

City & Guilds

Instructions for Conducting Functional Skills Exams

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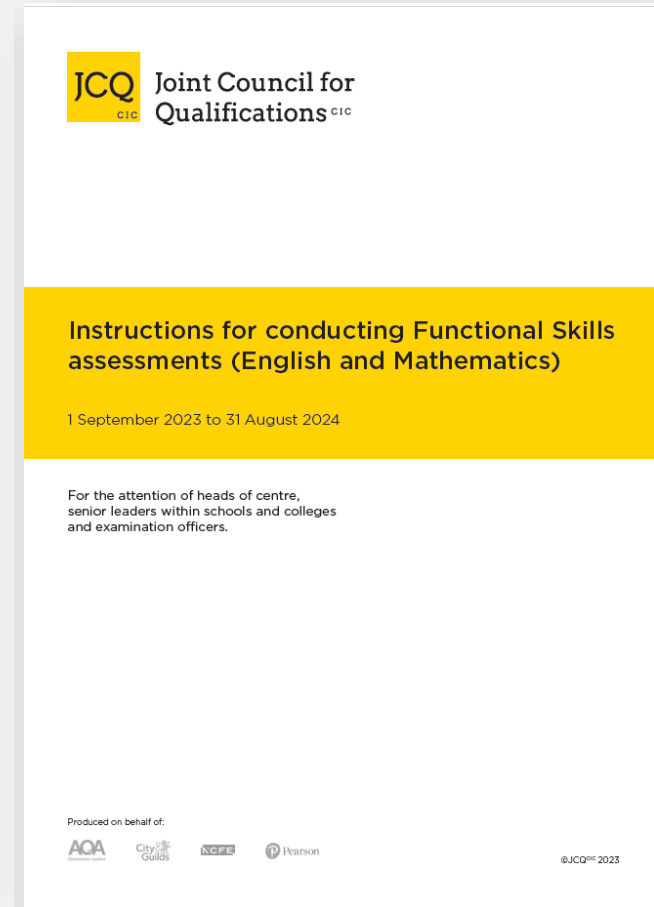
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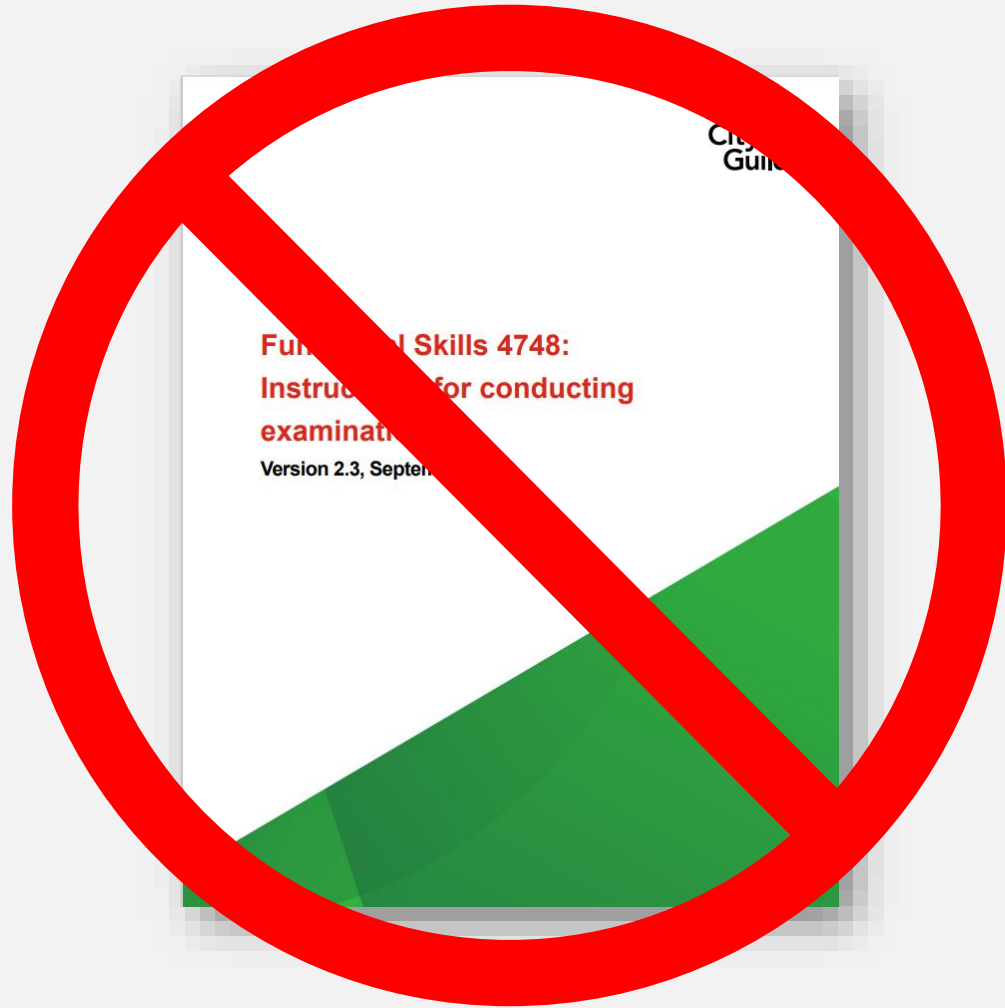
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Instructions for conducting exams

