Digital Functional Skills 4748: Instructions for conducting examinations

Version 1.0, April 2024

Document revision history

Version	Summary of change(s)	Date
1.0	Document created	April 2024

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Introduction

This document provides instructions for centres administering Digital Functional Skills entry level 3 and level 1. Digital Functional Skills is only available online (using e-volve).

The exams are available on-demand, however:

- named registration and entry are required for each candidate,
- each exam **must** be booked for a specific date and time.

General requirements

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

As stated in the City & Guilds Centre Handbook, centre staff cannot undertake a City & Guilds qualification while they are teaching or assessing that qualification.

The head of centre has ultimate responsibility and accountability for ensuring that exams, at that centre, are conducted:

- securely,
- confidentially, and
- in accordance with the instructions set out in this document.

Compliance with these instructions

Centres must ensure that all exams are conducted in compliance with these instructions. Failure to do so could constitute maladministration or malpractice, which may result in:

- invalidation of candidate results,
- withdrawal of qualification or centre approval,
- communication of malpractice to other awarding organisations offering the qualifications and to the relevant regulatory authorities.

For more information, please refer to City & Guilds document *Managing cases of suspected malpractice in examinations and assessments*.

1. Before the exam

It is the responsibility of the Head of Centre to ensure that all authorised members of staff and all those responsible for teaching Functional Skills qualifications are made aware of the instructions.

1.1. Scheduling the exam

1.1.1. Exams must be booked for a specific date and time, and they should take place at this time, wherever possible.

1.1.2. The requirements for booking and changing scheduled exam dates are below:

Restriction	e-volve
Deadline for ordering	30 minutes in advance
Maximum period for moving the exam date	10 calendar days before or after original date

1.1.3. The exam date can be moved, for example, where:

- there are resourcing issues (such as no room or the invigilator is not available);
- the candidates are not available (for example due to travel issues on the day of the exam).

1.1.4. Centres must provide details of the actual dates and times of upcoming exams to City & Guilds on request.

1.1.5. Please remember that special consideration is not normally applied to on-demand exams, so if a candidate is affected by a temporary illness, temporary injury or some other event outside of their control at the time of the exam, it should be rescheduled as permitted by 1.1.2 or rebooked.

1.1.6. If the exam is booked for the wrong date due to an administration error, the exam date can be changed, providing the new date meets the requirements of 1.1.2.

1.1.7. To ensure no candidate sits the same question paper more than once, orders may be cancelled if there is no suitable Version of the question paper available (please refer to the Glossary for the definition of version). City & Guilds will notify centres where this is the case.

If a candidate sits the same version twice, they will not receive a mark or grade for the second sitting. We are not able to process a result for the second attempt at that version.

1.1.8. Candidates should not be entered for a resit until they have received their results.

1.2. Examination room

1.2.1. Centres must ensure that they have suitable exam rooms available to ensure that candidates can sit exams securely and undisturbed. These locations must meet the following requirements.

1.2.2. The layout of the room must allow the invigilator(s) to clearly see all the candidates in order to prevent any potential malpractice. For example, invigilators must be able to see whether candidates are using any unauthorised equipment or materials.

1.2.3. Exams for different qualifications can be held in the same room, at the same time, but the room must not be used for anything other than exams, while exams are taking place.

1.2.4. Any room in which an exam is held must provide candidates with appropriate conditions for taking that exam. Centres must pay attention to conditions such as heating, lighting, ventilation and the level of outside noise. Centres must take all reasonable steps to ensure these are suitable for an exam.

1.2.5. Centres must ensure that they have suitable locations available to enable candidates to sit exams securely and without any disturbance.

1.2.6. Centres must have accommodation to administer exams according to the requirements of this document, which can support the size(s) of the cohorts they have registered for the qualification.

1.2.7. Centres must ensure that no candidate can see another candidate's work, utilising at least one of the following methods:

- Ensuring each workstation is at least 1.25m apart (measured from the nearest outer edge of one screen to the next).
- Ensuring monitors are positioned back-to-back, separated by dividers or protected by privacy screens.
- Candidates sitting the same exam component are sat at alternate computers (eg a candidate entered for Entry 3 sitting in between two candidates entered for Level 1).

1.2.3. Centres must ensure that all computers meet the minimum technical requirements to run the e-volve exams. Please refer to www.cityandguilds.com/evolve for more information.

1.2.4. The equipment must be fit for purpose and must be checked by a competent person before use.

1.2.5. Technical help should be available throughout the exam in case of hardware or software problems and to assist with invigilation of the test.

Centres may find it useful to appoint a specialist invigilator, with proven IT skills and experience in conducting evolve exams. They must be assisted by at least one other invigilator.

1.2.6. There **must not** be anything displayed in the room (e.g. posters on the wall) that are relevant to the subject and/or could help the candidate in the exam. Any such material, must be taken down, or covered up before candidates are admitted into the exam room.

