e-volve System User Q&As

Clear and concise answers to your questions.

September 2014

Q&As

The following questions are aimed at **e-volve** system users, and are designed to provide answers to your most common queries. They are grouped by process step.

→ Tip: Use the search facility to locate a question containing a keyword.

September 2014
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3 of 32

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 page.

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

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

It is a good idea to have a shortcut in your desktop. Once you are there, you will have to enter the SecureAssess username and password that was provided to you when your SecureAssess account was created.

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 in every computer that is going to be used by a learner (testing stations). Its purpose is to lock down the learner's station, to prevent them from accessing the Internet or any other applications during the test. SecureClient can also be used by the Invigilator to download tests to a laptop for offline delivery.

September 2014
This document is subject to updates. Check our web pages for the latest version.

6 of 32

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 **Show Admin** button and 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.

1.6 What is SecureAssess Central?

This is the simplest and recommended deployment model, and it is the **default option for all Centres**. The system is completely web-based, and therefore requires an Internet connection. The only thing that needs to be installed is SecureClient in the 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.

1.7 What is SecureAssess Local?

This option is **only recommended for a small number of centres**. This is to minimise your software installation and maintenance effort. A mobile network can be suitable for **centres that need to test three or more learners simultaneously without an Internet connection**. We will assess whether your centre could benefit from this model, at the time of creating your **e-volve** account.

SecureAssess Local is installed on one laptop/computer, which will act as a server delivering tests to the other laptops connected to it. The other laptops/computers act as learner stations, and only need to have SecureClient installed (local version).

September 2014
This document is subject to updates. Check our web pages for the latest version.

7 of 32

Exams will automatically be downloaded to the server laptop while it is connected to the Internet. From this point on, an Internet connection is no longer needed and the mobile network can be set up anywhere on the day of the exam.

On the day of the exam, learners log into SecureClient on the laptop testing stations connected to the server laptop/computer to take the tests. The Invigilator can set pins or unlock exams and view their status (in progress/completed) in real-time from the SecureAssess Local interface in the server laptop/computer. Once the test is finished, the Invigilator re-connects the server laptop to the Internet and the exam is automatically uploaded to SecureAssess Central, where provisional results can be viewed.

Please note, with SecureAssess Local, results are not available as soon as the test is finished unless the server laptop is connected to the Internet. To view results after a test has taken place in Local, you need to connect the server laptop to the Internet and allow the completed exams to upload to SecureAssess Central (this happens automatically once the connection is established). After that, you can view results as usual, on the Results Tab in SecureAssess Central.

1.8 What is an Installation ID?

SecureAssess uses different Installation IDs to distinguish how the test is going to be delivered (via the central or the local server, if available).

Even if you only use SecureAssess central, you may choose to have separate Installation IDs to help you sort your exams in SecureAssess based on the physical place where they are delivered, or based on the member of staff who manages them. It's up to you how you do it.

Here's how it works:

1. When you first open your **e-volve** account, you will tell us what type of installation you need (Central or Local).

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 for the delivery of the exam. This will indicate to SecureAssess how you wish to deliver the test (e.g. with SecureAssess Central or with SecureAssess Local).

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**.

Example	Description
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 facilitate your task, and 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.

1.9 What are the minimum system requirements to use SecureAssess Central?

September 2014
This document is subject to updates. Check our web pages for the latest version.

9 of 32

SecureAssess (Administration) Minimum Technical Requirements

These are the **minimum technical requirements** and **supported platforms** for the administration of exams by centre staff.

Hardware	
Processor	2.33GHz Single core CPU Or 1.2GHz Dual core CPU
Memory (RAM)	1GB
Video	Single display Screen resolution of 1024x768 Graphics card with at least 64MB of memory
Peripherals	Two button mouse Keyboard
Software	
Internet browser	Internet Explorer 7 to 10 Mozilla Firefox 18 to 20 Google Chrome *Adobe Reader must be installed and enabled for the browser*
Adobe Flash Player	Adobe Flash Player 10.3 to 11.7.700.224
Bandwidth	
Minimum requirements	Local network connection

SecureClient (Exam Delivery) Minimum Technical Requirements

These are the **minimum technical requirements** and **supported platforms** for the delivery of exams using SecureClient

