e-volve 12

Centre User Guide

All you need to know to manage on-screen assessments

e-volve e-assessment USER GUIDE

Contents

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

Please note with micro-updates and the move away from Adobe Flash Player some buttons and screens may change in appearance, but the functionality will remain the same.

Overview

Learner Registration

Exam Scheduling

Confirmed Results

e-volve e-assessments cycle

Exam Delivery

Provisional Results

Exam Marking
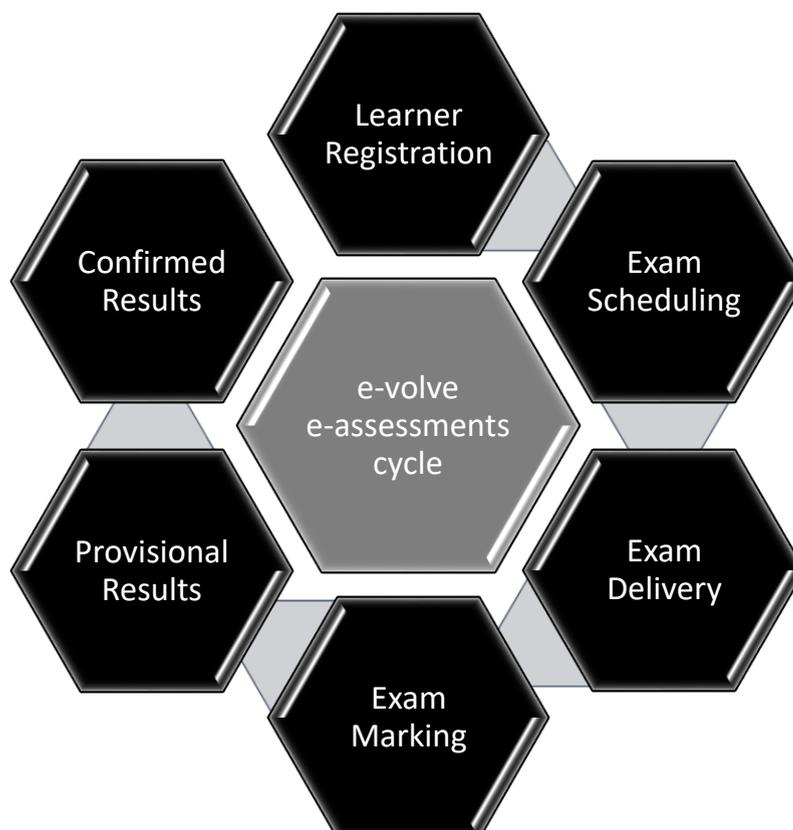
Process Steps

➡️ 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.

Usernames and Log in

➡ Your initial username will be e-mailed to you when your account is created.

Hi **Test**,

Welcome to Surpass, the market leading solution for creating and delivering on-screen assessments.

Your username is NewEvolve

To set your R12EvolvePreProd Surpass password and security question please click on the link
https://evolvepreprod.cityandguilds.com/Auth/Recovery/2c4decaf-6470-489f-aee6-9ff3fe5ccd60
and follow the instructions.

For more product information or useful guides and tutorials please visit us at the Surpass Community.

Thanks,

The Surpass Team

e-volve
UK Centres - Contact Customer Services
E: evolvesupport@cityandguilds.com
T: 0844 543 0000 (Calls to our 0844 numbers cost 7p per minute plus your telephone company's access charge) 08:00 to 18:00 Monday to Friday

International Centres - Contact your Local Office. For details and opening hours visit
www.cityandguilds.com

Click the link the the e-mail to set your password and security question

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.

User Name:

Password:

Login

Can't access your account

Remember your password is case sensitive

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.
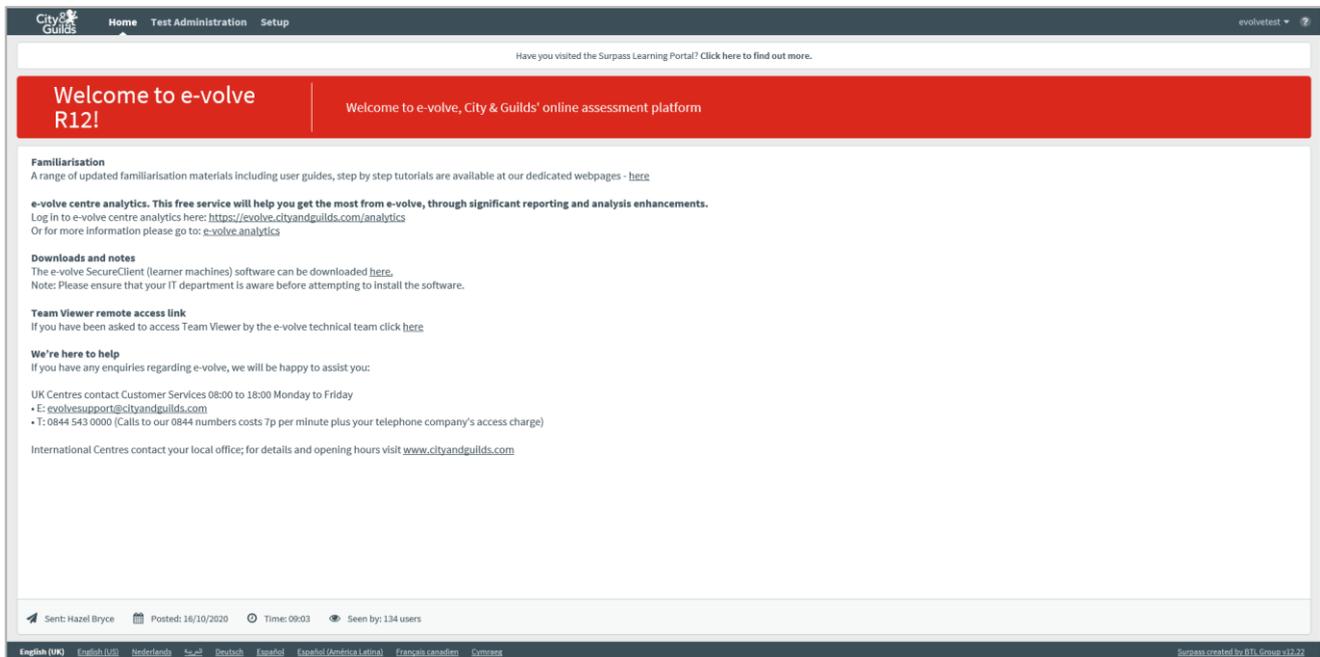
➡ For security reasons, after a period of inactivity you will be prompted to re-enter your password.