1.2.7. The *Warning to Candidates* poster and the *No Mobile Phone* poster **must** be displayed in a prominent place outside the exam room. This may either be a hard copy A3 paper version of the poster, in either black and white or colour, or a projection of the poster onto a wall or screen for all candidates to see. Centres can use the JCQ Exam Room Posters, which are available from the JCQ website, www.jcq.org.uk.

1.2.8. The centre **must** create a seating plan for each exam and provide it to City & Guilds upon request. It should not be submitted with the scripts. Any changes made to seating arrangements during the exam **must** be noted on the seating plan.

1.2.9. The centre **must** keep a copy of the seating plan until six months after the exam date (unless there are any outstanding appeals, malpractice investigations or other results enquiries, in which case the centre must retain the plan until they are concluded).

1.3. Alternative venues

1.3.1. Exams can be administered away from the centre, providing the location meets all the requirements listed in this document.

Any location can be used for an exam, providing it meets the requirements of this document. This includes employer premises or the candidate's home. However, City & Guilds cannot send question papers directly to these addresses.

Please refer to Centre Handbook for more information. In these instances, it is the centre's responsibility to ensure that there are appropriately trained invigilators at the alternative locations.

1.3.2. The centre must inform City & Guilds that a location is an assessment site, for more information please refer to Section 5.1, on page 15. If a location is only being used as an exam site, City & Guilds must be informed of the address, but this does not need to be before each exam takes place at that site.

1.3.3. The centre must keep records of all exam sites and this information must be provided to City & Guilds on request.

1.3.4. All assessment sites may be subject to an Exam Audit by City & Guilds. For this reason, the centre must notify City & Guilds in advance of any exam which is to take place away from its registered address. Failure to do so will be deemed as maladministration.

1.3.5. When using e-volve, information on the location must be added when booking the exam on the Walled Garden, under the 'additional details' section. Please note that exams are referred to as 'tests' on e-volve.

1.4. Invigilation requirements and people present

1.4.1. Invigilators are responsible for ensuring that the exam is conducted securely and in line with these instructions. It is the responsibility of the head of centre to ensure that appropriately trained invigilators are available for all Functional Skills exams and that they meet the requirements listed below. City & Guilds may ask to see copies of training records as part of any exam audits.

1.4.2. Invigilators **must** supervise the candidates throughout the exam and give complete attention to this duty at all times.

1.4.3. Invigilators **must not** carry out any other task while they are invigilating.

1.4.4. There must be one invigilator for every 10 candidates. However, this is dependent on the layout of the room. Additional invigilators may be needed to ensure that all candidates are always in view.

1.4.5. If only one invigilator is present, they must be able to summon assistance without leaving or disturbing the candidates. An invigilator is only allowed a mobile phone in the exam room for this specific purpose. The mobile phone must be kept on silent mode.

1.4.6. A tutor for the subject being examined **must not** be an invigilator for any exam.

Examples:

- A Functional Skills mathematics tutor can be an invigilator for an English exam.
- A Digital Functional Skills tutor can be an invigilator for a mathematics exam.
- An employer can be an invigilator for a Functional Skills exam.

1.4.7. In exceptional circumstances, if only a tutor can access the exam location and/or the candidates, the centre can apply for permission for a tutor to act as an invigilator. Applications can be made using the online form on the Functional Skills (4748) Invigilation Exemption Request page of the City & Guilds website. This should be completed at least one month before the first exam date. City & Guilds will reply within five working days. Any on-going exemptions will be reviewed on an annual

basis and approval may be removed if any issues with invigilation or potential risks to results are identified.

1.4.8. Relatives, friends and/or peers of candidates **must not** be an invigilator for any exam.

1.4.9. The **only** people permitted in the exam room are the invigilator(s), the candidates and anyone else required to facilitate the exam (e.g. technical support or readers/scribes).

1.4.10. Tutors are **not permitted** to enter the room in order to check the contents of the exam.

1.4.11. Invigilation **cannot** be undertaken remotely; invigilators must be in the same room as the candidates sitting the exam.

1.4.12. Invigilators should be vigilant for candidates who are distressed or who are feeling unwell.

1.5. Resources for exams

1.5.1. All candidates will need access to a computer with the appropriate software installed. This includes:

- computer with appropriate software applications (e.g. word processing, spreadsheets, email),
- their own secure area on the computer or network to save their files.

1.5.2. The computer used for the exam must have been cleared of any previously stored data. There must be no access to:

- data stored on the hard drive,
- portable storage media, e.g. memory sticks,
- pre-prepared templates.

1.5.3. No work completed by a candidate as part of a sample test or their learning programme should be accessible during the exam.

> We do not recommend candidates use their own laptops, as the centre would need to delete all the files stored on it before the exam, then do the same again after the exam.

1.5.4. It is important to ensure that the candidate has full access to the folder or location within the network or hard drive where their work will be stored.

