

Quality portal user guide

January 2024

Quality Portal

Contents

1.	What is the Quality Portal?	Page 3
2.	Logging in	Page 4
3.	Welcome page	Page 5
4.	My Approval applications	Page 6
5.	My Qualifications	Page 10
6.	My quality assurance activities	Page 13
7.	My Centre Updates	Page 16
8.	Online forms and examples	Page 18
9.	Activity Planner	Page 47
	Appendix 1: Process overview	Page 50
	Appendix 2: Quality add on profiles	Page 54

1. What is the quality portal?

The Quality Portal is a **new area in the Walled Garden**. It is designed for you to **manage your Quality Assurance online, interacting** with the Quality Team and External Quality Assurers (EQAs).

In the Quality Portal you can:

- Submit Qualification Approval Application (QAP) forms and review their progress.
- Submit Application forms for End-point assessment (City & Guilds UK and ILM only)
- View details of your qualification approval status and allocated EQAs.
- View your past and future activities and review their progress.
- View Centre Activity Reports (CARs).
- View Qualification Approval activity reports (QAPv)
- Submit sampling activity planning (CA2) forms and view sampling activity confirmation (PA1) forms.
- Submit Centre Update (CU) forms.

See Appendix 2 for a description of the different Quality profiles and what you can do with each.

Quality Portal

2. Logging in

1 Go to www.walledgarden.com

2

City & Guilds | ilm | **WalledGarden**

A secure administration system
for customers of the City & Guilds Group.

Username

Password

I have read and accepted the [Terms & Conditions](#).

[Problems logging in?](#)

Enter your Walled Garden **username** and **password**

Don't forget to tick the **Terms & Conditions** box

3

City & Guilds | ilm | **WalledGarden**

↑ Catalogue Data services **Quality** Reports Settings

Click on the **Quality** tab to access the Quality Portal

The screenshot shows the Quality Portal interface. At the top is a navigation bar with tabs: Home, Catalogue, Data services, Quality (selected), Reports, and Settings. Below this is a sub-navigation bar with 'Centre portal', 'Activity planner', and 'Online forms'. A blue callout box points to 'Activity planner' and 'Online forms' with the text: 'Click one of these tabs to access Online Forms, or to view your Activity Planner'. On the left is a search section with a 'Search' button and a dropdown menu for 'Show me:' containing 'My Approval Applications', 'My Qualifications', 'My Quality Assurance Visits', and 'My Centre Updates'. A blue callout box points to this dropdown with the text: 'This dropdown appears when you click on the 'Centre Portal' tab at the top'. Below the search section is a 'Welcome' message and a list of actions: 'View the progress of your qualification approvals', 'View your approved qualifications, including the allocated Consultant and cu...', 'View and manage all activities allocated to your centre', and 'View and submit application and update forms'. On the right is a large image of a woman sitting at a desk with water bottles. A blue callout box at the bottom right contains the text: 'This is the Welcome page for the Quality Portal. Use the navigation bar at the top or the dropdown menu to access the different sections'.

[Home](#) | [Catalogue](#) | [Data services](#) | **Quality** | [Reports](#) | [Settings](#)

[Centre portal](#) | [Activity planner](#) | [Online forms](#)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: ①

For Centre: ②

For period * last year ③

Or From * To

For Awarding org: ④

⑤

My Approval Applications

Approval applications								
Centre	Ref No.	Submission Date	Type	Qualification No.	Qualification Description	Status	Ref No.	Status
016431	0040007420	27.06.2014	QAP	6774-14	Level 4 Diploma in Insurance	Application processed	8000056799	Consul Submit
016431	0040007460	24.07.2014	QAP	4430-01	Level 1 NVQ Certificate in Customer Services	Application processed	8000057340	Consul Submit
016431	A list of your submitted Centre/Qualification Approvals and EPA Applications (CAPs / QAPs / EPA) with details of any approval activities will appear here. For applications including more than one qualification or EPA application, you will see multiple rows with the same reference number							Consul Submit
016431								n/a
016431								n/a
016431								n/a

See next page for an explanation of the content of each column

Note: This screen will only show applications submitted from 01.09.2013 onwards

①	Choose My Approval Applications	③	Specify a time period for the date when the application form was submitted
②	Choose a centre number from dropdown menu. This only applies if you have access to multiple centre numbers or satellite sites	④	Keep 'City & Guilds' selected (only change this if you work with ILM).
		⑤	Click Search

View **Centre/Qualification Approval or EPA Applications** (CAPs / QAPs/EPA) you have submitted

4. My approval applications

The Centre number for which you submitted the application (if more than one was selected)

The date you submitted your application

The qualification you applied for

The reference number for the approval activity (if applicable). Click to open the Qualification Approval report (QAPv)

(See Online Forms section for details)

Date initially suggested by the Quality Team

Date agreed between you and the EQA

My Approval Applications

Approval applications							Approval visits (if required)				
Centre	Ref No.	Submission Date	Type	Qualification No.	Qualification Description	Status	Ref No.	Status	Planned Visit date	Actual Visit date	Report submitted date
016431	0040007420	27.06.2014	QAP	6774-14	Level 4 Diploma in Insurance	Application processed	8000056799	Consultant/EV Report Submitted	01.07.2014	15.07.2014	27.06.2014
016431	0040007460	24.07.2014	QAP	4430-01	Level 1 NVQ Certificate in Customer Services	Application processed	8000057340	Consultant/EV Report Submitted	24.07.2014	24.07.2014	24.07.2014
016431	0040007470	11.08.2014	QAP	6502-93	Level 3 Award in Education and Training (unit route)	Application processed	8000057455	Consultant/EV Report Submitted	11.08.2014	11.08.2014	18.09.2014
016431	0040007480	11.08.2014	QAP	6502-97	Level 5 Diploma in Education and Training (unit route)	Approval visit in progress	8000057662	Visit Scheduled	15.08.2014	20.08.2014	00.00.0000
016431	0040007490	11.08.2014	QAP	6503-51	Level 5 Diploma in Teaching English: Literacy	Application received	n/a	n/a	n/a	n/a	n/a
016431	0040007491	11.08.2014	CAP	6560-02	Level 2 NVQ Certificate in Wall and Floor Tiling (Construction)	Application stopped	n/a	n/a	n/a	n/a	n/a

The reference number for your application. Quote if you need to contact us. Click to open the application form you submitted

(See Online Forms section for details)

The type of application: Centre Approval (CAP) or Qualification Approval (QAP) or EPA Application (EPA)

The status of your application.

(See next pages for an explanation of each status)

The status of the approval activity (if required)

(See next pages for an explanation of each status)

Date when the QAPv was submitted

Your approval or EPA application status

The table below lists all the different statuses for your Centre and Qualification Approval or EPA Applications and what they mean to you

Application status	Meaning
Application received	We have received your EPA application, but we have not started to process it yet
Approval visit in progress	A Centre/qualification approval visit or remote approval activity is being arranged/carried out
Application processed <i>(only for qualification approvals)</i>	Your qualification approval application has been processed. Please note this could either be approved or rejected. The Quality team will be in touch with you to inform you of the outcome
EPA Approved	Your EPA application has been processed successfully (C&G UK and ILM only) Please note: At this point, successful EPA applications will transfer to City & Guilds dedicated EPA service. Please visit City & Guilds EPA Service page for full details and resources.
Application stopped	Your application has been stopped by us, or at your request
Application on hold	Your application has been put on hold by us, or at your request
Credit check in progress <i>(only for Centre approvals and EPA)</i>	Our Finance department is completing the credit check and processing the payment of your Centre approval fee (fee not applicable to EPA)
Credit check approved / rejected <i>(only for Centre approvals and EPA)</i>	Your credit check has been successful. The Quality team will allocate an EQA to organise an approval activity (activity not applicable to EPA)
Credit check rejected <i>(only for Centre approvals and EPA)</i>	Your credit check has been unsuccessful. The Quality or EPA Applications team will be in touch with details of how to proceed

Your approval activity status (not applicable to EPA)

Not every qualification approval application will require an approval activity. If it does, it can be either a visit or a remote activity. EPA will never have an approval activity. If we do organise an activity, it will be identified on the table with a reference number (800xxxxxxx). The status of the activity will be displayed as follows:

Application status	Meaning
Centre application approved / rejected <i>(only for Centre Approvals)</i>	Your Centre approval application has been approved / rejected
Rejected	Your approval application has been rejected. The Quality Team will be in touch with you with details of how to proceed
Consultant/EV assigned	An EQA has been allocated, and they will contact you to schedule a date
Visit Scheduled	You have agreed an activity date with the EQA
Consultant/EV Report submitted	The qualification approval report (QAPv) is ready to view
Consultant/EV Reallocation	Occasionally, we may need to reallocate an activity to a different EQA. If that happens, you may see this status temporarily

The screenshot shows the 'Quality' section of the portal. The navigation bar includes 'Home', 'Catalogue', 'Data services', 'Quality', 'Reports', and 'Settings'. The 'Quality' section is active, showing a search area and a table of qualifications. The search area has four numbered callouts: 1. 'Show me: My Qualifications' dropdown; 2. 'For Centre' dropdown menu; 3. 'For Awarding org' dropdown menu; 4. 'Search' button. The table below has columns: Product Code, Qualification Description, Approved Date, Last Registration Date, Last Certification Date, Consultant/EV Name, and Approval Status. A 'Download' button is located at the bottom right of the table area.

