

End-point Assessment

Customer booking guide for the Walled Garden

Version 3.0

June 2019

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1. Introduction

1.1 EPA Service and Walled Garden

City & Guilds and ILM are End-point Assessment Organisations (EPAO) approved by the ESFA and listed on the Register of End-Point Assessment Organisations (RoEPAO). Both offer an independent End-point Assessment Service to administer a range of end-point assessments (EPA) to apprentices, as specified in the relevant assessment plan.

The system used to support the EPA Service is called 'Walled Garden'. It is a free, secure online administration service for customers and has been developed to carry out a range of functions quickly and efficiently. Walled Garden allows users to:

- Submit registrations
- Make bookings for end-point assessment
- Look-up and book knowledge tests
- View results for qualifications and end-point assessment
- Find product information including passwords to Assessment Packs, using the 'Catalogue'
- View various reports

Before using 'Walled Garden', you must be an approved customer (e.g. undergone either centre approval or EPA approval) to setup a user account.

For further information, please visit www.cityandguilds.com/walledgarden.

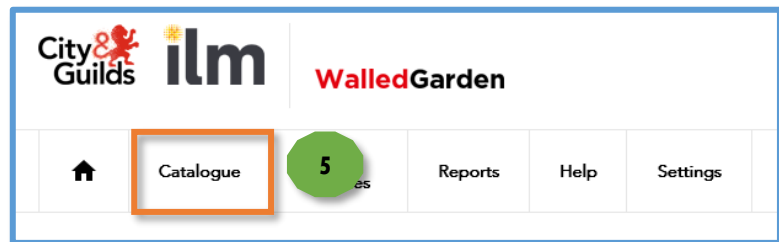
Change history (v3.0, June 2019)

Section	Change
2: How to register an apprentice	As part of the registration process, the Unique Learner Number (ULN) is now a mandatory field.
6: How to make a booking	The booking process has changed from "named registrations" to "On Demand". These new steps allow customers to add employer and EPA booking information directly into our secure, online administration system 'Walled Garden'. This information which was previously requested and shared with the EPA Team via a csv file.
7. How to add or amend supplemental information	This is a new section which provides guidance on how to amend or add supplemental information.

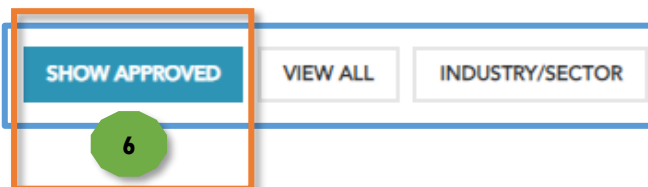
2. How to register an apprentice

1. Log into **Walled Garden** (www.walled-garden.com).
2. Enter the '**Username**' and '**Password**'. The username is an email address.
3. **Confirm** that you have read and accepted the terms and conditions.
4. Click '**Sign In**'.

5. From the home page, click '**Catalogue**'.
If a standard is not listed, then please contact the EPA Applications Team.
(EPAapplications@cityandguilds.com)




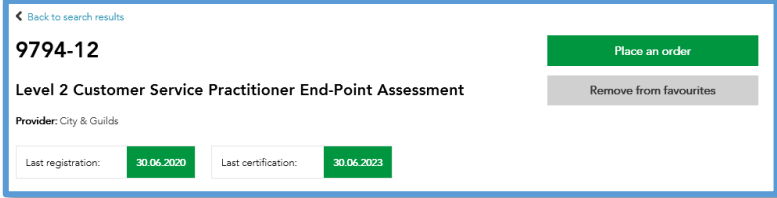

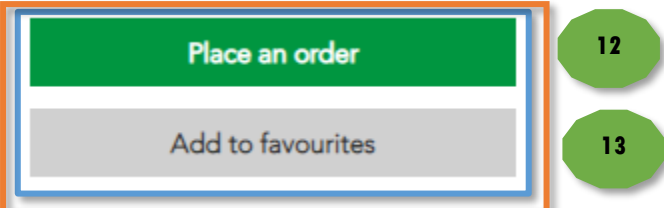
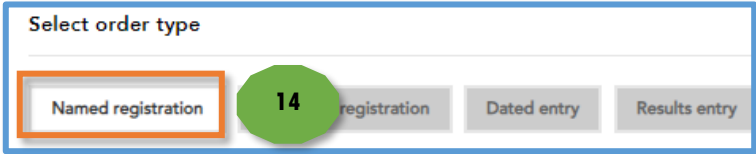
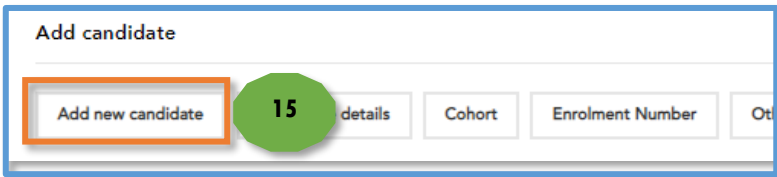
6. Click '**SHOW APPROVED**'. This will list all the apprenticeship standards, you have been given access to, as part of the application process.
7. If a standard is not listed, then please contact the EPA Applications Team.
(EPAapplications@cityandguilds.com)



8. Click on the apprenticeship standard that you want to register an apprentice for.

For the purpose of this document, the term 'candidate' will be used in reference to the apprentice.

Approved	Code	Level	Name	Route
✓	9963-99	Level 3	Skills Zone (generic)	MA
✓	9962-99	Level 2	Skills Zone (generic)	MA
✓	9898-98		e-Assessment Navigation Tests	Full
✓	9799-01	Level 2	ZCMGMT: TechBac in Digital Technologies	MA
✓	9794-12	Level 2	Level 2 Customer Service Practitioner End-Point Assessment	

<p>9. Please note:</p> <p>Orders can only be placed from one of these organisations at a time.</p>	
<p>10. Example of a course page.</p>	
<p>11. Please note:</p> <p>The last registration date needs to be in green in order to place an order.</p>	
<p>12. Click on 'Place an order'.</p> <p>13. Click 'Add to favourites', if the apprenticeship standard is one you plan to order on a regular basis.</p>	
<p>14. Under Select order type section, click 'Named registration'.</p>	
<p>15. Under Add candidate section, click 'Add new candidate'.</p>	

16. Complete all mandatory fields (*).

17. **Check all the details for the candidate carefully as this information is used for the 'Statement of Achievement' certificate.**

Add personal details

First name * Dorothy

Middle name

Last name * Michaels

Please note that the name on the certificate will appear as Dorothy Michaels

Date of birth * 4 Jul 1989 Gender * Female

Your reference

18. **Note: Planned end date has a validation of 366 days after start date.**

Add apprenticeship details

Start date * 2 Jun 2015 Planned end date * 3 Jan 2017

19. In the **Employer search** field, the search function looks for key words which 'CONTAINS'. It is set up to give customers more flexibility, rather than searching for a perfect match.

Add apprenticeship details

Start date * 2 Jun 2015 Planned end date * 3 Jan 2017

Employer search Search

Employer * - Please Select -

Select employer from the list on the right, or add a new employer below.

20. Type in the key word (e.g. NASA), then click **'Search'**.

The search facility is set up to give customers more flexibility, rather than searching for a perfect match.

