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# Remote Invigilation Live

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## Candidate guide

Version 2.0

**Valid for tests taken from 12 September 2022**

Last modified 1-September-2022

For external use



# Contents

<b>1. Introduction.....</b>	<b>2</b>
<b>2. System requirements .....</b>	<b>3</b>
<b>3. Peripherals and network checks before the test .....</b>	<b>6</b>
<b>4. Preparatory materials .....</b>	<b>9</b>
<b>5. The test itself.....</b>	<b>10</b>
<b>6. Qualification-specific information .....</b>	<b>18</b>
<b>7. Support .....</b>	<b>21</b>
<b>8. FAQs and troubleshooting.....</b>	<b>22</b>
<b>Appendix 1: Proxy and Firewall Settings .....</b>	<b>23</b>

## 1. Introduction

The following guidance will help you prepare to take your online test using our Remote Invigilation Service. Please give yourself plenty of time to read this guidance.

You will be taking a remotely invigilated on-screen test that is set to the same standards as a classroom or centre-based test. During the test you will be monitored by an invigilator with the support of Artificial Intelligence (AI). The test will be recorded.

You will be expected to confirm your identity and have a room that is tidy, and clear of papers or books, to sit your test.

### **To take a remotely invigilated test, you will need:**

- A Windows PC (Windows 8 or higher) – more detailed specifications you can find below
- Google Chrome internet browser – download instructions detailed below
- Surpass Viewer – download instructions below
- An active and up to date anti-virus program
- A strong/stable internet connection
- A webcam you can rotate
- A microphone
- A quiet and well-lit room where you will not be disturbed
- Photo ID (no older than ten years) – we accept a driving license, passport, work-based ID or Student ID.

You will need to have installed both Google Chrome and Surpass Viewer. This is because Google Chrome is used for the remote invigilation element of the test and Surpass Viewer is used to deliver the test content.

*At present Mac OS (Apple products), Chrome OS (Chromebook products) and (iOS) tablet/mobile devices are not supported for the delivery of City & Guilds on-screen assessments.*

## 2. System requirements

### Requirements for Remote Invigilation

Here are the minimum system requirements for running a remote invigilation test.

Hardware	
<b>Processor</b>	1.8 GHz or faster x86-compatible processor
<b>Internet connection</b>	Minimum 1Mbps, recommended 2Mbps <i>The use of mobile cards/dongles/personal hotspots may not guarantee a constant bandwidth and therefore are not supported</i>
<b>Memory (RAM)</b>	4GB
<b>Video</b>	Single display Screen resolution of 1024x768 Graphics card with at least 128MB of memory
<b>Webcam</b>	Webcam 640 x 480 pixels recording colour at 15fps and a microphone
<b>Peripherals permitted</b>	Two-button mouse Keyboard Microphone (can be built into webcam or separate) Speakers or wired headphones

We do not recommend use of company provided PCs or laptops as company security policies can block or interfere with software required for remotely invigilated tests. If you must use company provided laptop, please ensure you sit a Navigation test as well as running through all available checks. The [Navigation test](#) will help you check your equipment and prepare for the actual exam. If you face technical issues during the checks, before contacting Talview support, please talk to your company IT department to whitelist ports and IPs listed in the [Appendix 1: Proxy and Firewall Settings](#).

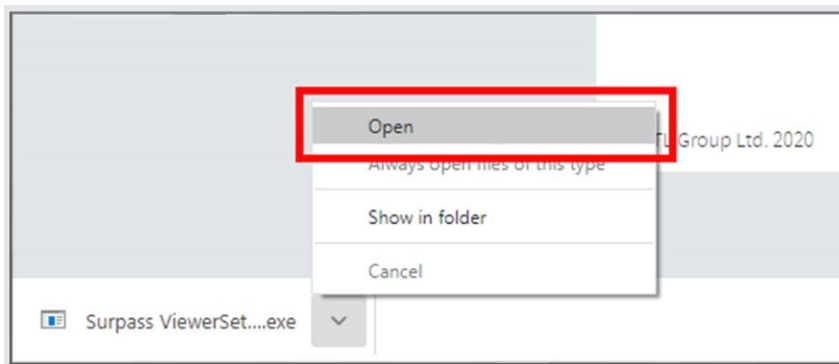
## How to download and install Google Chrome and Surpass Viewer

