City &

e-volve 12 Centre User Guide

All you need to know to manage onscreen assessments

e-volve e-assessment **USER GUIDE**



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Introduction

Welcome to e-volve, our e-assessment platform

This document is intended for Centres enabled to conduct examinations using our **e-volve** platform.

Within this comprehensive guide you will find everything you need for the day-to-day management of **e-volve** tests, including:

- An overview of the e-volve platform, from registration to results
- A step-by-step software user guide
- How to contact City & Guilds for support

Please note with micro-updates and the move away from Adobe Flash Player some buttons and screens may change in appearance, but the functionality will remain the same.

Overview



3



Process Steps

A brief overview of the process steps

LEARNER REGISTRATION

Learners must be registered for the qualification before you can schedule an **e-volve** test.

Learner registrations for qualifications with **e-volve** tests are made in the same way as registrations for all other qualifications. As soon as the registration order has been processed (usually within a few minutes if done in the Walled Garden) the system will automatically make the learner eligible for **e-volve** and you can start scheduling tests.

EXAM SCHEDULING

Scheduling is the process of assigning a date and time for a learner to sit a specific **e-volve** test.

Scheduling is carried out through the Walled Garden. Once the order has been processed successfully, the system will generate a 'keycode' that is unique to that particular booking. The learner will need this keycode in order to sit the test.

EXAM DELIVERY (TESTING)

e-volve testing is carried out in SecureAssess / SecureClient, our e-assessment software. This can either be done online (while connected to the Internet) or offline (with no Internet connection), depending on your particular connectivity and choice of deployment.

The Invigilator has access to a number of features to manage the exam delivery on SecureAssess.

At the due time and when the learner is present and their identity has been verified, the test can be unlocked. The learner logs into SecureClient with his/her keycode to complete the exam.

EXAM MARKING

As soon as the test is complete, SecureAssess will automatically mark the machine-marked exams.

Tests containing questions that can only be marked by an examiner (such as free text entry in functional skills English assessments) will be queued for marking when the test is completed.

PROVISIONAL RESULTS (SECUREASSESS)

Provisional results are available in SecureAssess after the test.

For machine marked exams, provisional results will be generated in SecureAssess a few minutes after the test is finished. For examiner marked exams, provisional results will not appear in SecureAssess until the marking has taken place.

CONFIRMED RESULTS (WALLED GARDEN)

Results will be automatically transferred to Walled Garden as soon as they are released, and they will be processed to update the learner records. At this point, the results are confirmed and you can see them in the 'Candidate History' report.

Results for machine marked exams will be confirmed in Walled Garden 48 hours after the test. Results for examiner marked exams will take up to 20 working days (four weeks) to be confirmed in Walled Garden.

UKTs and navigation tests do not return results to Walled Garden.



Usernames and Log in

Your initial username will be e-mailed to you when your account is created.

Hi Test,

Welcome to Surpass, the market leading solution for creating and delivering on-screen assessments.

Your username is NewEvolve

To set your R12EvolvePreProd Surpass password and security question please click on the link <u>https://evolvepreprod.cityandguilds.com/Auth/Recovery/2c4decaf-6470-489f-aee6-9ff3fe5ccd60</u> and follow the instructions.

For more product information or useful guides and tutorials please visit us at the Surpass Community.

Thanks,

The Surpass Team

button.

e-volve

UK Centres - Contact Customer Services

E: <u>evolvesupport@cityandguilds.com</u>

T: 0844 543 0000 (Calls to our 0844 numbers cost 7p per minute plus your telephone company's access charge) 08:00 to 18:00 Monday to Friday

International Centres - Contact your Local Office. For details and opening hours visit <u>www.cityandguilds.com</u>

You will be presented with the following login screen.

Type in your user name and password and select the 'Log In'

Click the link the the e-mail to set your password and security question

To access SecureAssess Central, open your browser and navigate to the following URL: <u>https://evolve.cityandguilds.com</u>

You can access SecureAssess from any PC that meets the minimum technical requirements and has an internet connection.

City Gu	Ids
User Name:]
Password:	
Login Can't access your account	Remember your password is case sensitive



As soon as you log in, your web browser will display the Home page for SecureAssess. This page is available to all users, regardless of their role.

City Break Home Test Administration Setup Guilds	evolvetest 👻 🕐
Have you visited the Surpass Learning Portal? Click here to find out more.	
Welcome to e-volve Welcome to e-volve, City & Guilds' online assessment platform R12! Velcome to e-volve, City & Guilds' online assessment platform	
Familiarisation A range of updated familiarisation materials including user guides, step by step tutorials are available at our dedicated webpages - here	
e-volve centre analytics. This free service will help you get the most from e-volve, through significant reporting and analysis enhancements. Log in to e-volve centre analytics here: <u>https://evolve.cityanalytics</u> Or for more information please go to <u>e-volve analytics</u>	
Downloads and notes The e-volve SecureClient (learner machines) software can be downloaded <u>here.</u> Note: Please ensure that your IT department is aware before attempting to install the software.	
Team Viewer remote access link If you have been asked to access Team Viewer by the e-volve technical team click <u>here</u>	
We're here to help If you have any enquiries regarding e-volve, we will be happy to assist you:	
UK Centres contact Customer Services 08:00 to 18:00 Monday to Friday - E: <u>exploresupport@citiyandguilds.com</u>	
International Centres contact your local office; for details and opening hours visit <u>www.cityandguilds.com</u>	
🖌 Sent: Hazel Bryce 🛗 Posted: 18/10/2020 🕐 Time: 09:03 👁 Seen by: 134 users	
engéne (1993) Engénie (1993) Engénie (1994) Engénie Engénie (Engénie (1994) Engénie (1994) Engénie (1994)	Surpass created by BTL Group v12.22

For security reasons, after a period of inactivity you will be prompted to re-enter your password.

- It is important that you log out of the system correctly, or it may be possible for other people to access your information.
- To log out, select the drop down button by your username at the top right of the screen, then select "Logout".





Screen Layout

The menu tabs, which appear across the top of the SecureAssess interface, are determined by the permissions you have been granted

Some common screen controls appear throughout the SecureAssess screens.



Section tabs access different areas. With varying screens available under them depending on your user role.

iuilds gilate	Home Test Ad	iministration S	Setup							evolvete
how:	Locked For Invigilator	In Progress	Paused Finished						Downloaded	to SecureClient 🔲 Today's tests 🗌 Invigilated tests Reset
	▼ PIN	 Keycode 	 Start Date 	▼ Start Time	Candidate ref.	 Candidate 	▼ Subject	Test Name	Duration	Centre Name
0	HHNDDP	MTHPK9B2	21/10/2020	09:00:00	NAVTEST	Dishant Bhatt	9898 Navigation Tests	9898-111 Nav Test	60	123456 (99trng) - City and Guilds Trainers Centre
3 🖬	RHTFBC	D84T3RB2	19/10/2020	09:00:00	NAVTEST	Dishant Bhatt	9898 Navigation Tests	9898-111 Nav Test	60	123456 (99trng) - City and Guilds Trainers Centre
0	WVFLBH	G/(TRXXB2	17/10/2020	09:00:00	NAVTEST	Dishant Bhatt	9898 Navigation Tests	9898-111 Nav Test	60	123456 (99trng) - City and Guilds Trainers Centre
0	NPYYGJ	LCX9TPB2	17/10/2020	09:00:00	NAVTEST	Dishant Bhatt	9898 Navigation Tests	9898-111 Nav Test	60	123456 (99trng) - City and Guilds Trainers Centre
4	LMFDBK	RRP3RXB2	12/10/2020	00:00:00	CGT1652	Max Berzon	3748 Functional Skills	3748-925 FS ICT In-App Level 2	120	123456 (99trng) - City and Guilds Trainers Centre
6		HN4YHPB2	31/07/2020	00:00:00		Roni Alam	3748 Maths FS	3748-119 Functional Skills Mather	na 90	123456 (99trng) - City and Guilds Trainers Centre
4	9B4R	W3J6XKB2	13/03/2020	00:00:00		Aaron Aaronson	4748 Functional Skills	4748-120 Functional Skills Mather	na 105	123456 (99trng) - City and Guilds Trainers Centre
4		HX4WD6B2	12/03/2020	00:00:00		Safian Saleem	3748 Maths FS	3748-120 Functional Skills Mather	na 120	123456 (99trng) - City and Guilds Trainers Centre
1	4X7X	7R8474B2	07/02/2020	00:00-00		and also contrates	attan musal and alulla	ATTAC TO Provide and chills an also	105	123456 (99trng) - City and Guilds Trainers Centre
¥		PQPGCDB2	06/02/2020	00:0				C I.		123456 (99trng) - City and Guilds Trainers Centre
1	9V4H	B64Y4TB2	03/02/2020	Sea	irch tunc	ction optic	ins at the top c	of each		123456 (99trng) - City and Guilds Trainers Centre
4	6Y8F	D37TDBB2	03/02/2020	00:0						123456 (99trng) - City and Guilds Trainers Centre
1	3W3C	64HL8PB2	03/02/2020	00:0 COI	umn allo	ow you to i	filter the data s	shown on t	ne 🏻	123456 (99trng) - City and Guilds Trainers Centre
4		7KR84PB2	22/01/2020	00:0		•				123456 (99trng) - City and Guilds Trainers Centre
1		VJQTTDB2	06/12/2019	00:0 SCr6	een					123456 (99trng) - City and Guilds Trainers Centre
1	6Y9N	RXMBCCB2	26/11/2019	00:0						123456 (99trng) - City and Guilds Trainers Centre
1	3W9H	XWRP7GB2	26/11/2019	00:0						123456 (99trng) - City and Guilds Trainers Centre
¥	3W9H	B373M7B2	26/11/2019	00:00:00		Hazel Bryce	3748 Functional Skills	3748-113 Functional Skills Readin	g li 70	123456 (99trng) - City and Guilds Trainers Centre
1	7H9C	3KVPC7B2	26/11/2019	00:00:00	CGT1652	Max Berzon	3748 Functional Skills	3748-111 Writing Level 1	80	123456 (99trng) - City and Guilds Trainers Centre
4		KMCMYRB2	06/11/2019	00:00:00		Safian Saleem	3748 Maths FS	3748-120 Functional Skills Mather	na 120	123456 (99trng) - City and Guilds Trainers Centre
/		YPRWVTB2	06/11/2019	00:00:00		Safian Saleem	3748 Maths FS	3748-120 Functional Skills Mather	na 120	123456 (99trng) - City and Guilds Trainers Centre
4	8N9L	4BK8TFB2	30/03/2017	00:00:00		Sasha Carter	0174 Technicals in Horticulture and For	e 0174-012 Level 3 Forestry and Arb	ori 90	123456 (99trng) - City and Guilds Trainers Centre
4	3B4C	LYN3RKB2	24/02/2017	00:00:00		Sasha Carter	0170 Technical Award in Land Based St	u 0170-001 Level 2 Land Based Stud	ie: 90	123456 (99trng) - City and Guilds Trainers Centre
4	7C4R	NKT4W8B2	23/02/2017	00:00:00		Sasha Carter	0171 Technicals in Agriculture and Land	0171-002 Level 3 Agriculture - The	or 90	123456 (99trng) - City and Guilds Trainers Centre
×	9i2x	YVRC2QB2	21/10/2015	00:00:00		Aaron Aaronson	3748 Maths FS	3748-119 Functional Skills Mather	na 90	123456 (99trng) - City and Guilds Trainers Centre
×	9i2x	AN2YC6B2	21/10/2015	00:00:00		Aaron Aaronson	3748 Maths FS	3748-119 Functional Skills Mather	na 90	123456 (99trng) - City and Guilds Trainers Centre
x	5g9c	DKTCN6B2	21/10/2015	00:00:00		Hazel Bryce	3748 Maths FS	3748-119 Functional Skills Mather	na 90	123456 (99trng) - City and Guilds Trainers Centre
×	3h5p	XFUUHZB2	21/10/2015	00:00:00		Hazel Bryce	3748 Maths FS	3748-619 Functional Mathematics	L1 240	123456 (99trng) - City and Guilds Trainers Centre
			21/10/2015	00-00-00		March Barrana	2742 Marks 72	2740 C10 Durational Mathematics	11 240	100400 (004444) - City and Cuilling Technic Context

 In order to view the whole screen properly, your screen resolution should be set to at least 1024 x 768. If you find that you cannot see all the buttons properly, switch your browser to 'Full Screen' mode.



