

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 5 (Sept 2025)

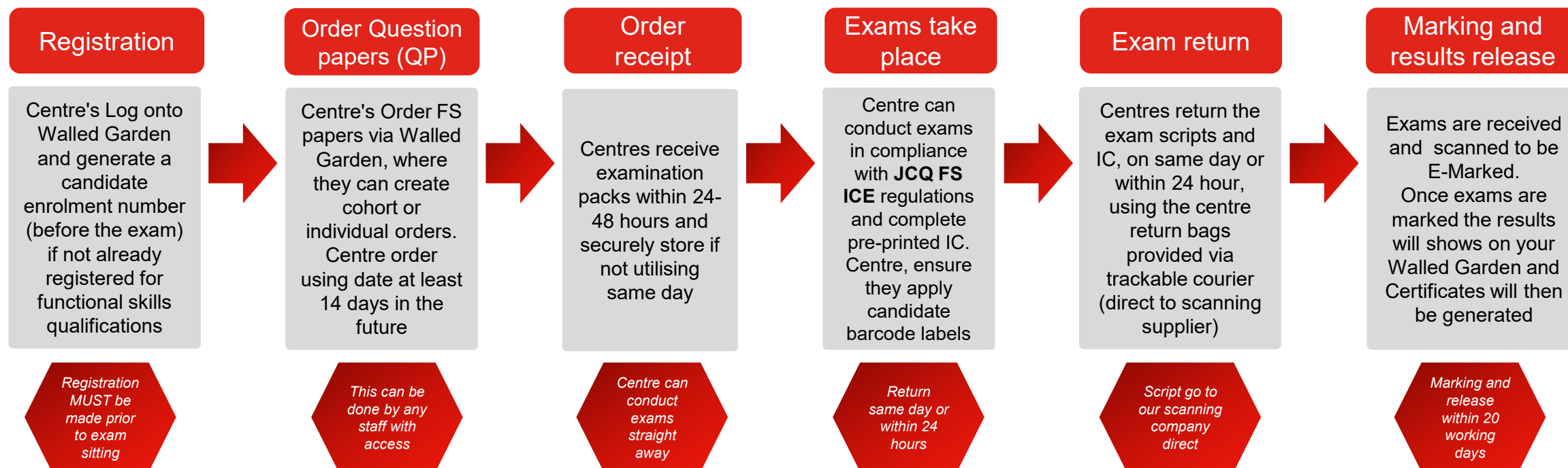
Introduction to FS+

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.

This document is designed to provide an overview of FS+ and ensure that:

- Centres understand how the new model works
- Support centre staff to understand the end-to-end process for delivery of FS+ and the benefits to them.
- 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

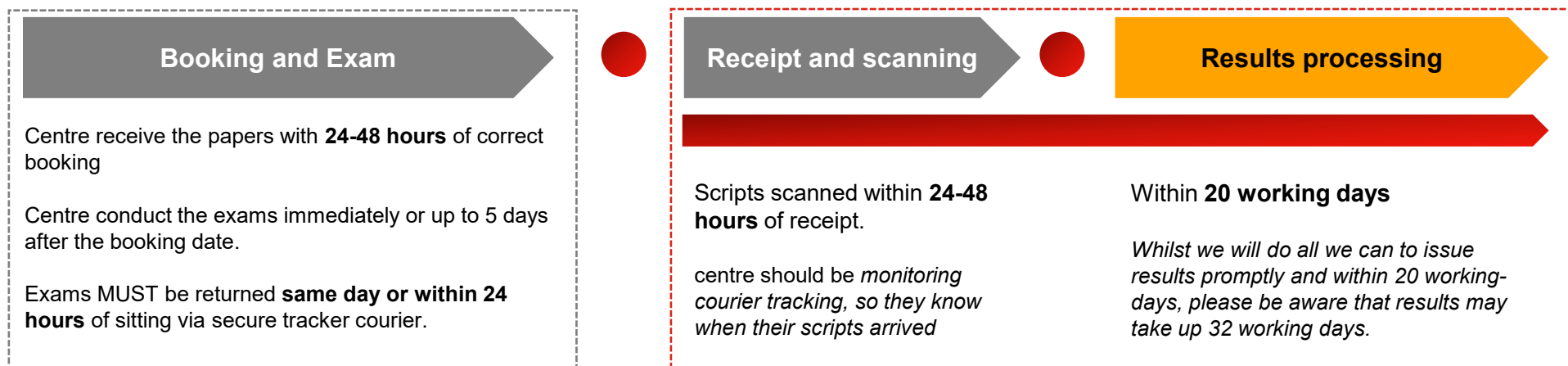
If ordered after 1pm, exams will be dispatched the next day and will be delivered to centres within 48 hours of the booking

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+ Guidance

Guidance for centres on delivering Functional skills exams
via the FS+ Service

FS+ Guidance

The FS+ Service guidance is outlined in more details in the following slides.



