

# City & Guilds

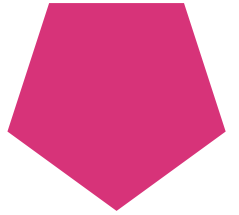
## Moderation Portal

## Centre Guide

Centre guide for creating user accounts, submission of candidate marks and uploading evidence for Moderation.



# Moderation Portal Centre Guide



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# Moderation Portal Centre Guide

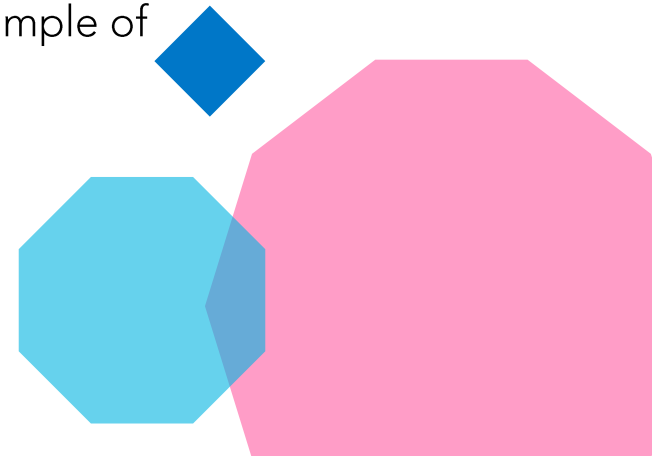
## Introduction

This guide is for centres to support them in using the Moderation Portal, our online platform used in the delivery of Technical Qualifications. The Moderation Portal allows centres to upload marks and evidence for the following components of the Technical Qualifications:

- Synoptic practical assessment
- Centre-assessed components (e.g. optional units)
- Employer involvement

This guide will support you to ensure that candidate marks and evidence are submitted correctly for each of the technical qualifications you deliver ready for your assigned Moderator to review. It is vital that centres are confident using the Portal and that all information is uploaded accurately and on time.

The **Technical Qualifications: Marking and Moderation** document contains details on what sample of evidence needs to be uploaded to the Moderation Portal. Please ensure you understand these requirements before uploading evidence.



# Moderation Portal Centre Guide

## Additional support

If you require support, guidance or have a general query regarding the Moderation Portal, please contact our dedicated **Moderation Support Team**.

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

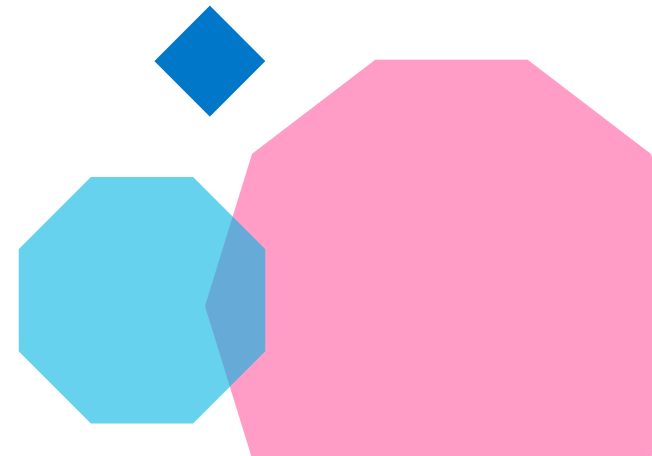
### Contact details:



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



01924 206 719



# Moderation Portal Centre Guide

## What is Moderation?

All Centre assessed components of the technical qualifications are subject to external moderation by City & Guilds.

It is the Centre's responsibility to ensure that candidate work is marked in a standardised way across all candidates using the specified guidance in the relevant assessment pack.

City & Guilds moderators then carry out remarking of a sample of candidates to determine how closely the Centre's marking aligns with the common standard. Their marks act as a benchmark to inform City & Guilds whether the marking is in line with the national standard. The outcome of this exercise dictates whether Centre marks are accepted and if not how much they should be adjusted in order to bring them into alignment with the set standard.

The samples of evidence required for moderation will be submitted through the online Moderation Portal. For some qualification types and/or subject areas, a moderation visit to supplement on-line moderation will also be required.

Detailed information on the moderation process can be found in the **Technical Qualifications: Marking and Moderation** document.



# Moderation Portal Centre Guide

## What is the role of the Moderation Portal?

The Moderation Portal is an online platform that supports the moderation process. City & Guilds Moderators will also have access to the Moderation Portal in order to view Centre marks and re-mark the candidate samples.

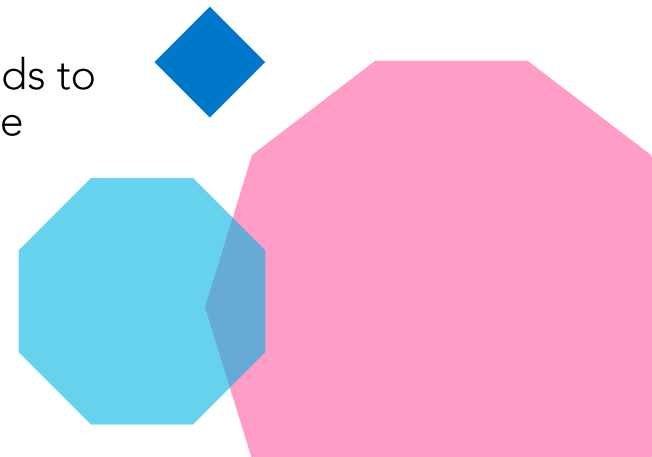
The portal will allow Centre's to:

- Enter candidate marks for synoptic assessments
- Enter the results for any Centre-assessed components (e.g. Optional Units)
- Enter employer involvement outcomes for each candidate
- Upload samples of candidate evidence as per requirements

The Centre Guide to Marking and Moderation contains details on what sample of evidence needs to be uploaded to the Moderation Portal. Please ensure you understand these requirements before uploading evidence.

