

# Level 2 Technical Certificate in Beauty Retail (6003-21)

October 2017 Version 1.0

**Guide to the examination**

## Who is this document for?

This document has been produced for centres who offer **City & Guilds Level 2 Technical Certificate in Beauty Retail**. It gives all of the essential details of the qualification's external assessment (exam) arrangements and has been produced to support the preparation of candidates to take the exam/s.

The document comprises four sections:

1. **Details of the exam.** This section gives details of the structure, length and timing of the exam.
2. **Content assessed by the exam.** This section gives a summary of the content that will be covered in each exam and information of how marks are allocated to the content.
3. **Guidance.** This section gives guidance on the language of the exam, the types of questions included and examples of these, and links to further resources to support teaching and exam preparation.
4. **Further information.** This section lists other sources of information about this qualification and City & Guilds Technical Qualifications.

# 1. Details of the exam

## External assessment

City & Guilds Technical qualifications have been developed to meet national policy changes designed to raise the rigour and robustness of vocational qualifications. These changes are being made to ensure our qualifications can meet the needs of employers and Higher Education. One of these changes is for the qualifications to have an increased emphasis on external assessment this is why you will see an external exam in each of our Technical qualifications.

An external assessment is an assessment that is set and/or marked by the awarding organisation (ie externally). All City and Guilds Technical qualifications include an externally set and marked exam. This must be taken at the same time by all candidates who are registered on a particular qualification. We produce an exam timetable each year. This specifies the date and time of the exam so you can plan your delivery, revision and room bookings/PC allocation in plenty of time.

The purpose of this exam is to provide assurance that all candidates achieving the qualification have gained sufficient knowledge and understanding from their programme of study and that they can independently recall and draw their knowledge and understanding together in an integrated way. Whilst this may not be new to you, it is essential that your learners are well prepared and that they have time to revise, reflect and prepare for these exams. We have produced a Teaching, Learning, and Assessment guide that is you should refer to alongside the present document ([Teaching, Learning and Assessment Guide](#)). If a learner does not pass the exam at their first attempt, there is only one opportunity to resit the exam, so preparation is essential.

## Exam requirements of this qualification

Level 2 Beauty Therapy - Theory exam (2 hours and 30 minutes).

The exam is graded and a candidate must achieve at least a Pass grade in order to be awarded the qualification. (In addition to the exam, a synoptic assignment must also be completed and passed). You can find full details of the synoptic assignment in the *Qualification Handbook* and the *Synoptic Assessment Guide* -please see the link to the qualification page at the end of this document).

## When does the exam take place?

This qualification involves a one year programme of study. The exam is offered on two fixed dates in March or June. The exact dates will be published at the start of the academic year in the *Assessments and Exam Timetable* <http://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin>.

In order to effectively plan teaching and exam preparation, centres should know when the exam will be taking place and allocate teaching time accordingly. Section 2 of this document gives a summary of the content that needs to be covered in order to prepare learners for the exam and full details of this are given in the *Qualification Handbook*.

## Form of exam

The exam for this qualification can be taken either on paper (6003-522) or online (6003-022).

## Can candidates resit the exam?

Candidates may resit the exam once only. If a candidate fails the exam both on the first attempt and when resitting it, that candidate has failed the qualification and cannot achieve it in that academic year.

## How the exam is structured

Each exam has a total of 60 marks available.

Each exam is made up of:

- approximately 12 -14 short answer questions
- 1 extended response question.

Multiple choice and short answer questions are used to confirm **breadth of knowledge and understanding**.

The extended response question is to allow candidates to demonstrate **higher level and integrated understanding** through written discussion, analysis and evaluation. This question also ensures the exam can differentiate between those learners who are 'just able' and those who are higher achieving.

More details about and examples of question types are given in Section 3 of this document.

## Assessment Objectives

The exams are based on the following set of assessment objectives (AOs). These are designed to allow the candidate's responses to be assessed across the following three categories of performance:

- **Recollection** of knowledge.
- **Understanding** of concepts, theories and processes.
- **Integrated application** of knowledge and understanding.

