

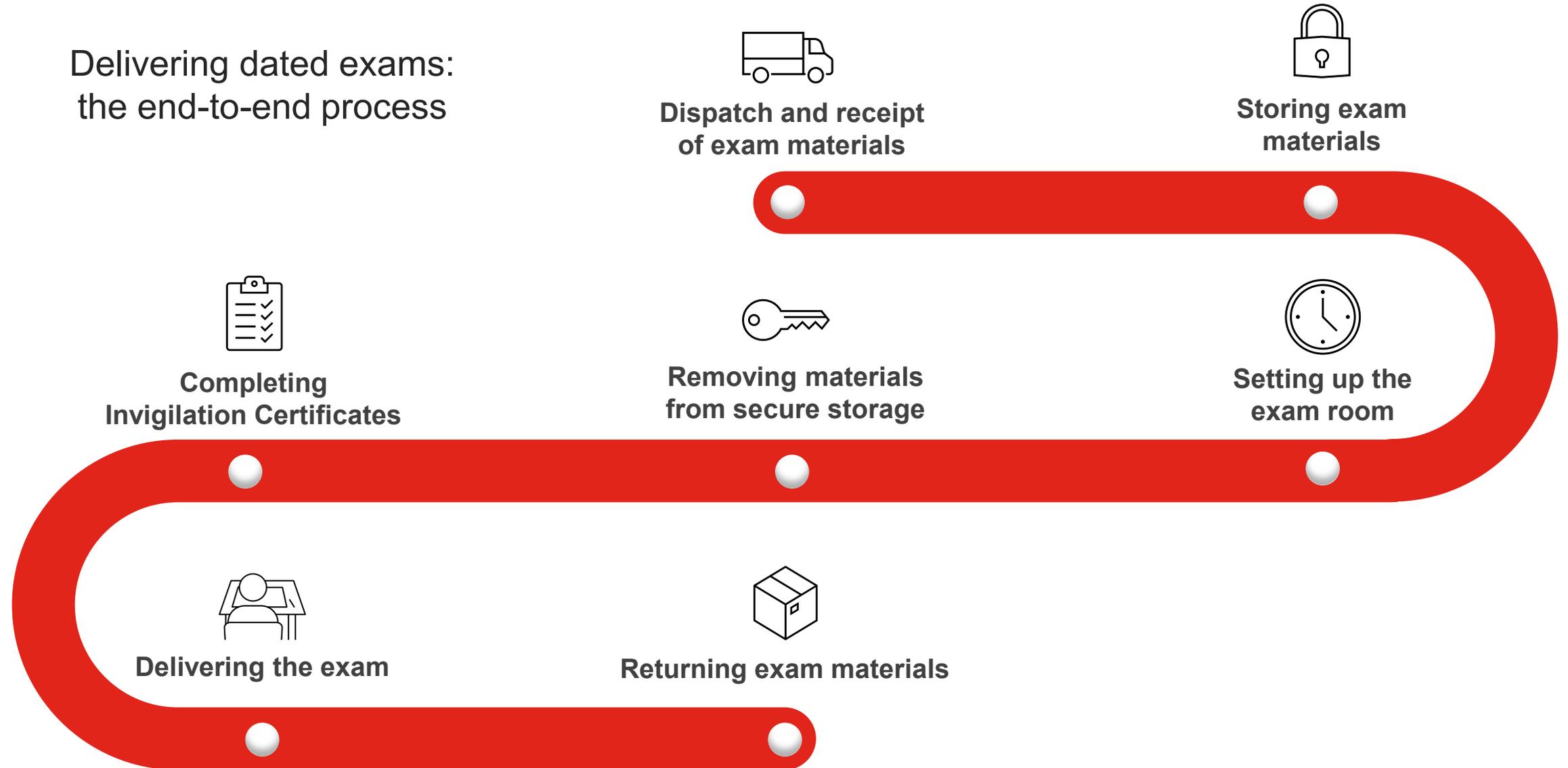


Exam Delivery Guidance

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**



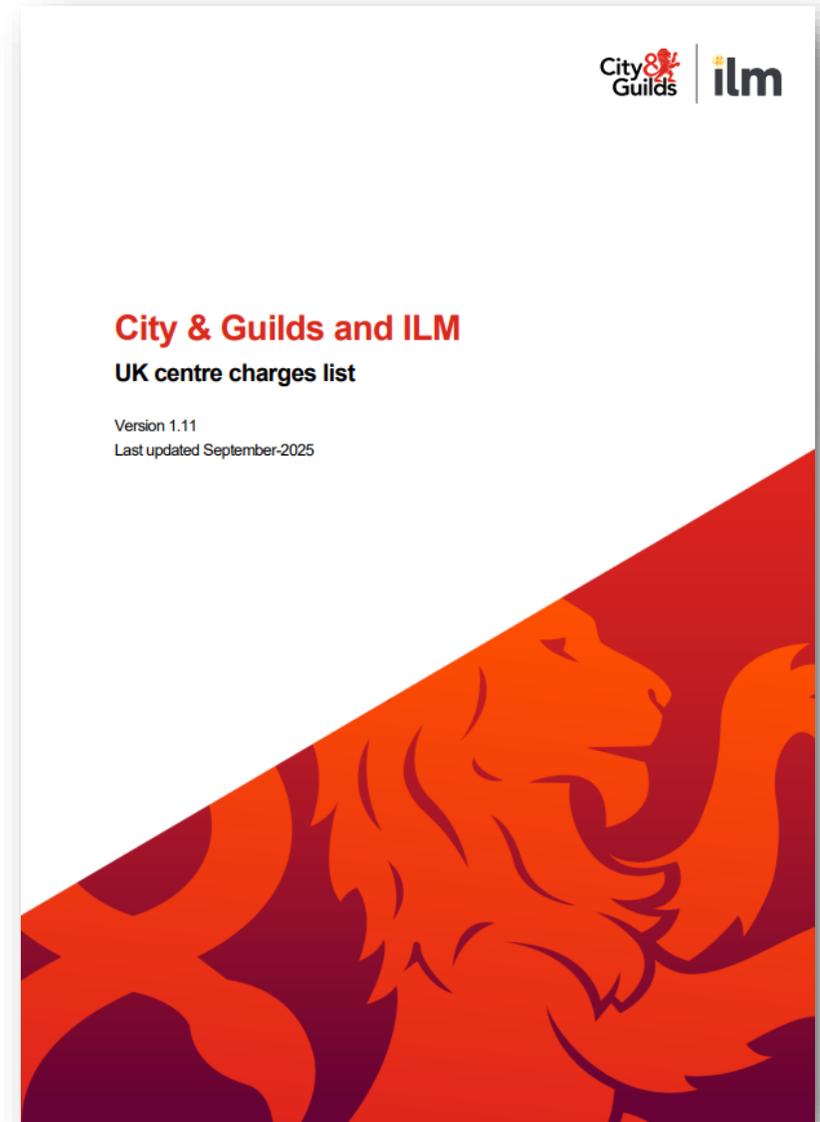
**Insufficient
postage for
return of scripts**



