

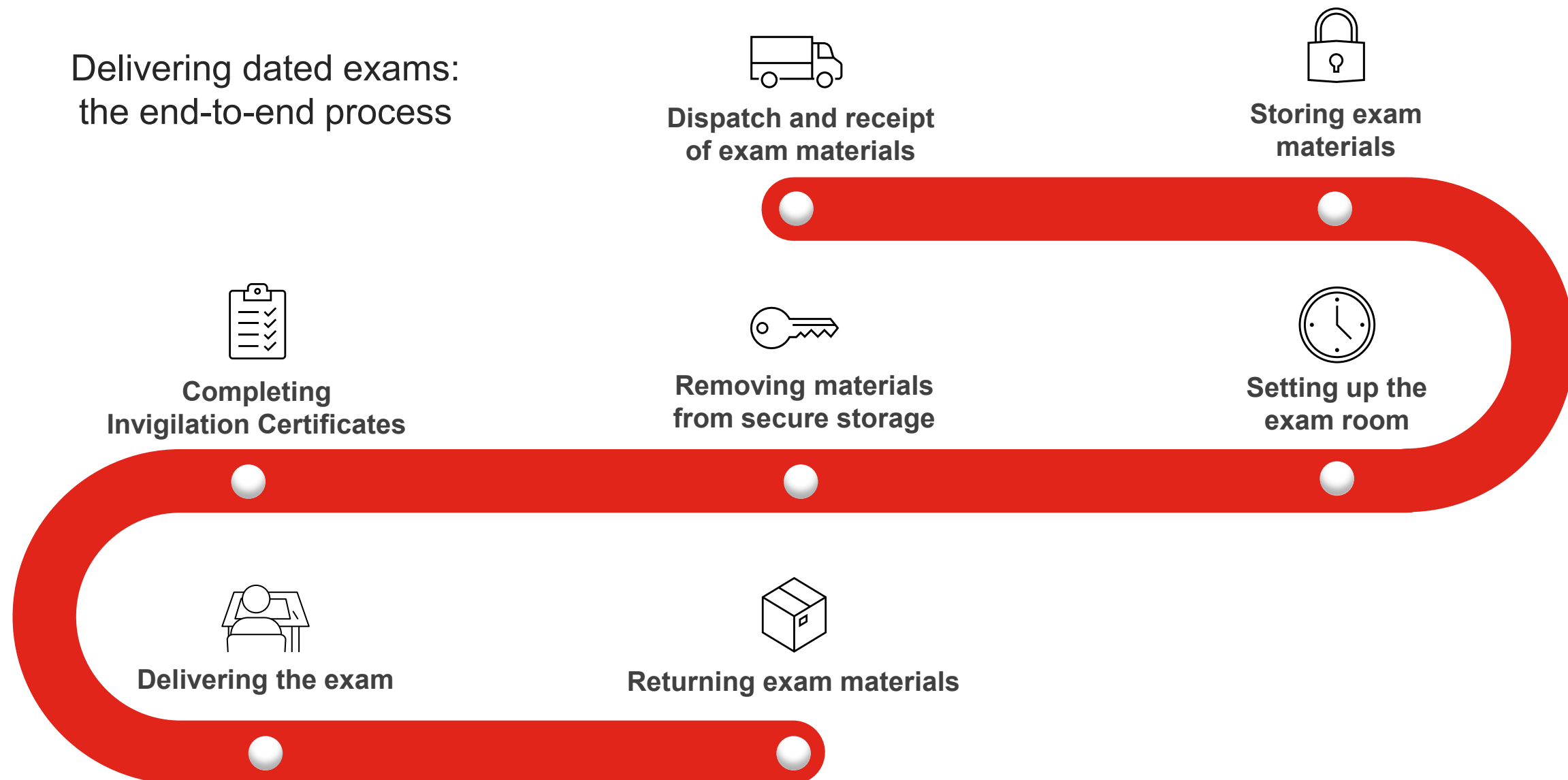


Exam Delivery Guidance

Guidance for centres on exam administration, invigilation and the return of exam materials for dated exams

Exam delivery roadmap

Delivering dated exams:
the end-to-end process



Importance of following exam guidance

If question papers aren't held securely



Results may not be valid

If the Invigilation Certificate
isn't accurately completed



This could lead to missing results

If exam materials aren't returned
on time



This could result in delays in issuing results

If the front page of the answer
booklet is not completed correctly



There could be difficulties or delays in marking

Administrative charges

Administrative charges are applicable for a number of reasons, including:



Requests for emergency question papers



Late return of scripts

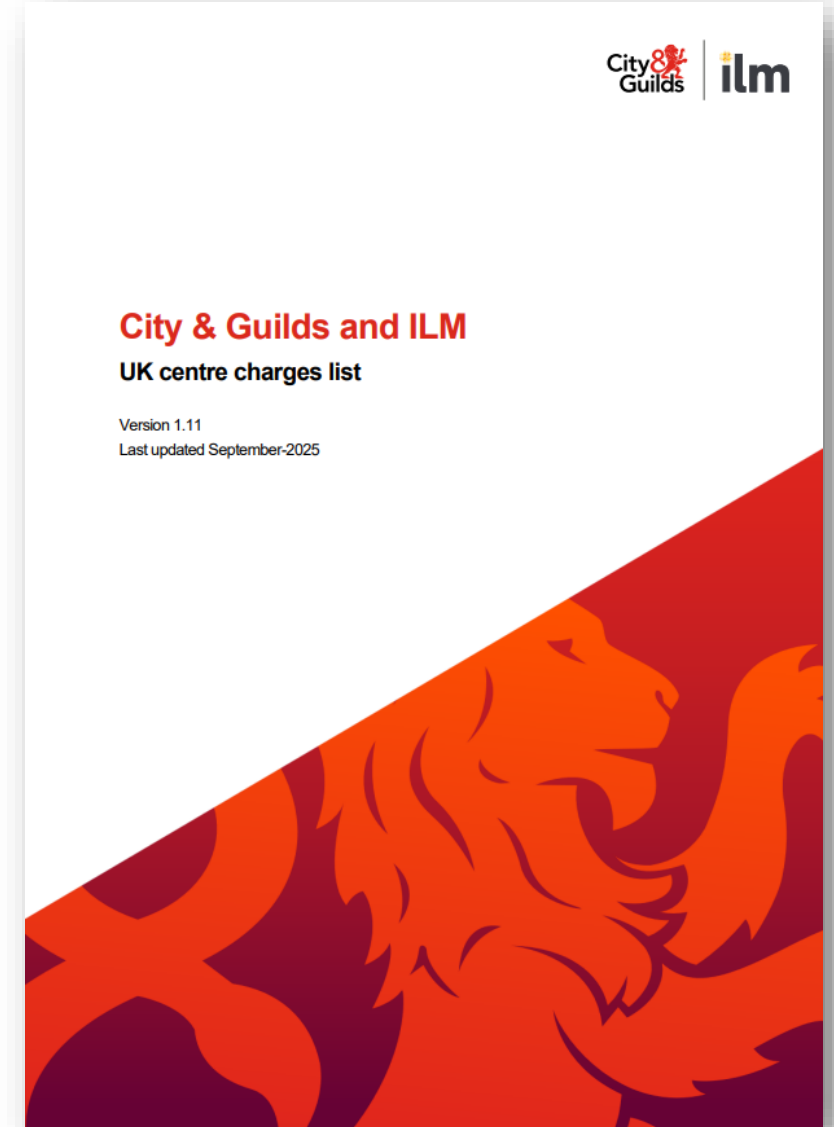


Insufficient postage for return of scripts



Reviews of marking

You can find our full centre charges list here: [City & Guilds Centre Charges List](#)



Access arrangements – JCQ guidance

Please refer to the JCQ [Access Arrangements and Reasonable Adjustments 2025-2026](#) document for evidence requirements and where different access arrangements are relevant.

