

# Functional Skills

The Exam Journey – a walk through  
of the process for Level 1 & 2  
Functional Skills exams

Katherine Reid & Amanda Kelly



This webinar is being recorded  
and will be available on the  
Resource Hub shortly

# Housekeeping



## **This session is being recorded**

The session is being recorded, which will be made available on our [Resource Hub webpage](#).



## **Everyone is on mute**

Everyone is on mute.



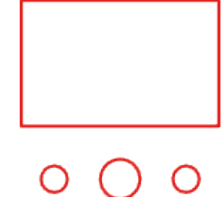
## **Slides**

The slides will be available on the [Resource Hub webpage](#).



## **Questions**

Please add your questions into the question function on the control panel. Will we endeavour to answer all questions.



## **If the session cuts off**

Please try logging out and back in again using the original webinar link to gain access back into the session.

To join over the telephone, select “Phone Call” in the Audio pane and the dial-in information will be displayed.

# Introductions



**Katherine Reid**  
Lead Technical Advisor

Providing guidance and support across maths, English, Employability and ESOL qualifications.

[Technical Advisors | City & Guilds](#)



**Amanda Kelly**  
Industry Manager

Managing City & Guilds' portfolio of qualifications, products and services for Maths, English, Employability and ESOL

# Introduction

- This presentation is for exams teams, admin and any staff who will deal with any of the administration side of Level 1 and 2 Functional Skills exams.
- We will be covering:
  1. Centre requirements
  2. Instructions for conducting examinations
  3. Registrations
  4. Booking exams
  5. Flexibility of exams
  6. Paper-based exam administration
  7. Claiming
  8. Results
  9. Obtaining and using performance feedback





# Centre Requirements

# Centre Requirements

## Approval

- To offer these qualifications, new centres will need to gain both centre and qualification approval.

## Resource requirements

- Staff involved in teaching these qualifications must; be competent in the subject, have detailed understanding of specifications and assessment requirements, be familiar with centre manual
- There is no requirement to hold specific or subject specialism. Staff must be secure in personal literacy and numeracy skills.
- Centres are expected to support continuing professional development (CPD)
- City & Guilds supports centres in the delivery of these qualifications with materials such as SmartScreen and e-Functional Skills. Regional network events will be provided to provide ongoing support

# Centre Requirements

## Internal assessment- key roles

- Centres must ensure each of the following roles are fulfilled; Head of Centre, Centre Contact, Internal Quality Assurance Co-ordinator, Qualification Co-Ordinator(s), Assessor(s)

## External assessment

- To meet assessment conduct requirements each centre must have these roles in place; Head of Centre, Exams Officer, Invigilators



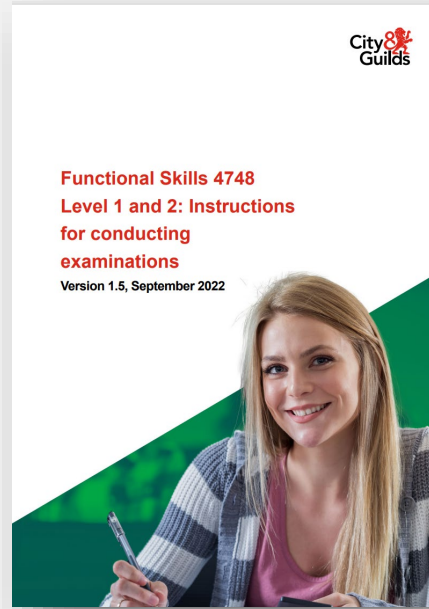
# Conducting Exams and Assessments



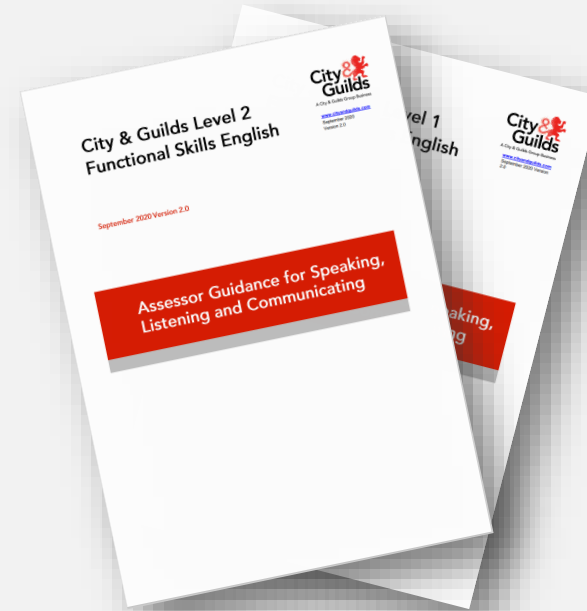
# Conducting exams and assessments



Instructions for Conducting Exams – ICE Document



Assessor Guidance – for SLC





# Instructions for Conducting Exams – ICE Document

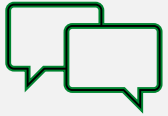
The ICE document sets out all the requirements for invigilating Functional Skills Reading, Writing and Mathematics exams at Level 1 and 2, both onscreen and on paper.

- The guide contains the specifications for storing and transporting paper based exams
- It also includes the exam audit criteria and guidance on choosing an invigilator
  - The requirements for invigilation of Functional Skills exams are specific around who can or cannot invigilate candidates during their exams
- It describes how to use calculators in Maths
- The Covid-19 adaptations have now been removed, however we have retained the ability to move an exam date for individual candidates (instead of the whole cohort)

**We have updated the ICE document and there have been some amendments – it is important to make sure you are working from the latest version.**

- We send out an email update when we make changes to key documents so make sure you have signed up to received Functional Skills updates in the email preference centre.

# Assessor Guidance – for Speaking Listening & Communicating



## Each level has its own set of guidance

- It contains the subject content statements which the candidates are being assessed against
- There is an amplification on how each activity must be designed
- Guidance for the assessor about how the activity must be carried out
- There are examples of what evidence is acceptable
- Instructions about the requirements for remote assessment of SLC activities which must be recorded, including how the recordings must be labelled

Centres need to be aware that their External Quality Assurer (EQA) will be required to observe a **live** SLC activity as part of their annual monitoring activity. This can be done either in the centre in a face to face assessment or where assessments occur remotely, the EQA can be invited to join the meeting and observe the activity and the subsequent assessment by the assessor



# Registrations

# Registration

All learners must be registered for Functional Skills before commencing learning and before any assessment takes place

The qualification codes for registration are as follows:

- 4748-02 Level 1 or 2 Functional Skills English
- 4748-04 Level 1 or 2 Functional Skills Mathematics

**Registrations take place in Walled Garden Catalogue – Select the Orders link**

## Choose Named Registration

Walled Garden | City & Guilds

https://www.walled-garden.com/catalogue/orderprocess.aspx?p=4748-02&o=1000&c=0001066854

Last registration: 31.08.2025 Last certification: 31.08.2026

**Select order type**

**Named registration** Unnamed registration Dated entry Results entry On Demand Eligibility booking Alternative result entry

This section allows you to register candidates onto a specific qualification. You will also be able to purchase any related qualification materials.

**Add candidate**

**Add new candidate** Candidate details Cohort Enrolment Number Other centre Unique learner number

This section allows you to create candidates at your centre. You will also be informed if you have to add extra details that are mandatory for a specific qualification.