➡ 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 drop down button by your username at the top right of the screen, then select "Logout".

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.

Section tabs access different areas. With varying screens available under them depending on your user role.

Search function options at the top of each column allow you to filter the data shown on the screen

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.

➡️ 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	Screens	Permissions	Exams officer	IT Admin	Invigilator	Tutor
Home		View SecureAssess homepage with City & Guilds news and information.	✔	✔	✔	✔
Setup	Users	Centre user management: - Create new Centre users - View / amend Centre user details & roles - Reset Centre user passwords - Retire / un-retire Centre users	✔	✔		
Test Administration	Invigilate	Manage the delivery of exams to learners under invigilated conditions: - View exams scheduled and learner 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. Generate various reports surrounding the results for one or multiple learners.	✔	✔	✔	✔

Booking Exams in Walled Garden

Exams are scheduled through Walled Garden by using the 'e-volve scheduling' option, from the Catalogue page.

First, access the Walled Garden by following www.walledgarden.com

Click 'e-volve scheduling' from the 'Catalogue' menu to begin the scheduling process.

Important: e-volve scheduling orders cannot be combined with other order types within the same order

Do not use the Back or Refresh buttons while using the Walled Garden scheduling screens or you may lose entered data. Always use the in-screen navigation buttons.

If your Walled Garden account is linked to more than one Centre (for example a Centre and a Sub-centre), you will see a version of the following selection menu. Select the appropriate Centre.
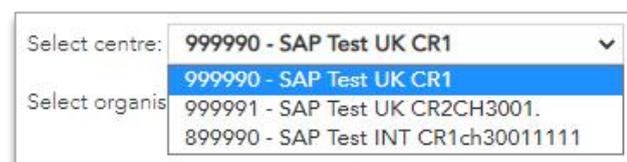
If your Walled Garden account is linked to more than one Organisation, select the appropriate organisation from the drop-down menu.
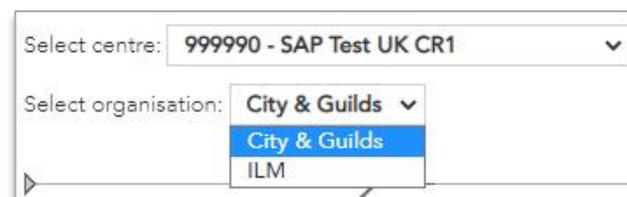
Step 1: Learner Selection

You can add candidates to your order by using 'Single enrolment No' from the drop-down menu.

Enter the enrolment number for the candidate you are scheduling an exam for, and click 'Search'. You can use this or a combination of methods to add all required candidates to the order.

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

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

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
- Invigilation Type

Qualification Selection
Against each learner there is a dropdown box in the Qualification column. This enables you to select the qualification that 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.

Date and time

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

For tests with remote invigilation time needs be set in the separate window as described in the step 1.9.

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.

Invigilation Type

In this field there will be a choice between 'Centre Invigilated' and 'Remote Testing: Invigilated'. Selecting 'Centre Invigilated' will book the test as a standard e-volve test. Choosing 'Remote Testing: Invigilated' will process the test through the Remote Invigilation system.

Remote Invigilation Time Table

If you are booking an exam for remote invigilation there are a set number of tests that can be taken in each Remote Invigilation Slot. To check the availability of tests within a slot, select the 'Click here for Remote Invigilation Time table' link.

The time table will open in a new window and show how many tests are available for a particular slot. Use this feature to make sure that you can book a test for the intended date and time.

Please note for exams to be taken via Remote Invigilation

Exams booked for Remote Invigilation must have at least 5 working days between the date of the booking and the intended date of the test. This is to allow for every stage of the Remote Invigilation Booking process to complete fully before the learner takes the test.

Candidates will receive an email with the invitation to their test 2 working days after the test is booked.

There are 3 slots per day for Remote Invigilation Tests to be taken. These slots begin at 8am, 11:30am and 4pm. Slots are available on the first-come, first-served basis. Only one test can be booked for each available slot and for one candidate at a time. Please select one of those times in the 'Time' column or the exam may need to be rescheduled.

To allow time for candidates' Invigilator to go through all of the required steps at the start of each exam, there may be a delay between the start time of the slot and the time that your learner is invited to start their exam. Exact start time of the exam will be shown in the Invitation email that they receive. Please see the table below for details.

Slot Number	Time to be booked	Potential Exam Start Time
Slot 1	8:00	8:00 - 8:30
Slot 2	11:30	11:30 - 12:00
Slot 3	16:00	16:00 - 16:30

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 may now enter your PO/Reference number which will appear on the invoice you receive after the results have been received at City & Guilds.

