

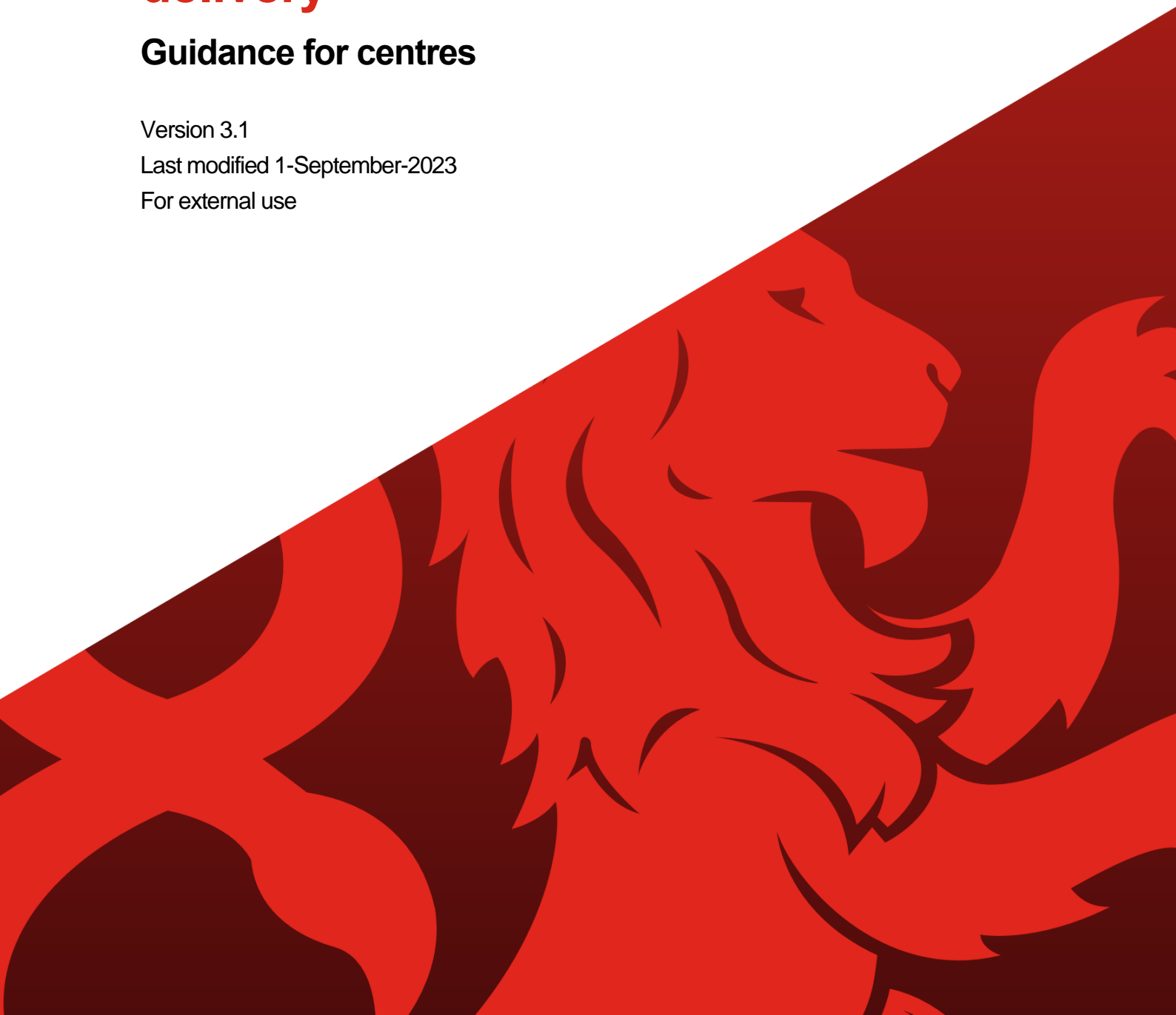
# Emergency Situations affecting assessment delivery

## Guidance for centres

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For external use



## Document revision history

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# 1. Introduction

This guidance explains what to do if emergencies affect any City & Guilds assessments, including dated and on-demand exams. Emergencies are defined in this instance as a serious, unexpected situation that requires immediate action. This document seeks to provide mitigation for any instance where either City & Guilds or affected centres are unable to complete an aspect of the assessment process due to emergency situations.

## 1.1. Examples of emergencies

Situations that are considered as emergencies include (but are not limited to):

- significant damage to centre property (eg fire),
- criminal activity (eg bomb threat),
- severe weather (eg snow, flooding),
- public health incidents (eg flu pandemic).

It is for situations which are unforeseeable and outside the centre's control.

## 1.2. Responsibilities for centres

Centres must ensure that any dated exam takes place on the scheduled date unless explicitly advised otherwise by a relevant organisation (e.g. police, fire brigade). In instances of emergencies, centres must contact City & Guilds immediately if:

- the exam cannot take place,
- candidates miss an exam.

