

Technical Qualifications

How to book assessments



October 2017

Version 1.0



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Introduction

This guide provides you with all the information you need when booking assessment components for the City & Guilds Technical Qualifications:

- synoptic assignments
 - mandatory units
 - optional units
 - employer involvement (KS5 only)
 - paper-based theory exams
 - e-Volve Dated Entry theory exams
 - e-Volve On demand theory exams (Land-based Qualifications only).
- 

Please ensure you only book either a paper-based or e-Volve exam per series for candidates, as booking them both may affect their number of attempts to complete the qualification (maximum 2). It is important that a booking is made for every candidate against all relevant components of the Technical Qualification.

1. The booking window for the spring series theory exams*, synoptic assignments, optional units and other unitised assessments will be open from 1 November 2017 and must be booked by 22 December 2017. Any bookings received after this deadline may incur a late booking fee.
2. The booking window for the summer series theory exams taking place in May/June 2018 will open from 1 March 2018 and must be booked by 27 April for May exams, and by 25 May for June exams.

The timetable of Technical Qualifications theory exams can be found [here](#).

*With the exception of the on-demand e-volve theory exams for the Level 2 Land-based Technical certificates or Qualifications. Booking for these exams will open from 2 Jan 2018.

Key dates

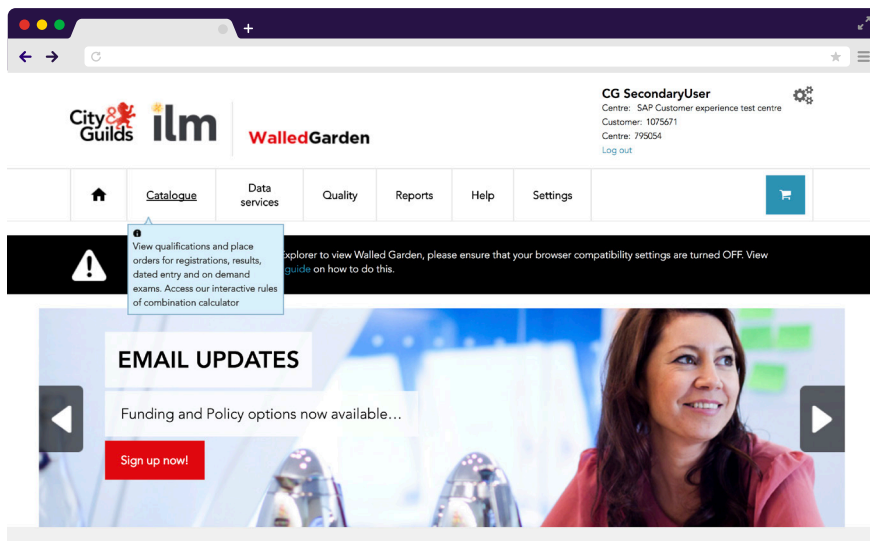
Event	Date
Start of learner registration window	4 September 2017
Synoptic assignments released to centres	See page 7
Optional assignments and any other centre-assessed components released to centres	See page 7
Deadline for learner registration	31 October 2017
Start of spring (February/March/April) exams series booking window	1 November 2017
Start of synoptic assignments, optional assignments and any other centre-assessed components (if applicable) and employer involvement (KS5 only) booking window	1 November 2017
Deadline for booking spring exam series	22 December 2017
Deadline for booking synoptic assignments, optional assignments and any other centre-assessed components (if applicable) and employer involvement (KS5 only)	22 December 2017
e-volve theory exams for the Level 2 Land-based Technical Certificates open for bookings	2 January 2018
Synoptic assignments released to learners	See page 7
First spring exam series	26 February to 2 March 2018
Start of summer (May/June) exam series booking window	1 March 2018
Second spring exam series	6 March to 26 April 2018
Results of first spring exam series	23 April 2018
Deadline for booking summer (May) exam series	27 April 2018
Results of second spring exam series	14 May 2018
Deadline for submitting marks and evidence to the Moderation Portal for synoptic assignments	18 May 2018
Summer exam series	21 May to 28 June 2018
Deadline for booking summer (June) exam series	25 May 2018
Deadline for submitting evidence to the Moderation Portal on optional assignments and any other centre-assessed components (if applicable) and employer involvement (KS5 only)	15 June 2018
Final results, including summer exams, synoptic assignments and qualification grades (where applicable) available for Level 3	6 August 2018
Final results, including summer exams, synoptic assignments and qualification grades (where applicable) available for Level 2	13 August 2018



What you need to book

This section explains how to identify what needs to be booked for each qualification and learner as well as the different types of booking available.

