

# **REGULATIONS FOR THE CONDUCT OF EXAMINATIONS**

**Version 5.0**  
**October 2015**  
For internal /  
external use

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## Document change history

This is version 5.0 of the Regulations for the Conduct of Examinations. This version replaces all previous versions.

This document is subject to revision, and maintained electronically. Electronic copies are version controlled. Printed copies are not subject to this control.

### Version 5.0, Month Year

Section No.	Change
1, 2, 7, 18	Removal of references to IESOL/ISESOL
General Regulations & 4.2	Exams to be conducted in English, unless stated otherwise by City & Guilds
6.7 & 20.1	Hyperlink to Access to Assessment guidance added
Appendix 3	Removal of checklist for interlocutors

## **About City & Guilds**

City & Guilds is a leading vocational education and training organisation, providing products and services to colleges, training providers, employers, and trainees across a variety of sectors to meet the needs of today's workplace. City & Guilds qualifications are valued by employers and delivered through over 10,000 centres around the world to help individuals develop their talents and abilities for future career progression.

City & Guilds is a member of the Joint Council for Qualifications, a membership organisation comprising the seven largest providers of qualifications in the UK.

## **What we offer**

Across 25 industry areas, from entry level to level 7, City & Guilds have thousands of qualifications and support mechanisms enabling centres to deliver the right choice for their learners. The full range of qualifications are available at:

[www.cityandguilds.com/courses-and-qualifications](http://www.cityandguilds.com/courses-and-qualifications)

City & Guilds also offer a variety of consultancy services for Employers. Further information is available at [www.kineo.com](http://www.kineo.com)

## **City & Guilds Website**

Our website contains helpful and essential information to support our customers, including:

- What we offer
- Qualifications & apprenticeships
- Delivering our qualifications
- News & insight
- Help & support.

Please visit [www.cityandguilds.com](http://www.cityandguilds.com) for further information.

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## **City & Guilds**

**1 Giltspur Street**

**London EC1A 9DD**

**T +44 (0)844 543 0000**

**F +44 (0)20 7294 2413**

**[www.cityandguilds.com](http://www.cityandguilds.com)**

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## Introduction

This document contains the rules, regulations and other information you need to run City & Guilds examinations. It explains all the necessary requirements which must be adhered to before, during, and after each examination. It also describes how examinations must be invigilated, but under some circumstances City & Guilds will provide external invigilators. This will be done at the discretion of City & Guilds.

These requirements protect the highest standards of integrity, quality and fairness of examinations for City & Guilds, approved centres and learners. It is essential that all City & Guilds International centres are aware of these requirements and adhere to them fully.

City & Guilds uses regular unannounced visits to check that the regulations outlined in the document are followed. All centres must be open to inspection at any time by City & Guilds Quality Inspectors and External Verifiers. Failure to follow the regulations set out in this document will be treated as potential malpractice, which may affect candidates' results and the centre's approval status.

City & Guilds will regularly update this document to reflect any changes in policy. The latest version can be found on the City & Guilds website.

### General regulations

Any member of staff at a centre or registered invigilator who wishes to sit an examination should contact **[policy@cityandguilds.com](mailto:policy@cityandguilds.com)**, before making an entry for the examination to request permission. Failure to inform City & Guilds in writing and obtain permission may make the examination void.

Nothing in City & Guilds regulations, or in the particular instructions which City & Guilds may issue, shall in any way affect the responsibility of the centre for health, safety and safe working under current legislation and local government by-laws. Any particular local requirements must be followed by the centre.

The regulations in this document specify the normal operational requirements for assessment. Arrangements may vary for certain qualifications in these cases regulations set out in the qualification handbook will apply.

City & Guilds supplies question papers and other assessment materials in English and will mark responses in English unless another language is specified by the qualification handbook. Unless otherwise specified, all examinations must be conducted in English, with no translation permitted.

## Preparing for the examination

### 1 Keeping question papers and other examination material secure

#### 1.1 Checking question papers

- On receipt check the question paper packets and examination materials carefully, but do not open the packs. Notify City & Guilds immediately if there are any problems, e.g.
  - it appears that the parcel or one of the packets has been opened during transit and therefore there may have been a breach of security
  - there are any differences between the material received and the despatch/delivery note
  - the material has been significantly damaged in transit
  - the material appears not to meet your requirements.
- All materials should be checked immediately on receipt and must be put into secure storage. Check the question paper packets against the timetable and arrange them in timetable order to reduce the possibility of opening a packet at the wrong time.
- If question papers cannot be checked immediately, they must be locked away in secure storage until an authorised member of staff is available to make the necessary checks (it is for the centre to set out the appropriate terms of authorisation for members of staff).

