

# Functional Skills Plus: FAQs

Question Asked	Answer Given
<b>Changeover to Functional skills Plus</b>	
1. What is the last date for pre-supply exams please?	<p>The last date you should arrange to sit exams via pre-supply is 30 September 2025.</p> <p>Functional Skills Plus (FS+) bookings can be placed from 01 October 2025; registrations can be made immediately.</p>
2. Are the centre numbers changing with FS+?	No, your pre-supply centre number will be your FS+ centre number and should only be used for that.
3. When can we start booking on FS+?	FS+ bookings can be placed from 01 October 2025; registrations can be made immediately.
4. How do we book exams for first week of October, especially the window of 30th September to 3rd October?	<p>Centres should aim to complete Pre-supply examinations by 30 September 2025 and start ordering exams via FS+ on Walled Garden from 01 October 2025.</p> <p>Where centres cannot avoid having examinations that need to be sat on 01-03 October, we will allow centres to utilise the FS stock they hold and conduct the final examinations via pre-supply. However, bookings can be made from 01 October and will reach centres within 24-48 hours, therefore any exam needed after those initial three days should be booked via Walled Garden.</p>
5. For candidates that will be due to sit an exam just after the switch over, can this still go ahead?	Yes, we will allow a grace period for any examinations between 01-03 October, where centres would not be able to get the examination materials via FS Plus in time for candidates.
6. What if a candidate is already booked in to sit their paper exam in October, can they still sit it after the 1 <sup>st</sup> of October?	Candidates will only be permitted to sit exams via pre-supply between 01-03 October, where it is unavoidable to rearrange. However, as centres can order examinations via WG from 01 October, bookings need to be made in our system via Walled Garden and not sat using the stock held via pre-supply for any examination beyond the initial 3 days.
7. Can we use walled garden for bookings in September?	<p>Please continue to use Pre-supply all through September and start booking examinations via walled Garden from 01 October.</p> <p>We set a 'variant' in our system from 01 October to identify your centre bookings and alert our team to dispatch exams to you immediately. If you make booking for FS exams before then, we will not pick these up and will be dispatched as per normal processes a week before the exam date chosen.</p>
8. What do we do with 'old' pre-supply exams	<p>We will be in touch after the webinars to get details on what stock you hold. We will then reach out in late September / early October to confirm whether we will arrange to collect your remaining stock, or request that you proceed to securely destroy the remaining stock.</p> <p>This is to ensure you have sufficient stock to complete any remaining pre-supply examinations</p>
9. Can we maintain Pre-supply?	No, Pre-supply will no longer be permitted after 30 September, and we will arrange to remove the stock you currently hold.

