



## Moderation Portal

Demonstration &  
Networking Event  
April 2018

Technicals & Moderation Support team



# What will this event cover?

## Agenda

Introduction to the Moderation Portal

Centre process overview

Key deadlines for the Moderation Portal

Preparing for evidence upload

Accessing the Moderation Portal

Account management (demonstration)

**Break, refreshments and networking for 30 minutes**

Input of marks and uploading evidence  
(demonstration)

Uploading evidence at cohort level (demonstration)

Completing the marking process (demonstration)

Next steps

Communication with your Moderator

Resources, Support and other events

Questions & Answers



# Results & Resits

## ***1st Spring Exam Series***

**'Dated Entry' and took place between 26 February 2018 and 2 March 2018:**

Plus Land on demand tests, and dated equivalents that took place 15 and 16 March:

0171-021/521, 0171-023/523, 0172-024/524, 0172-026/526

0173-024/524, 0174-021/521, 0174-023/523, 0175-021/521

Results published:	23 April 2018
Deadline for booking summer exam resit:	27 April 2018

## ***2nd Spring Exam Series***

**'Dated Entry' and took place between 6 March 2018 and 23 March 2018**

Plus electrical exams that took place 20 and 26 April:

8202-031/531, 8202-020/520

Results published:	14 May 2018
Deadline for booking summer exam resit:	25 May 2018

## **FINAL RESULTS**

Level 3 Results for summer exams, synoptic assignments, employer involvement, optional units ,any other centre assessed units, and the overall qualification grade published:	6 August 2018
Level 2 Results for summer exams, synoptic assignments, employer involvement, optional units ,any other centre assessed units, and the overall qualification grade published:	13 August 2018

If the exam is 'On Demand' for L2 Land Based only

Results published:	23 April 2018
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However, to ensure the candidates assessment result is in time to be fully processed in advance of qualification conferment before the results day, any Land Based on-demand e-volve exams that are not taken and connected to City & Guilds servers before Sunday 29 July risk not having their assessment and qualification results available for the 13 August results day.

So in principle, as long as centres book the On Demand e-volve theory exam by 26 July and the candidate sits on Friday 27 July then it will be okay.

*On demand resits must be undertaken by:      Friday 27 July*

We strongly recommend that resits are taken before this date however as any delays will delay the overall result.

# DfE Announcement – ‘safety net’

All awarding organisations offering Tech levels and Applied General qualifications have received notification from the Department for Education and Ofqual regarding arrangements for the external assessments (exams) for these qualifications.

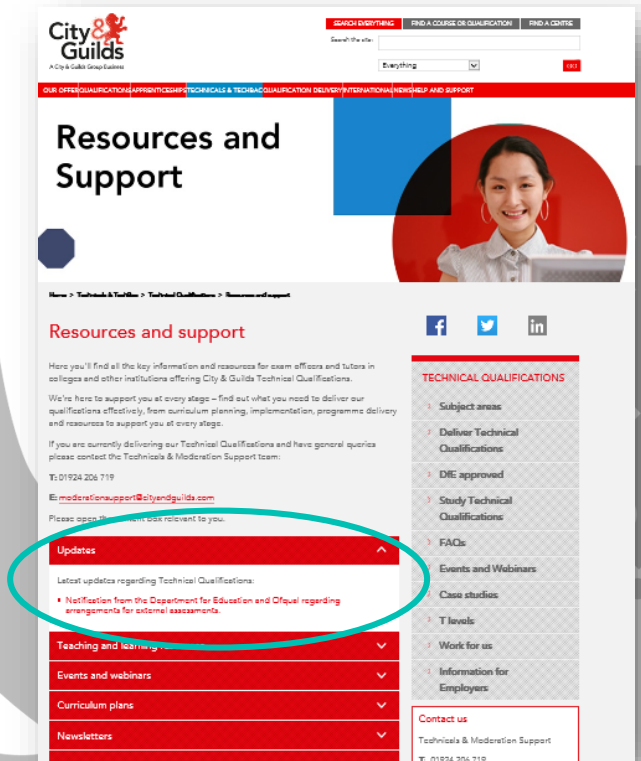
Ofqual have asked awarding organisations to consider a 'safety net' for learners that have achieved all the components of the qualification with the exception of one external assessment and more details are included in their letter on Ofqual's website.

City & Guilds will put in place the 'safety net' for those students who narrowly miss a pass on one or more externally-assessed units (exams) on Level 3 Tech level qualifications completing this year.

After the awarding process and the grade boundaries have been set we will review their exam results and include those results that are within a

- tolerance of marks below the pass mark as having achieved the component.
- The tolerance will be confirmed during our awarding processes in the summer.
- The exam result for learners that this applies to will be issued as a pass and allow a qualification grade to be awarded for these learners.

The safety net is applied to the August 2018 final results and not to the individual exam results released on 23 April or 14 May for the Spring exam series.



