



Moderation Portal

Centre User Guide

Version 5.0 December 2022

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Introduction to the Moderation Portal

Introduction

The Moderation Portal is the online administration platform used to facilitate the submission of marks and evidence and the moderation of the synoptic assignment, centre assessed components and employer involvement.

Candidates for each qualification and cohort for your centre will be prepopulated in the Portal based upon the bookings you have made on Walled Garden.

Centres are responsible for uploading candidate marks, grades and outcomes as well as the correct sample of evidence for moderation.

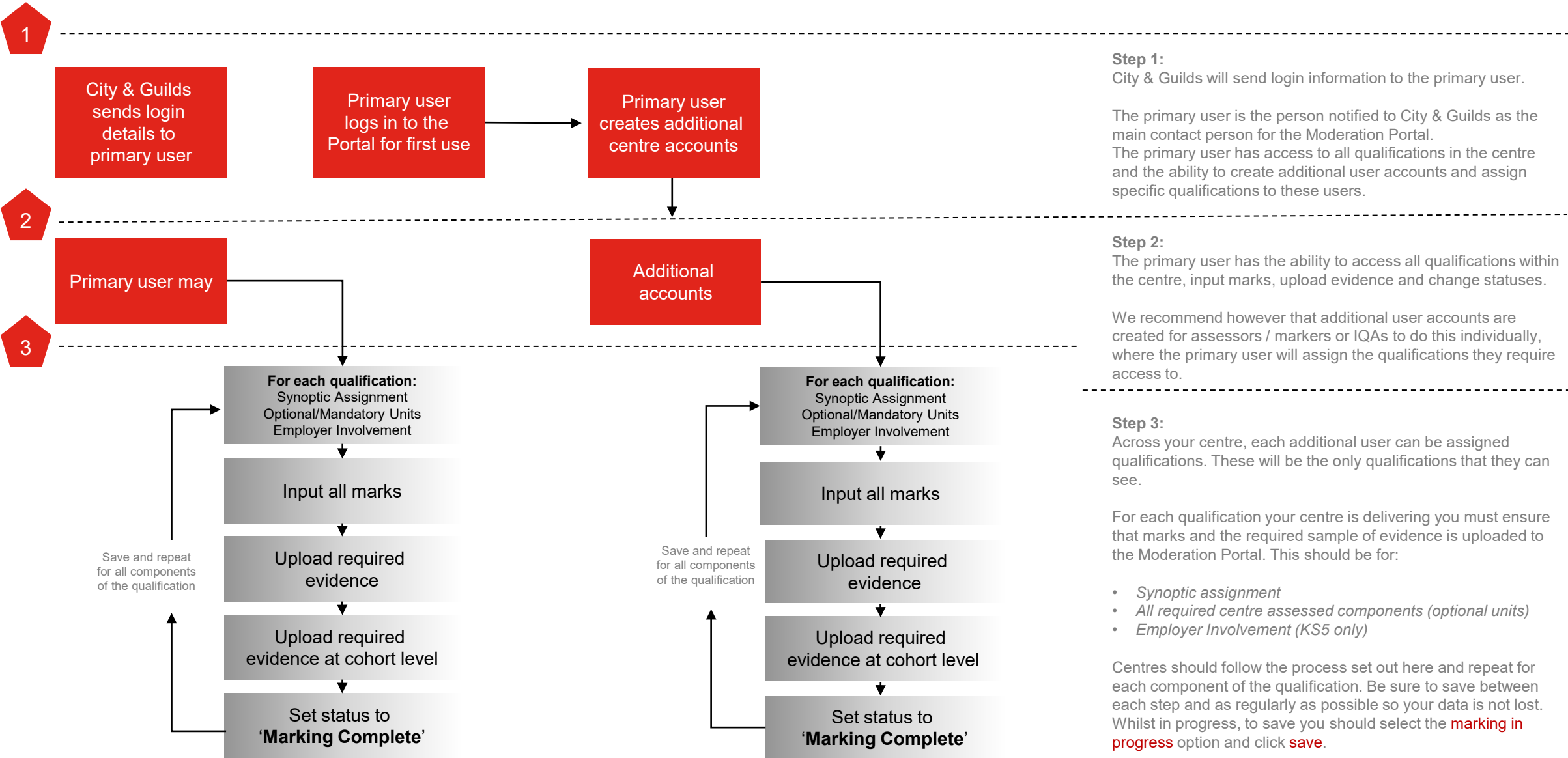
City & Guilds moderators also have access to the Moderation Portal to allow them to view centre marks and carry out the moderation process.

The Moderation Portal allows centres to:

- Enter candidate marks for synoptic assessments
- Enter the results for any centre-assessed components (e.g. optional units)
- Enter and upload employer involvement outcomes for each candidate
- Upload samples of candidate evidence as per published requirements

This guide will support you to ensure that candidate marks and evidence are submitted correctly for each component of Technical Qualifications, ready for your assigned moderator to review. It is really important for centres to be confident in the use of the Portal and that all information is uploaded accurately and in line with the deadlines for submission of marks and evidence.

Centre Process Overview



Key deadlines for the Moderation Portal

Key deadlines

In order for the moderation process to take place, centres must ensure that published deadlines are met for submission of marks / grades and a sample of evidence for the following components:

Synoptic assignment: candidate marks and sample of evidence


- All candidate marks for the synoptic assignment
- A sample of evidence for each synoptic assignment (as per published requirements or as determined by the City & Guilds Quality team), including the required recording forms
- Centre Standardisation Declaration form
- Personal Interest forms (if required)

Centre assessed mandatory and optional assignments: grades and a sample of evidence

- All candidate grades for centre assessed mandatory & optional assignments which need to be claimed
- A sample of evidence for centre assessed component(s) as determined by the City & Guilds Quality team

Employer involvement (KS5 only): candidate outcomes, planner, and a sample of evidence

- All candidate outcomes for employer involvement which need to be claimed
- Completed employer involvement planner
- Employer involvement evidence (as per published requirements)



Please note that the submission deadline dates for these components are changeable from one academic year to the next.

Please refer to the website for the deadline, which you can find on our Resource Hub:

<https://www.cityandguilds.com/technical/resources-and-support>

Accessing the Moderation Portal

Accessing the Moderation Portal

To access the Moderation Portal, please use the following link in your internet browser:

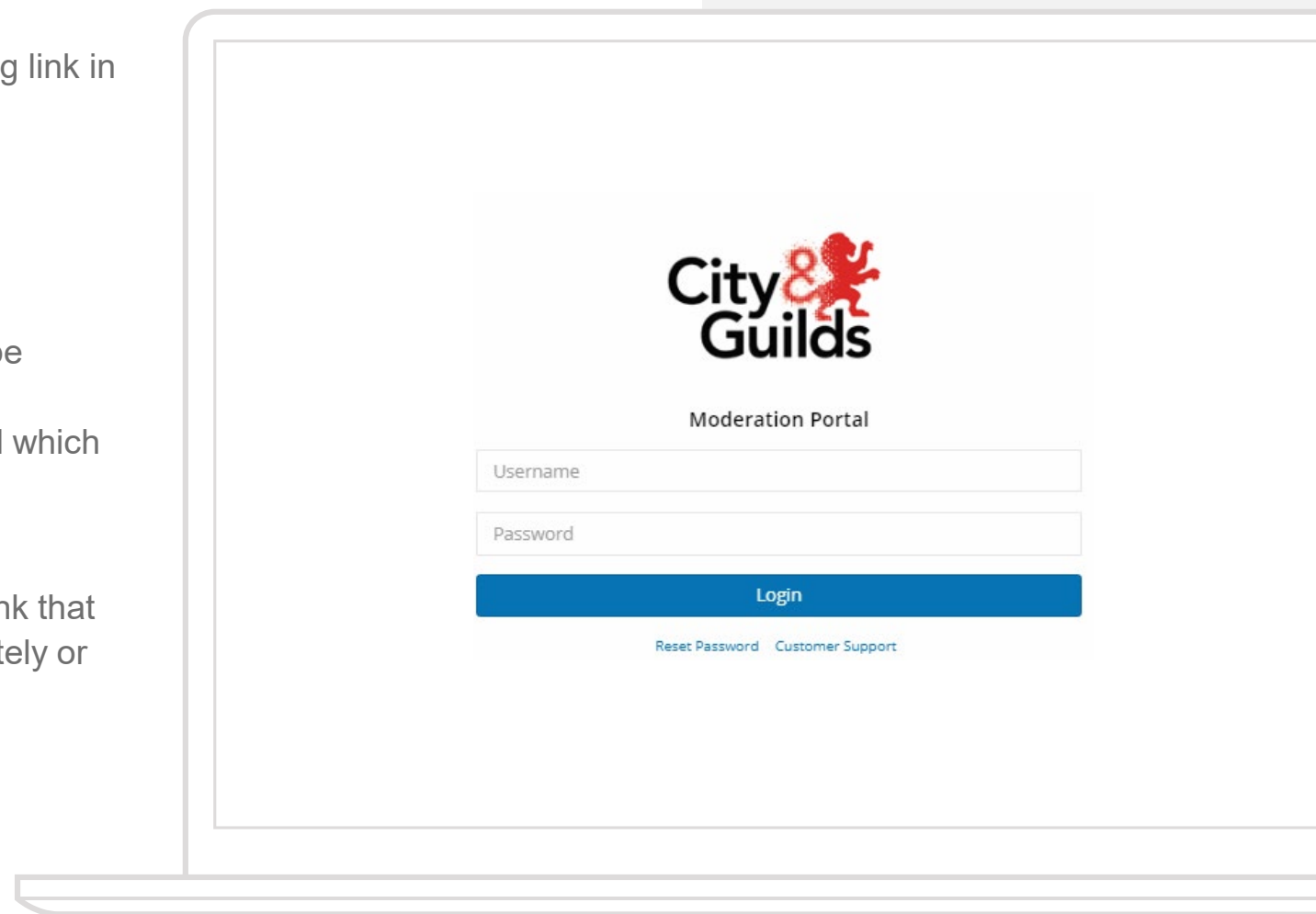
<https://moderation.cityandguilds.com/MODERATION>

Enter your username and password and click '**Login**'.

If you're logging into the Portal for the first time you will be prompted to change your password. Please follow the instructions on the screen and create a secure password which you will remember.