See example.

Employer search NASA Search

21. The system will return a list of options.

22. Customers have the option to select an existing employer, or to create a new one.

23. If the employer's name is available in the dropdown list, then select it and move to **step 27**.

Employer search NASA Search

Employer * - Please Select -
NASA - The Launchpad

Select employer from the list on the right, or add a new employer below.

24. If adding a new employer, we assume the employer contact is also new.
25. Complete all mandatory fields (*).
26. Click 'Add new employer'.

Select employer from the list on the right, or add a new employer below.

▼ **Add new employer**

Employer name *	<input type="text"/>	Address line 1 *	<input type="text"/>
Town *	<input type="text"/>	Postcode *	<input type="text"/>
Employer contact details			
First name *	<input type="text"/>	Last name *	<input type="text"/>
Email *	<input type="text"/>	Telephone *	<input type="text"/>

26

27. You can now search to find an existing Employer's contact.
28. The **Employer contact search** field allows a blank search or actual typing. It is your choice.
29. Select the employer contact from the dropdown list.
30. To add a new contact, go to **step 31**.

▶ **Add new employer**

Employer contact search

Employer contact *
Doda Zipityday

29

Select contact from the list on the right, or add a new contact below.

31. To enter a new contact's details, complete all of the fields then click 'Add new employer contact'.

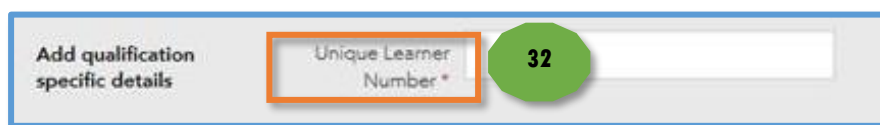
▼ **Add new employer contact**

Add new employer contact

First name *	<input type="text"/>	Last name *	<input type="text"/>
Email *	<input type="text"/>	Telephone *	<input type="text"/>

31

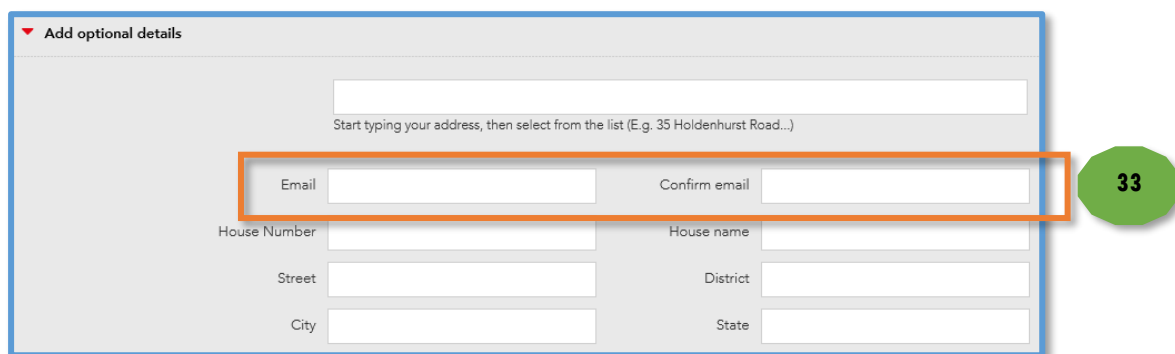
32. Under the **add qualification specific details** section, you must add the unique learner number (ULN).



The screenshot shows a form section titled "Add qualification specific details". A text input field labeled "Unique Learner Number *" is highlighted with an orange border. A green circle with the number "32" is placed next to the field.

33. Under the **add optional details** section, you can provide additional information.

If the standards you are ordering has the option to request a digital credential upon successful completion of the end-point assessment, then please add the apprentice's email address at this stage.



The screenshot shows a form section titled "Add optional details" with a dropdown arrow. Below the title is a search bar with the text "Start typing your address, then select from the list (E.g. 35 Holdenhurst Road...)". Below this are several input fields: "Email", "Confirm email", "House Number", "House name", "Street", "District", "City", and "State". The "Email" and "Confirm email" fields are highlighted with an orange border. A green circle with the number "33" is placed to the right of the form.

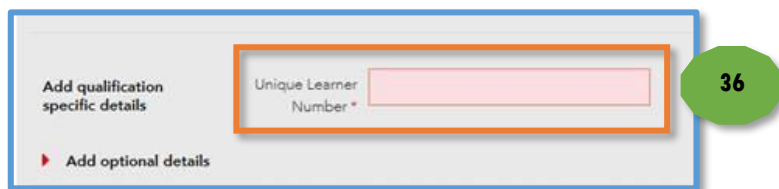
34. Once you are sure all the information entered is correct, then click '**Add new candidate**'.



The screenshot shows a red button with the text "Add new candidate" in white. The button is highlighted with a blue border. A green circle with the number "34" is placed to the right of the button.

35. If you have not input the ULN (**step 32**), then you will not be able to continue with the registration.

36. The field will be shaded in red.



The screenshot shows the "Add qualification specific details" section. The "Unique Learner Number *" field is highlighted with a red border. A green circle with the number "36" is placed to the right of the field.

37. Otherwise, you'll receive a confirmation message saying the candidate has been successfully added to the basket.

38. You'll be asked if you want to add another candidate.

39. If so, click '**Yes**' and repeat **steps 16-34** (as applicable), otherwise click '**No**'.

Note: if you have more than five new candidates to add, you'll be asked to create a cohort name. Go to section 4 on how to create a cohort.

Otherwise go to **step 40**.

40. The candidate(s) you have created are now listed under '**Added to basket**' at the bottom of the screen.

41. Check the details again, to ensure they are correct.

42. Click '**EPA Data**', if you want to amend the start/planned end date(s), add an email address for the apprentice or update employer information.

43. Click '**Edit**', if you want to amend the apprentice's personal information.

44. Or **'Remove'** if no longer applicable.

45. If you are happy to proceed, click **'View Basket'**.

Added to basket

Level 2 Customer Service Practitioner End-Point Assessment
Order type: Named registration

Enr no.	First name	Last name	Gender	Your ref
	Dorothy	Michaels	F	

EPA Data Edit Remove

42 **43** **44**

45

Basket

Qualifications
GBP 25.00

Candidates
1

Qual. code
9794-12

TOTAL GBP 25.00

View Basket

46. You can review your order in the order summary section.

47. Click on the red triangle to expand the view.

48. If your order is complete, click **'Continue'**.

To add another qualification, please return to [Catalogue](#).

9794-12, Level 2 Customer Service Practitioner End-Point Assessment [Add Candidates](#)

1x candidates **47**
Order type: Named registration Remove all

Enr no.	First name	Last name	Gender	D.O.B.
	Dorothy	Michaels	F	04.07.1989

EPA Data Edit Remove

Candidates 1 Unit Price GBP 25.00
Order total (net) GBP 25.00

48

Basket

Order total (net) GBP 25.00

Order total GBP 25.00

Save basket

Continue

49. You can review the details on the **Options and Addresses sections**. Click **'Continue'** to move to the payment page.

50. In the payment screen, scroll and select a payment type.

Select **'On account'** and the amount will be added to your Walled Garden account.

