

## Quality portal user guide

**January 2024**

# Quality Portal

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## 1. What is the quality portal?

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The Quality Portal is a **new area in the Walled Garden**. It is designed for you to **manage your Quality Assurance online, interacting** with the Quality Team and External Quality Assurers (EQAs).

In the Quality Portal you can:

- Submit Qualification Approval Application (QAP) forms and review their progress.
- Submit Application forms for End-point assessment (City & Guilds UK and ILM only)
- View details of your qualification approval status and allocated EQAs.
- View your past and future activities and review their progress.
- View Centre Activity Reports (CARs).
- View Qualification Approval activity reports (QAPv)
- Submit sampling activity planning (CA2) forms and view sampling activity confirmation (PA1) forms.
- Submit Centre Update (CU) forms.

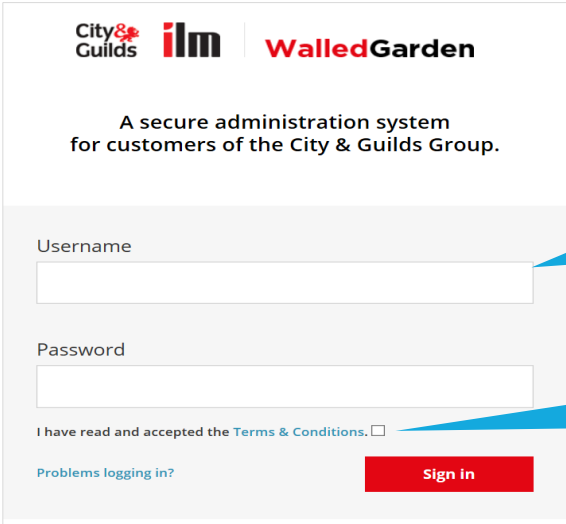
See Appendix 2 for a description of the different Quality profiles and what you can do with each.

# Quality Portal

## 2. Logging in

1 Go to [www.walledgarden.com](http://www.walledgarden.com)

2



City & Guilds | ilm | **WalledGarden**

A secure administration system  
for customers of the City & Guilds Group.

Username

Password

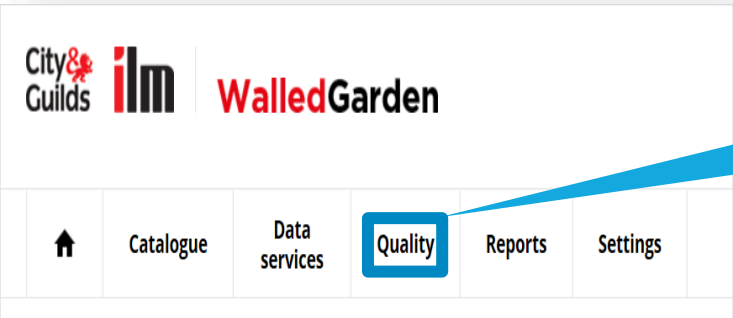
I have read and accepted the [Terms & Conditions](#). ☐

[Problems logging in?](#) **Sign in**

Enter your Walled Garden **username** and **password**

Don't forget to tick the **Terms & Conditions** box

3



City & Guilds | ilm | **WalledGarden**

[Home](#) [Catalogue](#) [Data services](#) **[Quality](#)** [Reports](#) [Settings](#)

Click on the **Quality** tab to access the Quality Portal

The screenshot shows the Quality Portal interface. At the top is a navigation bar with tabs: Home, Catalogue, Data services, Quality (highlighted), Reports, and Settings. Below this is a sub-navigation bar with 'Centre portal', 'Activity planner', and 'Online forms'. A blue callout box points to the 'Activity planner' and 'Online forms' tabs, stating: 'Click one of these tabs to access Online Forms, or to view your Activity Planner'. On the left is a search section with a 'Search' button and a dropdown menu for 'Show me:'. The dropdown is open, showing options: 'My Approval Applications' (highlighted), 'My Qualifications', 'My Quality Assurance Visits', and 'My Centre Updates'. A blue callout box points to this dropdown, stating: 'This dropdown appears when you click on the 'Centre Portal' tab at the top'. Below the search section is a 'Welcome' message and a list of features: 'View the progress of your qualification approvals', 'View your approved qualifications, including the allocated Consultant and cu', 'View and manage all activities allocated to your centre', and 'View and submit application and update forms'. On the right is a large image of a woman smiling at a desk. A large blue callout box at the bottom right states: 'This is the Welcome page for the Quality Portal. Use the navigation bar at the top or the dropdown menu to access the different sections'.

Centre portal Activity planner Online forms

Click one of these tabs to access Online Forms, or to view your Activity Planner

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:  
My Approval Applications

For Centre All Centres

For period \*

Or From \*

For Awarding org City & Guilds

Search

Quality System

Welcome

Here you will be able to:

- View the progress of your qualification approvals
- View your approved qualifications, including the allocated Consultant and cu
- View and manage all activities allocated to your centre
- View and submit application and update forms

This is the Welcome page for the Quality Portal. Use the navigation bar at the top or the dropdown menu to access the different sections

View **Centre/Qualification Approval** or **EPA Applications** (CAPs / QAPs/EPA) you have submitted

## 4. My approval applications

The Centre number for which you submitted the application (if more than one was selected)

The date you submitted your application

The qualification you applied for

The reference number for the approval activity (if applicable). Click to open the Qualification Approval report (QAPv)

*(See Online Forms section for details)*

Date initially suggested by the Quality Team

Date agreed between you and the EQA

### My Approval Applications

| Approval applications |                            |                 |      |                   |                                                                 |                            | Approval visits (if required) |                                |                    |                   |                       |
|-----------------------|----------------------------|-----------------|------|-------------------|-----------------------------------------------------------------|----------------------------|-------------------------------|--------------------------------|--------------------|-------------------|-----------------------|
| Centre                | Ref No.                    | Submission Date | Type | Qualification No. | Qualification Description                                       | Status                     | Ref No.                       | Status                         | Planned Visit date | Actual Visit date | Report submitted date |
| 016431                | <a href="#">0040007420</a> | 27.06.2014      | QAP  | 6774-14           | Level 4 Diploma in Insurance                                    | Application processed      | <a href="#">8000056799</a>    | Consultant/EV Report Submitted | 01.07.2014         | 15.07.2014        | 27.06.2014            |
| 016431                | <a href="#">0040007460</a> | 24.07.2014      | QAP  | 4430-01           | Level 1 NVQ Certificate in Customer Services                    | Application processed      | <a href="#">8000057340</a>    | Consultant/EV Report Submitted | 24.07.2014         | 24.07.2014        | 24.07.2014            |
| 016431                | <a href="#">0040007470</a> | 11.08.2014      | QAP  | 6502-93           | Level 3 Award in Education and Training (unit route)            | Application processed      | <a href="#">8000057455</a>    | Consultant/EV Report Submitted | 11.08.2014         | 11.08.2014        | 18.09.2014            |
| 016431                | <a href="#">0040007480</a> | 11.08.2014      | QAP  | 6502-97           | Level 5 Diploma in Education and Training (unit route)          | Approval visit in progress | <a href="#">8000057662</a>    | Visit Scheduled                | 15.08.2014         | 20.08.2014        | 00.00.0000            |
| 016431                | <a href="#">0040007490</a> | 11.08.2014      | QAP  | 6503-51           | Level 5 Diploma in Teaching English: Literacy                   | Application received       | n/a                           | n/a                            | n/a                | n/a               | n/a                   |
| 016431                | <a href="#">0040007491</a> | 11.08.2014      | CAP  | 6560-02           | Level 2 NVQ Certificate in Wall and Floor Tiling (Construction) | Application stopped        | n/a                           | n/a                            | n/a                | n/a               | n/a                   |

The reference number for your application. Quote if you need to contact us. Click to open the application form you submitted

*(See Online Forms section for details)*

The type of application: Centre Approval (CAP) or Qualification Approval (QAP) or EPA Application (EPA)

The status of your application.