This is the number the system assigned to your centre (as opposed to your National Centre Number)

This is your National Centre (or customer) Number

Customer Number	Centre Number	Centre Name
0001062425	145789	AP College

Qualifications

Product Code	Qualification Description	Approved Date	Last Registration Date	Last Certification Date	Consultant/EV Name	Approval Status
0340-03	Level 3 Advanced National Certificate in Agriculture	20.06.2013	31.12.2010	31.12.2013	J Clark	Low (Full Approval)
0735-02	Level 4 NVQ in Waste Management Operations: <i>Masonry, Landfill Use</i>	20.06.2013	15.04.2011	31.12.2013	J Clark	Approval withdrawn
0340-04						
0735-03						

View details of your approved qualifications. Use the scroll bar along the right-hand side of the table to move down the list

See next page for an explanation of the content of each column

Click to download the list of qualifications in MS Excel format

Download

View and download a list of all your approved qualifications, with their statuses and allocated EQAs

- 1 Choose **My Qualifications**
- 2 Choose **centre number** from dropdown menu. This only applies if you have access to multiple centre numbers or satellites sites
- 3 Select either 'City & Guilds' or 'ILM', or 'CGLI International' for International customers
- 4 Click **Search**

Centre portal Activity planner Online forms

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:
My Qualifications

For Centre: 145789 AP College

For Awarding org: City & Guilds

Search

Quality Ratings

Customer Number	Centre Number	Centre Name
0001062425	145789	AP College

Qualifications

Product Code	Qualification Description	Approved Date	Last Registration Date	Last Certification Date	Consultant/EV Name	Approval Status
0340-03	Level 3 Advanced National Certificate in Agriculture	20.06.2013	31.12.2010	31.12.2013	J Clark	Low (Full Approval)
0735-02	Level 4 NVQ in Waste Management Operations: Managing Landfill Non-hazardous Waste	20.06.2013	15.04.2011	31.12.2013	J Clark	Approval withdrawn
0340-93	Level 3 Advanced National Certificate in Agriculture	20.06.2013	31.12.2010	31.12.2013	J Clark	Low (Full Approval)
0735-01	Level 4 NVQ in Waste Management Operations: Managing Landfill Hazardous Waste	20.06.2013	15.04.2011	31.12.2013	J Clark	High (No Registration or Certification)

Qualification details

Date your application was successful

Last Registration and Last Certification date, according to our Catalogue

Your allocated EQA for this qualification (not applicable to EPA)

Your approval status for this qualification
(See next page for an explanation of each status)

Your qualification approval status

This table lists the different statuses for your Qualification Approvals and what they mean to you

Approval status	Meaning
C&G - Low (Full Approval) ILM - 00 Direct Claim No Action Plan ILM - 01 Direct Claim with Act. Plan	You can register and certificate for this qualification.
C&G - Medium (Registration only) ILM - 02 EV Signature Required	You can register, but you cannot certificate for this qualification
C&G - High (No Registration or Certification) ILM - 3a Suspend Registrations ILM - 3b Suspend Certifications	C&G - You can neither register nor certificate for this qualification ILM - You have either registrations or certifications suspended.
C&G - Qualification Approval Rejected	Your qualification approval application was unsuccessful, and you have not been approved to run this qualification
C&G - Approval withdrawn ILM - 04 Withdraw Programme Approval	Your approval has been withdrawn by the Quality Team
C&G - Application withdrawn	You have told us you no longer want to go ahead with your approval application
C&G - Approval lapsed (no activity)	There have been no registrations/certifications on this qualification for two years, so your approval has expired. You need to contact the Quality Team to discuss how to re-activate it if you wish to do so

6. My quality assurance activities

↑
Catalogue
Data services
Quality
Reports
Settings

Centre portal
Activity planner
Online forms

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Quality Assurance Visits 1

For Centre: All Centres 2

For period * last week 3

Or From * 01.06.2013 To 30.09.2013 4

For Awarding org: City & Guilds 4

Search 5

Activity Details

Centre Note	Attach Docs	Reference Number	Activity Type	Status	Centre	Planned activity date	Actual activity date	Date Report Submitted
■	■	8000043980	Systems Visit	Visit Scheduled	145789	17.07.2013	24.07.2013	00.00.0000
■	■	8000043982	Sampling 2377	CA2 sent to Consultant	145789	20.06.2013	21.06.2013	00.00.0000
■	■	View details of your activities. You can sort the data by clicking on any column header						
■	■	See next page for an explanation of the content of each column						
■	■	Note: This screen will only show activities with a Planned Activity Date from 01.09.2013 onwards						
■	■	8000043997	Sampling 2391-01	PA1 received	145789A	18.06.2013	17.07.2013	00.00.0000
■	■	8000044037	Sampling visit 0753	CA1 received	145789	24.07.2013	24.07.2013	00.00.0000
■	■	8000044061	Sampling 0666-01	In Process with Consultant/EV	145789	31.07.2013	00.00.0000	00.00.0000
■	■	8000044029	Standardisation of assessment practice	Report in progress	145789	27.08.2013	30.08.2013	30.08.2013
■	■	8000044101	Sampling 0735-01, 0735-02	Report in progress	145789	27.08.2013	30.08.2013	30.08.2013

Click on the reference number to open a form related to each activity.

(See Online Forms section for details)

- 1 Choose **My Quality Assurance Activities**
- 2 Choose **centre number** from dropdown menu
- 3 Specify time **period** for the **Planned Activity Date**
- 4 Select either 'City & Guilds' or 'ILM', or 'CGLI International' for International customers
- 5 Click **Search**

View your past and future quality assurance Activities. This is not applicable to EPA

↑
Catalogue
Data services
Quality
Reports
Settings

Centre portal Activity planner Online forms

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Quality Assurance Visits

For Centre: All Centres

For period * last week

Or From * 01.06.2013 To 30.09.2013

For Awarding org: City & Guilds

Search

Activity Details

Centre Note	Attach Docs	Reference Number	Activity Type	Status	Centre	Planned activity date	Actual activity date	Date Report Submitted
		8000043980	Systems Visit	Visit Scheduled	145789	17.07.2013	24.07.2013	00.00.0000
		8000043982	Sampling 2377	CA2 sent to Consultant	145789	20.06.2013	21.06.2013	00.00.0000
		8000043984	Remote Sampling 7462	CA2 sent to Consultant	145789	12.06.2013	27.06.2013	00.00.0000
		8000043991	Generic Advisory Visit	Report Completed	145789	28.06.2013	20.06.2013	20.06.2013
		8000043992	Systems Advisory Visit	Report Completed	145789	08.08.2013	20.06.2013	20.06.2013
		8000043993	Senior/Prof Recognition Award Monitoring	PA1 received	145789	28.06.2013	20.06.2013	00.00.0000
		8000043996	Standardisation of assessment practice	Visit Scheduled	145789	13.09.2013	20.06.2013	00.00.0000

Centre number for which the activity was scheduled

Click to add a note or attachment. Please note that these will be visible to the Quality Team, but not to your EQA. Please note: **do not** use this function to add attachments to the CA2. This functionality is within the form itself

Reference number for the activity

 Click to open the CA2, PA1 or CAR related to the activity

(See Online Forms section for details)

Brief description of the activity, as entered by the Quality Team

Date suggested by the Quality Team

Date agreed between you and the EQA

Date the CAR was submitted

The status of this activity
(See next page for details.)

Activity status

This table lists the different statuses for your Activities and what they mean to you

Activity status	Meaning
In Process with Consultant/EV	An EQA has been instructed to carry out this activity. He/she will contact you to agree a date
Visit Scheduled	An activity date has been agreed between you and your EQA. If the activity does not involve sampling, there is nothing else for you to do until the day of the activity. For sampling activities, you will have been emailed the CA1 with the details of the activity. You now need to submit a CA2 form online. The CA2 due by date is stated in the CA1 (<i>See Online Forms section for details</i>)
CA2 sent to Consultant (Only applicable to sampling activities)	You have submitted a CA2 form. The EQA now needs to submit a PA1 form online
PA1 received (Only applicable to sampling activities)	The EQA has submitted a PA1 form online. You can view it by going to the Online Forms tab, and using the reference number for the activity (800xxxxxx). (<i>See Online Forms section for details</i>)
Report in Progress	The EQA has submitted the Centre Activity Report (CAR) and the Quality Team is currently reviewing it. The Report is not available for you to view at this stage
Report Completed	The Quality Team has processed the Centre Activity Report (CAR) and it is now available for you to view. You can do this by clicking on the reference number for the activity (800xxxxxx). (<i>See Online Forms section for details</i>)
Consultant/EV Reallocation	Occasionally, we may need to reallocate an activity to a different EQA. If that happens, you may see this status temporarily

Centre portal Activity planner Online forms

[Home](#)
[Catalogue](#)
[Data services](#)
[Quality](#)
[Reports](#)
[Settings](#)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Centre Updates 1

For Centre: All Centres 2

For period * last year 3

Or From * To

For Awarding org: City & Guilds 4

Search 5

My Centre Updates

Transaction ID.	Description	Current Status	Submission Date	Centre
0600000541	CENTRE UPDATE FORM RECEIVED	Being Processed	20.06.2013	145789A
0600000515	CENTRE UPDATE FORM RECEIVED	Being Processed	25.06.2013	145789
0600000499	CENTRE UPDATE FORM RECEIVED	Update Complete	19.06.2013	145789
0600000540	CENTRE UPDATE FORM RECEIVED	Being Processed	19.06.2013	145789
0600000514	CENTRE UPDATE FORM RECEIVED	Being Processed	24.06.2013	145789

A list of your submitted Centre Updates will appear here

See next page for an explanation of the content of each column

<p>1 Choose My Centre Updates</p>	<p>3 Specify a time period for the date when the update was submitted</p>
<p>2 Choose centre number from dropdown menu. This only applies if you have access to multiple centre numbers or satellite sites</p>	<p>4 Select either 'City & Guilds' or 'ILM', or 'CGLI International' for International customers</p>
	<p>5 Click Search</p>

View details of any **Centre Update forms** you have submitted

Centre portal Activity planner Online forms

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Centre Updates

For Centre: All Centres

For period * last year

Or From * To

For Awarding org: City & Guilds

Search

My Centre Updates

Transaction ID.	Description	Current Status	Submission Date	Centre
0600000541	CENTRE UPDATE FORM RECEIVED	Being Processed	20.06.2013	145789A
0600000515	CENTRE UPDATE FORM RECEIVED	Being Processed	25.06.2013	145789
0600000499	CENTRE UPDATE FORM RECEIVED	Update Complete	19.06.2013	145789
0600000540	CENTRE UPDATE FORM RECEIVED	Being Processed	19.06.2013	145789
0600000514	CENTRE UPDATE FORM RECEIVED	Being Processed	24.06.2013	145789

The centre number for which you submitted the update

The reference number for your centre update. Click to open the submitted form
(See Online Forms section for details)

Standard (system generated) description

The date when you submitted your update

The status of the update. Options are:

- Being Processed
- Update Complete

Access online forms

Method 1

Click on the reference number for an activity, approval visit or remote activity, CAP / QAP application or submitted Centre Update.

