Functional Skills English and maths (4748): Additional information for conducting examinations

Version 1.0, April 2024

Document revision history

Version	Summary of change(s)	Date
1.0	Document created	April 2024

Contents

Introduction

This document provides additional information for centres administering **Functional Skills (4748)** exams, it should be used in conjunction with the JCQ Instructions for conducting Functional Skills assessments (English and Mathematics). This covers the following exams:

- Functional Skills maths, level 1 and 2,
- Functional Skills English, level 1 and 2 (Reading and Writing).

There are two delivery options available for maths and English:

- paper-based,
- online (using e-volve).

Both paper-based and online are available on-demand, however:

- named registration and entry are required for each candidate,
- each exam **must** be booked for a specific date and time.

Differences between JCQ and City & Guilds

The JCQ Instructions for conducting Functional Skills assessments (English and Mathematics), which is referred to as the "JCQ document" from this point on, is designed to replace the City & Guilds Functional Skills Instructions for conducting examinations document. As the JCQ document was introduced to replace the individual arrangements of four different awarding organisations, there are some differences in the instructions compared to the City & Guilds document, these are summarised below:

JCQ wording	City & Guilds	Guidance
The **quality nominee** must ensure that: • suitably qualified and experienced adults invigilate the assessments • appropriate arrangements are in place to enable invigilators to carry out adequate checks on the identity of all candidates.	The *Functional Skills Exams Lead* is the main contact for City & Guilds for the administration of Functional Skills exams. It could be the exams officer at the centre.	
General instructions for paper based and on-screen Functional Skills assessments		
3.2 Any friend, relative or peer of a candidate in the assessment room must not be the sole invigilator.	Relatives, friends and/or peers of candidates must not be an invigilator for any exam.	
3.8 The following documents must be available to invigilators: • JCQ Functional Skills ICE • JCQ ICE • any awarding body subject-specific documentation.	Not specified	
3.12 An invigilator must not: • explain any subject-specific or technical terms, • give any indication of the time remaining	The invigilator must not: • comment on a question, or • give candidates information possible mistakes in the exam.	Centres should avoid doing any of these things
Paper based specific		
10.3 The centre must not photocopy question papers unless authorised by the awarding body	The question paper can be photocopied onto coloured or A3 paper. Prior permission is not required.	See the **Access arrangements** section of this document for more information.

JCQ wording	City & Guilds	Guidance
10.5 The number of key holders must be restricted to two to six people.	The number of key holders was restricted to two to four key holders only.	Centres should follow the JCQ rule.
10.7 Centres must not store any live question papers on computers.	Centres must not keep copies of any live Functional Skills exam material in any circumstances.	All question papers are considered 'live' until the awarding body releases them as practice papers.
10.10 Question paper packets **must not** be opened prior to the assessment window set by the awarding body.	Question paper packs must not be opened prior to the scheduled date of the exam).	See the section below, **Scheduling the exam**, for more information on the assessment window.
10.11 Centres with multiple exam venues are allowed to split question paper packets for transportation.	This was not permitted	Centre can follow the instructions in the JCQ document
Question paper packets **must** be signed for at the alternative assessment location	Not specified	This is optional for City & Guilds centres until September 2024
The centre must keep a transport log if using an alternative venue	The centre must keep records of all exam sites.	City & Guilds centres must keep a transport log from September 2024
Splitting question paper packets for use at different centre sites	Packs could be opened two hours before the exam	Centre can follow the instructions in the JCQ document
Splitting question paper packets for use in multiple rooms within a centre can be completed two working days before the exam date	Packs could be opened two hours before the exam	Centre can follow the instructions in the JCQ document
Candidates must be reminded verbally when there are only ten minutes of the assessment remaining.	A five minute warning can be given to candidates.	Centres can follow either requirement until September 2024
The invigilation report must be completed and signed, with any candidate malpractice, disturbances or late arrivals recorded.	There was no requirement to do this.	This is optional for City & Guilds centres until September 2024

Online specific instructions		
19.5 Where a candidate is present for an on-screen assessment but disadvantaged the relevant awarding body's special consideration policy should be referred to.	For on-demand tests, like Functional Skills, a resit should be arranged.	Centres must follow the City & Guilds requirement.
When more than one candidate is taking an assessment in the same room, the assessment must be scheduled with the same starting time	There is no requirement to do this.	This is optional for City & Guilds centres until September 2024
All PCs logged on and the assessment software open before candidates enter the room.	There is no requirement to do this.	This is optional for City & Guilds centres until September 2024
Each workstation must be tested on completion of installation of the assessment software.	This is not specified	This is good practice and should be followed.
A reliable clock must be visible to each candidate in the assessment room.	There is no requirement to do this.	This is optional for City & Guilds centres until September 2024
If the technical issue cannot be immediately resolved, then the on-screen assessment should be abandoned.	For City & Guilds, the tests can be paused.	City & Guilds centres should follow the guidance in this document
The centre must hold attendance sheets for two months after the assessment.	This is not requirement for City & Guilds	This is optional for City & Guilds centres until September 2024

Additional information for all Functional Skills exams

Scheduling the exam

3.1.1. Exams must be booked for a specific date and time, and they should take place at this time, wherever possible.

3.1.2. The requirements for booking and changing scheduled exam dates are below:

Restriction	Paper-based	e-volve
Deadline for ordering	14 calendar days in advance	30 minutes in advance
The assessment window (ie maximum period for moving the exam date)	5 working days before or after	10 calendar days before or after

3.1.3. Where the JCQ document refers to the assessment window this means from the earliest date you can sit the exam, till the latest. This is based on the date of the exam on the booking and the maximum period for moving the exam date as shown in the table above.

