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Summer Series Examinations

Dear City & Guilds Centre,

Dated examinations are scheduled to take place this month as part of the summer examination series for Technical Qualifications and T Level Technical Qualifications.

This communication is to support all centres and T Level providers of the prompt return of these examination scripts and stationery immediately after the exam has taken place, with links to our support and resources.

Returning scripts – important reminder

All completed scripts and stationery must be returned to the address specified on the return label, on the same day as the exam.

Where this is not possible, scripts must be stored securely and returned immediately the following day. Centres must ensure that these timelines are followed, in line with JCQ ICE requirements, and that there is no delay to this process.

The address to return written examination scripts to is:

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

Multiple choice examination material (Technical Qualifications only) must only be returned to:

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

Tracking script returns

All returns must be made via a secure tracked delivery. Centres are required to obtain a tracking reference for each delivery and to keep a record of this. You will need to provide this reference number to our Exams and Results Services team should we identify any late and/or missing scripts.

As soon as your exam scripts are packaged and you have your tracking reference number, please complete our script return form to provide us with this reference number. This will allow us to track and monitor the return of your exam scripts and we won't need to contact you for this information.

The form can be easily accessed using the link below, or by scanning the QR code with a mobile device.

**Script Return Form:
provide your tracking details**



Please note that City & Guilds do not provide pre-paid envelopes or labels. It is the centre's responsibility to ensure exams are returned via recorded delivery.

Please also be reminded of the following:

- Candidate attendance must be clearly marked on the Invigilation Certificate (IC) or Multiple-Choice Invigilation Certificate (MC) accordingly. If a candidate has not attended the exam they must be marked as "absent" on the IC / MC.
- All returned scripts – whether these are completed scripts (with barcodes) or named multiple choice answer sheets – must have the corresponding exam register / IC included.
- The completed exam scripts must be returned only to the address noted on the bottom of the Invigilation Certificate (IC) or Multiple-Choice Invigilation Certificate (MC). Addresses are detailed above. Do not send them all to one address if they should go to different locations.
- Return address labels are also provided for each assessment/unit within the delivery pack. Please ensure the correct labels are used when returning exams.
- Please check and make sure the candidate barcodes are placed in the correct location on the front of examination scripts. Incorrectly placed / missing barcodes cause delays when scanning the scripts upon receipt, resulting in delays to the marking process.
- Delays in returning completed papers will impact the marking and processing of results for learners across all centres. It is essential we receive these promptly.
- Blank / unused papers must be securely destroyed.

Exams Support Hub

Our **Exams Support Hub** is a useful resource for centres to access information for Exams Officers and teams. Here you will find all the essential information you will need at every stage of the exam and assessment cycle, from key dates and registering learners, to conducting exams, returning papers, and results support.

You will also be able to view a recording of our webinar on Exam Guidance for Dated Entry examinations and the slides for this, which can be shared as a training tool for new members of Exams teams.

Exams support hub



Contact us

If you have any questions regarding this update, please do not hesitate to contact our support teams using the details below.

Quality Team

Customer Support

☎ 0300 303 5352
✉ technicals.quality@cityandguilds.com

☎ 01924 930 800
✉ customersupport@cityandguilds.com



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City & Guilds, Giltspur House, 5-6 Giltspur Street, London, EC1A 9DE.
Company Charity numbers. 312832 (England and Wales) SC039576 (Scotland)
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