1

Centre Pre-requisites of FS+



2

Preparing for the exam



3

**During the exam:
Invigilation
Certificates and
exam stationery**



4

**After the exam:
returning
scripts**



5

**SLAs and
Contacts
information**

A photograph of two students, a man and a woman, working together in a computer lab. The man is seated and looking at a computer monitor, while the woman stands behind him, also looking at the screen. They are both focused on their work. The background shows other computer monitors and lab equipment. The entire image has a reddish-pink tint.

1: Centre Pre-requisites and Overview of FS+

Centre Pre-requisites

Financial and Quality Approval:

- All the Centres / sub-centre numbers utilising FS+ require both Financial and Quality Approval before any exam papers can be ordered.
- Once both Financial Approval and Quality Approval have been established your centre will be able to begin ordering Functional Skills Exams.
- FS+ approved centre number must be used only for FS+ Functional Skills delivery, this must not be used to order exams via Walled Garden.

Secure Holding Facility:

- Centres / sub-centres should have secure/locked facilities where no one can access the live QP stock papers except relevant educational staff.
- Examination packs should be stored securely upon receipt until exam day
- Centre must ensure once papers are sat, they returned the same day, or if unable to do so then they must be **held securely** before being returned via recorded delivery the next day.
- Centre no longer order, hold and manage Live functional Skills Question paper stock under FS+



2: Preparing for the exams

Preparing for the exam

Conducting Exams: Overview

It is paramount that examinations are conducted in accordance with the regulations documented within the **Joint Council for Qualifications Instructions for conducting Functional Skills assessments (English and Mathematics) (JCQ ICE)** together with the guidance in the **Functional Skills English and maths (4748): Additional Information for conducting examinations**.

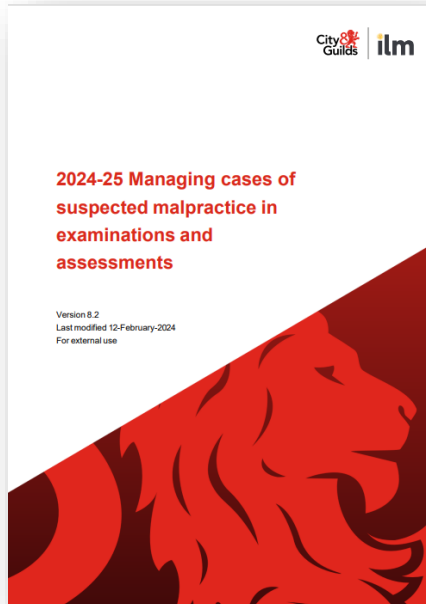
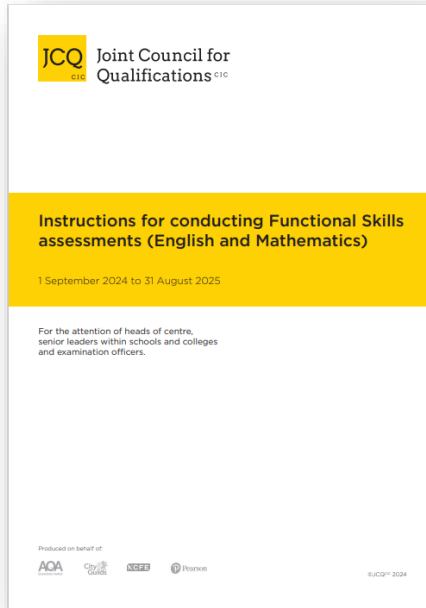
These instructions must be followed by all centre staff involved in examination administration, which includes:

- heads of centre
- SLT members
- exams officers/teams
- invigilators
- communication professionals, language modifiers, practical assistants, prompters, readers and scribes.