**Add personal details**

First name \* Amanda

Middle name

Last name \* Kelly

Please note that the name on the certificate will appear as Amanda Kelly

Date of birth \* 14 Jun 2006 Gender \* Female

Your reference

**Add optional details**

**Add new candidate**

Select this option to add candidate email information and ULN

**IMPORTANT:**  
You must ensure that the spelling of the name, the date of birth and gender are accurate

It is important to add the candidate's email address here so that they can receive their Digital Credential

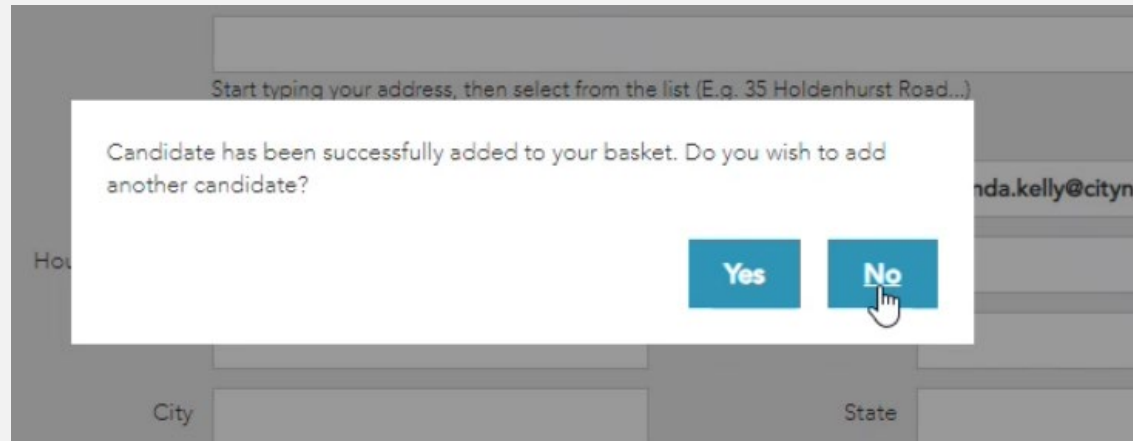
▼ Add optional details

Start typing your address, then select from the list (E.g. 35 Holdenhurst Road...)

Email	<input type="text"/>	Confirm email	<input type="text"/>
House Number	<input type="text"/>	House name	<input type="text"/>
Street	<input type="text"/>	District	<input type="text"/>
City	<input type="text"/>	State	<input type="text"/>
Country	<input type="text" value="- Select -"/>	Postcode	<input type="text"/>
Driving License Number	<input type="text"/>	National Insurance Number	<input type="text"/>
NROSO Membership Number	<input type="text"/>	Scottish Candidate Number	<input type="text"/>
Unique Learner Number	<input type="text"/>	Place of birth	<input type="text"/>
Student Image			

Including an accurate ULN allows candidate achievement to be uploaded to their records on the National Database – key for apprentices

Once all information has been entered accurately click here



If you need to register a further candidate(s) select "Yes" otherwise choose "No"

You can make amendments to errors or delete duplicate entries here - otherwise click on "View Basket"

### Added to basket

Functional Skills English level  
Order type: Named registration

Enr no.	First name	Last name	Gender	Your ref
	Amanda	Kelly	F	

Edit Remove

**Basket**

Qualifications  
603/4647/4,603/4646/2

GBP 0.00

Candidates  
1

Qual. code  
4748-02

---

**TOTAL** **GBP 0.00**

[View Basket](#)

This screenshot shows the "Added to basket" confirmation page. It displays the registration details: "Functional Skills English level" and "Order type: Named registration". Below this is a table with columns for "Enr no.", "First name", "Last name", "Gender", and "Your ref". The table contains one entry for Amanda Kelly, female. There are "Edit" and "Remove" buttons next to the entry. To the right is a "Basket" summary showing the qualification code, price (GBP 0.00), and number of candidates (1). At the bottom, there is a "TOTAL" of GBP 0.00 and a red "View Basket" button.



Centre name: SAP Test UK CR1

Order summary > Options > Addresses > Payment > Confirmation

To add another qualification, please return to [Catalogue](#).

4748-02, Functional Skills English level Add Candidates

▼ 1x candidates Remove all

Order type: Named registration

Enr no.	First name	Last name	Gender	D.O.B.	
	Amanda	Kelly	F	14.06.2006	Edit Remove

Candidates	1	Unit Price	GBP 0.00
Order total (net)		GBP 0.00	

**Basket**

Order total (net)	GBP 0.00
Order total	GBP 0.00

Save basket

**Continue**

On the Order Summary page, a final chance to edit or remove or add a candidate otherwise select “Continue”

The next screen refers to options for configuring the Certificate – this does **not** apply to Functional Skills (only ILM, Assured and Endorsed products)  
Click on “Continue”

Centre name: SAP Test UK CR1

Order summary > **Options** > Addresses > Payment > Confirmation

[Back to order summary](#)

4748-02, Functional Skills English level

Certificates

**Configure certificates**

There are no options to configure certificates.

There are currently no additional products or services available for this qualification. Please select Continue to proceed with your order.

**Basket**

Order total (net)	GBP 0.00
Order total	GBP 0.00

Save basket

**Continue**

## Centre name: SAP Test UK CR1

Order summary > Options > **Addresses** > Payment > Confirmation

[← Back to options](#)

### Billing address

SAP Test UK CR1  
51 1A Giltspur Street.  
London  
Armagh  
EC1A 9DC

This is the address for your billing information and invoices.

**No delivery addresses required**

### Basket

Order total (net) GBP 0.00

Order total GBP 0.00

Save basket

Continue

The Billing address will be the address of the centre, where there is more than one address, select from the drop down.  
Click on “Continue” to move on

On the Payment screen, you need to enter a centre reference – this could relate to your internal process number for example or a class or cohort name. This is to assist you to identify groups of candidates.

## Centre name: SAP Test UK CR1

Order summary > Options > Addresses > **Payment** > Confirmation

[← Back to addresses](#)

### Payment

Sub total	GBP 0.00
Order total (net)	GBP 0.00
Order total	GBP 0.00

Final payment page - proceed to complete payment.

If you choose On Account, this will be added to your Walled Garden account.  
If you choose Credit/Debit card, your account will be debited.

Your reference/purchase order number \*

FS Webinar

**i**  
Please enter your reference.

**Buy now**

Once you have entered your internal reference, click on “Buy now”

On the final screen the candidate will be allocated an enrolment number. This order will be emailed to your centre's address, but there is an opportunity here to have a duplicate confirmation sent and to print the page.

**Thank you** [Print page](#)

Your order is being processed by our accounts team and acknowledgement of your order has been sent to your account email: csprim@wakefield.com.

Send a duplicate confirmation to:  [Send](#)

Additional email addresses can be added separated by commas and no spaces, such as name1@email.com,name2@email.com

**Order reference number:** 0121486268 **Your Reference:** FS Webinar

**Billing address:**  
SAP Test UK CR1  
51 1A Giltspur Street.  
London  
Armagh  
EC1A 9DC

**4748-02, Functional Skills English level**

▼ <b>1x candidates</b> Order type: Named registration	Last registration:	31.08.2025
	Last certification:	31.08.2026

Enr no.	First name	Last name	Gender	D.O.B.
GVN1103	amanda	kelly	F	17.07.2008

Candidates	1	Unit price	GBP 0.00
		Course total (net)	GBP 0.00

**Congratulations – your candidate is registered!**



## Booking Level 1 & Level 2 exams

# Booking exams

Once the learner is ready to take their Functional Skills exams there are two options:

## Paper based exams

- Ordered through Walled Garden
- The exam date and time must be a minimum of 14 days in the future
- Exams delivered to centre's registered address
- Once candidates have taken the exam, the completed scripts are returned to the address on the pre-paid envelope for scanning and marking
- Results are released into Walled Garden

## Onscreen exams

- Booked through Walled Garden
- Option of face to face invigilation in the centre
  - Exams available within 30 minutes of booking
  - Centre uploads exam once candidate has finished

Or

- Remotely Invigilated through our Talview system
  - Exams must be booked 5 working days ahead
  - More information on the RI page on web [here](#)
- Provisional result only appears in e-volve
- Final result is released into Walled Garden

# Booking paper-based exams

[← Back to course information](#)

## 4748-02

Add to favourites

### Functional Skills English level

We are issuing digital credential to learners who have completed this qualification. Please ensure you add your learner's email address during registration. <b/> A digital credential cannot be issued without a learner email address.

Provider: City & Guilds

Last registration:

31.08.2025

Last certification:

31.08.2026

#### Select order type

Named registration

Unnamed registration

Dated entry

Results entry

**On Demand**

Eligibility booking

Alternative result entry

This section allows you to schedule examinations for candidates on a date set by you or within the examination timeframes that have been presented.

In the Walled Garden catalogue on the Orders tab select the course relating to the exam you want to book and click the “On Demand” button

If you know the 7 digit product code you can type it here

### Unit or Assessment selection

Centre No.  Customer No.  Order type   
 Qualification selected

### Search available unit or assessments

Enter the unit or assessments number in the format 3638-001 or select from the listing below. Click Search.

