

Pre-supply Invigilation Certification guidance

**Guidance for centres on completion of
Invigilation Certificate (IC) for delivery of
Functional Skills examinations via Pre-
supply**

Version 2.3

Last modified 4-August-2023

For external use



Contents

- 1. Introduction..... 2**
- 2. Conducting Exams: Overview 3**
- 3. Completion of Invigilation Certificate 5**
- 4. After the exam: returning the scripts and ICs. 9**

1. Introduction

This document is intended to support centre examination administrators with the completion of the Pre-supply Invigilation Certificate (IC) 2.2 and return of exam material for Pre-supply.

More detailed overview guidance is available for Pre-supply processes on our website.

Please ensure that **all invigilators and exam administration staff** are provided with a copy of this document.

Incomplete or inaccurate data, including incorrectly completed ICs, will inevitably cause delays in processing, and may delay the booking of exams and the subsequently the issue of results.

It is therefore essential that all candidate entry data provided is correct and complete.

This purpose of this guide aims to ensure that:

- exams are completed under the required conditions.
- IC are completed and returned accurately.
- we prevent malpractice.

2. Conducting Exams:

2.1 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 and assessments.](#)

2.2 Preparing for the exam

Invigilators are responsible for ensuring 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) 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.
 - Both sections for Functional Skills Mathematics **MUST** be returned together.



2.3 Before exams starts: Confirm details:

- 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.
 1. 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.
 2. 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.

3. Completion of Invigilation Certificate 2.0

Updated **Pre-supply Invigilation certificate** is available for centre to use for delivery of examinations via Pre-supply. This ensures the Pre-supply service can continue whilst remaining Cyber Essentials Plus (CE+) compliant, as guided by the Government and National Cyber Security Centre to meet the standard level required for cyber threats.

Please ensure this information and **Pre-supply Invigilation certificate** is shared across all staff at your centre who support Pre-supply delivery, particularly those who we do not have listed as key contacts copied into this email.

A copy of the **Pre-supply Invigilation certificate** is available on our Pre-supply website and can be requested directly from your dedicated Pre-supply inbox.

3.1 Invigilation Certificate: step-by-step guide to completing your form for a Pre-supply.

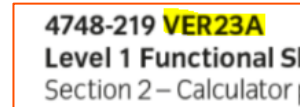
- 12 candidates per IC (use second IC if there are more candidates for that sitting).
- All candidates on an IC must sit same assessment & version.

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.



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: Emailed by (Print Name):

Papers packed by: Checked by:

Date:

Total number of candidates present on this form:

Page: of Version 0.1

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 **emailed by** names are typed on IC, must be legible on hard copy if handwritten as well.

3.2 Invigilation Certificate: Example of completed IC.

All details below are for example purposes only

Pre-Supply Model Invigilation Certificate

Centre No: <input type="text" value="123456A"/>	Centre Reference: <input type="text" value="POEXAMPLE"/>	Exam Date: <input type="text" value="03/05/2023"/>		
Assessment No: <input type="text" value="4748-210"/>	Functional Skills English Reading Level 1	Exam Version: <input type="text" value="VER38B"/>		Start Time: <input type="text" value="09:00"/>
Qualification No: <input type="text" value="4748-02"/>	Reform Functional Skills English			End Time: <input type="text" value="10:00"/>

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: <input type="text" value="Zane Zagere"/>	Emailed by (Print Name): <input type="text" value="Leon Stewart"/>	Total number of candidates present on this form: <input type="text" value="3"/>
Papers packed by: <input type="text" value="Zane Zagere"/>	Checked by: <input type="text" value="Leon Stewart"/>	
Date: <input type="text" value="03/05/2023"/>	Page: <input type="text" value="1"/> of <input type="text" value="1"/>	<small>Version 0.2</small>

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

Centre Reference: <input type="text" value="POEXAMPLE"/>	Exam Date: <input style="border: 2px solid green;" type="text" value="03.04.2023"/>
Exam Version: <input type="text" value="VER38B"/>	Start Time: <input type="text" value="09:00"/>
	End Time: <input type="text" value="10:00"/>

Please Check Exam Date ✕

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

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 and electronic 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.

4. After the exam: returning the scripts and ICs.

4.1 Password protection and emails:

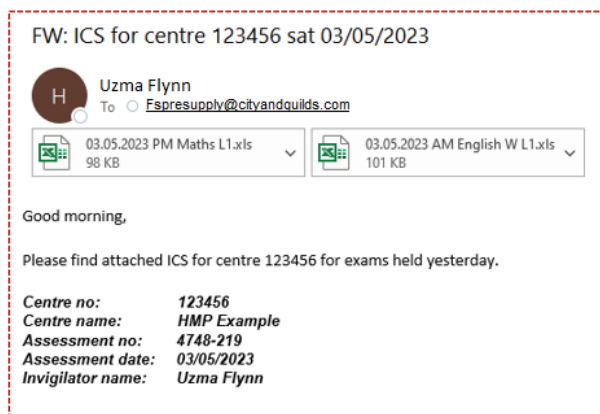
- Please note that City & Guilds will specify a password to be used for protecting all electronic IC's being emailed. This password will be updated annually and will be sent to all centres in advance of the change coming into effect.
- Should we not be able to access the electronic IC's we will email 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 your dedicated Pre-supply inbox immediately after candidates have sat the examination, or within 24 hours.

