

Technical Qualifications

How to book assessments



Contents

Introduction

This guide provides you with all the information you need when booking assessment components for the City & Guilds Technical Qualifications:

- Synoptic assignments
- Centre assessed components (optional and mandatory units)
- Employer Involvement (EI), for Key Stage 5 (KS5) only
- Paper based Dated Entry theory exams
- Dated e-volve theory exams

Please ensure you only book either a paper or e-volve exam, per series for candidates, as booking them both may affect their number of attempts to complete the exam*. It is important that a booking is made for every candidate against all relevant components of the Technical Qualification.

1. Bookings for the spring series theory exams, synoptic assignments and centre assessed components will be open from 7 September 2020 and must be booked by 11 December 2020.
2. Bookings for the summer exam series taking place in June 2021 will be open from 7 September 2020 to the 21 May 2021 (28 May for 8202-20 Electrical and Plumbing exams only).

Late booking fees

Late entry bookings made after the date of the booking window closing for the academic year will incur a fee per learner per assessment entered plus an administration charge. This applies to all dated entry exams, synoptic assignment, centre assessed components and employer involvement. Please refer to our **UK Centre Charges** list on our website for more information.

Please note that when making a booking through Walled Garden you will be reminded that you may incur late fees. You will need to accept this notification. Late fees will not show on your Walled Garden booking, they will be generated by City & Guilds shortly after your booking is confirmed.

The timetable of Technical Qualifications theory exams can be found at [cityandguilds.com/technical-exam-timetable](https://www.cityandguilds.com/technical-exam-timetable).



*Important information about External Examinations



Please note: Candidates on Key Stage 4 or Key Stage 5 Level 2 Technical Qualifications are allowed only two sittings of any particular exam (an initial sitting, and one re-take opportunity).

Candidates on Key Stage 5 Level 3 Technical Qualifications are allowed three sittings of any particular exam (an initial sitting, and two re-take opportunities).

Key dates for your diary

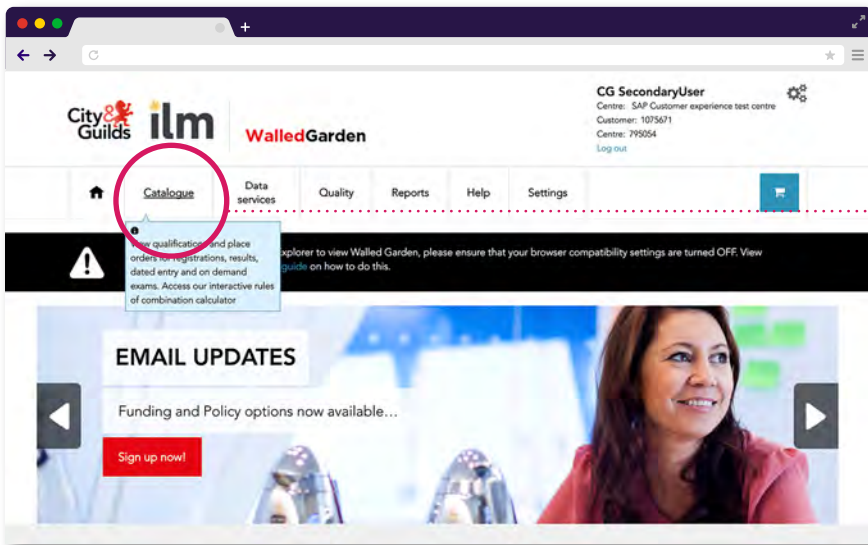


Here's a list of the key dates for the delivery of Technical Qualifications:

Activities	Date
Learner registrations open	7 September 2020
Booking window for spring first and second series (March/April 2021) and summer (June 2021) exam series opens	7 September 2020
Booking window for synoptic assignments, optional units opens (if applicable) and Employer Involvement (EI), for Key Stage 5 (KS5 only)	7 September 2020
Window for clarification queries on the synoptic assignments opens	7 September 2020
Deadline for learner registrations	30 October 2020
Window for clarification queries on the synoptic assignments closes	30 October 2020
Deadline for booking synoptic assignments, optional assignments and any other centre assessed components (if applicable) and EI (KS5 only)	11 December 2020
Deadline for booking first and second spring exam series (March/April 2021)	11 December 2020
Synoptic assignment tasks for all Technical Qualifications can be released to learners from this date	4 January 2021
Applications for all UCAS Undergraduate courses, except those with a 15 October deadline, should arrive at UCAS by 18:00 (UK time)	15 January 2021
Deadline for submitting the EI planner for checking or approval (new centres only)	31 January 2021
First spring exam series begins	1 March 2021
Final day of first spring exam series	12 March 2021
Second spring exam series begins	15 March 2021
Final day of second spring exam series	26 March 2021
Results of first spring exam series released to centres	26 April 2021
8202-20 Electrical and Plumbing exams sitting (outside of spring series 1 and 2)	19-27 April 2021
Results of second spring exam series released to centres	10 May 2021
Deadline for booking summer exams series	21 May 2021
Results of 8202-20 Electrical and Plumbing exams spring series released to centres	17 May 2021
Deadline for submitting marks and evidence to the Moderation Portal for KS5 Level 3 synoptic assignments	28 May 2021
Deadline for booking 8202 Level 2 and 3 Electrical and Plumbing summer exams	28 May 2021
First day of summer exam series	7 June 2021
Deadline for submitting marks and evidence to the Moderation Portal for KS4 and KS5 Level 2 synoptic assignments	11 June 2021
Deadline for submitting outcomes and evidence to the Moderation Portal on optional assignments and any other centre assessed components (if applicable) and EI (KS5 only)	11 June 2021
Final day of summer exam series	22 June 2021
Final results Level 3, including summer series assessments, assignments and qualification results released to centres	2 August 2021
Final results Level 2, including summer series assessments, assignments and qualification results controlled release to centres	18 August 2021
Final results Level 2, including summer series assessments, assignments and qualification results released to learners	19 August 2021

What you need to book

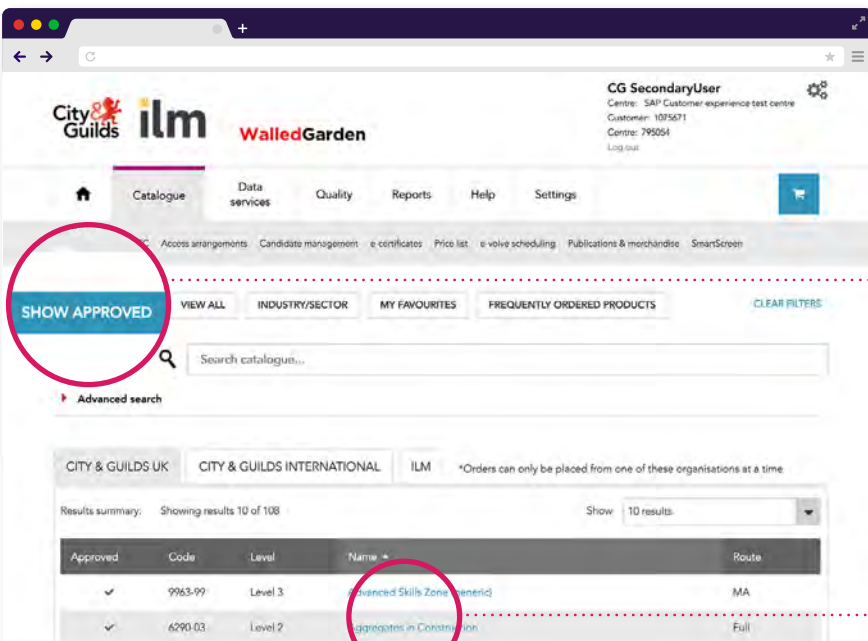
This section explains how to identify what needs to be booked for each qualification and learner as well as the different types of booking available.