1.5.5. Digital Functional Skills requires an internet connection due to the nature of the tasks. Centres cannot use the 'Download to take offline' functionality on e-volve. The 'Download test to take later' option can be used, providing the exam is sat online.

1.6. Access arrangements

1.6.1. Access arrangements **must** be agreed before an exam takes place. These allow a candidate with special educational needs or disabilities to:

- access the exam; and
- demonstrate their skills and knowledge without changing the demands of the exam.

It is a centre's responsibility to request access arrangements on behalf of candidates and these must be agreed and in place before candidates sit an exam. For more information, please refer to the 'Access Arrangements and Reasonable Adjustments' section of the City & Guilds website at www.cityandguilds.com/policy.

1.6.2. Invigilators **must** be aware in advance of the exam which candidates have been granted access arrangements. Candidates with extra time or those with supervised rest breaks could finish (or start) the exam at different times to other candidates.

1.6.3. If a candidate has been granted extra time, this needs to be added on to an e-volve exam, when it is booked. It cannot be added on afterwards.

1.6.4. For some access arrangements, a person is required to facilitate, e.g. a reader or practical assistant. This person must be familiar with the invigilation requirements in this document. They **must not** be the candidate's tutor/assessor, relative, friend or peer.

The e-volve screen can be duplicated on another screen when using readers and scribes, see the appendix on Duplicating screens in e-volve, on page 22 for more information.

1.6.5. Where a candidate and a practical assistant, reader, or scribe are accommodated in another room, on a one-to-one basis, an invigilator may additionally act as the practical assistant, reader, or scribe. In these instances, the centre **must** use an additional 'roving' invigilator, who enters the room at regular intervals to observe the exam and ensure all invigilation requirements are met.

1.6.6. If there is more than one candidate in the room however, there **must** be a separate invigilator in the room at all times.

1.6.7. Where candidates are using a sign language interpreter, a separate invigilator is required.

2. At the beginning of the exam

2.1. Identification

2.1.1. For each exam, the invigilator **must** confirm the identity of each candidate prior to them sitting the exam.

2.1.2. Where the invigilator doesn't know the candidate, they should use photographic ID to verify their identity. Centre or employee ID badges can also be used, where these are available.

2.1.3. If a candidate sits an exam in another candidate's name (whether it is intentional or not), this may constitute malpractice and **must** be reported to City & Guilds immediately.

2.1.4. The invigilator **must** ensure that the correct e-volve keycode is issued to each candidate. The candidate is responsible for checking that the title of the exam and their details are correct. If the information presented to the candidate is incorrect, they must notify the invigilator before starting the exam.

2.1.5. If a candidate sits an exam in another candidate's name (whether or not it is intentional), this may constitute malpractice and these results may be invalidated.

2.1.6. Invigilators **must** ensure candidates have been given the correct e-volve keycode.

2.1.7. Invigilators **must** tell the candidates to:

- Ensuring each workstation is at hand in any unauthorised equipment if they have not already done so;
- check the title and candidate name are correct, before they start the exam;
- ask if they need any scrap paper.

2.2. Equipment

2.2.1. Invigilators **must** ensure that all equipment required to facilitate online exams is ready and available for all candidates prior to the exam beginning.

2.2.2. Invigilators should ensure candidates do not bring any unauthorised equipment with them into the exam room. This includes mobile phones, MP3/4 players, smartwatches and wrist watches which have a data storage device or access to the internet.

Centres may find it easier to ask all candidates to remove their watches and place them on their desk.

2.2.3. If a candidate has brought any unauthorised equipment into the room, these must be handed in to the invigilator before the start of the exam.

2.2.4. Reference materials and candidate notes are not permitted.

2.2.5. Any pencil cases must be see-through.

2.2.6. Any food or drink brought into the exam room must be free from packaging and all labels **must** be removed from drink containers.

2.2.7. Where an invigilator sees a candidate with any unauthorised equipment once the exam has begun, they should confiscate it immediately. If an invigilator has concerns that unauthorised equipment has been used to unfairly advantage a candidate, this must be reported to City & Guilds, clearly identifying which candidate(s) are affected.

2.2.8. If the exam requirements are unclear, the centre **must** check with City & Guilds before the exam begins. If any candidate has access to equipment or materials that are not permitted, that could affect the validity of their results.

2.3. Starting the exam

2.3.1. Before starting the exams, invigilators **must**:

- ensure candidates have all the required materials they need to sit the exam;
- remind candidates that they are not allowed to communicate in any way with another candidate during the exam;
- inform candidates if there are any planned fire alarms due to take place during the exam.

2.3.2. The invigilator **must not**:

- read, re-phrase or explain any questions for the candidate,
- comment on a question or direct candidates to a particular section, or questions,
- give candidates information or comment on possible mistakes in the exam, unless specifically asked to do so by City & Guilds. If an invigilator suspects that there is a mistake or error with a question, they should administer the exam as normal and report their concerns to City & Guilds as soon as possible,
- provide any assistance with downloading or uploading materials.

