10 steps to achieve success guide

City & Guilds Functional Skills

February 2022

Everything you need to know to achieve Functional Skills success, when you deliver with City & Guilds

This guide is designed to help you quickly get up to speed in delivering all levels of Functional Skills qualifications.

It covers everything from getting started, where to access key information and the guidance and support we offer to help you prepare your learners for examination and accessing candidate feedback to achieve success.

Contents

Step 1: Accessing key information

Step 2: Finding the essentials

Step 3: Teaching content

Step 4: Initial and diagnostic assessment

Step 5: Teaching and learning resources

Step 6: Preparing candidates

Step 7: Taking the assessments

Step 8: Accessing feedback for candidates

Step 9: Essential links

Step 10: We're here to help

Step 1: Accessing key information

The Functional Skills landing page is where you'll find key information and links to the 4748 qualification page.

You'll be able to locate quality assurance documentation, details of events, general news and the latest updates on Functional Skills.

You can also type the qualification number 4748 into the 'search the site' box, no password is required. cityandguilds.com/functionalskills

SmartScreen

SmartScreen is where you'll find teaching and learning resources for Functional Skills. SmartScreen is available by subscription per centre which will give you a password to access the materials. smartscreen.co.uk

Please note, SmartScreen does not hold qualification related material such as handbooks, specification, sample or live assessment material. These can be found on cityandguilds.com/functionalskills

Walled garden

Walled Garden is City & Guilds' secure administration portal for registrations, exam entries, results, purchases and SmartScreen subscriptions. There are different permissions to access the information on Walled Garden. You may need to discuss this with your Exams team. walled-garden.com/login

e-volve

e-volve is our e-assessment delivery platform. Learners completing our onscreen delivered Functional Skills assessments will access them through the e-volve system.

e-volve Open Assess

OpenAssess is our new tool to help learners prepare for their onscreen Functional Skills exams.

With OpenAssess learners can do our Functional Skills onscreen sample tests in an environment which replicates the live test experience – allowing learners to familiarise themselves with the on-screen environment they will face, and practise taking a test.

OpenAssess stores learners' responses so tutors can access and mark these, enabling them to provide feedback and make more informed judgements about their learners' readiness for the real thing. cityandguilds.com/open-assess

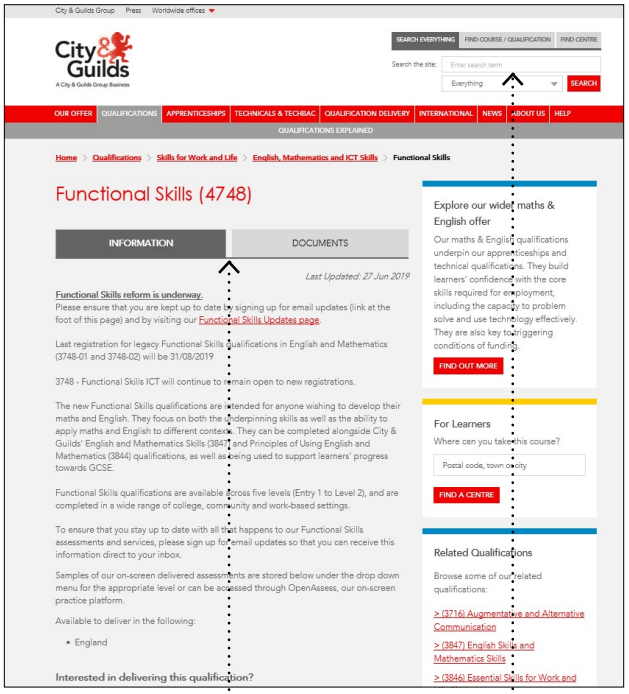
Ensure you receive the most up to date information

