



e-volve User FAQ

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Contents

1	General queries	5
1.1	What other support documents and tools are available to me?	5
1.2	Who should I call if I have queries?	5
1.3	What evening/weekend support is available?	5
1.4	What is SecureAssess and how do I access it?	5
1.5	What is SecureClient and how do I access it?	6
2	What is SecureAssess?	7
2.1	What is an Installation ID?	7
2.2	What are the minimum technical requirements to use SecureAssess Central?	8
2.3	When logging in, why am I only able to see the Homepage and no other tabs?	8
2.4	How quickly does the system time out if I am not using it?	9
2.5	How does software upgrades take place?	9
2.6	What's the cost of e-volve exams?	9
2.7	What is an underpinning knowledge test (UKT) and how do I schedule one?	9
2.8	What is a Navigation test and how do I schedule one?	10
3	User account management	10
3.1	What are the different SecureAssess user roles?	10
3.2	How do I get an e-volve username and password?	12
3.3	How do I create new SecureAssess users?	12
3.4	How do I change/reset another user's password?	13
3.5	How do I change/reset my own SecureAssess password?	13
3.6	Why don't City & Guilds delete users for centres?	13
4	Exam scheduling	14
4.1	How do I schedule an e-volve test?	14
4.2	I'm booking a test in WG and I can't find the Installation ID in the dropdown.	15
4.3	I'm booking a test in WG and I can't find the qualification in the dropdown.	15
4.4	I'm booking a test in WG and I can't find the assessment in the dropdown.	15
4.5	How do I schedule a test for a learner who requires a time extension?	15
4.6	What is the Alternative Location field within the Assessment selection screen and how do I use it?	16
4.7	Can I register a learner for a qualification and then schedule a test straight away?	16
4.8	How far in advance can I schedule an e-volve test?	16
4.9	I am an International Centre. Does the time zone impact on the way I book my tests?	16
4.10	Can I book multiple tests for one learner for the same day?	16
4.11	What is an exam keycode and when is it generated?	17
4.12	Where can I retrieve my learner(s) keycode(s)?	17
4.13	How can I see my open bookings?	17

4.14	How do I find out the status of my booking?	17
4.15	How do I cancel or amend an accepted test booking?	18
5	Invigilation.....	18
5.1	What is the 'exam window'?	18
5.2	Why is the exam I booked not in the Invigilate screen?	18
5.3	Why does my exam appear in a 'locked' state on the Invigilate screen?	19
5.4	What happens if a test is not taken during the exam window?	19
5.5	What is the meaning of the different exam state icons?	19
5.6	Why do I see some tests with prefix [F] in the subject name?	20
5.7	How do I unlock tests for learners?	20
5.8	What is a PIN number and how does it work?	20
5.9	How do I set the same PIN for multiple exams?	20
5.10	Can a test be paused/resumed?	21
5.11	What is an Invigilation Pack and how do I print one?	21
6	Learner Screens.....	21
6.1	What is the 'preferences' button?	21
6.2	Do I need to answer all questions in order?	21
6.3	How do I flag a question?.....	22
6.4	Can I change my preferences or view the exam introduction pages/ help before I start the exam?.....	22
6.5	Will the clock still run if I look at the Help or Introduction pages?.....	22
6.6	Is there a limit to the amount of time available to do a navigation test?	22
6.7	Can the language of the test be changed? (to Welsh, in particular)	22
6.8	Will learners be able to save (get a copy of) their answers?.....	23
6.9	Why do I see a blank screen when I launch SecureClient?	23
6.10	SecureClient doesn't accept the keycode.	23
6.11	SecureClient has frozen halfway through an exam. Do we have to do the exam again?	23
6.12	Does SecureClient have to be re-launched for each exam even if it is the same learner taking consecutive tests?	23
6.13	I already use BTL Surpass software for another awarding body's exams (i.e. AAT, SQA, TDA). Do I still need to install e-volve SecureClient on my testing stations?	23
7	Results.....	23
7.1	How quickly are the results available?	23
7.2	How can I view results in SecureAssess?.....	24
7.3	Why do I see some tests with prefix [F] in the name?	24
7.4	What's in the Results screen in SecureAssess?	24
7.5	What reports are available from the Results tab in SecureAssess?	25
7.6	How do I select the learner(s) I wish to run a report for?	26
7.7	I printed a results breakdown and I cannot see the names of the learners.	26
7.8	Are the results in SecureAssess final?	27
7.9	Where can I see e-volve results in the Walled Garden?	27

7.10	Is it possible to generate a report which specifies which questions a learner got wrong?	27
7.11	Can I save an electronic copy of a SecureAssess results report (score report)?	27
8	Offline testing	27
8.1	How do I download tests to deliver exams offline?	27
8.2	How do I deliver a test offline?	28
8.3	How do I view results immediately after an offline test?	28
8.4	How do I upload an exam completed offline?	28
9	End-Point Assessments	28
9.1	Booking an End-Point Assessment knowledge test on e-volve.	28

1 General queries

1.1 What other support documents and tools are available to me?

You can access a range of support documents, including system user guides, webinars and step-by-step tutorials from our Familiarisation pages on

www.cityandguilds.com/evolvefamiliarisation

1.2 Who should I call if I have queries?

If you have any enquiries regarding e-volve, we will be happy to assist you:

UK Centres	International Centres
Contact Customer Services	Contact your Local Office.
E: evolvesupport@cityandguilds.com	For details and opening times visit
T: 0844 543 0000 (Option 2)	www.cityandguilds.com
08:00 to 18:00 Monday to Friday	

1.3 What evening/weekend support is available?

Queries received out of our opening hours will be dealt with on the following working day. Our Customer Services Team is available for UK Centres Monday to Friday from 08:00 to 18:00, excluding Bank Holidays. You can also email us at evolvesupport@cityandguilds.com. International centres should contact their Local Offices; for details and opening times visit www.cityandguilds.com

1.4 What is SecureAssess and how do I access it?

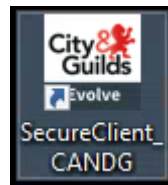
SecureAssess is the exam administration software within our e-volve platform. It is used by Centre staff to administer tests to learners under invigilated conditions and to view results after the test. You can access SecureAssess by opening your browser and navigating to the following URL:

<https://evolve.cityandguilds.com>

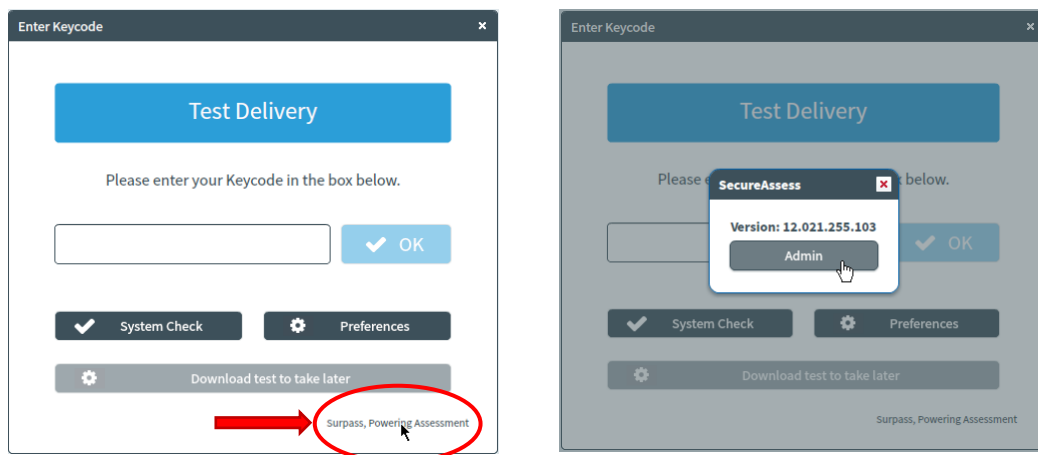
1.5 What is SecureClient and how do I access it?

SecureClient is the learner interface, where the tests are taken. It is an application that needs to be installed on 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.

To access SecureClient, you have to click on the shortcut on your desktop. The shortcut looks like this:



Learners taking a test log in by entering their keycode. To log in as an Invigilator / Exams Officer, click on the **“Surpass, Powering Assessment”** text on the bottom right corner of the SecureClient screen, then select the **Admin** button on the pop-up menu when doing so (See attached screenshots). Then enter your **e-volve** username and password. This will open the **SecureClient Admin Console**, from where you can download and upload exams for offline testing.



2 What is SecureAssess?

The system is completely web-based, and therefore requires an Internet connection. The only thing that needs to be installed is SecureClient in the learners' testing stations.

To access SecureAssess, the Invigilator needs to open an Internet browser and navigate to the following url: <https://evolve.cityandguilds.com> Learners access the test by clicking on the SecureClient client icon on their desktops, while connected to the Internet.

During the test, the learners and the Invigilator are connected to SecureAssess Central via the Internet. The Invigilator can unlock exams and view their status (in progress/completed) in real-time. After a test, the results appear in SecureAssess Central for the Invigilator to see (in a few minutes if machine marked, and at a later stage if examiner marked).

Even though this model requires an Internet connection, it is still possible to deliver tests offline by means of a laptop with SecureClient installed. The Invigilator logs into SecureClient and downloads the test to the laptop, while connected to the Internet. The laptop can then be taken anywhere and given to the learner to complete the test offline. Answers and results (if machine marked) are stored in the laptop. When an Internet connection is available and you open SecureClient, the system will automatically upload tests back to SecureAssess Central.

2.1 What is an Installation ID?

Here's how it works:

1. When you first open your e-volve account, you will be assigned an Installation ID
2. You can request additional Installation IDs at any time, by email to evolvesupport@cityandguilds.com
3. When you schedule a test in the Walled Garden, you select which Installation ID to use. The user of SecureAssess will need to be associated to this Installation ID in order for them to view the exam.
4. 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 to deliver the test in SecureAssess.

Installation IDs are six-characters long and they can have one of the following formats:

Example	Description
01BCDF 02BCDF ...	A unique combination of 2 numbers and 4 letters. This is the format used for all new Installation IDs created in e-volve .
ABC123 GTY234 ...	A unique combination of three letters and three numbers. You will only have Installation IDs in this format if you were using our old e-assessment platform, prior to e-volve . Any new Installation IDs will be created with the format above.

