

Technical Instructions for Functional Skills Learners (City & Guilds)

Before you sit your online functional skills exam, you must read and understand these instructions to ensure you are fully prepared. If you are found to not be compliant with these instructions your exam may be rescheduled or cancelled.

General Equipment:

For your online functional skills exam you will require the following:

1. A suitable device - any of the following with a minimum screen size of 13 inches (measured diagonally from corner to corner):
 - a. Laptop (Windows 8 or higher)
 - b. Desktop (Windows 8 or higher)
2. A working 360° webcam and microphone. These must be tested and confirmed to be working for video calls. No wireless devices are permitted.
3. A pen or pencil.
4. Plain paper for working out.
5. A dictionary (for English Reading exams only) - not a bilingual dictionary
6. A non-scientific calculator (for Maths exams only).
7. **Photographic ID** - bearing your image, full name and date of birth and in-date. Accepted forms of photographic ID include passports, driving licences, or [citizen cards](#).

Please note:

- You **cannot** sit your online exam using a tablet, phone, Macbook or Chromebook.
- If your webcam is integrated, you will need a hand mirror or some kind of reflective surface to show the invigilator the space around your screen and keyboard.
- Scientific calculators are **not** permitted.
- You **MUST NOT** write down any of the questions on the paper.

- Bi-lingual dictionaries or a thesaurus are not permitted.
- Learners are only permitted to use a single screen. Double-screen setups are **not** permitted.

Internet:

For your online functional skills exam, your internet must meet the necessary requirements:

1. 5Mb/s download
2. 5Mb/s upload

You can test your speed via this link: <https://www.speedtest.net/>

Please note:

- Mobile hotspots/dongles **cannot** be used.

Setting up your device:

For your online functional skills exam, your device needs to be set up appropriately:

1. You must use one of the following internet browsers:
 - a. Google Chrome
 - b. Microsoft Edge
2. Ensure that whichever of the above browsers you use, it is up to date.
3. The online exam will occur on the City and Guilds exam software. The link to access this will be sent at least 2 working days prior in an email directly from City and Guilds.
4. Open the exam link in a **In Private or Incognito** tab on your browser.
5. Pop-ups must be allowed on your device.
6. Grammarly, and any other plug-ins that could give you an advantage during the exam must be uninstalled or deactivated.
7. Ensure that predictive text has been disabled in your computer settings.
8. Ensure your device is set to a **UK time zone**.

Setting up your room:

For your online functional skills exam, the exam room must be set up appropriately:

1. Your exam room should have adequate lightning, warmth and ventilation.
2. If you do not have overhead lighting, you should ensure your lamp is not positioned behind you, and you are not sitting with your back to a window.
3. You must be alone in the room for the whole exam, so ensure that all members of your household are aware of this, and that you have made adequate childcare arrangements if necessary. Failure to comply may result in your exam being voided.
4. Any food must be free from packaging and all labels removed.
5. Any drinks must be in a glass or transparent bottle with no labels.
6. Smoking or vaping are not permitted during the exam.
7. Pets must be removed from the exam room.
8. As far as possible, the exam room should be free of posters/books/words on the walls.
9. As far as possible, the exam room should be free of other technology such as intercoms, wired telephones, assistive devices (Alexa, Google Home etc), other computers, televisions, etc. If these cannot be removed they should be turned off/unplugged/covered.
10. Learners are only permitted to use a single screen. Double-screen setups are not permitted.

Apparel:

1. You must **not** wear hats, sunglasses, wrist watches or jewellery with a large pendant.
2. If you will be wearing religious apparel, please inform Pass Functional Skills beforehand so that necessary arrangements can be made for your identification check.

Headphones and hearing aids:

1. If you require the use of headphones, they must be wired, and you must inform Pass Functional Skills at least 3 days before your exam.
2. Wireless headphones are not permitted under any circumstances.
3. If you require the use of hearing aids, you must inform Pass Functional Skills at least 3 days before your exam.

If you cannot meet any of these requirements, you must inform Pass Functional Skills at the earliest opportunity. Please note that failure to meet these

requirements may result in your exam needing to be rescheduled. Please find the document [here](#) that provides more information from City and Guilds.

Any re-arrangements within two working days of the booked exam date will incur a higher re-arrangement fee due to invigilation costs.