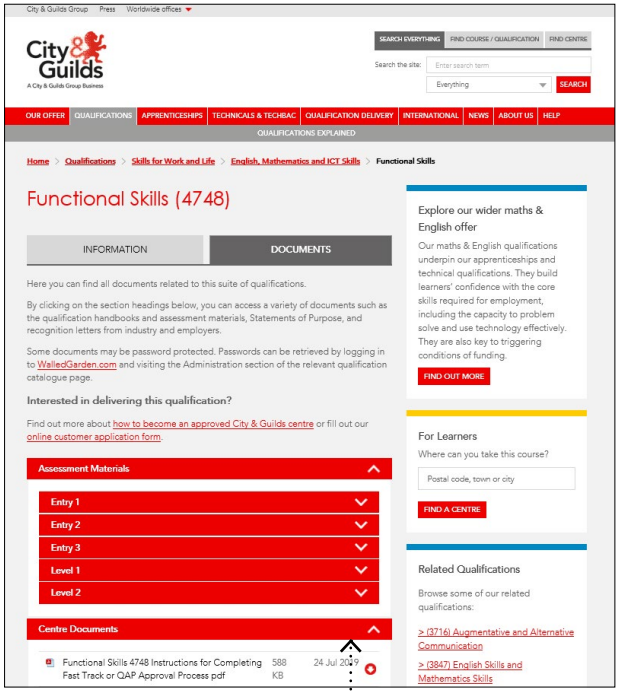
To receive alerts, newsletters and other updates about Functional Skills, it's important that you sign up via our email alerts link and choose your preferences. cityandguilds.com/emailupdates

Step 2: Finding the essentials

The 4748 Functional Skills qualification page looks like this. It has 2 tabs. One called 'Information', the other 'Documents'.

The Information tab has generic qualification information. The Documents tab contains sample assessments, the live Entry Level assessments and guidance for centres.





Notice the two tabs

To get to this page, type 4748 into the search box on any page of the website

Click here for the handbook, subject specifications and copies of the Adult Numeracy/ Literacy Core Curriculum documents

Step 2: Finding the essentials

The Qualification Handbooks

These operational documents will guide you through the administration of Functional Skills qualifications at each level.

- They include the qualification and assessment specifications (ie how each assessment is structured, pass mark ranges) at each level
- The handbooks contain details of the range of permitted reasonable adjustments and access arrangements.

If you have any questions about our Qualification Handbooks, you can email pre-employment@cityandguilds.com

Step 3: Teaching content

The Qualification Handbooks detail the content which needs to be taught and will be assessed, applicable to each level.

The the Subject Content was published by the Department for Education and underpins all awarding organisations' Functional Skills qualifications.

The subject content documents can be found here:

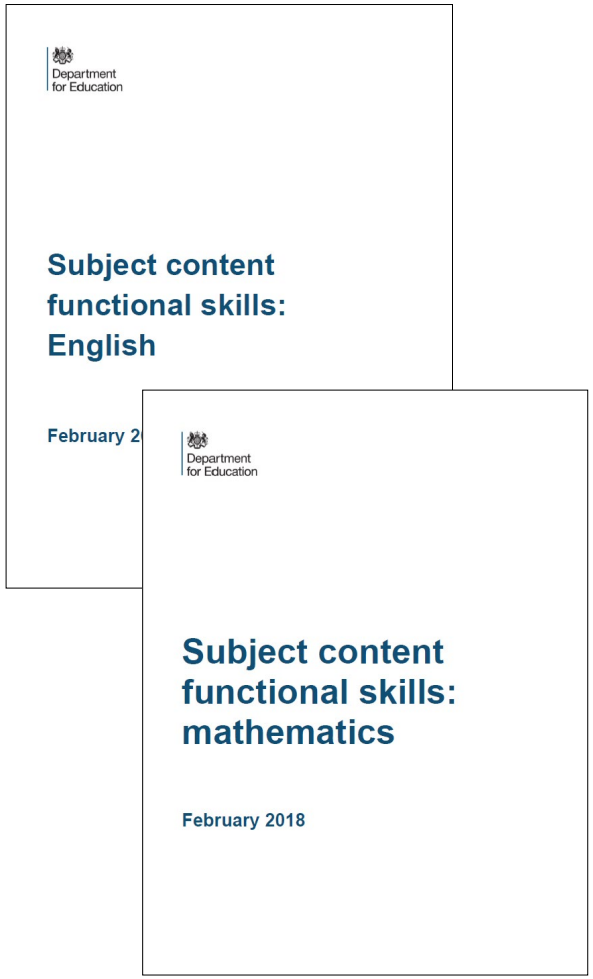
- Functional Skills Subject Content English
- Functional Skills Subject Content Mathematics

These documents set out the purpose, learning aims, outcomes, and subject content for each subject from Entry 1 to Level 2.