Visit our Technical qualifications Resources and Support page for further guidance:

<http://www.cityandguilds.com/techbac/technical-qualifications/resources-and-support>

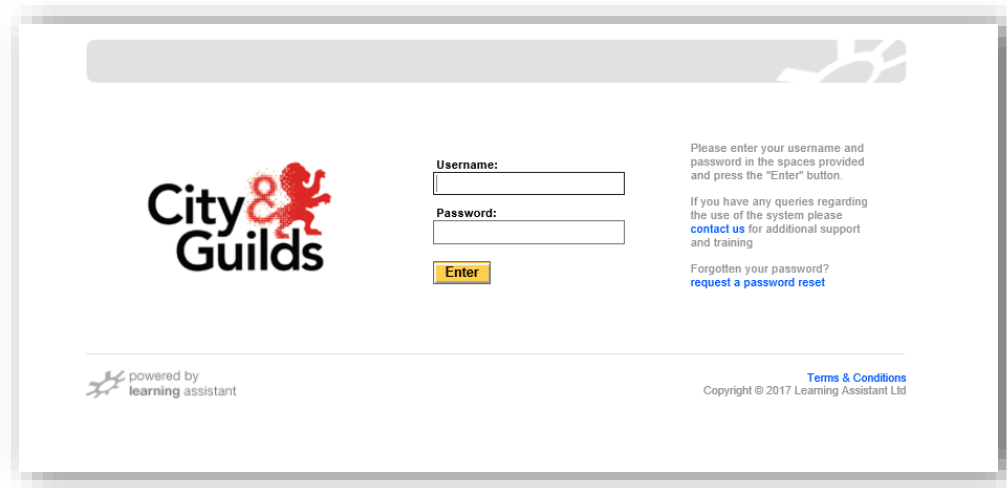


# Accessing the Moderation Portal


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

<https://moderation.cityandguilds.com>

The main login page will then be displayed.



The screenshot shows the login page for the City & Guilds Moderation Portal. On the left is the City & Guilds logo. In the center, there are two input fields: 'Username:' and 'Password:', each followed by a text box. Below the password field is a yellow 'Enter' button. To the right of the input fields, there is instructional text: 'Please enter your username and password in the spaces provided and press the "Enter" button.' Below this, it says 'If you have any queries regarding the use of the system please [contact us](#) for additional support and training.' At the bottom of this section, it asks 'Forgotten your password?' and provides a link to '[request a password reset](#)'. At the bottom left of the page, it says 'powered by learning assistant' with a small gear icon. At the bottom right, there is a link for '[Terms & Conditions](#)' and 'Copyright © 2017 Learning Assistant Ltd'.

You will have received your login details electronically via email from the Moderation Support Team. Enter the Username and Password provided and click  .

# Accessing the Moderation Portal

## Logging in for the first time

When you log in to the Portal for the first time you will be prompted to change your password. Please follow the instructions on the screen and create a secure password which you will remember. Do not disclose your password to anyone else. If you think that someone else knows your password, change it immediately or contact the Moderation Support Team.

Centre	Assessment	Status	Last Update
	Employer involvement (6010-831)	Ready For Marks	20 Feb 17 10:21
	Level 3 Theatrical, Special Effects and Media Makeup Artistry - Portfolio (6010-035)	Marking In Progress	24 Feb 17 10:31
	Level 3 Theatrical, Special Effects and Media Makeup Artistry - Synoptic assignment (6010-034)	Ready For Marks	20 Feb 17 10:21

Once you have logged in successfully and changed your Password, the Moderation Portal home page will load. Here you will be able to view the tasks required for each qualification and the status of each of these.

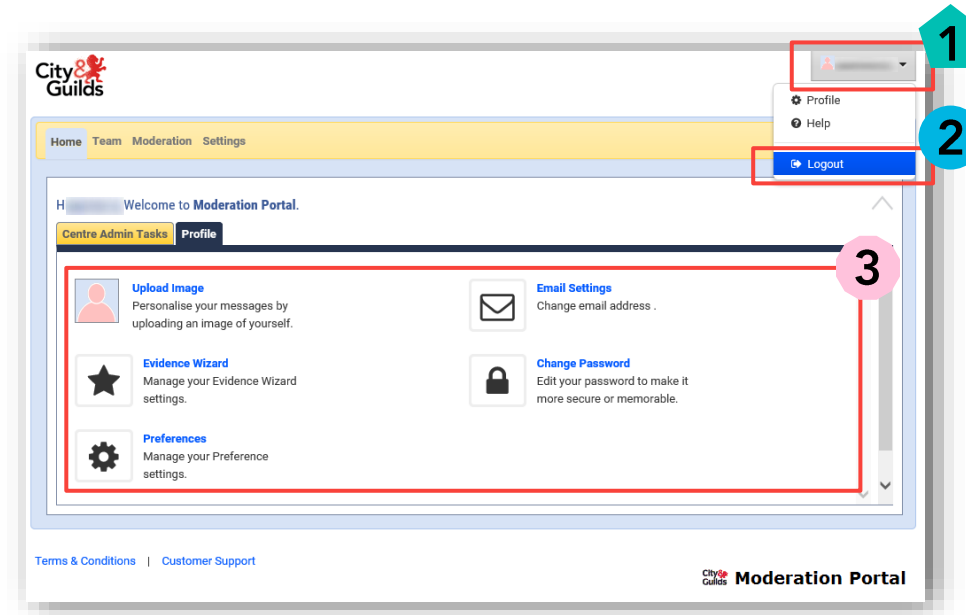




# Accessing the Moderation Portal

## Managing your Profile, Passwords and Logging Out

- 1** You can manage your account profile by clicking on the drop down in the top right corner and then click on profile
- 2** To ensure you logout securely from the Portal please ensure you use the Logout option
- 3** You can choose to upload an image to your profile and change various preferences and email setting using this page. We recommend however that you leave these settings as default.



# Responsibilities

## Moderation Portal Roles

There are two different types of account. Please ensure you understand the roles and responsibilities of the accounts available.

### Administration Account

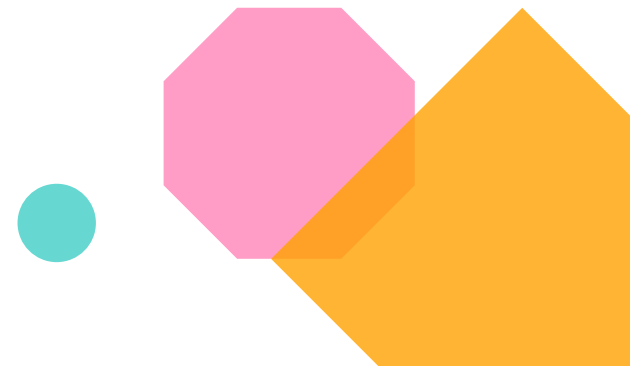
This is the generic account provided by City & Guilds. You will be able to identify this as the username will be your Centre Number, e.g. 012345A. This account should be used to manage the users (Markers, Assessors IQA's etc.) who have access to the Portal. You cannot input marks or upload evidence using this account.