User Account Management

Centre Users

A Centre user in SecureAssess is a Centre member of staff who has access to the SecureAssess system. This could be, for example, an Exams Officer or an Invigilator. Each user may have access to one or more Centres (e.g. an Exams Officer scheduling exams for several Sub-centres) and Installations within a centre. Their roles may vary between Centres.

When an e-volve account is set up, Customer Services will create the first two Centre users for each Installation: the Primary Contact and the Technical Contact (these two users could be one and the same individual)

PRIMARY CONTACT

Main point of contact for e-volve. They will be responsible for the creation of additional Centre users, and subsequently viewing/amending their details. This will typically be the Exams Officer.

TECHNICAL CONTACT

The user registered at that Centre responsible for the technical set-up of the e-volve: typically, an IT Administrator (IT/network manager at the Centre). It could also be the Exams Officer.

Centre user roles and permissions

Each SecureAssess Centre user will have one or more 'roles' assigned to them. Each role is associated with a set of permissions. The menu tabs that you can see running along the top of the screen will vary depending on your role.

City8	Home	Test Administration	Setup	evolvetest 🔻 ?
Invigilate	Results			

As a system user, you can have different roles assigned at one or more Centre Installations at the same time. For example, you can be an Exams Officer for Installation A, and an Invigilator for Installation B. Remember that the roles need to be set up for each SecureAssess Installation, even where the role is the same for both Installations.



User Permissions

The tables below describe the list of roles available for centre users, the tabs they can see in SecureAssess and the set of permissions assigned to each of them.

				Ro	les	
SecureAssess Tabs	Screens	Permissions	Exams officer	IT Admin	Invigilator	Tutor
Home		View SecureAssess homepage with City & Guilds news and information.	✓	~	~	~
Setup	Users	 Centre user management: Create new Centre users View / amend Centre user details & roles Reset Centre user passwords Retire / un-retire Centre users 	√	✓		
Administration	Invigilate	 Manage the delivery of exams to learners under invigilated conditions: View exams scheduled and learner keycodes. Print Invigilation Pack. Lock / unlock / pause / resume / void exams. View exam status and learner's connectivity in real time. 	~	✓	~	
Test	Results	View and print provisional exam results. Generate various reports surrounding the results for one or multiple learners.	~	✓	~	~



Booking Exams in Walled Garden

Exams are scheduled through Walled Garden by using the 'e-volve scheduling' option, from the Catalogue page.

First, access the Walled Garden by following www.walledgarden.com

Click 'e-volve scheduling' from the 'Catalogue' menu to begin the scheduling process.

C	ity <mark>8</mark> Guilds	ilm	Walled	Garden			0 0 1
	↑	Catalogue	Data services	Quality	Reports	Settings	
	Catalogue	Access arrangements	Candidate manag	gement <mark>e-c</mark> ertifica	tes Price list <u>e</u>	-volve scheduling	Publications & max
1.11						Book online e-volve	e tests

Important: e-volve scheduling orders cannot be combined with other order types within the same order

Do not use the Back or Refresh buttons while using the Walled Garden scheduling screens or you may lose entered data. Always use the in-screen navigation buttons.

If your Walled Garden account is linked to more than one Centre (for example a Centre and a Sub-centre), you will see a version of the following selection menu. Select the appropriate Centre.

Select centre:	999990 - SAP Test UK CR1	~
220y 23	999990 - SAP Test UK CR1	
Select organis	999991 - SAP Test UK CR2CH3001.	
	899990 - SAP Test INT CR1ch30011111	

If your Walled Garden account is linked to more than one Organisation, select the appropriate organisation from the dropdown menu.

Select centre: 99	9990 - SAP Test UK CR1	~
Select organisation	City & Guilds 🗸	
	City & Guilds	
N	ILM	
6		

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Step 1: Learner Selection

You can add candidates to your order by using 'Single enrolment No' from the drop-down menu.

To search for existing candida	tes, select the required method	d from the drop down list.
To book navigation tests, please	se search candidate with enrol	Iment 'NAVTEST' or search student by last name 'NAVTEST
Search evicting candidates by	Single enrolment No	~
Search existing candidates by	Colord	<u> </u>
Add candidates by enro	Candidate details	
	Calididate details	
	Conon	
Candidate enrolment No.	Single enrolment No.	Search
	Multiple enrolment No.	
	Other centre	

Enter the enrolment number for the candidate you are scheduling an exam for, and click 'Search'. You can use this or a combination of methods to add all required candidates to the order.

A learner can be removed from the order by selecting the check box in the **Remove** column and clicking **Update Order**.

ndidate enro	olment No.	OTD8518 Search	h				
lidates in v	our order						
avigate, us	se the scroll bar an	d sort options. You can sort on any of the colu	umns below by clicking on the column heading.				
delete a can	ndidate, select the	checkbox(es) in the remove column, click Up	date Order. When complete, click Continue.				
move	ENR No.	First name	Middle name	Last name	Gender	DOB	Your Ref.
emove	ENR No. OTD8665	First name Remote Invigilated	Middle name	Last name A	Gender Female	DOB 10.09.1980	Your Ref.

When you have added all of the required learners to the order, click **Continue** to move to the next screen where they will be listed ready for the scheduling information to be entered.

Step 2: Assessment Selection

This screen enables you to enter the booking details for each learner:

Click here fo	r Important Tips	portant Tips All same All same				All same	All same			
Add Exam	ENR	First Name	Last Name	Qualification	Unit or Assessment	Date (dd.mm.yyyy)	Time	Installation ID	Invigilation Type	Additional Details
+	OTD8665	Remote Invigilated	A	~	~		~	~	~	Show
+	OTD8457	Remote Invigitated	Т	· · ·	~		~	· · ·	· •	Show
+	OTD8518	Remote Invigilated	N	~	~		~	~	~	Show

- Qualification
- Assessment
- Date and time of booking
- Installation ID
- Invigilation Type

Qualification	Unit or Assessment
4748-02 🗸	~
 3748-01 🗸	~
 ~	-

Qualification Selection

Against each learner there is a dropdown box in the Qualification column. This enables you to select the qualification that you wish to test the learner on.

City<mark></mark> Guilds

Assessment Selection

Once the qualification is selected, the next dropdown box will be populated with the relevant assessments for that qualification. Select the assessment that is to be scheduled.

	All same	All same
Qualification	Unit or Assessment	Date (dd.mm.yyyy)
4748-02 🗸	4748-111 Ⅰ ✔	
3748-01 🗸	~	
2749.04	3748-110 Function	al English Reading at Level
5740-01	3748-111 Function	al English Writing at Level 1
	3748-114 Function	al English Writing at Level 2

A qualification will only appear on the list if the learner has a valid registration for the qualification, or the qualification does not require registration (such as navigation tests) or the qualification contains one or more on-screen assessments.

If all the learners in the list are to be scheduled for the same test, enter the qualification and assessment for the first one and click the '**All same'** checkbox at the top of the assessment column. This will copy the same qualification and assessment to all the learners who are eligible.

If a learner is to be booked for more than one assessment, click the plus sign ('+') in the **Add Exam** column to create a new line for them. New lines created in this way will show a minus sign ('-') in this column – which will remove the line if clicked

In common with other columns, the description is displayed in full in the dropdown list but not visible in the grid (to save space on the screen). Only the codes can be seen in the grid. You can display the description at any time by clicking the dropdown without changing the selection.

Date and time

Click on the date column and the scheduled date of the test can by typed in or entered via the pop-up calendar.

For tests with remote invigilation time needs be set in the separate window as described in the step 1.9.

	08:00	
	08:30	
	09:00	
All same	09:30	
	10:00	
Date (dd.mm.yyyy)	10:30	
	11:00	
02.04.2021	11:30	
	12:00	_
06.04.2021	12:30	
	13:00 🖕	
00.04.0004	12.20	
06.04.2021	11.50 🗸	

Installation ID

In this field, you must select an Installation ID to use for the delivery of the exam in SecureAssess. You may have only one or several Centre Installations, depending on your **e-volve** account configuration. The results will all go to the City & Guilds Centre Number that booked the test, and they will appear in the 'Candidate History' report as usual, regardless of which Installation ID was used.

The Installation ID must be selected for each test booking. Often this will be the same for all bookings so just select on the first line and then click the '**All same'** checkbox.

If the Installation ID you wish to use does not appear in the dropdown list, the information may not have been updated in Walled Garden, it may be assigned to a different City & Guilds Centre or Sub-centre, or you may need to apply for a new one. In any case please contact the City & Guilds Customer Services Contact Centre.

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Invigilation Type

In this field there will be a choice between 'Centre Invigilated' and 'Remote Testing: Invigilated'. Selecting 'Centre Invigilated' will book the test as a standard e-volve test. Choosing 'Remote Testing: Invigilated' will process the test through the Remote Invigilation system.

All same	All same
Installation ID	Invigilation Type
~	~
~	~
RLCG01 V	Remote V
	Centre Invigilated

Remote Invigilation Time Table

If you are booking an exam for remote invigilation there are a set number of tests that can be taken in each Remote Invigilation Slot. To check the availability of tests within a slot, select the 'Click here for Remote Invigilation Time table' link.

Click here for Remote Invigilation Time table

The time table will open in a new window and show how many tests are available for a particular slot. Use this feature to make sure that you can book a test for the intended date and time.

iren ie	or Available booking slots	
iter bo	ooking date and invigilation	type. Click Get Available slots
	Date (dd.mm.yyyy) *	14.04.2021
	Invigilation Type *	Remote Testing: Invigilate 🗸
	Uer	Available slots
ur sear Exam 1	ch results	Available Slots
ur sear Exam 1 08:00:0	ch results Time	Available Slots 1
ur sear Exam 1 08:00:0 11:30:0	Ch results Time 10	Available Slots Available Slots 1 23

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Please note for exams to be taken via Remote Invigilation

Exams booked for Remote Invigilation must have at least 5 working days between the date of the booking and the intended date of the test. This is to allow for every stage of the Remote Invigilation Booking process to complete fully before the learner takes the test.

Candidates will receive an email with the invitation to their test 2 working days after the test is booked.

There are 3 slots per day for Remote Invigilation Tests to be taken. These slots begin at 8am, 11:30am and 4pm. Slots are available on the first-come, first-served basis. Only one test can be booked for each available slot and for one candidate at a time. Please select one of those times in the 'Time' column or the exam may need to be rescheduled.

To allow time for candidates' Invigilator to go through all of the required steps at the start of each exam, there may be a delay between the start time of the slot and the time that your learner is invited to start their exam. Exact start time of the exam will be shown in the Invitation email that they receive. Please see the table below for details.

Slot Number	Time to be booked	Potential Exam Start Time
Slot 1	8:00	8:00 - 8:30
Slot 2	11:30	11:30 - 12:00
Slot 3	16:00	16:00 - 16:30



Checkout Screen

- When you click the Continue button on the assessment selection screen you move to the checkout screen. Full details of your order are listed here for you to review. You may now enter your PO/Reference number which will appear on the invoice you receive after the results have been received at City & Guilds.
- You can elect to update any details for a particular booking or individual bookings can be deleted on this screen using the corresponding button in the 'Amend' column.

the details ave made a ow/Hide de	of the Line Items, c any changes at this etails	lick 🛃 in the Detail stage, click Update	i column. To change t Order. Once comple	he Order Line Item, te click Submit Ord	click 💋 in the Amer er.	id column.
Amend	Detail	ENR No	First Name	Last Name	Qualification	Product code
0	2	OTD8665	Remote Invigilated	A	3748-01	3748-110
0	۲	OTD8457	Remote Invigilated	т	3748-01	3748-110
0		OTD8518	Remote	N	3748-01	3748-110

Click Submit Order when the order is complete and you are happy to schedule the tests. Once the order is submitted, the Order Confirmation screen is displayed and no changes can be made to the booking.