JCQ also provides additional guidance for centres on the requirements around applying for 25% extra time for students: [Evidencing 25% extra time in colleges](#)

If you have any queries on access arrangements, please contact policy@cityandguilds.com

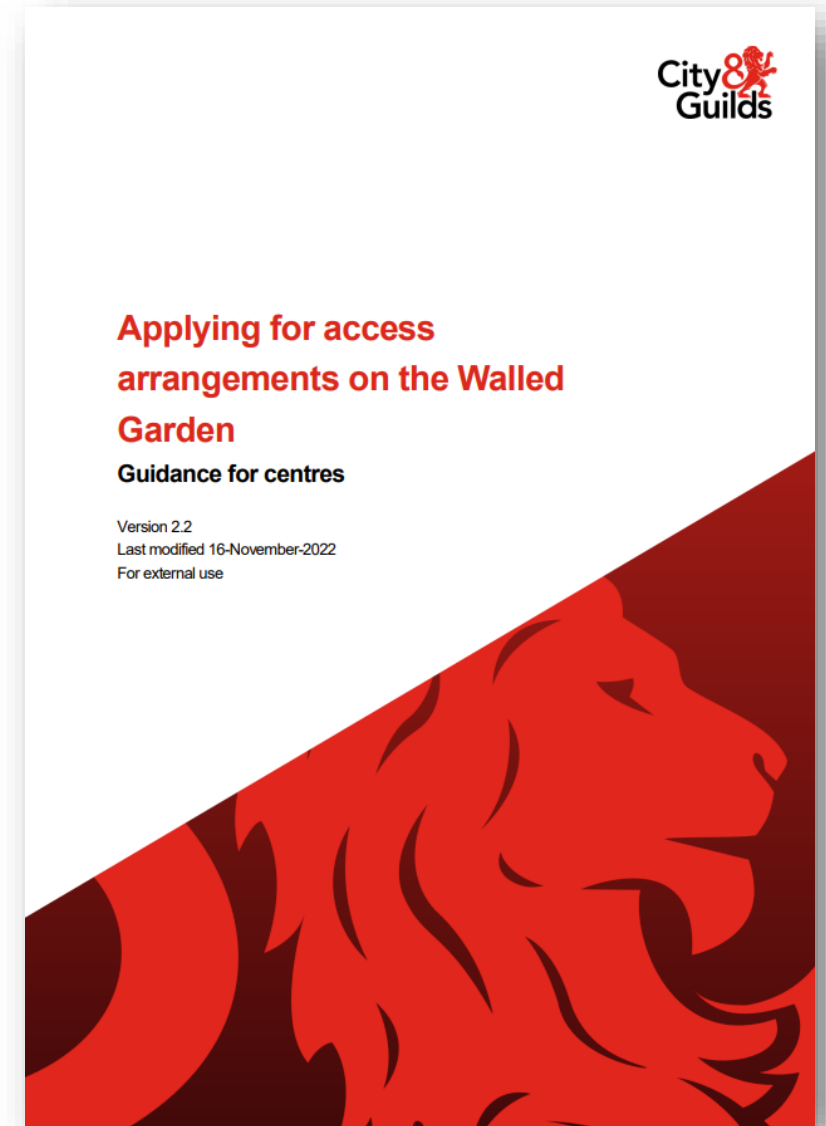


Access arrangements – City & Guilds guidance

City & Guilds has a separate application process, which is outlined in the documents below:

- [Access arrangements - When and how applications need to be made to City & Guilds](#)
- [Applying for access arrangements on Walled Garden](#)

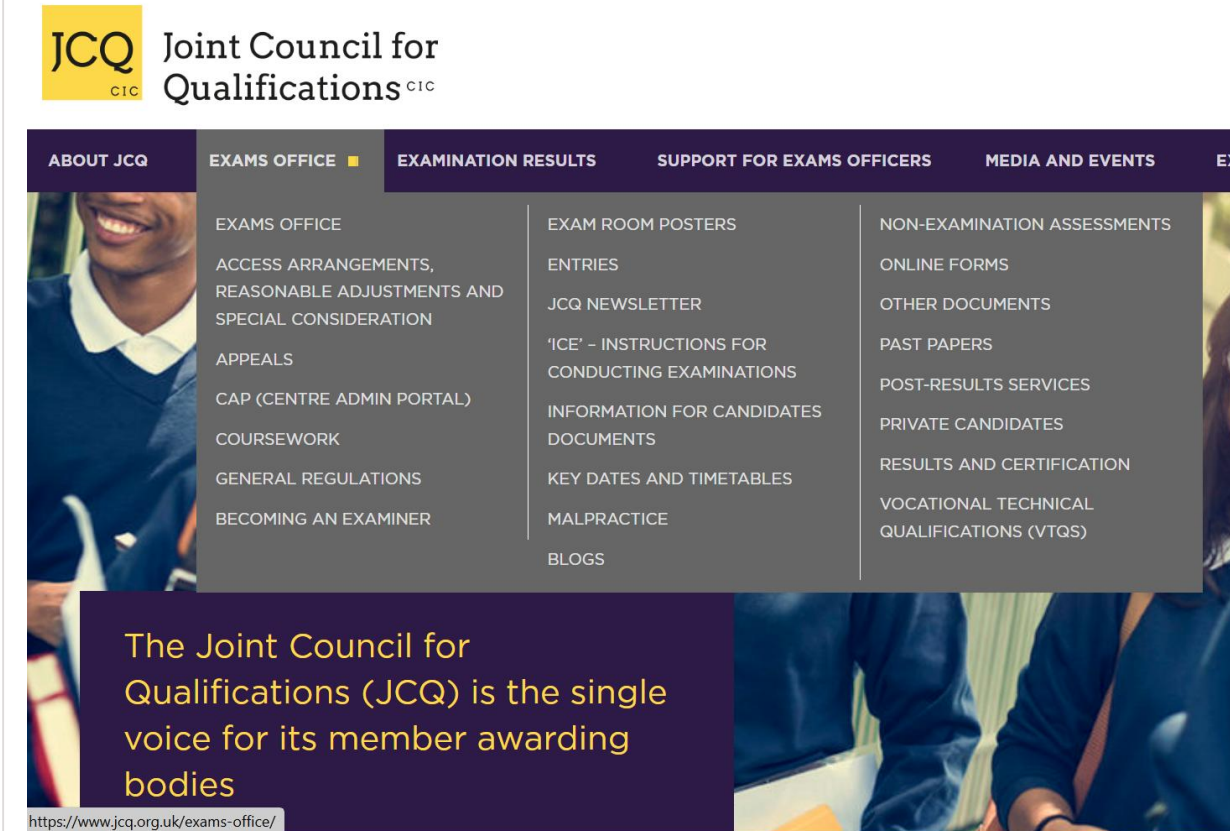
If you have any queries on access arrangements, please contact policy@cityandguilds.com



Support resources

Resources: JCQ website

- The [JCQ website](https://www.jcq.org) provides a range of resources for centres to support them in the administration of exams, through the Exams Office drop down menu shown in the image on the right.
- This includes guidance webinars, bitesize video guides, and links to various information documents, such as the JCQ Instructions for Conducting Examinations and Access Arrangements guidance.
- There are also links to helpful document templates, such as a materials receipt log and a second pair of eyes check form.