This method is **recommended in most cases**.

Centre Note	Attach Docs	Reference Number	Activity Type
<input type="checkbox"/>	<input type="checkbox"/>	8000043980	Systems Visit
<input type="checkbox"/>	<input type="checkbox"/>	8000043982	Sampling 2377

'Online Forms' will appear on the right-hand side of the screen. The Reference No and form type will be pre-populated.

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose:

Customer No.:

Reference No.:

Online Forms

Method 2

Click on the Online Forms tab. Use this method for:

- Submitting a CAP / QAP
- Submitting an EPA application (C&G UK and ILM only)
- Submitting a Centre Update

Centre portal Activity planner **Online forms**

Search

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose:

Centre:

(or)

Reference No.:

Online Forms

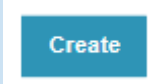
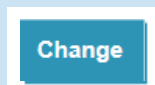
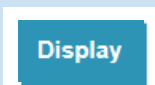
Online Forms allows you to view and submit applications (QAP) and centre updates (CI).

The Centre Activity Report (CAR) is the report generated by the Consultant or Examinations Auditor. Unlike several different forms. The CAR you will use will depend on the nature of the quality assurance activity.

Please see below for a description of each form:

- Centre Activity Report 1 - is used for exam audits
- Centre Activity Report 2 - is used for senior / professional recognition
- Centre Activity Report 3 - is used for

Create / change / display

Action	What it does	When you can use it
	Opens a new blank form for you to fill in for the first time	You can create or change the following form types: <ul style="list-style-type: none"> • A Qualification Approval form (full access users) • An EPA application form (full access users) • A Centre Update form (full access/admin users) • A sampling form CA2 (full access/admin users)
	Opens a form you have been working on and that you have saved, but not submitted Use this button to re-open the form and continue working on it until you are ready to submit	
	Opens a form in read-only mode, so you can view it and print it, but you cannot make any changes or submit it This is the button you use to display forms submitted by your EQA	You can display any submitted form for your centre, including those submitted by an EQA or by another centre user

Search

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose Select

Customer No. 145789 AP College

(or)

Reference No.

Create
Change
Display

Choose an action, depending on what you want to do. The actions available to you will depend on the form type you've chosen, and your level of access

See table on the right for details

Create / change / display

The screenshot shows the 'Quality' tab in the portal. The 'Online forms' section is active, displaying a search interface on the left and the 'Form QAP' details on the right. A callout points to a search field toggle icon, stating: 'Click here to hide/display the search fields. This will allow you to maximise the width of your screen to display the form'. Another callout points to the form content, stating: 'The selected form will appear on this side of the screen'. The form includes a search bar, filters for 'Qualification Approval' and '145789 AP College', and buttons for 'Create', 'Change', and 'Display'. The form title is 'Form QAP' and it provides instructions for completion based on the user's location (UK, International, or ILM). A 'Save' button is visible on the left side of the form.

Search

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose: Qualification Approval

Centre: 145789 AP College

(or)

Reference No.:

Create **Change** **Display**

Form QAP

This form is to be completed with reference to the following documents:

For City & Guilds UK centres: Our Quality Assurance Requirements and the Supporting Customer Excellence Centre Manual.

For City & Guilds International centres: The International Centre Manual.

For ILM centres: Our Quality Assurance Requirements and the ILM customer handbook.

Fields are mandatory unless otherwise stated.

Section 1 Contact details

Centre name: AP College

Centre number: 145789

1.3 Centre contact name: Please select

1.4 Email address*:

1.5 Telephone number*: 02072942468

1.6 Website: www.apcollege.com

* Please use the most appropriate contact email address and telephone number for City & Guilds / ILM to use in the event of a

Save / submit / print

City & Guilds - Supporting Customer Excellence Manual

City & Guilds - Guidance on internal quality assurance

Equal opportunities policy and monitoring

Records of City & Guilds Centre Update form

City & Guilds - Access to assessment and qualifications

Appeals and complaints procedure

Examination Procedures and Staff Awareness

activities

assessment

document

guidance

examination

You may wish to submit documentary evidence in an electronic format

Delete? **Documentary evidence**

Browse...

Add New Delete

Save Submit Print



Save

A Save button 'follows' you as you scroll down through the form

Scroll down to the end of the form to find the **Save**, **Submit** and **Print** options. Not all three buttons will be available at all times; it depends on the form type you are looking at, and how you opened it

See table on next page for details.

Save / Submit / Print

<p>Save</p>	<p>Use this button to save the form you've been working on, without submitting it. This allows you to come back to it at a later stage to continue working on it.</p> <p>We strongly encourage you to save as you go along, to ensure you don't lose any data.</p> <p>Whenever you save the form, you will see a confirmation message like the one on the right. Re-open the form in 'Change' mode and continue working on it.</p> <p>Please note, the Save button will not be available if you open the form in 'Display' mode.</p>	 <p>Your form has been saved.</p> <p><i>Don't forget you still need to submit the form once it is complete. To do this, go back to the form and click 'Change' to edit it.</i></p>
<p>Submit</p>	<p>Use this button when you are ready to submit the form. Forms can only be submitted once. If you submit a form in error, please contact the Quality Team.</p> <p>If the form was submitted successfully, you will see a confirmation page like the one on the right, with a brief description of what to do/expect next.</p> <p>If you do not see the confirmation screen, it means the form has not been submitted. Scroll through the form to find errors highlighted in red print. Make the necessary changes and try to submit again.</p>	 <p>Your form has been submitted</p> <p>What happens next <i>Your managing office/customer service co-ordinator will process your request.</i></p>
<p>Print</p>	<p>Use this button to print a copy of the form at any time. Remember always to set paper orientation to landscape, in order fit the whole form on the page.</p> <p>You can print to a printer, or you can create an electronic copy (e.g. PDF/Microsoft XPS)</p>	

Example 1: submitting a QAP form (1/2)

1 Click on the **Online forms** tab

2 Choose form type **Qualification Approval**

3 **Centre No** will be pre-populated, or choose from dropdown menu if you have more than one

4 Click **Create**

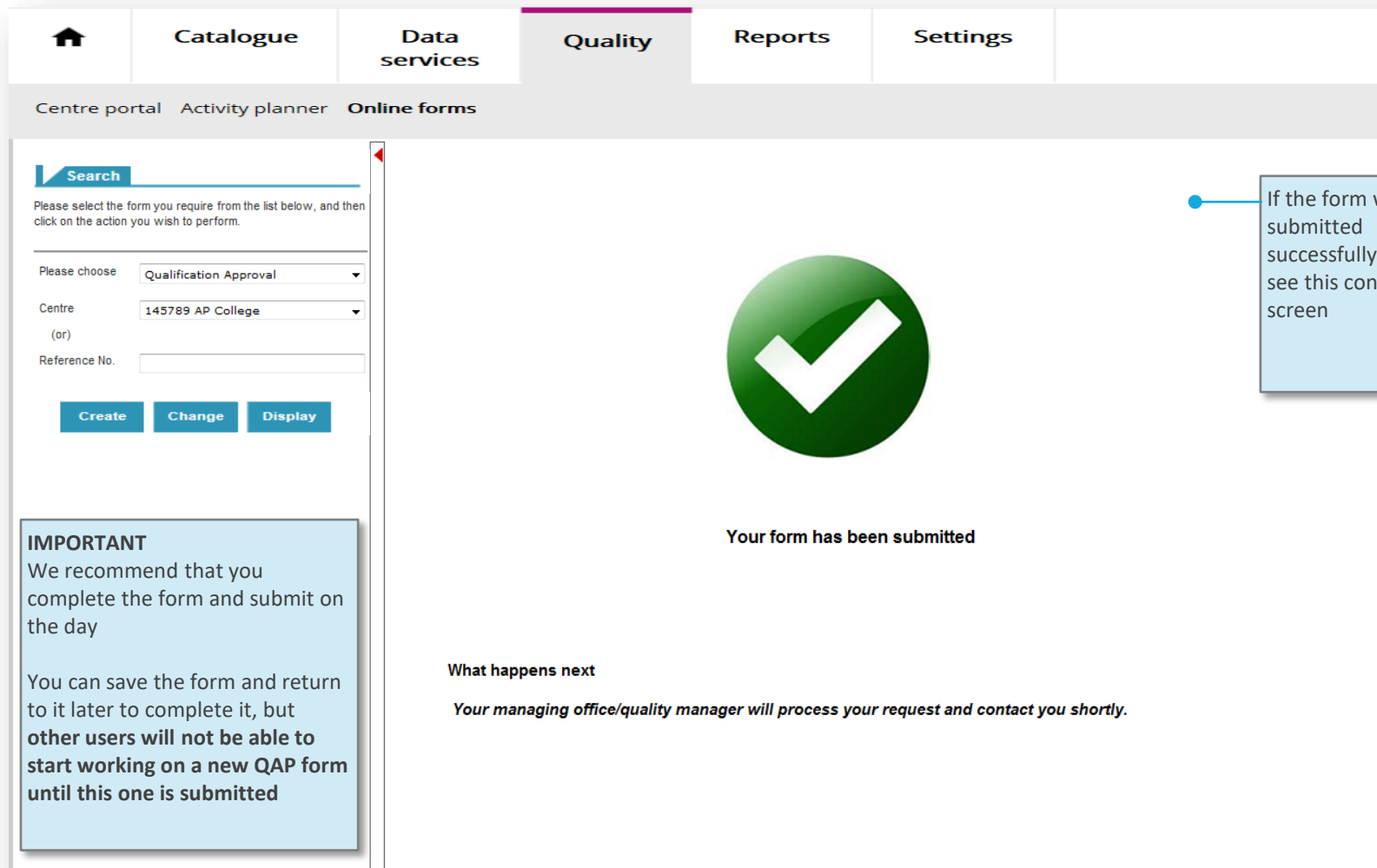
5 Complete the form. **Save** as you go along. You will see a confirmation message each time you save

5 Save

6 Submit

1	Click on the Online Forms tab
2	Choose form type Qualification Approval
3	Centre No will be pre-populated, or choose from dropdown menu if you have more than one
4	Click Create
5	Complete the form. Save as you go along. You will see a confirmation message each time you save
6	Submit when the form is ready

Example 1: submitting a QAP form (2/2)



Home Catalogue Data services **Quality** Reports Settings

Centre portal Activity planner **Online forms**

Search

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose

Centre


(or)

Reference No.