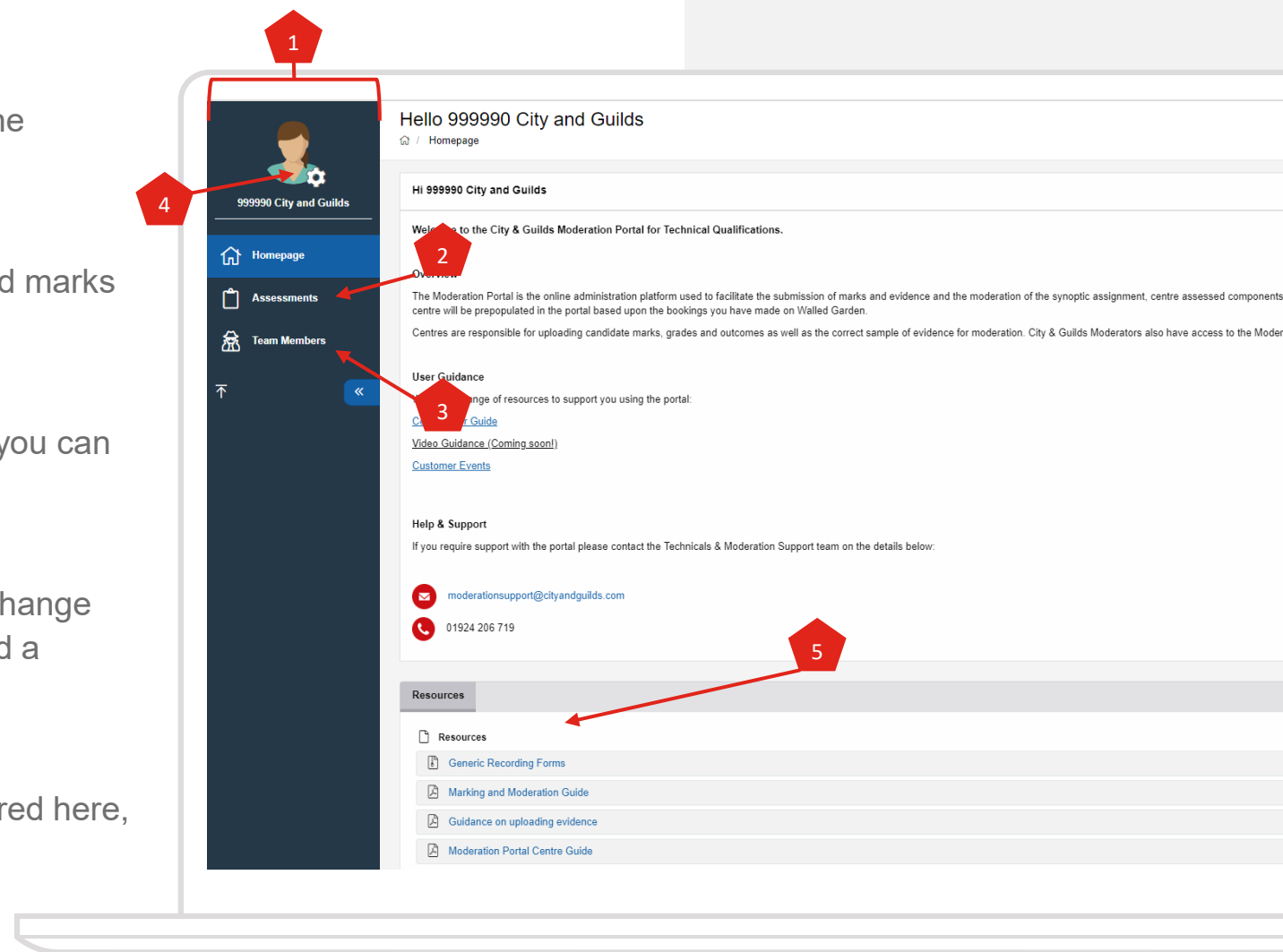
Do not disclose your password to anyone else. If you think that someone else knows your password, change it immediately or contact the Quality team for Technical Qualifications.

You will be required to confirm acceptance of the user agreement.



Accessing the Moderation Portal

- 1 This is the navigation pane. You will use this to access the different sections of the Portal.
- 2 The 'Assessments' tab will take you to the page to upload marks and evidence for moderation.
- 3 The 'Team Member' tab will take you to the page where you can create additional marker accounts.
- 4 By clicking this wheel icon next to your avatar, you can change your user preferences, amend your password and upload a profile picture should you wish to do so.
- 5 Useful guidance documents and recording forms are stored here, This list may change as the academic year moves on.



Account Management

Account management

Account roles & responsibilities

There are two different types of account for use within the Moderation Portal. Please ensure you understand the roles and responsibilities of the accounts available, as outlined below.



Primary Account

This is the generic account provided by City & Guilds. Centres should notify us of who their primary user for the Portal is by using the contact update form which is available on our website. This person will be sent a secure email link containing these initial credentials to access the Moderation Portal.

This primary user account will have a username for the centre as a whole e.g. 012345A. The main purpose of this account is to create and manage the user accounts for any other colleagues (markers, assessors and IQAs) who require access to the Portal.

The main centre account also has the functionality to upload marks and evidence for assessment components, however it is recommended all marks and evidence should be uploaded through the additional user accounts (explained below).



Additional User Accounts

When the primary user creates additional users, these users will only see the qualifications they are responsible for in the Portal. The primary user is required to assign each additional user their qualifications.

Additional users can upload marks and evidence for their candidates by using the 'assessment' tab on the Portal.

Account management

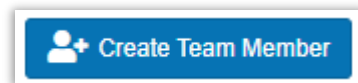
Creating an additional user account:

Only the primary user can be used to create additional users.

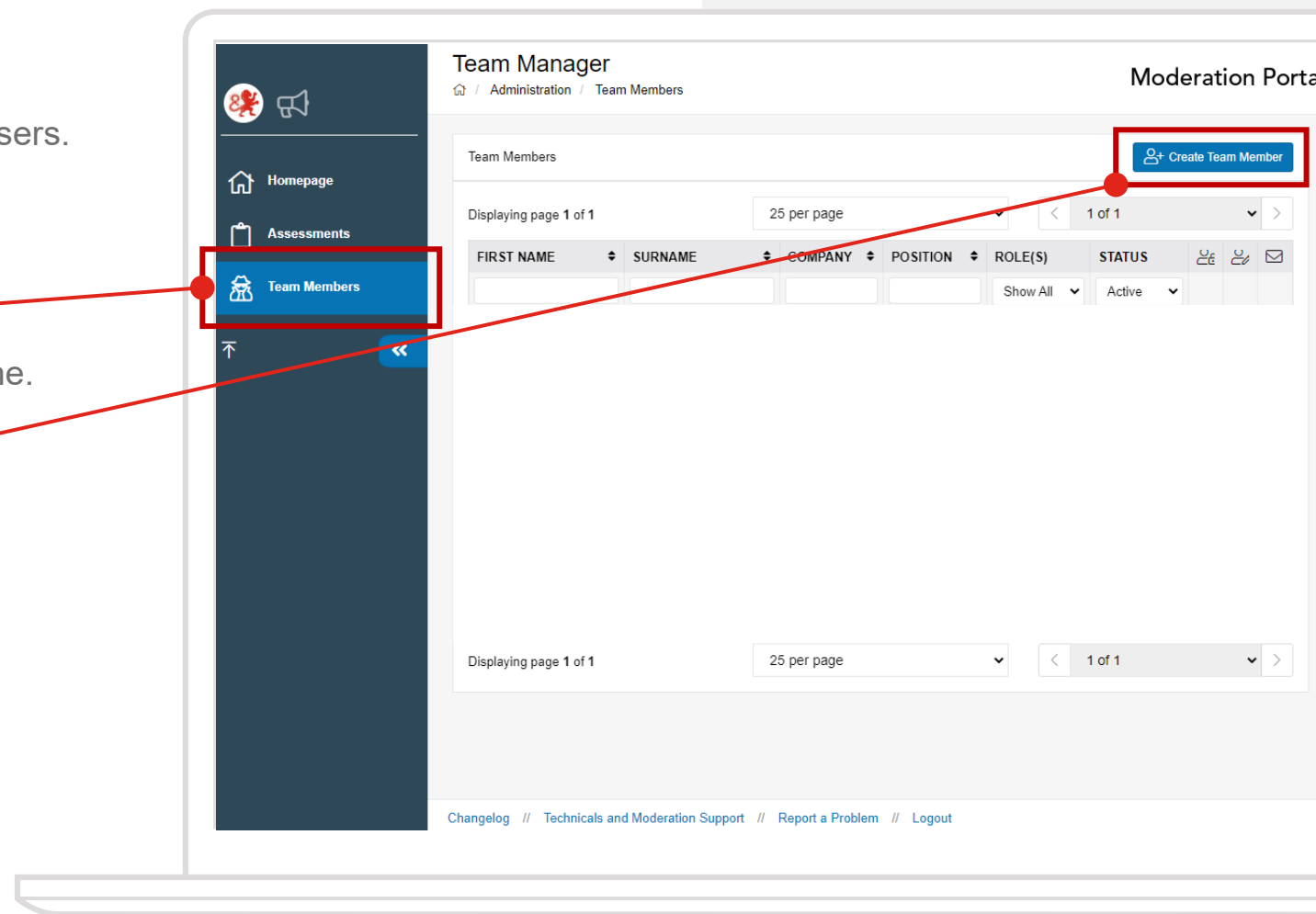
To create an additional user account:

Click on the **Team Members** tab from the navigation pane.
This will take you to the 'Team Manager' page.

Next, click on **Create Team Member**.



A new screen will appear.



Account management

Creating an additional user account

You now need to enter all details for the new user you are creating. All fields marked with an asterisk (*) are mandatory requirements.

When creating an additional user account, the email address is in fact also an essential requirement. Without this information, the user will not receive the link to their log in details to be able to access the Moderation Portal.

On the right-hand side, under '**System Properties**', the Marker option must remain ticked.

Once all relevant information has been entered, click **Save and Continue**.

You should briefly see a green message in the top right of your screen:

Success

Team Member has been successfully saved.

Click **OK**.

