

Essential Skills (4800): Instructions for conducting examinations

Version 1.1

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For external use

Document revision history

Version	Summary of change(s)	Date
1.1	<p>1.1.8 Scheduling the exam - exam dates can be moved for individual candidates.</p> <p>1.4 Examination location and alternative venues – examples of alternative venues added. Added instructions on locations only used as exam sites.</p> <p>5.1 Packing and sending scripts - retained rule on despatching scripts within three working days</p> <p>Covid adaptations removed</p>	September 2022
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Contents

Introduction	3
1. Before the exam	5
1.1. Scheduling the exam	5
1.2. Access and authorised use of exam materials	6
1.3. Managing risks to the security of live assessment materials	7
1.4. Examination location and alternative venues.....	8
1.5. The exam room.....	10
1.6. Invigilation requirements and people present	11
1.7. Access arrangements	12
2. Starting the exam	13
2.1. Identification	13
2.2. Equipment and resources.....	13
2.3. Opening packs of question papers	14
2.4. Starting the exams.....	15
3. During the exam	15
3.1. Supervising the candidates.....	15
3.2. Completing the attendance register(s).....	15
3.3. Entering and leaving the room.....	16
3.4. Emergencies.....	16
3.5. Malpractice	17
4. At the end of the exam	17
4.1. Finishing the examination	17
4.2. Collecting scripts after the examination	18
4.3. Unused question papers.....	18
5. After the exam	19
5.1. Packing and sending scripts	19
5.2. Sending scripts	19
6. Centre monitoring	21
6.1. Overview of the centre monitoring process.....	21
7. Appendices	22
7.1. Glossary	22

Introduction

This document provides instructions for centres administering the Essential Skills Communication and Application of number (4800) exams.

Both 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.

Scope

This document sets out the City & Guilds requirements for:

- secure storage and handling of exam materials;
- secure and valid conduct of exams;
- secure return of exam materials.

This document also highlights any Covid mitigations to the invigilation process.

General requirements

Exam materials must be stored, accessed and handled by centres in a way that protects their confidentiality at all times. This applies from the receipt of the materials by the centre, to the point at which all exam materials, including candidate scripts, are returned to City & Guilds.

Only authorised members of staff with responsibility for the administration of the exams may have access to live exam materials. This applies before, during and after the exam has taken place.

Exam materials, including question papers, source materials and completed scripts must not be kept in any form (including photocopying, electronic scanning, photography or handwriting) either wholly or in part by any member of centre staff or any candidate.

Under no circumstances may live assessment materials, or any of their contents, be used for any purpose other than for live assessment. This includes use as practice material or as teaching/learning resources.

Centres must inform the Quality Delivery Teams if they wish to register any member of staff to take any City & Guilds qualification. This must be done before they complete any assessments. Failure to notify City & Guilds could affect the Qualification Approval Risk status for that qualification and/or may constitute malpractice.

As stated in the City & Guilds Centre Manual, centre staff cannot undertake a City & Guilds qualification while they are teaching or assessing that qualification.

The head of centre has ultimate responsibility and accountability for ensuring that exams, at that centre, are conducted:

- securely;

- confidentially; and
- in accordance with the instructions set out in this document.

Compliance with these instructions

Centres must ensure that all exams are conducted in compliance with these instructions. Failure to do so could constitute maladministration or malpractice, which may result in:

- invalidation of candidate results;
- withdrawal of qualification or centre approval;
- communication of malpractice to other awarding organisations offering the qualifications and to the relevant regulatory authorities.

For more information, please refer to City & Guilds document Managing cases of suspected malpractice in examinations and assessments.

1. Before the exam

1.1. Scheduling the exam

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

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

Restriction	Paper-based
Deadline for ordering	14 calendar days in advance
Maximum period for moving the exam date	5 working days before or after

1.1.3. 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).

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

1.1.5. 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 1.1.2 or rebooked.

1.1.6. 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 1.1.2.

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

1.1.8. 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.

1.1.9. 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.

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

1.1.11. 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.

1.1.12. No additional candidates can be added to a booking after it has been made.

1.2. Access and authorised use of exam materials

1.2.1. The following instructions apply to all paper-based confidential materials, eg question papers and source materials, in order to ensure the integrity and security of the exams.

These instructions also apply to modified questions papers, eg enlarged question papers.

Secure storage requirements

1.2.2. Confidential exam materials must be stored securely at the centre's registered address in a room solely assigned for the purpose of administering exam materials, restricted to two to four key holders only. It is for the head of centre to set out the appropriate terms of authorisation for members of centre staff.