1.2 Keep all question papers in a secure place, available only to authorised persons. This will require a safe or a similar non-portable, lockable, metal cabinet. The safe must sit within a room which is secure from non-authorised entry and locked when not attended by authorised persons. The centre must be able to satisfy a representative of City & Guilds of the security of the arrangements.

1.3 Your local City & Guilds office must be informed immediately if the security of examination materials is put at risk by theft, loss, damage, unauthorised disclosure, fire, or any other circumstance.

1.4 Question papers must remain in the secure storage facilities approved by City & Guilds until one hour before the examination. You must not open the packets of question papers and other examination materials until the time appointed for the examination, unless City & Guilds advises otherwise.

For dated examinations, question papers are supplied in packs of five. If you have candidates at multiple sites and this arrangement causes difficulties, packs should not be opened and split. Candidates at different sites should be entered as separate 'cohorts' on the walled Garden. Please contact your local City & Guilds office for more information on how to do this.

- 1.5 Ensure that appropriate software, computers, word processors, printers, and/or other equipment as appropriate are provided for examinations. Spare equipment should be available whenever possible.
- 1.6 Centres must ensure that, for on-screen examinations, candidates cannot use the computers to communicate with other people or to access unauthorised information.
- 1.7 Inform all candidates of the date, time and place of the examination and the conditions under which it will be held. The 'Warning to candidates' poster should be made available to candidates before every examination, see page 34.

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### 2 Timetable variations

- 2.1 Every effort should be made to start the examination at the specified time. The starting time may be varied, if there are local problems, by up to thirty minutes without prior permission from City & Guilds. However, if this is done, to avoid any possible breach of security, candidates arriving late or departing early must be regulated as if the specified starting time had been in place.
- 2.2 Candidates are not allowed to take dated examinations on an earlier day than that scheduled on the examination timetable under any circumstances. The examination timetable is published on the walled garden.
- 2.3 Online e-volve examinations may be taken within a time period set within the system for each candidate. Each candidate must be informed of the date, time and place of their test.



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### 3 Using calculators

- 3.1 For question papers where the use of calculators is allowed, candidates are responsible for making sure that their calculators meet City & Guilds regulations.

**Candidates should be told these regulations beforehand.**

**Calculators must be:**

- of a size suitable for use on the desk
- either battery or solar powered.

**Calculators must not:**

- be designed or adapted to offer any of these facilities:
  - language translators
  - symbolic algebra manipulation
  - symbolic differentiation or integration
  - communication with other machines or internet (this includes mobile phones)
  - graphic displays

**The candidate is responsible for the following:**

- the calculator's power supply
- the calculator's working condition.

**Candidates must not bring the following into an examination:**

- calculator cases
- instruction leaflets
- instructions and formulae printed on calculator lids or covers
- similar materials.

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## 4 Resources for examinations

- 4.1 Printed English language dictionaries and bilingual dictionaries are allowed only for some examinations. For more detailed guidance, please always refer to the qualification-specific documentation. Electronic dictionaries are **not** allowed in any examinations. For more information on bilingual dictionaries please refer to the City & Guilds document, Access to assessment and qualifications.
- 4.2 Unless otherwise specified, all examinations must be conducted in English, with no translation permitted.
- 4.3 Ensure that stationery and any items specified in the syllabus, such as reference materials and case studies, are available to candidates, or that candidates have been informed what they will need to bring with them. If candidates have any unauthorised material in an examination (whether or not they intend to use it), this may constitute malpractice. In such circumstances, you should refer to the City & Guilds **Managing cases of suspected malpractice by centres and candidates**.
- 4.4 Candidates may **not** refer to books or notes during the examinations except where the qualification-specific documentation specifically allows it.
- 4.5 Candidates may **not** bring scrap paper into the examination room, however the invigilator may hand out scrap paper if required.
- 4.6 Where centres are undertaking on-screen tests, centres must ensure that sufficient work stations are available, including at least one replacement computer (and printers where required). The equipment must be of an appropriate standard for its intended use and be checked by an IT expert before use.
- 4.7 There should be appropriate policies in place to protect the security of the hardware and software which is used to deliver on-screen tests, hold candidate assessment outcomes and the network in which it operates. The centre's management of the secure test environment in which on-screen tests operate must be robust.