*We will ensure that these are included in the final results that are published on the Walled Garden in August 2018.*

**What should you  
have so far?**



# What should you have so far?



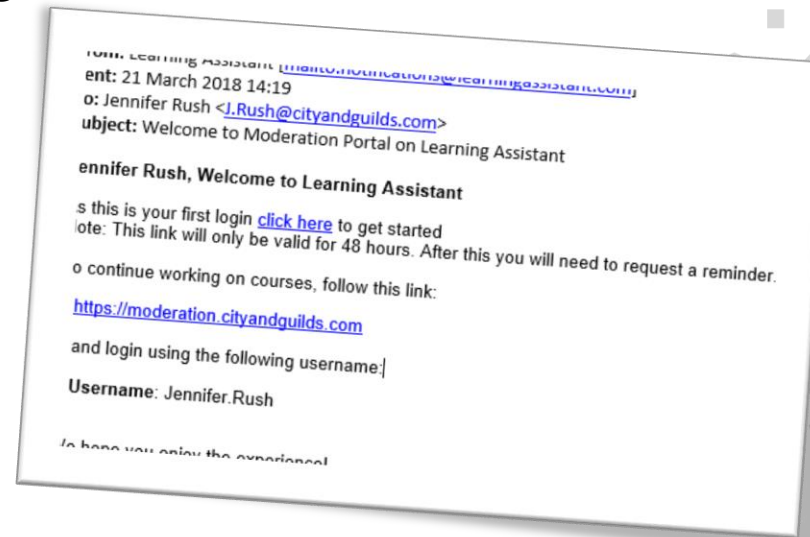
Welcome email and attached user guide



Account email with link to the portal and your main centre account username



Printed copy of the user guide on your chair



# 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



*Please note that the Moderation Portal may be unavailable to centres between 17:00 and 23:00 every Wednesday evening due to system maintenance.*



# Centre Process Overview

1

City & Guilds send login details to main contact

Main contact logs in to the portal for first use

Main contact creates additional centre accounts

2

Main Centre Account

Additional Account

Additional Account

3

For each qualification:  
Synoptic Assignment  
Optional/Mandatory Units  
Employer Involvement

Input all marks

Pg.19

Upload required evidence

Upload required evidence at cohort level

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Set status to 'Marking Complete'

Pg.31

Save and repeat for all components of the qualification

For each qualification:  
Synoptic Assignment  
Optional/Mandatory Units  
Employer Involvement

Input all marks

Upload required evidence

Upload required evidence at cohort level

Set status to 'Marking Complete'

Save and repeat for all components of the qualification

For each qualification:  
Synoptic Assignment  
Optional/Mandatory Units  
Employer Involvement

Input all marks

Upload required evidence

Upload required evidence at cohort level

Set status to 'Marking Complete'

Save and repeat for all components of the qualification

## Key deadlines for the Moderation Portal



# Key Deadlines

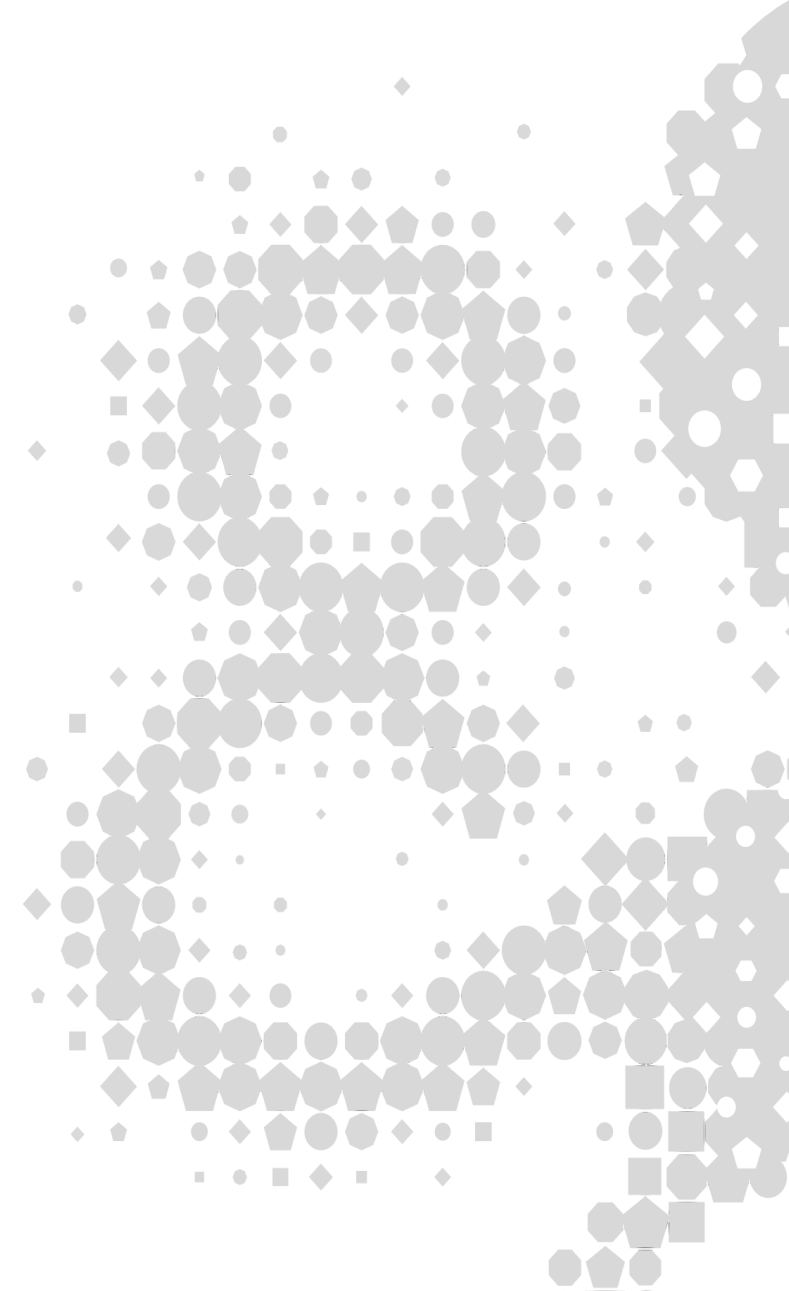
In order for the moderation process to take place, centres must ensure that the following two key deadlines are met:

## Friday 18 May 2018

- All candidate marks for the Synoptic Assignment
- A sample of evidence for each Synoptic Assignment (as per published requirements in the [Marking & Moderation Guide](#))
- Centre Standardisation Declaration form
- Personal Interest forms (if required)

## Friday 15 June 2018

- All candidate grades for mandatory & optional assignments
- A sample of evidence for one mandatory/optional unit (as per published requirements in the [Marking & Moderation Guide](#))
- All candidate outcomes for employer involvement
- Completed employer involvement planner
- Employer involvement evidence (as per published requirements)



# Preparing for evidence upload



# Preparing for evidence upload

## 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. Our [Requirements for uploading evidence for Technical Qualifications](#) document contains clear guidance on this.

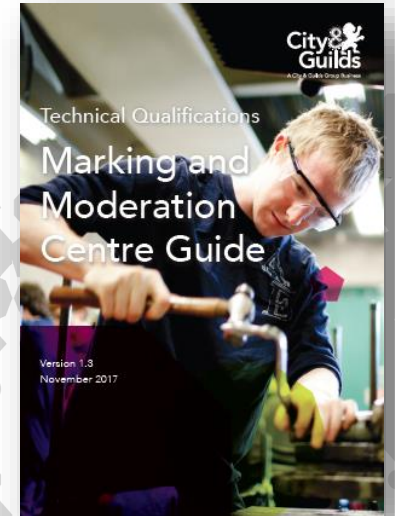
## Selecting your Moderation Sample

Centres are responsible for selecting the initial sample of candidates to be moderated. This sample must include the highest marked and lowest marked candidate work, and a representative range in between.

Other factors that should be considered when selecting candidates for the representative sample are:

- where there is more than one marker for a subject, centres should aim to include work marked by them
- marker to candidate ratio (i.e. If one marker marked the majority of the work, this should be reflected in the make-up of the sample)
- any candidates observed during the moderation visit (where relevant)
- any candidates identified on the *Personal Interest Form* (if used) should be included in addition to the sample.

In addition to the representative sample, in some instances, Moderators will request additional samples of candidate evidence. Centres must provide this evidence as soon as possible in order to facilitate the moderation process.



No. of candidates	Sample Size
12 or fewer	All candidates
13-100	12
101-200	15
More than 200	20

The full criteria and sample size for your moderation sample can be found on page 26 of the [Marking & Moderation Guide](#)

# Preparing for evidence upload

## Centre Assessed Components (Optional & Mandatory Units)

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### [Marking & Moderation Guide](#)

You need to upload outcomes (Pass, Fail, Merit or Distinction) for every optional and ever mandatory unit that the learner has completed.

You only need to submit evidence for one of these centre assessed components.

If there are no mandatory or optional units then there is no need to upload any evidence.

There is no requirement to upload evidence for Health & Safety units, knowledge tests or work experience units.

If you have both optional and mandatory units, chose optional units over mandatory units.

We recommend you upload evidence for the first completed optional/mandatory unit. Your moderator will request further evidence if they require it.

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& 15

### [Employer Involvement Centre Guidance](#)

## Employer Involvement

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### [Marking & Moderation Guide](#)

On the portal you will see the option within the assessment drop down to select the Employer Involvement unit (if applicable). If you have made your bookings correctly you will see the cohort of learners.

You need to put the outcome mark for each learner, so either Pass, Fail or WNS

Then you need to upload the completed Employer Involvement Planner and a sample of attendance registers etc. into the Document tab for the Employer Involvement.

You do not need to upload evidence at a learner level for Employer Involvement.



# Preparing for evidence upload

## 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 the following web browsers which must have Adobe Flash enabled:**

- Microsoft Internet Explorer
- Firefox
- Safari
- Google Chrome

### *Tips for easy upload*

- *The number of documents should be kept to a minimum and where possible evidence for full tasks should be kept together in a single compressed (zipped) file.*
- *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.*

DOC	Microsoft Word 2003-2007
DOCX	Microsoft Word 2010+
XLSX	Microsoft Excel 2010+
XLS	Microsoft Excel 2003-2007
PPS	Microsoft Power Point 2003-2007
PPT	Microsoft Power Point 2003-2007
PPTX	Microsoft Power Point 2010+
PDF	Portable Document Format
HTM	Text/HTML
HTML	Text/HTML
ZIP	Compressed File Container
GIF	Graphics Interchange Format
PNG	Portable Network Graphic
JPEG	Image
JPG	Image
BMP	BitMap Image
MP3	Audio
WAV	Audio
WMA	Audio
MP4	Video
QT	Quick Time Video
MOV	Video
WMV	Video Windows Media
AVI	Video
TXT	Basic Text
CLSS	Java Class File
SWF	Shockwave Flash
MSG	Outlook Message
ODT	Open Office
MHT	Message
CAF	Audio x-caf