- 1 Log into your Walled Garden account.
- 2 Once at the homepage, select **Catalogue** in the top navigation bar.



3

Select the **Show Approved** tab. Your centre's approved qualifications will then display on the screen.

The screenshot shows the City & Guilds ILM WalledGarden portal. The user is logged in as 'CG SecondaryUser'. The navigation menu includes 'Catalogue', 'Data services', 'Quality', 'Reports', 'Help', and 'Settings'. The 'SHOW APPROVED' tab is highlighted in the 'Catalogue' section. Below the navigation menu, there is a search bar and a table of approved qualifications.

Approved	Code	Level	Name	Route
✓	9963-99	Level 3	Advanced Skills Zone (generic)	MA
✓	6290-03	Level 2	Aggregates in Construction	Full

4

Select the qualification you wish to view information for.

5

Select the **Units and Assessments** drop down within the Information section.

6

Within the qualification information will be listed each of the assessments with the **Unit Type** and the **Entry Type**.

Units and Assessments				
Description	Unit type	Entry type	Unit code	Credits
Level 3 Hairdressing - Theory exam (1)	Multiple Choice	e-Volve	6002-032	N/A
Level 3 Hairdressing - Synoptic assignment (1)	Moderated	Dated entry	6002-033	N/A
Level 2 Cut men's hair using basic techniques - Assignment	External Quality Assurance	Dated entry	6002-201	120.0
Level 3 Creative hair extension services - Assignment	External Quality Assurance	Dated entry	6002-305	60.0
Level 3 Smoothing and strengthening systems - Assignment	External Quality Assurance	Dated entry	6002-306	60.0
Level 3 Create a variety of perming effects - Assignment	External Quality Assurance	Dated entry	6002-307	90.0
Level 3 Hair relaxing services - Assignment	External Quality Assurance	Dated entry	6002-308	90.0
Level 4 Specialist hair and scalp treatments - Assignment	External Quality Assurance	Dated entry	6002-402	90.0
Level 4 Creative hair design skills - Assignment	External Quality Assurance	Dated entry	6002-403	60.0
Level 3 Hairdressing - Theory exam (1)	Written	Dated entry	6002-532	N/A
Level 3 Employer involvement	External Quality Assurance	Dated entry	6002-831	N/A
Timetable				
Additional information				



Unit types

As described on the Walled Garden Catalogue under the Unit Type header.

Moderated

This is an externally marked assessment which is then moderated by City & Guilds. These unit types must be booked as a **Dated Entry Assessment** (Refer to page 7).

Multiple choice

This is an online exam whereby the learner is required to select their response from a list of answers in order to provide the correct answer to each question. These must be booked as an **e-Volve Dated Entry exam**. (Refer to page 11).

However, some Land Based qualifications include On Demand exams. The booking process is the same but there will be no drop down date to select during the booking process. This is because these exams do not need to be taken as a Dated Entry Exam (on a specific date as directed by City & Guilds).

Written

This is a paper-based written exam. These must be booked as a **Dated Entry Exam** (Refer to page 7).

External quality assurance

This is an externally marked assessment. These unit types must be booked as a **Dated Entry Assessment** (Refer to page 7).

