

e-volve 11.9

Centre User Guide

**All you need to know to manage on-
screen assessments**

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Introduction

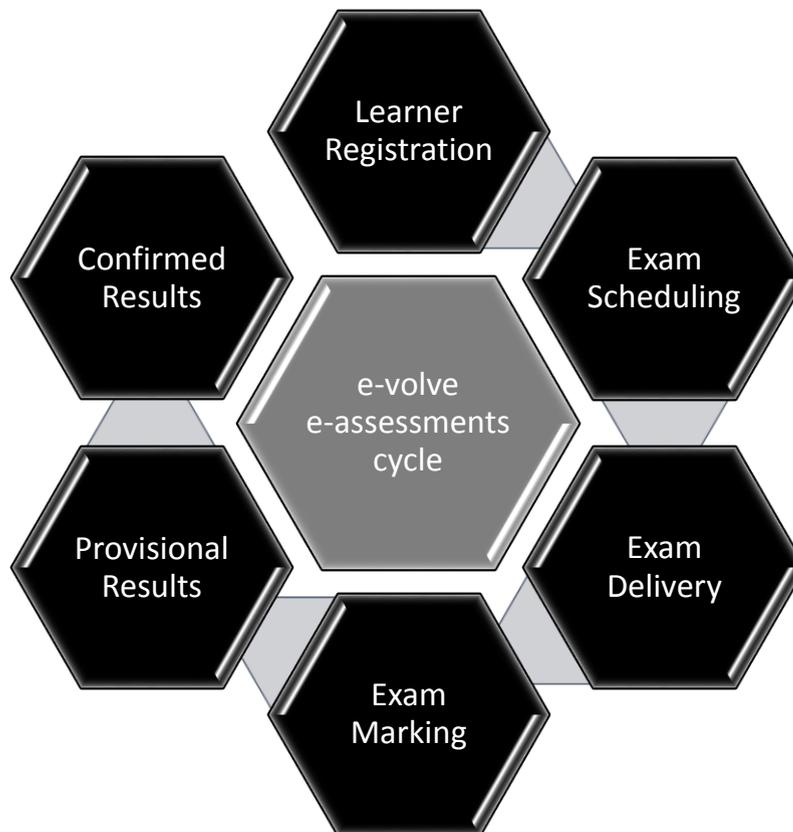
Welcome to e-volve, our e-assessment platform

This document is intended for Centres enabled to conduct examinations using our **e-volve** platform.

Within this comprehensive guide you will find everything you need for the day-to-day management of **e-volve** tests, including:

- An overview of the e-volve platform, from registration to results
- A step by step software user guide
- How to contact City & Guilds for support

Overview



Process Steps

→ A brief overview of the process steps

LEARNER REGISTRATION

Learners must be registered for the qualification before you can schedule an **e-volve** test.

Learner registrations for qualifications with **e-volve** tests are made in the same way as registrations for all other qualifications. As soon as the registration order has been processed (usually within a few minutes if done in the Walled Garden) the system will automatically make the learner eligible for **e-volve** and you can start scheduling tests.

EXAM SCHEDULING

Scheduling is the process of assigning a date and time for a learner to sit a specific **e-volve** test.

Scheduling is carried out through the Walled Garden. Once the order has been processed successfully, the system will generate a 'keycode' that is unique to that particular booking. The learner will need this keycode in order to sit the test.

EXAM DELIVERY (TESTING)

e-volve testing is carried out in SecureAssess / SecureClient, our e-assessment software. This can either be done online (while connected to the Internet) or offline (with no Internet connection), depending on your particular connectivity and choice of deployment.

The Invigilator has access to a number of features to manage the exam delivery on SecureAssess.

At the due time and when the learner is present and their identity has been verified, the test can be unlocked. The learner logs into SecureClient with his/her keycode to complete the exam.

EXAM MARKING

As soon as the test is complete, SecureAssess will automatically mark the machine-marked exams.

Tests containing questions that can only be marked by an examiner (such as free text entry in functional skills English assessments) will be queued for marking when the test is completed.

PROVISIONAL RESULTS (SECUREASSESS)

Provisional results are available in SecureAssess after the test.

For machine marked exams, provisional results will be generated in SecureAssess a few minutes after the test is finished. For examiner marked exams, provisional results will not appear in SecureAssess until the marking has taken place.

CONFIRMED RESULTS (WALLED GARDEN)

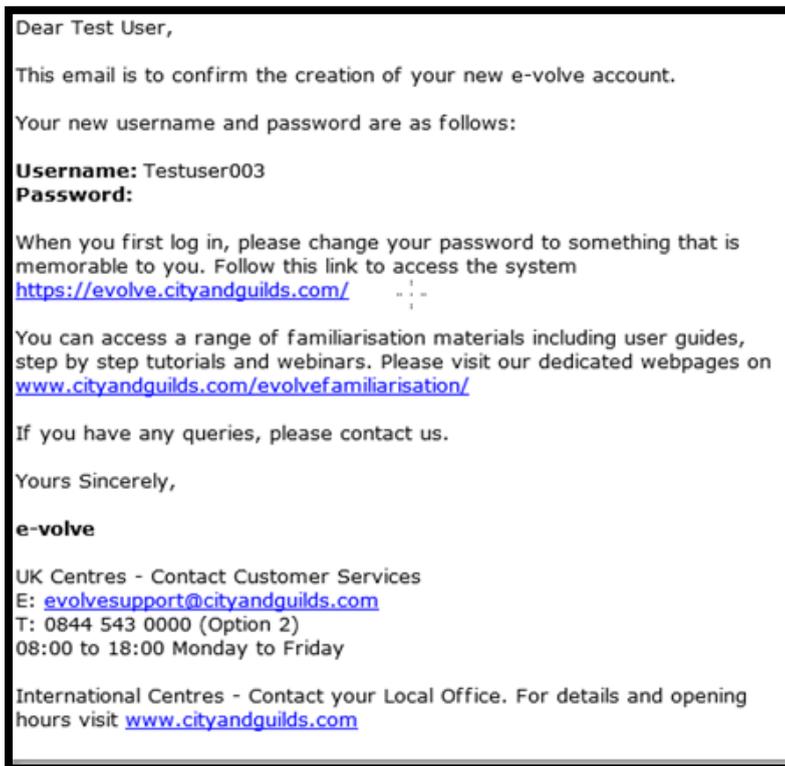
Results will be automatically transferred to Walled Garden as soon as they are released, and they will be processed to update the learner records. At this point, the results are confirmed and you can see them in the 'Candidate History' report.

Results for machine marked exams will be confirmed in Walled Garden 48 hours after the test. Results for examiner marked exams will take up to 20 working days (four weeks) to be confirmed in Walled Garden.

UKTs and navigation tests do not return results to Walled Garden.

Username and Log in

→ Your initial username and password will be automatically generated when your account is created, and they will be sent to you via an email



You can change your password to something that is memorable to you, when you first log in (See Personal Profile Management section).

To access SecureAssess Central, open your browser and navigate to the following URL: <https://evolve.cityandguilds.com>

You can access SecureAssess from any PC that meets the minimum technical requirements and has an internet connection.

- You will be presented with the following login screen.
- Type in your user name and password and select the 'Log In' button.

Please Log In

City & Guilds | **SecureAssess[®]**

User Name:

Password:

Remember your password is case sensitive

Log In

Surpass[®]

© BTL Group Ltd, 2001 - 2016, All Rights Reserved
Server: <https://evolve.cityandguilds.com//secureassess/>

Homepage

As soon as you log in, your web browser will display the Home page for SecureAssess. This page is available to all users, regardless of their role.

Welcome to e-volve, City & Guilds' online assessment platform

City & Guilds is delighted to announce that we have officially launched e-volve centre analytics. This new, free service will help you get the most from e-volve, through significant reporting and analysis enhancements.

Log in to e-volve centre analytics here: <http://evolve.cityandguilds.com/analytics>

Or for more information please go to: [centre analytics](#)

Note – Functional Skills Mathematics

Please can invigilators make candidates aware that they need to fill in the correct answer boxes for each question, so the answer to question 1 should be in the answer box for Q1. The answer to Q2 should be in the answer box for Q2 etc. Not doing so may slow down the marking process and could impact on result turnaround times.

Thank you for your cooperation.

Dear customers,

We do not currently support the use of Windows 8.1 or Windows 10. If you upgrade to either of these operating systems there is a strong chance you will have compatibility issues which could negatively impact your candidates. Once our software supplier has included these operating systems and we have updated our minimum technical requirements document ([found here](#)), we will issue a statement to confirm support.

Thank you for your understanding
City & Guilds technical team

Familiarisation
A range of familiarisation materials including user guides, step by step tutorials and webinars is available at our dedicated webpages - [here](#)

Downloads and notes
The e-volve SecureClient (learner machines) software can be downloaded [here](#).
Note: Please ensure that your IT department is aware before attempting to install the software.

We're here to help
If you have any enquiries regarding e-volve, we will be happy to assist you:

- ➡ For security reasons, after a period of inactivity you will be prompted to re-enter your password.
- ➡ It is important that you log out of the system correctly, or it may be possible for other people to access your information.
- ➡ To log out, select the Log Out button at the top of the screen. Closing the browser also logs you out.

Screen Layout

The menu tabs, which appear across the top of the SecureAssess interface, are determined by the permissions you have been granted

Some common screen controls appear throughout the SecureAssess screens. With the exception of the Home page, each screen within SecureAssess adopts a standard layout, as follows:

Menu tabs access different system areas. The number of tabs available depends on your role (e.g. Invigilator, Exams Officer, etc.)

The screenshot shows the SecureAssess interface with a table of exams. The table has columns for PIN, Exam Name, Key, Centre Name, Qualific..., Exam..., End Date, Exa..., End..., and Candidate. There are several callouts and annotations:

- A blue arrow points to the menu tabs at the top: Home, Centres, Users, Invigilation, Results, and Personal Profile Management.
- A text box explains that menu tabs access different system areas and the number of tabs depends on the user's role.
- Arrows point to the filter options at the top of the table columns, with a text box stating: "Search function options at the top of each column allow you to filter the data shown on the screen".
- At the bottom of the screen, there are buttons for "Modify Duration", "Set PIN", "Remove PIN", "Unlock", "Pause", "Resume", "Void", "Print Invigilation Pack", and "Select All in Page".

In order to view the whole screen properly, your screen resolution should be set to at least **1024 x 768**. If you find that you cannot see all the buttons properly, switch your browser to 'Full Screen' mode.

User Account Management

Centre Users

A Centre user in SecureAssess is a Centre member of staff who has access to the SecureAssess system. This could be, for example, an Exams Officer or an Invigilator. Each user may have access to one or more Centres (e.g. an Exams Officer scheduling exams for several Sub-centres) and Installations within a centre. Their roles may vary between Centres.

When an e-volve account is set up, Customer Services will create the first two Centre users for each Installation: the Primary Contact and the Technical Contact (these two users could be one and the same individual)

PRIMARY CONTACT

Main point of contact for e-volve. They will be responsible for the creation of additional Centre users, and subsequently viewing/amending their details. This will typically be the Exams Officer.

TECHNICAL CONTACT

The user registered at that Centre responsible for the technical set-up of the e-volve: typically, an IT Administrator (IT/network manager at the Centre). It could also be the Exams Officer.

Centre user roles and permissions

- Each SecureAssess Centre user will have one or more 'roles' assigned to them. Each role is associated with a set of permissions. The menu tabs that you can see running along the top of the screen will vary depending on your role.



SecureAssess®

evolvetest Log Out

Powered by Surpass®

Home

Users

Invigilation

Results

Personal Profile Management

- As a system user, you can have different roles assigned at one or more Centre Installations at the same time. For example, you can be an Exams Officer for Installation A, and an Invigilator for Installation B. Remember that the roles need to be set up for each SecureAssess Installation, even where the role is the same for both Installations.

User Permissions

The tables below describe the list of roles available for centre users, the tabs they can see in SecureAssess and the set of permissions assigned to each of them.

| SecureAssess tabs | Permissions | Roles | | | |
|-----------------------------|--|----------|---------------|-------------|-------|
| | | IT Admin | Exams Officer | Invigilator | Tutor |
| Home | View SecureAssess homepage with City & Guilds news and information. | ✓ | ✓ | ✓ | ✓ |
| Users | Centre user management: <ul style="list-style-type: none"> - Create new Centre users - View / amend Centre user details & roles - Reset Centre user passwords - Retire / un-retire Centre users | ✓ | ✓ | - | - |
| Invigilation | Manage the delivery of exams to learners under invigilated conditions: <ul style="list-style-type: none"> - View exams scheduled and keycodes. - Print Invigilation Pack. - Lock / unlock / pause / resume / void exams. - View exam status and learner's connectivity in real time. | ✓ | ✓ | ✓ | - |
| Results | View and print provisional exam results. | ✓ | ✓ | ✓ | ✓ |
| Personal Profile Management | Manage your personal profile: <ul style="list-style-type: none"> - View and amend your personal details - Change your password | ✓ | ✓ | ✓ | ✓ |
| Additional User Permissions | The following roles have access to the SecureClient Admin console for offline testing <ul style="list-style-type: none"> - Advance download of exams to a laptop for offline testing - Manually upload exams completed offline to SecureAssess Central | ✓ | ✓ | ✓ | - |

Personal Profile Management

Here you can view and change your personal details and password by selecting the Personal Profile Management tab.

To change your details, amend as appropriate in the fields provided and select the **Change My Details** button to complete. To change your password, select the **Change My Password** button.

Confirm your old password and then enter your new password, select

OK

- It is recommended that you change your password when you first log on to SecureAssess.
- New password length must be between 8 and 20 characters and must contain one lower case, one upper case and a digit.
- SecureAssess passwords do not expire
- If you forget your username and/or password, a Centre user account manager (an 'Exams Officer' or 'IT Administrator') will be able to help you by looking up your username in the system and resetting your password. (See 'Centre user management' section).
- If you are an Exams Officer or an IT Administrator and cannot remember your own login details, you cannot reset your own password. You need to find another colleague with one of these roles, or contact our Customer Services Contact Centre.