➡ You can elect to update any details for a particular booking or individual bookings can be deleted on this screen using the corresponding button in the 'Amend' column.

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 and the Remote Invigilation system (if applicable) before they are confirmed. The booking's 'Keycode' field will

be marked with status 'Updated Shortly'. To print confirmed bookings use the Print Page function after the bookings have been accepted.

➡ Within 15 minutes the status of your order should be confirmed and a Keycode will appear in the Keycode field. It should be noted that this is not confirmation of the Remote Invigilation booking being finalised. You will be contacted within 2 working days if the booking cannot be accepted. Your candidate will receive an invitation 2 working days after test is booked.

Keycodes and Pins for Remote Invigilation bookings are managed by City & Guilds and should not be changed by the centre.

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 (except EPA bookings – see below) prior to the scheduled test time. However, we do not guarantee that the booking will always be processed in time, especially at busy periods

  End-Point Assessment Knowledge Tests:

  - An end-point assessment reservation/booking request must be placed on the Walled Garden before an apprentice can sit any e-volve assessment.

  - Each apprentice must satisfy the relevant gateway requirements prior to taking the e-volve assessment. Please refer to the Apprenticeship funding and performance management rules section on End-point assessments.

  - The e-volve assessment (including resits) must be scheduled in the Walled Garden at least five days prior to the assessment date, and then can be sat on the scheduled date or up to 30 days after.

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 that e-volve exams booked with Remote Invigilation Service need to be cancelled via Customer Services. Any confirmed booking cancelled within 2 working days (excluding weekends and bank holidays) of the test start time / date will incur the full charge of the booking

- 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.
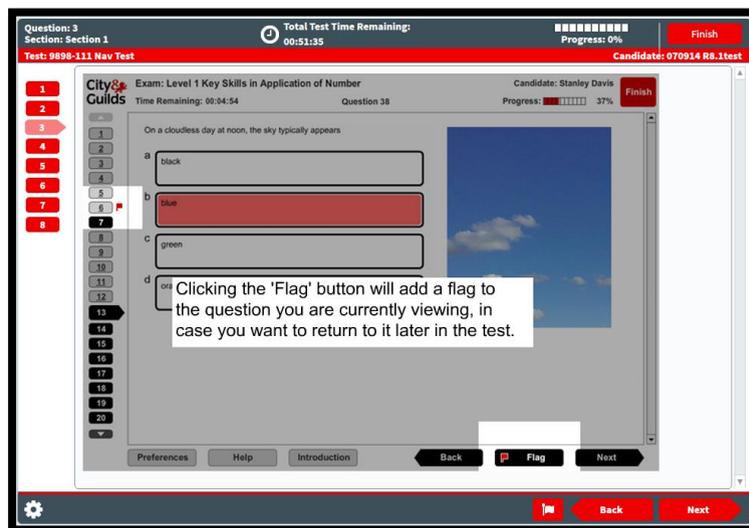
Navigation tests can also be booked for an 'anonymous' learner. In this case they can be sat by anyone, including Centre   staff needing to try out the system. To book a test for an 'anonymous' learner you should search by 'Single enrolment number' and enter 'NAVTEST' in the search field. This will find 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'

Exam delivery

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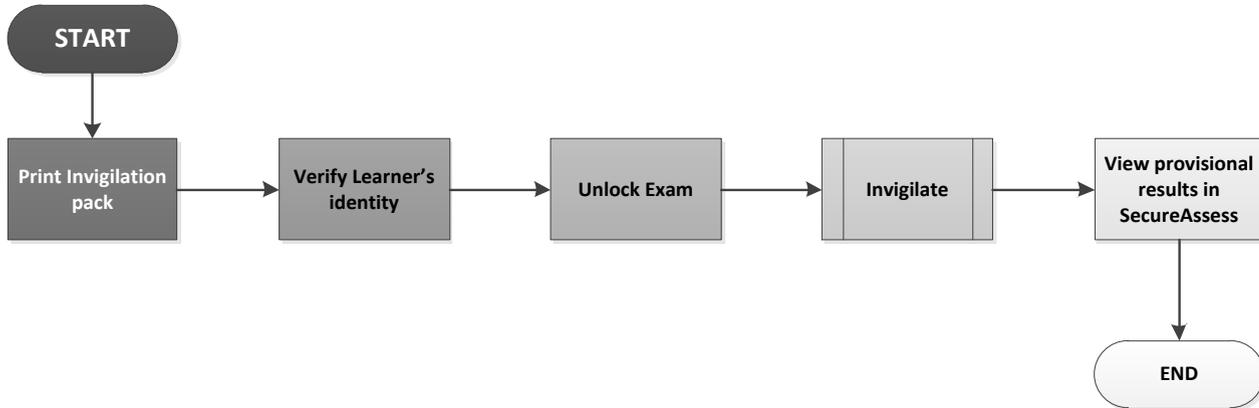
Invigilation

In order to deliver an exam under invigilated conditions, you need to log into SecureAssess and choose the Invigilate 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**. Exam windows vary between exams but typically this is **from 10 days before until 30 days after the scheduled exam date. EPA exams will only appear locked 24 hours before the exam booking 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