These documents can be found on the Functional Skills Qualification page:

- [jcq-instructions-for-conducting-functional-skills-assessments-english-and-mathematics 2024-25.pdf](#)
- [Functional Skills English and maths \(4748\): Additional information for conducting examinations](#)





Invigilation and combating malpractice

- Centres must ensure the correct invigilation processes are adhered to and must immediately alert City & Guilds to any suspected malpractice within examinations.
- Please refer to our guidance [Managing cases of suspected malpractice in examinations and assessments](#).

Registration and Booking

Centres will use **Walled Garden** to register and book their candidate onto their FS examinations. Walled Garden has been specially developed to enable City & Guilds centres to carry out a range of day-to-day functions quickly and efficiently. It is the quickest method of registering and administering candidates.

Centre can access the [Walled Garden Support Hub](#) to get support information to help them use Walled Garden for their FS+ administration tasks, including:

Bitesize Videos available on the Pre-supply Hub

We have the below videos available that explains the administration process around registration and booking of examinations via Walled Garden, which are the initial steps required to deliver examinations via FS+. These have been made available in the pre-supply hub as well.

- [FS+ Bitesize Video - Registering a Candidate](#)
- [FS+ Bitesize Video - Registering a Cohort](#)
- [FS+ Bitesize Video – Booking exams](#)

Once centres have registered candidates, they can proceed with booking learners onto FS examinations, following the FS+ process



For FS+ service, centre bookings will be processed and dispatched immediately, but the system will require centres to choose a date 14 days in the future. Once the booking is placed, we will action immediately when the order is placed in Walled Garden.

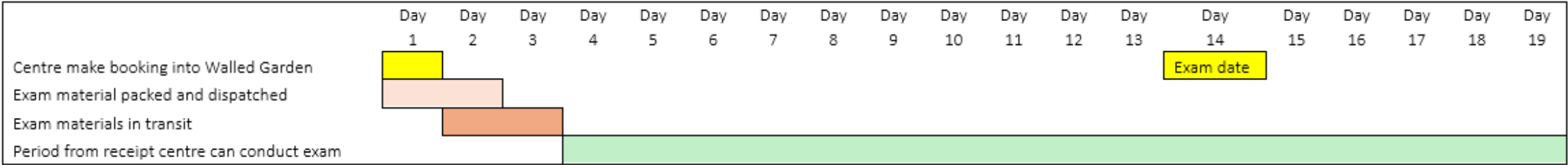
- Orders placed before 1pm, exams will be dispatched same day and should be delivered to centres within 24-48 hours of the booking
- Orders placed after 1pm, exams will be dispatched the next day and will be delivered to centres within 48 hours of the booking

Booking FS+ orders

When creating your bookings in Walled Garden, for FS+ your centres book the exam date for **14 calendars days** of the day you are creating the order in Walled Garden. Once the booking is placed, we will action immediately.

- Orders placed before 1pm, exams will be dispatched same day and should be delivered to centres within 24-48 hours of the booking
- Orders placed after 1pm, exams will be dispatched the next day and will be delivered to centres within 48 hours of the booking

Please ensure you are booking the exam date for only 14 calendars days of the date you make the booking in WG, if you intend to sit exams immediately and up to **5 working days** after the exam date used on the booking. The below shows an example timeline from booking to when you can conduct the exams:



Please **do not book exams too much in advance**, we will not dispatch exams ordered more than the 14 days in advance until 2 weeks before the exam date you booked. For instance, if your centre orders exams for 20 days in the future, we will not dispatch these until day 7 in above diagram. This is to ensure your results are released without error or delay.



Delivery Addresses:

Your examination material will be sent to the address linked with your Centre number in our system. Please ensure that you check your Walled Grden account to make sure your addresses are correct and ensure when ordering to your site you are using the correct Centre number.

For centres with sub-sites/satellite centres, ensure you are ordering the exams against the right sub-site centre number, so examination material arrives at the right location.

Guidance on split cohorts

Centres will use **Walled Garden** to register and book their candidate onto their FS examinations.