### Marker Accounts

Administrators can create Marker accounts within the Portal for your Centre. You can control what each Marker can and cannot see in respect to qualifications you deliver, which is explained later in this guide.

All Markers can input candidate marks and upload evidence.

The person at the centre who is responsible for carrying out any action set by the moderator, e.g. the IQA or Lead marker on the course, will also have a Marker account. This person should be assigned to the Group Evidence section for each cohort of learners under each assessment. The marker account assigned to this section will receive notifications for action from the moderator.



# Account Management

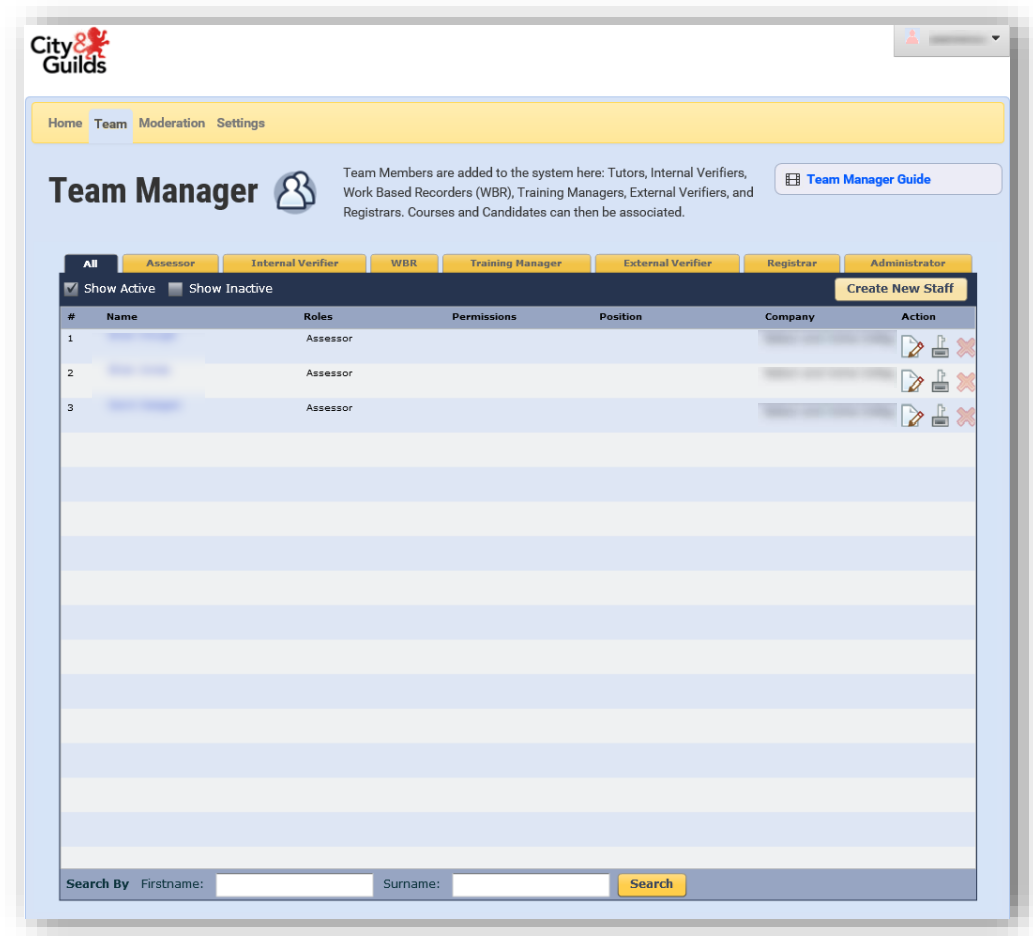
## Creating Marker Accounts

The initial account details provided by City & Guilds are Administration Accounts only and you cannot input marks or upload evidence using this account. You are required to create an additional Marker accounts responsible for input of Candidate marks and upload of evidence.

During the input of Marks you will be required to enter the Marker/Assessor name for each candidate. You can enter more than one Marker, for example where you have more than one marker for an assessment or are delivering in more than one industry area to make the input of marks easier.

From the homepage click on the **Team** tab. This will take you to the Team Manager page; you will be able to create a Marker to input marks and upload evidence and documentation. The Marker will be the person in charge of dealing with the communications between your Centre and the City & Guilds allocated Moderator.

Click on **Create New Staff**, this will then take you to a new window where you can create the new account.




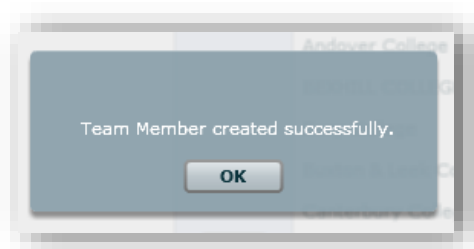
# Account Management

## Creating your Marker Account

In the new window input details for your Marker.  
All boxes with an \* are mandatory requirements and must be completed.

For the Marker, **email address** is also a mandatory requirement and under **Roles**, the Marker option must also be ticked, as without this, the Marker will not receive log in details to be able to access the Moderation Portal for input of marks and upload of evidence.

Once all information has been inputted click , you should receive the following message;



Finally, click .

A screenshot of a web form titled "Create new team member". The form contains the following fields and options:



- Title: Mrs (dropdown)
- First Name: Lead
- Last Name: Marker
- Username: Lead.Marker
- Gender: Female (dropdown)
- Company: Please select a Company... (dropdown)
- Position: Lead Marker
- Password: [masked] (with a "Choose..." button)
- Confirm Password: [masked]
- Email: lead.marker@testcentre.co.uk
- Phone Number: 01924 206719
- Mobile Number: 01924 206719
- Roles: Trainer (radio button), Marker (checkbox)
- Alt Title: [empty dropdown]
- Forums Active: Yes (dropdown)
- Status: Active (dropdown)
- Photo: [placeholder icon] (with a "Browse" button)

At the bottom of the form are three buttons: "Create", "Create & Assign Courses", and "Cancel".

# Account Management

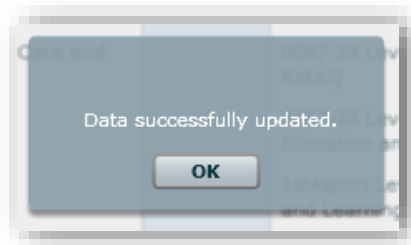
## Creating your Marker Account

You will need to select the Qualifications the Marker will require access to for input of marks and upload of evidence.