Invigilate tab

→ **Invigilate tab guide**

<table>
<tr><td colspan="2">**Table 1: Description of status symbols in the Invigilation tab**</td><td>⏸ Paused</td><td>The exam has been paused by the Invigilator</td></tr>
<tr><td>🔒 Locked</td><td>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</td><td>👤 User Disconnected</td><td>The learner lost connection to the Internet. Hover over icon for more details</td></tr>
<tr><td>Ⓡ Ready</td><td>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</td><td>✔ Finished</td><td>The learner has finished taking the exam. If the exam is machine-marked, the results are ready for the Invigilator in the Results tab</td></tr>
<tr><td>🔒 Locked For Invigilator</td><td>The learner has entered the keycode and is waiting for the Invigilator to unlock exam</td><td>✖ Voided</td><td>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'</td></tr>
<tr><td>🔒 Locked By PIN</td><td>The learner has entered the keycode and now needs to enter the PIN code</td><td>⬆ Awaiting Upload</td><td>The exam has been completed and is waiting to be uploaded back to SecureAssess Central</td></tr>
<tr><td>▶ In Progress</td><td>The exam is currently being taken by the learner</td><td>Ⓡ ⬇ Downloaded to SecureClient</td><td>The exam has been downloaded to the SecureClient</td></tr>
</table>

In the '**Subject**' column some subjects are displayed with the pre-fix [F] before the subject name. This pre-fix marks Flash based tests for subjects that were converted to HTML5 format. After the test subject is converted, your booked tests for this subject will get the prefix '[F]'. Tests booked after conversion will not have any prefix.

If you need to filter one subject, please select subject with and without [F] prefix to see all tests.

Applied filters are not clear can be cleared by 'Reset Filters' button .
Use this button before closing down e-volve window.

Invigilate tab cont'd

➡ **Invigilate buttons**

	Table 2: Description of button controls on Invigilate tab		
Modify Submission Date	This button is disabled.	**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: *Attendance Register, Supervision Report* and *Keycode Slips*
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:
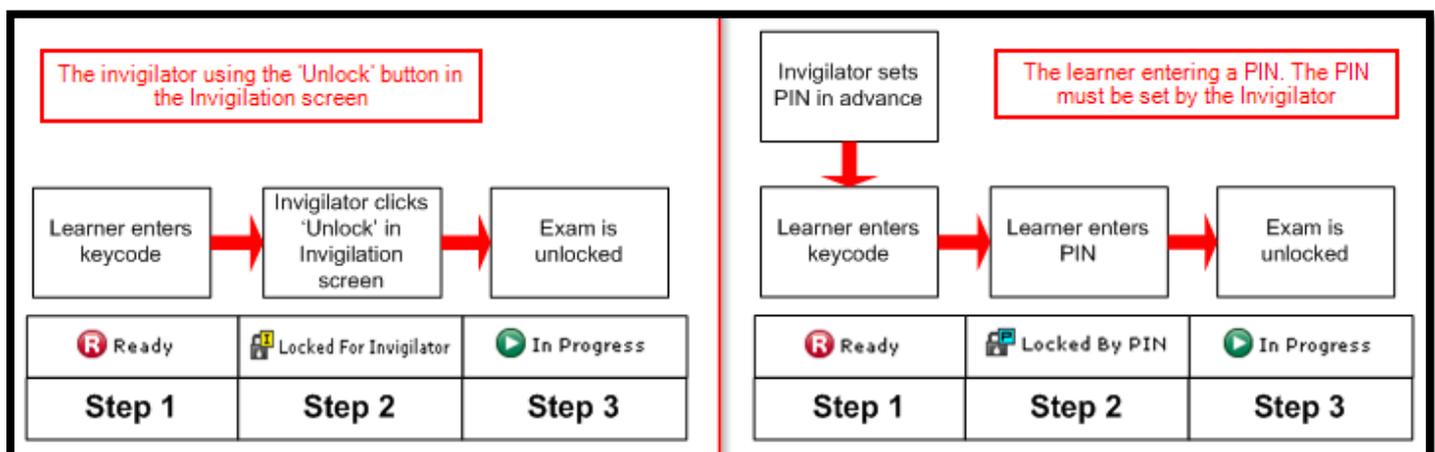
➡ Both options require the learner to enter their **unique exam keycode** first. This is generated at the time of booking and issued by the Invigilator on the day of the exam. Please note, the keycode is not case sensitive
➡ To unlock multiple exams without a pin, highlight the required amount before 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

Invigilate 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

Void

Please state your reason for voiding selected test.

Please select... ▼
Withdrawn
Partially Completed
Other

➡️ 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 tests'

Print Invigilation Pack

Create Invigilation Pack using selected tests

Create Invigilation Pack using the wizard

Cancel

Choose which elements you wish to print

Print Invigilation Pack

Please choose the information you require for printing:
- ☑ Attendance Register
- ☑ Invigilation Report
- ☑ Keycode Slips
  - ⦿ One Keycode per page
  - ○ Multiple Keycodes per page

Finish Cancel

Click "Finish" and choose a printer using landscape orientation

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.

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.