At this stage the bookings must be considered as provisional since they need to be accepted by SecureAssess and the Remote Invigilation system (if applicable) before they are confirmed. The booking's 'Keycode' field will

be marked with status 'Updated Shortly'. To print confirmed bookings use the Print Page function after the bookings have been accepted.

Within 15 minutes the status of your order should be confirmed and a Keycode will appear in the Keycode field. It should be noted that this is not confirmation of the Remote Invigilation booking being finalised. You will be contacted within 2 working days if the booking cannot be accepted. Your candidate will receive an invitation 2 working days after test is booked.

Keycodes and Pins for Remote Invigilation bookings are managed by City & Guilds and should not be changed by the centre.



Booking exams in Walled Garden Cont'd

Order confirmation

Step 3: Order Confirmation

- Click Submit Order when the order is complete and you are happy to schedule the tests. Once the order is submitted, the Order Confirmation screen is displayed and no changes can be made to the booking.
- At this stage the bookings must be considered as provisional since they need to be accepted by SecureAssess before they are confirmed. The booking will be marked with status 'Booking requested'. To print confirmed bookings use the Reports function after the bookings have been accepted.
- e-volve test scheduling orders are shown as zero charge, since you are charged for UKTs at learner registration and for summative end tests when the results are received at City & Guilds.

rder com Thank you This orde available If there ar	centre firmation u. Your order r confirmation within the rep re any probles crence and o	Order typ has been receiv is for your infor norts section. ms with your ord felivery	e Qualif red and is now be mation purposes o er, we will contac	ing processed by Cit only. You may wish t ct you by email, telep	y & Guilds. to print this con	Access	ories d keep a copy	for your records.	Confirm 2	nation City& Guilds	5	Shopping basket Your favour Frequently o products Cohort / Can managemen Access Arrangemen	oi ites rde did
Centre	No.	123456			Date of o	order	18.11.2013					e-volve Test Scheduling	
Centre	name	SAP Test Centr	e		Custome	er No.	1053020					Help	
			v	our Order Nu	mber is:	1062903	60				'	Useful links	
					iniber is.	100230						Contact us	
Your Re	əf.	Test			Payme	ent method	On Accou	unt				QCF pricing	list
rder line	items					_	_						
rder line To view f — Show	items full details of y w/Hide detail	/our order please	e click on + for det	ais	Product	Draduat da				Drine			
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rder line To view f — Show Details	items Vul details of y w/Hide detail ENR No NAVTEST ation ID Data 3 18.1	vour order please Is First Nam Navigation e & Time K 1.2013 11:30 U	e click on + for det e Last Name Navtest eycode A pdated Shortly	dditional Time Ex Order total n	Product code 9898-111 dension reas	Product de: e-volve only ion Alterna	scription - Multiple Cho te Location	ice Navigation test		Price 0.00			
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- If a test is not unlocked by the end of the exam window, the system will automatically 'void'. The status of the order in the Orders Report in Walled Garden will change from 'Booking accepted' to 'Student absent'. You will not be charged for voided tests.
- Within 15 minutes, the status of your order should have changed to 'booking accepted', or 'booking complete' (for UKTs), or 'booking rejected'. In the rare event that the order status is 'booking rejected', or that it shows as 'booking requested' for more than 15 minutes, please contact Customer Services. This is due to technical problems beyond your control, and in most cases you will not need to re-book the tests; we will simply rectify the matter and process your original order.
- If the status is 'booking accepted', or 'booking complete', SecureAssess will have generated the exam keycode. This eight-character alphanumeric code uniquely identifies the learner and the test to be sat. Each learner is issued with a new keycode for each exam. These can be retrieved by either printing an Invigilation pack in SecureAssess or by using the order reports in Walled Garden.



Booking exams in Walled Garden Cont'd

Scheduling

- e-volve tests can be scheduled in Walled Garden up to 6 months prior to the scheduled test date. From data gathered over the last few years, we can predict when the system will be heavily used for scheduling and it is to your advantage to avoid these times if possible
- During the working day the quietest times for scheduling are before 09:00, between 12:00 and 13:00 and after 15:00. Friday is the quietest working day of the week; Monday is normally the busiest. During April, May and June there is heavy scheduling activity, so it pays to schedule ahead to avoid these months as far as possible
- With the best planning, there will always be some cases where a test needs to be scheduled and sat within a short period. In an emergency, a test can be scheduled using the Walled Garden shopping basket as little as 30 minutes (except EPA bookings see below) prior to the scheduled test time. However, we do not guarantee that the booking will always be processed in time, especially at busy periods

End-Point Assessment Knowledge Tests:

- An end-point assessment reservation/booking request must be placed on the Walled Garden before an apprentice can sit any e-volve assessment.
- Each apprentice must satisfy the relevant gateway requirements prior to taking the e-volve assessment.
 Please refer to the Apprenticeship funding and performance management rules section on End-point assessments.
- The e-volve assessment (including resits) must be scheduled in the Walled Garden at least five days prior to the assessment date, and then can be sat on the scheduled date or up to 30 days after.

Cancellations or amendments

- e-volve exam scheduling orders cannot be cancelled from Walled Garden. If you no longer need a booking, you should void the test in SecureAssess (Invigilation screen). After 24 hours, the voided test will disappear from the Invigilation screen and the order status in the Orders Report in Walled Garden will change from 'Booking accepted' to 'Student Absent'
- Please note that e-volve exams booked with Remote Invigilation Service need to be cancelled via Customer Services. Any confirmed booking cancelled within 2 working days (excluding weekends and bank holidays) of the test start time / date will incur the full charge of the booking
- Please note there is no charge for a booking marked as 'absent', or voided for any reason
- It is good practice to always void any bookings that are no longer needed in SecureAssess. This will facilitate ease of use when using the Invigilation tab
- Tests can only be voided from the moment they appear on the Invigilation tab, which is 11 days before the scheduled date (one day before the opening of the exam window). From this point on, tests can be voided at any

e-volve e-assessment USER GUIDE



time while the window is open, provided they haven't been taken by a learner. Completed exams cannot be voided

- Any exams not sat within the exam window (30 days after the scheduled date) will be automatically voided.
- e-volve exam scheduling orders cannot be amended. In case you need to make changes to an existing booking (e.g. different date / time / assessment unit), you need to void the original booking (as described above) and make a new one in Walled Garden

Navigation Tests

This is a short test that can be sat by a learner or any other person to familiarise themselves with **e-volve**, from scheduling to sitting a test.

Navigation tests are scheduled like any other test in the Walled Garden by selecting qualification number
 9898-98. Several navigation tests are available for different types of exam (multiple choice, functional skills, for example). Bookings will appear in SecureAssess in the normal way.

Navigation tests have the following attributes:

- There is no charge
- No registration is required
- Score reports are available
- They do not return results to Walled Garden
- They are not included in reports, including the 'Candidate History'

Since navigation tests do not require registration, they can be sat by any learner. The special qualification number 9898-98 is included in the qualification dropdown list on the assessment selection screen for all learners. This qualification only includes navigation tests.



Navigation tests can also be booked for an 'anonymous' learner. In this case they can be sat by anyone, including Centre staff needing to try out the system. To book a test for an 'anonymous' learner you should search by 'Single enrolment number' and enter 'NAVTEST' in the search field. This will find a learner with the first name 'Navigation' and the surname 'NAVTEST'. The navigation test can be scheduled for this learner in the normal way. A unique keycode will be provided for each navigation test, just like with a normal exam. In SecureAssess, NAVTEST bookings will have a dummy numeric enrolment number and the first and last names of the learner will be 'Navigation NAVTEST'

CI	ick here fo	or Importan	t Tips		Allsame	All same	All same	All same	
Add Exam	ENR	First Name	Last Name	Qualification	Unitor Assessment	Date (dd.mm.yyyy)	Time	Installation ID	Ad diti onal De tail s
+	NAVTEST	Navigation	Navtest	9898-98 🗸	9898-111 🗸	19.09.2016	16:00 🗸	99TRING 🗸	Show
Can	cel Order				Back				Continue



Exam delivery

e-volve tests are managed and delivered in SecureAssess, our e-assessment platform



Invigilation

In order to deliver an exam under invigilated conditions, you need to log into SecureAssess and choose the Invigilate tab

- Exams will show on the Invigilation screen as 'locked' for the 24 hours before the exam window begins (if booked more than 10 days ahead). The exam cannot be sat while it is locked, but it can be voided if needed and you can also print an Invigilation Pack
- Exams will show on the Invigilation screen as 'ready' to be delivered to learners for the whole duration of the exam window. Exam windows vary between exams but typically this is from 10 days before until 30 days after the scheduled exam date. EPA exams will only appear locked 24 hours before the exam booking date.

The Invigilation screen allows you to:

View all the exams that are scheduled and ready to be sat, being sat or recently finished View exam status updated in real-time

Retrieve exam keycodes

Give learners access to exams in two different ways (with or without a PIN)

Pause and resume exams

Void exams

Print an Invigilation Pack, containing candidate lists and keycode slips



Invigilate tab

Invigilate tab guide

Ci	ty& Suilds	Home Test	Administration	Setup							evol	vetest 🔻 ?
Invi	gilate	Results										
Only she	ow: 🔐 Locke	ed For Invigilator	In Progress	Paused	Finished			Downloaded to See	cureClient	Today's tests	Invigilated tests	Reset Filters
State	PIN	Keycode	▼ Start Date	🔻 Start Time 💌	Candidate ref. 🔻	Candidate 🔻	Subject 🔻	Test Name 🔻	Durat 🔻	Centre Name		•
•	HHNDDP	MTHPK9B2	21/10/2020	09:00:00	NAVTEST	Dishant Bhatt	9898 Navigation Tests	9898-111 Nav Test	60	123456 (99trng)	- City and Guilds Trainers	Centre
8 🖬	RHTFBC	D84T3RB2	19/10/2020	09:00:00	NAVTEST	Dishant Bhatt	9898 Navigation Tests	9898-111 Nav Test	60	123456 (99trng)	- City and Guilds Trainers	Centre
•	WVFLBH	GXTRXXB2	17/10/2020	09:00:00	NAVTEST	Dishant Bhatt	9898 Navigation Tests	9898-111 Nav Test	60	123456 (99trng)	- City and Guilds Trainers	Centre
6	NFYYGJ	LCX9TPB2	17/10/2020	09:00:00	NAVTEST	Dishant Bhatt	9898 Navigation Tests	9898-111 Nav Test	60	123456 (99trng)	- City and Guilds Trainers	Centre
•	LMFDBK	RRP3RXB2	12/10/2020	00:00:00	CGT1652	Max Berzon	3748 Functional Skills	3748-925 FS ICT In-App Lev	120	123456 (99trng)	- City and Guilds Trainers	Centre
6		HN4YHPB2	31/07/2020	00:00:00		Roni Alam	3748 Maths FS	3748-119 Functional Skills	90	123456 (99trng)	- City and Guilds Trainers	Centre
	9B4R	W3J6XKB2	13/03/2020	00:00:00		Aaron Aaronson	4748 Functional Skills	4748-120 Functional Skills	105	123456 (99trng)	- City and Guilds Trainers	Centre
-		HX4WD6B2	12/03/2020	00:00:00		Safian Saleem	3748 Maths FS	3748-120 Functional Skills	120	123456 (99trng)	- City and Guilds Trainers	Centre
-	4X7X	7R8474B2	07/02/2020	00:00:00		analytics analytics	4748 Functional Skills	4748-119 Functional Skills	105	123456 (99trng)	- City and Guilds Trainers	Centre
		PQPGCDB2	06/02/2020	00:00:00		Safian Saleem	3748 Maths FS	3748-120 Functional Skills	120	123456 (99trng)	- City and Guilds Trainers	Centre =
	9V4H	B64Y4TB2	03/02/2020	00:00:00		Alec Currie	4748 Functional Skills	4748-120 Functional Skills	105	123456 (99trng)	- City and Guilds Trainers	Centre
	6Y8F	D37TDBB2	03/02/2020	00:00:00		Alec Currie	4748 Functional Skills	4748-120 Functional Skills	105	123456 (99trng)	- City and Guilds Trainers	Centre
	3W3C	64HL8PB2	03/02/2020	00:00:00		Billy Brown	4748 Functional Skills	4748-119 Functional Skills	105	123456 (99trng)	- City and Guilds Trainers	Centre
		7KR84PB2	22/01/2020	00:00:00		Safian Saleem	3748 Functional Skills	3748-110 Functional Skills	70	123456 (99trng)	- City and Guilds Trainers	Centre
		VJQTTDB2	06/12/2019	00:00:00		Safian Saleem	3748 Functional Skills	3748-114 Writing Level 2	80	123456 (99trng)	- City and Guilds Trainers	Centre
	6Y9N	RXMBCCB2	26/11/2019	00:00:00		Billy Brown	3748 Maths FS	3748-120 Functional Skills	120	123456 (99trng)	- City and Guilds Trainers	Centre
	3W9H	XWRP7GB2	26/11/2019	00:00:00		Alec Currie	3748 Maths FS	3748-119 Functional Skills	90	123456 (99trng)	- City and Guilds Trainers	Centre
-	3W9H	B373M7B2	26/11/2019	00:00:00		Hazel Bryce	3748 Functional Skills	3748-113 Functional Skills	70	123456 (99trng)	City and Guilds Trainers	Centre
~	7H9C	3KVPC7B2	26/11/2019	00:00:00	CGT1652	Max Berzon	3748 Functional Skills	3748-111 Writing Level 1	80	123456 (99trng)	City and Guilds Trainers	Centre
		KMCMYRB2	06/11/2019	00:00:00		Safian Saleem	3748 Maths FS	3748-120 Functional Skills	120	123456 (99trng)	- City and Guilds Trainers (Centre
		YPRWVTB2	06/11/2019	00:00:00		Safian Saleem	3748 Maths FS	3748-120 Functional Skills	120	123456 (99trng)	- City and Guilds Trainers	Centre
	8N9L	4BK8TFB2	30/03/2017	00:00:00		Sasha Carter	0174 Technicals in Horticulture	0174-012 Level 3 Forestry a	90	123456 (99trng)	City and Guilds Trainers	Centre
*	3B4C	LYN3RKB2	24/02/2017	00:00:00		Sasha Carter	0170 Technical Award in Land	0170-001 Level 2 Land Base	90	123456 (99trng)	- City and Guilds Trainers	Centre
Page 1 (1	-31 of 31)	-	: (Take	on Paper Modi	ify Submission Date	Set PIN Remove PIN	Jnlock Pause Resu	me Void	Print Invigila	ation Pack Select All	in Page 🗘