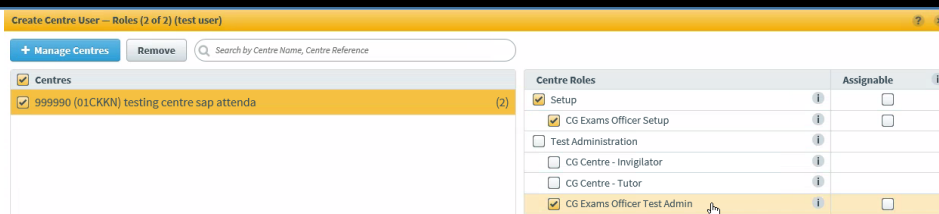
- If you no longer need an Installation ID, it is good practice to contact our Customer Services Team and ask them to de-activate it. They will make the necessary arrangements to update your records. This will reduce the possibility for errors when booking tests. Please note that all historical data will remain in the system and you will still be able to access reports.

2.2 What are the minimum technical requirements to use SecureAssess Central?

The **minimum technical requirements and supported platforms to run e-volve tests** using SecureAssess Central are available from the e-volve familiarisation page located here. (<http://www.cityandguilds.com/what-we-offer/centres/working-with-us/e-volve/e-volve-familiarisation>)

2.3 When logging in, why am I only able to see the Homepage and no other tabs?

Every user must have at least one role. When you create a user, you must allocate at least one role to each user. Otherwise, the user will only be able to see the Homepage when logging in. Remember that you must assign at least one role from the dropdown menu within each Installation ID. You may need to speak with your centre IT Admin, or Exams Officer to get roles added to your profile.



2.4 How quickly does the system time out if I am not using it?

For security reasons, after a period of inactivity (20 minutes) you will have to re-enter your password.

2.5 How does software upgrades take place?

SecureAssess Central doesn't require any installation or manual upgrades. The transition from one version to the next is seamless.

For SecureClient, upgrades to the software are quarterly. Once the software is installed any further upgrades happen automatically and they will not require administrative rights. This is done via a simple check when the software starts. When this occurs, you may notice the software taking slightly longer to open. City & Guilds will still communicate all upgrades to you well in advance of them happening, so you have time to co-ordinate.

2.6 What's the cost of e-volve exams?

Exam scheduling is free of charge. Tests are only charged when the results are processed.

The amount charged by City & Guilds varies according to the specific assessment (current prices are in the Catalogue) the charge is invoiced when tests are complete, and a final grade is returned to City & Guilds by SecureAssess. Tests booked but not taken (voided tests) are not charged.

UKTs/EKUs are not charged per test sat. Instead the charge is incorporated into the learner registration fee. Therefore, each UKT/EKU sat will not trigger a test fee to be invoiced to your Centre.

Navigation tests are free of charge and can be sat as many times as required.

2.7 What is an underpinning knowledge test (UKT) and how do I schedule one?

These tests are taken to determine the learner's level of knowledge before taking the main test. For a one-off registration fee, the test can be sat as many times as required. UKTs are scheduled in the same way as summative tests. The results are filed at the Centre and not returned to City & Guilds (i.e. results will not appear in Walled Garden).

In the Hair & Beauty sector, these tests are referred to as EKU (Essential Knowledge and Understanding) tests.

2.8 What is a Navigation test and how do I schedule one?

A Navigation test is a short test that can be sat by a learner or any other person to familiarise themselves with any aspect of 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 or Candidate History
- They cannot be uploaded in EDI files

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. The first and last names of the learner will be 'Navigation NAVTEST'.

3 User account management

3.1 What are the different SecureAssess user roles?

A centre user in SecureAssess is a Centre member of staff who has access to the SecureAssess system. 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. Only users with 'IT Admin' or 'Exams Officer' roles can create other users.

When assigning a role to a user, there is an additional column called 'Assignable' with a tick box beside each role. This option will allow the user to assign the selected role to other users within their centre.

Centre Roles	Assignable
<input checked="" type="checkbox"/> Setup	<input type="checkbox"/>
<input checked="" type="checkbox"/> CG Exams Officer Setup	<input checked="" type="checkbox"/>

- 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. Roles need to be set up for each SecureAssess Installation, even where the role is the same for both Installations.

The tables below describe the list of roles available for centre users, the tabs and screens they can see in SecureAssess and the set of permissions assigned to each of them.

SecureAssess Tabs	Screens	Permissions	Roles			
			Exams officer	IT Admin	Invigilator	Tutor
Home		View SecureAssess homepage with City & Guilds news and information.	✓	✓	✓	✓
Setup	Users	Centre user management: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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.	✓	✓	✓	✓

In addition, the following roles have access to the SecureClient Admin console for offline testing:

Permissions	Roles			
	Exams Officer	IT Admin	Invigilator	Tutor
View SecureClient Admin console:	✓	✓	✓	
<ul style="list-style-type: none"> - Advance download of exams to a laptop for offline testing. - Manually upload exams completed offline, to SecureAssess Central. 				

3.2 How do I get an e-volve username and password?

The first two users at each Installation ID will be created by City and Guilds when the account is first set up. These two users will have an Exams Officer/IT Administrator role and can create additional users as required.