Booking Exams in Walled Garden

Exams are scheduled through Walled Garden, either by using the 'shopping basket' facility or by means of an EDI file upload. The overall process is as follows:

The shopping basket facility in Walled Garden is an efficient and flexible tool to schedule **e-volve** tests. You will need an 'Exams' or 'e-volve scheduling' Walled Garden account profile.

Access Walled Garden by following www.walledgarden.com

To access the shopping basket, click on the **Catalogue/Shop** tab.



You can start a scheduling order by clicking on the **e-volve Test Scheduling** link on the quick navigation bar, or by clicking on 'Shopping basket' to access the order type selection screen.

- ➔ **e-volve** test scheduling orders cannot be combined with other order types within the same order.
- ➔ Do not use the browser Back or Refresh buttons while using the Walled Garden shopping basket screens or you may lose entered data. Always use the in-screen navigation buttons.

Booking Exams in Walled Garden Cont'd

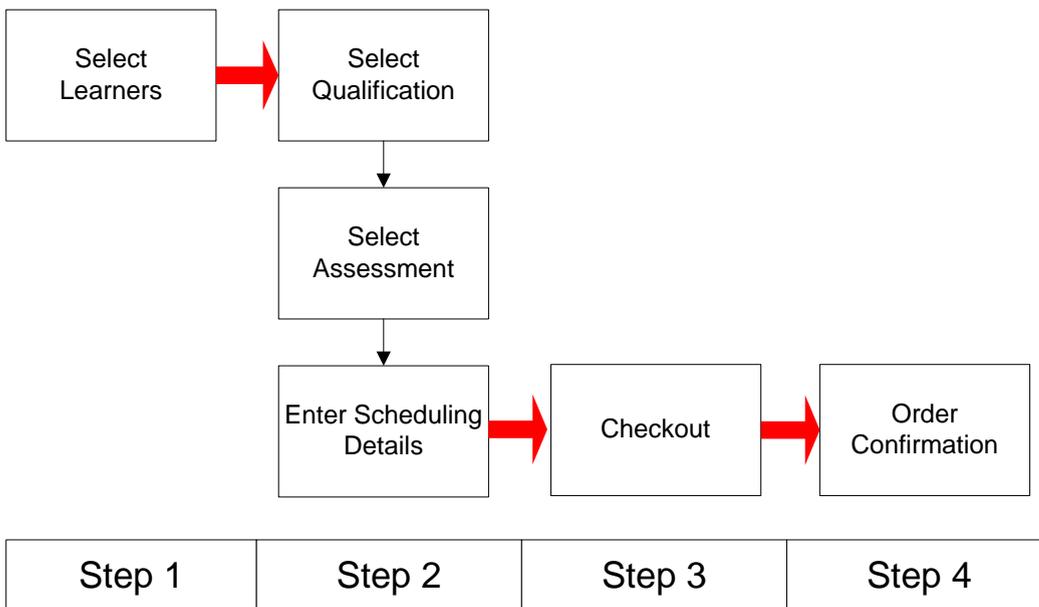
Booking selection cont'd

From the order type selection screen select Schedule e-volve Tests and click the Continue button. (If you have an 'e-volve scheduling' profile you will only be able to select that order type.)

If your Walled Garden account is linked to more than one Centre (for example a Centre and a Sub-centre), you will see the following selection screen. Select the appropriate Centre and click **Continue**.

| Select | Centre No. | Customer No. | Centre Name | Centre Address |
|----------------------------------|------------|--------------|-----------------------|---|
| <input checked="" type="radio"/> | 111111 | 1000123 | e-volve test centre 1 | Barking ROAD, OXFORD, LM7 0XT, UNITED KINGDOM |
| <input type="radio"/> | 111111A | 1000124 | e-volve test centre 2 | Brakes Road, LONDON, GU2 8HT, UNITED KINGDOM |

A sequence of four screens will be displayed as illustrated here:

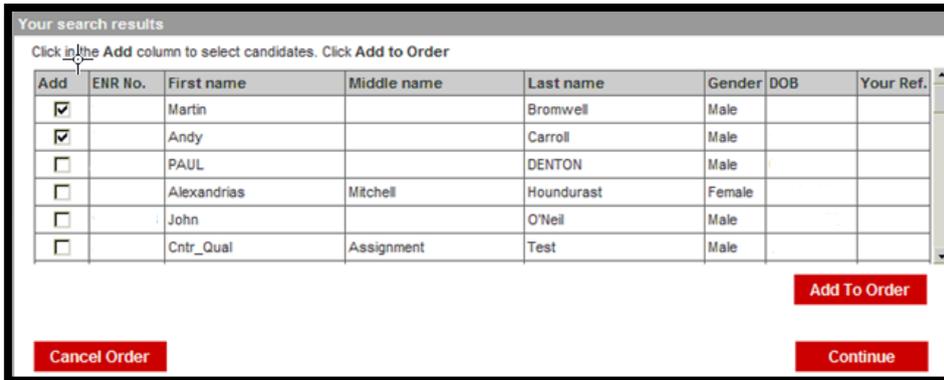
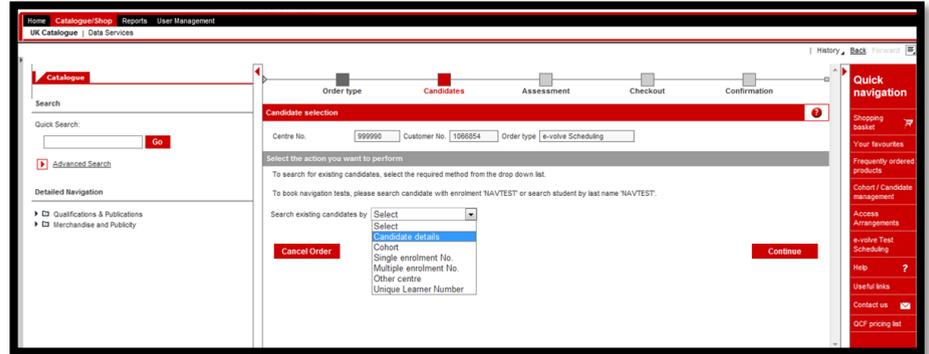


Booking Exams in Walled Garden Cont'd

The following paragraphs describe each step and the screens involved in more detail.

Step 1: Learner Selection

Several methods are available for searching learners and creating a list to include in the scheduling order. These methods can be used in combination to build up the list.

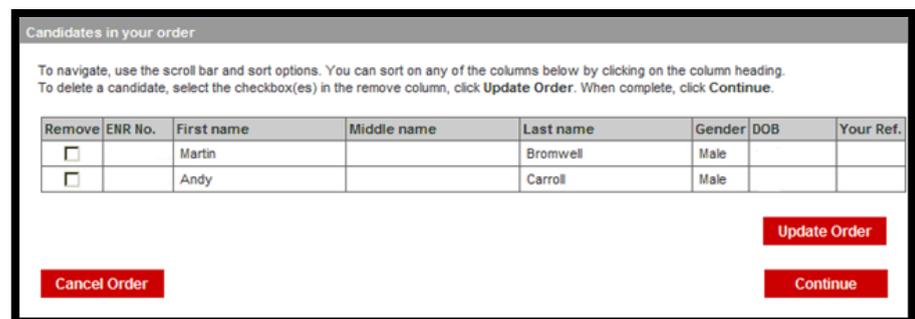


The search results are displayed in a list. You then need to tick the box in the **Add** column next to the learners for whom you wish to schedule tests.

Once you have selected your list of learners, click the **Add to Order** button.

A learner can be removed from the order by selecting the check box in the **Remove** column and clicking **Update Order**.

When you have selected all the required learners, click **Continue** to move to the next screen where they will be listed ready for the scheduling information to be entered.



Booking Exams in Walled Garden Cont'd

Booking steps continued

Step 2: Assessment selection

This screen enables you to enter the booking details for each learner:

- Qualification
- Assessment
- Date and time of booking
- Installation ID

Qualification Selection

Against each learner there is a dropdown box in the **Qualification** column. This enables you to select the qualification you wish to test the learner on.

Assessment Selection

Once the qualification is selected, the next dropdown box will be populated with the relevant assessments for that qualification. Select the assessment that is to be scheduled.

A qualification will only appear on the list if the learner has a valid registration for the qualification, or the qualification does not require registration (such as navigation tests) or the qualification contains one or more on-screen assessments

If all the learners in the list are to be scheduled for the same test, enter the qualification and assessment for the first one and click the **'All same'** checkbox at the top of the assessment column. This will copy the same qualification and assessment to all the learners who are eligible.

If a learner is to be booked for more than one assessment, click the plus sign (+) in the **Add Exam** column to create a new line for them. New lines created in this way will show a minus sign (-) in this column – which will remove the line if clicked

In common with other columns, the description is displayed in full in the dropdown list but not visible in the grid (to save space on the screen). Only the codes can be seen in the grid. You can display the description at any time by clicking the dropdown without changing the selection.

Booking exams in Walled Garden Cont'd

Booking steps continued

Step 2 Cont'd: Date and Time

Click on the date column and the scheduled date of the test can be typed in or entered via the pop-up calendar

Please note the following about scheduled date and time:

Tests must be booked at **least 30 minutes prior to the scheduled test time** and may be booked up to **six months in the future**. You can schedule overlapping exams for a learner as long as there is a 30 minute gap between starting times.

Tests can be sat at any time during the **exam window**. The window starts **10 days before** the scheduled exam date (or immediately if the exam was booked less than 10 days in advance). The window closes **30 days after** the scheduled exam date.

If all the learners in the list are to be scheduled for the same date and/or time, enter the details on the first line and then use the **'All same'** checkboxes at the top of the columns.

Installation ID

In this field, you must select an Installation ID to use for the delivery of the exam in SecureAssess. You may have only one or several Centre Installations, depending on your **e-volve** account configuration. The results will all go to the City & Guilds Centre Number that booked the test, and they will appear in the 'Candidate History' report as usual, regardless of which Installation ID was used.

The Installation ID must be selected for each test booking. Often this will be the same for all bookings so just select on the first line and then click the **'All same'** checkbox.

If the Installation ID you wish to use does not appear in the dropdown list, the information may not have been updated in Walled Garden, it may be assigned to a different City & Guilds Centre or Sub-centre, or you may need to apply for a new one. In any case please contact the City & Guilds Customer Services Contact Centre.

Checkout Screen

When you click the **Continue** button on the assessment selection screen you move to the checkout screen. Full details of your order are listed here for you to review. You can elect to update any details for a particular booking or individual bookings can be deleted on this screen. You may now enter your PO/Reference number which will appear on the invoice you receive after the results have been received at City and Guilds.

Booking exams in Walled Garden Cont'd

Order confirmation

Step 3: Order Confirmation

- ➔ Click **Submit Order** when the order is complete and you are happy to schedule the tests. Once the order is submitted, the Order Confirmation screen is displayed and no changes can be made to the booking.
- ➔ At this stage the bookings must be considered as provisional since they need to be accepted by SecureAssess before they are confirmed. The booking will be marked with status 'Booking requested'. To print confirmed bookings use the Reports function after the bookings have been accepted.
- ➔ e-volve test scheduling orders are shown as zero charge, since you are charged for UKTs at learner registration and for summative end tests when the results are received at City & Guilds.

- ➔ If a test is not unlocked by the end of the exam window, the system will automatically 'void'. The status of the order in the Orders Report in Walled Garden will change from 'Booking accepted' to 'Student absent'. You will not be charged for voided tests.
- ➔ Within 15 minutes, the status of your order should have changed to '**booking accepted**', or '**booking complete**' (for UKTs), or '**booking rejected**'. In the rare event that the order status is '**booking rejected**', or that it shows as '**booking requested**' for more than 15 minutes, please contact Customer Services. This is due to technical problems beyond your control, and in most cases you will not need to re-book the tests; we will simply rectify the matter and process your original order.
- ➔ If the status is '**booking accepted**', or '**booking complete**', SecureAssess will have generated the exam **keycode**. This eight-character alphanumeric code uniquely identifies the learner and the test to be sat. **Each learner is issued with a new keycode for each exam.** These can be retrieved by either printing an Invigilation pack in SecureAssess or by using the order reports in Walled Garden.