Table 1: Description Invigilation tab	of status symbols in the	🔲 Paused	The exam has been paused by the Invigilator
🔒 Locked	The exam cannot be started yet (exam content is being prepared). This status only lasts for the 24 hours prior to the opening of the exam window	8 User Disconnected	The learner lost connection to the Internet. Hover over icon for more details
🕞 Ready	The exam is ready to be taken by the learner. This status lasts for the whole of the exam window : from up to 10 days before until 30 days after the scheduled exam date	🖋 Finished	The learner has finished taking the exam. If the exam is machine-marked, the results are ready for the Invigilator in the Results tab
🛃 Locked For Invigilator	The learner has entered the keycode and is waiting for the Invigilator to unlock exam	X Voided	The exam has been voided by the Invigilator, or the date at the end of the exam window has passed and the exam has been 'auto-voided'
🚰 Locked By PIN	The learner has entered the keycode and now needs to enter the PIN code	👌 Awaiting Upload	The exam has been completed and is waiting to be uploaded back to SecureAssess Central
🕟 In Progress	The exam is currently being taken by the learner	Downloaded to SecureClient	The exam has been downloaded to the SecureClient

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In the '**Subject**' column some subjects are displayed with the pre-fix [F] before the subject name. This prefix marks Flash based tests for subjects that were converted to HTML5 format. After the test subject is converted, your booked tests for this subject will get the prefix '[F]'. Tests booked after conversion will not have any prefix.

Im	rigilate	Results										
	Reset F	ilters (Downloaded	to SecureClier	nt						Feedbac	k 2
0	s ¶	PIN	Keycode	Candida	Candidate	Test Name 🌱	Centre Name	Tags	Subject 🕎	Start Date	End Date	Start Tim
		۹	۹	۹	٩		Q	Q		۹ 🖬	۹ 🖬	۹
0	×		D8JGC6B2	KIERON	Kieron September	3868-204 Level 1 Essential Co	99ASQU - Assessment &		3868 Essential Skills Wales	10/01/2022	16/01/2022	00:00:00
0	æ	RPLW	MKWRG8B2	Pranesh	Pranesh Kumar Jha	2675-215 Level 3 Aviation Mat	99ASQU - Assessment &		[F] 2675 Aeronautical Engin	07/01/2022	13/01/2022	00:00:00
O	æ	TQM	4MC6TTB2	nicolabe	Nicola Bennett	2675-001 Level 2 Fundamental	99ASQU - Assessment &		[F] 2675 Aeronautical Engin	04/01/2022	10/01/2022	00:00:00
	*	QLLQ	N8KKL9B2	GARET	Gareth Hopkins	4748-111 Functional Skills Engl	99ASQU - Assessment &		4748 Functional Skills	01/06/2021	01/06/2021	00:00:00

If you need to filter one subject, please select subject with and without [F] prefix to see all tests.

2	Reset F	ilters (Downloaded	to SecureClier	nt							Feedbac	
0	S	PIN	Keycode	Candida	Candidate	Test Name 🌱	Centre Name	Tags	Subject	٣	Start Date	End Date	Start Tim
		۹	۹	۹	٩		٩	9	Q 6705	(3)	۹ 🖬	۹ 🖬	Q
0	×		D8JGC6B2	KIERON	Kieron September	3868-204 Level 1 Essential Co	99ASQU - Assessment &	6	IEI 6705 Bricklaving		10/01/2022	16/01/2022	00:00:00
0	æ	RPLW	MKWRG8B2	Pranesh	Pranesh Kumar Jha	2675-215 Level 3 Aviation Mat	99ASQU - Assessment &	6	6705 Bricklaving		07/01/2022	13/01/2022	00:00:00
0	æ	TQM	4MC6TTB2	nicolabe	Nicola Bennett	2675-001 Level 2 Fundamental	99ASQU - Assessment &				04/01/2022	10/01/2022	00:00:00
0	*	QLLQ	N8KKL9B2	GARET	Gareth Hopkins	4748-111 Functional Skills Engl	99ASQU - Assessment &				01/06/2021	01/06/2021	00:00:00
0	1	4F7F	LX6BY6B2		Rosie Smith	7863-020	99ASQU - Assessment &				28/10/2020	28/10/2020	00:00:00
0	*	7C3F	NXPTYMB2		Robert Mesure	3868-205 Level 2 Essential Co	99ASQU - Assessment &				27/10/2020	27/10/2020	00:00:00
0	*	3T7T	4LV79BB2		Robert Mesure	3868-211 Level 2 Essential Ap	99ASQU - Assessment &				12/10/2020	12/10/2020	00:00:00
	*	6V4N	WQ6VMPB2		Robert Mesure	3868-212 Level 3 Essential Ap	99ASQU - Assessment &	2	Selected VOK XC	ancel	12/10/2020	12/10/2020	00:00:00
0	4	7C4K	LTP6RMB2		Robert Mesure	3868-212 Level 3 Essential Ap	99ASQU - Assessment &		JUUU LOSCINIAI JANIS I	VAICO	06/10/2020	06/10/2020	00:00:00

Applied filters are not clear can be cleared by 'Reset Filters' button Reset Filters' button Use this button before closing down e-volve window.



Invigilate tab cont'd

Invigilate buttons

Table 2: Description of button controls on Invigilate tab										
Modify Submission Date	This button is disabled.	Resume	Resume a paused exam							
Set PIN	Set and remove optional PIN	Void	Click to void an exam							
Remove PIN	code to unlock exams	Print Invigilation Pack	Click to Print an Invigilation Pack including: Attendance Register, Supervision Report and Keycode Slips							
Unlock	Click to Unlock exams without a PIN code	Select All in Page	Select all exams in the page to set PIN, unlock, pause, resume or void them all at the same time							
Pause	Pause an exam (e.g. in the event of a fire drill)	Ð	The information on this screen is live, and is constantly being updated as the exams progress. You can also refresh manually at any time by clicking the Refresh button							

Unlocking exams

Exams can be unlocked by either:



- Both options require the learner to enter their unique exam keycode first. This is generated at the time of booking and issued by the Invigilator on the day of the exam. Please note, the keycode is not case sensitive
- To unlock multiple exams without a pin, highlight the required amount before clicking unlock. (The invigilator will need access to their own computer to do this)
- You can select more than one exam and set/remove a PIN for all of them at the same time



Invigilate tab cont'd

Voiding exams

- Invigilators can void an exam to indicate that it has not taken place, or that the result is not valid by highlighting one or multiple lines and then clicking Void
- Select your reason from the dropdown and click Void again to finish

Void	
Please state your reason for voiding selected test.	
Please select	-
Withdrawn	
Partially Completed	
Other	

Exams will automatically go into 'Void' status if they are not unlocked by the end of the exam window. I.e. if the learner does not show up. In this case, the status of the order in the Orders Report in Walled Garden will change from 'Booking accepted' to 'Student Absent'

Printing Invigilation packs

- The invigilation pack option allows invigilators to print out various forms, containing learner and exam information. If you require an invigilation pack, you must print this **before** the exam has been started as once the exam has started you will not be able to print off the pack
- Please note that printing an Invigilation Pack is optional. All you need for the learner on the day of the exam

is the keycode, and you can print this from the Walled Garden order reports as well

Print Inv Click on and then select 'C Pint Invglistion Pack Please choose the information you require for printing Attendance Register Menyolastion Report Menyode slips One Keycode per page	Print Invigilation Pack uen select 'Create Invigilation Pack using selected tests' Image: Choose which elements you wish to print Create Invigilation Pack using the wizard Image: Choose which elements you wish to print Create Invigilation Pack using the wizard Image: Choose which elements you wish to print Attendance Register Supervision Report Confirm that the exam was carried out according to exam body regulations. Report and detail any disturbances that occurred during exam. Keycode Slip Contains exam information and individual learner details, including their unique exam keycode. Provide each learner a slip for reference purposes. Please note the keycode is not case sensitive						
O Multiple Keycodes per page	Attendance Register	Contains the details of all learners scheduled to sit the exam at a specified time. Use the form to indicate that learners were present and verify that all learners completed the exam under the proper conditions.					
Finish Cancel	Supervision Report	Confirm that the exam was carried out according to exam body regulations. Report and detail any disturbances that occurred during exam.					
choose a printer using landscape orientation	Keycode Slip	Contains exam information and individual learner details, including their unique exam keycode. Provide each learner a slip for reference purposes. Please note the keycode is not case sensitive.					



Learner journey

Using the SecureClient from a learner's perspective, detailing the steps the learner follows and the screens that launch when they take an exam.





Learner Journey cont'd

Finishing and submitting an exam



The testing screen functions

Flagged Question	City Exam: 2330-201 Working effectively and safely Progress: IIIIIIII 10% Candidate: Robin Martindale Time Remaining: 0012:43 Question 5 Candidate: Robin Martindale Which of the following's responsible for health and safety in the workplace under The Health and Safety arWork Act (HSWA)?	Finish Button to submit exam
Go to specific question	a Just the employer. b Just the employee. c Both the employer and the employee. d The Health and Safety Executive. a Just the employer and the employee.	
	Proferences Tutorial Introduction Flag Back Next Scroll to view more questions	question to rn to it later



Learner Journey cont'd

Additional features within the exam interface

The **Preferences** button allows a change of colour scheme. The different options are designed to improve accessibility for learners with a visual impairment

The 'Preferences' button can be used before the exam begins or at any point during the exam. However, the timer will continue to progress if the preferences are changed during the exam

The available options are shown below. Each option text is shown in the style it represents. Learners should select from the list the option they find easiest to read

The 'Default colour scheme' option sets the display back to the default style

Preferences	
Please choose a d	colour scheme.
Default colo	ur scheme
Cream with black text	Black with light blue text
Black with white text	Black with light green text
White with black text	Black with light cyan text
Yellow with black text	Black with light magenta text
White with dark blue text	Black with yellow text
Yellow with dark blue text	Light cyan with black text
Black with light grey text	Light magenta with black text
Black with cream text	Light green with black text
▲) Audio ★ C	o Settings lose



Clicking the 🕐 button will display a set of introductory pages that explain how to complete the exam. Learners are encouraged to scroll through these pages before pressing the 'Start exam' button.