1.2.3. The requirements for secure storage are:

Requirements

- Strong safe or non-portable security cabinet or metal cabinet with locking bar.
- Two to four key holders only.
- Walls, ceiling and floor of strong, solid construction.
- Solid door or a door with extra metal reinforcement.
- Strong, secure hinges.
- Security lock, eg 5 lever mortice lock.
- Two to four key holders only.
- Secure room in a fixed building, i.e. not a Portakabin or similar.
- Walls, ceiling and floor of strong solid construction.

Receipt of question paper packs

1.2.4. Centres must be able to demonstrate and account for the receipt, secure movement and secure storage of confidential exam materials at all times.

1.2.5. Centres must ensure that confidential exam materials are only delivered to those authorised by the head of centre.

1.2.6. Centres must ensure that parcels containing confidential materials are signed for by an authorised member of staff. A log must be kept at the initial point of delivery of

confidential exam materials, which details all deliveries and the number of parcels received.

Checking question paper packs

- 1.2.7. The unopened question paper packs and assessment material must be checked carefully. This must be undertaken in the secure room. The centre must inform City & Guilds immediately if there are any problems, for example:
- if it appears that the parcel or one of the question paper packs has been opened during transit and therefore there may have been a breach of security;
 - there are any differences between the material received and the despatch/delivery note;
 - the material has been significantly damaged in transit or upon opening.
- 1.2.8. Centres must check question paper packs against their centre timetable or entries and arrange them in timetable order to reduce the possibility of opening a pack at the wrong time.
- 1.2.9. Check for any modified question papers (if requested) which may arrive separately from the main despatch of question papers.

Storing question paper packs

- 1.2.10. Question papers must only be accessed by authorised members of centre staff in accordance with City & Guilds' instructions, as defined in this document.
- 1.2.11. At the point of delivery, question paper packs must be locked away in the centre's secure storage facility (as defined in this document).
- 1.2.12. Only persons authorised by the head of centre and the exams officer are allowed access to the centre's secure storage facility. This must not include anyone responsible for teaching Functional Skills qualifications or preparing the candidates for the exam.
- 1.2.13. City & Guilds must be informed no later than 6 weeks in advance of any change to the centre address or a re-location of the secure storage facility.
- 1.2.14. Unused question papers can be kept in the centre's secure storage facility, until they are returned to City & Guilds (please see 2.7, on page 16, for more information).

1.3. Managing risks to the security of live assessment materials

- 1.3.1. Centres must maintain the confidentiality of candidate responses and candidate details.

- 1.3.2. Functional Skills exam materials must be treated as live assessment materials at all times before, during and after the exam has taken place.
- 1.3.3. Centres must not keep copies of any live Functional Skills exam material in any circumstances. This includes question papers, source materials and candidate scripts either in whole or in part and includes photocopying, electronic scanning, photography or copying through handwriting. Question papers may only be photocopied as described in 1.7.11. Question papers must not be copied under any other circumstances.
- 1.3.4. City & Guilds must be informed immediately if the security of any question paper(s) is put at risk.
- 1.3.5. Any natural disaster, fire, theft, loss, damage or any other circumstances which render the existing accommodation or secure storage of exam materials at risk, must be reported to City & Guilds immediately.

1.4. Examination location and alternative venues

- 1.4.1. All Essential Skills exams must take place in a suitable location that enables candidates to complete their assessments in silence without disruption or interruption. It should be made clear to those in adjoining rooms/corridors that an exam is taking place.
- 1.4.2. Any room in which an exam is held must provide candidates with appropriate conditions for taking that exam. Centres must pay attention to conditions such as heating, lighting, ventilation and the level of outside noise. Centres must take all reasonable steps to ensure these are suitable for an exam.
- 1.4.3. Centres must ensure that they have suitable locations available to enable candidates to sit exams securely and without any disturbance.
- 1.4.4. Centres must have accommodation to administer exams according to the requirements of this document, which can support the size(s) of the cohorts they have registered for the qualification.
- 1.4.5. The layout of the room must allow the invigilator(s) to clearly see all the candidates in order to prevent any potential malpractice. For example, invigilators must be able to see whether candidates are using any unauthorised equipment or materials.

Alternative venues

- 1.4.6. Exams can be administered away from the centre, providing the location meets all the requirements listed in this document.

Any location can be used for an exam, providing it meets the requirements of this document. This includes employer premises or the candidate's home. However, City & Guilds cannot send question papers directly to these addresses.