Please do not include the actual text from questions from live assessment materials in emails

2.3.3. Candidates can be provided scrap paper when the exam is sat, but **must not** bring their own paper into the room.

2.3.4. The e-volve system locks down all other software applications whilst the exam is taking place, this prevents candidates from being able to access the internet or any other inappropriate aids on the computer.

2.3.5. Invigilators **must not**:
- view the screen when a candidate is taking the exam;
- photograph or otherwise copy the content of the exam.

3. During the exam

3.1. Supervising candidates

3.1.1. The Section 1 and 2 of the exam is not 'locked down' in Secure Client, so candidates can access the required folders and software.

As the exam is not locked down, it's possible to close the window. If this happens, the candidate can re-launch SecureClient and re-enter the original keycode. The exam will resume, with the same time left to complete it.

3.1.2. Access to the internet is required and tests cannot be taken without a live internet connection. Candidates are only permitted to access an internet browser during Section 1 of their exam and only where the task instructs them to do so. Candidates must not use the internet for any other purpose.

Exams completed in SecureClient can continue if there is a brief interruption to the internet connection.

3.1.3. Candidates must not access other applications beyond those that are required for the exam. For example, candidates must not access any social media site.

3.1.4. Creating the folder required to store the documents downloaded and uploaded during the test is part of the assessment, however, the invigilator may advise the candidate regarding a suitable and easily accessible location on the network or hard drive.

3.1.5. If the invigilator suspects the candidate of having access to any unauthorised materials during the exam or any other form of malpractice, the test can be paused while these are removed. When the invigilator is satisfied the candidate does not have access to any unauthorised materials, they should then un-pause the exam and instruct the candidate to resume.

3.1.6. Once a candidate finishes a section and moves on to the next one, they will not be able to go back to any of the previous sections. Warnings will appear on screen to remind candidates of this. The invigilator must remind candidates that all their files must be uploaded during that section. They will not be able to upload files after they move on to the next section.

> Centres may find it useful to ask all candidates to move between sections at the same. This can help the invigilator to prevent malpractice.

3.1.7. A 15-minute break has been built into the exam. The break will occur at the end of Section 1. The break is optional, candidates may move directly onto Section 2 before the 15 minutes is up if they wish. The candidates must remain under exam conditions during the break.

3.2. Entering and leaving the room

3.2.1. Candidates who arrive late may still sit the exam, but invigilators must ensure this does not disturb other candidates.

3.2.2. Candidates can leave if they finish the exam before the allotted time, providing this does not disturb other candidates.

3.2.3. Candidates are permitted to leave the room temporarily (for example to use the toilet) on the condition that they are accompanied by an invigilator. The remaining candidates **must not** be left unattended. If there is only one invigilator, they **must** call another invigilator to accompany the candidate(s) out of the room.

3.2.4. Invigilators must ensure that candidates leaving the room during an exam do not disrupt the other candidates.

3.2.5. Candidates are permitted to leave the room temporarily (for example to use the toilet) on the condition that they are accompanied by an invigilator. Candidates are not permitted access to any previously confiscated unauthorised equipment during these breaks. The exam can be paused while the candidate is out of the room and then restarted when they return. For more information on **pausing exams**, please refer to www.cityandguilds.com/evolve.

3.3. Technical issues

Where technical issues occur during exams, centres should refer to the ***e-volve Centre User guide*** for further information. If they cannot resolve technical issues using the guide, they should call the e-volve customer services team directly on 01924 930 800.

Where there are technical issues, the exam can be paused where possible and re-started if/when the issue is resolved.

3.4. Emergencies

3.4.1. In some instances (e.g. unplanned fire alarms) it may be necessary to evacuate candidates from an exam room.

3.4.2. If emergency evacuation is necessary, invigilators **must** ensure candidates:

- are supervised at all times;
- do **not** communicate with each other for the duration of the evacuation;
- do **not** have access to any unauthorised equipment or materials for the duration of the evacuation.

3.4.3. If the candidates cannot complete the exam, please inform City & Guilds. All scripts should be returned to City & Guilds, even if the candidate has not completed the exam.

3.4.4. If it is unclear whether the exam can resume, please contact City & Guilds as soon as possible.

3.4.5. If emergency evacuation is necessary, the exam should be paused while candidates are out of the room and then restarted when they return.

3.5. Malpractice

3.5.1. Invigilators must be vigilant for any potential candidate malpractice. For further information on managing suspected malpractice, please see section 4 of the ***City & Guilds Managing cases of suspected malpractice in examinations and assessments*** document, available on the City & Guilds website.

3.5.2. The centre **must** inform City & Guilds within 10 working days where malpractice is suspected.

3.5.3. In cases of suspected of malpractice, invigilators must warn the candidate(s) that City & Guilds will be informed and that this may lead to their results being invalidated.

