

[View all our VTQ Communications](#)[VTQ Information Hub](#)

VTQ Bulletin

Technical Qualifications

Important reminder



Please ensure you return all exam scripts prior to the Easter break

Dear Centre,

As we are approaching the end of the Technical Qualification Spring exam series and with the Easter break soon upon us, we would like to remind you of the importance of returning all exam scripts to us on time.

Reminder to return all exam scripts

We are contacting centres who have Technical Qualification examinations taking place between **Wednesday 20 March – Friday 22 March** to remind you of the importance of returning all exam scripts within **24 hours** of the examination taking place. For examinations due to take place on Friday afternoon, please ensure you return these to us no later than **Monday 25 March**. This is particularly important with the Easter holidays approaching.

Please don't leave exam scripts in secure storage over the Easter break, they must be returned to us. Any delays will result in learners potentially being disadvantaged.

Guidance on the prompt return of exam scripts

Following each examination, it is vital that all exam scripts are wrapped and despatched via secure, tracked delivery on the same day for morning examinations, and no later than the following morning for afternoon examinations. The [Joint Council for Qualifications Instructions for Conducting Examinations](#) states that all exam scripts must be returned to us within 24 hours of the examination taking place.

Please note:

- When preparing the scripts for return, the candidate's 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.
- Please ensure the candidate barcodes are placed in the correct location on the front of the examination scripts.
Incorrectly-placed or missing barcodes cause delays when scanning the scripts, resulting in delays to marking.
- Blank / unused exam papers must be securely destroyed within the centre.
- Return the completed exam scripts to the address noted on the bottom of the Invigilation Certificate (IC) or Multiple-Choice Invigilation Certificate (MC). A reminder of the return addresses are listed below.
Please do not send written exam scripts and multiple-choice answer sheets collectively to one location. This will cause a delay to the marking process and impact the release of candidate results.
- Return address labels are also provided for each assessment / unit within the delivery pack to make it really easy for you to refer to on the day of the examination. **Please ensure the correct labels are used when returning the scripts.**

Exam script return addresses

Please ensure you return exam scripts via secure, tracked delivery to the address listed on the IC using the correct pre-printed return label supplied with the exam packs.

We have provided the return address for each exam type below for reference.

Written Exams	Multiple Choice Exams
Storetec Services Ltd C/O: City & Guilds Unit 4, Sidings Business Park Freightliner Road Hull HU3 4XA	SCC Cole Valley 2 10 Westwood Avenue Cole Valley Business Park Birmingham B11 3RF

Contact us

If you have any questions or queries regarding the content of this email, please do get in touch with us using the contact details below.

Quality Team	Customer Support
☎ 0300 303 5352 ✉ technicals.quality@cityandguilds.com	☎ 01924 930 800 ✉ customersupport@cityandguilds.com

