

# Functional Skills qualifications at Entry Level, Level 1 and Level 2 (3748)

March 2018 Version 2.10



Maths &  
English



## Qualification at a glance

<b>Subject area</b>	<b>Functional Skills</b>
<b>City &amp; Guilds number</b>	3748
<b>Age group approved</b>	all
<b>Entry requirements</b>	none
<b>Assessment</b>	<b>Entry level:</b> externally set by City & Guilds and marked internally by centres. <b>Levels 1-2:</b> externally set and marked by City & Guilds, with the exception of the Speaking, Listening and Communication component of Functional Skills English.
<b>Fast track</b>	not applicable
<b>Support materials</b>	<ul style="list-style-type: none"><li>• Subject specifications and tutor/assessor guides – one for each functional skill</li><li>• Range of sample assessments</li><li>• Guidance for delivery – for Functional Skills English and Mathematics</li><li>• External assessment pass-rate data.</li></ul> <p>These are available from the Functional Skills (3748) qualifications webpage (follow the links from <a href="http://www.cityandguilds.com">www.cityandguilds.com</a>).</p> <p>We also offer a range of digital learning resources to support the teaching of maths and English, including e-Functional Skills, an online teaching and learning resource specifically tailored to the City &amp; Guilds Functional Skills qualifications.</p> <p>For more information see <a href="http://www.cityandguilds.com/mathsandenglish">www.cityandguilds.com/mathsandenglish</a>.</p>
<b>Registration and certification</b>	Consult the Walled Garden/Online Catalogue for last dates ( <a href="http://www.walled-garden.com">www.walled-garden.com</a> )

<b>Title and level</b>	<b>City &amp; Guilds number</b>	<b>Accreditation number</b>
Functional Skills qualification in English at Entry 1	3748-01	501/1317/3
Functional Skills qualification in English at Entry 2		500/9837/8
Functional Skills qualification in English at Entry 3		500/9838/X
Functional Skills qualification in English at Level 1		500/9319/8
Functional Skills qualification in English at Level 2		500/9318/6
Functional Skills qualification in Mathematics at Entry 1	3748-02	501/0637/5
Functional Skills qualification in Mathematics at Entry 2		501/1821/3
Functional Skills qualification in Mathematics at Entry 3		501/1820/1
Functional Skills qualification in Mathematics at Level 1		501/0986/8
Functional Skills qualification in Mathematics at Level 2		501/0987/X
Functional Skills qualification in Information and Communication Technology (ICT) at Entry 1	3748-03	500/8507/4
Functional Skills qualification in Information and Communication Technology (ICT) at Entry 2		500/8508/6
Functional Skills qualification in Information and Communication Technology (ICT) at Entry 3		501/0638/7
Functional Skills qualification in Information and Communication Technology (ICT) at Level 1		500/9630/8
Functional Skills qualification in Information and Communication Technology (ICT) at Level 2		501/0639/9

Version and date	Change detail	Section
2.0 March 15	<p>This handbook has been substantially reorganised and rewritten, incorporating more detailed administrative and assessment conduct/supervision guidance, as well as consolidating much of the additional information previously located in a discrete guide to the external assessments and a substantial set of Frequently Asked Questions (FAQs).</p> <p>Information about the content of each individual functional skill, along with relevant assessment preparation guidance for tutors and assessors, is now published in the following three <b>discrete</b> documents:</p> <ul style="list-style-type: none"> <li>• <i>Functional Skills English Subject Specifications and Tutor/Assessor Guide</i></li> <li>• <i>Functional Skills Mathematics Subject Specifications and Tutor/Assessor Guide</i></li> <li>• <i>Functional Skills ICT Subject Specifications and Tutor/Assessor Guide</i>.</li> </ul> <p>Along with the three subject guides, this handbook should now be regarded as the main ‘go to’ resource for <b>all</b> involved in the delivery and administration of City &amp; Guilds’ Functional Skills qualifications. This handbook references other generic City &amp; Guilds centre documents where these are applicable to Functional Skills, or provide further relevant detail. A list of related general support materials is listed in <b>Appendix 3</b> of this document.</p>	n/a
2.1 September 15	This handbook has been updated to incorporate more detailed administrative procedures. Where applicable, the subject specifications and tutor/assessor guides have also been updated to reflect recent assessment design changes.	n/a
2.2 October 15	Further refinements to reflect current public policy expectations around the use of Functional Skills. Amendments/additions to FAQs.	n/a
2.3 February 16	Minor formatting changes	n/a
2.4 September 16	Key features of Functional Skills with City & Guilds – Levels 1-2, timings to L1 and L2 English assessments Relationship with other maths and English qualifications Minor content changes to the assessment section.	1 1 4

2.5 November 16	Page numbers inserted	<b>n/a</b>
2.6 September 17	Centre staff or invigilators registered for a City & Guilds qualification - section added Assessment arrangements – external assessments – Results processing sections updated Performance feedback – Named on Demand section updated Hyperlinks updated	<b>2</b> <b>4</b> <b>n/a</b>
2.7 October 17	Added GLH and TQT details Removed QCF	<b>Introduction</b> <b>Throughout</b>
2.8 December 17	Amended typographical error	
2.9 February 18	Amended invigilation requirements	<b>4.5</b>
2.10 March 18	Amended invigilation requirements	<b>4.5</b>



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# 1 Introduction

This document sets out the requirements for administering the Functional Skills qualifications in English, Mathematics and Information and Communication Technology (ICT). It should be read in conjunction with the relevant **Subject Specifications and Tutor/Assessor Guide(s)** for the qualification(s) being delivered. These are available from the **Functional Skills (3748) qualifications documents webpage**.

Note these qualifications are only available to centres and learners in **England**. City & Guilds also offers comparable qualifications in literacy, numeracy and ICT (or digital literacy) aligned to the public policy objectives in Northern Ireland and Wales.

<b>Area</b>	<b>Description</b>
What do these qualifications cover?	Functional Skills are the fundamental applied skills in English, Mathematics and Information and Communication Technology (ICT) that help people to gain the most from life, learning and work.
Are these qualifications part of an initiative?	Functional Skills qualifications are accessed by adults and young people across a wide range of settings.  They are frequently used within Apprenticeships as a formal measure of achievement in maths, English and (in some cases) digital skills, although are relevant to learners in almost all post-16 learning contexts.
What opportunities for progression are there?	Being able to communicate effectively, use numbers successfully and make good use of technology is essential to almost every aspect of life, work and learning. The Functional Skills qualifications are a crucial passport to success in almost any area of work, life or further learning.  Where appropriate, learners may progress in each functional skill through the levels, and in some cases may go on to achieve other qualifications in maths and English.



## Key features of Functional Skills with City & Guilds – Entry level

All Entry level assessments are externally set by City & Guilds, with internal (centre) marking and Internal/External Quality Assurance.

	FS English			FS Mathematics	FS ICT
	Reading	Writing	SLC		
<b>Available on demand?</b>	✓	✓	✓	✓	✓
<b>How is assessment delivered?</b>	Centre-assessed, materials downloaded from City & Guilds website.				
<b>Range of topics to choose from?</b>	✓	✓	✓	✓	✓
<b>Duration</b>	Entry 1: 30 mins Entry 2-3: 40 mins	Entry 1: 30 mins Entry 2-3: 40 mins	Entry 1: 10 mins Entry 2: 10-20 mins Entry 3: up to 30 mins	Entry 1-2: 60 mins Entry 3: 90 mins	Entry 1-2: 60 mins Entry 3: 90 mins
<b>Other information</b>	Each component of Functional Skills English can be completed consecutively or at different times. Candidates are able to attempt and achieve each component at different levels (known as a spiky profile).			Assessments may be taken over up to two sessions.	Entry 1-2 must be completed in a single session; Entry 3 may be taken over up to two sessions.
<b>Description of assessment</b>	Externally set, centre marked, internally and externally quality assured.				
<b>Format of assessment</b>	Short answer/ open response	Open-ended writing task	Spoken assessment	Task-based assessment	Task-based assessment
<b>Assessment conditions</b>	Assessments must take place under supervised conditions – distinct from traditional ‘examination’ conditions, but nevertheless involving <b>continuous</b> supervision by assessor/tutor or another reliable person. Within reason, candidates may use any equipment routinely available to them – as long as this does not compromise independent achievement of the standard nor enable them to collude with a third party (eg no mobile phones or other transmitting/receiving devices, pre-prepared notes, crib-sheets, tutor-developed or other materials designed <i>specifically</i> to assist with this assessment). It is the Head of Centre’s ultimate responsibility to ensure that the administration of all assessments follow the guidance in this document, and that all centre staff involved with the process are familiar with this guidance.				

## Key features of Functional Skills with City & Guilds – Levels 1-2

All Level 1 and Level 2 Functional Skills qualifications are externally set and externally marked by City & Guilds, with the exception of the Speaking, Listening and Communication (SLC) component within Functional Skills English.

	FS English			FS Maths	FS ICT
	Reading	Writing	SLC		
<b>Available on demand?</b>	✓	✓	✓	✓	✓
<b>How is assessment delivered?</b>	Paper or onscreen (e-volve)	Paper or onscreen (e-volve)	Centre-assessed, materials downloaded from City & Guilds website	Paper or onscreen (e-volve)	Paper or onscreen (e-volve)
<b>Range of scenarios to choose from</b>	No - delivered unseen	No - delivered unseen	Centre able to choose topic	No - delivered unseen	No - delivered unseen
<b>Duration</b>	1 hour, 10 mins	1 hour, 20 mins	(up to) 30 mins	L1 90 mins L2 120 mins	120 mins
<b>Other information</b>	Each component of Functional Skills English can be sat consecutively or at different times. Candidates are able to attempt each component at different levels (known as a spiky profile).			Candidates must complete in one session.	Candidates must complete in one session.
<b>Description of assessment</b>	Externally set, externally marked	Externally set, externally marked	Externally set, centre marked, internally and externally quality assured	Externally set, externally marked	Externally set, externally marked
<b>Format of assessment</b>	Short answer/ open response	Open-ended writing task	Spoken assessment	Short answer assessment (task-based)	Practical tasks
<b>Assessment conditions</b>	<p>Assessments must take place under supervised conditions involving <b>continuous</b> supervision by a reliable person. These need not involve a traditional 'examination' hall, although the room used must enable candidates to work without interruption or disturbance.</p> <p>Within reason, candidates may use any equipment routinely available to them – as long as this does not compromise independent achievement of the standard nor enable them to collude with a third party (eg no mobile phones or other transmitting/receiving devices, pre-prepared notes, crib-sheets, tutor-developed or other materials designed <i>specifically</i> to assist with this assessment).</p> <p>It is the Head of Centre's ultimate responsibility to ensure that the administration of all assessments follow the guidance in this document, and that all centre staff involved with the process are familiar with this guidance.</p>				

## Structure

Although functional skills will normally be developed as part of a broader programme of learning, each functional skill is a **single-unit** qualification in its own right.

In the case of Functional Skills English, this consists of three assessment components:

- Reading
- Writing
- Speaking, Listening and Communication (SLC).

The table below illustrates the structure of each qualification:

Accreditation Number (QN)	Title	Component	Component title
501/1317/3	Functional Skills qualification in English at Entry 1	3748-001	Functional English Reading at Entry 1
		3748-002	Functional English Writing at Entry 1
		3748-003	Functional English Speaking, listening and communication at Entry 1
		3748-901 <sup>1</sup>	<i>Certification module</i>
500/9837/8	Functional Skills qualification in English at Entry 2	3748-004	Functional English Reading at Entry 2
		3748-005	Functional English Writing at Entry 2
		3748-006	Functional English Speaking, listening and communication at Entry 2
		3748-902	<i>Certification module</i>
500/9838/X	Functional Skills qualification in English at Entry 3	3748-007	Functional English Reading at Entry 3
		3748-008	Functional English Writing at Entry 3
		3748-009	Functional English Speaking, listening and communication at Entry 3
		3748-903	<i>Certification module</i>
500/9319/8	Functional Skills qualification in English at Level 1	3748-310 (NoD <sup>2</sup> ) or 3748-110 (e-volve <sup>3</sup> )	Functional English Reading at Level 1
		3748-311 (NoD) or 3748-111 (e-volve)	Functional English Writing at Level 1
		3748-012	Functional English Speaking, listening and communication at Level 1

<sup>1</sup> Please see the section 'Certification modules for Functional Skills English', page 12.