3.5.4. If invigilators find candidates using unauthorised equipment or materials, they should remove and retain the items for the duration of the exam. Candidates should be allowed to complete the exam, unless they are disrupting other candidates.

3.5.5. Where unauthorised equipment or materials have been used, City & Guilds **must** be informed. The malpractice notification forms are available on the City & Guilds website.

3.6. Artificial intelligence in e-volve tests

3.6.1. Centres must ensure that no Artificial Intelligence (AI) software, or similar AI assistance applications are installed on any PC or laptop used for an e-volve test. This includes the cloud-based typing assistant application Grammarly. Any application is **not** permitted for use during any assessment if it can be used to:

- identify spelling, punctuation and grammar errors,
- suggest improvements to text,
- to draft text for responses, or
- complete mathematical calculations.

3.6.2. For e-volve tests on SecureClient, centres must **still** ensure that there is no AI software installed on the PC or laptop used. Centres **should not** assume its use will be blocked during the test. When invigilating, centres must remain vigilant for the use of AI software at all times.

3.6.3. If any use of AI is identified, it must be reported to City & Guilds as potential malpractice and the test should be stopped immediately. Any test taken using AI software will not be marked, and the candidate will receive a fail grade.

4. At the end of the exam

4.1. Finishing the test

4.1.1. All exams **must** be uploaded to City & Guilds. If an exam is not uploaded, it will not be marked, and the candidate will not receive a result. Centres can check the upload status in the Invigilation tab, if the exam has a green tick, this means we have received it and it will be marked.

4.1.2. If the exam shows as downloaded or awaiting upload, the centre must upload it as soon as possible or the exam will AutoVoid. This means the exam will **not** be marked and the candidate will **not** receive a result.

4.1.3. Any scrap paper used by candidates during the exam **must** be collected by the invigilator and securely destroyed. Candidates may not take any notes out of the exam room at the end of the exam.

4.1.4. Centres **must not** retain any material produced by a candidate during e-volve exams. Failure to delete candidate material following completion of the assessment could be considered to be malpractice.

4.2. After the exam

4.2.1. Candidates' user areas must be removed after each session. Centres must ensure that the user areas of those candidates who have already sat the exam cannot be

accessed by candidates who are scheduled to sit the exam in a later session. Where networked stations are used, particular care should be taken to prevent work being accessible via shared folders.

4.2.2. Centres must ensure any work stored on the machine is removed and not made available to another candidate. This includes:

- files created (e.g. word processing, spreadsheets, screenshots),
- the browser history,
- any email drafts or sent items.

5. Centre monitoring

5.1. Overview of the centre monitoring process

4.2.3. All centres must be approved before they can offer Functional Skills English, mathematics and Digital. As part of the qualification approval process, centres will need to agree to the requirements of this document and provide a list of all assessment sites.

4.2.4. The centre will need to provide details for a '**Functional Skills Exams Lead**' (please refer to the Glossary for the definition of this role), who will act as the main contact for the administration of Functional Skills exams at that centre.

4.2.5. Details of any further additional assessment sites must be provided using the Centre Update (CU) form, submitted using the Walled Garden Quality Portal (see City & Guilds Centre Manual for more information on this process).

4.2.6. The centre must complete internal audits on their exam procedures, each year. This must include observing an exam taking place.

4.2.7. City & Guilds will also monitor that all unused question papers have been returned and the reasons given for changes to exam dates.

4.2.8. Failure of any centre to meet the requirements listed in this document may affect their approval. On-going compliance will be monitored through Exam Audits.

5.2. Overview of Exam Audit process

4.2.9. An Exam Audit is a visit to a centre in order to check that the centre's exam processes, procedures and practice are in line with City & Guilds requirements, as outlined in this document. Exam Audits involve observing an exam taking place. A copy of the Exam Audit report will be made available to the centre within 10 working days.

5.3. Possible outcomes of an Exam Audit

4.2.10. If there are any issues discovered during an Exam Audit, the centre will be set an action plan to address them. If the issues are serious and there is a risk to the integrity or security of the exam, City & Guilds may choose to investigate further and decide to:

- invalidate candidates' results;
- raise the centre's risk level.

4.2.11. The impact of each risk level is outlined below:

Risk level	Outcome
Low	None
Medium	Warning, if action plan is not met, further action may be taken
High	Registrations and exam entries cannot be made for that qualification

4.2.12. A 'high' risk level can be set as a result of:

- one high level non-compliance; or
- five or more medium level non-compliances.

Exam Audit criteria are listed in Section 5.4.