1. Download and install Google Chrome on a Windows machine by following these steps:

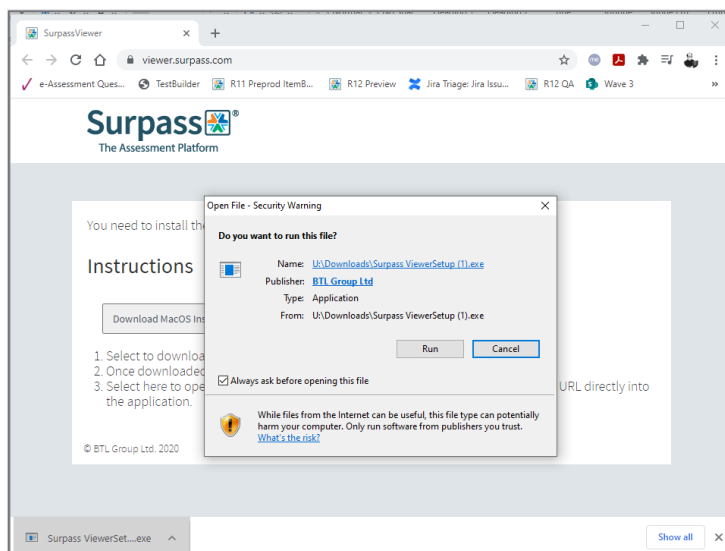
- 1.1. Download the installation file [here](#)
- 1.2. If prompted, click **Run** or **Save**
- 1.3. If you chose **Save**, double-click the download to start installing
- 1.4. Start Chrome:
  - Windows 8 and 8.1: A welcome dialog appears
  - Windows 10: A Chrome window opens after everything is done

2. Download and install Surpass Viewer by following these steps:

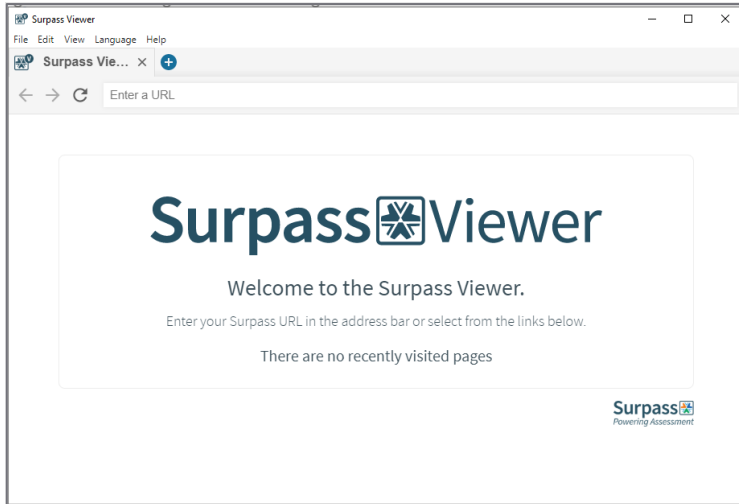
- 2.1. Download and install Surpass Viewer [here](#)
- 2.2. Open the file once it downloads



3. When prompted, click **Run**



4. Read the license agreement and click **Agree** when ready
5. Surpass Viewer is now installed and ready to use for online testing



6. You can close Surpass Viewer until it is time to take your test

### 3. Peripherals and network checks before the test

You will need to perform some checks in advance to make sure your equipment can cope with our remote invigilation tests. To allow enough time to fix any technical issues, we recommend going through these checks as soon as you get your welcome email.

#### How to run a network test

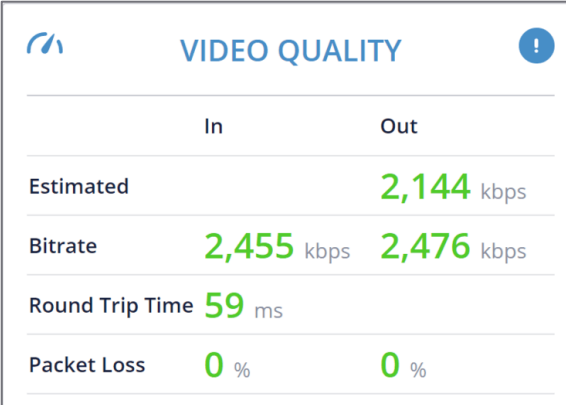
Follow this [link](#) to access a network test. To start the test, enter your email address in the **Participant ID** field and press the **Start** button.

Here is what each test tells you:

**Video quality** – this part of the test checks your webcam and microphone work properly, make sure your bandwidth supports video calls.

A red reading for bitrate indicates you might not have the best video quality, but this should not prevent you from taking the test.

If you get a timeout error for the video quality test, please close and re-open your browser.