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### 5 Accommodation

- 5.1 All candidates must sit for the examination at the centre's registered address. A centre can apply to use another location for an examination, but this will not be granted except in exceptional circumstances. Centres will need to prove that all requirements for accommodation will be met.
- 5.2 In these circumstances, centres must apply to their City & Guilds local office at least six weeks before the examination, with the address of the accommodation they want to use, the qualification and unit numbers for the examinations, the dates it is to be used and the maximum number of candidates likely to be involved.
- 5.3 All locations used for examinations must be registered with City & Guilds. City & Guilds still treats that location as being 'at the centre' for the purposes of the examination and so any malpractice could affect the centre's approval.
- 5.4 The examination room must be in a suitably quiet location, which will remain undisturbed for the whole examination, and have adequate space, heating, lighting and ventilation.
- 5.5 Practical examinations must be held under conditions that will give all candidates the chance to carry out their tasks and to display their true levels of attainment in the qualification concerned.
- 5.6 All posters, display material etc. which may be relevant to the examination should be removed or completely covered.
- 5.7 A reliable clock must be visible to every candidate in the examination room. The clock must be big enough for all candidates to read clearly. In the case of on-screen e-volve examinations a clock is also available on the test system.
- 5.8 The invigilator should make sure that the following information is clearly visible to all candidates:
- date
  - start and finish time
  - full title of the centre
  - centre number
  - other relevant details (e.g. question paper number, examination title, etc.)

- 5.9 Seating arrangements must be made which will prevent candidates from seeing each other's work, intentionally or otherwise. It is required that:
- the minimum distance in all directions from centre to centre of candidates' chairs is 1.25 metres
  - all candidates should face in the same direction, unless they are working at drawing boards, easels or computer workstations for on-screen tests. In such cases the arrangement should be in an inward facing pattern or in another suitable pattern to ensure that the minimum distance requirement is satisfied
  - each candidate should be seated at a separate desk, table or workstation. For on-screen tests, each workstation must be isolated by a minimum space of 1.25 metres measured from the nearest outer edge of one screen to the next
  - any specialist tutor preparation for IT related examinations should be provided to candidates as individual files for their exclusive use
- 5.10 It is the responsibility of the centre to decide whether to allow candidates suffering from an infectious or contagious disease to sit an examination. Any candidate suffering from an infectious or contagious disease must take the examination in a separate room in which all instructions for conducting examinations can be applied. Centres must keep the candidate's script separate from other scripts from the same centre. You must **not** despatch anything to an examiner or to City & Guilds until you have asked for advice from City & Guilds.
- 5.11 More than one examination may be held in the same room as long as this does not cause disturbance to any candidate.
- 5.12 Centres must ensure that a notice reading 'Quiet examination in progress' is displayed outside the examination room.
- 5.13 Centres must display the following posters outside the examination room:
- 'Warning to candidates' (see page 34)
  - 'No Mobile phones' (see page 33)
- 5.14 Where computers are used for assessment purposes the Head of Centre is responsible for ensuring that local health and safety laws are followed.

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### 6 Invigilation arrangements

- 6.1 All City & Guilds examinations must be supervised by an invigilator. In some cases, City & Guilds will provide external invigilators. Otherwise, it is the responsibility of the centre to appoint invigilators and brief them on the requirements for the conduct of examinations. Invigilators should be suitably qualified and experienced adults whose integrity can be relied upon. They act for the centre, under the guidance of the centre administrator, and the centre is responsible for their payment and actions. City & Guilds does not accept responsibility for the payment of fees or expenses to invigilators.

Where invigilators have a conflict of interest - for example they have taught the candidates for the qualification being examined, or they are a relative of a candidate - they must **not** be the sole invigilator **at any time** during that examination.

- 6.2 Ensure that invigilators are familiar with the content of this document and that invigilation is operated in accordance with it and any local or national invigilation arrangements. Invigilators must give all their attention to conducting the examination properly; be able to observe each candidate in the examination room at all times and be familiar with the specific instructions relating to the qualifications being examined. Invigilators must not carry out any other task (for example marking) in the examination room.

- 6.3 For multiple-choice and written assessments, there must be a minimum of one invigilator in each examination room for every 30 candidates or fewer. For on-screen assessments, there must be a minimum of one invigilator for every 20 candidates or fewer. However, when there is only one invigilator he/she must be able to summon assistance easily, without leaving the examination room, in case of emergency, e.g. a sick candidate. The number of invigilators present must never fall below the number specified.