| Launch Secure Client | → | Enter Keycode | → | Confirm Personal details | → | Enter PIN OR wait for Invigilator to unlock | → | View exam intro | → | Answer questions | → | Submit exam |
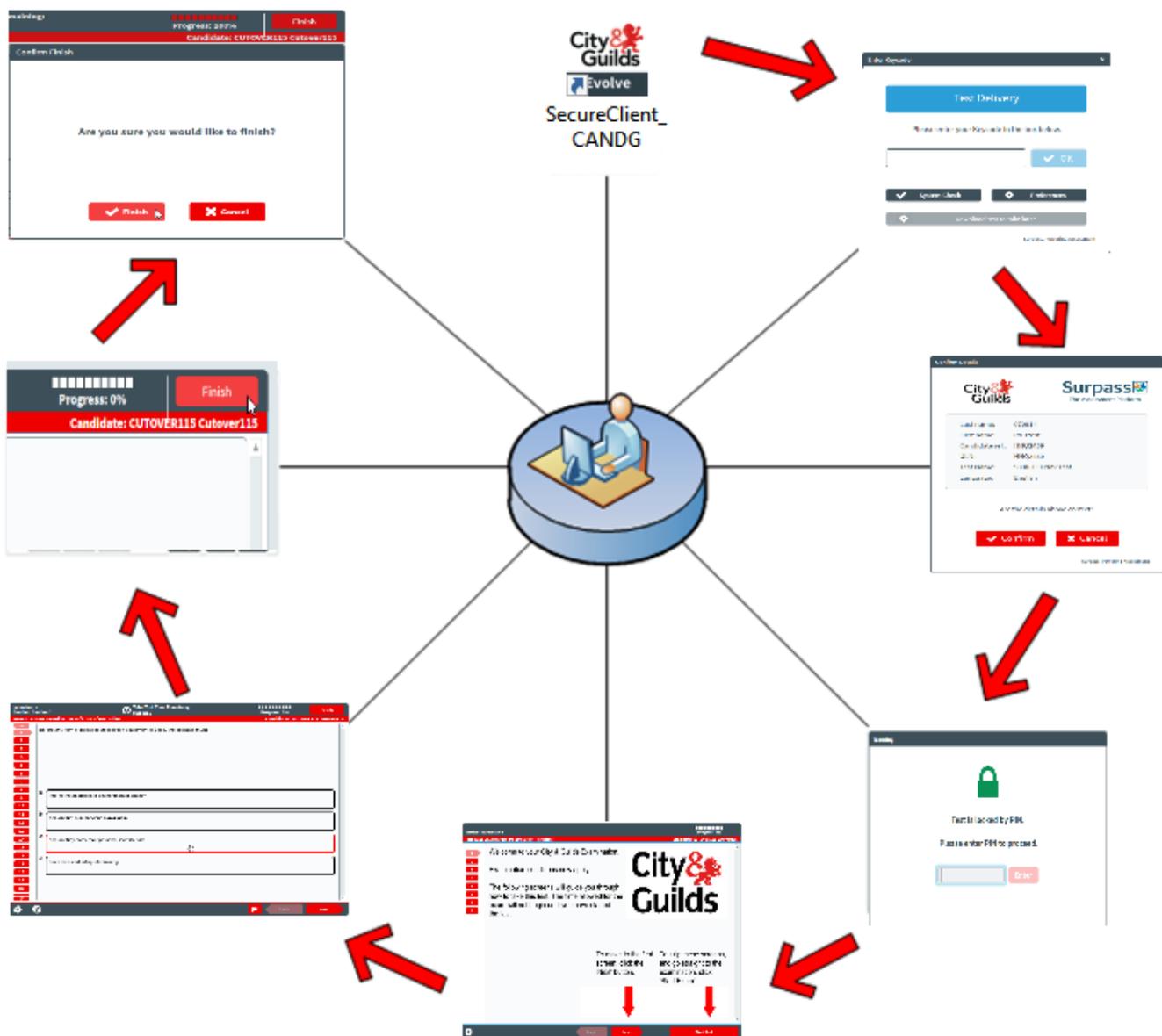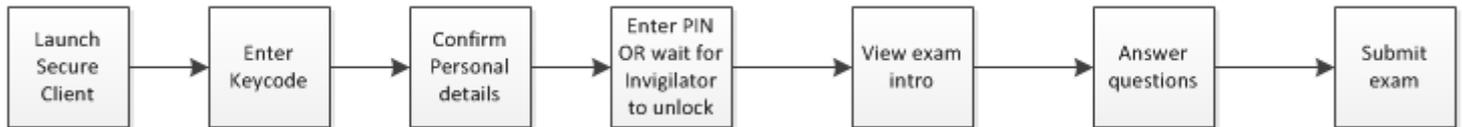
Learner Journey cont'd

Finishing and submitting an exam

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

Confirm Finish

Are you sure you would like to finish?

✔ Finish   ✖ Cancel

Confirm Finish

You have not attempted all of the questions in this test.

Are you sure you would like to finish?

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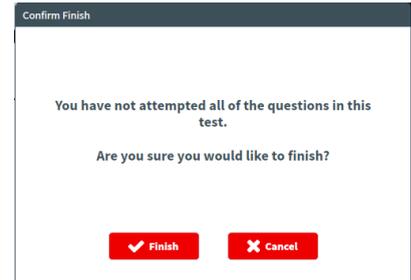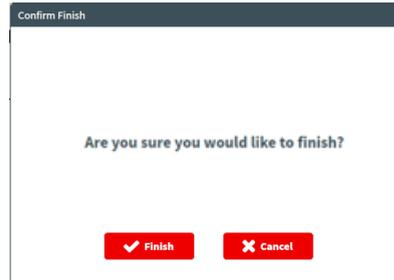
Confirm submission of the exam by clicking Exit, the final message confirms that SecureClient can be closed

Confirm Finish

⚠

If you select Finish, your answers will be submitted and you will not be able to return to the test.