# Accessing the Moderation Portal



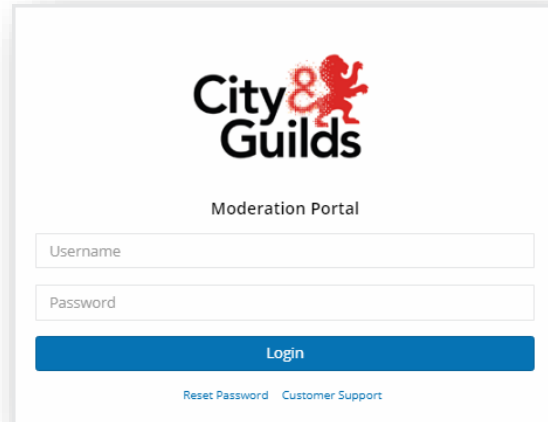


# Accessing the Moderation Portal

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

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

The main login page will then be displayed:

The image shows a login page for the City & Guilds Moderation Portal. At the top, the City & Guilds logo is displayed, featuring the text 'City & Guilds' in black with a red lion rampant to the right. Below the logo, the text 'Moderation Portal' is centered. There are two input fields: 'Username' and 'Password'. Below these fields is a blue 'Login' button. At the bottom of the page, there are two links: 'Reset Password' and 'Customer Support'.

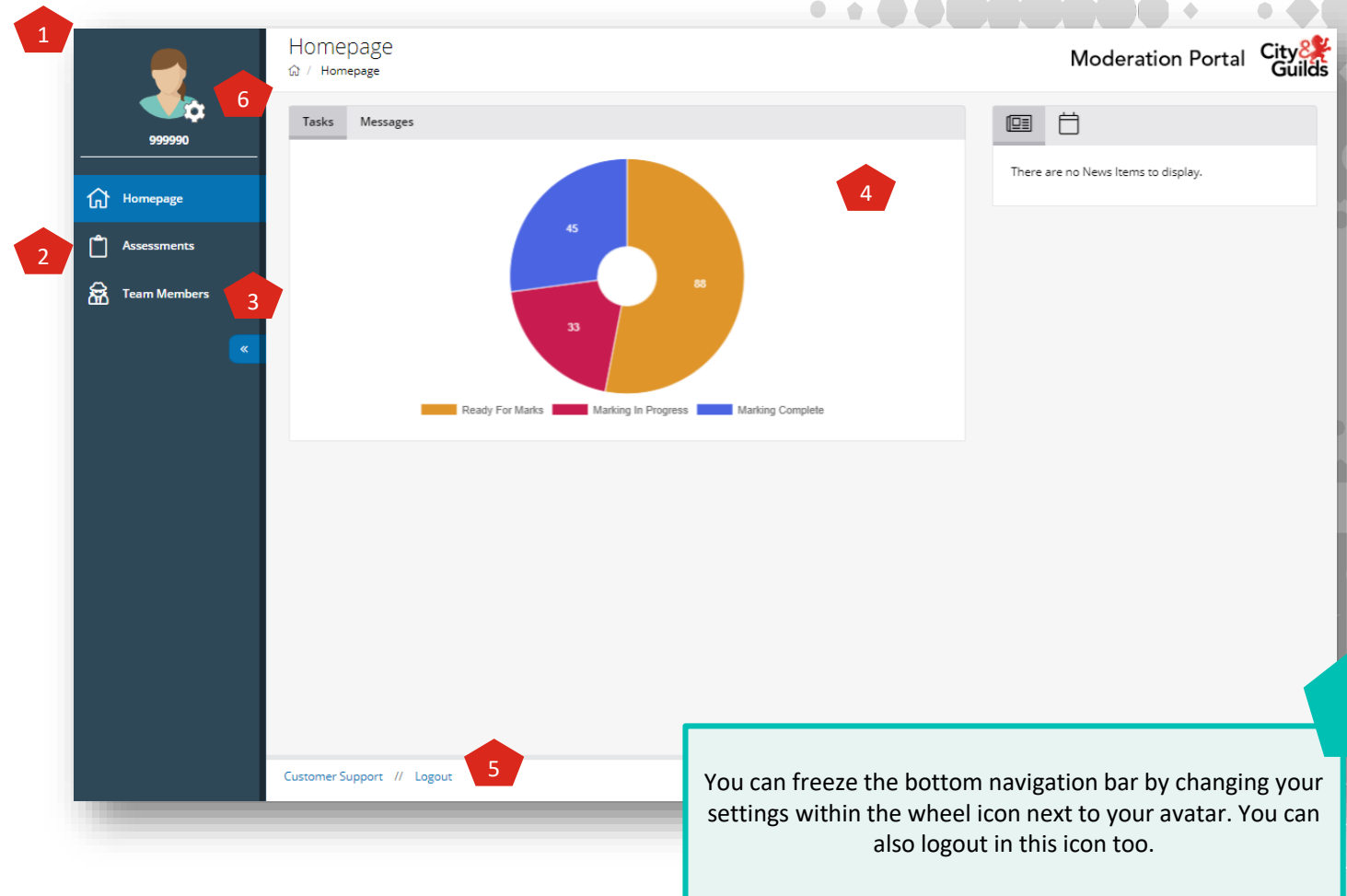
At the beginning of this academic year, each centre notified the Technicals & Moderation Support team of a main centre contact for technical qualifications. This person will have received a secure email link containing the initial credentials to access the Moderation Portal. Enter your Username and Password and click 'Login'

When you log in to 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.