- Centre can **book a cohorts of learners** or **individual learners** when choosing exam dates of their learners. However, booking should be made with the intention that upon receipt of the examination, all learners on a booking should be sitting the exam at the same time.
- Where possible, Centres should only allow the learners booked and on the Invigilation certificate to sit the exams and all at the same time.
- Cohorts should not be split to take the exam at different times, however, if **an emergency situation arises** where a learner(s) cannot sit with the remaining cohort, we will permit the learner be allowed to sit the exam later, if this is still within 48 hours of the original learners. Centre in this situation should ensure the learner(s) are kept under exam condition until they sit (unable to converse with the other learners in the cohort) and that the completed exams are held securely until the late learner completes their exam. All exams then must be returned together, with IC completed the same day or within 24 hours of being sat.
- If any of the learners on a booking is not able to sit the exam at the same time (or within 48 hours), then that learner will need to be indicated as 'Absent' on the IC by leaving the tick box blank and the blank script returned with the others. **The exception being the above in an emergency situation only.**
- For any individual learner booked on the IC, if they are unable to sit the exam on the day, as-long-as the exam pack (security bag) has not been opened, you can securely put the paper away and arrange the individual learner to sit on another date up to 5 working days after exam date on the booking. If they cannot sit by that time, then the exam should be indicated as Absent on the IC (by being left blank) and returned and should **NOT** be used for any other learner.
- We would recommend centres, which most do already, to book individual learners and we will group our deliveries to your centre, so all orders received from you before 1pm are dispatched together.

Guidance on Pirate candidates and fees

As FS+ means centres will need to follow BAU processes in returning their examinations, they will be subject to the fees applicable to all UK centres for not following processes correctly. For more details on UK and ILM fees incurred by centres for administrative issues, please see the [Centre Charges List](#) which has been available to all centres and available on our website since last year.

This will impact centres using FS+ where the below occurs.

- FS+ centres are not permitted to allow a sitting for learners who do not have a valid booking, these learners will be considered '**pirate candidates**' if scripts are received without corresponding bookings.
- Learners will be considered '**pirate candidates**' if centres substitute learners under any circumstances (i.e., crossing out an absent candidate, writing in the name of another candidate and giving them the spare paper).
- Learners will be considered '**pirate candidates**' if centres photocopy Question papers for additional candidates, only candidate with valid bookings can sit the exam.
- FS+ Centre must return their examinations as soon as they have been sat and should ensure these are sat by 5 days after the exam date on the bookings. If exams are not returned in line with these dates, our centre operations team will be in touch and late return fees may be incurred.

Preparing for the exam

Once Exam material arrives:

Keeping question papers and other examination materials secure

Upon receipt of question papers and any other examination materials, it is the centres responsibility to ensure these are signed for at the initial point of delivery. The JCQ have produced a Materials Receipt Log for centres to use or adapt which is available on their website. From then on, materials must be transported immediately to the centre's secure storage. Centres must be able to demonstrate the secure movement and secure storage of question papers and confidential materials.

HMPPS and MOD centre have established their secure holding facilities as part of their pre-requisites for FS+ and need to ensure they maintain the security of these individual exam packages, liaising closely with their post rooms to ensure secure movement and secure storage of question papers immediately upon receipt.

On receipt of any exam materials from City & Guilds it is important to check the content provided against the accompanying delivery note. Any discrepancies / mismatches must be reported immediately using the contact details provided below:

01924 930 800
customersupport@cityandguilds.com
Lines are open: Monday to Friday 08.00 to 18.00 GMT



Non-receipt of examination materials

If you have not received the materials you were expecting (i.e., the materials for which you have received an order confirmation), please report this immediately using the contact details above.

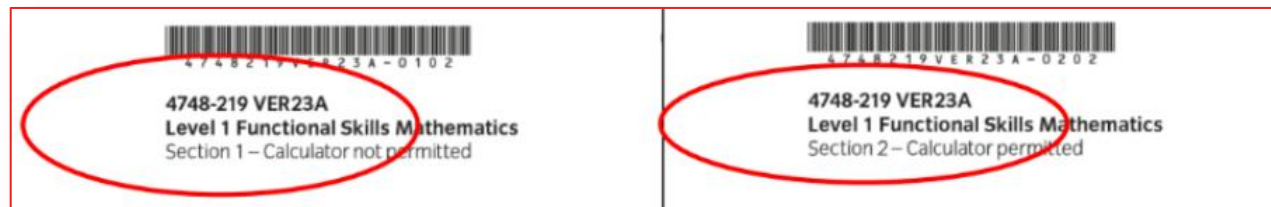
The sealed examination bags **must** be stored securely until the day of the exam.

Please note: Your examination material is dispatched to the addresses we have recorded against your centre number in our system. And it is your responsibility to flag with your gate / post room staff to ensure you are informed as soon as examination material arrives. The packages have yellow address labels, clearly indicating they are from City and Guilds

Preparing for the exam

All centre staff involved in the preparation/delivery of exams, including exams staff and Invigilators must also ensure that the administrative processes around examinations are supported effectively.