The screenshot shows the 'New Team Member' form with the following sections and fields:

- Details:**
 - * Title (dropdown)
 - * First Name (text)
 - * Last Name (text)
 - * Username (text, error: 'Username is already in use, please specify another.')
 - * Password (text)
 - * Password Confirm (text)
 - * Gender (dropdown)
 - * Company (dropdown)
 - Position (text)
 - Email Address (text)
 - Phone Number (text)
 - Mobile Number (text)
- System Properties:**
 - * Role(s) (dropdown, selected: Trainer)
 - Sub Role(s) (checkbox, checked: Marker)
 - Forums Active (dropdown, selected: Yes)
 - Status (dropdown, selected: Active)
- Avatar:**
 - Message: 'You will be able to upload an Avatar once the Team Member is created.'

Annotations:

- A red arrow points from the 'Marker' checkbox in 'System Properties' to the 'Email Address' field in 'Details'.
- A red arrow points from the 'Email Address' field to the 'Save and Continue' button.
- The 'Save and Continue' button is highlighted with a red box.

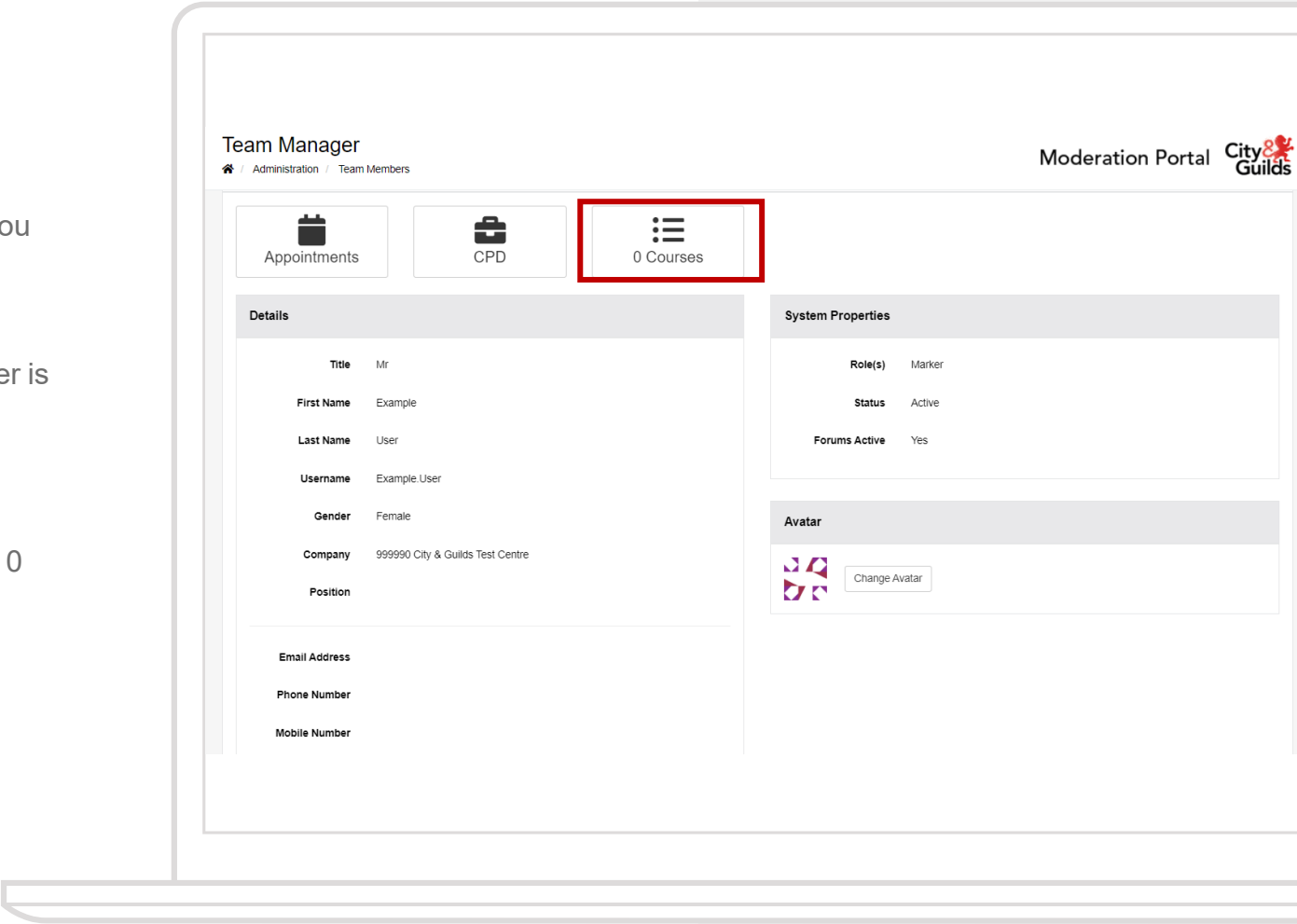
Account management

Creating an additional user account

Once the details are saved, you will be returned to a screen where you can see the information you entered for the new user account.

You now need to assign the qualifications for which this team member is responsible, and which they will need to access on the Moderation Portal.

Click on the **Courses** button – note that the number will appear as a 0 when you first create the user, however after you have assigned qualifications, this number will increase.



Account management

You now have the option to select the qualifications which this user requires access to, in order to allow them to upload marks and evidence to the Moderation Portal for the qualifications they need.

Search for the qualification you wish to assign to this user. You can make use of the search box at the top of the '**Code**' column, and enter a qualification code here, or perhaps search on qualification name/title within the '**Name**' column. This will filter the list. You could also click on the title, '**Code**', which will sort the list in numerical order.

Once you have found the qualification(s) you wish to assign, select these by clicking on plus sign (+) to the right of it.

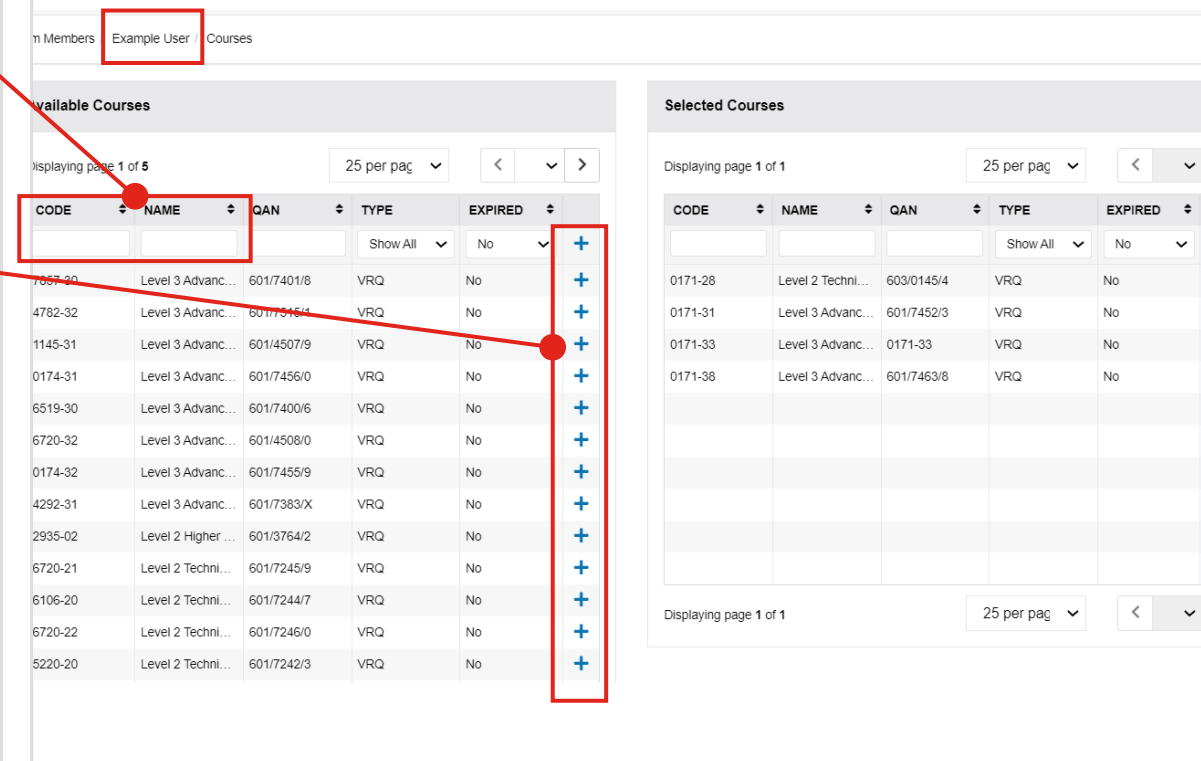
You will see the qualification then appear on the right side of the screen, under '**Selected Courses**'

If you make a mistake or need to remove a qualification from the **Selected Courses** list, deselect the by clicking on the minus sign (-) to the right of it.

Once you are confident that the qualifications have been correctly assigned to your member of staff, return to their details page by clicking on their name at the top of the screen.

You will notice that the number of "courses" assigned to this member of staff will appear, for example:


4 Courses



Example User / Courses

Available Courses

Displaying page 1 of 5 25 per page

| CODE | NAME | QAN | TYPE | EXPIRED | |
|---------|--------------------|------------|----------|---------|---|
| | | | Show All | No | + |
| 7057-20 | Level 3 Advanc... | 601/7401/8 | VRQ | No | + |
| 4782-32 | Level 3 Advanc... | 601/7315/4 | VRQ | No | + |
| 1145-31 | Level 3 Advanc... | 601/4507/9 | VRQ | No | + |
| 0174-31 | Level 3 Advanc... | 601/7456/0 | VRQ | No | + |
| 6519-30 | Level 3 Advanc... | 601/7400/6 | VRQ | No | + |
| 6720-32 | Level 3 Advanc... | 601/4508/0 | VRQ | No | + |
| 0174-32 | Level 3 Advanc... | 601/7455/9 | VRQ | No | + |
| 4292-31 | Level 3 Advanc... | 601/7383/X | VRQ | No | + |
| 2935-02 | Level 2 Higher ... | 601/3764/2 | VRQ | No | + |
| 6720-21 | Level 2 Techni... | 601/7245/9 | VRQ | No | + |
| 6106-20 | Level 2 Techni... | 601/7244/7 | VRQ | No | + |
| 6720-22 | Level 2 Techni... | 601/7246/0 | VRQ | No | + |
| 5220-20 | Level 2 Techni... | 601/7242/3 | VRQ | No | + |

Selected Courses

Displaying page 1 of 1 25 per page

| CODE | NAME | QAN | TYPE | EXPIRED | |
|---------|-------------------|------------|----------|---------|---|
| | | | Show All | No | + |
| 0171-28 | Level 2 Techni... | 603/0145/4 | VRQ | No | + |
| 0171-31 | Level 3 Advanc... | 601/7452/3 | VRQ | No | + |
| 0171-33 | Level 3 Advanc... | 0171-33 | VRQ | No | + |
| 0171-38 | Level 3 Advanc... | 601/7463/8 | VRQ | No | + |

Displaying page 1 of 1 25 per page

Account Management

Next you will need to send the login credentials to the person the account is assigned to.