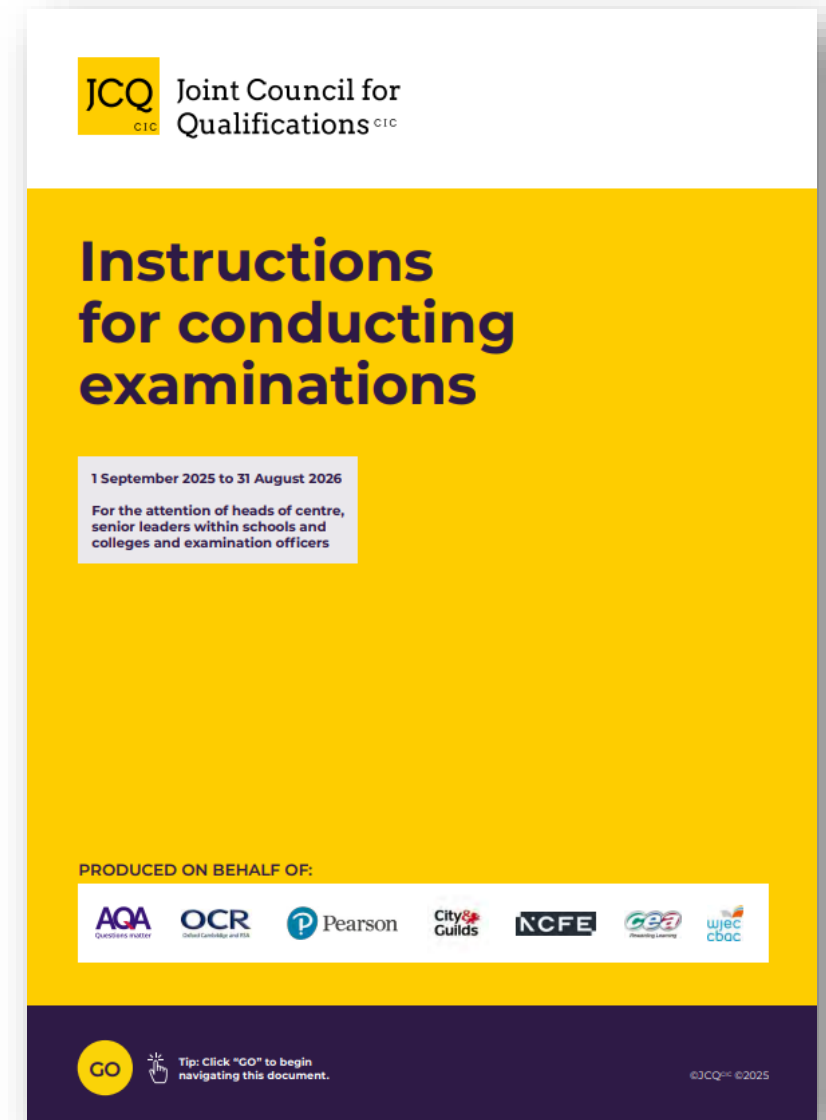
JCQ Instructions for Conducting Examinations

The information in the webinar today is from the Joint Council for Qualifications' [Instructions for Conducting Examinations](#).

T Level exams must be conducted in accordance with the guidance set out in this document.

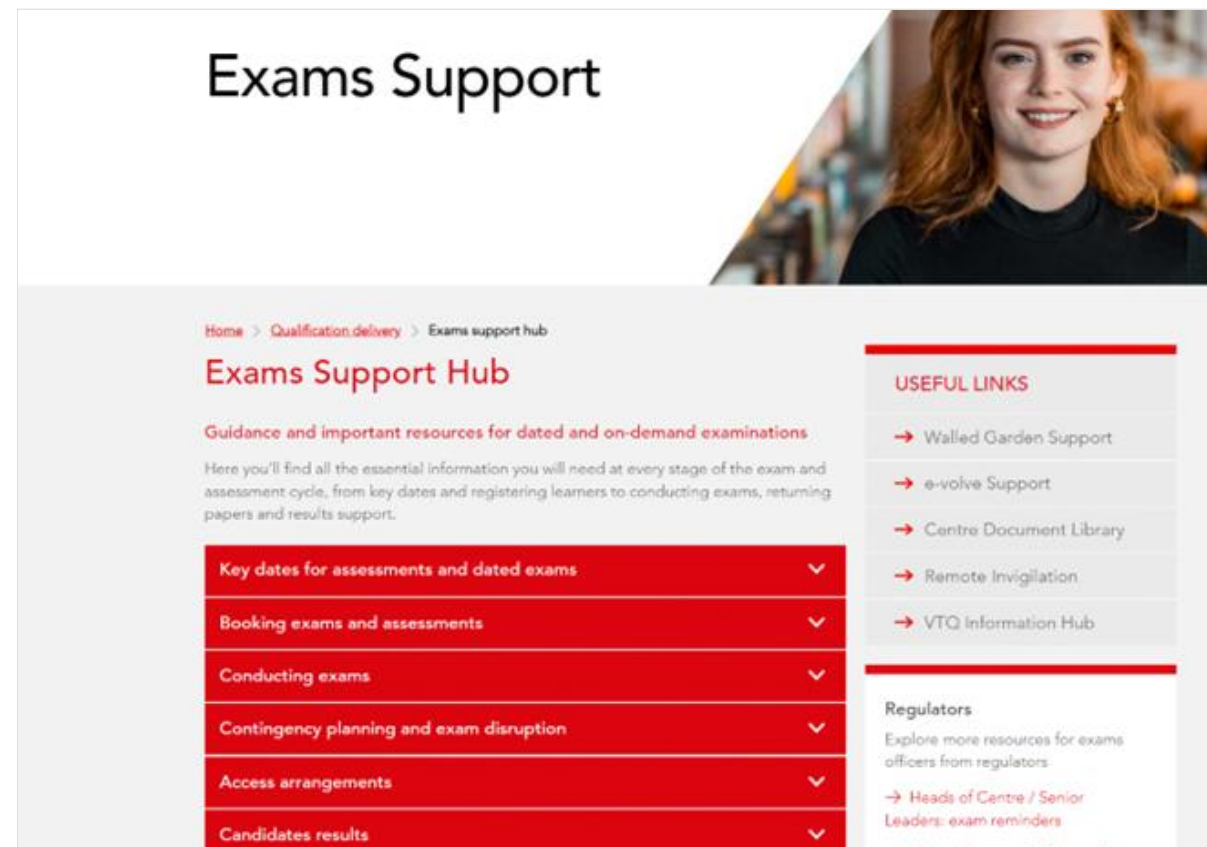
These instructions must be followed by all centre staff involved in the administration of exams. This includes:

- Heads of centre
- SLT members
- Exams Officers and exam teams
- Invigilators
- Communications professionals, language modifiers, practical assistants, prompters, readers, and scribes