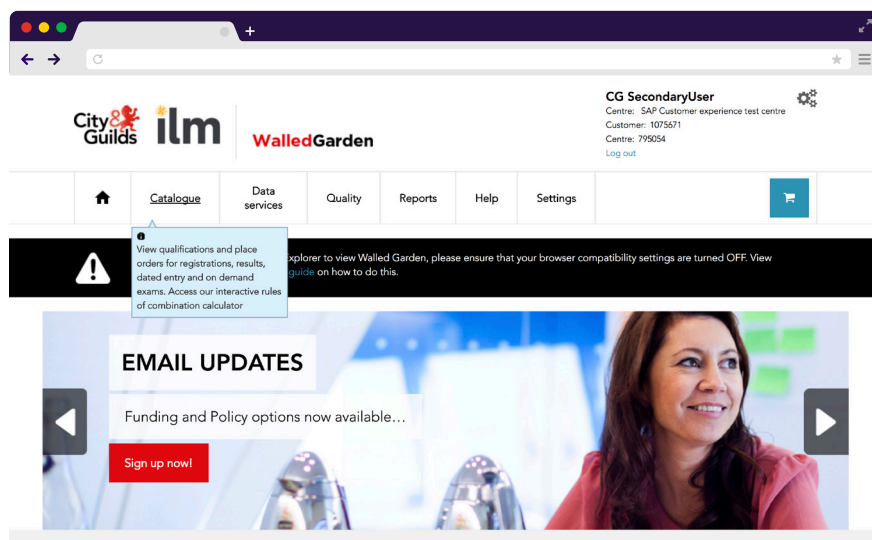




Booking a dated entry assessment or exam

Applies to: synoptic assignment, paper-based theory exam, employer involvement and optional/mandatory units.

- 1 Log into your Walled Garden account.
- 2 Once at the homepage, select **Catalogue** in the top navigation bar.



3

Select the **Show Approved** tab. Your centre's approved qualifications will then display on the screen.

City & Guilds ILM WalledGarden

CG SecondaryUser
Centre: SAP Customer experience test centre
Customer: 1075671
Centre: 795054
Log out

Catalogue Data services Quality Reports Help Settings

SHOW APPROVED

VIEW ALL INDUSTRY/SECTOR MY FAVOURITES FREQUENTLY ORDERED PRODUCTS CLEAR FILTERS

Search catalogue... Search catalogue...

Advanced search

CITY & GUILDS UK CITY & GUILDS INTERNATIONAL ILM *Orders can only be placed from one of these organisations at a time

Results summary: Showing results 10 of 108 Show 10 results

Approved	Code	Level	Name	Route
✓	9963-99	Level 3	Advanced Skills Zone (generic)	MA

4

Click on the qualification you wish to make a Dated Entry order for.

On the course information page, you can check the units by selecting the **Rules of Combination** tab.

5

Once the units have been checked, select **Place an order** on the course information page.

[Back to search results](#)

9963-99

Advanced Skills Zone (generic)

Completion of this product alone doesn't result in TechBac. To achieve a full Advanced TechBac (Statement of Achievement), both this product and at least one Technical qualification of level 3 should be completed. See Administration section for the list of available Technical qualifications

Provider: City & Guilds

Last registration: 31.12.2999 Last certification: 31.12.2999

Place an order

6

In order to book a synoptic assignment, Paper-based Theory Exam, employer involvement and mandatory/optional units click on **Dated entry**.

Select order type

Named registration Unnamed registration **Dated entry** Results entry On Demand

7

The qualification you have selected should automatically lock into the Unit or Assessment selection area. If not you should enter the qualification number in the **Product Code** search field or search using the **Show Approved**.

Select the correct pathway for the qualification you are making a booking for.

Unit or Assessment selection

Centre No. 795054 Customer No. 00010756 Order type Results entry

Qualification selected 9963-99 Advanced Skills Zone (generic) MA

Search available unit or assessments

Enter the unit or assessments number in the form below. Click Search.

Product code Search

Unit or Assessment

To navigate through the list of assessments, select the checkbox(es) in the order column. Click Continue.

Learning pathway Select Learning Pathway

Select/Continue

8

Select the date you wish to schedule the exam or assessment from the drop down box. Note however, that for synoptic assignments, employer involvement & optional/mandatory units there will only be one available date to select. This does not mean the assessments should be conducted specifically on this date. You will need to ensure that assessments are carried out per the schedule on page 3.

Select the order check box and then click **Continue**.

Order	Product code	Description	Type	Date
<input type="checkbox"/>	1145-031	Level 3 Engineering - Synoptic assignment (1)	Moderated	18.05.2018 00:01
<input type="checkbox"/>	1145-530	Level 3 Engineering - Theory exam (1)	Written	
<input type="checkbox"/>	1145-830	Level 3 Employer involvement	External Quality Assurance	

Cancel Back Continue

9

In the Candidate Selection screen, you can search for existing candidates by selecting the required field from the drop down list. If you don't know the candidate enrolment number you can search by the candidate's name. Enter a minimum of the candidate's last name and click **Search**.

Alternatively, you can search by the cohort from the drop down box. Select the cohort from the name drop down menu and click **Search**.

Order type Qualification **Candidates** Accessories Checkout Confirmation

Candidate selection

Centre No. 795054 Customer No. 00010756 Order type Dated entry

Qualification selected 1145-30 Level 3 Advanced Technical Certificate in Engineering Full



Select the action you want to perform



To search for existing candidates, select the required method from the drop down list.