# Accessing the Moderation Portal

Once you have logged in successfully and changed your password, the Moderation Portal home page will load. Here you will be able to see an overview of the tasks for your centre.

- 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 The graph displayed here under the **'Tasks'** tab shows your marking progress by status.
- 5 Here you can either logout, or access information for additional support with the portal.
- 6 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.



# Accounts overview

## 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.

### Main Centre Account

This is the generic account provided by City & Guilds. At the beginning of this academic year, each centre notified us of a main contact person for technical qualifications. This person will have received a secure email link containing these initial credentials to access the Moderation Portal.

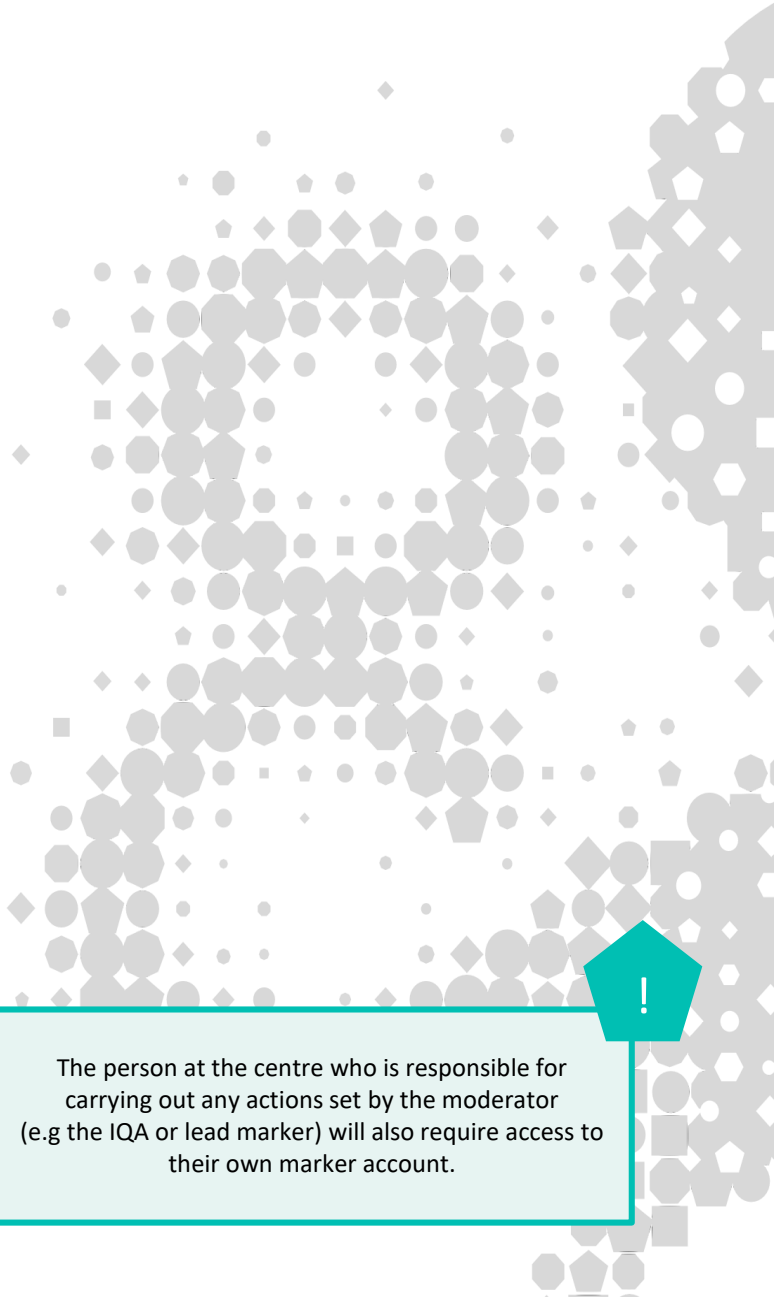
You will be able to identify this as the username will be your Centre Number, e.g. 012345A. The main purpose of this account is to create and manage the user accounts for others colleagues (markers and assessors) who require access to the portal.

The main centre account 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 main centre contact decides to create additional users, these users will only see the qualifications they are responsible for in the portal. The main centre account is required to assign each additional user their qualifications.

Additional users can undertake the process of uploading marks and evidence for cohorts or candidates by using the 'assessment' tab on the portal.



The person at the centre who is responsible for carrying out any actions set by the moderator (e.g the IQA or lead marker) will also require access to their own marker account.

# Moderation Portal Demonstration

Account management



## Break & Networking

Please use this time to speak to guests from other schools, colleges and institutions or ask the speakers any questions you may have.

We have 30 minutes for this part of the event.