# Functional Skills Plus: FAQs

	Any examination deliberately conducted via pre-supply after the grace period in October will be subject to a compliance review and possible removal from FS+.
10. We are a high secure unit, but no-one has spoken to us about this.	<p>The changeover of Pre-supply to FS+ had been agreed with the MOJ last year and our business managers have been in contact with senior leaders at all providers since early 2025.</p> <p>This was then later communicated to all centre contacts logged in the FSPS contact database in April 2025 to ensure information was being cascaded to staff on the ground running the models.</p> <p>Sincerest apologies if this was not cascaded to you earlier.</p>
11. We have exams that will need to be sat on 17th October. I am assuming that we will need to use the new FS + processes for this and the new papers?	Yes, you can start ordering for that examination from 01 October and should receive the exam within 24-48 hours and then have until 5 days after the exam date on the booking to conduct the examination.
12. The FS+ exams have a different return address to the PreSupply exams. During the transition period, are we still sending pre-supply exams to the old address and the new exams to the new address?	<p>Yes, any Pre-supply examinations sat up to 30 Sept (and during the grace period of 01-03 Oct) must still be returned to the address below.</p> <p><b>FS Pre-supply, Unit 6, Fullwood Close , Aldermans Industrial Estate, Coventry CV2 2SS</b></p> <p>Any examination then orders via FS+ from 01 October must be returned to the address on the Invigilation certificate (IC) and return label, which is the below.</p> <p><b>Storetec Services Ltd C/O: City &amp; Guilds Unit 4, Sidings Business Park Freightliner Road Hull, HU3 4XA</b></p>
13. What if a candidate has sat their FS English Reading paper via pre-supply but then needs to sit the FS English Writing on the FS plus. How would this work?	The writing paper will simply need to be ordered via FS+, and this will have no impact on the results, as FS+ is simply the delivery method.
<b>Walled Garden</b>	
14. Where on the Walled Garden will I be able to book exam papers please?	<p>Exam papers can be booked via the <b>Catalogue</b> tab on the Main Menu.</p> <p>Once on your Catalogue, please select the relevant FS qualification and select <b>Place an Order</b>.</p> <p>Under Order Type, please select <b>On Demand</b>.</p> <p>Please select your chosen Assessment Component and enter in details of the date (using 14 days in advance) time and quantity of exam papers required. Once you have entered these details you can then search for your candidate to add to the booking.</p> <p>Please contact <a href="mailto:digital.solutions@cityandguilds.com">digital.solutions@cityandguilds.com</a> for any training or support with navigating your Walled Garden Catalogue and placing exam orders and/or use the bitesize video tutorial.</p>
15. Who is allowed to order / book examinations?	Any education staff member can order the examinations via Walled Garden if they have the appropriate access?

# Functional Skills Plus: FAQs

16. Can you have more than one primary user on site?	Yes, you can have a maximum of 3 primary users on your centre's Walled Garden account.
17. I do not have an account with walled garden. Will I be able to request one and how would I go about requesting it?	Access can be requested via your Primary User.
18. After making bookings, would we receive that tracking number, so we are able to monitor.	You can review the booking reports in Walled Garden and should be able to see tracking information on there after the booking has successfully processed.
19. If I book a cohort, then find out that one candidate will not be able to attend the examination, can I cancel and rebook in advance or do I have to wait until this original expected date has gone?	<p>In this situation, please contact our customer service team and depending on whether the paper has been dispatched or not, they can advise you on next steps.</p> <p><a href="mailto:customersupport@cityandguilds.com">customersupport@cityandguilds.com</a></p> <p>Or you can call us on <b>01924 930 800 - option 1.</b></p> <p>You will not have to wait until the order has processed before arranging another sitting however, and our CS team will help find a solution for you.</p>
<b>Online examination alternatives</b>	
20. Some centres use the Evolve system to sit Exams but used to utilise the stock as back-up. How will this work with this new system, will we be able to book English papers as a backup and return them if not used?	<p>Centres can order paper-stock for specific candidates in anticipation, but these will be charged for if not used, as candidates will be considered absent.</p> <p>Centres will have time to rebook if evolve fails or can try the evolve test again at a later time or contact our evolve support team immediately via below.</p> <p>Email: <a href="mailto:evolvesupport@cityandguilds.com">evolvesupport@cityandguilds.com</a></p> <p>Tel: <b>01924930800</b></p> <p>Back-up stock <b>must not</b> be held on site after 01 October.</p>
21. The Benefits of pre-supply was to have flexibility. Would it be more beneficial for prisons to use evolve?	<p>Centres are encouraged to use Evolve, and the MOJ has obligations to support centres with their equipment in anticipation that many may choose to utilise Evolve more.</p> <p>FS+ remains an option available to support where paper-based exams are still required.</p>
<b>Examination Administration</b>	
22. What is BAU?	BAU is 'business as usual' which is what we refer to as 'normal' processes followed by other centres when ordering FS examinations.
23. Do we still need to appoint an exams officer?	Yes, we would recommend you still appoint a dedicated exams officer to the FS+ process
24. How many resits can a candidate be submitted for?	Functional skills examinations do not have a resit limit; however, candidates may exhaust live version available to them. We usually have 3-4 version live at any one time per assessment.
25. Our candidates can be missing for education for 2 weeks at a time whilst at court – This may cause more work in an already busy environment.	We completely understand the challenged faced by some prisons, and suggest this feedback is taken to your providers and the MOJ. As provisions should be made to support these challenges including an improved roll-out in technology