3.1.4. The exam date can be moved, for example, where:
  – there are resourcing issues (such as no room or the invigilator is not available);
  – the candidates are not available (for example due to travel issues on the day of the exam).

3.1.5. Centres must provide details of the actual dates and times of upcoming exams to City & Guilds on request.

3.1.6. Please remember that special consideration is not normally applied to on-demand exams, so if a candidate is affected by a temporary illness, temporary injury or some other event outside of their control at the time of the exam, it should be rescheduled as permitted by .1.2 or rebooked.

3.1.7. If the exam is booked for the wrong date due to an administration error, the exam date can be changed, providing the new date meets the requirements of .1.2.

3.1.8. To ensure no candidate sits the same question paper more than once, orders may be cancelled if there is no suitable Version of the question paper available (please refer to the Glossary for the definition of version). City & Guilds will notify centres where this is the case.

If a candidate sits the same version twice, they will not receive a mark or grade for the second sitting. We are not able to process a result for the second attempt at that version.

3.1.9. Candidates should not be entered for a resit until they have received their results.

Additional requirements for paper-based

3.1.10. Exam dates can be moved for individual candidates on the attendance register, instead of the whole cohort. However, all scripts for candidates included on the same Invigilation Certificate (attendance register) must be submitted for marking at the same time.

3.1.11. Centres must inform City & Guilds of any changes to the exam time, date or location using the online form on the Functional Skills (4748) qualification page of the City & Guilds website. Centres must complete this form at least one working day before the original scheduled exam date or the revised exam date, whichever is earlier. This must include the reason for the change.

3.1.12. To ensure no candidate sits the same question paper more than once, orders for resits for more than one candidate may be split into more than one pack. The centre will receive a separate Invigilation Certificate (attendance register) for each pack.

Centres can view if and how orders have been split on the Walled Garden, using 'Order Reports'. For more information refer to the Walled Garden Order Reports.

3.1.13. Candidates must sit the question paper that has been allocated to them. If a candidate sits a different version of the question paper, City & Guilds may not be able to process their results.

3.1.14. All assessment materials must be returned to City & Guilds, split by attendance register using the envelopes and pre-printed address labels provided.

3.1.15. Centres must ensure that all booking information is correct, as it cannot be amended after the order has been placed. This information will appear on all stationery relating to the booking, ie the Invigilation Certificate (attendance register) and candidate barcode.

3.1.16. No additional question papers will be included with any booking and no additional candidates can be added after the booking has been made.

Access arrangements

3.2.1. Access arrangements **must** be agreed before an exam takes place. These allow a candidate with special educational needs or disabilities to:
– access the exam; and
– demonstrate their skills and knowledge without changing the demands of the exam.

It is a centre's responsibility to request access arrangements on behalf of candidates and these must be agreed and in place before candidates sit an exam. For more information, please refer to the 'Access Arrangements and Reasonable Adjustments' section of the City & Guilds website at www.cityandguilds.com/policy.

3.2.2. Invigilators **must** be aware in advance of the exam which candidates have been granted access arrangements. Candidates with extra time or those with supervised rest breaks could finish (or start) the exam at different times to other candidates.

3.2.3. If a candidate has been granted extra time, this needs to be added on to an e-volve exam, when it is booked. It cannot be added on afterwards.

3.2.4. For some access arrangements, a person is required to facilitate, e.g. a reader or practical assistant. This person must be familiar with the invigilation requirements in this document. They **must not** be the candidate's tutor/assessor, relative, friend or peer.

The e-volve screen can be duplicated on another screen when using readers and scribes, see the appendix on Duplicating screens in e-volve, on page 25 for more information.

3.2.5. Where a candidate and a practical assistant, reader, or scribe are accommodated in another room, on a one-to-one basis, an invigilator may additionally act as the practical assistant, reader, or scribe. In these instances, the centre **must** use an additional 'roving' invigilator, who enters the room at regular intervals to observe the exam and ensure all invigilation requirements are met.

3.2.6. If there is more than one candidate in the room however, there **must** be a separate invigilator in the room at all times.

3.2.7. Where candidates are using a sign language interpreter, a separate invigilator is required.

3.2.8. For paper-based exams, scribes **must** sign the appropriate cover sheet, which should be sent with the candidate's script. The cover sheets are available from the JCQ website, www.jcq.org.uk.

3.2.9. A reading pen can be used, providing it does not have a built-in dictionary, thesaurus or data storage facility. If the candidate is located in the same room as other candidates, they must use headphones plugged into the reading pen.

3.2.10. Any braille scripts must be transcribed by the centre. Braille scripts cannot be marked by City & Guilds examiners.

3.2.11. For paper-based exams, candidates can type their answers, with spelling and grammar check/predictive text disabled, where it is their normal way of working. Candidates must include their name, candidate enrolment number and centre number on each page as a header or footer.