- 6.4 Centres must prepare a seating plan, indicating the direction of each desk and the name of each candidate, and keep signed records of the seating and invigilation arrangements for each examination session for six months after receipt of results.

Centres should ensure that invigilators have been briefed on the seating plan in advance.

The seating and invigilation records may be required by City & Guilds. Centres should ensure that the Invigilation Certificate is completed for all candidates, whether present or absent, and returned with candidates' scripts or recordings.

- 6.5 Where the examination comprises practical tests or the use of equipment such as a computer, then it is essential that a specialist technician must be available to deal with equipment failures. The provision of a specialist technician is in addition to the invigilator. The invigilator must **not** act in this capacity. In the exceptional case of an examination for one candidate, the invigilator may undertake the role of computer specialist.

- 6.6 **For candidates with access arrangements**, City & Guilds recommends that the examination is held in a separate room when readers, scribes, sign language interpreters or prompters are provided. An invigilator **must** also be present.

Where a candidate requires a prompter, the invigilator may act as a prompter. If the prompter is also acting as a reader, scribe or sign language interpreter, a separate invigilator will be required.

- 6.7 The centre is responsible for ensuring that if a candidate has an access arrangement and is not accommodated separately, that other candidates are not disturbed.

For further information on access arrangements and how to apply please refer to the City & Guilds [website](#).

## At the beginning of the examination

### 7 Identifying candidates

- 7.1 It is important that all invigilators are able to establish the identity of all candidates sitting examinations. The head of centre **must** make sure that appropriate arrangements are in place so that all invigilators can carry out adequate checks on the identity of all candidates.
- 7.2 For e-volve examinations it is the responsibility of the centre to have a procedure in place to ensure that both the identity of the candidate is established and that the candidate's name and identity matches the name and identity on the e-volve test screen. If candidates sit an examination in another candidate's name (whether or not this is intentional), this may constitute malpractice.

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### **8 The people present**

- 8.1 Only candidates and persons whose presence is required by the examination, and are authorised by the centre administrator, should be allowed in the examination room during, immediately before or after the examination.
  
- 8.2 The centre administrator may allow heads of department, assessors and tutors to enter the examination room to check that candidates have all the materials they should have and the correct examination paper. If allowed into the exam room to carry out such checks, they should not communicate in any way with the candidates or comment on the examination paper in the presence of the candidates. If there is a query about the examination paper then the centre administrator should contact City & Guilds immediately.



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### 9 Question papers, stationery, materials and other equipment

9.1 The examination papers must be collected from their secure store on the day of the examination by an invigilator or other responsible person. The sealed envelopes containing the papers must not be opened until immediately before the examination. They must be opened in front of the candidates.

9.2 In examinations where computers are required or allowed and answers are to be printed out, the invigilator should check that the printouts can be identified on a candidate by candidate basis. One copy **only** should be printed, unless otherwise directed by qualification specific instructions, and the files must be erased from the computer/storage medium immediately.

9.3 The invigilator must take all reasonable steps to make sure that the following conditions are met:

- examination stationery, including additional answer sheets, for the particular examination must be issued to candidates
- candidates may take into the examination room only those instruments or materials which are clearly allowed in the instructions on a question paper, the stationery list or the qualification handbook
- food and drink may be allowed in the examination room, however, this is on the condition that any food brought into the examination room by the candidate is free from packaging and all labels are removed from drink containers
- mobile telephones, iPods, tablets, mp3 or mp4 players, wrist watches which have a storage device or other means of electronic communication/storage device or a digital facility are not allowed in any examination. Candidates must be warned of this rule in advance and reminded at the start of each examination. If mobile telephones have been brought into the room, they must be switched off and placed beyond the reach of candidates
- in an examination where there is a personalised question paper, and individual pre-printed answer sheets are provided for each candidate, each individual answer sheet or personalised question paper must be given to the candidate whose name appears on it. Also, centres should check that the sheets relate to the examination concerned
- for online e-volve examinations the test must be unlocked for the correct candidate. The invigilator must check the identity of the candidate and then ensure that the correct ID and password are issued. The invigilator must oversee the input of the ID and password for each candidate and check to see that the name on the test screen matches the name of the candidate. If in spite of these checks either the invigilator or candidate becomes aware that the candidate is sitting a test in a different candidate's name then the test should be aborted. City & Guilds should be notified immediately. The test results should still be uploaded.

**NB** If a candidate sits an examination in another candidate's name (whether or not this is intentional), this may constitute malpractice.