4.2.13. If actions are not completed on time, this may also result in the risk level being increased.

5.4. Exam Audit criteria

4.2.14. There are specific criteria for Exam Audits, these are used to check the centre is following the requirements of the exam. The criteria are listed below, with references to the requirements listed in this document (the equivalent requirement in the JCQ Instructions for Conducting Examinations (ICE) are provided for information only):

A.	Before the examination			
No	**Observation**	**FS ref**	**JCQ Ref**	**Risk level**
1	Papers are kept in a safe, non-portable, lockable steel or metal cabinet	2.1.2	3.1	Medium
2	Cabinet in room secure from non-authorised entry	2.1.2	3.1	Medium
3	Room locked when not attended by authorised persons	2.1.2	3.1	Medium
4	Question papers must remain in secure storage until they can be removed prior to the scheduled starting time	2.2.3	11.3	High
5	Criteria for appointing invigilators met	1.3	12.3	Medium
6	Procedures in place to ensure that a Functional Skills tutor, is not the invigilator for any exams.	1.3	12.3	Medium
7	Readers/writers acting as invigilators	1.5.5	13	Medium

B.	Examination room			
No	**Observation**	**FS ref**	**JCQ Ref**	**Risk level**
8	Examination room in quiet, undisturbed location	1.2	11.4	Low
9	Only candidates and other persons required by the examination allowed in the room	1.3.9	17	Low

10	Minimum distance of 1.25 metres between candidates' chairs	2.3	11.10	Low/ Medium
11	All candidates facing same direction (or, where drawing boards, easels or computer workstations are involved, seated in such way as to be prevented from seeing each other's work)	2.3.4, 3.1.2	11.11	Low
12	Each candidate seated at a separate desk, table or workstation	2.3.4	11.11	Low
13	Seating plan made for examination room or standard form of seating used	1.2.8	11.14	Low
14	Posters, display or other material relevant to examination removed or covered	1.2.6	11.6	Low
15	All candidates able to see a clock without turning around	2.3.1	11.7	Low
16	Starting and finishing times of examination displayed where all candidates could see them	2.3.2	11.9	Low
17	No unauthorised material in the examination room	1.4.1	18.2	up to High
18	Minimum number of invigilators present at all times	1.3.3	12.3	Medium
19	Where one invigilator present, s/he able to summon assistance easily without leaving examination room in case of emergency	1.3.4	12.3	Medium
20	Number of invigilators never below number specified	1.3.3	12.3	Medium
21	Identity of each candidate established (particularly where candidates not personally known to invigilator)	1.6	16	Medium
22	Identity of each candidate verified, specified ID produced in accordance with qualification guidelines	1.6.1	16.2	N/A
23	Invigilators oversaw the input of the ID and password for each candidate (e-volve)	3.2.1	A1 2.5	Medium
24	Envelopes containing question papers not opened until immediately before the examination	2.1.21	5.2	Medium

C.	Starting the examination and invigilation			
No	**Observation**	**FS ref**	**JCQ Ref**	**Risk level**
25	Rules read out to candidates at beginning of examination	1.7	19.3	Low
26	Attendance list completed by invigilator	2.5	22	Low

27	Invigilators observed candidates at all times	1.3.2	20.1	up to High
28	Rules known regarding candidates entering and leaving exam room	1.8	23	Low
29	Rules known regarding candidates arriving late	1.8.1	21	Low
30	Rules known regarding candidates leaving exam room temporarily	1.8.3	23.3	Low

D.	Starting the examination and invigilation			
No	**Observation**	**FS ref**	**JCQ Ref**	**Risk level**
31	Candidates reminded of time remaining 5 minutes before end of examination	2.6.1	26.3	Low
32	Candidates told to stop writing when examination time has ended	2.6.2	26.1	Low
33	Scripts collected before candidates left examination room	2.6.4	27.1	Medium
34	Scripts checked for candidates' names and numbers	2.6.4	27.1	Low
35	Scripts handed to person responsible for despatching them	2.6.4	27.1	Medium
36	Scripts left in secure place (as in 1, 2, 3) when not dispatched immediately	2.7.4	27.2	Medium
37	Rules for dispatching scripts known	2.7.5	29	Low
38	Unused question papers returned to City & Guilds	2.7.6	30	Medium

E.	Dealing with misconduct and irregularities			
No	**Observation**	**FS ref**	**JCQ Ref**	**Risk level**
39.	Centre aware of misconduct and irregularities procedure	1.10	24	High

F.	Dealing with emergencies			
No	**Observation**	**FS ref**	**JCQ Ref**	**Risk level**
40	Centre aware of emergencies procedures	1.9	25	Low/ Medium

