

GLOSSARY

A

Access arrangements allows candidates to show what they know and can do without changing the demands of the assessment. For example, through the use of readers, scribes and Braille question papers. Access arrangements are agreed before an assessment. They allow candidates with special educational needs, disabilities or temporary injuries to access the assessment. Applies to City and Guilds only.

Accreditation is any process of approval leading to assurance that a programme meets the standards required by a particular profession, or for statutory or regulatory purposes.

Advanced search is a section on the Catalogue page, where you refine results returned for Qualifications.

Approved (for qualification) is a centre which has been confirmed as being able to meet the standards required to conduct examinations and/or assessment for Qualifications.

Assessment is the process of making judgements against specified criteria to meet national standards of competence on the basis of evidence collected by a learner.

Assignment guide will contain the externally set and internally assessed assessments for a qualification. May also be called assessment pack.

Award is a term used to describe the size of a qualification. An Award is a qualification of 1 to 12 credits.

B

Barred units is the credit from some units which cannot count towards the total qualification if another 'barred' unit is taken. Candidates can take both, but the credit will not count towards the Qualification total (because the content has significant overlap).

Basket is where orders that have been started are held. You can select this at anytime to review your order, or to complete payment.

Business Manager are responsible for sales and business development within a defined sales area.

C

Candidates are learners within your centre that have enrolled or registered to take a summative assessment, the successful completion of which will result in the issuing of

a certificate

Candidate management is an area on Walled Garden where you can add, amend or delete candidates. This can be accessed via Catalogue on the homepage.

Catalogue is a comprehensive list of our qualifications and where all qualification information is stored. Within the catalogue you can view qualification information, view and place orders as well as access our interactive rules of combination calculator.

Centre is an organisation (such as a school, college, training provider or employer) approved by an awarding organisation for the assessment arrangements leading to a qualification

Centre approval is the process through which an organisation wishing to offer particular qualifications is confirmed as being a centre and is able to maintain the required quality and consistency of assessment.

Centre details is a section on Walled Garden which relates to address details for the Centre. All Walled Garden Users can view details and some users can update. This can be accessed via Settings on the homepage.

Centre number is your centres unique six digit number identifier. In some instances this could be seven digits with a letter at the end. Your centre number is visible in the top right hand of your screen when logged into Walled Garden

Centre preferences is a section on Walled Garden which relates to financial settings and dispatch of certificates. All users can view details but only a Primary or Financial User can amend centre preferences.

Certificate is an official document awarded to a candidate once units or qualifications have been achieved.

Certificate configuration is applicable to ILM Endorsed and Development Programmes only. During registration up to two logos and/or text can be inserted to print on the candidate's certificate.

Certificate Unit are required units that need to be submitted for some qualifications to generate a certificate with a specific level.

Certificate of unit credit are individual units that cover a distinct area of capability and therefore may be certified separately as a certificate of unit credit

Certified copy of invoice is a copy of an original document, such as an invoice, that has been authorised as being a true copy of an original.

Code (Qualification) is the six character code of each qualification. The format is xxxx-xx

Cohort is a group or selection of candidates.

Compact disk is a digital data storage format that some learning materials can be provided on.

Course is a qualification.

Course book is a support material published and sold through City & Guilds or partners to help with student knowledge or exam preparation.

Course syllabus covers everything the learner has studied on a course in order to get the qualification. In many cases this will not only be a list of the units that have been covered, but also a breakdown of the knowledge and abilities the units should have provided the learner.

Credit / debit card is an alternative method of payment for named registration orders.

Credit controller is the person that can assist you with your centres financial enquiries such as processing payments and reconciling your accounts. Your credit controller details can be located in the Reports > Financial > Help section on Walled Garden.

Credit Value of a unit or qualification gives an indication of the size of the unit. One credit represents ten hours of learning. For example, a unit with a credit value of six will take a learner on average 60 hours to complete.

CSV allows data to be opened and saved into a spreadsheet application (e.g. Excel) which can be saved for future use.

Customer number is your seven digit number, which is in the format 100xxxx (compromised of numbers only). This is located at the top right of your Walled Garden screen and is used for finance purposes.