Please refer to the Centre Handbook for more information. In these instances, it is the centre's responsibility to ensure that there are appropriately trained invigilators at the alternative locations.

- 1.4.7. The centre must inform City & Guilds that a location is an assessment site, for more information please refer to Section 6.1, on page 21. If a location is only being used as an exam site, City & Guilds do not need to be informed of the address before exams take place at that site.
- 1.4.8. All assessment sites may be subject to an Exam Audit by City & Guilds. For this reason, the centre must notify City & Guilds in advance of any exam which is to take place away from its registered address. Failure to do so will be deemed as maladministration.

Examples of holding exams at alternative venues

1. The exam takes place at the employer premises, with an invigilator from the centre present. The invigilator transports the question paper from the centre on the day of the exam, in a locked case. After the exam, the invigilator transports the script back to the centre, in the locked case.
2. The exam takes place at the candidate's home, with an invigilator from the centre present. As in the previous example, the invigilator transports the question paper from the centre on the day of the exam, in a locked case. After the exam, the invigilator transports the script back to the centre, in the locked case.

Transporting assessment materials to other sites

- 1.4.9. Candidates must sit their exam(s) at the centre's registered address unless the centre is using an alternative site arrangement.
- 1.4.10. 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 scheduled starting time for the exam; (question paper packs must not be opened prior to the scheduled date of the exam).

- 1.4.11. The centre must securely transport or must organise the secure transport of question papers and other assessment materials to the alternative exam venue, no more than one working day before the scheduled starting time for the exam, if the requirements of 1.4.12 are met. The assessment materials must be despatched either:
- by post, using recorded 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.
- 1.4.12. Assessment materials can be stored overnight at an alternative exam location if it has a secure storage facility, which meets the requirements of section 1.2.2. 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 securely 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.
- 1.4.13. If assessment materials are transported in a lockable case, this must not be left unattended, at any time.
- 1.4.14. The head of centre remains accountable for ensuring that any exams that are conducted at an alternative exam location, are done so in accordance with this document.

1.5. The exam room

- 1.5.1. Centres must ensure that no candidate can see another candidate's work. The minimum distance in all directions from centre to centre of candidates' chairs must be 1.25 metres.
- 1.5.2. Wherever possible:
- all candidates should face in the same direction;
 - each candidate should have a separate desk or table big enough to hold question papers, and source materials.
- 1.5.3. Candidates who are not working at individual desks must be far enough apart so that they cannot see each other's work or communicate with each other in any way.
- 1.5.4. Exams for different qualifications can be held in the same room, at the same time, but the room must not be used for anything other than exams, while exams are taking place.
- 1.5.5. A reliable clock must be visible to each candidate in the exam room. The clock must be big enough for all candidates to read clearly. The clock must show the actual time at which the exam starts. Centres must carry out regular checks in advance of any exams to make sure all clocks used in the exam room are in good working order and show the same time.

- 1.5.6. A board/ flipchart/ projector/ whiteboard should be visible to all candidates showing the:
- centre number, subject title and paper number; and
 - the actual starting and finishing times, and date, of the exam.
- 1.5.7. There must not be anything displayed in the room (e.g. posters on the wall) that are relevant to the subject and/or could help the candidate in the exam. Any such material, must be taken down, or covered up before candidates are admitted into the exam room.
- 1.5.8. The Warning to Candidates poster and the No Mobile Phone poster should be displayed in a prominent place outside the exam room. This may either be a hard copy A3 paper version of the poster, in either black and white or colour, or a projection of the poster onto a wall or screen for all candidates to see. Centres can use the JCQ Exam Room Posters, which are available from the JCQ website, www.jcq.org.uk.
- 1.5.9. The centre must create a seating plan for each exam and provide it to City & Guilds upon request. It should not be submitted with the scripts. Any changes made to seating arrangements during the exam must be noted on the seating plan.
- 1.5.10. The centre must keep a copy of the seating plan until six months after the exam date (unless there are any outstanding appeals, malpractice investigations or other results enquiries, in which case the centre must retain the plan until they are concluded).

