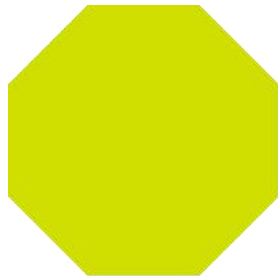


# Functional Skills Exam Service: Centre Guidance



## **Introduction**

As a response to the ongoing Covid-19 pandemic, City & Guilds are implementing a Functional Skills Exams Service to allow candidates to take exams, who are unable to do so at their centre, employer or via our remote invigilation offer.

We will do this by making these tests (both written and online) available to candidates at designated City & Guilds exam centres. These will allow for Functional Skills exams to be administered safely and securely, managed closely by City & Guilds staff and representatives.

Our exam administration is carried out in line with Covid-19 safety measures, and the safety of candidate and City & Guilds staff takes absolute priority. Where our safety requirements cannot be met, exams will not take place.

## **Purpose and scope**

This document details the processes and requirements for centres using the Functional Skills Exams service. It is for use by centre staff and should be read prior to using the service.

These requirements ensure that exams are able to be administered safely and securely. Where they are not met by centres, City & Guilds reserve the right for candidates not to sit exams at our exam centres.

Centres are responsible for ensuring the safe travel of their candidates to our exam centres. They must also confirm that candidates are 'Covid-free' and can sit the exams at the time of booking.

## **City & Guilds Exam centres**

We are operating an initial three exam centres for the Functional Skills Exam service. These are based in London, Birmingham and Bristol.

- **London exam centre**  
5-6 Giltspur Street  
London  
EC1A 9DE
- **Birmingham exam centre**  
Fairgate House  
205 Kings Road  
Tyseley,  
Birmingham  
B11 2AA

- **Bristol exam centre**  
22-28 Queen Ann Road  
Barton Hill  
Bristol  
BS5 9TX

Centres who wish to use the Functional Skills Exam Service should contact us at [FSExamsService@cityandguilds.com](mailto:FSExamsService@cityandguilds.com)

Joining instructions, including location maps and travel information will be provided to all centres at the point of booking.

## Section 1: Exam Service Booking process

Provided that candidates meet our health and safety requirements and are able to travel to our exam centres, centres can use our exams service.

**Please note** – our exam centres have been set up to allow candidates who are unable to access examinations either at their centre / employer, or via our remote invigilation offer. It should not be used by centres unless this is the case for their candidates, and we will check this as part of the booking process.

Exams will be available as paper-based or online (using e-volve) at our exam centres.

The booking process is as follows:

- Centres submit a booking request form to [FSExamsService@cityandguilds.com](mailto:FSExamsService@cityandguilds.com). This indicates the number of candidates, required exam date, and venue. Personal candidate data is not required at this point but will be entered into the Walled Garden per usual exam booking process. This must be submitted at least 17 days prior to the required exam date.
- We will then check the availability of those dates at the required exam centre. If these dates are unavailable (e.g. because they are already fully booked), then we will contact the centre to discuss possible alternatives.
- Once availability (or an acceptable alternative) is confirmed, centres can make the exam bookings on Walled Garden, our secure online administration platform. They will notify [FSExamsService@cityandguilds.com](mailto:FSExamsService@cityandguilds.com) of the booking reference.
- The centre is responsible for making sure that the number of exam papers/evolve tests ordered matches the exam invigilation service slots booked at the exam site. Centres are not required to send candidate data via the email, only the Walled Garden Exam Booking Order.
- Centres will then be sent a confirmation email confirming the number of candidate(s), the date of exam(s), exam centre details and information that will be required on the day.
- City & Guilds will provide the Joining Instructions to the centres. Centres are responsible for providing these to their candidates and brief them of what to do before, during and after the exam.

## Section 2: Centre responsibilities

Centres are responsible for ensuring that their candidates are aware of the requirements and prepared for their exams, including travelling to the exam centres. We are then responsible for them once they arrive.

### 2.1 Candidate information

Centres must ensure that candidates are aware of

- the date and time of their exam,
- the address of the exam centre,
- travel information,
- emergency contact details,
- Self-declaration form that the candidates must complete (in the case of minors, these be signed by their guardian prior to going to the exam site).
- information that will be required on the day (e.g. photo ID such as driving licence, centre ID).

### 2.2 Covid safety

In the current situation, it is vital that public safety guidelines are adhered to, to ensure candidate and staff health and safety.

City & Guilds exam centres are 'Covid-Safe'. Measure in place include:

- two-metre radial distancing maintained by means of strict occupancy levels throughout the building,
- facemask (provided) to be worn when moving around the building,
- temperature checks,
- employee Covid-19 training,
- site Monitors,
- thorough cleaning of exam tables and equipment between examination sessions,
- one-way footfall flow,
- daily cleaning regime.

Hand hygiene points are provided at all entrances, exits and at strategic points throughout the building particularly when moving from one area to another.

As such we also require centres to ensure that candidates attending our exam centres are fit and well enough to do so and will not present any risk of Covid infection. Candidates must complete a 'Covid-safe' self-declaration, which they must bring to the exam centre on the day of the exam. If they do not bring a completed self-declaration form, they will need to complete one upon arrival before being allowed entry to the exam centre.

An example of this is included in **Appendix 1** of this document.

Candidates will be checked on the day upon arrival at the exam centre and if they do not meet health and safety requirements, they will not be allowed to sit the exams.

Candidates should be encouraged to only bring essential personal effects to the exam centres. Bottled water will be provided on the day.

### **2.3 Access arrangements**

Access arrangements allow candidates to show what they know and can do without changing the demands of the assessment. For example, through the use of readers, scribes and Braille question papers.

