

**e-volve**

## **Exam Booking Guide**

Version 1.2

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For external use



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## 1. Purpose of the document

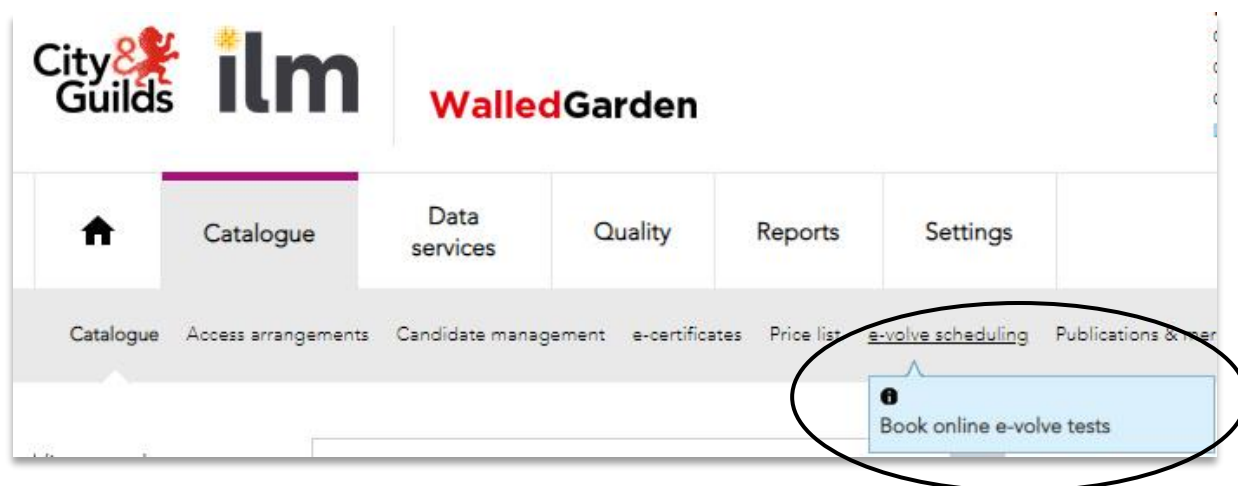
This document is for approved City & Guilds centres and those responsible for booking e-volve exams in Walled Garden. For detailed guidance on using e-volve please refer to e-volve Centre User Guide.

### 1.1. 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](http://www.walledgarden.com)

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

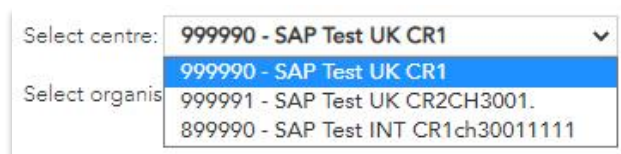


#### Important:

**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 on-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.



If your Walled Garden account is linked to more than one organisation, select the appropriate organisation from the drop-down menu.

## 1.2. Step 1: Learner Selection

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

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**.

Remove	ENR No.	First name	Middle name	Last name	Gender	DOB	Your Ref.
<input type="checkbox"/>	OTD8665	Remote Invigilated		A	Female	10.09.1980	
<input type="checkbox"/>	OTD8457	Remote Invigilated		T	Male	05.05.2002	

When you have added all the required learners to the order, click **Continue** to move to the next screen to see them listed and ready for the scheduling information to be entered.

## 1.3. Step 2: Assessment Selection

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

- Qualification

Add Exam	ENR	First Name	Last Name	Qualification	Unit or Assessment	Date (dd/mm/yyyy)	Time	Issuance ID	Invigilation Type	Additional Details
+	OTD8665	Remote Invigilated	A							Show
+	OTD8457	Remote Invigilated	T							Show
+	OTD8518	Remote Invigilated	N							Show

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

## 1.4. Qualification Selection

		<input type="checkbox"/> All same
Qualification	Unit or Assessment	
4748-02		
3748-01		
3748-01 Functional Skills English		

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.

## 1.5. 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.

		<input type="checkbox"/> All same	<input type="checkbox"/> All same
Qualification	Unit or Assessment	Date (dd.mm.yyyy)	
4748-02	4748-111 I		
3748-01			
3748-01	3748-110 Functional English Reading at Level 1 3748-111 Functional English Writing at Level 1 3748-113 Functional English Reading at Level 2 3748-114 Functional 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.