Product code

### Unit or Assessments available

To navigate, use the scroll bar and sort options. You can sort on any of the columns below by clicking on the column heading. To select the units or assessments, select the checkbox(es) in the order column. Enter date, time and quantity required for each assessment. Click Continue

If you wish to add named candidates to your order you may do so on the next screen. You may only add existing candidates to an order. To create new candidates go to the Cohort/Candidate management menu on the right hand side of this screen.

Learning Pathway

### Select/Deselect All

Order	Product code	Description	Type	Date(dd.mm.yyyy)	Time(hh:mm)	Qty
<input type="checkbox"/>	4748-210	Functional English Reading Level 1	Written	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	4748-211	Functional English Writing Level 1	Written	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	4748-213	Functional English Reading Level 2	Written	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	4748-214	Functional English Writing Level 2	Written	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	4748-310	Functional English Reading Level 1 - Braille Paper	Written	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	4748-311	Functional English Writing Level 1 - Braille Paper	Written	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	4748-313	Functional English Reading Level 2 - Braille Paper	Written	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	4748-314	Functional English Writing Level 2 - Braille Paper	Written	<input type="text"/>	<input type="text"/>	<input type="text"/>

Alternatively you can scroll through the list here and tick the relevant order box

Enter the date and time of the exam in the format shown and select the quantity (this will need to match the quantity of papers in the next section so take care here)



assessments, select the checkbox(es) in the order column. Enter date, time and quantity required for each assessment. Click Continue

candidates to your order you may do so on the next screen. You may only add existing candidates to an order. go to the Cohort/Candidate management menu on the right hand side of this screen.

Description	Functional En	Functional En	yyyy)	Time(hh:mm)	Q
Functional English Reading Level 2	Written				
Functional English Writing Level 2	Written				

**Alert**

Assessment 4748-210 requires notice period of 14 days. Entries rejected. The earliest exam date is. 25.10.2022

OK

Once you have chosen the exam you wish to book, you need to link the candidates to the booking. You can search for the candidate(s) from your centre in a number of ways from the drop down list

You must give 14 days notice when booking paper-based exams – if you give a date less than 14 days in the future you will see a pop-up

Order type   Qualification   Candidates   Accessories   Checkout   Confirmation

**Candidate selection**

Centre No.  Customer No.  Order type

Qualification selected

**Select the action you want to perform**

Search existing candidates by

Select  
 Candidate details  
 Cohort  
 Single enrolment No.  
 Multiple enrolment No.  
 Other centre  
 Unique Learner Number

Cancel Order   Back   Continue

**Selected units or assessments**

Product code	Description	Type
4748-210	Functional English Reading Level 1	Written

Once you have selected all the candidates who you want to book for the exam click on “Update order”

Order type   Qualification   **Candidates**   Accessories   Checkout   Confirmation

**Candidate selection**

Centre No. 999990   Customer No. 1066854   Order type On demand

Qualification selected 4748-02   Functional Skills English level   Full

Select the action you want to perform

Search existing candidates by Select

Add candidates by enrolment number

Candidate enrolment No.   Search

Candidates in your order

To navigate, use the scroll bar and sort options. You can sort on any of the columns below by clicking on the column heading. To delete a candidate, select the checkbox(es) in the remove column, click Update Order. When complete, click Continue.

Remove	ENR No.	First name	Middle name	Last name	Gender	DOB	Your Ref.
<input type="checkbox"/>	GVN1103	amanda		kelly	Female	17.07.2008	

Update Order

Cancel Order   Back   Continue

Selected units or assessments

Product code	Description	Type
4748-210	Functional English Reading Level 1	Written

The number of candidates in the order MUST match the quantity of bookings given in the assessment selection – you can add more candidates here by searching for more candidates and adding them to the order, but if you haven't got the number of candidates to match the original assessment selection you cannot progress and will have to cancel the order and start again

Order type   Qualification   **Candidates**   Accessories   Checkout   Confirmation

### Units or Assessment - candidate assignment

Centre No.  Customer No.  Order type   
 Qualification selected

#### Assign units or assessments to candidates

To navigate, use the scroll bar and sort options. You can sort on any of the fields below by clicking on the column heading.

To select the units or Assessments, click in the checkbox(es) in the assessments column, or use the selection buttons. When complete, click Continue.

Product code	Description	Date	Time	Qty Named	Qty UnNamed	Qty Total
4748-210	Functional English Reading Level 1	30.10.2022	10:30	0	1	1

Remove	ENR No.	First Name	Last Name	Gender	DOB	Product Code
<input type="checkbox"/>	GVN1103	amanda	kelly	Female	17.07.2008	210 <input type="checkbox"/>

Remove   Deselect All   Select All  
 Cancel   Back   Continue

On the next screen you have to confirm the product code (in this case 210 for Level 1 Reading) by ticking the box

Order type   Qualification   **Candidates**   Accessories   Checkout   Confirmation

### Units or Assessment - candidate assignment

Centre No.  Customer No.  Order type   
 Qualification selected

#### Assign units or assessments to candidates

To navigate, use the scroll bar and sort options. You can sort on any of the fields below by clicking on the column heading.

To select the units or Assessments, click in the checkbox(es) in the assessments column, or use the selection buttons. When complete, click Continue.

Product code	Description	Date	Time	Qty Named	Qty UnNamed	Qty Total
4748-210	Functional English Reading Level 1	30.10.2022	10:30	1	0	1

Remove	ENR No.	First Name	Last Name	Gender	DOB	Product Code
<input type="checkbox"/>	GVN1103	amanda	kelly	Female	17.07.2008	210 <input checked="" type="checkbox"/>

Remove   Deselect All   Select All  
 Cancel   Back   Continue


Now select  
"Continue"

You will need to re-enter your internal reference number here

This section allows you to schedule examinations for candidates on a date set by you or within the examination timeframes that have been presented.

### Checkout

Please take a moment to check that your order and delivery address are correct.

If changes are required, click the  icon in the Order line items section. If the order is correct, click **Submit Order**.

### Order reference and delivery



Please enter your PO / reference number in the Your PO / Ref. text box.

Your PO / Ref. \*


Deliver to  SAP Test U...1A Giltspu...London 

Payment method

### Order line items

To view the details of the Line Items, click  in the Detail column. To change the Order Line Item, click  in the Amend column. If you have made any changes at this stage, click **Update Order**. Once complete click **Submit Order**.

Amend	Detail	Product code	Product description	Order type	Qty	Price	Total	Delete
		4748-210	Functional English Reading Level 1	On demand	1	9.75	9.75	<input type="checkbox"/>

Order total net	9.75	GBP
Customer discount 	-9.75	GBP
VAT/Sales tax	0.00	GBP
<b>Order total</b>	<b>0.00</b>	<b>GBP</b>

**Update Order**

### Billing - Account details

SAP Test UK CR1  
51 1A Giltspur Street.  
London  
Armagh  
EC1A 9DC

If the order is complete, click **Submit Order**.

**Once the Submit Order button is pressed, you will be unable to change the order.**


**Cancel Order**

**Submit Order**

Once you have clicked on "Submit Order" you cannot change or amend – if there is an issue please contact Customer Services

The final confirmation will show the delivery group for the exams

Order type    Qualification    Candidates    Accessories    Checkout    **Confirmation**

**Order confirmation** 

Thank you. Your order has been received and is now being processed by City & Guilds.

This order confirmation is for your information purposes only. You may wish to print this confirmation and keep a copy for your records. An order confirmation is available within the reports section.

If there are any problems with your order, we will contact you by email, telephone or mail.

**Order reference and delivery**

Centre No.	999990	Date of order	11.10.2022
Centre name	SAP Test UK CR1	Customer No.	1066854

**Your Order Number is: 114418373**

Your Ref.	FS webinar	Payment method	On Account
Delivery address	SAP Test UK CR1 51 1A Giltspur Street. London Armagh EC1A 9DC		

**Order line items**

To view full details of your order please click on + for details

Show/Hide details

Product code	Product description	Order type	Exam details	Qty	Price	Total
4748-210	Functional English Reading Level 1	On demand	30.10.2022 10:30	1	9.75	9.75 GBP
<b>Delivery Group:</b> Exam for 4748-210 on 30.10.2022 at 10:30 Delivery Group 01						

Order total net	9.75 GBP
Customer discount <input type="checkbox"/>	-9.75 GBP
VAT/Sales tax	0.00 GBP
<b>Order total</b>	<b>0.00 GBP</b>

[Back to Catalogue](#)    [Update EPA Data](#)    [Print Site](#)

# Booking e-volve, onscreen exams

Onscreen e-volve exams are also booked in Walled Garden through the catalogue and click on the e-volve scheduling link

The screenshot shows the WalledGarden website interface. At the top, there are logos for City & Guilds, ilm, and WalledGarden. The user is logged in as CStest WAKEFIELD. The main navigation bar includes links for Catalogue, Data services, Quality, Reports, Help, and Settings. A secondary navigation bar contains various service links, with 'e-volve scheduling' highlighted and a tooltip that says 'Book online e-volve tests'. Below this, there's a search bar and a table of results.