Appendices

Glossary

Assessment site	An *assessment site* is a location where candidates are assessed in order to gain City & Guilds qualifications, which is in a different geographical location from the registered centre address. This includes remote sites, such a candidate's workplace.
Candidate	A *candidate* is an individual who is registered with City & Guilds and working towards a full or part qualification at a *centre*.
Centre	A *centre* is an organisation approved by City & Guilds to offer assessments leading to City & Guilds qualifications.
e-volve	*e-volve* is a web-based assessment tool for centres and organisations that allows them to administer exams delivery easily and efficiently. It is safe and secure, which offers candidates each exam with a unique key code and prevents manipulation by displaying different questions to each candidate. Detailed guidance on e-volve including system requirements and user guides can be found at www.cityandguilds.com/evolve.
Exam	An *exam* is any externally marked component of a qualification.
Functional Skills Exams Lead	The *Functional Skills Exams Lead* is the main contact for City & Guilds for the administration of Functional Skills exams. It could be the exams officer at the centre.
Head of centre	The *head of centre* is the person with responsibility for ensuring that the overall management of the centre. The head of centre is: • the head of a school; or • the principal of a college; or • the chief officer of an institution which is approved by City & Guilds as a centre (including employers).
Invigilator	An *invigilator* is the person responsible for ensuring the secure conduct of all exams.
Invigilation Certificate	An *Invigilation Certificate* is the attendance register for an exam.
Tutor	A *tutor* is someone who provides teaching and/or learning support towards candidates' preparation for Functional Skills exams. This includes assessors, lecturers, supervisors, teachers, trainers and other providers of education or training.
Script	A candidate's written response to the examination.
Version	For on-demand exams, there are a number of question papers in use at any one time, for each component. Each of these question papers is referred to a *version*. The name of that *version* is listed on the front of the question paper and the attendance register.
Working day	A *working day* is any day other than Saturday or Sunday or a statutory holiday in the United Kingdom.

Additional guidance on choosing an invigilator

The invigilation requirements for the reformed Functional Skills (4748) qualifications are different from those for the legacy Functional Skills qualifications (3748).

The invigilation requirements for the reformed Functional Skills (4748) qualifications are:

- A **tutor** for the **subject being examined** must not be an invigilator for any exam.
- Relatives, friends and/or peers of candidates must not be an invigilator for any exam.

Role of a tutor

We define a **tutor** as the person who has prepared the candidates for the Functional Skills exam. Tutors might also be described as assessors, lecturers, supervisors, teachers and trainers.

Anyone familiar with the Functional Skills subject content and the assessment specification, who uses these to prepare learners for exams, would be classed as a tutor. This will include anyone involved in the following activities:

- preparing and delivering Functional Skills learning;
- conducting formative assessment, including the use of Functional Skills sample tests;
- providing feedback on progress;
- providing guidance on how to attempt questions in the Functional Skills exams;
- making decisions about a candidate's readiness for Functional Skills exams
- internal quality assurance for Functional Skills qualifications.

The 'subject being examined'

This means:

- a tutor of Functional Skills English must not invigilate Functional Skills English exams;
- a tutor of Functional Skills Mathematics must not invigilate Functional Skills Mathematics exams;
- A tutor of Digital Functional Skills must not invigilate Digital Functional Skills exams.

Staff with combined roles

Staff who have combined vocational and Functional Skills tutor roles **must not invigilate** where their tutor role contains the activities described above. Please note that:

- Staff who act as both mathematics and English tutors, **must not invigilate** either maths or English exams.
- Staff who teach GCSE English, but not Functional Skills English, **may** invigilate.
- Staff who teach GCSE Mathematics, but not Functional Skills Mathematics, **may** invigilate.
- Staff who teach ESOL, but do not teach Functional Skills English **may** invigilate.

Supporting staff

Many learning programmes incorporate the development of maths and English skills. Some staff are involved in the teaching and learning process, but are not directly engaged in delivering content for, or preparing learners directly for, Functional Skills exams.

The following staff **may invigilate:**

- Staff who solely carry out initial and diagnostic assessments.
- Staff who direct learners to online/e-learning programmes, who set up online/e-learning programmes for learners, and/or support learners to access e-learning.
- Vocational staff who incorporate maths and English into lessons where they occur in their vocational programmes, but are not responsible for preparing learners for Functional Skills exams.
- Staff who administer Functional Skills exams.

The following staff **must not** invigilate:

- Staff who directly support candidates working towards Functional Skills exams, even if not the candidates' main Functional Skills tutor.
- Staff supporting candidates using online/e-learning programmes, where these include Functional Skills exam preparation.

Learning support

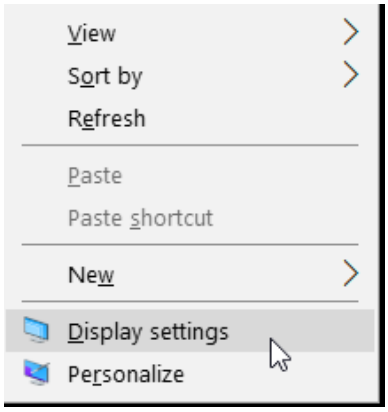
Candidates with individual support during learning can have support from the same person during their exams, providing they meet the requirements set out in our access arrangements documents and our Instructions for Conducting Examinations document.