IMPORTANT
We recommend that you complete the form and submit on the day

You can save the form and return to it later to complete it, but **other users will not be able to start working on a new QAP form until this one is submitted**

CONFIRMATION



Your form has been submitted

What happens next

Your managing office/quality manager will process your request and contact you shortly.

If the form was submitted successfully, you will see this confirmation screen

Example 2: Viewing a submitted qualification approval (QAP) form – (1/3)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Approval Applications 1

For Centre: All Centres

For period * last year

Or From * To

For Awarding org: City & Guilds

Search

My Approval Applications

Approval applications						
Centre	Ref No.	Submission Date	Type	Qualification No.	Qualification Description	Status
016431	0040007420 2	27.06.2014	QAP	6774-14	Level 4 Diploma in Insurance	Application processed
016431	0040007460	24.07.2014	QAP	4430-01	Level 1 NVQ Certificate in Customer Services	Application processed
016431	0040007470	11.08.2014	QAP	6502-93	Level 3 Award in Education and Training (unit route)	Application processed
016431	0040007480	11.08.2014	QAP	6502-97	Level 5 Diploma in Education and Training (unit route)	Approval visit in progress
016431	0040007490	11.08.2014	QAP	6503-51	Level 5 Diploma in Teaching English: Literacy	Application received
016431	0040007491	11.08.2014	CAP	6560-02	Level 2 NVQ Certificate in Wall and Floor Tiling (Construction)	Application stopped

1 Go to **My Approval Applications** and search. *Please remember to select the correct Awarding Organisation and a suitable date range.*

2 Locate the approval application form you wish to display and click on the reference number (400)

Please note: there will be one line for each qualification included in a single application; all with the same reference number (400)

Example 2: Viewing a submitted qualification approval (QAP) form – (2/3)

The screenshot shows the Quality Portal interface. On the left is a search filter section with the following fields:

- Show me: My Approval Applications
- For Centre: All Centres
- For period *: last year
- Or From *: [] To []
- For Awarding org: City & Guilds
- Search button

On the right is a list of forms with the following fields:

- Please select the form you require from the list below, (3)
- Please choose: Qualification Approval (5)
- Centre: [] (4)
- Reference No.: 0040007420 (4)
- Buttons: Create, Change, Display (6)

Below the list is a section titled 'Online Forms' with a shopping cart icon and the text 'Online Forms allows' and 'The Centre Activity P'.

3	The Online Forms screen will open on the right-hand side
4	The reference number for the application and the centre number will be prepopulated
5	The form type Qualification Approval will be pre-selected.
6	Click Display

Example 2: Viewing a submitted qualification approval (QAP) form – (3/3)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:

For Centre:

For period: last year

Or From: To:

For Awarding org:

Qualification Approval (QAP)

Form QAP

This form is to be completed with reference to the following documents:

For City & Guilds UK centres: Our Quality Assurance Requirements and the Supporting Customer Excellence Centre Manual.

For City & Guilds International centres: The International Centre Manual.

For ILM centres: Our Quality Assurance Requirements and the ILM customer handbook.

All fields are mandatory unless otherwise stated.

Section 1 Contact details

1.1 Centre name	<input type="text" value="AP College"/>
1.2 Centre number	<input type="text" value="145789"/>
1.3 Centre contact name	<input type="text" value="Miranda Lang"/>
1.4 Email address*	<input type="text" value="admin@apcollege.com"/>
1.5 Telephone number*	<input type="text" value="02072942468"/>
1.6 Website	<input type="text" value="www.apcollege.com"/>

* Please use the most appropriate contact email address and telephone number for City & Guilds / ILM to use in the event of a query related to this application

Click on **Search** to leave the form and go back to the list of approval activities

The form will display on the right-hand side of the screen, in read-only mode. You can scroll down and click 'Print', if you wish to print a copy

Example 3: Viewing a qualification approval report (QAPV) – (1/3)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: **My Approval Applications**

For Centre: All Centres

For period: last year

Or From: To

For Awarding org: City & Guilds

Search

My Approval Applications

Approval applications							Approval visits (if required)				
Centre	Ref No.	Submission Date	Type	Qualification No.	Qualification Description	Status	Ref No.	Status	Planned Visit date	Actual Visit date	Report submitted date
728875	0040013466	03.02.2014	QAP	6189-11	Level 2 NVQ Diploma in Plumbing and Heating	Application processed	8000041837	Consultant/EV Report Submitted	03.02.2014	03.02.2014	03.02.2014
728875	0040017733	24.01.2014	CAP	6317-30	Level 3 Award in Understanding the Principles and Practices of Assessment	Centre application approved	8000041830	Consultant/EV Report Submitted	24.01.2014	24.01.2014	24.01.2014

- 1 Go to **My Approval Applications** and search
- 2 Locate the approval activity for which you wish to view the QAPV form and click on the reference number. The activity has to be at status 'Consultant/EV Report Submitted'
Please note that there will be one line for each qualification covered by the approval activity, all with the same reference number (800)

Example 3: Viewing a qualification approval report (QAPV) - (2/3)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:

For Centre:

For period * last year

Or From * To

For Awarding org:


Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose:

Centre:

Reference No.:

Online Forms



Online Forms

Online Forms allows you to view and submit a range of forms

The Centre Activity Report (CAR) is the report form that is used for different forms. The CAR you will see during and after an external audit.

Please see below for a description of each:

- Centre Activity Report 1 - is used for
 - exam audits

3	The Online Forms screen will open on the right-hand side
4	The reference number for the activity and the centre number will be prepopulated
5	The form type QAPV Only will be pre-selected
6	Click Display

Example 3: Viewing a qualification approval report (QAPV) - (3/3)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:

For Centre:

For period * last year

Or From * To

For Awarding org:

Search

Consultant's Report

Qualification Approval

Form QAPV

City & Guilds qualification no(s)	Title(s) of qualification
3748-01	Functional Skills English

Service order number	<input type="text" value="8000043835"/>
Centre name	<input type="text" value="AP College"/>
Centre number (if allocated)	<input type="text" value="145789"/>
Address	<input type="text" value="20 Brondesbury Road
NW2 3RT
London
United Kingdom"/>
Telephone number	<input type="text" value="+4420729424683047"/>
Name of Centre Contact	<input type="text" value="Miranda Lang"/>
Name of Consultant	<input type="text" value="J Clark"/>
Date shown on corresponding Form QAP:	<input type="text" value="19.06.2013"/>

The form will display on the right-hand side of the screen, in read-only mode. You can scroll down and click 'Print', if you wish to print a copy

Click on **Search** to leave the form and go back to the list of approval activities

Example 4: submitting a CA2 form - (1/5)

The screenshot shows the Quality Portal interface. At the top, there is a navigation bar with tabs: Home, Catalogue, Data services, Quality (selected), Reports, and Settings. Below this is a sub-navigation bar with links: Centre portal, Activity planner, and Online forms.

The main content area is divided into two sections. On the left is the 'Search' section, which includes a search bar with the text 'My Quality Assurance Visits' and a dropdown arrow. Below the search bar are several filters: 'For Centre' (T71245 International T), 'For period' (last week), 'Or From' (01.10.2019 To 30.10.2021), and 'For Awarding org' (CGLI International). A 'Search' button is located at the bottom of this section.

On the right is the 'Activity Details' section, which contains a table with the following columns: Centre Note, Attach Docs, Reference Number, Activity Type, Status, Planned activity date, Actual activity date, and Date Report Submitted. The table contains four rows of data. The first row is highlighted with a blue box, and a blue circle with the number '2' is placed over the 'Status' column of this row, which is 'Visit Scheduled'.

Centre Note	Attach Docs	Reference Number	Activity Type	Status	Planned activity date	Actual activity date	Date Report Submitted
		8000044940	Sampling Visit Functional Skills	Visit Scheduled	13.10.2020	13.10.2020	00.00.0000
		8000044950	Systems Visit	In Process with Consultant/EV	12.11.2020	00.00.0000	00.00.0000
		8000044951	Sampling Visit IVQ Advanced Diploma	Visit Scheduled	31.10.2020	31.10.2020	00.00.0000
		8000044953	Sampling Remote 8106-21	CA2 sent to Consultant	16.12.2020	16.12.2020	00.00.0000

1 Go to **My Quality Assurance Activities**, set the correct Awarding Organisation, and a suitable time frame, then click **Search**

2 Locate the activity for which you wish to submit a CA2 form and click on the reference number
The activity has to be at 'Visit Scheduled' status

Example 4: submitting a CA2 form - (2/5)

Centre portal Activity planner Online forms

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Quality Assurance Activities

For Centre: All Centres

For period: next year

Or From: To

For Awarding org: City & Guilds

Search

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose: Sampling Form CA2

Centre: 145789 AP College

Reference No.: 8000058123

Create Change Display

Online Forms

Online Forms

Online Forms allows you to view and submit a range of forms, including qualification applications (CU).