- Candidates must use a pen with **black** or **blue** ink only.
- The pre-printed barcodes on the front page of the examination paper must not be defaced as this may result in the paper being voided.
- Question papers for absent candidates **must not** be given to any other candidate
- Invigilators must ensure that the correct examination paper is given out to the right candidate.
- Candidates must write their responses on the answer booklets only. Any answers written on the source documents / question papers will not be marked.
- For Functional skills Mathematics level 1 & 2 (4748-219 & 4748-220) please remember that Section 1 Calculator NOT permitted, Section 2 Calculator permitted – together form 1 exam. Do not mix versions or levels for Functional skills Mathematics.
- Both sections for Functional Skills Mathematics MUST be sat during the same exam sitting, and both sections MUST be returned together

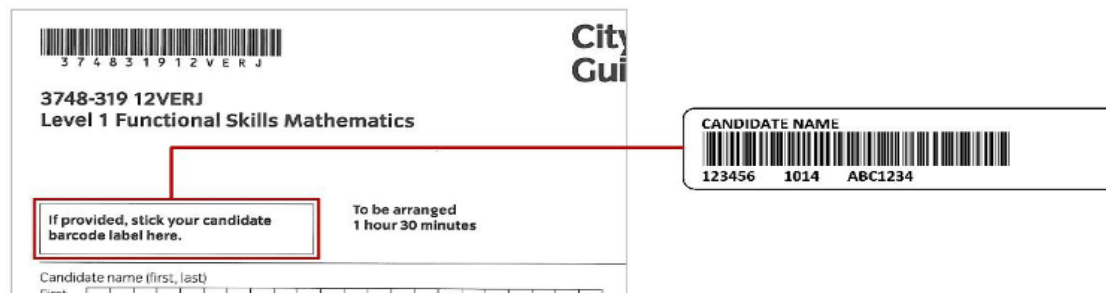


Preparing for the exam

Before the exam starts:

Place the candidate barcode labels onto the front of the answer booklets.

Stick the label carefully within the border of the candidate space on the front of the answer booklet as outlined in the image below:



- Answer booklets are scanned when received back by City & Guilds, so it is very important that the barcode is attached correctly onto the answer booklet. Please be aware that if the label is incorrect, applied in the wrong area, or if it is not straight, this will cause an error once scanned and can delay the marking process.
- Hand out the scripts to the specified candidate named on the question papers.
- Please take care to ensure that the correct candidate is using the correct matching answer booklet.
- Please **do not** photocopy any packet labels or candidate labels.
- Please **do not** put a label on an unused question paper.
- Please **return** unused FS question papers to us for candidates who were **absent**



Please remember on exam day:

- Ensure all candidate on a booking sit their examination on the same day
- Photocopies onto coloured paper (which are permitted) must be on pastel or light-coloured paper and original white copy must also be returned along with the copy – dark coloured paper may not be legible when scanned for marking, this would then have to be manually marked, and result could be delayed.
- If additional sheets need to be used during an exam, please use A4 only and ensure a margin is used as our scanning process will remove the inside edge of these sheets

3: Delivering exams: Invigilation Certificates



FS+ Invigilation certificates -



Candidate attendance:

The Invigilation Certificate (IC) is the exam attendance register and for FS+ this is sent to centres with the information pre-printed for centres, an electronic IC does not need to be created.

On the IC, an indicator within the columns of “**Present**” is essential for each candidate listed. For any candidate marked as “**Present**” there must be an accompanying completed question paper (script).

For “**Absent**” candidates, it is essential the “**Present**” column indicator is not ticked, and for the “**Absent**” candidate there must be an accompanying Blank Question Paper (script) returned.



Invigilator's signature:

All Invigilation Certificates (ICs) must be signed by the invigilator.



Pre-printed data:

Centres must not make any manual amendments or annotations on the pre-printed data on the Invigilation Certificates (IC/MC).

Any discrepancies between the materials you have expected and those you have received must be reported immediately to City & Guilds customer services team. Contact details can be found in section 1.



Completion of forms:

All forms must be completed in block capitals using **black** or **blue** ink; all data provided must be kept within the boxes on the Invigilation Certificates.

For reference, please see examples on the following pages.