Booking exams in Walled Garden Cont'd

Scheduling

- ➔ e-volve tests can be scheduled in Walled Garden up to 6 months prior to the scheduled test date. From data gathered over the last few years, we can predict when the system will be heavily used for scheduling and it is to your advantage to avoid these times if possible
- ➔ During the working day the quietest times for scheduling are before 09:00, between 12:00 and 13:00 and after 15:00. Friday is the quietest working day of the week; Monday is normally the busiest. During April, May and June there is heavy scheduling activity, so it pays to schedule ahead to avoid these months as far as possible
- ➔ With the best planning, there will always be some cases where a test needs to be scheduled and sat within a short period. In an emergency, a test can be scheduled using the Walled Garden shopping basket as little as 30 minutes prior to the scheduled test time. However, we do not guarantee that the booking will always be processed in time, especially at busy periods

Cancellations or amendments

- ➔ e-volve exam scheduling orders cannot be cancelled from Walled Garden. If you no longer need a booking, you should void the test in SecureAssess (Invigilation screen). After 24 hours, the voided test will disappear from the Invigilation screen and the order status in the Orders Report in Walled Garden will change from 'Booking accepted' to 'Student Absent'
- ➔ Please note there is no charge for a booking marked as 'absent', or voided for any reason
- ➔ It is good practice to always void any bookings that are no longer needed in SecureAssess. This will facilitate ease of use when using the Invigilation tab
- ➔ Tests can only be voided from the moment they appear on the Invigilation tab, which is 11 days before the scheduled date (one day before the opening of the exam window). From this point on, tests can be voided at any time while the window is open, provided they haven't been taken by a learner. Completed exams cannot be voided
- ➔ Any exams not sat within the exam window (30 days after the scheduled date) will be automatically voided.
- ➔ **e-volve** exam scheduling orders cannot be amended. In case you need to make changes to an existing booking (e.g. different date / time / assessment unit), you need to void the original booking (as described above) and make a new one in Walled Garden

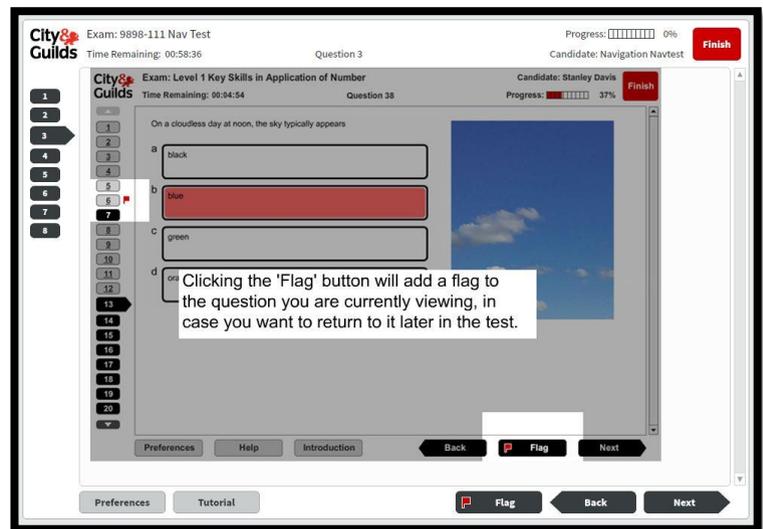
Navigation Tests

This is a short test that can be sat by a learner or any other person to familiarise themselves with e-volve, from scheduling to sitting a test.

- Navigation tests are scheduled like any other test in the Walled Garden by selecting qualification number **9898-98**. Several navigation tests are available for different types of exam (multiple choice, functional skills, for example). Bookings will appear in SecureAssess in the normal way.

Navigation tests have the following attributes:

- There is no charge
 - No registration is required
 - Score reports are available
 - They do not return results to Walled Garden
 - They are not included in reports, including the 'Candidate History'
- Since navigation tests do not require registration, they can be sat by any learner. The special qualification number 9898-98 is included in the qualification dropdown list on the assessment selection screen for all learners. This qualification only includes navigation tests.



Navigation tests can also be booked for an 'anonymous' learner. In this case they can be sat by anyone, including Centre staff needing to try out the system. To book a test for an 'anonymous' learner you should search by 'Single enrolment number' and enter 'NAVTEST' in the search field. This will find a learner with the first name 'Navigation' and the surname 'NAVTEST'. The navigation test can be scheduled for this learner in the normal way. A unique keycode will be provided for each navigation test, just like with a normal exam. In SecureAssess, NAVTEST bookings will have a dummy numeric enrolment number and the first and last names of the learner will be 'Navigation NAVTEST'

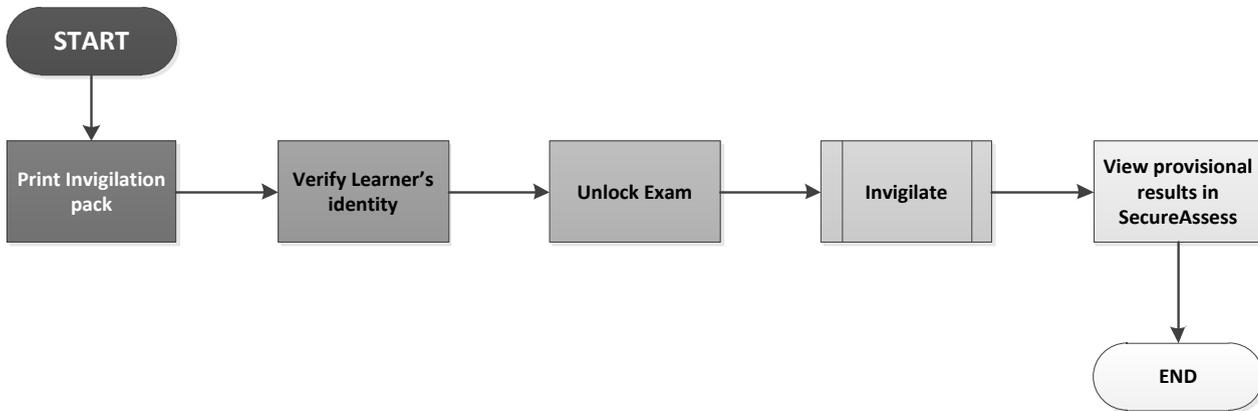
| Add Exam | ENR | First Name | Last Name | Qualification | Unit or Assessment | Date (dd.mm.yyyy) | Time | Installation ID | Additional Details |
|----------|---------|------------|-----------|---------------|--------------------|-------------------|-------|-----------------|--------------------|
| + | NAVTEST | Navigation | Navtest | 9898-98 | 9898-111 | 19.09.2016 | 16:00 | 99TRNG | Show |

All same
 All same
 All same
 All same



Exam delivery

e-volve tests are managed and delivered in SecureAssess, our e-assessment platform



Invigilation

In order to deliver an exam under invigilated conditions, you need to log into SecureAssess and choose the Invigilation tab

- Exams will show on the Invigilation screen as 'locked' for the 24 hours before the exam window begins (if booked more than 10 days ahead). The exam cannot be sat while it is locked, but it can be voided if needed and you can also print an Invigilation Pack
- Exams will show on the Invigilation screen as 'ready' to be delivered to learners for the whole duration of the **exam window**. This is **from 10 days before until 30 days after the scheduled exam date**

| The Invigilation screen allows you to: |
|---|
| View all the exams that are scheduled and ready to be sat, being sat or recently finished |
| View exam status updated in real-time |
| Retrieve exam keycodes |
| Give learners access to exams in two different ways (with or without a PIN) |
| Pause and resume exams |
| Void exams |
| Print an Invigilation Pack, containing candidate lists and keycode slips |

Invigilation tab

Columns can be rearranged to your preferred order by dragging and dropping into place

| Table 1: Description of status symbols in the Invigilation tab | | | |
|--|---|--|---|
| | The exam cannot be started yet (exam content is being prepared). This status only lasts for the 24 hours prior to the opening of the exam window | | The exam has been paused by the Invigilator |
| | The exam is ready to be taken by the learner. This status lasts for the whole of the exam window : from up to 10 days before until 30 days after the scheduled exam date | | The learner lost connection to the Internet. Hover over icon for more details |
| | The learner has entered the keycode and is waiting for the Invigilator to unlock exam | | The learner has finished taking the exam. If the exam is machine-marked, the results are ready for the Invigilator in the Results tab |
| | The learner has entered the keycode and now needs to enter the PIN code | | The exam has been voided by the Invigilator or the date at the end of the exam window has passed and the exam has been 'auto-voided' |
| | The exam is currently being taken by the learner | | The exam has been completed and is waiting to be uploaded back to SecureAssess Central |
| | | | The exam has been downloaded to the SecureClient |

Invigilation tab cont'd

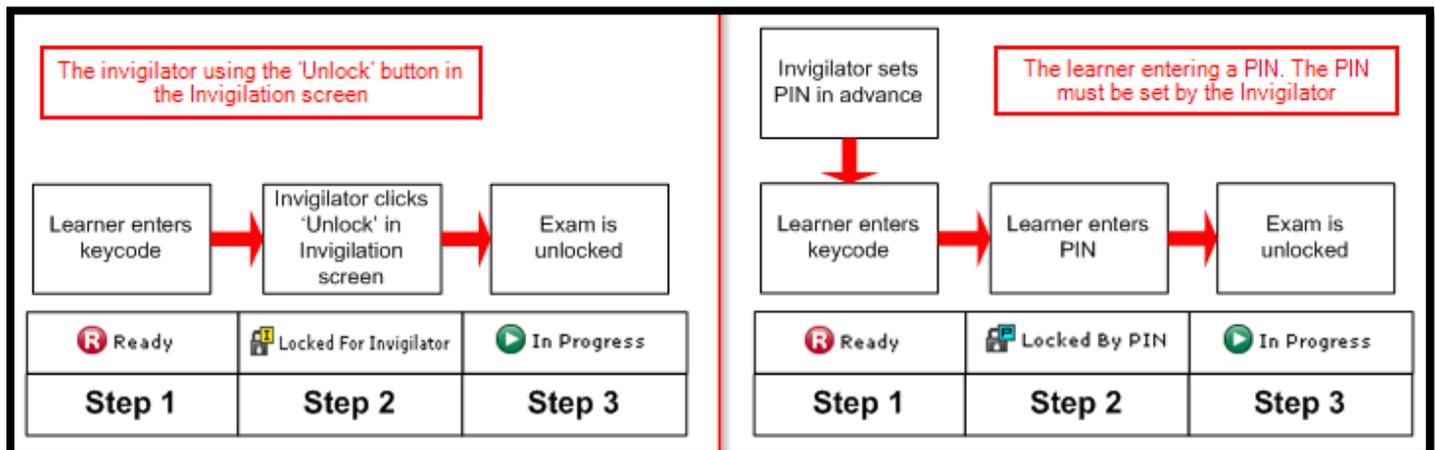
Invigilation buttons

Table 2: Description of button controls on Invigilation tab

| | | | |
|------------------------|--|--------------------------------|---|
| Modify Duration | This button is disabled. Time extensions are made in Walled Garden during exam booking | Resume | Resume a paused exam |
| Set PIN | Set and remove optional PIN code to unlock exams | Void | Click to void an exam |
| Remove PIN | | Print Invigilation Pack | Click to Print an Invigilation Pack including: <i>Attendance Register, Supervision Report and Keycode Slips</i> |
| Unlock | Click to Unlock exams without a PIN code | Select All in Page | Select all exams in the page to set PIN, unlock, pause, resume or void them all at the same time |
| Pause | Pause an exam (e.g. in the event of a fire drill) | | The information on this screen is live, and is constantly being updated as the exams progress. You can also refresh manually at any time by clicking the Refresh button |

Unlocking exams

Exams can be unlocked by either:

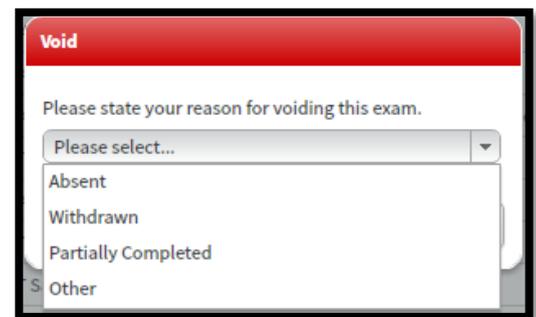


- Both options require the learner to enter their **unique exam keycode** first. This is generated at the time of booking and issued by the Invigilator on the day of the exam. Please note, the keycode is not case sensitive
- To unlock multiple exams without a pin, highlight the required amount before clicking unlock. (The invigilator will need access to their own computer to do this)
- You can select more than one exam and set/remove a PIN for all of them at the same time

Invigilation tab cont'd

Voiding exams

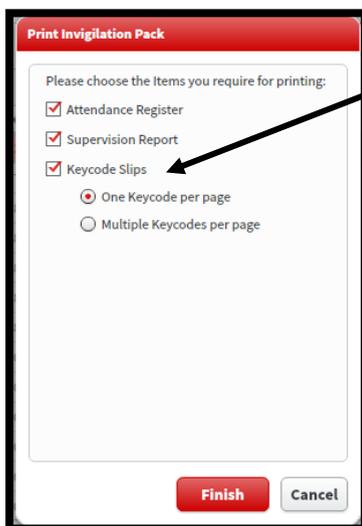
- ➔ Invigilators can void an exam to indicate that it has not taken place, or that the result is not valid by highlighting one or multiple lines and then clicking Void
- ➔ Select your reason from the dropdown and click Void again to finish
- ➔ Exams will automatically go into 'Void' status if they are not unlocked by the end of the exam window. I.e. if the learner does not show up. In this case, the status of the order in the Orders Report in Walled Garden will change from 'Booking accepted' to 'Student Absent'



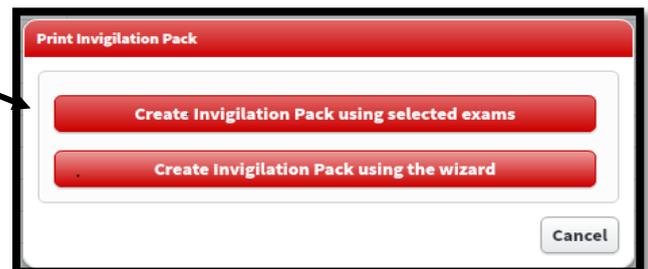
Printing Invigilation packs

- ➔ The invigilation pack option allows invigilators to print out various forms, containing learner and exam information. If you require an invigilation pack, you must print this **before** the exam has been started as once the exam has started you will not be able to print off the pack
- ➔ Please note that printing an Invigilation Pack is optional. All you need for the learner on the day of the exam is the keycode, and you can print this from the Walled Garden order reports as well

Click on **Print Invigilation Pack** and then select 'Create Invigilation Pack using selected exams'