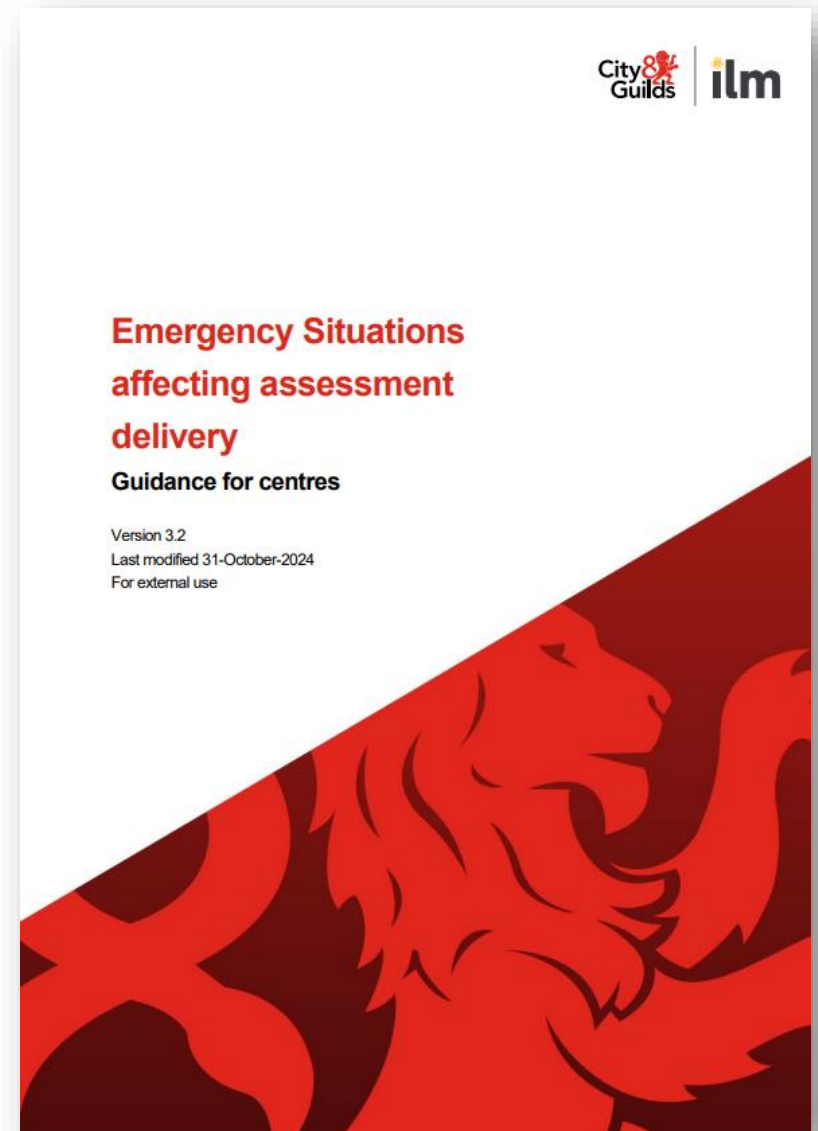
Resources: Exams Support Hub

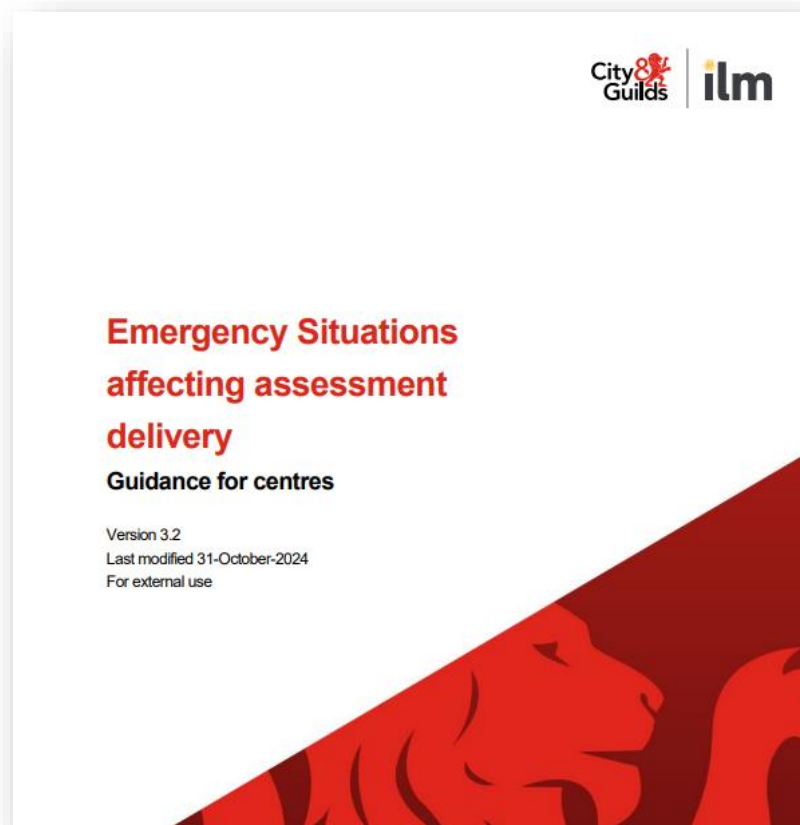
- Guidance and material for Exams Officers can be found on our website within the [Exams Support Hub](#).
- You will find all the essential information you need at every stage of the exam and assessment cycle, from key dates and registering learners to conducting exams, returning papers, and results support.
- There are also links to further resources for Exams Officers from our regulators.



Exam resilience and contingency guidance

- Our Emergency Situations Affecting Assessment Delivery guidance document (version 3.2) covers important information on emergency situations affecting assessment delivery.
- Centre staff and all those involved in the administration of exams must be familiar with this guidance, and steps that you should take in the event that a timetabled exam cannot go ahead, especially due to severe weather or public health incidents.
- Centres must have a robust contingency plan in place which covers all aspects of assessment delivery and administration in the event of a serious national, widespread disruption to assessments.





[City & Guilds guidance](#)

ofqual

Guidance

Guidance on collecting evidence of student performance to ensure resilience in the qualifications system

Updated 4 March 2025

[Ofqual guidance, 2025](#)

Guidance

What schools, colleges and other centres should do if exams or other assessments are seriously disrupted

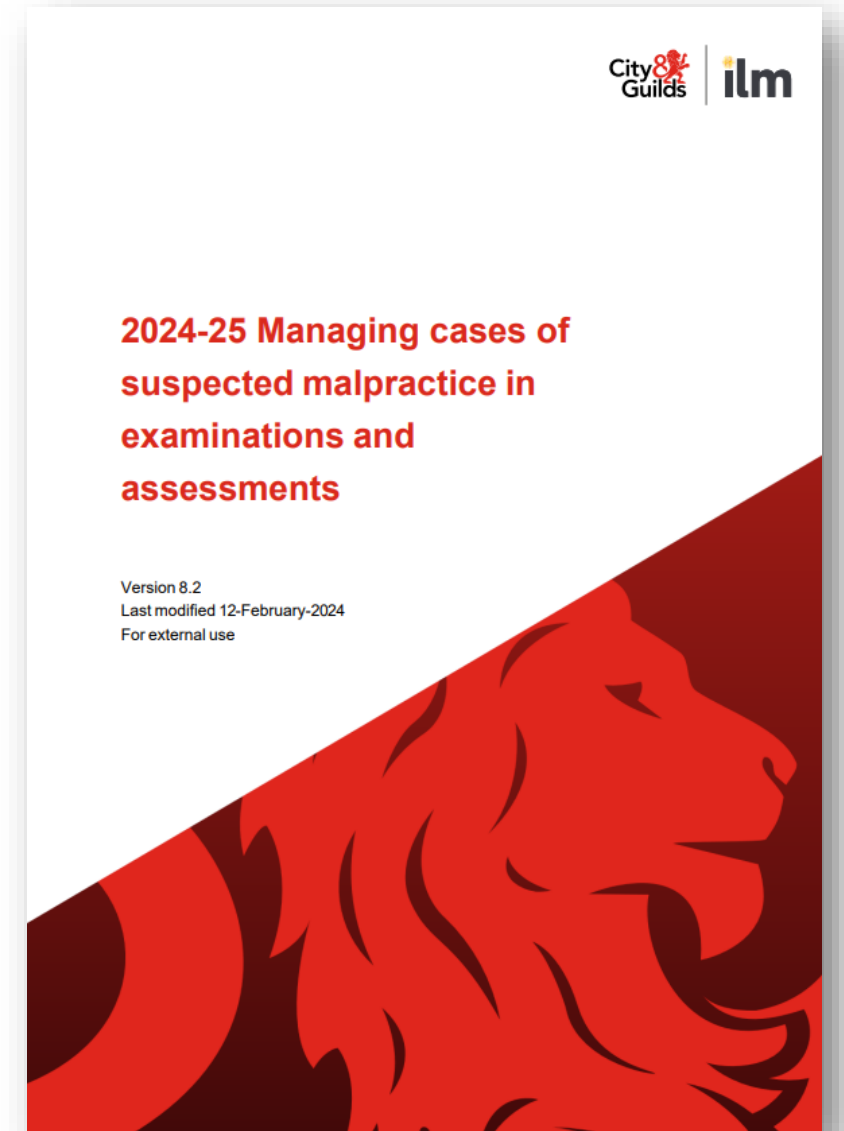
Updated 7 May 2024

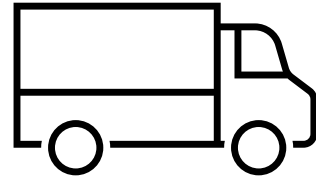
Applies to England, Northern Ireland and Wales

[Ofqual guidance, 2024](#)

Suspected malpractice

Centres must ensure the correct invigilation processes are adhered to and must immediately alert City & Guilds to any suspected malpractice within exams. Please refer to our guidance on [Managing Cases of Suspected Malpractice in exams and Assessments](#).





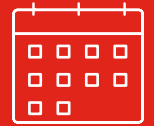
Dispatch and receipt of exam materials



Dispatch and receipt of exam materials



Who will deliver materials: We use Parcelforce to deliver all exam materials, through their special exam delivery network, which is specific to Awarding Organisations. Please note this is **NOT** part of the yellow label service.



When will materials arrive: This will usually be three weeks before the date of the exam. Modified question papers may arrive separately from the main dispatch of question papers.