D

Data Services is an area on Walled Garden where EDI (Electronic Data Interchange) files can be uploaded and managed.

Dated entry allows you to enter registered candidates for an examination or assessment on a pre-set date specified by us.

Diploma is a term used to describe the size of a qualification. A Diploma is a qualification of 37+ credits. (This applies for UK customers only)

Direct claim status (DCS) is awarded to centres where the internal quality assurance systems are judged to have robust management, delivery, assessment criteria, with low qualification approval risk status. A centre with DCS can directly claim credit

certificates for registered learners without requesting approval from us or obtaining external verification.

Direct debit are a way to pay regular bills from your account. You can set up a direct debit by signing a Direct Debit Mandate form with the firm you wish to pay. In the form, you arrange with the firm how much you are going to pay and when. A direct debit can be set up to pay on a particular date every month, quarter or year.

Driving licence number is an official number found on your driving licence that states that a person may operate one or more types of motorised vehicles.

E

EDI (Electronic Data Interchange) is the electronic communication of exam related data back and forth between us and our Customers. Centres may make registrations and entries or submit results from their Management Information System (MIS) electronically as a data file which can be sent to us via the Walled Garden.

EQA (External Quality Assurers) monitor the quality of assessments delivered by our centres ensuring our qualifications are delivered in line with our regulatory requirements; while providing our centres with guidance & support and current industry expertise.

E-Certificates is the online certification system which allows you to search, view and download print ready and digitally verifiable certificates for which you have access. (Applies to City and Guilds only)

E-volve is our secure online examinations administrations service, which gives increased flexibility for scheduling tests and reduces administration and paperwork for e-volve supported qualifications and assessments.

E-volve scheduling is an area on Walled Garden where you can book online or offline exams for registered candidates. This can be accessed via Catalogue on the homepage.

Endorsed and Development Programmes are non-regulated programmes. Providers (not Centres) devise their own programmes which ILM quality assures. Endorsed programmes have an assessment of some sort while Development programmes don't. (This applies for ILM customers only)

Enrolment number (ENR) is a unique number issued when a learner is enrolled on Walled Garden for the first time. This is a lifelong seven digit alpha-numerical unique identifier for candidates.

Essential knowledge and understanding tests (EKU) is a test that is taken to determine the learner's level of knowledge before taking the main test. Registered learners can sit this as many times as required and the results are filed at the Centre. No results are returned to City & Guilds.

Explanatory notes is additional information provided by City & Guilds on the specifics of a qualification or design principles that may not be appropriate for the handbook. May also be called Frequently Asked Questions (FAQ)

Export to CSV is when you can download and save a report which presents data to be saved in a table structured format.

F

Fees per learner are fees that will be charged per candidate for a specific order types. Fees for a particular qualification can be accessed from the relevant Qualification page, within the Catalogue.

Finance User is a Walled Garden role profile, which allows the user to view financial information, orders and candidate result reports. A Financial User is not able to place any orders.

Focus alerts provide the latest industry news, qualification, quality and policy updates. These alerts are available to all our centres and External Quality Assurers. (This applies to City & Guilds customers only)

Frequently ordered products is an area on Walled Garden which displays products that you have consistently ordered previously. This can be further filtered by the top 10 qualifications or by approved qualifications.

G

Grading unit are units required by some qualifications that need to be submitted to generate a certificate with a specific grade.

Guided Learning Hours (GLH) is the recommended number of hours of teacher led or directed study time required to teach a unit or qualification.

H

Help & support is a section on Walled Garden that provides support documentation

I

Industry is a section on Walled Garden where you can browse by business area such as IT or Management

J

K

L

LRS (The Learning Records Service) are shared services across the education sector. They issue Unique Learner Numbers (ULNs) and they also host the Personal Learning Record (PLR)

Last certification is the final expiry date of a qualification and indicates the last date when you can submit learner results/assessments to fulfil qualification certification. This information can be found on the relevant qualification page within the catalogue on Walled Garden.

Last registration relates to the final expiry date of a qualification and indicates the last date when you can register your learner on to a specific qualification. This information can be found on the relevant qualification page within the catalogue on Walled Garden.