In full, the assessment objectives covered by the exam for this qualification are:

Assessment objective	Mark allocation (approx %)
<i>The candidate..</i>	
AO1 <b>Recalls knowledge</b> from across the breadth of the qualification	35%
AO2 <b>Demonstrates understanding</b> of concepts, theories and processes from a range of learning outcomes.	45%
AO4 <b>Applies knowledge, understanding and skills</b> from across the breadth of the qualification in an integrated and holistic way to achieve specified purposes.	20%

## **Booking and taking the exam**

All assessments for City & Guilds Technical Exams must be booked through Walled Garden. There is a deadline for booking exams, synoptic assessments and any other centre marked assessments, please refer to the time line to check these dates.

The exam must be taken under the supervision of an invigilator who is responsible for ensuring that it is conducted under controlled conditions. Full details of the conditions under which the exam must be taken can be found in the Joint Council for Qualifications (JCQ) document, [Instructions for Conducting Examinations \(ICE\)](#).

## **Special consideration**

Candidates who are unable to sit the exam owing to temporary injury, illness or other indisposition at the scheduled time may qualify for special consideration. This is a post-examination adjustment that can, in certain circumstances, be made to a candidate's final grade. The Joint Council for Qualifications' guide to the special consideration process can be found at [www.jcq.org.uk](http://www.jcq.org.uk)

To make a request for special consideration, please contact: [policy@cityandguilds.com](mailto:policy@cityandguilds.com)

## **Access arrangements**

Access arrangements are arrangements that allow candidates with particular requirements, disabilities or temporary illness to take assessments, where appropriate, using their normal way of working. The Joint Council for Qualifications document, *Access Arrangements and Reasonable Adjustments* gives full details and can be downloaded [here](#).

For further information and to apply for access arrangements please see:

[Access arrangements - When and how applications need to be made to City & Guilds](#)

[Applying for access arrangements on the Walled Garden](#)

## 2. Content assessed by the exam

### Beauty Retail

The exam assesses:

- **Unit 220: Working in the beauty retail industry**
- **Unit 221: Communication and customer service**
- **Unit 222: Sales and promotional activities**
- **Unit 223: Skin care for beauty retail**
- **Unit 225: Retail of additional beauty products**

Each exam assesses a sample of the content of these units. This means that a single exam will **not** cover 100% of the unit content. The full range of content will be assessed over a number of examination series. Details of the coverage of a particular exam paper will **not** be released in advance of the exam itself. Centres should **not** make assumptions about what will be assessed by a particular exam based on what has been covered on previous occasions. In order to be fully prepared for the exam, learners **must** be ready to answer questions on **any** of the content outlined below.

The table below provides an overview of how the qualification's Learning Outcomes are covered by each exam and the number of **marks** available per Learning Outcome (ie **not** the number of *questions* per Learning Outcome). In preparing candidates for the exam, we recommend that centres take note of the number of marks allocated to Learning Outcomes and to assign teaching and preparation time accordingly.

In preparing candidates for the exam, centres should refer to the Qualification Handbook which gives full details of each Learning Outcome.

The following is a summary of only that qualification content which is assessed by the exam and **not** a summary of the full content of the qualification.

Unit	Learning outcome	Topics	Number of marks
220 Working in the beauty retail industry	LO1 Understand the beauty retail industry	1.1 Retail distribution channels 1.2 Job roles in the beauty retail industry 1.3 Brand and competitor awareness 1.4 Retail terminology 1.5 Influences in the industry	12

	LO2 Understand rights and responsibilities within the industry	2.1 Legislation relevant to the beauty retail industry 2.2 Employment principles that apply to beauty retail	
	LO3 Work professionally on the shop floor	3.1 Standards of personal presentation 3.2 Workplace practices in beauty retail 3.3 Prepare the retail counter	
221 Communication and customer service	LO1 Build and maintain customer relationships	1.1 Communicate professionally with the customer 1.2 Use questioning techniques during customer interactions 1.3 Retain customers 1.4 Provide value added experience	9
	LO2 Handle challenging situations	2.1 Dealing with customer complaints 2.2 Rejection and objection by customers	
222 Sales and promotional activities	LO1 Carry out sales administration activities	1.1 Calculate sales targets 1.2 Use administrative documents to monitor sales	10
	LO2 Use sales techniques in beauty retail	2.1 Use sales techniques to sell products 2.2 Factors that impact sales	
	LO3 Prepare for promotional activities to enhance sales	3.1 Prepare for promotional activities 3.2 Set up counters and promotion merchandise	
	LO4 Evaluate sales techniques and promotional activity planning	4.1 Evaluate sales techniques 4.2 Evaluate promotional activity planning	