Any user with an Exams Officer/IT Administrator role will be able to create a user account for you. Once that is done, you will get an email which contains both your username, and a link to set up your password. Clicking the link will take you to a password setup page, from where you will be asked to create a password, confirm this by re-entering it, and then confirming a security question with an answer. The password must be at least: A **minimum of 8 characters**, containing **one uppercase** character, **one lowercase** character, **one special character** and **one number**.

3.3 How do I create new SecureAssess users?

Only users with an 'Exams Officer' or 'IT Administrator' role can create additional user accounts. To do this, click onto the Setup tab then navigate to the Users screen then select the Create Users button at the bottom of the screen. Enter the details as requested. Once you finish, an email with the username and password will be sent to the user.

- ➔ Only create new users for members of staff who do not already have a SecureAssess username with City & Guilds. If they already have one, you need to create a new role. If they have one with an Installation ID you are not associated with and therefore cannot see the user in the system, call Customer Services.
- ➔ **e-volve accounts are personal and must not be shared** between colleagues.
- ➔ The username must be unique to the whole system and not just the SecureAssess Centres you have access to. SecureAssess will validate your proposed username and

warn you if it is already in use. To minimise the number of usernames that a person needs to remember, it is suggested that you use the same username as in the Walled Garden, whenever possible.

3.4 How do I change/reset another user's password?

Users with 'IT Admin' or 'Exams Officer' roles can reset password for other users, by navigating to the Setup tab and then selecting Users. Within the Users tab, locate the user you wish to reset the password for, select the user and then select Edit. You should then see a Reset Password button at the bottom of the User Details panel. Clicking this will send a password reset link to the email address associated with the users SecureAssess account.

3.5 How do I change/reset my own SecureAssess password?

When logged onto SecureAssess, users should see their username in the top right-hand corner of the screen. Clicking your username will generate a sub menu called 'My Profile'. Click this and you will be taken to a 'Profile options' page. Then, click 'Password' from the left-hand column, which will take you to a password reset screen. From this screen, you will need to enter your current password and enter/confirm your new password, given it meets the criteria.

Alternatively, all users will see a link underneath the username and password boxes called "can't access your account?". Clicking this link will prompt another window to display, where you will need to enter your SecureAssess username or email address into a field and click "Change Password". The system will then send a password reset link, to the email associated with your SecureAssess account. When accessing the reset password link, enter your new password and once again to confirm and your SecureAssess password will now be changed.

3.6 Why don't City & Guilds delete users for centres?

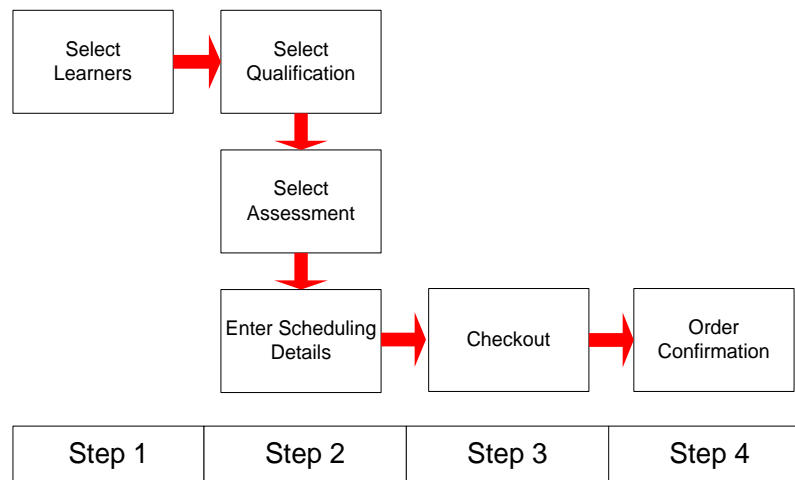
Users cannot be deleted; they can be retired. Any centre user with an Exams Officer or IT Admin role can retire a user account by ticking the 'Retired' box in the 'Edit User Details' panel. If you encounter any problems, we are here to help.

4 Exam scheduling

4.1 How do I schedule an e-volve test?

e-volve tests can only be scheduled through the Walled Garden. You can use the shopping basket facility if you have an 'Exams' or a '**e-volve** scheduling' profile. Follow these steps:

1. Logon to www.walledgarden.com
2. Click on **Catalogue/Shop**
3. Click on **Shopping Basket**
4. Select **Schedule e-volve Test** order type (or use **e-volve Scheduling** on the Quick navigation bar)



Step 1. Select learners. When you reach the checkout screen in step 3 you can return here to add more learners to the order if you wish.

Step 2. Select qualification(s) and test(s) for each learner. Against each test you enter the date and time to be scheduled, Installation ID to be used, and any additional options such as time extensions and alternative locations.

Step 3. Check and submit your order, or choose to remove or amend any test booking. Click **Schedule Another Test** to return to step 1 to add more learners. When you click the **Submit Order** button you are committing to the order.

Step 4. At this stage the booking will show status '**Booking requested**' and will change to '**Booking accepted**' or '**Booking complete**' (for UKTs/EKUs) once it has been processed by SecureAssess. Use the **Orders report** to view the current booking status. If no errors occur, you should be able to retrieve the keycode within 15 minutes in SecureAssess (Invigilate screen)

You can also use the EDI file upload facility if you have an 'Exams' or 'MIS' profile in Walled Garden, and the ability to create a booking EDI file in your management information system.