1 Log into your **Walled Garden** account.



2 Once at the homepage, select **Catalogue** in the top navigation bar.



3 Select the **Show Approved** tab. Your centre's approved qualifications will then display on the screen.

4 Select or search for the qualification you wish to view information for.

Units and Assessments

Description	Unit type	Entry type	Unit code	Credits
Level 3 Hairdressing - Theory exam (1)	Multiple Choice	e-Volve	6002-032	N/A
Level 3 Hairdressing - Synoptic assignment (1)	Moderated	Dated entry	6002-033	N/A
Level 2 Cut men's hair using basic techniques - Assignment	External Quality Assurance	Dated entry	6002-201	120.0
Level 3 Creative hair extension services - Assignment	External Quality Assurance	Dated entry	6002-305	60.0
Level 3 Smoothing and strengthening systems - Assignment	External Quality Assurance	Dated entry	6002-306	60.0
Level 3 Create a variety of perming effects - Assignment	External Quality Assurance	Dated entry	6002-307	90.0
Level 3 Hair relaxing services - Assignment	External Quality Assurance	Dated entry	6002-308	90.0
Level 4 Specialist hair and scalp treatments - Assignment	External Quality Assurance	Dated entry	6002-402	90.0
Level 4 Creative hair design skills - Assignment	External Quality Assurance	Dated entry	6002-403	60.0
Level 3 Hairdressing - Theory exam (1)	Written	Dated entry	6002-532	N/A
Level 3 Employer involvement	External Quality Assurance	Dated entry	6002-831	N/A

Timetable

Additional information

5 Select the **Units and Assessments** drop down within the Information section.

6 Within the qualification information will be listed each of the assessments with the **Unit Type** and the **Entry Type**.



Advice

On the catalogue you'll see that all e-volve exams are referred to as multiple-choice. However the exams may either be written or multiple choice. Please check the qualification handbook, the examination guidance on the specific qualification page or the exam timetable for further detail.



Unit types

As described on the Walled Garden Catalogue under the Unit Type header.



Moderated

This is an externally set and internally marked assessment which is then moderated by City & Guilds. These unit types must be booked as a **Dated Entry Assessment** (refer to page 6).

Multiple Choice

'Multiple Choice' will show for either on-demand or written e-volve exams. Please check the qualification handbook, the examination guidance on the specific qualification page or the exam timetable for further detail.

This is an online exam and must be booked as an **e-volve Dated Entry Exam**. (refer to page 10).



Written

This is a paper based written exam. These must be booked as a **Dated Entry Exam** (refer to page 6).

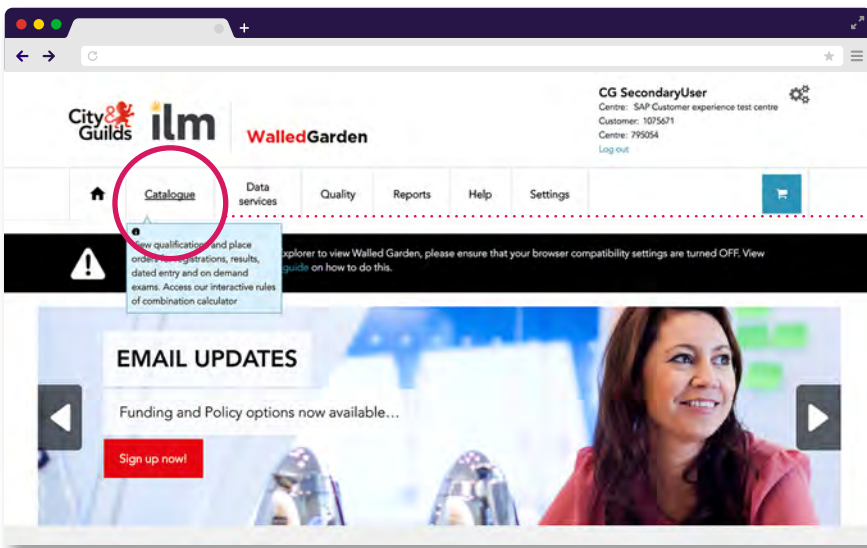
External Quality Assurance

This is an externally marked assessment. These unit types must be booked as a **Dated Entry Assessment** (refer to page 6).