What must centres do: Centres must ensure that envelopes and boxes containing confidential materials are signed for and immediately transferred to secure storage.



Dispatch and receipt
of exam materials

JCQ Materials Receipt Log

JCQ Materials Receipt Log

Each awarding body's deliveries must be logged.

Centres should confirm that the exam materials have been placed in secure storage.

The name and role of the member of staff carrying out the checks should be recorded.



Exam Materials Receipt Log - Exams Officer

This log has been designed to support the secure handling of exam materials and ensure centre compliance with the JCQ 'ICE' document.

Ensure that:

- all deliveries are addressed to your centre;
- packages are intact and not damaged;
- any issues are reported immediately to the relevant awarding body.

Awarding body	Waybill / tracking number	Number of packages i.e. envelopes and boxes	Date and time question paper packets checked against despatch note in secure room	Confirmation question paper packets placed in secure storage facility, e.g. safe or security cabinet, in timetable date order ☒	Name and position of member of centre staff performing these tasks

The number of packages and boxes received in each delivery must be tracked.

Question paper packets should be checked against the dispatch note, and the date and time of this check should be recorded.



Dispatch and receipt of exam materials

Effective from 1 September 2025

Exam supplements

Exam materials will be packed in this order:

- The **Delivery Note** will be at the top
- This will be followed by the **Exam Stationery** (question papers, Invigilation Certificates, and student barcodes)
- Then the **return labels** and **return bags** will be packed.



Dispatch and receipt
of exam materials

Delivery number:
 Customer number:
 Centre number:
 Centre name:

Delivery Note

Page 1 of 1

Order No.	Your Ref.	Assmt. No.	Cohort /date /time /version	Assessment description	QP	ET	IC	MA
		8710-032	03.12.2025 13:00	Core: Exam Paper 2	3 Pack	10	1	0
		8715-032	03.12.2025 09:30	Core: Exam Paper 2	3 Pack	13	1	0
		8730-032	02.12.2025 09:30	Core: Exam Paper 2	5 Pack	21	1	0

Please note, ordered items not listed on this Delivery Note will be sent under separate cover. If items have not been received within 7 days of examination date please contact the customer relations department on the number provided.

Goods Return Procedure
 If any part of your delivery is incorrect, please contact our Customer support team on +44(0)1924 930 800 or email customersupport@cityandguilds.com. All queries should be made within 24 hours of delivery.

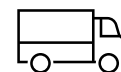
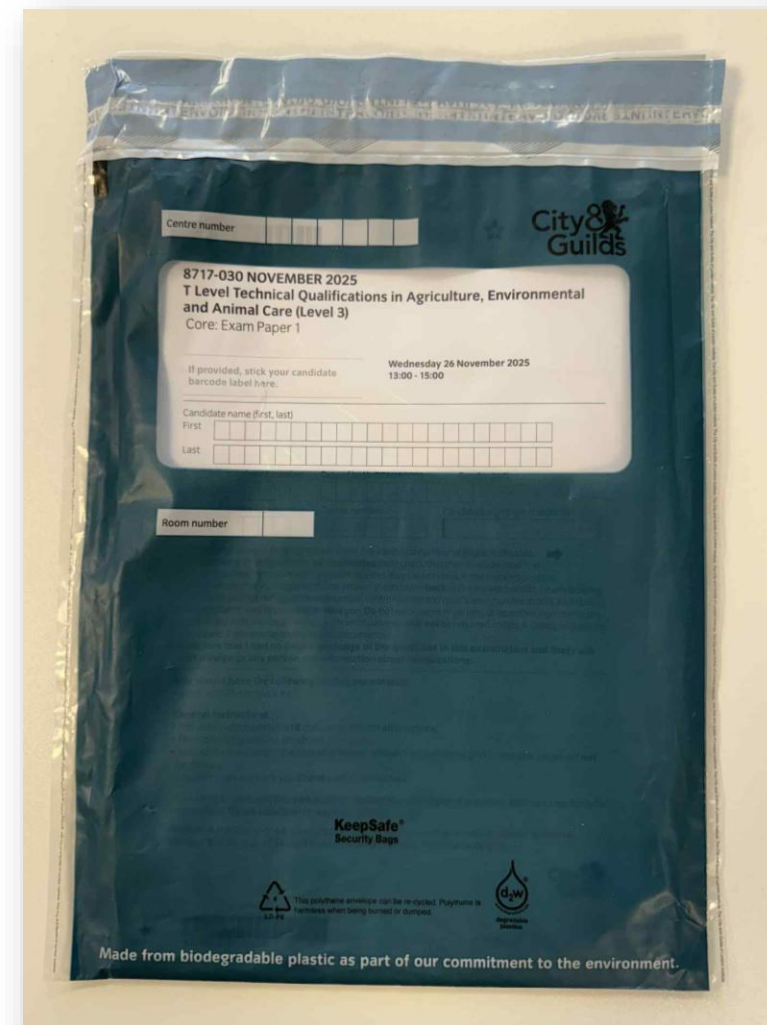
Question papers

The Question Papers will be in security bags, with the exam details visible through the security window.

The exam stationery for cohorts is placed on top of the relevant Question Paper packets and everything is banded together.

Student barcodes are placed on top of the exam supplements, separate from the Invigilation Certificates.

This is to make it easier for you to locate the correct student barcodes to go with the relevant Question Papers.



Dispatch and receipt
of exam materials

Notifying City & Guilds of any problems

You should notify City & Guilds if:



It appears that the parcel or one of the packets has been opened during transit



The materials appear not to meet your requirements



There are differences between materials received and the dispatch / delivery note



The materials have been received in error



The materials have been significantly damaged in transit or upon opening

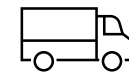


You have not received the materials two weeks before the exam

Contact our **Customer Support** team to notify us of any issues:

E : customersupport@cityandguilds.com

T : 01924 930 800



Dispatch and receipt
of exam materials



Storing exam materials



The secure room and secure storage facility

Question papers and pre-release materials issued by the awarding bodies must always be stored at the centre's registered address in a secure locked room with a secure locked storage facility, for example a safe or security cabinet.

Exam stationery, e.g. answer booklets and formula booklets, must be stored in the secure room, but do not have to be stored in the secure storage facility.



Storing exam materials



What can be stored in the secure storage facility?

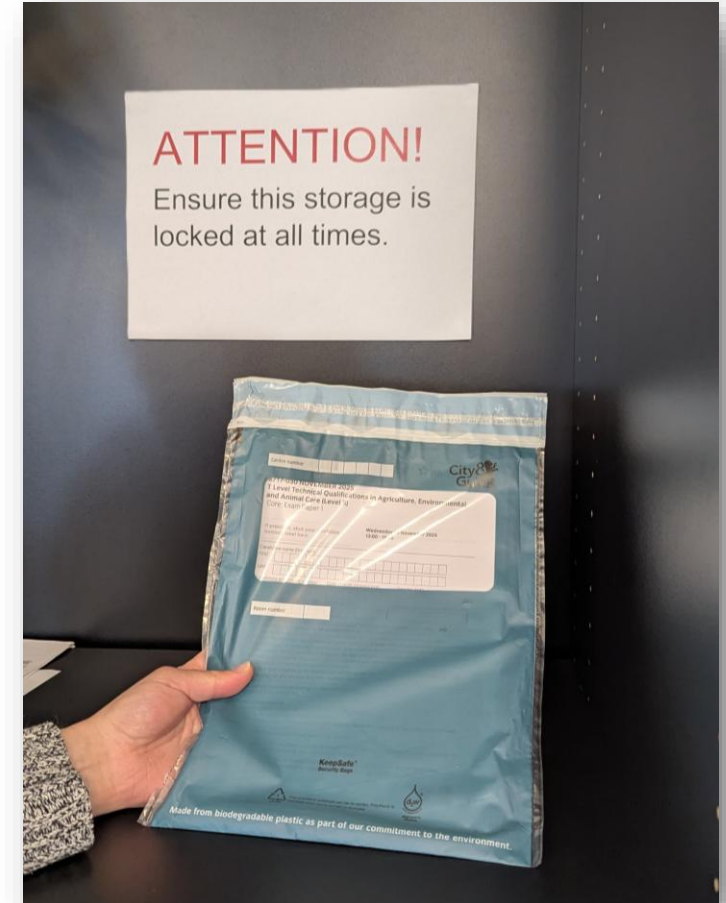
The centre's secure storage facility is the locked safe or security cabinet contained within the secure room.