<sup>2</sup> Named on Demand (NoD) refers to paper-delivered assessment

<sup>3</sup> e-volve refers to City & Guilds' onscreen e-assessment platform

<b>Accreditation Number (QN)</b>	<b>Title</b>	<b>Component</b>	<b>Component title</b>
		3748-904	<i>Certification module</i>
500/9318/6	Functional Skills qualification in English at Level 2	3748-313 (NoD) or 3748-113 (e-volve)	Functional English Reading at Level 2
		3748-314 (NoD) or 3748-114 (e-volve)	Functional English Writing at Level 2
		3748-015	Functional English Speaking, listening and communication at Level 2
		3748-905	<i>Certification module</i>
501/0637/5	Functional Skills qualification in Mathematics at Entry 1	3748-016	Functional Mathematics at Entry 1
501/1821/3	Functional Skills qualification in Mathematics at Entry 2	3748-017	Functional Mathematics at Entry 2
501/1820/1	Functional Skills qualification in Mathematics at Entry 3	3748-018	Functional Mathematics at Entry 3
501/0986/8	Functional Skills qualification in Mathematics at Level 1	3748-319 (NoD) or 3748-119 (e-volve)	Functional Mathematics at Level 1
501/0987/X	Functional Skills qualification in Mathematics at Level 2	3748-320 (NoD) or 3748-120 (e-volve)	Functional Mathematics at Level 2
500/8507/4	Functional Skills qualification in Information and Communication Technology (ICT) at Entry 1	3748-021	Functional ICT at Entry 1
500/8508/6	Functional Skills qualification in Information and Communication Technology (ICT) at Entry 2	3748-022	Functional ICT at Entry 2
501/0638/7	Functional Skills qualification in Information and Communication Technology (ICT) at Entry 3	3748-023	Functional ICT at Entry 3
500/9630/8	Functional Skills qualification in Information and Communication Technology (ICT) at Level 1	3748-324 (NoD) or 3748-924 (e-volve)	Functional ICT at Level 1
501/0639/9	Functional Skills qualification in Information and Communication Technology (ICT) at Level 2	3748-325 (NoD) or 3748-925 (e-volve)	Functional ICT at Level 2

## Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Functional Skills qualification in English at Entry 1	45	47
Functional Skills qualification in English at Entry 2	45	47
Functional Skills qualification in English at Entry 3	45	47
Functional Skills qualification in English at Level 1	45	50
Functional Skills qualification in English at Level 2	45	54
Functional Skills qualification in Mathematics at Entry 1	45	47
Functional Skills qualification in Mathematics at Entry 2	45	47
Functional Skills qualification in Mathematics at Entry 3	45	47
Functional Skills qualification in Mathematics at Level 1	45	50
Functional Skills qualification in Mathematics at Level 2	45	54
Functional Skills qualification in Information and Communication Technology (ICT) at Entry 1	45	47
Functional Skills qualification in Information and Communication Technology (ICT) at Entry 2	45	47
Functional Skills qualification in Information and Communication Technology (ICT) at Entry 3	45	47
Functional Skills qualification in Information and Communication Technology (ICT) at Level 1	45	50
Functional Skills qualification in Information and Communication Technology (ICT) at Level 2	45	54

## Requirements for certification

Candidates receive a certificate for each Functional Skills qualification that they complete. Since there are no 'units' within the Functional Skills qualifications, no Certificates of Unit Credit (CUCs) are issued. In the case of Functional Skills English, **all three** assessment components must be completed.

## Achievement at different levels for Functional Skills English

Each of the three components of Functional Skills English can be achieved at any of the five levels, although where candidates have achievements at more than one level (known as a spiky profile) they will be entitled to certification at the **lowest** of these levels.

For example:

<b>Level 2 Reading</b> 313 (NoD) or 113 (e-volve)	+	<b>Level 1 Writing</b> 311 (NoD) or 111 (e-volve)	+	<b>Entry 3 SLC</b> 009	=	<b>Entry 3 qualification</b> claim using 903
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## Certification modules for Functional Skills English

In addition to spiky profiling, City & Guilds also recognises that learners might wish to take further assessments and top up their Functional Skills English achievements as they progress through their programme. It is therefore necessary to claim the relevant certification module shown below when requesting certification for a candidate.

<b>Qualification</b>	<b>Module needed to generate a certificate</b>
Functional Skills qualification in English at Entry 1	3748-901
Functional Skills qualification in English at Entry 2	3748-902
Functional Skills qualification in English at Entry 3	3748-903
Functional Skills qualification in English at Level 1	3748-904
Functional Skills qualification in English at Level 2	3748-905

Even where candidates have completed all of the required assessments, a Functional Skills English qualification certificate will **not** be generated unless the appropriate certification module has been claimed. It is possible to subsequently claim certification at a higher level if/when learners have achieved the necessary assessment components.

Note certification modules are not required for Functional Skills Mathematics or ICT, since in both cases the whole qualification is addressed through a single assessment component.

## Functional Skills English assessment components from other awarding organisations

Where learners have previously achieved individual Functional Skills **English** assessment components with other awarding organisations, but **not** a full Functional Skills English qualification, it is possible for City & Guilds to recognise these achievements. Procedural arrangements and terminology for this process vary between awarding organisations, eg some describe this as 'transfer of credit'.

There are no 'proxy' qualifications that can be accepted in lieu of a Functional Skills assessment. Only Functional Skills English assessments completed after **1 September 2010** (ie those based on Functional Skills qualification/subject criteria dating from 2010 or later) may be counted for this purpose.

Likewise, there is **no** mechanism for recognising Functional Skills Mathematics or ICT assessment components completed with other awarding organisations. In both cases the whole qualification consists of a single assessment component, and no results are possible for partial achievement.

### **Administrative arrangements for checking and claiming**

The process of checking and claiming must be overseen by the Centre Contact and monitored as part of the centre's Internal Quality Assurance (IQA) processes. For further information about what these involve, please see the section 'Quality Assurance', page 27.

Learners must be registered with City & Guilds as a Functional Skills English candidate (ie 3748-01), and must achieve at least one of the three Functional Skills English assessment components with City & Guilds. This need not be at the same level as the component(s) achieved previously with the other awarding organisation(s).

Any assessment components submitted under these arrangements **must** be checked and signed off by a Qualification Co-ordinator and an audit trail must be available. Each component must be evidenced by an official results statement (paper or electronic) originating from the issuing awarding organisation and indicating details of the:

- learner – ideally this should include the Unique Learner Number (ULN)
- awarding organisation
- component, level and when it was awarded.

It is not necessary to send in this evidence to City & Guilds, although it must be **retained** in an auditable form so that it can be available for sampling as part of External Quality Assurance monitoring.

Once entitlement has been checked, the component should be submitted to City & Guilds as a Results Entry using the '7xx' prior achievement modules listed on the 3748-01 Walled Garden Catalogue page (eg 3748-701 for Functional English Reading at Entry 1).

There is no formal time limit on the use of Functional Skills English assessment components, although a qualification certificate can only be awarded once all three components have been achieved.

### **Relationship with other maths and English qualifications**

City & Guilds also offers the following qualifications to support skills acquisition, as well as to help learners build the necessary confidence to succeed in Functional Skills and/or progress to the next level:

- Mathematic Skills and English Skills (3847)
- Principles of Using Mathematical Techniques and Principles of Using Written and Spoken English (3844).

Both of these qualification suites are based on the National Standards for Adult Numeracy/Literacy (which relate closely to the Functional Skills subject criteria for mathematics and English).

For further details about these qualifications, please see [www.cityandguilds.com/mathsandenglish](http://www.cityandguilds.com/mathsandenglish).

### **Maths and English teaching and learning resources**

City & Guilds also offers a substantial range of teaching and learning resources to support the development of maths, English and digital skills in all settings. Some of these resources have been designed specifically for learners working towards Functional Skills qualifications.

For further information about these resources, please see [www.cityandguilds.com/mathsandenglish](http://www.cityandguilds.com/mathsandenglish).

### **Functional Skills and credit values**

Since the Functional Skills qualifications were historically developed for the National Qualifications Framework (NQF), they do **not** have formally assigned credit values. Where Functional Skills qualifications are completed as part of an Apprenticeship programme, they are *sometimes* deemed to have a notional value of 5 credits each for contracting purposes. This is distinct from how they might be sized for funding purposes.

### **We value your feedback**

We welcome feedback on our Functional Skills assessments. If you have specific queries or comments about the assessments please email [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

For operational queries (about any City & Guilds qualification) please contact Customer Services:

[centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)  
[evolvesupport@cityandguilds.com](mailto:evolvesupport@cityandguilds.com) (for e-evolve system-related issues).

Alternatively, you can speak to your Business Manager or managing Quality Team.





## 2 Centre requirements

### Approval

Any centre wishing to offer City & Guilds' Functional Skills qualifications will first need to gain approval following the standard Qualification Approval process. Centre Approval will also be required if the organisation is not already a City & Guilds centre. Please refer to the **City & Guilds Centre Manual** for further information.

Where centres already hold approval to offer Functional Skills qualifications with another awarding organisation, or have previously offered qualifications directly replaced by Functional Skills (eg Key Skills), approval arrangements should be discussed with the centre's managing Quality Team.

Centre staff should familiarise themselves with the structure, content and assessment requirements of each Functional Skills qualification they intend to offer before designing a course programme.

### Resource requirements

#### Centre staffing

Staff involved in the teaching, assessment or internal quality assurance of these qualifications **must**:

- be personally competent in the functional skill(s) being taught and assessed
- have a detailed understanding of the qualification specifications and assessment requirements – as set out in the relevant **Subject Specifications and Tutor/Assessor Guide**, these are available on the **Functional Skills qualifications page**. For any internal assessments they must in addition fully understand, and be able to apply, the marking/assessment criteria
- be familiar with the guidance in the **City & Guilds Centre Manual** and **Our Quality Assurance Requirements** document.

The Functional Skills qualification specifications are derived from the Functional Skills qualification and subject criteria. These criteria are published by Ofqual and are common to all awarding organisations' Functional Skills qualifications.

#### Teaching qualifications and subject specialist qualifications

There is no absolute requirement to hold any particular teaching or subject specialist qualification in order to be involved in the teaching, assessment or internal quality assurance of Functional Skills. Nevertheless, staff involved in any of these functions must be secure in their personal literacy/numeracy/ICT skills (as applicable) and **fully** able to

understand the qualification requirements. We therefore strongly recommend that centre staff work towards an appropriate subject specialist qualification if they do not already hold one.

### **Continuing professional development (CPD)**

Centres must support their staff to ensure that their subject knowledge, as well as their understanding of the requirements of these qualifications, remains current. Approaches to delivery, mentoring, training, assessment and quality assurance must also be in line with best practice and take account of any relevant public policy or other developments.

### **Centre staff or invigilators registered for a City & Guilds qualification**

Centres must inform the Quality Delivery Teams if they wish to register a member of staff or invigilator for a qualification.

This must be done before they undertake any assessments. Failure to notify City & Guilds could affect the Qualification Approval Risk status and/or may constitute malpractice.

Members of staff should only undertake assessments if they are registered to complete the qualification. Centre staff cannot undertake a City & Guilds qualification while they are teaching or assessing that qualification at that centre.

Where this happens, City & Guilds will invalidate the relevant certificates.

Please refer to the **City & Guilds Centre Manual** for more information.

### **Internal assessment – key roles**

The following components of the Functional Skills qualifications are assessed **internally**:

- all assessments at Entry level
- the Speaking, Listening and Communication component of Functional Skills English at levels 1 and 2.

To meet the quality assurance requirements for these components, the centre must ensure that each of the following roles are fulfilled:

- Head of Centre
- Centre Contact
- Internal Quality Assurance Co-ordinator (IQAC)  
(if more than one Qualification Co-ordinator)
- Qualification Co-ordinator(s)
- Assessor(s).

Each of these roles and their associated responsibilities is defined in detail in the **City & Guilds Centre Manual**.

Please note Assessor/Internal Quality Assurer TAQA qualifications are recommended and valued as qualifications for centre staff, but they are not currently a requirement for these qualifications. For further detail about the internal assessment process, please see **Assessment Arrangements – Internal Assessment** from page 24.