✖ Cancel   ✔ Finish
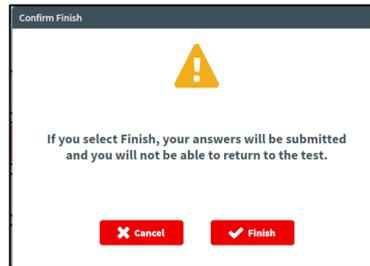
The testing screen functions

Flagged Question

Timer

Progress Bar

Finish Button to submit exam

Exam: 2330-201 Working effectively and safely   Progress: ▮▯▯▯▯▯▯ 10%   **Finish**

Time Remaining: 00:42:43   Question 5   Candidate: Robin Martindale

Which of the following is responsible for health and safety in the workplace under The Health and Safety at Work Act (HSWA)?

a   Just the employer.

b   Just the employee.

c   Both the employer and the employee.

d   The Health and Safety Executive.

Preferences   Tutorial   Introduction   ⚑ Flag   Back   Next

Go to specific question

Scroll to view more questions

Flag question to return to it later

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 'Default colour scheme' option sets the display back to the default style

Clicking the [?] button 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
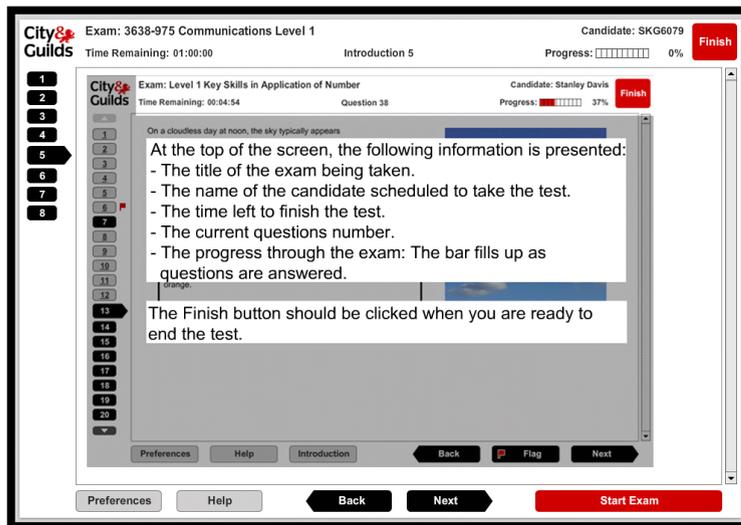
For some tests learners will see an [F] prefix before the name of the test. This pre-fix marks Flash based tests for subjects that were converted to HTML5 format. Tests are converted like for like and learner will not see any significant differences.
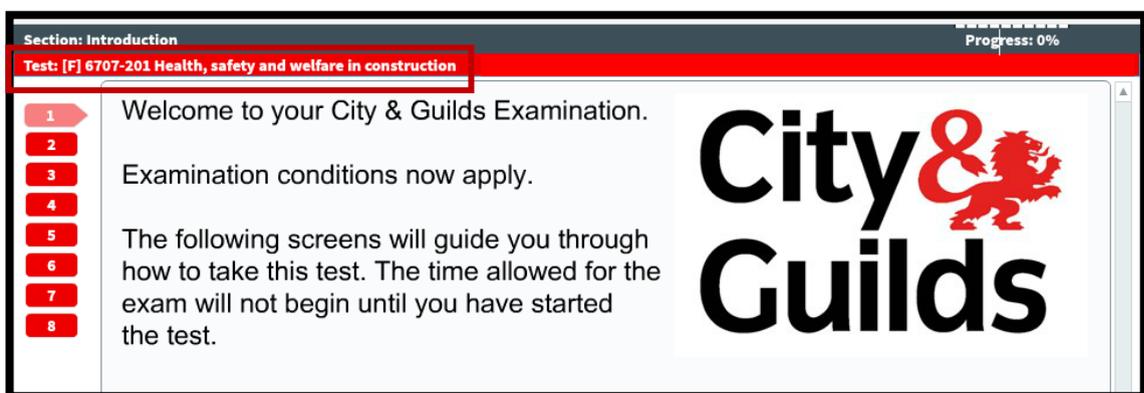
Technical problems during an exam

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 depending on the exam being sat. If the exam appears as locked or ready on the invigilate screen it can be downloaded

To download exams, follow these steps:

1. Launch SecureClient from the icon on the desktop and on the Keycode screen.
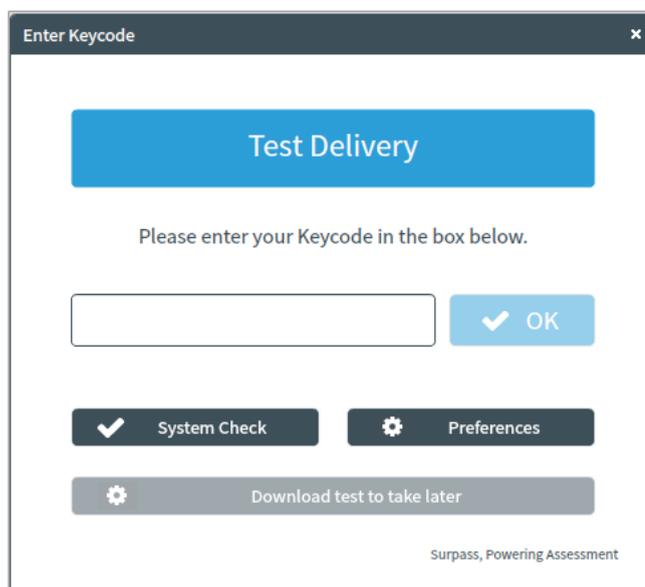
2. Enter the keycode for the exam in the keycode box, then click "Download test to take later"
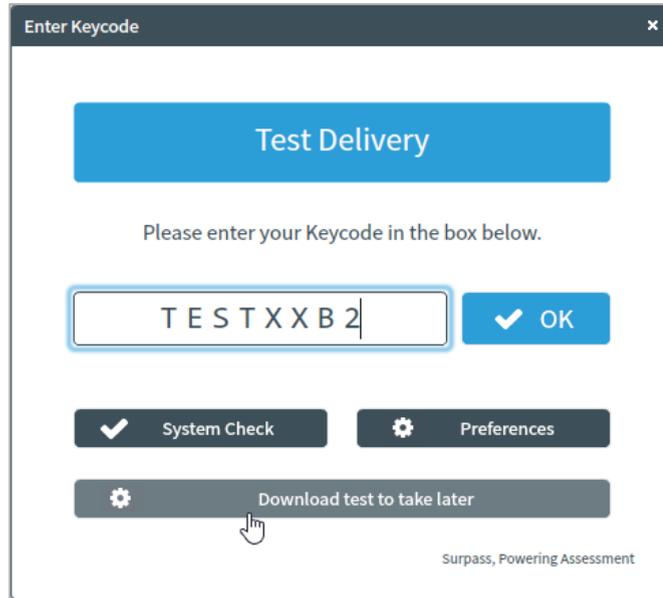
3. The test will then download and confirm the date and time the exam is booked for.
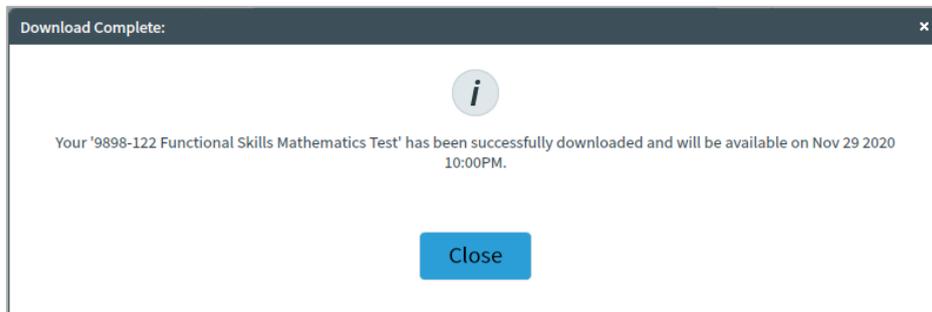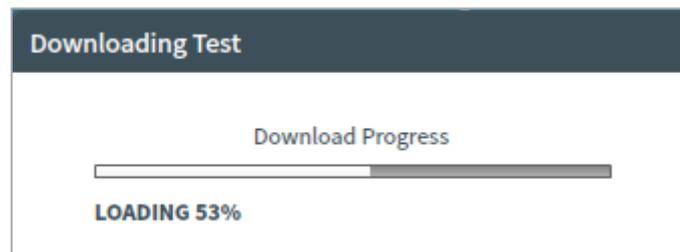
Sitting an exam offline:

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 Invigilate screen during the test.

➡ Once a candidate completes an exam offline the below message will display
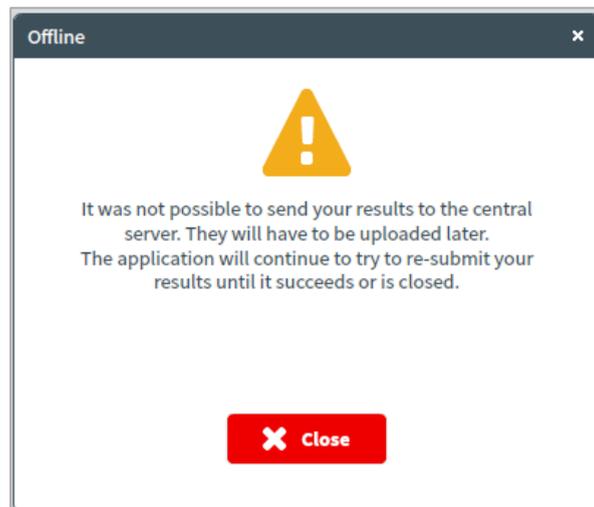
At the end of the test, if the exam is machine marked you can access a score report offline and immediately by logging back into the SecureClient Admin Console.

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'.

3. Click on the "Candidate 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**.

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. 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 invigilate screen as downloaded until the process is complete. For an update on the process after sending the failed upload please contact Customer Services on 0844 543 0000 or email evolvesupport@cityandguilds.com.
   Calls to our 0844 numbers cost 7 pence per minute plus your telephone company's access charge.

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.