The Centre Activity Report (CAR) is the report form that is used by your Quality Consultant/Auditor. Unlike previous single form reports, the CAR has been split into several different forms. The type of report that an external quality assurance activity will depend on the nature of the quality assurance activity.

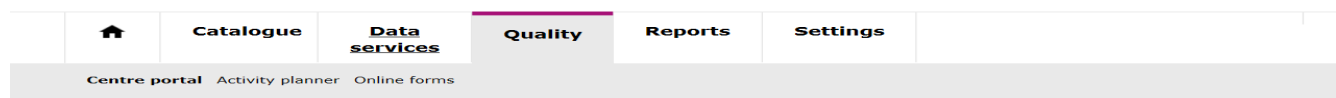
Please see below for a description of each:

Centre Activity Report 1 - is used for

- exam audits

- | | |
|---|--|
| 3 | The Online Forms screen will open on the right-hand side |
| 4 | The reference number for the activity and the centre number will be prepopulated |
| 5 | Select the form type 'Sampling Form CA2' |
| 6 | Click Create |

Example 4: submitting a CA2 form - (3/5)



Form CA2



Centre tracking of assessment and quality assurance

Centre no , ID:

Contact name:

Centre name:

Service Order:

Date of City & Guilds QC , ESC* activity:

*Qualification Consultant / External Verifier, Employer Systems Consultant

All of the information requested below is mandatory.

Select	Document Type	Attachment
<input type="checkbox"/>	Please attach here copies of the tracking plan/internal quality assurance sampling plan for the qualification(s) listed.	Browse...
<input type="checkbox"/>	Please tick if you use e-portfolios for these qualifications and if so, please state in the next column which e-portfolios you use.	
<input type="checkbox"/>	Please attach here an up-to-date list of assessors/qualification coordinators/internal quality assurance staff responsible for the qualification(s), indicating their location and how they meet the assessment strategy requirements.	Browse...
<input type="checkbox"/>	Please attach here an up-to-date list of registered & certificated learners, including: qualifications/levels, locations, centre enrolment dates, City & Guilds registration dates and numbers, allocated assessor and internal quality assurance staff names. Alternatively, you can use the pre-populated learner lists below.	Browse...

7	This information will pre-populate
8	Tick as appropriate
9	Attach required documents (one per field)

Please note: You will not be able to submit the form without the attachments required.

For the last item (list of registered/certificated learners), the recommended option is to use the tables further down (see next page) to download pre-populated learner lists from our database. Alternatively, you may choose to attach your own list here. Either way, you must tick the box to indicate you are supplying the information

Example 4: submitting a CA2 form - (4/5)

If you prefer not to upload your own list of registered and certificated learners, you can download pre-populated lists below. This is what you need to do:

1. Click on the 'Download' button to generate the list in Excel format. This will show all the learners registered and certificated in the last 24 months for each qualification.
2. Save it on a local drive.
3. Complete all columns for all relevant learners. Please include any other active learners that may not be listed here.
4. Upload the list using the 'Upload learners' button for each qualification.

Save

Qualification no	Qualification title	Download Learners	Upload learners
3748-01	Functional Skills English	Download	Browse...
3748-02	Functional Skills Mathematics	Download	Browse...
3748-03	Functional Skills Information and Communication Technology (ICT)	Download	Browse...

Please use the table below to include any additional documents you wish to attach.

Delete?	Additional Attachments
<input type="checkbox"/>	Browse...

[Add New](#) [Delete](#)

Additional Comments

Please enter any additional comments here

[Save](#) [Submit](#) [Print](#)

10 You do not need to use these tables if you have attached your own list of registered/certificated learners, as explained in the previous page. Using this option will enable you to download directly from our live database

11 Add any other attachments you may wish to include

12 Add any other comments you may wish to make

13 Save as you go along and submit when the form is ready

Example 4: submitting a CA2 form - (5/5)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:

For Centre:


For period*: next year

Or From*: To

For Awarding org:

Search

Click on **Search** to leave the form and go back to the list of activities



Your form has been submitted

If the form was submitted successfully, you will see this confirmation screen

What happens next

Your Consultant/EV will now prepare a Plan of Activity form (PA1).

Example 5: viewing a plan of activity form (PA1) – (1/3)

The screenshot shows the Quality Portal interface. At the top, there is a navigation bar with tabs: Home, Catalogue, Data services, Quality (selected), Reports, and Settings. Below this is a breadcrumb trail: Centre portal > Activity planner > Online forms.

On the left, there is a search panel titled 'Search'. It contains the following fields and options:

- Define your search by using the criteria below. The fields may change depending upon the selections made.
- Show me: My Quality Assurance Visits (dropdown menu)
- For Centre: T71245 International T. (dropdown menu)
- For period: last week (dropdown menu)
- Or From: 01.10.2019 To: 31.12.2020 (date range)
- For Awarding org: CGLI International (dropdown menu)
- Search button

On the right, there is an 'Activity Details' table with the following columns: Centre Note, Attach Docs, Reference Number, Activity Type, Status, Planned activity date, Actual activity date, and Date Report Submitted. The table contains four rows of data:

Centre Note	Attach Docs	Reference Number	Activity Type	Status	Planned activity date	Actual activity date	Date Report Submitted
[Redacted]	[Redacted]	8000044940	Sampling Visit Functional Skills	PA1 received	13.10.2020	13.10.2020	00.00.0000
[Redacted]	[Redacted]	8000044950	Systems Visit	In Process with Consultant/EV	12.11.2020	00.00.0000	00.00.0000
[Redacted]	[Redacted]	8000044951	Sampling Visit IVQ Advanced Diploma	Visit Scheduled	31.10.2020	31.10.2020	00.00.0000
[Redacted]	[Redacted]	8000044953	Sampling Remote 8106-21	CA2 sent to Consultant	16.12.2020	16.12.2020	00.00.0000

① Go to My Quality Assurance Activities, set the correct Awarding Organisation, and a suitable time frame, then click Search

② Locate the activity for which you wish to view the PA1 form and click on the reference number*

*The activity must be at 'PA1 received' status to enable this.

Example 5: viewing a plan of activity form (PA1) – (2/3)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:

For Centre:

For period: last year

Or From: To:

For Awarding org:

Search

Please select the form you require from the list below, then click on the action you wish to perform.


Please choose:

Customer No.:

Reference No.:

Display

Online Forms



Online Forms

Online Forms allows you to view and submit a range of forms, including qualification approval (CU).

The Centre Activity Report (CAR) is the report form that is used by your Quality Consultant. Unlike previous single form reports, the CAR has been split into several different forms. The quality assurance activity will depend on the nature of the quality assurance activity undertaken.

Please see below for a description of each:

Centre Activity Report 1 - is used for

- exam audits

Centre Activity Report 2 - is used for

- senior / professional recognition award monitoring activity

③	The Online Forms screen will open on the right-hand side
④	The reference number for the activity and the centre number will be pre-populated
⑤	Select form type Sampling Form PA1
⑥	Click Display

Example 5: viewing a plan of activity form (PA1) – (3/3)

The screenshot shows the Quality Portal interface. The navigation menu includes 'Home', 'Catalogue', 'Data services', 'Quality' (selected), 'Reports', and 'Settings'. Below the menu, there are tabs for 'Centre portal', 'Activity planner', and 'Online forms'. The search sidebar on the left contains the following fields:

- Show me: My Quality Assurance Activit
- For Centre: All Centres
- For period: last year
- Or From: [] To: []
- For Awarding org: City & Guilds

A callout box points to the 'Search' button with the text: "Click on Search to leave the form and go back to the list of activities".

The main content area displays 'Form PA1' and 'Plan of *QC, ESC activity'. The form details are as follows:

- 1. To:
 - Contact name: June Lang
 - Centre no, ID: 321489
 - Service Order: 8000001827
 - Position: Quality Assurance Co-ordinator
 - Centre name: Training Centre for UK1
 - Site, address: 12 william street, London, ED9 9RF, United Kingdom
- 2. From: Qualification Consultant / External Verifier, Employer Systems Consultant

A callout box points to the form content with the text: "The form will display on the right hand side of the screen, in read-only mode. You can scroll down and click 'Print', if you wish to print a copy".

Example 6: viewing a centre activity report (CAR) – (1/3)

The screenshot shows the Quality Portal interface. The top navigation bar includes 'Home', 'Catalogue', 'Data services', 'Quality', 'Reports', and 'Settings'. Below this is a breadcrumb trail: 'Centre portal > Activity planner > Online forms'. On the left, there is a search panel with the following options:

- Search: My Quality Assurance Visits (highlighted with a blue box and a circled '1')
- For Centre: All Centres
- For period: last year
- Or From: [] To: []
- For Awarding org: City & Guilds
- Search button

The main area displays 'Activity Details' as a table with the following columns: Centre Note, Attach Docs, Reference Number, Activity Type, Status, Centre, Planned activity date, Actual activity date, and Date Report Submitted. The table contains 10 rows of activity data. The row with Reference Number 8000043991 is highlighted with a blue box and a circled '2'. This row has the status 'Report Completed'.