Approved	Code	Level	Name	Route
✓	9320-12	Level 3	9320 Maintenance and Operations Engineering Technician	Full
✓	9079-12	Level 3	Advanced Carpentry and Joinery - End-point Assessment Centre Venue	Full
✓	9963-99	Level 3	Advanced TechBac	Full
✓	5546-02	Multi-Level	Award in Employability Skills	Full
✓	9085-12	Level 3	Chef de Partie - End Point Assessment	Full
✓	8041-90		Children's Care, Play, Learning and Development Professional	MA



City & Guilds ilm WalledGarden

CSTest WAKEFIELD  
Centre: SAP Test UK CR1  
Customer: 1066854  
Centre: 999990  
Log out

Home Catalogue Data services Quality Reports Help Settings

Select centre: 999990 - SAP Test UK CR1  
Select organisation: City & Guilds

Order type Candidates Assessment Checkout Confirmation

**Candidate selection**

Centre No. 999990 Customer No. 1066854 Order type e-volve Scheduling

Select the action you want to perform

To search for existing candidates, select the required method from the drop down list.

To book navigation tests, please search candidate with enrolment 'NAVTEST' or search student by last name 'NAVTEST'.

Search existing candidates by **Select**

- Select
- Candidate details
- Cohort
- Single enrolment No.
- Multiple enrolment No.
- Other centre
- Unique Learner Number

Cancel Order Continue

Next you need to find candidates to add to the order.

This can be done using the candidate's details, the cohort they belong to or their C&G enrolment number.

Select the required option from the drop down list

In this case we entered the candidate enrolment number here and clicked on Search

The search returned the candidate and added them to the order

Click on the Continue button

The screenshot shows the 'Candidate selection' page in the City & Guilds ilm WalledGarden system. The page includes a navigation menu with options like Home, Catalogue, Data services, Quality, Reports, Help, and Settings. The main content area has search filters for 'Select centre' (999990 - SAP Test UK CR1) and 'Select organisation' (City & Guilds). Below these are navigation arrows for Order type, Candidates, Assessment, Checkout, and Confirmation. The 'Candidates' section is active, showing search criteria: Centre No. 999990, Customer No. 1066854, and Order type e-volve Scheduling. It prompts the user to 'Select the action you want to perform' and provides instructions for searching existing candidates or adding them by enrolment number. A 'Search' button is visible next to the 'Candidate enrolment No.' input field. Below the search section is a table titled 'Candidates in your order' with columns for Remove, ENR No., First name, Middle name, Last name, Gender, DOB, and Your Ref. The table contains one entry for candidate 'amanda kelly' with ENR No. GVN1103, Gender Female, and DOB 17.07.2008. At the bottom of the page are buttons for 'Cancel Order', 'Update Order', and 'Continue'.

City & Guilds ilm WalledGarden

CSTest WAKEFIELD  
Centre: SAP Test UK CR1  
Customer: 1066854  
Centre: 999990  
Log out

Home Catalogue Data services Quality Reports Help Settings

Select centre: 999990 - SAP Test UK CR1  
Select organisation: City & Guilds

Order type Candidates Assessment Checkout Confirmation

**Candidate selection**

Centre No. 999990 Customer No. 1066854 Order type e-volve Scheduling

**Select the action you want to perform**  
To search for existing candidates, select the required method from the drop down list.  
To book navigation tests, please search candidate with enrolment 'NAVTEST' or search student by last name 'NAVTEST'.

Search existing candidates by Select

**Add candidates by enrolment number**




Candidate enrolment No. Search

**Candidates in your order**  
To navigate, use the scroll bar and sort options. You can sort on any of the columns below by clicking on the column heading.  
To delete a candidate, select the checkbox(es) in the remove column, click Update Order. When complete, click Continue.

Remove	ENR No.	First name	Middle name	Last name	Gender	DOB	Your Ref.
<input type="checkbox"/>	GVN1103	amanda		kelly	Female	17.07.2008	

Cancel Order Update Order Continue



**CSTest WAKEFIELD**  
 Centre: SAP Test UK CR1  
 Customer: 1066854  
 Centre: 999990  
[Log out](#)

Home
Catalogue
Data services
Quality
Reports
Help
Settings

Select centre: 999990 - SAP Test UK CR1 ▼

Select organisation: City & Guilds \*\*\* ▼

Order type
Candidates
Assessment
Checkout
Confirmation

**Unit or Assessment selection** ?

Centre No.  Customer No.  Order type

Time extensions - Please select the required % time extension for the required candidate(s) in the 'Additional time' column. You must have approval for access arrangements for each candidate before scheduling any test with extra time. To schedule a test with a higher percentage than the maximum available here, please contact our [Policy Team](#). For further guidance on our policy and procedures for access arrangements- click [Access arrangements and reasonable adjustments](#).

For information and support, please visit: [Remote Invigilation](#).

[Click here for Remote Invigilation Time table](#)

[Click here for Important Tips](#)

Add Exam	ENR	First Name	Last Name	Qualification	Unit of Assessment	Date (dd.mm.yyyy)	Time	Installation ID	Invigilation Type	Invigilator Email	Additional Details
+	GVN1103	amanda	kelly	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<a href="#">Show</a>

[Cancel Order](#)
[Back](#)
[Continue](#)

3868-84 Essential Communication Skills S  
 3868-85 Essential Application of Number  
 4748-02 Functional Skills English level  
 8896-98 e-Assessment Navigation Tests  
 8896-99 ILM e-Assessment Navigation Test




Select the Qualification from the drop down list, please note, you will only see qualifications that the candidate has a valid registration for

If there are no qualifications in the drop down it is worth checking that the Organisation box says City & Guilds and not ILM \*\*\*

- Select the Unit
- The date
- The time of the exam

This can be the day you are making the booking or further ahead, we recommend no further than 6 months in advance. If booking for the same day, the time must be a full half an hour ahead

Enter the Installation ID and select from the invigilation type, centre invigilated or our Remote Invigilation service

Centre: SAP Test UK CR1  
 Customer: 1066854  
 Centre: 999990  
[Log out](#)

Home
Catalogue
Data services
Quality
Reports
Help
Settings

Select centre:

Select organisation:

Order type
Candidates
Assessment
Checkout
Confirmation

**Unit or Assessment selection**

Centre No.  Customer No.  Order type

Time extensions - Please select the required % time extension for the required candidate(s) in the 'Additional time' column. You must have approval for access arrangements for each candidate before scheduling any test with extra time. To schedule a test with a higher percentage than the maximum available here, please contact our [Policy Team](#). For further guidance on our policy and procedures for access arrangements-- click [Access arrangements and reasonable adjustments](#).

For information and support, please visit: [Remote Invigilation](#).

[Click here for Remote Invigilation Time table](#)

Click here for Important Tips											
Add Exam	ENR	First Name	Last Name	Qualification	Unit or Assessment	Date (dd.mm.yyyy)	Time	Installation ID	Invigilation Type	Invigilator Email	Additional Details
+	GVN1103	amanda	kelly	4748-02	4748-1131	21.10.2022	11:30	01CKKN	<input type="text" value="Centre Invigilated"/> <input type="text" value="Remote Testing; Invigilated"/>	<input type="text"/>	Show

Cancel Order
Back
Continue

Qualification	Unit or Assessment	Date (dd.mm.yyyy)	Time	Installation ID	Invigilation Type	Invigilator Email	Additional Details
4748-02	4748-113 I	21.10.2022	11:30	01CKKN	Centre Ir		Show

Back Continue

Click on the “Show” button to reveal the Alternative exam location box and the additional time box

Book up to 50% extra time and give the reason

Dyslexia comes under learning difficulties.