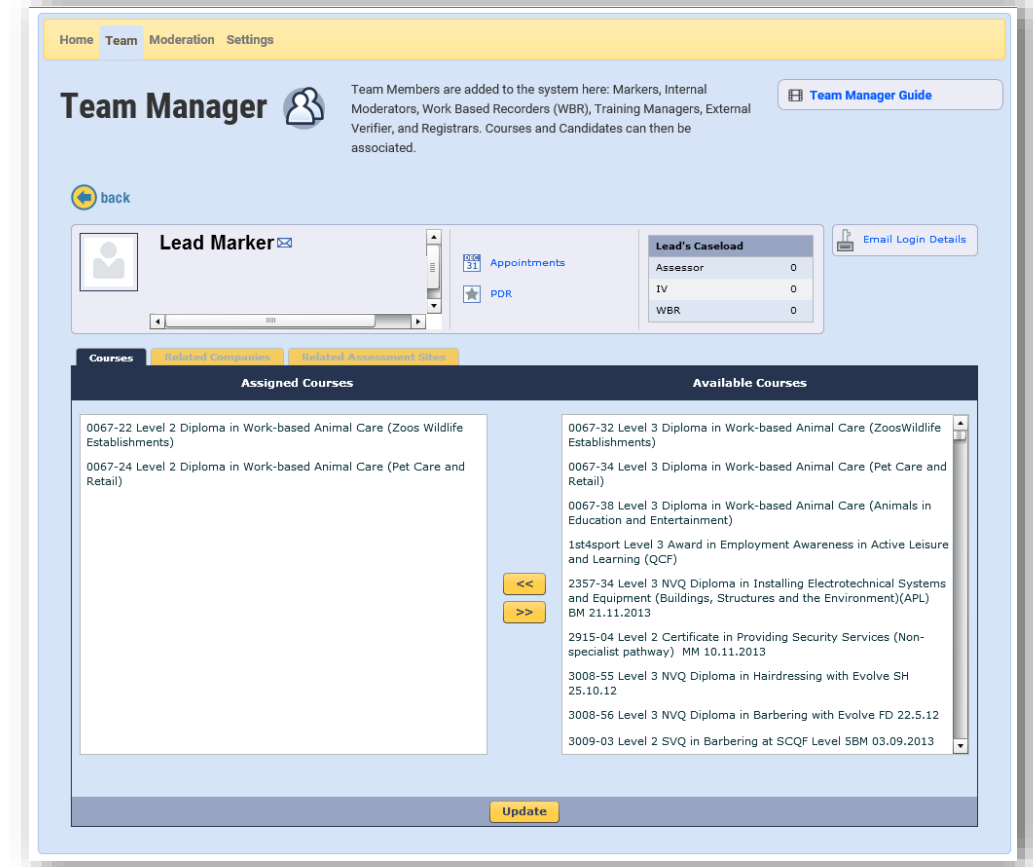
Select the qualification required from the Available Courses list on the right, and transfer to the Assigned Courses list on the left using the . If you make a mistake, you can remove a qualification from the Assigned Courses list by first selecting the qualification and then using the .

Once you have completed the assignment of courses, click .

You should receive the following message;



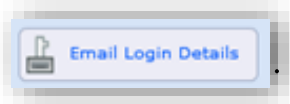
Finally, click .

A screenshot of the Team Manager web application interface. The top navigation bar includes "Home", "Team", "Moderation", and "Settings". The main heading is "Team Manager" with a user icon. Below the heading, there is a "Team Manager Guide" button and a text block explaining that team members are added to the system here, including Markers, Internal Moderators, Work Based Recorders (WBR), Training Managers, External Verifier, and Registrars. A "back" button is visible. The interface is divided into two main sections: "Assigned Courses" on the left and "Available Courses" on the right. The "Assigned Courses" list contains two items: "0067-22 Level 2 Diploma in Work-based Animal Care (Zoos Wildlife Establishments)" and "0067-24 Level 2 Diploma in Work-based Animal Care (Pet Care and Retail)". The "Available Courses" list contains several items, including "0067-32 Level 3 Diploma in Work-based Animal Care (Zoos/Wildlife Establishments)", "0067-34 Level 3 Diploma in Work-based Animal Care (Pet Care and Retail)", "0067-38 Level 3 Diploma in Work-based Animal Care (Animals in Education and Entertainment)", "1st4sport Level 3 Award in Employment Awareness in Active Leisure and Learning (QCF)", "2357-34 Level 3 NVQ Diploma in Installing Electrotechnical Systems and Equipment (Buildings, Structures and the Environment)(APL) BM 21.11.2013", "2915-04 Level 2 Certificate in Providing Security Services (Non-specialist pathway) MM 10.11.2013", "3008-55 Level 3 NVQ Diploma in Hairdressing with Evolve SH 25.10.12", "3008-56 Level 3 NVQ Diploma in Barbering with Evolve FD 22.5.12", and "3009-03 Level 2 SVQ in Barbering at SCQF Level 5BM 03.09.2013". Between the two lists are left and right arrow buttons. At the bottom of the interface is an "Update" button.

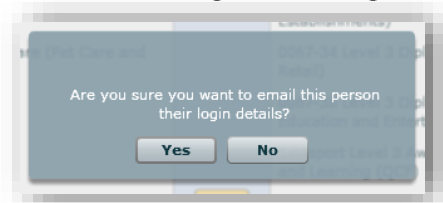
# Account Management

## Creating your Marker Account

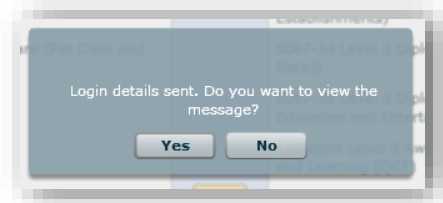
Now click



You should receive the following message;