## External assessment – key roles

The following components of the Functional Skills qualifications are assessed **externally**:

- the Reading and Writing components of Functional Skills English at levels 1 and 2
- all assessment of Functional Skills Mathematics and ICT at levels 1 and 2.

To meet the assessment conduct requirements for these components, the centre must ensure that each of the following roles are undertaken:

- Head of Centre
- Centre Contact
- Invigilator(s).

The Head of Centre and Centre Contact roles are defined in the **City & Guilds Centre Manual**.

In practice there will almost always be more than one invigilator within the centre, and in large organisations this activity will often be co-ordinated by a centralised examinations officer/team. Nevertheless, the Centre Contact remains the formal point of accountability, and it is crucial for that person to have clear oversight of all of the centre's Functional Skills internal **and** external assessment activity.

For further detail about the external assessment process and Invigilator role, please see the section **Assessment arrangements – external assessment**, from page 28. Note there are separate sections describing the invigilator role for paper (Named on Demand) and on-screen (e-volve) delivery.

## Learner entry requirements

City & Guilds does not set entry requirements for these qualifications, although centres must ensure that learners have the potential and opportunity to gain any Functional Skills qualifications they work towards.

The following City & Guilds qualifications might be worth considering where learners are not *immediately* ready to achieve a full Functional Skills qualification:

- Mathematics Skills and English Skills (3847)
- Principles of Using Mathematical Techniques and Principles of Using Written and Spoken English (3844)
- Start IT (4249).

## Age restrictions

There is no formal age restriction for these qualifications, although they are intended for learners over the age of 14.



### 3 Delivering the qualification

#### Initial assessment and induction

An initial assessment of each learner should be made **before** the start of their programme to ensure they are working towards relevant Functional Skills qualification(s) at the appropriate level.

The initial assessment process should identify:

- if the learner has any specific learning needs
- any support and guidance they may need when working towards their qualifications.

It is important that any process of initial assessment takes into account learners' application and problem-solving capabilities, in addition to their technical knowledge and understanding of literacy/numeracy/ICT.

**Did you know City & Guilds offers initial and diagnostic assessment tools?**

For further details, please see

[www.cityandguilds.com/mathsandenglish](http://www.cityandguilds.com/mathsandenglish).

We recommend that centres provide an induction programme so learners fully understand the requirements of any Functional Skills qualifications they work towards, their responsibilities as a learner, and the responsibilities of the centre.

#### Delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the Functional Skills qualifications before designing a course programme.

Centres should design course programmes in any way that:

- best meets the needs and capabilities of their learners
- satisfies the requirements of these qualifications.

In particular, staff should consider the additional complexity, technical demand, familiarity and independence required of learners at each level. The initial assessment process should be used to ensure learners are working towards appropriate Functional Skills qualification(s)/level(s). These will not necessarily be at the same level as other qualifications that the learners might simultaneously be working towards.

Please note that centre staff cannot undertake a City & Guilds qualification while they are teaching or assessing that qualification at that centre. Please see page 61 of the **City & Guilds Centre Manual**.

## Support materials

In addition to this handbook, the following resources are available for these qualifications:

Description	How to access
Subject Specifications and Tutor/Assessor Guide	<b>Functional Skills (3748) qualifications documents webpage</b>
Sample assessments, delivery guides and assessment preparation materials	<b>Functional Skills (3748) qualifications documents webpage</b>
Maths and English teaching and learning resources	Subscription-based – please see <b><a href="http://www.cityandguilds.com/mathsandenglish">www.cityandguilds.com/mathsandenglish</a></b> for details.



## 4 Assessment

### 4.1 Summary of assessment models and guiding principles

The Functional Skills qualifications are concerned with the practical ability to apply English, Mathematics and ICT skills within everyday situations.

They are 'skill', rather than 'subject', orientated qualifications and the emphasis is on application rather than theoretical study or recall.

All Functional Skills assessments therefore involve working through problems or scenarios. There is no ongoing portfolio assessment – learners complete a one-off series of supervised tasks once they are judged by the centre to be capable of achieving the required standard – this is known as 'when ready'.

Depending on the functional skill and level being attempted, the assessment is either:

- externally-set by City & Guilds and **internally-assessed/marked** by the centre; or
- externally-set and **externally-marked** by City & Guilds.

In neither case does City & Guilds set any fixed assessment dates, although centres may operate their own internal timetabling of assessments. Centres are able to conduct the internally-assessed/marked assessments at any time after learners have been registered as candidates for the qualification, although the externally-marked assessments must be ordered from City & Guilds in advance.

**Both** the internal and external assessments:

- are summative and must take place under 'supervised' conditions
- are time-bound
- must be presented to candidates unseen, without prior knowledge of the assessment topics/tasks
- must be **entirely** candidates' own unaided work.

For further information on the invigilation requirements for external assessments please see **Appendix 1** and **Appendix 2** of this document.

These assessments are **not** formally within the scope of Joint Council for Qualifications (JCQ) Instructions for Conducting Examinations (ICE).

Nevertheless, the assessments require **continuous supervision** and all assessment material must be stored securely. Any work completed by candidates must be **entirely unaided**. Failure to follow these requirements will be considered malpractice.

Candidates are expected to use their normal methods of working when completing these assessments, making use of equipment that would reasonably and routinely be available to them.

The following sections explain the assessment process and required conduct arrangements more fully.

## 4.2 Assessment arrangements – internal assessment

The following assessment components are externally-set by City & Guilds and internally-assessed/marked by centres:

- all Functional Skills assessments at Entry level
- the Speaking, Listening and Communication (SLC) component of Functional Skills English at levels 1 and 2.

### Obtaining and storing the live Entry level materials

All live Entry level assessment documents can be downloaded from the [Functional Skills qualification webpage](#).

Please ensure that only the **live** materials are used to carry out candidate assessments. The sample assessments are intended for assessment preparation/practice or staff training purposes.

In each case several assessment titles are available; these cover a range of topics, and it is expected that centres will select the title(s) most likely to engage their learners' interest. Nevertheless, candidates must not under any circumstances be coached on the topic or scenario before the assessment takes place, and all live assessment material must be presented unseen.

The documents are password-protected, the passwords can be accessed on the City & Guilds' Walled Garden. Assessors, Qualification Co-ordinators and, if applicable, Internal Quality Assurance Co-ordinators (IQAC) will require regular and ongoing access to the complete range of live assessments – partly so they can select titles appropriately, but also to facilitate internal standardisation. Therefore the Centre Contact must ensure that there are rigorous, but appropriate, internal controls on access to the live assessment bank.

Centres may download and (securely) store hard copies of the assessment documents locally in the immediate period before assessments take place, although should avoid 'stockpiling' large quantities as these assessments are updated and replaced at regular intervals.

All hard and electronic copies of the materials must be stored **securely** at all times, and any live assessments must **always** be conducted using the most up-to-date version.

Each assessment title comprises at least two documents:

- **Candidate's paper**  
to be presented to the candidate.
- **Assessment pack**  
for use by assessors, qualification co-ordinators and IQACs.



In some cases there are additional documents (eg containing source material or data files). Further details about these, along with any other assessment guidance specific to each functional skill, can be found in the the relevant **Subject Specifications and Tutor/Assessor Guide** for the particular Functional Skills qualification(s) being delivered. These are available from the **Functional Skills (3748) qualifications documents webpage**.

All of the assessment documents are designed to be printed double-sided. The documents must be printed on A4 paper to their **exact intended size** (with printer page scaling set to 'None' rather than 'Shrink to printable area' or 'Fit to printable area'). Not doing so is likely to distort any scaled graphics or diagrams included within these documents and could impact on candidate performance. If the candidate's paper is enlarged to A3, the candidate must also be given an 'actual size' copy of the paper as well – or at the very least any pages on which scaled graphics or diagrams appear.

Please contact [policy@cityandguilds.com](mailto:policy@cityandguilds.com) if you require further guidance about the use of modified assessment materials.

### **Conducting the Entry level assessments**

Conduct arrangements for each individual assessment are described more fully in the relevant **Subject Specifications and Tutor/Assessor Guide** for the particular Functional Skills qualification(s) being delivered. These are available from the **Functional Skills (3748) qualifications documents webpage**.

Specific instructions are also set out in the assessment pack. The following general points apply to **all** Entry level assessments:

- 1. Assessments are summative and completed 'when ready'**  
They should only be attempted once the candidate is deemed to have the skills and knowledge necessary to achieve.
- 2. Assessments must be completed under supervised conditions**  
The assessment can take place in the learner's normal learning environment. The candidate must be supervised at all times (by the Assessor or another responsible adult).
- 3. Assessors must read the detailed guidance specific to each assessment title**  
This is contained in the assessment pack and includes details of any materials or equipment candidates will require as well as marking guidance and mark scheme.
- 4. All materials must be collected in after the assessment**  
Candidates must not be allowed to retain any live assessment material. They may be shown their work in the course of receiving feedback from their Assessor, although must not be allowed to keep or copy this. Any completed assessments and assessment records must be stored securely whilst being retained for

Internal/External Quality Assurance (IQA/EQA) purposes, after which they should be securely destroyed.

**5. Assessments may (sometimes) be completed over more than one session**

Where applicable, the assessment pack sets out how this is possible. If assessments are run over more than one session these must be consecutive (with no teaching or preparation in between) but need not be on the same day. Candidates must not take any work away between assessment sessions.

NB: the three components of Functional Skills English are assessed discretely – there is **no need** to complete these assessments back-to-back, and different titles may be used for each component.

**6. Candidates must attempt a *different* assessment title if re-sitting or progressing to the next level**

There is no minimum time between assessment attempts, although where candidates have been unsuccessful in any part of the assessment they will need adequate opportunity for further practice in the relevant skills.

**7. The Access arrangements and reasonable adjustments section of City & Guilds' website sets out the process for applying for formal adjustments to assessments.**

The relevant inclusion statement (contained within the ***Subject Specifications and Tutor/Assessor Guide***) should be consulted to determine precisely what adjustments are permissible for each functional skill (eg a human reader is not permitted for the Reading component of Functional Skills English).

The initial assessment process should identify any reasonable adjustments potentially needed during final assessment. These might involve modified or enlarged assessment materials and/or assistance with an activity that does not form part of the assessment (eg a reader for the task instructions in the Writing component of Functional Skills English). However, any adjustments must not preclude candidates from **independent** achievement of the required standard.

For further information, please see the **Access arrangements and reasonable adjustments** section of City & Guilds' website.

**Obtaining the FS English Speaking, Listening and Communication (SLC) Level 1 and 2 materials**

The SLC assessment criteria and recording sheets can all be found in the ***Functional Skills English Subject Specifications and Tutor/Assessor Guide***. The recording sheets are also available as a separate Microsoft Word document – so they can be reformatted or customised locally (without altering any of the content). All of these documents can be found on the **Functional Skills (3748) qualifications documents webpage**.

All SLC assessments must be supervised by the Assessor or another responsible adult. If the Assessor is not physically present to observe the assessment taking place, there must be an appropriate audio or video recording on which assessment decisions can be based (please see the ***City & Guilds Centre Manual*** for more information on video evidence).

## **Quality Assurance**

All Entry level assessments, along with all FS English Speaking, Listening and Communication assessments at levels 1 and 2 are subject to City & Guilds' Internal and External Quality Assurance (IQA/EQA) process.

The process for checking eligibility and claiming individual components of FS English achieved previously with other awarding organisations (please see the section 'Functional Skills English assessment components from other awarding organisations', page 14) is also subject to the IQA/EQA process.

The purpose of the IQA process is to affirm the correctness and consistency of assessment decisions rather than to re-assess or 'second mark'. In practice, the nature of any standardisation/sampling activity associated with these assessments will need to focus especially on;

- ensuring marking schemes/criteria are applied correctly; and
- ensuring that assessments take place under the required conditions.

When planning their IQA activity, centres should also give due consideration to the characteristics of their Functional Skills provision (eg range of sites, departments, staff and learners involved, internal decision-making processes) and ensure that their sampling strategies follow the principles of 'CAMERA'.

The full quality assurance process, including CAMERA, is described in the ***City & Guilds Centre Manual***.