Remember however, that Functional Skills doesn't just focus on learners' technical knowledge and understanding of maths and English, it is also crucial that they can apply these skills in a purposeful way, i.e. a real-world application.

It's therefore important to be familiar with the qualification and assessment specifications as well as to understand that these come directly from the Functional Skills subject content documents.

There is an opportunity to explore the subject content with other practitioners and share ideas for teaching and learning in our network sessions - see page 17 to register.



Step 4: Initial and diagnostic assessment

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 the learner's application and problem-solving capabilities, in addition to their technical knowledge and understanding of literacy/numeracy/ICT (Information and Communication Technology).

Our e-Functional Skills platform is a key tool designed to support your initial and diagnostic assessment. For more information please visit our digital resources page.

Step 5: Teaching and learning resources

We provide a range of leading digital resources for learners and tutors to support the best outcomes in the teaching and learning of Functional Skills.

For Learners

e-Functional Skills enables learning as an individual or in the classroom. All content is mapped to our Functional Skills qualifications and has everything you need, whether you're delivering entirely in the classroom, via blended learning or online.

- We offer a dynamic 'Initial Assessment' tool for only £1 per learner, in the e-Functional Skills platform. This can be bought as a standalone assessment or integrated into the diagnostic and learning package. This assessment identifies the learner level so that you can put them onto the right level of maths and/or English.
- A diagnostic tool identifies additional learning gaps and links though to an individual learning plan.
- As a tutor you have the ability to track your learners' progress throughout.

e-Functional Skills covers Entry 3, Level 1 and 3 maths, English and ICT.

For Tutors

We have our SmartScreen maths and English, an online teaching package containing resources designed to support tutors.

SmartScreen brings you the following content that covers Functional Skills:

- Tutor resources mapped directly to our Functional Skills subject content to prepare candidates for their City & Guilds Functional Skills exams
- Resource Guides for reach level of Functional Skills maths and English which guide you to the relevant resources to address each Subject Content Statement
- e-learning bites and videos
- Maths and English in context
- Assessment preparation
- Speaking and listening support for learners.

Step 6: Preparing candidates

Entry Level

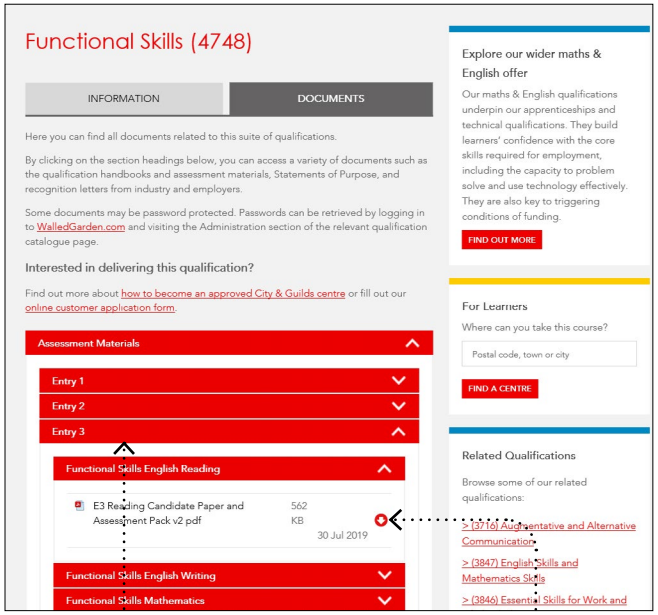
Entry Level assessments work slightly differently from Levels 1 and 2 in that the assessments are externally set, but internally marked/assessed, usually by the learners' teacher or assessor, and then internally and externally quality assured.

There are a range of sample papers available for each skill and level on the Functional Skills webpage.

On the Document tab, the 'Assessment materials' section provides access to all the materials available to you on the level you require.