Centre Note	Attach Docs	Reference Number	Activity Type	Status	Centre	Planned activity date	Actual activity date	Date Report Submitted
		8000043980	Systems Visit	Visit Scheduled	145789	17.07.2013	24.07.2013	00.00.0000
		8000043996	Standardisation of assessment practice	Visit Scheduled	145789	13.09.2013	20.06.2013	00.00.0000
		8000044029	Standardisation of assessment practice	Report in progress	145789	27.08.2013	30.08.2013	30.08.2013
		8000044101	Sampling 0735-01, 0735-02	Report in progress	145789	27.08.2013	30.08.2013	30.08.2013
		8000043991	Generic Advisory Visit	Report Completed	145789	28.06.2013	20.06.2013	20.06.2013
		8000043992	Systems Advisory Visit	Report Completed	145789	08.08.2013	20.06.2013	20.06.2013
		8000043993	Senior/Prof Recognition Award Monitoring	PA1 received	145789	28.06.2013	20.06.2013	00.00.0000
		8000043997	Sampling 2391-01	PA1 received	145789A	18.06.2013	17.07.2013	00.00.0000
		8000043981	Employer Systems Monitoring Visit	In Process with Consultant/EV	145789	13.03.2013	00.00.0000	00.00.0000
		8000043987	Moderation 3748	In Process with Consultant/EV	145789	02.05.2013	00.00.0000	00.00.0000

① Go to **My Quality Assurance Activities** and search. You can sort by clicking on the column headers.

② Locate the activity for which you wish to view the CAR form and click on the reference number*

*The activity has to be at 'Report Completed' status

Example 6: viewing a centre activity report (CAR) – (2/3)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:

For Centre:

For period * last year

Or From * To

For Awarding org:

Search

Please select the form you require from the list below. **5** then click on the action you wish to perform.

Please choose:

Customer No.:

Reference No.:

3

4

6 **Display**

Online Forms

Online Forms

Online Forms allows you to view and submit a range of forms, including qualification approval (CU).

The Centre Activity Report (CAR) is the report form that is used by your Quality Consultant, S. Unlike previous single form reports, the CAR has been split into several different forms. The quality assurance activity will depend on the nature of the quality assurance activity undertaken.

Please see below for a description of each:

Centre Activity Report 1 - is used for

- exam audits

Centre Activity Report 2 - is used for

- senior / professional recognition award monitoring activity

3	The Online Forms screen will appear on the right-hand side
4	The reference number for the activity and the centre number will be prepopulated
5	The form type will be pre-selected according to the activity
6	Click Display

Example 6: viewing a centre activity report (CAR) – (3/3)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:

For Centre:

For period: last year

Or From * To

For Awarding org:

Search

Centre Activity Report

Systems Visit

Systems Advisory

Section 1 Contact details

1.1 Service Order	8000043992
1.2 Centre Name	AP College
1.3 Centre number	145789
1.4 Centre contact	
- Title	
- First name	Melanie
- Surname	Jones
- Telephone number*	+443047
- Email address*	analia.padin@cityandguilds.com
Consultant Name	J Clark
Type of Activity	Systems Advisory
Date of Activity (dd.mm.yyyy)	20.06.2013



The form will display on the right-hand side of the screen, in read-only mode

You can scroll down and click 'Print', if you wish to print a copy (landscape recommended)

Click on **Search** to leave the form and go back to the list of activities

Example 7: submitting a centre update form - (1/2)

1 Click on the **Online forms** tab

2 Choose form type **Centre Update**

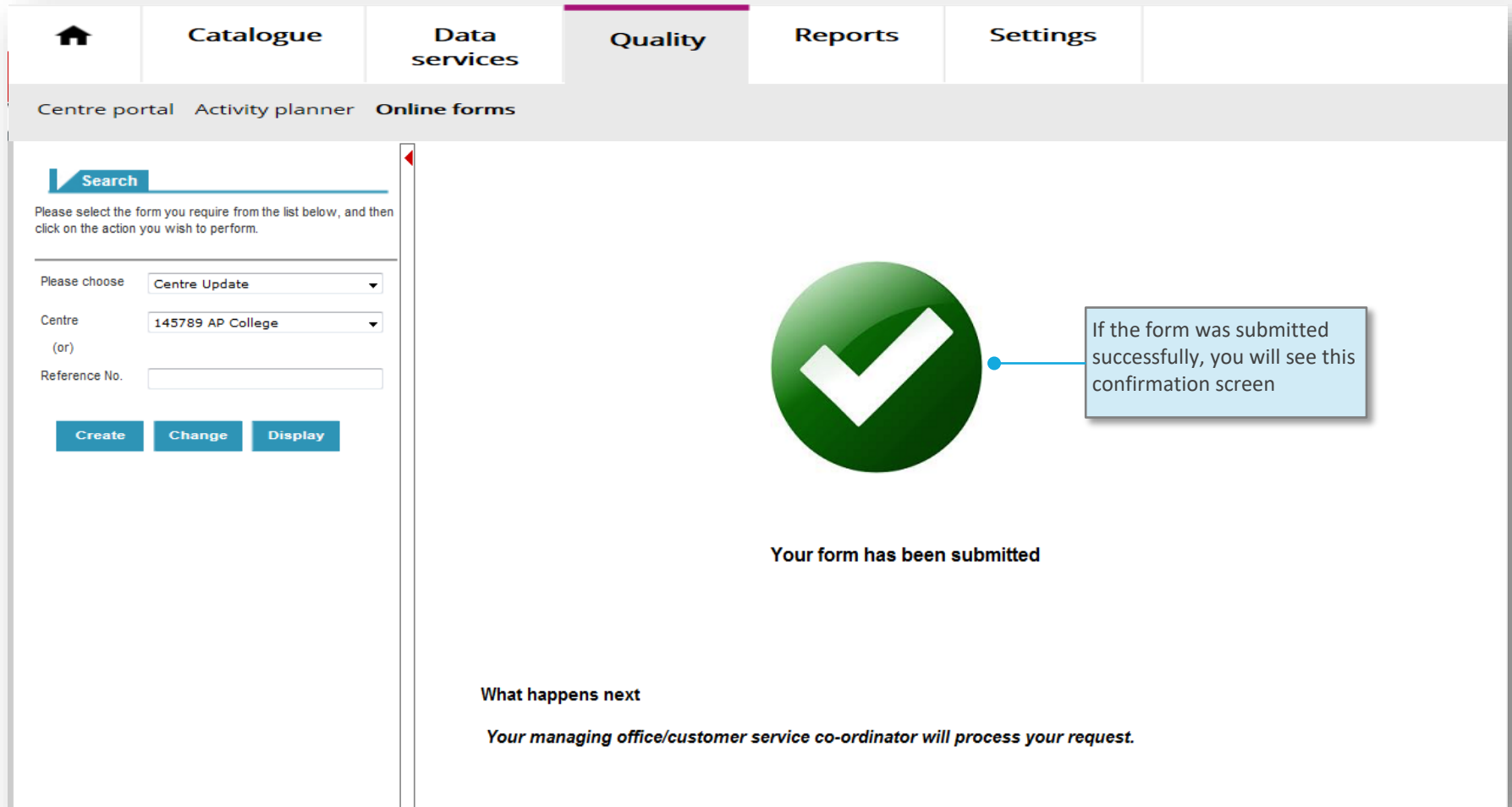
3 **Centre No** will be pre-populated, or choose from dropdown menu if you have more than one

4 Click **Create**

5 Complete the form. Save as you go along. You will see a confirmation message each time you save

6 Submit when the form is ready

Example 7: submitting a centre update form - (2/2)



The screenshot shows the Quality Portal interface. The top navigation bar includes 'Home', 'Catalogue', 'Data services', 'Quality' (highlighted), 'Reports', and 'Settings'. Below this, there are sub-navigation options: 'Centre portal', 'Activity planner', and 'Online forms'. The main content area is divided into a left sidebar and a main panel. The sidebar contains a 'Search' section with a search bar and instructions: 'Please select the form you require from the list below, and then click on the action you wish to perform.' Below the search bar are three dropdown menus: 'Please choose' (set to 'Centre Update'), 'Centre' (set to '145789 AP College'), and '(or) Reference No.' (empty). At the bottom of the sidebar are three buttons: 'Create', 'Change', and 'Display'. The main panel displays a large green circular icon with a white checkmark. To the right of the icon is a light blue callout box with the text: 'If the form was submitted successfully, you will see this confirmation screen'. Below the icon, the text reads: 'Your form has been submitted'. At the bottom of the main panel, there is a section titled 'What happens next' with the text: 'Your managing office/customer service co-ordinator will process your request.'

Example 8: viewing your submitted centre approval (CAP) form – (1/3)

The screenshot shows the search interface on the left and the results on the right. A red box highlights the 'Show me:' dropdown menu, which is set to 'My Approval Applications'. A blue box highlights the 'Type' column in the table, specifically the 'CAP' entry for reference number 0040017733.

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:

For Centre:

For period * last year

Or From * To

For Awarding org:

Search

My Approval Applications

Centre	Ref No.	Submission Date	Type	Qualification No.	Qualification Description
728875	0040013466	03.02.2014	QAP	6189-11	Level 2 NVQ Diploma in Plumbing and Heating
728875	0040017733	24.01.2014	CAP	6317-30	Level 3 Award in Understanding the Principles and Practices of Assessment

① Go to **My Approval Applications** and search

② Locate the centre approval application (CAP) on the list and click on the reference number (00400xxxxx)

Please note that there will be one line for each qualification included in the application, all with the same reference number (00400xxxxx)

Example 8: viewing your submitted centre approval (CAP) form – (2/3)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:

For Centre:

For period: last year

Or From: To:

For Awarding org:

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose:

Centre:

Reference No.:

Online Forms

Online Forms

Online Forms allows you to view and submit a range of forms, including qualification forms.

The Centre Activity Report (CAR) is the report form that is used by your Quality Cons...

Please see below for a description of each:

Centre Activity Report 1 - is used for

- exam audits

- | | |
|---|---|
| 3 | The Online Forms screen will open on the right-hand side |
| 4 | The reference number for the application and the centre number will be prepopulated |
| 5 | Form type Centre Approval will be pre-selected |
| 6 | Click Display |

Example 8: viewing your submitted centre approval (CAP) form – (3/3)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Approval Applications

For Centre: All Centres

For period * last year

Or From * [] To []

For Awarding org: City & Guilds

Search

Centre Approval (CAP)

Form CAP / QAP

This form is to be completed with reference to the following documents:

For City & Guilds UK centres: Our Quality Assurance Requirements and the Supporting Customer Excellence Centre Manual.

