

Remote Invigilation Service

Guidance on special consideration

Version 1.0

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For external use

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1. Purpose

This document is for City & Guilds centres that are using the Remote Invigilation Service for e-volve tests. This document provides guidance on the available special consideration options and application process.

What is remote invigilation?

This is where an e-volve test is carried out at the candidate's home (or other chosen location) without an invigilator in the same room. The Remote Invigilation Service includes the following to ensure tests are completed under the required conditions:

- candidate identification checks,
- Artificial Intelligence (AI) monitoring,
- audio-visual recording of the test,
- an invigilator (observing the test live or through a recording).

Definition of special consideration

JCQ definition of special consideration

Special consideration is a post-examination adjustment to a candidate's mark or grade. This is to reflect temporary illness, temporary injury or some other event outside of the candidate's control at the time of the assessment. It is applied when the issue or event has had, or is reasonably likely to have had, a material effect on a candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

Ofqual definition of special consideration

Consideration to be given to a learner who has temporarily experienced an illness or injury, or some other event outside of his or her control, which has, or is reasonably likely to have, materially affected the learner's ability to –

- a) take an assessment, or
- b) demonstrate his or her level of attainment in an assessment

For more detailed information on the standard special consideration processes, please refer to the JCQ document, [A Guide to the Special Consideration Process](#).

2. Eligibility for special consideration

Candidates may still be eligible for special consideration where they:

- are unable to complete an assessment; or
- completed the assessment but were disadvantaged.

For example, this could include:

- accidental events at the time of the test, such as being given incorrect instructions or guidance by the invigilator,
- serious technical problems during the test (where the technical requirements have been met in full),
- failure by City & Guilds to implement previously approved access arrangements for that specific test.

For on-demand tests, we advise tests are rescheduled if the candidate is affected by:

- temporary illness immediately before or during assessments,
- major surgery at or near the time of the test,
- extreme distress on the day of an exam (not simply exam related stress),
- domestic crisis arising at the time of the assessment,
- serious disturbance during an examination.

Candidates will **not** be eligible for special consideration if performance in the test is affected by:

- failure of the centre to prepare candidates properly for the test,
- candidates misreading the instructions for the test or the service,
- failure by the candidate to meet the minimum technical requirements or use of unsupported hardware,
- domestic inconvenience, such as moving house, at the time of the test,
- a minor disturbance,
- failure by the centre to apply for access arrangements (such as extra time),
- multiple tests scheduled for the same day.

For detailed information on when candidates are or are not eligible for special consideration, please refer to the JCQ document, [A Guide to the Special Consideration Process](#).

3. Preparing candidates for the test

As part of preparing for the test, Centres should encourage candidates to inform them if they experience any issues that may affect their performance in the test. This section is designed to help centres with this process and describes how centres should address:

- issues that are identified before the test,
- issues that are identified during the test,
- where tests have not been completed.

Issues identified before the test

If a centre identifies that a candidate's performance in an on-demand test is likely to be affected by circumstances beyond their control **before** they start the test, it should be rescheduled.

Before starting any test, the centre must check the candidates are able to complete the assessment at that time. Candidates should be encouraged to tell their centre if they feel unwell on the day of the test or if something has happened that might affect their performance in the test.

Issues identified during the test

Centres should instruct candidates to complete assessments, in full, wherever possible. If candidates complete an assessment but are disadvantaged, they should inform their centre as they may be eligible for special consideration.

Tests that were not completed

In most cases, the test will need to be rescheduled, as special consideration can only go some way to assist a candidate affected. This is because only minor adjustments can be made to the mark awarded. To make larger adjustments would jeopardise the validity of the assessment. Where a candidate has missed a significant proportion of the test, it will not be possible to predict how they would have answered the questions if they had completed them all.

If an on-demand test **cannot** be rescheduled, the centre should contact City & Guilds as soon as possible.

4. Making an application for special consideration

Applications for special consideration must be made in writing by the head of centre / examinations officer, per candidate, per assessment and sent to City & Guilds. Details of the circumstances supporting the application must be supplied. Applications will be not be acceptable if submitted directly by candidates, parents or employers.

Applications must be submitted within five working days of the date of the assessment. Applications will not be accepted after the publication of results.

It is important to process applications for special consideration before the issue of results, so it may not be possible to respond individually to each request.

Centres should contact Customer Services as soon as possible if they identify a candidate who is eligible for special consideration.

5. Help and Support

City & Guilds Customer Services

Open: Monday to Friday 08:00h to 18:00h GMT

Telephone: 01924 930800*

Email: centresupport@cityandguilds.com

*Calls from landlines to this number are charged at local rates that may vary according to time of day and your individual calling plan. Charges for calls from mobiles to this number typically will be included in free call packages but this may vary according to the calling plan chosen and outside of any inclusive minutes you will be charged as per your plan for local rate calls.

Talview Customer Services

Support for learners with technical issues accessing Proview before or during their test.

Open: Monday to Friday 08:00h to 18:00h GMT

Telephone: 01357 464011*

[Raise Support Ticket](#)

*Calls from landlines to this number are charged at local rates that may vary according to time of day and your individual calling plan. Charges for calls from mobiles to this number typically will be included in free call packages but this may vary according to the calling plan chosen and outside of any inclusive minutes you will be charged as per your plan for local rate calls.

Talview Customer Services

[Resource Hub for Walled Garden](#)

[Resource Hub for E-volve](#)

[Talview system requirements \(Remote invigilation software for Candidate\)](#)

Note: Please disregard the final latency check in this test

Appendix 1: Glossary

Candidate	<p>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>.</p>
Centre	<p>A <i>centre</i> is an organisation approved by City & Guilds to offer assessments leading to City & Guilds qualifications.</p>
e-volve	<p><i>e-volve</i> is a web-based assessment tool for centres and organisations that allows them to administer test delivery easily and efficiently. It is safe and secure, which offers candidates each test with a unique key code and prevents manipulation by displaying different questions to each candidate.</p> <p>Detailed guidance on e-volve including system requirements and user guides can be found at www.cityandguilds.com/evolve.</p>
Head of centre	<p>The <i>head of centre</i> is the person with responsibility for ensuring the overall management of the centre. The head of centre is:</p> <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	<p>An <i>invigilator</i> is the person responsible for ensuring the secure conduct of all tests.</p>
On-demand	<p>An <i>on-demand</i> test is any one where the centre selects the date of the test when booking it on the Walled Garden.</p>
Test	<p>A <i>test</i> is any externally marked component of a qualification available on e-volve or paper. For this solution, only for tests delivered on screen through e-volve are permitted.</p>

Contact us

City & Guilds Customer Service

We are here to answer any queries you may have regarding our Remote Invigilation Service. Should you require assistance, please contact us:

T: 01924 930 800 (Monday - Friday | 08:00 - 18:00 GMT)

E: centresupport@cityandguilds.com

Talview Service Support

Support for candidates with technical issues before or during the test.

T: 01357 464011* for immediate response

[Raise Support Ticket](#)

About City & Guilds

Founded in 1878 to develop the knowledge, skills, and behaviours needed to help businesses thrive, we offer a broad and imaginative range of products and services that help people achieve their potential through work based learning.

We believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future. So, we work with like-minded partners to develop the skills that industries demand across the world.

City and Guilds Group

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