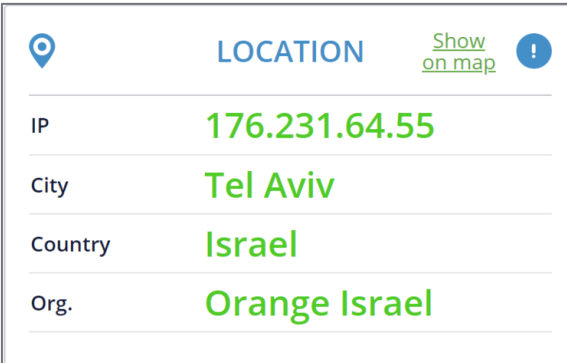


The screenshot shows a 'VIDEO QUALITY' test results panel. It features a blue header with a logo on the left and a blue circle with an exclamation mark on the right. Below the header is a table with two columns: 'In' and 'Out'. The rows are: 'Estimated' (2,144 kbps), 'Bitrate' (2,455 kbps In, 2,476 kbps Out), 'Round Trip Time' (59 ms), and 'Packet Loss' (0 % In, 0 % Out). The bitrate values are highlighted in red.

	In	Out
Estimated		2,144 kbps
Bitrate	2,455 kbps	2,476 kbps
Round Trip Time	59 ms	
Packet Loss	0 %	0 %

**Location** – shows your IP address and any location information linked to it. Your location might not be correct if you use a VPN or a proxy.

*Please remember that enabling a VPN or proxy during the test can affect the media quality as it often introduces further latency and this often leads to lower media quality.*



The screenshot shows a 'LOCATION' test results panel. It features a blue header with a location pin icon on the left, the text 'LOCATION', a 'Show on map' link, and a blue circle with an exclamation mark on the right. Below the header is a table with two columns: 'In' and 'Out'. The rows are: 'IP' (176.231.64.55), 'City' (Tel Aviv), 'Country' (Israel), and 'Org.' (Orange Israel). The IP, City, Country, and Org. values are highlighted in green.

	In	Out
IP	176.231.64.55	
City	Tel Aviv	
Country	Israel	
Org.	Orange Israel	

**Bandwidth speed** – this test gives a general indication of the internet link quality. It also gives an estimate of the upper limit of your connection speed.

You need a stable broadband internet connection of at least 1Mbps. For some tests – such as Functional Skills – we recommend a connection of 2Mbps.

BANDWIDTH SPEED	
Best Region	EU (Frankfurt)
Uplink	92.37 Mbps
Downlink	108.1 Mbps
Jitter	19

**DNS Lookup** – tests the reachability and connectivity.

If any of the addresses can't be reached, there might be problems connecting to your Remote Invigilation test.

DNS LOOKUP	
Connected	1 of 2
Average Connection Time	844 ms
Highest Connection Time	844 ms
Shortest Connection Time	844 ms

### How to run Network test

Network test will help you check if there are any security restrictions that could prevent you from sitting remote invigilation test and will help you prepare for pre-test checks.

1. To start the test, open this [link](#) in **Google Chrome**
2. Enter your name, last name, email (we recommend using same email your centre used to register you for your remote invigilation test), agree to Terms & Conditions and click **GET STARTED**

REGISTER HERE

First Name \*      Last Name \*

Enter First Name      Enter Last Name

Email Id \*      Don't have an Email Id?

Enter Email ID

I agree to the Terms & Conditions & Privacy policy

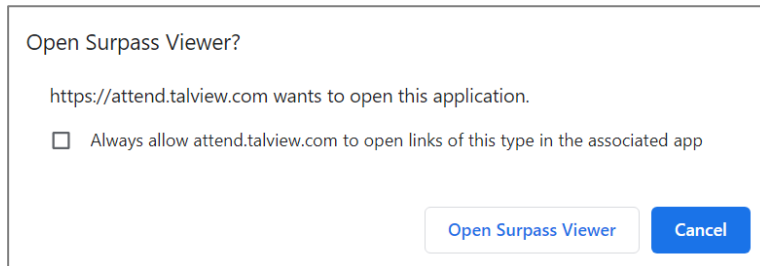
I give my consent to Talview to capture my data

GET STARTED

3. You will receive an email confirming registration for the navigation test.



4. Next screens will replicate your pre-test checks that will happen on the day of your remote invigilation test.
5. After clicking **Start Session** a new tab will open that will prompt you open Surpass Viewer.