**Review of
marking**

Administrative charges

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



Access arrangements – City & Guilds guidance



City & Guilds has a separate application process for access arrangements, which is outlined in our guidance documents.



Access arrangements -
When and how
applications need to be
made to City & Guilds

Applying for access
arrangements on
Walled Garden

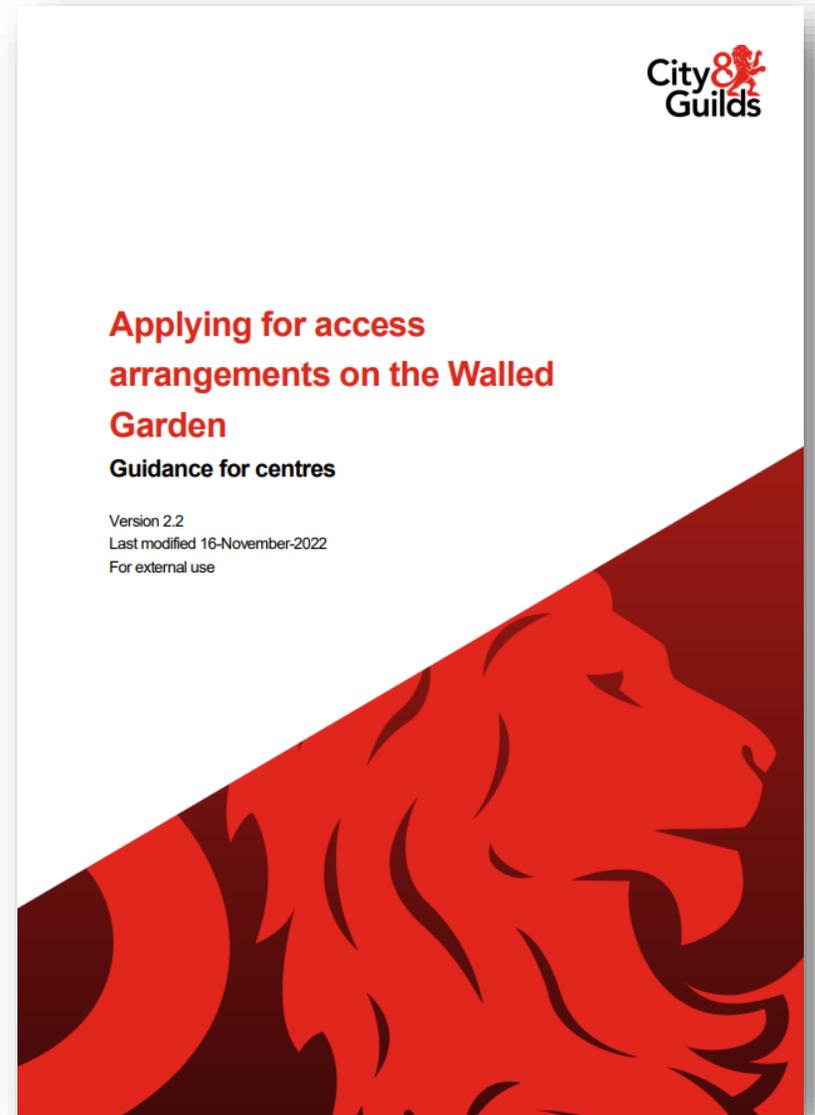
Access arrangements – City & Guilds guidance

You can find our guidance on access arrangements here:

[Access arrangements](#)