The introductory pages can also be viewed during the exam, but in this case the counter will continue to run



For some tests learners will see an [F] prefix before the name of the test. This pre-fix marks Flash based tests for subjects that were converted to HTML5 format. Tests are converted like for like and learner will not see any significant differences.





Technical problems during an exam

Problems during an online test

Software/hardware failure

In the event of a learner's computer crashing, or a hardware failure, the learner can simply move to another computer and enter their keycode to resume the assessment. They will resume from the last question they were attempting, and all their responses up to that point will be saved. This includes any questions the learner had flagged to revisit

Given this type of scenario, it is advisable to always have at least one spare computer in the room where assessments are being sat so that a learner can simply move to the spare one if there is a problem with the computer they are using. This computer should also have the SecureClient already installed on it

Loss of Internet/network connectivity

SecureAssess Central is automatically configured to download a copy of the exam in the learner's machine as soon as they enter their keycode

During the exam, the learner's responses will be sent to SecureAssess Central for as long as an Internet connection exists. However, these learner responses will also be stored on the learner's computer. If the connection to SecureAssess Central fails for any reason, the SecureClient will continue storing responses on the learner's computer until the end of the exam

There may be a short delay while SecureClient attempts to re-establish a connection first, before switching to the learner's computer. If the exam appears to have frozen, it might just be retrying the connection to the exam server so allow the exam some time to go through this process before you assume that there is a critical issue with it

The Invigilator will be able to see from the Invigilation screen that the learner has been disconnected, but the learner will not notice any difference and will continue their exam as normal

At the end of the exam, there are two possible next steps:

- If the learner's computer has re-established an Internet connection, then their responses will be automatically uploaded back to SecureAssess Central and the results will be available to the Invigilator as normal
- If the learner's computer still has no Internet connection, a pop-up will be displayed informing them that their exam has not been uploaded, and will need to be uploaded manually by the Invigilator

If the learner leaves this pop-up open, the system will automatically keep checking for an Internet connection, on a loop, until a connection is established. When it re-establishes the connection, the exam will be automatically uploaded to the SecureAssess Central

If this pop-up is closed or a connection is not re-established, the Invigilator can manually upload the exam at a later stage by using the SecureClient Admin Console from the learner's computer. This is the same process that would be used to upload exams delivered offline. See the paragraph 'Manually uploading completed exams' in the Offline Testing section below.



Offline testing

Offline testing allows you to take the test to the learner, wherever they are, by means of a single laptop with SecureClient installed.

Any test booked to be delivered online through SecureAssess Central, can be delivered offline, if required, in three simple steps:

- 1. Download the exam to your laptop, in advance of the test.
- 2. Give the laptop to the learner to complete the test, anywhere.
- 3. Manually upload the completed exam back to SecureAssess Central.

An Internet connection is only required for steps 1 and 3. See below for a detailed description of each step.

Downloading exams to a laptop

The laptop you are going to use to download exams must have SecureClient installed. Please note:

You need to be connected to the Internet for this step of the process.

You can download exams up to 10 days in advance of the exam date depending on the exam being sat. If the exam appears as locked or ready on the invigilate screen it can be downloaded

To download exams, follow these steps:

1. Launch SecureClient from the icon on the desktop and on the Keycode screen.

Enter	Keycode	×
	Test Delivery	
	Please enter your Keycode in the box below.	
	🗸 ок	
	System Check 🔅 Preferences	
	🔅 Download test to take later	
	Surpass, Powering Assessment	



2. Enter the keycode for the exam in the keycode box, then click "Download test to take later"

Enter Keycode	×
Test Delivery	
Please enter your Keycode in the box below.	
Т Е S T X X B 2	C
System Check 🔅 Preferences	
Download test to take later	
راستا Surpass, Powering A	ssessment

3. The test will then download and confirm the date and time the exam is booked for.

Downloadii	ig lest	
	Download Progress	
LOADI	IG 53%	





Sitting an exam offline:

From a learner's point of view, sitting an exam offline is exactly the same as doing it online. The only things to point out are:

- No Internet connection is required to sit exams that have been downloaded.
- The learner has to use the same laptop on which the exam has been downloaded.
- The Invigilator needs to provide the learner with the PIN to unlock the test.
- Given that the whole process takes place on a single laptop, the Invigilator will not have access to the Invigilate screen during the test.
- Once a candidate completes an exam offline the below message will display





At the end of the test, if the exam is machine marked you can access a score report offline and immediately by logging back into the SecureClient Admin Console.

- 1. Launch the SecureClient, click **Show Admin** and log in with your SecureAssess username and password.
- 2. Select the exam you want to see results for. You will notice that the exam state has changed from 'Ready' to 'Finished'.
- 3. Click on the "Candidate Reports" button at the bottom of the screen. This will generate a score report in the same way it does when you test online. Please note that results in SecureAssess are always provisional.



Manually uploading completed exams

Once your offline exam has been completed by the learner and you have Internet connectivity, you need to open SecureClient where the exam result awaiting to upload will automatically upload.

- Important: This process has to be completed before the end of the exam window (30 days after the scheduled exam date). Failure to do so will cause complications and there is a danger that we may not be able to recover your exam results.
- Please note: The date that will appear on the Results screen in SecureAssess central will be the date when the offline exam was uploaded, as opposed to the date when it was actually completed.
- The process described below can also be used to upload exams that were delivered online but were not uploaded to SecureAssess Central automatically when they were completed due to lack of Internet connectivity (see section 5.3.2).

To upload exams you will need to start the SecureClient. Once you have started the SecureClient the exams will upload automatically, as long as you have an internet connection. We recommend that you log into the **Show Admin** area to ensure the exams have been uploaded successfully. If the exams have uploaded successfully the initial screen will not contain any completed exams. If the exams have not uploaded please follow the below steps

To manually upload exams, follow these steps:

- 1. Launch the SecureClient, click **Show Admin** and log in with your SecureAssess username and password.
- 2. Select the completed exam you wish to upload and click **Upload Results**.
- 3. A pop-up will display showing successfully / unsuccessfully uploaded exams.
- 4. Successfully uploaded exams will disappear from the SecureClient Admin Console, and they will appear in the Results screen in SecureAssess Central.

If you see the exam you are trying to upload in a 'Failed upload' state, please click on the 'Send failed upload' button. Please note the exam will disappear from the Show Admin screen once you have clicked on the 'send failed upload' button, it will however remain on the invigilate screen as downloaded until the process is complete. For an update on the process after sending the failed upload please contact Customer Services on 0844 543 0000 or email <u>evolvesupport@cityandguilds.com</u>. Calls to our 0844 numbers cost 7 pence per minute plus your telephone company's access charge.



Results

Availability of results after a test

Results for finished exams can be viewed in SecureAssess in the Results tab.

All results in SecureAssess are provisional. Confirmed results are available in Walled Garden, after they have been processed by City & Guilds.

Viewing results in SecureAssess

The **Results** tab in SecureAssess Central shows provisional results for completed **e-volve** exams. Voided exams will not appear on this screen.

- Results for finished exams stay in the results tab for one calendar year.
- Results for machine marked exams delivered offline will only appear in the Results tab in SecureAssess Central after the exam has been manually uploaded. Alternatively, they can be accessed offline, immediately after the test, from the SecureClient Admin Console.
- For exams taken offline, the date that will appear on the Results screen in SecureAssess central will be the date when the exam was uploaded, as opposed to the date when it was actually completed.
- For examiner marked exams, results will not appear on the Results tab in SecureAssess Central until they have been marked.



The Results Screen

City Guilds	Home 1	Test Administrat	tion Setup							evolvetest = 🔅				
Invigilate	Results													
	Beset Filters)													
Keycode	• Candidate ref. •	First name 🔹	Last name •	Completed V.	Subject •	Test Name	• Result ∀ •	Persent	• Duration	Centre Name 🔹				
BMRSHP82	5.M7193	cutover115	cutover115	22/30/2020	3748 Matha PS	3748-620 Functional Mathematics L2 (sample e-assessment)	Fail	24%	240	123456 (90trog) - City and Guilds Trainers Centre				
Page 1 (1-2 of 2)						View Responses Package Test Candidate	tepert Summa	y Candi	lata Breakdow	n Test Breakdown Results Sig Print 😯				

Each row in the Results tab is an individual test for an individual learner. The '**Grade**' column shows the overall result for the test (Fail, Pass, Credit, etc.). The '**Percent**' column **shows the percentage correct based on the total number of marks available in the exam**.

You can search for a particular learner/test and filter the number of rows you see on the screen just like in all other tabs in SecureAssess.

The **Print** button at the bottom of the screen will print the contents of the Results screen, as you see them. So, if there is a filter applied, only those tests visible on the screen will be printed.

The refresh 🕒 button refreshes the data (it will refresh itself automatically anyway if you don't press it).

All other buttons generate different types of reports, as described in the next paragraph.



In the '**Subject**' and '**Test Name**' columns some tests are shown with the pre-fix [F] before the name. This pre-fix marks Flash based tests for subjects that were converted to HTML5 format. After the test subject is converted, your booked tests for this subject will get the prefix '[F]'. Tests booked after conversion will not have any prefix.

If you need to filter results for one particular subject or test, please select subject and/or tests name with and without [F] prefix to see all results.

ç	ity8 Guilds	Home Test Adr	ninistration Setu	μp								GannaDy 🔻 🐧		
Inv	rigilate R	lesults												
5	Reset Filters											Feedback 2		
	Keycode	Last name	First name		Subject 🍸	Test Name	Candidate ref.	Result Y	Percent	Mark	Completed	Centre Name		
	٩	٩	٩	Q 670	a (3)	٩	٩		Q		□ 01/01/2022	٩		
\bigcirc	6DWV94B2	Mehta	Ruchika		TRE Prinklauling	6708-202 Principles of Buildin	Ruchika_QR	Fail	0%	0	20/01/2022	99ASQU - Assess		
\Box	RD86JCB2	Mehta	Ruchika	6705 Bricklav	6705 Bri	6705	6705 Bricklaving	6708-202 Principles of Buildin	Ruchika_QR	Fail	0%	0	20/01/2022	99ASQU - Assess
\bigcirc	TDDDCJB2	Mehta	Ruchika	0	Dickuying	6708-202 Principles of Buildin	Ruchika_QR	Fail	0%	0	20/01/2022	99ASQU - Assess		
\bigcirc	V4WVLNB2	Mehta	Ruchika			6708-202 Principles of Buildin	Ruchika_QR	Fail	0%	0	20/01/2022	99ASQU - Assess		
0	P34H6VB2	Mehta	Ruchika			6708-202 Principles of Buildin	Ruchika_QR	Fail	0%	0	20/01/2022	99ASQU - Assess		
\bigcirc	NX8QTGB2	Mehta	Ruchika			6708-101 Principles of buildin	Ruchika_QR	Fail	37.143%	13	19/01/2022	99ASQU - Assess		
\bigcirc	GJ9K36B2	Mehta	Ruchika			ſ		[F] 6708-101 Principles of buil	Ruchika_QR	Fail	2.857%	1	19/01/2022	99ASQU - Assessi
\Box	9Q7RRRB2	Mehta	Ruchika	4 Selecte	lected VOK X Cancel [F]	[F] 6708-101 Principles of buil	ruchikam_QR	Fail	42.857%	15	19/01/2022	99ASQU - Assess		
\bigcirc	6JBVRKB2	Chernov	Georgiy	l,		6805-101 Principles of buildin	GeorgiyC_QR	Fail	0%	0	13/01/2022	99ASQU - Assessr		

Applied filters are not clear can be cleared by 'Reset Filters' button Reset Filters' button Section Use this button before closing down e-volve window.