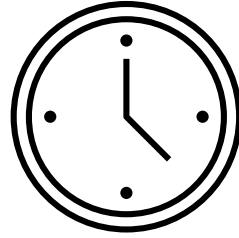
The centre's secure storage facility must only contain current and 'live' confidential awarding body material.

Past exam question papers, internal school tests and mock exams must not be kept in the centre's secure storage facility.

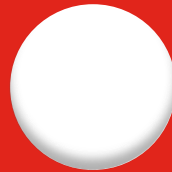


Storing exam materials





Setting up the exam room



The exam room: checklist



Heating

Ensure that exam rooms are at a comfortable temperature.



Lighting

Ensure that exam rooms are appropriately lit.



Ventilation

Ensure that exam rooms are appropriately ventilated.



Noise

Ensure that exams are not disrupted by noise.



Display materials

Ensure that materials which might be helpful to students are not visible.



Setting up the
exam room

The exam room clock

A reliable and accurate clock must be visible to each student in the exam room and must be big enough for all students to read clearly.

The clock must show the actual time.

Countdown and 'count up' clocks are not permissible.

Centres must carry out regular checks in advance of exams to make sure all clocks used in the exam room are in good working order and show the same time.



Setting up the
exam room



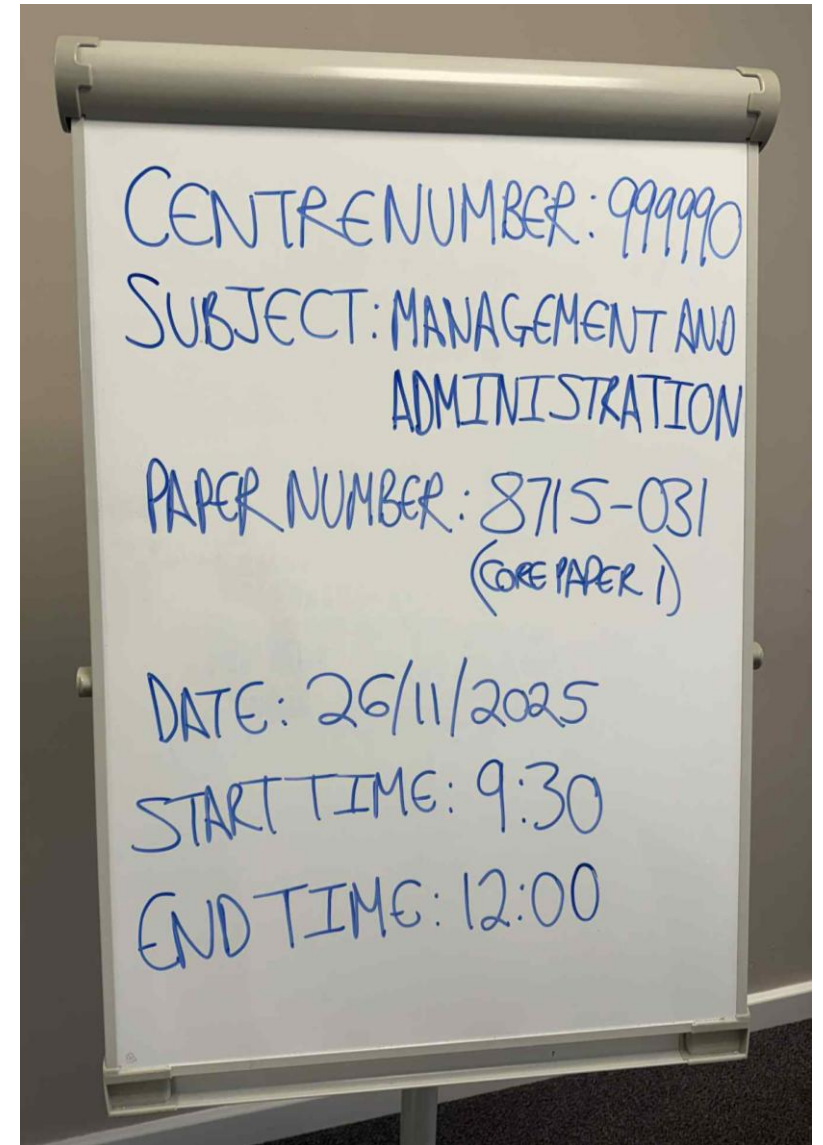
Information provided to students

A board, flipchart, or whiteboard should be visible to all students showing:

- Centre number
- Subject title
- Exam paper number
- The date of the exam
- The start and finish time for the exam



Setting up the
exam room



JCQ Warning to Candidates poster

Warning to candidates



1

You **must** be on time for all your examinations.

2

Possession of a mobile phone or other unauthorised material **is not allowed** even if you do not intend to use it. You will be subject to penalty and possible disqualification from the examination or qualification.

3

You **must not** talk to, attempt to communicate with or disturb other candidates once you have entered the examination room.

4

You **must** follow the instructions of the invigilator.

5

You **must not** sit an examination in the name of another candidate.

6

You **must not** become involved in any unfair or dishonest practice in any part of the examination.

7

If you are confused about anything, only speak to an invigilator.

The *Warning to candidates* must be displayed in a prominent place outside each examination room. This may be a hard copy A3 paper version or an image of the poster projected onto a wall or screen for all candidates to see.

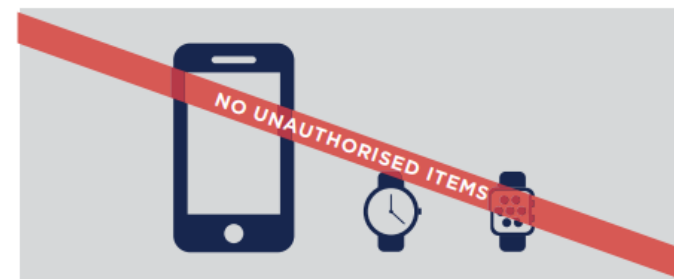
JCQ unauthorised items poster



AQA City & Guilds CCEA NCFE OCR Pearson WJEC

**NO MOBILE PHONES
NO WATCHES**

**NO TECHNOLOGICAL OR WEB-ENABLED
POTENTIAL SOURCES OF INFORMATION**



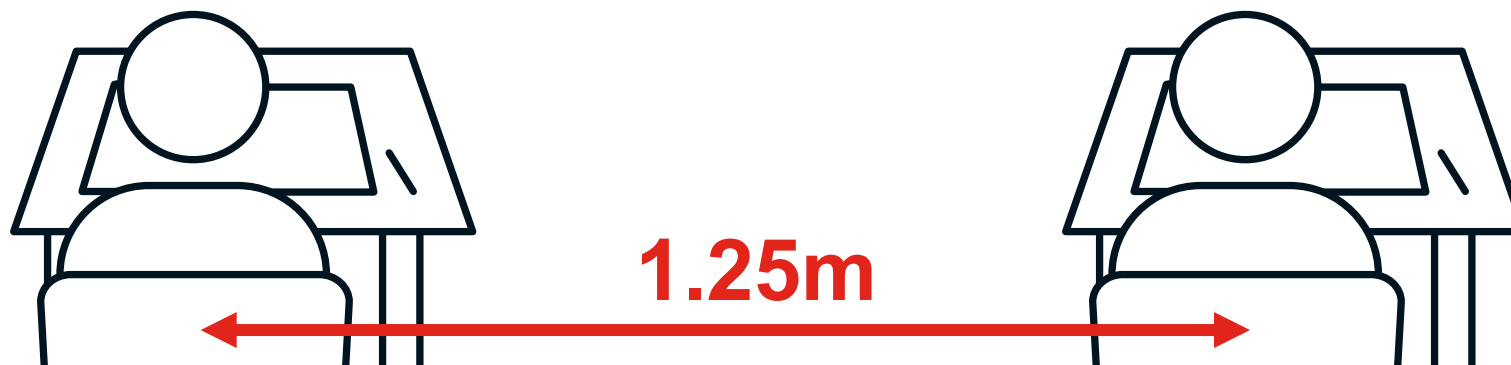
Possession of unauthorised items, such as a mobile phone or any watch, is a serious offence and could result in

DISQUALIFICATION

from your examination and your overall qualification.