Choose which elements you wish to print

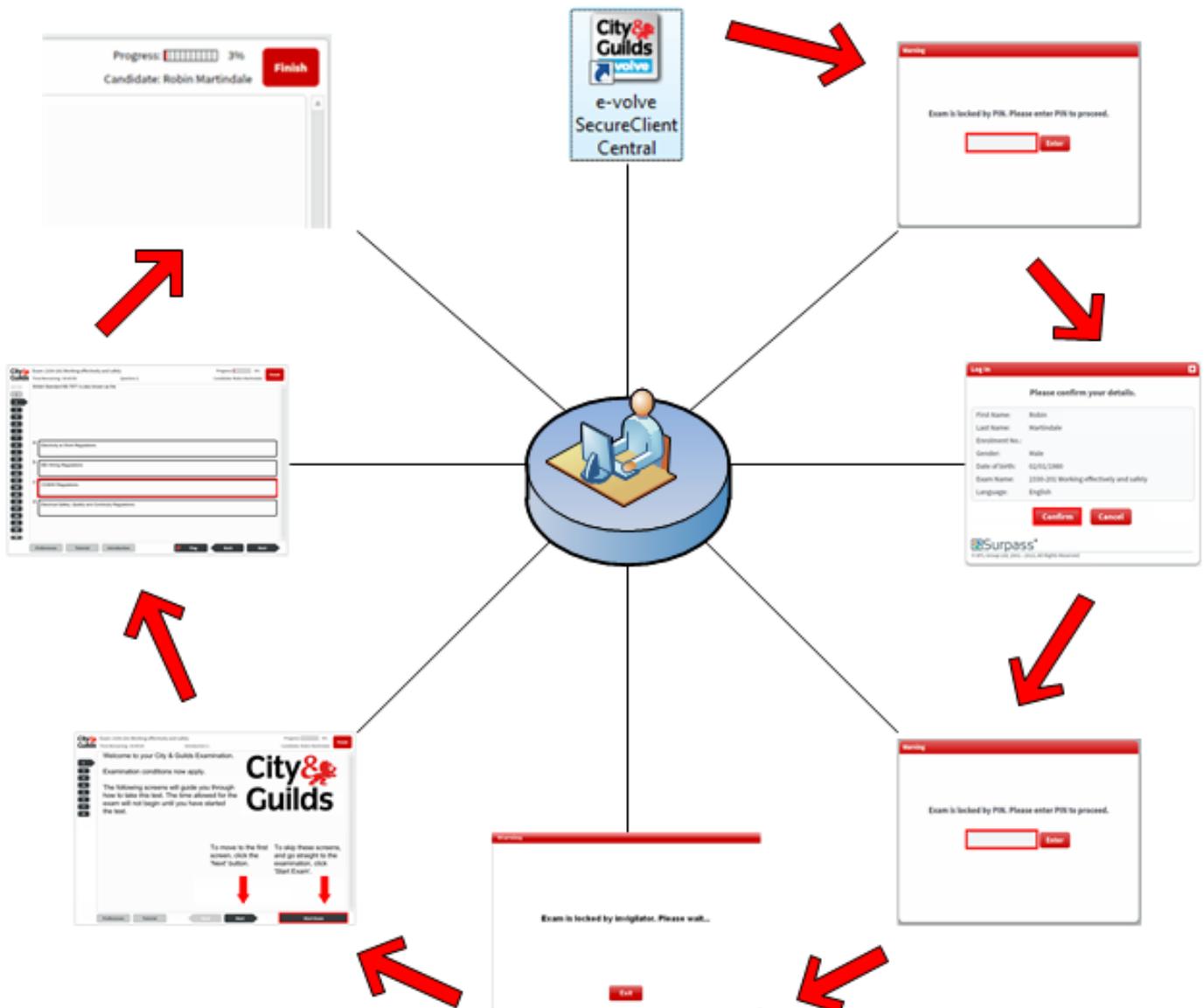
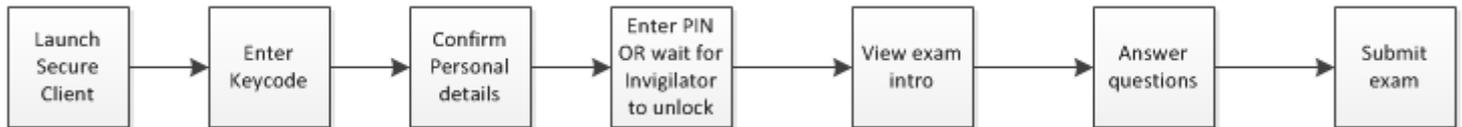


| | |
|----------------------------|--|
| Attendance Register | Contains the details of all learners scheduled to sit the exam at a specified time. Use the form to indicate that learners were present and verify that all learners completed the exam under the proper conditions. |
| Supervision Report | Confirm that the exam was carried out according to exam body regulations. Report and detail any disturbances that occurred during exam. |
| Keycode Slip | Contains exam information and individual learner details, including their unique exam keycode. Provide each learner a slip for reference purposes. Please note the keycode is not case sensitive. |

Click **Finish** and choose a printer using landscape orientation

Learner journey

Using the SecureClient from a learner's perspective, detailing the steps the learner follows and the screens that launch when they take an exam.



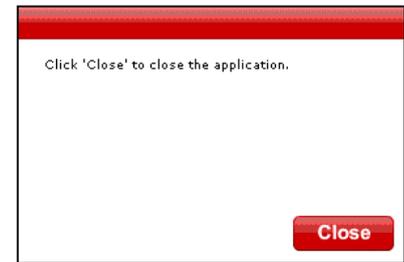
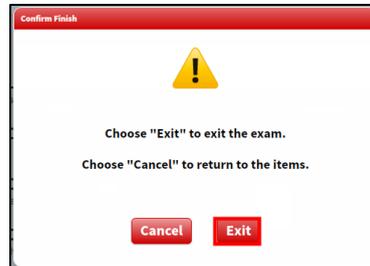
Learner Journey cont'd

Finishing and submitting an exam

After the candidate has selected 'Finish', one of two warning messages will follow



Confirm submission of the exam by clicking Exit, the final message confirms that SecureClient can be closed



The testing screen functions

The screenshot shows the exam interface with the following callouts:

- Flagged Question:** Points to a red flag icon in the question list on the left.
- Timer:** Points to the 'Time Remaining: 00:42:43' display.
- Progress Bar:** Points to the 'Progress: 10%' indicator at the top right.
- Finish Button to submit exam:** Points to the red 'Finish' button at the top right.
- Go to specific question:** Points to the question list on the left, where question 5 is highlighted.
- Scroll to view more questions:** Points to the scroll bar on the right side of the question list.
- Flag question to return to it later:** Points to the 'Flag' button at the bottom of the question area.

Learner Journey cont'd

Additional features within the exam interface

The **Preferences** button allows a change of colour scheme. The different options are designed to improve accessibility for learners with a visual impairment

The 'Preferences' button can be used before the exam begins or at any point during the exam. However, the timer will continue to progress if the preferences are changed during the exam

The available options are shown below. Each option text is shown in the style it represents. Learners should select from the list the option they find easiest to read

The 'Restore Defaults' option sets the display back to the default style

Set Colour Preferences

Please choose a colour scheme.

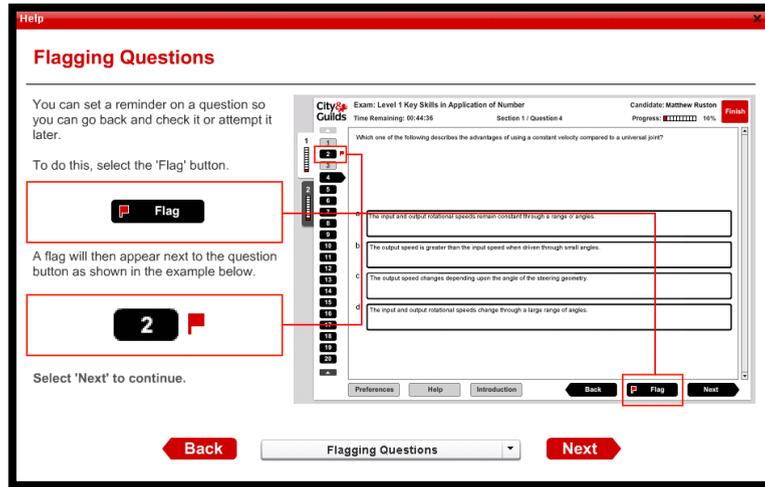
Restore Defaults

| | |
|----------------------------|-------------------------------|
| Cream with black text | Black with light blue text |
| Black with white text | Black with light green text |
| White with black text | Black with light cyan text |
| Yellow with black text | Black with light magenta text |
| White with dark blue text | Black with yellow text |
| Yellow with dark blue text | Light cyan with black text |
| Black with light grey text | Light magenta with black text |
| Black with cream text | Light green with black text |

Close

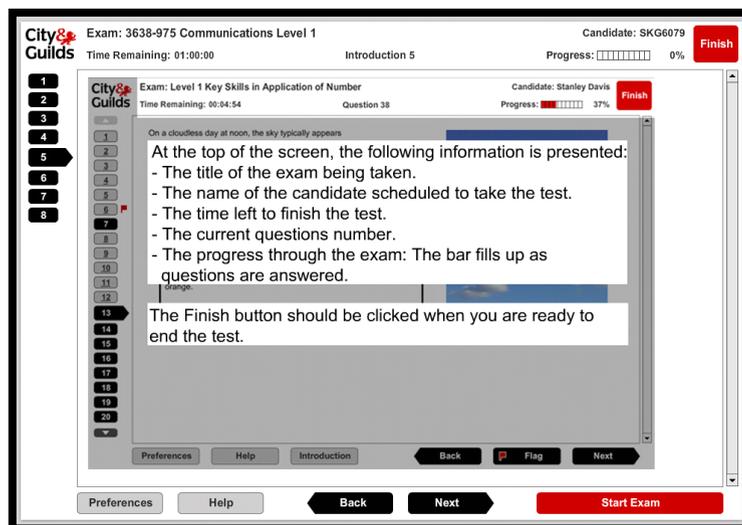
By clicking **Help** the learner can access a tutorial that explains how to use SecureClient.

'Help' is available before the start of the exam (during the Introduction), and also once the assessment has started. However, the timer will continue to progress if the Help is viewed once the Start Exam button is selected



Clicking the **Introduction** will display a set of introductory pages that explain how to complete the exam. Learners are encouraged to scroll through these pages before pressing the 'Start exam' button.

The introductory pages can also be viewed during the exam, but in this case the counter will continue to run



Technical problems during an exam

Problems during an online test

Software/hardware failure

In the event of a learner's computer crashing, or a hardware failure, the learner can simply move to another computer and enter their keycode to resume the assessment. They will resume from the last question they were attempting, and all their responses up to that point will be saved. This includes any questions the learner had flagged to revisit

Given this type of scenario, it is advisable to always have at least one spare computer in the room where assessments are being sat so that a learner can simply move to the spare one if there is a problem with the computer they are using. This computer should also have the SecureClient already installed on it

Loss of Internet/network connectivity

SecureAssess Central is automatically configured to download a copy of the exam in the learner's machine as soon as they enter their keycode

During the exam, the learner's responses will be sent to SecureAssess Central for as long as an Internet connection exists. However, these learner responses will also be stored on the learner's computer. If the connection to SecureAssess Central fails for any reason, the SecureClient will continue storing responses on the learner's computer until the end of the exam

- ➡ There may be a short delay while SecureClient attempts to re-establish a connection first, before switching to the learner's computer. If the exam appears to have frozen, it might just be retrying the connection to the exam server so allow the exam some time to go through this process before you assume that there is a critical issue with it

The Invigilator will be able to see from the Invigilation screen that the learner has been disconnected, but the learner will not notice any difference and will continue their exam as normal

At the end of the exam, there are two possible next steps:

- ➡ If the learner's computer has re-established an Internet connection, then their responses will be automatically uploaded back to SecureAssess Central and the results will be available to the Invigilator as normal
- ➡ If the learner's computer still has no Internet connection, a pop-up will be displayed informing them that their exam has not been uploaded, and will need to be uploaded manually by the Invigilator

If the learner leaves this pop-up open, the system will automatically keep checking for an Internet connection, on a loop, until a connection is established. When it re-establishes the connection, the exam will be automatically uploaded to the SecureAssess Central

If this pop-up is closed or a connection is not re-established, the Invigilator can manually upload the exam at a later stage by using the SecureClient Admin Console from the learner's computer. This is the same process that would be used to upload exams delivered offline. See the paragraph 'Manually uploading completed exams' in the Offline Testing section below.

Offline testing

Offline testing allows you to take the test to the learner, wherever they are, by means of a single laptop with SecureClient installed.

Any test booked to be delivered online through SecureAssess Central, **can be delivered offline**, if required, in three simple steps:

1. Download the exam to your laptop, in advance of the test.
2. Give the laptop to the learner to complete the test, anywhere.
3. Manually upload the completed exam back to SecureAssess Central.

An Internet connection is only required for steps 1 and 3. See below for a detailed description of each step.

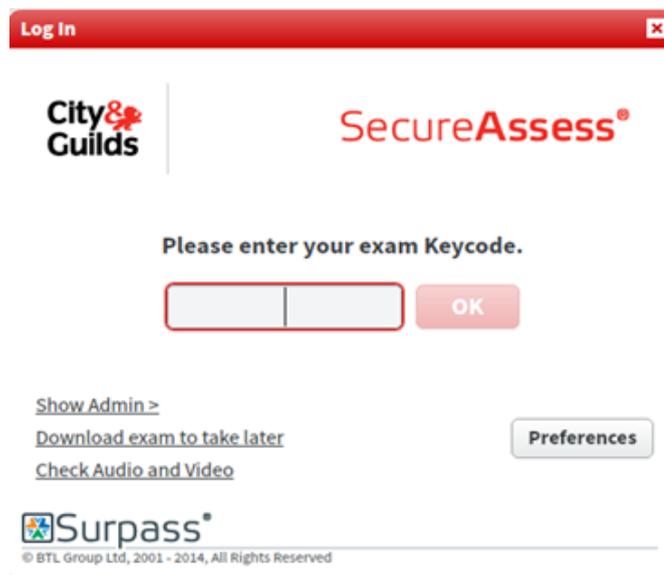
Downloading exams to a laptop

The laptop you are going to use to download exams must have SecureClient installed. Please note:

- ▶ You need to be connected to the Internet for this step of the process.
- ▶ You can download exams up to 10 days in advance of the exam date.