Hardware	
Processor	2.33GHz or faster x86-compatible processor For exams containing Advanced Question Types (includes Functional Skills and Principles of English and Maths assessments), we recommend that Celeron processors are avoided.
Hard Drive Space	1GB
Memory (RAM)	1GB For exams containing Advanced Question Types (includes Functional Skills and Principles of English and Maths assessments), this should be increased to 2GB.
Video	Single display Screen resolution of 1024x768 Graphics card with at least 128MB of memory
Peripherals	Two button mouse Keyboard Audio capability and headphones may also be required for some assessment types
Software	
Operating System	Windows XP (Service Pack 3) – Comes to end of supported life April 2014 Windows 7 (32-bit or 64-bit) Windows 8 (32-bit or 64-bit)
.NET	Microsoft .NET Framework 2.0 (Service Pack 2) to Microsoft .NET Framework 4.0
Internet browser	Internet Explorer 7 to 10 *Adobe Reader must be installed and enabled for the browser*
Adobe Flash Player	Adobe Flash Player 10.3 to 11.7.700.224 *This needs to be the ActiveX version of flash i.e. it needs to have been installed from Internet Explorer.*
Bandwidth	
Minimum Requirements	An internet connection of 2Mbps or greater for every 30 candidate tests being sat at the same time is recommended to ensure candidates are not affected by connection issues during exam delivery. You are advised to use the Advance Download functionality if you do not want candidates to have to wait for the exam to download at the start of the session. Advance Downloaded exams must be sat without an internet connection. The use of 3G cards may not guarantee a constant bandwidth and could therefore not meet the minimum requirements. The use of these cards is not supported.

SecureAssess Local Server

These are the **minimum technical requirements** and **supported platforms** for installing and running SecureAssess Local.

Hardware	
Processor	2.33GHz or faster x86-compatible processor
Hard Drive Space	10GB
Memory (RAM)	2GB
Video	Single display Screen resolution of 1024x768 Graphics card with at least 64MB of memory
Software	
Operating System	Windows Server 2003 (32bit, 64bit and Release 2) Windows Server 2008 (32bit and 64bit and Release 2)
Microsoft .NET Framework	Microsoft .NET Framework 2.0 (Service Pack 2) to Microsoft .NET Framework 4.0
Microsoft IIS	Microsoft IIS 6.0, 7.0 or 7.5
Adobe Flash Player	Adobe Flash Player 10.3 to 11.7.700.224 *This needs to be the ActiveX version of flash i.e. it needs to have been installed from Internet Explorer.*
Bandwidth	
Minimum Requirements	An internet connection of 2Mbps or greater for every 30 candidate tests being sat at the same time is recommended to ensure candidates are not affected by connection issues during exam delivery. The use of 3G cards may not guarantee a constant bandwidth and could therefore not meet the minimum requirements. The use of these cards is not supported.

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1.10 What is a Primary Contact / Technical Contact user?

When an **e-volve** account is set up, Customer Services will create the first two centre users for each Installation: the Primary Contact and the Technical Contact

Primary Contact	Main point of contact for **e-volve**. They will be responsible for the creation of additional centre users, and subsequently viewing/amending their details. This will typically be the Exams Officer.
Technical Contact	The user registered at that Centre responsible for the technical set-up of the **e-volve**: typically, an IT Administrator (IT/network manager at the Centre). It could also be the Exams Officer.

If you would like to change the Primary or Technical Contact user for your Centre, please contact Customer Services.

1.11 I cannot access SecureAssess through my web browser when I type in the correct URL.

Firstly, ensure a supported Adobe flash player is installed (http://get.adobe.com/flashplayer/)
If you already have Adobe Flash Player installed and you have multiple web-browsers, try using one of the others. If it works, uninstall Adobe Flash and reinstall it using Internet Explorer.

1.12 What does error message 'Insufficient permissions' mean when I try to log in?

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 cannot log in and gets an 'Insufficient permissions' message. Remember that you must assign **at least one role from the dropdown menu within each centre installation (you need to tick twice)**.
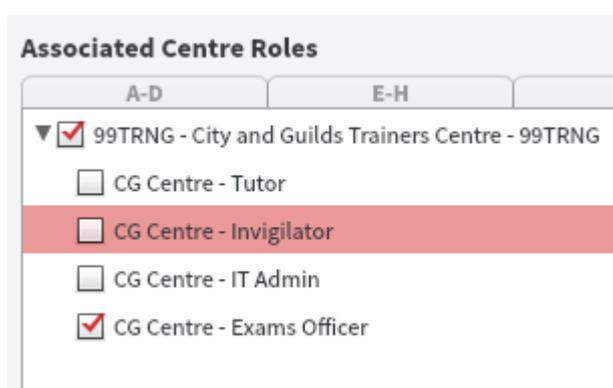
1.13 How quickly does the system time out if I am not using it?