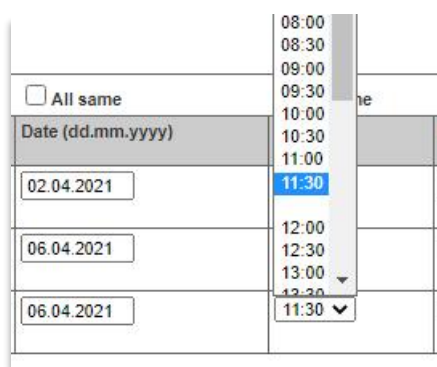
If all the learners in the list are to be scheduled for the same test, enter the qualification and assessment for the first one and click the '**All same**' checkbox at the top of the assessment column. This will copy the same qualification and assessment to all the learners who are eligible.

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.

## 1.6. Date and time



Date (dd.mm.yyyy)	Time	Description
<input type="checkbox"/> All same		
<input type="text" value="02.04.2021"/>		
<input type="text" value="06.04.2021"/>		
<input type="text" value="06.04.2021"/>		

08:00  
08:30  
09:00  
09:30  
10:00  
10:30  
11:00  
11:30  
12:00  
12:30  
13:00  
13:30

Click on the date column and the scheduled date of the test can be 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.

## 1.7. 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.

## 1.8. 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.

<input type="checkbox"/> All same	<input type="checkbox"/> All same
Installation ID	Invigilation Type
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
RLCG01	Remote
	Centre Invigilated
	Remote Testing: Invigilated

## 1.9. Remote Invigilation Timetable

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 Timetable' link.

[Click here for Remote Invigilation Time table](#)

**Search for Available booking slots**

Enter booking date and invigilation type. Click Get Available slots

Date (dd.mm.yyyy) *	14.04.2021
Invigilation Type *	Remote Testing: Invigilate

\* denotes a mandatory field

**Get Available slots**

**Your search results**

Exam Time	Available Slots
08:00:00	1
11:30:00	23
16:00:00	25

**Close**

The timetable 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.

### 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 test is booked.

There are three slots per day for remote invigilation tests to be taken. These slots begin at 8am, 11:30am and 4pm. Slots are available on 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 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

## 1.10. 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.

Order line items						
To view the details of the Line Items, click  in the Detail column. To change the Order Line Item, click  in the Amend column. If you have made any changes at this stage, click <b>Update Order</b> . Once complete click <b>Submit Order</b> .						
+ Show/Hide details						
Amend	Detail	ENR No	First Name	Last Name	Qualification	Product code
		OTD8665	Remote Invigilated	A	3748-01	3748-110
		OTD8457	Remote Invigilated	T	3748-01	3748-110
		OTD8518	Remote Invigilated	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.

## 1.11. Cancellations or amendments

In addition to the usual cancellation process, the following applies for remote invigilation exams:

Remote Invigilation scheduling orders cannot be cancelled from Walled Garden. If you no longer need a booking, you should contact Customer Services and they will guide you through the cancellation process.

Please note that you will not be charged for Remote Invigilation scheduled tests if they are cancelled more than 2 working days before the start of the test. Cancellations with less than 2 working will still be charged for.

## **1.12. Remote Invigilation error messages**

You may receive the error message “All slots for the Exam date/time have been booked, please try another Date/Time” after checking the timetable. In this instance the last of the slots have been booked and a new Date/Time needs to be select for the exam using the amend feature.

If you receive the error message “Exam Date/Time does not match booking hours” please double check the time the exam has been booked for, you will receive this message is the exams is booked outside of the three slots.

## Contact us

### City & Guilds Customer Service

We are here to answer any queries you may have regarding our Remote Invigilation Service. Should you require assistance, please contact us:

T: 01924 930 800 (Monday - Friday | 08:00 - 18:00 GMT)

E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

### About City & Guilds

For almost 150 years we have been developing the knowledge, skills, and behaviours needed to help businesses thrive, we offer a broad and imaginative range of products and services that help people achieve their potential through work based learning.

We believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future. So, we work with like-minded partners to develop the skills that industries demand across the world.

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