, after candidates have sat the examination.

Below are examples of poor exam administration that have caused significant delays to marking and results release, that impacts all centres.

Sending to wrong location

The return addresses for Pre-supply is provided on page 19.

Please ensure your post room sends exam materials back to the correct address and if unsure you can contact us to confirm.

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 release for your centre.
- Loss of examinations, which can result in the learners having to take resits.
- Loss of examinations, which will mean City & Guild pull that version of the assessment due to possible exposure of live assessment material.
- Immediate centre exam audit will be required, and use of pre-supply suspended.
- Additional fees for postage which will be charged back to your centre.

Not sending tracked

All examination material must be returned via tracker courier, we 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 lost in transit when tracked, there is more likelihood of locating these and this ensures the courier bears responsibility in finding the material.
- We cannot confirm receipt of exam material if these are not sent via tracked courier.
- If the examination material goes missing in transit, the impact will be a delay to marking and results, or learners having to take resits.

Not returning exam materials in time

Please remember that any centre whose scripts have not been received within 5 working days may be contacted by City & Guilds and will be subject to compliance review. This could result in a Centre exam audit being arranged.

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

4: Check List of SLAs and Contacts information



Pre-supply timelines (SLA's)

Stock requests

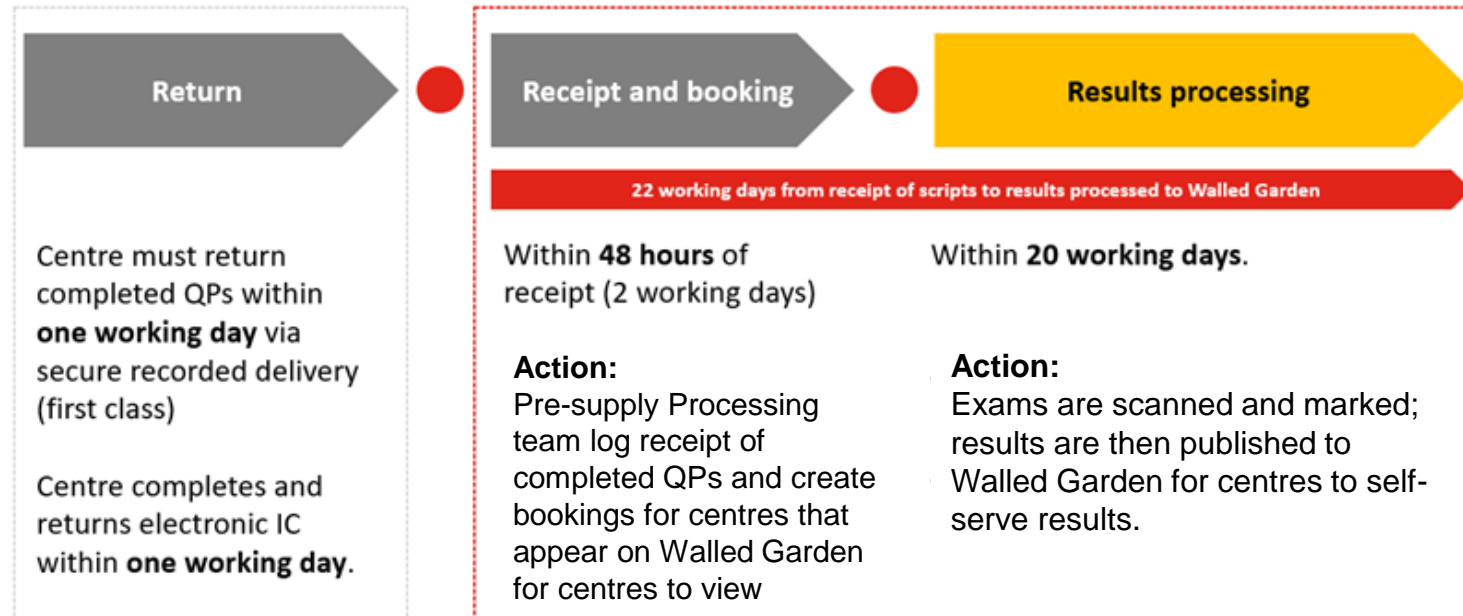
Stock requests will be dispatched **within 5 working days** of receipt of correct stock request

Centres must inform Prison Gate staff / post room to avoid any issues with delivery of stock.

Examinations Results

The info graphic below sets out the Pre-supply timeline (SLA) for examinations results from date of receipt by City & Guilds.

Whilst we split the SLA into two component parts, the overall SLA is **22 working days** from receipt of the return scripts to publishing results in Walled Garden. Whilst we may not always achieve the initial 2 working days for booking in the exams, the important aspect for the holistic SLA.



Please note the above SLA for results is impacted by centre errors such as non-receipt of electronic IC's or incorrect candidate information, at which point the SLA begins from receipt of the correct documentation or data.

How to Contact us:

Pre-Supply support

For queries or questions regarding Pre-supply stock order, results processing contact and Invigilation certificates:

Fspresupply@cityandguilds.com

Customer services

For general queries or questions, contact:

01924 930 800

Lines open Monday to Friday 08.00 to 18.00 GMT

customersupport@cityandguilds.com

Quality team

For Quality assurance queries contact:

Prisons contact

prisons@cityandguilds.com

Ministry of Justice contact

quality@cityandguilds.com

About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

customersupport@cityandguilds.com

www.cityandguilds.com/about-us

01924 930 801
City & Guilds
Giltspur House
5-6 Giltspur Street
London
EC1A 9DE

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

©2022 The City & Guilds of London Institute. All rights reserved. City & Guilds is a trademark of the City & Guilds of London Institute.