Select **'Credit/debit card'** to pay now via Worldpay and your account will be debited.

Select payment type

Please select...

On account

Credit / debit card

50

51. Enter your own reference or purchase order number in the mandatory field.

52. Then click '**Buy Now**'.

Your reference/purchase order number *

51

53. When payment is complete, you'll see an order confirmation screen with the order number, your reference number, billing information, qualification details, list of candidates and cost.

54. You can print a copy of the order by selecting '**Print page**' or complete the '**send a duplicate confirmation to**' field to receive a copy by email.

3. How to register an existing apprentice (already registered with City & Guilds)

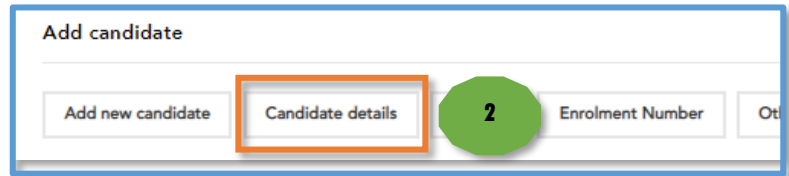
Where an apprentice is already registered with City & Guilds e.g. for a qualification, you can search for existing candidate details in the Walled Garden.

1. Under Section 2, follow steps 1 - 14

2. To add an existing candidate, click '**Candidate details**' under **Add candidate section**.

This section allows you to search by using other candidate details if you do not have the enrolment number.

Once you have found the candidate, you will then be able to proceed with your order.



3. To carry out a search, the only mandatory field is the '**Last name**'.
4. You can use wildcards * in the 'Last name' field when searching.
5. Candidates matching the search criteria are listed in the results table.
6. Select the candidate/s you want to place the order for.
7. Click '**Add to basket**'.

Search by candidate details

First name

Date of birth Day Month Year

Enrolment No.

Last name * Gender

Your reference

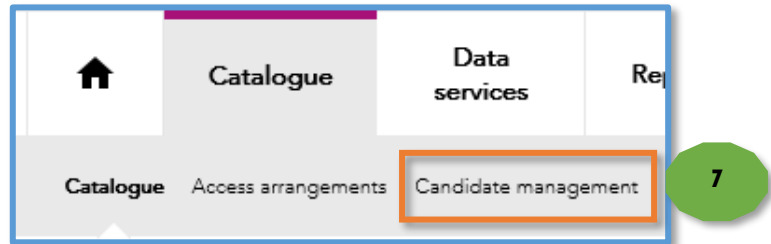
Select	Enr no.	First name	Middle name	Last name	Gender	D.O.B.	Your ref
<input checked="" type="checkbox"/>	LFO0081	Azure		ITR	M	01.01.1990	
<input type="checkbox"/>	LFO1187	Azure		ITRABS	M	01.01.1990	

8. Follow steps 37 – 50, in Section 1.

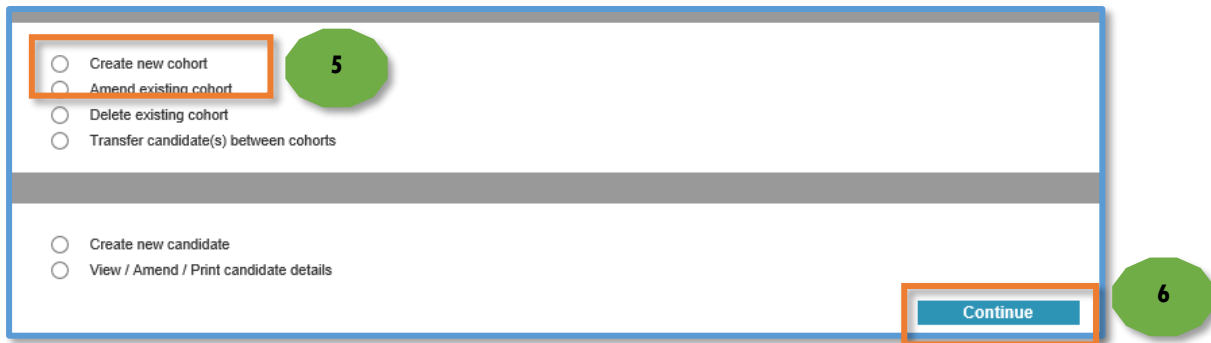
4. How to create a cohort

Walled Garden allows customers to create a cohort first before registering them onto an end-point assessment.

1. Log into Walled Garden (refer to Section 2, step 1 for details).
2. From the home page, click **'Catalogue'**.
3. Click on **'Candidate management.'**



4. From the **cohort/candidate management** page, you can create a new cohort, amend existing cohort, delete an existing cohort or transfer candidate(s) between cohorts.
5. Click **'Create new cohort'**.
6. Click **'Continue'**

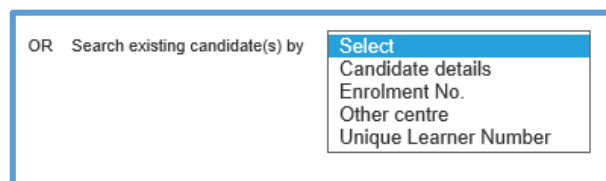


7. In the **Select cohort** section, enter a name for the cohort you wish to create.
8. Select the action you want to perform section, you can choose to:
 - Create a new candidate.
 - Add an existing candidate.

9. To create a new candidate, click **'Create New Candidate'**.
10. A dialogue box will appear confirming that a new candidate has been created and ask if you would like to create another candidate. Select Yes or No.



11. To create a new candidate, click the dropdown menu in the **Search existing candidate(s) by** field.
12. Select the option you wish to search by from the dropdown list and enter the details in the fields.
13. Click **'Save'** when done.



14. In the search results area, candidates matching the search criteria are displayed.
15. Select the candidate(s) by ticking in the 'Add' column.
16. Click 'Add to Cohort'.

Your search results

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

Add	ENR No.	First name	Middle name	Last name	Gender	DOB	Your Ref.
<input type="checkbox"/>	LH19808	AZURE		ITVOLTESTAAFTR	Female	01.01.1988	
<input checked="" type="checkbox"/>	SP0485	STIPHKNMRFSGK		STDGKTRCCLZTR	Male	28.10.1992	
<input type="checkbox"/>	HCR8886	STEZKCVLLOQETR		STEZKCVLLOQETR	Male	01.03.1991	Ref 5
<input checked="" type="checkbox"/>	H	erhth		hhthhtr	Male	17.03.2002	

15

16

Add To Cohort

17. If the cohort is complete, click 'Save' at the bottom of the screen.

Gender	DOB	Your Ref.
Male	28.10.1992	
Male	17.03.2002	

Update Cohort

Save

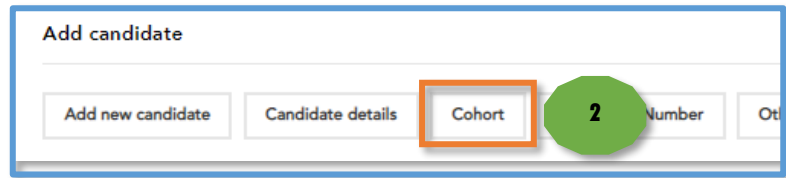
17

18. A confirmation message will appear on the screen to say that the cohort has been successfully saved.
19. Click 'Ok' to complete.