Learner is a person who is registered to undertake learning

Learning Assistant is a market leading e-portfolio system, which allows learners, assessors and quality contacts to interact within a fully supported and collaborative virtual learning environment.

Learning pathway is a route to achieve a qualification by achieving certain units within the Rules of Combination. There can be multiple different pathways within one qualification Level. A sub-division of the qualifications and credit framework used to define progressive degrees of competence.

Log book refers to publication student support materials which support a number of qualifications. This is also known as portfolio.

Logo handling is a process on Walled Garden where you can upload logos or certificate text for Endorsed and Development programmes. (This applies to ILM customers only).

M

Maintenance report is a section on Walled Garden where a Primary User or a Quality top-up role can view centre detail and Preference updates and Walled Garden User updates.

Mandatory units are units of a qualification that a learner must achieve in order to meet the requirements for that qualification.

Module are elements of a qualification that a learner must achieve in order to meet the requirements for that qualification. Sometimes called components or units.

My favourites is a section on Walled Garden where you can access your favourite qualifications.

N

National Proficiency Tests Council (NPTC) is the former name for Land Based Services which is the UK's largest awarding body in the land-based sector - encompassing agriculture, horticulture, forestry, animal care, conservation, machinery and more.

National Register of Sprayer Operators (NRoSO) is a central register of sprayer operators using Continuing Professional Development (CPD) as a means of ensuring ongoing training.

Named on Demand (NOD) refers to an exam type where the centre specifies the date and time of exam. Learners must be named in advance of the exam. On Demand examinations can be taken at any time provided they are ordered on Walled Garden no later than 14 calendar days prior to exam date.

Named Registration allows you to register candidates by name, for a particular qualification.

National Insurance Number is a number used in the United Kingdom in the administration of the National Insurance or social security system.

Notification of Candidate Record are issued in accordance with the regulations of the qualification and are sent directly to the centre coordinator. This can also be known as white paper.

O

On Demand allows you to enter a quantity of unnamed candidates for an examination on a date and time set by your centre.

On Account is a payment option which will be debited from centre's account.

Options are specific qualifications that have related products / services associated. You will be able to purchase these products and access these services whilst on the options screen in the named registration process.

Optional units are the units of a qualification that a learner may choose to select in order to achieve the right number of credits that meet the requirements of a

qualification.

Order confirmation is a confirmation of your order details including your newly created order number. You will also receive an order confirmation email direct to your inbox.

Order number is a number which is automatically generated once an order has been placed and successfully completed on Walled Garden. Centres can also use this number to track orders in the Reports section.

Order summary provides a summary of what has been placed in your basket.

Organisations are the group of Businesses that make up City & Guilds Group. These include City & Guilds, ILM, Kineo, The Oxford Group, digitalme and Gen2.

Other centre refers to the section that allows you to add candidates to your order that have previously been enrolled at another centre.

P

Pathway is a route to achieve a qualification by achieving certain units within the Rules of Combination. There can be multiple different pathways within one qualification.

Payer is a customer who pays a bill for products or services received.

Price list is the list of prices. Walled Garden will direct you to the City & Guilds website to view this. (This applies to City & Guilds customers only)

Primary contact is the main point of contact between ourselves and your Centre. They will be responsible for communicating any updates and changes regarding Walled Garden.

Product code is an order code for products that can be ordered from City & Guilds but are not qualifications (support materials, badges, etc.)

Proxy Units are previously achieved units by a candidate towards a qualification which a Centre can review and submit results for. Also known as 'Accreditation of Prior Learning.

Publications & Merchandise is an area on Walled garden where you can purchase any non-restricted publication, merchandise and publicity item available within the Catalogue.

Purchase Order (PO) is a number provided by your centre to cross-reference orders with associated invoices.

Q

Qualification is an award made by an awarding organisation for demonstration of achievement or competence based on learning outcomes and assessment criteria.

Qualification Accreditation Number (QAN) indicates that the qualification has been accredited by Regulatory Bodies. This provides learners and stakeholders with a guarantee of quality of both the qualification programme and the awarding body that offers accredited qualifications.

Qualification and Credit Framework (QCF) is a unit based framework for qualifications in England, Wales and Northern Ireland. Every qualification on the QCF is made up of one or more units. All units and qualifications within the QCF have a size measured in credits and a level. Credits are awarded for achievement.