The + symbol allows you to book additional exam (s)

Centre no. 333333 Customer no. 1100004 Order type e-volve Screening

Time extensions - Please select the required % time extension for the required candidate(s) in the 'Additional time' column. You must have approval for access arrangements for each candidate before scheduling any test with extra time. To schedule a test with a higher percentage than the maximum available here, please contact our [Policy Team](#). For further guidance on our policy and procedures for access arrangements– click [Access arrangements and reasonable adjustments](#).

For information and support, please visit: [Remote Invigilation](#).

[Click here for Remote Invigilation Time table](#)

[Click here for Important Tips](#)

Add Exam	ENR	First Name	Last Name	Qualification	Unit or Assessment	Date (dd.mm.yyyy)	Time	Installation ID	Invigilation Type	Invigilator Email	Additional Details
+	GVN1103	amanda	kelly	4748-02	4748-113 I	21.10.2022	11:30	01CKKN	Centre Ir		Hide

Alternative exam location Enter alternate location... Additional time - Reason

Cancel Order Back Continue

Select centre: **999990 - SAP Test UK CR1** ▾

Select organisation: **City & Guilds** ▾

Order type      Candidates      **Assessment**      Ch

**Unit or Assessment selection**

Centre No.  Customer No.  Order type

Time extensions - Please select the required % time extension for the required candidate(s) in the 'Additional time' field. For a higher percentage than the maximum available here, please contact our **Policy Team**. For further guidance on our policy, please visit our **Policy Page**.

For information and support, please visit: [Remote Invigilation](#).

[Click here for Remote Invigilation Time table](#)

[Click here for Important Tips](#)       All same       All s

Add Exam	ENR	First Name	Last Name	Qualification	Unit or Assessment	Date (dd/mm/yy)
+	GVN1103	amanda	kelly	4748-02 ▾	4748-1131 ▾	21.10.2

Alternative exam location  Additional time  Reason

BH Reader and writer – hearing impairment  
 BL Reader and writer – learning difficulties  
 BP Reader and writer – physical impairment  
 BV Reader and writer – visual impairment  
 RH Reader – hearing impairment  
 RL Reader – learning difficulties  
 RP Reader – physical impairment  
 RV Reader – visual impairment  
 SL Bilingual Translation Dictionary  
 TH Extra time only – hearing impairment  
 TL Extra time only – learning difficulties  
 TP Extra time only – physical impairment  
 TV Extra time only – visual impairment  
 WH Writer – hearing impairment  
 WL Writer – learning difficulties  
 WP Writer – physical impairment permanent or temporary  
 WV Writer – visual impairment

Order type      Candidates      **Assessment**      Checkout      Confirm

999990 Customer No

**Confirm**

Please select the required % time extension  
 than the maximum available here, please c

support, please visit: [Remote Invigilation](#)

[note Invigilation Time table](#)

**Important Tips**

Have you the evidence required to allow this time extension? If clarification is required then please refer to City & Guilds 'Access to Assessment and Qualifications' document ([www.cityandguilds.com/policy](http://www.cityandguilds.com/policy)). Click OK to confirm you hold the evidence or Cancel to revise your booking details.

OK Cancel

	First Name	Last Name	Qualification	Unit or Assessment	Date (dd.mm.yyyy)	Time	Installation ID	Invigilation Type	Invigilator Email
1103	amanda	kelly	4748-02	4748-113 I	21.10.2022	11:30	01CKKN	Centre Ir	
1103	amanda	kelly	4748-02	4748-114 I	21.10.2022	11:30	01CKKN	Centre Ir	

If you have added additional time for the candidate you will see a pop up which asks if you have the evidence which allows the adjustment to be made


[Centre document library | City & Guilds](http://www.cityandguilds.com)  
[\(\[cityandguilds.com\]\(http://www.cityandguilds.com\)\)](http://www.cityandguilds.com)

Select centre: **999990 - SAP Test UK CR1** ▾

Select organisation: **City & Guilds** ▾

Order type   Qualification   Candidates   Accessories   **Checkout**   Confirmation


### Checkout

Please take a moment to check that your order and delivery address are correct.  
If changes are required, click the  icon in the Order line items section. If the order is correct, click Submit Order.

#### Order reference and delivery



Please enter your PO / reference number in the Your PO / Ref. text box.

Your PO / Ref. \*  ←



Deliver to  

Payment method  ▾

#### Order line items

To view the details of the Line Items, click  in the Detail column. To change the Order Line Item, click  in the Amend column. If you have made any changes at this stage, click Update Order. Once complete click Submit Order.

Show/Hide details

Amend	Detail	ENR No	First Name	Last Name	Qualification	Product code	Product description	Price	Delete
<input checked="" type="checkbox"/>		GVN1103	amanda	kelly	4745-02	4745-113	Functional English Reading Level 2	0.00	<input type="checkbox"/>
<input checked="" type="checkbox"/>		GVN1103	amanda	kelly	4745-02	4745-114	Functional English Writing Level 2	0.00	<input type="checkbox"/>

Order total net	0.00	GBP
VAT/Sales tax	0.00	GBP
Order total	0.00	GBP

#### Billing - Account details


SAP Test UK CR1  
51 1A Giltspur Street  
London  
Amagh  
EC1A 9QC

Enter your  
Purchase  
Order number  
or the  
reference you  
have chosen  
to use

Select "Update  
order"

The next screen is the order confirmation page.

Order type      Qualification      Candidates      Accessories      Checkout      **Confirmation**

**Order confirmation** 

Thank you. Your order has been received and is now being processed by City & Guilds.  
 This order confirmation is for your information purposes only. You may wish to print this confirmation and keep a copy for your records. An order confirmation is available within the reports section.  
 If there are any problems with your order, we will contact you by email, telephone or mail.

**Order reference and delivery**

Centre No.	999990	Date of order	20.10.2022
Centre name	SAP Test UK CR1	Customer No.	1066854



**Your Order Number is: 114431191**

Your Ref.	FS webinar	Payment method	On Account
Delivery address	SAP Test UK CR1 51 1A Giltspur Street. London Armagh EC1A 9DC		

**Order line items**

To view full details of your order please click on + for details

+ Show/Hide details

Details	ENR No	First Name	Last Name	Qualification	Product code	Product description	Price
	GVN1103	amanda	kelly	4748-02	4748-113	Functional English Reading Level 2	0.00
<b>Installation ID</b>	<b>Date &amp; Time</b>	<b>Keycode</b>	<b>Additional Time</b>	<b>Extension reason</b>	<b>Alternate Location</b>	<b>Invigilation Type</b>	<b>Invigilator Email</b>
01CKKN	21.10.2022 12:00	Updated Shortly	25%	TL		Centre Invigilated	
	GVN1103	amanda	kelly	4748-02	4748-114	Functional English Writing Level 2	0.00

Order total	0.00 GBP	Order total net	0.00 GBP
			0.00 GBP
			0.00 GBP

[Update Order](#)

**Billing - Account details**

SAP Test UK CR1  
51 1A Giltspur Street.  
London  
Armagh  
EC1A 9DC

[Cancel Order](#)

If the order is complete, click [Submit Order](#).

**Once the Submit Order button is pressed, you will be unable to change the order.**

[Submit Order](#)

Once you click "Submit" you cannot amend the order



City & Guilds ilm WalledGarden

Home Catalogue Data services Quality Reports

Financial **Orders** Candidate results LRS DAS Qualifications Amend On Dem

Select organisation: City & Guilds

View your centres orders

**Search**

Define the report by using the search criteria below. The fields may change depending upon the selections made. Click Search to continue.

Show me

with

which belongs to Centre \*

for qualification (eg 3638-01)

also

for period \*  The last week

or since

\* denotes mandatory field

**Search**

**Order reports**

**Order reports**

Welcome to the Orders report screen. The Orders report screen is used to view the orders placed in the area in the lower part of the screen. This right hand pane is when you click on an order number. For further assistance, click on the help icon.

It is good practice to check that your orders have been placed correctly and to obtain the Keycodes and PIN numbers. To do this, select the Reports tab and select "Orders"

Select the relevant qualification for the period "The Last Week" and search – the order number is a link

may change depending upon the selections made. Click Search to continue.