*(See next pages for an explanation of each status)*

The status of the approval activity (if required)

*(See next pages for an explanation of each status)*

Date when the QAPv was submitted

### Your approval or EPA application status

The table below lists all the different statuses for your Centre and Qualification Approval or EPA Applications and what they mean to you

| Application status                                                             | Meaning                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application received                                                           | We have received your EPA application, but we have not started to process it yet                                                                                                                                                                                                        |
| Approval visit in progress                                                     | A Centre/qualification approval visit or remote approval activity is being arranged/carried out                                                                                                                                                                                         |
| Application processed<br><i>(only for qualification approvals)</i>             | Your qualification approval application has been processed. Please note this could either be approved or rejected. The Quality team will be in touch with you to inform you of the outcome                                                                                              |
| EPA Approved                                                                   | Your EPA application has been processed successfully (C&G UK and ILM only)<br>Please note: At this point, successful EPA applications will transfer to City & Guilds dedicated EPA service. Please visit City & Guilds <a href="#">EPA Service</a> page for full details and resources. |
| Application stopped                                                            | Your application has been stopped by us, or at your request                                                                                                                                                                                                                             |
| Application on hold                                                            | Your application has been put on hold by us, or at your request                                                                                                                                                                                                                         |
| Credit check in progress<br><i>(only for Centre approvals and EPA)</i>         | Our Finance department is completing the credit check and processing the payment of your Centre approval fee (fee not applicable to EPA)                                                                                                                                                |
| Credit check approved / rejected<br><i>(only for Centre approvals and EPA)</i> | Your credit check has been successful. The Quality team will allocate an EQA to organise an approval activity (activity not applicable to EPA)                                                                                                                                          |
| Credit check rejected<br><i>(only for Centre approvals and EPA)</i>            | Your credit check has been unsuccessful. The Quality or EPA Applications team will be in touch with details of how to proceed                                                                                                                                                           |

### Your approval activity status (not applicable to EPA)

Not every qualification approval application will require an approval activity. If it does, it can be either a visit or a remote activity. EPA will never have an approval activity. If we do organise an activity, it will be identified on the table with a reference number (800xxxxxxx). The status of the activity will be displayed as follows:

| Application status                                                           | Meaning                                                                                                                      |
|------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Centre application approved / rejected<br><i>(only for Centre Approvals)</i> | Your Centre approval application has been approved / rejected                                                                |
| Rejected                                                                     | Your approval application has been rejected. The Quality Team will be in touch with you with details of how to proceed       |
| Consultant/EV assigned                                                       | An EQA has been allocated, and they will contact you to schedule a date                                                      |
| Visit Scheduled                                                              | You have agreed an activity date with the EQA                                                                                |
| Consultant/EV Report submitted                                               | The qualification approval report (QAPv) is ready to view                                                                    |
| Consultant/EV Reallocation                                                   | Occasionally, we may need to reallocate an activity to a different EQA. If that happens, you may see this status temporarily |

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[Home](#) | 
 [Catalogue](#) | 
 [Data services](#) | 
 [Quality](#) | 
 [Reports](#) | 
 [Settings](#)

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Centre portal   Activity planner   Online forms

### Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

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Show me:

My Qualifications ▼

For Centre

145789 AP College ▼

For Awarding org

City & Guilds ▼

Search

## Quality Ratings

| Customer Number | Centre Number | Centre Name |
|-----------------|---------------|-------------|
| 0001062425      | 145789        | AP College  |

### Qualifications

| Product Code | Qualification Description                                                         | Approved Date | Last Registration Date | Last Certification Date | Consultant/EV Name | Approval Status                         |
|--------------|-----------------------------------------------------------------------------------|---------------|------------------------|-------------------------|--------------------|-----------------------------------------|
| 0340-03      | Level 3 Advanced National Certificate in Agriculture                              | 20.06.2013    | 31.12.2010             | 31.12.2013              | J Clark            | Low (Full Approval)                     |
| 0735-02      | Level 4 NVQ in Waste Management Operations: Managing Landfill Non-hazardous Waste | 20.06.2013    | 15.04.2011             | 31.12.2013              | J Clark            | Approval withdrawn                      |
| 0340-93      | Level 3 Advanced National Certificate in Agriculture                              | 20.06.2013    | 31.12.2010             | 31.12.2013              | J Clark            | Low (Full Approval)                     |
| 0735-01      | Level 4 NVQ in Waste Management Operations: Managing Landfill Hazardous Waste     | 20.06.2013    | 15.04.2011             | 31.12.2013              | J Clark            | High (No Registration or Certification) |

The diagram illustrates the relationship between specific data points in the 'Qualifications' table and their meanings. Blue dots are placed on the following cells: Product Code '0735-01', Qualification Description 'Level 4 NVQ in Waste Management Operations: Managing Landfill Hazardous Waste', Last Registration Date '15.04.2011', Last Certification Date '31.12.2013', Consultant/EV Name 'J Clark', and Approval Status 'High (No Registration or Certification)'. Lines connect these dots to six light blue boxes with black borders containing the following text:

- 'Qualification details' (connected to Product Code '0735-01')
- 'Date your application was successful' (connected to Qualification Description)
- 'Last Registration and Last Certification date, according to our Catalogue' (connected to Last Registration Date)
- 'Your approval status for this qualification' (connected to Approval Status)
- 'Your allocated EQA for this qualification (not applicable to EPA)' (connected to Last Certification Date)
- '(See next page for an explanation of each status)' (connected to Approval Status)

# Quality Portal

## 5. My qualifications

### Your qualification approval status

This table lists the different statuses for your Qualification Approvals and what they mean to you

| Approval status                                                                                                    | Meaning                                                                                                                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C&G - Low (Full Approval)<br>ILM - 00 Direct Claim No Action Plan<br>ILM - 01 Direct Claim with Act. Plan          | You can register and certificate for this qualification.                                                                                                                                                      |
| C&G - Medium (Registration only)<br>ILM - 02 EV Signature Required                                                 | You can register, but you cannot certificate for this qualification                                                                                                                                           |
| C&G - High (No Registration or Certification)<br>ILM - 3a Suspend Registrations<br>ILM - 3b Suspend Certifications | C&G - You can neither register nor certificate for this qualification<br>ILM - You have either registrations or certifications suspended.                                                                     |
| C&G - Qualification Approval Rejected                                                                              | Your qualification approval application was unsuccessful, and you have not been approved to run this qualification                                                                                            |
| C&G - Approval withdrawn<br>ILM - 04 Withdraw Programme Approval                                                   | Your approval has been withdrawn by the Quality Team                                                                                                                                                          |
| C&G - Application withdrawn                                                                                        | You have told us you no longer want to go ahead with your approval application                                                                                                                                |
| C&G - Approval lapsed (no activity)                                                                                | There have been no registrations/certifications on this qualification for two years, so your approval has expired. You need to contact the Quality Team to discuss how to re-activate it if you wish to do so |

