Qualification Assessments
Potential error notification form

This form should be used by centres or examiners to provide feedback, raise points of clarification or advise of potential assessment material errors or omissions in City & Guilds external assessments. This form should **not** be used to alert us of exam day events such as incorrectly received or dispatched question papers.

Please do **not** include images of assessment material content such as scanned images or photographs of on-screen content or anything which may be a breach of assessment security.

Your notification will be reviewed by the appropriate City & Guilds team will respond using the details provided.

We will provide an acknowledgement within **two working days** and a response (or update on progress) within **ten working days** of receipt of a correctly completed form.

Guidance for centres

For Technical Qualification assessments, please complete and return to
technicals.quality@cityandguilds.com

For all other assessments, please complete and return to
customersupport@cityandguilds.com

Guidance for City & Guilds examiners

Please complete and return to your City & Guilds assessment contact.

Contact details	
Centre number (if applicable)	
Centre name (if applicable)	
Your name	
Your role (e.g. tutor, invigilator, marking examiner)	
Email address	
Contact telephone	

Assessment details	
Qualification number (e.g. 1234-12)	-
Assessment number (e.g. 1234-123)	-
Assessment title	
Assessment series or version (e.g. exam date or version reference)	
Assessment method (e.g. paper-based or on-screen evolve)	

Notification details	
Who raised the notification? This could include the Invigilator, Learner, Tutor or Marking examiner	
Location This could include • Front cover/on-screen instructions • Examination question content • Mark allocation • Inserts, attachments or additional guidance material	
Notification type This could include • Incorrect exam title, date or time • Incorrect candidate instructions • Image quality • On-screen functionality • Errors, omissions or ambiguity in examination question content	
Details of notification Please provide as much detail as possible on the issue you wish to notify us about	