Search existing candidates by Select

- 10 Candidates matching the search criteria will be listed in your **Search Results** section of the screen.
- 11 In the **Product code** column, tick the unit check box to select the **Dated entry** for each candidate and then click **Continue**.
- 12 In the Checkout screen, enter your purchase order or reference in the mandatory **Your PO/Ref field**. To place the order, click **Submit Order**.

Order line items

To view the details of the Line Items, click  in the Detail column. To change the Order Line Item, click  in the Amend column. If you have made any changes at this stage, click **Update Order**. Once complete click **Submit Order**.

Amend	Detail	Product code	Product description	Order type	Qty	Price	Total	Delete
		SS2850-LV3	Level 3 Certificate/Diploma in Engineering	SmartScreen	1	350.00	350.00	<input type="checkbox"/>

Order total net	350.00 GBP
VAT/Sales tax	70.00 GBP
Order total	420.00 GBP

Update Order

Billing - Account details

SAP Customer experience test centre
 Post Go Live...
 323A Giltspur Streetabcd
 London
 EC1A 9DD

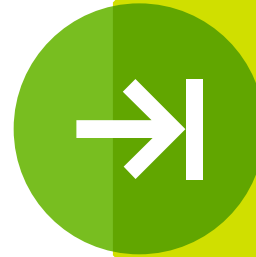
If the order is complete, click **Submit Order**.

Cancel Order **Submit Order**

- 13 A message box will display asking if you would like to place the order. If you are confident you have made the booking correctly then click **OK**.
- 14 An order confirmation screen will be displayed confirming your order number. There will be an option to print this page should you wish to do so.

Advice

Don't forget to ensure that you make the relevant bookings for each and every learner on programme for the current academic year. This includes all the required units of the qualification. Use the **rules of combination** section of the specific qualification page on the catalogue to confirm all required units.



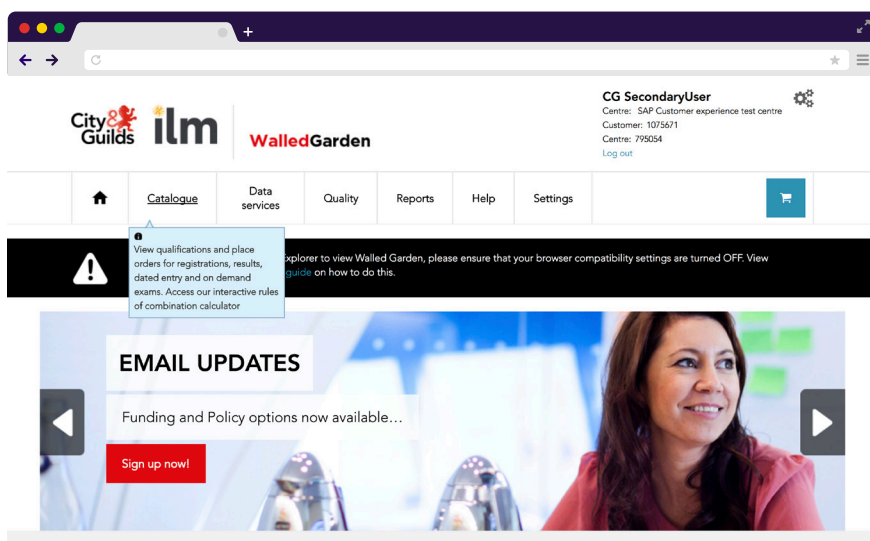
Booking e-Volve exams

Applies to: Online Dated Entry theory exam and also On Demand e-Volve exams (Land-based qualifications only).