1.6. Invigilation requirements and people present

- 1.6.1. Invigilators are responsible for ensuring that the exam is conducted securely and in line with these instructions. It is the responsibility of the head of centre to ensure that appropriately trained invigilators are available for all exams and that they meet the requirements listed below. City & Guilds may ask to see copies of training records as part of any exam audits.
- 1.6.2. Invigilators must supervise the candidates throughout the exam and give complete attention to this duty at all times.
- 1.6.3. Invigilators must not carry out any other task while they are invigilating.
- 1.6.4. There must be at least one invigilator for each group of 30 candidates.
- 1.6.5. If only one invigilator is present, they must be able to summon assistance without leaving or disturbing the candidates. An invigilator is only allowed a mobile phone in the exam room for this specific purpose. The mobile phone must be kept on silent mode.

- 1.6.6. A tutor for the subject being examined should not be the sole invigilator. Other tutors are not permitted to enter the room in order to check the contents of the question paper.
- 1.6.7. Relatives, friends and/or peers of candidates must not be an invigilator for any exam.
- 1.6.8. The only people permitted in the exam room are the invigilator(s), the candidates and anyone else required to facilitate the exam (e.g. technical support or readers/scribes).
- 1.6.9. Invigilation cannot be undertaken remotely; invigilators must be in the same room as the candidates sitting the exam.
- 1.6.10. Invigilators should be vigilant for candidates who are distressed or who are feeling unwell.

1.7. Access arrangements

- 1.7.1. 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.
- 1.7.2. 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.
- 1.7.3. 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.
- 1.7.4. 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.
- 1.7.5. If there is more than one candidate in the room however, there must be a separate invigilator in the room at all times. Where candidates are using a sign language interpreter, a separate invigilator is required.

- 1.7.6. 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.
- 1.7.7. Any braille scripts must be transcribed by the centre. Braille scripts cannot be marked by City & Guilds examiners.
- 1.7.8. 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.
- 1.7.9. 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.

2. Starting the exam

2.1. Identification

- 2.1.1. For each exam, the invigilator must confirm the identity of each candidate prior to them sitting the exam.
- 2.1.2. Where the invigilator doesn't know the candidate, they should use photographic ID to verify their identity. Centre or employee ID badges can also be used, where these are available.
- 2.1.3. If a candidate sits an exam in another candidate's name (whether it is intentional or not), this may constitute malpractice and must be reported to City & Guilds immediately.

2.2. Equipment and resources

- 2.2.1. Invigilators must ensure that all equipment listed on the question paper or required to facilitate online exams is ready and available for all candidates prior to the exam beginning.
- 2.2.2. Invigilators should ensure candidates do not bring any unauthorised equipment with them into the exam room. This includes mobile phones, MP3/4 players,

Centres may find it easier to ask all candidates to remove their watches and place them on their desk.

smartwatches and wrist watches which have a data storage device or access to the internet.

- 2.2.3. If a candidate has brought any unauthorised equipment into the room, these must be handed in to the invigilator before the start of the exam.
- 2.2.4. Reference materials and candidate notes are not permitted.
- 2.2.5. Any pencil cases must be see-through.
- 2.2.6. Any food or drink brought into the exam room must be free from packaging and all labels must be removed from drink containers.
- 2.2.7. Where an invigilator sees a candidate with any unauthorised equipment once the exam has begun, they should confiscate it immediately. If an invigilator has concerns that unauthorised equipment has been used to unfairly advantage a candidate, this must be reported to City & Guilds, clearly identifying which candidate(s) are affected.
- 2.2.8. If the exam requirements are unclear, the centre must check with City & Guilds before the exam begins. If any candidate has access to equipment or materials that are not permitted, that could affect the validity of their results.

2.3. Opening packs of question papers

- 2.3.1. For smaller cohorts, the packs of question papers should be kept in their sealed packs and only opened in the exam room, just before the start of the exam and in front of the candidates.
- 2.3.2. For larger cohorts, where centres are using a number of rooms for exams, they may open the pack(s) of question papers in order to split them up into more appropriately sized sets for the different rooms. Prior approval from City & Guilds is not required for this arrangement.
- 2.3.3. 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, who can be an invigilator, must check the day, date, time, subject, level and component, immediately before a question paper pack is opened.
- 2.3.4. 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.

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.

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.

2.4. Starting the exams

2.4.1. Before starting the exams, invigilators must:

- ensure candidates have all the required materials they need to sit the exam;
- remind candidates that they are not allowed to communicate in any way with another candidate during the exam;
- inform candidates if there are any planned fire alarms due to take place during the exam.

2.4.2. Invigilators must tell candidates to:

hand in any unauthorised equipment if they have not already done so;

- check the title of the exam on the question paper and candidate name on the barcode are correct, before they start the exam;
- fill in the details on the front of the question paper;
- read the instructions on the front of the question paper;
- write in blue or black ink or ballpoint pen, do not use gel pens;
- only use pencil for drawing diagrams or graphs;
- begin and how much time they have to complete the exam.