Results reports

A full Results Report has three sections:

Results Summary	This gives an overview of the learners, their enrolment number, the test they took, the date, and the overall result (Pass, Fail, Credit, etc.)
Results	This shows the percentage score per learning outcome in the
Breakdown	Qualification Handbook (or per knowledge area for UKTs). The
	percentages are worked out from percentage correct of all marks
	available. In other words, how many questions were correct out of all
	questions available.
Results Slip	This is an individual sheet for the learner, showing the details of the test
(Result Report)	and the overall result. Results are provisional and a Results Slip is not a substitute for a certificate.

You can generate different elements of the report, for one or more learners at a time, depending on which button you select:

Button	Report generated
Candidate Report	Full report, including the three sections (Summary, Results Breakdown and Results Slip).
	This report can only be run for one learner at a time .
Summary	Results Summary section only.
	Can be run for multiple learners. Shows a table with one line per learner selected.
Candidate Breakdown	Results Breakdown section only.
	Can be run for multiple learners sitting the same assessment .
Test Breakdown	'Candidate Breakdown' produces individual breakdown tables for each learner selected.
	'Test Breakdown' produces a single breakdown table for the whole group of learners selected.

e-volve e-assessment USER GUIDE



Button	Report generated
Results Slip	Results Slip only. Can be run for multiple learners. Produces one individual sheet per learner selected.

The report(s) will appear on a pop-up screen.

If you have an Adobe PDF Writer or a similar product installed, you can save an electronic copy of the report by selecting Adobe PDF (or equivalent) in the Printer Name dropdown when you print, below is an example of a score report.

Exam Reports 99EATR - Early Adopter Training 9898-111 Nav Test Results Summary:	Centre				City <mark>&</mark> Guilds
Candidate Name	Enrolment No.		ULN	Test Date	Result
morning checks morning checks	HJW1487		HJW1487	01/10/2014	Pass
Results Breakdown:					
Navigation Test			Percenta	ge Correct of All N	/larks Available
Unknown Learning Outcome					0.00
		Total			0.00
		Exam Total			0.00



Onscreen Exam Result Report		City Guilds
PRIVATE AND CONFIDENTIAL		
99EATR - Early Adopter Training (1 2 Greater London England	Centre	
Candidate Name:	morning checks morning checks	
Enrolment No.:	HJW1487	
ULN:	HJW1487	
Centre Name:	99EATR - Early Adopter Training	
	Centre	
Centre Code:	99EATR	
Qualification Name:	9898 Navigation Tests	
Exam Name:	9898-111 Nav Test	
Test Date:	01/10/2014	
Percentage:	0.00	
Result:	Pass	

To close the document select close on the top right of the page, see below

To print or save this document, right click on the document.	lose	
--	------	--

Learner selection

There are two ways of selecting the learner(s) for whom you wish to generate a report.

Method 1 – Manual selection (recommended):

- 1. Select learners from the Results screen (hold Ctrl+ key for multiple learners).
- 2. Press the report button of your choice, depending on the type of report you prefer (see overleaf for details).
- **3.** When prompted, click

Create report using selected Candidates



Method 2 – Reporting Wizard

- 1. Press the **report button** of your choice, depending on the type of report you prefer (see overleaf for details).
- **2.** When prompted, click

Create report using reporting wizard

3. Follow the wizard's instructions to select centre, exam and learners. Click next to generate the report.

Confirmed results in Walled Garden

Results are confirmed when they have been processed by City & Guilds, and they appear in the Walled Garden, in the 'Candidate History' report. (Please note that Underpinning Knowledge Tests are an exception and they do not return any results to Walled Garden. Please contact your local City & Guilds Branch office for details on claiming UKTs.)

For details on how to generate these reports, go to Section 7: Walled Garden Reports.



Walled Garden reports

These reports can be accessed in Walled Garden from the **Reports** section, under the **Orders** or **Candidates/Results** tabs.

Welcome Pa	ula Smitha	City <mark>8</mark> Guild	s Walled	Garden
Home Catal	ogue/Shop	Reports		
Orders C	andidates/Re	Qualifications F	inancial	

		Report title	Report description					
		'Schedule e-volve Tests' orders report	Displays the status of your e-volve test bookings. If the booking has been accepted, you can view the exam keycode.					
		'e-volve on-line test' orders report	Displays confirmed results, invoices and charges for e - volve that have already been sat. This report does not cover underpinning knowledge tests, because these do not return results to Walled Garden.					
	Orders	'e-volve re-test' orders report	Same as above, but only showing re-sits (i.e. when a learner sits the same exam more than once).					
Tab		'e-volve Individual Test Booking' report	Displays individual e-volve test bookings for learners and allows you to print individual candidate sheets with details of the test and keycodes.					
	idates/Results	'e-volve Scheduled Tests' report	Displays the tests scheduled in a time period for an individual e-volve Installation ID, or for all Installations at your Centre. You can also filter by assessment and print a class list.					
	Candi	'Candidate History' report	Displays a learner's assessment history along with any pending e-volve test bookings, and confirmed results for tests already taken.					

Be specific with your search options to minimise any delay in the return of the report.

If your Walled Garden account is linked to more than one Centre (for example a Centre and a Sub-centre) there will be an additional mandatory selection parameter in some of the reports to determine the Centre that you wish to search.

Show me	GOLA Scheduled Test	:s 💌
which *	111111	•
belongs to centre	All my Centres	
	111111A	
for Gola	All my accounts	-
Account id	1	



'Schedule e-volve Tests' orders report

This is the standard Walled Garden report to view **e-volve** test scheduling orders placed with their status. For accepted bookings, you can view the exam keycode.

In the search parameters select **Orders** and **Schedule e-volve Tests** in the first two dropdown lists. You must also specify a time range. Optional search parameters include the qualification, and others available under **Select Attribute** as shown below:

y change dep continue.	ending upon the selections m	below. The fields ade. Click Search	Define the report may change dep to continue.	by using the search criter ending upon the selections	ia below. The fields made. Click Search
how me	Orders	•	Show me	Orders	•
vith	All order types	-	with	e-volve Scheduling	•
or qualification eg 3638-01)	All order types Named Registration Unnamed Registration		for qualification (eg 3638-01)		
iso	Dated Entry e-volve Test Results Entry		also	(Select Attribute) (Select Attribute)	
or period *	Centre Approval On Demand Replacement Certificate	s	for period *	Order Number Candidate Your Ref.	
r since	Qualification Approvals Publications and Mercha	ndis	or since	Installation ID	

When you click the **Search** button, a list of orders matching the search parameters will be displayed. Click on any order in the **Order No.** column to display the details of the booking in the order. An example is shown below.

Search									
Search Result: 6103 Orders found									
Use the scroll bars to search through the results. Click in the Order No column to select.									
Click in the O	rder No col	umn to select.							
Order No.	Date 05.12.2009	Your Ref.							
Order No. 100365954	Date 05.12.2009	Your Ref. TESTSUR05122009_GME							



Click the **Details** button to display more information including the exam keycode. Use the **Show/Hide details** button at the top of the order to expand the details of the whole order at once. Only if the details are expanded on the screen, will they appear in the print out. This is where you can see the keycode, if the booking has been accepted.

Or	der												0
	Centre no. Customer no. Order no Order date Order Ref Payment method												
	999990		1066854		106548381		28.06.202	1	Ritest	3	On accou	unt	
												Order total net	0.00 GBP
											[VAT/Sales tax	0.00 GBP
											[Order total	0.00 GBP
										Order co	nfirmatio	on Pri	nt
O	der lines												
	+ Show/H	lide details											
	Details	ENR No	First Name	Last Name	Qual.	Product	code	Order Type		Exam Details	Price	e Booking Sta	tus
	KZ3885 RemInv Two 3748-01					48-01 3748-110 e-volve Booking 06.07.2 11:30:0			06.07.2021 11:30:00	0.00	Booking Accept	pted	
	Centre In	stallation ID	Keycode	Additional Tim	e Alternate	Location	Invigilat	ion Type	Re	mote Invigilatio	n Status		
	01CKKN		DP25QJB2	N/A									

The **Booking Status** column will show the status of the booking. If the status is 'Booking Rejected' then the reason it was rejected can be viewed by clicking on the link in the selected order line. (Please note rejected booking are rare in **e-volve** and in most cases you will not need to rebook the test. See section 4.8 for more details). For remote invigilation bookings with status 'Booking Rejected' **Remote Invigilation Status** column will not be populated.

der												
Centre n	0.	Customer no)rder no		Order dat	te	Order	Ref	Payment	method	
999990	01	1066854		06548381		28.06.202	1	Ritest3		On account	t	
										0	rder total net	0.00 G
										V	AT/Sales tax	0.00 G
										0	rder total	0.00 G
									Order co	nfirmation	Pri	int
der lines												
der lines +) Show/ Details	Hide details	First Name	Last Name	Qual.	Product	code	Order Type		Exam Details	Price	Booking Sta	itus
ler lines - Show/ Details	Hide details ENR No FKZ3885	First Name Remlnv	Last Name Two	Qual. 3748-01	Product 3748-110	code	Order Type e-volve Bookin	g	Exam Details 06.07.2021 11:30:00	Price 0.00	Booking Sta	itus jected
ler lines F Show// Details S Centre li	Hide details ENR No FKZ3885 Installation ID	First Name Reminv Keycode	Last Name Two Additional Time	Qual. 3748-01	Product 3748-110 Location	code	Order Type e-volve Bookin on Type	g Ren	Exam Details 06.07.2021 11:30:00 note Invigilation	Price 0.00	Booking Sta Booking Re	itus jected
ter lines + Show/ Details (Centre li 01CKKN	Hide details ENR No FKZ3885 Installation ID	First Name Reminv Keycode N/A	Last Name Two Additional Time	Qual. 3748-01 e Alternate	Product 3748-110 Location	code Invigilati	Order Type e-volve Bookin ion Type	g Ren	Exam Details 06.07.2021 11:30:00 note Invigilation	Price 0.00 n Status	Booking Sta Booking Re	itus jected
der lines + Show/ Details (Centre li 01CKKN	Hide details ENR No FKZ3885 Installation ID	First Name RemInv Keycode N/A	Last Name Two Additional Time N/A	Qual. 3748-01 e Alternate	Product 3748-110 Location	code Invigilati	Order Type e-volve Bookin ion Type	g Ren	Exam Details 06.07.2021 11:30:00 note Invigilation	Price 0.00	Booking Sta Booking Re	itus jected
der lines + Show/ Details 2 Centre li 01CKKN	Hide details ENR No FKZ3885 Installation ID	First Name RemInv Keycode N/A	Last Name Two Additional Time N/A	Qual. 3748-01 e Alternate	Product 3748-110 Location	code Invigilati	Order Type e-volve Bookin ion Type	g Ren	Exam Details 06.07.2021 11:30:00 note Invigilation	Price 0.00 n Status	Booking Sta Booking Re	itus j <mark>ected</mark>
der lines + Show/ Details (Centre II 01CKKN	Hide details ENR No FKZ3885 Installation ID	First Name Remlnv Keycode N/A	Last Name Two Additional Time N/A Microsoft Internet F	Qual. 3748-01 e Alternate	Product 3748-110 Location	code Invigilati	Order Type e-volve Bookin ion Type	g Ren	Exam Details 06.07.2021 11:30:00 note Invigilation x re-booking - error 310)	Price 0.00 In Status	Booking Sta Booking Re	itus jected
der lines + Show/ Details Centre II 01CKKN	Hide details ENR No FKZ3885 Installation ID	First Name RemInv Keycode N/A	Last Name Two Additional Time N/A Microsoft Internet E	Qual. 3748-01 e Alternate xplorer ment is not available	Product 3748-110 E Location	code Invigilati cation (Please of OK	Order Type e-volve Bookin ion Type	g Ren	Exam Details 06.07.2021 11:30:00 note Invigilation xere-booking - error 310)	Price 0.00 n Status	Booking Sta Booking Re	itus jecter



For bookings with remote invigilation column **Invigilation Type** will show 'Remote Testing: Invigilated'. Latest status of the booking will be shown in the column **Remote Invigilation Status**.

ler												
Centre r	10.	Customer no.		Order no		Order da	te	Order Re	ef	Payment	method	
999990	999990 1066854			106548381		28.06.2024	I F	Ritest3		On accou	nt	
										_		
										(Order total net	0.00 GBF
										1	VAT/Sales tax	0.00 GB
										0	Order total	0.00 GB
der lines		_							Order cor	nfirmatior	n Pri	nt
+ Show/ Details	/Hide details	First Name	Last Name	Qual.	Product	code	Order Type	Đ	am Details	Price	Booking Sta	atus
۲	FKZ3885	Reminv	Two	3748-01	3748-110	,	e-volve Bookin	9 06 11	3.07.2021 1:30:00	0.00	Booking Requ	lested
Centre I	Installation ID	Keycode	Additional Tim	e Alternate	Location	Invigilati	on Type	Remo	te Invigilatior	n Status		
01CKKN Updated Shortly N/A			N/A			Remote T	esting: Invigilate	d Candid	ate already bo	oked for th	his test	

'e-volve on-line tests' / 'e-volve re-test' orders report

These two reports look the same, but while the second one only displays re-sits (i.e. when a learner sits the same exam more than once).