If you have any queries on access arrangements, please

contact policy@cityandguilds.com

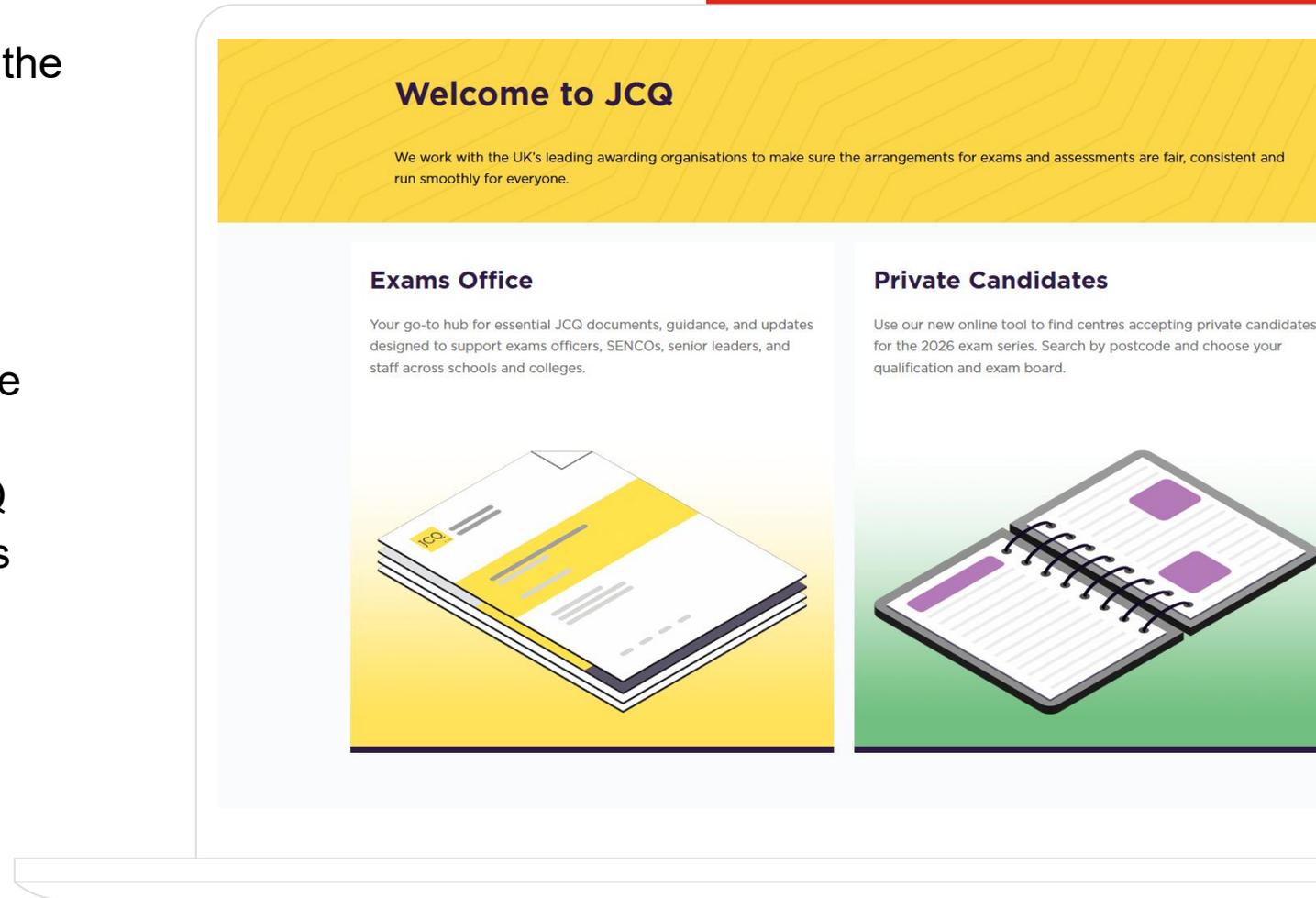




Support resources

Resources: JCQ website

- The [JCQ website](#) provides a range of resources for centres to support them in the administration of exams, through the Exams Office tile 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.



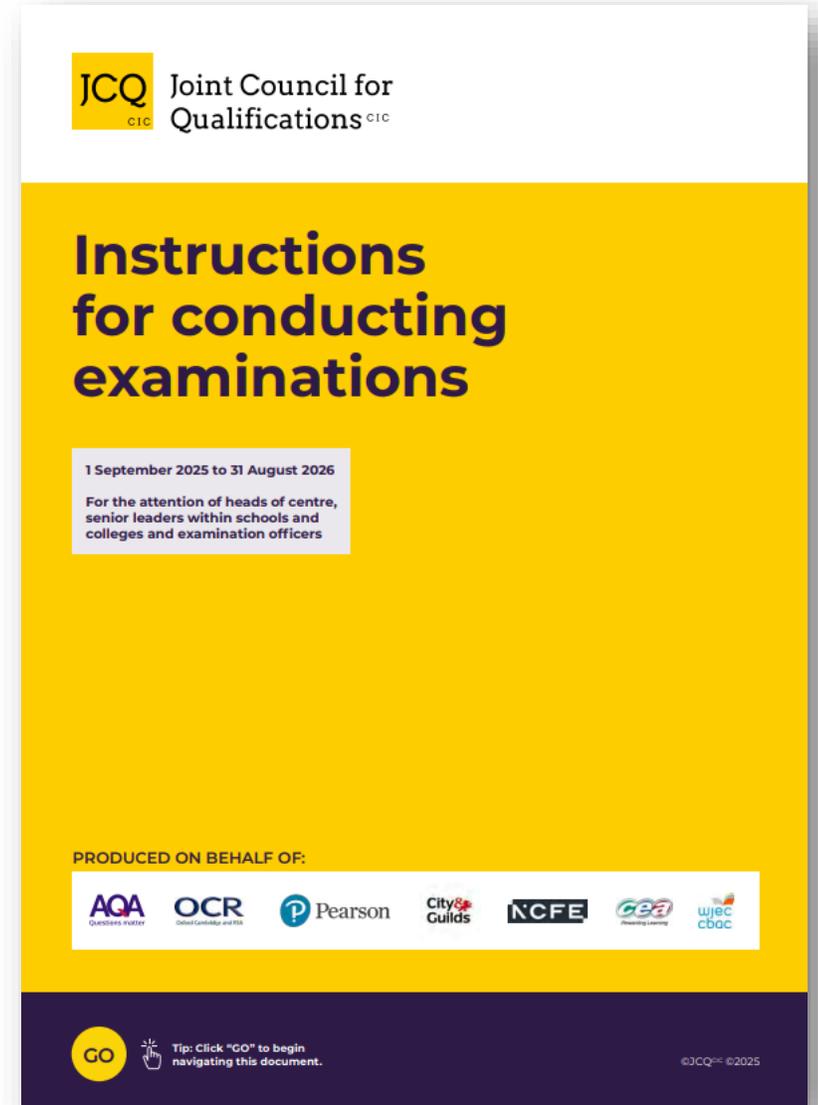
Exams for Technical Qualifications must be conducted in accordance with the guidance set out in this document.