Show me

with

which belongs to Centre \*

for qualification (eg 3638-01)

also

for period \*  The last week

or since

\* denotes mandatory field

**Search**

Search Result: 1 Orders found

Use the scroll bars to search through the results. Click in the Order No column to select.

Order No.	Date	Your Ref.
<a href="#">114431191</a>	20.10.2022	FS WEBINAR



Guilts **WalledGarden** Centre: 999990 Log out

Home Catalogue Data services Quality **Reports** Help Settings

Financial Orders Candidate results LRS DAS Qualifications Amend On Demand orders SmartScreen subscriptions Maintenance

Select organisation: City & Guilds

**Order**

Centre no.	Customer no.	Order no	Order date	Order Ref	Payment method
999990	1066854	114431191	20.10.2022	FS webinar	On account

Order total net	0.00 GBP
VAT/Sales tax	0.00 GBP
Order total	0.00 GBP

Order confirmation [Print](#)

**Order lines**

+ Show/Hide details

Details	ENR No	First Name	Last Name	Qual.	Product code	Order Type	Exam Details	Price	Booking Status
	GVN1103	amanda	kelly	4748-02	4748-113	e-volve Booking	21.10.2022 12:00:00	0.00	Booking Accepted
	GVN1103	amanda	kelly	4748-02	4748-114	e-volve Booking	21.10.2022 11:30:00	0.00	Booking Accepted

The link takes you to this page which will list all the bookings that have been accepted for that order

If you click on the Details icon the drop down will show the Key Code and PIN that will be needed for the exam

+ Show/Hide details

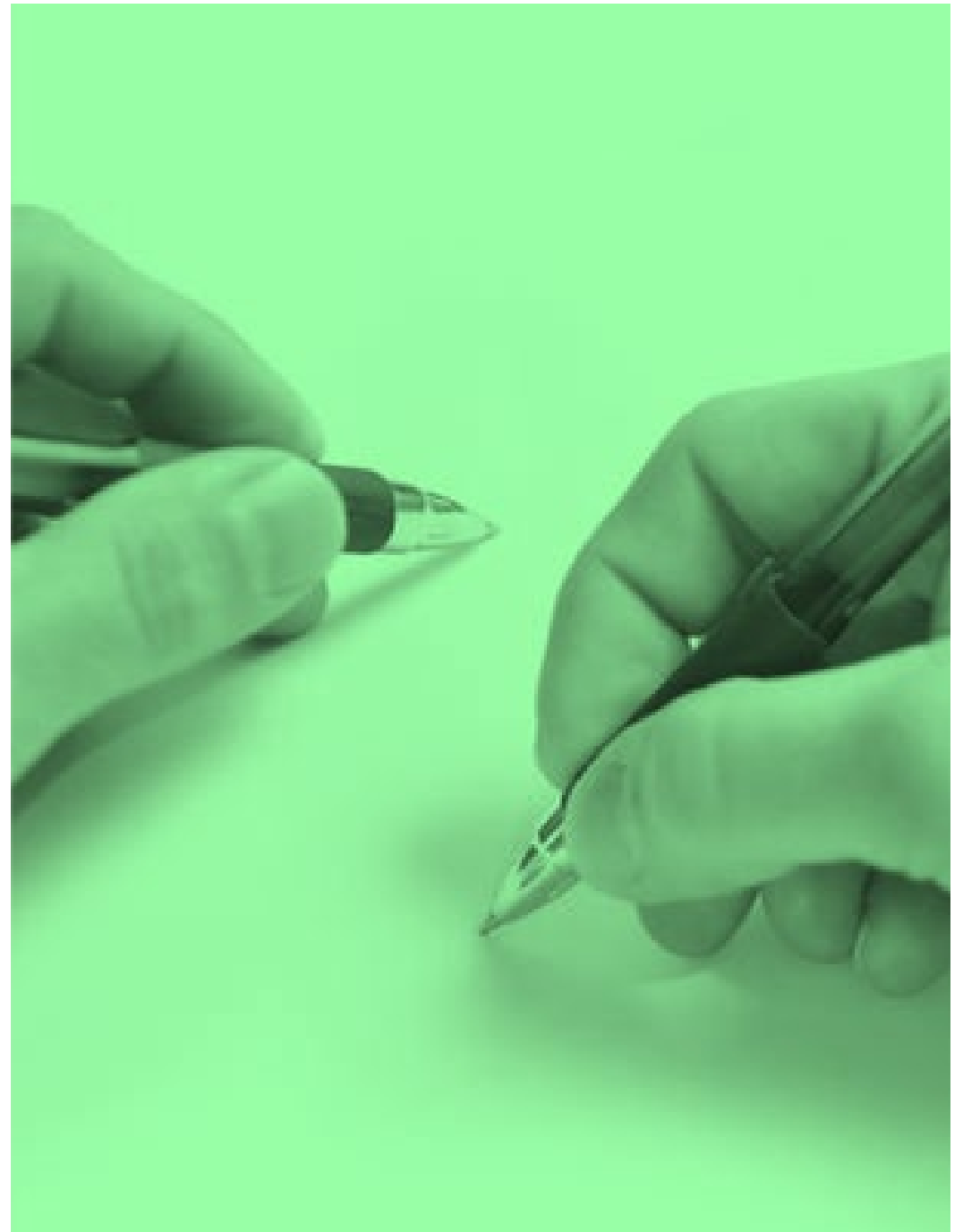
Details	ENR No	First Name	Last Name	Qual.	Product code	Order Type	Exam Details														
	GVN1103	amanda	kelly	4748-02	4748-113	e-volve Booking	21.10.2022 12:00:00														
<table border="1"> <thead> <tr> <th>Centre Installation ID</th> <th>User ID</th> <th>Password</th> <th>Additional Time</th> <th>Alternate Location</th> <th>Invigilation Type</th> <th>Remote Invigilation Status</th> </tr> </thead> <tbody> <tr> <td>01CKKN</td> <td>NGBKMQ</td> <td>Lr9vmfb2</td> <td>25%</td> <td></td> <td>Centre Invigilated</td> <td></td> </tr> </tbody> </table>								Centre Installation ID	User ID	Password	Additional Time	Alternate Location	Invigilation Type	Remote Invigilation Status	01CKKN	NGBKMQ	Lr9vmfb2	25%		Centre Invigilated	
Centre Installation ID	User ID	Password	Additional Time	Alternate Location	Invigilation Type	Remote Invigilation Status															
01CKKN	NGBKMQ	Lr9vmfb2	25%		Centre Invigilated																
	GVN1103	amanda	kelly	4748-02	4748-114	e-volve Booking	21.10.2022 11:30:00														