## 4.3 Assessment arrangements – external assessment

The following assessment components are externally-set by City & Guilds and externally-marked by City & Guilds:

- all Functional Skills Mathematics and ICT assessments at levels 1 and 2
- the Reading and Writing components of Functional Skills English at levels 1 and 2.

### **Named on Demand paper delivery model - in summary**

The Named on Demand (NoD) model involves the use of paper-based assessment materials. There are no fixed assessment windows, although each assessment sitting must be pre-booked.

Candidates may use any relevant technology when completing these assessments (as long as this does not enable them to access unauthorised information). This includes, but is not limited to, typing written answers, as well as using a computer to create diagrams, tables and graphs. For further guidance, please see the section 'Permitted/prohibited equipment', below.

Note any work submitted for marking must be printed out and sent to City & Guilds in **hard copy** form via the answer booklets, or on A4 sheets of paper (with the candidate's name clearly visible on every page).

**All candidates completing paper-delivered Functional Skills assessments may type their responses, with spellcheck switched on. For the avoidance of doubt, this is not regarded as an access arrangement for Functional Skills: candidates do not need any evidence of need or normal way of working and no permission is required for individual candidates.**

### **Results processing of paper-delivered assessments**

Results are processed and issued 20 working days after the completed work has been sent back to and scanned by, City & Guilds.

Please be aware that while we roll out any new assessment versions ALL candidate results will be held until we have completed an analysis of the live results to ensure that the grade boundaries are set correctly. This is an important quality step to ensure that the assessments are robust and reliable. As a result of this quality process, there may be an impact on our ability to issue results within our standard 20 working-day turnaround. Whilst we will do everything we can to issue results promptly and within 20 working-days, please be aware that results may take up to an additional 5-7 working-days.

If you have any specific queries please contact [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com) for further information.

## Onscreen (e-volve) delivery model – in summary

The onscreen model involves assessments delivered by e-volve, City & Guilds' e-assessment platform.

As with Named on Demand, there are no fixed assessment 'windows', and each assessment must be pre-booked (this can be as little as 30 minutes before it takes place). Candidates' work is uploaded **directly** to City & Guilds from the e-volve system for marking.

Whilst there is no in-built spell/grammar checking functionality available within the e-volve system, candidates may use an **external device or resource** with this capability (as long as this does not have transmitting/receiving capabilities or these have been disabled. Please also see the section 'Permitted/prohibited equipment', below.

## Results processing of onscreen assessments

Results are processed and issued 20 working days after the completed assessment has been uploaded. Note, where the assessments are completed offline they will need to be uploaded afterwards.

Please be aware that while we roll out any new assessment versions ALL candidate results will be held until we have completed an analysis of the live results to ensure that the grade boundaries are set correctly. This is an important quality step to ensure that the assessments are robust and reliable. As a result of this quality process, there may be an impact on our ability to issue results within our standard 20 working-day turnaround. Whilst we will do everything we can to issue results promptly and within 20 working-days, please be aware that results may take up to an additional 5-7 working-days.

If you have any specific queries please contact [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com) for further information.

Please note that the result shown in SecureAssess is a **provisional result**, and may be subject to change following ongoing marker standardisation, sampling and borderlining. **Candidates' results will only be confirmed as final once they appear on the Walled Garden.**

Whilst any adjustments to results are invariably minor, occasionally they will be enough to affect candidates' overall grade, so it's **vital that the overall marks/grades shown on the score reports/in SecureAssess are treated only as indicative.**

## 4.4 Choosing the right model

It is important to appreciate that neither of these delivery models will necessarily suit all candidates, eg some learners may be more accustomed to reading documents on paper than onscreen, whereas others may find an onscreen assessment less intimidating than a paper 'exam'. When deciding which model to use, centre staff should think carefully about their learners' individual needs, preferences and normal ways of working, rather than simply choosing the model that is administratively more convenient for the centre.

In particular it is important to appreciate that e-volve is largely a 'closed' system and consequently has less in-built scope for presentational adjustments or use of external software.

Note, this differs for FS ICT at levels 1 and 2, where candidates will need to use external software applications such as Microsoft Office to complete certain tasks. More information can be found in the **Functional Skills ICT Subject Specifications and Tutor/Assessor Guide** which is available from the **Functional Skills (3748) qualifications documents webpage**.

Candidates may use more than one method of delivery, eg complete FS English Reading as a paper-delivered assessment and FS English Writing onscreen (or vice versa). There is no need to specify this when registering learners as Functional Skills candidates (just as there is no need to specify which level they are working towards at that point); the only time when this is specified is when booking the actual assessments.

## 4.5 Accommodation and assessment sites

Functional Skills assessments should ideally be accommodated within the centre's own premises, although they can take place in other locations such as candidates' workplaces. Centres need to inform City & Guilds that the location is an assessment site using the Centre Update (CU) form (see **City & Guilds Centre Manual** for more information).

It is not necessary to inform City & Guilds every time an assessment takes place at this location following this. If using e-volve, information on the location can be added when booking tests by opening the additional details section.

### **The assessment room**

All Functional Skills assessments must take place in a suitable location that enables candidates to complete their assessments without disruption or interruption. It should be made clear to those in adjoining rooms/corridors that the assessment is taking place.

Candidates **must not** be seated in such a way that they can overlook each other's work (even unintentionally). Centres must ensure that the minimum distance in all directions between candidates' chairs is 1.25 metres.

Centres **must** create a seating plan so that there is a clear record of where each candidate was seated during the assessment. Centres must keep a copy of the seating plans until at least 65 working days after the release of results.

Care should be taken to ensure there is nothing visible in the assessment room that might give candidates an unfair advantage (please see the section 'Permitted/prohibited equipment', below, for further guidance).

There is no requirement to display the standard Joint Council for Qualifications JCQ 'Warning to Candidates' posters for these assessments although it might be appropriate to do so if the same room is also used for other assessments or examinations.

A reliable clock must be clearly visible to each candidate throughout the assessment.

### **The Invigilator role**

The assessments require **continuous** supervision by suitably informed and briefed adults.

Anyone acting as an Invigilator for Functional Skills assessments needs to be absolutely clear about the scope and purpose of this role, ie to facilitate the assessment and:

- ensure all candidates have an equal opportunity to demonstrate their abilities
- ensure the security of the assessment – before, during and afterwards
- prevent possible candidate malpractice
- prevent possible administrative failures.

Anyone acting as an invigilator must be familiar with the centre's assessment administration processes as well as the contents of this document (in particular Appendix 1 and Appendix 2).

Invigilators **must**:

- be familiar with the requirements of the role as set out in this handbook  
**(an electronic or printed copy of this handbook must be made available during each assessment sitting)**
- give all their attention to overseeing the assessment and ensuring it is conducted properly
- be able to observe each candidate that they are responsible for supervising at **all** times
- be able to summon help without leaving the candidates unsupervised at any time – eg if there is only one invigilator, that person should have access to a mobile phone (on silent) or two-way radio
- inform the Centre Contact (or examinations officer) immediately if they suspect the security of the assessment may have been compromised  
(the Centre Contact is responsible for notifying City & Guilds of any security breach).

Invigilators must **not** carry out any other task whilst invigilating.

It is acceptable for staff who have been responsible for teaching and/or assessing the candidates attempting the Functional Skills assessments to act as sole invigilator, however centres must have adequate internal safeguards in place to mitigate the risk of potential malpractice.

Candidates' relatives or peers must **not** act as sole invigilator under any circumstances.

For more detailed guidance on City and Guilds' Malpractice procedures, please visit the **Assessment Malpractice** page of City & Guilds' website. Other supporting documents are available on the **Joint Council for Qualifications (JCQ) website**.

If only one invigilator is present, that person must be able to get help easily, without leaving the room or disturbing the candidates. There must be at least one invigilator present during the assessment at all times.

Where centres opt to use a centralised team of examination invigilators for their Functional Skills assessments, it is important that they are adequately briefed on the requirements of *these* assessments – eg in terms of the equipment permitted. For FS ICT, in particular, and for any onscreen (e-volve) delivered assessments, someone must be available to



ensure equipment has been configured appropriately or in case of any technical issues during the assessment.

### **Permitted/prohibited equipment**

Candidates are generally expected to use their normal methods of working, and within reason should be able to access any equipment that would routinely be available to them, as long as this does **not**:

- enable candidates to
  - communicate or collude with other candidates, or with any third party external to the assessment
  - access the internet (except where this is specifically required as part of the assessment – eg during ‘Part A’ of paper-based FS ICT at levels 1 and 2).
- include any pre-prepared notes, crib-sheets, tutor-developed or other materials designed specifically to assist with this assessment.

Where devices have transmitting/receiving capabilities (eg via a SIM-card, dongle, Ethernet or built-in WiFi connectivity), the Invigilator **must** ensure at the beginning of the assessment that this functionality has been disabled and remains so throughout the assessment (other than where internet access is specifically required as part of the assessment).

Candidates may wish to use equipment such as a desktop PC, laptop or reading pen during their assessment; this is acceptable, as long as the above conditions are fulfilled. The centre must ensure that it does not have any other information stored on it that could potentially give the candidate an unfair advantage. Under **no** circumstances may a candidate use his/her own laptop or tablet in an assessment. The centre must always provide the candidate with a computer, laptop or tablet which is used.

Some of the resources needed to complete the assessment are accommodated within the e-volve system (eg a calculator for FS Mathematics), although in most cases it will still be necessary to bring at least some items into the assessment (eg a paper/electronic dictionary, spell/grammar checking device for FS English).

The e-volve system locks down most other applications whilst the assessment is taking place, so for the most part it will prevent candidates from being able to access the internet or any other inappropriate aids via the computer that they are using to complete the assessment. However, the Invigilator **must** ensure that any other electronic devices in use during the assessment do not enable candidates to communicate or collude with other candidates, or with anyone external to the assessment.

It is also important to appreciate that the onscreen (e-volve) delivered FS ICT assessments at levels 1 and 2 **do not** lock down other applications, as being able to access external software ‘in-app’ is intrinsic to the design of these assessments. Nevertheless, invigilators will need to ensure candidates do not use these applications to communicate or gain access to inappropriate aids.

When considering whether candidates should have access to a particular item of equipment, centres must bear in mind each of the following:

- How readily and routinely would this item be available to candidates in 'real' everyday life/work situations?
- Would prohibition put candidates at a significant disadvantage?
- Would use of the item be likely to disturb or disrupt other candidates (and if so, could this easily be mitigated)?
- Would the item give rise to a communication/collusion risk (that the centre could not reasonably mitigate)?

#### **Illustrated example 1:**

The invigilator gives out scrap paper to candidates so they can make rough notes.

This **would** be permissible because:

- ✓ note paper is something they would be likely to use as matter of course in everyday situations, and not allowing them to do so might impede completion of the assessment task
- ✓ doing so is highly unlikely to disturb or disrupt other candidates
- ✓ there is no realistic possibility of a security risk, as long as checks are made to ensure the paper does not contain any pre-prepared information (especially nothing of material relevance to the assessment) and candidates are not able to retain any of these sheets after the assessment.