## 6. My quality assurance activities

|               | Catalogue        | Data services | Quality | Reports | Settings |
|---------------|------------------|---------------|---------|---------|----------|
| Centre portal | Activity planner | Online forms  |         |         |          |

**Search**

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:

For Centre:

For period \* ☐ last week ☒ Or From \*  To

**Search**

- Choose My Quality Assurance Activities
- Choose centre number from dropdown menu
- Specify time period for the Planned Activity Date
- Select either 'City & Guilds' or 'ILM', or 'City & Guilds Limited International' for International customers
- Click Search

### Activity Details

| Centre Note | Attach Docs | Reference Number | Activity Type                          | Status                        | Centre  | Planned activity date | Actual activity date | Date Report Submitted |
|-------------|-------------|------------------|----------------------------------------|-------------------------------|---------|-----------------------|----------------------|-----------------------|
| [Red]       | [Red]       | 8000043980       | Systems Visit                          | Visit Scheduled               | 145789  | 17.07.2013            | 24.07.2013           | 00.00.0000            |
| [Red]       | [Red]       | 8000043982       | Sampling 2377                          | CA2 sent to Consultant        | 145789  | 20.06.2013            | 21.06.2013           | 00.00.0000            |
| [Red]       |             |                  |                                        |                               |         |                       |                      |                       |
| [Red]       |             |                  |                                        |                               |         |                       |                      |                       |
| [Red]       |             |                  |                                        |                               |         |                       |                      |                       |
| [Red]       |             |                  |                                        |                               |         |                       |                      |                       |
| [Red]       | [Red]       | 8000043997       | Sampling 2391-01                       | PA1 received                  | 145789A | 18.06.2013            | 17.07.2013           | 00.00.0000            |
| [Red]       | [Red]       | 8000044037       | Sampling visit 0753                    | CA1 received                  | 145789  | 24.07.2013            | 24.07.2013           | 00.00.0000            |
| [Red]       | [Red]       | 8000044061       | Sampling 0666-01                       | In Process with Consultant/EV | 145789  | 31.07.2013            | 00.00.0000           | 00.00.0000            |
| [Red]       | [Red]       | 8000044029       | Standardisation of assessment practice | Report in progress            | 145789  | 27.08.2013            | 30.08.2013           | 30.08.2013            |
| [Red]       | [Red]       | 8000044101       | Sampling 0735-01, 0735-02              | Report in progress            | 145789  | 27.08.2013            | 30.08.2013           | 30.08.2013            |

View details of your activities. You can sort the data by clicking on any column header

See next page for an explanation of the content of each column

Note: This screen will only show activities with a Planned Activity Date from 01.09.2013 onwards

Click on the reference number to open a form related to each activity.  
(See Online Forms section for details)

View your past and future quality assurance Activities. This is not applicable to EPA

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### Activity status

This table lists the different statuses for your Activities and what they mean to you

| Activity status                                                    | Meaning                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| In Process with Consultant/EV                                      | An EQA has been instructed to carry out this activity. He/she will contact you to agree a date                                                                                                                                                                                                                                                                                                            |
| Visit Scheduled                                                    | An activity date has been agreed between you and your EQA. If the activity does not involve sampling, there is nothing else for you to do until the day of the activity. For sampling activities, you will have been emailed the CA1 with the details of the activity. You now need to submit a CA2 form online. The CA2 due by date is stated in the CA1 ( <i>See Online Forms section for details</i> ) |
| CA2 sent to Consultant<br>(Only applicable to sampling activities) | You have submitted a CA2 form. The EQA now needs to submit a PA1 form online                                                                                                                                                                                                                                                                                                                              |
| PA1 received<br>(Only applicable to sampling activities)           | The EQA has submitted a PA1 form online. You can view it by going to the Online Forms tab, and using the reference number for the activity (800xxxxxxx). ( <i>See Online Forms section for details</i> )                                                                                                                                                                                                  |
| Report in Progress                                                 | The EQA has submitted the Centre Activity Report (CAR) and the Quality Team is currently reviewing it. The Report is not available for you to view at this stage                                                                                                                                                                                                                                          |
| Report Completed                                                   | The Quality Team has processed the Centre Activity Report (CAR) and it is now available for you to view. You can do this by clicking on the reference number for the activity (800xxxxxxx). ( <i>See Online Forms section for details</i> )                                                                                                                                                               |
| Consultant/EV Reallocation                                         | Occasionally, we may need to reallocate an activity to a different EQA. If that happens, you may see this status temporarily                                                                                                                                                                                                                                                                              |

|   |                                                                                                                                    |   |                                                                                                              |
|---|------------------------------------------------------------------------------------------------------------------------------------|---|--------------------------------------------------------------------------------------------------------------|
| ① | Choose <b>My Centre Updates</b>                                                                                                    | ③ | Specify a time period for the date when the update was submitted                                             |
| ② | Choose <b>centre number</b> from dropdown menu. This only applies if you have access to multiple centre numbers or satellite sites | ④ | Select either 'City & Guilds' or 'ILM', or 'City & Guilds Limited International' for International customers |
|   |                                                                                                                                    | ⑤ | Click <b>Search</b>                                                                                          |

View details of any **Centre Update forms** you have submitted

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### Access online forms

#### Method 1

Click on the reference number for an activity, approval visit or remote activity, CAP / QAP application or submitted Centre Update.

This method is **recommended in most cases**.

**Search**

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:

For Centre:

| Centre Note              | Attach Docs              | Reference Number | Activity Type |
|--------------------------|--------------------------|------------------|---------------|
| <input type="checkbox"/> | <input type="checkbox"/> | 8000043980       | Systems Visit |
| <input type="checkbox"/> | <input type="checkbox"/> | 8000043982       | Sampling 2377 |

'Online Forms' will appear on the right-hand side of the screen. The Reference No and form type will be pre-populated.

**Search**

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:

For Centre:

For period: ☒ last year

Or From:  To:

For Awarding:

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose:

Customer No.:

Reference No.:

**Online Forms**

#### Method 2

Click on the Online Forms tab. Use this method for:

- Submitting a CAP / QAP
- Submitting an EPA application (C&G UK and ILM only)
- Submitting a Centre Update

Centre portal Activity planner **Online forms**

**Search**

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose:

Centre:

(or)

Reference No.:

**Online Forms**

Online Forms allows you to view and submit applications (QAP) and centre updates (C&G UK and ILM only).

The Centre Activity Report (CAR) is the report generated by the Consultant or Examinations Auditor. Unlike several different forms. The CAR you will submit will depend on the nature of the quality assurance audit.