In the exam packs centre will receive receipt
a Pink top copy of the IC, and a yellow
carbon copy, which centres should retain for
their records

Contains the address to which the scripts must be returned

Checklist for completing your Invigilation Certificate



Please remember:

- You can arrange the exam sitting as soon as your centre receives the exam papers
- You should make sure the Invigilation Certificate is signed and dated by the invigilator
- You should make sure only the pre-printed stationery which we provided, is used
- You should make sure the Invigilation Certificate (IC) is accurately completed, ensuring that the “**present**” checklist has been completed by clearly marking the box. Ensure each candidate line has a “**present**” mark indicated by a tick and an accompanying complete script returned:
- Important:** If a learner in a cohort cannot sit the exam (due to an emergency only) and cannot sit with the 48-hour of the others, then they should not be ticked on the IC and the blank script should be returned, this will indicate to us that they are in fact ‘**absent**’. However, if only an individual learner is booked on the IC, as-long-as the exam pack (security bag) has not been opened, you can securely put the paper away and arrange the individual learner to sit on another date up to 5 working days after exam date on the booking. If they do not sit by then, after that point they should be considered absent, and the pack returned with the blank script.

	Present	Absent
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3	<input type="checkbox"/>	<input type="checkbox"/>



Please avoid:

- Crossing out any of the pre-printed details on the Invigilation Certificate (IC), as this will cause delays in processing the exam material.
- Using a red pen when completing the IC.
- Substituting learners under any circumstances (i.e., crossing out an absent candidate, writing in the name of another candidate and giving them the spare paper). *Pirate candidate fees will be applied to your centre for these circumstances*
- Photocopying Question papers for additional candidates, only candidate with valid bookings can sit the exam. *Pirate candidate fees will be applied to your centre for these circumstances*

Examples of errors:

Missing information

No invigilation signature or date

This must be completed on every IC

The form is titled 'Invigilator' and contains the following fields: 'Name (BLOCK CAPITALS)', 'Signed', and 'Date'. A red dot is placed over the 'Signed' field with a line pointing to the text 'Not signed or dated by the invigilator'. The 'Date' field is also highlighted in yellow.

Anomalies in confirming candidate attendance

An extra tick has been provided here, but with no candidate name. This will need to be queried with the centre

The form shows a list of candidate numbers: 7348, 2155, 472, and 7973. Each number has a corresponding row with a tick mark. A red dot is placed over the tick mark for candidate 7973, with a line pointing to the text 'Anomalies in confirming candidate attendance'.



What not to do: Affix the candidate barcode label in the wrong place:

Candidate barcode labels must be affixed onto the front of the answer booklets within the designated space (as previously indicated on slide 8). If this is not correctly placed, this will lead to:

- Delays in the exam being scanned into our system.
- Delays to marking.
- Delays to results being released for the affected candidates and the entire cohort.