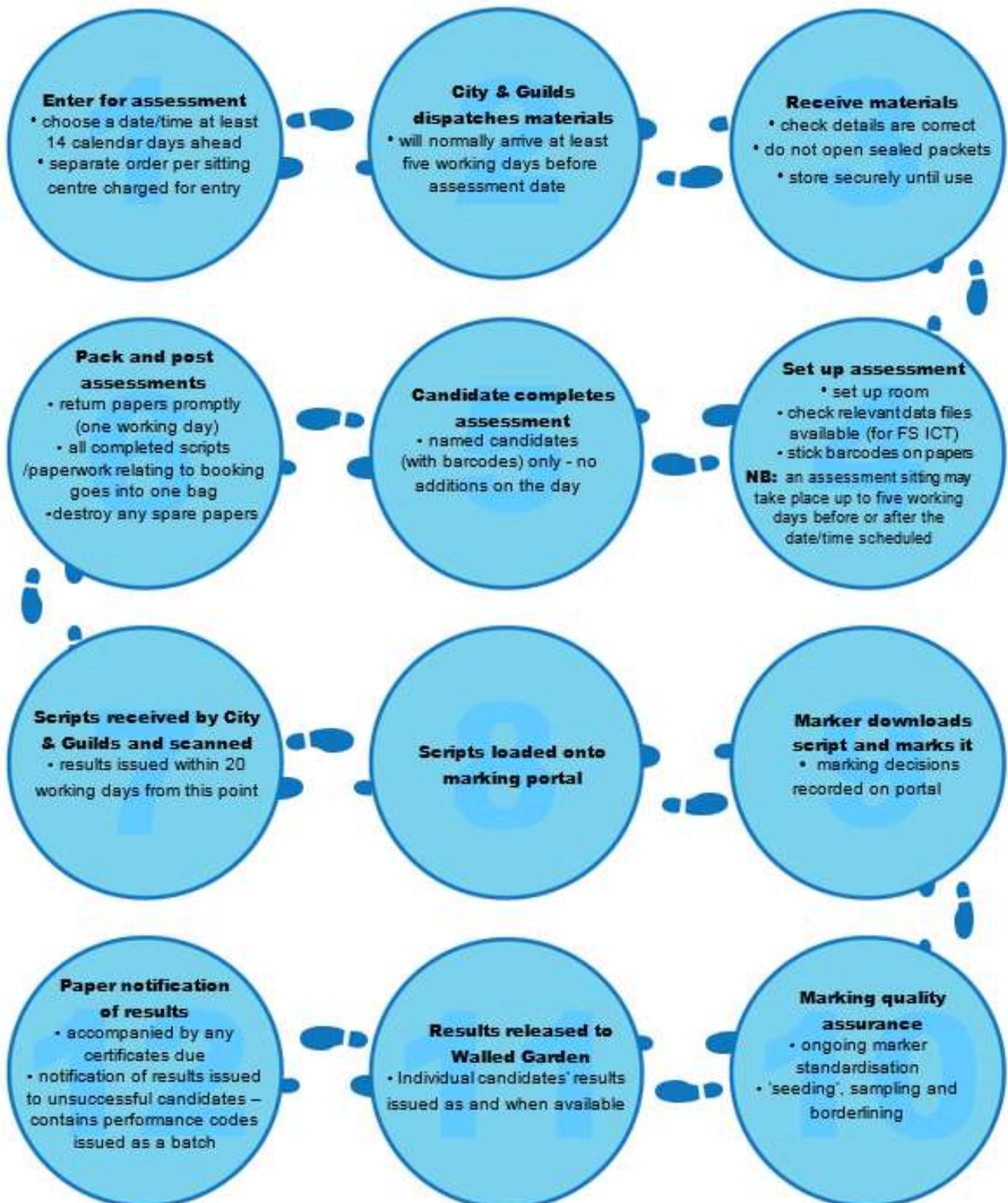
#### **Illustrated example 2:**

Candidates have been provided with a briefing note for use during their FS Mathematics assessments. It includes a list of key mathematical formulae they might need to use, as well as a list of *dos and don'ts* for the assessment that the tutor thought would be useful

This **wouldn't** be permissible because:

- ✗ the briefing note has been designed specifically to assist candidates with this assessment; it is not a general resource that they would have routine access to in everyday situations (textbooks or course notes would likewise be inappropriate)
- ✗ it would be seen as 'spoon feeding' candidates and compromising the independent problem solving aspect of these assessments.

#### 4.6 Named on Demand (Paper-delivered assessments)– how does it work, and what is required?



Please note we can only ensure results notification in 20 working days of receipt if all the processes set out above have been followed correctly.

## Ordering assessments

Named on Demand assessments are ordered using the On Demand screen within the Walled Garden (or alternatively as an EDI file). All Functional Skills NoD assessments have a '3748-3xx' product code (eg 3748-310 for FS English Reading at Level 1). A fee is charged for each candidate included on the order, for prices please see the 3748 Catalogue pages on the Walled Garden.

The order must specify a date and time for the assessment (at least 14 calendar days ahead), as well as the names of **all** candidates undergoing assessment on this occasion (all of whom will need to have already been registered for the relevant subject). Please ensure this information is correct, as it **cannot** be amended after the order has been placed<sup>4</sup> and will appear on all stationery relating to the booking, ie the Invigilation Certificate and unique barcode used to identify each candidate.

**Candidates cannot be added to, or removed from a booking after it has been made. This is critically important for the accurate and timely processing of results.**

The assessment is expected to take place on the date and time specified, though it **may be held up to five working days either side of the specified date without notifying City & Guilds**. Please see the section 'Setting up the assessment', below, for further details.

Each assessment order must be for a **unique** sitting, and all candidates included on a booking are expected to sit the assessment at the same time on the same site. The number of orders per day is unlimited, so a separate order must be placed for each sitting if candidates cannot all be accommodated at the same time on the same site. **All materials relating to the booking must be received, stored, used and returned together.**

## Receipt and storage of assessment materials

Functional Skills assessment materials are **normally** dispatched to arrive at least ten working days before the assessment date, although depending on when the order is placed or during busy periods this may be as little as five working days. If they have not arrived five working days before the assessment date, please contact our Customer Services team by emailing [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com).

Each batch of assessment materials contains the following:

- Invigilation Certificate (IC) - attendance record for completion during the assessment
- sealed pack containing:
  - dispatch note
  - assessment papers – for each candidate
  - individual barcode stickers for each candidate

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<sup>4</sup> Our standard candidate amendment policy applies, allowing minor errors to be corrected via the Walled Garden. However, if a wholesale name change is required then proof of this must be provided.

- return label and bag with return instructions.

It is acceptable to use the arrangements described in the **Joint Council for Qualifications (JCQ) Instructions for Conducting Examinations (ICE)**, although it is not compulsory to follow all the requirements set out in JCQ ICE. Centres **must** keep all question papers in a secure place, available only to authorised persons. This will require a safe or a similar non-portable, lockable, metal cabinet. The safe **must** sit within a room which is secure from non-authorised entry and locked when not attended by authorised persons. These arrangements may be inspected by City & Guilds as part of an Exam Audit.

Live assessment materials must not be viewed by **anyone** within the centre prior to their use, and any access to the materials must be limited to the Centre Contact and a limited number of key-holders authorised by the Head of Centre.

Question papers may only be removed from secure storage when the exam is taking place or for transport to the assessment location. They **must** remain under secure storage at all other times, until they are returned to City & Guilds or destroyed.

Where materials need to be transported to another location (eg another site or the candidates' workplace) they must be transported securely and remain sealed. Where possible, this should be on the day of the assessment by a member of staff, using a lockable case. If assessment materials need to be stored overnight away from the centre address, the conditions must meet those listed above. The location must be registered with City & Guilds as an assessment site and materials must not be stored there any longer than absolutely necessary. All assessment sites may be checked as part of City & Guilds' examination audit process.

Where multiple orders have been placed, care must be taken to ensure each set of papers and paperwork is not mixed up. The best way to avoid this is to keep all materials relating to a particular order (ie the IC and sealed pack) **together** until they are used.

The sealed pack must **not** be opened until an hour before the exam is to take place, and must be kept secure until immediately before it is used.

### **Setting up the assessment**

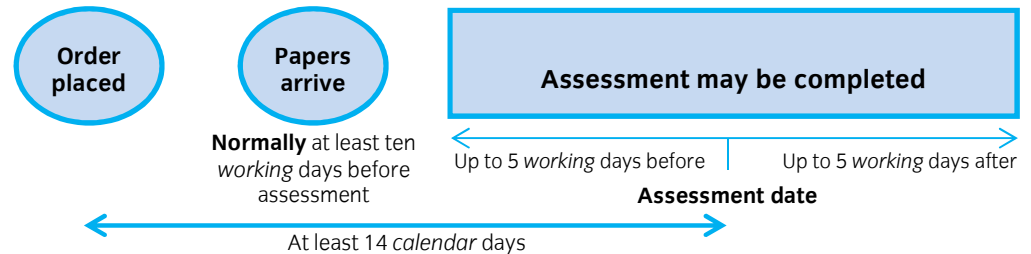
As indicated above, the specified date and time is printed on all stationery relating to a particular assessment order and it is expected that the assessment will take place at this time. However, the assessment may take place up to **five working days** either side of the specified date without needing to inform City & Guilds as long as:

- the assessment materials remain sealed until use and are dispatched within one working day
- all candidates included on the booking complete the assessment at the same time (exceptions can be made for individual candidates in the event of unforeseen circumstances, but only if the security of the assessment materials is maintained, and all of

the completed assessments materials are returned to City & Guilds together).

**A new booking must be made if the assessment date/time needs to be varied by more than five working days.**

The following diagram illustrates how soon a NoD assessment could potentially be taken after it is ordered:



### Opening the packs

In order to ensure the assessment is presented to candidates unseen, the sealed pack of assessment materials must remain unopened until just before use. This should **not** normally be more than one hour before the assessment begins, although it is recognised that this might occasionally need to be **slightly** longer given the need to stick barcodes onto each of the papers (see below) and in some cases (for FS ICT) to arrange for an email to be sent to candidates that they can access during the first part of their assessment. Where papers need to be opened more than an hour before the assessment, the security of the assessment must be maintained.

### Checking version numbers

When opening the packs, centres must check that the question paper version corresponds with that printed on the IC. A specific paper version is allocated to each order (eg 15VERA), so it is crucial that all materials relating to the order are stored and returned together. The version number should be used when determining which set of ICT data files (see note below) candidates will need access to during their assessment.

#### Data files for FS ICT assessments

Paper-based FS ICT assessments require candidates to use a set of data files during their assessment. All of these files must be downloaded from the **Functional Skills qualifications webpage** and stored locally **in advance** of the assessment taking place, with the relevant set (corresponding with the paper version number – eg Version C for paper 12VERC) then made available to candidates. Candidates should **not** be expected to locate and download the files themselves whilst the assessment is taking place.

Note, for FS ICT onscreen delivered assessments all data files are made available to candidates from within the e-volve system so there is no need to download them in advance.

The **Functional Skills ICT Subject Specifications and Tutor/Assessor Guide** provides more details about the range of file formats, and any other set-up requirements – eg email accounts.

## Barcodes

The sealed pack contains a set of personalised barcode stickers which will need to be stuck onto the papers as instructed before the assessment begins. It is **essential** that each candidate is given the correct paper with the correct barcode stuck in the appropriate place, as name and barcode are used to identify candidates when processing results. Candidates are also asked to add their name and signature to the paper as an additional safeguard. Please see the graphics on the following pages for examples of this.

Two barcodes are normally supplied per candidate for FS English and Mathematics, the second one can be used if they use additional paper. For FS ICT four barcodes are normally supplied.

To minimise the risk of any packing errors, all packs are checked by at least two members of City & Guilds staff before we seal and dispatch them to our centres. If however you do find anything incorrect or missing from the pack when it is opened please contact our Customer Services team immediately. If you are holding assessments during evenings or weekends, please bear in mind that the Customer Services contact centre is open Monday to Friday from 08:00 to 18:00.

## Secure storage of assessment materials

Any unused copies of the assessment paper must be **securely destroyed** and on no account may they be retained for use as practice material or as a teaching/learning resource.

Candidates' completed scripts must be collected in and put into secure storage **as soon as** the assessment is over. These **must** be held in secure storage (even if there are further exams taking place on the same day) until they are ready to be returned to City & Guilds (this must be within one working day).

## Completing the paperwork and returning assessment materials to City & Guilds

The Centre Contact must ensure that assessment materials are dispatched within one working day. Candidates will be recorded as absent if these are not received within 14 calendar days of the date printed on the IC. To ensure results are processed efficiently and released within 20 working days':

- all candidates included on the booking must complete the assessment at the **same time**
- the date/time displayed on the IC must **not** be altered (even if the assessment did not actually take place at that time)

- the IC must be completed as instructed to record all the candidates who were listed on the original booking (and must **not** be photocopied)
- no additional candidates may be added to the IC
- all submitted papers **must** have the correct barcode.
- Do not include any unused papers, these should be destroyed separately.