In emergency situations, the primary concern is the safety of centre staff and candidates.

For internal assessment, there is more flexibility on the date of the assessment. However, some assessment must take place within a set window and some emergencies could have an effect for a prolonged period. The centre should contact City & Guilds immediately if:

- they need to reschedule or change the location of an assessment activity that will be subject to a moderator or EQA visit,
- if there is risk that the deadline for submitting results may be missed.

Where assessments are postponed or rescheduled for candidates, centres must ensure that all live assessment material is stored securely. Where possible, any candidates that are unable to take the assessment must be kept isolated from those candidates who were able to.

### **1.3. Responsibilities for City & Guilds**

City & Guilds has a duty to:

- mitigate any adverse effect on candidates, and
- maintain qualification standards.

This means that City & Guilds will take all reasonable steps to mitigate any adverse effect on candidates, but cannot take any action that would affect qualification standards. Where City & Guilds becomes aware of an emergency affecting centres, we will support centres, providing additional and specific instructions.

## **2. Dated Exams**

Dated exams must be completed on the scheduled date and time. Exams can be sat earlier or later on the scheduled day, providing the requirements of the JCQ Instructions for Conducting Examinations are met.

This guidance applies where the exam cannot be sat on the scheduled day due to an emergency situation.

### **2.1. Centre status**

If the centre is open and running the exam, but candidates cannot attend, they must be marked absent and entered for the next available exam date.

If a centre identifies any risks to assessment delivery, including strike action, they must inform City & Guilds as soon as possible. The centre should take all reasonable steps to run assessments and meet submission deadlines.

If the centre is closed and unable to run the exam, the centre must inform City & Guilds. The exam can be held in an alternative location, if this is possible. City & Guilds must be informed where this is the case and the alternative location must meet the minimum published requirements for the assessment to take place securely.

### **2.2. Possible options**

The possible options for City & Guilds to take where centres are closed, and are unable to run an exam and cannot source a suitable alternative location are:

- rescheduling the exam for another date,
- no action.

### **2.2.1. Rescheduling the exam for another date**

This option is only considered where there has been national disruption and no-one across all centre cohorts, has been able to sit the exam. For example, because:

- there is only one centre with entries for the exam,
- all the centres with entries for the exam are closed.

In these cases, City & Guilds will agree an alternative exam date with the affected centres. All centres will need to sit the exam on the same rescheduled date.

### **2.2.2. No action**

In some cases, it may not be possible to reschedule or set up an additional exam date. In these cases, candidates must be entered for the next scheduled exam date. Once the exam has been rebooked, the original exam can then be cancelled. The centre must email [customersupport@cityandguilds.com](mailto:customersupport@cityandguilds.com) with the cancellation and credit note request.

## **2.3. Special Consideration**

When candidates have missed a dated examination due to an emergency situation and the centre is prepared to support an application for special consideration, the centre should contact City & Guilds.

Please remember, special consideration is not available where:

- there is another resit opportunity available to the candidate,
- the candidate has already taken and passed the examination,
- the candidate has not completed all the other required components/units.

Centres can apply using the [Request for special consideration](#) form.

## **2.4. Technical qualifications**

For Key Stage 5 qualifications, City & Guilds offers two exam series a year, in spring and summer. This allows the candidate to retake the exam, before the end of the academic year, if an emergency affects their ability to take the exam during the first series.

Where there has been national disruption and no-one across all centre cohorts, has been able to sit the exam, there is a contingency day in the exam timetable which can be used. City & Guilds will contact centres where this is the case. Centres must not reschedule exams for the contingency day unless specifically instructed to do so by City & Guilds.

Where a candidate misses an exam for an acceptable reason, in their terminal series, the centre can apply for special consideration.

### 3. On-demand exams

All on-demand exams must be booked for a specific date and time. However, they can be rescheduled for another date. There are restrictions on how far the exam date can be changed. If the permitted range is not sufficient, the exam must be cancelled and rebooked. Please contact City & Guilds for information on how to do this.

#### 3.1. Standard windows

The standard windows are given below:

Type of date change	Paper-based	e-volve
Before	5 working days	10 calendar days
After	5 working days	30 calendar days

Where a different window is set for changes to exam dates for on-demand exams, this will be stated in the relevant qualification and/or assessment documents. Please note that for paper-based on-demand exams all candidates must sit the exam at the same time.

#### 3.2. Functional Skills

For Reformed Functional Skills (4748), the window is outlined below:

Type of date change	Paper-based	e-volve
Before	5 working days	10 calendar days
After	5 working days	10 calendar days

For more information, please refer to the [Instructions for conducting examinations for Level 1 and 2 Maths and English](#).