# Functional Skills Plus: FAQs

	to allow centre to utilise Evolve (online FS examinations) more where paper-based prove difficult.
26. Are the exams more expensive than pre-supply?	No, the pricing remains the same and can be seen via the catalogue on Walled Garden.
27. If I have ordered papers individually but run the exam as a cohort can these still go in the same envelope, or will they need to be sent separately?	These papers should be packed in their individual Return bags with the right labels attached. However, you can return them all to our scanning company in a larger bag, box or envelope together.
28. Are we now returning the reading booklets with the exam papers	Yes, all exam material needs to be returned for FS examinations, along with the completed scripts.
29. Are the candidates still required to fill out the front of the exam paper with their details now that we apply the candidate barcode label to the script.	Yes, candidates will still need to complete the front of their exam papers as normal.
30. Our FS students are rear loaded and only have 3 weeks to complete maths and English, if we register somebody for the exam, but they are held back due to failure in their final week of training, they might come to us one week later, do we need to reapply/register, as we will not be able to meet the 14 day deadline?	<p>Candidates will not need to be reregistered again.</p> <p>The candidate can sit the exam up to 5 working days after the exam date used on the bookings. So, if they do return back in time, you can use the exam you have orders, if that date will be passed you will need to re-book an exam and return the unused papers.</p> <p>If you know they will not be able to complete the exam already booked, you can go ahead and make another booking and although you will choose an exam date 14 days in the future, you will receive your exam material within 24-48 hours, and the candidate can sit the exam immediately upon receipt.</p>
31. Please clarify the ordering 14 days prior information. Was this simply that assessors must place orders a minimum of 14 days prior to the planned exam date?	Yes, this is essentially to bypass our system and allow your booking to be in our system. Once the order, which is for an exam date 14 days in the future, is processed, we will dispatch immediately, and your centre is permitted to sit the examination as soon as received and you will not have to wait until the exam date chosen on the booking.
32. Are we all being required to book exams in advance?	Yes, you are required to enter your bookings into our system in advance, but you should receive the exam materials within 24-48 hours of making the advanced booking and have remission to conduct examinations immediately upon receipt rather than waiting on the exam date booked.
33. To confirm, if you order on day 1 you have up to day 20 to site the exam?	Yes, essentially you have until day 20 to have the candidate sit the examination.
34. If I have 3 candidates that would be sitting for exam that week but may not be on the same day, do I order their papers individually or as a cohort?	Yes, we recommend ordering individually.
35. Do we have to take the exam 5 days after original booking or from when we receive the papers?	You can conduct the examinations as soon as you receive them and have until 5 working days after the exam date on the booking to ensure the examination is sat before the candidate is deemed absent and the blank Question Paper (QP) must be returned to us.
36. If a candidate cannot sit the exam within the time, will they be charged?	Yes, as you are invoiced for the booking. The candidate will be considered an absent candidate and the blank QP and examination material should be returned to our scanning company.

# Functional Skills Plus: FAQs

37. If a candidate was not unlocked, could we sit the exam within 48 hours if we can get them up to sit it? Or is this not an emergency?	<p>If the candidate 'not being unlocked' is something your education staff cannot control, then this would be deemed an appropriate emergency and you will be allowed to 'split the cohort' and have the candidate sit the exam within 48 hours of the other candidates, as long as they are kept separate from candidates who sat the same exam.</p> <p>Once completed all examinations from the booking/cohort should be returned together.</p>
38. If one of the candidates in a cohort cannot sit the exam on the same day as others, but will be able to sit it in 4 days' time, what do I do with the IC?	<p>This will not fall within the 48 hours of the 'split cohort' rule, therefore that candidate will be considered absent and should not be ticked on the IC.</p> <p>However, you can book another exam for that candidate as soon as you know.</p>
39. Can an individual candidate sit the exam?	Yes, you can make individual bookings
40. Is the deadline for using the exams 5 working days after the exam booking date or 5 calendar days?	5 working days