223 Skin care for beauty retail	LO1 Know the skin and conditions that may affect demonstrations	1.1 Structure and function of the skin 1.2 Skin types and conditions 1.3 Contra-indications 1.4 Contra-actions	9
	LO2 Understand skin care products	2.1 Facial products used in the industry 2.2 Body care products used in the industry	
225 Retail of additional beauty products	LO1 Understand hair and hair	1.1 Hair structure, types and conditions	8
	LO2 Recommend fragrances to customers	2.1 Characteristics of fragrances	
	LO3 Understand nails and nail products	3.1 Nail structure 3.2 Selection of nail products	
Total marks for sections:			48 marks
Integration across units*:			12 marks
<b>Total marks for exam:</b>			<b>60 marks</b>

\* *Integration across units.* These marks relate to Assessment Objective 4). These marks are awarded to differentiate between levels of performance by candidates taking the exam. The marks are given for how well a candidate has applied their knowledge, understanding and skills from across the units that make up the qualification in an integrated way to meet the requirements of the exam questions.



### 3. Guidance

#### Vocabulary of the exam: use of 'command' verbs

The exam questions are written using 'command' verbs. These are used to communicate to the candidate the type of answer required. Candidates should be familiarised with these as part of their exam preparation.

The following guidance has been produced on the main command verbs used in City & Guilds Technicals exams.

A more detailed version of this table, which also includes the command verbs used in the assignments is published in *City & Guilds Technical Qualifications Teaching, Learning and Assessment* guide.

Command verb	Explanation and guidance
<b>Analyse</b>	Study or examine a complex issue, subject, event, etc in detail to explain and interpret, elements, causes, characteristics etc
<b>Calculate</b>	Work out the answer to a problem using mathematical operations
<b>Compare</b> (... and contrast) (or <b>describe</b> the similarities/differences)	Consider and describe the similarities (and differences) between two or more features, systems, ideas, etc
<b>Define</b>	Give the meaning of, technical vocabulary, terms, etc.
<b>Describe</b>	Give a detailed written account of a system, feature, etc <b>(..the effect of...on...)</b> the impact, change that has resulted from a cause, event, etc <b>(..the process..)</b> give the steps, stages, etc
<b>Differentiate</b> between	Establish and relate the characteristic differences between two or more things, concepts, etc
<b>Discuss</b>	Talk/write about a topic in detail, considering the different issues, ideas, opinions related to it
<b>Distinguish</b> between	Recognise and describe the characteristic differences between two things, or make one thing seem different from another
<b>Evaluate</b>	Analyse and describe the success, quality, benefits, value, etc (of an end product, outcome, etc )
<b>Explain</b>	Make (a situation, idea, process, etc) clear or easier to understand by giving details, <b>(..how..)</b> Give the stages or steps, etc in a process, including relationships, connections, etc between these and causes and effects.
<b>Give example(s) illustrate/</b>	Use examples or images to support, clarify or demonstrate, an explanation, argument, theory, etc

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<b>Give a rationale</b>	Provide a reason/reasons/basis for actions, decisions, beliefs, etc
<b>Identify</b>	Recognise a feature, usually from a document, image, etc and state what it is
<b>Justify</b>	Give reasons for, make a case for, account for, etc decisions, actions, conclusions, etc, in order to demonstrate why they suitable for or correct or meet the particular circumstances, context
<b>Label</b>	Add names or descriptions, indicating their positions, on an image, drawing, diagram, etc
<b>List</b>	Give as many answers, examples, etc as the question indicates (candidates are not required to write in full sentences)
<b>Name</b>	Give the (technical) name of something
<b>Propose</b>	Present a plan, strategy, etc (for consideration, discussion, acceptance, action, etc).
<b>Select</b>	choose the best, most suitable, etc, by making careful decisions
<b>State</b>	Give the answer, clearly and definitely
<b>Summarise</b>	Give a brief statement of the main points (of something)

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## Question types

The following explains, and gives examples of, types of questions used in City & Guilds Technical exams. In preparing candidates to take the exam, it is recommended that you familiarise them with the requirements of each question type so that they can be effective and make best use of the time available when sitting the exam.