#### 3.3. Remote invigilation

Exams booked for Remote Invigilation must have at least five working days between the date of the booking and the intended date of the test. There are three slots per day for remote

invigilation tests to be taken. These slots begin at 8am, 11:30am and 4pm. Only one test can be booked for each available slot and for one candidate at a time.

Please contact City & Guilds if you need to reschedule any tests. City & Guilds will work with the centre to find an alternative slot for the test.

## **3.4. End-point assessment**

### **3.4.1. EPA knowledge tests**

For End-point assessment (EPA), e-volve knowledge tests should be booked five working days in advance and can be sat on the scheduled date or up to 30 days after.

### **3.4.2. Other EPA assessment components**

This includes any assessment component where City & Guilds is organising an event, for example professional discussions, interviews, presentations and practical assessments/ observations.

Please contact City & Guilds if you need to reschedule any tests. City & Guilds will work with the centre to find an alternative date for the EPA.

## **4. Other issues**

### **4.1. Internal assessments**

It is the centre's decision whether to reschedule any internal assessments. Where there is an issue with accessing the centre address, remote assessment (as described below) may be an option.

#### **4.1.1. Remote assessment**

Whether an assessment can be completed remotely (eg using a webcam) will depend on the specific requirements of the assessments. Centres should check the relevant qualification and/or assessment documentation for this information.

Remote assessment is not permitted for a large number of assessments, so centres should check with City & Guilds before the assessment, if the requirements are not clear. The validity and reliability of candidate results may be impacted where:

- assessments are not completed under the required conditions, or
- authenticity of any work cannot be established.



Please refer to the Remote Assessment Centre Guide (within the Quality Assurance section for the [Centre Document Library](#)) for more information.

## **4.2. Assessment windows**

For Technical Qualifications, T levels and the Extended Project there are assessment windows for internally assessed components and/or externally marked projects.

If a centre identifies any risk to meeting submission deadlines, they must inform City & Guilds as soon as possible. The centre should take all reasonable steps meet submission deadlines, however, the centre can apply for a short extension of two weeks to the deadline for submitting candidate work and/or results. If a longer extension is required, this may not be possible, as it would mean the results cannot be guaranteed to be issued on the published date. Centres should:

- contact City & Guilds as soon as possible to discuss the options,
- proceed with assessment delivery without delay.

## **4.3. External Quality Assurer (EQA) activities**

If the allocated EQA is unable to visit the centre on the scheduled date, City & Guilds will either:

- reschedule the visit for another date,
- complete a remote monitoring activity instead, or
- arrange for another EQA to complete the visit.

## **4.4. Moderator visits**

If the allocated moderator is unable to visit the centre on the scheduled date, City & Guilds will either:

- arrange for another moderator to complete the visit,
- reschedule the visit for another date,
- complete a remote moderation activity (if possible, depending on the relevant assessment).

If none of these are possible, City & Guilds will consider whether it is possible to complete the moderation process without a visit and what evidence may be required to support this (e.g. audio/video evidence).

## 4.5. Last assessment and certification dates

If candidates are unable to complete a qualification before the last certification date, City & Guilds will consider:

Assessment type	Possible action
Dated exams	Adding an additional exam date.
On-demand exams	Extension to the final exam date.
Internal assessment	Extension to the final results entry or submission date.

City & Guilds will also consider extending the last certification date, if this can be agreed with the relevant regulators and other stakeholders.

## 5. How centres can prepare by collecting evidence

### 5.1. Purpose

Exams are planned to go ahead this year. However, if at some future time the government decided that national qualifications could not be assessed through exams that year, grades for some qualifications may need to be determined by using Teacher Assessed Grades (TAGs). The qualifications this applied to would depend on the policy position set by the DfE, but it is likely this would include those qualifications which are most similar to General Qualifications, such as Technicals Qualifications and T levels. TAGs would never be a suitable approach for occupational qualifications.

Centres do not need to collect additional evidence for:

Occupational and licence to practise qualifications

• Adaptations would be made to assessments instead of using TAGs

Internal assessments

• Assessment can be completed using existing flexibilities (adaptations may be made, if required)

### 5.2. Collecting evidence for exams

Centres should collect evidence for exam components from any mock exams or practice tests. Evidence gathered should be sufficient that centres feel confident that, taken together, the evidence is an appropriate assessment of the knowledge, understanding and skills of that learner.

The mock exams should be completed under supervised conditions. The same access arrangements should be provided for that learner as are for the actual exams or other assessments in the qualification.

Where these are available, centres can use the past or sample question papers published on the City & Guilds website. They can then be marked using the published mark schemes. Centre devised mock exams can also be used, providing they cover the same content.

Learners can be given feedback, in line with the centre's normal processes for mock exams.

### **5.3. Retention of evidence**

Centres must retain copies of learner work, ideally electronic copies. Learners can be given copies or the original work, if this would support their learning, but the centre must keep a copy. The centres cannot rely on learners returning their copy in the future.

## Contact us

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Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

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