3.2.12. The question paper can be photocopied onto coloured or A3 paper. The centre can open the question papers in the secure room up to two hours before the exam in order to do this. Prior permission is not required. The centre must return both the original and the photocopy of the question paper with the scripts.

Malpractice

3.3.1. Invigilators must be vigilant for any potential candidate malpractice. For further information on managing suspected malpractice, please see section 4 of the *City & Guilds Managing cases of suspected malpractice in examinations and assessments* document, available on the City & Guilds website.

3.3.2. The centre **must** inform City & Guilds within 10 working days where malpractice is suspected.

3.3.3. In cases of suspected of malpractice, invigilators must warn the candidate(s) that City & Guilds will be informed and that this may lead to their results being invalidated.

3.3.4. If invigilators find candidates using unauthorised equipment or materials, they should remove and retain the items for the duration of the exam. Candidates should be allowed to complete the exam unless they are disrupting other candidates.

3.3.5. Where unauthorised equipment or materials have been used, City & Guilds **must** be informed. The malpractice notification forms are available on the City & Guilds website.

Artificial intelligence in e-volve tests

3.4.1. 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.

3.4.2. For e-volve tests on SecureClient, centres must **still** ensure that there is no AI software installed on the PC or laptop used. Centres **should not** assume its use will be blocked during the test. When invigilating, centres must remain vigilant for the use of AI software at all times.

3.4.3. If any use of AI is identified, it 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.

Additional information for paper-based assessments

Opening packs of question papers

4.1.1.   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.

4.1.2.   Barcode stickers are provided for each candidate. The barcodes **must** be stuck correctly to the front of the version of the question paper allocated to the candidate. Failure to do so may affect the timely marking and issuing of results. More information on how to do this is enclosed with the question papers.

4.1.3.   For larger cohorts where there are a large number of barcodes to attach, centres may open the pack(s) of question papers up to two hours before the exam. Prior approval from City & Guilds is not required for this arrangement.

Sticking the barcodes to the question papers before the exam will provide additional opportunities to check they have been applied to the correct version of the question paper.

Completing the attendance register(s)

4.2.1.   The Invigilation Certificate is the attendance register. It is a key part of the process of identifying candidates present in the exam room. Centres must complete the attendance register and record absent candidates accurately. Failure to do so may affect City & Guilds' ability to deliver accurate and timely results.

4.2.2.   Additional candidates **cannot** be added to the attendance register and **must not** sit the exam.

Finishing the examination

4.3.1.   Invigilators **must** check the candidate barcode label matches the candidate name.

4.3.2.   When checking that the candidate and centre information on the script matches the details on the attendance register, if the invigilator identifies that the wrong barcode is attached, they should correct this error.

In such a situation the correction should be counter-signed on the script. Centres **must not** alter any other details on the candidate's script.

4.3.3.   The invigilator **must**:
   – collect all unused question papers in the exam room;
   – check it for any loose sheets which candidates may have missed;
   – return them to the exams officer.

Packing scripts

4.4.1. When packing scripts and exam materials for return to City & Guilds, centres **must:**
- ensure that the correct barcodes are stuck correctly on the front of each candidate's script. In some cases, a separate barcode is required for each section of the script;
- ensure that every script from the exam has been included;
- enclose the relevant attendance register(s);
- ensure that scripts are in the same order as candidates appear on the attendance register;
- check the attendance register has been completed, even where when all candidates are marked absent;
- check all scripts and unused question papers are included with the correct attendance register;
- ensure cover sheets accompany scripts where appropriate, for example where a candidate has used a scribe, the cover sheet **must** be placed inside the script;
- use the pre-addressed labels. Ensure the correct label is used for each component and that the most up to date label is always used – do not use photocopied labels;
- always use only one label per package;
- always use the whole address label, stick it securely to the largest face of the package and ensure it is flat and crease free, the address label **must** be visible and legible;
- fasten envelopes securely, but do not use staples, string or brown tape.

A separate return envelope and address label will be provided for each separate pack of question papers and attendance register. Papers must be returned using a tracked and signed for service,

4.4.2. Centres must not:
- include anything other than the scripts, the attendance register(s), any unused question papers and source documents;
- overfill packages as they may split open during transit;
- write on labels or alter them in any way.

4.4.3. Centres **must not** retain copies of any question papers, candidates' scripts or other secure assessment materials. Question papers may only be photocopied as described in 3.2.12, question papers **must not** be copied under any other circumstances. Centres **must not** make copies of candidates' scripts.

Sending scripts

4.5.1. Centres **must**:

- despatch scripts, unused question papers and accompanying attendance registers, to the address provided, on the same day of the exam wherever possible;
- ensure that any scripts that cannot be despatched on the day of the exam are despatched **no later than three working days**;
- retain scripts in the centre's secure storage facility if kept within the centre overnight.

Centres should take care when returning Braille and enlarged questions papers, as the return address may be different. If scripts are sent to the wrong address, this will delay the marking process.

4.5.2.   Centres **must:**
- use recorded, trackable delivery;
- obtain proof of postage/despatch for each pack of scripts, which **must** be retained on the centre's files until the results are published, in case of loss or damage.

Unused assessment materials

4.5.3.   Any unused question papers and all source materials **must** be returned to City & Guilds at the address provided on the attendance register with the scripts.