Returning to the **Team Members** screen, locate your member of staff and note that there is an envelope icon on the far right. Click on this.

Team Members

Create Team Member

Displaying page 1 of 1

25 per page

< 1 of 1 >

| FIRST NAME | SURNAME | COMPANY | POSITION | ROLE(S) | STATUS | | | |
|------------|---------|----------------------------------|------------------|----------|----------|--|--|--|
| | | 999990 | | Show All | Active | | | |
| - | - | 999990 City & Guilds Test Centre | Assessor | Marker | ✓ Active | | | |
| Jane | Example | 999990 City & Guilds Test Centre | Land-based tutor | Marker | ✓ Active | | | |

You will see the following message:

Are you sure you want to email this Team Member their login details?

OkCancel

Click **Ok**.

Again, you will see a confirmation message appear in the top right corner:

✓ Success

Login email sent.

The new user will receive an email with a link. They will need to follow the instructions in the email to set up their own password for the account.

Evidence requirements

Evidence requirements

Storing your evidence for upload

Prior to upload to the Moderation Portal, it is important to ensure that all evidence required is stored electronically and labelled appropriately, ready for easy upload. Please be aware that all candidate must be retained even if it is not provided as part of your sample. It is possible that your moderator or City & Guilds may request this at any time for quality assurance purposes.

Please refer to section C of the [Quality Assurance Guide for Centres](#), which provides guidelines around the recommended way of labelling documents as well as useful hints and tips to ensure the evidence collection and upload process runs as smoothly as possible for your centre.

Selecting your moderation sample: synoptic assignments

For synoptic assignments, centres are responsible for selecting the initial sample of candidates to be moderated. This sample must include the highest and lowest marked candidate work, and a representative range of learners in between these. The sample requirements according to the number of candidates within your cohort, and the required sample size, can be seen in the table to the right.

The full criteria and sample size for your moderation sample can be found on page 30 of the [Quality Assurance Guide for Centres](#).

| No of candidates | Sample size |
|------------------|----------------|
| 20 or fewer | All candidates |
| 21-100 | 20 |
| 101-200 | 30 |
| More than 200 | 35 |

Please note: a sample should cover that of the assessment. For example, if a number of qualifications which you are delivering share an assessment, your sample should be from all candidates across these qualifications. You do not need to provide a separate sample for each qualification if the assessment is the same.

Evidence requirements

Selecting your moderation sample: centre assessed components (mandatory and optional units)

The City & Guilds Quality team will inform centres of which centre assessed component(s) must be uploaded with a sample of evidence for moderation.

Grades for all other centre assessed components must of course still be entered onto the Portal, but the Quality team will be in touch with details of the units for which the evidence must be sampled.

This sample of evidence is the same as that for synoptic assignments: it must include the highest and lowest marked candidate work, and a representative range of learners in between these.

| No of candidates | Sample size |
|------------------|----------------|
| 20 or fewer | All candidates |
| 21-100 | 20 |
| 101-200 | 30 |
| More than 200 | 35 |

Evidence requirements

Evidence Requirements

All document formats must be compatible with Windows and Mac. Please see the list of acceptable file formats for the Moderation Portal to the right.

The maximum file size for evidence is 150MB.

The Portal is currently compatible with Microsoft Internet Explorer, Edge, Firefox, Safari and Google Chrome.

Tips for easy upload

- The number of documents should be kept to a minimum and where possible evidence for full tasks (if this is unavoidable and are evidenced over multiple documents / files for example) should be kept together in a single compressed (zipped) file. This will also help you with your upload.
- Scan evidence for all tasks per candidate as one document to PDF ensuring each piece of evidence is clearly labelled prior to scanning for easy reference.
- Photos should be kept to the recommended amount for each task (as specified in the synoptic handbook).
- Documents scanned in should be checked for clarity, in particular with hand-written documents. Where possible discourage hand-written pieces. Drawings should be in very dark pencil or pen.
- We recommend the use of lower resolution formats for video and pictures, or a converting software.
- Only short extracts supporting the illustration of learners' performance should be used.

| File extension | Document type | Description |
|----------------|---|-------------------------------|
| docx | application/vnd.openxmlformats-officedocument.wordprocessingml.document | Microsoft Word document |
| pptx | application/vnd.openxmlformats-officedocument.presentationml.presentation | Microsoft Powerpoint document |
| xlsx | application/vnd.openxmlformats-officedocument.spreadsheetml.spreadsheet | Microsoft Excel document |
| mp3 | audio/mpeg | Audio file |
| wav | audio/x-wav | Audio file |
| wma | audio/x-ms-wma | Audio file |
| mp4 | video/mpeg | Video file |
| qt | video/quicktime | Video file |
| mov | video/quicktime | Video file |
| wmv | video/x-ms-wmv | Video file |
| avi | video/x-msvideo | Video file |
| txt | text/plain | Plain text file |
| dss | application/octet-stream | Audio file |
| swf | application/x-shockwave-flash | Flash movie |
| msg | application/vnd.ms-outlook | Microsoft Outlook message |
| odt | OpenOffice/StarOffice | Open Office file |
| mht | message/rfc822 | MHTML files |
| caf | audio/x-caf | iOS Media file |
| doc | application/msword | Microsoft Word document |
| xls | application/vnd.ms-excel | Microsoft Excel worksheet |
| pps/ppt | application/vnd.ms-powerpoint | Microsoft Powerpoint document |
| pdf | application/pdf | Adobe PDF document |
| htm | text/html | Web document |
| html | text/html | Web document |
| zip | application/x-zip-compressed | Archive file |
| gif | image/gif | Image file |
| png | image/png | Image file |
| jpeg | image/jpeg | Image file |
| bmp | image/bmp | Image file |

Inputting marks and uploading evidence



Inputting marks and uploading evidence

Clicking on the **Assessments** tab from the navigation pane will take you to the page where you can input marks and upload evidence.

Under **Search Assessment Records** you are able to filter using the search fields displayed, in order to identify certain candidates, cohorts or assessment components to allow you to input marks and upload evidence for.

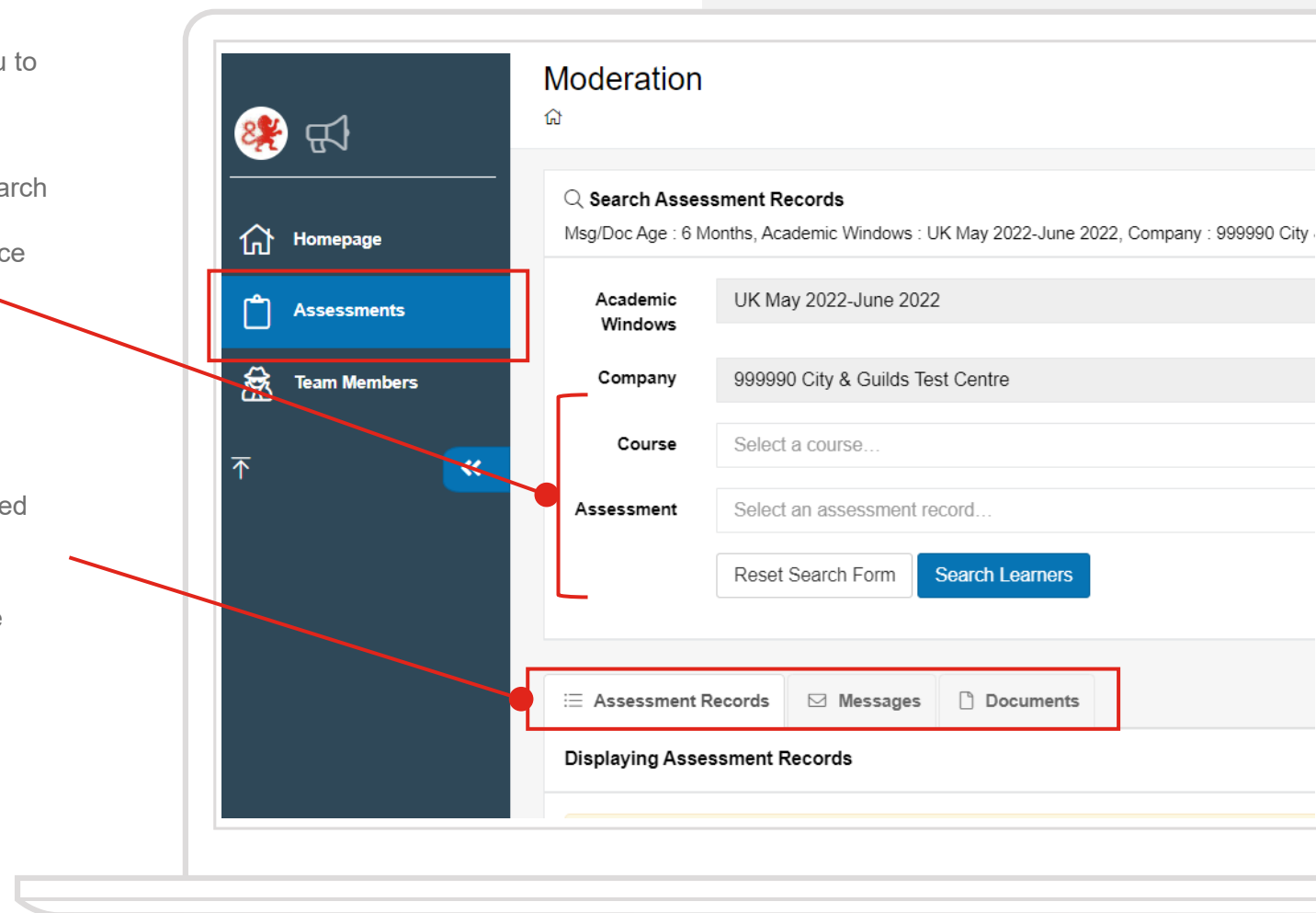
Lower down the screen you will see 3 tabs:

Assessment Records which will show candidate and assessment component details, depending on the search criteria applied.