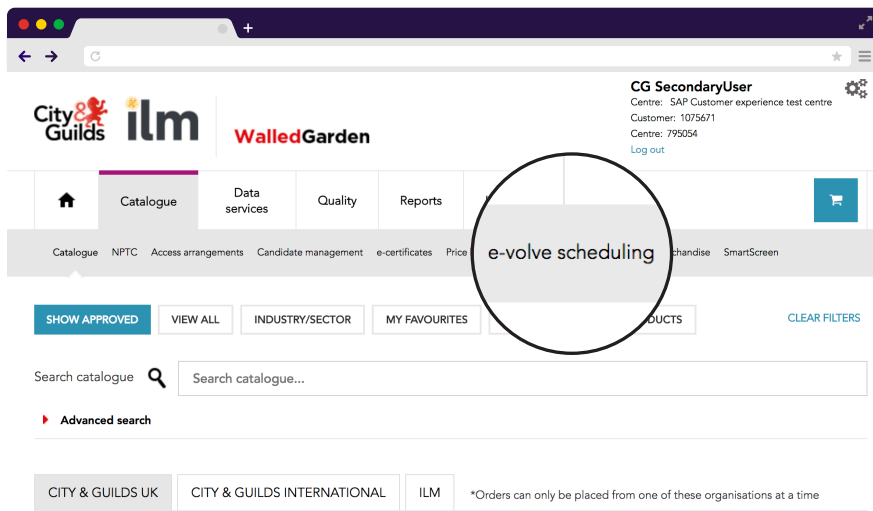
If you wish to book On Demand e-Volve tests for applicable Land-based qualifications, booking for these exams will not open until 2 January 2018.

These On Demand exams are not Dated Entry and do not need to be scheduled for a specific date. Please refer to the [City & Guilds Technical Exam Timeline](#) for further information.

- 1 Log into your Walled Garden account
- 2 Once at the homepage, select **Catalogue** in the top navigation bar.



- 3 On the catalogue page, click **e-Volve scheduling** which is found within the second tier catalogue menu.



Advice

If your centre has suffix sites or you are a suffix site please ensure you select the correct centre number where you wish the exam to take place.

Ensure you select City & Guilds from the **Select organisation** drop down.

- 4 You can search for existing candidates in the **Candidate selection** page. Click on the required field from the drop down list.

- 5 Candidates that match the search criteria will be listed in the Results Section of the screen.

Select the candidate you require and click **Add to order**. Then click **Continue**.

Select the action you want to perform

To search for existing candidates, select the required method from the drop down list.

To book navigation tests, please search candidate with enrolment 'NAV/TEST' or search student by last name 'NAV/TEST'.

Search existing candidates by

Your search results

Click in the Add column to select candidates. Click Add to Order

Add	ENR No.	First name	Middle name	Last name	Gender	DOB	Your Ref.
<input checked="" type="checkbox"/>	RV07471	Test		Tom	Male	20.01.1990	

[Add To Order](#)

- 6 The **Unit or Assessment** section enables you to enter details for candidates. The next 6 steps are Required Fields.

7 **Qualifications:**

For each candidate, there will be a drop down list in the Qualification column which will enable you to select the qualification you want to book the candidate onto.

The Qualification will only appear if:

- the candidate has a valid registration for the qualification
- the qualification contains one or more e-Volve assessments.

9

Assessments:

Once the qualification has been selected, the next drop down box will have the relevant assessments for the selected qualification. Select the assessment which is to be scheduled.

If a candidate is to be booked on more than one exam, click the + sign in the **Add exam** column in order to create a new line.

Unit or Assessment selection

Customer No. 795054 Order type e-volve Scheduling

Click here for Import

Add Exam	ENR	<input type="checkbox"/> All same <input type="checkbox"/> All same <input type="checkbox"/> All same <input type="checkbox"/> All same						
		First Name	Last Name	Qualification	Unit or Assessment	Date (dd mm/yyyy)	Time	Installation ID
+	RVI	Tom	9898-98	9898-121		01:00	K0Y276	Show

Back Continue

Advice

For steps 8 and 9: If all the candidates are to be scheduled for the same assessment then enter the qualification and assessment for the 1st candidate and click the applicable **All Same** tick-boxes above each column header.

10

Date and time of booking:

Within the Date column select the required booking date. For Dated Entry this will include only a drop down menu with the date of the exam as specified by City & Guilds. For Land-based On Demand exams you will have the option to select from a calendar which date the exam will take place.

11

Installation ID:

For this, you will need to select an Installation ID. This is for the use of the exam in **SecureAssess**.

You may have one or several Installation IDs which will depend on how your e-Volve account has been configured.

The installation ID must be used for each assessment booking. Often this will be the same for all bookings so select the first line and then click the **All same** tick-box.

If you don't know which installation ID to select, please do not just select any. You should contact your **e-Volve Primary and Technical users** for your centre.

12

Time extension:

Click **Show** against a booking within the **Additional Details** column to display the additional fields.