- An effective candidate will gauge the type and length of response required from the question and the number of marks available (which is given for each question on the exam paper).
- Short answer questions may not require candidates to write in complete sentences. Extended response questions will require a more developed response.
- Candidates should read the exam paper before attempting to answer the questions and should allocate time proportionate to the number of marks available for each question or section.

Question type:	Example question	Mark Scheme:
<p><b>Short answer questions (restricted response)</b> These are questions which require candidates to give a brief and concise written response. The number of marks available will correspond to the number of pieces of information/examples and the length of response required by the question.</p>	<p>State <b>two</b> factors that must be considered to ensure a successful product promotion. (2 marks)</p>	<p><b>1 mark each for any of the following, to a maximum of 2 marks:</b></p> <ul style="list-style-type: none"> <li>• Enough stock.</li> <li>• Suitable number of staff.</li> <li>• Suitable space available.</li> <li>• Availability of customers.</li> <li>• Promotion advertising.</li> </ul>
<p><b>Structured Response Questions</b> These are questions that have more than one part (eg a), b), etc.). The overall question is made up of linked, short answer questions which move the candidate through the topic in a structured way. For example, the question will usually start with a 'recall'/'state'/'describe' question followed by an 'explain' to draw out understanding of the topic. They usually have a shared introductory 'stem', and the number of marks may increase through the question.</p>	<p>a) List <b>four</b> contra-actions that could occur after applying a beauty product. (4 marks)</p> <p>b) State <b>two</b> actions to take to remedy the situation. (2 marks)</p>	<p><b>a)</b> <b>1 mark the following, to a maximum of 4 marks:</b></p> <ul style="list-style-type: none"> <li>• Irritation.</li> <li>• Allergic reaction.</li> <li>• Redness.</li> <li>• Swelling.</li> </ul> <p><b>b)</b> <b>1 mark each for any of the following, to a maximum of 2 marks:</b></p>

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- Remove the product immediately.
  - Apply a cold compress to the affected area.
  - Keep the area away from heat.
  - Refer to a medical practitioner.
  - Rinse with water.

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### **Extended response questions**

Extended response questions are those that require the candidate to write a longer written response using sentences and paragraphs. These usually require candidates to discuss, explain, etc. a topic in some detail. The question is often based on a short case study, scenario or other prompt. The level of detail should be gauged from the question and the number of marks available.

#### **Example question**

A luxury brand, which has counters in several department stores, is underperforming by minus 35% to their annual sales target after 6 months of the year. The brand sells skin care and a small amount of make-up products.

Discuss the ways in which the brand can improve their sales performance.

(12 marks)

#### **Mark scheme**

##### **Indicative content**

- Image of the brand – ensuring staff are trained and adhere to image requirements, uniform, product image and packaging, points of sale presentation (counter, use of advertising on the counter)
- Products – product types and product focus (skin care, make-up, fragrance, hair, expanding product range), promoting any cult or award winning products, use of new product launches and promotions, demonstrating products
- Advertising – use of social media, celebrity endorsements, tv campaigns, magazines, PR, timing of advertising, loyalty schemes (gift with purchase, discounts) to encourage sales and repeat business
- Retail distribution – where to stock/sell (consider online sales), investigate competitors
- Sales techniques and communication – use of different sales techniques (traffic stopping, appointments, master classes), use of demonstrations to attract customers to counter and to purchase additional products, communication techniques, value added experience
- Job roles – e.g. use of skin care specialists, make-up artists to provide extra expertise

**Band 1 (1 – 4 marks)**

Basic one sided discussion, with few examples used to illustrate a clear understanding of the industry and the ways to improve sales for the brand. Points raised were unclear and often inaccurate or irrelevant. Little or no comparison made between the various options available for increasing sales performance or with existing brands within the industry. Little or no links have been made between the information presented and suggestions made. Reasons for the choices made are not supported within a final conclusion.

To access the higher marks within the band, the candidate has shown an understanding of the beauty retail environment and made some attempt to draw a conclusion of the ways in which the brand can improve its sales.

**Example band 1 response**

Being a luxury brand I would look at what products are available in store and the different categories which are going to help increase sales.

I will check the sale portions for both skin care and make up and as we sell more skincare than make-up, I will look into ways to increase that part of the business.