NB: Although you can see a tab titled '**Messages**', this section is not used within the Moderation Portal and any messages posted here will not be sent/received.

The **Documents** tab is where you would upload evidence relating to the entire cohort for a particular assessment (e.g. centre standardisation declaration form), and also for the Employer Involvement planner.

! Please ensure you communicate with your moderator via email and do not attempt to use the Messages tab.



Inputting marks and uploading evidence

A note on the “Academic windows” filter

If you’ve used the Moderation Portal in previous years, you’ll probably be familiar by now with how the system works.

Each year, we create what is known as an “academic window” which will filter the display of learners to those who have been booked for a particular academic year or period.

The “academic window” filter will default to the current academic year you are submitting your marks / grades for. You don’t need to change this: you will still be able to view records for previous academic windows but you will not be able to make changes to these records.

The screenshot displays the 'Moderation Portal' interface for City & Guilds. On the left is a dark blue sidebar with navigation icons and links: 'Homepage', 'Assessments' (highlighted in blue), and 'Team Members'. The main content area is titled 'Moderation' and features a search bar labeled 'Search Assessment Records'. Below the search bar are several filter fields: 'Academic Windows' (set to 'UK May 2022-June 2022' and highlighted with a red box), 'Company' (set to '999990 City & Guilds Test Centre'), 'Course' (a dropdown menu), 'Assessment' (a dropdown menu), 'Msg/Doc Age' (set to '6 Months'), 'Marker' (a dropdown menu), 'Learner' (a dropdown menu), and 'Status' (set to 'Any status...'). At the bottom of the filter section are two buttons: 'Reset Search Form' and 'Search Learners'. The bottom of the page has three tabs: 'Assessment Records' (active), 'Messages', and 'Documents'. The City & Guilds logo is in the top right corner.

Inputting marks and uploading evidence

Using the filters

Bearing in mind that the Moderation Portal will display all candidates who have been booked on all Technical Qualifications and their components, there will likely be hundreds of assessment records which will show for a centre. It is therefore important to use the filters to limit what is displayed, for ease of use.

Course: This allows you to filter by the 6-digit qualification number (e.g.1234-56). Using this alone will display all learners on all units booked for the qualification.

Assessment: This allows you to filter to a specific unit number within a qualification (e.g.1234-001). Using this alone will display all learners booked for this unit.

Marker: Where you have already started the input of marks and evidence, you may wish to filter according to the marker's name to show the candidates who have been entered on the Portal as having been marked by a particular person.

Learner: You can filter by individual learner to display all their booked assessments at once, this may be useful for centres with smaller cohorts.

Status: Here you can filter candidates by the status they are at. This is useful to identify candidates and cohorts you haven't started the marking process for.

The screenshot displays the 'Moderation Portal' interface for City & Guilds. On the left is a dark blue sidebar with navigation links: 'Homepage', 'Assessments' (highlighted in blue), and 'Team Members'. The main content area is titled 'Moderation' and features a search bar labeled 'Search Assessment Records'. Below the search bar are several filter fields: 'Academic Windows' (set to 'UK May 2022-June 2022'), 'Company' (set to '999990 City & Guilds Test Centre'), 'Msg/Doc Age' (set to '6 Months'), 'Course' (dropdown menu), 'Assessment' (dropdown menu), 'Marker' (dropdown menu), 'Learner' (dropdown menu), and 'Status' (dropdown menu). The 'Course', 'Assessment', 'Marker', 'Learner', and 'Status' fields are highlighted with red rectangles. At the bottom of the filter section are two buttons: 'Reset Search Form' and 'Search Learners'. The bottom of the page has a navigation bar with three tabs: 'Assessment Records', 'Messages', and 'Documents'.

Inputting marks and uploading evidence

Recommended filter for input of marks and upload of evidence

You may approach the filter option however you wish, as long as the end result is that all required marks and sample of evidence is uploaded to the Portal and the status for all learners booked for each assessment is set to 'Marking Complete'. This must also include an outcome for learners where no marks / grades are being submitted – they must be entered with "Work Not Submitted".

The City & Guilds recommended approach to using the filters is as follows:

- **Course** – select the 6 digit qualification number you want to begin to upload marks and evidence for
- **Assessment** – next you need to select the first assessment component (e.g. Synoptic Assignment)
- Click **Search Learners**. The learners who have bookings made in Walled Garden against the assessment component (unit) will display.

Initially, the Portal displays only 25 candidates at a time.

You can broaden the number of records displayed (e.g. to show up to 100 candidates on the same page).

If you have very large numbers of candidates, you can navigate between pages of learners by using the arrows (e.g. page 1 of 9, to page 2 of 9)

Moderation

99990 City & Guilds

Search Assessment Records

Msg/Doc Age : 6 Months, Company : 99990 City & Guilds

Academic Windows: UK Sep 2018-Aug 2019

Company: 99990 City & Guilds

Course: Select a course...

Assessment: Select an assessment record...

Msg/Doc Age: 6 Months

Marker: Select a marker...

Learner: Select a learner...

Status: Any status...

Reset Search Form Search Learners

Assessment Records Messages Documents

Displaying 202 Assessment Records

Set status: Select action... Save

Filter... Displaying 1 to 25 of 202 Assessment Records 25 per page

| LEARNER | COMPANY | COURSE | ASSESSMENT | ASSESSED RESULT | MARK |
|---|------------------------------|--|---|-----------------|--------|
| <input type="checkbox"/> Adkins, Ema LWJ0665 UK Sep 2018-Aug 2019 | 99990 99990 City & Guilds | 0172-30 Level 3 Advanced Technical Certificate in Animal Management | 0172-030 Level 3 Animal Management - Synoptic assignment (1) | --- | Select |
| <input type="checkbox"/> Adkins, Ema LWJ0665 UK Sep 2018-Aug 2019 | 99990 99990 City & Guilds | 0172-30 Level 3 Advanced Technical Certificate in Animal Management | 0172-306 Level 3 Biological systems of animals | --- | Select |
| <input type="checkbox"/> Aguilar, Gerald LWJ0983 UK Sep 2018-Aug 2019 | 99990 99990 City & Guilds | 0172-30 Level 3 Advanced Technical Certificate in Animal Management | 0172-306 Level 3 Biological systems of animals | --- | Select |

250 per page

< 1 of 4 >

Inputting marks and uploading evidence

When you have filtered and searched for the candidates or cohort you wish to upload marks and evidence for, their assessment records will show in a list under the **Assessment Records** tab.

You will notice that the status of all candidates is “**Ready for Marks**”. You can now enter the marks / grades for these candidates as follows:

Under the **Assessed Result** column, select the mark or grade for each learner. For the synoptic assignment, this will be a mark out of 60, for all other assessments (units), this will be a grade (e.g. pass or fail).

You will see there is also a ‘**WNS**’ option within the drop down. This stands for ‘Work Not Submitted’ and must be used where a candidate was booked for the assessment earlier in the year but is no longer on programme and you are not submitting an outcome for them.

Under the **Marker** column, you will need to select the marker responsible for that learner/assessment. If the marker you are assigning already has a marker account, they will appear in a dropdown list to select, if not you can simply type in their name.

The screenshot displays the 'Assessment Records' tab in a moderation portal. At the top, there are tabs for 'Assessment Records', 'Messages', and 'Documents'. Below this, a header indicates 'Displaying 30 Assessment Records'. A 'Set status:' section includes a 'Select action...' dropdown and a 'Save' button. A 'Filter...' input field and a 'Displaying 1 to 30 of 30 Assessment Records' status are also present. The main table has columns: LEARNER, COMPANY, COURSE, ASSESSMENT, ASSESSED RESULT, MARKER, HAS EVIDENCE?, STATUS, and ACTIONS. Two rows are visible: one for 'Atkinson, Liz' and another for 'Bowie, Calum'. Both rows show 'Ready For Marks' in the STATUS column. Red boxes highlight the 'Assessment Records' tab, the 'Assessed Result' column, and the 'Ready For Marks' status. Red lines point from the text in the left column to these elements in the screenshot.

| LEARNER | COMPANY | COURSE | ASSESSMENT | ASSESSED RESULT | MARKER | HAS EVIDENCE? | STATUS | ACTIONS |
|--|--|--|---|-----------------|--------------------|---------------|-----------------|---------|
| <input type="checkbox"/> Atkinson, Liz FTG5864 UK May 2022- June 2022 | 999990 City & Guilds Test Centre | 0172-36 Level 3 Advanced Technical Diploma in Equine Management (540) | 0172-301 Level 3 Principles of health and safety - Theory exam | --- | Select a marker... | | Ready For Marks | |
| <input type="checkbox"/> Bowie, Calum FTJ5058 UK May 2022- June 2022 | 999990 City & Guilds Test Centre | 0172-36 Level 3 Advanced Technical Diploma in Equine Management (540) | 0172-301 Level 3 Principles of health and safety - Theory exam | --- | Select a marker... | | Ready For Marks | |

Inputting marks and uploading evidence

The 'Assessment Records' tab displays the candidates you have booked onto the assignments, and so centres must input all marks / grades for these learners and upload candidate-related evidence here. Examples of evidence which are in relation to the candidates are as follows:

| |
|--|
| Candidate record form (CRF) |
| Candidate Declarations of Authenticity |
| Candidate work (evidence from assessment) |
| Practical Observation form (PO form) |
| For centre assessed components: candidate evidence |



When inputting marks into this area of the Portal, you must ensure that you regularly reconfirm what you have entered by saving. The system will not save details of marks or the marker information automatically.