The percentage time and reason must both be selected. The maximum selectable percentage is **25%**. To apply for greater time extensions, you must apply via **Access Arrangements** on Walled Garden.

Unit or Assessment selection

Centre No. Customer No. Order type

Time extensions - Please select the required % time extension for the required candidate(s) in the 'Additional time' column. You must have approval for access arrangements for each candidate before scheduling any test with extra time. To schedule a test with a higher percentage than the maximum available here, please contact our **Policy Team**. For further guidance on our policy and procedures for access arrangements- click **Access arrangements and reasonable adjustments**.

Click here for important tips									
Add Exam	ENR	First Name	Last Name	Qualification	Unit or Assessment	Date (dd.mm.yyyy)	Time	Installation ID	Additional Details
+	RV17471	Test	Tom	9888-98	9888-121		01:00	KQY276	Hide
Alternative exam location <input type="text"/> Enter alternate location <input type="text"/> Additional time <input type="text"/> Reason <input type="text"/>									

13

Optional alternative location:

Click **Show** against a booking in the **Additional Details** column to display the additional field. If an exam is to be taken off site, the address where the exam is to be taken must be entered in the **Alternative Location** box to meet JCQ Requirements.

14

Once all the required fields have been completed, click **Continue**.

15

In the Checkout screen, enter your purchase order number in the mandatory **Your PO/Ref** field. To place the order, click **Submit order**. Select the **details** icon to view the assessment details.

16

A message box will be displayed asking if you would like to place the order. If you are confident the exams have been booked correctly then click **OK**.

17

An Order Confirmation screen will be displayed confirming the order number. There will also be an option to print this. We recommend you keep a copy of this.



Frequently asked questions

What happens if I miss the booking deadline?

All bookings should be completed within the assessment booking window. Any late assessment bookings may incur a fee.

Any bookings that are not made for the relevant assessment component, the booking will not show on the Moderation Portal. You will not be able to submit marks and/or evidence to the portal for the candidate and the candidate will not be certificated.

What happens if I don't make the correct bookings?

Information on bookings for each centre is imported into the Moderation Portal each year. If you don't make the correct bookings, or fail to make the correct bookings for all of the required components the information will not display in the Moderation Portal. You will not be able to submit marks and/or evidence to the portal for the candidate and the candidate will not be certificated.

What if I want to cancel a booking?

Inside of a booking window you can speak to Customer Services to cancel the booking. Remember if you made the booking incorrectly, you will need to get the booking cancelled before you can make the correct booking.

Outside of a booking window you should speak to the Technicals and Moderation Support team for further advice.

How do I know if the desired Assessment Venue is an appropriate location?

Follow the Joint Council for Qualifications (JCQ) Instructions for Conducting Examinations (ICE) policy which can be found [here](#).

For e-Volve assessments, you can schedule overlapping exams for candidates. But there must be a 30-minute gap between starting times.



What are the timescales for this year?

The deadline for booking Spring Assessments is 22 December 2017

For Summer Assessments, the booking window opens 01 March 2018

The deadline for booking Summer Assessments is 27 April 2018

What if I see a unit in the handbook but cannot book it on Walled Garden?

Each handbook has a full listing of all unit criteria available. Not all of these units will appear on Walled Garden. Some of the units are completed within the synoptic assignment and theory exams.

Can City & Guilds audit examinations that take place for Technical Qualifications?

Yes. City & Guilds will undertake announced and unannounced exam audits for all qualifications. Therefore we reserve our right to audit how examinations are conducted within centres for Technical Qualifications.

You should ensure that all externally marked examinations and assessments comply with City & Guilds and JCQ requirements. Click [here](#) to view the link to the JCQ documents page for further information.



Resources and support

Our website

To view our Technical Qualifications Resources and Support page click [here](#).

Our dedicated page on the City & Guilds website includes resources and documentation to support you with:

- teaching and learning
- pre-delivery and curriculum planning
- preparation and onboarding
- guides to support best practice
- marketing to your stakeholders.

Technicals and moderation support

✉ E: moderationsupport@cityandguilds.com

☎ T: 01924 206 719

Centre support

✉ E: centresupport@cityandguilds.com

☎ T: 0844 543 00 00*

Technical advisors

Experienced within the industry and specialising in City & Guilds Technical Qualifications, our Technical Advisors are on hand to offer qualification-specific guidance and advice.

* Calls to our 0844 numbers cost 5 pence per minute plus your telephone company's access charge.