- for online e-volve examinations, there should be no access to the internet, email, data stored on the hard drive or portable storage media, e.g. floppy disks, CDs, memory sticks.

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### 10 Starting the examination

- 10.1 Candidates must be in the examination room at least ten minutes before the start of the examination to fill in examination documentation. They should not be allowed into the room until the invigilator is satisfied that the room is ready for them and can indicate where each should sit.
- 10.2 Before candidates are allowed to start work in the examination, the invigilator **must always** inform candidates of the rules which apply during the examination (see Appendix 2).
- 10.3 The centre may provide the invigilator with a translation of the rules which apply during the examination into other languages (including sign language) if there is a need for this and if the necessary expertise is available.
- 10.4 The invigilator **must**:
- make sure that candidates are seated according to the agreed seating plan,
  - tell the candidates that they must now follow the regulations of the examination,
  - open the packets of question papers and give the papers to the candidates,
  - check that candidates have the correct paper and all the material they need for the examination,
  - tell the candidates about any erratum notices,
  - tell candidates about emergency procedures,
  - announce clearly to the candidates when they may begin to write their answers,
  - specify the time allowed for the paper(s),
  - remind candidates they are not allowed to communicate in any way with, ask for help from, or give help to another candidate while they are in the examination room.
- 10.5 An examination is treated as in progress from the time the candidates enter the room until all the scripts have been collected. Candidates must be under examination conditions from the time that they enter the room in which they will be taking their examination(s).

## During the examination

### 11 Candidates who arrive late or leave early

#### 11.1 Late entry to/early departure from the examination room

- In examinations which last for two hours or longer, no candidate may enter the examination room one hour after the timetabled start of the examination, and no candidate should leave the examination room during that first hour. This rule must be kept, even if the actual start time differs from the timetabled start.
- In examinations lasting less than two hours, no candidate may enter the examination room after, or leave the examination room before, half the examination time has passed.
- A candidate arriving after the start of the examination may be allowed to take the examination, subject to the agreement of the centre and provided that the given time restrictions would not be breached. They may be allowed the full time for the examination, if this arrangement is practical for the centre.
- Candidates may not be admitted after the start of an examination where listening, dictation or speed tests are involved.
- Candidates who have finished their work and have been allowed to leave the examination room early must hand in their work and the examination paper before they leave the examination room. Those candidates must not be allowed back into the room.
- For online e-volve examinations which may be taken by a candidate within an agreed time period, centres may allow candidates to enter and leave the room at different times provided the invigilation conditions are maintained and entry and exit can be managed without disturbing other candidates.

11.2 Where the candidate has been allowed into the examination room after the starting time, the examination script should be submitted in the usual manner, but a report giving full circumstances should be sent to the centres local City & Guilds office or **policy@cityandguilds.com**. The candidate must complete a Declaration of no prior knowledge form, be informed that the report has been completed and that City & Guilds may not be prepared to accept the paper.

11.3 If a candidate needs to leave the examination room temporarily during the examination because he/she is unwell or needs to go to the toilet, then he/she must be accompanied by an invigilator who must ensure that he/she does not speak to anyone else, consult any notes, make a phone call or otherwise breach the security of the examination while he/she is out of the room.

NB The number of invigilators present in the examination room must not fall below the number specified in 6.3.

11.4 Any disturbance in the conduct of the examination should be notified to the centre's local City & Guilds office or **policy@cityandguilds.com**, immediately after the examination and a copy of the letter should be enclosed with the scripts. Unless this is done, no consideration can be given in the marking of the candidates.

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### 12 Completing the invigilation certificate (IC)

#### 12.1 The invigilator **must**:

- record which candidates are present during the examination on the IC, in line with City & Guilds' instructions, clearly indicating those candidates who are absent
- not add the names of candidates who are not listed on the IC. The centre administrator must make formal entries to City & Guilds before the exam, for any candidates taking the exam.

#### 12.2 The centre **must**:

- keep a copy of the completed IC, until results and certificates have been issued.

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## 13 Supervising the candidates

### 13.1 The invigilator **must**:

- only answer questions from candidates about the instructions on the front of the examination paper,
- supervise the candidates throughout the whole examination and give complete attention to this at all times,
- be vigilant, look out for cheating and malpractice or candidates who are feeling ill. Any irregularities **must** be recorded,
- move around the examination room quietly and at frequent intervals.