Qualification code is a four digit code created by City & Guilds to identify a qualification. An additional two digits are usually added to denote a pathway within the qualification.

Quality Portal is designed for you to manage your quality assurance online, interacting with your Managing Territory Office and External Quality Assurers (EQAs). To access this area of Walled Garden, 1 of 3 Quality profiles will be needed and added in addition to your existing Walled Garden core profile. (Currently, this option is only available for City and Guilds Customers.)

Quality profile is a user profile on Walled Garden which provides you access to the Quality section of Walled Garden. These profiles are added in addition to your core Walled Garden user profile.

R

Read only is a Walled Garden user profile which allows the user to browse the Catalogue. This profile is unable to place any orders.

Reports is a section on Walled Garden which gives a centre full visibility of all their centre information and transactions as well as view and download reports

Results entry is an order type which allows centres to enter results for registered candidates for units or assessments that are assessed by your centre.

Results lists are issued in accordance with the regulations of the qualification and are sent directly to the centre coordinator.

Rules of combination (ROC) is a description of the credit accumulation required for the achievement of a qualification.

S

Satellite Centre are sub-centres of a Centre that are involved in the delivery and assessment of City & Guilds training programmes or qualifications. Satellite Centres operate under the same centre number as the Centre. In some instances Satellite Centres may operate under a suffix affixed to a Centre's centre number (e.g. 123456a where the centre number is 123456)

Scottish candidate number (SCN), formerly SCOTVEC number, is allocated to pupils at school and FE colleges who undertake Scottish Qualifications Authority (formerly SCOTVEC or SEB Scottish Examination Board) courses. The Scottish Candidate Number should be completed for all students who have one.

Scottish Qualifications Authority (SQA) is the executive non-departmental public body of the Scottish Government responsible for accrediting educational awards.

Secondary User is a Walled Garden user profile which allows the user to place all order types and view all reports.

Sector is a section of Walled Garden where you can browse by business area such as IT or Management.

Settings is an area on Walled Garden where everyone can view centre addresses and preferences.

SmartScreen is an on-line resource website for tutors, learners and assessors by providing specific support materials for our qualifications. This is fully integrated with Walled Garden

SmartScreen subscription is where centres can subscribe to SmartScreen by paying an annual subscription fee.

SmartScreen administrator is the person who purchases the SmartScreen license on Walled Garden and will be able to register users and assign subscriptions to them.

Student image is a picture of the candidate. Some qualifications require an upload of a student image i.e. Licence to Practice in the Private Security Industry (1892). You can upload an image via the candidate management section or via the named registration process.

T

Text books are learning materials which will support learners during their studies and beyond. Developed to aid learners' success, our textbooks contain the practical skills and essential knowledge needed when taking one of our courses.

Tutor User is a Walled Garden user profile which allows the user to place SmartScreen and Publication orders, schedule evolve exams as well as manage smart screen subscriptions.

U

Underpinning Knowledge Test (UKT or UPK Test) is 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.

Unique learner Number (ULN) is a 10-digit reference number that may be allocated to learners over the age of 14 involved in English education or training. It enables learners to build a lifelong record of their learning achievements. ULNs are issued and held by the Learner Registration Service (LRS)

Unit is a set of learning outcomes and assessment criteria that make up a qualification. Individual units can be certificated, as well as the whole qualification.

Unit route is an ideal choice for learners that only need to obtain specific units within a qualification framework.

Unnamed registration allows you to register a quantity of candidates for a particular qualification. The candidates names are later associated against the unnamed registration when a further order type, usually a Result Entry, is processed.

User profile is a Walled Garden profile that gives you certain access to Walled Garden. There are five user profiles – Primary User, Secondary User, Finance User, Tutor User and Read Only User.

V

W

Walled Garden is a secure interactive online administration service. It enables our customers to carry out a range of day-to-day functions, such as to register learners, schedule tests, enter orders as well as some administration items.

White paper relates to Results lists, Candidates NCRs (Notification of Candidate Results) and Results order confirmation.

X

Y

Your reference/Purchase order no. is your centre's unique identifier for each order.

Z