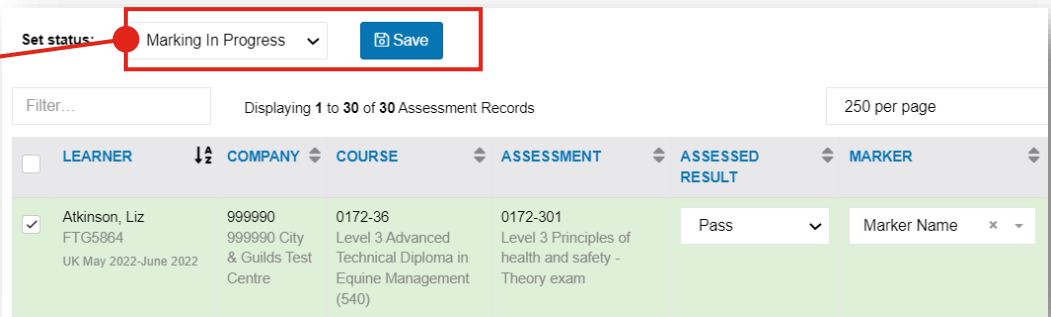
To save your marks and evidence:

Click on the dropdown at the top and choose **Marking in progress**.

Click **Save**.

Confirmation of saved changes will be highlighted on screen for your reference.

We recommend you do this as regularly as possible.



It's important to remember to reconfirm the status every time you add in more marks and evidence - your changes will not be saved if you don't!

Uploading evidence: candidate evidence

Evidence should be uploaded against the individual candidate records. Please refer to the requirements for your sample of evidence for each assessment component, which can be found in the Quality Assurance Guide to Technical Qualifications and Extended Project Qualification.

Click on the 1-2-3 icon on the right hand side of each candidate, to access the evidence upload view:

You have the option to either ‘Drag and Drop’ files here, or you can click to browse for multiple files from your system.

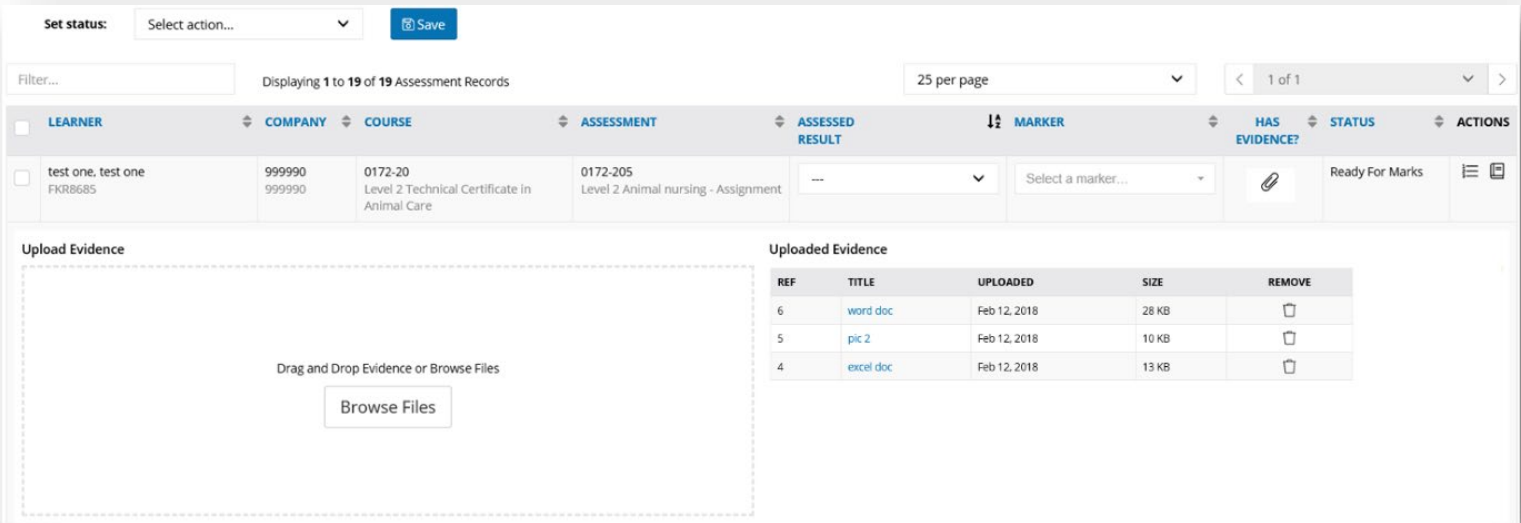
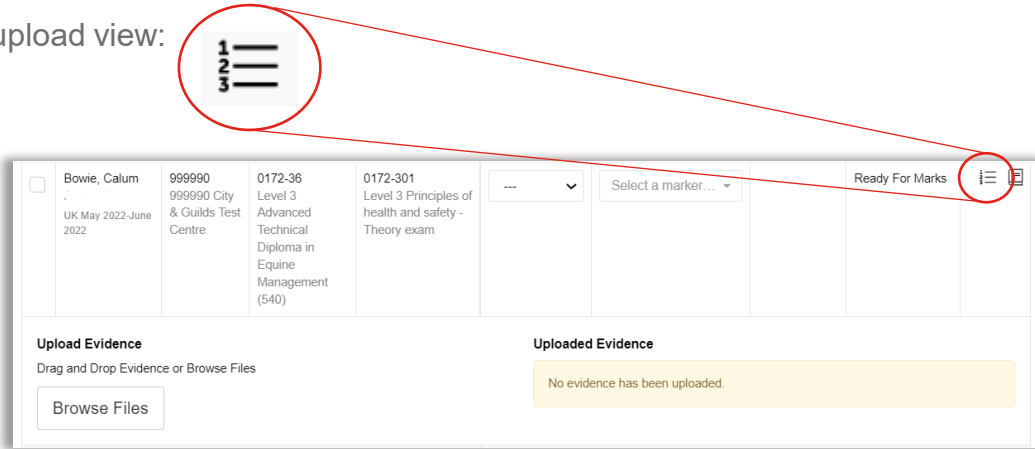
Files uploaded will display in the area to the right.

Please ensure that files uploaded comply with our acceptable file formats which can be found earlier within this guide.

You will see the evidence listed, along with the title of your files, the date it was uploaded, and the size of the file.

If you made a mistake and uploaded the wrong evidence, this can be deleted by clicking on the dustbin icon.

Again, remember to update the status of the candidate to “Marking in Progress”, and click **Save** to ensure the changes you have made and the evidence you have uploaded, is saved successfully.



Completing the marking process

Setting the status to 'Marking Complete'.

Once you are confident that all required marks, grades, evidence and documents have been uploaded for an assessment component (unit) then you need to set the status to **Marking Complete**. This notifies the moderator assigned to the qualification and your centre that it is ready for moderation.

For each qualification and every assessment components (e.g synoptic assignment, optional units, employer involvement) you should follow this recommended procedure to ensure all learners for the assessment component are set to **Marking Complete**.

- Select the Course (Qualification) and Assessment (Unit) you want to set to complete ready for moderation
- Ensure all other filters are blank.
- Click 'Search Learners'

Once you change a status to 'Marking Complete' it cannot be changed without contacting the Technicals Quality team.

You can still view all learner marks and evidence once the status has been set however no changes can be made.

The screenshot shows a web form titled "Search Assessment Records". It contains several filter fields: "Academic Windows" (set to "UK May 2022-June 2022"), "Company" (set to "999990 City & Guilds Test Centre"), "Course" (a dropdown menu with "Select a course..." highlighted by a red box), "Assessment" (a dropdown menu with "Select an assessment record..." highlighted by a red box), "Msg/Doc Age" (set to "6 Months"), "Marker" (set to "Select a marker..."), "Learner" (set to "Select a learner..."), and "Status" (set to "Any status..."). At the bottom of the form, there are two buttons: "Reset Search Form" and "Search Learners" (the latter is highlighted by a red box).

Completing the marking process

Once you have clicked '**Search**', your learners will show.

Please remember to broaden the number of learners showing on one page, as the default is to show only 25 at a time. When confirming that marking is complete, we recommend you increase the number per page to the maximum, as saving your changes only applies to the page you are on.

Now select the learners/assessments you wish to complete. To do this, tick the boxes next to the candidate's name on the left. To select all learners at the same time, you can click the small box at the very top left of your list of candidates (next to the '*Learner*' header). Selected learners will appear highlighted in green.

Now change the status to **Marking Complete** and click **Save**.

A pop up will appear with this message:

'Once saved this status cannot be changed'.

Click **OK**.

Assessment Records | Messages | Documents

Displaying 23 Assessment Records

Set status: Marking Complete

Displaying 1 to 23 of 23 Assessment Records

| LEARNER | COMPANY | COURSE | ASSESSMENT | ASSESSED RESULT | MARKER | HAS EVIDENCE? | STATUS | ACTIONS |
|---|---------|---|---|-----------------|----------------|--------------------------|-----------------|---|
| <input checked="" type="checkbox"/> test one, test one FKR8685 | 999990 | 0172-20 Level 2 Technical Certificate in Animal Care | 0172-021 Level 2 Animal Care - Synoptic assignment | 40 | Default Marker | <input type="checkbox"/> | Ready For Marks | <input type="button" value="Edit"/> <input type="button" value="Delete"/> |
| <input checked="" type="checkbox"/> test two, test two FKR8697 | 999990 | 0172-20 Level 2 Technical Certificate in Animal Care | 0172-021 Level 2 Animal Care - Synoptic assignment | 60 | Default Marker | <input type="checkbox"/> | Ready For Marks | <input type="button" value="Edit"/> <input type="button" value="Delete"/> |
| <input checked="" type="checkbox"/> test three, test three FKR8746 | 999990 | 0172-20 Level 2 Technical Certificate in Animal Care | 0172-021 Level 2 Animal Care - Synoptic assignment | 46 | Default Marker | <input type="checkbox"/> | Ready For Marks | <input type="button" value="Edit"/> <input type="button" value="Delete"/> |

This message will appear under the drop box to confirm your changes have been made:

• Assessments saved successfully.

Statuses

There are three statuses a qualification or assessment component can have in relation to marks and evidence upload:

Ready for marks


This is the initial status of all candidates, prior to you entering your marks or evidence. This status tells City & Guilds that no marks or evidence have yet been submitted for the cohort of candidates for this assessment/qualification.

