A City & Guilds Group Collaboration

End-point Assessment

Customer booking guide for the Walled Garden

Version 3.0

June 2019

Contents

1. Introduction 3
2. How to register an apprentice 4
3. How to register an existing apprentice (already registered with City & Guilds) 11
4. How to create a cohort 12
5. How to register an existing cohort 14
6. How to make a booking 15
7. How to add or amend the supplemental information 24
8. How to book an e-volve knowledge test 27

1. Introduction

1.1 EPA Service and Walled Garden

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

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

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

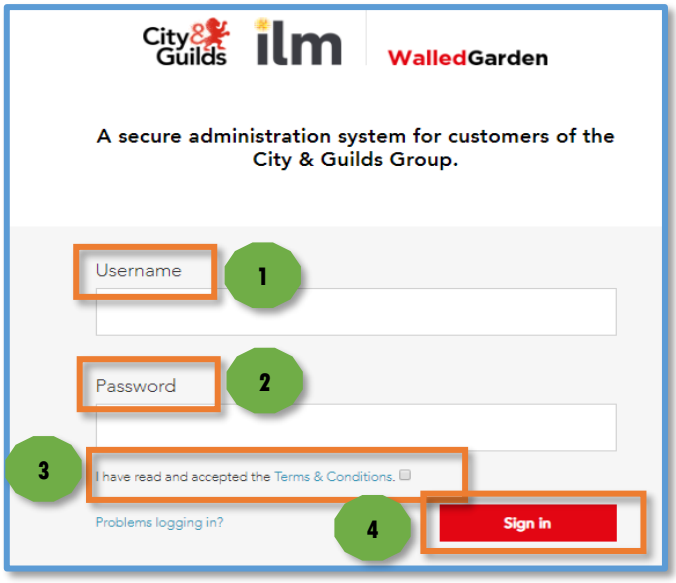
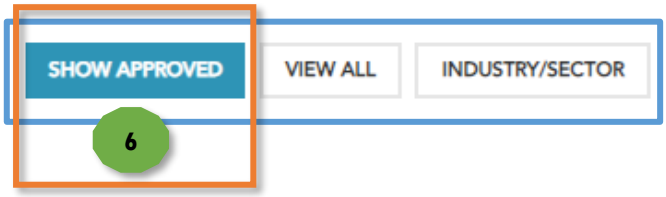
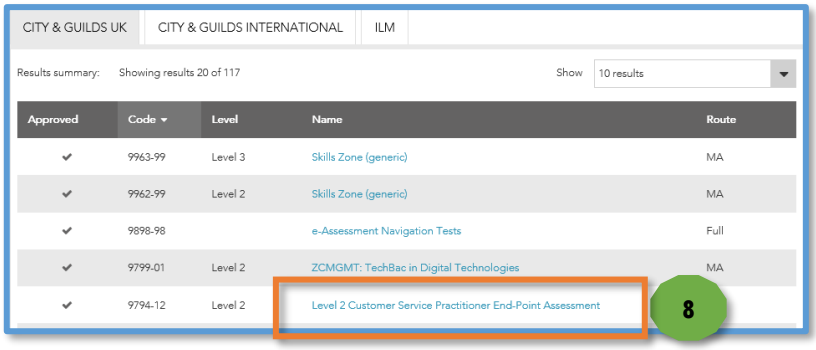
Before using 'Walled Garden', you must be an approved customer (e.g. undergone either centre approval or EPA approval) to setup a user account.

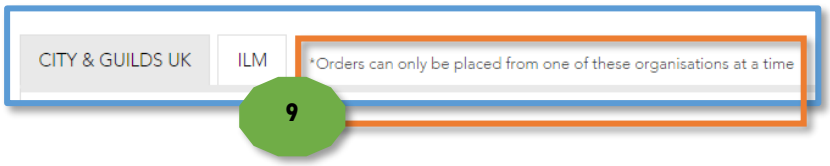
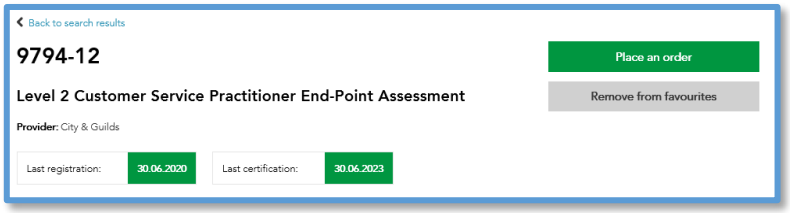
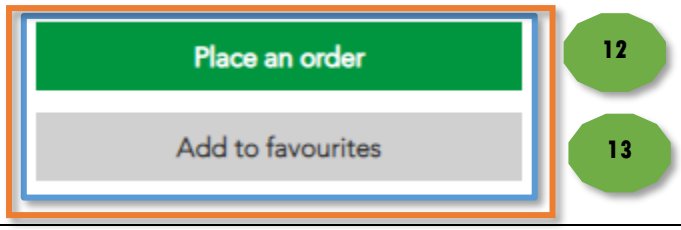
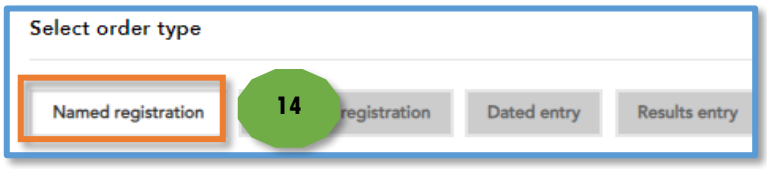
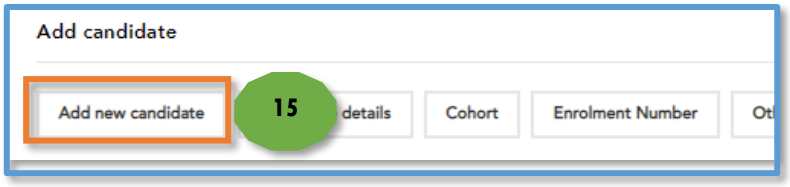
For further information, please visit www.cityandguilds.com/walledgarden.

Change history (v3.0, June 2019)

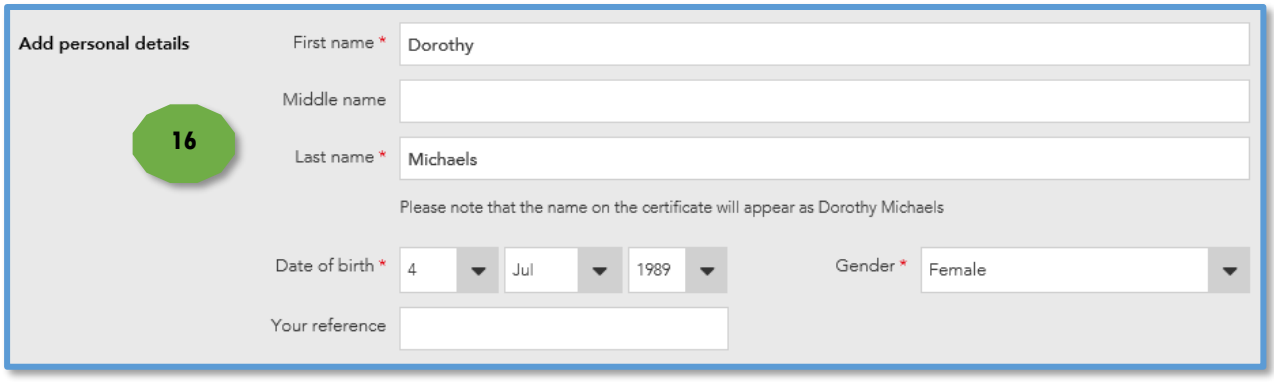
Section	Change
2: How to register an apprentice	As part of the registration process, the Unique Learner Number (ULN) is now a mandatory field.
6: How to make a booking	The booking process has changed from "named registrations" to "On Demand". These new steps allow customers to add employer and EPA booking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

2. How to register an apprentice

1. Log into **Walled Garden** (www.walled-garden.com). 2. Enter the '**Username**' and '**Password**'. The username is an email address. 3. **Confirm** that you have read and accepted the terms and conditions. 4. Click **'Sign In'.**	
5. From the home page, click **'Catalogue'**. If a standard is not listed, then please contact the EPA Applications Team. (EPAapplications@cityandguilds.com)	
6. Click '**SHOW APPROVED**'. This will list all the apprenticeship standards, you have been given access to, as part of the application process. 7. If a standard is not listed, then please contact the EPA Applications Team. (EPAapplications@cityandguilds.com)	
8. Click on the apprenticeship standard that you want to register an apprentice for. For the purpose of this document, the term 'candidate' will be used in reference to the apprentice.	

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

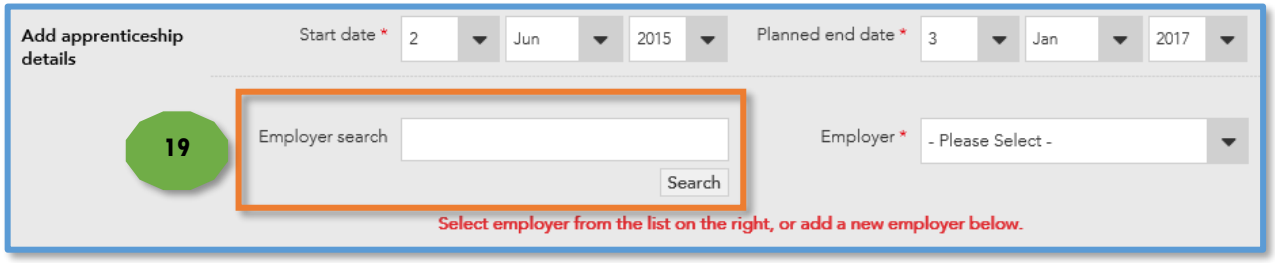
16. Complete all mandatory fields (*).
17. **Check all the details for the candidate carefully as this information is used for the 'Statement of Achievement' certificate.**



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



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



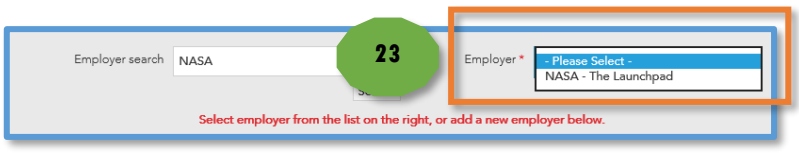
20. Type in the key word (e.g. NASA), then click '**Search**'.