To download exams, follow these steps:

1. Launch SecureClient from the icon on the desktop and on the Keycode screen, click **Show Admin**.



Log In

City & Guilds

SecureAssess®

Please enter your exam Keycode.

OK

[Show Admin >](#)

[Download exam to take later](#)

[Check Audio and Video](#)

Preferences

Surpass®

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2. Log in with your **SecureAssess** username and password to access the **SecureClient Admin Console**.

Please Log In✕

SecureAssess[®]

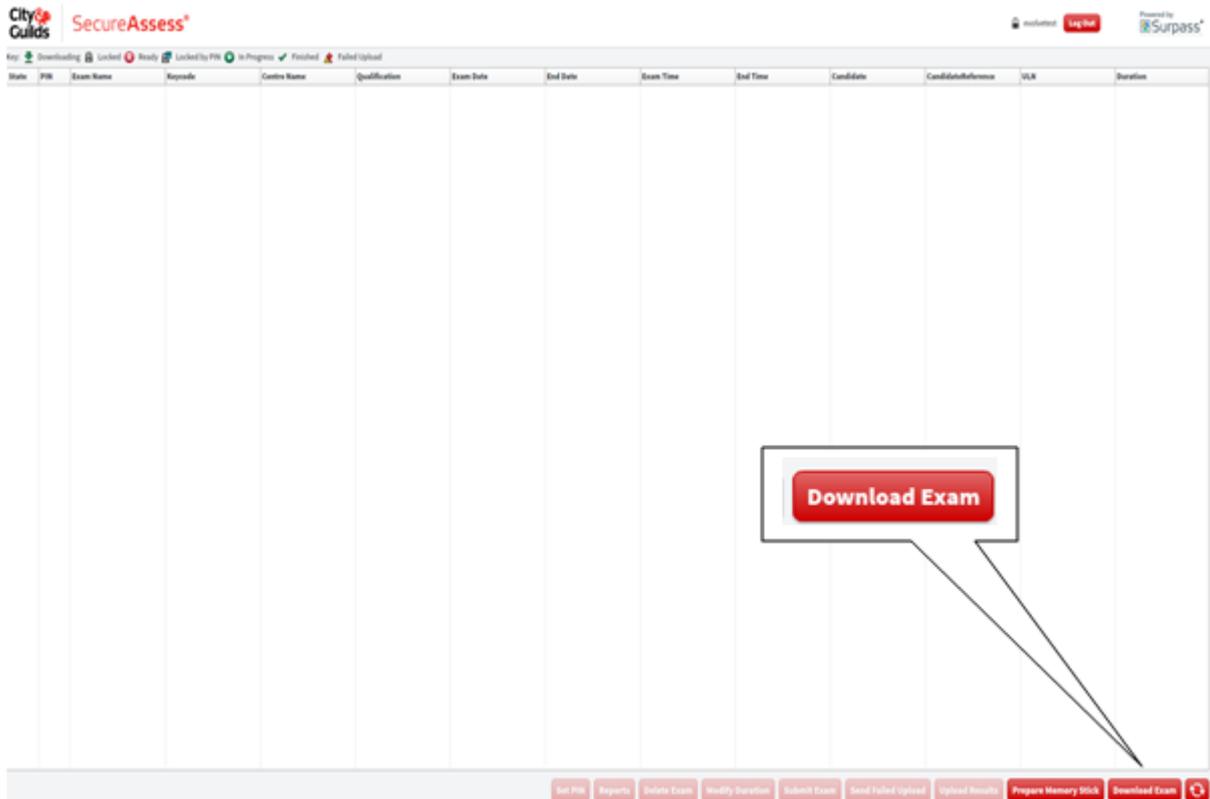
User Name:

Password:

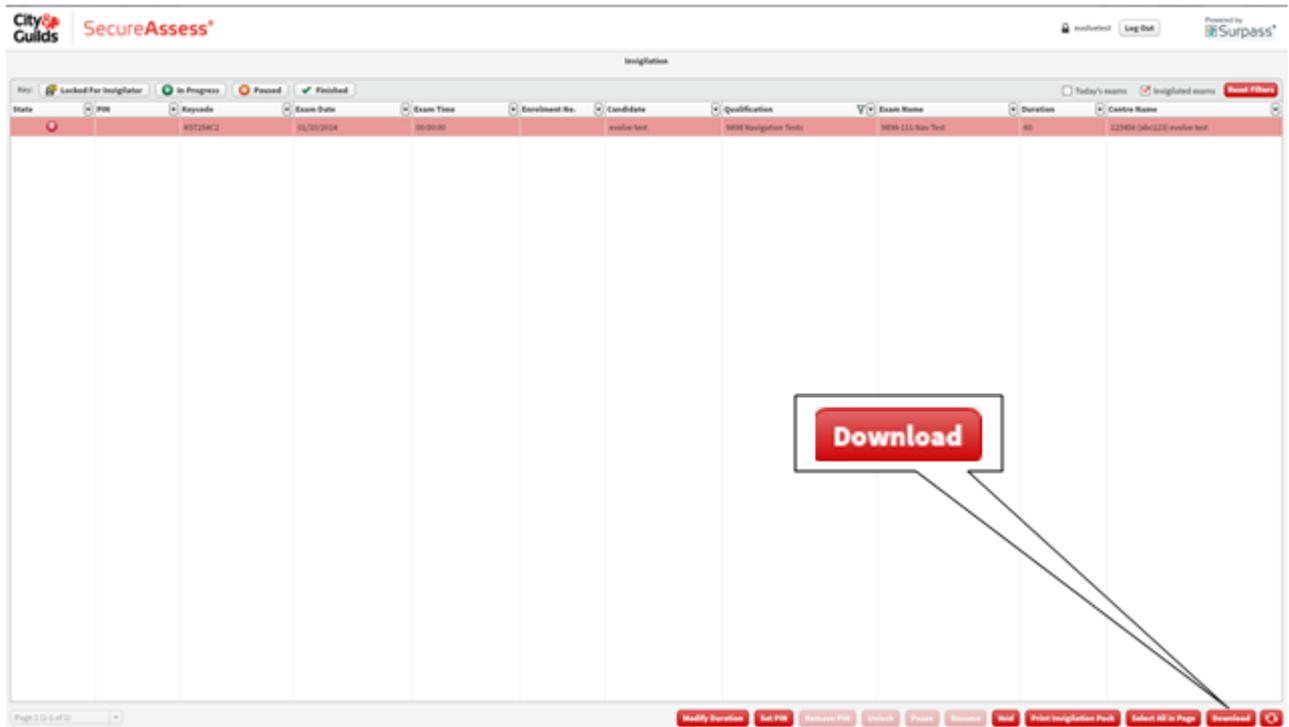
Log In

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3. Once you have logged in you should click the '**Download Exams**' button, located towards the bottom of the screen. This will open the Invigilation tab in SecureAssess Central.



- Select the exams you wish to download and click '**Download Exam**'. You can select more than one exam at a time. The selected exams must be in a **Ready** state (i.e. within the exam window).



- You will be shown a pop-up when the **download of the exams begins**. If you click 'Close', the pop-up will disappear, leaving the greyed-out, inactive Invigilation screen displayed so you can download more exams once the current download has completed and the screen becomes active again. If you click 'Close Download Window' the pop-up will disappear and the Invigilation window will also close, leaving you back in the SecureClient Admin Console where you can view the download status of the exams.



- Once the download is complete, the greyed out screens will become active again. Exams showing the 'Ready' icon can be sat by the learner on the computer you have just downloaded them to. If you wish to download more exams, you can repeat steps 3 to 8.

The screenshot shows the SecureAssess Admin Console interface. At the top, there are navigation links for 'evolve test' and 'Log Out', and a 'Powered by Surpass' logo. Below the navigation is a key for exam states: Downloading, Locked, Ready, Locked by PIN, In Progress, Finished, and Failed Upload. The main area contains a table with the following columns: State, PIN, Exam Name, Keycode, Centre Name, Qualification, Exam Date, End Date, Exam Time, End Time, Candidate, Candidate Reference, ULN, and Duration. A single row is visible with the following data: State: Ready (indicated by a red 'R' icon), PIN: 3545, Exam Name: 9899-111 Nav Test, Keycode: K57254C2, Centre Name: 123456 (abc123) evolve test, Qualification: 9899 Navigation Tests, Exam Date: 01/10/2014, End Date: 01/10/2014, Exam Time: 00:00, End Time: 23:59, Candidate: evolve test, Candidate Reference: (empty), ULN: (empty), Duration: 60. At the bottom of the table, there is a row of action buttons: Set PIN, Reports, Delete Exam, Modify Duration, Submit Exam, Send Failed Upload, Upload Results, Prepare Memory Stick, and Download Exam.

| State | PIN | Exam Name | Keycode | Centre Name | Qualification | Exam Date | End Date | Exam Time | End Time | Candidate | Candidate Reference | ULN | Duration |
|-------|------|-------------------|----------|-----------------------------|-----------------------|------------|------------|-----------|----------|-------------|---------------------|-----|----------|
| Ready | 3545 | 9899-111 Nav Test | K57254C2 | 123456 (abc123) evolve test | 9899 Navigation Tests | 01/10/2014 | 01/10/2014 | 00:00 | 23:59 | evolve test | | | 60 |

- If you accidentally downloaded the wrong exam, or decided that you will deliver it online, you can delete it from the SecureClient Admin Console by simply selecting it from the list and clicking **Delete Exam** at the bottom of the screen. The exam will be deleted from the laptop, but it will remain in the Invigilation Screen in Central, where it can be taken online.
- Make a note of the PIN** set for each exam. Offline testing is done with a single laptop, so you won't be able to access the Invigilation screen while the learner is using it to take the test.
- Close** the SecureClient Admin Console with the button at the top.



- Please check the download process has completed without errors, disconnect from the internet then load the SecureClient Admin console, logging in via the 'Show Admin' button.

If the exams appear in a 'ready' state on the SecureClient Dashboard while there is no Internet connection present, the download process is complete.

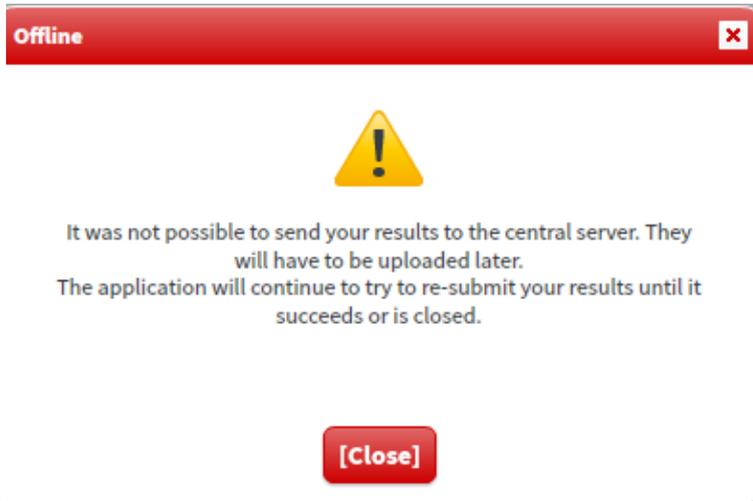
If the SecureClient Admin screen is blank; an error had occurred when downloading and steps 3-10 need to be repeated.

- You can now disconnect from the Internet and take the laptop with the downloaded exams to the place where the testing will take place.

Sitting an exam offline:

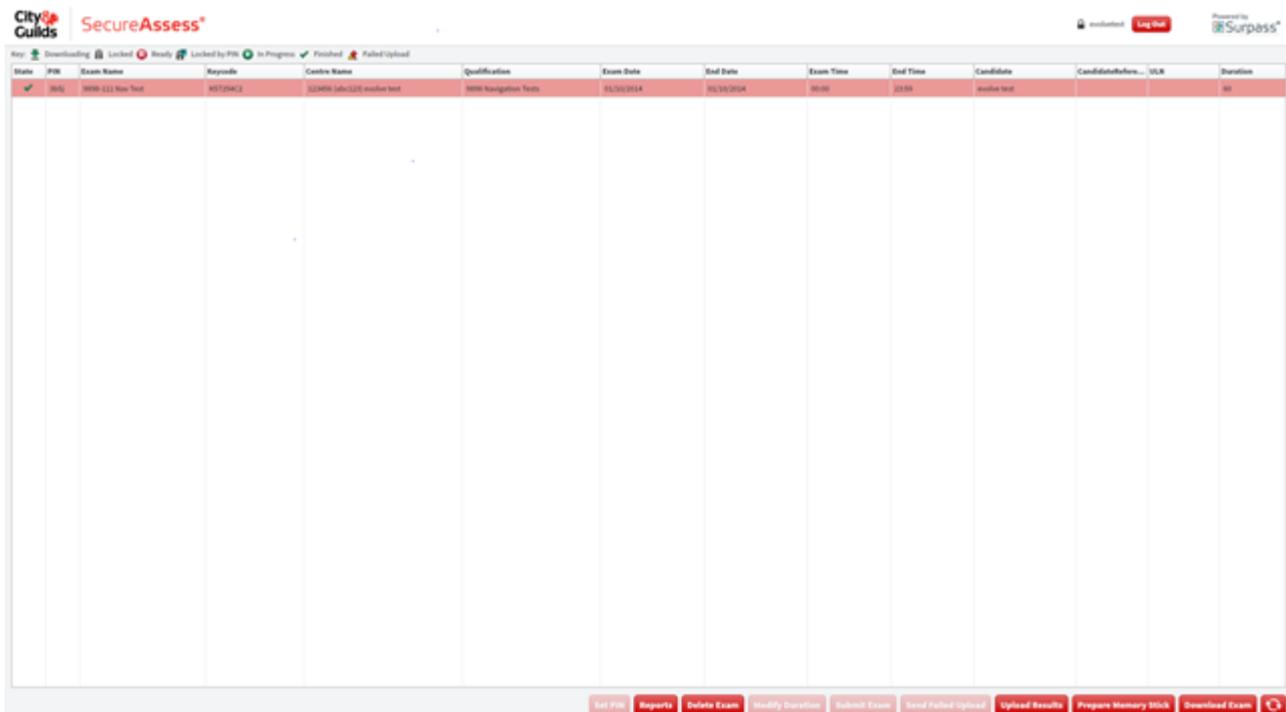
From a learner's point of view, sitting an exam offline is exactly the same as doing it online. The only things to point out are:

- No Internet connection is required to sit exams that have been downloaded.
- The learner has to use the same laptop on which the exam has been downloaded.
- The Invigilator needs to provide the learner with the PIN to unlock the test.
- Given that the whole process takes place on a single laptop, the Invigilator will not have access to the Invigilation screen during the test (because the learner will be using the laptop).
- Once a candidate completes an exam offline the below message will display



At the end of the test, if the exam is machine marked you can access a score report offline and immediately by logging back into the SecureClient Admin Console.