6. Click **Open Surpass Viewer** button. It will launch a **Functional Skills: Mathematics** familiarisation test in Surpass Viewer. If you are not taking a Functional skills test, you can close navigation test
7. If Surpass Viewer failed to launch, check if this browser is installed on your laptop or PC. If you are using equipment provided by your company, you might need to reach out to your company IT department to install Surpass Viewer or check why it is not launching

## 4. Preparatory materials

Here are links to materials that help make sure you are set up to take the test:

- [Navigation test](#) – this test will help you check if your equipment is ready for remote invigilation test and will help you familiarise yourself with pre-test checks
- [How to prepare to Remote Invigilation test](#) – this is a video that summarises what you need to do to prepare for the remote invigilation test
- [Candidate ready reckoner](#) – this gives further detail on how to prepare for the test
- [Information for candidates](#) – this is the City & Guilds guide to the test rules and regulations that must be followed
- [Demonstration of an online live invigilation](#) – this is a demonstration of a candidate sitting a live test with an invigilator

## 5. The test itself

You should receive a booking confirming email at the address that your centre gives us on your behalf. This should arrive on the same day that the test is booked.

Within **two working** days of your test booking, you will receive an invite email from **no-reply@talview.com**, inviting you to take a remote invigilation test. Please check your spam folder if you do not get this email.

It includes details of your scheduled test and how to prepare yourself and your PC.

**If the invite email has not arrived two working days before your test date, please contact your centre straight away.**

### Before the test

Before the test day please make sure you have:

- a suitable room for the test (see 'how to prepare the room' below)
- run the Navigation test to check that all necessary equipment is ready
- a charger near you in the test room (if you are using a laptop)
- your computer time and date are set to the correct UK time-zone
- latest versions of Chrome and Surpass Viewer installed, and you **can open** both browsers
- closed all programmes (except Chrome) and all Chrome tabs on your PC or laptop
- an appropriate ID to hand
- read through City & Guilds Learner Privacy Policy.

### How to prepare the room for the test

The test room must be:

- well-lit so the invigilator can see you clearly
- quiet
- private - and you need to be sure you will be alone for the entire exam
- free from clutter and items that are relevant to the subject of the test (e.g. books, notes, etc) free from personal belongings or documents containing information about yourself and family members (like a bank statement, prescriptions any other files and documentation, photographs, or anything that might reveal personal information about you that you would not want to be captured in the test recording). If they cannot be removed, then they must be covered for the duration of the test
- free from any unauthorised equipment like landline and mobile phones, MP3/4 players, smartwatches/wristwatches, second monitors and TVs

If it is not possible to remove unauthorised equipment from the room, then you must make sure any unauthorised equipment:

- is switched off and placed at least two metres behind you
- in a location shown to the invigilator as part of the environment checks

**Remember: you cannot change the test room during the test**

#### **Permitted materials and equipment:**

- wired headphones, *please note, wireless headphones are not permitted*
- blank scrap paper
- transparent pencil case
- calculators *unless your centre tells you they are not allowed (if you are taking Functional Skills: Mathematics, see calculator guidance [here](#))*
- food without packaging and labels
- drink containers without labels

Any necklaces or other jewellery with large pendants must be removed by the candidate before the start of the test.

**Important note:** the test must be completed in **one sitting**. Before the start of the test the invigilator will ask if you need to leave the room to get anything or use the restroom. Once the test starts you will not be permitted to leave the room. If you do, this will be investigated as potential malpractice and your result may be invalidated.

The test will start on the time and date stated in your invite email. We should login 15 minutes before the start time, to complete your pre-test checks. If you join too early, your session may time out. In case this happens, please refresh the browser tab.

If you are more than 20 minutes late from the scheduled start time of your test, then the session will be automatically cancelled.

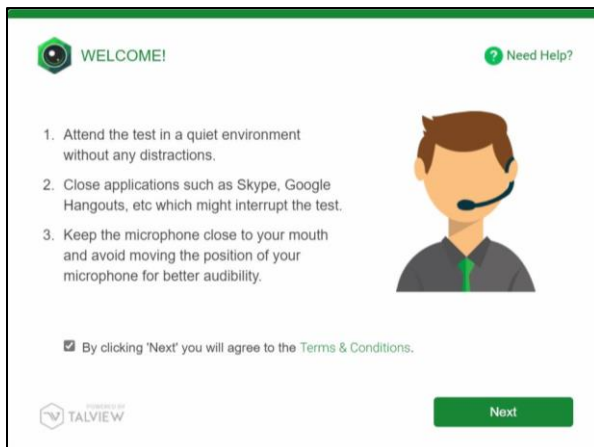
## During the test

To successfully complete a remote invigilated test, you need to complete the following steps:

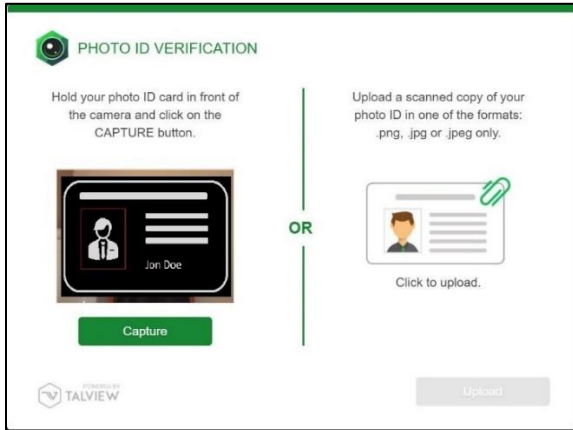
1. Open your invite email and click on the meeting link.
2. Go through the equipment check.

**Important note:** if you refresh your Google Chrome page any time during the pre-test checks or your test, you will be required to go through all pre-test check and to reconnect with your invigilator.

To perform the check, follow the on-screen instructions. You will need to allow Google Chrome access to your microphone and web camera for this by clicking the **'Allow'** button on the screen pop-up.



3. Check your web camera - you will be asked to take a picture of your face.
4. Check your microphone - you will be asked to record a short phrase.  
*If the recording finishes quickly, it means that your microphone works well, and sound quality is good.*
5. Next, hold your ID in front of the web camera and click the **Capture** button. This photo of your ID will be used by your invigilator to verify your identity.  
*If the photo is not clear enough for the invigilator to read, or if you use an unacceptable form of ID, the invigilator will ask you via the chat to re-take the photo.*

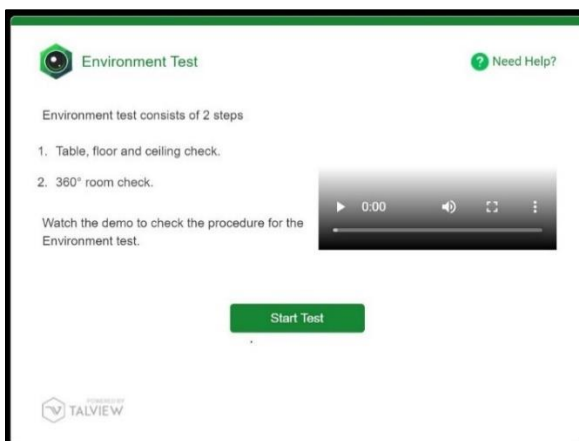


If you cannot take a clear photo of your ID, you can upload a scanned copy. You may want to have a scanned copy available if you think your photo ID is not clear.

- Next you need to record a 360° view of your test room. This is so the invigilator can make sure you don't have access to unauthorised materials and that there are no papers or notes accessible.

*You will need to be able to pick-up and move your web camera around your room. Video must include your table, ceiling, floor, and areas under the table, and behind the monitor.*

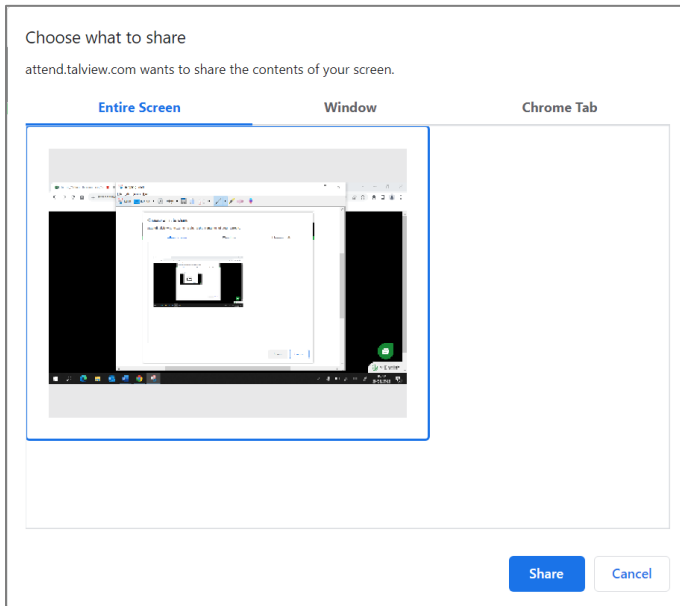
We recommend freeing the room from clutter ahead of the test. You will have one minute to record the video. You can retake it before submitting if you are not satisfied with it.



