

Before the exam

Scheduling the exam

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

Centres can move the exam time by up to one hour without informing City & Guilds.

Examination location

Centres must ensure that they have suitable exam rooms available to ensure that candidates can sit exams securely and undisturbed. These locations must meet the following requirements.

Centres must ensure that no candidate can see another candidate's work, utilising at least one of the following methods:

- Ensuring each workstation is at least 1.25m apart (measured from the nearest outer edge of one screen to the next).
- Ensuring monitors are positioned back to back, separated by dividers or protected by privacy screens.
- Candidates sitting the same exam component are sat at alternate computers (eg a candidate entered for Level 2 sitting in between two candidates entered for Level 1).

Centres must ensure that they have suitable locations available to enable candidates to sit exams securely and without any disturbance.

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.

There must not be anything displayed in the room (e.g. posters on the wall) that 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.

The Warning to Candidates poster and the No Mobile Phone poster must be displayed in a prominent place outside the exam room.

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.

Invigilation requirements and people present

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 Functional Skills exams and that they meet the requirements listed below.

Invigilators must supervise the candidates throughout the exam and give complete attention to this duty at all times.

Invigilators must not carry out any other task while they are invigilating.

There must be at least one invigilator for each group of 30 candidates.

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.

A tutor for the subject being examined must not be an invigilator for any exam

Examples:

- A Functional Skills mathematics tutor can be an invigilator for an English exam.
- A Functional Skills English tutor can be an invigilator for a mathematics exam.

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).

Tutors are not permitted to enter the room in order to check the contents of the exam.

Invigilators should be vigilant for candidates who are distressed or who are feeling unwell.

Equipment and resources

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.

Invigilators should ensure candidates do not bring any unauthorised equipment with them into the exam room. This includes mobile phones, MP3/4 players, smartwatches and wrist watches which have a data storage device or access to the internet.

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.

Reference materials and candidate notes are not permitted.

Any pencil cases must be see-through.

Any food or drink brought into the exam room must be free from packaging and all labels must be removed from drink containers

Access arrangements

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.

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.

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.

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.

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

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

Identification

For each exam, the invigilator must confirm the identity of each candidate prior to them sitting the exam.

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.

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.

During the exam

Starting the exams

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.

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

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

Invigilators must tell the candidates to:

- hand in any unauthorised equipment if they have not already done so;
- check the title and candidate name are correct, before they start the exam;
- ask if they need any scrap paper.

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.

Entering and leaving the room

Candidates who arrive late may still sit the exam, but invigilators must ensure this does not disturb other candidates.

Candidates can leave if they finish the exam before the allotted time, providing this does not disturb other candidates.

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.

Invigilators must ensure that candidates leaving the room during an exam do not disrupt the other candidates.

End of the exam

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.

Downloaded exams must be uploaded within 30 calendar days of the date of the exam booking.

Any scrap paper used by candidates during the exam must be collected by the invigilator and securely destroyed. Candidates may not take any notes out of the exam room at the end of the exam.

Centres must not retain any material produced by a candidate during e-volve exams.

Emergencies

In some instances (e.g. unplanned fire alarms) it may be necessary to evacuate candidates from an exam room.

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

Malpractice

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.

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

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.

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.

Where unauthorised equipment or materials have been used, City & Guilds must be informed.