1. Launch the SecureClient, click **Show Admin** and log in with your SecureAssess username and password.
2. Select the exam you want to see results for. You will notice that the exam state has changed from 'Ready' to 'Finished'.



| State | P/N | Exam Name | Keynote | Centre Name | Qualification | Exam Date | End Date | Exam Time | End Time | Candidate | CandidateRefere... | UKR | Duration |
|-------|-----|-------------------|---------|------------------------------|-----------------------|------------|------------|-----------|----------|--------------|--------------------|-----|----------|
| ✓ | 200 | 2000 211 New Test | 2072042 | 224976 (46/212) machine test | 2000 Navigation Tests | 25/10/2014 | 25/10/2014 | 09:00 | 10:00 | machine test | | | 00 |

3. Click on the Reports button at the bottom of the screen. This will generate a score report in the same way it does when you test online. Please note that results in SecureAssess are always provisional.

Manually uploading completed exams

Once your offline exam has been completed by the learner and you have Internet connectivity, you need to open SecureClient where the exam result awaiting to upload will automatically upload.

- **Important:** This process has to be completed before the end of the exam window (30 days after the scheduled exam date). Failure to do so will cause complications and there is a danger that we may not be able to recover your exam results.
- **Please note:** The date that will appear on the Results screen in SecureAssess central will be the date when the offline exam was uploaded, as opposed to the date when it was actually completed.
- The process described below can also be used to upload exams that were delivered online but were not uploaded to SecureAssess Central automatically when they were completed due to lack of Internet connectivity (see section 5.3.2).

To upload exams you will need to start the SecureClient. Once you have started the SecureClient the exams will upload automatically, as long as you have an internet connection. We recommend that you log into the **Show Admin** area to ensure the exams have been uploaded successfully. If the exams have uploaded successfully the initial screen will not contain any completed exams. If the exams have not uploaded please follow the below steps

To manually upload exams, follow these steps:

1. Launch the SecureClient, click **Show Admin** and log in with your SecureAssess username and password.
2. Select the completed exam you wish to upload and click **Upload Results**.

| State | PIN | Exam Name | Keycode | Centre Name | Qualification | Exam Date | End Date | Exam Time | End Time | Candidate | CandidateReference... | ULN | Duration |
|-------|-----|-------------------|----------|------------------------------|-----------------------|------------|------------|-----------|----------|--------------|-----------------------|-----|----------|
| ✓ | 355 | 8898-111 Nav Test | R37254C2 | 129456 (abc123) e-volve test | 8898 Navigation Tests | 01/10/2014 | 01/10/2014 | 09:00 | 23:59 | e-volve test | | | 60 |

3. A pop-up will display showing successfully / unsuccessfully uploaded exams.
4. Successfully uploaded exams will disappear from the SecureClient Admin Console, and they will appear in the Results screen in SecureAssess Central.

If you see the exam you are trying to upload in a 'Failed upload' state, please click on the 'Send failed upload' button and then allow up to 2 working days for this exam to process. Please note the exam will disappear from the Show Admin screen once you have clicked on the 'send failed upload' button, it will however remain on the invigilation screen as downloaded until the process is complete. If your result has not appeared in the results tab after 2 working days, please contact Customer Services on 0844 543 0000 or email evolvesupport@cityandguilds.com. Calls to our 0844 numbers cost 5 pence per minute plus your telephone company's access charge.

Downloading and Running Exams from a USB storage device

Through the SecureClient Admin console there is the facility to package up the SecureClient to a USB storage device (i.e. a memory stick) so you can then download exams to the USB device, travel to another location, connecting the USB device to a computer there and run the exams.

Download SecureClient to a USB Storage Device

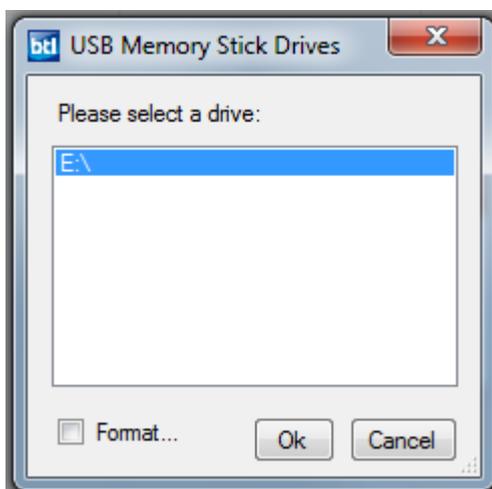
To do this, you'll need a USB storage device and a computer with SecureClient installed.

Important: The USB storage device will need to have a minimum of 1GB memory.

Plug the USB storage device into the computer and allow it time to be recognised and any necessary drivers installed by the operating system. Run SecureClient as normal and then log in to the SecureClient Admin Console. Click the **Prepare Memory Stick** button.

Prepare Memory Stick

When clicked, this will prompt you to enter the location of the memory stick drive. Click to select the correct drive for the USB storage device.



If you wish to format the storage device during this process too, then tick the 'Format' option to enable this. If the device doesn't need formatting then leave this option un-ticked. Click 'OK' to proceed with the process. Click 'Cancel' to exit without copying anything to the device.

If you have chosen to format the storage device, a warning will be displayed. Click 'OK' to continue, or 'Cancel' to exit without formatting/copying anything to the device. The SecureClient then transfers all files required to run the SecureClient to the USB storage device. This includes any exam information for exams which have already been downloaded to be taken in advance. It also includes the installer for the SQL Compact Framework, which must be installed on any machine on which SecureClient needs to run. After the memory stick has been prepared, you can remove it and close the SecureClient.

Downloading Exams to a Prepared USB Storage Device

Insert the USB storage device into a computer that is connected to the internet. The SecureClient should run automatically. If it doesn't, you can manually start it by browsing the USB device in a file explorer and running the SecureClientInitialRun.exe file, located in the device's root directory.

The SecureClient will then run its usual diagnostic test and then you can log in to the SecureClient Admin Console and download exams in the normal way (see the Advance Caching section of this guide for more information), except they will automatically be downloaded to the USB device. Once you've successfully downloaded exams to the device, exit SecureClient and unplug the device.

Running Exams from the USB Storage Device

You can now use the USB with SecureClient files and downloaded exams to run exams in a fully offline mode. Insert the USB storage device into a computer. The SecureClient should run automatically. If it doesn't, you can start it manually by browsing the USB device in a file explorer and running the SecureClientInitialRun.exe file, located in the device's root directory. Enter the keycode for the exam as normal to access it; you may also need to enter a PIN depending on the exam settings. All responses will be stored on the USB device.

Uploading Exams from the USB storage Device

Insert the USB storage device into a computer that is connected to the internet. The SecureClient should run automatically. If it doesn't, you can start it manually by browsing the USB device in a file explorer and running the SecureClientInitialRun.exe file, located in the device's root directory. Now you can log in to the Show Admin Console and upload the exams as you normally would (see the Advance Download section of this guide for more information).

Results

Availability of results after a test

Results for finished exams can be viewed in SecureAssess in the Results tab.

- All results in SecureAssess are provisional. Confirmed results are available in Walled Garden, after they have been processed by City & Guilds.

The following table shows the **maximum turnaround times for results**, depending on the mode of delivery and the type of exam.

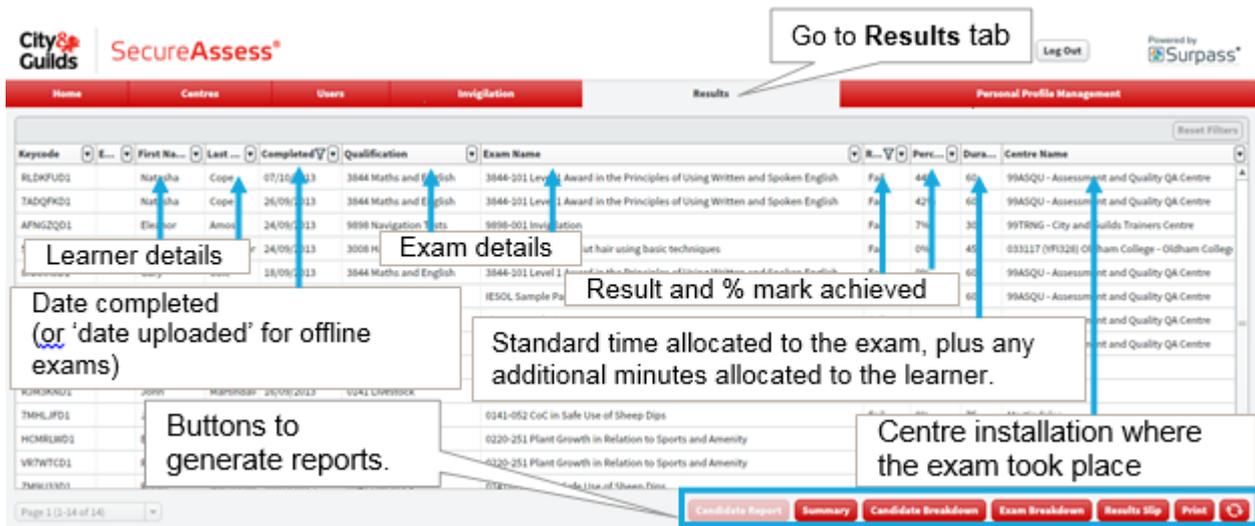
| Mode of delivery | Exam type | Provisional results in SecureAssess | Confirmed results in Walled Garden |
|---|-----------------|---|--|
| SecureAssess Central (Online delivery) | Machine marked | A few minutes after the test. | 48 hours after the test. |
| | Examiner marked | 20 working days after the test. | |
| SecureAssess Central (Offline delivery) | Machine marked | Instantly (through SecureClient Show Admin Console). | 48 hours after the finished test is uploaded to SecureAssess |
| | Examiner marked | 20 working days after the finished test is uploaded to SecureAssess | |

Viewing results in SecureAssess

The **Results** tab in SecureAssess Central shows provisional results for completed **e-volve** exams. Voided exams will not appear on this screen.

- Results for finished exams stay in the results tab for one calendar year.
- Results for machine marked exams delivered offline will only appear in the Results tab in SecureAssess Central after the exam has been manually uploaded. Alternatively, they can be accessed offline, immediately after the test, from the SecureClient Admin Console.
- For exams taken offline, the date that will appear on the Results screen in SecureAssess central will be the date when the exam was uploaded, as opposed to the date when it was actually completed.
- For examiner marked exams, results will not appear on the Results tab in SecureAssess Central until they have been marked.

The Results Screen



Each row in the Results tab is an individual test for an individual learner. The 'Grade' column shows the overall result for the test (Fail, Pass, Credit, etc.). The 'Percent' column shows the percentage correct based on the total number of marks available in the exam.

You can search for a particular learner/test and filter the number of rows you see on the screen just like in all other tabs in SecureAssess.

The  button at the bottom of the screen will print the contents of the Results screen, as you see them. So, if there is a filter applied, only those tests visible on the screen will be printed.

The refresh  button refreshes the data (it will refresh itself automatically anyway if you don't press it).

All other buttons generate different types of reports, as described in the next paragraph.

Results reports

A full Results Report has three sections:

| | |
|-------------------------------------|--|
| Results Summary | This gives an overview of the learners, their enrolment number, the test they took, the date, and the overall result (Pass, Fail, Credit, etc.) |
| Results Breakdown | This shows the percentage score per learning outcome in the Qualification Handbook (or per knowledge area for UKTs). The percentages are worked out from percentage correct of all marks available. In other words, how many questions were correct out of all questions available. |
| Results Slip (Result Report) | This is an individual sheet for the learner, showing the details of the test and the overall result. Results are provisional and a Results Slip is not a substitute for a certificate. |

You can generate different elements of the report, for one or more learners at a time, depending on which button you select:

| Button | Report generated |
|--|--|
| <p>Candidate Report</p> | <p>Full report, including the three sections (Summary, Results Breakdown and Results Slip).</p> <p>This report can only be run for one learner at a time.</p> |
| <p>Summary</p> | <p>Results Summary section only.</p> <p>Can be run for multiple learners. Shows a table with one line per learner selected.</p> |
| <p>Candidate Breakdown</p> <p>Exam Breakdown</p> | <p>Results Breakdown section only.</p> <p>Can be run for multiple learners sitting the same assessment.</p> <p>‘Candidate Breakdown’ produces individual breakdown tables for each learner selected.</p> <p>‘Results Breakdown’ produces a single breakdown table for the whole group of learners selected.</p> |
| <p>Results Slip</p> | <p>Results Slip only.</p> <p>Can be run for multiple learners. Produces one individual sheet per learner selected.</p> |

The report(s) will appear on a pop-up screen from which they can be printed by using the  button.

- ➔ If you have an Adobe PDF Writer or a similar product installed, you can save an electronic copy of the report by selecting Adobe PDF (or equivalent) in the Printer Name dropdown when you print, below is an example of a score report.