The reports display confirmed results, invoices and charges for **e-volve** that have already been sat. Underpinning knowledge tests are not covered in these reports, because these do not return results to Walled Garden.

In the search parameters select **Orders** and **e-volve tests** or **e-volve re-test** in the first two dropdown lists. You must also specify a time range. Optional search parameters include the qualification, and others available under **Select Attribute**.

e-volve e-assessment USER GUIDE



Search									
Define the repo fields may cha Click Search to	ort by using t nge dependir o continue.	he si ng up	earch criteria below. The oon the selections made.						
Show me		Ord	lers 🗸						
with		GO	LA on-line test 🛛 👻						
which belong	s to Centre *	123	456						
for qualificatio (eg 3638-01)	n								
also		(Se	lect Attribute) 🛛 👻						
for period *		0	The last week 🛛 👻						
or since		0	•						
* denotes m	andatory fi	ield							
	S	ear	ch						
Search Result:	1 Orders fo	und							
Use the scroll bars to search through the results. Click in the Order No column to select.									
Order No.	Date		Your Ref.						
201367523	14.09.2011	1	0103454503/99TRNG						
L									

When you click the **Search** button, a list of orders matching the search parameters will be displayed. These orders are generated by the system when results are returned from SecureAssess to Walled Garden. Click on any order in the **Order No.** column to display the details. An example is shown below:

	Search								
\$	Search Result: 1 Orders found								
ι t	Jse the scroll be he Order No co	ars to search th olumn to select.	rough the results. Click in						
	Order No.	Date	Your Ref.						
	201367523	14.09.2011	0103454503/99TRNG						



Click **Order Details** to display information on the learner and the confirmed result.

Order											0		
Centre no.	Customer no.	Or	der no	Order date	Orde	er Ref		Раул	nent meth	od			
123456	1053020	201	1367523	14.09.2011	0103	454503/99TF	NG	On ac	count				
									Order to	tal net	6.75 GBP		
									VAT/Sale	es tax	0.00 GBP		
									Order to	otal	6.75 GBP		
							Order co	nfirma	tion	Pri	nt		
Order lines													
order lines													
Order Trasking	Order Detaile	Broduct co	da tiona	comont code	Order two		Evern Detaile	0tv	Brico	Total	Curr		
Order Tracking	Order Details	Product cod	de Asse	ssment code	Order type	e	Exam Details	Qty	Price	Total	Curr.		
Order Tracking	Order Details	Product cod 3748-01	de Asse 3748-	ssment code	Order type GOLA on-li	e ne test	Exam Details	Qty 1	Price 6.75	Total	Curr. GBP		
Order Tracking	Order Details	Product cod 3748-01	de Asse 3748-	ssment code	Order type GOLA on-li	e ne test	Exam Details 12.09.2011	Qty 1	Price 6.75	Total 6.75	Curr. GBP		
Candidate(s) in your	Order Details	Product coo 3748-01	de Asse 3748-	ssment code	Order typ GOLA on-li	e ne test	Exam Details 12.09.2011	Qty 1	Price 6.75	Total 6.75	Curr. GBP		
Candidate(s) in your	Order Details	Product coo 3748-01	de Asse 3748-	ssment code	Order type GOLA on-li	e ne test	Exam Details 12.09.2011	Qty 1	Price 6.75	Total 6.75	Curr. GBP		
Candidate(s) in your	order Details	Product coo 3748-01	de Asse 3748- DOB	Sender	Order type GOLA on-li	e ne test Messages	Exam Details 12.09.2011	Qty 1	Price 6.75	Total 6.75	GBP		
Candidate(s) in your	order Details order	Product cool 3748-01	de Asse 3748- 01.01.1980	ssment code 110 Gender Male	Order type GOLA on-li Your Ref.	e ne test Message:	Exam Details 12.09.2011	Qty 1	Price 6.75	Total 6.75	Curr. GBP		
Candidate(s) in your ENR No. PGB4833	order Details order	Product con 3748-01	de Asse 3748- 00B 01.01.1980	ssment code 110 Gender Male	Order type GOLA on-li Your Ref.	e ne test Message:	Exam Details 12.09.2011	Qty 1	Price 6.75	Total 6.75	Curr. GBP Grade FAIL		

Click Order Tracking to display invoicing details.

A-4												
Vraer												
Centre no.	Customer no.	Order n)	Order date	Or	der Ref			Раул	ent meth	od	
123456	1053020	2013675	23	14.09.2011	010	03454503/99TF	NG		On ac	account		
										Order to	otal net	6.75 GBP
										VAT/Sal	es tax	0.00 GBP
										Order to	otal	6.75 GBP
							Or	der cor	nfirmat	ion	Pri	nt
Order lines												
Order lines Order Tracking	Order Details	Product code	Assess	ment code	Order tv	ле	Exam Deta	ils	Ofv	Price	Total	Curr.
Order lines Order Tracking	Order Details	Product code	Assess 3748-110	ment code	Order ty GOLA on	/pe n-line test	Exam Deta	ils	Qty 1	Price 6.75	Total	Curr. GBP
Order lines Order Tracking	Order Details	Product code 3748-01	Assess 3748-110	ment code)	Order ty GOLA on	/pe n-line test	Exam Deta 12.09.2011	ils	Qty 1	Price 6.75	Total 6.75	Curr. GBP
Order lines Order Tracking	Order Details	Product code 3748-01	Assess 3748-110	ment code	Order ty GOLA on	/pe n-line test	Exam Deta 12.09.2011	ils	Qty 1	Price 6.75	Total 6.75	Curr. GBP
Order lines Order Tracking Selected line order tracking	Order Details	Product code 3748-01	Assess 3748-110	ment code)	GOLA on	гре n-line test	Exam Deta 12.09.2011	ils	Qty 1	Price 6.75	Total 6.75	Curr. GBP
Order Tracking	Order Details	Product code 3748-01	Assess 3748-110	ment code)	GOLA on	/pe h-line test	Exam Deta	ils	Qty 1	Price 6.75	Total 6.75	GBP
Order lines Order Tracking Selected line order tracking Date 14.09.2011	Order Details	Product code 3748-01	Assess 3748-110	ment code)	GOLA or	npe n-line test Reference 1 Order no.	Exam Detai	ils Refero 201367	Oty 1 ence	Price 6.75	Total 6.75 Qty.	Curr. GBP
Order lines Order Tracking Selected line order tracking 14.09.2011 20.09.2011	Crder Details Content Details	Product code 3748-01	Assess 3748-110	ment code	GOLA or	npe -line test Reference Order no. Invoice	Exam Detai	ils Refere 201367 802149	Qty 1 ence 7523	Price 6.75	Total 6.75 Qty. 0	Curr. GBP
Order Tracking Order Tracking Selected line order tracking 14.09.2011 20.09.2011	Crder Details Content Details	Product code 3748-01	Assess 3748-110	ment code)	Order ty GOLA or	n-line test Reference Order no. Invoice	Exam Deta 12.09.2011	IIS Reference 201367 802149	Qty 1 2 2 523 2 897	Price 6.75	Total 6.75 Qty. 0	Curr. GBP

e-volve e-assessment USER GUIDE



'e-volve Individual Test Booking' report

This report lists individual **e-volve** test bookings for learners.

It also provides the facility for saving or printing a single sheet per learner that can be used for sitting the tests. It provides the same candidate sheet that is available from the Order Confirmation screen in the shopping basket.

T

You can select the Installation ID and a time period to identify a particular group of learners, or use the learner or cohort names as search parameters to locate a particular booking.

The time period can be selected from the dropdown as one of the commonly used options:

- Today
 Tomorrow
 This week
- Next week

Alternatively, you can enter a specific 'from' and 'to' date.

You can also search for bookings at a particular status, e.g. 'rejected bookings only' or with particular invigilation typ e.g. 'Remote Testing: Invigilated'.

Showing	Individual e-volve Test 🔽
which * belongs to centre	All my Centres
for Centre Installation ID	
All my accounts	V
for Assessment	
ENR No.	
or ULN	
First name	
Last name	
DOB	
Gender	V
Booking status	v
Invigilation Type	All
for period *	O this week 🗸
or From *	•
То	

Click **Search** to generate the report.

➡ If you select All my Accounts (i.e. all my Installation IDs) you must also enter a candidate enrolment number. This option is provided so that you can print a candidate sheet when you do not know which Installation ID they were booked under. To print more than one candidate sheet you must select the Installation ID.



ur searc Choose the	h results e required car	ndidate by clic	king on the button in the Clic	k to view column			Select All	I to Print 『		
Click to New No. VLN First Name Last Name DOB Assessment Exam Date Exam										
9			barry	espresso		3748-114	15.04.2011	12:00		
۹	·		Charlie	Jackson	· · · · ·	3638-975	15.04.2011	15:00		
9	1		Jim	Edward		3638-975	15.04.2011	15:00		
Image: Instruction Image:										
Full candidate listing Print All										

This report provides a variety of options for viewing the **e-volve** test bookings for the selected learners.

Click the **Click to view** button for any booking and further details will open up underneath the selected line, including the booking status and the exam keycode.

	FKZ3885		Reminv		Two		01.01.1992	3748-110		06.07.2021	11:30	999990	
Keycode				Х									
Booking	Status			Booking Accepted		Alternative Location	ı						
Assessment Description			Functional English Reading at Level 1 Additional Time			Time							
Invigilatio	on Type					Remote Invigilation	Status						

Additionally the View/Hide All Details button can be used to open and close the details for all the bookings at once.

Individual candidate sheets can be printed, either all at once or from selected bookings. The **Select to Print** column can be used to select individual bookings to print, or use the **Select All to print** button. Click the **Print selected** button when selections have been made.

Alternatively the Print All button will print candidate sheets for all the bookings in the list.

The check box for bookings in status 'Booking rejected' will be disabled and candidate sheets cannot be selected for these bookings. The **Print All** button will however print all bookings irrespective of status.

To print the list of learners as it appears on the screen (with or without details), right click anywhere on the screen and select **Print**.

The candidate sheets will be created as a PDF file that can be viewed, saved or printed. It is formatted with one sheet per learner booking and shows all details of the booking including the exam keycode.