Marking in progress

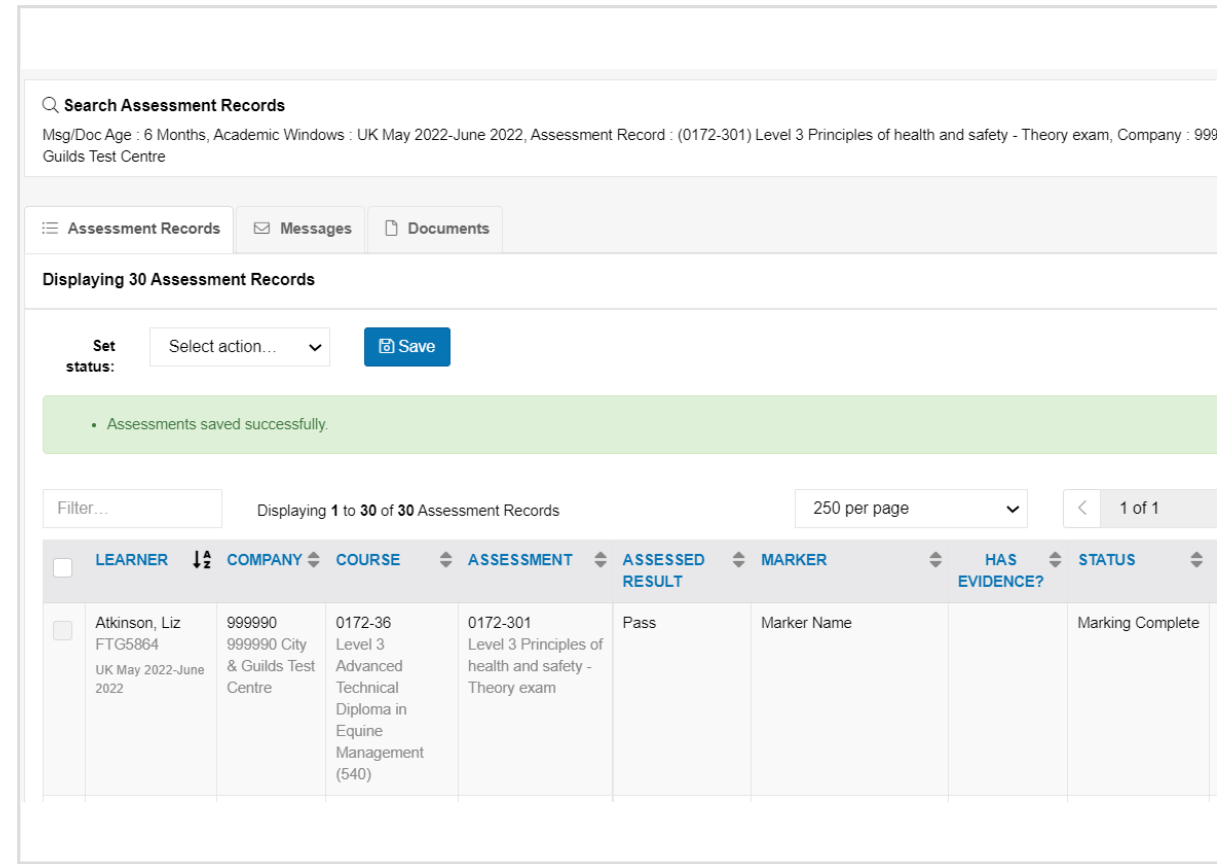
As centres upload evidence and enter marks / grades, this status must be used to save progress. This status tells City & Guilds that the marker has started to input marks and upload evidence for these candidates and has saved their progress.

Marking complete

This status must be used to let City & Guilds know that all marks / grades and evidence has been entered.
The moderation process will now take place.



Once the status is changed to 'Marking complete', this action cannot be changed by the centre and learner marks / grades / evidence cannot be altered



Uploading evidence at cohort level

Uploading evidence at cohort level

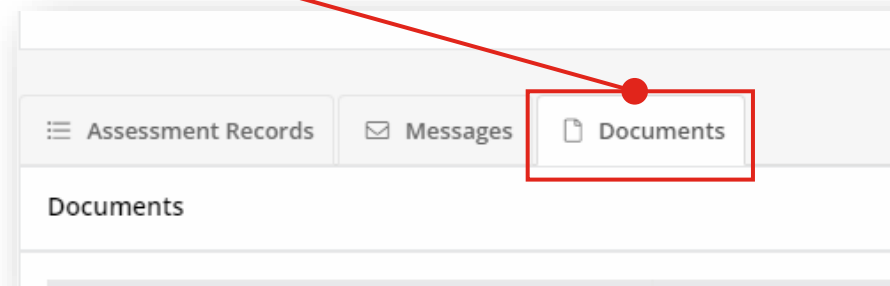
Some evidence for Technical Qualifications is not learner-specific and therefore should not be uploaded against any of the candidates.

Non-learner evidence, or “cohort evidence” must be uploaded to the “**Documents**” tab within the Moderation Portal, which is a separate location to the candidates’ evidence.

Examples of “cohort evidence” are:

| Cohort Evidence |
|---|
| Centre standardisation declaration |
| Employer involvement planner / tracker * |
| Employer involvement evidence * |
| Personal interest form (if required) |
| All other documents relating to the full cohort of learners |

*For more information please refer to the [Employer Involvement Centre Guidance](#)



Qualification-specific recording forms are found under the relevant qualification webpage, whereas the cohort-wide recording forms ('generic forms') can be downloaded from the [Resource Hub](#) on our website

Your first step is to make sure you have filtered and searched for the qualification (“**Course**”) and **assessment** unit.

When you upload documents into this tab, the document is linked to the assessment component and qualification you specify. It does not link to individual learners.

Uploading evidence at cohort level

Search for your learners.

When uploading evidence for a specific cohort, it is very important that you search using both the **Course** and **Assessment** filters – this will show all learners who have been booked for that assessment unit.

Academic Windows

UK May 2022-June 2022

Company

999990 City & Guilds Test Centre

Course

0171-38 (601/7463/8) - Level 3 Advanced Technical E... x

Assessment

(0171-017) Level 3 Land-based Engineering - Synopti... x

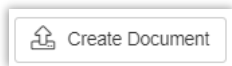
Reset Search Form

Search Learners

Now select the **Documents** tab.

A new screen will display, but you will not see the names of the learners.

Click on Create Document and a pop-up box will display.



Search Assessment Records

Msg/Doc Age : 6 Months, Academic Windows : UK May 2022-June 2022, Assessment Record : (0171-017) Level 3 Land-based Engineering - Sy
City & Guilds Test Centre, Course : 0171-38 (601/7463/8) - Level 3 Advanced Technical Extended Diploma in Land-Based Engineering (1080)

Assessment Records

Messages

Documents

Displaying 64 Assessment Records

Set status:

Select action... v

Save

Filter...

Displaying 1 to 64 of 64 Assessment Records

100 per page

| | LEARNER | COMPANY | COURSE | ASSESSMENT | ASSESSED RESULT | MARKER |
|--------------------------|---|--|---|--|-----------------|--------|
| <input type="checkbox"/> | Allen, Hannah GBD8404 UK May 2022-June 2022 | 999990 999990 City & Guilds Test Centre | 0171-38 Level 3 Advanced Technical Extended Diploma in Land-Based Engineering (1080) | 0171-017 Level 3 Land-based Engineering - Synoptic assignment (2) | WNS | |
| <input type="checkbox"/> | Atkinson, Liz FTG5864 UK May 2022-June 2022 | 999990 999990 City & Guilds Test Centre | 0171-38 Level 3 Advanced Technical Extended Diploma in Land-Based Engineering (1080) | 0171-017 Level 3 Land-based Engineering - Synoptic assignment (2) | 10 | |

Uploading evidence at cohort level

The pop-up box allows you to upload multiple documents at one time.

Give a brief description of what the file you are uploading is and its content.

Either drag files from your File Explorer folder or click on **Browse Files** which will automatically open your file explorer window.

Locate the file(s) you want to upload.

Ensure that the correct Qualification and Assessment (unit) show in the Assessment field.

The files you select will take a few seconds to upload to the evidence wizard. Once this has completed, click **Save**.

The files uploaded will display in the Documents tab. If you need to delete any documents just click on the **'Remove'** (dustbin) icon.

Create Document

Content

Attachments

Assessment

Close **Save**

Moderation Portal City & Guilds

Search Assessment Records

Assessment : (0172:205) Level 2 Animal nursing - Assignment, Centre : 999990, Course : 0172:20 (601/4525/0) - Level 2 Technical Certificate in Animal Care

Assessment Records Messages Documents

Documents

| NAME | UPLOADED | SIZE | REMOVE |
|---------------------------|-------------------|----------|--------|
| Word Example | 14 Mar 2018 09:13 | 387 kb | |
| Text Example | 14 Mar 2018 09:13 | 77 bytes | |
| Excel Example | 14 Mar 2018 09:13 | 9 kb | |
| Exaple Image | 14 Mar 2018 09:13 | 1 mb | |
| Compressed Folder Example | 14 Mar 2018 09:13 | 111 kb | |

Create Document

Communicating with your moderator

Communication with your Moderator

Moderator allocations

Depending on the qualification you are delivering, there are two stages of moderator allocations:

- Allocation of a moderator to conduct a moderation visit (where applicable: not all qualifications require a moderation visit)
- Allocation of a moderator for final / remote moderation of candidate & centre evidence

Where a centre has been visited by a City & Guilds moderator as part of their delivery of the Technical Qualification, the same moderator (where possible) will be allocated to complete the remote moderation process. However there may be situations where we cannot allocate the same moderator. The Quality team will inform you of this, should this occur.

All centres with qualifications which do not require a moderation visit will each receive an overview of the name of the moderator(s) assigned to their centre.

All communication with your moderator must be by telephone or email. Please do not use the message function within the Portal.

Moderators are provided with the contact details of the main contact person. Moderators will only contact centres if there is a requirement for further evidence or to discuss a query or question with you.

If you don't think the contact person we have on record is correct, please notify the Quality team via email.

You may be asked to complete and return a contact update form.



Technicals.quality@cityandguilds.com

What happens next?

What happens next: requests for additional evidence

During both the moderation process and the awarding process we may need to request additional evidence for assessments from your centre. For the moderation process this could be across any assessment, however for the awarding process it will only be for the synoptic assignment.

The Moderation process

Once you have submitted your marks and uploaded all evidence required for each cohort of learners, City & Guilds Moderators then carry out re-marking of a sample of candidates to determine how closely the marking aligns with the common standard.

Following this quality assurance process, a decision is made as to whether centre marks are accepted and if not, how much they should be adjusted in order to bring them into alignment with the set standard.

It is possible that after the submission deadline, moderators may request further evidence from your cohort to be uploaded to the Portal in order to make their decision on final marks. This may be because the moderator may have found that there was evidence that was not clearly scanned or perhaps documents were missed during the upload. It may also be that the moderator may need to extend the sample of learners.