**Input of marks and  
uploading evidence  
&  
Uploading evidence at  
cohort level**



# Input of marks and uploading evidence

## Using the Assessment tab

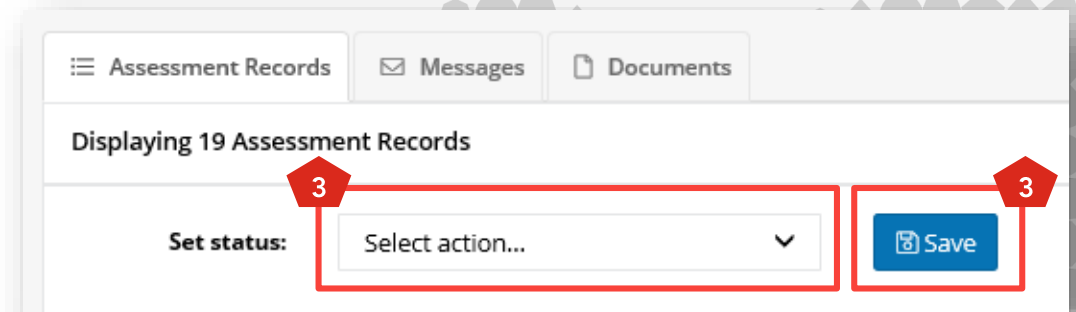
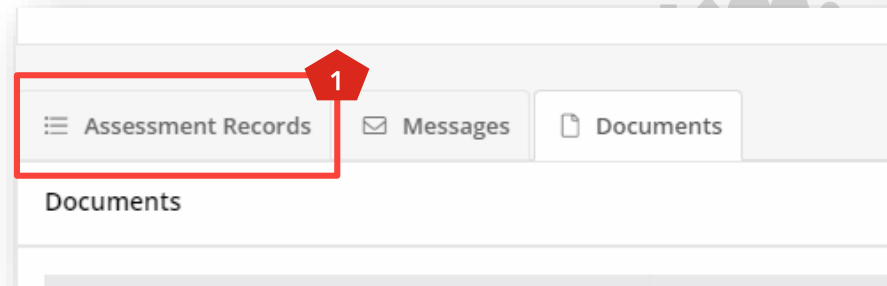
- 1 Centres should input all marks and upload the following samples of evidence types to the Assessments Records tab:

Candidate Evidence
Candidate record form
Declaration of authenticity
Candidate assessment evidence
Practical observation form
Centre Assessed Components – sample of 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 and or the marker information automatically.

### To save your marks and evidence

- 2 Click on 'Select action' and from the drop down menu choose 'Marking in progress'.
- 3 Click 'Save'. Confirmation of saved changes will be highlighted on screen for your reference. We recommend you do this as regularly as possible.



# Input of marks and uploading evidence

## Assessment Status

The first time you access the portal to input marks and upload evidence, you will find that all assessment components have a status of 'Ready for marks'. This will need to be changed as you work through you candidates and cohorts on the Portal.

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

### Ready for marks



No marks or evidence have yet been submitted for the cohort of candidates for this assessment/qualification.

### Marking in progress

The marker has started to input marks and upload evidence for some candidates within the cohort and has saved their progress.

### Marking complete

The marker has now inputted all marks and uploaded all the necessary evidence for the full cohort for a particular assessment/qualification. This has now been submitted to your City & Guilds Moderator ready for the moderation process to take place.



Once you confirm the status as 'Marking complete' this action cannot be changed by the centre.

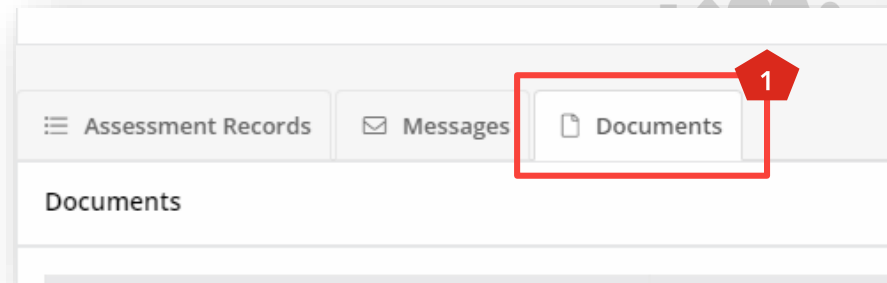


# Uploading evidence at cohort level

## Using the Documents tab

Centres should upload the following evidence types to the documents tab:

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



1 The documents tab is separate to the assessment records tab. When you upload documents in this tab the document is linked to the assessment component (unit) and qualification you specify. It does not link to individual learners. This means that no matter what additional filters are set, the documents displayed will always link to the course and the assessment and all documents will show.

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

Qualification specific recording forms are found under the relevant qualification webpage.

# Moderation Portal Demonstration

Input of marks and uploading evidence,  
Uploading evidence at cohort level &  
Completing the marking process



**Next steps**




# What happens next?

## The Moderation process

Once you have submitted 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.

The outcome of this exercise dictates 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.

*The Moderator may request further evidence from a larger sample size for the cohort in order to make their decision on final marks. Any further evidence requests must be uploaded through the Moderation Portal. The Moderator will communicate the request with your centre via email and the assessment component(s) of the qualification(s) that require further evidence will be referred back to your centre on the portal. This will allow you to upload additional evidence where it has been requested.*



Centre marks are accepted	Centre marks will be accepted where centre marking is found to be within tolerance of the agreed national standard for the qualification.
Centre marks are adjusted	Centre marks will be adjusted where centre marking is found to be either lenient or harsh. In these instances, City & Guilds will make an adjustment to all candidate results to bring them in line with the agreed national standard for the qualification.
Moderator marks are accepted	Moderator marks will be accepted where they are available (i.e. with a cohort of under 12) or where a full remark is required.  A full remark will be undertaken where an appropriate adjustment cannot be made to centre marking. This is normally where internal standardisation of marking has either not taken place, or has not been effective in a centre. In these instances, centres will be required to upload evidence for all candidates in the cohort to the Moderation Portal.