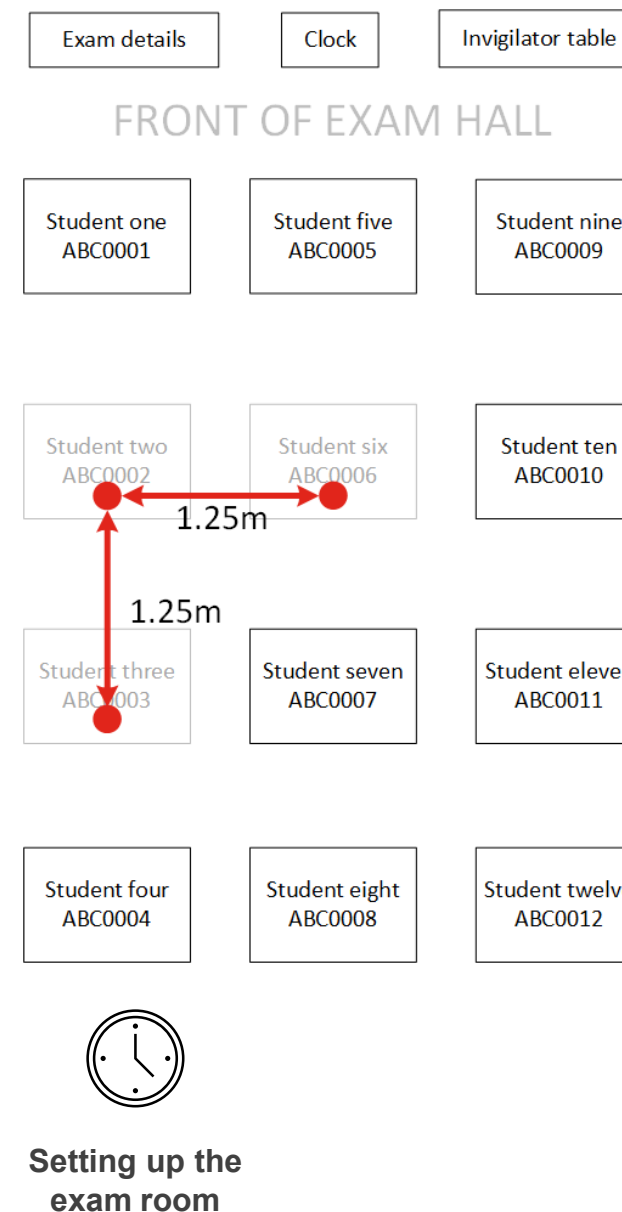
This poster must be displayed in a prominent place outside each examination room.

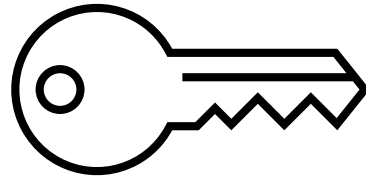
Seating plans



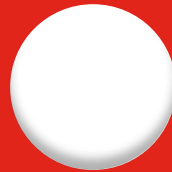
Seating plans

- The minimum distance in all directions from centre to centre of students' chairs must be at least 1.25 metres.
- All students should face in the same direction.
- Each student should have a separate desk or table big enough to hold question papers, maps (as appropriate) and answer booklets.
- Students who are not working at individual desks must be far enough apart so that their work cannot be seen by, and contact cannot be made with other students.





Removing materials from secure storage



Removing materials from secure storage: checklist



Removing question papers from secure storage

Remove question papers from secure storage no more than an hour before the exam.



Second pair of eyes check

Carry out a second pair of eyes check prior to opening question paper packets to ensure that the correct question papers are being opened.



Opening question paper packets

Only open question paper packets in the secure storage room or exam room.



Barcodes

Affix each student barcode onto the front of the answer booklets.



Security

Maintain the security of the question papers at all times.



Removing materials from
secure storage



The second pair of eyes check

JCQ Second Pair of Eyes Check form

The location, date, and time of the check, and the relevant awarding body must be recorded.

Centre Number and Name (insert here)



The name, role, and signature of the first and second person conducting the check must be recorded.

Second pair of eyes check form

Two individuals **must** check the day, date, time, subject, component/unit code and tier of entry, if appropriate, **immediately** before each question paper packet is opened.

Venue of check (secure room or exam room)	Date of check	Time of check	Awarding body	Component/unit code	Number of question paper packets checked	Day, date, time and subject checked on question paper packet	Tier checked (if appropriate)	First individual – name, signature and role	Second individual – name, signature and role

The component / unit code and number of packets checked must be recorded.

The day, date, time, and subject of the exam checked must be recorded.

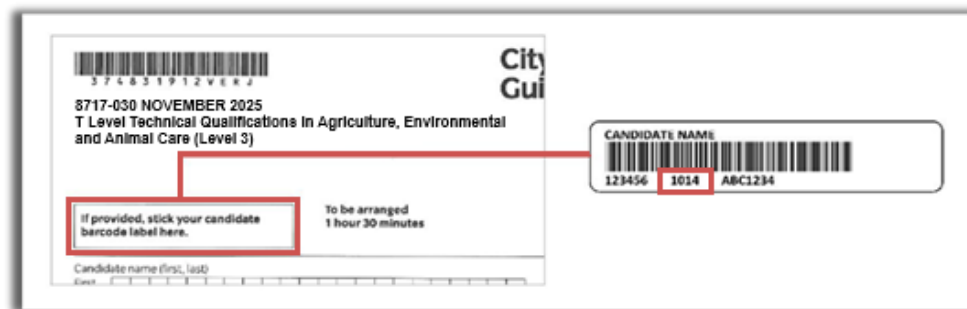
This form **must** be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later. It may be inspected by a JCQ Centre Inspector and/or awarding body staff and might be requested in the event of concerns being reported to an awarding body.



Removing materials from secure storage

Affixing barcodes to question papers

- Place the student barcode sticker onto the front of the answer booklet
- Stick this carefully within the border of the student space on the front of the answer booklet:



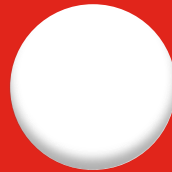
- For T Levels, you will be provided with separate barcodes for Paper 1 and Paper 2 exams. If you are unsure which barcode to use, the four digits in the centre of the barcode provide the date of the exam.
- Answer booklets are scanned when they are received back at City & Guilds, so it is very important that the barcode is attached correctly onto the answer booklet.
- **DO NOT** photocopy any packet labels or student labels.
- **DO NOT** put a barcode label on a question paper which is not being used.



Removing materials from
secure storage



Completing Invigilation Certificates



The role of an Invigilator

Ensure exams are conducted according to JCQ regulations.

Ensure the security of the exam materials before, during, and after the exam.

Prevent possible student malpractice, such as use of mobile phones or other devices.

Prevent possible administrative failures, such as incorrect barcodes attached to student papers, or students sitting the wrong paper.



**Completing
Invigilation Certificates**

Invigilation requirements

Must be familiar with JCQ's Instructions for Conducting exams.

Must always be able to see every student in the exam room.

Must be familiar with JCQ regulations, and any specific instructions relating to the subject(s) being examined.

Must inform the Exams Officer or Head of Centre if they have any concerns regarding the security of the question papers.

Completing
Invigilation Certificates

What is an Invigilation Certificate?

The Invigilation Certificate (IC) is the exam attendance register.



For any student marked as present, there must be an accompanying completed question paper (script).



All Invigilation Certificates must be signed and dated by the lead Invigilator and the Exams Officer.



You must indicate to us whether every student is present or absent by marking this within the relevant column on the IC.