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

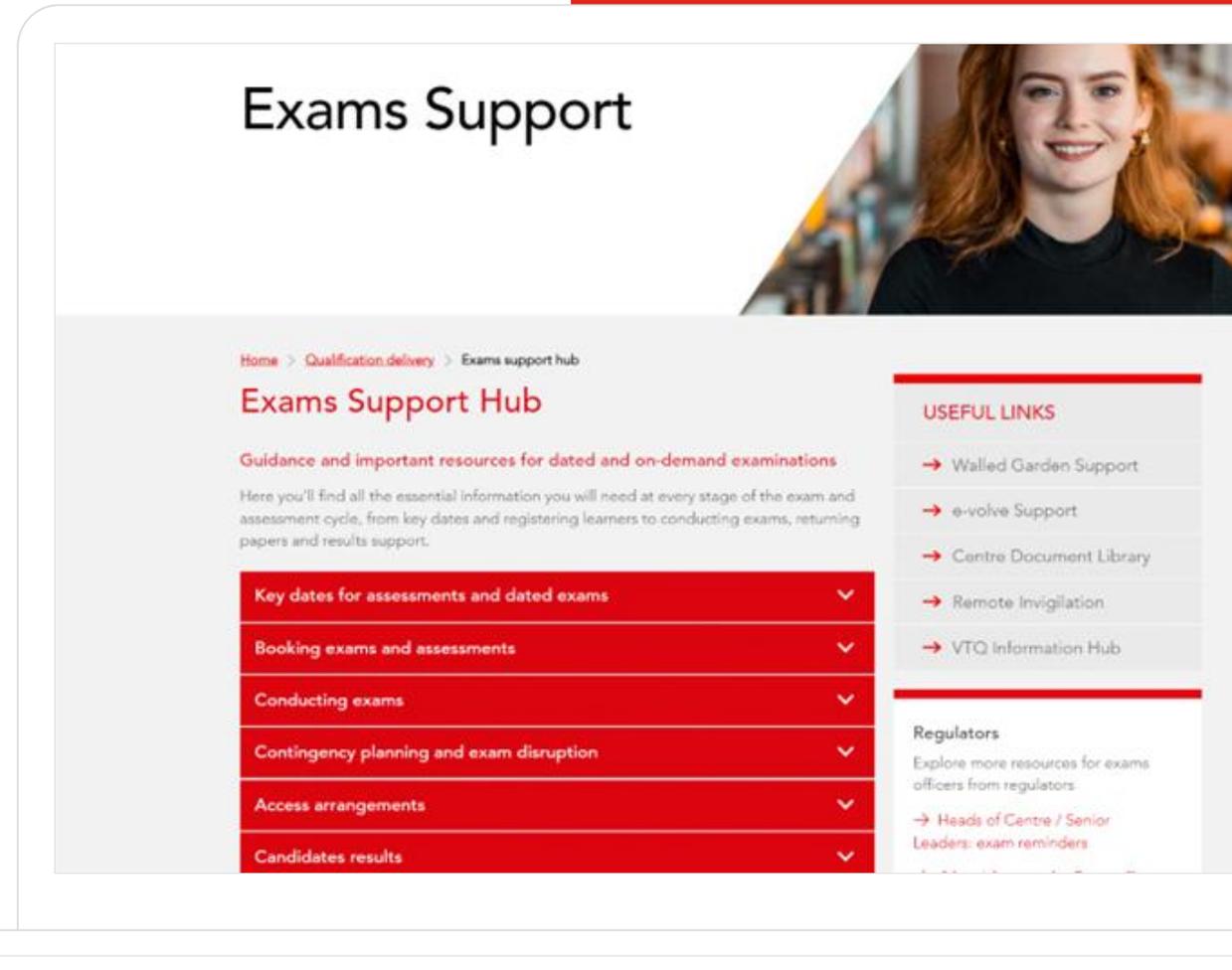
JCQ Instructions for Conducting Examinations

You can access the guidance document here: [Instructions for Conducting Examinations](#)



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.



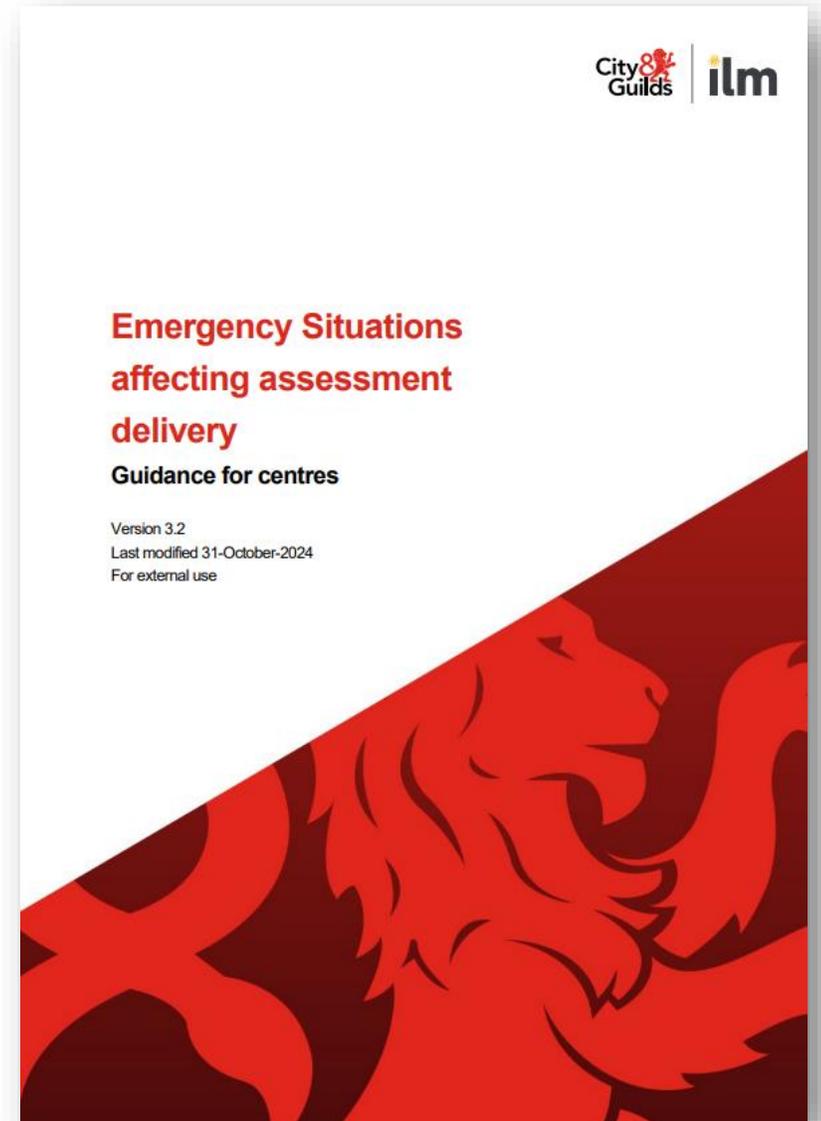
Centre staff and all those involved in the administration of exams must be familiar with this guidance, and steps that you should take in the event that a timetabled exam cannot go ahead.



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.