5. How to register an existing cohort

1. Under Section 2, follow steps 1 - 14

2. To add an existing cohort, click 'Cohort'.



3. In the **Search by candidate details** section, select the cohort from the drop down 'Cohort name' menu.
4. The candidates in the cohort will be listed. Un-tick the candidates you don't want to be added to the order.
5. Click 'Add to basket'.
6. You'll receive a confirmation message saying the candidate has been successfully added to the basket.
7. You'll be asked if you want to add another candidate.
8. If so, click 'Yes' and return to Section 2 and repeat **steps 16-33 (as applicable)**. Otherwise, click 'No'.
9. Go to Section 2, **steps 37-50**.

Search by candidate details

Cohort name: EPA-CSTEST

Select	Enr no.	First name	Middle name	Last name	Gender	D.O.B.	Your ref
<input checked="" type="checkbox"/>	LHG3196	tyerhh		hhthtrhr	M	17.03.2002	
<input checked="" type="checkbox"/>	LSP0485	STIPHKNMRFSGK		STDGKTRCCLZTR	M	28.10.1992	

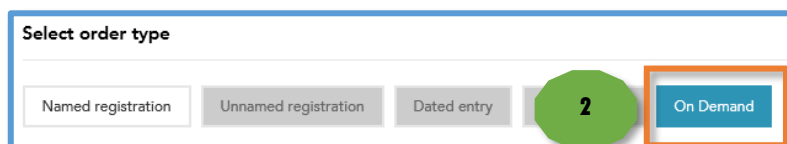
Add to basket

6. How to make a booking

When making a booking, please note that the individual who places the order in Walled Garden, will be the primary contact for the EPA Team.

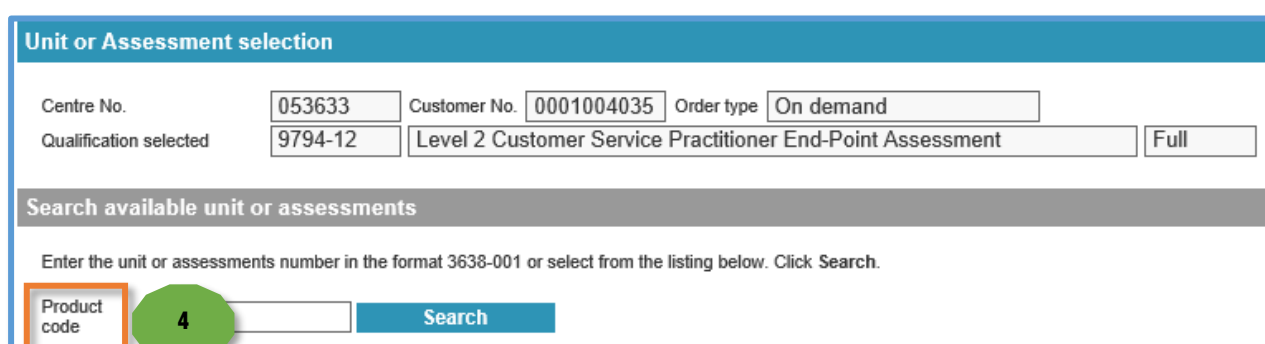
1. Under Section 2, follow steps 1 - 12

2. Under the **Select order type** section, click '**On Demand**'.

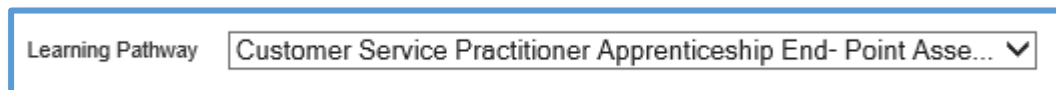
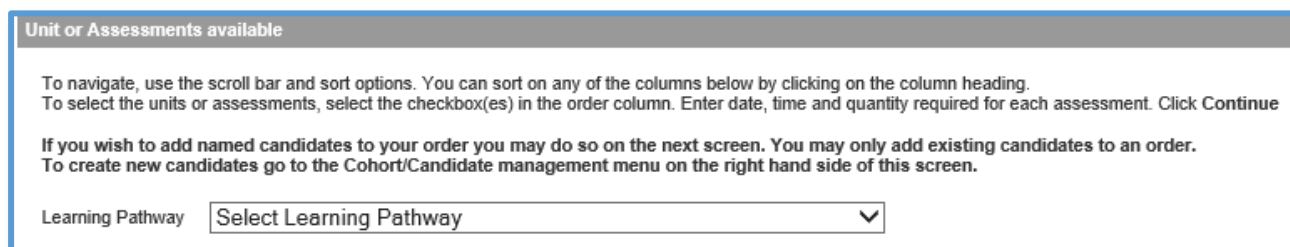


3. The reservation request for the end-point assessment will show under **Unit or Assessment selection**.

4. You can search for the available units using the product code (e.g. 9794-500).



5. Alternatively, you can use the dropdown option "**Select Learning Pathway**", under section '**Unit or Assessment available**'.



6. Select the reservation request option by **ticking the order column**.

Note: Only select the resit reservation is you are booking a resit.

7. When inputting the data, you need only enter the numerical characters (e.g. 17062019) because the system will automatically change the formatting.

8. Enter the **preferred date*** you want to reserve under the **Date column**. Repeat for 'Time' and 'Qty'.

9. If you are making a booking for multiple apprentices, then enter the total number in 'Qty'.

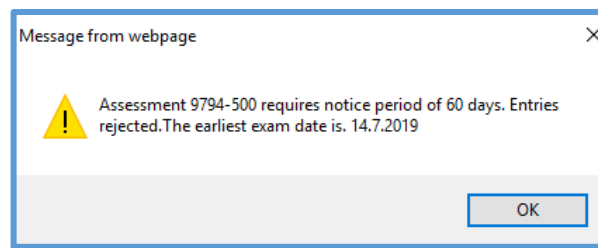
10. Click '**Continue**'.

*Please note this is not the actual date for the EPA event. That date will be confirmed by the EPA Bookings Team.

Select/Deselect All

Order	Product code	Description	Type	Date (dd.mm.yyyy)	Time (hh:mm)	Qty
<input checked="" type="checkbox"/>	9794-500	Reservation Request	EPA Booking	15.07.2019	11:00	1
<input type="checkbox"/>	9794-551	Reservation Request Resit - Showcase Portfolio	EPA Booking			
<input type="checkbox"/>	9794-552	Reservation Request Resit - Practical Observation	EPA Booking			
<input type="checkbox"/>	9794-553	Reservation Request Resit - Professional Discussion	EPA Booking			

- If the date is too early, then an error message will open in a new window.
- Click 'OK' and amend the date to meet the required notice period of 60 days.



- Under the **candidate selection** section, search for existing candidates by name or cohort by choosing from the dropdown list.
- If adding a cohort, select 'Cohort'.
- Select the cohort from the **Cohort name** dropdown list.
- Alternatively, you can search by a single enrolment number.

Candidate selection

Centre No. Customer No. Order type

Qualification selected

Select the action you want to perform

To search for existing candidates, select from the dropdown list.