Completing
Invigilation Certificates

Checklist for completing ICs: dos and don'ts



Use a dark blue or black pen



Make sure only the pre-printed documents provided by City & Guilds have been used



Make sure the Invigilation Certificate is accurately completed, with present / absent students marked with a tick



Make sure the Invigilation Certificate is signed and dated by the lead Invigilator and Exams Officer

Do not use a red pen



Do not cross out any of the pre-printed details on the Invigilation Certificate



Do not substitute students under any circumstances

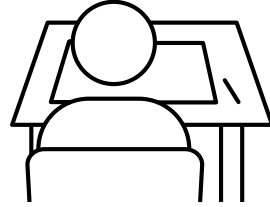


Do not add extra attendance ticks where no student details are present

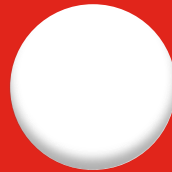


Completing
Invigilation Certificates

Contains a pre-printed address to which the scripts must be returned. Please do not write here or alter text in any way



Delivering the exam



Delivering the exam: checklist



Question papers for absent students

Question papers for absent students must not be given to any other student.



Question papers for present students

The correct examination paper must be given out to the correct student.



Pens

Students must use a pen with **black** or **dark blue** ink only.



Barcodes

The pre-printed student barcodes on the front page of the exam paper must not be defaced as this may result in the paper being voided.



Additional pages

Additional pages and word processed exams must be attached to the answer booklet for that student.



Exam stationery

- The correct exam question papers should be placed face-up on students' desks as well as any other required materials.
- The official exam stationery for the unit / component, e.g. answer booklets and additional answer sheets, should be issued to students. No other stationery, including paper for rough work, can be provided.
- In the exam room, students must not have access to items other than those stated in the instructions on the question paper, the stationery list or the specification for that subject.



Delivering the exam

[illegible]

Exam start times

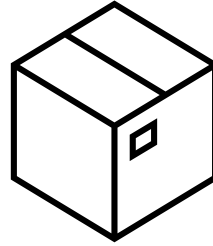
It is vital the usual JCQ regulations are adhered to, including maintaining the security of exams by ensuring they start at City & Guilds' published start times of 09:30 for morning exams, and 13:00 for afternoon exams. JCQ guidelines allow centres in the UK to vary their start times by 30 minutes earlier or later than the published start time without the need to complete any paperwork.

A student who arrives after the start of the exam may still be allowed to sit the exam; this is entirely at the discretion of the centre.

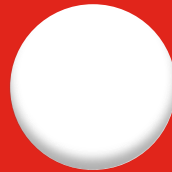
A student will be considered **very late** if they arrive for the exam **more than one hour after** the awarding body's published starting time for an exam (i.e. after 10:30 for morning exams and after 14:00 for afternoon exams).

A student who arrives very late and is permitted by the centre to sit the exam must still be allowed the full time for the exam.

Where a student arrives **very late** for an exam, centres must send the script to City & Guilds in the normal way and then submit our **very late arrivals** form. You can find this on our website within the Conducting Examinations tab on our [Centre document library](#), or on our [Exams Support Hub](#).



Returning exam materials



Checklist for returning exam materials: dos and don'ts



Return materials to the correct address. Pre-printed address labels are provided, and the address is also provided on the Invigilation Certificate.



Send materials via recorded, tracked, signed for delivery.



Use a reputable courier, such as Parcelforce or Royal Mail.



Provide details of what you have posted, including a tracking number, through the City & Guilds script return tracking form.

Do not return exam material late. All completed materials must be returned on the same day as the exam.



Do not return materials to the wrong address.



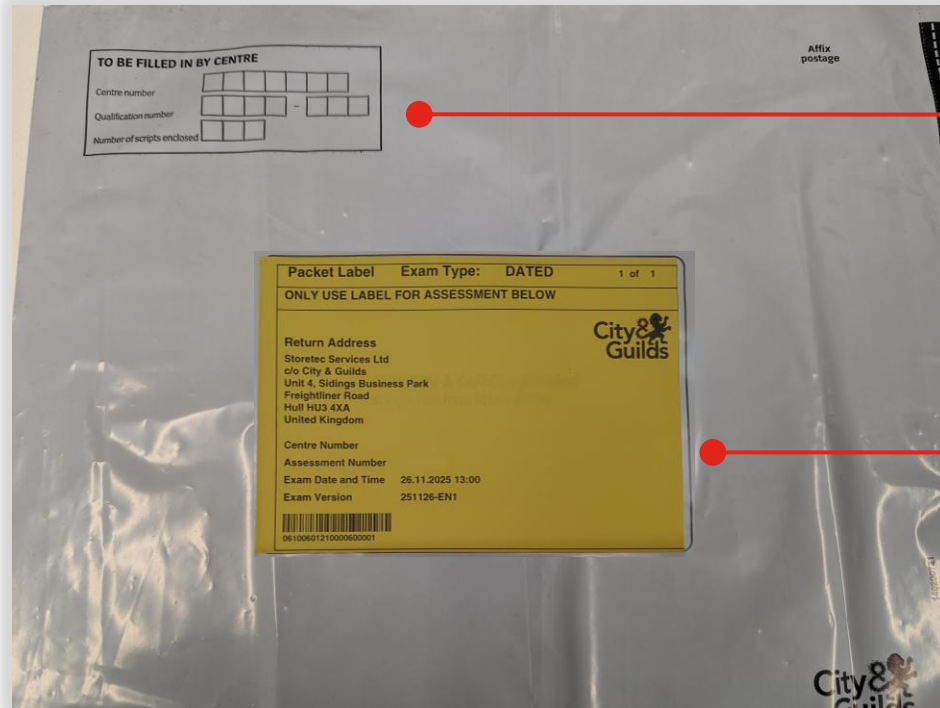
Do not return any unused question papers for students who were absent – these must be securely destroyed.



Do not mix scripts and Invigilation Certificates from different exams.



Returning your scripts to City & Guilds – packaging scripts



Enter details onto the envelope

Write your centre number, assessment number, and number of student scripts you have enclosed within the grey plastic envelope.

Affix the return sticker

Use the correct pre-printed yellow return sticker and stick it in the space in the centre of the grey plastic envelope.

Please note: the yellow sticker is not a pre-paid service; you will still need to provide tracking via a courier company when dispatching your exam scripts.

Returning exam materials

Exam materials return address

Please only return your exam stationery and material by using the pre-printed address on return labels.

The address is provided below for your reference. The address can also be found on the bottom right of the Invigilation Certificate.

DO NOT return unused question papers or scripts for students who were **absent**; these must be **securely destroyed**.



Please do not return exam materials to any other address. If you are unsure, contact Centre Operations.

01924 930 800

centreoperations@cityandguilds.com

Lines are open: Monday to Friday 08:00 to 18:00

For written exams:

Storetec Services Ltd
C/O: City & Guilds
Unit 4, Sidings Business Park
Freightliner Road
Hull
HU3 4XA

Returning exam materials

Script Return Tracking Form

Once the exams have been packaged up, please use the [Script Return Tracking form](#) to send us the details, which we can monitor to ensure the scripts are received.

A link and QR code to take you to this form will be sent out with exam materials. The QR code is included below. You will also receive an email containing the link.

A screenshot of a web form titled "City & Guilds Exam Script Return Tracking". The form has a light pink background. It includes a section for "Select exam series" with a dropdown menu, and a section for "Centre number" with a text input field. Below the input fields are "Back" and "Next" buttons. At the bottom, there is a Microsoft 365 logo and a disclaimer about data privacy.

City & Guilds
Exam Script Return Tracking

* Required

Please select the exam series for which you are returning exam papers, and provide your centre number.

Select exam series *

Select your answer

Centre number *

Please include all six digits (including any zeroes) and your satellite centre suffix if applicable (eg. 0123456A)

Please enter at most 7 characters

Back Next

Never give out your password. [Report abuse](#)

Microsoft 365

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Contact us

Contact Us

Contact our **Centre Operations** team for queries related to returning and tracking exam materials.

E : centreoperations@cityandguilds.com

T : 01924 930 800 (Option 3)

Contact our **Customer Support** team for emergency question paper orders.

E : customersupport@cityandguilds.com

T : 01924 930 800 (Option 1)