4.2 I'm booking a test in WG and I can't find the Installation ID in the dropdown.

There are several possible reasons for this:

- Installation IDs are associated with specific Centres or sub-centres, and your Walled Garden account decides which Centre is active. The active Centre may not be associated with the Installation ID you are looking for
- If your Centre has sub-centres, you may be logged onto the wrong sub-centre
- If the Installation ID is new it may not yet have been set up in Walled Garden
- If the Installation ID has not been used for a long time it might have been deactivated.

Please contact Customer Services if none of these explanations apply.

4.3 I'm booking a test in WG and I can't find the qualification in the dropdown.

This means that the learner does not have a valid registration for the qualification. They might have been registered for a different one, or the registration might have expired. Alternatively, the problem may be that qualification itself is no longer available. Consult the catalogue for details. If you cannot find an explanation from the Catalogue, contact Customer Services.

4.4 I'm booking a test in WG and I can't find the assessment in the dropdown.

The assessment may no longer be available (or is new and has not yet been published) or may not be an e-assessment unit. Consult the Catalogue for details. If you cannot find an explanation from the Catalogue, contact Customer Services.

4.5 How do I schedule a test for a learner who requires a time extension?

Time extensions are available up to 25% (or 50% for some assessments) when you use the shopping basket on the Walled Garden or EDI to schedule tests.

You must have the required evidence to support a time extension, see the policy guidelines www.cityandguilds.com/policy. On the assessment selection screen, click the Show button for the selected booking and the additional fields will be displayed. Select the time extension percentage and the reason for the extension. For EDI, the percentage and reason code must be supplied in the file in the correct fields.

For time extensions of a higher percentage than available in the dropdown list (up to 100%), you must follow the procedure described on www.cityandguilds.com/policy. You need to complete a Form Access 1 at least a month ahead of the test date. You will be supplied with a reference by the Policy Team. You should then contact Customer Services with the

reference that was supplied to you and they will enter the booking for you with the time extension.

4.6 What is the Alternative Location field within the Assessment selection screen and how do I use it?

If an exam is to be sat at a location other than at the Centre, the location should be entered in this field. Enter the address, postcode or name of the site where the test is to be sat. This provides a convenient alternative to sending an email to City & Guilds to inform them of the test location.

4.7 Can I register a learner for a qualification and then schedule a test straight away?

- Yes, you can schedule as soon as the registration order is complete. You must start a new order to schedule the **e-volve** test, as this order type cannot be combined with other types in the same order. An **end-point assessment** reservation/booking request must be placed on the Walled Garden before an apprentice can sit any e-volve assessment. Please see section 9 for more details.

4.8 How far in advance can I schedule an e-volve test?

Tests can be scheduled in Walled Garden as little as 30 minutes prior to the scheduled test time. This will still give a 30-day window for the test to be sat (and if applicable the results uploaded) before the end of the exam window. However, to reduce last minute problems, tests should be scheduled as far ahead as possible. Walled Garden enables you to book tests up to 6 months in the future. End-Point Assessment knowledge tests (including resits) must be scheduled in the Walled Garden at least five days prior to the assessment date. Please see section 9 for more details.

EDI upload is not suitable for same-day bookings as the process takes longer. The earliest you can book with this method is for the next day (24 hours).

4.9 I am an International Centre. Does the time zone impact on the way I book my tests?

International Centres must schedule exams based on their local time. However, the exam window limits will be calculated based on UK time so they can vary by up to 24 hours either way, depending on your time zone.

4.10 Can I book multiple tests for one learner for the same day?

Yes, a learner can have multiple open bookings. The tests can be for the same assessment or not, it doesn't matter if they overlap. The only rule is that the starting times must be at least 30 minutes apart.

4.11 What is an exam keycode and when is it generated?

The exam keycode is an eight-character alphanumeric code that uniquely identifies the learner with the test they are to sit. Each learner gets a new keycode for each test. The keycode is generated by SecureAssess at the time of booking and becomes available when the booking is accepted. The keycode is **not** case sensitive.

4.12 Where can I retrieve my learner(s) keycode(s)?

The keycode can be retrieved in the following places:

- On the Walled Garden reports
- In the Invigilation Pack within SecureAssess
- In the Invigilate Screen in SecureAssess (during the exam window).

4.13 How can I see my open bookings?

You can access a variety of reports in the Walled Garden, either through the **Orders** or the **Candidates/Results tab**. See below:

		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.
	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.

4.14 How do I find out the status of my booking?

Once the test scheduling order has been created, each booking will have an initial status of 'Booking requested'. Once processed by SecureAssess, the status in Walled Garden will be updated to 'Booking accepted', 'Booking complete' (for UKTs/EKUs) or 'Booking rejected'. The booking status can be viewed in the 'Schedule e-volve Tests' orders report.

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.

4.15 How do I cancel or amend an accepted test booking?

e-volve exam scheduling orders cannot be cancelled from Walled Garden. In case you no longer need a booking, you should void the test in SecureAssess (Invigilate screen). After 24 hours, the voided test will disappear from the Invigilate screen and the order status in the Orders Report in Walled Garden will change from 'Booking accepted' to 'Student Absent'.