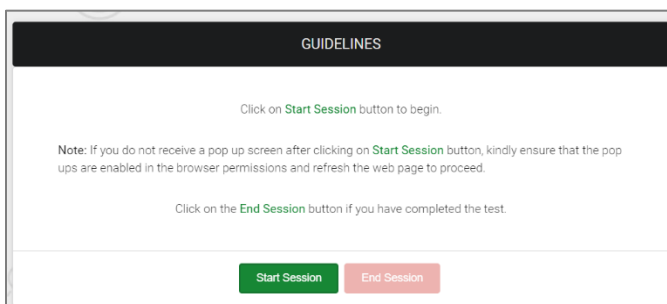
- If you have any technical difficulties during the pre-test checks, please contact support via the chat. Look for this button on the screen:



8. If the invigilator is not satisfied with the quality of the video of your room, or identifies possible unauthorised materials, they will ask you to adjust your room and re-take the video via the chat box.
9. The invigilator will then verify your ID, do a final check of your 360° view of the test room, and will admit you to the virtual test room.
10. You will be prompted to share your entire screen by clicking on the image showing your screen and then click **Share** button.



11. Now you are admitted to the test area by the invigilator. All communication with the invigilator will happen via the chat box. Read the guidelines and click **Start Session** button.



12. A new tab in Google Chrome will open. For some test you will need to click on the pop-up message to launch the Surpass Viewer. For the rest, the test will launch in the same Chrome tab.
13. The invigilator will provide you a keycode via the chat that you will need to enter to launch the test. You will hear a ping sound when invigilator sends you a message via the chat. Go to the previous tab and click on the chat icon to access it.

14. Please write it down as Copy and Paste functions will be disabled during the remote invigilation test.

**15. Important note:** do not close the Google Chrome browser during the test. This will disconnect you from your invigilator and lead to your results being invalidated.

16. You will need to confirm your details when prompted and enter the pin code provided by the invigilator to start the test.

17. You will start the test.

18. Please tell your invigilator via the chat when you have completed the test. You will need to press **Finish** and confirm you wish to submit the test.

19. The invigilator will watch you destroy any notes or scrap paper used during the test.

20. To stop the recording, close **all Google Chrome** tabs.

*We recommend checking you have closed all the tabs you opened during the test.*

### **Reasons your test session could be terminated**

Your test session can be terminated for the following reasons:

- you are late for more than 20 minutes
- you do not have or are not able to turn on the webcam, microphone, and screen share
- you have two screens connected but are unable to turn off the second screen
- you have not shown a valid ID
- if there is any mismatch in your details with the details provided by your centre
- you did not show the test environment to the invigilator
- if you have joined with an unsupported device
- if Surpass Viewer (or your test) fails to launch and cannot be resolved by support in the allocated time frame for your pre-test checks
- in case test conditions are not met e.g.
  - you join from a crowded environment and cannot change location
  - you do not follow the invigilator's instructions
  - you leave the test room
  - you are disruptive or abusive to the invigilator
  - you talk or interact with someone during the test
  - are seen using other tabs during a test particularly when you are told not to by the invigilator, etc
- if you have disconnected during the test and do not re-join the session within 5 minutes. Your test results may be invalidated.

If the test was terminated by the invigilator, you need to inform your centre.

### **After the test**

To get your test results, please contact your centre.



## Malpractice

In case of suspected malpractice, the invigilator will warn you that this will be investigated by City & Guilds, which may lead to your results being invalidated.

If the invigilator finds you using unauthorised equipment or materials, they will ask you to remove them from the room for the duration of the test. You will then be allowed to complete the test. City & Guilds will also contact your centre.

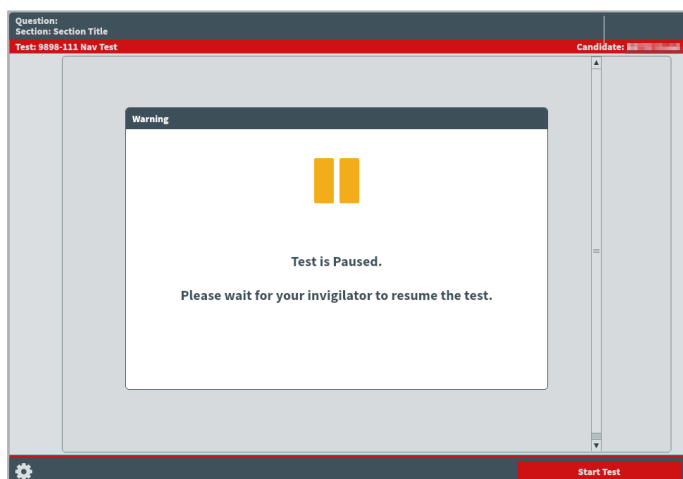
If malpractice is identified after the test from reviewing the recordings, City & Guilds will contact your centre.