4.5.4.   Unused question papers **must not** be used as practice material or as a teaching/learning resource under any circumstances.

Additional information for e-volve assessments

Exam location and resources

5.1.1. Centres must ensure that all computers meet the minimum technical requirements to run the e-volve exams. Please refer to www.cityandguilds.com/evolve for more information.

Starting the exam

5.2.1. The invigilator **must** ensure that the correct e-volve keycode is issued to each candidate. The candidate is responsible for checking that the title of the exam and their details are correct. If the information presented to the candidate is incorrect, they must notify the invigilator before starting the exam.

5.2.2. Invigilators **must** ensure candidates have been given the correct e-volve keycode.

During the exam

5.3.1. The exam can be paused while the candidate is out of the room and then restarted when they return. For more information on **pausing exams**, please refer to www.cityandguilds.com/evolve.

5.3.2. If emergency evacuation is necessary, the exam should be paused while candidates are out of the room and then restarted when they return.

5.3.3. Where technical issues occur during exams, centres should refer to the ***e-volve Centre User guide*** for further information. If they cannot resolve technical issues using the guide, they should call the e-volve customer services team directly on 01924 930 800.

End of the exam

5.4.1. All exams **must** be uploaded to City & Guilds. If an exam is not uploaded, it will not be marked, and the candidate will not receive a result. Centres can check the upload status in the Invigilation tab, if the exam has a green tick, this means we have received it and it will be marked.

5.4.2. If the exam shows as downloaded or awaiting upload, the centre must upload it as soon as possible or the exam will AutoVoid. This means the exam will **not** be marked and the candidate will **not** receive a result.

Subject specific information

Mathematics

6.1.1. The mathematics exam, at both Level 1 and Level 2, is split into two sections:
- *Section 1* is the non-calculator section;
- *Section 2* is the calculator section.

6.1.2. Both sections of the exam **must** be completed in a single sitting.

6.1.3. The duration for each section is given on the front of each question paper.

6.1.4. Candidates may only have access to a calculator for the 'calculator permitted' section of the exam, *Section 2*.

6.1.5. A calculator is **not** permitted in the non-calculator section of the exam, *Section 1*.

6.1.6. Protractors are not permitted for mathematics Level 2 exam.

6.1.7. Dictionaries are permitted.

Paper-based requirements

Sections 1 and 2 should have the same version number on the front page.

6.1.8. Before the start of the exam, invigilators **must** check that no candidates have a calculator on their desk (calculators may be placed on the floor, beneath the candidate's desk while the candidate completes the non-calculator section).

6.1.9. Both question papers will be supplied in the same pack, with two identical barcodes for each candidate, one barcode for each section of the exam. The barcodes must be stuck correctly to each question paper, failure to do so means that it will not be possible to issue performance feedback and will affect the timely marking, issuing of results and may incur additional costs to the centre.

6.1.10. For larger cohorts, centres may open the pack(s) of question papers two hours before the exam, in order to attach the barcodes. Prior approval from City & Guilds is not required for this arrangement.

6.1.11. The invigilator must make sure candidates sit the version of the question paper allocated to them and the same version for each section for the exam. If a candidate sits the incorrect question paper, for either section of the exam, City & Guilds may not be able to mark the scripts or issue the results.

If a candidate sits the incorrect question paper, City & Guilds will need to create a new exam entry for that question paper before the results can be processed. There will be a fee for this additional order.

6.1.12. Invigilators **must** tell the candidates:

- to complete the front page of the question paper booklets before the exam starts;
- not to use a calculator for *Section 1*;
- that any candidate in possession of a calculator during *Section 1* will be reported to City & Guilds.

6.1.13. The invigilator **must** collect in a candidate's *Section 1* booklet before that candidate can use a calculator.

6.1.14. Candidates **must not** have access to a calculator during *Section 1*. If a calculator is seen on a candidate's desk while they are still in possession of *Section 1*, this **must** be reported to City & Guilds as suspected malpractice, even if the invigilator has not seen the candidate using the calculator.

6.1.15. Centres can choose one of two following methods to ensure candidates do not have access to calculators during *Section 1*, but can use a calculator during *Section 2*:
- candidates can place their calculators on the floor under their desk during, *Section 1*; or
- invigilators can hand out calculators when collecting *Section 1*.

6.1.16. A scientific calculator can be used, however is **not** required for either level 1 or 2. All calculations can be carried out using a basic calculator.

Mixed assessment versions

6.1.17. For Functional Skills Maths there are two papers per candidate, section 1 and section 2. Candidates **must** complete both sections from the same version.

6.1.18. If a candidate sits section 1 and section 2 from different versions (ie mixed assessment versions), it may not be possible to mark the script. Where it is possible to mark it, there will be a delay in issuing results and there may be an additional charge to the centre.

6.1.19. It will also reduce the number of resits available to the candidate, as each candidate is only permitted to sit each assessment version once. If a candidate sits mixed assessment versions, this removes both versions from those available for a re-sit, should they need one.

6.1.20. If a candidate exhausts all available versions of the exam, they will have to wait until a new assessment version is released, or take an e-volve exam instead.

e-volve requirements

6.1.21. Candidates can use the on-screen calculator. If candidates want to bring their own calculator, they must meet the requirements below.