3. During the exam

3.1. Supervising the candidates

3.1.1. The invigilator must not:

- read, re-phrase or explain any questions for the candidate,
- comment on a question or direct candidates to a particular section, or questions,
- give candidates information or comment on possible mistakes in the exam, unless specifically asked to do so by City & Guilds. If an invigilator suspects that there is a mistake or error with a question, they should administer the exam as normal and report their concerns to City & Guilds as soon as possible.

3.2. Completing the attendance register(s)

3.2.1. 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.

- 3.2.2. Each attendance register must be completed before the end of the exam. This will ensure that a check can be made as the scripts are collected.
- 3.2.3. The invigilator must accurately complete each attendance register in line with City & Guilds' instructions, clearly indicating those candidates who are either present or absent.
- 3.2.4. Additional candidates cannot be added to the attendance register and must not sit the exam.
- 3.2.5. The centre must keep a copy of the attendance register for six months after the exam date (unless there are any outstanding appeals, malpractice investigations or other results enquiries, in which case the centre must retain the attendance register until they are concluded).

3.3. Entering and leaving the room

- 3.3.1. Candidates who arrive late may still sit the exam, but invigilators must ensure this does not disturb other candidates.
- 3.3.2. Candidates can leave if they finish the exam before the allotted time, providing this does not disturb other candidates.
- 3.3.3. Candidates are permitted to leave the room temporarily (for example to use the toilet) on the condition that they are accompanied by an invigilator. The remaining candidates must not be left unattended. If there is only one invigilator, they must call another invigilator to accompany the candidate(s) out of the room.
- 3.3.4. Invigilators must ensure that candidates leaving the room during an exam do not disrupt the other candidates.

3.4. Emergencies

- 3.4.1. In some instances (e.g. unplanned fire alarms) it may be necessary to evacuate candidates from an exam room.
- 3.4.2. If emergency evacuation is necessary, invigilators must ensure candidates:
 - are supervised at all times;
 - do not communicate with each other for the duration of the evacuation;
 - do not have access to any unauthorised equipment or materials for the duration of the evacuation.
- 3.4.3. If the candidates cannot complete the exam, please inform City & Guilds. All scripts should be returned to City & Guilds, even if the candidate has not completed the exam.

- 3.4.4. If it is unclear whether the exam can resume, please contact City & Guilds as soon as possible.

3.5. Malpractice

- 3.5.1. 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.
- 3.5.2. The centre must inform City & Guilds within 10 working days where malpractice is suspected.
- 3.5.3. In cases of suspected malpractice, invigilators must warn the candidate(s) that City & Guilds will be informed and that this may lead to their results being invalidated.
- 3.5.4. 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.
- 3.5.5. Where unauthorised equipment or materials have been used, City & Guilds must be informed. The malpractice notification forms are available on the City & Guilds website

4. At the end of the exam

4.1. Finishing the examination

- 4.1.1. A five minute warning can be given to candidates. Where candidates have different finishing times the centre must consider the potential impact on them.
- 4.1.2. At the end of the exam invigilators must:
- tell candidates the exam has finished;
 - tell candidates to stop working and remind them that they are still under exam conditions;
 - allow any candidates who arrived late, and were allowed the full working time to do their exam, to continue after the normal finishing time. Tell them to stop working after the time allowed for their exam has passed;
 - instruct candidates to:
 - make sure they have put all the necessary information on their script and any additional answer sheets, e.g. candidate name, candidate enrolment number, centre number;
 - make sure their answers are correctly numbered;

- make sure they have put any loose additional answer sheets inside the script.
Additional answer sheets must be stapled to the back of the candidate's script.

4.1.3. Candidates granted extra time and/or supervised rest breaks should carry on for the necessary additional time.

4.2. Collecting scripts after the examination

4.2.1. Invigilators must:

- where possible, collect all the scripts before candidates are allowed to leave the exam room;
- check that there is a script for every candidate marked as present on the attendance register;
- check that the names on the scripts match the details on each attendance register;
- put the scripts in the order shown on each attendance register;
- check that candidates have fully completed the front page of their script and used their correct centre and candidate enrolment numbers;
- check the candidate barcode label matches the candidate name;
- ensure that all scripts are securely given to the person responsible for despatching them for marking.