Example of an Invigilation Certificate completed **correctly**

**Examiner marked invigilation certificate**

Centre: 999990 SAP Test UK CR1  
 Qualification: 3748-01 Functional Skills English  
 Assessment: 3748-313 Functional English Reading Level 2

**TOP COPY WHITE**

Exam Date: Thu 03 SEP 2015  
 Start Time: 15:00  
 End Time: 16:00  
 Exam Version: 12VERM  
 Delivery Group: DELGRP01  
 0607158728



Line	Candidate Exam Reference	Examination Number	Candidate First Name(s)	Candidate Family Name	Sex	Date of Birth	Present	Result	Hold
01	202733437-1010	FIL4535	A	Learner	M	13/08/1991	<input checked="" type="checkbox"/>		
02	202733437-1020	FIL4547	B	Learner	M	13/08/1992	<input checked="" type="checkbox"/>		
03	202733437-1030	FIL4558	C	Learner	M	13/08/1994	<input type="checkbox"/>		
04	202733437-1040	FIL4560	D	Learner	M	08/12/1996	<input checked="" type="checkbox"/>		
05	202733437-1050	FIL4572	E	Learner	M	08/12/1997	<input checked="" type="checkbox"/>		

**Invigilator** I hereby certify that this examination was carried out in accordance with the requirements set out in the latest version of City & Guilds' Regulations for the conduct of examinations.

Total number of candidates in: **4**

Signed: **INVIGILATOR SIGNATURE**  
 Date: **03.09.2015**  
 Name: **INVIGILATOR NAME**

**Examiner** Name: \_\_\_\_\_

**Examiner** Signature: \_\_\_\_\_

**Examiner** Date: \_\_\_\_\_

**Examiner** Name: \_\_\_\_\_

**Examiner** Signature: \_\_\_\_\_

**Examiner** Date: \_\_\_\_\_

**Invigilator** Name: \_\_\_\_\_

**Invigilator** Signature: \_\_\_\_\_

**Invigilator** Date: \_\_\_\_\_

**Invigilator** Name: \_\_\_\_\_

**Invigilator** Signature: \_\_\_\_\_

**Invigilator** Date: \_\_\_\_\_

**City & Guilds** Logo

Unit 3 The Links  
 Popham Close, Hanworth  
 Feltham, TW13 6JE  
 United Kingdom

Correct version.

Absent candidate has been left blank.

Candidates who were present have been filled in.

No additional candidates have been added.

Invigilator section has been completed correctly.

No other marks have been made on the IC.

Please return white copy with candidates completed, with the address below immediately following the examination, (even if no candidates were present).

Cintas  
 Unit 3 The Links  
 Popham Close, Hanworth  
 Feltham, TW13 6JE  
 United Kingdom

SAP

4070

V1.0

City & Guilds only

Example of an Invigilation Certificate completed *incorrectly*

**TOP COPY WHITE**

**City & Guilds**

**Exam Date:** Tue 01 SEP 2015  
**Start Time:** 15:00  
**End Time:** 16:00  
**Exam Version:** J2V6R4  
**Delivery:** DELGSP01  
**Delivery Group:** 0607158728

**QR Code**

**Examiner marked invigilation certificate**  
**Centre:** 999990 **SAP Test UK CR1**  
**Qualification:** 3748-01 **Functional Skills English**  
**Assessment:** 3748-310 **Functional English Reading Level 1**

Line	Candidate Exam Reference	Employment Number	Candidate First Name	Candidate Family Name	Sex	Date of Birth	Present	Result
01	202733438-1010	FIL4535	A	Learner	M	13/08/1991	●	
02	202733438-1020	FIL4547	B	Learner	M	13/08/1992	✗	
03	202733438-1030	FIL4558	C	Learner	M	13/08/1994	●	
04	202733438-1040	FIL4560	D	Learner	M	08/12/1996	●	
05	202733438-1050	FIL4572	E	Learner	M	08/12/1997	●	
			ADDITIONAL	CANDIDATE	F	01/01/1971	○	
							○	
							○	
							○	
							○	
							○	

**Invigilator:** I hereby testify that this examination was carried out in accordance with the requirements set out in the latest version of City & Guilds 'Regulations for the conduct of examinations'.  
 Total number of candidates present on this form:   
 Signed:  Date:  Name:

**Examiner:**      
**Moderator:**

Please return white copy with candidates completed work to the address below immediately following the examination, even if no candidates were present: **207733**  
**Banctec (8991)**  
**Exam Management**  
**City & Guilds**  
**Dewhurst House**  
**24-30 West Smithfield EC1A 9HB**  
**United Kingdom**

**QR Codes**

**4070** **SAP**

**V1.0**

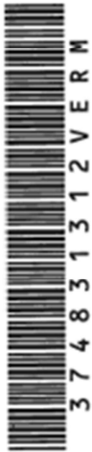
**Make sure the invigilator section is filled in.**

**Do not add additional candidates to the IC.**

**The test version printed on the IC should be the only test version given to candidates and returned to City & Guilds. This should NOT be changed.**

**Leave blank if a candidate is absent.**

+



**3748-313 12VERM**  
**Level 2 Functional Skills English – Reading**  
 Sports club

To be arranged  
 1 hour



Candidate name (first, last)

First	A																		
Last	L	E	A	R	N	E	R												

Candidate enrolment number      Date of birth (DDMMYYYY)      Gender (M/F)

F	5	L	4	5	3	5	1	3	0	8	1	9	9	1	M
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

Assessment date (DDMMYYYY)      Centre number      Candidate signature and declaration\*

0	3	0	9	2	0	1	5	9	9	9	9	9	0	A. Learner
---	---	---	---	---	---	---	---	---	---	---	---	---	---	------------

• If any additional answer sheets are used, enter the additional number of pages in this box. ➔

• Please ensure that you **staple** additional answer sheets to the **back** of this answer booklet. clearly labelling them with your full name, enrolment number, centre number

Personalised candidate barcode is affixed in the correct place and is for the correct candidate.

All of the candidate's details/ sections are filled in correctly.

+

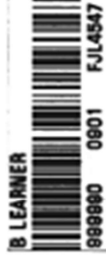


**3748-310 12VERK**  
**Level 1 Functional Skills English – Reading**  
Let's Dance



+

Make sure the name on the barcode is for the correct candidate.



To be arranged  
1 hour

Candidate name (first, last)

First 

A																				
---	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Last 

L	E	A	R	N	E	R														
---	---	---	---	---	---	---	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Candidate enrolment number Date of birth (DDMMYYYY) Gender (M/F)

FJL4535 13081991 M

Assessment date (DDMMYYYY) Centre number Candidate signature and declaration\*

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

- If any additional answer sheets are used, enter the additional number of pages in this box. ➔
- Please ensure that you **staple** additional answer sheets to the **back** of this answer

--	--	--	--

+



**3748-310 12VERK**  
**Level 1 Functional Skills English – Reading**  
Let's Dance

To be arranged  
1 hour

If provided, stick your candidate  
barcode label here.

Candidate name (first, last)

First C

Last L E A R N E R

C LEARNER



: of birth (DDMMYYYY)

Gender (M/F)

Assessment date (DDMMYYYY)

Centre number

Candidate signature and declaration\*

Make sure the personalised candidate barcode is affixed here – in this box.

Do not affix the barcode elsewhere.

+

Please follow the instructions on the 'return bag' and, before posting, check to ensure:

- the IC has been completed correctly
- all candidates' completed assessment papers are enclosed, and have the correct barcode affixed in the correct place
- no blank assessment papers are enclosed (any unused papers must be destroyed, rather than returned – otherwise these candidates' results will be recorded as 'fail' rather than 'absent')
- no other work from candidates that were not included on the booking is enclosed.

Please note all completed assessments and paperwork from a particular assessment booking **must be returned in the same return bag**. Any papers returned in separate batches will have to be processed manually and will take 32 working days. They may also be subject to late entry fees.

All assessment materials should be returned via secure post. It is the centre's responsibility to ensure secure delivery, as City & Guilds are unable account for any bags that go missing before the scanning house has received them.

Any spare copies of the assessment paper must be **securely destroyed** and on no account may they be retained for use as practice material or as a teaching/learning resource.

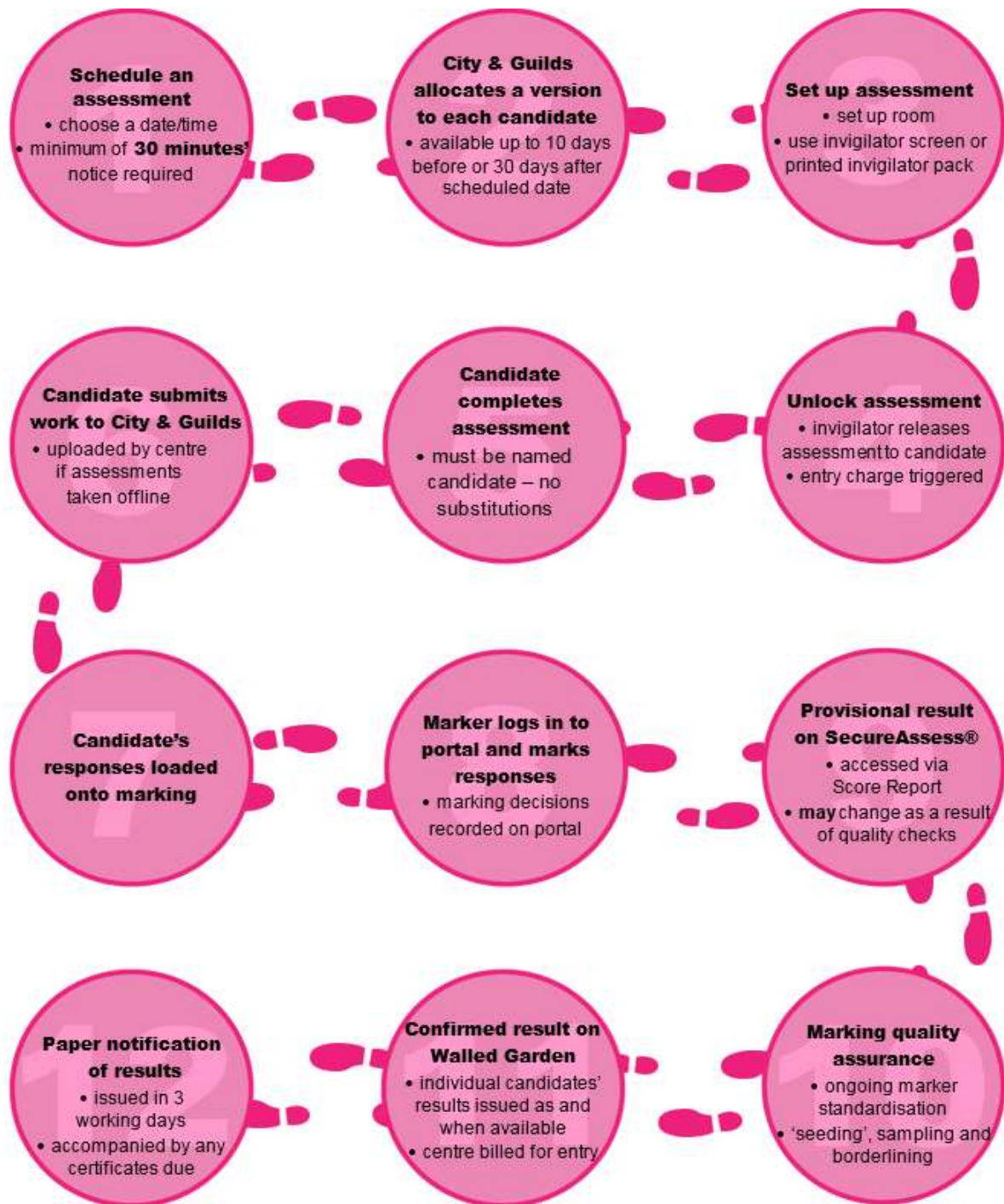
### **Marking and results processing of paper-delivered assessments**

The 20 working day period for issuing results begins when the correctly completed IC and assessment papers (for **all** candidates) have been received and scanned by City & Guilds.

Please be aware that while we roll out any new assessment versions ALL candidate results will be held until we have completed an analysis of the live results to ensure that the grade boundaries are set correctly. This is an important quality step to ensure that the assessments are robust and reliable. As a result of this quality process, there may be an impact on our ability to issue results within our standard 20 working-day turnaround. Whilst we will do everything we can to issue results promptly and within 20 working-days, please be aware that results may take up to an additional 5-7 working-days.

If you have any specific queries please contact [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com) for further information.