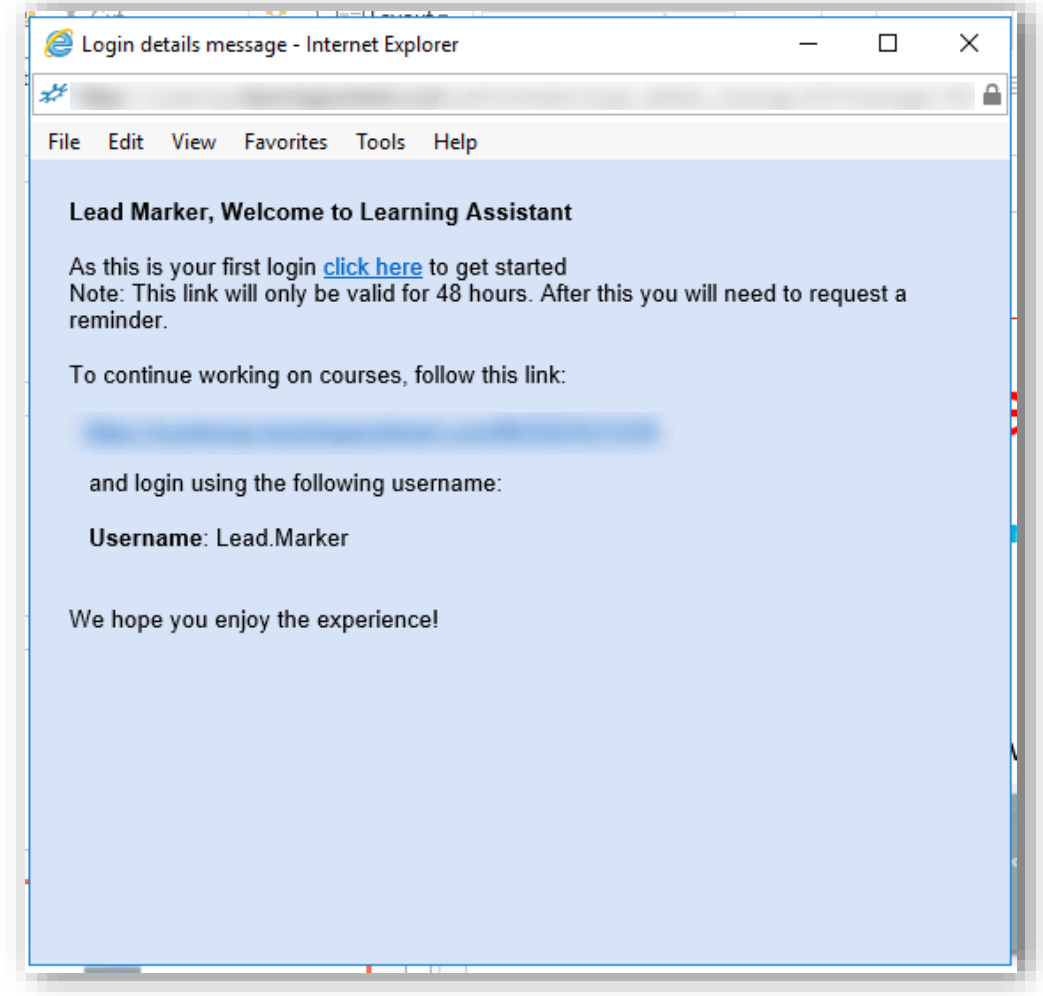


Click Yes, this will then display this message;



If you click Yes, the window to the right will open, which shows details of the log in details sent to the Marker.

The Marker will receive an email with a link which will expire after 48 hours. They will need to follow the instructions on the email to set up a password for the account.



# Marks and Evidence

## Qualification & Unit Status

On the homepage you will be able to see the Technical Qualifications for your Centre and any statuses attached to these.

There are 3 statuses a qualification/unit can have in relation to marks and evidence upload;

### Ready For Marks

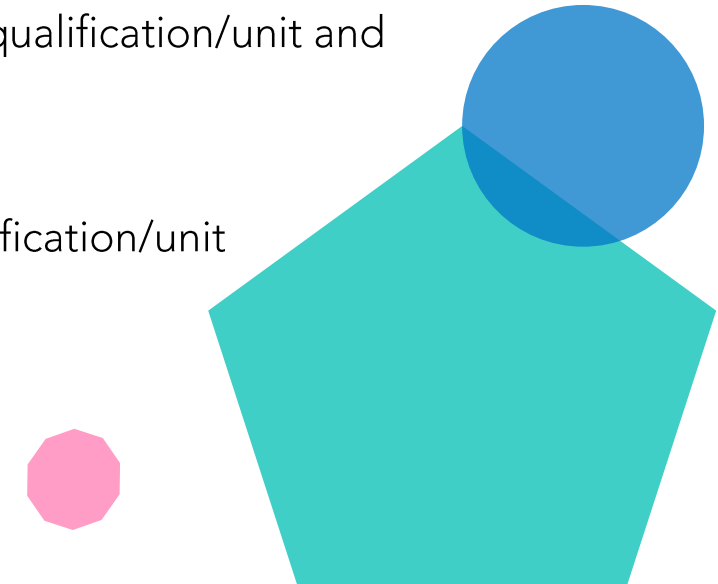
No marks or evidence have yet been submitted for the cohort of candidates for the qualification/unit.

### Marking in Progress

The Marker has started to input marks and evidence for the cohort of candidates for the qualification/unit and has saved progress.

### Marking Complete

The Marker has inputted all marks and evidence for the cohort of candidates for the qualification/unit and this is now ready for Moderation.