Exam resilience and contingency guidance

You can access the guidance document here: [Emergency Situations affecting assessment delivery](#)





Emergency Situations affecting assessment delivery

Guidance for centres

Version 3.2
Last modified 31-October-2024
For external use



[City & Guilds guidance](#)



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



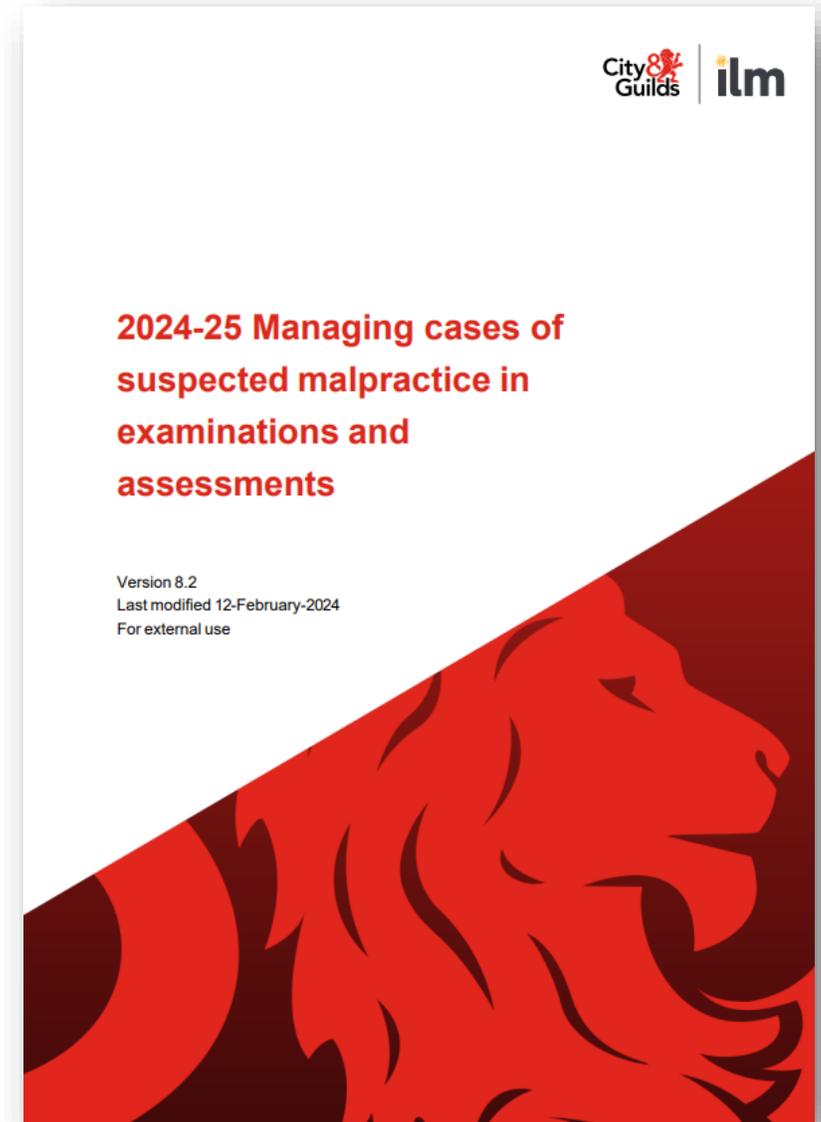
Centres must ensure the correct invigilation processes are adhered to and must immediately alert City & Guilds to any suspected malpractice within exams.

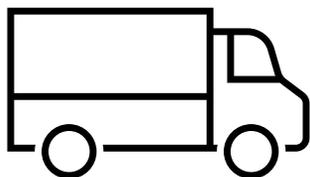


Please refer to our guidance on [Managing Cases of Suspected Malpractice in exams and Assessments.](#)

Suspected malpractice

You can access the guidance document here: [2024-25 Managing cases of suspected malpractice in examinations 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.

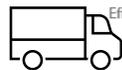
Ensure that:

- 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 <input checked="" type="checkbox"/>	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.



Effective from 1 September 2025

Dispatch and receipt of exam materials

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

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 exam supplements. 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

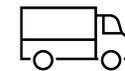


You have not received the materials two weeks before the exam

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

E : customersupport@cityandguilds.com

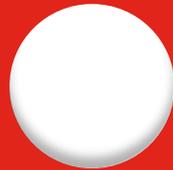
T : 01924 930 800



Dispatch and receipt
of exam materials



Storing exam materials



The secure room and secure storage facility



Storing exam materials



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.



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.



What can be stored in the secure storage facility?

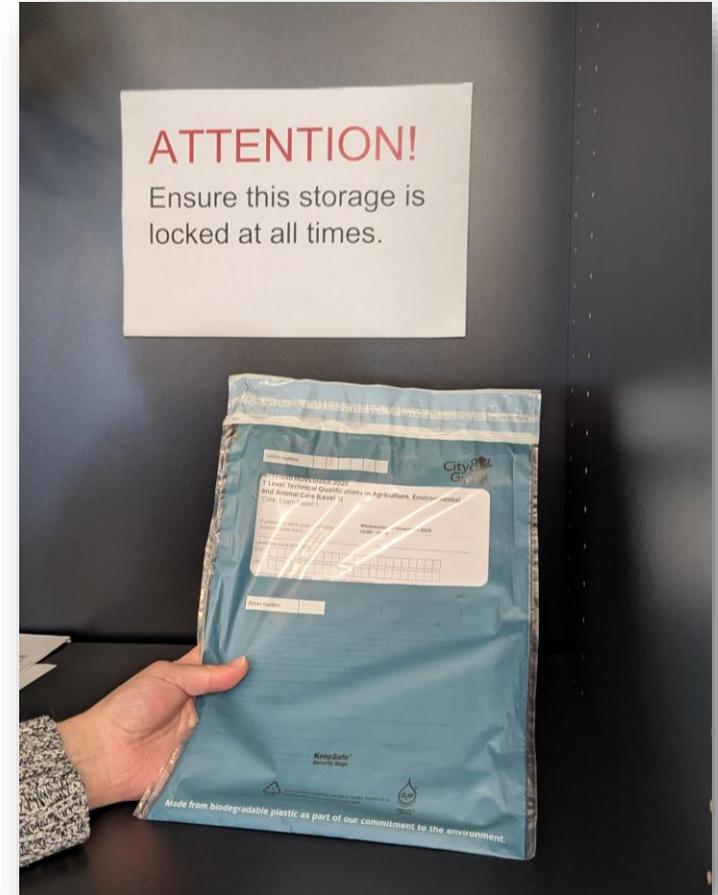
The centre's secure storage facility is the locked safe or security cabinet contained within the secure room.