4.2.2. Centres must ensure that scripts are kept secure at all times until they are despatched for marking.

4.2.3. 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.

Scripts are confidential between each candidate and City & Guilds. No-one may read or photocopy them before they are sent for marking, under any circumstances.

4.3. Unused question papers

4.3.1. 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.

5. After the exam

5.1. Packing and sending scripts

- 5.1.1. 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;
 - 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.

- 5.1.2. 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.
- 5.1.3. 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 1.5.13, question papers must not be copied under any other circumstances. Centres must not make copies of candidates' scripts.

5.2. Sending scripts

- 5.2.1. 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.

5.2.2. 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

5.2.3. Any unused question papers and all source materials must be securely destroyed.

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

6. Centre monitoring

6.1. Overview of the centre monitoring process

- 6.1.1. All centres must be approved before they can offer Essential Skills. 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.
- 6.1.2. 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.
- 6.1.3. 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.

7. Appendices

7.1. Glossary

Assessment site	An <i>assessment site</i> 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 as a candidate's workplace.
Candidate	A <i>candidate</i> is an individual who is registered with City & Guilds and working towards a full or part qualification at a <i>centre</i> .
Centre	A <i>centre</i> is an organisation approved by City & Guilds to offer assessments leading to City & Guilds qualifications.
e-volve	<p>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.</p> <p>Detailed guidance on e-volve including system requirements and user guides can be found at www.cityandguilds.com/evolve.</p>
Exam	An <i>exam</i> is any externally marked component of a qualification.
Functional Skills Exams Lead	The <i>Functional Skills Exams Lead</i> 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	<p>The <i>head of centre</i> is the person with responsibility for ensuring that the overall management of the centre. The head of centre is:</p> <ul style="list-style-type: none">• 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 <i>invigilator</i> is the person responsible for ensuring the secure conduct of all exams.
Invigilation Certificate	An <i>Invigilation Certificate</i> is the attendance register for an exam.
Tutor	A <i>tutor</i> 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	<p>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 <i>version</i>. The name of that <i>version</i> is listed on the front of the question paper and the attendance register.</p>
Working day	A <i>working day</i> is any day other than Saturday or Sunday or a statutory holiday in the United Kingdom.

Checklist for invigilators

Paper-based exams

This list summarises the essential actions for invigilators.

A Arranging the exam room

- 1 Check that you have the following on display:
 - a clock that all candidates can see clearly;
 - a board showing the centre number, and start/finish time of the exam(s).
- 2 Check that you have a seating plan for the exam.
- 3 Check in advance with the exams officer which candidates, if any, have access arrangements.

B Before the exam begins

- 1 Attach the candidate barcodes to the front of the correct question paper.
- 2 Check the front of the question paper for details of required/ permitted materials.
- 3 Tell candidates that they must now follow the regulations of the exam.
- 4 Warn candidates that they must give you any unauthorised materials, including mobile phones.
- 5 Open the pack(s) of question papers in the exam room.
- 6 Tell the candidates:
 - to fill in the details on the front of the question paper;
 - check the barcode on the front of the question paper;
 - to read the instructions on the front of the question paper.
- 7 Remind candidates to write in blue or black ink or ballpoint pen.
- 8 Tell candidates when they may begin and how much time they have.

C During the exam

- 1 Supervise the candidates at all times to prevent cheating and distractions.
- 2 Do not give any information to candidates about any question on the paper or the requirements for answering particular questions.
- 3 Make sure that no question paper is removed from the room during the exam.
- 4 Make sure that an invigilator is available to accompany any candidates who need to leave the room temporarily.
- 5 If candidates have finished, they may leave at any time. You must ensure this does not disturb other candidates, and that they understand that they cannot return.
- 6 Tell candidates to stop writing/working at the end of the exam.
- 7 Make sure the only people in the room are the invigilator(s), the candidates and anyone else required to facilitate the exam (e.g. readers/scribes).

D After the exam

- 1 Tell candidates to check that they have:
 - filled out their personal information on the front of the question paper and identified themselves on any supplementary sheets of paper;
 - crossed out rough work or unwanted answers.
- 2 Collect all completed scripts and all unused question papers before candidates leave the room.
- 3 Check the candidate barcodes have been attached correctly to each script.
- 4 Arrange the scripts and any unused question papers in the order candidates appear on the Invigilation Certificate/attendance register.
- 5 Make sure that scripts are kept in a secure place until they are sent for marking.

Centre Document Library

The City & Guilds / ILM Centre document library can be found at:

[cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](https://www.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.

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