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

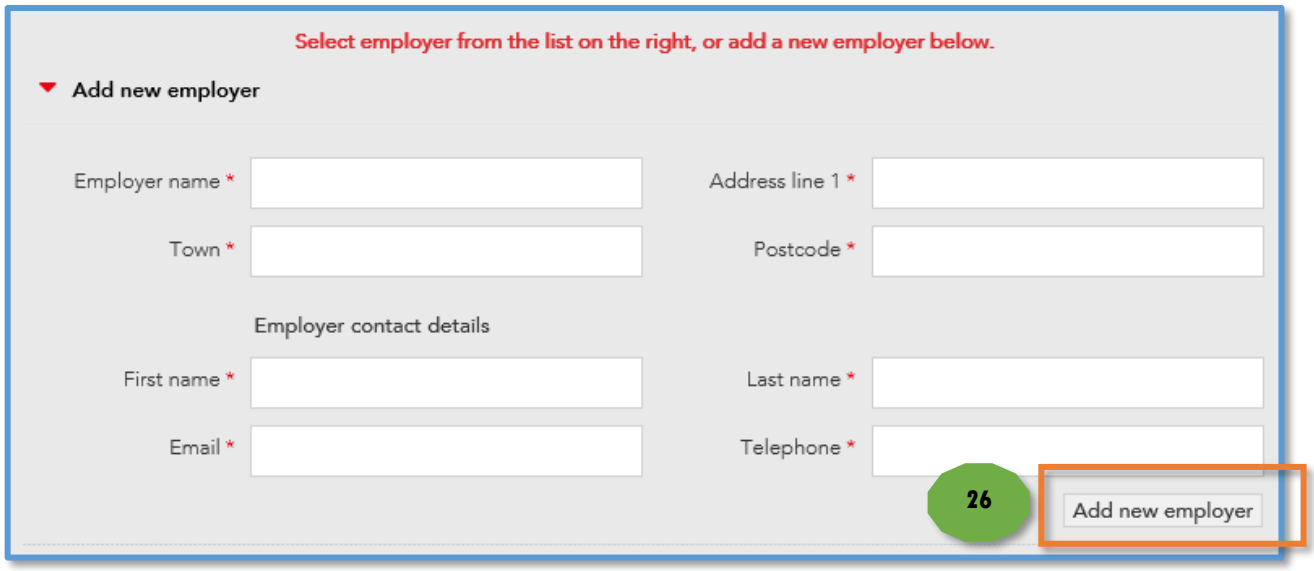
    See example.



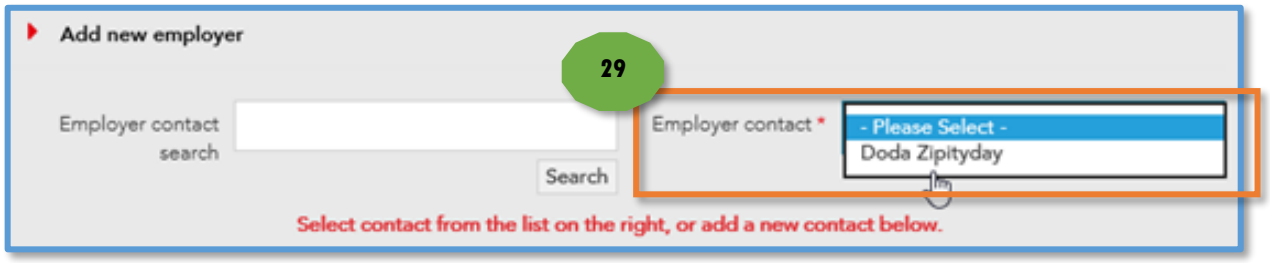
21. The system will return a list of options.
22. Customers have the option to select an existing employer, or to create a new one.
23. If the employer's name is available in the dropdown list, then select it and move to **step 27**.



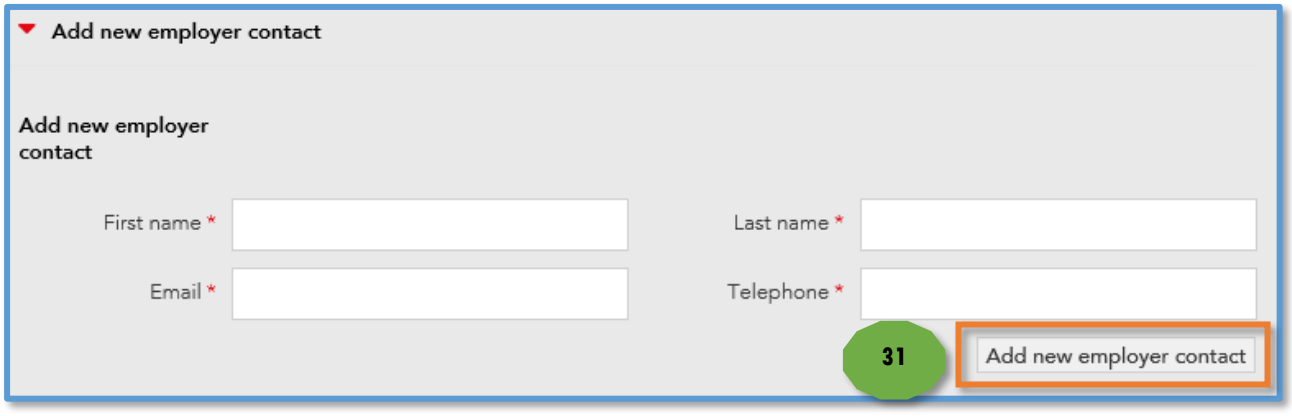
24. If adding a new employer, we assume the employer contact is also new.
25. Complete all mandatory fields (*).
26. Click '**Add new employer**'.



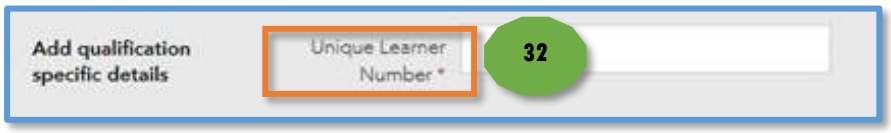
27. You can now search to find an existing Employer's contact.
28. The **Employer contact search** field allows a blank search or actual typing. It is your choice.
29. Select the employer contact from the dropdown list.
30. To add a new contact, go to **step 31**.



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

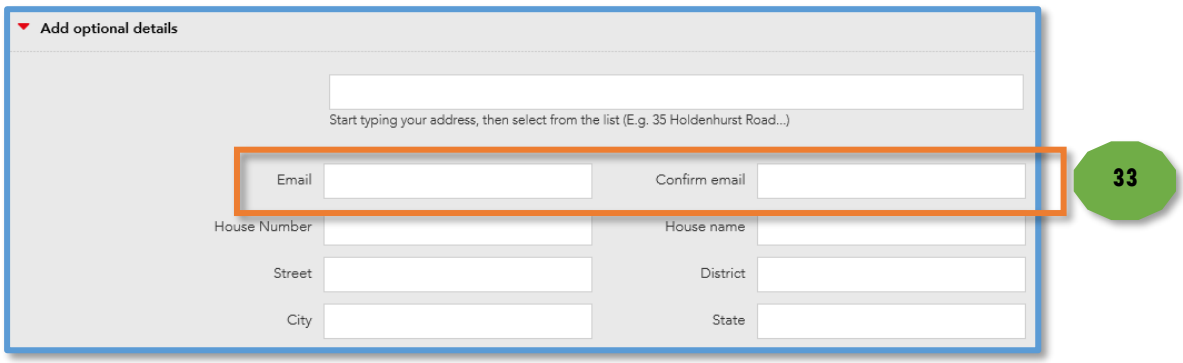


32. Under the **add qualification specific details** section, you must add the unique learner number (ULN).



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

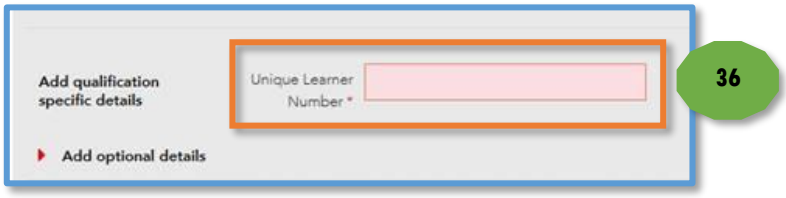
    If the standards you are ordering has the option to request a digital credential upon successful completion of the end-point assessment, then please add the apprentice's email address at this stage.



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



35. If you have not input the ULN (**step 32**), then you will not be able to continue with the registration.
36. The field will be shaded in red.



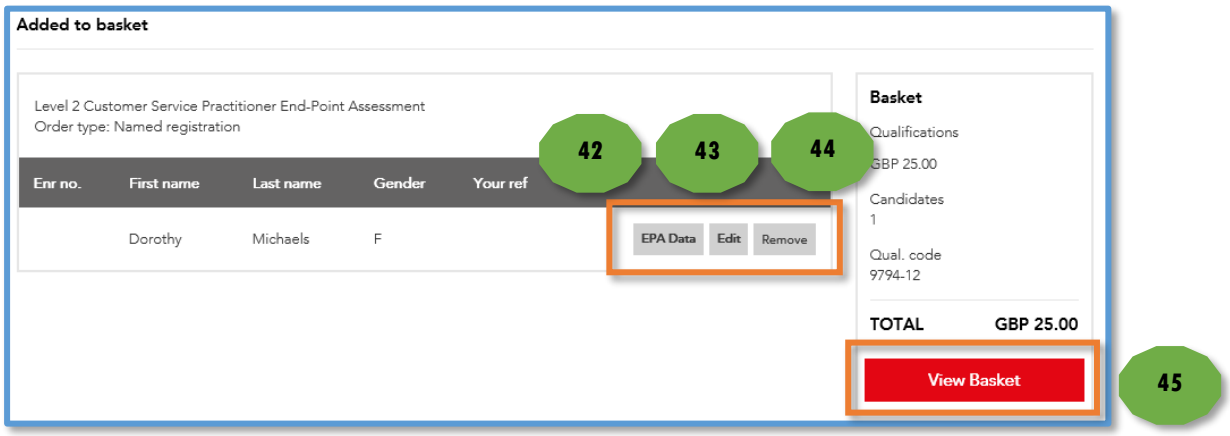
37. Otherwise, you'll receive a confirmation message saying the candidate has been successfully added to the basket.
38. You'll be asked if you want to add another candidate.
39. If so, click '**Yes**' and repeat **steps 16-34** (as applicable), otherwise click '**No**'.

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

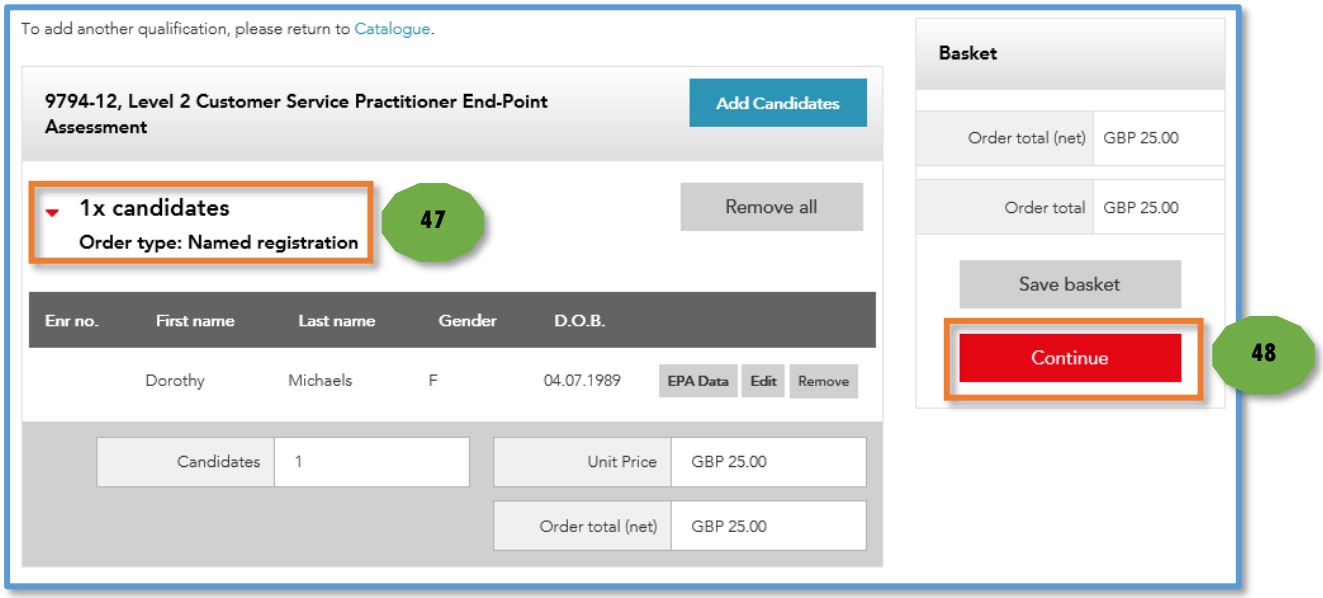
Otherwise go to **step 40**.