- Reformed Functional Skills English and maths qualifications had a number of requirements around the administration and delivery of Functional Skills exams
- Functional Skills was not subject to the JCQ 'ICE' instructions, so each Awarding Organisation created their own version of the ICE document
- City & Guilds working with Pearson, NCFE and AQA have developed a joint ICE document





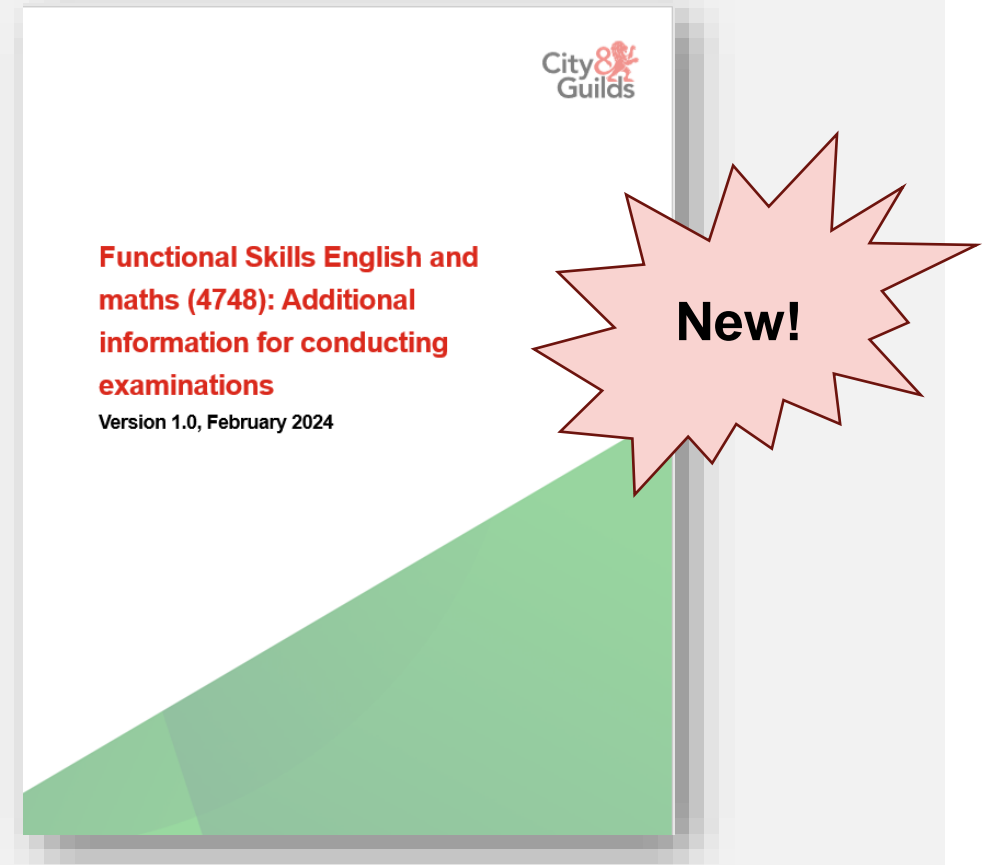
Additional Guidance

- The JCQ ICE document will supersede the City & Guilds version of the document, but until September 2024, you can use either version
- A copy of the JCQ document will be available from the 4748 Qualification page under the “Centre Documents” heading and the City & Guilds document will be removed in September.
- The JCQ document is also available from their website here:

