

When emergencies affect dated examinations

Guidance for when examinations cannot take place

Version 1.0

April 2018



Introduction

City & Guilds delivers a number of dated examinations, this guidance explains what to do if unforeseen events mean the exam cannot go ahead.

Examples of events

Examples of potential events include:

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

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.

Centre status

If the centre is open and running the exam, but a candidate cannot attend: the candidate must be marked absent and entered for the next exam date.

If the centre is closed and unable to run the exam: the centre must inform City & Guilds.

Possible actions

There are three possible actions City & Guilds can take where the centre is closed and unable to run the exam:

- rescheduling the exam for another date (using the same question paper),
- setting up an additional exam date (using a different question paper),
- no action.

1. Rescheduling the exam for another date

This is only considered where no one across the entire cohort has been able to sit the exam and so the original question paper has not been used, for example because:

- there is only one centre with entries for the exam,
- all the centres with entries for the exam are closed,
- there is time within the existing exam timetable to reschedule an exam.

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

2. Setting up an additional exam date

This would be considered where both:

- some candidates had sat the exam, so the original question paper cannot be used; **and**
- the affected candidates would be significantly disadvantaged if an additional exam date was not provided for them.

City & Guilds will schedule the additional date based on:

- gaps in the existing exam timetable,
- usual centre opening times/dates,
- minimising the possibility and impact of any adverse effect.

Please note: the additional date may be after the next scheduled exam date.

3. No action

In some cases it may not be possible to reschedule or set up an additional exam date. In this case, 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 centresupport@cityandguilds.com with the cancellation and credit note request.

On-demand exams

These can be rescheduled for another date, however, for paper-based exams all candidates must sit the exam at the same time.

Special Consideration

When a candidate has missed a **dated** examination for acceptable reasons 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.

Applications should be sent to policy@cityandguilds.com.

Every effort has been made to ensure that the information contained in this publication is true and correct at time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

©2018 The City & Guilds of London Institute. All rights reserved. City & Guilds is a trade mark of the City & Guilds of London Institute, a charity established to promote education and training registered in England & Wales (312832) and Scotland (SC039576).

1 Giltspur Street, London EC1A 9DD.

T +44 (0)20 7294 2468

F +44 (0)20 7294 2400

cityandguilds.com