Duplicating screens in e-volve

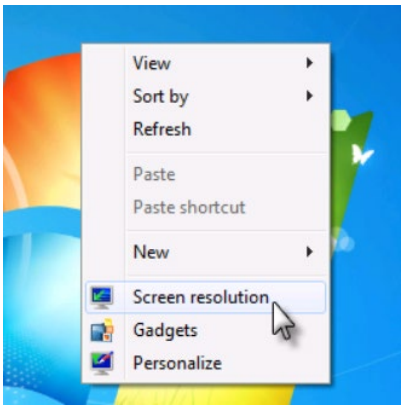
The below describes how to duplicate your screen on to a second monitor using the supported Windows 7, 8 and 10 Operating systems. This will enable a reader or scribe to assist the candidate during the test.

1. Depending on your operating system, there are multiple ways to reach the settings for controlling your display, the simplest way is by right clicking an empty desktop area and selecting **Display Settings** or **Screen Resolution**.

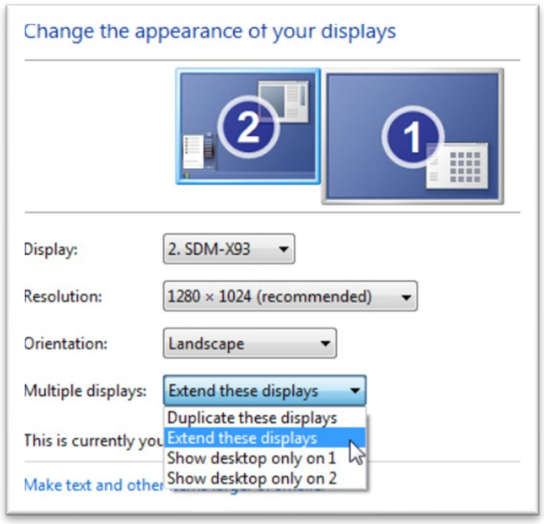
Windows 10



Windows 7 and 8



5. Once you have opened the settings screen, scroll down and select the **Multiple displays** drop-down list and then select **Duplicate these displays**



6. You can then choose to keep or revert the change.

Anything now displayed on the main screen will be duplicated on the second screen, including the SecureClient testing software showing the test.

Checklist for invigilators
e-volve exams

This list summarises the essential actions for invigilators.

A Arranging the exam room

1 Check that you have a seating plan for the exam.
2 Check in advance with the Exams Officer which candidates, if any, have access arrangements.
3 Check that sufficient workstations are available, including at least one replacement computer.

B Identifying candidates

1 Check that the correct keycode is issued to each candidate sitting the exam.
2 Check to see that the name on the screen matches the name of the candidate.

C Before the exam

1 Check requirements for authorised materials with the Exams Officer.
2 Tell candidates that they must now follow the regulations of the exam.
3 Warn candidates that they must give you any unauthorised materials, including mobile phones.
4 Make sure that candidates are familiar with the instructions, procedures and regulations for the exam, particularly on how to navigate and respond on-screen.
5 Check that candidates know how to request technical assistance.
6 Make sure all candidates know how to exit the exam when they have finished.
7 Check that all candidates have logged on successfully.
8 Ensure that technical support is available throughout the exam in relation to malfunctioning of equipment or software.

D During the exam

1 Supervise the candidates at all times to prevent cheating and 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 an invigilator 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 IT irregularities.
5 Record and report all emergencies and/or technical failures.
6 If candidates have finished the exam, they can leave at any time. You must ensure this does not disturb other candidates.
7 Make sure the only people in the room are the invigilator(s), the candidates and anyone else required to facilitate the exam (e.g. technical support or readers/scribes).

E After the exam

1 Ensure that each candidate has exited the exam correctly.
2 Collect any scrap paper and ensure it is securely destroyed immediately.
3 Check all exams have been uploaded.

F Calculators and Dictionaries

1 Tell candidates if they are allowed to use a calculator.
2 Tell candidates if they are allowed to use a dictionary.

Summary of exam requirements

Digital Functional Skills

Level	Duration	Section	Duration
Entry Level 3	1 hour 30 minutes (excluding break)	Section 1	55 minutes
		Optional break	(Up to) 15 minutes
		Section 2	20 minutes
		Section 3	15 minutes
Level 1	2 hours (excluding break)	Section 1	1 hour
		Optional break	(Up to) 15 minutes
		Section 2	45 minutes
		Section 3	15 minutes

Centre Document Library

The City & Guilds / ILM Centre document library can be found at:
cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

This is a resource area designed for our centres and has practical guidance information to help you with every aspect of running our qualifications.

The guidance covers everything from initial approval and centre charges, malpractice, to learner exam administration, policies and procedures.

Contact us

T: 01924 930 801

E: centresupport@cityandguilds.com

Lines open: Monday to Friday 08.00 to 18.00 GMT

About City & Guilds

For almost 150 years we have been developing the knowledge, skills, and behaviours needed to help businesses thrive, we offer a broad and imaginative range of products and services that help people achieve their potential through workbased learning.
We believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future. So we work with like-minded partners to develop the skills that industries demand across the world.

City and Guilds Group

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