Please see below for a description of each form:

- Centre Activity Report 1 - is used for exam audits
- Centre Activity Report 2 - is used for senior / professional recognition audits
- Centre Activity Report 3 - is used for

### Create / change / display

**Search**

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose Select

Customer No. 145789 AP College

(or)

Reference No.

**Create** **Change** **Display**

Choose an action, depending on what you want to do. The actions available to you will depend on the form type you've chosen, and your level of access

See table on the right for details

| Action         | What it does                                                                                                                                                                           | When you can use it                                                                                                                                                                                                                                                                                                        |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Create</b>  | Opens a new blank form for you to fill in for the first time                                                                                                                           | You can create or change the following form types: <ul style="list-style-type: none"> <li>A Qualification Approval form (full access users)</li> <li>An EPA application form (full access users)</li> <li>A Centre Update form (full access/admin users)</li> <li>A sampling form CA2 (full access/admin users)</li> </ul> |
| <b>Change</b>  | Opens a form you have been working on and that you have saved, but not submitted<br><br>Use this button to re-open the form and continue working on it until you are ready to submit   |                                                                                                                                                                                                                                                                                                                            |
| <b>Display</b> | Opens a form in read-only mode, so you can view it and print it, but you cannot make any changes or submit it<br><br>This is the button you use to display forms submitted by your EQA | You can display any submitted form for your centre, including those submitted by an EQA or by another centre user                                                                                                                                                                                                          |

### Create / change / display

The screenshot shows the 'Quality' tab selected in the top navigation bar. Below it, the 'Online forms' sub-tab is active. On the left, a search sidebar is visible with a 'Search' button and a list of forms. A red box highlights a search icon in the sidebar, with a callout box stating: 'Click here to hide/display the search fields. This will allow you to maximise the width of your screen to display the form'. The main content area displays 'Form QAP' with instructions on how to use the form. A red box highlights the 'Save' button on the left side of the form, with a callout box stating: 'The selected form will appear on this side of the screen'. The form itself is titled 'Section 1 Contact details' and contains several input fields for contact information.

Centre portal Activity planner Online forms

Search

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose Qualification Approval

Centre 145789 AP College

(or)

Reference No.

Create Change Display

Form QAP

This form is to be completed with reference to the following documents:

For City & Guilds UK centres: Our Quality Assurance Requirements and the Supporting Customer Excellence Centre Manual.

For City & Guilds International centres: The International Centre Manual.

For ILM centres: Our Quality Assurance Requirements and the ILM customer handbook.

\* Fields are mandatory unless otherwise stated.

**Section 1 Contact details**

Centre name AP College

Centre number 145789

1.3 Centre contact name Please select

1.4 Email address\*

1.5 Telephone number\* 02072942468

1.6 Website www.apcollege.com

\* Please use the most appropriate contact email address and telephone number for City & Guilds / ILM to use in the event of a

### Save / submit / print

Centre portal Activity planner **Online forms**

**Search**

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose: **Qualification Approval**

Centre: **145789 AP College**

(or)

Reference No.:

**Create Change Display**

City & Guilds - Supporting Customer Excellence Manual

City & Guilds - Guidance on internal quality assurance

Equal opportunities policy and monitoring

Records of City & Guilds Centre Update form

City & Guilds - Access to assessment and qualifications

Appeals and complaints procedure

Examination Preparation and Staff Awareness

Activities

Assessment

Document

Guidance

Examination

You may wish to submit documentary evidence in an electronic format

**Delete?** **Documentary evidence**

☐ **Browse...**

**Add New Delete**

**Save Submit Print**

Scroll down to the end of the form to find the **Save**, **Submit** and **Print** options. Not all three buttons will be available at all times; it depends on the form type you are looking at, and how you opened it

See table on next page for details.

A Save button 'follows' you as you scroll down through the form

### Save / Submit / Print

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                              |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Save</b></p>   | <p>Use this button to save the form you've been working on, without submitting it. This allows you to come back to it at a later stage to continue working on it.</p> <p>We <b>strongly encourage you to save as you go along</b>, to ensure you don't lose any data.</p> <p>Whenever you save the form, you will see a confirmation message like the one on the right. Re-open the form in 'Change' mode and continue working on it.</p> <p>Please note, the <b>Save</b> button will not be available if you open the form in 'Display' mode.</p>                   |  <p><b>Your form has been saved.</b></p> <p><i>Don't forget you still need to submit the form once it is complete. To do this, go back to the form and click 'Change' to edit it.</i></p> |
| <p><b>Submit</b></p> | <p>Use this button when you are ready to submit the form. <b>Forms can only be submitted once.</b> If you submit a form in error, please contact the Quality Team.</p> <p>If the form was submitted successfully, you will see a confirmation page like the one on the right, with a brief description of what to do/expect next.</p> <p><b>If you do not see the confirmation screen, it means the form has not been submitted.</b> Scroll through the form to find <b>errors highlighted in red print</b>. Make the necessary changes and try to submit again.</p> |  <p><b>Your form has been submitted</b></p> <p>What happens next<br/><i>Your managing office/customer service co-ordinator will process your request.</i></p>                             |
| <p><b>Print</b></p>  | <p>Use this button to print a copy of the form at any time. <b>Remember always to set paper orientation to landscape, in order fit the whole form on the page.</b></p> <p>You can print to a printer, or you can create an electronic copy (e.g. PDF/Microsoft XPS)</p>                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                              |

### Example 1: submitting a QAP form (1/2)

**Qualification Approval (QAP)**

**Form QAP**

This form is to be completed with reference to the following documents:

For City & Guilds UK centres: Our Quality Assurance Requirements and the Supporting Customer Excellence Centre Manual.

For City & Guilds International centres: The International Centre Manual.

For ILM centres: Our Quality Assurance Requirements and the ILM customer handbook.

**Section 1 Contact details**

Centre name: AP College

Centre number: 145789

|   |                                                                                                           |
|---|-----------------------------------------------------------------------------------------------------------|
| ① | Click on the <b>Online Forms</b> tab                                                                      |
| ② | Choose form type<br><b>Qualification Approval</b>                                                         |
| ③ | <b>Centre No</b> will be pre-populated, or choose from dropdown menu if you have more than one            |
| ④ | Click <b>Create</b>                                                                                       |
| ⑤ | Complete the form.<br><b>Save</b> as you go along. You will see a confirmation message each time you save |
| ⑥ | <b>Submit</b> when the form is ready                                                                      |

**Documentary evidence**

Delete? ☐ Browse...

Add New Delete

Save Submit Print

### Example 1: submitting a QAP form (2/2)



Catalogue

Data services

Quality

Reports

Settings

Centre portal

Activity planner

Online forms

Search

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose

Qualification Approval

Centre

145789 AP College

(or)

Reference No.