[Instructions-for-conducting-
Functional-Skills-assessments-
English-and-Mathematics_FINAL.pdf](https://www.jcq.org.uk/instructions-for-conducting-functional-skills-assessments-english-and-mathematics_FINAL.pdf)
([jqc.org.uk](https://www.jcq.org.uk))

New Document

- The JCQ ICE document outlines how Functional Skills exams in English and maths at Level 1 and Level 2 should be managed.
- However, there is some additional guidance that relates specifically to the City & Guilds' systems and exams
- There is a supporting document with this guidance which is now available from the 4748 Qualification page from the "Centre Documents" folder



Additional Documents



Assessment Materials



Centre Documents



Additional guidance for conducting FS exams

The new guidance document starts with a table which outlines the differences between the original City & Guilds' ICE document and the new JCQ version

- There are a number of changes will become effective from 1 September 2024:

<p>The invigilation report must be completed and signed, with any candidate malpractice, disturbances or late arrivals recorded.</p>	<p>When more than one candidate is taking an assessment in the same room, the assessment must be scheduled with the same starting time</p>	
<p>The centre must keep a transport log if using an alternative venue</p>	<p>Candidates must be reminded verbally when there are only ten minutes of the assessment remaining.</p>	<p>A reliable clock must be visible to each candidate in the assessment room.</p>
<p>All PCs logged on and the assessment software open before candidates enter the room.</p>		<p>The centre must hold attendance sheets for two months after the assessment.</p>

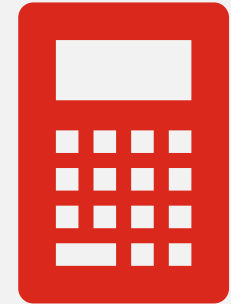
Assessment versions

- Candidates must only see each version of an exam paper, once. This applies to both paper and onscreen exams.
- Following the migration of our onscreen exams to HTML format between September and February, normal assessment booking and results release has resumed.
- We routinely add new versions of exam question papers to both the paper-based and onscreen banks. Occasionally it is necessary to switch exam versions off to ensure that we have sufficient volumes of learners sitting new exam papers to enable the awarding process to take place efficiently to allow results to be released in a timely fashion.
- In the unlikely event that a candidate is booked for a re-sit of an exam and there isn't suitable / unseen version of the exam available, the booking will be cancelled, and our Customer Services team will contact you.



Managing paper-based maths exams

- Functional Skills maths exams comprise of two papers, a non-calculator paper – Section A **and** a calculator permitted paper – Section B
- Candidates must receive Section A and Section B from the **same** version
- Where a candidate is given two different versions this has a number of implications:
 - This mixed-script cannot be marked as standard and has to be marked as a non-standard paper resulting in additional costs and potential delays in issuing results
 - We are not able to give performance feedback for the candidate for this non-standard exam
 - The candidate has completed two different versions of the exam which may affect their ability to have a re-sit opportunity if they have already completed a number of attempts



Alternative exam venues – English and maths



Where a Functional Skills exam needs to take place at a different location to the site which has been registered with City & Guilds there are a number of options:

Onscreen exams

- The e-volve exam can be downloaded to a laptop which can be taken to the exam site to enable the learner to sit their exam. This can be done without the use of the internet, 'off-line' but then once connected to the internet, the exam must be uploaded in order to be marked. It is critical that this is done as soon as possible after the exam has been taken to avoid the candidate's attempt being automatically voided.- If the exam is Auto Voided it is not possible to recover the exam.
- Another alternative is to install the Secure Client software on a machine at the site allowing the e-volve exams to be run locally under the usual invigilated conditions.
- We also have a Remote Invigilation service which enables learners to sit their exam in their own home or workplace and be invigilated remotely by our service provider, Talview

Moving paper-based exams

- It is important to maintain the security of all live exam materials
- There are conditions laid out in section 10.7 of the JCQ ICE document which set out the requirements for storing Functional Skills exams.
- Where question papers need to be made available at an alternative assessment site, these must be transported in a lockable case, or where they are being sent, this must be done using a trackable, signed for service.
- Centre must retain the evidence of posting, together with tracking numbers in case of queries.
- Paper-based exams can only be sent to a business address (**never** a personal address) where there is the storage facilities described in the JCQ IC.E document.
- Lost papers are a security breach and have an impact on other candidates who are due to take that paper, beyond your own centre. Having to remove papers from circulation is costly and time consuming for all parties and may result in investigations by the City & Guilds Investigation & Compliance team.