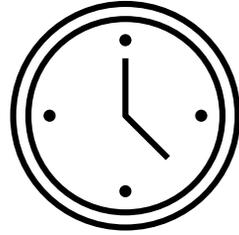
The centre's secure storage facility must only contain current and 'live' confidential awarding body material.

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

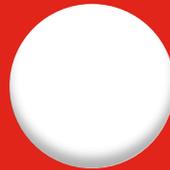


Storing exam materials





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.

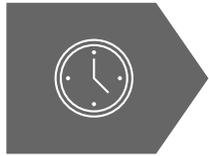


Setting up the exam room

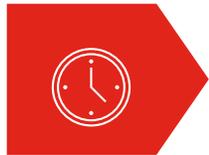
The exam room clock



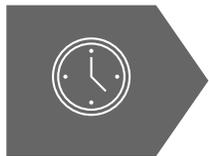
A reliable and accurate clock must be visible to each student in the exam room and must be big enough for all students to read clearly.



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.

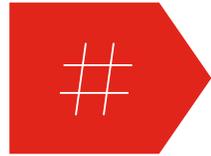


Setting up the
exam room



Information provided to students

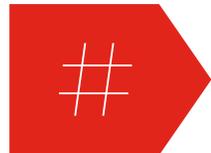
A board, flipchart, or whiteboard should be visible to all students showing:



Centre number



Subject title



Exam paper number



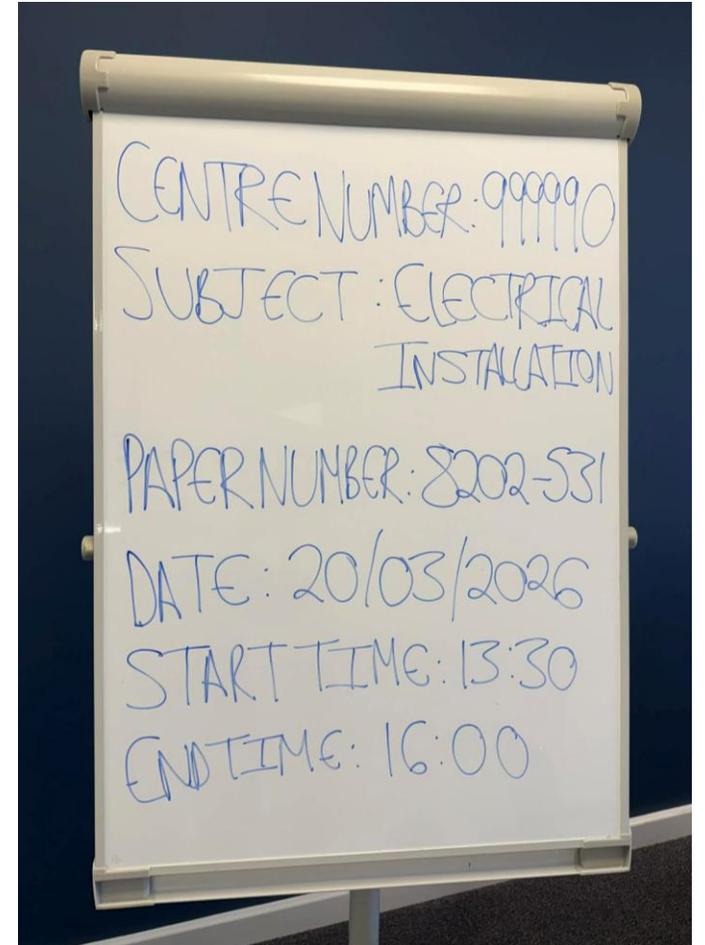
The date of the exam



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.

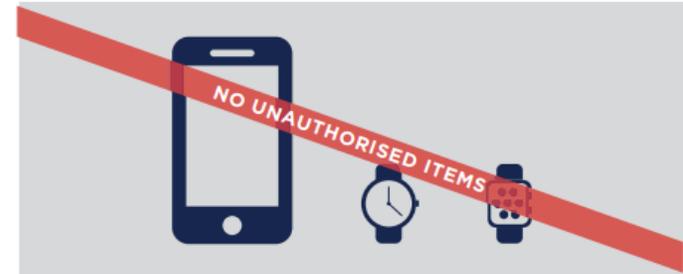
JCQ unauthorised items poster



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.



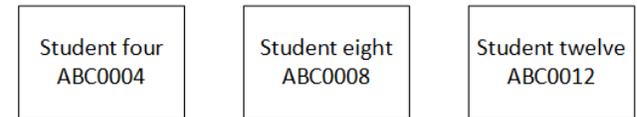
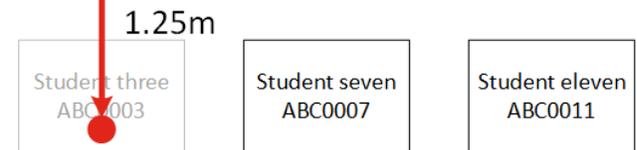
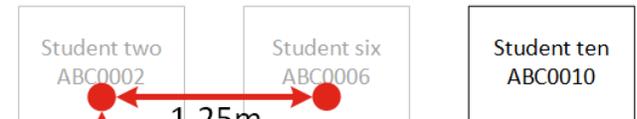
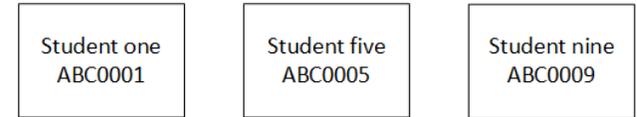
Each student should have a separate desk or table big enough to hold question papers, maps (as appropriate) and answer booklets.



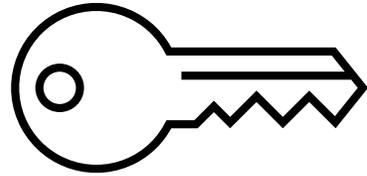
Students who are not working at individual desks must be far enough apart so that their work cannot be seen by, and contact cannot be made with other students.