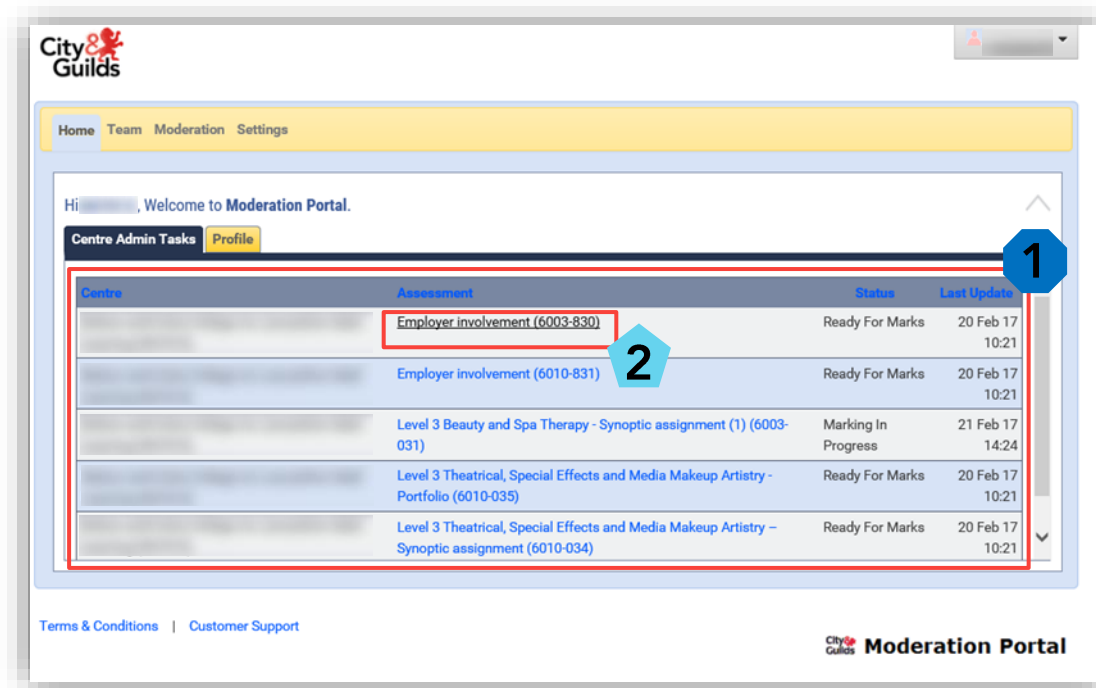


# Marks and Evidence

## Uploading Marks and Evidence to the Moderation Platform

On the homepage you will be able to see the assessments and statuses for all of your Technical Qualifications and Units within these.

- 1 From the list, find the qualification/unit you wish to input marks and evidence for.
- 2 Under the **Assessment** Header, click the qualification/unit title

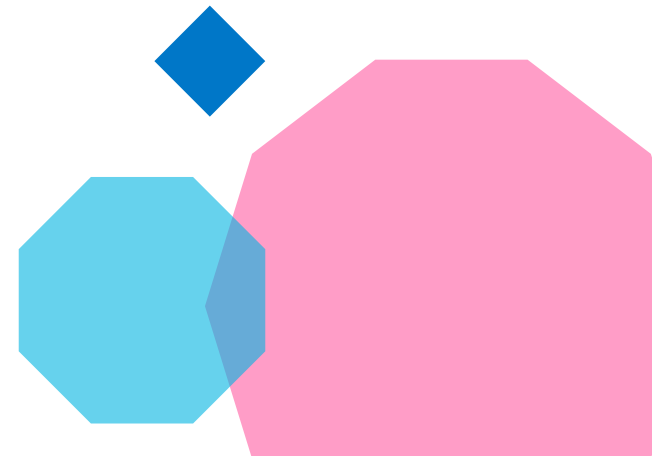


The screenshot displays the City & Guilds Moderation Portal interface. At the top, there is a navigation bar with 'Home', 'Team', 'Moderation', and 'Settings'. Below this, a welcome message reads 'Hi [Name], Welcome to Moderation Portal.' and 'Centre Admin Tasks Profile' buttons are visible. The main content area features a table with the following columns: 'Centre', 'Assessment', 'Status', and 'Last Update'. The table contains several rows of assessment data. A red box highlights the 'Assessment' column, and a blue circle with the number '1' is positioned to the right of the table. A blue pentagon with the number '2' is positioned over the 'Employer involvement (6003-830)' assessment title.

Centre	Assessment	Status	Last Update
	Employer involvement (6003-830)	Ready For Marks	20 Feb 17 10:21
	Employer involvement (6010-831)	Ready For Marks	20 Feb 17 10:21
	Level 3 Beauty and Spa Therapy - Synoptic assignment (1) (6003-031)	Marking In Progress	21 Feb 17 14:24
	Level 3 Theatrical, Special Effects and Media Makeup Artistry - Portfolio (6010-035)	Ready For Marks	20 Feb 17 10:21
	Level 3 Theatrical, Special Effects and Media Makeup Artistry - Synoptic assignment (6010-034)	Ready For Marks	20 Feb 17 10:21

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City & Guilds Moderation Portal