For City & Guilds International centres: The International Centre Manual.

The manuals detail the Centre Approval Criteria which must be met and lists possible sources of evidence. The Supporting Customer Excellence Centre Manual is linked to Our Quality Assurance Requirements and appear in this form where appropriate.

For ILM Centres: Links are made to the ILM Customer Handbook, policies and procedures.

All fields are mandatory unless otherwise stated.

This prospective centre intends to apply for approval and in order to do so, understands that it will need to pay the current City & Guilds/ILM centre approval fee.

*You can save the form throughout completion, by clicking on the save button at the bottom of the form.

Section 1 Contact details

1.1 Centre name

1.2 Do you have a company registration number? Yes No

If Yes, please enter the number

City & Guilds

The form will display on the right hand side of the screen, in read-only mode. You can scroll down and click 'Print', if you wish to print a copy.

Quality Portal

9. Activity planner

Screen layout

Click to download data to an Excel spreadsheet and save it to a local drive

Click Activity Planner tab to access

View a list of your planned activities

See following pages for details of how the information is displayed in each column for your activities

View activities planned in the last six months and for the next 12 months

Customer	Centre	Consultant	Product ID	Approval Status	Business Transaction Type	Activity Type	Description		
1062425	145789	145789	J Clark	2377-12	LEVEL 3 CERTIFICATE FOR THE INSPECTION	Not assigned	Sampling Visit / Prof Recognition Visit	External QA Sampling Visit	SAMPLING 2377
			2377-22	CODE OF PRCT. FOR IN-SERVICE INSPECT. ET	Qualification with No Activity	Standardisation/General Advisory Visit	Qualification Advisory	Qualification Advisory	QUALIFICATION ADVISORY
			3748-01	FUNCTIONAL SKILLS ENGLISH	Low (Full Approval)	Sampling Visit / Prof Recognition Visit	External QA Moderation Visit	External QA Moderation Visit	MODERATION 3748
			7462-01	LEVEL 2 CERTIFICATE FOR LEGAL SECRETARIE	Qualification Closed	Sampling Visit / Prof Recognition Visit	External QA Remote Sampling Visit	External QA Remote Sampling Visit	REMOTE SAMPLING 7462
			#	Not assigned	Not assigned	Employer System/Unannounced Visit	Employer Systems Monitoring Visit	Employer Systems Monitoring Visit	EMPLOYER SYSTEMS MON
						Unannounced Visit	Unannounced Visit	Unannounced Visit	UNANNOUNCED SYSTEMS
						Sampling Visit / Prof Recognition Visit	Senior/Prof Recognition Award Monitoring	Senior/Prof Recognition Award Monitoring	SENIOR/PROF RECOGNITIO
						Standardisation/General Advisory Visit	Generic Advisory Visit	Generic Advisory Visit	GENERIC ADVISORY VISIT
							Standardisation of Assessment Practice	Standardisation of Assessment Practice	STANDARDISATION OF AS
						Systems Support Visit	Annual System Visit	Annual System Visit	SYSTEMS VISIT
							Systems Advisory Visit	Systems Advisory Visit	SYSTEMS ADVISORY VISIT

Overall Result

Quality Portal

9. Activity planner

Activity details - (1/2)

Centre portal **Activity planner** Online forms

Download to Excel

Customer [△]	Centre [△]	Consultant [△]	Product ID [△]	Approval Status [△]	Business Transaction Type [△]	Activity Type [△]	
1062425	145789 AP College	J Clark	2377-12	LEVEL 3 CERTIFICATE FOR THE INSPECTION	Not assigned	Sampling Visit / Prof Recognition Visit	External QA Sampling Visit
			2377-22	CODE OF PRCT. FOR IN-SERVICE INSPECT. ET	Qualification with No Activity	Standardisation/General Advisory Visit	Qualification Advisory
			3748-01	FUNCTIONAL SKILLS ENGLISH	Low (Full Approval)	Sampling Visit / Prof Recognition Visit	External QA Moderation Visit
			7462-01	LEVEL 2 CERTIFICATE FOR LEGAL SECRETARIE	Qualification Closed	Sampling Visit / Prof Recognition Visit	External QA Remote Sampling Visit
			#	Not assigned	Not assigned	Employer System/Unannounced Visit	Employer Systems Monitoring Visit
							Unannounced Visit
							Sampling Visit / Prof Recognition Visit
				Standardisation/General Advisory Visit	Generic Advisory Visit		
					Standardisation of Assessment Practice		
					Systems Support Visit	Annual System Visit	
						Systems Advisory Visit	

Continues on next page

①	Customer number, National Centre Number and Centre Name
②	Allocated EQA
③	Qualification number and description
④	Qualification approval status

⑤	Activity type
⑥	This is another way to display the activity type

Activity details - (2/2)

Activity Type [△]	Description [△]	Visit Chargeable [△]	Transaction No. [△]	Planned Start Date [△]	Actual Visit Start Date(Srv.Ord.) [△]	Centre Visit Date(Srv.Ord.) [△]	Number of Activities [△] ⁷
External QA Sampling Visit	SAMPLING 2377	Not Chargeable	8000043982	20.06.2013	21.06.2013	#	1
Qualification Advisory	QUALIFICATION ADVISORY VISIT 4377	Not Chargeable	8000043989	06.03.2013	#	#	1
External QA Moderation Visit	MODERATION 3748	Not Chargeable	8000043987	02.05.2013	#	#	1
External QA Remote Sampling Visit	REMOTE SAMPLING 7462	Not Chargeable	8000043984	12.06.2013	27.06.2013	#	1
Employer Systems Monitoring Visit	EMPLOYER SYSTEMS MONITORING VISIT	Not Chargeable	8000043981	13.03.2013	#	#	1
Unannounced Visit	UNANNOUNCED SYSTEMS VISIT	Not Chargeable	8000043986	14.05.2013	#	#	1
Senior/Prof Recognition Award Monitoring	SENIOR/PROF RECOGNITION AWARD MONITORING	Not Chargeable	8000043993	28.06.2013	20.06.2013	#	1
Generic Advisory Visit	GENERIC ADVISORY VISIT	Not Chargeable	8000043991	28.06.2013	20.06.2013	20.06.2013	1
Standardisation of Assessment Practice	STANDARDISATION OF ASSESSMENT PRACTICE	Not Chargeable	8000043996	13.09.2013	20.06.2013	#	1
Annual System Visit	SYSTEMS VISIT	Not Chargeable	8000043980	17.07.2013	#	#	1
Systems Advisory Visit	SYSTEMS ADVISORY VISIT	Not Chargeable	8000043992	08.08.2013	20.06.2013	20.06.2013	1

7

Activity description, as entered by the Quality Team. This is the description you will see in 'My Quality Assurance Activities'

8

Indicates whether you will be charged for the activity or not

9

Reference number for the activity, as listed in 'My Quality Assurance Activities'

10

The tentative date for when the Quality Team planned the activity. This will be typically the first day of the month

11

The actual activity date agreed between you and the EQA. If this is blank, it's because the date has not been arranged yet

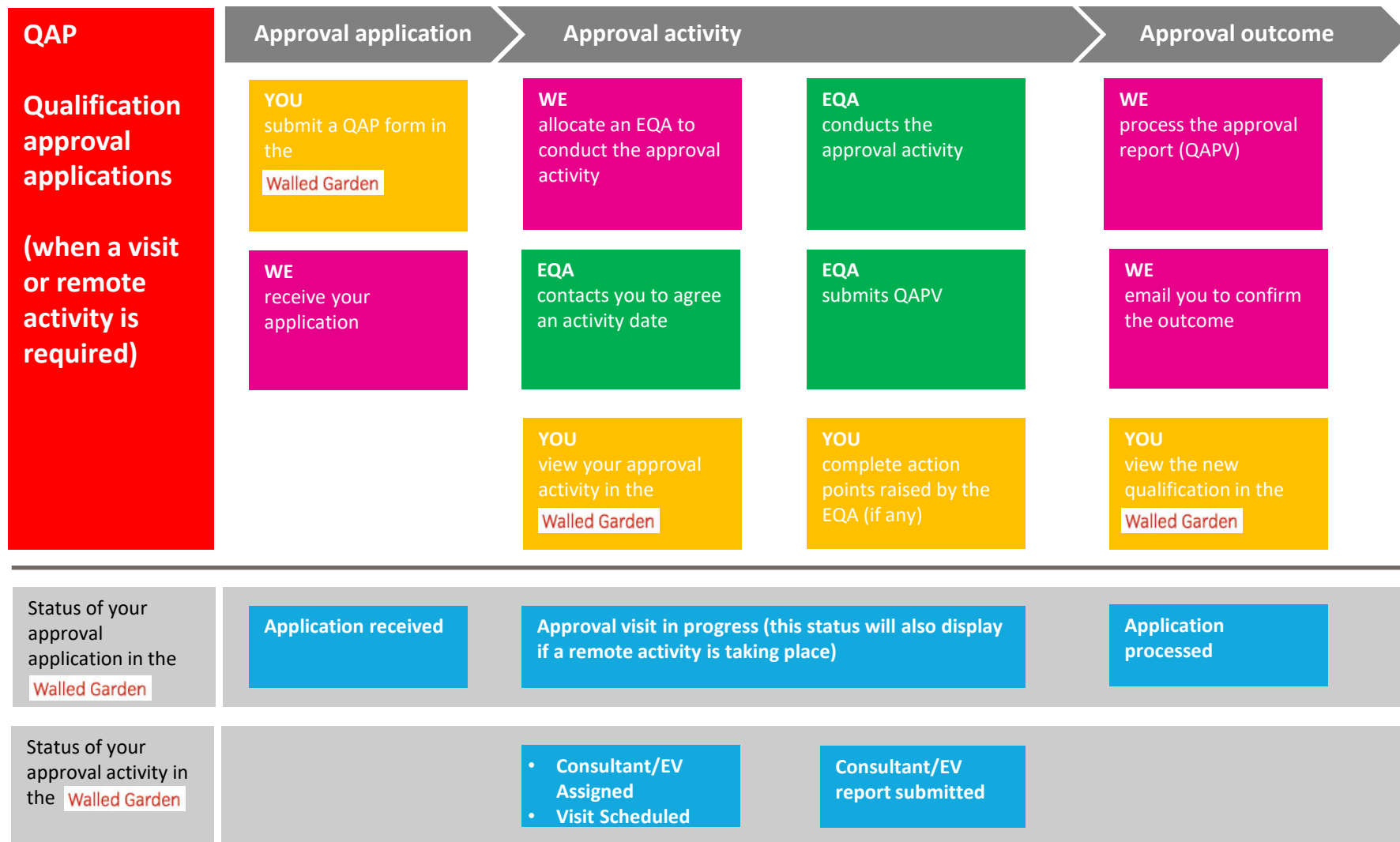
12

The date when the report was submitted (if available)