6.1.22. Candidates can use their own calculator in the e-volve exam, if the following requirements are met:
- there must be one invigilator for every 10 candidates,
- candidates **must not** have access to a calculator during *Section 1*,

- the invigilator(s) can hand out calculators to candidates that have completed *Section 1*,
- the invigilator(s) **must** instruct candidates to raise their hand when they have completed Section 1, so the invigilator can give them a calculator.

6.1.23. There is a message displayed between the two sections, this can be used to distribute the calculators without using any exam time. The candidate must be warned to wait until the invigilator can check the message is displayed on the screen (as shown below) before they give them the calculator.

The picture below shows the message that is displayed between the sections:
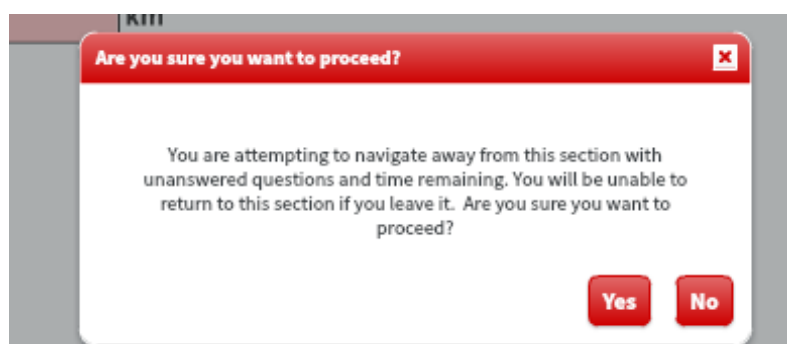
6.1.24. If the candidate is using the on-screen calculator, they can start *Section 2* as soon as they are ready to do so.

Reading

6.2.1. Dictionaries are permitted. For information on using bilingual dictionaries, please refer to the access arrangements page on the City & Guilds website.

Access arrangements

6.2.2. A human reader cannot be used under any circumstances.

6.2.3. A computer reader can be used. Please contact policy@cityandguilds.com for more information.

Writing

Centres need to ensure that candidates do not turn on spellcheck, grammar check or predictive text during the exam. Centres may find it easier to set up a specific exam only log in.

6.3.1. Dictionaries, including bilingual dictionaries, are **not** permitted.

6.3.2. Spelling and grammar checking software or tools are **not** permitted.

6.3.3. Candidates can type their answers, but **must not** use spellcheck, grammar check or predictive text. This includes the use of AI Writing assistants e.g. Grammarly.

Access arrangements

6.3.4. A scribe cannot be used under any circumstances.

Requirements for invigilation by employers

General requirements

It is the responsibility of the head of centre to ensure that appropriately trained invigilators are available for all Functional Skills exams and that they meet the requirements listed in this document. For employer invigilation, the centre:

- retains responsibility for the invigilation process and the centre's approval could be affected in the case of any malpractice by the employer-invigilator,
- must share copies of training records with City & Guilds when requested to do so (for example as part of an exam audit).

e-volve exams

Exams can be invigilated by employer-invigilators, but the administrative tasks can only be completed by the centre, as described below. The centre **must** ensure that:

- employer-invigilators meet the requirements of this document,
- the employer's machines meet all the technical requirements,
- the employer downloads the software and test.

Further guidance on requirements for downloading the software and the e-volve technical requirements can be found <u>here</u>.

Before the day of the test

Before the day of the test, the centre is responsible for ensuring:

- the test is booked on the Walled Garden,
- the employer-invigilator and the candidate know the date and time of the test,
- the employer-invigilator is trained and understands the requirements of this document.

On the day of the test

On the day of the test, the centre should:

- support the employer-invigilator with launching the test software and accessing the test, (providing the keycodes and pins as needed),
- ensure the employer-invigilator can contact them during the test (eg if there are any issues),
- talk the employer-invigilator through submitting the test (so it's uploaded for marking).

Paper-based exams

The centre must ensure that:
- employer-invigilators meet the requirements of this document,
- question papers are only held at employer premises overnight where they have secure storage facilities,

- if employer-invigilators are going to be responsible for sending scripts, this is included in the training provided by the centre.

Transporting question papers to employer premises

The question papers can be transported to the exam venue on the day of the exam by centre staff, where this is not possible: assessment materials **must** be kept in the centre's secure storage facility at the centre's registered address, approved by City & Guilds, until one working day before the exam.

The centre **must** ensure question papers are securely transported to the exam venue, no more than **one working day** before the exam. The assessment materials must be despatched either:
- by post, using tracked, signed for delivery,
- using a secure courier (where the package is signed for) or
- by the exams officer, invigilator or other centre staff, in a lockable case.

Please remember that:
- Where post or a courier is used, this must be to the business address for the attention of the named individual who will be acting as invigilator,
- If assessment materials are transported in a lockable case, this **must not** be left unattended, at any time.

Storing question papers away from the centre overnight

Assessment materials can **only** be stored overnight at an alternative exam location if it has a secure storage facility, that meets JCQ requirements.

Please remember that:
- If the alternative exam location **does not** have a secure storage facility, the exam can still be held at this address, but the assessment materials will need to be transported to and from the venue **on the day** of the exam.
- Assessment materials **must not** be stored at an alternative exam location for more than one working day.