What happens next: additional evidence for moderation

The moderator will change the status of the learners (or whole cohort), for you to access again. The moderator or the Quality team will contact you to let you know what you need to do – perhaps this is for you to upload further evidence, or perhaps to review what was submitted originally.

The status which the moderator will use for this is **‘Referred to Centre’**.

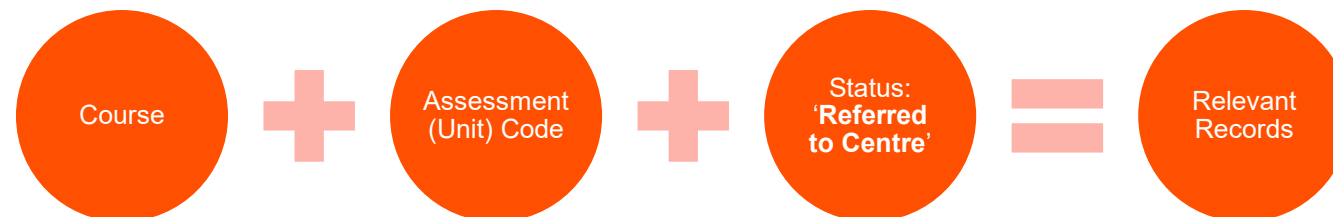
Once you have uploaded the additional evidence which had been requested, you may then change the status to **‘Referred to Moderator’** in order to return the learner / cohort back to the moderator to continue their review of the evidence.

Please see the earlier section **“Inputting marks and uploading evidence”** if you need a reminder of how to upload evidence to the Portal.

Please note that centres who do not respond to these requests in a timely manner may risk candidate certificates not being released as per the published date for the academic year. It is therefore important to look out for any communication following your submission to the Portal, in case further evidence is required to support moderation.

How to identify the candidates a moderator has referred back to you

Within the filters on the Moderation Portal, you can search using the course code, the assessment (unit) code, and use the status filter “Referred to Centre”. This will show you the learners who have been referred back to you.



What happens next: requests for additional evidence

Awarding of Results

In order for City & Guilds to determine the grade boundaries for Pass, Merit and Distinction, an awarding process is carried out after moderation has been completed and the grade boundaries will be agreed for each practical synoptic assessment.

To do this City & Guilds hold an awarding consultation with a panel of subject experts, including the Principal Moderator for the qualification.

At this event each awarder will scrutinise a number of pieces of work across a range of marks to identify the raw mark they feel is the boundary for the grade. They will have reference to grade descriptors and, where available, previously archived boundary benchmarks. Their findings will be discussed and the final boundary will be determined through consensus and referenced to all of the available information.

Grade boundaries for all assignments will be made available to centres on our website once the awarding process is completed.

It is possible that City & Guilds may require the support from centres to facilitate this awarding process, and additional evidence may be requested from centres during July.



What happens next: additional evidence to support awarding

Awarding of Results

In order for City & Guilds to determine the grade boundaries for Pass, Merit and Distinction, an awarding process is carried out after moderation has been completed and the grade boundaries will be agreed for each practical synoptic assessment.

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Grade boundaries for all assignments will be made available to centres on our website once the awarding process is completed.

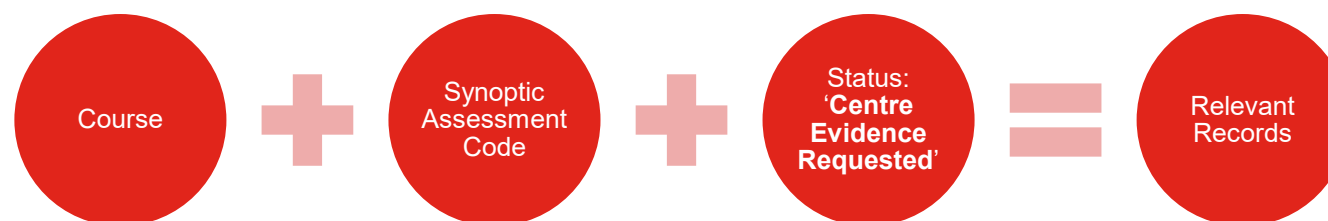
Additional candidate evidence for awarding

In some instances City & Guilds may request centres to upload additional candidate evidence samples in order to facilitate the awarding process.

Where this is required, centres will be contacted with a list of specific candidates whose evidence is required, and this should be uploaded to the Moderation Portal. The City & Guilds Quality team for Technical Qualifications will support centres through this process, if you are requested to provide this. This is a critical part of the moderation process, therefore we respectfully ask that additional evidence required is uploaded to the Portal within 2 working days after receipt of the request. Any delays regrettably may result in late release of learner results in August.

How to locate the candidates which we have requested additional Awarding evidence for

Within the filters on the Moderation Portal, you can search using the course code, the synoptic assessment code, and use the status filter "Centre Evidence Requested". This will show you the learners who have been referred back to you.



Resources and support

Support with Technical Qualifications

Online support tools

City & Guilds has put together a comprehensive online page dedicated to supporting you with the delivery of Technical Qualifications:



[Technical Qualifications: Resources and Support](#)

Here you'll find all the key information and resources for exam officers and tutors in colleges and other institutions offering City & Guilds Technical Qualifications.

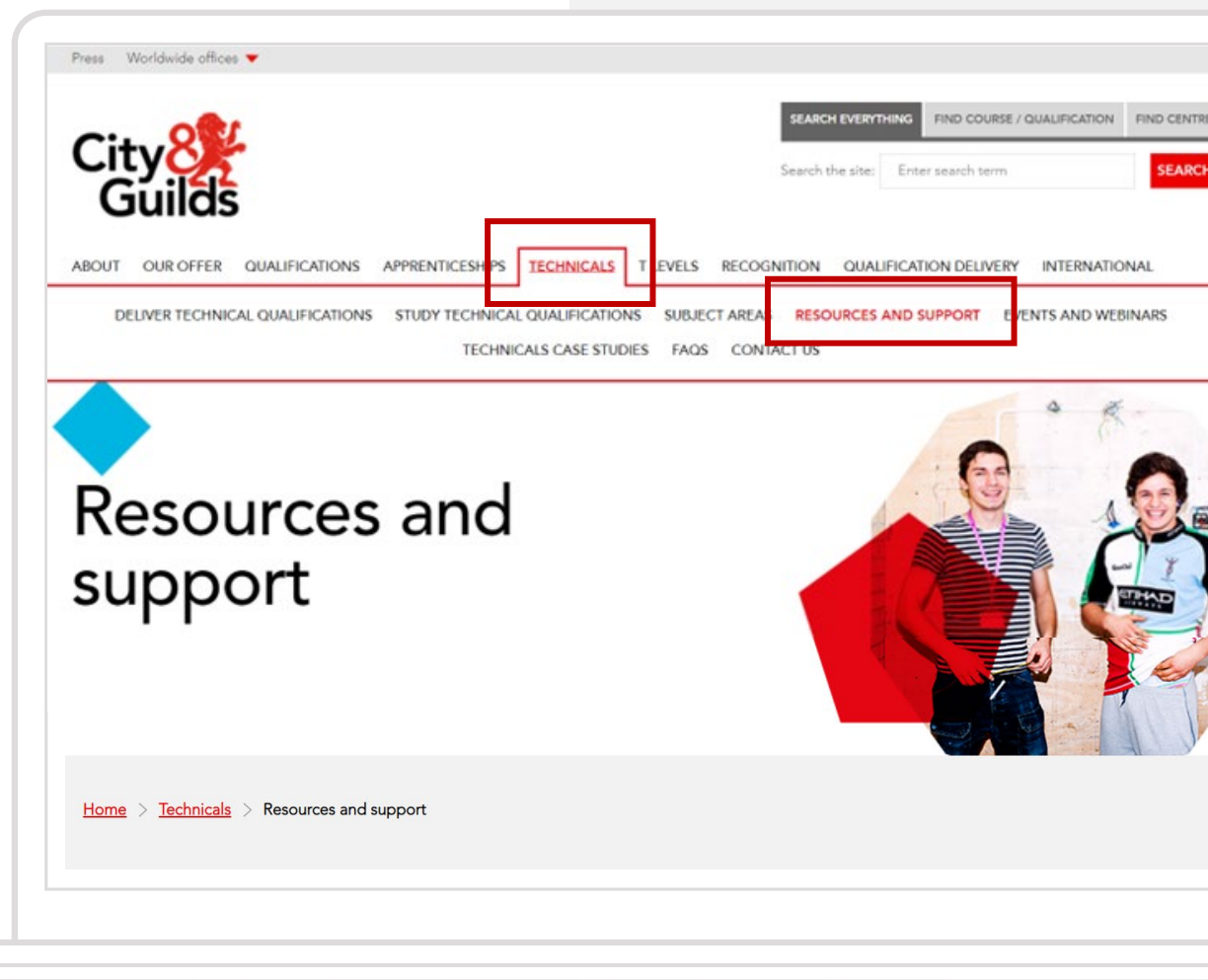
Key documents such as the Quality Assurance Guide for Technical Qualifications, the checklist for delivery, exam timetables, Employer Involvement guidance and trackers can be found here.

We're here to support you at every stage.

Further support

Where you have specific queries about the qualification(s) you are delivering you should consult the Qualification Handbook and guidance on the specific qualification pages [here](#).

Alternatively contact your specific Technical Advisor for the sector you are delivering. You can find their details on our website [here](#).



Support with the Moderation Portal

If you require further support or have feedback regarding the Moderation Portal, please contact the Quality team for Technical Qualifications:



Technicals.Quality@cityandguilds.com



0300 303 5352

Our team is available Monday to Friday 8:30am to 5pm excluding Bank Holidays.

We can help with:

- Finding the right documents and information
- Timeline for registrations, bookings and the moderation process
- General queries about technical qualifications
- Technical Qualification Approvals (QAPs)
- Exam and moderation timelines

Queries regarding the Moderation Portal:

- User accounts, passwords and locked accounts
- How to upload marks and evidence correctly and selecting the right status
- Additional requests from moderators and City & Guilds
- Administrative errors and incorrect statuses

About City & Guilds

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

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

general.enquiries@cityandguilds.com

www.cityandguilds.com/about-us

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