Create

Change

Display

**IMPORTANT**

We recommend that you complete the form and submit on the day

You can save the form and return to it later to complete it, but **other users will not be able to start working on a new QAP form until this one is submitted**



Your form has been submitted

**What happens next**

*Your managing office/quality manager will process your request and contact you shortly.*

If the form was submitted successfully, you will see this confirmation screen

### Example 2: Viewing a submitted qualification approval (QAP) form – (1/3)

#### Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Approval Applications

For Centre: All Centres

For period \* last year

Or From \*  To

For Awarding org: City & Guilds

Search

#### My Approval Applications

| Centre | Ref No.    | Submission Date | Type | Qualification No. | Qualification Description                                       | Status                     |
|--------|------------|-----------------|------|-------------------|-----------------------------------------------------------------|----------------------------|
| 016431 | 0040007420 | 27.06.2014      | QAP  | 6774-14           | Level 4 Diploma in Insurance                                    | Application processed      |
| 016431 | 0040007460 | 24.07.2014      | QAP  | 4430-01           | Level 1 NVQ Certificate in Customer Services                    | Application processed      |
| 016431 | 0040007470 | 11.08.2014      | QAP  | 6502-93           | Level 3 Award in Education and Training (unit route)            | Application processed      |
| 016431 | 0040007480 | 11.08.2014      | QAP  | 6502-97           | Level 5 Diploma in Education and Training (unit route)          | Approval visit in progress |
| 016431 | 0040007490 | 11.08.2014      | QAP  | 6503-51           | Level 5 Diploma in Teaching English: Literacy                   | Application received       |
| 016431 | 0040007491 | 11.08.2014      | CAP  | 6560-02           | Level 2 NVQ Certificate in Wall and Floor Tiling (Construction) | Application stopped        |

1 Go to **My Approval Applications** and search. *Please remember to select the correct Awarding Organisation and a suitable date range.*

2 Locate the approval application form you wish to display and click on the reference number (400)

**Please note: there will be one line for each qualification included in a single application; all with the same reference number (400)**

### Example 2: Viewing a submitted qualification approval (QAP) form – (2/3)

The screenshot shows the Quality Portal interface. On the left is a search panel with the following fields:

- Search** header
- Define your search by using the criteria below. The fields may change depending upon the selections made.
- Show me:
- For Centre:
- For period \*: ☒ last year
- Or From \*:  To
- For Awarding org:
- Search** button

On the right is a list of forms. The first form is highlighted with a blue box and numbered callouts 3 through 6:

- 3**: Please select the form you require from the list below,
- 5**: Please choose
- 4**: Centre
- 6**: Reference No.
- 6**: **Display** button

Below the list of forms is a section titled **Online Forms** with a shopping cart icon and the text **Online Forms** and **Online Forms allows**.

|          |                                                                                     |
|----------|-------------------------------------------------------------------------------------|
| <b>3</b> | The Online Forms screen will open on the right-hand side                            |
| <b>4</b> | The reference number for the application and the centre number will be prepopulated |
| <b>5</b> | The form type <b>Qualification Approval</b> will be pre-selected.                   |
| <b>6</b> | Click <b>Display</b>                                                                |

### Example 2: Viewing a submitted qualification approval (QAP) form – (3/3)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:

My Approval Applications

For Centre

All Centres

For period \*

☒ last year

Or From \*

To

For Awarding org

City & Guilds

Search

Click on **Search** to leave the form and go back to the list of approval activities

## Qualification Approval (QAP)

### Form QAP

This form is to be completed with reference to the following documents:

For City & Guilds UK centres: Our Quality Assurance Requirements and the Supporting Customer Excellence Centre Manual.

For City & Guilds International centres: The International Centre Manual.

For ILM centres: Our Quality Assurance Requirements and the ILM customer handbook.

All fields are mandatory unless otherwise stated.

### Section 1 Contact details

|                         |                     |
|-------------------------|---------------------|
| 1.1 Centre name         | AP College          |
| 1.2 Centre number       | 145789              |
| 1.3 Centre contact name | Miranda Lang        |
| 1.4 Email address*      | admin@apcollege.com |
| 1.5 Telephone number*   | 02072942468         |
| 1.6 Website             | www.apcollege.com   |

\* Please use the most appropriate contact email address and telephone number for City & Guilds / ILM to use in the event of a query related to this application

The form will display on the right-hand side of the screen, in read-only mode. You can scroll down and click 'Print', if you wish to print a copy

### Example 3: Viewing a qualification approval report (QAPV) – (1/3)

#### Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Approval Applications

For Centre: All Centres

For period: last year

Or From:  To:

For Awarding org: City & Guilds

**Search**

#### My Approval Applications

| Approval applications |            |                 |      |                   |                                                                           |                             | Approval visits (if required) |                                |                    |                   |                       |
|-----------------------|------------|-----------------|------|-------------------|---------------------------------------------------------------------------|-----------------------------|-------------------------------|--------------------------------|--------------------|-------------------|-----------------------|
| Centre                | Ref No.    | Submission Date | Type | Qualification No. | Qualification Description                                                 | Status                      | Ref No.                       | Status                         | Planned Visit date | Actual Visit date | Report submitted date |
| 728875                | 0040013466 | 03.02.2014      | QAP  | 6189-11           | Level 2 NVQ Diploma in Plumbing and Heating                               | Application process         | 8000041837                    | Consultant/EV Report Submitted | 03.02.2014         | 03.02.2014        | 03.02.2014            |
| 728875                | 0040017733 | 24.01.2014      | CAP  | 6317-30           | Level 3 Award in Understanding the Principles and Practices of Assessment | Centre application approved | 8000041830                    | Consultant/EV Report Submitted | 24.01.2014         | 24.01.2014        | 24.01.2014            |

- Go to **My Approval Applications** and search
- Locate the approval activity for which you wish to view the QAPV form and click on the reference number. The activity has to be at status 'Consultant/EV Report Submitted'  
*Please note that there will be one line for each qualification covered by the approval activity, all with the same reference number (800)*

### Example 3: Viewing a qualification approval report (QAPV) - (2/3)

#### Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Approval Applications

For Centre: All Centres

For period \* last year

Or From \*  To

For Awarding org: City & Guilds

**Search**

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose QAPV Only

Centre

Reference No. 8000041837

**Create** **Change** **Display**

#### Online Forms



##### Online Forms

Online Forms allows you to view and submit a range of forms

The Centre Activity Report (CAR) is the report form that is used for different forms. The CAR you will see during and after an external audit.

Please see below for a description of each:

Centre Activity Report 1 - is used for

- exam audits

|   |                                                                                  |
|---|----------------------------------------------------------------------------------|
| 3 | The Online Forms screen will open on the right-hand side                         |
| 4 | The reference number for the activity and the centre number will be prepopulated |
| 5 | The form type <b>QAPV Only</b> will be pre-selected                              |
| 6 | Click <b>Display</b>                                                             |

### Example 3: Viewing a qualification approval report (QAPV) - (3/3)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Approval Applications

For Centre: All Centres

For period: last year

Or From:  To:

For Awarding org: City & Guilds

Search

Consultant's Report

Qualification Approval

Form QAPV

| City & Guilds qualification no(s) | Title(s) of qualification |
|-----------------------------------|---------------------------|
| 3748-01                           | Functional Skills English |

Service order number

8000043835

Centre name

AP College

Centre number (if allocated)

145789

Address

20 Brondesbury Road  
NW2 3RT  
London  
United Kingdom

Telephone number

+4420729424683047

Name of Centre Contact

Miranda Lang

Name of Consultant

J Clark

Date shown on corresponding Form QAP:

19.06.2013

The form will display on the right-hand side of the screen, in read-only mode. You can scroll down and click 'Print', if you wish to print a copy

Click on Search to leave the form and go back to the list of approval activities

## Example 4: submitting a CA2 form - (1/5)

Centre portal | Activity planner | Online forms

[Home](#)
[Catalogue](#)
[Data services](#)
[Quality](#)
[Reports](#)
[Settings](#)

### Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Quality Assurance Visits ▼

For Centre T71245 International T ▼

For period \* last week ▼

Or From \* 01.10.2019 To 30.10.2021

For Awarding org CGLI International ▼

Search

### Activity Details

| Centre Note                        | Attach Docs                        | Reference Number | Activity Type                       | Status                        | Planned activity date | Actual activity date | Date Report Submitted |
|------------------------------------|------------------------------------|------------------|-------------------------------------|-------------------------------|-----------------------|----------------------|-----------------------|
| <span style="color: red;">■</span> | <span style="color: red;">■</span> | 8000044940       | Sampling Visit Functional Skills    | Visit Scheduled               | 13.10.2020            | 13.10.2020           | 00.00.0000            |
| <span style="color: red;">■</span> | <span style="color: red;">■</span> | 8000044950       | Systems Visit                       | In Process with Consultant/EV | 12.11.2020            | 00.00.0000           | 00.00.0000            |
| <span style="color: red;">■</span> | <span style="color: red;">■</span> | 8000044951       | Sampling Visit IVQ Advanced Diploma | Visit Scheduled               | 31.10.2020            | 31.10.2020           | 00.00.0000            |
| <span style="color: red;">■</span> | <span style="color: red;">■</span> | 8000044953       | Sampling Remote 8106-21             | CA2 sent to Consultant        | 16.12.2020            | 16.12.2020           | 00.00.0000            |

- |   |                                                                                                                                                            |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Go to <b>My Quality Assurance Activities</b> , set the correct Awarding Organisation, and a suitable time frame, then click <b>Search</b>                  |
| 2 | Locate the activity for which you wish to submit a CA2 form and click on the reference number<br><b>The activity has to be at 'Visit Scheduled' status</b> |

### Example 4: submitting a CA2 form - (2/5)

Home Catalogue Data services **Quality** Reports Settings

Centre portal Activity planner Online forms

**Search**

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Quality Assurance Activities

For Centre: All Centres

For period: next year

Or From: To

For Awarding org: City & Guilds

**Search**

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose: Sampling Form CA2

Centre: 145789 AP College

Reference No.: 8000058123

**Create Change Display**

**Online Forms**

**Online Forms**

Online Forms allows you to view and submit a range of forms, including qualification applications (CU).

The Centre Activity Report (CAR) is the report form that is used by your Quality Consult Auditor. Unlike previous single form reports, the CAR has been split into several different sections. The nature of the report that is generated for an external quality assurance activity will depend on the nature of the quality assurance activity.

Please see below for a description of each:

**Centre Activity Report 1** - is used for

- exam audits

|   |                                                                                  |
|---|----------------------------------------------------------------------------------|
| 3 | The Online Forms screen will open on the right-hand side                         |
| 4 | The reference number for the activity and the centre number will be prepopulated |
| 5 | Select the form type 'Sampling Form CA2'                                         |
| 6 | Click <b>Create</b>                                                              |

### Example 4: submitting a CA2 form - (3/5)

Home

Catalogue

Data services

Quality

Reports

Settings

Centre portal   Activity planner   Online forms

Form CA2

City & Guilds

ilm

Centre tracking of assessment and quality assurance

Centre no , ID:

Contact name:

Centre name:

Service Order:

Date of City & Guilds QC , ESC\* activity:

145789

Miranda Lang

AP College

8000058123

01.05.2016

\*Qualification Consultant / External Verifier, Employer Systems Consultant

All of the information requested below is mandatory.

8

Select

Document Type

9

Attachment

☐

Please attach here copies of the tracking plan/internal quality assurance sampling plan for the qualification(s) listed.

Browse...

☐

Please tick if you use e-portfolios for these qualifications and if so, please state in the next column which e-portfolios you use.

☐

Please attach here an up-to-date list of assessors/qualification coordinators/internal quality assurance staff responsible for the qualification(s), indicating their location and how they meet the assessment strategy requirements.

Browse...

☐

Please attach here an up-to-date list of registered & certificated learners, including: qualifications/levels, locations, centre enrolment dates, City & Guilds registration dates and numbers, allocated assessor and internal quality assurance staff names. Alternatively, you can use the pre-populated learner lists below.

Browse...

- |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7 | This information will pre-populate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 8 | Tick as appropriate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9 | <p>Attach required documents (one per field)</p> <p><b>Please note: You will not be able to submit the form without the attachments required.</b></p> <p>For the last item (list of registered/certificated learners), the recommended option is to use the tables further down (see next page) to download pre-populated learner lists from our database. Alternatively, you may choose to attach your own list here.</p> <p>Either way, you must tick the box to indicate you are supplying the information</p> |

### Example 4: submitting a CA2 form - (4/5)

If you prefer not to upload your own list of registered and certificated learners, you can download pre-populated lists below. This is what you need to do:

1. Click on the 'Download' button to generate the list in Excel format. This will show all the learners registered and certificated in the last 24 months for each qualification.
2. Save it on a local drive.
3. Complete all columns for all relevant learners. Please include any other active learners that may not be listed here.
4. Upload the list using the 'Upload learners' button for each qualification.

Save

| Qualification no | Qualification title                                              | Download Learners        | Upload learners           |
|------------------|------------------------------------------------------------------|--------------------------|---------------------------|
| 3748-01          | Functional Skills English                                        | <a href="#">Download</a> | <a href="#">Browse...</a> |
| 3748-02          | Functional Skills Mathematics                                    | <a href="#">Download</a> | <a href="#">Browse...</a> |
| 3748-03          | Functional Skills Information and Communication Technology (ICT) | <a href="#">Download</a> | <a href="#">Browse...</a> |

Please use the table below to include any additional documents you wish to attach.

| Delete?                  | Additional Attachments    |
|--------------------------|---------------------------|
| <input type="checkbox"/> | <a href="#">Browse...</a> |

[Add New](#)
[Delete](#)

Additional Comments

Please enter any additional comments here

Save

Submit

Print

**10** You do not need to use these tables if you have attached your own list of registered/certificated learners, as explained in the previous page. Using this option will enable you to download directly from our live database

**11** Add any other attachments you may wish to include

**12** Add any other comments you may wish to make

**13** Save as you go along and submit when the form is ready

### Example 4: submitting a CA2 form - (5/5)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: 

My Quality Assurance Activities

For Centre: 

All Centres

For period \*: 

next year

Or From \*:  To

For Awarding org: 

City & Guilds

Search

Click on **Search** to leave the form and go back to the list of activities

If the form was submitted successfully, you will see this confirmation screen

Your form has been submitted

What happens next

Your Consultant/EV will now prepare a Plan of Activity form (PA1).

