

FS Plus service

An overview of the service for Functional skills exams, delivered by HM Prison and Probation services (HMPPS) and Ministry of Defence (MOD) centres

Version 3 (April 2025)

Introduction to FS+

FS+ is a bespoke service provided to approved centres who may be unable to delivery Functional Skills Level 1 and 2 examinations in the normal way due to extenuating circumstances. It is not available to all centres.

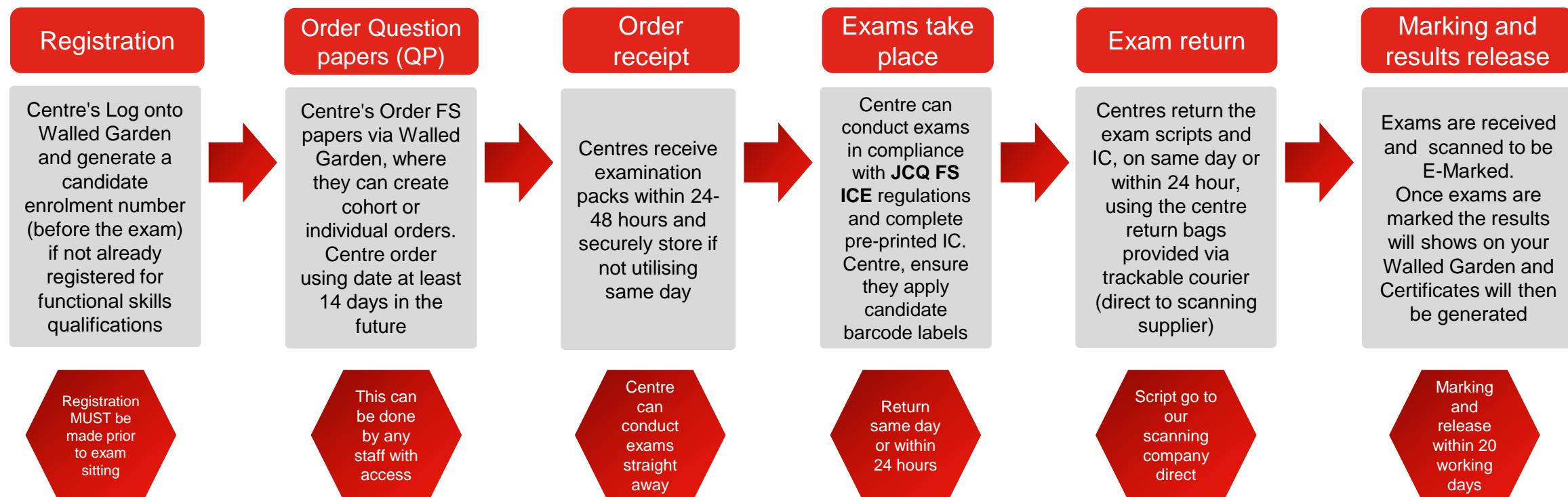
FS+ offers an expedited exam service to your centres, previously using pre-supply. FS+ removes a significant portion of the manual administrative burden on centres and removes the security concerns associated with stock management, making FS+ much more regulatory compliant and easier to manage at centre level.

FS+ will go live in **October 2025**, replacing our presupply service

This document is designed to provide a high-level overview of FS+ and ensure that:

- Centres understand the changes that are going to happen that will transition Pre-supply into FS+
- Support centre staff to understand the FS+ SLAs and the benefits to them of this service
- Outline a timeline for the transition which includes training

FS+ high level overview



FS+ Process timelines (SLA's)

FS+ Examination orders made on Walled Garden

If ordered before 1pm, exams will be dispatched same day and should be delivered to centres within 24-48 hours of the booking