Preparation Tips:

1. You will be required to share your screen during your online exam, so please make sure you are comfortable doing this on video calls beforehand.
 2. Set up your room for the test. Please use City and Guilds' [Environment Checklist](#) to make sure you have the correct setup.
 3. Check all of your equipment is working before the exam. There is a **Navigation Test** in your exam email from City and Guilds where you can practice verifying your ID, your 360° room scan, and using the exam softwares tools.
 4. Check your equipment to make sure your internet connection is stable for the exam session. There is a **Network Test** in your exam email from City and Guilds. If you have any issues please refer to City and Guilds' [Technology Checklist](#)
 5. If you are using a laptop, make sure it is plugged in rather than relying on battery life.
 6. Go to the toilet before your exam, as once your exam begins you will not be able to leave the room.
 7. Ensure there is minimal background noise to avoid distractions.
 8. Read through [City and Guilds' Learner Privacy Policy](#).
 9. If you have any questions, contact Pass Functional Skills before the day of your exam.
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Pre-Exam Checks:

Your online exam will be remotely invigilated by a member of City and Guilds' invigilation staff. Your exam invigilator will assist you with completing various pre-exam checks before your exam begins. Please be aware of the following:

1. You **MUST** attend the exam no less than 10 minutes prior to your start time. (We recommend joining around 20-30 minutes early to complete the exam checks).
2. Go to your welcome email from City and Guilds to find your 'Attend' link.
 - a. Right click the Attend Link and copy the hyperlink.

- b. Paste this into a In Private or Incognito browser tab.
 - c. Enter access code.
3. Follow on screen instructions. You will be asked the following for ID verification:
 - a. Check your web camera - you will be asked to take a picture of your face.
 - b. Check your microphone - you will be asked to record a short phrase.
 - c. Hold ID in front of the web camera (a few inches back) and click the 'Capture' button. The invigilator may ask you to retake the photo using the online chat.
4. You will need to record a 360° view of your test room. This is to ensure your room meets the exam conditions. Do not rush this section, take your time to slowly show everything. The invigilator will message in the online chat if there are any issues.
5. Once these steps are completed and you have answered any questions the invigilator has using the blue chat box, the invigilator will admit you into the exam.
6. You will then need to share your entire screen by clicking on the image showing your screen and then clicking 'Share'.
7. Only click 'Start Session' when the invigilator tells you to.
8. A new tab in your browser will then open. Your keycode and pin will be displayed - you need to write these down. (**Important:** do not close the browser or click End Session).
9. Enter your keycode and confirm your details when prompted. Enter the pin code to start the exam
10. The timer for the exam will be shown on the tab.

Important: if you disconnect from the exam or see that the invigilator has paused the exam, please reconnect using the same Attend Link from your City and Guilds welcome email.

The Exam:

Once the invigilator is satisfied that you meet the required conditions, and provided you with the login details, you are welcome to start the exam.

1. The invigilator will be able to view you and your room through your webcam, as well as being able to view your device screen.
2. The invigilator will pay attention to any behaviour that may suggest controlled conditions are being breached.
3. The invigilator will challenge you about any suspicious behaviour, or activity, and they may ask you to undertake thorough "room sweeps" before allowing you to continue the exam.

4. The invigilator will stop the exam if the controlled conditions cannot be met, and the exam may be voided.
 5. Any malpractice will result in disqualification from the Functional Skills qualification.
 6. You cannot communicate with anyone other than the invigilator during the exam.
 7. If you believe the exam platform is not functioning properly, inform your invigilator at once.
 8. The invigilator is limited in the questions that they can answer, but will always advise and support as best they can within the appropriate parameters.
 9. Pay attention to the timer on the tab so you are aware of how long you have left to complete the exam.
 10. The invigilator will also verbally advise you when you are entering the last ten minutes of your assessment.
 11. In order to maintain the confidentiality of the exam, you **MUST NOT** write down any of the questions on your working out paper. This may result in disqualification from the exam and the qualification.
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After the Exam:

Once you have finished the exam, please follow the below steps:

1. **Notify** your invigilator via the chat to inform them you have finished the exam. Press 'Finish' and then click 'Exit'.
2. The invigilator will watch you destroy any notes/scrap paper used during the exam.
3. Afterwards click 'End Session' and then the 'Finish' button to close the invigilation session.
4. To stop the recording you will need to close **all browser** tabs.

Your exam will be submitted to the exam board, and Pass Functional Skills will receive your exam results 20-32 working days later. As soon as results are received, Pass Functional Skills will contact you.

Exam Conduct:

Learners are expected to abide by all rules laid out below, as well as the exam instructions. Failure to comply with the rules may result in the invigilator removing you from the exam and your exam being voided with no refund:

1. Learners should be ready with all required materials 30 minutes before their scheduled exam start time.
2. Learners may not leave the exam room once the invigilator has confirmed controlled conditions have begun.
3. Learners must remain visible on the camera at all times.
4. Learners must comply with any requests the invigilator makes to allow the establishment and maintenance of controlled conditions.
5. No aggressive or abusive behaviour towards staff or other learners will be tolerated.
6. Malpractice, or attempts to gain an unfair advantage in the assessment, will result in immediate disqualification.
7. Disruptive behaviour, especially when in exams with other learners, will not be tolerated and will result in your removal from the exam.
8. The use of any items not listed in the exam instructions could void your exam.