Fspresupply@cityandguilds.com

- The email must contain the following information:

Centre Number:
Centre Name:
Assessment & version:
date of exam:
Invigilator name:

See example:



4.2 Posting your exam material:

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.

- 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.

Important

All completed exam scripts must be returned to City & Guilds immediately after candidates have sat the examination, or within **24 hours** of the examination being sat

Any centres whose scripts have not been returned to City & Guilds after **5 working days** may be subject to compliance review.

For return of exams from Prison Centres:

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

For return of exams from MOD Centres:

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

Please do not return exam material to any other address.

If you are unsure, contact the Pre-supply inbox.

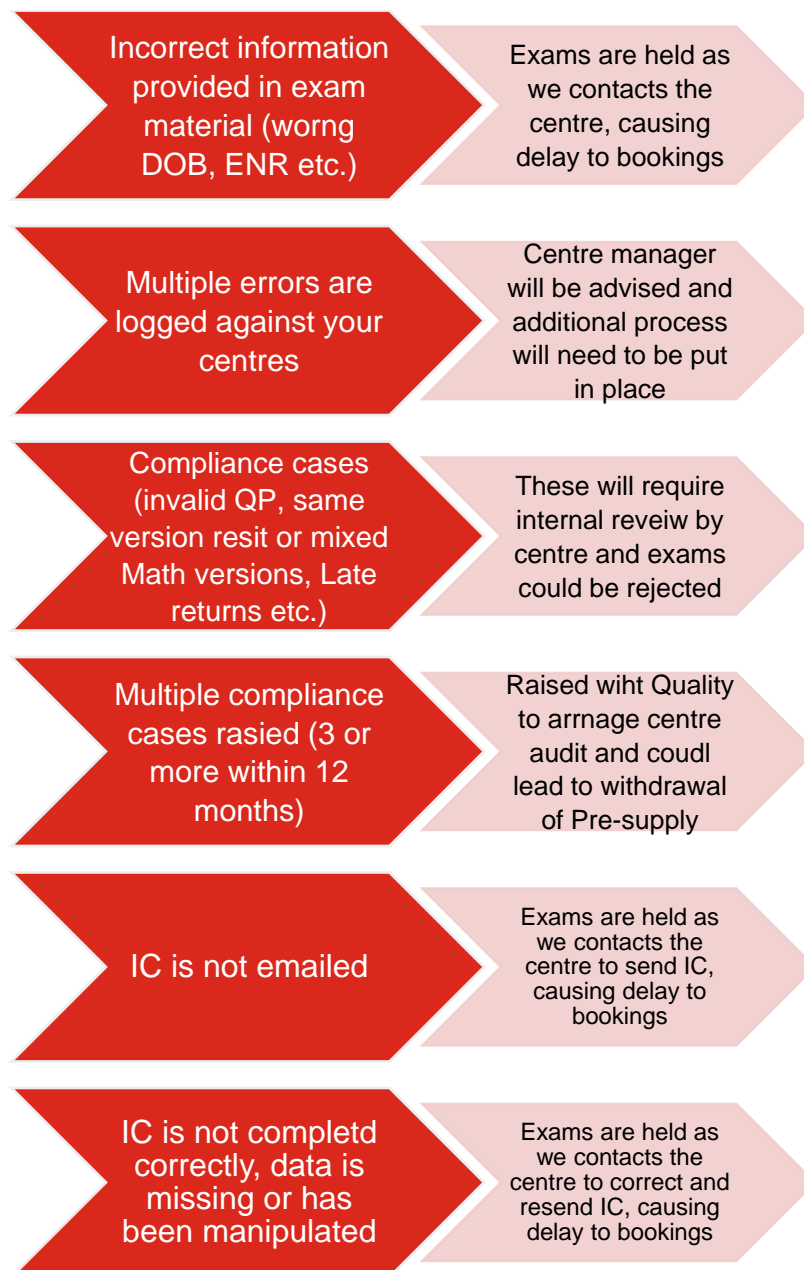
Please note there is no pre-paid postage label supplied: it is the responsibility of the centre to pay and track delivery via a courier.

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).

4.3 Potential consequences of failing to adhere to guidance:



Contact us

Giltspur House 5-6 Giltspur Street London EC1A 9DE

general.enquiries@cityandguilds.com

01924 930 801

www.cityandguilds.com

About City & Guilds

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

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

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

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