## Invigilation Certificates (ICs)

41. How do you update the IC? If the IC is organised to be sat at 9:00 but they don't start until 9:30, how is that communicated on the IC?	The IC is now provided with the exam materials dispatched to centres. If the exam starts later, that does not need to be noted on the IC, but you may want to make a note for internal records.
42. How long do we need to keep the grey ICs in our records on site?	Please retain your copies for a minimum of 6 months.
43. Under split cohorts, what counts as an emergency in a prison setting, please for clarification	This will be any situation where you as education staff or the allocated invigilator has no control over the candidate not attending, such as a lockdown of the premises/site or the candidate being 'locked in'.
44. If you only have 24 hours to send scripts back, how does someone sit the exam within 48 hours in an emergency situation.	You will need to return the exams same day or 24 hours after the last candidate has sat in a split cohort situation.
45. Will individual candidates all have their own invigilation form even if they are booked to sit on the same day?	If you make bookings for the same assessments on the same day and time, our system may group them into one IC. So, recommend if you want to ensure the candidates are getting individual IC's, please ensure the timings of the exams are altered slightly. You can then still allow them to sit at the same time.
46. Do we need to show somewhere on the IC Form that an individual candidate has sat the exam later due to an emergency?	<p>No, this is not necessary as long as all exam scripts are returned together. You can make a note on the IC, but this is not mandatory.</p> <p>Fill the exam date sat section of the paper with the date the majority of candidate sat on.</p>
47. For dual gender Prisons, the men and women are kept separate at all times will I need to do separate orders?	Yes, we recommend ordering separately so you do not have to split an IC.

# Functional Skills Plus: FAQs

48. What info goes into the Candidate Exam Reference on the IC?	This is a reference for your records as it will be on the booking and invoice
49. Will the IC forms be in soft or hard copies?	These will be provided as hard copies
50. If an error is made on the IC certificate prior to sending back and it is highlighted in the centre how can this be addressed prior to returning the IC document back?	This will depend on the nature of the error, as we may recommend, we cancel and correct the order. But most will likely need to be corrected after the examinations are returned (e.g. candidate name amendments or merges). Please reach out to our customer service team if such case arises
51. Does it matter if the exam is sat at a different time than the one stated on the IC e.g. 10:00 instead of 09:00?	No, that is fine as long as the correct amount of time is given to complete the examinations the start time can be changed.
52. Do we have to stick to the time on the ordered paper?	No, this is not mandatory
53. The start and end times are pre-printed on the exam, what if this is not correct due to late moves in the prison	that is fine as long as the correct amount of time is given to complete the examinations the start time can be changed.
54. What do we do if a candidate turns up 20 minutes late?	Please refer to the <a href="#">JCQ Instructions for conducting examinations</a> for guidance. Additional information can also be found here: <a href="#">JCQ-Functional-Skills-L1-and-L2-ICE-2025_FINAL.pdf</a>
<b>Returning exam scripts</b>	
55. Can you confirm 24 working hours to return? So, if exams are sat on a Friday afternoon for example, they could be returned on a Monday?	Yes, that is fine.
56. If individual candidates are booked but sit an exam at the same time as other candidates, are they all able to be placed into one envelope... or is it expected that each one is returned individually?	The exam scripts should be packed individually per assessment with their corresponding ICs into the grey return bags. However, these grey bags can then be grouped together and returned to the scanning company as one in a larger envelope or box.
57. What do I do with the unused scripts, do they go in the grey return bags?	The present scripts should be returned in the grey bag; the blank unused script and exam stationery should be returned outside of the grey bag.
58. When returning in the grey bag how do record number of scripts as it will be blank (i.e. unused)	Only record the amount of completed (present) scripts on the grey bag
59. what happens if you put the wrong sticker on the script?	Please contact the centre Operations team to advise using the below email. <a href="mailto:centreoperations@cityandguilds.com">centreoperations@cityandguilds.com</a>
60. On the address label, there is an exam date and time. What if the exam has been set 5 days later than this, does it need changing on the address label please?	No, you do not need to amend or do anything to the return labels. There is a section on the IC to put the exam date the candidate sat on. Our teams are FS+ centres may not sit papers on the days the exam was booked for.