40. The candidate(s) you have created are now listed under '**Added to basket**' at the bottom of the screen.
41. Check the details again, to ensure they are correct.
42. Click '**EPA Data**', if you want to amend the start/planned end date(s), add an email address for the apprentice or update employer information.
43. Click '**Edit**', if you want to amend the apprentice's personal information.

44. Or '**Remove**' if no longer applicable.
45. If you are happy to proceed, click '**View Basket**'.



46. You can review your order in the order summary section.
47. Click on the red triangle to expand the view.
48. If your order is complete, click '**Continue**'.

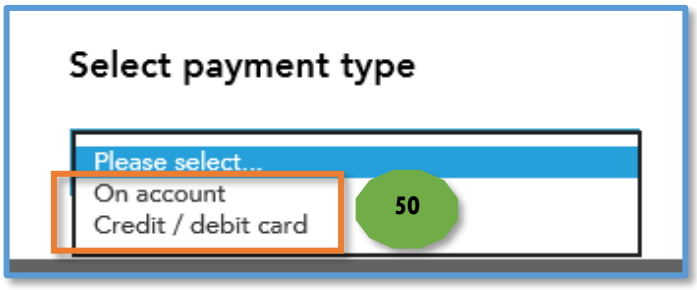


49. You can review the details on the **Options and Addresses sections**. Click '**Continue**' to move to the payment page.

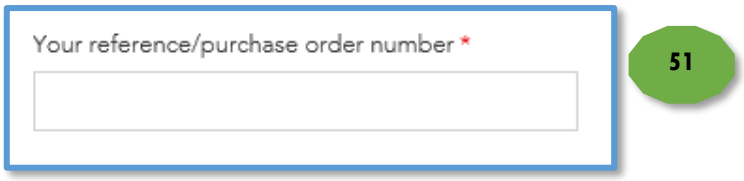
50. In the payment screen, scroll and select a payment type.

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

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



51. Enter your own reference or purchase order number in the mandatory field.
52. Then click '**Buy Now**'.



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

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

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

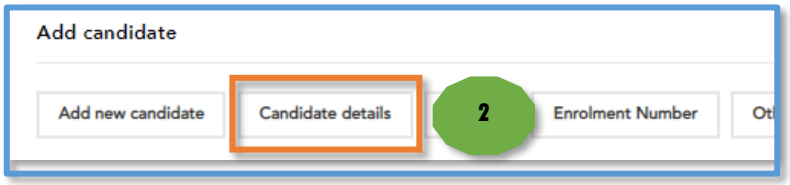
Where an apprentice is already registered with City & Guilds e.g. for a qualification, you can search for existing candidate details in the Walled Garden.

1. Under Section 2, follow steps 1 - 14

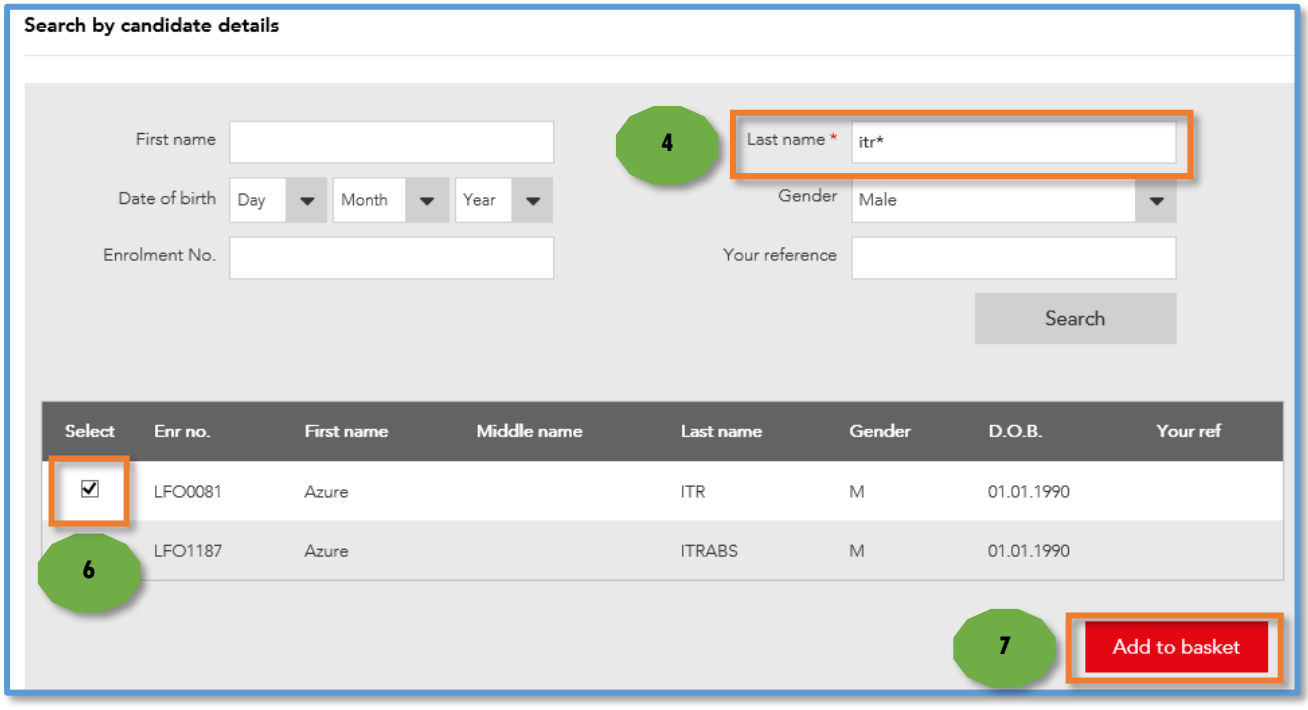
2. To add an existing candidate, click '**Candidate details**' under **Add candidate section**.

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

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



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

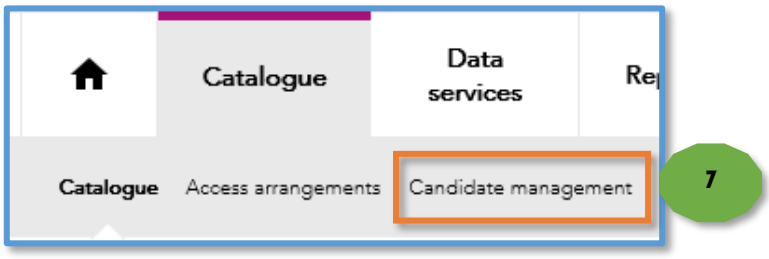


8. Follow steps 37 – 50, in Section 1.

4. How to create a cohort

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

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



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

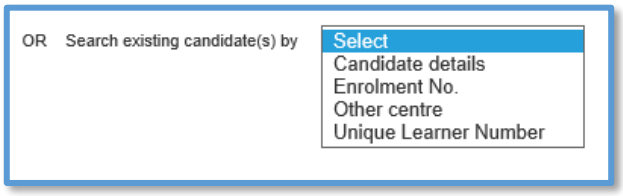


7. In the **Select cohort** section, enter a name for the cohort you wish to create.
8. Select the action you want to perform section, you can choose to:
   - Create a new candidate.
   - Add an existing candidate.

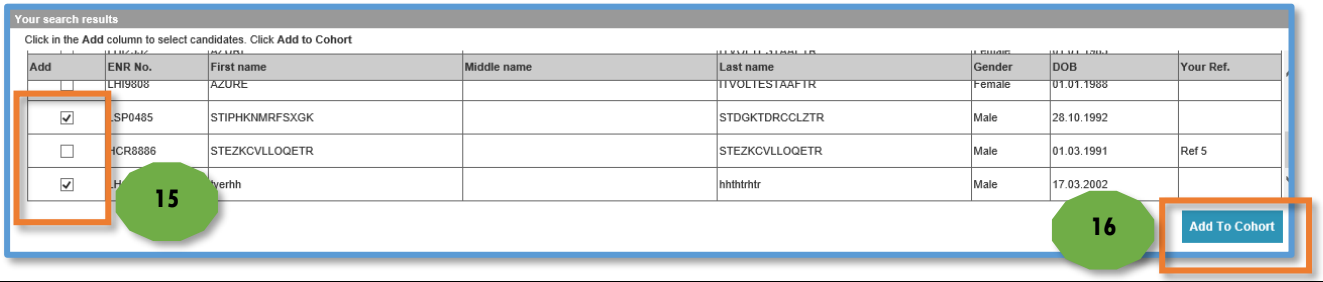
9. To create a new candidate, click '**Create New Candidate**'.
10. A dialogue box will appear confirming that a new candidate has been created and ask if you would like to create another candidate. Select Yes or No.



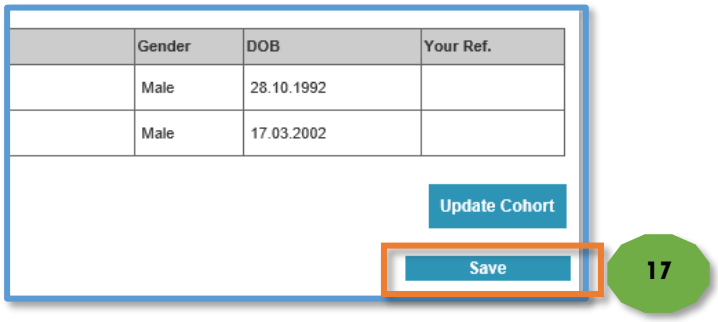
11. To create a new candidate, click the dropdown menu in the **Search existing candidate(s) by** field.
12. Select the option you wish to search by from the dropdown list and enter the details in the fields.
13. Click '**Save**' when done.



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



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

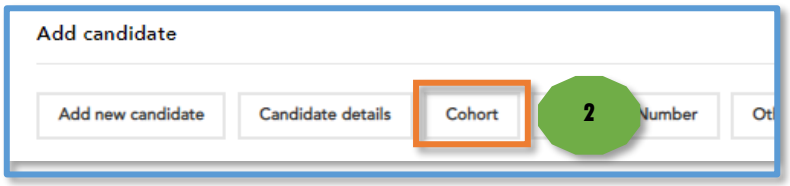


18. A confirmation message will appear on the screen to say that the cohort has been successfully saved.
19. Click '**Ok**' to complete.