Employer invigilation

- Section providing clarification about managing Functional Skills exams in the workplace and using the employer as invigilator
- There is clarification around managing e-volve onscreen exams and the support an employer might need from the centre to install the relevant software and launch tests
- For paper-based exams there is clarification about the rules for the movement of paper-based exams and the rules around storage.
- It is worth noting that these are not new requirements – this has always been the case since the reformed qualifications were launched, but we have taken the opportunity to set them out clearly in the additional information document.



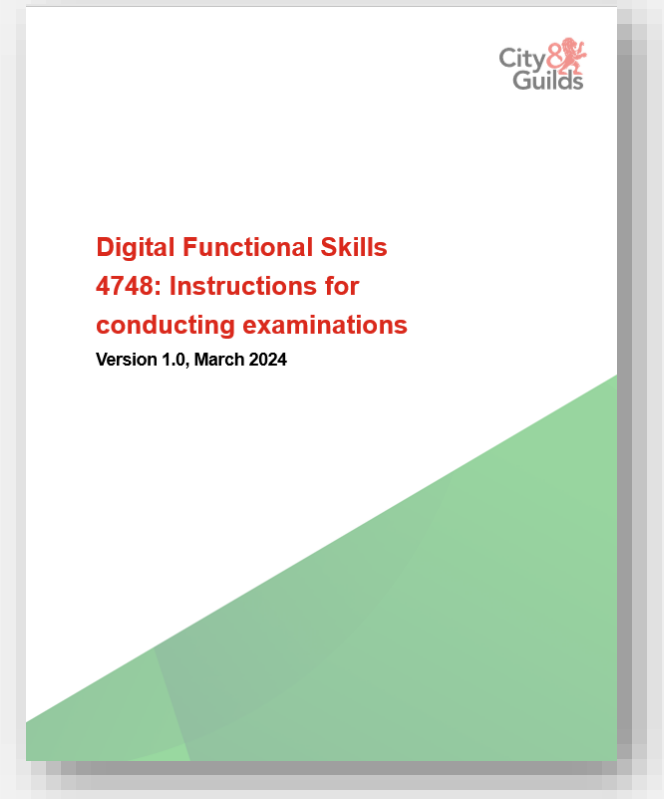
Delivering your Exam papers



- Please note, we will start to use Parcel Force for delivery of your examination materials with effect from May 2024.
- All examination packs that arrive via Parcelforce will be in cardboard boxes going forward, with your address details on yellow labels and orange labels advising the content is Assessment material for the attention of exams office.
- Please ensure you follow the 'JCQ Instructions for Conducting Examinations' guidance (section 10) for 'Keeping on demand Functional Skills English and Mathematics assessments secure'. There are important instructions around the procedures you must follow for the signing in, and secure movement of examination materials once they arrive at the centre.
- Please ensure any staff within the centre involved in handling examination materials are aware of these changes.

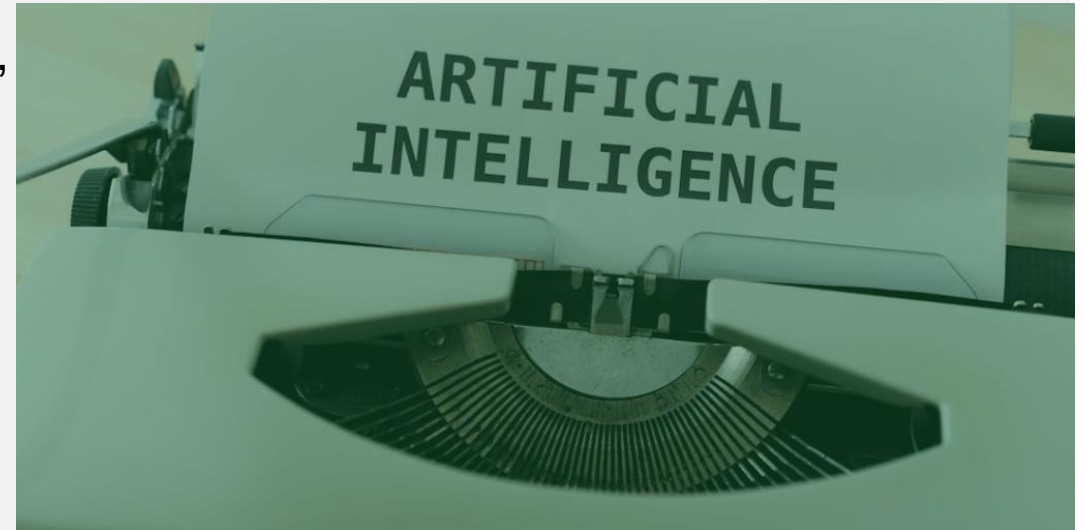
Digital Functional Skills Qualifications