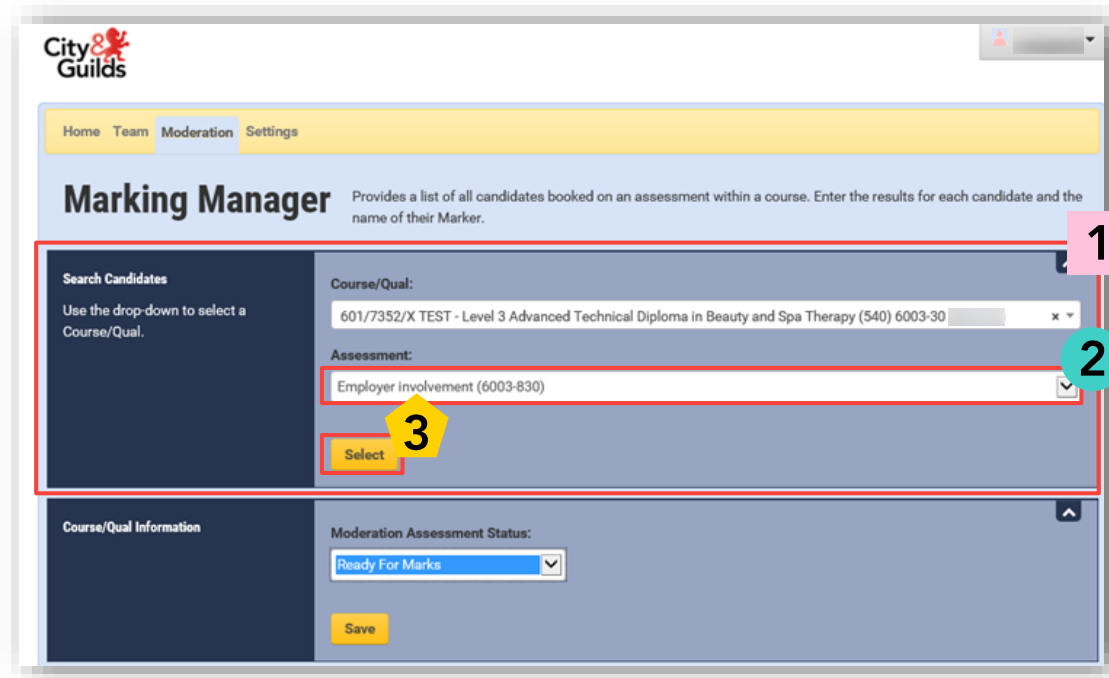
# Marks and Evidence

## Uploading Marks and Evidence to the Moderation Platform

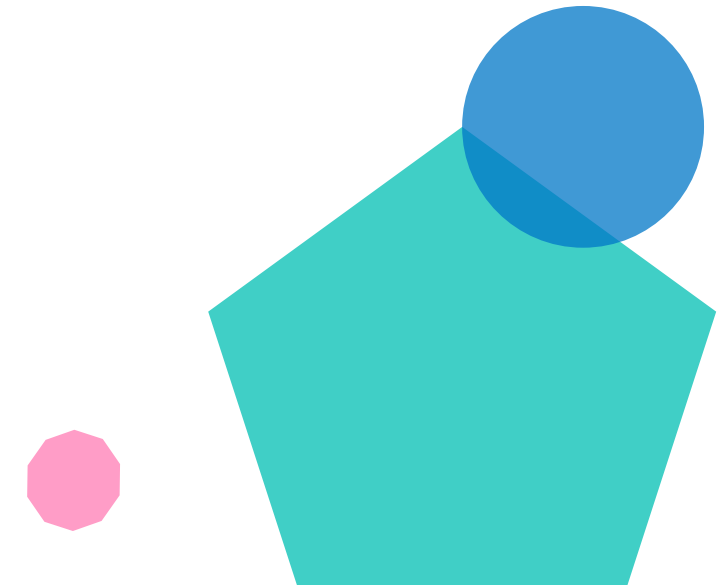
This will then take you to the Moderation tab

- 1 The Information for the Qualification selected will already be pre populated into the Search Candidates section.
- 2 The assessment you wish to input marks for can be selected from the drop down under Assessment.

- 3 Click  .



The screenshot displays the 'Marking Manager' interface. At the top, there are navigation tabs for 'Home', 'Team', 'Moderation', and 'Settings'. The main heading is 'Marking Manager' with a sub-description: 'Provides a list of all candidates booked on an assessment within a course. Enter the results for each candidate and the name of their Marker.' Below this, there are two main sections: 'Search Candidates' and 'Course/Qual Information'. The 'Search Candidates' section includes a 'Course/Qual' dropdown menu (highlighted with a pink '1') and an 'Assessment' dropdown menu (highlighted with a teal '2'). A 'Select' button (highlighted with a yellow '3') is located below the 'Assessment' dropdown. The 'Course/Qual Information' section includes a 'Moderation Assessment Status' dropdown menu (set to 'Ready For Marks') and a 'Save' button.









# Marks and Evidence





## Upload Cohort Candidate Evidence











For each candidate you will need to upload relevant evidence of assessment\* in the actions column indicated by the red box in the top right screen shot.

Pressing  will allow for the upload of evidence to the candidate.

You will see a drop down section appear, which should look like the bottom right screen shot. You have the option to either 'Drag and Drop' files to the area highlighted by the red box, or you can click to browse for multiple files from your system.

If you have multiple files to upload, do this using the option to upload from your system, holding down the  key on your keyboard whilst selecting the files. Files uploaded will display in the box to the right. Please ensure that files uploaded comply with our Acceptable File Formats listed on page 21.

Candidate	ENR	Assessed Result	Marker	Moderated Result	Evidence	Actions
Unit 035 Level 3 Theatrical, Special Effects and Media Makeup Artistry - Portfolio (6010-035)			-- Please select --			
Unit 035 Level 3 Theatrical, Special Effects and Media Makeup Artistry - Portfolio (6010-035)		--	Select an Marker	----		
Unit 035 Level 3 Theatrical, Special Effects and Media Makeup Artistry - Portfolio (6010-035)		--	Select an Marker	----		
Unit 035 Level 3 Theatrical, Special Effects and Media Makeup Artistry - Portfolio (6010-035)		--	Select an Marker	----		

Ref	Title	Type	Uploaded	Size	Remove
5	TEST - Copy		Feb 23, 2017	11 KB	
4	TEST - Copy (4)		Feb 23, 2017	11 KB	
3	TEST - Copy (3)		Feb 23, 2017	11 KB	
2	TEST - Copy (2)		Feb 23, 2017	11 KB	
1	TEST		Feb 23, 2017	11 KB	

\* As well as the learner evidence from the assessment the Candidate Record form and Declaration of Authenticity form are required for **ALL** candidates to enable the Moderator to see the breakdown of marks for the assessment and how the final result has been decided upon.

# Marks and Evidence

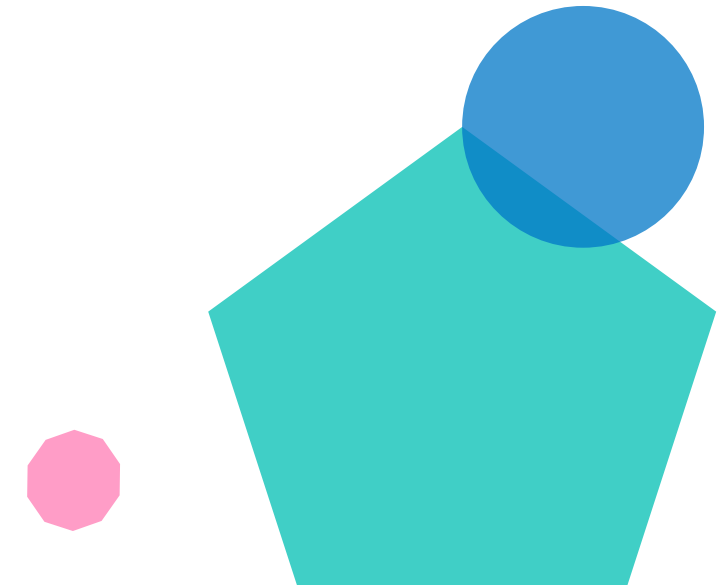
## What Evidence to Upload

What evidence should be uploaded under the Group Evidence and the Candidate Evidence is detailed below.

The **Technical Qualifications: Marking and Moderation** document contains details on what sample of evidence needs to be uploaded to the Moderation Portal. Please ensure you understand these requirements before uploading evidence.

Group Evidence	Candidate Evidence
Employer Involvement evidence*	Candidate Record Form
Employer involvement planner *	Declaration of Authenticity
Centre Standardisation Declaration	Candidate Assessment evidence
Personal Interest form (if required)	Practical Observation form
	Centre Assessed Components - sample of candidate evidence

\* For more information see the **Technical Qualifications – Employer Involvement Centre Guidance**



# Marks and Evidence

## Moderation Assessment Status

When you are confident that ALL evidence has been uploaded and all marks have been inputted for the cohort, and that you have completed the same for the Group Evidence; you will need to click **Save** and then change the Moderation Assessment Status.

This will be set to 'Ready for Marks' by default when you first start in the Portal. If you click the drop down menu you will see the option to set either 'Marking in Progress' and 'Marking Complete'

You can use the 'Marking in Progress' when you have started the marking process but are not yet complete. Remember to click **Save** at this point.