# Functional Skills Plus: FAQs

61. Do I still pay for postage to return the examinations?	Yes, you will need to pay for postage and ensure the examination are sent via recorded delivery to our scanning company as soon as handed to the post-room.
62. Do we return via recorded delivery?	Yes, please continue to return them via recorded delivery and ensure your post-room is made aware.
63. Would the exams still need to be put in an addressed envelope by the centre?	<p>You can simply post the grey return bags which already have the return address, you will just need to ensure correct postage is added to those bags.</p> <p>If you want to return more than one grey bag all together, we recommend popping them into a larger envelope, bag or box and then add an address label to the correct address.</p>
<b>Access arrangements</b>	
64. Is there a separate process for access arrangements?	<p>No, there is no separate process for pre -supply centres and you must follow the normal process to request access arrangements.</p> <p>Information on Access Arrangements can be found on page 4 of the the <a href="#">Functional Skills English and maths (4748): Additional information for conducting examinations</a></p> <p>Additional information can also be found here: <a href="#">Access Arrangements and Reasonable Adjustments 2025/26</a></p>
65. What about 25% extra for candidates and ICs	It would work the same way. For paper-based exams, the centre just asks the invigilator to extend the time (if there is approval). There isn't a need to record on IC's
66. Please could you explain what we do with regards to those candidates with extra time? Do we inform you when we order their exam papers?	Centres have to apply via walled garden for extra time approval. So, we should already have the details of which candidates need extra time
67. Can you photocopy onto A4 coloured paper, or does it have to be A3?	Yes, you can photocopy onto A4 coloured sheet
68. Are you able to confirm that candidates who need materials in an alternative colour how is this supported please	You can photocopy onto A4 coloured sheet
69. If one candidate has extra time, will we get a different IC for that candidate?	No, the IC is the same, and there is no need to indicate on the IC if extra time has been given on the IC.
<b>Approvals</b>	
70. Who is allowed to invigilate? <ul style="list-style-type: none"> <li>- Can those who order be allowed to invigilate - especially as we have less staff on site from October.</li> </ul>	<p>Details of who can invigilate can be found on page 33 of the <a href="#">JCQ Instructions for conducting examinations</a></p> <p>Additional information can also be found here: <a href="#">JCQ-Functional-Skills-L1-and-L2-ICE-2025 FINAL.pdf</a></p> <p>Yes, those who order an examination can invigilate, as long as they are not a teacher, teaching assistant, tutor, or senior member of centre staff who</p>