Sending scripts

The centre is responsible for returning the completed script to City & Guilds for marking.

The invigilator **must** return the scripts on the day of the exam by either:
- posting the scripts for marking (see 4.5. Sending scripts), or
- returning them to the centre.

Centre monitoring

Overview of the centre monitoring process

8.1.1.   All centres must be approved before they can offer Functional Skills English, mathematics and Digital. As part of the qualification approval process, centres will need to agree to the requirements of this document and provide a list of all assessment sites.

8.1.2.   The centre will need to provide details for a '**Functional Skills Exams Lead**' (please refer to the Glossary for the definition of this role), who will act as the main contact for the administration of Functional Skills exams at that centre.

8.1.3.   Details of any further additional assessment sites must be provided using the Centre Update (CU) form, submitted using the Walled Garden Quality Portal (see City & Guilds Centre Manual for more information on this process).

8.1.4.   The centre must complete internal audits on their exam procedures, each year. This must include observing an exam taking place.

8.1.5.   City & Guilds will also monitor that all unused question papers have been returned and the reasons given for changes to exam dates.

8.1.6.   Failure of any centre to meet the requirements listed in this document may affect their approval. On-going compliance will be monitored through Exam Audits.

Overview of Exam Audit process

8.2.1.   An Exam Audit is a visit to a centre in order to check that the centre's exam processes, procedures and practice are in line with City & Guilds requirements, as outlined in this document. Exam Audits involve observing an exam taking place. A copy of the Exam Audit report will be made available to the centre within 10 working days.

Possible outcomes of an Exam Audit

8.2.2.   If there are any issues discovered during an Exam Audit, the centre will be set an action plan to address them. If the issues are serious and there is a risk to the integrity or security of the exam, City & Guilds may choose to investigate further and decide to:
– invalidate candidates' results;
– raise the centre's risk level.

8.2.3.   The impact of each risk level is outlined below:

Risk level	Outcome
Low	None
Medium	Warning, if action plan is not met, further action may be taken
High	Registrations and exam entries cannot be made for that qualification

8.2.4.   A 'high' risk level can be set as a result of:
  –   one high level non-compliance; or
  –   five or more medium level non-compliances.

Exam Audit criteria are listed in Section 5.4.

8.2.5.   If actions are not completed on time, this may also result in the risk level being increased.

Exam Audit criteria

8.2.6.   There are specific criteria for Exam Audits, these are used to check the centre is following the requirements of the exam. The criteria are listed below, with references to the requirements listed in this document (the equivalent requirement in the JCQ Instructions for Conducting Examinations (ICE) are provided for information only):

A.	Before the examination			
No	Observation	FS ref	JCQ Ref	Risk level
1	Papers are kept in a safe, non-portable, lockable steel or metal cabinet	2.1.2	3.1	Medium
2	Cabinet in room secure from non-authorised entry	2.1.2	3.1	Medium
3	Room locked when not attended by authorised persons	2.1.2	3.1	Medium
4	Question papers must remain in secure storage until they can be removed prior to the scheduled starting time	2.2.3	11.3	High
5	Criteria for appointing invigilators met	1.3	12.3	Medium
6	Procedures in place to ensure that a Functional Skills tutor, is not the invigilator for any exams.	1.3	12.3	Medium
7	Readers/writers acting as invigilators	1.5.5	13	Medium

B.	Examination room			
No	Observation	FS ref	JCQ Ref	Risk level
8	Examination room in quiet, undisturbed location	1.2	11.4	Low
9	Only candidates and other persons required by the examination allowed in the room	1.3.9	17	Low

No	Observation	FS ref	JCQ Ref	Risk level
10	Minimum distance of 1.25 metres between candidates' chairs	2.3	11.10	Low/ Medium
11	All candidates facing same direction (or, where drawing boards, easels or computer workstations are involved, seated in such way as to be prevented from seeing each other's work)	2.3.4, 3.1.2	11.11	Low
12	Each candidate seated at a separate desk, table or workstation	2.3.4	11.11	Low
13	Seating plan made for examination room or standard form of seating used	1.2.8	11.14	Low
14	Posters, display or other material relevant to examination removed or covered	1.2.6	11.6	Low
15	All candidates able to see a clock without turning around	2.3.1	11.7	Low
16	Starting and finishing times of examination displayed where all candidates could see them	2.3.2	11.9	Low
17	No unauthorised material in the examination room	1.4.1	18.2	up to High
18	Minimum number of invigilators present at all times	1.3.3	12.3	Medium
19	Where one invigilator present, s/he able to summon assistance easily without leaving examination room in case of emergency	1.3.4	12.3	Medium
20	Number of invigilators never below number specified	1.3.3	12.3	Medium
21	Identity of each candidate established (particularly where candidates not personally known to invigilator)	1.6	16	Medium
22	Identity of each candidate verified, specified ID produced in accordance with qualification guidelines	1.6.1	16.2	N/A
23	Invigilators oversaw the input of the ID and password for each candidate (e-volve)	3.2.1	A1 2.5	Medium
24	Envelopes containing question papers not opened until immediately before the examination	2.1.21	5.2	Medium