Booking a dated entry assessment or exam

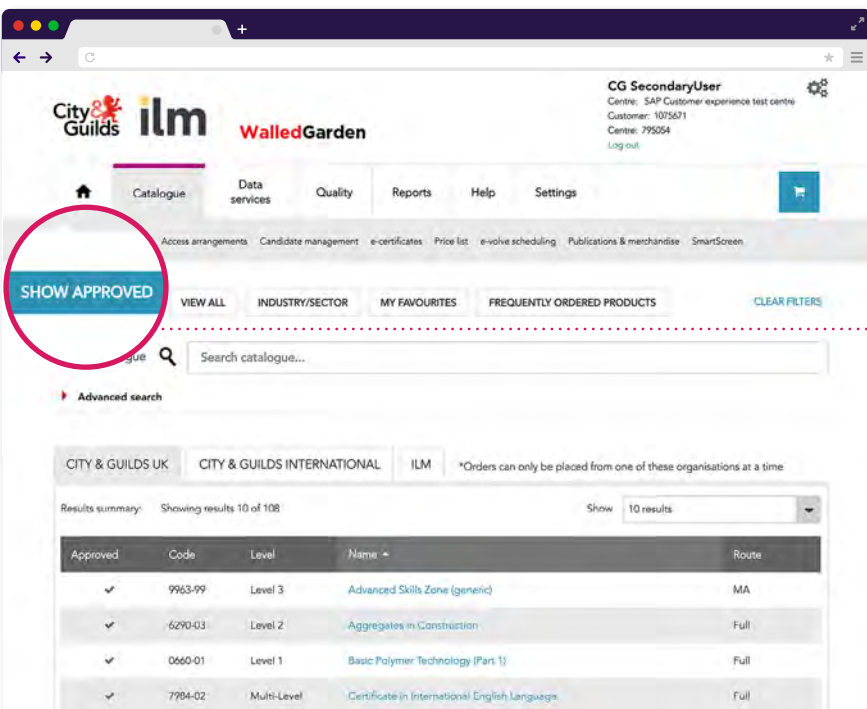


Applies to: Synoptic Assignment, paper-based Theory exam, Employer Involvement and centre assessed components.



1 Log into your **Walled Garden** account.

2 Once at the homepage, select **Catalogue** in the top navigation bar.



3 Select the **Show Approved** tab. Your centre's approved qualifications will then display on the screen.

4 Click on the qualification you wish to make a Dated Entry order for. On the course information page, you can check the units by selecting the **Rules of Combination** tab.

Approved	Code	Level	Name	Route
✓	9963-99	Level 3	Advanced Skills Zone (generic)	MA
✓	6290-03	Level 2	Aggregates in Construction	Full
✓	0660-01	Level 1	Basic Polymer Technology (Part 1)	Full
✓	7984-02	Multi-Level	Certificate in International English Language	Full

9963-99
Advanced Skills Zone (generic)
Completion of this product alone doesn't result in TechBac. To achieve a full Advanced TechBac (Statement of Achievement), both this product and at least one Technical qualification of level 3 should be completed. See Administration section for the list of available Technical qualifications
Provider: City & Guilds
Last registration: 31.12.2999 Last certification: 31.12.2999

5 Once the units have been checked, select **Place an order** on the course information page.

Select order type
Named registration Unnamed registration **Dated entry** Results entry On Demand

6 In order to book a Synoptic Assignment, Paper-based Theory Exam, Employer Involvement and centre assessed components click on **Dated Entry**.

Unit or Assessment selection
Centre No.: 795054 Customer No.: 00010756 Order type: Results entry
Qualification selected: 9963-99 Advanced Skills Zone (generic) MA
Search available unit or assessments
Enter the unit or assessments number in the format 3638-001 or select from the listing below. Click Search.
Product code: Search
Unit or Assessment available
To navigate, use the scroll bar and sort options. You can sort on any of the columns below by clicking on the column heading. To select the units or assessments, select the checkboxes in the order column. Click Continue.
Learning Pathway: Select Learning Pathway
Select/Deselect All

7 The qualification you have selected should automatically lock into the Unit or Assessment selection area. If not you should enter the qualification number in the **Product Code** search field or search using the **Show Approved**.

Select the correct pathway for the qualification you are making a booking for.

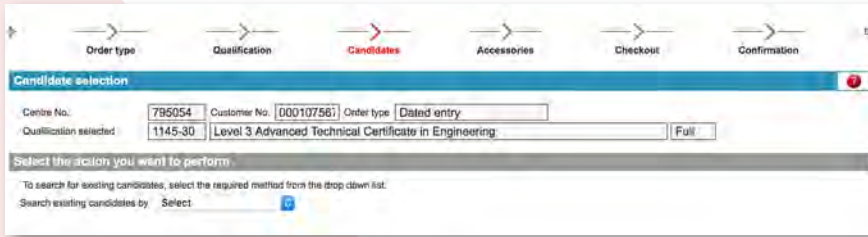
Order	Product code	Description	Type	Date
<input type="checkbox"/>	1145-031	Level 3 Engineering - Synoptic assignment (1)	Moderated	✓ 18.05.2018 00:01
<input type="checkbox"/>	1145-530	Level 3 Engineering - Theory exam (1)	Written	
<input type="checkbox"/>	1145-630	Level 3 Employer Involvement	External Quality Assurance	

