Applying for access arrangements on the Walled Garden

Version 2.1
May 2018
Contents

1 Introduction 2
   1.1 Overview of access arrangements 2
   1.2 Changes for May 2018 2
   1.3 Contact details 2
2 Accessing the access arrangements page 3
   2.1 Walled Garden 3
   2.2 Creating candidates 4
3 Applying for access arrangements 6
   3.1 Finding candidates 6
   3.2 Temporary arrangements 7
   3.3 Long term arrangements 8
Appendix - Frequently Asked Questions 10
  Logging in 10
  Applying for access arrangements 11
  Evidence of need 15
  Time Extensions 15
1 Introduction

1.1 Overview of access arrangements

Access arrangements are agreed before an assessment. They allow candidates with special educational needs, disabilities or temporary injuries to access the assessment.

Access arrangements allow candidates to show what they know and can do without changing the demands of the assessment. Examples of access arrangements include: readers, scribes and Braille question papers.

To help make the administration of access arrangements quicker for centres, examination officers can apply for access arrangements on the Walled Garden. This document outlines how the process should be used.

This process is for UK centres only.

For more details on access arrangements please visit www.cityandguilds.com/policy or for more information about how to apply for a Walled Garden account please visit www.walled-garden.com.

1.2 Changes for May 2018

The portal has been updated and the changes include:
- amending questions to take account of Education Health and Care plans¹,
- adding new Help information,
- amending the wording of some questions and names of access arrangements for clarity and consistency.

This document has been updated to reflect these changes.

<table>
<thead>
<tr>
<th>Section</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.3</td>
<td>Updated screenshots.</td>
</tr>
<tr>
<td>Appendix - FAQs</td>
<td>Change to Question 7.</td>
</tr>
</tbody>
</table>

1.3 Contact details

Access Arrangements
City & Guilds
1 Giltspur Street
London EC1A 9DD

Email: policy@cityandguilds.com
Telephone: 020 7294 2772

¹ These apply to England only
2 Accessing the access arrangements page

2.1 Walled Garden

The Access Arrangements portal can be found on the WalledGarden, as shown below:

![Walled Garden Interface](image1)

Clicking on Catalogue will take you to the ‘Access Arrangements’ tab.

![Access Arrangements Tab](image2)

Once you click on the Access Arrangements link on the Walled Garden, you will be redirected into City & Guilds access arrangements.

For the first time when you use the system, you will need to check that the details of your centre are correct. If any information is missing you will need to enter it, please note that email address and phone number are mandatory fields and so must be completed. At present, there will only be one account per centre. Please bear this in mind when entering contact details.
After this screen has been completed, you will arrive at the access arrangements home screen.

2.2 Creating candidates

To create a new candidate, click on the My Candidates link on the top menu bar then click on the Create New Candidate button.

Note: If you have not applied for access arrangements for a candidate before you will need to create them first, even if they have been registered on the Walled Garden.
Note: If you are assigned to more than one centre on the Walled Garden you will see a screen listing all your centres.

All the centres and sub-centres attached to your Walled Garden account will be listed on this screen. Select which of your centres the candidate is registered with.

Click on the create button for the centre you want to create the candidate for.

To create a new candidate you will need to enter the details below. You can add multiple qualifications by clicking + New button. Please add all the qualifications that the candidate is doing.

Note: Enrolment numbers should be three letters followed by four numbers. Please use the Walled Garden to find a candidate’s enrolment number.

Note: To delete a qualification click on Delete button.

After you have entered the candidate and qualification details, click on Create Candidate button to save the candidate details. You will then return to the list of candidates. All applications must to be made against a specific qualification.
3 Applying for access arrangements

3.1 Finding candidates

To apply for access arrangements, click on the My Candidates menu on the top menu bar. You can search for the candidate by clicking on the filter icon or using page navigation.

You can filter the candidates by First Name, Last Name, Enrolment Number and Date of Birth.

Click Make Request next to the candidate you want make an application.

For each application, please select whether it is a temporary or long term arrangement. An example of a temporary access arrangement would be when a candidate breaks their arm and needs a scribe for a short time.

Click Begin Request button to continue.
3.2 Temporary arrangements

When applying for these you need to select a start and end date for the arrangements. By default the start date is the date you are making the application and the default end date is in two months time. Both dates can be changed. Choose the qualification the access arrangements are for. You can only apply for one qualification at a time.

Please select the arrangements required and click Create Request.

Once you have answered all the questions in the supply evidence section, click Submit Request button.

After all of the questions have been answered, each arrangement will be approved, not approved or referred to City & Guilds. If it is the latter, City & Guilds will contact the person named on the system and discuss the request with them. For this reason it is very important that the contact details are kept up to date.
You can also view and print a confirmation. Centres should keep a copy of the confirmation on file. The confirmation also has information on when access arrangements should not be used.

3.3 Long term arrangements

In most cases, the arrangements applied for will be long term arrangements. To apply for these, please select long term from the drop down list and click **Begin Request** button. Then select the qualification and the arrangements the candidate needs from the list.

Answer the questions as they appear
After all the questions have been answered, each arrangement will be approved, not approved or referred to City & Guilds. If this happens, please email policy@cityandguilds.com with details of the candidate and any evidence you have to support your application.

You can view and print a confirmation. In some cases, there will be an end date displayed on the confirmation. If the candidate needs access arrangements after this time, you would need to reapply.

Centres should keep a copy of the confirmation on file. The confirmation also has information on when access arrangements should not be used.
Appendix - Frequently Asked Questions

We have compiled a list of questions that have been asked by centres using the system. If you have a query regarding the system which is not answered here, please contact City & Guilds.