Worked examples for English Writing are available to help you get to grips with marking learners assessments accurately. These are available from the website.

cityandguilds.com/functionalskills



Click on the 'Documents' tab, then on the level you require, then on 'Assessment materials'

Each assessment download includes the candidate question paper and the mark scheme

Step 6: Preparing candidates

When you click on the Sample Assessments sign, you will see each assessment listed. Each document for Mathematics, Reading and Writing contains the candidate question paper and the mark scheme. The Speaking, Listening & Communicating folder contains the guidance for conducting the assessments together with the Assessment Record sheet.

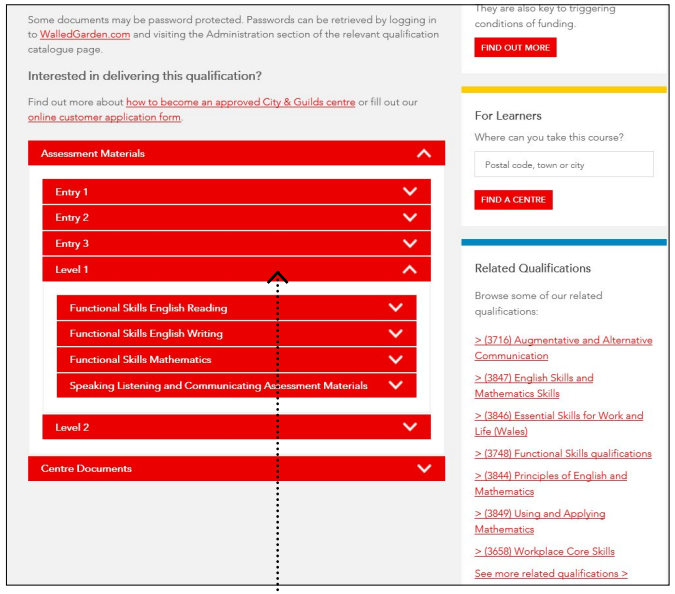
An 'Assessor Instructions' document for English at Entry Level 1–3 and for Mathematics at Entry Level 1–3 is available from the 'Centre Documents' tab.

This must be made available to the assessor conducting the Entry Level assessments at least 4 weeks prior to the planned assessment date.

The Entry Level assessments are protected with a password, your Exams officer will be able to support you with obtaining these live assessment materials.

Levels 1 and 2

Guidance for delivery of Functional Skills English/ Mathematics documents are available to support your delivery at Levels 1 and 2. It is essential that you work with these as part of the learning and preparation programme to ensure that your learners are well prepared to sit the Reading, Writing and Mathematics assessments.



Click on 'Documents' tab, then Level you require.

Sample papers, mark schemes, worked examples, Guidance for Delivery documents, Examiner Reports once available, Speaking, listening & communication paperwork

Step 6: Preparing candidates.

Sample papers

Sample papers for each subject and level are available on the website. We provide a good range of sample papers to ensure learners have access to a range of topics and question types.

While sample papers are an essential part of a learner's preparation, it is important that teaching and learning programmes have covered the full range of skills and content found within the Functional Skills Subject Content. It may also be useful to remember each level absorbs the level below, so learners should be building on their knowledge and skills as they progress through the levels.

The Subject Specifications and Guidance for Delivery documents supplement the Subject Criteria and provide useful additional detail.

Marking schemes

Marking schemes support every sample paper and provide guidance on marking and indicative pass marks.

Worked examples

Some of the sample papers are accompanied by worked examples. These are a guide as to how assessments might be marked. Where these are available, you will find a range of worked examples for the sample, e.g. good pass/ marginal pass/ fail, each with a commentary on how marks were awarded.