Cancel Back Continue

8 Select the date you wish to schedule the exam or assessment from the drop down box. Note however that for Synoptic Assignments, Employer Involvement & centre assessed components there will only be one available date to select. This does not mean however the assessments should be conducted specifically on this date. You will need to ensure that assessments are carried out per the schedule on page 4.

Select the order check box and then click **Continue**.





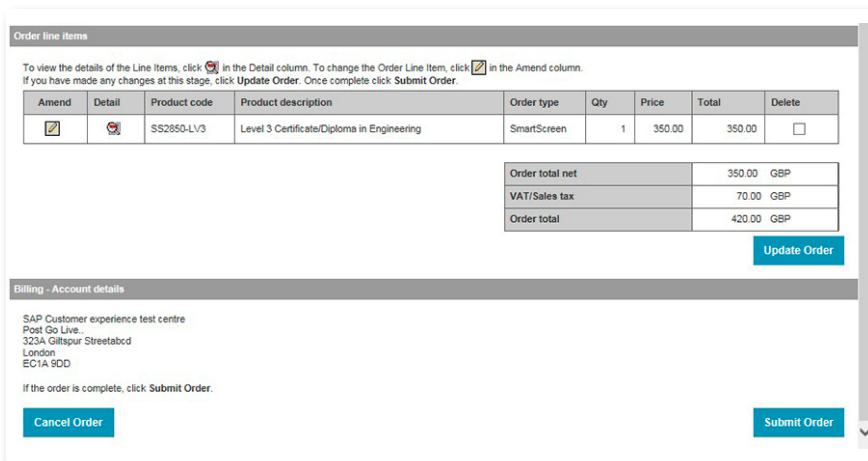
9 In the Candidate Selection screen, you can search for existing candidates by selecting the required field from the drop down list. If you don't know the candidate enrolment number you can search by the candidate's name. Enter a minimum of the candidate's last name and click **Search**.

Alternatively you can search by the Cohort from the drop down box. Select the cohort from the name drop down menu and click **Search**.



10 Candidates matching the search criteria will be listed in your **Search Results** section of the screen.



11 In the **Product Code** column, tick the unit check box to select the **Dated Entry** for each candidate and then click **Continue**.



12 In the Checkout screen, enter your purchase order or reference in the mandatory Your **PO/Ref** field. To place the order, click **Submit Order**.

13 A message box will display asking if you would like to place the order. If you are confident you have made the booking correctly then click **OK**.

14 An order confirmation screen will be displayed confirming your order number. There will be an option to print this page should you wish to do so.

Advice

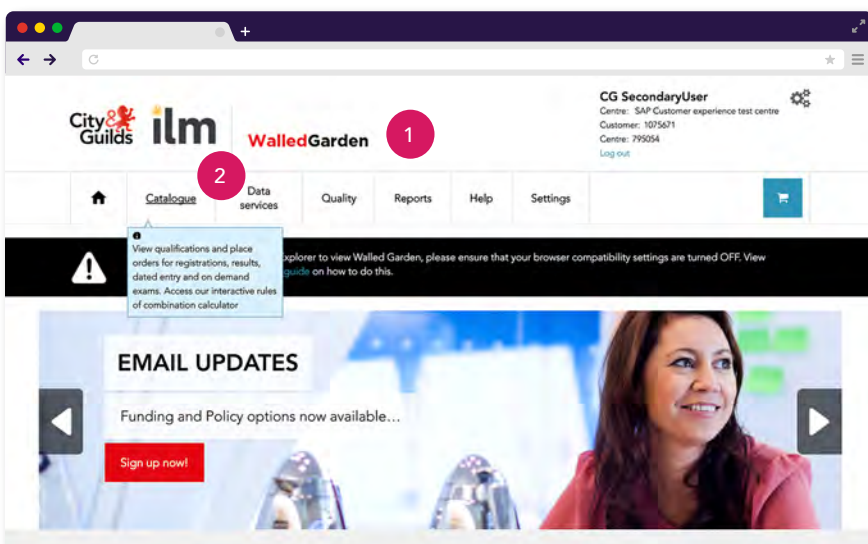
Don't forget to ensure that you make the relevant bookings for each and every learner on programme for the current academic year. This includes all the required units of the qualification. Use the rules of combination section of the specific qualification page on