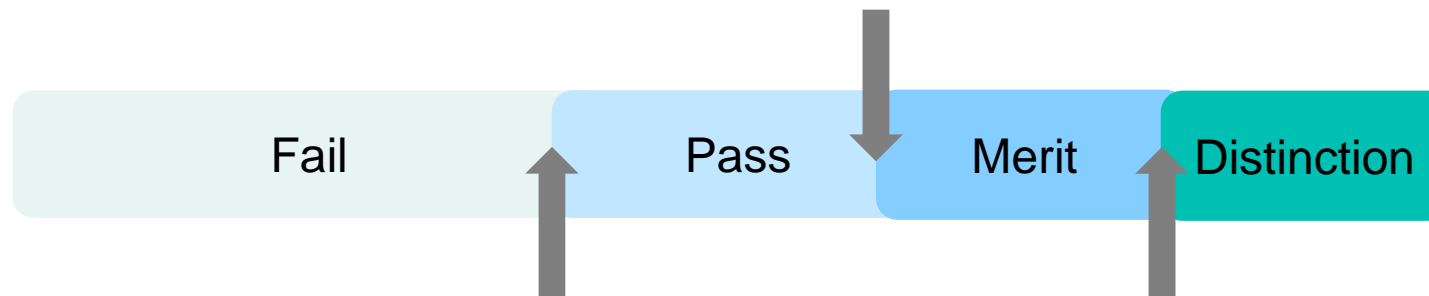
# What happens next?

## Awarding of Results

Following marking and moderation, an awarding process is carried out by City & Guilds, where the grade boundaries for Pass, Merit and Distinction 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 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. This should be uploaded to the Moderation Portal.*

# Communication with your Moderator



# Communication with your Moderator

## Moderator allocations

There are two stages to the allocation of your Moderator for each qualification:

1. Moderation visits (where applicable)
2. Remote moderation

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 remote moderation process. However there may be situations where we cannot allocate the same Moderator. Where this is the case you will be notified of who your Moderator is by the Technicals & Moderation Support team in early April of the academic year.

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

For the 2017-18 academic year, all communication with your Moderator will either 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 each centre notified us of at the start of the year. 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 this contact person is correct, please notify the Technicals & Moderation Support team via email. You may be asked to complete and return a Moderation Contact Form (similar to a Centre Update form).**



[moderationssupport@cityandguilds.com](mailto:moderationssupport@cityandguilds.com)

## Resources & 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 Qualification: 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.

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 or get in touch with your Technical Advisor.

[Technicals Welcome Pack 2017/18](#)

[Technical checklist for delivery](#)

[Marking and Moderation Guide](#)

[Technical Qualifications - Generic Forms.zip](#)

[Exams timetable for 2018](#)

[Technical Qualifications – Guide to Teaching, Learning and Assessment](#)

[KS4 Technical Awards: Guide](#)

[KS4 Technical Awards: Information for new centres](#)

[KS4 Technical Awards: Webinar](#)

[KS4 Technical Awards: FAQs](#)

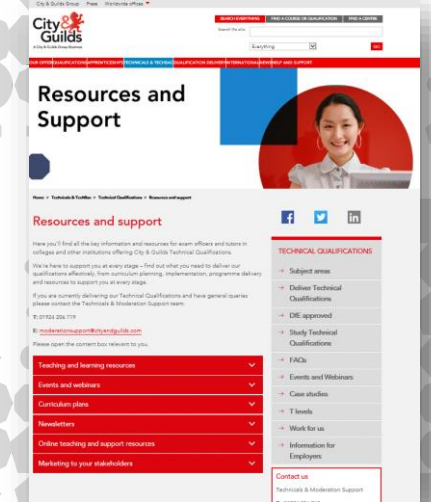
[Employer Involvement Centre Guidance](#)

[Employment Involvement Planner and Tracker](#)

[Employer Involvement Planner and Tracker Exemplar](#)

[KS4 Technical Awards comparison sheet](#)

[Technical Qualifications - requirements for uploading evidence](#)



# Support with the Moderation Portal

## Feedback & Support

If you require further support or have feedback regarding the Moderation Portal, please contact the Technicals & Moderation Support team:



[moderationsupport@cityandguilds.com](mailto:moderationsupport@cityandguilds.com)