## Tests partially taken or completed without an invigilator

If you lose your internet connection, please make sure you reconnect to the invigilation session as soon as your internet connection is restored. If you do not reconnect in 90 seconds, your test will be paused.

When your test is paused, you will see the message shown on the screenshot below. As soon as you see it, please check you are connected to the invigilation session and contact your invigilator via the chat.

If you do not reconnect to the invigilation session, your test result will be based on your progress before the disconnect.



If you have disconnected during the test and do not re-join the invigilation session, City & Guilds will not be able to accept any work completed while you were disconnected. This may lead to your results being changed and based only on the amount of work completed under invigilation or invalidated. City & Guilds will contact your centre where this is the case. It is not possible to appeal this decision.

### **Special consideration**

If you complete the test but have been disadvantaged by something beyond your control, please inform your centre as soon as possible, ideally on the day of the test. You should complete the test, in full, wherever possible.

### **Enquiries and appeals**

It is our aim to treat each case fairly and consistently. However, if you disagree with a decision, we have made regarding your examination result, you can request an enquiry about your result.

You should discuss your case with your centre as soon as possible. If your centre agrees with you, they can apply on your behalf.

If you would like feedback on your test, you should talk to your centre. More information about enquiries and appeals can be found [here](#).

## 6. Qualification-specific information

In this section you can find information about allowed materials and equipment for the selected qualifications. If you would like to know what materials and equipment are allowed for other qualifications, please contact your centre.

### Requirements for open book exams and permitted reference materials

For most tests, reference materials are not permitted. If any reference materials are permitted, your centre will inform you what these are. You can only have these specific reference materials in the room, you cannot have access to any other reference materials in the test.

Where reference materials are permitted, they must not contain additional notes or pages. The reference material can include:

- any addendum, erratum, or corrigendum to the material (including those published as additional pages)
- stick on paper used as page referencing
- highlighting text within the material
- very short, hand-written descriptors of regulation numbers which cross-reference a feature elsewhere in the publication

The reference material must not include:

- additional pages of notes or revision material
- additional formulae (printed or handwritten)
- additional printed pages (except for those listed above)
- handwritten procedures
- handwritten descriptors of regulations/text which do not feature elsewhere in the publication

### Functional Skills: Mathematics

The mathematics test, at both Level 1 and Level 2, is split into two sections:

- *Section 1* is the non-calculator section
- *Section 2* is the calculator section
- You can only use a calculator in the 'calculator permitted' section of the test which is *Section 2*. (See notes below on calculator use)
- Protractors are not permitted for mathematics Level 2 test

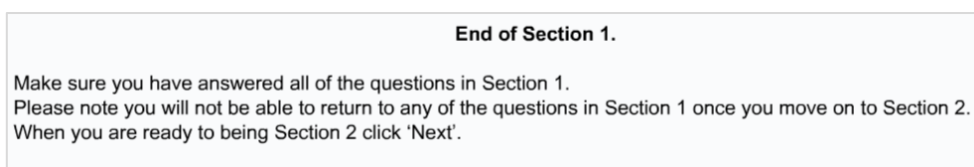
- You can use a dictionary during this test. If you require a bilingual dictionary, please contact your centre.

### **Calculator use**

There is an on-screen calculator for you to use in Section 2. If you want to bring your own calculator, you must meet the requirements below

- You **must not** have access to a calculator during *Section 1*, it must be placed at least 2 metres away behind you, in a location shown to the invigilator as part of the environment checks
- There is a message displayed between the two sections, this can be used for you to fetch the calculator without using any exam time.

The picture below shows the message that is displayed between the sections:



If you are using the on-screen calculator, you can start *Section 2* as soon as you are ready to do so.

The invigilator cannot give advice on how to use the graph or diagram creator. If assistance is provided this could constitute malpractice and your result may be invalidated. Please ensure that you have taken the opportunity to familiarise yourself with the test environment by using the familiarisation test and sample test materials in Open Assess. Contact your centre to let them know if you have not used Open Assess to familiarise yourself with the test environment.

### **Functional Skills: Reading**

You can use a dictionary during this test. If you require a bilingual dictionary, please contact your centre.

### **Functional Skills: Writing**

You must not use a dictionary, including a bilingual dictionary. You must not use spelling and grammar checking software or similar tools during this test.