Booking e-volve exams

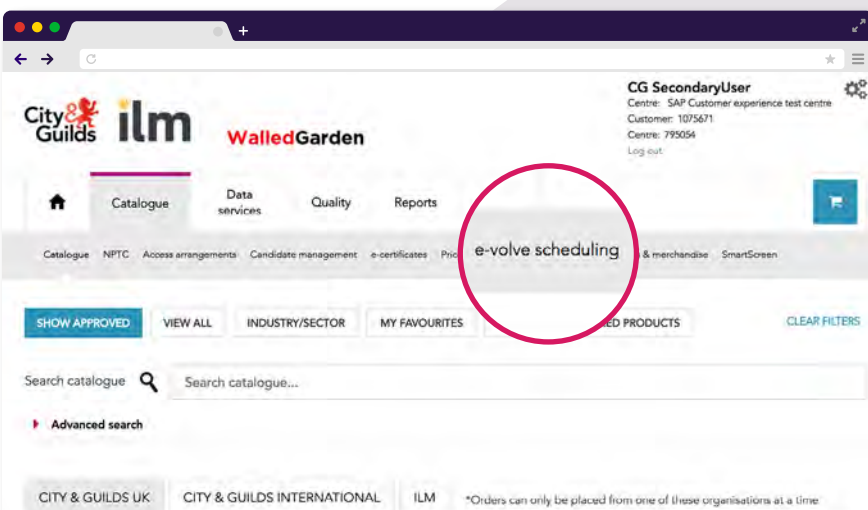
Applies to: Online Dated Entry theory exam and also on-demand e-volve exams (Land-based qualifications only).

If you wish to book on-demand e-volve exams for applicable Land-based qualifications, the booking window opens 2 September 2019 but you'll need to ensure the learner is registered first.

These on-demand exams are not Dated Entry and do not need to be scheduled for a specific date. Please refer to the City & Guilds Technical Qualifications Exams Timeline for further information.



- 1 Log into your **Walled Garden** account.
- 2 Once at the homepage, select **Catalogue** in the top navigation bar.



- 3 On the catalogue page, click **e-volve scheduling** which is found within the second tier catalogue menu.





Advice

If your centre has suffix sites or you are a suffix site please ensure you select the correct centre number where you wish the exam to take place.

Ensure you select City & Guilds from the Select Organisation drop down.

4 You can search for existing candidates in the **Candidate Selection** page. Click on the required field from the drop down list.

5 Candidates that match the search criteria will be listed in the Results Section of the screen.

Select the action you want to perform:

To search for existing candidates, select the required method from the drop down list.

To book navigation tests, please search candidates with enrolment 'NAVTEST' or search student by last name 'NAVTEST'.

Search existing candidates by:

Your search results:

Click in the Add column to select candidates. Click Add to Order

Add	ENR No.	First name	Middle name	Last name	Gender	DOB	Your Ref.
<input checked="" type="checkbox"/>	1000471	Isid		Isid	Male	20/01/1992	

Select the candidate you require and click **Add to Order**. Then click **Continue**.

6 The **Unit or Assessment** section enables you to enter details for candidates. The next 6 steps are required fields.

7 Qualifications:

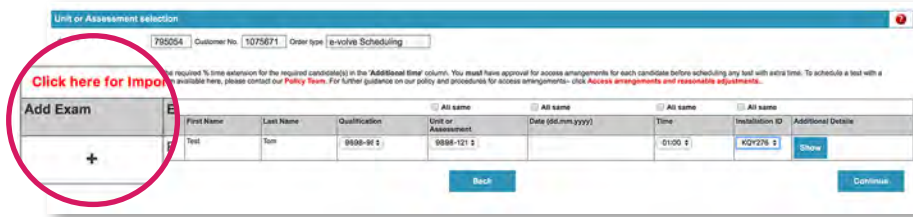
For each candidate, there will be a drop down list in the Qualification Column which will enable you to select the qualification you want to book the candidate onto.