01924 206 719

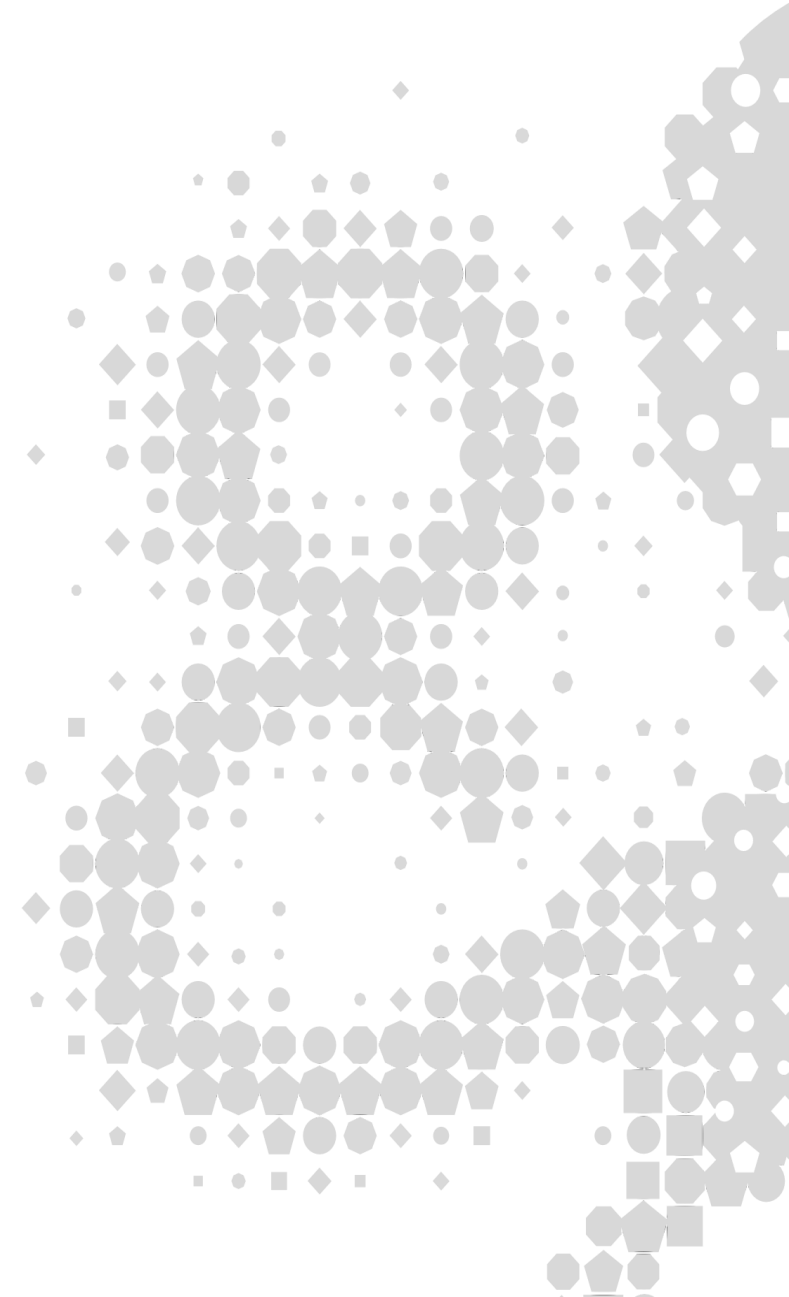
Our team is available Monday to Friday 9am to 5pm excluding Bank Holidays.

We can help with:

- Where to find 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

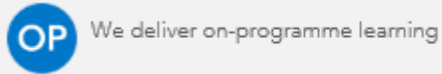
Queries regarding the Moderation Portal:

- User accounts, passwords and locked accounts
- How to upload marks and evidence correctly
- Administrative errors and incorrect statuses



# Have you seen our Apprenticeship offer?

## Apprenticeship standards



We provide on-programme materials and learning resources and also offer end-point assessment for many of the new apprenticeship standards.

We already offer standards in many key industry areas including Automotive, Beauty, Building Services, Business Skills, Construction, Digital & IT, Engineering, Hairdressing, Health and Social Care, Hospitality and Catering, Land based, Leadership and Management, Manufacturing, Marine, Rail, Retail and finally Travel and Tourism.

## End Point Assessment



We offer a first rate EPA service to our customers and their apprentices once the on-programme training has been completed and they have passed the gateway evaluation. Once you register an apprentice for our EPA, they can access our EPA preparation tool with content personalised to them and to the standard. It gives your apprentice targeted support in areas like presentation and interview skills, reflection and analysis and will build their confidence going into the assessment,



**We've got a host of free and paid-for events aimed at both employers and training providers to support in the understanding, delivery and process of apprenticeships.**

**Visit the events page on our website to find out more including links to past webinar recordings.**

Upcoming events:

- New apprenticeship funding rules webinar, 25 April 2018
- How to fuel your apprentice's journey from start to finish
- Transitioning to the New Standards

You can find loads of really useful information on what the apprenticeship reforms mean to you and what we have to offer on our dedicate webpages:



Come and speak to us after the event if you want to know more.

# CPD Training Events

<https://www.cityandguilds.com/cpd>

Learning and development has to adapt to policy, funding and economic changes. When you need support to keep on top of this while delivering the highest possible standard of teaching and learning, consider one of our in-house or open training events.

- ✓ Experienced facilitators who are expert in their sector
- ✓ Handbook and materials to refer to after the sessions
- ✓ Programmes can count towards your CPD portfolio
- ✓ Available as private sessions for up to 25 delegates
- ✓ Bespoke sessions available

For more information on any of the workshops, including bespoke courses and in-house training, please email [advance@cityandguilds.com](mailto:advance@cityandguilds.com).

Although our courses are targeted, we can adapt them to your organisation and needs.



Courses we offer (1 day unless otherwise stated):

- External Quality Assurance – 2 day
- Employer Engagement and Commercialisation
- Best practice in the quality assurance for the new apprenticeship standards (England)\*\*new\*\*
- Preparing your apprentice for End Point Assessment
- Supporting the apprenticeship journey
- Leadership & Management modules
- Improving Teaching and Learning in English and Maths – series of workshops \*\*new\*\*

Make sure you keep checking the website and Eventbrite for new dates and courses.

- <http://city-and-guilds.eventbrite.co.uk>



Questions,  
answers &  
further networking