Examiner reports

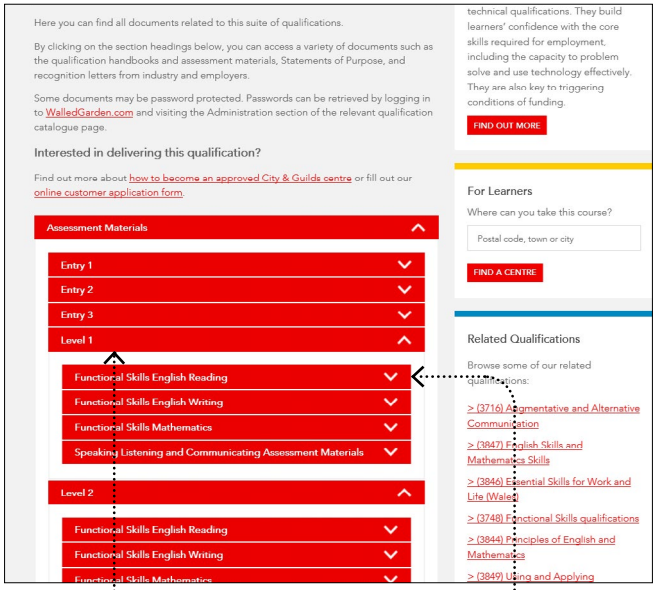
Once exams for the reformed Functional Skills qualifications have been taken, the Chief Examiner will make a report on candidate performance. These give useful feedback on overall candidate performance across Mathematics at levels 1 and 2, and English Reading and Writing at levels 1 and 2. There are examples of good and poor performance and these should be read while preparing learners for assessment to ensure readiness. Examiner reports provide a significant advantage and supports tutors and teachers to identify key areas where their learners need to focus.

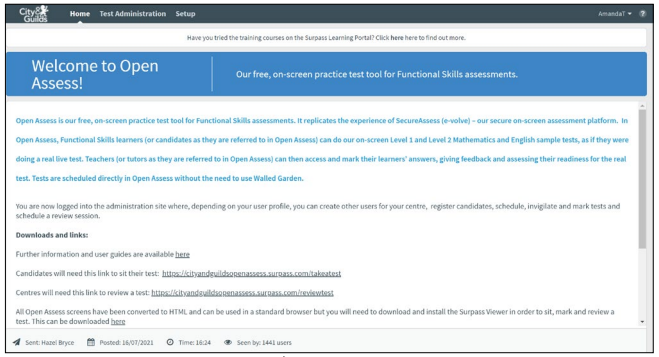
Step 6: Preparing candidates.

Levels 1 and 2 (Onscreen e-volve assessments)

There are two ways to access sample assessments:

- Go to the qualification pages and then click on the 'Documents' tab. Paper versions of the sample exams will be available in zipped folders under each Subject and Level heading.
- We also provide an example of our onscreen exams from the 'Information' tab for a quick view of the look and feel of the onscreen delivery. Although candidates can practice entering answers here, their responses are not saved for their teachers to mark.
- Our new Open Assess onscreen practice platform is free for centres delivering our Functional Skills qualifications. It allows learners to take sample exams in an environment that replicates the live exam experience while retaining their response so that their tutor can mark their attempt and give rich feedback as well as providing a score report to give the learner feedback to allow them to improve their performance.





Click on the level you require.

Within each level, you will see red links to each of the sample assessments.

Our free Open Assess onscreen platform allows learners to take sample exams in an environment which replicates the live exam experience.

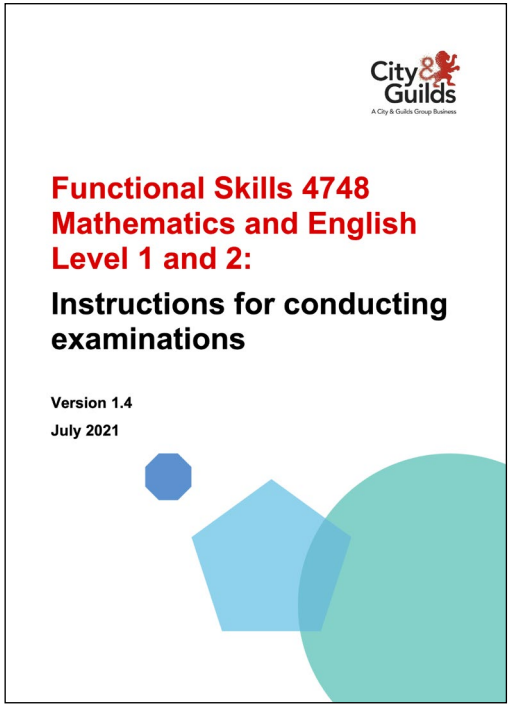
Step 7: Taking the assessments

The Instructions for Conducting Examinations document (ICE) provides details on the arrangements for managing the externally set and marked exams at Levels 1 and 2.