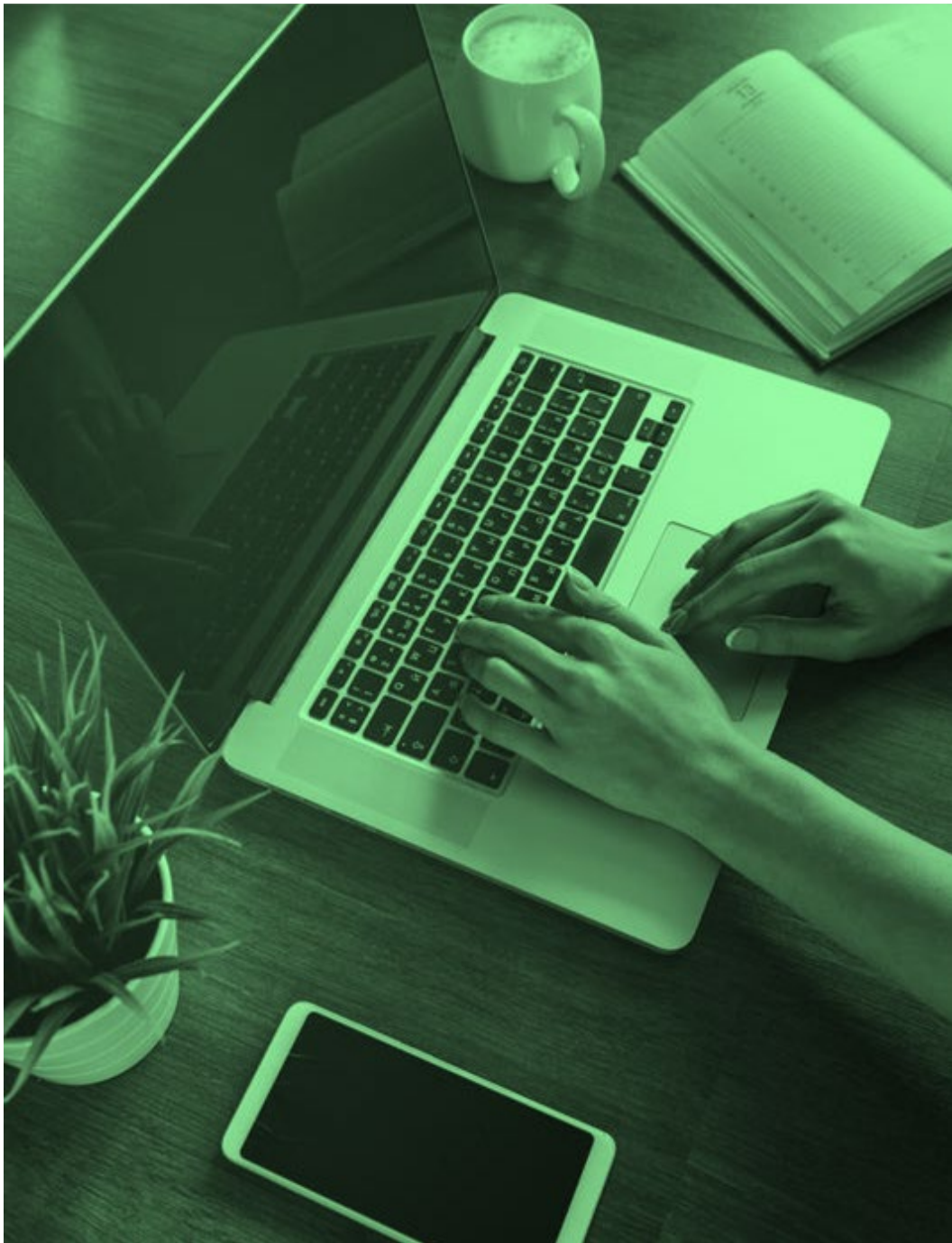


## Flexibility in exam sittings

# Paper-based exams

- When booking paper-based exams you have to provide a date and time for the exam, giving a minimum of 14 days notice
- If it is necessary to change this date, for example should the candidate or invigilator not be available, it is permitted to move the exam day and time up to 5 days before or 5 days after the original date
- Should this be necessary you need to notify City & Guilds, in advance using the Exam Date form on the website
- Exam dates can be moved for individual candidates on the attendance register instead of the whole cohort
- Payment for paper-based exams occurs when you book the exam





## Onscreen Exams

- Onscreen exams can be booked in e-volve and be ready for the candidate to sit within 30 minutes.
- When booking you specify an exam date and time but should you need to, this can be moved, up to 10 calendar days before or after the original date
- Exam change form
- Payment for e-volve exams occurs when the candidate enters the key code



## Exam administration

# Paper exam administration

- Centres must be able to demonstrate and account for the receipt, secure movement and secure storage of confidential exam materials at all times.
- Opening packs of question papers:
  - In order to avoid potential breaches of security, care must be taken to ensure the correct question paper packs are opened. An additional member of centre staff, must check the day, date, time, subject, level and component, immediately before a question paper pack is opened.
  - Where orders for cohorts of candidates have been split, centres will receive different Versions of the question paper for the same exam.
  - The invigilator must make sure candidates sit the version allocated to them. If a candidate sits the incorrect version of the exam, City & Guilds may not be able to process the results.

# E-volve onscreen administration

- To ensure smooth running of e-volve Functional Skills exams we recommend booking/sitting a navigation test ahead of the first exam to ensure that Secure Client works correctly the first time it is installed
- Should you book an e-volve onscreen exam but then discover that it is not going ahead, it is important to “Void” the exam in the e-volve Secure Assess platform.
  - This is particularly important for Functional Skills Mathematics exams because you may find, when you come to book a further exam for the candidate, that there are no further versions available for the candidate to take as the system is “holding” a version of the exam for the booking which can only be released when the candidate is marked absent or the booking is voided

# Functional Skills Mathematics

- For Functional Skills Maths there are **two** papers per candidate, section 1 and section 2
- It is mandatory that candidates complete both sections from the **same** version and versions are not mixed
- Should the candidate sit section 1 and section 2 from different versions it may not be possible to mark the paper and where City & Guilds provides this service there will be a delay in the issue of results and there may be an additional cost to the centre
- As each learner is only permitted to see each version of the paper once, cases where centres give candidates mixed version creates an additional barrier, removing both versions from availability should a re-sit be required.
- Should a candidate exhaust all available versions of the exam they will have to wait until a new version of the exam is released, alternatively they can take the exam by alternative mode such as e-volve onscreen.















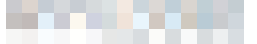

## Post exam/assessment processes

# Level 1 & 2 Functional Skills qualifications

- Once the onscreen, e-volve exam has been uploaded in Secure Assess or for paper-based exams, the completed script is **received** at City & Guilds for scanning, it is then sent for marking
- While our agreed timeframe for releasing results is 32 working days, to take account of the need for new versions of exam papers to undergo the awarding process, we aim to issue all results within 20 working days.
  - In fact we regularly beat our 20 working day aspiration and the average results issue for FS Maths and English at Level 1 & 2 is currently at 7.1 days
- For FS English, once the Reading and Writing exams are achieved and the centre claims the SLC module in Walled Garden, the system automatically issues a certificate
- Where City & Guilds have been provided with the candidate's email address, a digital credential is issued and an email sent to the candidate for them to accept.

# Onscreen Functional Skills exams

- It is critical, once the candidate has completed their onscreen exam, that this is uploaded to e-volve.
- We have noticed that a number of centres recently have failed to do this, there is a strict time window to complete this action
- This can be checked by ensuring the exam has a green tick in the state column in the invigilate page.
- The orange arrow indicates that the exams is “Awaiting Upload”
- Any exams which are not uploaded within 30 days of the original exam date are voided and cannot be marked
  - The contents of the exam and the candidate’s responses are deleted and are not available for City & Guilds to recover.

<input type="checkbox"/>	State 	PIN	Keycode	Start Date
				
<input type="checkbox"/>				
<input type="checkbox"/>				



## Results for Level 1 & 2

# Results for Level 1 & 2

## Paper-based results

- Once the paper has been marked, the Pass or Fail results appear on Walled Garden
- A paper certificate is generated and issued within 10 working days
- It is possible to have an e-certificate for Functional Skills, which can be downloaded from your WG account if your centre has been set up to use this facility
- If your centre has opted in on centre preferences to receive Notification of Candidate Results for their learners they will be issued overall Results list

## Onscreen results

- Once marked, Secure Assess will show a provisional score but this is subject to a review of marking, once completed then the final result will flow through to Walled Garden
- Where the candidate's result has been adjusted following a review, the final result will appear in Walled Garden.
  - The result in e-volve will not be changed to reflect any adjustment and this and the score report will reflect the provisional mark and the original marking, it is not possible for us to amend these.