Next step would be to look at the bestselling and award winning products either in the skincare or makeup products. Then I will make sure I'm showing every customer the range of products and talking about it, doing demonstrations to show them how amazing the products are.

I will also focus on the key products available by promoting them with events and new product launches, getting customer appointments to increase the sales and have a successful launch and promotion.

I would create more buzz on counter to attract more customers so that they want to buy more products.

I also would put pictures on social media so they can see we have an event promotion. Then they can see what's available to buy and why they need to buy. This will get more customers in so it's busier on counter.

I will also try to increase my units and add on sales by recommending products which complement each other to reach my sales target.

### **Band 2 (5 – 8 marks)**

Detailed discussion, with several options for improving the brand's success considered and supported with examples. Points raised are generally accurate and the candidate has attempted to make comparisons between the various options available, but lacks depth of understanding to make a full comparison. Some evidence of conclusion made, with some justification for choices.

To access the higher marks in the band, the response will be clear and choices made are fully justified.

#### **Example band 2 response**

To help increase sales I would look at all the products we sell, particularly skincare as that's what we sell the most of.

I will spend more time with the customers in consultation. This will include asking different questions and going over their skincare routine, advising them on cleanser, toner, serum and moisturiser to maximise sales. I will also give them mini treatments to try the products on their skin and what they don't buy from the range, I will give sample of so they can try them at home and come back and buy.

Spending time and providing services like this with every customer will help the goal of achieving more sales and return custom, because customers are been given the best experience and customer service.

Myself and the team would need to attract more customers to the counter we could do this by advertising on social media accounts like Instagram, Twitter, and Facebook. Posting pictures of focus products or new ones. For example a new cream that has launched, bullet pointing the benefits, anti-aging, detoxing, protection, calming etc. and asking people to come in and try it with a treatment and samples

Holding and organising an event and take bookings by calling VIP customers and new customers to the counter, this will boost sales on specific products that are low but have an opportunity to increase the sales and achieve target. Demonstrating products encourages the customer to buy.

Staff will need to be fully trained and motivated to work together as a team, using their strong points of knowledge like beauty specialists offering facials and mini treatments. Make-up artists showing application techniques so customers can do this at home.

I will also ensure all staff members know how to match products which complement one another and link sell. This is because knowledge of a variety of beauty products will enable link selling on the shop floor, allowing personal and business targets to be met.

### **Band 3 (9 – 12 marks)**

Comprehensive and clear evaluation made, with a clear, in depth understanding of the beauty retail industry, sales options and products evidenced. A wide range of relevant and accurate options are discussed in depth and supported by examples. Clear and well supported links between the points made and why this will improve sales performance. A well-considered and balanced evaluation has been provided, with other brands used as a comparison to show the opportunities that the brand can make use of. The candidate has considered advantages and disadvantages of the range of options discussed, and come to a clear conclusion. Their final choices are fully justified and supported.

To access the higher marks in the band, the candidate has shown imagination and innovation when considering options available to the brand and in making final suggestions. The candidate also considers long term options for sales and thinks further than the annual target that the brand is trying to meet.

#### **Example band 3 response**

The image of the brand is really important, the better a counter looks and the team presented to a high standard, the more attractive you look to customers. So I would make sure myself and the team use the products and skills on ourselves to promote this to customers. Create looks each day to show case products and techniques e.g. a smoky eye look, or glowing skin. Sit the customers down to demonstrate them and have mini pamper experience. Going through cleanse tone serum and moisturiser getting this experience and service will please them and motivate them to buy and come back for more experiences.

Offer them great customer service and a positive friendly attitude so the customer wants to stay loyal and come back to us. Compared to other brands in the department, we need to stand out and look the best offer the best advice and service.

Make sure we have key products as a point of sale for customers to see at the till point and do promotions on specific items changing them each day/week so we demonstrate various categories.

For example Mondays a moisturiser and offer them a sit down service to try or on the back of their hand, if no sale, still give them a sample to take home. This may lead them to return once the sample has been used at home and they start to enjoy the product. Then each day pick a different product and service.

Advertising is really important to help the business grow and draw attention to the brand, so events and a gift with purchase will really help boost and increase sales.

Holding and organising events and taking bookings by calling VIP customers and new customers to the counter, this will boost sales on specific products that are low but have an opportunity to increase the sales and achieve target. Demonstrating products encourages the customer to buy.