Exam Reports

99EATR - Early Adopter Training Centre
9898-111 Nav Test



Results Summary:

| Candidate Name | Enrolment No. | ULN | Test Date | Result |
|-------------------------------|---------------|---------|------------|--------|
| morning checks morning checks | HJW1487 | HJW1487 | 01/10/2014 | Pass |

Results Breakdown:

| Navigation Test | Percentage Correct of All Marks Available |
|--------------------------|---|
| Unknown Learning Outcome | 0.00 |
| Total | 0.00 |
| Exam Total | 0.00 |

Onscreen Exam Result Report



PRIVATE AND CONFIDENTIAL

99EATR - Early Adopter Training Centre
1
2
Greater London
England

Candidate Name: morning checks morning checks
Enrolment No.: HJW1487
ULN: HJW1487
Centre Name: 99EATR - Early Adopter Training Centre
Centre Code: 99EATR
Qualification Name: 9898 Navigation Tests
Exam Name: 9898-111 Nav Test
Test Date: 01/10/2014
Percentage: 0.00
Result: Pass

To close the document select close on the top right of the page, see below

To print or save this document, right click on the document.



Learner selection

There are two ways of selecting the learner(s) for whom you wish to generate a report.

Method 1 – Manual selection (recommended):

1. **Select learners** from the Results screen (hold Ctrl+ key for multiple learners).
2. Press the **report button** of your choice, depending on the type of report you prefer (see overleaf for details).
3. When prompted, click 

Method 2 – Reporting Wizard

1. Press the **report button** of your choice, depending on the type of report you prefer (see overleaf for details).
2. When prompted, click 
3. **Follow the wizard's** instructions to select centre, exam and learners. Click next to generate the report.

Confirmed results in Walled Garden

Results are confirmed when they have been processed by City & Guilds, and they appear in the Walled Garden, in the 'Candidate History' report. (Please note that Underpinning Knowledge Tests are an exception and they do not return any results to Walled Garden. Please contact your local City & Guilds Branch office for details on claiming UKTs.)

For details on how to generate these reports, go to **Section 7: Walled Garden Reports**.

Walled Garden reports

These reports can be accessed in Walled Garden from the **Reports** section, under the **Orders** or **Candidates/Results** tabs.



| | | Report title | Report description |
|-----|--------------------|--|--|
| Tab | Orders | 'Schedule e-volve Tests' orders report | Displays the status of your e-volve test bookings. If the booking has been accepted, you can view the exam keycode. |
| | | 'e-volve on-line test' orders report | Displays confirmed results, invoices and charges for e-volve that have already been sat. This report does not cover underpinning knowledge tests, because these do not return results to Walled Garden. |
| | | 'e-volve re-test' orders report | Same as above, but only showing re-sits (i.e. when a learner sits the same exam more than once). |
| | Candidates/Results | 'e-volve Individual Test Booking' report | Displays individual e-volve test bookings for learners and allows you to print individual candidate sheets with details of the test and keycodes. |
| | | 'e-volve Scheduled Tests' report | Displays the tests scheduled in a time period for an individual e-volve Installation ID, or for all Installations at your Centre. You can also filter by assessment and print a class list. |
| | | 'Candidate History' report | Displays a learner's assessment history along with any pending e-volve test bookings, and confirmed results for tests already taken. |

➡ Be specific with your search options to minimise any delay in the return of the report.

If your Walled Garden account is linked to more than one Centre (for example a Centre and a Sub-centre) there will be an additional mandatory selection parameter in some of the reports to determine the Centre that you wish to search.

‘Schedule e-volve Tests’ orders report

This is the standard Walled Garden report to view **e-volve** test scheduling orders placed with their status. For accepted bookings, you can view the exam keycode.

In the search parameters select **Orders** and **Schedule e-volve Tests** in the first two dropdown lists. You must also specify a time range. Optional search parameters include the qualification, and others available under **Select Attribute** as shown below:

When you click the **Search** button, a list of orders matching the search parameters will be displayed. Click on any order in the **Order No.** column to display the details of the booking in the order. An example is shown below.

| Search | | |
|--|------------|---------------------|
| Search Result: 6103 Orders found | | |
| Use the scroll bars to search through the results. Click in the Order No column to select. | | |
| Order No. | Date | Your Ref. |
| 100365954 | 05.12.2009 | TESTSUR05122009_GME |
| 100365959 | 07.12.2009 | FVBXCVBXCV |
| 100365965 | 07.12.2009 | _BOOKING_12345 |

Click the **Details** button to display more information including the exam keycode. Use the **Show/Hide details** button at the top of the order to expand the details of the whole order at once. Only if the details are expanded on the screen, will they appear in the print out. This is where you can see the keycode, if the booking has been accepted.

Order ?

| Centre no. | Customer no. | Order no | Order date | Order Ref | Payment method |
|------------|--------------|-----------|------------|-----------|----------------|
| 818181 | 1060900 | 102552418 | 28.03.2011 | jb | On account |

| | |
|-----------------|----------|
| Order total net | 0.00 GBP |
| VAT/Sales tax | 0.00 GBP |
| Order total | 0.00 GBP |

Order confirmation Print

Order lines

+ Show/Hide details

| Details | EHR No | First Name | Last Name | Qual. | Product code | Order Type | Exam Details | Price | Booking Status |
|---------|---------|------------|-----------|---------|--------------|--------------|------------------------|-------|------------------|
| | SVV9530 | jon | ben | 3638-01 | 3638-975 | Gola Booking | 28.03.2011 15:00:00 | 0.00 | Booking Accepted |

| Gola Centre Account ID | Keycode | Additional Time | Alternate Location |
|------------------------|----------|-----------------|--------------------|
| 01BBBB | DP25QJB2 | N/A | |

The **Booking Status** column will show the status of the booking. If the status is 'Booking Rejected' then the reason it was rejected can be viewed by clicking on the link in the selected order line. (Please note rejected booking are rare in **e-volve** and in most cases you will not need to rebook the test. See section 4.8 for more details).

Order ?

| Centre no. | Customer no. | Order no | Order date | Order Ref | Payment method |
|------------|--------------|-----------|------------|-----------|----------------|
| 818181 | 1060900 | 102552475 | 28.03.2011 | Anders 2 | On account |

| | |
|-----------------|----------|
| Order total net | 0.00 GBP |
| VAT/Sales tax | 0.00 GBP |
| Order total | 0.00 GBP |

Order confirmation Print

Order lines

- Show/Hide details

| Details | EHR No | First Name | Last Name | Qual. | Product code | Order Type | Exam Details | Price | Booking Status |
|---------|---------|------------|-----------|---------|--------------|--------------|------------------------|-------|------------------|
| | SVW0028 | Anders | Magnusson | 3638-01 | 3638-973 | Gola Booking | 28.03.2011 17:00:00 | 0.00 | Booking Rejected |

| Gola Centre Account ID | Keycode | Additional Time | Alternate Location |
|------------------------|---------|-----------------|--------------------|
| 01BBBB | N/A | N/A | |

Microsoft Internet Explorer x

The assessment is not available for this qualification (Please contact CustomerRelations before re-booking - error 310)

OK

'e-volve on-line tests' / 'e-volve re-test' orders report

These two reports look the same, but while the second one only displays re-sits (i.e. when a learner sits the same exam more than once).

The reports display confirmed results, invoices and charges for **e-volve** that have already been sat. Underpinning knowledge tests are not covered in these reports, because these do not return results to Walled Garden.

In the search parameters select **Orders** and **e-volve tests** or **e-volve re-test** in the first two dropdown lists. You must also specify a time range. Optional search parameters include the qualification, and others available under **Select Attribute**.

Search

Define the report by using the search criteria below. The fields may change depending upon the selections made. Click **Search** to continue.

Show me Orders ▾

with GOLA on-line test ▾

which belongs to Centre *

for qualification (eg 3638-01)

also (Select Attribute) ▾

for period * The last week ▾

or since ▾ ▾

* denotes mandatory field

Search

Search Result: 1 Orders found

Use the scroll bars to search through the results. Click in the **Order No** column to select.

| Order No. | Date | Your Ref. |
|---------------------------|------------|-------------------|
| 201367523 | 14.09.2011 | 0103454503/99TRNG |

When you click the **Search** button, a list of orders matching the search parameters will be displayed. These orders are generated by the system when results are returned from SecureAssess to Walled Garden. Click on any order in the **Order No.** column to display the details. An example is shown below:

Search

Search Result: 1 Orders found

Use the scroll bars to search through the results. Click in the **Order No** column to select.

| Order No. | Date | Your Ref. |
|---------------------------|------------|-------------------|
| 201367523 | 14.09.2011 | 0103454503/99TRNG |

Click **Order Details** to display information on the learner and the confirmed result.

Order ?

| Centre no. | Customer no. | Order no | Order date | Order Ref | Payment method |
|------------|--------------|-----------|------------|-------------------|----------------|
| 123456 | 1053020 | 201367523 | 14.09.2011 | 0103454503/99TRNG | On account |

| | |
|--------------------|-----------------|
| Order total net | 6.75 GBP |
| VAT/Sales tax | 0.00 GBP |
| Order total | 6.75 GBP |

Order confirmation Print

Order lines

| Order Tracking | Order Details | Product code | Assessment code | Order type | Exam Details | Qty | Price | Total | Curr. |
|---|---|--------------|-----------------|-------------------|--------------|-----|-------|-------|-------|
| ■ | ■ | 3748-01 | 3748-110 | GOLA on-line test | 12.09.2011 | 1 | 6.75 | 6.75 | GBP |

Candidate(s) in your order

| ENR No. | Name | DOB | Gender | Your Ref. | Messages | Grade |
|---------|------------|------------|--------|-----------|----------|-------|
| PGB4833 | Tom C Reed | 01.01.1980 | Male | | | FAIL |

Print

Click **Order Tracking** to display invoicing details.

Order ?

| Centre no. | Customer no. | Order no | Order date | Order Ref | Payment method |
|------------|--------------|-----------|------------|-------------------|----------------|
| 123456 | 1053020 | 201367523 | 14.09.2011 | 0103454503/99TRNG | On account |

| | |
|--------------------|-----------------|
| Order total net | 6.75 GBP |
| VAT/Sales tax | 0.00 GBP |
| Order total | 6.75 GBP |

Order confirmation Print

Order lines

| Order Tracking | Order Details | Product code | Assessment code | Order type | Exam Details | Qty | Price | Total | Curr. |
|---|---|--------------|-----------------|-------------------|--------------|-----|-------|-------|-------|
| ■ | ■ | 3748-01 | 3748-110 | GOLA on-line test | 12.09.2011 | 1 | 6.75 | 6.75 | GBP |

Selected line order tracking

| Date | Activity | Reference type | Reference | Qty. |
|------------|------------------|----------------|------------------|------|
| 14.09.2011 | Results received | Order no. | 201367523 | 1 |
| 20.09.2011 | Invoice | Invoice | <u>802149897</u> | 1 |

Order tracking Print

'e-volve Individual Test Booking' report

This report lists individual **e-volve** test bookings for learners.

It also provides the facility for saving or printing a single sheet per learner that can be used for sitting the tests. It provides the same candidate sheet that is available from the Order Confirmation screen in the shopping basket.

You can select the Installation ID and a time period to identify a particular group of learners, or use the learner or cohort names as search parameters to locate a particular booking.

The time period can be selected from the dropdown as one of the commonly used options:

- Today
- Tomorrow
- This week
- Next week

Alternatively, you can enter a specific 'from' and 'to' date.

You can also search for bookings at a particular status, e.g. 'rejected bookings only'.

Click **Search** to generate the report.

Search

Define the report by using the search criteria below. The fields may change depending upon the selections made. Click **Search** to continue.

Show me Individual e-volve Test ▼

for Centre Installation ID
All my accounts ▼

for Assessment

ENR No.

or ULN

First name

Last name

DOB

Gender ▼

Booking status ▼

for period * tomorrow ▼

or From *

To

* denotes mandatory field

Please note:
Be specific with your definitions to ensure a prompt return of your results.

Search

- ➡ If you select **All my Accounts** (i.e. all my Installation IDs) you must also enter a candidate enrolment number. This option is provided so that you can print a candidate sheet when you do not know which Installation ID they were booked under. To print more than one candidate sheet you must select the Installation ID.

Your search results

Choose the required candidate by clicking on the button in the **Click to view** column Select **All** to Print

| Click to View | EHR no. | ULII | First Name | Last Name | DOB | Assessment Code | Exam Date | Exam Time | Select to print |
|---------------|---------|------|------------|-----------|-----|-----------------|------------|-----------|--------------------------|
| | | | barry | espresso | | 3748-114 | 15.04.2011 | 12:00 | <input type="checkbox"/> |
| | | | Charlie | Jackson | | 3638-975 | 15.04.2011 | 15:00 | <input type="checkbox"/> |
| | | | Jim | Edward | | 3638-975 | 15.04.2011 | 15:00 | <input type="checkbox"/> |

View/Hide All Details Select candidates to print using the 'Select to print' column and then click 'Print Selected' button to print the Individual GOLA Test Booking sheet(s) **Print selected**

Full candidate listing **Print All**

This report provides a variety of options for viewing the **e-volve** test bookings for the selected learners.

Click the **Click to view** button for any booking and further details will open up underneath the selected line, including the booking status and the exam keycode.

| | | | | | | | | | |
|------------------------|--|--|---------------------------------|---------|----------------------|----------|------------|-------|--------------------------|
| | | | Charlie | Jackson | | 3638-975 | 15.04.2011 | 15:00 | <input type="checkbox"/> |
| Keycode | | | 26yyvab2 | | | | | | |
| Booking Status | | | Booking Accepted | | Alternative Location | | | | |
| Assessment Description | | | Communication level 1 test (OL) | | Additional Time | | | | |

Additionally the **View/Hide All Details** button can be used to open and close the details for all the bookings at once.

Individual candidate sheets can be printed, either all at once or from selected bookings. The **Select to Print** column can be used to select individual bookings to print, or use the **Select All to print** button. Click the **Print selected** button when selections have been made.