# Performance Feedback

# Performance feedback

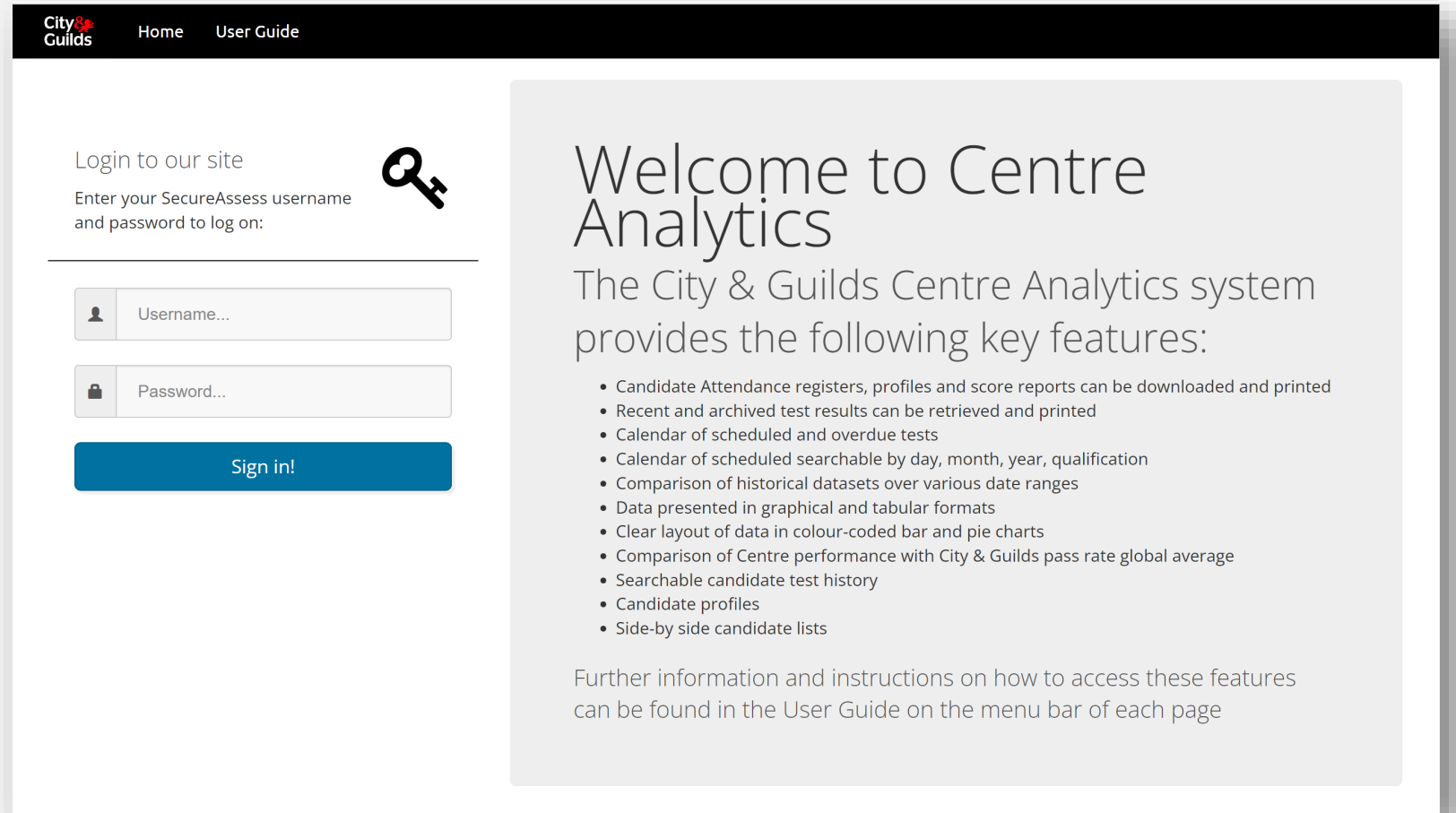
- Unfortunately candidates are not always successful in their attempt at Reading, Writing or Mathematics at Levels 1 or 2 and need to be entered for a re-sit
- It is vital that candidates receive further teaching to remedy the areas that need development before they are re-entered and to do this centres need to access the performance feedback
- City & Guilds provides feedback for **both** onscreen **and** paper-based exams
  - For onscreen exams, a score report is issued with a breakdown of how the candidate has performed across the exam
  - For paper-based exams, a Notification of Candidate Results is issued with the result and a series of performance codes mapped to the Functional Skills subject content statements which are explained in our guide available on the 4748 Qualification page [here](#):
- In addition both onscreen and paper-based feedback is available through the Centre Analytics platform

# Centre Analytics

Accessed from this URL: - [Centre Analytics \(cityandguilds.com\)](https://cityandguilds.com)

If you do onscreen exams you may already have a Centre Analytics account as it is the same login details.

If you only do paper based exams you will need to have an account set up. You can do this by emailing [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)



City & Guilds Home User Guide

Login to our site  
Enter your SecureAssess username and password to log on:

Username...

Password...

Sign in!

## Welcome to Centre Analytics

The City & Guilds Centre Analytics system provides the following key features:

- Candidate Attendance registers, profiles and score reports can be downloaded and printed
- Recent and archived test results can be retrieved and printed
- Calendar of scheduled and overdue tests
- Calendar of scheduled searchable by day, month, year, qualification
- Comparison of historical datasets over various date ranges
- Data presented in graphical and tabular formats
- Clear layout of data in colour-coded bar and pie charts
- Comparison of Centre performance with City & Guilds pass rate global average
- Searchable candidate test history
- Candidate profiles
- Side-by side candidate lists

Further information and instructions on how to access these features can be found in the User Guide on the menu bar of each page



## Centre Performance reports

1. Navigate to the Test History tab
2. Select Start date range
3. Select End date range
4. Enter your ID
5. Enter your qual
6. Select Search
7. Select the exam + to expand the detail
8. Select Centre Performance

City & Guilds Home Test Calendar **1** Test History Candidates User Guide

### Test History

Search

From **2** 28/02/2022

To **3** 31/08/2022

Centre **4** 051070 (01CCGD) Lifetime Training - ILM Testing

Qual. **5** 4748 Functional Skills

**6** Search  Compare

Bar Chart Pie Chart

Total Test(s)

Month	Green	Red	Orange
Feb '22	0	1	0
Mar '22	7	16	16

+ 4748-110 Functional Skills English Reading Level 1

+ 4748-111 Functional Skills English Reading Level 1

**7** 4748-110 Functional Skills English Reading Level 1

2 (50%)

Candidate List / Near Pass / **8** Centre Performance

Global Average\* Mark Distribution No Show Retake

Percentage

PASS

\* = City & Guilds global average

## Centre Performance reports

- The report will open and can be saved, printed or downloaded.
- This will need to be repeated per Installation ID and per exam.
- This can also be done for individual learners

### Centre Overall Performance Report



Centre:

Centre Installation Code:

Qualification: **4748 Functional Skills**

Unit or Assessment: **4748-110 Functional Skills English Reading Level 1**

Test Date: **28/02/2022 - 31/08/2022**

4748-110 Reading L1	Mark Available	Mark Achieved	Percentage
SCS10 Compare information, ideas and opinions in different text	8	0	0%
SCS18 Use knowledge of punctuation to aid understanding	8	3	37.50%
SCS17 Read and understand a range of specialist words in context	8	4	50.0%
SCS10 Compare information, ideas and opinions in different texts	18	8	44.44%
SCS12 Recognise that language and other textual features can vary to suit different audiences and purposes	15	6	40.0%
SCS16 Recognise vocabulary typically associated with specific types and purposes of texts	4	1	25.00%
SCS11 Identify meanings in texts and distinguish between fact and opinion	16	6	37.50%
SCS15 Infer from images meanings not explicit in the accompanying text	9	5	55.56%
SCS09 Identify and understand the main points, ideas and details	24	12	50.0%
SCS13 Use reference materials and appropriate strategies for a range of purposes	4	2	50.0%
SCS14 Understand organisational and structural features and use them to locate relevant information	8	3	37.50%
Internal Use Only	Mark Available	Mark Achieved	Percentage
Internal use only	0	0	0%
<b>Overall Total</b>	<b>120</b>	<b>50</b>	<b>41.67%</b>

31/08/2022

1

# Further support

**Our Technical Advisors work nationally and are experts in the field of maths and English and ICT Functional Skills.**

- **On boarding – to support you to get up and running**
- **Networks – to support you and encourage sharing of best practice**
- **Webinars – to keep you up to date monthly and provide ongoing support**

[Technical Advisors | City & Guilds](#)



Katherine Reid  
**Lead Technical  
Advisor**

Providing guidance and support across maths, English, Employability and ESOL qualifications.

Coming soon – our  
new Technical Advisor

# Questions and answers

If you are watching this recording, you can send any questions you may have to...

[pre-employment@cityandguilds.com](mailto:pre-employment@cityandguilds.com)

For general queries including, RI and evolve issues contact:

[centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)



# Thank you!

This recording and slide deck will be shortly available on the Resource Hub webpage.

If you are watching the recording, your questions can be sent to:

[Pre-employment@cityandguilds.com](mailto:Pre-employment@cityandguilds.com)



### 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**

**centresupport@cityandguilds.com**

**[@CGMathsEnglish](#)**

**Alternatively, visit our dedicated webpages**

**cityandguilds.com/functionalskills  
cityandguilds.com/mathsandenglish**

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