C.	Starting the examination and invigilation			
No	Observation	FS ref	JCQ Ref	Risk level
25	Rules read out to candidates at beginning of examination	1.7	19.3	Low
26	Attendance list completed by invigilator	2.5	22	Low

No	Observation	FS ref	JCQ Ref	Risk level
27	Invigilators observed candidates at all times	1.3.2	20.1	up to High
28	Rules known regarding candidates entering and leaving exam room	1.8	23	Low
29	Rules known regarding candidates arriving late	1.8.1	21	Low
30	Rules known regarding candidates leaving exam room temporarily	1.8.3	23.3	Low

D.	Starting the examination and invigilation			
No	**Observation**	**FS ref**	**JCQ Ref**	**Risk level**
31	Candidates reminded of time remaining 5 minutes before end of examination	2.6.1	26.3	Low
32	Candidates told to stop writing when examination time has ended	2.6.2	26.1	Low
33	Scripts collected before candidates left examination room	2.6.4	27.1	Medium
34	Scripts checked for candidates' names and numbers	2.6.4	27.1	Low
35	Scripts handed to person responsible for despatching them	2.6.4	27.1	Medium
36	Scripts left in secure place (as in 1, 2, 3) when not dispatched immediately	2.7.4	27.2	Medium
37	Rules for dispatching scripts known	2.7.5	29	Low
38	Unused question papers returned to City & Guilds	2.7.6	30	Medium

E.	Dealing with misconduct and irregularities			
No	**Observation**	**FS ref**	**JCQ Ref**	**Risk level**
39.	Centre aware of misconduct and irregularities procedure	1.10	24	High

F.	Dealing with emergencies			
No	**Observation**	**FS ref**	**JCQ Ref**	**Risk level**
40	Centre aware of emergencies procedures	1.9	25	Low/ Medium

Appendices

Glossary

Assessment site	An *assessment site* is a location where candidates are assessed in order to gain City & Guilds qualifications, which is in a different geographical location from the registered centre address. This includes remote sites, such a candidate's workplace.
Candidate	A *candidate* is an individual who is registered with City & Guilds and working towards a full or part qualification at a *centre*.
Centre	A *centre* is an organisation approved by City & Guilds to offer assessments leading to City & Guilds qualifications.
e-volve	*e-volve* is a web-based assessment tool for centres and organisations that allows them to administer exams delivery easily and efficiently. It is safe and secure, which offers candidates each exam with a unique key code and prevents manipulation by displaying different questions to each candidate.
	Detailed guidance on e-volve including system requirements and user guides can be found at www.cityandguilds.com/evolve.
Exam	An *exam* is any externally marked component of a qualification.
Functional Skills Exams Lead	The *Functional Skills Exams Lead* is the main contact for City & Guilds for the administration of Functional Skills exams. It could be the exams officer at the centre.
Head of centre	The *head of centre* is the person with responsibility for ensuring that the overall management of the centre. The head of centre is:
	• the head of a school; or
	• the principal of a college; or
	• the chief officer of an institution which is approved by City & Guilds as a centre (including employers).
Invigilator	An *invigilator* is the person responsible for ensuring the secure conduct of all exams.
Invigilation Certificate	An *Invigilation Certificate* is the attendance register for an exam.
Tutor	A *tutor* is someone who provides teaching and/or learning support towards candidates' preparation for Functional Skills exams. This includes assessors, lecturers, supervisors, teachers, trainers and other providers of education or training.
Script	A candidate's written response to the examination.
Version	For on-demand exams, there are a number of question papers in use at any one time, for each component. Each of these question papers is referred to a *version*. The name of that *version* is listed on the front of the question paper and the attendance register.
Working day	A *working day* is any day other than Saturday or Sunday or a statutory holiday in the United Kingdom.

Additional guidance on choosing an invigilator

The invigilation requirements for the reformed Functional Skills (4748) qualifications are different from those for the legacy Functional Skills qualifications (3748).

The invigilation requirements for the reformed Functional Skills (4748) qualifications are:

- A **tutor** for the **subject being examined** must not be an invigilator for any exam.
- Relatives, friends and/or peers of candidates must not be an invigilator for any exam.

Role of a tutor

We define a **tutor** as the person who has prepared the candidates for the Functional Skills exam. Tutors might also be described as assessors, lecturers, supervisors, teachers and trainers.

Anyone familiar with the Functional Skills subject content and the assessment specification, who uses these to prepare learners for exams, would be classed as a tutor. This will include anyone involved in the following activities:

- preparing and delivering Functional Skills learning;
- conducting formative assessment, including the use of Functional Skills sample tests;
- providing feedback on progress;
- providing guidance on how to attempt questions in the Functional Skills exams;
- making decisions about a candidate's readiness for Functional Skills exams
- internal quality assurance for Functional Skills qualifications.

The 'subject being examined'

This means:
- a tutor of Functional Skills English must not invigilate Functional Skills English exams;
- a tutor of Functional Skills Mathematics must not invigilate Functional Skills Mathematics exams.

Staff with combined roles

Staff who have combined vocational and Functional Skills tutor roles **must not invigilate** where their tutor role contains the activities described above. Please note that:

- Staff who act as both mathematics and English tutors, **must not invigilate** either maths or English exams.
- Staff who teach GCSE English, but not Functional Skills English, **may** invigilate.
- Staff who teach GCSE Mathematics, but not Functional Skills Mathematics, **may** invigilate.
- Staff who teach ESOL, but do not teach Functional Skills English **may** invigilate.