## 4.7 E-volve onscreen-delivered assessments– how does it work, and what is required?



Please note we can only ensure results are issued in 20 working days of receipt if all the processes set out above have been followed correctly.

## System requirements for e-evolve onscreen tests

Before any learners take the onscreen Functional Skills tests, please review the **Minimum technical requirements for e-evolve onscreen assessments** document on our website to make sure you have the latest version of flash installed. This will ensure your learners do not experience any technical issues during their assessment.

## Marking and results processing of onscreen assessments

The marking process begins as soon as the completed test is uploaded to City & Guilds. It takes 20 working days before the confirmed result is available on the Walled Garden.

Please be aware that while we roll out any new assessment versions ALL candidate results will be held until we have completed an analysis of the live results to ensure that the grade boundaries are set correctly. This is an important quality step to ensure that the assessments are robust and reliable. As a result of this quality process, there may be an impact on our ability to issue results within our standard 20 working-day turnaround. Whilst we will do everything we can to issue results promptly and within 20 working-days, please be aware that results may take up to an additional 5-7 working-days.

If you have any specific queries please contact [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com) for further information.

Please note that the result shown in SecureAssess is a **provisional result**, and may be subject to change following ongoing marker standardisation, sampling and borderlining. **Candidates' results will only be confirmed as final once they appear on the Walled Garden.**

Whilst any adjustments to results are invariably minor, occasionally they will be enough to affect candidates' overall grade, so it's **vital that the overall marks/grades shown on the score reports/in SecureAssess are treated only as indicative.**



## 4.8 Access arrangements and reasonable adjustments

The Functional Skills qualifications are designed to measure candidates' ability to work independently and problem-solve. It is therefore crucial that learners undergo a rigorous process of initial assessment to ensure they are **personally** capable of meeting the required standard for any Functional Skills qualifications they work towards.

The qualifications' assessments are designed to be inclusive and reflect common variations in learners' normal methods of working, although some candidates may still need specific access arrangements and reasonable adjustments to allow for their particular methods of working. The inclusion statements for each functional skill (see relevant **Subject Specifications and Tutor/Assessor Guide**) describe the range of potentially acceptable adjustments that might be considered without compromising the purpose of these qualifications.

General guidance on the process for applying for access arrangements can be found in the **Access arrangements and reasonable adjustments** section of City & Guilds' website. It is important to note that not all of the formal adjustments/modifications mentioned are relevant to Functional Skills: eg **all** candidates may use a word processor during Functional Skills assessments, no evidence of need or normal way of working is required before this can be permitted for candidates.

Where access arrangements are necessary, the approval process is the same as for any other types of external assessment. Any instances where candidates require extra time, a reader or a scribe **must** be approved in advance by City & Guilds.

### Modified assessment materials

The following formats may be ordered directly (as Named on Demand assessments) using the following entry codes:

Format	Product code to use	Notes
Braille	3748- <b>4</b> xx (eg 3748- <b>410</b> for FS English Reading at Level 1, 3748- <b>420</b> for FS Mathematics at Level 2...)	These will be in contracted (Grade 2) Standard English Braille (SEB).
Enlarged print	3748- <b>5</b> xx (eg 3748- <b>510</b> for FS English Reading at Level 1, 3748- <b>520</b> for FS Mathematics at Level 2...)	Text for these assessments will be 24 point on A4-sized paper.

Whilst assessments ordered via this route are available on-demand, please be aware that results for these assessments will take 32 working days rather than the standard 20 working days.

### **Use of accessibility tools**

Where candidates' normal way of working involves the use of assistive software that cannot be supported by the e-volve system centres should contact our Access Arrangements team to arrange for the assessment to be provided in a compatible format. They can be contacted at [policy@cityandguilds.com](mailto:policy@cityandguilds.com) or 020 7294 2772.

### **Access arrangements within the e-volve system**

When scheduling assessments on e-volve, it is possible to add time extensions. Any instances where candidates require extra time **must** be approved in advance by City & Guilds. Please see the **Access arrangements and reasonable adjustments** section of City & Guilds' website for details of how to do this.

Candidates can change the background colour and use some types of magnification software for further details, please see [www.cityandguilds.com/e-volve](http://www.cityandguilds.com/e-volve).

## 4.9 Accessing candidate performance feedback

For both Named on Demand and e-volve, it is possible to access performance feedback for individual candidates. The table below summarises how feedback can be accessed for each delivery route:

Assessment component	Feedback format	How accessed?
FS English Reading (Named on Demand)	Performance codes on Notification of Candidate Results	Hard copy sent with confirmation of results if the candidate has been <b>unsuccessful</b> .
FS English Writing (Named on Demand)		
FS Mathematics (Named on Demand)		
FS ICT (Named on Demand)		
FS English Reading (e-volve)	Score Report	From SecureAssess via Results Window (after no more than 20 working days).
FS English Writing (e-volve)		Based on <b>provisional</b> mark data prior to final quality checks, see below <b>Accessing performance feedback – e-volve</b>
FS Mathematics (e-volve)		
FS ICT (e-volve)		

### Performance feedback – Named on Demand

Where candidates have **not** achieved a pass grade in their assessment, a Notification of Results (NCR) statement is issued confirming the grade, and including a series of *performance codes* identifying relative performance ('good', 'partial' or 'poor') in each of the main aspects of the assessment. The performance codes for each subject can be found in the relevant ***Subject Specifications and Tutor/Assessor Guide*** for the particular Functional Skills qualification(s) being delivered. These are available from the **Functional Skills (3748) qualifications documents webpage**.

### Accessing performance feedback – e-volve

For Functional Skills e-volve assessments, a score report is generated on SecureAssess once the examiner has entered a **provisional** mark.

Assuming every section of the assessment has been attempted, the score report indicates the *proportion* of available marks (expressed as a percentage) allocated to each main skill standard or task.

Because the score report is generated from a **provisional mark** (prior to any 'borderlining' or other quality checks) rather than the final confirmed mark issued via the Walled Garden, there will sometimes be a discrepancy between the two. Whilst any adjustments are invariably minor, occasionally they will be enough to affect candidates' overall grade, so it's **vital that the overall marks/grades on score reports are treated only as indicative.**

Regardless of any subsequent adjustment to final marks, the score report will nevertheless provide an outline of relative strengths and weaknesses.



## Appendix 1 Functional Skills invigilator checklist paper delivered

### PAPER-DELIVERED ASSESSMENTS

This list summarises **essential** actions for invigilators.

#### **A Arranging the assessment room**

- 1 Check that you have the following on display:
  - a clock that all candidates can see clearly
  - the centre number and start/finish time
- 2 Check that you have a seating plan for the assessment
- 3 Check in advance which candidates, if any, have opted to type their responses and whether any have specific access arrangements.

#### **B Before the assessment**

- 1 Check that you understand what materials may be used by candidates.
- 2 Tell candidates that they are now under supervised conditions.
- 3 Ensure candidates do not have any unauthorised materials in their possession, including mobile phones.
- 4 Open the packet(s) of question papers in the assessment room.
- 5 Tell the candidates:
  - to fill in the details on the front of the answer booklet or answer sheets and any supplementary sheets
  - to read the instructions on the front of the question paper.
- 6 Remind candidates to write in blue or black ink or ballpoint pen.
- 7 Tell candidates when they may begin and how much time they have.

#### **C During the assessment**

- 1 Supervise candidates at all times to prevent any cheating or distractions.
- 2 Do not give any information to candidates about any question on the paper or the requirements for answering particular questions.
- 3 Make sure that no question paper is removed from the assessment room during the assessment.
- 4 Make sure that a member of staff is available to accompany any candidates who need to leave the room temporarily.
- 5 If candidates have finished, they may leave at any time. You must ensure this doesn't disturb other candidates.
- 6 Tell candidates to stop writing/working at the end of the assessment.

#### **D After the assessment**

- 1 Tell candidates to check that they have:
  - filled out the information on the front of the question paper and identified themselves on any supplementary sheets of paper
  - crossed out rough work or unwanted answers.
- 2 Collect all scripts and unused stationery before candidates leave the room.
- 3 Arrange scripts in the order candidates appear on the IC.
- 4 Make sure that scripts are kept in a secure place until they are sent for marking.

#### **E Calculators and dictionaries**

- 1 Please be aware that candidates are allowed to use calculators and dictionaries (including electronic ones).



# Functional Skills invigilator checklist onscreen

## ONSCREEN ASSESSMENTS

This list summarises **essential** actions for invigilators.

### **A Arranging the assessment room**

- 1 Check that you have a seating plan for the assessment
- 2 Check in advance which candidates, if any, have specific access arrangements.
- 3 Check sufficient work stations are available, including at least one spare/replacement.

### **B Identifying candidates**

- 1 Check that the *correct* ID and password or keycode is issued to each candidate.
- 2 Check to see that the name on the screen matches the name of the candidate.

### **C Before the assessment**

- 1 Check that you understand what materials may be used by candidates.
- 2 Tell candidates that they are now under supervised conditions.
- 3 Ensure candidates do not have any unauthorised materials in their possession, including mobile phones.
- 4 Make sure that candidates are familiar with the instructions, functionality, procedures and regulations for the assessment, particularly on how to navigate and respond onscreen.
- 5 Check that candidates know how to request technical assistance.
- 6 Make sure all candidates know how to exit the assessment when they have finished.
- 7 Check that all candidates have logged on successfully.
- 8 Ensure that technical support is available throughout the assessment relation to malfunctioning of equipment, software or the onscreen test itself.

### **D During the assessment**

- 1 Supervise candidates at all times to prevent any cheating or distractions.
- 2 Do not give any information to candidates about any question or the requirements for answering particular questions.
- 3 Make sure that a member of staff is available to accompany any candidates who need to leave the room temporarily.
- 4 Record and report any complaints from candidates relating to system delays or any other system irregularities.
- 5 Record and report any emergencies and/or technical failures.
- 6 If candidates have finished, they may leave at any time. You must ensure this doesn't disturb other candidates.

### **E After the assessment**

- 1 Ensure each candidate has exited the assessment correctly.
- 2 Collect any scrap paper.
- 3 Upload the tests.

### **E Calculators and dictionaries**

- 1 Please be aware that candidates are allowed to use calculators and dictionaries (including electronic ones).



## Appendix 2 Frequently asked questions

### General

#### 1. Are Functional Skills qualifications available outside England?

The Functional Skills qualifications are only approved for use, and eligible for public funding, in England. However, City & Guilds also offers the following skills qualifications, aligned to public policy expectations in:

- **Northern Ireland:** Essential Skills (4800)
- **Scotland:** workplace assessed Core Skills units (3658)
- **Wales:** Essential Skills Wales (3868).

#### 2. Where can I find the Functional Skills standards?

The qualification specifications can be found in the relevant **Subject Specifications and Tutor/Assessor Guide** which are available from the **Functional Skills (3748) qualifications documents webpage**.

These specifications are derived from the Functional Skills qualification and subject criteria published by Ofqual.

#### 3. Can learners be exempted from having to do Functional Skills, or from having to complete all of the assessment?

Unlike the Key Skills qualifications that preceded Functional Skills, there are no 'proxy exemption' arrangements that allow Functional Skills candidates to claim exemption from part of their assessment. The **only** way a Functional Skills qualification can be achieved is by successfully completing the required Functional Skills assessment.

Whether it's appropriate or necessary for particular learners to work towards Functional Skills qualifications will depend on a number of factors, including the type of learning programme they are following and any relevant qualifications they might already hold.

#### 4. Can candidates be exempted from part of the assessment if they have a disability?

It is technically possible to grant exemption from up to two of the three components of FS English, although this will only ever be considered as a **last resort** once all reasonable adjustments have been explored.

In the case of FS Mathematics and FS ICT, this does **not** apply, since in both cases the whole qualification comprises only one assessment component.

**5. What is the total cost of a City & Guilds Functional Skills qualification?**

Current fees for each transaction are displayed within the Walled Garden 3748 Catalogue pages. For a guide to the fee structure, please also see the document **Functional Skills qualifications - our fees** (on the **Functional Skills (3748) qualifications documents webpage**).

**6. Where can I find sample/practice Functional Skills assessments?**

A selection of sample assessments (paper-based and onscreen) are available on the **Functional Skills (3748) qualifications documents webpage**.