# Functional Skills Plus: FAQs

	teaches the subject being examined; or a learning support assistant who has supported one or more candidates
71. If a maths teacher does not teach a candidate directly, can they invigilate the candidate's maths exam?	<p>No, as outlined in the <a href="#">JCQ Instructions for conducting examinations</a>, a teacher, teaching assistant, tutor, or member of centre staff who teaches the subject being examined cannot be assigned as invigilators during an examination.</p> <p>Additional information can also be found in the <a href="#">Functional Skills English and maths (4748): Additional information for conducting examinations</a></p>
72. Who is allowed to order / book examinations?	Any education staff member can order the examinations via Walled Garden if they have the appropriate access?
73. Is there any guidance on how we gain quality and financial approval for the FS+ please? Do we need to re-apply?	<p>As pre-supply is already quite stringent, your centres will already have FS+ approval as we are transferring you over. Therefore, as long as you have functional skills approval, your FS+ approval remains, and no additional actions are required.</p> <p>You can contact our quality contacts below if you do have further questions regarding quality approval processes:</p> <p>Prisons to contacts <a href="mailto:prisons@cityandguilds.com">prisons@cityandguilds.com</a></p> <p>MOD centres to contact <a href="mailto:quality@cityandguilds.com">quality@cityandguilds.com</a></p>
As an approved presupply centre, do we need to apply for FS+?	No, you will be automatically approved as an FS+ centre and only need to let us know if you do not want to utilise FS plus
74. Where we need to photocopy an exam paper for a candidate with additional needs, for example, to enlarge/blow-up the paper 50% for visual impairment, is this acceptable? Would the process be to submit the completed photocopied version WITH the blank original paper?	<p>Yes, this is okay.</p> <p>Please ensure the blank original QP is returned with the photocopied paper, where possible attached the Candidate barcode to the photocopied paper and ensure candidate information is clearly on this and return with the IC in the return bag provided.</p>
<b>General</b>	
75. How long does it take for the result to be released?	<p>Results should be released within 20 working days upon receipt at the scanning company.</p> <p>Of course, this is subject to your centre completing all admin correctly and returning scripts in a timely manner.</p>
76. Is this just for FS Level 1 & 2 examination, or are entry qualifications also subject to FS+ named entry?	No, FS+, like pre-supply, is for level 1 and 2 FS examinations only
77. What does 'examiner' mean on the IC form?	The Examiner is the person who will mark the paper.
78. Please can you clarify performance code please.	The performance code section is for the 'examiner' only, so the individual who marks the examination and should not be completed by your centre or written over.

# Functional Skills Plus: FAQs

79. Are English reading and writing exams ordered separately?	Yes, the English Reading and English Writing are two separate assessments and need to be ordered separately.
80. What would we do if the candidates are recalled on a standfast when a candidate has completed non-calculator math paper, but not the calculator paper?	<p>The Maths section 1 and section 2 papers form one examination and should be taken together as one examination.</p> <p>Please contact our customer support team below immediately if a situation arises where the candidate was unable to sit both sections together and we will advise</p> <p><a href="mailto:customersupport@cityandguilds.com">customersupport@cityandguilds.com</a></p> <p>Or you can call us on <b>01924 930 800 - option 1.</b></p>
81. If we order exams for candidates individually - will they need to be returned individually if sat at the same time or can we batch send them back all together?	You must pack them into their separate grey return bags but can batch them to post together.
82. If someone is enrolled on the course with a prior centre, how would you bring someone over to your centre?	<p>You can register the candidate onto FS or if they already have a registration, once you make their FS booking using their existing Enrolment number (ENR) this will link them to your centres.</p> <p>You can also request to merge ENRs if they have more than one.</p> <p>Please contact our customer support team below for advice on this.</p> <p><a href="mailto:customersupport@cityandguilds.com">customersupport@cityandguilds.com</a></p>
83. If they have an existing ENR number, do I use this to book them in for the exam?	Yes, use the existing ENR to make their booking, this will link them to your centre.
84. Do we need to do any online admin after the exams have been conducted?	<p>No, once the examinations are packed and returned, no further admin is required.</p> <p>We do recommend you take note of any tracking so you can monitor your examinations to receipt at our scanning company and monitor WG for results to release.</p>
85. How do we know if the paper is a new version?	<p>Version information will not need to be updated, as done with pre-supply, as centres no longer need to hold or manage the FS stock. Similarly, version control is also no longer required for FS+.</p> <p>However, if centres have any queries regarding versions or the awarding process, we will endeavour to update accordingly.</p>
86. We are being TUPE'd across to another organisation, will this have an effect on the centre?	<p>No, we are in contact with the MOJ and all relevant providers. Will make changes to our database to reflect if your centre provider has changed.</p> <p>Please do ensure you update your email address in our contact database if this is set to change to avoid any update emails being sent to your old email.</p>
87. If we are changing providers and our emails are tied to our last providers, where do we stand in ordering the papers and logging into the system.	Please do ensure you update your email address in our contact database if this is set to change to avoid any update emails being sent to your old email.