- Our new DFSQ qualifications have their own set of Instructions for Conducting Exams guidance
- The exams are only available online through our e-volve e-assessment platform and the ICE document is available from the 4748 Qualification page.
- Like Functional Skills English and maths exams, the DFSQ exams must not be invigilated by anyone who is involved in teaching the DFSQ qualifications
- DFSQ exams require an internet connection due to the nature of some of the tasks. So, although you can use the “Download test to take later” function, the exam itself will have to be taken online.
 - The offline exam option is not available



Artificial Intelligence in exams

- Increased awareness about the benefit of Artificial Intelligence to support Teaching & Learning.
- However, there is a conflict with assessment particularly the use of adaptive, predictive software onscreen.
- Centres must ensure that no Artificial Intelligence (AI) software, or similar AI assistance applications are installed on any PC or laptop used for an e-volve test. This includes the cloud-based typing assistant application Grammarly. Any application is not permitted for use during any assessment if it can be used to:
 - identify spelling, punctuation and grammar errors,
 - suggest improvements to text,
 - to draft text for responses, or
 - complete mathematical calculations.



AI in onscreen exams ...

- For e-volve tests on SecureClient, you must ensure that there is no AI software installed on the PC or laptop used.
- Do not assume its use will be blocked during the test.
- Remain vigilant for the use of AI software at all times when invigilating.
- Any use of AI must be reported to City & Guilds as potential malpractice and the test should be stopped immediately.
- Any test taken using AI software will not be marked, and the candidate will receive a fail grade.

The Remote Invigilation Service

- Remind candidates that tests cannot be taken on devices with AI software installed.
- Centre staff should support candidates with removing any prohibited software before the day of the test.
- If any candidate uses AI software in a test, the invigilator will stop the test immediately and raise it as potential malpractice. The centre will be informed, the test will not be marked, and the candidate will receive a fail grade.
- Any additional penalties or sanctions will depend on the circumstances.

Guidance for internal assessments

- You must take all reasonable steps to prevent malpractice, this includes ensuring that candidates are aware of the need for the work to be their own.
- You may also find it useful to refer to the JCQ document on AI Use in Assessments: Protecting the Integrity of Qualifications

[AI Use in Assessments: Protecting the Integrity of Qualifications - JCQ](#)
[Joint Council for Qualifications](#)



Support available

Connect-Share-Networks

Join our Technical Advisors for an interactive half day of sharing good practice.

Virtual Link-ups

Can't attend one of our face-to-face events? You can join us online, to connect and share good practice.

New to us

Online monthly onboarding for new staff and centres.

Regular webinars

Will run again at least once a month next academic year. Each webinar will have a specific focus/topic. Recordings and slides are made available on the Resource Hub.



New for 2023/2024

CPD certificates when attending events

[Events and Webinars - Maths and English | City & Guilds](#)

Functional Skills | ESOL | Bitesized | Employability | Essential Skills

Questions and answers

If you have any questions please contact us at:

pre-employment@cityandguilds.com





Email contacts

For general queries including, e-evolve and RI issues contact:

customersupport@cityandguilds.com

For maths and English queries contact:

pre-employment@cityandguilds.com

For evolve support contact:

evolvesupport@cityandguilds.com

Thank you!

We will be holding our next webinar on Digital Resources on Wednesday 5 June 2024 at 3pm.

[Register here](#)



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 workbased 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 likeminded partners to develop the skills that industries demand across the world.

About ILM

ILM is the leading specialist provider of leadership qualifications in the UK. Last year, over 70,000 people enhanced their skills and performance with ILM, including 14,000 management apprentices. We believe that great leaders can come from anywhere. With the right support, anyone can grow and develop to make a real difference to their team and organisation. Which is why we help individuals from all levels to realise and apply their potential, so that the organisations they work for can reap the benefits.

To learn more about City & Guilds Maths, English and Functional Skills, please contact

customersupport@cityandguilds.com

[@CGMathsEnglish](#)

Alternatively, visit our dedicated webpages

cityandguilds.com/what-we-offer/centres/skills-for-work-and-life
cityandguilds.com/mathsandenglish

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