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

1.14 How do software upgrades take place?

SecureAssess Central doesn't require any manual intervention when upgrading. The transition from one version to the next is seamless.

For SecureClient and SecureAssess Local, 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.

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

Exam scheduling is free of charge.

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.

1.16 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.

1.17 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:

- o There is no charge
- o No registration is required
- o Score reports are available
- o They do not return results to Walled Garden
- o They are not included in reports or Candidate History
- o 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'.

September 2014

15 of 32

This document is subject to updates. Check our web pages for the latest version.

2 User account management

2.1 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 role assigned to them. Each role is associated with a set of permissions. The menu tabs that you can see running along the top of the screen will vary depending on your role.

➡ As a system user, you can have different roles assigned at one or more Centre Installations at the same time. For example, you can be an Exams Officer for Installation A, and an Invigilator for Installation B. Remember that the roles need to be set up for each SecureAssess Installation, even where the role is the same for both Installations.

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

SecureAssess tabs	Permissions	Roles			
		IT Admin	Exams Officer	Invigilator	Tutor
Home	View SecureAssess homepage with City & Guilds news and information.	✓	✓	✓	✓
Users	Centre user management: - Create new Centre users - View / amend Centre user details & roles - Reset Centre user passwords - Retire / un-retire Centre users	✓	✓	–	–
Invigilation	Manage the delivery of exams to learners under invigilated conditions: - View exams scheduled and learner keycodes. - Print Invigilation Pack. - Lock / unlock / pause / resume / void exams. - View exam status and learner's connectivity in real time.	✓	✓	✓	–
Results	View and print provisional exam results.	✓	✓	✓	✓
Personal Profile Management	Manage your personal profile: - View and amend your personal details - Change your password	✓	✓	✓	✓
SA Local Admin	Download SecureAssess Local and configure it (only available for Centres that use SecureAssess Local).	✓	–	–	–

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

Permissions	Roles			
	IT Admin	Exams Officer	Invigilator	Tutor
View SecureClient Admin console: - Advance download of exams to a laptop for offline testing. - Manually upload exams completed offline, to SecureAssess Central.	✓	✓	✓	–

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

The first two users at each Centre Installation 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 with your username and password. It is recommended that you change your password to something that is memorable to you, when you first log in. Please note that SecureAssess passwords never expire.

2.3   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 **Users** tab and 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 just need to create a new role. If they have one with a Centre Installation 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 user name 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. The username must be **at least 6-characters** long and is **not case sensitive**. It **must not contain '&' or any other special characters**.

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

You can only change your own password. However, if you have an Exams Officer or an IT Administrator role you can reset passwords for other users. To do this, click onto the **Users** tab,

highlight the relevant user account and click onto the **Reset User's Password** button. A new password will automatically be sent to the user's email address.

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

To change your SecureAssess password click onto the **Personal Profile Management** tab. Select **Change my Password**. Enter your old password, enter the new password and then reconfirm it. Your password needs to be at least 6 characters long, and it is case-sensitive. Your password never expires.

If you have forgotten your password, you will need to ask a member of staff with Exams Officer or IT Administrator profile to reset it for you. You cannot reset your own password. If you are an Exams Officer or IT Administrator you need to find another colleague with one of these roles. Failing that, you can call Customer Services who can do it for you.

2.6 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 user properties. If you encounter any problems, we are here to help.

