

Reading

1.	What is the pass mark at Level 1 and Level 2?
	The pass mark is between 26 and 29 marks (in the range 65 – 73%).
2.	How will we know the topic for Reading at Level 1 and Level 2?
	There is no choice of topic at Level 1 and 2. Candidates will be allocated a paper.
3.	If a candidate does not answer a task with a “must” correctly, will they fail? E.g. number 2 and 10 Activity 1 – if they get this wrong is it a fail overall?
	They need to give one of the answers correct to pass.
4.	Is it acceptable at Entry level for the candidate to just to draw a line (rather than write the word) in the matching activity – as long as it’s clear what the candidate intended?
	Yes, the candidate can indicate their answer in any way. This includes spoken answers.
5.	If the answer is clear but misspelt, or the candidate has written a sentence with mistakes in but the meaning is clear, can they still be awarded a mark?
	Yes, as long as the answer is clear.
6.	Do City & Guilds recommend a dictionary for the Entry level dictionary-based questions?
	We do not stipulate the dictionary to use as this would incur additional expense for centres. We use a number of dictionaries to check the words we use but do appreciate that centres may use other dictionaries. We suggest that assessors check the word used is in the dictionary accessed by the group and advise them of an alternative word, if it is not available (e.g. recruit instead of recruitment). We appreciate that not all learners will be using the same dictionary and this may cause additional work for the assessor, so it may be easier for the learner to put up their hand if they cannot locate the word.
7.	Can a dictionary and/or thesaurus be used for the L1 and L2 Reading exams?
	Yes, an English or bilingual dictionary can be used. A thesaurus can be included in the dictionary or a standalone thesaurus could also be used.

Writing

1.	Can dictionaries be used at all levels?
	Yes, English or bilingual dictionaries can be used at all levels.
2.	Can candidates word process responses? Can spellcheck be used?
	Any candidate at any level can word-process their response to one activity. This is not explicitly stated at Entry 1 but at the other levels, Activity 3 states that candidates can write their final copy or attach a printout. Spell check can be used. Please note, no allowance is made for 'typos'.
3.	Can electronic dictionaries be used?
	No, electronic dictionaries cannot be used. Paper dictionaries can be used at all levels.
4.	Can candidates take in an empty notebook or rough paper?
	No. The centre can provide paper if required but this would need to be collected in and attached to the assessment booklets. There is plenty of space for working in the candidate assessment pack.
5.	What is the word count for the activities in Entry 3, Level 1 and Level 2?
	The writing activity should be completed with a focus on being fit for purpose and able to meet the criteria. Therefore it is quality rather than quantity that is the key indicator.
6.	Do City & Guilds recommend a dictionary?
	We do not stipulate a dictionary to use, as this could incur additional expense for centres. Candidates may use standard paper-based dictionaries, and/or thesaurus, but not phrasal verb, or other specialist dictionaries.

Speaking & Listening

Activity 1 – Listening

1.	Can this be completed as a group activity?
	The audio recording can be played to a group of candidates but there is no conferring and all answers must be individual. If candidates are answering verbally, this must be a one-to-one activity.
2.	Do candidates have the questions in advance of hearing the audio? How long in advance? At which hearing (1 st /2 nd /3 rd)?
	Candidates read through the questions just before hearing the audio recording for the first time.
3.	If candidates can't read the questions, they can presumably be read to them? At what point – before or after they've listened? How many times? At which hearing?
	Questions should be read to the candidate before each hearing. The questions can be repeated several times between hearings.
4.	Can the candidate take notes at any time during the playing of the sound file?
	They can take notes or complete their answers at any time.
5.	If candidates are giving answers verbally (so as not to disadvantage those who can't write) can they still use the sheets to make notes if they can?
	Yes, any candidate can make notes if they wish. If candidates are giving their answers verbally then this would need to be a one-to-one activity.
6.	Can the interlocutor paraphrase a question if the candidate doesn't understand? Or if the candidate answers incorrectly, can you prompt by asking the question again?
	The interlocutor can explain any words at the candidate's request. The assessor can ask if the candidate is happy with their answers but should not prompt on individual questions.