When you have completed the process you must set the status to 'Marking Complete' and click **Save**. This notifies City & Guilds and your Moderator that the cohort is ready for Moderation.

**Marking Manager** Provides a list of all candidates booked on an assessment within a course. Enter the results for each candidate and the name of their Marker.

**Search Candidates**  
Use the drop-down to select a Course/Qual.

Course/Qual: 601/7514/X TEST - Level 3 Advanced Technical Diploma in Theatrical, Special Effects and Media Make-up Artistry... x

Assessment: Employer involvement (6010-831)

**Select**

**Course/Qual Information**  
**Import Results**

**Moderation Assessment Status:**

- Ready For Marks
- Marking In Progress
- Marking Complete

**Save**

Displaying 10 Candidates Items per page 10 Page 1 of 1

Filter: Type here...

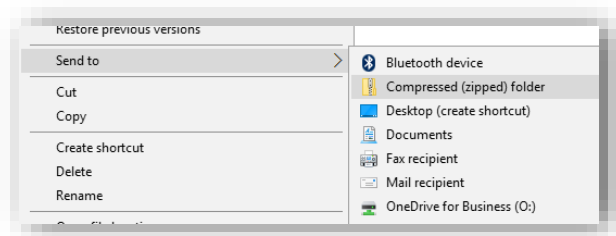
Candidate	ENR	Assessed Result	Marker	Moderated Result	Evidence	Actions
Group49, Evidence Unit 831 Employer involvement (6010-831)			--- Please select ---			
Unit 831 Employer involvement (6010-831)		--	Select an Marker	-----		
Unit 831 Employer involvement (6010-831)		--	Select an Marker	-----		
Unit 831 Employer involvement (6010-831)		--	Select an Marker	-----		
Unit 831 Employer involvement (6010-831)		--	Select an Marker	-----		

# Acceptable File Formats

## What can you upload to the Portal?

We need to ensure that the evidence uploaded to the portal can be accessed by our Moderators. Please ensure all evidence uploaded is listed in our acceptable file formats to the right and that all evidence is clearly labeled with the task references of the assessment.

Please note that large files may need to be compressed (or zipped) into a Zip file prior to upload. To do this right click on the document you wish to upload and click 'Send to' and click 'Compressed (zipped) folder';



The new compressed (or zipped) file can then be uploaded to the Moderation Portal.

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

# Contact Diary

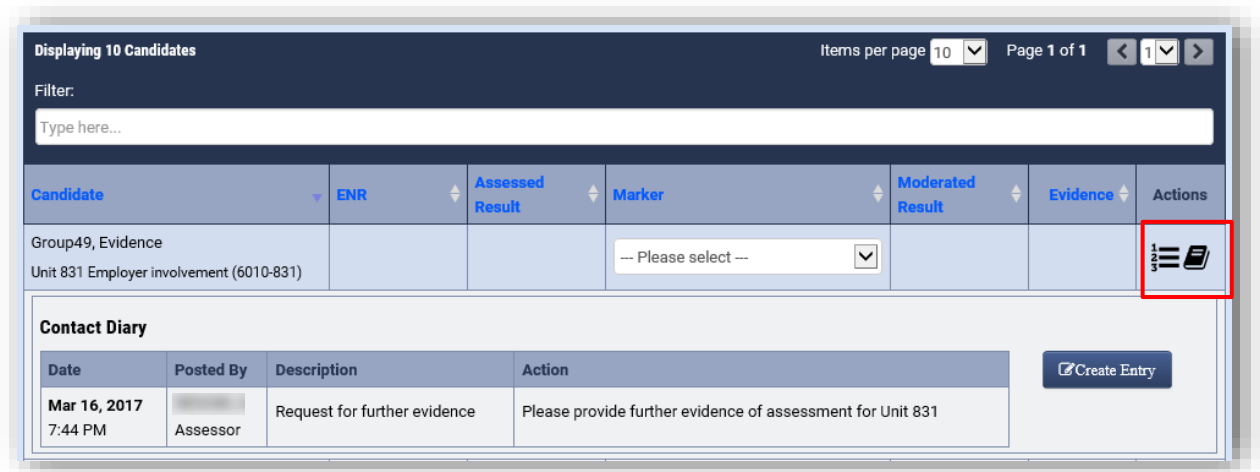
## The Purpose of the Contact Diary

The Contact Diary will be used as the communication tool between the Moderator and the Lead Marker assigned to each cohort or candidates. This is the person you have assigned to the Group Evidence section. If you have not assigned this to your Lead Marker or have not set up their account correctly using their email address you will not receive notification of any communication from the Moderator.


You can access the Contact Diary by clicking on  indicated by the red box in the right screen shot.

Examples of what the Contact Diary is used for:

- Where a Moderator requires further evidence
- To inform the Centre of missing documentation
- To provide feedback to the Centre on the Centre - assessed components such as optional units.



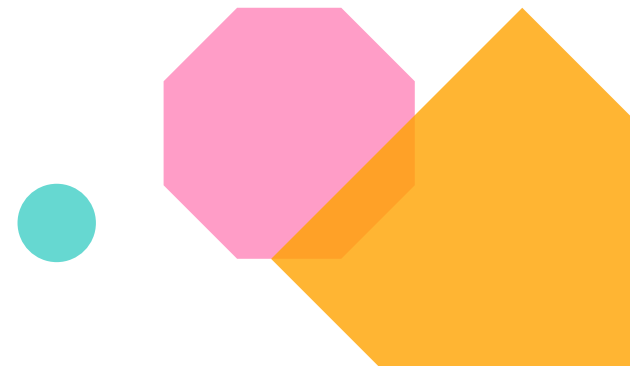
The screenshot displays the 'Displaying 10 Candidates' section of the Moderation Portal. It includes a filter input field, a table of candidate information, and a 'Contact Diary' section below.

Candidate	ENR	Assessed Result	Marker	Moderated Result	Evidence	Actions
Group49, Evidence Unit 831 Employer involvement (6010-831)			-- Please select --			

Date	Posted By	Description	Action
Mar 16, 2017 7:44 PM	Assessor	Request for further evidence	Please provide further evidence of assessment for Unit 831

[Create Entry](#)





# What Happens Next?

## Moderation

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

The outcome of this exercise dictates whether Centre marks are accepted and if not how much they should be adjusted in order to bring them into alignment with the set standard.

The Moderator may request further evidence from a larger sample size for the cohort in order to make their decision on final marks. Any further evidence requests must be uploaded through the Moderation Portal.

## Feedback & Support

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



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



01924 206 719

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