Search existing candidates by (dropdown menu options: Select, Candidate details, Cohort, Single enrolment No., Multiple enrolment No., Other centre, Unique Learner Number)

Select cohort (dropdown menu options: Select, [unlabeled])

Below is a list of cohorts previously created for your centre. Please select the cohort you wish to use for this order.

- When using the Cohort option, in the 'Add' column, tick the candidate(s) you want to make a reservation for.
- Click 'Add to order'.

Your search results

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

Add	ENR	First name	Middle name	Last name	Gender	DOB	Your Ref.
<input checked="" type="checkbox"/>	LT	Brothy		Michaels	Female	04.07.1989	

19. Under the **Candidates in your order** section, you can remove any names you do not want to book a reservation for.

20. If all the details are correct, click '**Continue**'.

Candidates in your order

To navigate, use the scroll bar and sort options. You can sort on any of the columns below by clicking on the column heading.
To delete a candidate, select the checkbox(es) in the remove column, click **Update Order**. When complete, click **Continue**.

Remove	ENR No.	First name	Middle name	Last name	Gender	DOB	Your Ref.
<input type="checkbox"/>	LTA4356	Dorothy		Michaels	Female	04.07.1989	

Cancel Order **Back** **Update Order** **Continue**

20

21. Under the **Assign units or assessment to candidates** section, click the checkbox in the '**Product Code**'.

22. Click '**Continue**'.

Assign units or assessments to candidates

To navigate, use the scroll bar and sort options. You can sort on any of the fields below by clicking on the column heading.
To select the units or Assessments, click in the checkbox(es) in the assessments column, or use the selection buttons. When complete, click **Continue**.

Product code	Description	Date	Time	Qty Named	Qty UnNamed	Qty Total
9794-500	Reservation Request	15.07.2019	11:00	0	1	1

Remove	ENR No.	ULN	First Name	Last Name	Gender	DOB	Product Code
<input type="checkbox"/>	FKV9012	1385620438	Mohamed	Lloyd	Male	500	<input type="checkbox"/>

Remove **Deselect All** **Select All**
Cancel **Back** **Continue**

21 22

23. On the checkout screen, enter your purchase order number or order reference in the '**Your PO/Ref**' field.
24. Click on the icon in the '**Detail**' column, to expand the view and see more information.

Checkout

Please take a moment to check that your order and delivery address are correct.
If changes are required, click the icon in the Order line items section. . If the order is correct, click **Submit Order**.

Order reference and delivery

Please enter your PO / reference number in the Your PO / Ref. text box.

Your PO / Ref. * **23**

Deliver to Cornwall C...Tregonisse...Dorset

Payment method

Order line items

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

Amend	Detail	Product code	Product description	Order type	Qty	Price	Total	Delete
	24	9794-500	Reservation Request	On demand	1	2.00	2.00	<input type="checkbox"/>

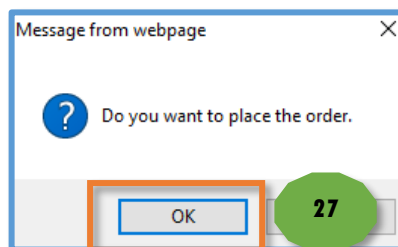
Delivery address for this line item

Date selected: 15.07.2019 Time selected: 11:00
Delivery Group: Exam for 9794-500 on 15.07.2019 at 11:00 Delivery Group 01

Candidates for this line item

ENR No.	ULN	First name	Middle name	Last name	Gender	DOB	Your Ref.
FKV9012	1385620438	Mohamed		Lloyd	Male	06.08.1991	

25. Click '**submit order**' to place the order.
26. A message will appear to confirm that you wish to place the order.
27. Click **OK**.



28. When payment is complete, you'll see an order confirmation screen with the order number, your reference number, billing information, qualification details, list of candidates and cost.

29. You can print a copy of the order by selecting '**Print page**'.

30. Click on '**Update EPA Data**' to enter the remaining supplemental information needed for the EPA booking.



31. Under the section **EPA Bookings – Supplemental Information**, select the apprentice(s), that you want to enter information for.
32. If there are multiple apprentices for the same employer, then by selecting all of them at the same time, you can enter the information just once.
33. Click on **'Employer'**.
34. A new window will launch.

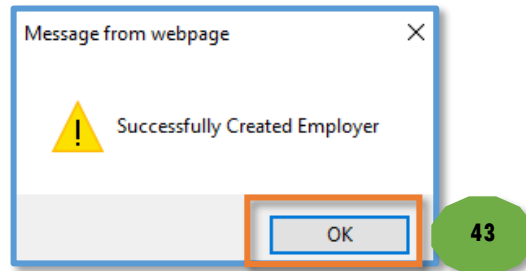
35. Enter the **'Employer name'**.
36. Using a wildcard *****, allows you to enter the details partially, to carry out the search.

37. Click **Search**.

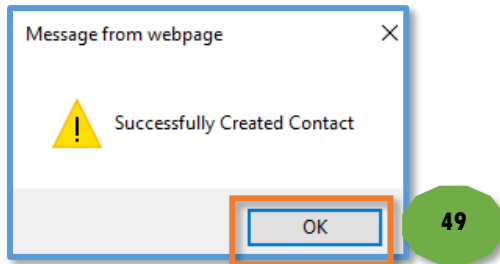
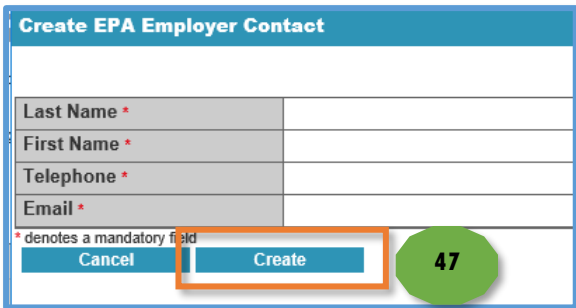
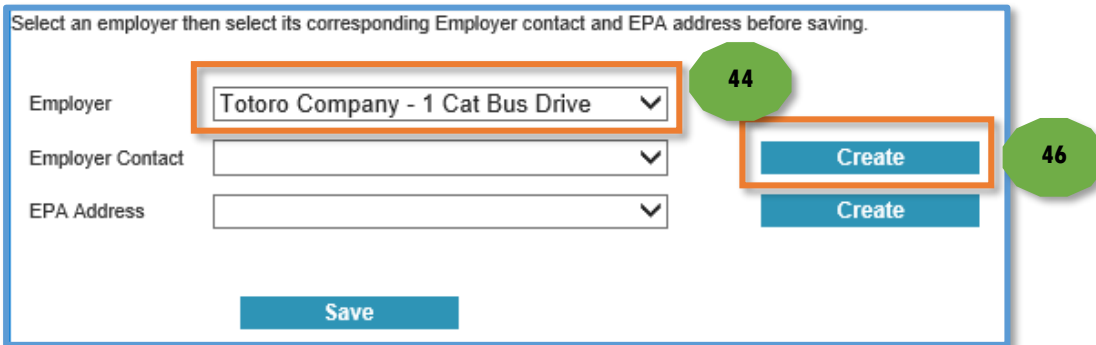
38. The system will flag the number of search results.
39. If the employer record already exists, go to **step 44**.