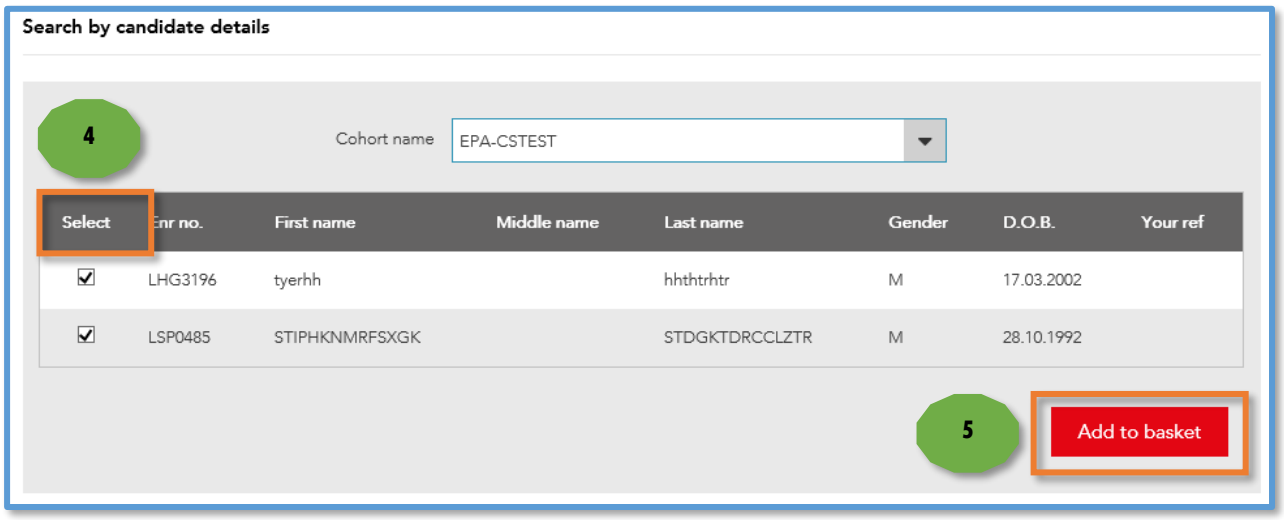
5. How to register an existing cohort

1. Under Section 2, follow steps 1 - 14

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



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

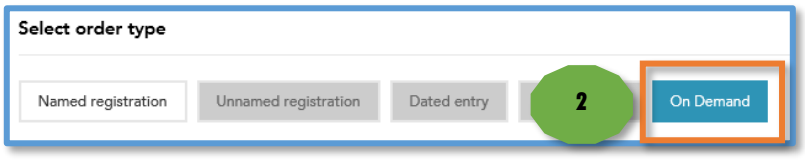


6. How to make a booking

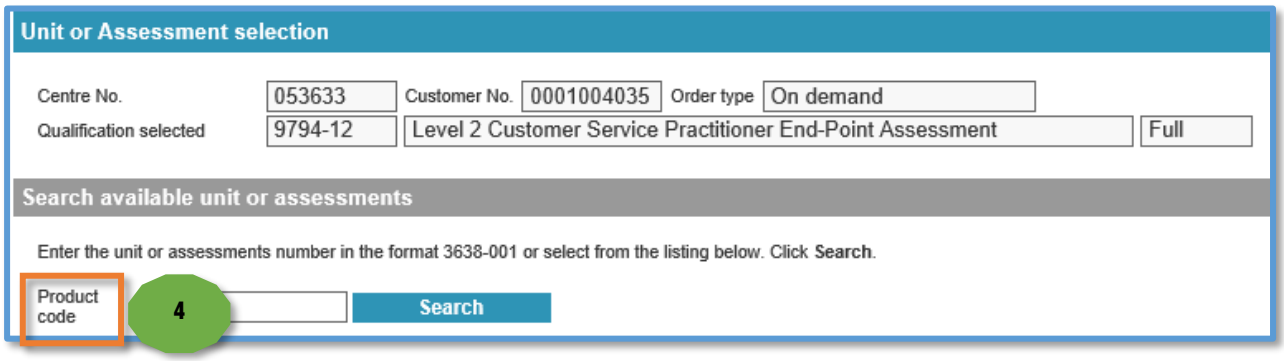
When making a booking, please note that the individual who places the order in Walled Garden, will be the primary contact for the EPA Team.

1. Under Section 2, follow steps 1 - 12

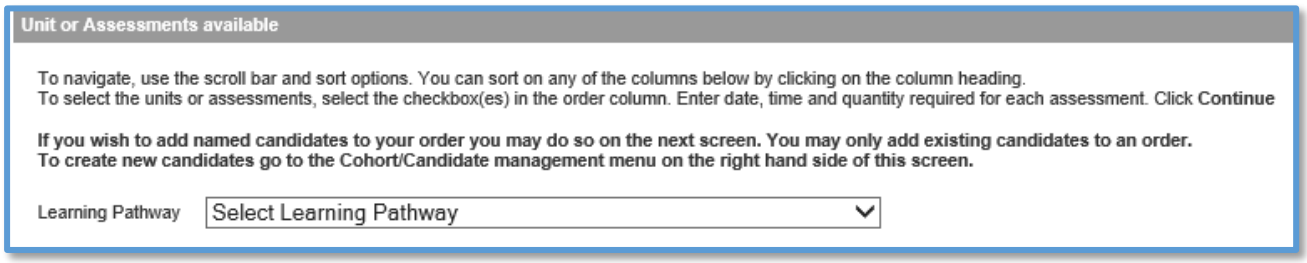
2. Under the **Select order type** section, click '**On Demand**.



3. The reservation request for the end-point assessment will show under **Unit or Assessment selection**.
4. You can search for the available units using the product code (e.g. 9794-500).



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



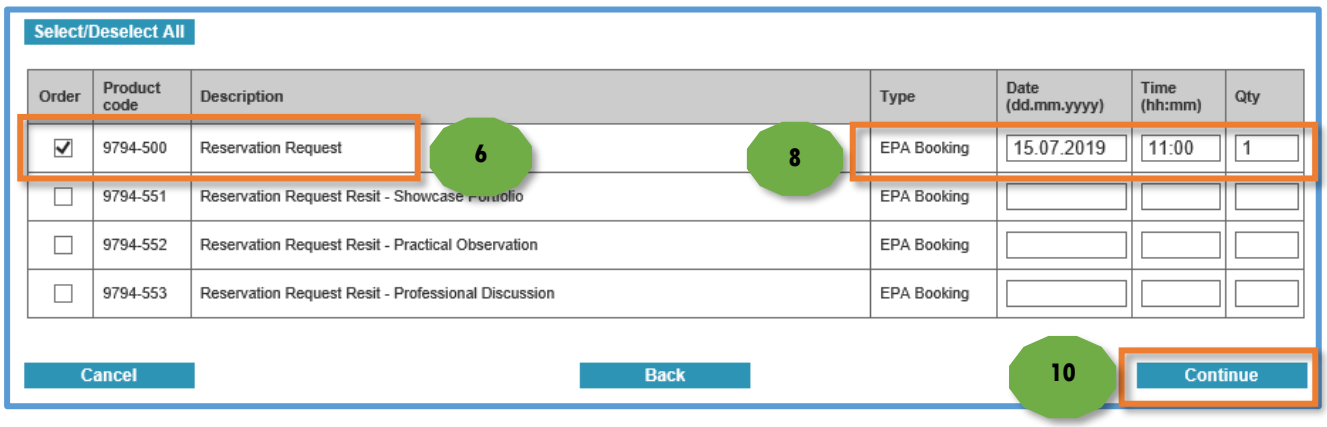


6. Select the reservation request option by **ticking the order column**.

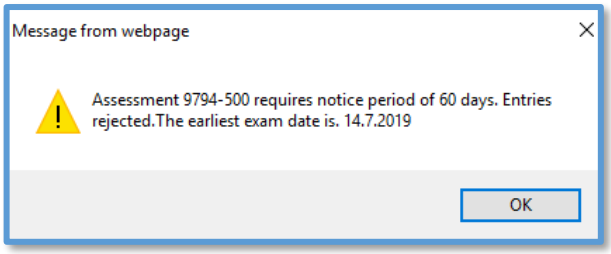
   Note: Only select the resit reservation is you are booking a resit.

7. When inputting the data, you need only enter the numerical characters (e.g. 17062019) because the system will automatically change the formatting.
8. Enter the **preferred date*** you want to reserve under the **Date column**. Repeat for 'Time' and 'Qty'.
9. **If you are making a booking for multiple apprentices, then enter the total number in 'Qty'.**
10. Click '**Continue**'.

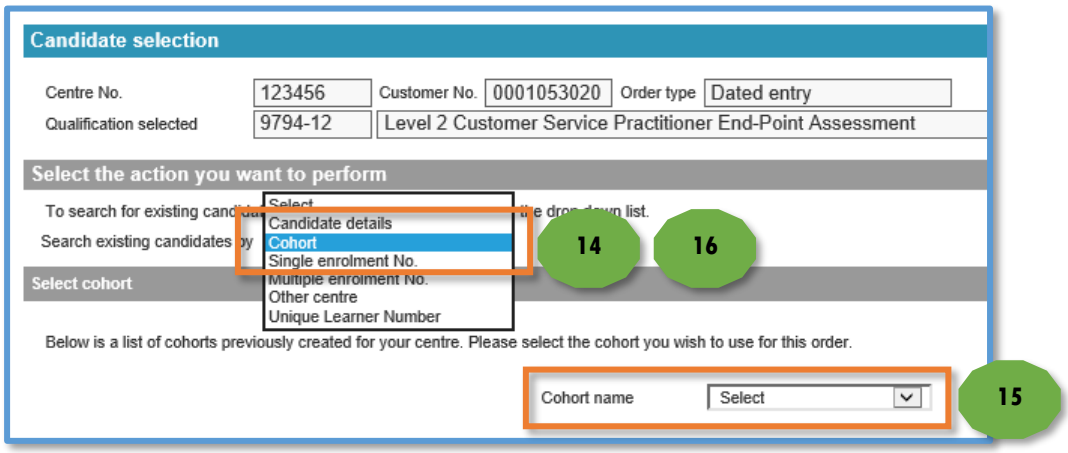
*Please note this is not the actual date for the EPA event. That date will be confirmed by the EPA Bookings Team.



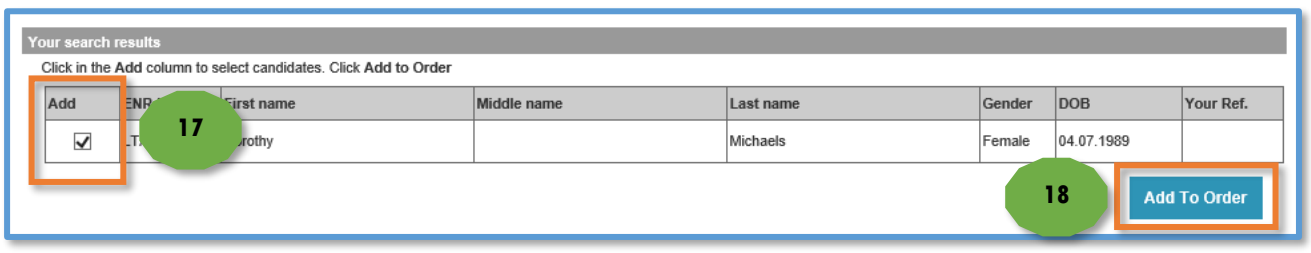
11. If the date is too early, then an error message will open in a new window.
12. Click '**OK**' and amend the date to meet the required notice period of 60 days.