**7. What guidance is available for learners requiring access arrangements for their Functional Skills assessments?**

Please see the **Section 4.8 Access Arrangements and Reasonable Adjustments** for guidance relating to the externally assessed components; for the internally-assessed components please see the section 'Conducting the Entry level assessments', page 25.

**8. Can Functional Skills assessments completed with other awarding organisations be used towards a City & Guilds Functional Skills qualification?**

Please see the section Functional Skills English assessment components from other awarding organisations, page 14, for details.

**9. What qualifications are needed to teach Functional Skills?**

Please see **Section 2 Teaching Qualifications and Subject Specialist Qualifications** for details.

**10. What qualifications are needed to assess and internally quality assure Functional Skills?**

Please see the section **Internal assessment – key roles**, page 18, for details.

**11. What's the difference between 'registration' and 'entry'?**

Registration is the process of informing City & Guilds that the learner is a Functional Skills candidate. It is distinct from the process of **entering** candidates for particular externally marked paper assessments or **scheduling** onscreen assessments.

There are no registration deadlines for these qualifications, although unregistered learners must not access any live internal assessment material, and cannot be entered/scheduled for any external assessments.

**12. Why do we need to provide candidates' names in advance?**

The high volume of Functional Skills candidates, as well as the need to match candidates with other components or qualifications they might



be working towards, makes it impractical to offer unnamed entries for these assessments.

Please see the section '**Named on Demand (Paper-delivered assessments)– how does it work, and what is required?**', page 35, as well as the section '**E-volve onscreen-delivered assessments– how does it work, and what is required?**', page 47, for further details.

### **13. Do we need to make a separate booking for each group of candidates?**

A separate booking **must** be made for each Named on Demand assessment sitting. The booking must include a date and start-time, and it is expected that all of the candidates included in that booking will complete the assessment at the **same time** in the **same location**.

If multiple groups will be sitting the same Functional Skills assessment component at different times/sites (even on the same day) a **separate order** must be placed for each.

Each order is dispatched in a self-contained pack containing the paper that has been chosen specifically for that sitting. There is **no need to open this pack** until immediately before it is used; the accompanying Invigilation Certificate (IC) indicates which order it relates to and the relevant paper version number, so for FS ICT assessments it is possible to determine which set of data files are needed.

Please note it is **not** possible to add further candidates once the order has been submitted; a personalised barcode is issued for each candidate, and candidates must not be added to the bottom of the IC. Results for un-entered candidates will **not** be processed.

### **14. What equipment can candidates have access to during their assessment?**

Please see the section **Summary of assessment models and guiding principles**, page 22, for details.

### **15. Do the assessments have to be completed in one sitting, or can they be split?**

All of the externally assessed Level 1 and Level 2 assessments **must** be completed in one sitting.

For Entry level the assessment can usually be completed over consecutive sessions (with materials collected in and stored securely between sessions). The assessment pack for each assessment provides further details.

### **16. Is there any additional reading time for the assessments?**

No, time for reading is built into the time allowance for each assessment.

## 17. Do centres need internal verifiers for Functional Skills?

Internal Quality Assurers (IQAs, formerly known as internal verifiers) are required for the Functional Skills components that are assessed *internally*, ie:

- FS English Speaking, Listening and Communication at Levels 1 and 2
- all FS assessments at Entry level.

Please see the section 'Internal assessment – key roles', page 18, for details.

Note the process of Internal/External Quality Assurance (IQA/EQA) only applies to **internally** assessed components of these qualifications. External assessments are monitored by City & Guilds through an **entirely separate** process of examination audits.

## 18. Does the IQA have to look at all assessments or can they just sample them?

Please see the section 'Quality Assurance', page 27, for details.

## 19. How long do results take for the externally-marked components?

All examiner marked external assessment components take 20 working days from receipt (for paper-delivered assessments) or completion/upload (for e-volve assessments).

Please be aware that while we roll out any new assessment versions ALL candidate results will be held until we have completed an analysis of the live results to ensure that the grade boundaries are set correctly. This is an important quality step to ensure that the assessments are robust and reliable. As a result of this quality process, there may be an impact on our ability to issue results within our standard 20 working-day turnaround. Whilst we will do everything we can to issue results promptly and within 20 working-days, please be aware that results may take up to an additional 5-7 working-days.

## 20. Can tutors invigilate Functional Skills assessments?

Please see the sections '

Assessment arrangements – internal assessment’, page 24, and ‘Assessment arrangements – external assessment’, page 28, for details.

## **21. Are tutors allowed to register as Functional Skills candidates and sit live assessments, eg as part of their CPD?**

Section 5.1.9 of the **City & Guilds Centre Manual** includes the following:

*Centres must inform the Quality Teams if they wish to register a member of staff or invigilator for a qualification. This must be done before they undertake any assessments. Failure to notify City & Guilds could affect the Qualification Approval Risk status and/or may constitute malpractice.*

*Members of staff should only undertake assessments if they are registered to complete the qualification.*

*Centre staff cannot undertake a City & Guilds qualification while they are teaching or assessing that qualification at that centre.*

*Where this happens, City & Guilds will invalidate the relevant certificates.*

Whilst it can be valuable for tutors, assessors and internal quality assurers to work towards qualifications they intend to deliver, it is **not** appropriate for this to happen at the same time as they are actively involved in delivering the *same* qualification to learners. In **all** cases, City & Guilds must be informed where centre staff are undertaking qualifications.

## **Onscreen-delivered (e-volve) assessments**

### **22. What are the system requirements for onscreen Functional Skills assessments?**

Please see the standard e-volve minimum technical requirements, available at [www.cityandguilds.com/e-volve](http://www.cityandguilds.com/e-volve).

### **23. Are there any resources to help candidates prepare for the onscreen Functional Skills assessments?**

Yes. Please see the relevant **Subject Specifications and Tutor/Assessor Guide** for the particular Functional Skills qualification(s) being delivered. These are available from the **Functional Skills (3748) qualifications documents webpage**.

### **24. Is it possible to print out any of the onscreen assessment, eg so information can be read on paper rather than from the screen?**

No. e-volve is a closed system and therefore locks down any local printing functions.

**25. Can we download an onscreen assessment onto a laptop – eg so it can be taken to the candidate’s workplace?**

Yes. Please see the **e-volve familiarisation guidance** for further information.

**26. What happens if candidates do not turn up for a scheduled onscreen assessment?**

Assessments can be unlocked and completed up to 30 days after (or 10 days before) the date/time scheduled, so if need be it could be done on another day without needing to be rebooked. Please see the **e-volve familiarisation guidance** for further details.

**27. What if there is a power failure during the onscreen assessment?**

The assessment can be re-started from where candidates left off. All of their previous responses are stored in the system.

**28. What can we do if the fire alarm rings during an onscreen assessment?**

It is possible to pause/resume assessments in exceptional circumstances, using the invigilator screen.

**29. What feedback do candidates receive for the onscreen (other than pass/fail)? How do I find it?**

Please see section 4.9 **Accessing candidate performance feedback** for details.

**30. Why are the results shown in the onscreen score reports sometimes different from candidates’ actual result issued via the Walled Garden?**

Please see the section 4.9 **Accessing candidate performance feedback** for a detailed explanation.

**31. Can we have sight of any live onscreen assessments?**

No. These are **secure** assessments that are only visible to candidates whilst being completed. No record of the assessment content (or candidates’ responses) is retained locally once it has been uploaded to City & Guilds.

Just as centres are not permitted to retain any live paper assessment material (see question 32, below) **on no account** may centres retain any images of live onscreen assessment content. This includes, but isn’t limited to, taking photographs or tutors looking over candidates’ shoulders whilst assessments are underway.

Links to Flash versions of various sample onscreen assessments are available from the **Functional Skills (3748) qualifications information webpage** (under the Level 1 and Level 2 drop-downs). These are intended to help learners prepare for the way these assessments are presented through the e-volve system. These should be used in conjunction with the range of paper (PDF) sample assessments, mark schemes and commentaries that are also available

on the [Functional Skills \(3748\) qualifications documents webpage](#).

## **Paper-delivered (Named on Demand) assessments**

### **32. Can we keep copies of papers?**

No – since these assessments are available on demand, all papers remain ‘live’ even after they have been taken. Any unused copies of the assessment paper must be **securely destroyed** and on no account may they be retained for use as practice material or as a teaching/learning resource. At most, tutors may have a brief look at the assessment paper after it has been taken – although this must be on a strictly controlled basis without any copies being retained

A range of sample assessments, mark schemes and commentaries are available on the [Functional Skills \(3748\) qualifications documents webpage](#) to help tutors and learners familiarise with the structure of these assessments.

### **33. Can we take question papers out of secure storage more than an hour before the start time?**

Please see the section [Named on Demand \(Paper-delivered assessments\)– how does it work, and what is required?](#), page 35, for details of all assessment conduct requirements.



## Appendix 3 Useful documents and links

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook and **Subject Specifications and Tutor/Assessor Guides**. To download the documents and to find other useful documents, go to the Quality Assurance Documents at [www.cityandguilds.com/delivering-our-qualifications](http://www.cityandguilds.com/delivering-our-qualifications).

**City & Guilds Centre Manual** contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues.

**Our Quality Assurance Requirements** encompasses all of the relevant requirements of key regulatory documents and sets out the criteria that centres should adhere to pre and post centre and qualification approval. It also outlines the potential outcomes of centres **not** adhering to these criteria.

**JCQ access arrangements and reasonable adjustments** provides general information and guidance on access arrangements and reasonable adjustments for assessments and qualifications.

**Access arrangements - when and how applications need to be made to City & Guilds** provides a short summary of the process for applying for access arrangements or special consideration for candidates.

**Managing cases of suspected malpractice in examinations and assessments** provides examples of centre and learner malpractice and explains the responsibilities of centre staff, external quality assurers, examiners and City & Guilds staff to report malpractice, actual or suspected.

It also contains useful information on such things as:

- **Walled Garden:** how to register and certificate candidates online
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

For more information about City & Guilds entire Maths and English offer, please visit [www.cityandguilds.com/mathsandenglish](http://www.cityandguilds.com/mathsandenglish).

You can sign up to receive email updates, including alerts linking to our regular *All About...* newsletter, via our Preference Centre at [www.cityandguilds.com/mypreferences](http://www.cityandguilds.com/mypreferences).

## Useful contacts

<b>UK learners</b> <b>General qualification information</b>	<b>E: <a href="mailto:learnersupport@cityandguilds.com">learnersupport@cityandguilds.com</a></b>
<b>International learners</b> General qualification information	Please contact your local office: <b><a href="http://www.cityandguilds.com/about-us/international">http://www.cityandguilds.com/about-us/international</a></b>
<b>UK Centres</b> Registrations, Exam entries (Dated/On-Demand/e-volve Scheduling), Invoices, Missing or late exam materials, Results entries, Certification, Publications.	F: +44 (0)20 7294 2413 E: <b><a href="mailto:centresupport@cityandguilds.com">centresupport@cityandguilds.com</a></b>
<b>International centres</b> Results, Entries, Enrolments, Invoices, Missing or late exam materials	Please contact your local office: <b><a href="http://www.cityandguilds.com/about-us/international">http://www.cityandguilds.com/about-us/international</a></b>
<b>Walled Garden</b> New account enquiries or amendment of existing account details, password resets and on-line technical problems.	F: +44 (0)20 7294 2413 E: <b><a href="mailto:online@cityandguilds.com">online@cityandguilds.com</a></b>
<b>General e-assessment support enquiries</b>	E : <b><a href="mailto:evolvesupport@cityandguilds.com">evolvesupport@cityandguilds.com</a></b>
<b>SmartScreen</b> General SmartScreen queries	E: <b><a href="mailto:subscribe@Smartscreen.co.uk">subscribe@Smartscreen.co.uk</a></b>
<b>Employers</b> Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	If you are an employer, please contact City & Guilds Kineo: <b><a href="http://www.kineo.com/contact-us">www.kineo.com/contact-us</a></b> E: <b><a href="mailto:business@cityandguilds.com">business@cityandguilds.com</a></b>
<b>Feedback and complaints</b>	E: <b><a href="mailto:feedbackandcomplaints@cityandguilds.com">feedbackandcomplaints@cityandguilds.com</a></b>

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## About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

## City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Licence to Practice (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

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