### 13.2 The invigilator **must not**:

- direct candidates to particular questions on the question paper,
- make any comment where a candidate believes that there is an error or omission on the question paper. The invigilator **must** however, refer to the matter immediately to the centre administrator.
- give any information to candidates about possible mistakes in the question paper, unless there is an erratum notice or permission has been given by City & Guilds,
- comment on the content of the question paper,
- read a word or words printed on the question paper to a candidate, other than the instructions on the front cover,
- offer any advice or comment on the work of a candidate.

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### Malpractice and irregularities

- 14.1 Centres must report any cases of potential malpractice or maladministration to City & Guilds, as soon as possible. This also includes cases involving tutors, invigilators or other administrative staff.
- 14.2 In cases of potential malpractice and irregularity, the invigilator/centre administrator is empowered to expel a candidate from the examination room, when their continuing presence would disturb other candidates.
- 14.3 Any potential malpractice or maladministration must be reported in writing to the centre's local City & Guilds office. Following a malpractice investigation, a decision will be taken as to whether to disqualify candidates for this, and any other City & Guilds examination they may have taken. City & Guilds has the final decision whether or not to disqualify a candidate. For more information please refer to *Managing cases of suspected malpractice in examinations and assessment*.
- 14.4 If any of the regulations for the conduct of examinations are breached by a candidate, invigilator or other person required for the conduct of the examination, City & Guilds may declare the examination or assessment void. This may also affect the centre's approval.

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## Emergencies

- 15.1 If an emergency occurs during the examination, e.g. fire alarm, bomb warning
- the examination room must be evacuated in accordance with the instructions of the appropriate authority
  - candidates must leave question papers and examination scripts on their desks
  - depending on the circumstances that follow, one of the actions given in 15.2 may be taken. Whichever action is taken, City & Guilds must be informed in writing as soon as possible. Any decision on assessment of partially completed work will be made by City & Guilds.
  - if an online test has to be restarted after a power failure/fire alarm or any other disruption, the restart window is 60 minutes. Provided the candidates are closely supervised and the invigilator is sure that there has been no breach of security the examination may be re-started.
  - If an online test cannot be re-started because of the elapsed time or because candidates were not invigilated then the test should be abandoned. New tests may be scheduled for the candidates.
  - If a workstation fails due to hardware problems during the test the invigilator should move the candidate to a spare one and enter their ID and password so they can continue the test.
  - For online tests, centres should refer to any software specific instructions to safeguard the security of assessment content and responses.
- 15.2 If the candidates have been closely supervised and the invigilator can be assured that there has been no breach of examination security, i.e. candidates did not communicate with each other, nor any other person, nor consult any books or notes while they were out of the examination room, then the examination may be resumed and the full time may be given.
- 15.3 If the timing of the examination is integral to the assessment, then please contact City & Guilds for guidance.
- 15.4 If the security of the examination has been compromised the exam should not be resumed. The candidate's scripts should be submitted as normal and City & Guilds informed. City & Guilds will make a decision as to whether the scripts can be marked.



## At the end of the examination

### Finishing the examination

- 16.1 Before the end of the examination the invigilator should alert the candidates to the time remaining. It is suggested that this warning should be given between 15 and five minutes before the end. A five minute warning is given on-screen for online examinations.
- 16.2 When the allotted time has ended, the invigilator must tell the candidates to stop writing or working, collect the papers and make sure that the relevant paperwork has been completed (see section 12).
- Before candidates leave the room, the invigilator should check that all candidate work is clearly identified, any extra sheets used are securely attached to the answer book with string or a treasury tag. For examinations where single sheet stationery is used, each candidate's worked papers should be arranged in numerical order of questions and firmly stapled at the top left-hand corner. Multiple-choice answer sheets should not be stapled or tagged.
  - In the case of on-screen assessment, the invigilator should check that the test has closed correctly and ensure that the responses are submitted in accordance with the system regulations. City & Guilds may not be able to issue results if the on-screen test files have not been submitted correctly. The centre must ensure that e-volve test results are uploaded immediately and must retain a provisional score report until results have been issued.
- 16.3 For on-screen tests
- centres must that all candidates' work is saved and secure from unauthorised access
  - all other examination material, including copies of candidates' work, additional printouts and question papers must be collected by the invigilator and stored in a secure place
  - any common user areas accessible to candidates must be cleared of all work saved during the examination immediately after each session
  - candidates' user areas should be removed at the end of the examination window or after each session if feasible. Whichever strategy is adopted, centres must ensure that the user areas of those candidates who have already sat the examination cannot be accessed by candidates who are scheduled to sit the examination in a later session within the window. Particular care should be taken where networked stations are used to prevent work being accessible via shared folders. Different passwords must be set up for each session, if more than one session is required. It is not sufficient to rely on candidates keeping their password secret.
  - Invigilators should be aware that work may need to be printed off outside the time allowed for the test. Candidates must not be prevented from doing so, though must be supervised at all times.
- 16.4 No one may remove any question paper from the examination room until the end of the examination.