The Qualification will only appear if:

- The candidate has a valid registration for the qualification.
- The qualification contains one or more e-volve assessments.

You'll need to ensure that you select the qualification that the learner is expecting to be certificated for in the current academic year.

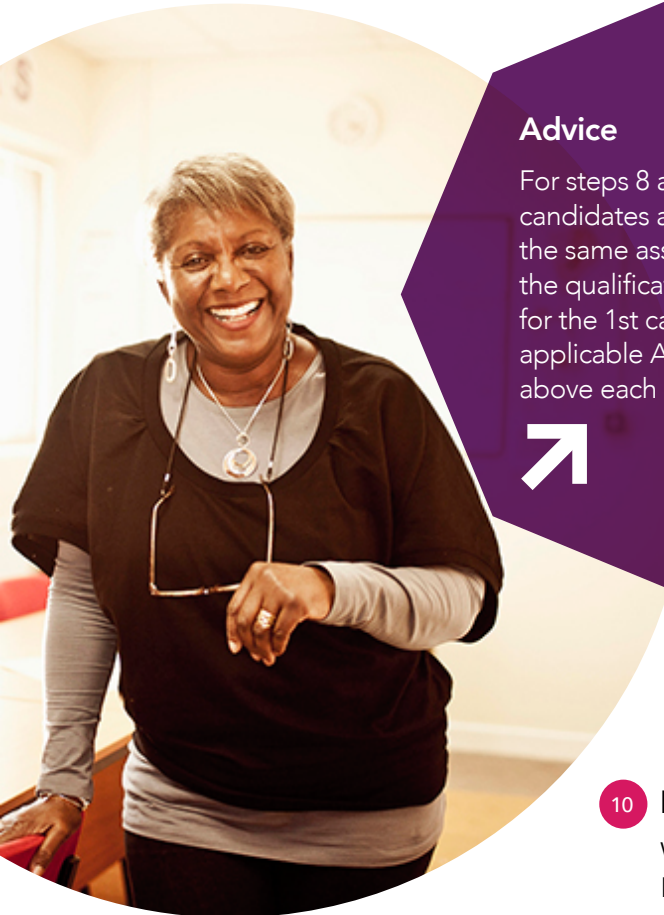




9 Assessments:

Once the qualification has been selected, the next drop down box will have the relevant assessments for the selected qualification. Select the assessment which is to be scheduled.

If a Candidate is to be booked on more than one exam, click the + sign in the **Add Exam** column in order to create a new line.



Advice

For steps 8 and 9: If all the candidates are to be scheduled for the same assessment then enter the qualification and assessment for the 1st candidate and click the applicable All Same tick-boxes above each column header.



10 Date and time of booking:

Within the Date column select the required booking date. For Dated Entry this will include only a drop down menu with the date of the exam as specified by City & Guilds. For Land Based On Demand exams you will have the option to select from a calendar which date the exam will take place.

11 Installation ID:

For this, you will need to select an Installation ID. This is for the use of the exam in **SecureAssess**.

You may have one or several Installation ID's which will depend on how your e-volve account has been configured.

The installation ID must be used for each assessment booking. Often this will be the same for all bookings so select the first line and then click the All Same tick-box.

If you don't know which installation ID to select, please do not just select any. You should contact your **e-volve Primary and Technical users** for your centre.

12 Time extension:

Click **Show** against a booking within the **Additional Details** column to display the additional fields.

The percentage time and reason must both be selected. The maximum selectable percentage is **25%**. To apply for greater time extensions, you must apply via **Access Arrangements** on Walled Garden.

13 Optional alternative location:

Click **Show** against a booking in the **Additional Details** column to display the additional field. If an exam is to be taken offsite, the address where the exam is to be taken must be entered in the **Alternative Location** box to meet JCQ Requirements.

14 Once all the required fields have been completed, click **Continue**.

15 In the Checkout screen, enter your purchase order number in the mandatory **Your PO/Ref** field. To place the order, click **Submit Order**. Select the **details** icon to view the assessment details.

16 A message box will be displayed asking if you would like to place the order. If you are confident the exams have been booked correctly then click **OK**.

17 An Order Confirmation screen will be displayed confirming the order number. There will also be an option to print this. We recommend you keep a copy of this.



Frequently asked questions

What happens if I miss the booking deadline?