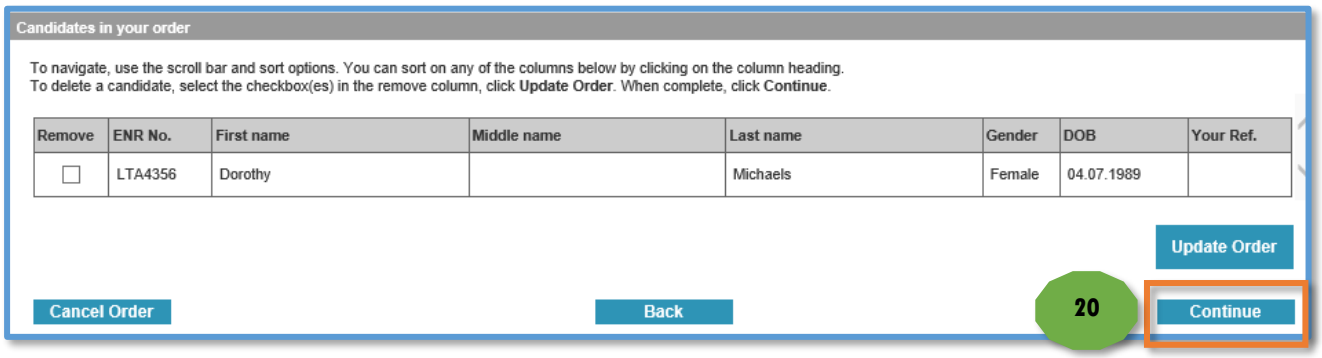
13. Under the **candidate selection** section, search for existing candidates by name or cohort by choosing from the dropdown list.
14. If adding a cohort, select '**Cohort**'.
15. Select the cohort from the **Cohort name** dropdown list.
16. Alternatively, you can search by a single enrolment number.



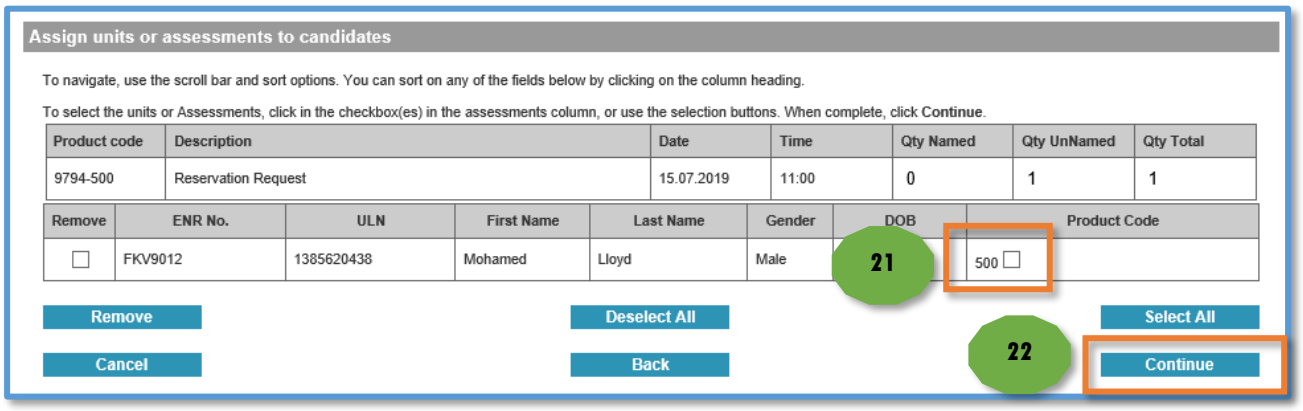
17. When using the Cohort option, in the '**Add**' column, tick the candidate(s) you want to make a reservation for.
18. Click '**Add to order**'.



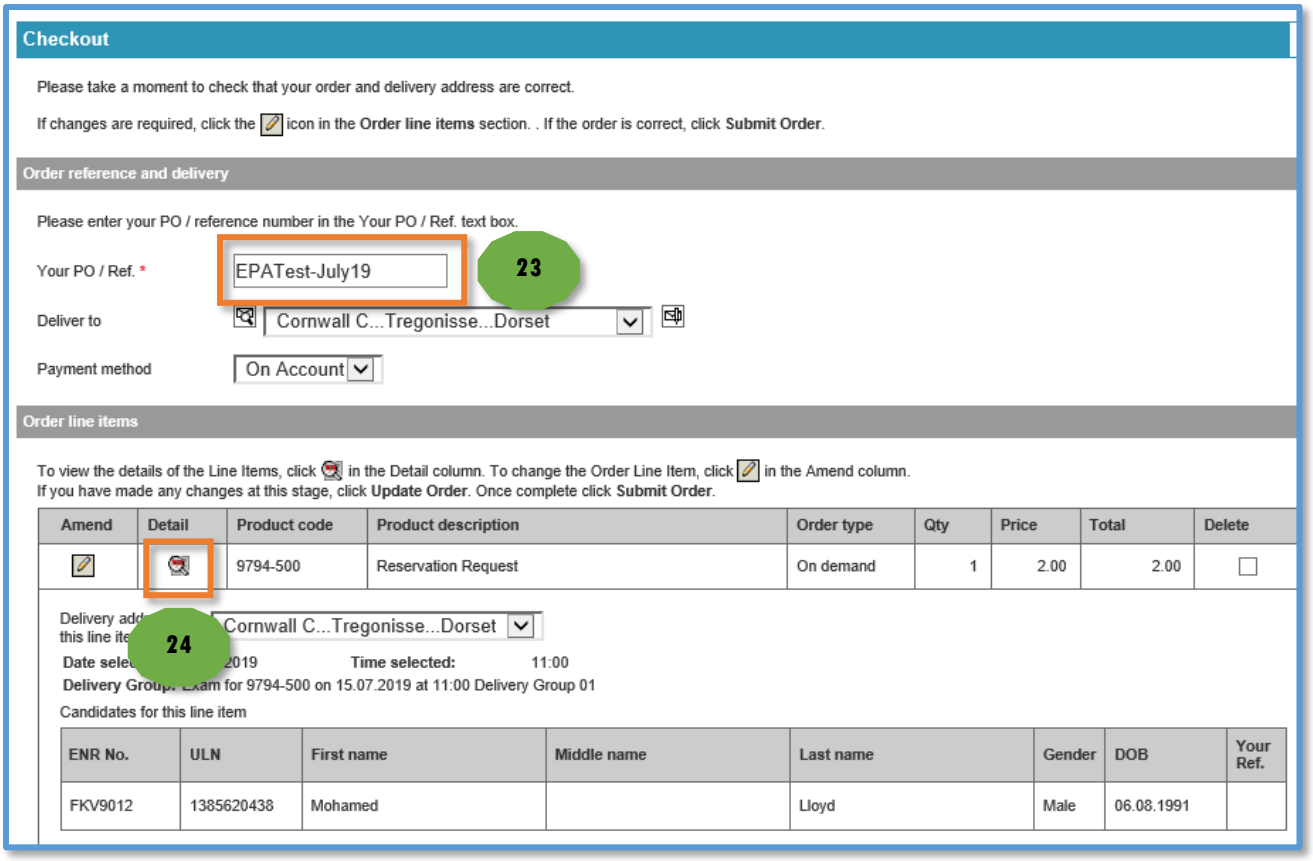
19. Under the **Candidates in your order** section, you can remove any names you do not want to book a reservation for.
20. If all the details are correct, click '**Continue**'.



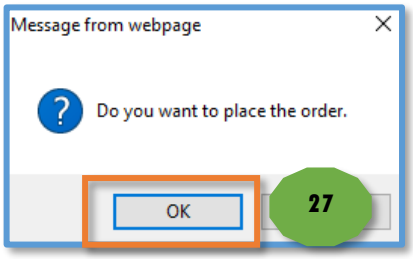
21. Under the **Assign units or assessment to candidates** section, click the checkbox in the '**Product Code**'.
22. Click '**Continue**'.



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



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



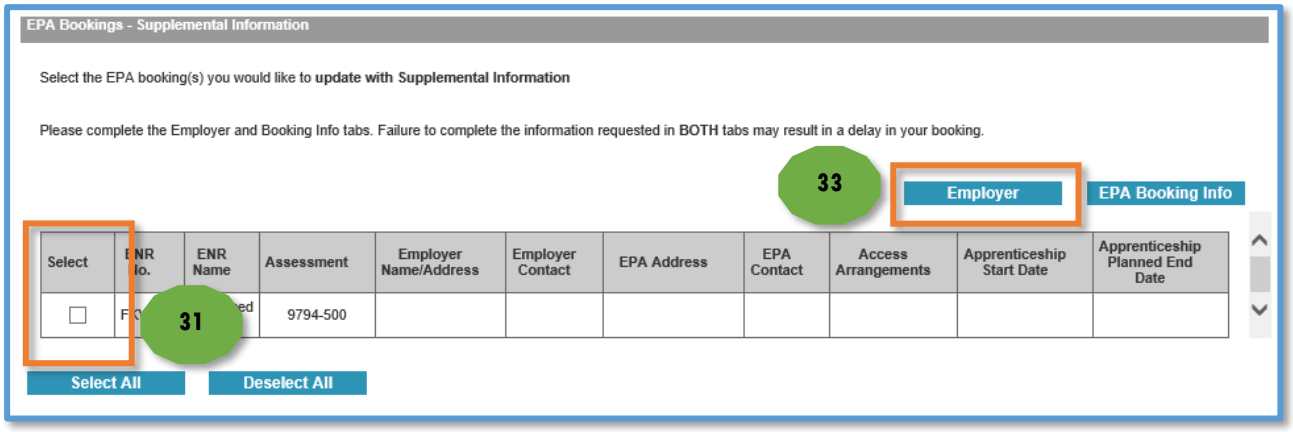
28. When payment is complete, you'll see an order confirmation screen with the order number, your reference number, billing information, qualification details, list of candidates and cost.

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

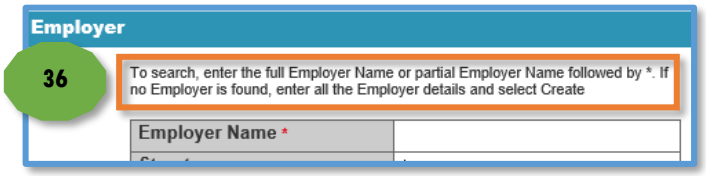
30. Click on '**Update EPA Data**' to enter the remaining supplemental information needed for the EPA booking.



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



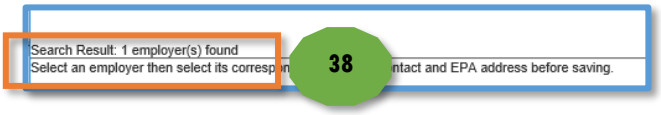
35. Enter the '**Employer name**'.
36. Using a wildcard *, allows you to enter the details partially, to carry out the search.