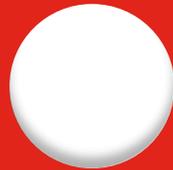
FRONT OF EXAM HALL



Setting up the exam room



Removing materials from secure storage



Removing materials from secure storage: checklist



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



Carry out a second pair of eyes check prior to question paper packets being opened.



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



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



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)

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

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

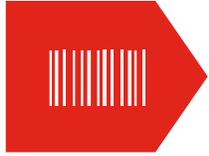
The day, date, time, and subject of the exam checked must be recorded.

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.

0171-510 MARCH 2026
Level 3 Advanced Technical Extended Diploma in
Agriculture (Livestock)
Level 3 Agriculture – Theory exam (2)

Wednesday 4 March 2026
13:30 – 15:30

You must have the following:
• a ball-point pen with black or blue ink

Time allowed: 2 hours

If provided, stick your candidate barcode label here.

Centre number

Enrolment number

CANDIDATE NAME

123456 1014 ABC1234

Removing materials from
secure storage

Affixing barcodes to question papers



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.

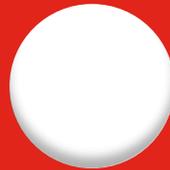


DO NOT put a barcode label on a question paper which is not being used.

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.



**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 any specific instructions relating to the subject(s) being examined.



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



**Completing
Invigilation Certificates**

What is an Invigilation Certificate?



The Invigilation Certificate is the exam attendance register.



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



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



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

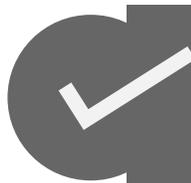


**Completing
Invigilation Certificates**

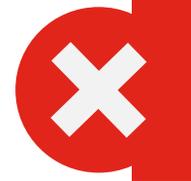
Completing ICs: dos and don'ts

 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

Example 1 – Invigilation Certificate for a written exam

Pre-printed text
Contains centre and assessment details. Please do not write here or alter text in any way.

Student Details
List of students that have been entered for the exam. 18 students per page.

Additional students
Space provided for two additional students per page.

Examiner
For examiner use. Please do not write here or alter text in any way.

+ Externally marked exam invigilation certificate

Centre Test Centre
Qualification 8715-30 Management and Administration
Assessment 8715-031 Core Paper 1

Exam date 26/11/2025 **Start time** 9:30 **End time** 12:00 **Exam version** **Page** 1 **of** 1

Use **BLOCK CAPITALS** and **BLACK** or **BLUE** only

City & Guilds delivery reference
0000000000
Centre cohort reference
0000000000

Enrolment number	Candidate name	Present	Absent	Result	Performance codes
ABC0001	Lyla Keeling	✓	✗		
ABC0002	Charlie Atkinson	✓	✗		
ABC0003	Spike Welch	✓	✗		
ABC0004	Elsie Crookes	✓	✗		
ABC0005	Indie Baxter	✗	✓		

Invigilator
 I confirm that this exam was carried out in accordance with the JCQ Instructions for Conducting Examinations (ICE), or local exam regulations and instructions where applicable.
Name (BLOCK CAPITALS) JOHN SMITH
 Signed *John Smith* Date 26/11/2025

Exams officer
 Date of despatch 26/11/2025
 Signed *Jane Doe* Date 26/11/2025

Please return original top and middle copies with candidates' completed work to the address below immediately following the examination, (even if no candidates were present).

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

Additional candidates as authorised by City & Guilds

A B C D O 0 6 A R C H I E A W H I T T L E T N A M E S C A N D I D A T E L A S T N A M E
 Gen M Date of birth 0 1 - 0 1 - 2 0 0 7 Other details code Other details text Result Perf. codes

E N R N O C A N D I D A T E F I R S T N A M E S C A N D I D A T E L A S T N A M E
 Gen Date of birth DD - MM - YYYY Other details code Other details text Result Perf. codes

Where this exam is marked external to e-marking platform, Examiner must complete the section below:
 Examiner Examiner number Name Signed Date Moderator Name Signed Date

City & Guilds only 140200326 4500109897 DE 4050 v2.0

Attendance log (to be filled).

Pre-printed Enrolment Number.

Pre-printed student name.

Invigilator and Exam officer details
Centres to add the invigilator full name in block capital, sign and date. Plus, the date of dispatch along with signature form the Exams officer.

Performance codes
For examiner use. Please do not write here or alter this text in any way.

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

Example 2 – Invigilation Certificate for a multiple-choice exam

Pre-printed text
Contains centre and assessment details, Please do not write here or alter text in any way.

Student Details
List of students that have been entered for the exam. 18 students per page.

Additional students
Space provided for two additional students per page.

TOP COPY WHITE



Multiple choice exam invigilation certificate

Centre 999990 SAP Test UK CR1

Qualification 8202-25 Level 2 Technical Certificate in Plumbing

Assessment 8202-525 Level 2 Plumbing - Theory Exam

Exam date Wed 18 MAR 2026 Start time 09:30 End time 11:30 Exam version Page 1 of 1

City & Guilds delivery reference 0610091649

Centre cohort reference

Enrolment number	Candidate name	Present	Absent
VBE9127	DRTESTFEBEIGHTYTFIVE DRTESTFEBEIGHTYTFIVE	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
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		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>

Invigilator
I confirm that this exam was carried out in accordance with the JCQ Instructions for Conducting Examinations (ICE), or local exam regulations and instructions where applicable.

Name (BLOCK CAPITALS) _____

Signed _____ Date 01

City & Guilds only
Number of pre-printed candidates present on this page: _____

Exams officer
Date of despatch _____
Signed _____ Date _____

Please return white copy with candidates' completed work to the address below immediately following the examination, (even if no candidates were present).

Storetec Services Ltd
c/o City & Guilds
Unit 4, Sidings Business Park
Freightliner Road
Hull HU3 4XA, UK

Additional candidates as authorised by City & Guilds

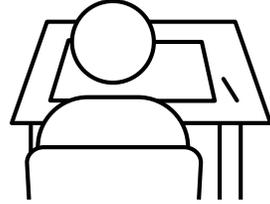
Gender	Date of birth	Other details code	Other details text	Particular requirements

City & Guilds only DE 1050 v2.0 SAP

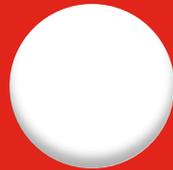
Attendance log (to be filled).