For our Functional Skills Exam Service, centres are responsible for ensuring that, where required, any access arrangements are approved prior to the exams taking place. As City & Guilds / ILM will be responsible for getting any additional staff or equipment in place to support candidates (e.g. sourcing a reader), we require centres to inform us of any access arrangements requirements at the point of booking.

Access arrangements should then be applied for in the usual way, as detailed in the *Access Arrangements and Special Consideration: When and how applications need to be made to City & Guilds* document on our website [here](#).

### **2.4 Fees**

For the duration of the pilot, Functional Skills exam service fees will be set at £25 per exam, per candidate. This is exclusive of the standard exam booking fees in the Walled Garden. As stated earlier in this document, this fee is exclusive of the standard examination booking fee. *Standard payment terms and conditions apply.*

### **2.5 Cancellations/ absences**

If the Functional Skills exam service booking is cancelled 48 hours before the exam sitting, the centre will be charged 50% of the exam sitting booking fee.

If the exam service is cancelled on the day or if the candidate/s do not turn up for their exams, the full fee will be applied.

## **Section 3: On the day**

### **3.1 Arrival at the exam centre**

There will be two exam sessions each day, one in the morning and one in the afternoon. Only candidates who have been booked onto a session will be permitted to sit the exams during that session.

- City & Guilds front desk staff will have a list of the candidates that are expected each day, along with which session (morning or afternoon) they are due to sit.
- Candidates are required to observe social distancing requirements and wear a mask when in the exam centre. Where candidates are unable to wear masks for safety reasons, City & Guilds / ILM must be informed prior to arrival. Failure to observe social distancing or wear masks (medical exceptions aside) will mean that candidates will not be allowed entry to the building.
- Upon arrival, candidates will check in at the front desk, whereupon they will be signed in. They will then be met by the exam administrator, who will escort them to the 'Covid-safe' registration area.
- Candidates will then be temperature checked and complete a Covid-19 self-assessment (if not submitted prior). Having completed the safety checks and registration the candidate will receive a safety briefing note, a bottle of water and will be directed to a 'Covid-safe' holding area.
- If candidates have bags, coats etc they will leave these in a designated secure area near the assessment area.
- The flow of candidates through the building will always be 'one-way' arriving at the main entrance progressing through the various stages and exiting the rear of the building.

### **3.2 Assessment**

When the 'Covid-safe' assessment area is ready, the administrator will escort candidates to it and the invigilator(s) will lead them to their seats for the exam. Desks will be set up according to specific requirements (e.g. for online exams or written exams). Support will be available throughout for any technical issues.

- Candidates requiring additional support (e.g. for access arrangements) will use a dedicated 'Covid-safe' space/room specifically set up for them.
- All candidates will remain at their seats until the end of the examination period.
- Rest breaks will be accommodated when necessary and will always be accompanied.
- Candidates will always be supervised.

- Although this activity does not meet the regulated activity criteria (so DBS checks are not required), we take our safeguarding responsibilities seriously and all personal data will be safeguarded and young and/or vulnerable people will not be alone with an adult at any time.
- Administrators and Invigilators will be fully briefed on 'Covid-safe' emergency procedures should the exam be interrupted for any reason (e.g. fire alarm, candidate illness)
- On completion of the assessment the cohort will be escorted off the premises, having collected their belongings, out of the rear of the building
- The assessment area will be cleaned, including all equipment (e.g. laptops) between exam sessions.

### **3.3 Release of results**

All exams sat at City & Guilds / ILM exam centres will be marked as normal, with results issued in line with our normal service level agreements:

- Legacy Functional Skills exams – 20 working days
- Reformed Functional Skills exams – 32 working days

### **3.4 Emergencies and Exam Site Closure**

If we are forced to close the exam centre due in emergency situations (e.g. extreme weather, Covid outbreaks), City & Guilds will make every effort to reschedule the examination at an agreeable date, time and venue with the centre. We will take every step to make sure the centres are informed if we have to close an examination site at short notice and will support any candidates if they are present at the site at the point of closure.



## Appendix 1: 'Covid-safe' Self-declaration form

### Functional Skills Candidate Covid-19 Self-Declaration

The Declaration

I declare that:

- I will not attend or undertake an assessment if:
  - I am symptomatic for covid-19 or feeling unwell
  - I have been for a Covid-19 test and awaiting the result
  - I have been officially requested to self-isolate by the NHS or Test and Trace
  - I have knowingly been in contact with a person who as tested positive for Covid-19 in the last 14 days
  - I have been in close contact with a person displaying symptoms of Covid-19 in the last 14 days
  - I am in a vulnerable group and have been advised to 'stay at home' by the NHS
- I know where to find up-to-date information on Covid-19 on HM Government websites, and I will check this prior to undertaking any assessments.
- I know who my main point of contact is regarding Covid-19 and I will inform them immediately in any change in my health or personal circumstances.
- I will review site specific Covid-19 safety information, prior to any assessment and will comply with all safety arrangements on the day of assessment.
- If required, I will wear an appropriate PPE including face masks/face coverings
- During the assessment I will maintain safe radial distancing and good hygiene practices in accordance with Government guidelines.
- If there are safety concerns on the day, I will notify the centre/employer immediately and escalate to City & Guilds accordingly.

I confirm that I have completed this declaration form to the best of my knowledge, agree to the statements above and will promptly contact City & Guilds in the event that any changes that may increase the risk to the health and safety of the myself or anyone I could come into contact with during the assessment.

Name:	Sign:	Date
If under 18 a parent or guardian must sign		
Name:	Sign:	Date

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