- 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 your task when using the Invigilate screen.
- Tests can only be voided from the moment they appear on the Invigilate screen, 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 un-taken exams will auto-void at the end of the exam window (30 days after the scheduled date, but this may vary depending on the type of exam).

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.

5 Invigilation

5.1 What is the 'exam window'?

The 'exam window' is 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, depending on the type of exam. **End-Point Assessment** knowledge tests can only be sat on the scheduled date but can be sat up to 30 days after. Please see section 9 for more details.

5.2 Why is the exam I booked not in the Invigilate screen?

Exams will only appear in the Invigilation screen in SecureAssess one day before the opening of the exam window (i.e. 11 days prior to the scheduled exam date). They remain in a 'locked' state for 24 hours and then they go into a 'ready' state for the whole duration of the exam window (from 10 days before and until 30 days after the scheduled exam date, depending on the type of exam). Exams booked less than 10 days in advance will appear as 'ready' straight away.

If your booking has been accepted and the exam is within the correct timeframe, you should confirm that the booking has been made under the same Installation ID in which your account is linked to. If the booking has been made under a different Installation ID, then you will need to get a member of staff with either IT Admin or Exams Officer roles to get your account setup with roles against the relevant Installation ID. If this has been done, but you still cannot see the exam in the Invigilation screen, please contact Customer Services.









5.3 Why does my exam appear in a 'locked' state on the Invigilate screen?




Exams appear in a locked state in the Invigilate screen for 24 hours, before the exam window begins. The exam cannot be sat while it is locked, but it can be voided if needed and you can also print an Invigilation Pack.

5.4 What happens if a test is not taken during the exam window?

If a test is not taken, at the end of the exam window it will be automatically voided. A void result will be transferred to City & Guilds and 'Student Absent' will show in the orders report in Walled Garden. Voided tests are not chargeable.

5.5 What is the meaning of the different exam state icons?

Exam status	Description
 Locked	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.
 Ready	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.
 Locked For Invigilator	The learner has entered the keycode and is waiting for the Invigilator to unlock exam.
 Locked By PIN	The learner has entered the keycode and now needs to enter the PIN number.
 In Progress	The exam is currently being taken by the learner
 Paused	The exam has been paused by the Invigilator.
 User Disconnected	The learner lost connection to the Internet. Hover over icon for more details.
 Finished	The learner has finished taking the exam. If the exam is machine-marked, the results are ready for the Invigilator in the Results tab.

Exam status	Description
 Voided	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'
 Download to take offline	The exam has been downloaded to the SecureClient but Can not be taken until in the 'Ready' state.
 Awaiting Upload	The exam has been completed and is waiting to be uploaded back to SecureAssess Central.

5.6 Why do I see some tests with prefix [F] in the subject name?

Prefix [F] marks Flash based e-volve tests that were booked before test subject was converted into HTML5 format. Learners can sit these Flash based tests as usual. In some cases, we will cancel some Flash based tests and contact your centre to rebook it.

5.7 How do I unlock tests for learners?

Use the Invigilate screen, to give learners access to exams. Exams can be unlocked by either:

- The invigilator using the 'Unlock' button in the Invigilate screen, if the PIN has been removed.
 - The learner entering a PIN. All exams are automatically allocated a PIN.
- ➔ 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.

5.8 What is a PIN number and how does it work?

Once an exam has been booked, they will be automatically allocated a PIN. You will be able to find this PIN by accessing the Invigilate screen on SecureAssess and you will find the specific exam with a PIN beside it. The PIN is six alphabetic characters which the learner needs to enter after the keycode, to initiate the exam rather than the Invigilator having to unlock the tests.

5.9 How do I set the same PIN for multiple exams?

Users can apply one PIN to multiple exams. To do this, go to the Invigilate screen in SecureAssess, and identify the exams which you want to apply one set PIN for. Highlight the exams by clicking the exam at the top of the list, hold **shift** and click the exam at the bottom of the list. You should now see all the exams highlighted. Now, select the 'Remove PIN' button at the bottom of the invigilate screen. Clicking this will remove the PINs for the selected exams. With all the exams still highlighted, select 'Set PIN'. Clicking this will apply one set PIN for all the highlighted exams.

5.10 Can a test be paused/resumed?

Yes (online only), tests can be paused once they have been started. To pause a test, highlight it in the Invigilation screen and use the **Pause** button at bottom of the screen. You can use the **Resume** button when the learner is ready to progress with the test. You can select several exams and pause them all at the same time as well.

5.11 What is an Invigilation Pack and how do I print one?

There are 3 types of documents in the Invigilation Pack:

- **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.
- **Invigilation Report** – Contains the exam details and exam-specific confirmation text. Confirm that the exam was carried out according to exam body regulations. Report and detail any disturbances that occurred during exam.
- **Keycode Slips** - Contains exam information and individual learner details, including their unique exam keycode. Provide each learner a slip for reference purposes. Please note that the keycode is **not** case sensitive.

You can print an Invigilation pack by clicking on the **Print Invigilation Pack** button at the bottom of the Invigilate screen. You then need to follow the wizard, selecting the Centre, qualification, exam, and date.

6 Learner Screens

6.1 What is the 'preferences' button?

This button allows individual learners to select different background and font colour to suit their needs. This can be selected before they start the exam, or at any time during the test. The selection needs to be made again for every test.