Activity 2 and 3 – Speaking and listening

1.	Do we have to record all the speaking and listening activities?
	Activity 2 and 3 must be recorded. Activity 1 only needs to be recorded if the transcript is read out. If candidates answer verbally these answers can be recorded.
2.	What is minimum group size for discussions?
	Three. Not including the assessor.
3.	Can a discussion be held with candidates at different levels?
	Yes, as long as the candidate is not disadvantaged.
4.	Can a group include somebody who isn't being assessed?
	Yes this is acceptable as long as none of the group members will be assessed on the same topic in the next few months.
5.	What is maximum group size for discussions?
	There is no maximum group size although it can disadvantage candidates if there are more than five active participants.
6.	Can the transcript be read out?
	Yes, the transcript can be read out but not by the candidates' normal teacher. If the transcript is read out, this should be included on the audio recording. The full transcript can only be read out three times and there should be no pauses in the reading or undue emphasis on the answers.
7.	Can the interlocutor read out the instructions?
	Yes, the guidance clarifies the support an interlocutor can provide. The instructions can be read out to the candidate and the questions can be read out as many times as the candidate requests.
8.	Can candidates make notes at Entry level? Can they read from their notes?
	Candidates do not all choose to make notes but many find it helpful to phrase their questions and consider vocabulary they may use. It is acceptable for candidates to read out their questions, but the assessor should ensure the conversation is as natural as possible.
9.	Can we create a grid so we can tick off when each candidate has asked an open question, responded, given an opinion etc. (then we can bring in those who haven't done this yet)?
	Yes. This would be acceptable at Entry level. The interlocutor cannot take part at the higher levels.
10.	Can candidates write notes in both their own language and/or English?
	Yes. Notes are not assessed.

Level 1 and Level 2 – Presenting information

1.	For activity 2 at Level 2 (the presentation), the activity can be shared two weeks in advance - does this mean the candidate will be given the activity sheet with bullet points or just the general theme (e.g. 'your community')? If the candidate is given the activity sheet, will he/she be able to make notes on that sheet before the day of the exam (in or out of the classroom)?
	The candidate can be given the sheet with the bullet points so they know what to prepare. They can bring in notes <i>but not a script</i> .
2.	Can assessors carry out practice discussions (activity 3) with candidates on the chosen theme before the exam?
	Candidates should be familiar with a range of related vocabulary and should practice discussions but not the actual discussion. Discussions around the general theme are acceptable. However, care should be taken so the discussion is not 'rehearsed' as this can disadvantage the candidate. It is suggested that practice discussions are with different learners and/or a different topic.
3.	For activity 3 (the discussion), will candidates use their activity sheet to make notes individually? Will this be done before the '30 minutes' time limit or is the note-taking part of that 30 minutes?
	This is part of the 30 minutes and candidates will make their notes individually.

General

1.	Has City & Guilds produced any training material e.g. a video clip of a speaking and listening exam?
	This has been discussed but there are no videos available at the moment.
2.	Can mono and bilingual dictionaries be used for all levels and modes?
	Yes.
3.	Can tutors know which topic is coming up? Can they communicate this to candidates e.g. 'Me and my Health'?
	Tutors can choose the topics for everything other than the external reading tests at Levels 1 and 2. The broad topic title (e.g. 'Me and my Health') can be communicated to the candidates but not the content of the assessment itself.
4.	Can candidates take in an empty notebook or rough paper?
	No. The centre can provide paper if required but this would need to be collected in and attached to the assessment booklets. There is plenty of space for working in the candidate assessment pack.
5.	Can candidates resit the same assessment paper?
	No, if a candidate is unsuccessful in an activity, he/she will need further practice before being given another opportunity to undertake a different assignment topic when he/she is ready.