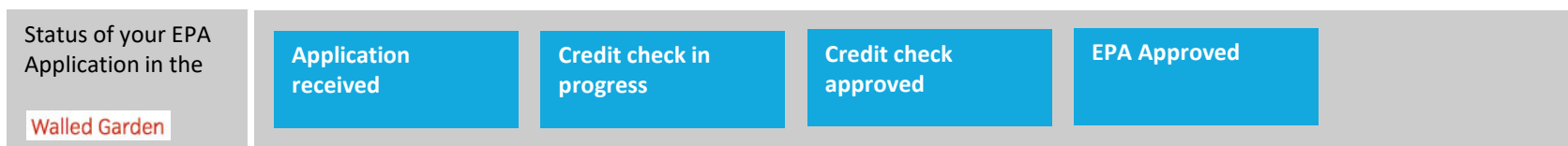
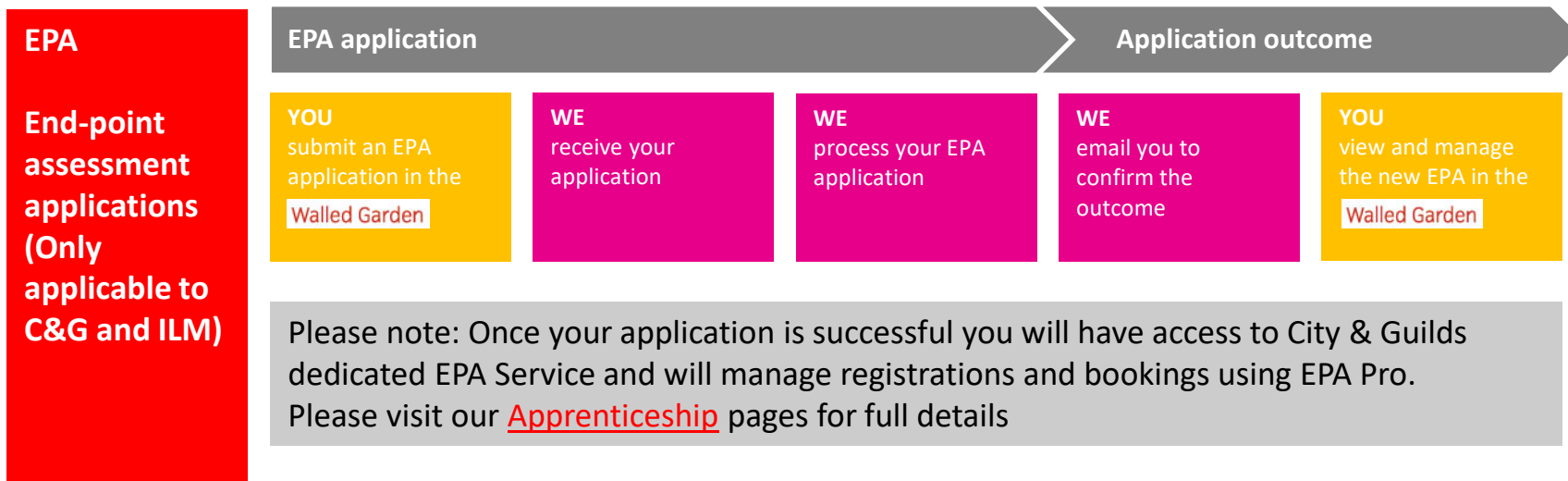
13

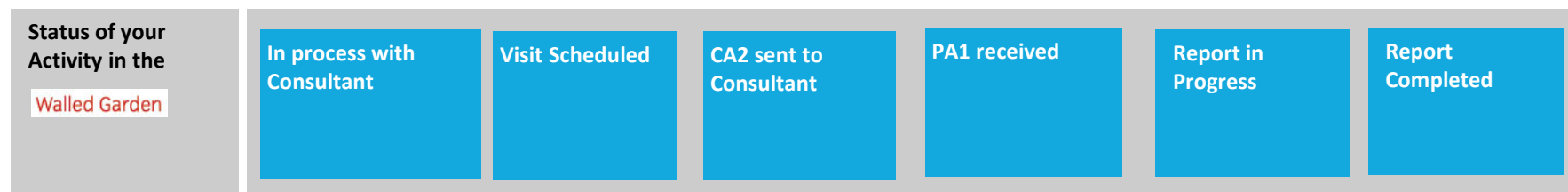
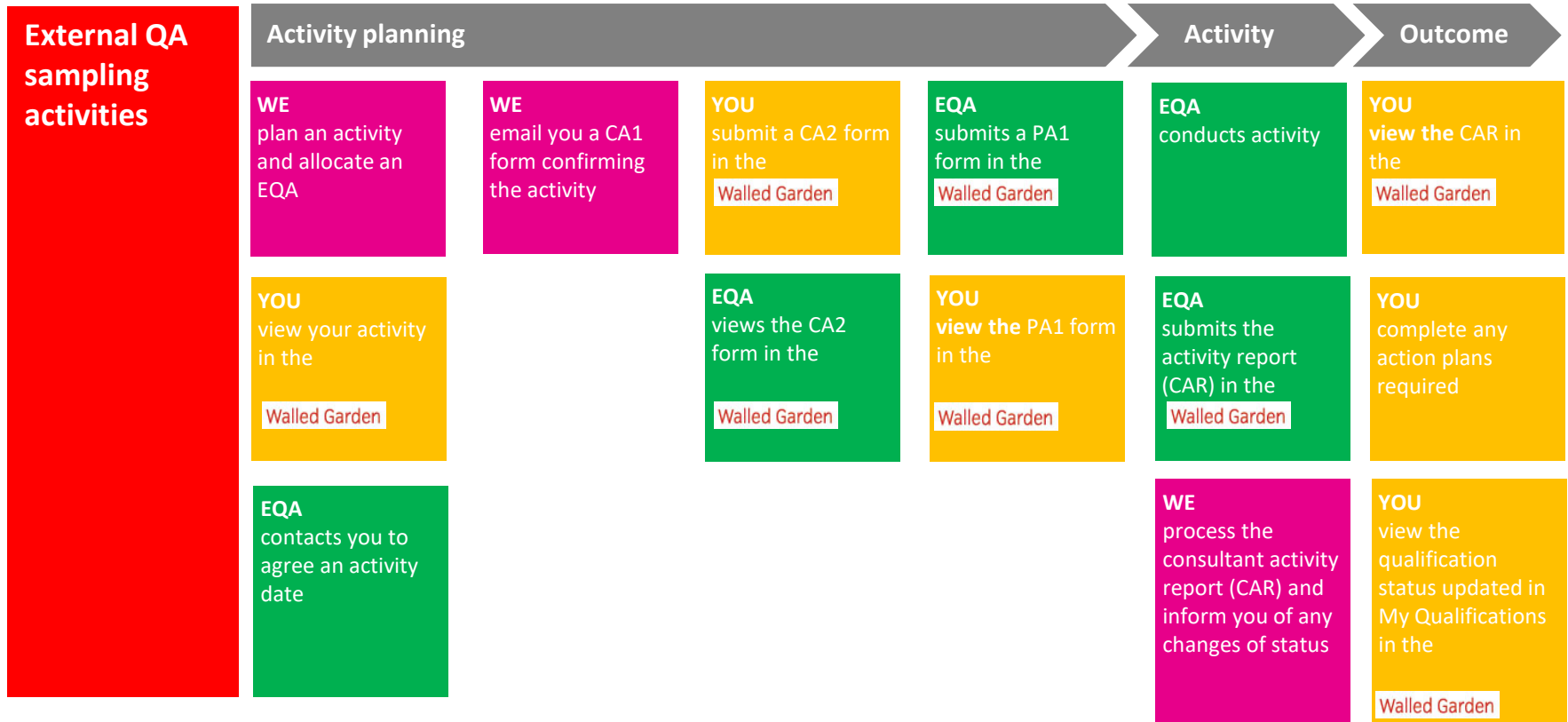
Please ignore

Appendix 1: process overview (1/4)



Appendix 1: process overview (2/4)







Appendix 2: quality add on profiles

There are three different add on profiles for the Walled Garden Quality Portal:

- Full Access
- Admin
- Read-only

The Primary User/s at your centre will set-up your account with the required profile.

The table below summarises the different areas of the portal and the level of access associated with each profile:

	Full Access	Admin	Read-only
My Approval Applications	Yes	Yes	Yes
My Approval Visits	Yes	Yes	Yes
My Qualifications	Yes	Yes	Yes
My Quality Assurance Activities	Yes	Yes	Yes
My Centre Updates	Yes	Yes	Yes
Online Forms	View all forms. Submit all forms.	View all forms. Submit Centre Update and CA2 forms only.	View all forms. No form submission
Activity Planner	Yes	Yes	Yes