## **Essential Skills Wales**

You are not allowed to use a calculator for Essential Application of Number Skills. You must not use a dictionary for Essential Communication Skills.

## **Electrical Installations, 18th edition**

You are required to have a copy of 'IET Wiring Regulations 18th Edition: BS 7671:2018 (2022) - Requirements for Electrical Installations'. It must not contain any additional notes or pages.

## 7. Support

If you experience any technical issues and need any help with accessing the test, for an immediate response please call 01357 464011\* , or raise a support ticket using this link: [Raise Support Ticket](#).

*\* Calls from landlines to this number are charged at local rates that may vary according to the time of day and your individual calling plan. Charges for calls from mobiles to this number typically will be included in free call packages but this may vary according to the calling plan chosen and outside of any inclusive minutes you will be charged as per your plan for local rate calls.*

## 8. FAQs and troubleshooting

- **Do I need Flash Player to access the test?**

No, Flash is built into [Surpass Viewer](#). You will need to download Surpass Viewer.

- **What happens if I lose internet connection during the test?**

If you lose internet connection you will receive an error message. You will need to click on the link in the test invite to reconnect to the invigilator as soon as the internet connection has been restored. While a test is disconnected the timer will freeze on the server until the connection is regained and your test progress will be saved from the point of the last question that was answered. If you were disconnected for too long, your test can be paused and result will be based on the questions you have answered before the disconnect.

- **Can I use my ChromeBook/Mac/iPad/Android tablet/Smartphone or virtual machine?**

No, only Windows 8 or above operating systems are supported.

- **Can I use my headphones during the test?**

You can only use wired headphones during the test. Wireless headphones (for example ones that are connected to your laptop via Bluetooth) are not allowed.

- **When I click on the test link, I receive an error message saying that my test has expired.**

The test link is unique for each test. Please check your invite email to confirm that you are using the link with the correct date and time of your test. You will also need to check that the computer date and time is correct and set to the United Kingdom time zone and update it accordingly if it is not.

- **I have a poor Internet connection. Can I do anything to improve it?**

We recommend disconnecting devices that can consume a lot of Internet traffic during the test and where possible ensuring you are the only person connected to the Wi-Fi at that time. Alternatively, you can also try connecting your laptop or computer via Ethernet.

- **I couldn't connect to my test on time.**

Please call 01357 464011\* for an immediate response or raise a support ticket using this link: [Raise Support Ticket](#).

- **I had problems with the test or invigilator during the test.**

Please contact your centre to inform them about any problems during the test and they can raise your issue with our dedicated Customer Services team.

## Appendix 1: Proxy and Firewall Settings

If you are using a laptop for your remote invigilation test which has been issued to you by your organisation, your company will need to have several hosts and ports white-listed to make sure your security settings do not block you from accessing the remote invigilated test platform. You may want to talk to your training provider or organisation's IT department to check and carry out a navigation test.

Hosts	TCP	UDP
*.talview.com	443,80	10000-10100
*.proview.io	443,80	10000-10100

In case host-based whitelisting is not possible, following IPs need to be whitelisted:

IP	IP	IP	TCP	UDP
52.174.108.164	52.166.219.136	13.71.62.214	443,80	10000-10100
52.166.141.154	40.68.193.4	104.45.79.230	443,80	10000-10100
13.94.240.50	104.40.246.4	51.138.2.72	443,80	10000-10100
40.68.116.226	13.80.105.134	51.136.86.154	443,80	10000-10100
40.68.194.17	52.232.87.65	40.114.179.89	443,80	10000-10100
23.97.227.31	104.40.159.223	13.81.252.25	443,80	10000-10100
52.174.110.111	40.118.105.255	51.144.117.126	443,80	10000-10100
52.169.26.65	13.93.13.68	20.44.35.166	443,80	10000-10100
52.137.36.204	52.157.106.245	52.137.36.194	443,80	10000-10100
52.137.36.193	52.148.232.80		443,80	10000-10100
40.68.224.25	13.81.35.105	40.113.131.158	443,80	10000-10100
20.67.81.17	20.71.230.151	20.71.95.6	443,80	10000-10100
20.73.45.29	20.67.87.66	20.67.102.191	443,80	10000-10100



20.71.108.42	20.76.236.236	20.71.235.178	443,80	10000-10100
20.71.127.19	20.71.121.201	20.71.49.188	443,80	10000-10100

## Remote Invigilation Service Support

If you need any technical support before or during your test you can contact Talview, who deliver the service on behalf of City & Guilds.

T: 01357 464011

For non-urgent technical support, you can raise a [Support Ticket](#)

## About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

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