Logging in

1. When we click on the ‘Access arrangement’ link on the Walled Garden, we are asked to input our user name and password. Is there a different login to access the system?

Walled Garden is single sign-on. This means that once you log on to the Walled Garden, you should be able to access all the functionalities within it without the need for separate user name / passwords. If ‘Access arrangements’ is asking you for a password, this indicates that there is an issue. Please try logging in using a different browser, like Google Chrome or Firefox. This will help to identify if the issue is related to your browser settings. If this doesn’t work, please contact City & Guilds.

2. When I log on to ‘Access arrangement’, I can see a list of centres. I am not aware of some of these centres. The centre number I want to make requests for is not in the list. What should I do?

If your centre has several centre numbers, all of these centre numbers will be created in Access Arrangements. The main centre may also not be included in the list you see when you log in as it has already been created. As long as all the centre numbers on the list are connected to your centre, please accept the legal policy at the bottom of the page.
This will register your details and you should then be able to apply for arrangements for any of the centre numbers you need to.

Applying for access arrangements

3. For candidates with learning difficulties, the system asks you to input the scores for Reading Accuracy, Comprehension and Speed. We only have one of those scores, what should I do?

There is no need to input all three scores. You only need to put the information which you have and leave the rest of the fields as ‘100’.

If you haven’t clicked in the boxes, you can proceed without entering anything into it. If you have already clicked into the box, you will need to enter a number to proceed. If you don’t have a score, enter ‘100’.

4. My request has been “referred to City & Guilds”. What are the next steps?

Most arrangements will be approved or not approved. However, in a minority of cases, the application may be referred to City & Guilds.

If this happens, please email policy@cityandguilds.com with details of the candidate and any evidence you have to support your application.
5. My request for a reader has been rejected even though I have inputted reading scores and they are below 84. What should I do?

Access arrangements can only be permitted if they are the candidate’s normal way of working. There is a question on this, which is highlighted below:

If this question has not been ticked the application for a reader will not be approved. You will need to make the application again in order to check if this box is ticked.

6. I have requested a scribe, but it says “not approved” even though I have the required evidence of need. What do I need to do?

There are two questions that might have caused the application to be rejected, which are described below. You will need to make a new application to check if you answered these questions.

Access arrangements can only be permitted if they are the candidate’s normal way of working. There is a question on this, which is highlighted below:
If this question has not been ticked the application for a scribe will not be approved.

A scribe can only be approved for candidates that cannot use a word processor in their exams. There is a question covering this point on the learning difficulties diagnosis screen, which is highlighted below:

![Diagnosis screen with question highlighted]

If this question is ticked, the request for a scribe will not be approved.

7. I have requested a reader, scribe and 25% extra time but none of them have been approved. Why is this?

The question highlighted below **must** be ticked for any of these arrangements to be approved:

![Diagnosis screen with question highlighted]

These access arrangements can only be permitted if the centre holds evidence to support the application.

You will need to make a new application to check if you answered this question.
8. The confirmation of the candidate’s arrangements does not have an approval end date. Can the arrangements be used indefinitely?

Most arrangements approved on the system will not have an end date. This means that the arrangements can be used as long as the candidate is doing the qualification. If the candidate registers for a different qualification, then you will need to add that qualification. You can do this by going to My Candidates and then click on edit.

![Candidate Data Table]

9. How do I apply for access arrangements for a candidate without an enrolment number?

To create a candidate you will need an enrolment number, you can’t create one without this information. Please register the candidate for a qualification and then apply for access arrangements.

10. I can’t see the arrangement I want to apply for on the list of access arrangements, does that mean it can’t be permitted?

No. There are likely to be, from time to time, arrangements that candidates need that are not listed on the system. This does not mean the arrangement cannot be permitted.

Please consult the JCQ document on Access Arrangements and Reasonable Adjustments for details on how and whether to apply for a particular access arrangement. For modified question papers, centres need to apply to City & Guilds so that papers can be ordered. More information and the accompanying forms can be found on our on the access arrangements page on our website. Requests for access arrangements can be emailed to policy@cityandguilds.com.
Evidence of need

11. The candidate’s evidence of need is over two years old, do they need to be reassessed?

If the report has been completed during or after year 9, there is no need to get the candidate reassessed if you are requesting a reader, scribe or up to 25% extra time. However, centres should have notes on the candidate’s normal way of working, listing the support given to the candidate and confirming that the needs of the candidate haven’t changed.

For some access arrangements, like 50% extra time, a report dated within 26 months is required.

12. What should I do if I am not sure if the evidence we hold meets the requirements?

Please make the application; if it is declined, please email policy@cityandguilds.com with the candidate details and the evidence. We can advise you if the evidence is insufficient. City & Guilds can override the decision of the system and grant approval if necessary.

Time Extensions

13. My request for 50% extra time has been approved for this candidate, why won’t the Walled Garden let me add over 25% extra time for the e-volve test?

For most tests, centres can only book up to 25% extra time. If you need to add more than this please email policy@cityandguilds.com. City & Guilds can book the test for you, please remember to include all the information required to do this on the Walled Garden (eg date and time, enrolment number, centre number, qualification details).

14. My request for 25% extra time has been approved for this candidate, why won’t the Walled Garden let me add 25% extra time for the e-volve test?

The Walled Garden should allow centres to add 25% extra time when scheduling any e-volve test. If it doesn’t, please email policy@cityandguilds.com with the details.