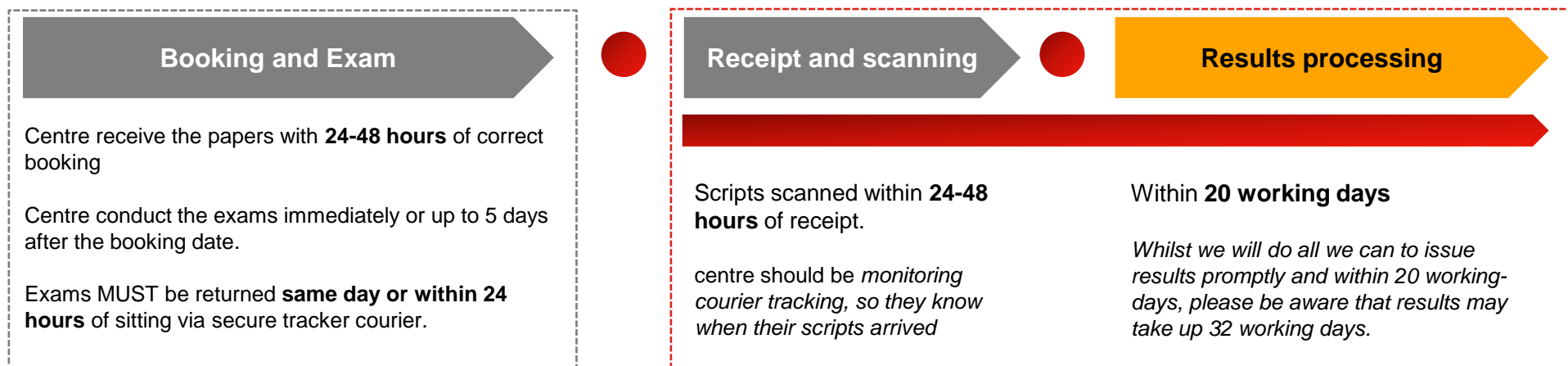
If ordered after 1pm, exams will be dispatched the next day and will be delivered to centres within 48 hours of the booking

Centres can conduct exams as soon as they receive them, and up to 5 days after the original booking, as long as the exams are held securely.

Examinations Results

The info graphic below sets out the FS+ timeline (SLA) for examinations results from date of receipt by City & Guilds.

The SLA is **20 working days** from the date the script is scanned and unless it is a new version going through Awarding which would then be **32 working days**. Our scanning company scans all script within 24-48 hours of receipt, so ensure you are tracking the courier to confirm date it is received you are aware when your SLA begins.



Please note the above SLA for results is impacted by centre errors, including returning scripts via untracked/unreliable courier, not completing the IC or incorrect candidate information.

Benefits of FS+

The FS+ Service will mean and number of benefits for centres with regards to centre administration, whilst maintaining the benefits of an expedited order and results process. These are outlines below.

New Benefits

- Centres no longer need to create and complete electronic ICs and will receive pre-printed IC with their exam orders.
- Centres no longer need to order or hold FS stock.
- Centres no longer need to monitor and manage FS Versions and will receive only valid version with their exam orders.
- Centres no longer need to monitor versions sat by learners as City & Guilds will always dispatch versions not sat by the learner.
- Centre contacts can be updated and viewed via Walled Garden and the key contact list no longer needs to be maintained for stock management purposes.
- Centres will get expedited delivery of their exam orders.
- Centres will not need to wait to sit exams 5 days before booked exam date.
- Centres will not need print the return address and will receive centre return bags and labels with correct address on it. So, centres just need to ensure these are returned tracked.
- Centres can more easily add their PO reference onto their orders via Walled Garden for their own tracking

Retained Benefits

- Centres will not be charged late fees for their examinations as long as booked correctly.
- Centres will be able to sit examination quickly, as needed.
- Centres continue to get support via the FS inbox and Prison inbox from Operations and Quality contacts at city and guilds.
- Centres continue to have expedited results service

FS+ Training and Guidance



FS+ Training and Guidance

Full guidance for centres on delivering Functional skills exams via the FS+ Service will be made available to centres when we roll out training to you in September. We will provide dates to sign of for training webinars in June 2025.

Next steps

- **June 2025:** More information will be sent out to centres and training dates will be made available to centre staff to sign up via Go To Webinar. Centres must ensure a representative from their site is able to attend..
- **August:** Further communication will come out to advise centres on depleting their stock.
- **September 2025:** Training takes place and guidance made available to all centre staff – follow-up emails with guidance and videos provided
- **October 2025:** FS+ goes live, and centre can start making bookings
- **October – December 2025:** Grace period to support centre with transition and ongoing additional support and guidance available as needed