Invigilator and Exam Officer details
Centres to add the invigilator full name in block capital, sign and date. Plus, the date of dispatch along with signature from the Exams Officer.

Return address
Contains 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



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



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



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



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



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



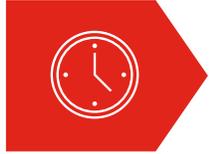
Exam start times

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 13:30 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.



Delivering the exam

Exam start times



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 14:30 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](#).



Delivering the exam

Completing multiple-choice answer sheets

Examples of things to avoid:



Circling answers rather than filling in the circle
– wide circles can stray into the cancel
box, and invalidate the answers.



Tapping pens on the paper, scribbles, smudges or ink
blotting – this leaves marks which can be picked up by the
scanner, causing misreadings of the answer sheet.

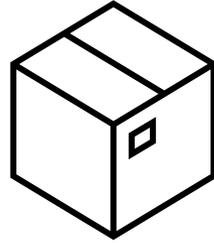


Scribbling a large area when filling in a circle –
if the marks run into the 'cancel' box, this
will be read by the scanner as cancelled.

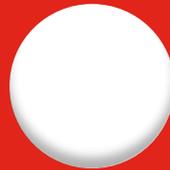


Leaving two or more answers selected
without cancelling the incorrect ones.

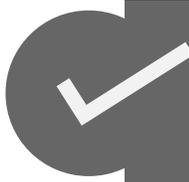
Delivering the exam

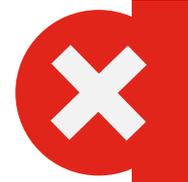


Returning exam materials



Checklist for returning exam materials: dos and don'ts

-  Return materials to the correct address.
-  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 our script return tracking form.

-  Do not return materials 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.

Word-processed pages

If a student uses a word processor for their exam:



Word-processed pages must be labelled with the student's Enrolment Number and the exam number.



Word-processed pages must be securely attached to the relevant student's answer booklet.



You must also fill in the student's details on the answer booklet front page and indicate the number of additional pages in the corresponding box.

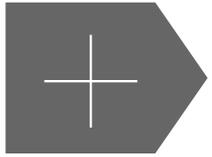


You may retain electronic copies of word-processed scripts. An electronic copy may be accepted where the printed copy has been lost, provided you can demonstrate that the electronic file has been kept securely.

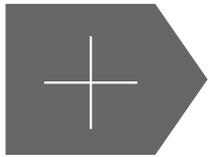
Returning exam materials

Additional pages

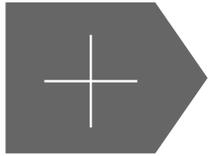
If a student uses additional pages for their exam:



The additional pages must be labelled with the student's Enrolment Number and the exam number.

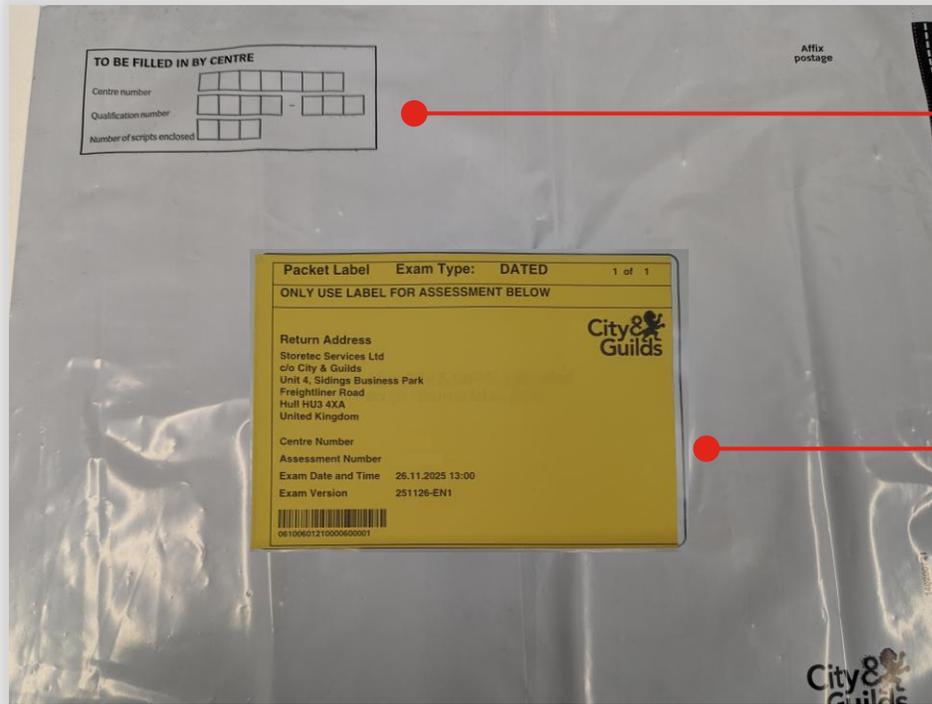


The additional pages must be securely attached to their answer booklet.



You must indicate on the front of the answer booklet how many additional pages have been used in the corresponding box.

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**.

**Return address for written and
multiple-choice exams:**

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



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, 08:30 – 17:00

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 is displayed on a laptop screen. It features a light pink background with a white border. The title is in bold black text. Below the title, there is a red asterisk and the word "Required". A line of text asks the user to "Please select the exam series for which you are returning exam papers, and provide your centre number." There are two input fields: a dropdown menu labeled "Select exam series *" with a "Select your answer" placeholder and a downward arrow, and a text input field labeled "Centre number *" with a placeholder "Please enter at most 7 characters" and a note "Please include all six digits (including any zeroes) and your satellite centre suffix if applicable (eg. 0123456A)". At the bottom of the form, there are two buttons: a white "Back" button and a red "Next" button. A small note says "Never give out your password. Report abuse" with a blue link. At the very bottom, there is a Microsoft 365 logo and a disclaimer: "This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including the form owner. Never give out your password."



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 Services** team for emergency question paper orders.

E : customersupport@cityandguilds.com

T : 01924 930 800 (Option 1)