6.2 Do I need to answer all questions in order?

Questions do not need to be answered in order. Learners can skip questions and use the numbered tabs in the left -hand side or the 'Previous' / 'Next' buttons at the bottom of the screen to navigate between questions. However, some exams are divided into 'sections' (a group of questions) which cannot be skipped. Questions can be skipped only within the sections, and then returned to before moving onto the next section. Skipping a section will not allow the learner to return to that section, even if some questions within the section were unanswered. A message will be prompted to the learner when completing a section, warning them that they will not be able to return to the section at any point.

6.3 How do I flag a question?

If a learner is unsure on a question and would like to return to the question later in the exam, you can flag a question using the 'Flag' button at the bottom of the screen. Click the button again to 'un-flag' the question. Flagged questions will display a flag icon next to the numbered tab on the left-hand side. When you finish the exam, the system will alert you if you have unanswered or flagged questions.

6.4 Can I change my preferences or view the exam introduction pages/ help before I start the exam?

Yes, and it is advisable to do so in order to maximise your exam time. As soon as the exam is unlocked, you will see a screen that allows you to navigate through a set of introduction screens using the 'Next' and 'Back' buttons. You can also use the 'Help' button to access help, and the 'Preferences' button to adjust the colour scheme of your screen to suit your needs. As long as you don't press the red 'Start Exam' button the exam will not start, and the timer will not begin to count down. Once you start the exam, you will still be able to access these features during the exam if you wish to do so, but the clock will not stop running.

6.5 Will the clock still run if I look at the Help or Introduction pages?

If you do it before you start the exam, the timer won't run. Once you press **Start exam**, the clock will start running and it will not stop, unless the Invigilator pauses the exam for a specific reason.

6.6 Is there a limit to the amount of time available to do a navigation test?

Navigation Tests should take five to ten minutes to complete, but they are set up with a duration of 60 minutes, so there is plenty of flexibility. There is no limit to the amount of time a learner can spend browsing through the exam introduction, help pages or adjusting their preferences before starting the exam. It is up to the centre to decide how much time they wish to allow for this.

6.7 Can the language of the test be changed? (to Welsh, in particular)

The content of the text is in English most of the times, although Welsh versions exist for some assessments. In those cases, there is an assessment number specific for the Welsh version. You can choose to take the English or the Welsh version at the time of booking, by selecting the appropriate assessment number.

6.8 Will learners be able to save (get a copy of) their answers?

No. It is not possible to print out questions or answers from an e-volve test. The Invigilator will be able to give feedback to the learner using the score report.

6.9 Why do I see a blank screen when I launch SecureClient?

Stop SecureClient by using CTRL + ALT + DEL or by re-starting your computer. Then try launching SecureClient again. If a network firewall is in place with web filtering, ensure the web link for 'evolve.cityandguilds.com' is whitelisted, as this is what could be blocking the contents of the SecureClient software from getting through the network.

6.10 SecureClient doesn't accept the keycode.

Firstly, check that the exam is in a 'ready' state by heading to Test Administration and then the Invigilate screen of SecureAssess. Exams can only be unlocked when they are in a 'ready' state. If the exam is ready, then double-check the keycode and re-enter it.

6.11 SecureClient has frozen halfway through an exam. Do we have to do the exam again?

No. Stop SecureClient by using CTRL + ALT + DEL or by re-starting your computer. Re-launch SecureClient and enter the same keycode. The exam should continue from where it froze without losing any data.

6.12 Does SecureClient have to be re-launched for each exam even if it is the same learner taking consecutive tests?

SecureClient will shut down every time an exam is finished by a learner and will re-launch automatically for the next exam.

6.13 I already use BTL Surpass software for another awarding body's exams (i.e. AAT, SQA, TDA). Do I still need to install e-volve SecureClient on my testing stations?

Yes, e-volve SecureClient needs to be installed on all of your testing stations. It will not interfere with any other pre-existing e-assessment solutions you use, even if you already use another instance of SecureClient.

7 Results

7.1 How quickly are the results available?

The following table shows the maximum turnaround times for results, depending on the mode of delivery and the type of exam.

Mode of delivery	Exam type	Provisional results in SecureAssess	Confirmed results in Walled Garden
SecureAssess Central (Online delivery)	Machine marked	A few minutes after the test.	48 hours after the test.
	Examiner marked	20 working days after successful upload	
SecureAssess Central (Offline delivery)	Machine marked	Instantly (through SecureClient Admin Console).	48 hours after the finished test is uploaded to Central.
	Examiner marked	20 working days after the finished test is uploaded to Central.	

7.2 How can I view results in SecureAssess?

Learner results can be viewed in the Results screen. Score reports can be accessed, providing a PDF viewer is installed on the machine, from where the reports can be printed off and filed, if required.

If the test took place offline, you can see the results as soon as the test is finished (for machine marked exams) by logging in to the SecureClient Admin console and clicking the Results button at the bottom of the screen. Once you have uploaded the results back to the central server, you will also be able to see the score report in the Results tab of SecureAssess Central. Please note that results must be uploaded as soon as possible, within the exam window.