3 Exam scheduling

3.1 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)

```
┌──────────────┐      ┌──────────────┐
│   Select     │ ───▶ │   Select     │
│  Learners    │      │ Qualification│
└──────────────┘      └──────────────┘
                             │
                             ▼
                      ┌──────────────┐
                      │   Select     │
                      │  Assessment  │
                      └──────────────┘
                             │
                             ▼
┌──────────────┐      ┌──────────────┐      ┌──────────────┐
│Enter Scheduling│──▶ │  Checkout    │ ───▶ │   Order      │
│   Details     │     │              │      │ Confirmation │
└──────────────┘      └──────────────┘      └──────────────┘
```

Step 1	Step 2	Step 3	Step 4
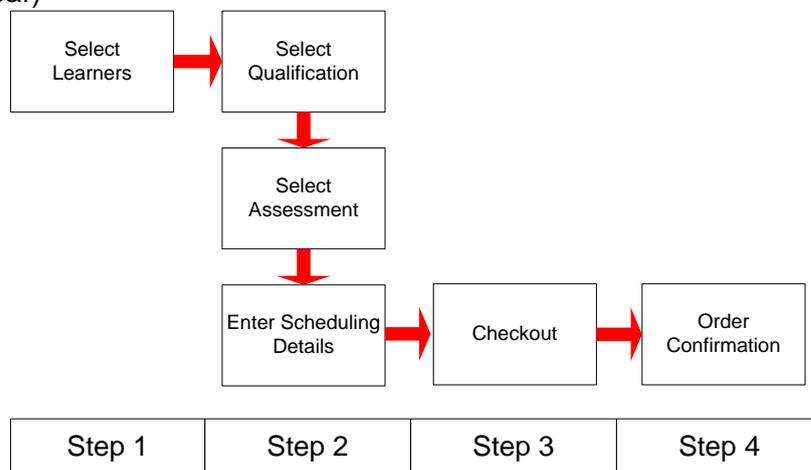
Step 1. Select learners. When you reach the checkout screen in step 3 you can return here to add more learners to the order if you wish.

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 (Invigilation 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.

September 2014

This document is subject to updates. Check our web pages for the latest version.

19 of 32

3.2 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.

3.3 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.

3.4 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.

3.5 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.

3.6 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.

September 2014
This document is subject to updates. Check our web pages for the latest version.

20 of 32

3.7 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

3.8 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.

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).

3.9 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.

3.10 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 minute apart.

3.11 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.

3.12 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 Invigilation Screen in SecureAssess (during the exam window).

September 2014
This document is subject to updates. Check our web pages for the latest version.

21 of 32

3.13 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.

3.14 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.

September 2014
This document is subject to updates. Check our web pages for the latest version.

22 of 32

3.15 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 (Invigilation screen). After 24 hours, the voided test will disappear from the Invigilation screen and the order status in the Orders Report in Walled Garden will change from 'Booking accepted' to 'Student Absent'.

➡️ Please note 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 Invigilation screen.

➡️ Tests can only be voided from the moment they appear on the Invigilation 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).

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.

4 Invigilation

4.1   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. This window applies to all test types.

4.2   Why is the exam I booked not in the Invigilation 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). 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 above mentioned timeframes, you should check your user profile to ascertain that you have permissions to that qualification – A colleague with an Exams Office or an IT Admin profile can do this for you (Edit user button in Users tab). Check that you have the qualification ticked in your profile; if not, have it ticked. This should fix the problem. If you still cannot see the exam in the Invigilation screen, please contact Customer Services.

4.3   Why does my exam appear in a 'locked' state on the Invigilation screen?

Exams appear in a locked state in the Invigilation 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.

4.4   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.

4.5   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.

Exam status	Description
▶ 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.
✖ 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'
⬇ Ready for Download	**Only for users of SecureAssess Local** - The exam is ready to be downloaded to the server laptop.
⬇ Downloaded	**Only for users of SecureAssess Local** - The exam has been downloaded to the server laptop.
Downloaded to SecureClient	The exam has been downloaded to the SecureClient but Cannot be taken until in the 'Ready' state.
Awaiting Upload	The exam has been completed and is waiting to be uploaded back to SecureAssess Central.

4.6   How do I unlock tests for learners?

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

- The invigilator using the 'Unlock' button in the Invigilation screen.
- The learner entering a PIN. The PIN must be set by the Invigilator before the exam.

➡ 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**.

4.7   What is a PIN code and how does it work?

The Invigilator may choose to set a PIN code for an exam. This is a four character, system generated, alphanumeric code. The learner needs to enter this code after the keycode, in order to initiate the exam rather than the Invigilator having to unlock the tests. Setting a PIN for an exam is optional unless you plan to deliver the test offline.

To set a PIN, in the Invigilation screen select the relevant tests and select the '*Set PIN*' button at the bottom of the screen. This will set a random 4 alpha numeric character pin, this pin will be the same for all exams currently selected.