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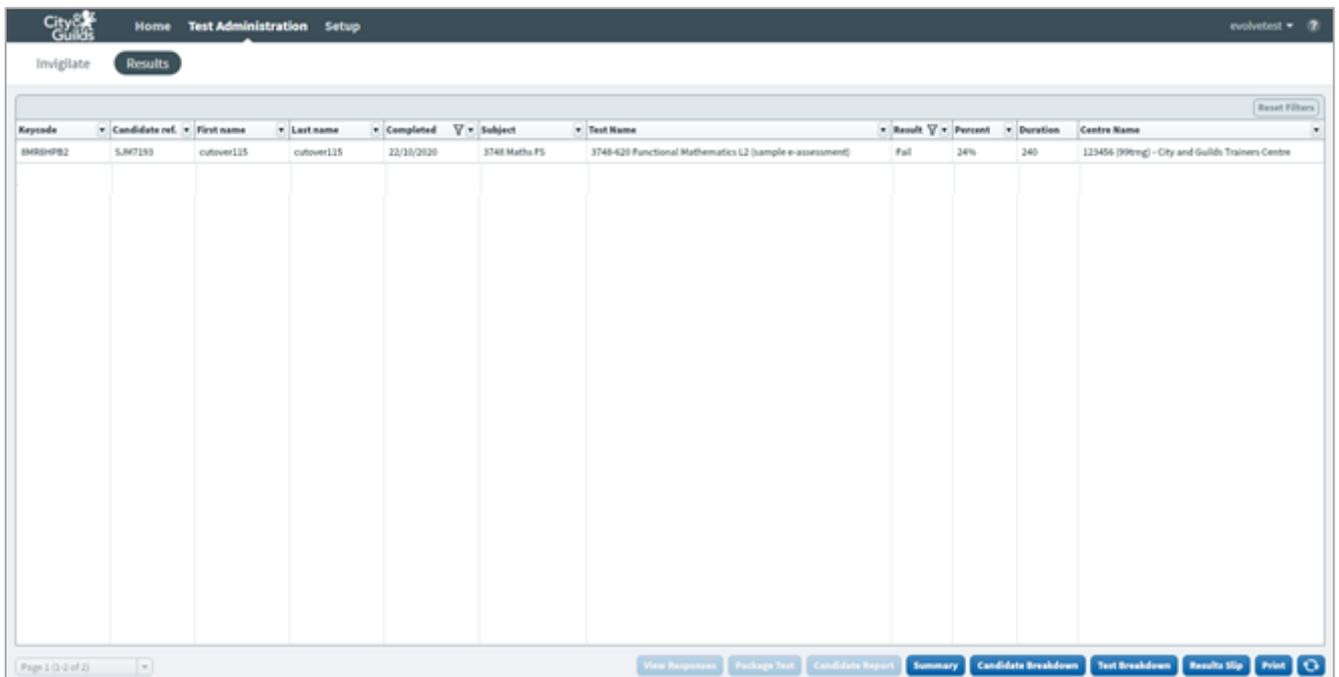
Each row in the Results tab is an individual test for an individual learner. The '**Grade**' column shows the overall result for the test (Fail, Pass, Credit, etc.). The '**Percent**' column **shows the percentage correct based on the total number of marks available in the exam**.

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 **Print** 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.

In the '**Subject**' and '**Test Name**' columns some tests are shown with the pre-fix [F] before the name. This pre-fix marks Flash based tests for subjects that were converted to HTML5 format. After the test subject is converted, your booked tests for this subject will get the prefix '[F]'. Tests booked after conversion will not have any prefix.

If you need to filter results for one particular subject or test, please select subject and/or tests name with and without [F] prefix to see all results.

Applied filters are not clear can be cleared by 'Reset Filters' button .
Use this button before closing down e-volve window.

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
Candidate Report	Full report, including the three sections (Summary, Results Breakdown and Results Slip). This report can only be run for **one learner at a time**.
Summary	Results Summary section only. Can be run for multiple learners. Shows a table with one line per learner selected.
Candidate Breakdown / **Test Breakdown**	Results Breakdown section only. Can be run for multiple learners **sitting the same assessment**. 'Candidate Breakdown' produces individual breakdown tables for each learner selected. 'Test Breakdown' produces a single breakdown table for the whole group of learners selected.

Button	Report generated
Results Slip	Results Slip only. Can be run for multiple learners. Produces one individual sheet per learner selected.

The report(s) will appear on a pop-up screen.

➡ 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	
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. [Close]

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 [**Create report using selected Candidates**]

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 **Create report using reporting wizard**

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.

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
999990	1066854	106548381	28.06.2021	RItest3	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	ENR No	First Name	Last Name	Qual.	Product code	Order Type	Exam Details	Price	Booking Status
🔍	FKZ3885	RemInv	Two	3748-01	3748-110	e-volve Booking	06.07.2021 11:30:00	0.00	Booking Accepted

Centre Installation ID	Keycode	Additional Time	Alternate Location	Invigilation Type	Remote Invigilation Status
01CKKN	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). For remote invigilation bookings with status 'Booking Rejected' **Remote Invigilation Status** column will not be populated.

Order ❓

Centre no.	Customer no.	Order no	Order date	Order Ref	Payment method
999990	1066854	106548381	28.06.2021	RItest3	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	ENR No	First Name	Last Name	Qual.	Product code	Order Type	Exam Details	Price	Booking Status
🔍	FKZ3885	RemInv	Two	3748-01	3748-110	e-volve Booking	06.07.2021 11:30:00	0.00	Booking Rejected

Centre Installation ID	Keycode	Additional Time	Alternate Location	Invigilation Type	Remote Invigilation Status
01CKKN	N/A	N/A			

Microsoft Internet Explorer

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

OK

For bookings with remote invigilation column **Invigilation Type** will show 'Remote Testing: Invigilated'. Latest status of the booking will be shown in the column **Remote Invigilation Status.**

'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**.

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:

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	802149897	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:

o   Today
o   Tomorrow
o   This week
o   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' or with particular invigilation typ e.g. 'Remote Testing: Invigilated'.

Click **Search** to generate the report.

➡ 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.

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.

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	3638-975
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.

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	ENR no.	ULN	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	ENR no.	ULN	First Name	Last Name	DOB	Assessment No.	Exam Date	Exam Time	Centre
🔍	FKZ3885		RemInv	Two	01.01.1992	3748-110	04.07.2021	11:30:00	999990

Centre Installation ID	01CKKN	Keycode	X		Additional Time		Alternative Location		Invigilation Type		Remote Invigilation Status	

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')

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'.

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
■	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
Contact Customer Services	Contact your Local Office.
E: evolvesupport@cityandguilds.com	For details and opening times visit www.cityandguilds.com
T: 01924 930 800 (Option 2)	
08:00 to 18:00 Monday to Friday	

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.

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