GOLA Test Booking Details Candidate Sheet



Booking Reference	0102553740/01BBBB
Booking Status	Booking Accepted
Candidate Details	
First Name	Charlie
Middle Name	
Last Name	Jackson
ENR No	SVX5766
ULN	
Date Of Birth	09.02.1990
Gender	Male
Keycode	26yyvab2
Assessment Details	
Assessment number	3638-975
Assessment Description	Communication level 1 test (OL)
Assessment Date	15.04.2011
Assessment Start Time	15:00
Extra Time Allowance	
Extension Reason	
Test Centre Details	
Centre Name	Example College 1
Centre Address	x Street Greater London United Kingdom XXX XXX
Test Location	

e-volve e-assessment USER GUIDE



'e-volve Scheduled Tests' report

This report gives a Centre view of the **e-volve** tests scheduled in a certain period of time, for individual Installation IDs or for all the Installations at your Centre. You can also filter by assessment.

Enter the search criteria and click the **Search** button. Note that a period must be selected or a date range entered.

A list of all bookings within the period will be displayed by booking date and time showing the assessment to be sat at that time.

Show me	Scheduled e-volve Test:
which * belongs to centre	All my Centres
for Centre Installation I	D
All my accounts	×
for Assessment	
Invigilation Type	All
for period *	O this week
or From *	01.05.2021
То	23.07.2021
*** Only Confirmed E	Bookings
denotee mandatory fi	ield

Only tests at status 'Booking accepted' or 'Booking complete' are

shown in this report. Recently scheduled tests that are still at 'Booking requested' will not be listed.

Go	la Schedule	d Tests					0
	Centre No. 818181		Customer No 0001060900).	Centre name Example Colleg	e 1	
Yo	ur search ro	esults					
0	Choose the re	quired examination b	y clicking on the	button in the Sele	et column		
Γ	Coloct	Evan: data / Tin	200	Accessment	•	Assassment Description	
ł	Select	14 04 2011 12:0	ne n	3638-975		Communication level 1 test (OL)	
╞	_	15.04.2011 15:0		3639 075			
		15.04.2011 15.0	-	3030-975			
		14.04.2011 11:3	0	3748-114		Functional English Writing at Level 2	
		14.04.2011 18:0	0	3748-114		Functional English Writing at Level 2	•

Choose one of the exams by clicking the corresponding button in the **Select** column. The learner details will be listed for that exam. If you click another **Select** button the original list will be replaced with the new one.

andidate List								
Detail	ENR no.	ULN	First Name	Last Name	DOB	Assessment No.	Exam Date	Exam Time
9			Jim	Edward		3638-975	15.04.2011	15:00:00
9			Charlie	Jackson	1. S.	3638-975	15.04.2011	15:00:00
+ View All Details Candidate listing Print								



In the 'candidate list' further details can be displayed using the individual buttons in the **Detail** column or by using the **View All Details** button.

Detail	ENR no.	ULN	First Name	Last Name		DOB	Assessment No.	Exam Date	Exam Time	Centre
9	FKZ3885		Reminv	Two		01.01.1992	3748-110	04.07.2021	11:30:00	999990
Centre Installation ID 01C	KN Keycode	х	Additio	onal Time	Alternative Location		Invigilation Type	Ren Invig Stat	note gilation us	

The **Print** button will print the 'candidate list' as displayed on the screen (that is with or without the detail).

This report would typically be used to print a class list – all learners sitting assessments at the same time.

e-volve e-assessment USER GUIDE



'Candidate History' report

The 'Candidate History' report will show all transactions for a particular learner and lists all types of assessment including **e-volve**.

When an **e-volve** test booking is scheduled for a learner it will appear in the history as a **'Booking'** entry until the test is sat and the results returned. It will then change to a **'Result'** record with a Pass/Fail indication.

In the search parameters you must identify individual learners by their enrolment number, ULN or last name plus gender. You must also select a date range by using the period, since or from and to selectors.

Wild cards are accepted in the last name field (for example St* will find all names starting with 'St')

After clicking the **Search** button a list of all learners matching the criteria will be listed. You should then click on a button in the **Select** column to display the history detail for an individual learner.

Click Print to print the currently displayed 'Candidate History'.

Ca	ndidate Hi	story											0
	Centre N) .		Customer No.		Centre name							
	818181			1060900	1	Example College 1							
Yo	ur search	results											
(Choose the	required candid	ate by	clicking on the button	in the Select (column							
	Select ENR no. ULN First Name Middle Name Last Name DOB		DOB	Gen	Gender Merge Date								
		SVX5803		Cal				Sweeney		16.06.1987	м		
Se [lected can	ididate history	y detai	S Qualification/			Dec		Denfad	Calar			
	Date	Code		Assessment Description	ltem	Туре	Sta	tus	Date	Order		P0 Ref	F
	14.04.2011	4.04.2011 3638-01		Key Skills Qualifications	Registration				14.04.2014	010255373	9	jgm638	45
	14.04.2011 3748-01 Functional Skills English Registration					14.04.2014	010255373	1	Cohort	2			
	14.04.2011 3638-975		Communication level 1 test (OL)	Results	Multiple Choice- On-Line Exam	Fail			0201050907 0102		010255	3740 <i>/</i> 018888	
*=	*= Gained from a previous accreditation Candidate history Print												

Please note that results for Underpinning Knowledge Tests do not show in Walled Garden. Results for this type of test can only be viewed in SecureAssess.

Search

Define the report by using the search criteria below. The fields may change depending upon the selections made. Click **Search** to continue.

Show me	Candidate History			
ENR No.				
or ULN				
First name				
Last name	ST*			
DOB				
Gender	Male			
for period *	💿 today 💽			
or since *				
or From *	0			
То				
* denotes mandatory field				
In this search mandatory, to	ENR no. or ULN; or Last name and Gender are gether with period or since.			
	Search			



Customer Support

We are here to answer any queries you may have regarding **e-volve**. Should you require assistance, please contact us:

UK Centres	International Centres
Contact Customer Services	Contact your Local Office.
E: <u>evolvesupport@cityandguilds.com</u>	For details and opening times visit <u>www.cityandguilds.com</u>
T: 01924 930 800 (Option 2)	
08:00 to 18:00 Monday to Friday	



Conducting online exams

The regulations in these documents specify the standard requirements for externally marked examinations and assessments. For certain qualifications some of the requirements may be different, please check the individual qualification handbooks and assessment guides for more information.

http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-documentlibrary/examinations

On-screen external assessments

Where a centre conducts on-screen external assessments the head of centre is responsible for ensuring that the awarding body requirements are met for downloading software and test/examination materials. Centres **must** also ensure that all technical requirements have been met. Some technical requirements will need to be met in advance of the test/examination.



Appendix 1: Glossary of terms

Term	Description
Advance download	Downloading a test to a laptop, in order to deliver it to a learner anywhere, without the need of an Internet connection. This can be done from 10 days in advance of the scheduled date. Also referred to as 'advance caching'.
Alternative location	Where a test is to be sat at a location other than an approved Centre, City & Guilds must be notified.
	using an alternative location.
Auto-void	See 'voided test'.
Booking	Setting up a specific date and time for a learner to sit a test. The learner must already be eligible for that test, having been registered for the qualification
e-Assessment	Tests delivered electronically. May be online or offline delivery.
EDI	Electronic Data Interchange. A standard file format used for the interchange of files between awarding bodies and management information systems. Specifically for e-assessment testing, EDI files can be used for the registration of learners and scheduling of e-volve tests by uploading into Walled Garden as an alternative to using the shopping basket screens.
Exam window	The period of time either side of the scheduled exam date, during which a test can be unlocked and sat. The exam window starts 10 days before the exam date (or immediately if booking less than 10 days in advance). The exam window closes 30 days after the exam date. This window applies to all test types.
EKU test	'Essential Knowledge & Understanding' test. This is Hair & Beauty equivalent of an Underpinning Knowledge Test.
Flag	While sitting a test, the learner can flag a question to remind him/herself to return to review it later
Item	An item is a question in a multiple choice test
Keycode	This eight-character alphanumeric code uniquely identifies the learner and the exam they are to take.
	The keycode is generated by SecureAssess at the time of booking, and it is necessary to unlock the test on the day of the exam. The keycode is not case sensitive.



Term	Description
Machine marked exam	An exam that is marked automatically by SecureAssess, as opposed to by an examiner. Machine marked exams are typically made up of multiple choice questions.
Offline testing	A test can be downloaded to a laptop in advance, and delivered to a learner anywhere, without an Internet connection. With offline testing there is no need for an Internet connection from the moment the test has been downloaded, and until the test is complete and the learner's answers are ready to be uploaded. (Compare with 'online testing')
On-screen Assessment	A test taken under examination conditions using the e-volve platform. An assessment has a code in the format 'nnnn-nnn'.
	Also referred to as unit, module, examination, exam or test.
Online testing	A test is unlocked and sat while connected to the Internet. (Compare with 'offline testing')
PIN code	An optional four character code that the Invigilator can apply to an exam. If the Invigilator sets a PIN code for an exam, the learner will need to enter it to begin the test. This is in addition to the keycode.
Primary contact	Main point of contact for e-volve and responsible for creating additional users within the Centre. This will typically be the Exams Officer. This user is created by Customer Services during the New Account set-up process, with the role of 'Exams Officer'.
Walled Garden Profile	Users of the Walled Garden will have a user id conforming to a profile. The two profiles for e-volve testing users are 'exams' giving full access to a range of options and 'e-volve scheduling' for staff who only need to schedule tests.
Qualification	Qualifications are listed in the City & Guilds catalogue and can be awarded when a specific set of tests have been passed. A qualification code has the format 'nnnn-nn'
Qualification group	A related set of qualifications for a group or scheme. The qualification group code is the first 4 digits of the qualification.
Registration	A learner can only sit tests once they are eligible. This is carried out by registering a learner for a qualification. Typically they will receive an enrolment number at the same time, if they do not have one already from previous registrations.
SAP	City & Guilds' financial and corporate computer system
Scheduling	Setting up a specific date and time for a learner to sit a test. The learner must already be eligible for that test, having been registered for the qualification.
Score report	On completion of a test, a score report is normally available in SecureAssess which shows the learner's preliminary results. These are subject to confirmation after the results have been fully processed.



Term	Description
SecureAssess	The exam administration software, used by Centre staff to administer tests to learners under invigilated conditions and to view results after the test.
SecureAssess Central	This is the default deployment option for all Centres. The system is completely web-based, and therefore requires an Internet connection. The only thing that needs to be installed is SecureClient in the learner testing stations.
	With SecureAssess Central, it is possible to deliver exams both online and offline.
SecureClient	The learner interface, where the tests are taken. SecureAssess is an application that needs to be installed in every computer that is going to be used by a learner (testing stations). Its purpose is to lock down the learner's station, to prevent them from accessing the Internet or any other applications during the test. SecureClient can also be used by the Invigilator to download tests to a laptop for offline delivery.
Technical Contact	The Centre user, responsible for the technical setup of e-volve : typically, an IT/network manager at the Centre. It could also be the Exams Officer. This user is created by Customer Services during the New Account set-up process, with the role of 'IT Administrator'.
Time extension	Additional time can be assigned to a test under special circumstances. This is carried out when booking the test by specifying a time extension of a certain percentage. Time extensions are controlled by the City & Guilds Policy Team and the policy documents must be consulted before using time extensions.
Time extension reference	When a time extension is requested above the time extension threshold, a reference is required which acts as the authorisation from the City & Guilds Policy Team. This will be entered by Customer Services.
Time extension threshold	The highest percentage time extension that can be applied to a test by a Centre is always 25%. Time extensions above the threshold must be booked by the City & Guilds Policy Team. See Policy Documents available in the Centre Support section of our website.
Voided test	A test can be voided in SecureAssess by the invigilator before it is started or completed. This would be used for example if the learner did not arrive, the test is cancelled or malpractice is discovered. If a test is still at a Ready state when the exam window expires, then it will be automatically voided (auto-voided)
UKT (or UPK) Test	Underpinning Knowledge Test – a test that is taken to determine the learner's level of knowledge before taking the main test. Registered learners can sit a UKT as many times as required and the results are filed at the Centre. No results are returned to City & Guilds.
	In the Hair & Beauty sector, these tests are referred to as EKU (essential knowledge and understanding) tests.
Walled Garden	The City & Guilds secure website used by Centres to register learners, schedule tests, enter orders and carry out other on line activities. Go to <u>www.walledgarden.com</u>