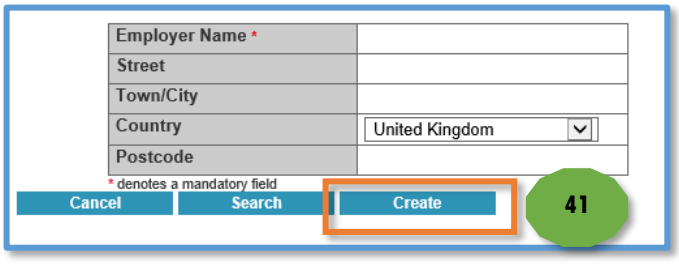
37. Click **Search.**



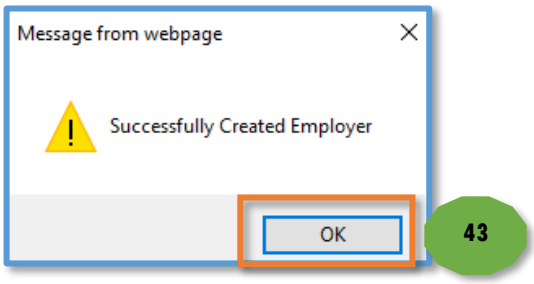
38. The system will flag the number of search results.
39. If the employer record already exists, go to **step 44**.



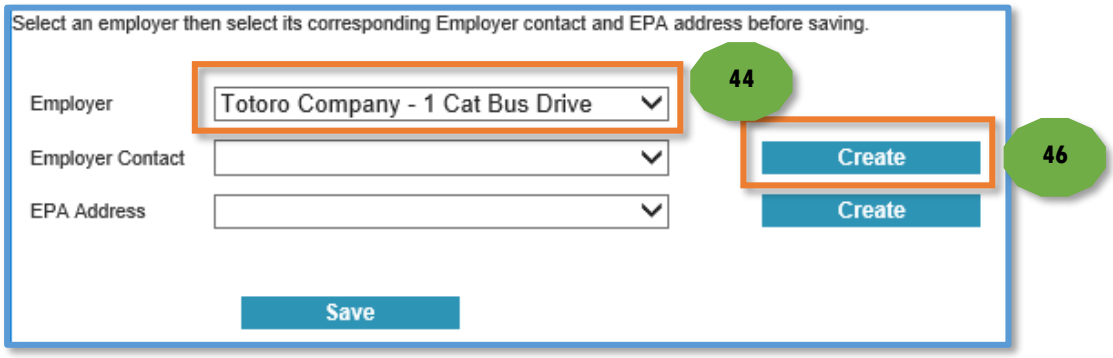
40. If no employer is found, enter the Employer Name, Street, Town/City and Postcode.
41. Click '**Create**' to generate the employer record.

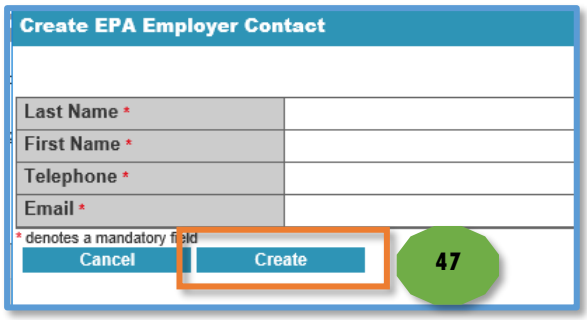


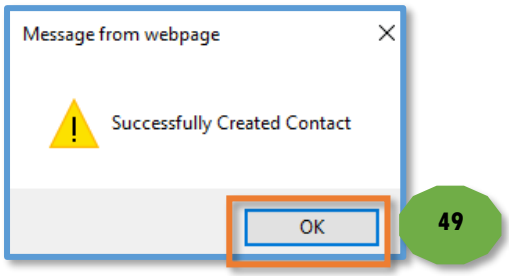
42. A new window will launch confirming that the employer has been successfully created.
43. Click '**OK**'.



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

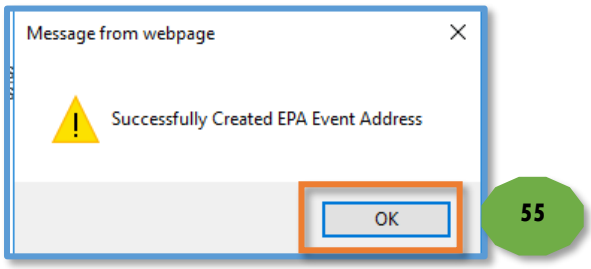






50. Use the EPA Address dropdown, to populate the field with the address **where the EPA will be held**.
51. If no address exists, click 'Create' to add the '**EPA Address**'. Otherwise go to **step 57**.
52. Under the section **Create EPA Event Address**, enter the event address details.
53. Click '**Create**'.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

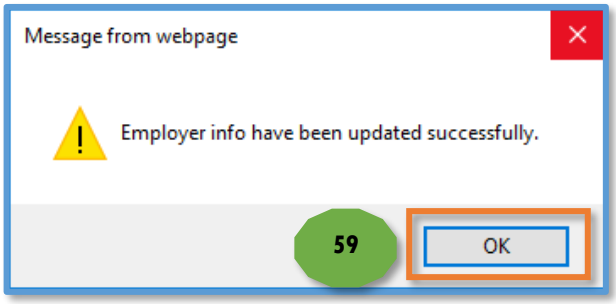




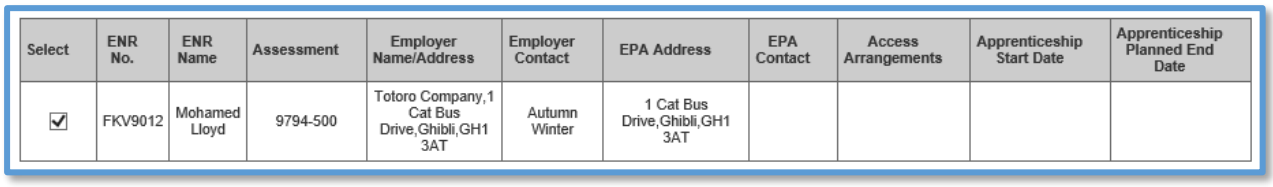
56. An example of a completed employer record.
57. Click '**Save**'.



58. A new window will launch confirming that the Employer info has been updated successfully.
59. Click '**OK**'.

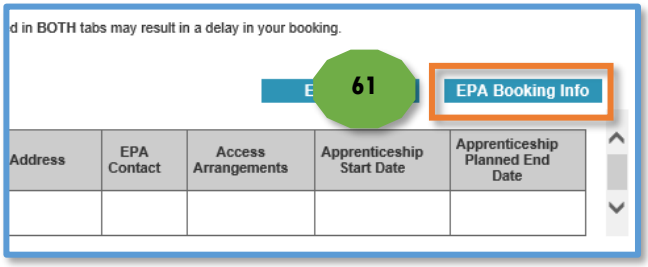


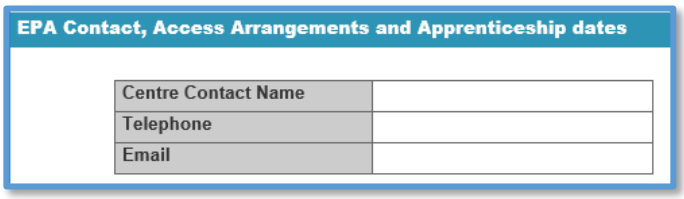
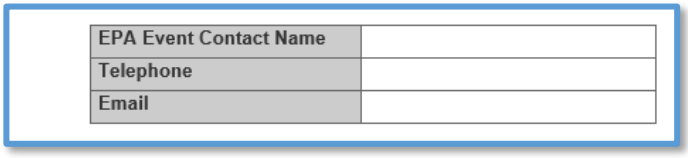
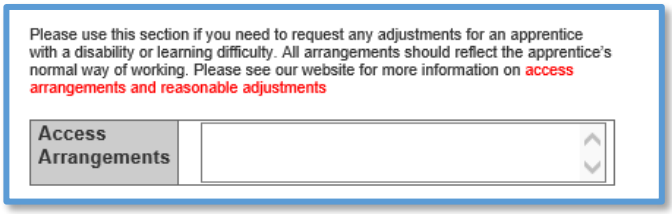
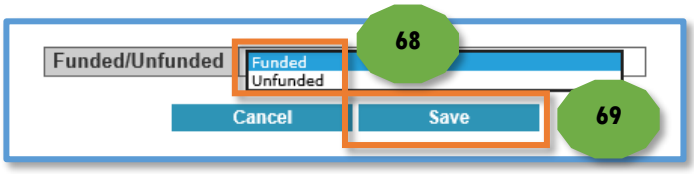
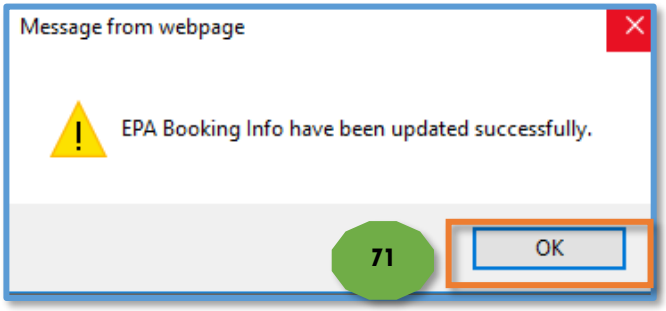
60. Example of the employer, employer contact and address populated.



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

61. Click '**EPA Booking Info**'.



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

72. An example of the completed supplemental information.
73. The information is now saved in the system and the booking is complete.

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

IMPORTANT:

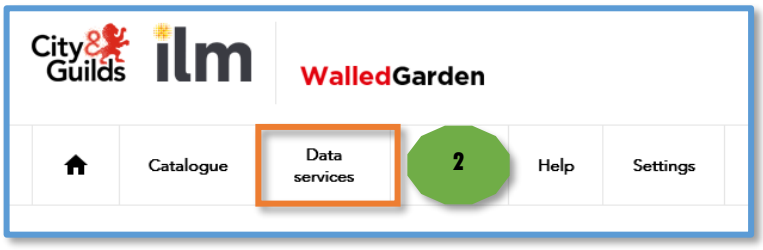
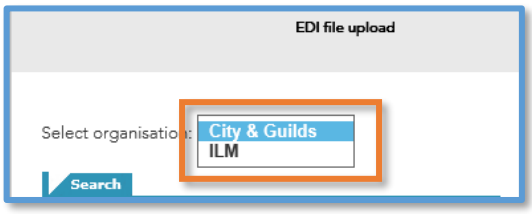
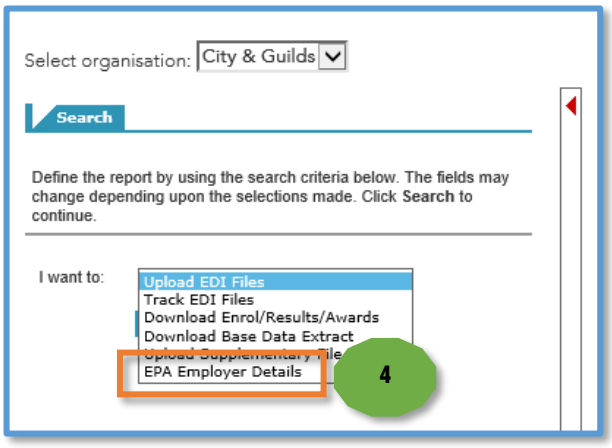
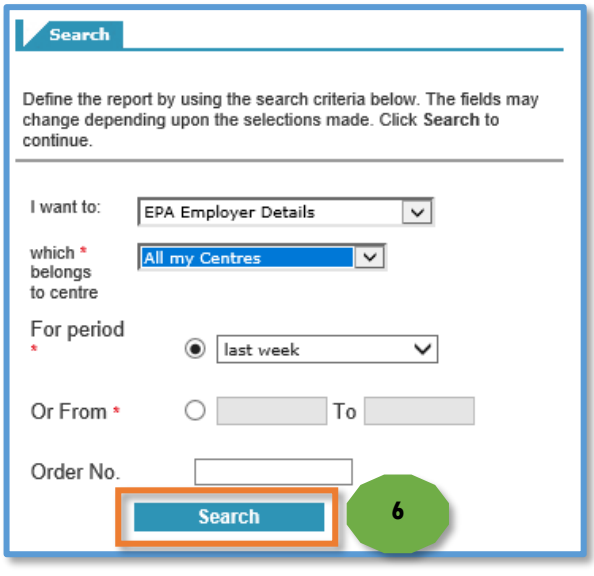
The booking will move to the EPA Portal and you will be given access to upload the gateway evidence. Once this happens, the record will be locked.