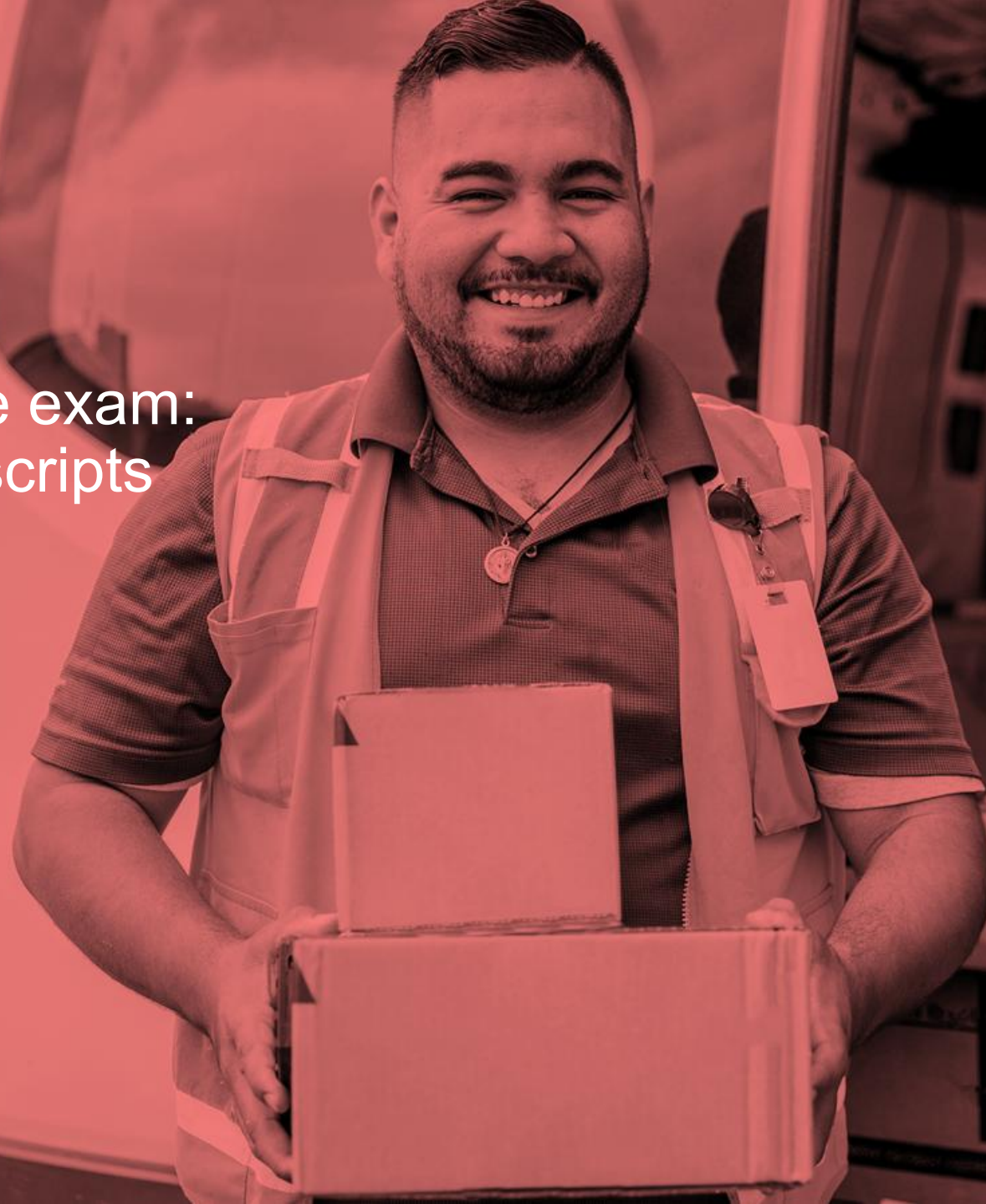
The form is titled '6010-520 MARCH 2023' and 'Level 2 Technical Certificate in Make-up Artistry'. It includes a barcode at the top left and a designated space for the candidate barcode label at the bottom left. A red dot is placed over the barcode label, with a line pointing to the text 'This candidate barcode label has been affixed to the wrong area of the script.'.

This candidate barcode label has been affixed to the wrong area of the script.

It should have been placed in the correctly designated space.

This will result in a delay when scanning into our systems and therefore a delay to marking.

3: After the exam: returning scripts



Returning your scripts to City & Guild



Important:

It is the centre's responsibility to ensure that all details required on examination documents are completed in full and that the information provided is correct. Incomplete or inaccurate data, or incorrectly completed forms, will inevitably cause a delay in processing and may affect the issue of results. Please ensure examination scripts and other material are kept secure at all stages of the examination process.

- Once the exam has finished, please ensure all **Present** candidates' exam scripts / and their Invigilation Certificates (IC) are packaged together and placed inside the grey City & Guilds plastic envelope. **Do not mix IC and scripts from different assessments.**
- The **correct UK return label** must be placed in the centre of the grey plastic envelope. Please **ONLY** return the grey envelope to the address provided and nowhere else.
- The grey plastic envelope **must be sealed**.
- The **centre number, assessment number and number of scripts** (of present candidates only) must be clearly written in the box on the top left.
- Centre are to please return any unused / absent candidate question papers, answer booklets or source books for functional skills.
- **Please note:** there is no pre-paid postage label supplied: it is the responsibility of the centre to pay and track delivery via a courier.



Insufficient Postage:

Centres must ensure correct instructions are given to their post room to send all FS+ exams tracked/recorded delivery with correct postage applied. We are unable to collect exams held by your courier due to insufficient postage and centres will be charged administration fees should this occur.

Returning your scripts to City & Guilds



Enter details onto the envelope

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

Affix the return label / sticker

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

Important

All completed exam scripts must be returned to City & Guilds on the same day, after candidates have sat the examination.

Any centres whose scripts have not been received by City & Guilds after 5 working days (unless already discussed) will be subject to compliance review.



What not to do: return the examination material late

All completed exam scripts must be returned to City & Guilds on the same day, after candidates have sat the examination.