### Example 5: viewing a plan of activity form (PA1) – (1/3)

Home
Catalogue
Data services
**Quality**
Reports
Settings

[Centre portal](#)
[Activity planner](#)
[Online forms](#)

---

**Search**

Define your search by using the criteria below. The fields may change depending upon the selections made.

1

Show me: My Quality Assurance Visits ▼

For Centre T71245 International T ▼

For period \*  last week ▼

Or From \*  01.10.2019 To  31.12.2020

For Awarding org CGLI International ▼

Search

| Centre Note | Attach Docs | Reference Number | Activity Type                       | Status                        | Planned activity date | Actual activity date | Date Report Submitted |
|-------------|-------------|------------------|-------------------------------------|-------------------------------|-----------------------|----------------------|-----------------------|
|             |             | 8000044940       | Sampling Visit Functional Skills    | PA1 received                  | 13.10.2020            | 13.10.2020           | 00.00.0000            |
|             |             | 8000044950       | Systems Visit                       | In Process with Consultant/EV | 12.11.2020            | 00.00.0000           | 00.00.0000            |
|             |             | 8000044951       | Sampling Visit IVQ Advanced Diploma | Visit Scheduled               | 31.10.2020            | 31.10.2020           | 00.00.0000            |
|             |             | 8000044953       | Sampling Remote 8106-21             | CA2 sent to Consultant        | 16.12.2020            | 16.12.2020           | 00.00.0000            |

- |   |                                                                                                                            |
|---|----------------------------------------------------------------------------------------------------------------------------|
| 1 | Go to My Quality Assurance Activities, set the correct Awarding Organisation, and a suitable time frame, then click Search |
| 2 | Locate the activity for which you wish to view the PA1 form and click on the reference number*                             |

**\*The activity must be at 'PA1 received' status to enable this.**

### Example 5: viewing a plan of activity form (PA1) – (2/3)

#### Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Quality Assurance Activit

For Centre: All Centres

For period: last year

Or From:  To:

For Awarding org: City & Guilds

**Search**

Please select the form you require from the list below, then click on the action you wish to perform.

Please choose: Sampling Form PA1

Customer No.: 145789A AP College - B Site

Reference No.: 8000043997

**Display**

#### Online Forms



#### Online Forms

Online Forms allows you to view and submit a range of forms, including qualification approval (CU).

The Centre Activity Report (CAR) is the report form that is used by your Quality Consultant. Unlike previous single form reports, the CAR has been split into several different forms. The quality assurance activity will depend on the nature of the quality assurance activity undertaken.

Please see below for a description of each:

**Centre Activity Report 1** - is used for

- exam audits

**Centre Activity Report 2** - is used for

- senior / professional recognition award monitoring activity

|   |                                                                                   |
|---|-----------------------------------------------------------------------------------|
| ③ | The Online Forms screen will open on the right-hand side                          |
| ④ | The reference number for the activity and the centre number will be pre-populated |
| ⑤ | Select form type <b>Sampling Form PA1</b>                                         |
| ⑥ | Click <b>Display</b>                                                              |

### Example 5: viewing a plan of activity form (PA1) – (3/3)

Catalogue

Data services

Quality

Reports

Settings

Centre portalActivity plannerOnline forms

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Quality Assurance Activit▼

For Centre: All Centres▼

For period \* last year▼

Or From \* To

For Awarding org: City & Guilds▼

Search

Form PA1

Plan of \*QC , ESC activity

1. To:

Contact name: June Lang

Centre no , ID: 321489

Service Order: 8000001827

Position: Quality Assurance Co-ordinator

Centre name: Training Centre for UK1

Site , address: 12 william street  
London  
ED9 9RF  
United Kingdom

2. From: Qualification Consultant / External Verifier, Employer Systems Consultant

The form will display on the right hand side of the screen, in read-only mode

You can scroll down and click 'Print', if you wish to print a copy

Click on Search to leave the form and go back to the list of activities



### Example 6: viewing a centre activity report (CAR) – (2/3)

The screenshot shows the 'Online Forms' section of the Quality Portal. On the left is a search filter panel. The main area has a form to select a report type, a 'Display' button, and a list of available forms. Numbered callouts are as follows:

- 3**: Points to the 'Please choose' dropdown menu.
- 4**: Points to the 'Customer No.' dropdown menu.
- 5**: Points to the instruction 'Please select the form you require from the list below, then click on the action you wish to perform.'
- 6**: Points to the 'Display' button.

**Search Panel:**

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:

For Centre:

For period: ☒ last year

Or From:  To:

For Awarding org:

**Online Forms Section:**

Please select the form you require from the list below, then click on the action you wish to perform.

Please choose:

Customer No.:

Reference No.:

**Online Forms**

Online Forms allows you to view and submit a range of forms, including qualification approval (CU).

The Centre Activity Report (CAR) is the report form that is used by your Quality Consultant, S. Unlike previous single form reports, the CAR has been split into several different forms. The quality assurance activity will depend on the nature of the quality assurance activity undertaken.

Please see below for a description of each:

**Centre Activity Report 1** - is used for

- exam audits

**Centre Activity Report 2** - is used for

- senior / professional recognition award monitoring activity

|   |                                                                                  |
|---|----------------------------------------------------------------------------------|
| 3 | The Online Forms screen will appear on the right-hand side                       |
| 4 | The reference number for the activity and the centre number will be prepopulated |
| 5 | The form type will be pre-selected according to the activity                     |
| 6 | Click Display                                                                    |

### Example 6: viewing a centre activity report (CAR) – (3/3)

**Search**

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Quality Assurance Activit

For Centre: All Centres

For period: last year

Or From:  To:

For Awarding org: City & Guilds

**Search**

**Centre Activity Report**

**City & Guilds**

**Systems Visit**

**Systems Advisory**

**Section 1 Contact details**

|                               |                                |
|-------------------------------|--------------------------------|
| 1.1 Service Order             | 8000043992                     |
| 1.2 Centre Name               | AP College                     |
| 1.3 Centre number             | 145789                         |
| 1.4 Centre contact            |                                |
| - Title                       |                                |
| - First name                  | Melanie                        |
| - Surname                     | Jones                          |
| - Telephone number*           | +443047                        |
| - Email address*              | analia.padin@cityandguilds.com |
| Consultant Name               | J Clark                        |
| Type of Activity              | Systems Advisory               |
| Date of Activity (dd.mm.yyyy) | 20.06.2013                     |

Click on **Search** to leave the form and go back to the list of activities

The form will display on the right-hand side of the screen, in read-only mode  
You can scroll down and click 'Print', if you wish to print a copy (landscape recommended)

### Example 7: submitting a centre update form - (1/2)

1 Click on the **Online forms** tab

2 Choose form type **Centre Update**

3 **Centre No** will be pre-populated, or choose from dropdown menu if you have more than one

4 Click **Create**

5 Complete the form. Save as you go along. You will see a confirmation message each time you save

6 Submit when the form is ready

1 Click on the **Online forms** tab

2 Choose form type **Centre Update**

3 **Centre No** will be pre-populated, or choose from dropdown menu if you have more than one

4 Click **Create**

5 Complete the form. Save as you go along. You will see a confirmation message each time you save

6 Submit when the form is ready

### Example 7: submitting a centre update form - (2/2)



Catalogue

Data services

Quality

Reports

Settings

Centre portalActivity plannerOnline forms

Search

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose

Centre Update

Centre

145789 AP College

(or)

Reference No.