## **Introduction**

### Collecting scripts

- 17.1 The invigilator must collect all used and unused examination question papers and scripts before candidates leave the room to ensure that no candidate accidentally takes their script or other examination material with them.
- 17.2 The invigilator must check that the names on the scripts match exactly the names on the IC. Failure to do this could cause a delay in the release of results.
- 17.3 Scrap paper used by candidates during examinations should be collected and destroyed.
- 17.4 The invigilator must give the question papers, scripts and IC to the person responsible for despatching them to City & Guilds.

## After the examination

### Sending examination materials

- 18.1 Under no circumstances may examination papers be retained or photocopied by centres or candidates unless otherwise specified.
- 18.2 Scripts and completed Invigilation Certificate should be despatched to the specified address on the day of the examination. If it is not possible to despatch straight away, then they must be kept locked up under the same conditions as unused examination papers. They **must** then be despatched within one working day of the examination.
- 18.3 Centres should use a recognised courier service to return scripts.
- 18.4 Every care is taken to ensure safe custody of all examination material, but City & Guilds will not be held responsible for any loss or damage during transit.

## **Introduction**

### Unused stationery

- 19.1 All used and unused multiple-choice question paper booklets and pre-printed multiple-choice answer sheets must be returned to City & Guilds after the examination. Centres must not make any copies, either written, photocopied, electronic or other.

## Introduction

### Applications for special consideration

- 20.1 Any correspondence on the conduct of the examination, particularly on adverse circumstances which may deserve special consideration, should be sent immediately to the centres local City & Guilds office or **policy@cityandguilds.com**, not to the examiner. For more information on special consideration, please refer to the City & Guilds [website](#)

# Glossary

## **Candidate**

An individual who is registered with City & Guilds and working towards a full or part qualification at an approved assessment *centre*.

## **Centre**

An organisation approved by City & Guilds to offer assessments leading to City & Guilds qualifications.

## **Centre Administrator**

(Formerly known as Exam Secretary) The person nominated by the Head of Centre to take responsibility for the arrangement of examinations.

## **Dated examination**

An examination where the date is set by City & Guilds, it will be the same for all centres

## **e-volve**

Our e-assessment platform (previously GOLLA), it enables learners to be tested on-screen, with or without an internet connection. For more information about e-volve, please contact your local City & Guilds office.

## **Examination**

External assessments where City & Guilds sets the question papers and marks the completed scripts (including any recordings).

## **On Demand examination**

An examination where the date is set by the Centre. Entries for these examinations must be made, for a specific date and time, at least 14 days before the exam date.

## **On-screen examinations**

An examination completed using a computer.

## **Walled Garden**

Our secure administration service. For more information please visit [www.walled-garden.com](http://www.walled-garden.com) or contact your local City & Guilds office.

## Appendix 1 Checklist for invigilators

This checklist summarises the most essential actions for invigilating examinations. You must also fully understand the *Regulation for the conduct of examinations*.

### A Arranging the examination room

- 1 Check that any charts, diagrams, etc. have been cleared from the walls.
- 2 Check that you have the following on display:
  - a clock that all candidates can see clearly
  - a board showing the centre number, and the starting time and finishing time of the examination(s).
- 3 Check that you have:
  - a copy of the current *Regulations for the conduct of examinations*
  - any qualification-specific instructions
  - a seating plan of the examination.

### B Identifying candidates

- 1 Make sure you know the identity of every candidate in the examination room.
- 2 Check the documentary evidence that any candidates not known to you provide, to show that they are the same people who were entered for the examination.

### C Before the examination

- 1 Check the front of the question paper for the exact requirements for authorised materials, particularly dictionaries and calculators (see F).
- 2 Tell candidates that they must now follow the regulations of the examination and draw attention to them. A suggested wording is provided at Appendix 2.
- 3 Warn candidates that they must give you any unauthorised materials, including mobile phones.
- 4 Open the packet(s) of question papers in the examination room.
- 5 Tell the candidates:
  - to fill in the details on the front of the answer booklet or answer sheets and any supplementary sheets
  - to read the instructions on the front of the question paper.
- 6 Tell the candidates about any erratum notices.
- 7 Remind candidates to write in blue or black ink or ballpoint pen.
- 8 Tell candidates when they may begin and how much time they have.