4.8   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.

4.9   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.

- **Supervision Report** – Contains the exam details and project-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 Invigilation screen. You then need to follow the wizard, selecting the Centre, qualification, exam and date.

5 Learner Screens

5.1 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.

5.2 Do I need to answer all questions in order?

No, you can skip questions and come back to them later. Use the numbered tabs in the left hand side or the 'Previous' / 'Next' buttons at the bottom of the screen to navigate between questions. You can also 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.

5.3 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 you 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.

5.4 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.

5.5 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.

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

The software is always in English. 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.

5.7 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.

5.8 Why do I see a blank green screen when I launch SecureClient?

Stop SecureClient by using CTRL + ALT + DEL or by re-starting your computer. Ensure a supported version of Adobe flash player is installed (http://get.adobe.com/flashplayer/). Then try launching SecureClient again.

5.9 SecureClient doesn't accept the keycode.

Firstly, check that the exam is in a 'ready' state in the Invigilation tab 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.

5.10 SecureClient has frozen half way 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.

5.11 I got this error message when trying to launch SecureClient: "The type initializer for 'SecureClientCore.Utility.HelperMethods' threw an exception."

This means that Microsoft SQL Server Compact 3.5 SP2 is not installed or not functioning correctly. Please install or re-install SQL Server Compact 3.5 SP2, which can be downloaded for free from the Microsoft website:
http://www.microsoft.com/download/en/confirmation.aspx?id=5783

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

Yes. SecureClient will shut down every time an exam is finished by a learner and will need to be re-launched for the next exam.

5.13 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.

6 Results

6.1   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.	
SecureAssess Local (Mobile Network)	Machine marked	Result available through SecureAssess Central a few minutes after the finished test uploads from SecureAssess Local.	48 hours after the test uploads from SecureAssess Local to SecureAssess Central.
	Examiner marked	20 working days after the finished test uploads from SecureAssess Local to SecureAssess Central.	

6.2   How can I view results in SecureAssess?

Learner score reports in SecureAssess are available in the Results tab. The score reports stay in the Results tab in SecureAssessfor 1 year and will need to be printed off and filed if required for longer periods.

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.

If the test took place in SecureAssess Local, a score report will only be available after the server laptop has been connected to the Internet, allowing for the automatic upload of the completed exam to SecureAssess Central.

6.3   What's in the Results tab in SecureAssess?

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

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).

All other buttons generate different types of reports (see next question for details).

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

A full Results Report has three sections:

Results Summary	Overall result for the test (Pass, Fail, Credit, etc.)
Results 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
Candidate Report	Full report, including the three sections (Summary, Results Breakdown and Results Slip). This report can only be run for **one learner at a time**.
Summary	Results Summary section only. Can be run for multiple learners. Shows one line per learner selected.

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

6.5   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, exam and date. The wizard is available on all report buttons except for Candidate Report (full report).

6.6   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 **Exam Breakdown** button, it doesn't display the names of the learners selected. It simply 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).

6.7   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.

This document is subject to updates. Check our web pages for the latest version.

6.8 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.

6.9 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.

6.10 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.

7 Offline testing

7.1 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 or USB any time during the exam window. Follow these steps:

1. Make sure you are connected to the Internet
2. Launch SecureClient and click on the 'Show Admin' button.
3. Log in using your SecureAssess username and password
4. Click the 'Download exams' button towards the bottom of the screen. This will launch the SecureAssess Invigilation screen.
5. Select the exams you wish to download and click on the 'Download exam' or Download to USB button.
6. A PIN will be set automatically
7. A pop-up screen will indicate when the download starts.
8. When the download is complete, print the Invigilation pack.
9. You can now disconnect from the Internet.

7.2 How do I deliver a test offline?

When you test offline you cannot use the Invigilation screen like you normally do. First you need to download the tests to your laptop or USB device, 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 leaner with the Keycode slip and ask them to begin the test.

7.3 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 Admin 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 have to upload the exam to the central server and wait for the exam to be marked and the results released.

7.4 How do I upload to Central an exam completed offline?

You will need to log back on the Internet and launch the **SecureClient Admin Console**. The exams will automatically upload once an internet connection has been established. If the exams do not upload automatically, select exams and press 'Upload Results'