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

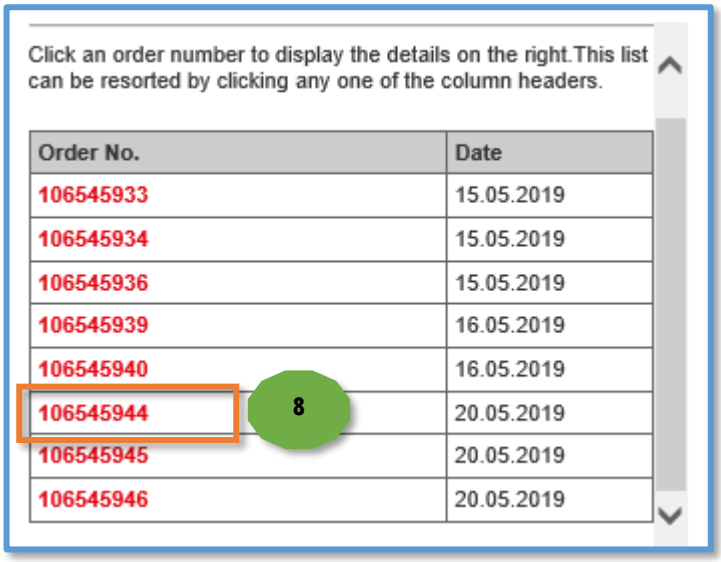
If you need to amend the supplemental information after the record has been locked, then please contact the EPA Team to request for it to be unlocked.

7. How to add or amend the supplemental information

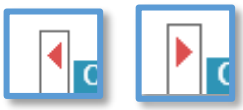
This section provides guidance on how to add or amend the supplemental information, as referred to in the booking process (Section 6).

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

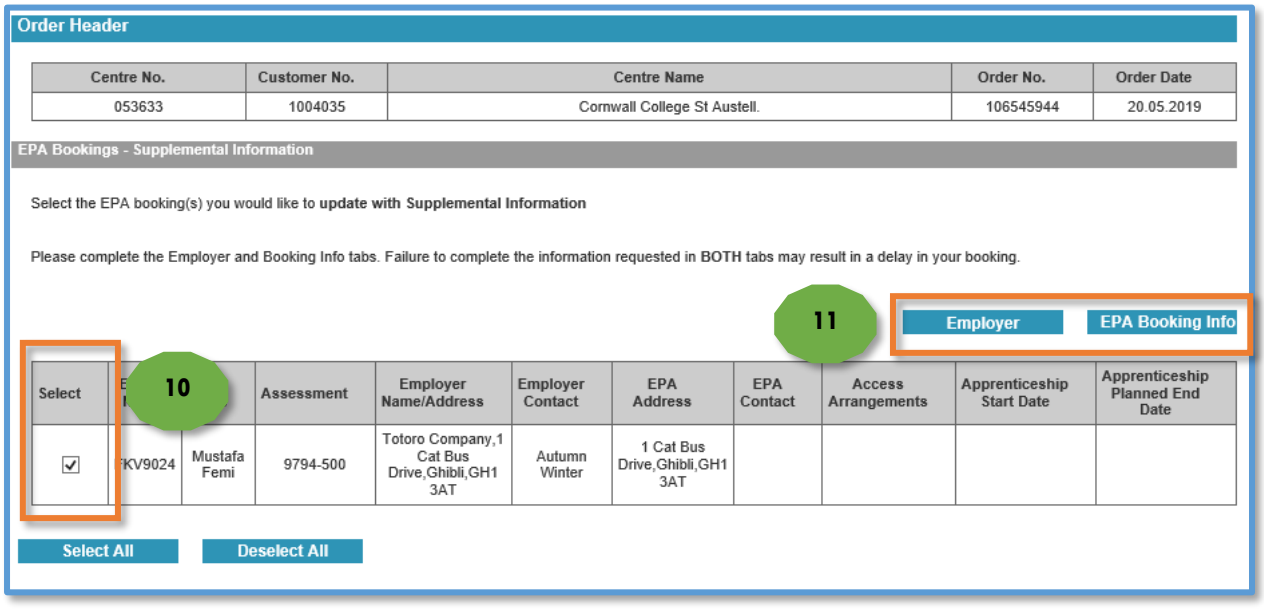
7. The results will be displayed below the search fields.
8. Click on an '**Order No.**'.



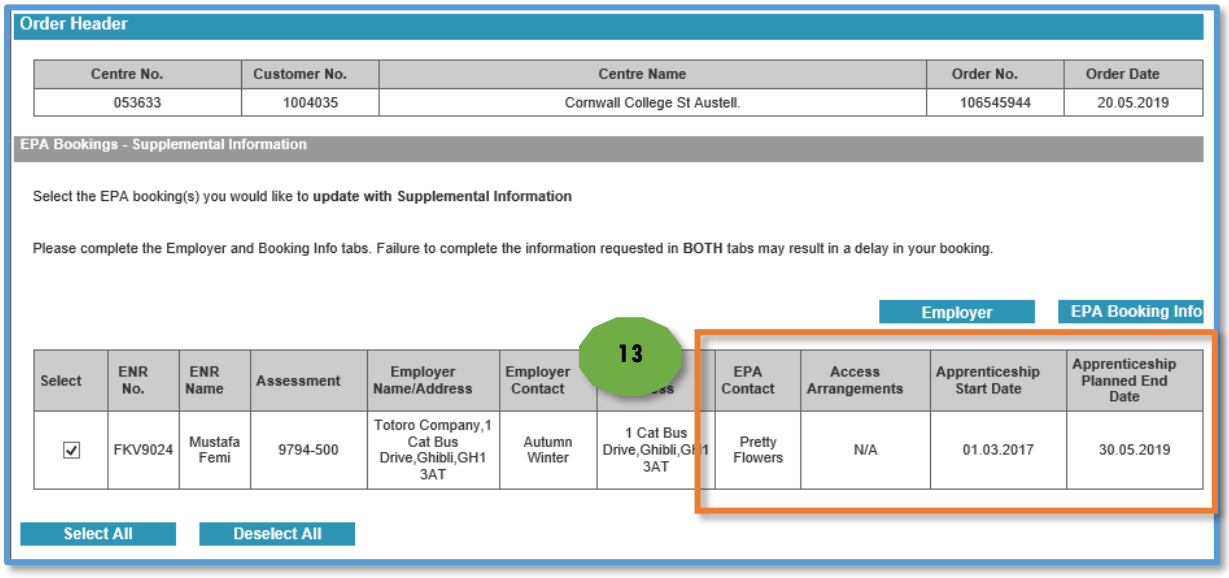
9. Click on the arrows to hide/show the navigation panel.



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



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



8. How to book an e-volve knowledge test

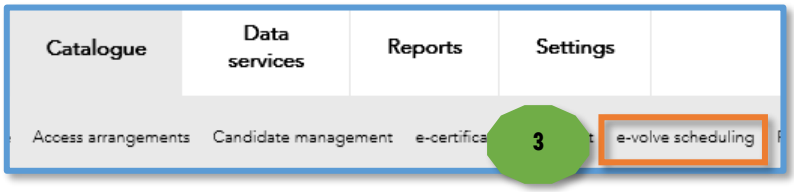
Knowledge tests are part of end-point assessment and can only be taken after the booking date has been agreed with the EPA Team.

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

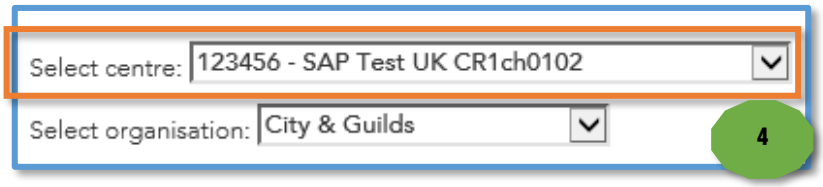
Once an order has been placed in the Walled Garden, please be advised that the knowledge test will not be available **until five days from the order date** - this is specific to end-point assessment only.

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

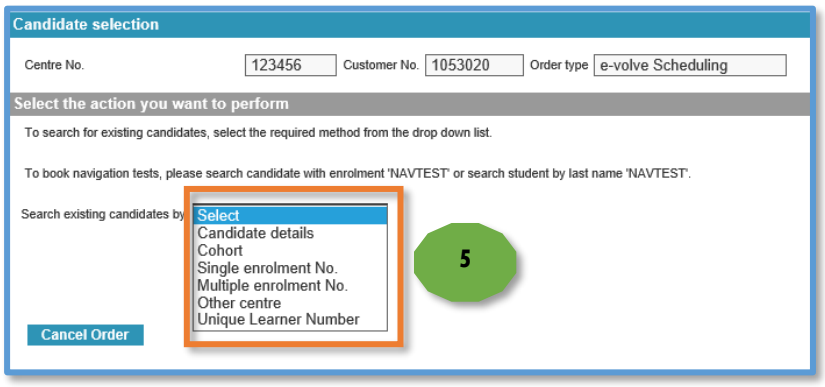
1. Log into Walled Garden (refer to Section 2 step 1 for details).
2. From the home page, click '**Catalogue**'.
3. Click on '**e-volve scheduling**.'



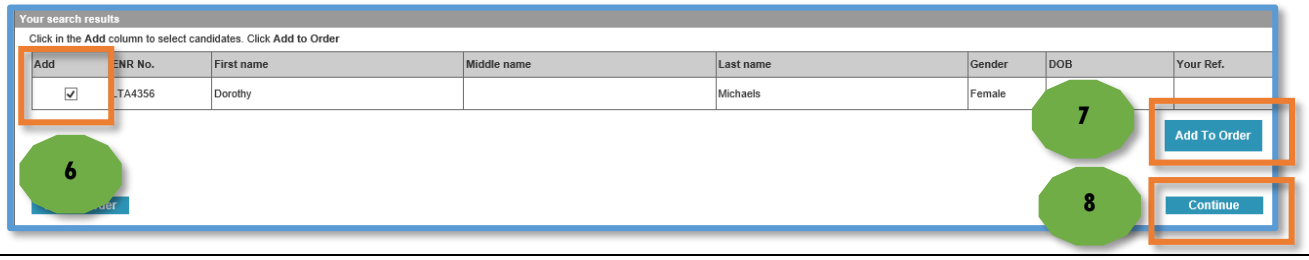
4. From the **Select centre** dropdown, chose the centre, if you have more than one.