The ICE document outlines the regulations relating to the management of live exam materials and the invigilation of them.

Speaking, Listening & Communication is internally assessed at all levels. The Assessor Guidance for Speaking, Listening & Communicating documents are available at each level. These contain the specification, the subject content statements and assessment guidance. The Assessment record document and worked examples of these are also available from the 'Assessment Materials' menu on the website.

It is important that learners have adequate preparation and practice before attempting any assessments.


City & Guilds

Functional Skills 4748 Mathematics and English Level 1 and 2:

Instructions for conducting examinations

Version 1.4

July 2021

Step 8: Accessing feedback for candidates

Information about how to access performance feedback for learners can be found in the Qualification Handbook for each subject; page 20 in the Mathematics Handbook and page 30 in the English Handbook.

The section 'Accessing candidate performance feedback' outlines how to access the performance feedback for both paper delivered (named on demand) and e-volve onscreen assessments.

Our Centre Analytics service provides results and feedback for **both** onscreen and paper-delivered Functional Skills exams. Centres who currently use e-volve onscreen testing will have access to the e-volve centre analytics service. Centres using paper-based exam delivery can contact our customer service team to have an account set up in the e-volve centre analytics service to allow them to obtain feedback for paper-based Functional Skills exams.

Step 9: Essential links

What	Where
Functional Skills landing page	cityandguilds.com/functionalskills
Qualifications Hnadbok and Subject Specification	Qualification webpage – documents tab, centre documents
Functional Skills Subject Content for Mathmatics and English	assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/682834/Functional_Skills_Subject_Content_English.pdf assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/684807/Functional_Skills_Subject_Content_Mathematics.pdf
Speaking, listening and communication paperwork	Qualification webpage – documents tab – under each level
Learner feedback - performance codes	Qualification webpage – documents tab – Performance Codes document available from the Assessments menu
Learner feedback - score reports	Qualifications Handbook through the e-volve (SecureAssess) platform – speak to your Exams team They may also have access to e-volve analytics for a more detailed breakdown on individual/cohort results
Events and networks	cityandguilds.com/functional-skills-events
Digital resources	cityandguilds.com/functional-skills-digital-resources
Digital credentials	cityandguilds.com/digital-credentials/functional-skills
Maths and English support	cityandguilds.com/functional-skills-support

Step 9: Essential links and support available

Webinars and network series

Maths and English monthly webinar series

Our regular #CGMathsEnglish webinar series provides an opportunity for maths, English and Functional Skills practitioners and managers in England to join us live for the latest updates followed by a Q&A session. We also have webinars aimed at our customers in Wales and Northern Ireland which relates to their specific qualifications.

Connect. Share. Network sessions

These network sessions are a place for teachers/tutors and co-ordinators delivering any of our City & Guilds: Functional Skills, Bite-sized maths and English qualifications, ESOL, Employability, Essential Skills (Northern Ireland) and Essential Skills (Wales); to network, share insights and reflect on their experiences.

Visit our Functional Skills events page to register for your chosen network session.

Technical Advisors

Our subject experts are on hand to support you with on-boarding and delivery through

webinars and regular face-to face-networking events, providing opportunities to keep you informed and share good practice.

Visit our designated webpage to learn more about our maths and English Technical Advisors.

Step 10:
We're here to help

We can support you at every stage of your Functional Skills delivery journey.

If you are already a customer feel free to contact your dedicated Business Contact or call our customer services team for more information.

T: 0192 4930 800

E: centresupport@cityandguilds.com

@CGMathsEnglish

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.

Every effort has been made to ensure that the information contained in this publication is true and correct at time of publication. However, City & Guilds products and services are subject to continuous development and improvement, and the right is reserved to change products and services from time to time. City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

© 2025 City & Guilds Limited (Reg No 16513878). All rights reserved. City & Guilds is a trademark of City & Guilds Limited.

A City & Guilds Group business. 5–6 Giltspur Street, London EC1A 9DE.
T +44 (0)20 7294 2468. F +44 (0)20 7294 2400. cityandguilds.com

City and Guilds Group

cityandguilds.com

Giltspur House

5–6 Giltspur Street

London EC1A 9DE