Alternatively the **Print All** button will print candidate sheets for all the bookings in the list.

- ➡ The check box for bookings in status 'Booking rejected' will be disabled and candidate sheets cannot be selected for these bookings. The **Print All** button will however print all bookings irrespective of status.

To print the list of learners as it appears on the screen (with or without details), right click anywhere on the screen and select **Print**.

The candidate sheets will be created as a PDF file that can be viewed, saved or printed. It is formatted with one sheet per learner booking and shows all details of the booking including the exam keycode.

GOLA Test Booking Details Candidate Sheet



Booking Reference 0102553740/01BBBB

Booking Status Booking Accepted

Candidate Details

First Name Charlie

Middle Name

Last Name Jackson

ENR No SVX5766

ULN

Date Of Birth 09.02.1990

Gender Male

Keycode 26yyvab2

Assessment Details

Assessment number 8688-975

Assessment Description Communication level 1 test (OL)

Assessment Date 15.04.2011

Assessment Start Time 15:00

Extra Time Allowance

Extension Reason

Test Centre Details

Centre Name Example College 1

Centre Address
x Street
Greater London
United Kingdom
XXX XXX

Test Location

'e-volve Scheduled Tests' report

This report gives a Centre view of the **e-volve** tests scheduled in a certain period of time, for individual Installation IDs or for all the Installations at your Centre. You can also filter by assessment.

Enter the search criteria and click the **Search** button. Note that a period must be selected or a date range entered.

A list of all bookings within the period will be displayed by booking date and time showing the assessment to be sat at that time.

➔ Only tests at status 'Booking accepted' or 'Booking complete' are shown in this report. Recently scheduled tests that are still at 'Booking requested' will not be listed.

Search

Define the report by using the search criteria below. The fields may change depending upon the selections made. Click **Search** to continue.

Show me Scheduled e-volve Test ▼

for Centre Installation ID
All my accounts ▼

for Assessment

for period * tomorrow ▼

or From *

To

*** Only Confirmed Bookings
 * denotes mandatory field

Search

Gola Scheduled Tests ?

| Centre No. | Customer No. | Centre name |
|------------|--------------|-------------------|
| 818181 | 0001060900 | Example College 1 |

Your search results

Choose the required examination by clicking on the button in the **Select** column

| Select | Exam date / Time | Assessment No. | Assesment Description |
|---|------------------|----------------|---------------------------------------|
| ■ | 14.04.2011 12:00 | 3638-975 | Communication level 1 test (OL) |
| ■ | 15.04.2011 15:00 | 3638-975 | Communication level 1 test (OL) |
| ■ | 14.04.2011 11:30 | 3748-114 | Functional English Writing at Level 2 |
| ■ | 14.04.2011 18:00 | 3748-114 | Functional English Writing at Level 2 |

Choose one of the exams by clicking the corresponding button in the **Select** column. The learner details will be listed for that exam. If you click another **Select** button the original list will be replaced with the new one.

Candidate List

| Detail | EHR no. | ULII | First Name | Last Name | DOB | Assessment No. | Exam Date | Exam Time |
|--------|---------|------|------------|-----------|-----|----------------|------------|-----------|
| | | | Jim | Edward | | 3638-975 | 15.04.2011 | 15:00:00 |
| | | | Charlie | Jackson | | 3638-975 | 15.04.2011 | 15:00:00 |

+ View All Details

Candidate listing
Print

In the 'candidate list' further details can be displayed using the individual buttons in the **Detail** column or by using the **View All Details** button.

| Detail | EIR no. | ULH | First Name | Last Name | DOB | Assessment No. | Exam Date | Exam Time |
|---|---------|---------|------------|-----------------|-----|----------------------|------------|-----------|
|  | ... | | Jim | Edward | | 3638-975 | 15.04.2011 | 15:00:00 |
| GOLA Account ID | 01BBBB | Keycode | 3f52xnb2 | Additional Time | | Alternative Location | | |

The **Print** button will print the 'candidate list' as displayed on the screen (that is with or without the detail).

This report would typically be used to print a class list – all learners sitting assessments at the same time.

'Candidate History' report

The 'Candidate History' report will show all transactions for a particular learner and lists all types of assessment including **e-volve**.

When an **e-volve** test booking is scheduled for a learner it will appear in the history as a **'Booking'** entry until the test is sat and the results returned. It will then change to a **'Result'** record with a Pass/Fail indication.

In the search parameters you must identify individual learners by their enrolment number, ULN or last name plus gender. You must also select a date range by using the period, since or from and to selectors.

➔ Wild cards are accepted in the last name field (for example St* will find all names starting with 'St')

Search

Define the report by using the search criteria below. The fields may change depending upon the selections made. Click **Search** to continue.

Show me Candidate History

ENR No.

or ULN

First name

Last name

DOB

Gender Male

for period * today

or since *

or From *

To

* denotes mandatory field

In this search ENR no. or ULN; or Last name and Gender are mandatory, together with period or since.

Search

After clicking the **Search** button a list of all learners matching the criteria will be listed. You should then click on a button in the **Select** column to display the history detail for an individual learner.

Click **Print** to print the currently displayed 'Candidate History'.

Candidate History
?

| Centre No. | Customer No. | Centre name |
|------------|--------------|-------------------|
| 818181 | 1060900 | Example College 1 |

Your search results

Choose the required candidate by clicking on the button in the **Select** column

| Select | ENR no. | ULN | First Name | Middle Name | Last Name | DOB | Gender | Merged Date |
|--------------------------|---------|-----|------------|-------------|-----------|------------|--------|-------------|
| <input type="checkbox"/> | SVX5803 | | Cal | | Sweeney | 16.06.1987 | M | |

Selected candidate history details

| Date | Order Code | Qualification/ Assessment Description | Item | Assessment Type | Result / Status | Reg End Date | Sales Order | PO Ref |
|------------|------------|---------------------------------------|--------------|------------------------------|-----------------|--------------|-------------|-------------------|
| 14.04.2011 | 3638-01 | Key Skills Qualifications | Registration | | | 14.04.2014 | 0102553739 | jgm63845 |
| 14.04.2011 | 3748-01 | Functional Skills English | Registration | | | 14.04.2014 | 0102553731 | Cohort 2 |
| 14.04.2011 | 3638-975 | Communication level 1 test (OL) | Results | Multiple Choice-On-Line Exam | Fail | | 0201050907 | 0102553740/01BBBB |

* = Gained from a previous accreditation

Candidate history
Print

➔ Please note that results for Underpinning Knowledge Tests do not show in Walled Garden. Results for this type of test can only be viewed in SecureAssess.

Customer Support



We are here to answer any queries you may have regarding **e-volve**. Should you require assistance, please contact us:

| UK Centres | International Centres |
|--|---|
| <p>Contact Customer Services</p> <p>E: evolvesupport@cityandguilds.com</p> <p>T: 0844 543 0000 (Option 2)</p> <p>Calls to our 0844 numbers cost 5 pence per minute plus your telephone company's access charge</p> <p>08:00 to 18:00 Monday to Friday</p> | <p>Contact your Local Office.</p> <p>For details and opening times visit www.cityandguilds.com</p> |

Conducting online exams

→ The regulations in these documents specify the standard requirements for externally marked examinations and assessments. For certain qualifications some of the requirements may be different, please check the individual qualification handbooks and assessment guides for more information.

<http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library/examinations>

On-screen external assessments

Where a centre conducts on-screen external assessments the head of centre is responsible for ensuring that the awarding body requirements are met for downloading software and test/examination materials. Centres **must** also ensure that all technical requirements have been met. Some technical requirements will need to be met in advance of the test/examination.

You **must** refer to **Appendix 1, page 48** of this booklet where information is provided on conducting on-screen tests. **Appendix 1** provides a summary of the necessary actions which you **must** adhere to when conducting such assessments.

Access

Appendix 1: Glossary of terms

| Term | Description |
|-----------------------------|--|
| Advance download | Downloading a test to a laptop, in order to deliver it to a learner anywhere, without the need of an Internet connection. This can be done from 10 days in advance of the scheduled date. Also referred to as 'advance caching'. |
| Alternative location | Where a test is to be sat at a location other than an approved Centre, City & Guilds must be notified. Test locations are covered by City & Guilds policy which must be consulted before using an alternative location. |
| Auto-void | See 'voided test'. |
| Booking | Setting up a specific date and time for a learner to sit a test. The learner must already be eligible for that test, having been registered for the qualification |
| e-Assessment | Tests delivered electronically. May be online or offline delivery. |
| EDI | Electronic Data Interchange. A standard file format used for the interchange of files between awarding bodies and management information systems. Specifically for e-assessment testing, EDI files can be used for the registration of learners and scheduling of e-volve tests by uploading into Walled Garden as an alternative to using the shopping basket screens. |
| Exam window | The period of time either side of the scheduled exam date, during which a test can be unlocked and sat. The exam window starts 10 days before the exam date (or immediately if booking less than 10 days in advance). The exam window closes 30 days after the exam date. This window applies to all test types. |
| EKU test | 'Essential Knowledge & Understanding' test. This is Hair & Beauty equivalent of an Underpinning Knowledge Test. |
| Flag | While sitting a test, the learner can flag a question to remind him/herself to return to review it later |
| Item | An item is a question in a multiple choice test |
| Keycode | This eight-character alphanumeric code uniquely identifies the learner and the exam they are to take. The keycode is generated by SecureAssess at the time of booking, and it is necessary to unlock the test on the day of the exam. The keycode is not case sensitive. |

| Term | Description |
|------------------------------|---|
| Machine marked exam | An exam that is marked automatically by SecureAssess, as opposed to by an examiner. Machine marked exams are typically made up of multiple choice questions. |
| Offline testing | A test can be downloaded to a laptop in advance, and delivered to a learner anywhere, without an Internet connection. With offline testing there is no need for an Internet connection from the moment the test has been downloaded, and until the test is complete and the learner’s answers are ready to be uploaded. (Compare with ‘online testing’) |
| On-screen Assessment | A test taken under examination conditions using the e-volve platform. An assessment has a code in the format ‘nnnn-nnn’. Also referred to as unit, module, examination, exam or test. |
| Online testing | A test is unlocked and sat while connected to the Internet. (Compare with ‘offline testing’) |
| PIN code | An optional four character code that the Invigilator can apply to an exam. If the Invigilator sets a PIN code for an exam, the learner will need to enter it to begin the test. This is in addition to the keycode. |
| Primary contact | Main point of contact for e-volve and responsible for creating additional users within the Centre. This will typically be the Exams Officer. This user is created by Customer Services during the New Account set-up process, with the role of ‘Exams Officer’. |
| Walled Garden Profile | Users of the Walled Garden will have a user id conforming to a profile. The two profiles for e-volve testing users are ‘exams’ giving full access to a range of options and ‘e-volve scheduling’ for staff who only need to schedule tests. |
| Qualification | Qualifications are listed in the City & Guilds catalogue and can be awarded when a specific set of tests have been passed. A qualification code has the format ‘nnnn-nn’ |
| Qualification group | A related set of qualifications for a group or scheme. The qualification group code is the first 4 digits of the qualification. |
| Registration | A learner can only sit tests once they are eligible. This is carried out by registering a learner for a qualification. Typically they will receive an enrolment number at the same time, if they do not have one already from previous registrations. |
| SAP | City & Guilds’ financial and corporate computer system |
| Scheduling | Setting up a specific date and time for a learner to sit a test. The learner must already be eligible for that test, having been registered for the qualification. |
| Score report | On completion of a test, a score report is normally available in SecureAssess which shows the learner’s preliminary results. These are subject to confirmation after the results have been fully processed. |

| Term | Description |
|---------------------------------|--|
| SecureAssess | The exam administration software, used by Centre staff to administer tests to learners under invigilated conditions and to view results after the test. |
| SecureAssess Central | This is the default deployment option for all Centres. The system is completely web-based, and therefore requires an Internet connection. The only thing that needs to be installed is SecureClient in the learner testing stations. With SecureAssess Central, it is possible to deliver exams both online and offline. |
| SecureClient | The learner interface, where the tests are taken. SecureAssess is an application that needs to be installed in every computer that is going to be used by a learner (testing stations). Its purpose is to lock down the learner's station, to prevent them from accessing the Internet or any other applications during the test. SecureClient can also be used by the Invigilator to download tests to a laptop for offline delivery. |
| Technical Contact | The Centre user, responsible for the technical setup of e-volve : typically, an IT/network manager at the Centre. It could also be the Exams Officer. This user is created by Customer Services during the New Account set-up process, with the role of 'IT Administrator'. |
| Time extension | Additional time can be assigned to a test under special circumstances. This is carried out when booking the test by specifying a time extension of a certain percentage. Time extensions are controlled by the City & Guilds Policy Team and the policy documents must be consulted before using time extensions. |
| Time extension reference | When a time extension is requested above the time extension threshold, a reference is required which acts as the authorisation from the City & Guilds Policy Team. This will be entered by Customer Services. |
| Time extension threshold | The highest percentage time extension that can be applied to a test by a Centre is always 25%. Time extensions above the threshold must be booked by the City & Guilds Policy Team. See Policy Documents available in the Centre Support section of our website. |
| Voided test | A test can be voided in SecureAssess by the invigilator before it is started or completed. This would be used for example if the learner did not arrive, the test is cancelled or malpractice is discovered. If a test is still at a Ready state when the exam window expires, then it will be automatically voided (auto-voided) |
| UKT (or UPK) Test | Underpinning Knowledge Test – a test that is taken to determine the learner's level of knowledge before taking the main test. Registered learners can sit a UKT as many times as required and the results are filed at the Centre. No results are returned to City & Guilds. In the Hair & Beauty sector, these tests are referred to as EKU (essential knowledge and understanding) tests. |
| Walled Garden | The City & Guilds secure website used by Centres to register learners, schedule tests, enter orders and carry out other on line activities. Go to www.walledgarden.com |