Staff members will need to be fully trained and motivated to work together as a team and to improve their communication skills, using their strong points of knowledge like beauty specialists offering facials and mini treatments. Make-up artists should also be available showing application techniques so customers can do this at home. Also as the luxury brand is available in a number of department stores, training days to share new ideas and incentives that have worked in the different department stores will help boost sales.

I will also ensure all staff members know how to match products which complement one another and link sell. This is because knowledge of a variety of beauty products will enable link selling on the shop floor, allowing personal and business targets to be met.

Traffic stopping and booking appointments is also a good technique for boosting sales and will get more customers interested in the brand.

And the more appointments we get the more sales will increase. So keeping on top of stock is really important so no loss of sales happen. This will also reduce losing customers and stop the counter underperforming. All staff members should be aware of other brands and be able to do comparisons and explain the reasons for product choices as this will increase sales and the result would be the meeting the target.



## Examination technique

Candidates with a good understanding of the subject being assessed can often lose marks in exams because they lack experience or confidence in exams or awareness of how to maximise the time available to get the most out of the exam. Here is some suggested guidance for areas that could be covered in advance to help learners improve exam performance.

### Before the exam

Although candidates cannot plan the answers they will give in advance, exams for Technical qualifications do follow a common structure and format. In advance of taking the exam, candidates should:

- be familiar with the structure of the exam (ie number and type of questions).
- be aware of the amount of time they have in total to complete the exam.
- have a plan, based on the exam start and finish time for how long to spend on each question/section of the exam.
- be aware of how many marks are available for each question, how much they should expect to write for each question and allow most time for those questions which have the most marks available.

### At the start of the exam session

At the start of the exam, candidates:

- should carefully read through the exam paper before answering any questions.
- may find it helpful, where possible, to mark or highlight key information such as command words and number of marks available on the question paper.
- identify questions which require an extended written answer and those questions where all or part of the question may be answered by giving bullets, lists etc rather than full sentences.

### Answering the questions

Candidates do not have to answer exam questions in any particular order. They may find it helpful to consider, for example:

- tackling first those questions which they find easiest. This should help them get into the 'flow' of the exam and help confidence by building up marks quickly and at the start of the exam.
- tackling the extended answer question at an early stage of the exam to make sure they spend sufficient time on it and do not run out of time at the end of the exam.

Candidates should avoid wasting time by repeating the question either in full or in part in their answer.

Candidates should **always** attempt every question, even questions where they may be less confident about the answer they are giving. Candidates should be discouraged however, from spending too long on any answer they are less sure about and providing answers that are longer and give more detail than should be necessary in the hope of picking up marks. This may mean they have less time to answer questions that they are better prepared to answer.

### Extended answer questions

Before writing out in full their answer to extended questions, candidates may find it helpful to identify the key requirements of the question and jot down a brief plan or outline of how they will answer it. This will help clarify their thinking and make sure that they don't get 'bogged down' or provide too much detail for one part of the question at the expense of others.

## **Towards the end of the exam**

Candidates should always set aside time at the end of the exam to read back through and review what they have written in order to make sure this is legible, makes sense and answers the question in full.

If a candidate finds they are running out of time to finish an answer towards the end of the exam, they should attempt to complete the answer in abbreviated or note form. Provided the content is clear and relevant, examiners will consider such answers and award marks where merited.

Further guidance on preparing candidates to take the exam is given in the City & Guilds publication, [Technical Qualifications, Teaching, Learning and Assessment](#) which can be downloaded free of charge from City & Guilds website.

## 4. Further information

For further information to support delivery and exam preparation for this qualification, centres should see:

### City & Guilds

Qualification homepage: <https://www.cityandguilds.com/qualifications-and-apprenticeships/beauty-and-complementary-therapies/beauty/6003-beauty-therapy-nails-and-spa#tab=documents> which includes:

- *Qualification handbook*
- *Synoptic assignment*
- *Sample assessments*

*Technical Qualifications, Resources and Support: [cityandguilds.com/techbac/technical-qualifications/resources-and-support](http://cityandguilds.com/techbac/technical-qualifications/resources-and-support)*

### Joint Council for Qualifications

*Instructions for Conducting Examinations: [www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations](http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations)*