Supporting staff

Many learning programmes incorporate the development of maths and English skills. Some staff are involved in the teaching and learning process, but are not directly engaged in delivering content for, or preparing learners directly for, Functional Skills exams.

The following staff **may invigilate:**

- Staff who solely carry out initial and diagnostic assessments.
- Staff who direct learners to online/e-learning programmes, who set up online/e-learning programmes for learners, and/or support learners to access e-learning.
- Vocational staff who incorporate maths and English into lessons where they occur in their vocational programmes, but are not responsible for preparing learners for Functional Skills exams.
- Staff who administer Functional Skills exams.

The following staff **must not** invigilate:

- Staff who directly support candidates working towards Functional Skills exams, even if not the candidates' main Functional Skills tutor.
- Staff supporting candidates using online/e-learning programmes, where these include Functional Skills exam preparation.

Learning support

Candidates with individual support during learning can have support from the same person during their exams, providing they meet the requirements set out in our access arrangements documents and our Instructions for Conducting Examinations document.

Duplicating screens in e-volve

The below describes how to duplicate your screen on to a second monitor using the supported Windows 7, 8 and 10 Operating systems. This will enable a reader or scribe to assist the candidate during the test.

1. Depending on your operating system, there are multiple ways to reach the settings for controlling your display, the simplest way is by right clicking an empty desktop area and selecting **Display Settings** or **Screen Resolution**.
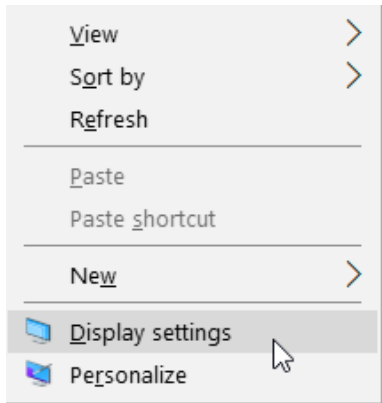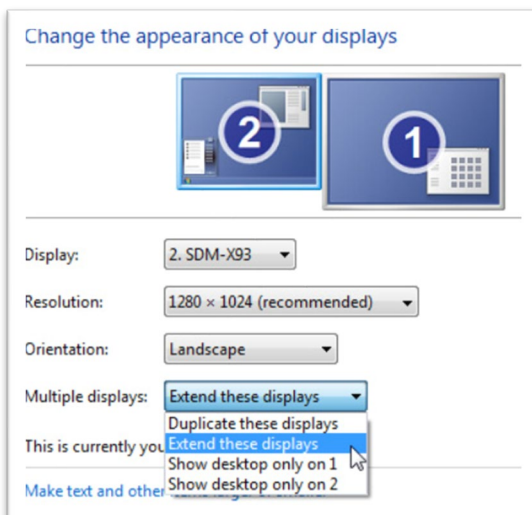
Windows 10   **Windows 7 and 8**
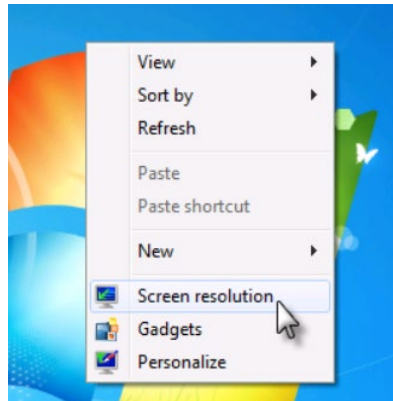
2. Once you have opened the settings screen, scroll down and select the **Multiple displays** drop-down list and then select **Duplicate these displays**

3. You can then choose to keep or revert the change.

Anything now displayed on the main screen will be duplicated on the second screen, including the SecureClient testing software showing the test.

Summary of exam requirements

Mathematics

Section	Duration	Permitted	Not permitted
Section 1 (non-calculator)	25 minutes	Dictionary	A calculator
Section 2 (calculator)	1 hour and 20 minutes		A protractor at Level 2

For the paper-based exams, candidates will need:

Level 1	Level 2
• Pen • Pencil • Eraser • 30cm ruler • Calculator (Section 2 only) • Protractor	• Pen • Pencil • Eraser • 30 cm ruler • Calculator (Section 2 only)

English

Component	Duration	Materials
Reading	1 hour	Candidates can use a dictionary or bilingual dictionary.
Writing	1 hour and 20 minutes	The following are **not permitted**: • dictionary, • electronic spelling and grammar checkers.

Centre Document Library

The City & Guilds / ILM Centre document library can be found at:
cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

This is a resource area designed for our centres and has practical guidance information to help you with every aspect of running our qualifications.

The guidance covers everything from initial approval and centre charges, malpractice, to learner exam administration, policies and procedures.

Contact us

T: 01924 930 801
E: centresupport@cityandguilds.com
Lines open: Monday to Friday 08.00 to 18.00 GMT

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 like-minded partners to develop the skills that industries demand across the world.

City and Guilds Group

Giltspur House
5–6 Giltspur Street
London EC1A 9DE
www.cityandguilds.com