40. If no employer is found, enter the Employer Name, Street, Town/City and Postcode.
41. Click **'Create'** to generate the employer record.

42. A new window will launch confirming that the employer has been successfully created.
43. Click 'OK'.



44. Use the Employer dropdown, to populate the field with the employer's name.
45. Use the Employer Contact dropdown, to populate the field with the employer contact's name.
46. If no contact exists, click 'Create' to add the 'Employer Contact'. Otherwise go to **step 50**.
47. In the new window **Create EPA Employer Contact**, enter the details and click 'Create'.
48. A new window will launch confirming that the contact has been created successfully.
49. Click 'OK'.



50. Use the EPA Address dropdown, to populate the field with the address **where the EPA will be held**.
51. If no address exists, click 'Create' to add the 'EPA Address'. Otherwise go to **step 57**.
52. Under the section **Create EPA Event Address**, enter the event address details.
53. Click 'Create'.
54. A new window will launch confirming that the EPA event address has been created successfully.
55. Click 'OK'.

Create EPA Event Address

Street * |

Town/City * |

Country * United Kingdom

Postcode * |

* denotes a mandatory field

Cancel Create

Message from webpage

! Successfully Created EPA Event Address

OK

56. An example of a completed employer record.

57. Click 'Save'.

Search Result: 1 employer(s) found
Select an employer then select its corresponding Employer contact and EPA address before saving.

Employer: Totoro Company - 1 Cat Bus Drive

Employer Contact: Autumn Winter

EPA Address: 1 Cat Bus Drive, Ghibli, GB, GH1 3AT

Create Create

Save

58. A new window will launch confirming that the Employer info has been updated successfully.

59. Click 'OK'.

Message from webpage

! Employer info have been updated successfully.

OK

60. Example of the employer, employer contact and address populated.

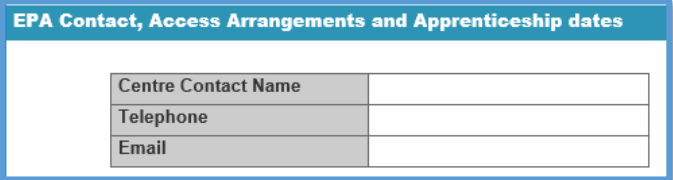
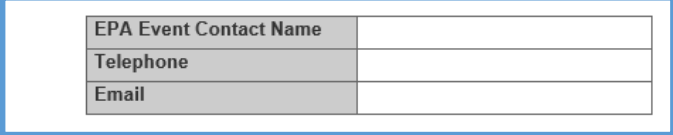
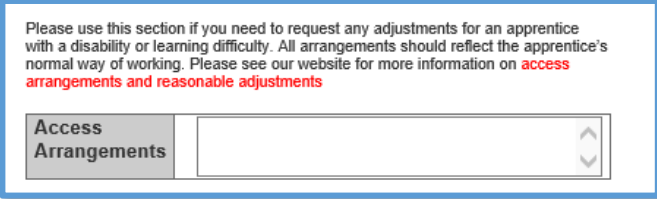

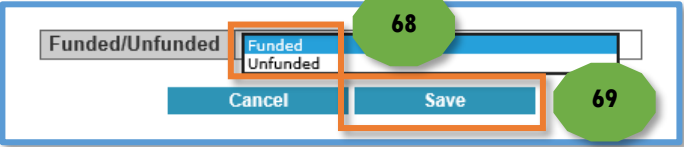
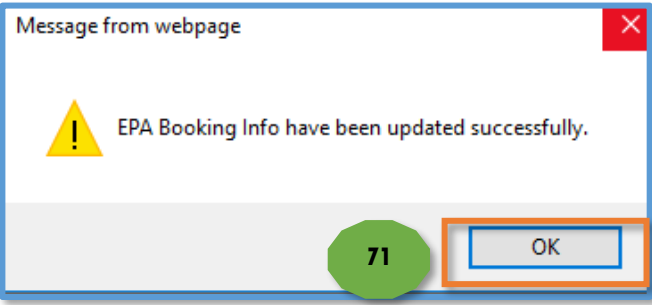
Select	ENR No.	ENR Name	Assessment	Employer Name/Address	Employer Contact	EPA Address	EPA Contact	Access Arrangements	Apprenticeship Start Date	Apprenticeship Planned End Date
<input checked="" type="checkbox"/>	FKV9012	Mohamed Lloyd	9794-500	Totoro Company, 1 Cat Bus Drive, Ghibli, GH1 3AT	Autumn Winter	1 Cat Bus Drive, Ghibli, GH1 3AT				

61. Click 'EPA Booking Info'.

d in BOTH tabs may result in a delay in your booking.

EPA Booking Info

Address	EPA Contact	Access Arrangements	Apprenticeship Start Date	Apprenticeship Planned End Date

<p>62. A new window called EPA Contact, Access Arrangements and Apprenticeship date will open.</p> <p>63. Enter the Centre Contact Name, Telephone and Email.</p> <p>This is the person who will be the main customer contact.</p>	
<p>64. Enter the EPA Event Contact Name, Telephone and Email.</p> <p>This is the person who will be the main contact on the day of the EPA Event.</p>	
<p>65. In the Access Arrangement section, you can request any adjustments or access arrangements.</p> <p>Please check the website for full details on access arrangements and reasonable adjustments before making a request.</p>	<p>Please use this section if you need to request any adjustments for an apprentice with a disability or learning difficulty. All arrangements should reflect the apprentice's normal way of working. Please see our website for more information on access arrangements and reasonable adjustments</p> 
<p>66. Input the start and end dates of the apprentice's apprenticeship.</p>	
<p>67. Funded is automatically populated.</p> <p>68. Click the dropdown to select 'unfunded' if applicable.</p> <p>69. Click 'Save'.</p>	
<p>70. A new window will launch confirming that the EPA Booking Info has been created successfully.</p> <p>71. Click 'OK'.</p>	

72. An example of the completed supplemental information.

73. The information is now saved in the system and the booking is complete.

Select	ENR No.	ENR Name	Assessment	Employer Name/Address	Employer Contact	EPA Address	EPA Contact	Access Arrangements	Apprenticeship Start Date	Apprenticeship Planned End Date
<input checked="" type="checkbox"/>	FKV9012	Mohamed Lloyd	9794-500	Totoro Company,1 Cat Bus Drive,Ghibli,GH1 3AT	Autumn Winter	1 Cat Bus Drive,Ghibli,GH1 3AT	Benito Factor		04.05.2017	09.05.2019

IMPORTANT:

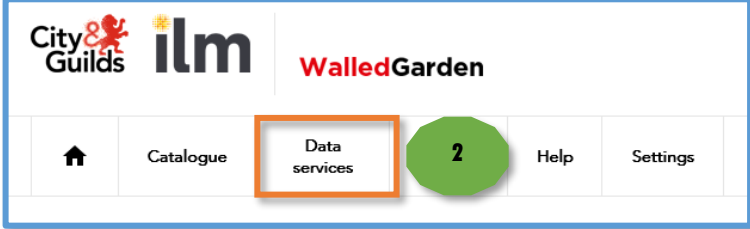
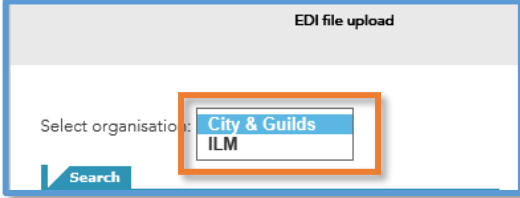
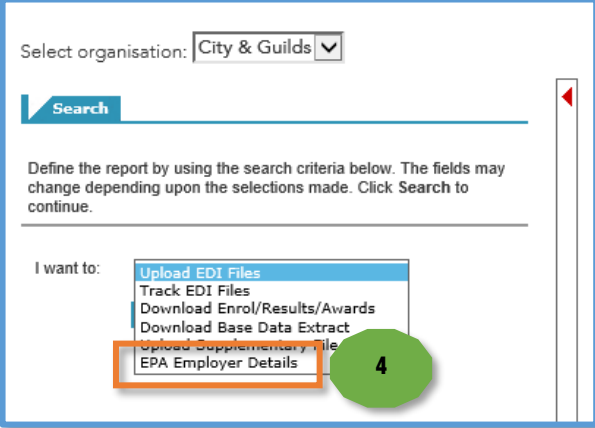
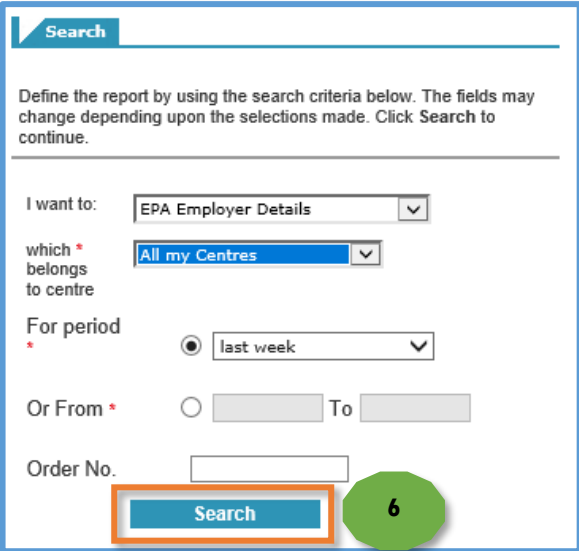
The booking will move to the EPA Portal and you will be given access to upload the gateway evidence. Once this happens, the record will be locked.

That does not mean that you cannot change anything if an error is identified.

If you need to amend the supplemental information after the record has been locked, then please contact the EPA Team to request for it to be unlocked.

7. How to add or amend the supplemental information

This section provides guidance on how to add or amend the supplemental information, as referred to in the booking process (Section 6).

<p>1. Under Section 2, follow steps 1 - 4</p>	
<p>2. Click on 'Data services'.</p>	
<p>3. From the dropdown list, select the organisation. The organisation will depend on which EPA product the booking relates to. For example, Team Leader is ILM.</p>	
<p>4. From the dropdown list, select the 'EPA Employers Details'.</p>	
<p>5. Using the search fields, you can define the report. 6. Click 'Search'.</p>	

- The results will be displayed below the search fields.
- Click on an '**Order No.**'.

Click an order number to display the details on the right. This list can be resorted by clicking any one of the column headers.

Order No.	Date
106545933	15.05.2019
106545934	15.05.2019
106545936	15.05.2019
106545939	16.05.2019
106545940	16.05.2019
106545944	20.05.2019
106545945	20.05.2019
106545946	20.05.2019

- Click on the arrows to hide/show the navigation panel.



- Select the apprentice that you want to update the supplementary information against.
- Click either '**Employer**' or '**EPA Booking Info**'.
- Refer to Section 6: Booking, **steps 31-67**.

Order Header

Centre No.	Customer No.	Centre Name	Order No.	Order Date
053633	1004035	Cornwall College St Austell	106545944	20.05.2019

EPA Bookings - Supplemental Information

Select the EPA booking(s) you would like to update with Supplemental Information

Please complete the Employer and Booking Info tabs. Failure to complete the information requested in BOTH tabs may result in a delay in your booking.

Employer
EPA Booking Info

Select	EPA No.	Assessment	Employer Name/Address	Employer Contact	EPA Address	EPA Contact	Access Arrangements	Apprenticeship Start Date	Apprenticeship Planned End Date
<input checked="" type="checkbox"/>	KV9024	Mustafa Femi	9794-500	Totoro Company, 1 Cat Bus Drive, Ghibli, GH1 3AT	Autumn Winter	1 Cat Bus Drive, Ghibli, GH1 3AT			

Select All
Deselect All

13. Once the Employer Data and the EPA Booking Info has been successfully updated, the window will refresh to show the information.
14. The record is now saved.

Order Header

Centre No.	Customer No.	Centre Name	Order No.	Order Date
053633	1004035	Cornwall College St Austell.	106545944	20.05.2019

EPA Bookings - Supplemental Information

Select the EPA booking(s) you would like to **update with Supplemental Information**

Please complete the Employer and Booking Info tabs. Failure to complete the information requested in **BOTH** tabs may result in a delay in your booking.

Employer
EPA Booking Info

Select	ENR No.	ENR Name	Assessment	Employer Name/Address	Employer Contact	EPA Contact	Access Arrangements	Apprenticeship Start Date	Apprenticeship Planned End Date
<input checked="" type="checkbox"/>	FKV9024	Mustafa Femi	9794-500	Totoro Company,1 Cat Bus Drive,Ghibli,GH1 3AT	Autumn Winter	1 Cat Bus Drive,Ghibli,GH1 3AT	Pretty Flowers	N/A	01.03.2017 30.05.2019

Select All
Deselect All

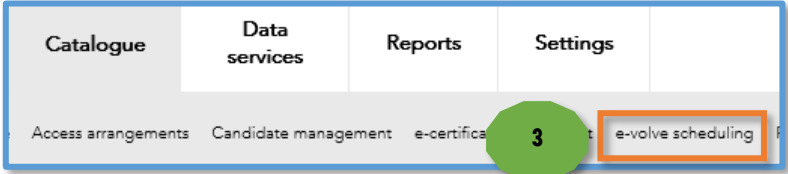
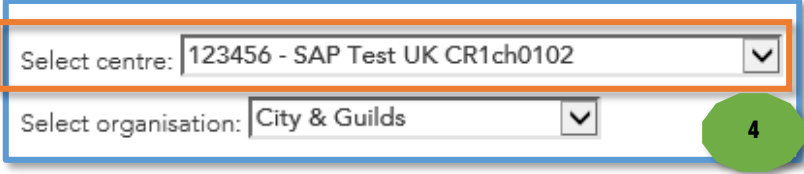
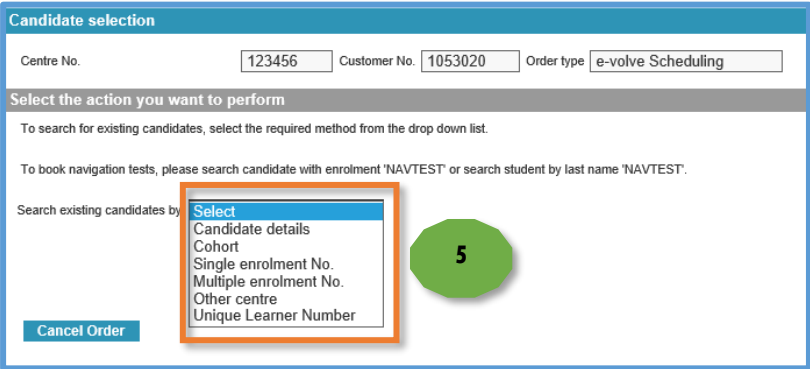
8. How to book an e-voke knowledge test

Knowledge tests are part of end-point assessment and can only be taken after the booking date has been agreed with the EPA Team.