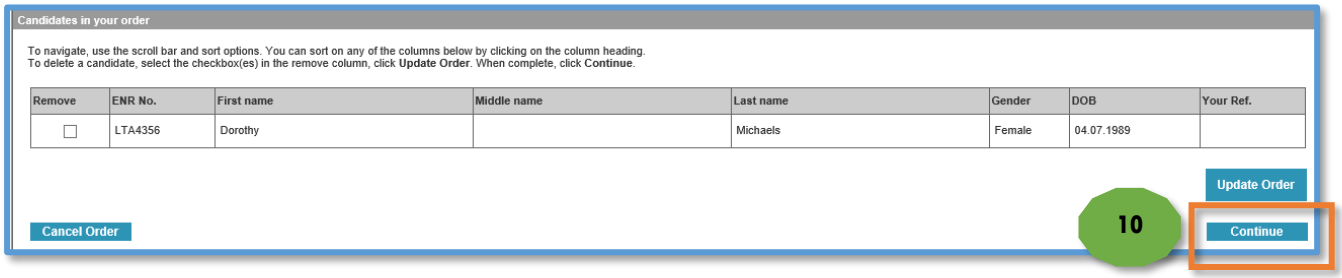
5. Under the **candidate selection** section, search for existing candidates by name or cohort by choosing that field from the dropdown list.



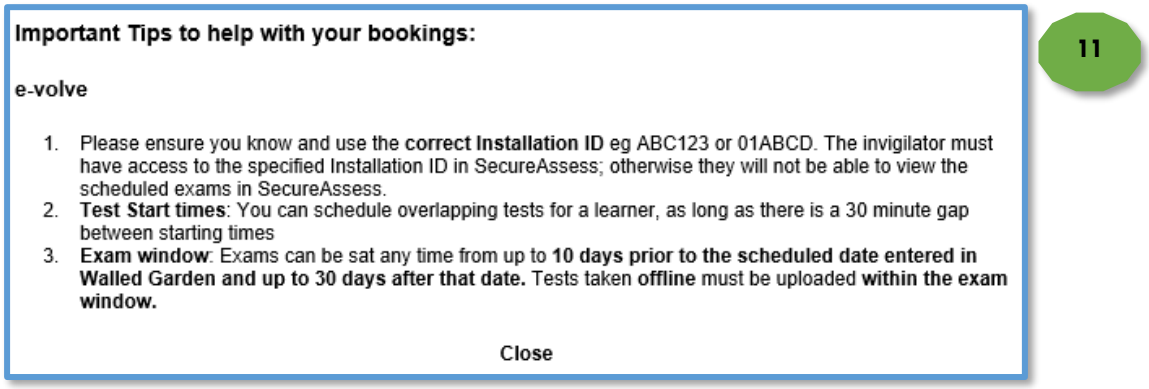
6. Select the candidate/cohort
7. Click '**Add to order**'
8. Click '**Continue**'.



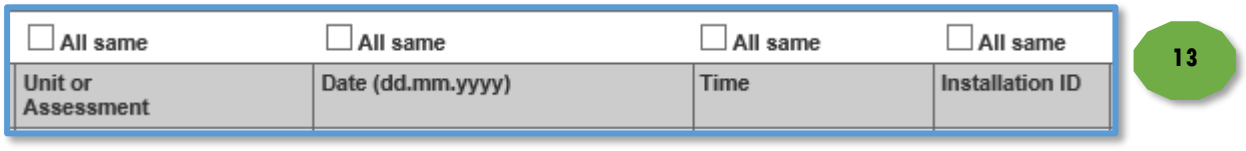
9. In the **Candidate in your order** section, the candidate(s) will be listed.
10. Click 'Continue'.



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



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



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

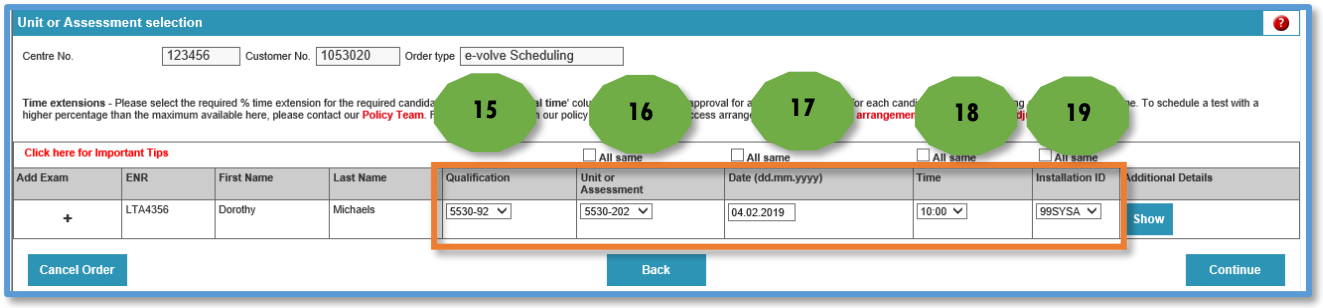
    Note: You can schedule overlapping exams for a candidate, if there is a 30-minute gap between start times.

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

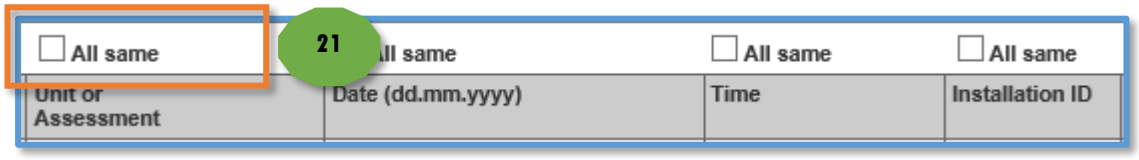
    Note: If an Installation ID isn't available in the dropdown list, it could be because:

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

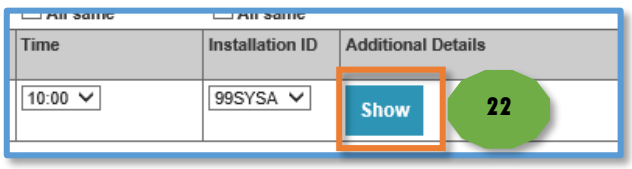
    Please contact Customer Services for support - 0844 543 0000 or centresupport@cityandguilds.com



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



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

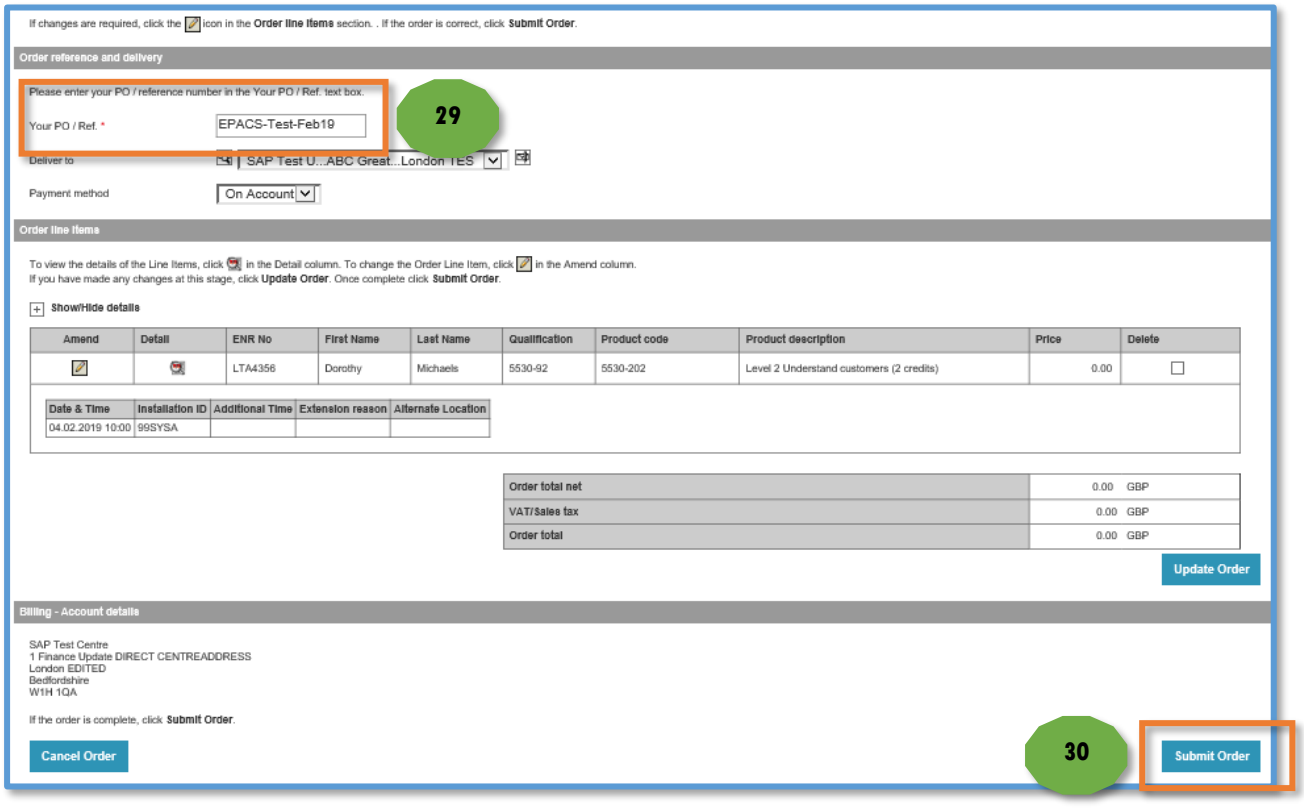


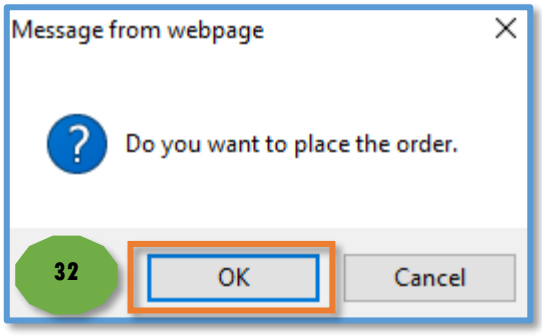
23. It will bring up the fields for a time extension and the reason - you must complete both.
24. For most tests, the most you can select is a 25% extension (50% in some cases, including UKT/EKUs).



25. For an extension up to 100%, you'll have to apply to the Policy Team at City & Guilds with the necessary evidence. If successful, the team will give you a reference number.
26. For a knowledge assessment to be taken off site, enter the address in the '**Alternative exam location**' field for that booking.
27. Exams can only be administered at appropriate locations that follow the City & Guilds policy – this can be found at [cityandguilds.com/policy.](cityandguilds.com/policy)
28. When you've completed all the right fields, click '**Continue**'.

29. In the checkout screen, enter your purchase order number or order reference in the '**Your PO/Ref**' field.
30. Click '**Submit Order**'.



31. A message will appear to confirm that you wish to place the order. 32. Click **OK**.	
33. When payment is complete, you'll see an order confirmation screen with the order number, your reference number, billing information, qualification details, list of candidates and cost.	
34. You can print a copy of the order by selecting '**Print page**' or complete the '**send a duplicate confirmation to**' field to receive a copy by email.	