All bookings should be completed within the assessment booking window. Any late assessment bookings will incur a fee.

Any bookings that are not made for the relevant assessment component, the booking will not show on the **Moderation Portal**. You will not be able to submit marks and/or evidence to the portal for the candidate and the candidate will not be certificated.

Late entry bookings made after the date of the booking window closing for the academic year will incur a fee per learner per assessment entered plus an administration charge. This applies to all dated entry exams, synoptic assignment, centre assessed components and employer involvement. Please refer to our centre UK Centre Charges list on our website for more information.

If you don't make the correct booking for exams, City & Guilds cannot guarantee that the learner will be able to sit the exam on the scheduled date and they may be required to wait until the next exam sitting. This is especially important if you intend the learner to sit a paper based exam. In order not to disadvantage any learner please check that all bookings are made in good time.



What happens if I don't make the correct bookings?

Information on bookings for each centre is imported into the Moderation Portal each year. If you don't make the correct bookings, or fail to make the correct bookings for all of the required components the information will not display in the Moderation Portal. You will not be able to submit marks and/or evidence to the portal for the candidate and the candidate will not be certificated.

If you make an error with your bookings you can't edit or cancel these on Walled Garden. You'll need to contact our Centre Support team;



E: centresupport@cityandguilds.com



T: 0844 543 00 00*

* Calls to our 0844 numbers cost 7 pence per minute plus your telephone company's access charge.

What if I want to cancel a booking?

Inside of a booking window you can speak to Customer Services to cancel the booking. Remember if you made the booking incorrectly, you will need to get the booking cancelled before you can make the correct booking.

Outside of a booking window you should speak to the Technicals and Moderation Support team for further advice.

How do I know if the desired assessment venue is an appropriate location?

Follow the Joint Council for Qualifications (JCQ) Instructions for Conducting Examinations (ICE) policy which can be found on our [examinations page](#).

For e-evolve assessments, you can schedule overlapping exams for a candidate. But there must be a 30 minute gap between starting times.

What are the timescales for this year?

You should refer to the **Key Dates** on page 3 of this document or our welcome pack for the full schedule of this year's dates and deadlines.

What if I see a unit in the handbook but cannot book it on Walled Garden?

Each handbook has a full listing of all unit criteria available. Not all of these units will appear on Walled Garden. Some of the units are assessed within the Synoptic Assignment and Theory Exams.



Can City & Guilds audit Examinations that take place for Technical Qualifications?

Yes. City & Guilds will undertake announced and unannounced exam audits for all qualifications. Therefore we reserve our right to audit how examinations are conducted within centres for Technical Qualifications.

You should ensure that all externally marked examinations and assessments comply with City & Guilds and JCQ requirements. Click here to view the links to the JCQ documents on our [examinations page](#).

Why do you charge a fee for late bookings?

City & Guilds may choose to charge a fee for all late bookings for dated entry assessments and examinations.

The reason for this is to ensure that we have an accurate picture of the number of learners and assessments that require either marking (exams) or moderating (synoptic assignment etc.). **Please ensure you book all the required assessment for your learners in advance whilst the booking window is open to avoid any late fees.**

Resources and support

Our website

Visit cityandguilds.com/technical-resources for key information. Our dedicated page includes resources and documentation to support you with:

- Teaching and learning
- Pre-delivery and curriculum planning
- Preparation and onboarding
- Guides to support best practice
- Marketing to your stakeholders.



Technicals and Moderation support

Our helpful team is dedicated to supporting customers delivering our Technical Qualifications. Although we're not experts in every subject, we can help you with any general questions such as where to find the right information, deadlines for submission or guidance on the Moderation Portal. We're available Monday to Friday 08.30 – 17.00 excluding UK public holidays.

Centre support

Queries about registration of learners, bookings, examinations and the Walled Garden should be to our Centre Support team.

The team is available Monday to Friday 08.00 – 18.00 excluding UK public holidays.



technicals.quality@cityandguilds.com



centresupport@cityandguilds.com



0300 303 5352



0844 543 00 00*

Technical Advisors

Experienced within the industry and specialising in City & Guilds Technical Qualifications, our Technical Advisors are on hand to offer qualification specific guidance and advice.

* Calls to our 0844 numbers cost 7 pence per minute plus your telephone company's access charge.