7.3 Why do I see some tests with prefix [F] in the name?

Prefix [F] marks Flash based e-volve tests that were booked before test subject was converted into HTML5 format. If you need to see test results for all test for one subject, please select test name with and without [F] prefix in the filter

7.4 What's in the Results screen in SecureAssess?

Each row in the Results screen is an individual test for an individual learner. The 'Result' 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.

All Results in SecureAssess are provisional. 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).




7.5 What reports are available from the Results tab in SecureAssess?

A full Results Report has three sections:

Summary	Overall result for the test (Pass, Fail, Credit, etc.)
Test Breakdown	Percentage score per learning outcome in the Qualification Handbook (or per knowledge area for UKTs/EKUs). The percentage is calculated with the number of correct questions.
Result Slip (Result Report)	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
	Full report, including the three sections (Summary, Results Breakdown and Results Slip). This report can only be run for one learner at a time .
	Results Summary section only. Can be run for multiple learners. Shows one line per learner selected.

Button	Report generated
	<p>Results Breakdown section only.</p> <p>Can be run for multiple learners.</p>
	<p>'Candidate Breakdown' produces individual breakdown tables for each learner selected.</p> <p>'Test Breakdown' produces a single breakdown table for the whole group of learners selected.</p> <p>All learners selected must have sat the same assessment.</p>
	<p>Results Slips only.</p> <p>Can be run for multiple learners. Produces one sheet per learner selected.</p>

7.6 How do I select the learner(s) I wish to run a report for?

There are two ways of selecting the learners you wish to run a report for:

1. **Manually (recommended):** Press Ctrl + left mouse click to select the learner(s). You can use search to filter the list. Once you are done with your selection, click on the button for the report you wish to run. On the next popup message, select 'Create report using Selected Candidates'.
2. **With the Reporting Wizard:** Firstly, click on the button for the report you wish to run. On the next popup message select 'Create report using reporting wizard'. The wizard will launch and guide you through a set of screens to narrow down your selection by centre installation, subject & test, date and candidates. The wizard is available on all report buttons except for Candidate Report (full report).

7.7 I printed a results breakdown and I cannot see the names of the learners.

When you do a results breakdown for a group of learners with the Test Breakdown button, it doesn't display the names of the learners selected. It shows the name of the exam and a

single breakdown table for the whole group. If you do it with the Candidate Breakdown button, you will get individual breakdown tables for each learner, and the learner names will display. Either way, the group of learners selected must have sat the same exam (i.e. the same assessment).

7.8 Are the results in SecureAssess final?

All results in SecureAssess are provisional. Confirmed results are available in Walled Garden, after they have been processed by City & Guilds.

7.9 Where can I see e-volve results in the Walled Garden?

Confirmed results can be viewed in the 'Candidate History' report, which is available under the Candidates/Results tab in the Reports section in Walled Garden. Please note that Underpinning Knowledge Tests results are an exception as they don't return results to Walled Garden. Results for Underpinning Knowledge Tests can only be viewed in SecureAssess.

7.10 Is it possible to generate a report which specifies which questions a learner got wrong?

The Results Breakdown element of the Results Report in SecureAssess gives an indication of the questions attempted and answered correctly. For most tests, this information is summarised by learning outcome in line with the Qualification Handbook, not by question. The only exception is Underpinning Knowledge Tests, where the Results Breakdown goes down to question level, so it is possible to see exactly which questions were answered correctly.

7.11 Can I save an electronic copy of a SecureAssess results report (score report)?

Yes. With Adobe PDF Writer or a similar product installed, you can save an electronic copy by selecting Adobe PDF (or equivalent) in the Printer Name dropdown, when you print the report.

8 Offline testing

8.1 How do I download tests to deliver exams offline?

Book the exam as normal via Walled Garden. The exam will then be available for download to a laptop at any time during the exam window. Follow these steps:

1. Make sure you are connected to the internet.
2. Launch SecureClient and wait until the Test Delivery screen loads.
3. Enter your exam keycode in the keycode box.
4. Once this has been entered, select the "**Download test to take later**" button.
5. You will then see a "**download progress**", bar on your screen, indicating that the exam is downloading.
6. When the exam has successfully downloaded, you will then see a pop-up screen confirming the date and time, which the exam has been booked for.

Once downloaded, you will then be able to see the exam in the 'ShowAdmin' screen of SecureClient.

8.2 How do I deliver a test offline?

When you test offline you cannot use the Invigilate screen like you normally do. First you need to download the tests to your laptop or computer, a PIN will be set automatically for the exam. Make a note of the keycodes and the PIN's. On the day of the exam, launch the SecureClient without an internet connection and provide the learner with the Keycode slip and get them to begin the test. The test will take place as normal.

8.3 How do I view results immediately after an offline test?

If the exam is machine marked, you can see the results offline, immediately after the test, by logging in to the SecureClient 'ShowAdmin' console and clicking the *Results* button at the bottom of the screen.

If the test is examiner marked, you cannot see a result immediately. You must upload the exam to the central server and wait for the exam to be marked and the results released.

8.4 How do I upload an exam completed offline?

You will need to establish an Internet connection and launch SecureClient. The exams will automatically upload. If the exams do not upload automatically, select the exams from the 'ShowAdmin' screen and press 'Upload Results'.

9 End-Point Assessments

9.1 Booking an End-Point Assessment knowledge test on e-volve.

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 that.