### D During the examination

- 1 Complete the examination documentation with attendance details.
- 2 See section 4.1 of the Regulations if a candidate

arrives late.

- 3 Be vigilant. Supervise the candidates at all times to prevent cheating and distractions.
- 4 Do not give any information to candidates about:
  - suspected mistakes in the question paper, unless an erratum notice has been issued
  - any question on the paper or the requirements for answering particular questions.
- 5 Make sure that no candidate leaves the examination room until the time specified in section 11 after the published starting time.
- 6 Make sure that no question paper is removed from the examination room during the examination.
- 7 Make sure that a member of staff is available to accompany any candidates who need to leave the room temporarily.
- 8 In an emergency, see Section 4.5 of these regulations and any separate instructions issued by your centre.
- 9 Tell candidates to stop writing/working at the end of the examination.

### E After the examination

- 1 Check and sign the examination attendance documentation.
- 2 Tell candidates to check that they have:
  - written all the necessary information on their scripts including supplementary sheets
  - crossed out rough work or unwanted answers
  - fasten any supplementary sheets, as instructed on the question paper or answer book.
- 3 Collect all scripts and all unused stationery before candidates leave the examination room.
- 4 Arrange scripts in the order candidates appear on the examination documentation.
- 5 Make sure that scripts are kept in a secure place before being sent to the examiner.

### F Use of Calculators and Dictionaries

- 1 Candidates are allowed to use calculators, unless the qualification handbook says otherwise.
- 2 Candidates are not allowed to use dictionaries in any examinations, unless the specification says otherwise.
- 3 Candidates may use bilingual dictionaries under certain access arrangements.

### G Access Arrangements

Check in advance with the centre administrator which candidates, if any, are allowed access arrangements.

## Appendix 2 A suggested wording for the invigilators' announcement at the beginning of an examination

"You must now follow the regulations of the examination.

**Only** material listed on the question paper is allowed in the examination room. **You must not have on, or near you, any other material.**

If you are found to have any material with you which is not allowed, **even if you did not intend to use it**, this will be reported to City & Guilds. The normal practice in these circumstances is to disqualify the candidate from the paper or the qualification.

Check now that you do not have on you any unauthorised material such as notes, books, papers, calculator case or lid, calculator instruction leaflets, electronic devices or **mobile phones**.

(For examinations with books that are allowed, add "Check that no notes or papers have accidentally been left inside any book you are allowed to have in the examination room.")

Hand in now to an invigilator any of these items. **Any mobile 'phones must be turned off** as a ringing 'phone could make you subject to sanctions and penalties.

Check that you have the right question paper for your qualification and level.

Check that you have everything you need to do the examination, including all the items listed on the question paper.

You must write only in **blue or black ink or ballpoint pen**, except for drawings and rough notes.

You must write all rough work in your answer book and neatly cross it through with a single line. You should cross any mistakes through neatly with a single line. (For computer-marked multiple-choice papers, add "You should write rough work on the question paper.")

You may not communicate in any way with another candidate. You may not give help to any candidate or ask for help from another candidate. You should put up your hand to attract the invigilator's attention.

Now, fill in all the details needed on the front of your answer book, answer paper or question paper.

**The examination will finish at .....**

You may start now."



# NO MOBILE PHONES



NO MOBILE PHONES, IPODS, IPADS,  
TABLETS, MP3 OR MP4 PLAYERS.

NO PRODUCTS WITH AN ELECTRONIC  
COMMUNICATION/STORAGE  
DEVICE OR DIGITAL FACILITY.

Possession of unauthorised items is an infringement of the regulations and could result in disqualification from the current examination and the overall qualification.

Candidates are advised that mobile phones in particular must not be in their possession whether switched on or not.

# WARNING TO CANDIDATES

1. You **must** be on time for all your examinations.
2. You **must not** become involved in any unfair or dishonest practice in any part of the examination.
3. You **must not** sit an examination in the name of another candidate.
4. You **must not** have in your possession any unauthorised material or equipment which might give you an unfair advantage.
5. Possession of a **mobile phone** or other unauthorised material is **breaking the rules**, even if you do not intend to use it, and you will be subject to penalty and possible disqualification.
6. You **must not** talk to, attempt to communicate with or disturb other candidates once you have entered the examination room.
7. You **must** follow the instructions of the invigilator.
8. If you are in doubt speak to the invigilator.