For further details on when to book an e-voke knowledge test, please refer to the 'Manual for the End-point Assessment Service', Section 6: Assessment – 6.1 Knowledge Test Assessments. Available from the [EPA Document Library](#).

Once an order has been placed in the Walled Garden, please be advised that the knowledge test will not be available **until five days from the order date** - this is specific to end-point assessment only.

For example, order is placed on the 1st of the month, the knowledge test becomes available on the 6th of the month.

<ol style="list-style-type: none"> 1. Log into Walled Garden (refer to Section 2 step 1 for details). 2. From the home page, click 'Catalogue'. 3. Click on 'e-voke scheduling'. 	
<ol style="list-style-type: none"> 4. From the Select centre dropdown, chose the centre, if you have more than one. 	
<ol style="list-style-type: none"> 5. Under the candidate selection section, search for existing candidates by name or cohort by choosing that field from the dropdown list. 	
<ol style="list-style-type: none"> 6. Select the candidate/cohort 7. Click 'Add to order' 8. Click 'Continue'. 	

Your search results

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

Add	ENR No.	First name	Middle name	Last name	Gender	DOB	Your Ref.
<input checked="" type="checkbox"/>	LTA4356	Dorothy		Michaels	Female		

6

7

8

Add To Order

Continue

9. In the **Candidate in your order** section, the candidate(s) will be listed.
10. Click 'Continue'.

Candidates in your order

To navigate, use the scroll bar and sort options. You can sort on any of the columns below by clicking on the column heading. To delete a candidate, select the checkbox(es) in the remove column, click Update Order. When complete, click Continue.

Remove	ENR No.	First name	Middle name	Last name	Gender	DOB	Your Ref.
<input type="checkbox"/>	LTA4356	Dorothy		Michaels	Female	04.07.1989	

Cancel Order

Update Order

Continue

10

11. A new window will launch.
12. Click '**Close**'.

Important Tips to help with your bookings:

e-volve

1. Please ensure you know and use the correct **Installation ID** eg ABC123 or 01ABCD. The invigilator must have access to the specified Installation ID in SecureAssess; otherwise they will not be able to view the scheduled exams in SecureAssess.
2. **Test Start times:** You can schedule overlapping tests for a learner, as long as there is a 30 minute gap between starting times
3. **Exam window:** Exams can be sat any time from up to **10 days prior to the scheduled date entered in Walled Garden and up to 30 days after that date.** Tests taken offline must be uploaded **within the exam window.**

Close

11

13. Under the **Unit or assessment selection** section, there are several dropdown lists that lets you select the assessment details to book the candidate on. An assessment will only appear on the list if:
- the learner has a valid registration for the end-point assessment or the qualification does not need registration (such as navigation exams).
 - the end-point assessment contains one or more on-screen assessments.
14. You can also apply for time extensions and optional alternative location.

<input type="checkbox"/> All same	<input type="checkbox"/> All same	<input type="checkbox"/> All same	<input type="checkbox"/> All same
Unit or Assessment	Date (dd.mm.yyyy)	Time	Installation ID

13

15. Select the qualification.
16. The next dropdown list in the row will show the assessments for that qualification. Select the assessment you want to schedule.
17. Click on the **date** dropdown list to display and select the available exam date that can be booked.
18. There will be specific times to choose from in the **Time** dropdown list.

Note: You can schedule overlapping exams for a candidate, if there is a 30-minute gap between start times.

19. Select an **Installation ID** to use for the delivery of the exam in SecureAssess. You may have one or several centre installations depending on how your e-volve account is set up.
20. Whichever **Installation ID** you use, the results will go under the City & Guilds centre number that booked the exam and will appear in the '**Candidate History**' report.

Note: If an Installation ID isn't available in the dropdown list, it could be because:

- the information may not have been updated in Walled Garden.
- the information may be assigned to a different City & Guilds centre or sub-centre.
- you may need to apply for a new one.

Please contact Customer Services for support - 0844 543 0000 or centresupport@cityandguilds.com

21. If you want to schedule candidates for the same qualification; the same assessment; the same date; the same time; or at the same location, enter the details for the first one and click the '**All same**' box against each.

22. If any candidate needs extra time, click '**Show**' in the '**Additional Details**' column for that apprentice.

23. It will bring up the fields for a time extension and the reason - you must complete both.
24. For most tests, the most you can select is a 25% extension (50% in some cases, including UKT/EKUs).

25. For an extension up to 100%, you'll have to apply to the Policy Team at City & Guilds with the necessary evidence. If successful, the team will give you a reference number.
26. For a knowledge assessment to be taken off site, enter the address in the '**Alternative exam location**' field for that booking.
27. Exams can only be administered at appropriate locations that follow the City & Guilds policy – this can be found at cityandguilds.com/policy.
28. When you've completed all the right fields, click '**Continue**'.
29. In the checkout screen, enter your purchase order number or order reference in the '**Your PO/Ref**' field.
30. Click '**Submit Order**'.

If changes are required, click the icon in the **Order line items** section. . If the order is correct, click **Submit Order**.

Order reference and delivery

Please enter your PO / reference number in the Your PO / Ref. text box.

Your PO / Ref. * 29

Deliver to

Payment method

Order line items

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

Show/Hide details

Amend	Detail	ENR No	First Name	Last Name	Qualification	Product code	Product description	Price	Delete
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	LTA4356	Dorothy	Michaels	5530-92	5530-202	Level 2 Understand customers (2 credits)	0.00	<input type="checkbox"/>

Date & Time	Installation ID	Additional Time	Extension reason	Alternate Location
04.02.2019 10:00	99SYSA			

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

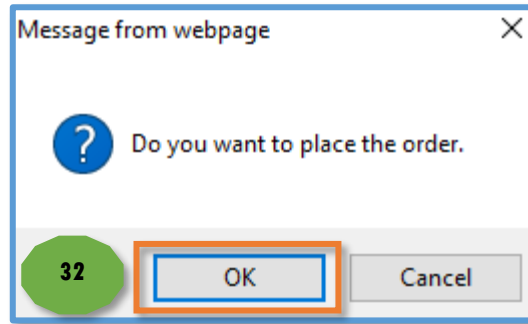
Billing - Account details

SAP Test Centre
1 Finance Update DIRECT CENTREADDRESS
London EDITED
Buckinghamshire
W1H 1QA

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

30

31. A message will appear to confirm that you wish to place the order.
32. Click **OK**.



33. When payment is complete, you'll see an order confirmation screen with the order number, your reference number, billing information, qualification details, list of candidates and cost.

34. You can print a copy of the order by selecting '**Print page**' or complete the '**send a duplicate confirmation to**' field to receive a copy by email.