Below are examples of poor exam administration that have caused significant delays to marking and results release which have been observed during previous exams.

Returning scripts to the incorrect address

The return addresses are on labels provided with the grey return bags. Addresses can also be found on the ICs. Please ensure your post room sends exam materials back to the correct address. If you do not have a return label you can manually add the address. If scripts are returned to the incorrect address, this will lead to:

- Late marking of the scripts, and therefore a delay to the release of results for your centre.
- Additional fees for postage which will be charged back to your centre.

Not sending scripts via tracked delivery

All examination material must be returned via courier with tracking. City & Guilds do not supply pre-paid postage labels: it is the responsibility of the centre to pay and track delivery via a courier.

- It is more likely for your examination material to be lost in transit when not tracked, and with no paper trail to locate them.
- If there is a tracking reference number, there is more likelihood of locating any lost scripts and this ensures the courier bears responsibility for finding the material.
- City & Guilds cannot confirm receipt of exam material if it is not sent via tracked courier.
- If the examination material goes missing in transit, the impact will be a delay to marking and release of results.

Examination materials return addresses

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

The addresses are provided below for your reference.

The return address can also be found on the bottom right of the Invigilation Certificate.

For FS+ exams:

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



Please do not return exam stationery to any other address. If you are unsure, contact Customer Services, details on slides 15 and 33

4: Check List of SLAs and Contacts information

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

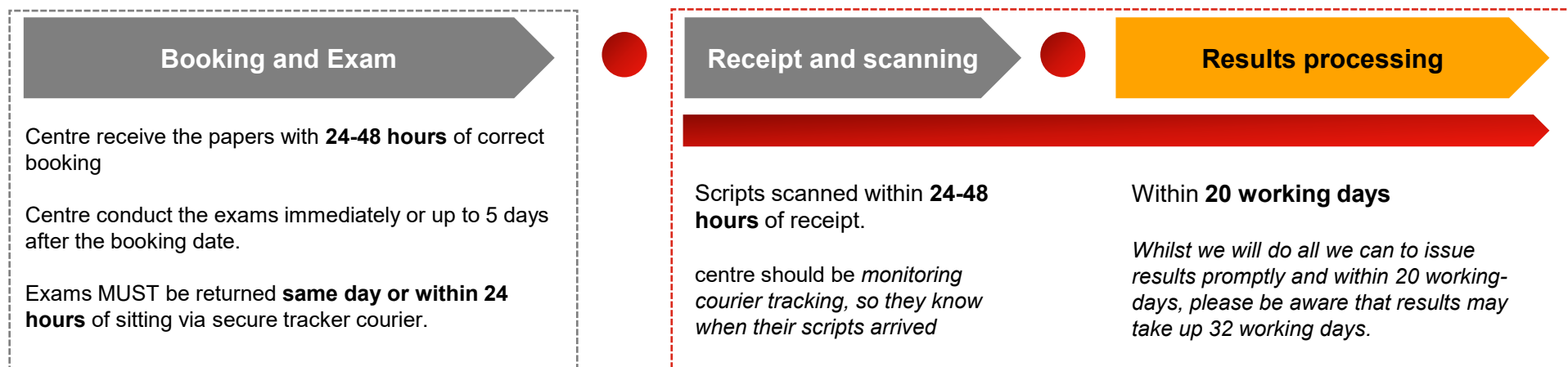
Orders booked more than 14 days in advance will be held and dispatched at 2 weeks before the chosen exam date.

Centres can conduct exams as soon as they receive them, and up to 5 days after the Exam date on the booking, if 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.

How to Contact us:

FS+ support

Any queries or questions regarding FS+ exam orders can continue to come to this inbox during the grace period (Oct-Dec 2025):

Fspresupply@cityandguilds.com

Customer services

For general queries or questions, contact:

01924 930 800

Lines open Monday to Friday 08.00 to 18.00 GMT

customersupport@cityandguilds.com

Quality team

For Quality assurance queries contact:

Prisons contact

prisons@cityandguilds.com

Ministry of Justice contact

quality@cityandguilds.com

About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

customersupport@cityandguilds.com

www.cityandguilds.com/about-us

01924 930 801
City & Guilds
Giltspur House
5-6 Giltspur Street
London
EC1A 9DE

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

©2022 The City & Guilds of London Institute. All rights reserved. City & Guilds is a trademark of the City & Guilds of London Institute.