CreateChangeDisplay



If the form was submitted successfully, you will see this confirmation screen

Your form has been submitted

What happens next

Your managing office/customer service co-ordinator will process your request.

### Example 8: viewing your submitted centre approval (CAP) form – (1/3)

#### Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

1

Show me: My Approval Applications

For Centre All Centres

For period \* last year

Or From \*  To

For Awarding org City & Guilds

Search

#### My Approval Applications

| Centre | Ref No.    | Submission Date | Type | Qualification No. | Qualification Description                                                 |
|--------|------------|-----------------|------|-------------------|---------------------------------------------------------------------------|
| 728875 | 0040013466 | 03.02.2014      | QAP  | 6189-11           | Level 2 NVQ Diploma in Plumbing and Heating                               |
| 728875 | 0040017733 | 24.01.2014      | CAP  | 6317-30           | Level 3 Award in Understanding the Principles and Practices of Assessment |

2

- Go to **My Approval Applications** and search
- Locate the centre approval application (CAP) on the list and click on the reference number (00400xxxxx)  
  
*Please note that there will be one line for each qualification included in the application, all with the same reference number (00400xxxxx)*

### Example 8: viewing your submitted centre approval (CAP) form – (2/3)

Search

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me:

My Approval Applications

For Centre

All Centres

For period \*

last year

Or From \*

To

For Awarding org

City & Guilds

Search

Please select the form you require from the list below, and then click on the action you wish to perform.

Please choose

Centre Approval

Centre

Reference No.

0040017733

Create

Change

Display

Online Forms



Online Forms

Online Forms allows you to view and submit a range of forms, including qualification

The Centre Activity Report (CAR) is the report form that is used by your Quality Cons

different forms. The CAR you will see during and after an external quality assurance

Please see below for a description of each:

Centre Activity Report 1 - is used for

• exam audits

|   |                                                                                     |
|---|-------------------------------------------------------------------------------------|
| 3 | The Online Forms screen will open on the right-hand side                            |
| 4 | The reference number for the application and the centre number will be prepopulated |
| 5 | Form type <b>Centre Approval</b> will be pre-selected                               |
| 6 | Click <b>Display</b>                                                                |

### Example 8: viewing your submitted centre approval (CAP) form – (3/3)

**Search**

Define your search by using the criteria below. The fields may change depending upon the selections made.

Show me: My Approval Applications

For Centre: All Centres

For period: last year

Or From:  To:

For Awarding org: City & Guilds

**Search**

**Centre Approval (CAP)**

**Form CAP / QAP**

This form is to be completed with reference to the following documents:

For City & Guilds UK centres: Our Quality Assurance Requirements and the Supporting Customer Excellence Centre Manual.

For City & Guilds International centres: The International Centre Manual.

The manuals detail the Centre Approval Criteria which must be met and lists possible sources of evidence. The Supporting Customer Excellence Centre Manual is linked to Our Quality Assurance Requirements and appear in this form where appropriate.

For ILM Centres: Links are made to the ILM Customer Handbook, policies and procedures.

All fields are mandatory unless otherwise stated.

This prospective centre intends to apply for approval and in order to do so, understands that it will need to pay the current City & Guilds/ILM centre approval fee.

\*You can save the form throughout completion, by clicking on the save button at the bottom of the form.

**Section 1 Contact details**

1.1 Centre name

AP College

1.2 Do you have a company registration number?

Yes No

If Yes, please enter the number

The form will display on the right hand side of the screen, in read-only mode  
You can scroll down and click 'Print', if you wish to print a copy

Click on **Search** to leave the form and go back to the list of approval activities

# Quality Portal

## 9. Activity planner

### Screen layout

The screenshot shows the 'Activity planner' tab selected in the 'Quality' section of the portal. The interface includes a top navigation bar with tabs: Home, Catalogue, Data services, Quality (selected), Reports, and Settings. Below this is a sub-navigation bar with 'Centre portal', 'Activity planner' (selected), and 'Online forms'. A 'Download to Excel' button is located at the top left of the table. The table displays a list of activities with columns for Customer, Centre, Consultant, Product ID, Approval Status, Business Transaction Type, Activity Type, and Description. A yellow bar at the bottom of the table indicates the 'Overall Result'. A blue callout box at the bottom right provides additional context about the data shown.

Click to download data to an Excel spreadsheet and save it to a local drive

Click Activity Planner tab to access

View a list of your planned activities

See following pages for details of how the information is displayed in each column for your activities

View activities planned in the last six months and for the next 12 months

| Customer | Centre | Consultant | Product ID | Approval Status                          | Business Transaction Type              | Activity Type                           | Description                              |                                          |                        |
|----------|--------|------------|------------|------------------------------------------|----------------------------------------|-----------------------------------------|------------------------------------------|------------------------------------------|------------------------|
| 1062425  | 145789 | 145789     | J Clark    | 2377-12                                  | LEVEL 3 CERTIFICATE FOR THE INSPECTION | Not assigned                            | Sampling Visit / Prof Recognition Visit  | External QA Sampling Visit               | SAMPLING 2377          |
|          |        |            | 2377-22    | CODE OF PRCT. FOR IN-SERVICE INSPECT. ET | Qualification with No Activity         | Standardisation/General Advisory Visit  | Qualification Advisory                   | Qualification Advisory                   | QUALIFICATION ADVISORY |
|          |        |            | 3748-01    | FUNCTIONAL SKILLS ENGLISH                | Low (Full Approval)                    | Sampling Visit / Prof Recognition Visit | External QA Moderation Visit             | External QA Moderation Visit             | MODERATION 3748        |
|          |        |            | 7462-01    | LEVEL 2 CERTIFICATE FOR LEGAL SECRETARIE | Qualification Closed                   | Sampling Visit / Prof Recognition Visit | External QA Remote Sampling Visit        | External QA Remote Sampling Visit        | REMOTE SAMPLING 7462   |
|          |        |            | #          | Not assigned                             | Not assigned                           | Employer System/Unannounced Visit       | Employer Systems Monitoring Visit        | Employer Systems Monitoring Visit        | EMPLOYER SYSTEMS MON   |
|          |        |            |            |                                          |                                        | Unannounced Visit                       | Unannounced Visit                        | Unannounced Visit                        | UNANNOUNCED SYSTEMS    |
|          |        |            |            |                                          |                                        | Sampling Visit / Prof Recognition Visit | Senior/Prof Recognition Award Monitoring | Senior/Prof Recognition Award Monitoring | SENIOR/PROF RECOGNITIO |
|          |        |            |            |                                          |                                        | Standardisation/General Advisory Visit  | Generic Advisory Visit                   | Generic Advisory Visit                   | GENERIC ADVISORY VISIT |
|          |        |            |            |                                          |                                        |                                         | Standardisation of Assessment Practice   | Standardisation of Assessment Practice   | STANDARDISATION OF AS  |
|          |        |            |            |                                          |                                        | Systems Support Visit                   | Annual System Visit                      | Annual System Visit                      | SYSTEMS VISIT          |
|          |        |            |            |                                          |                                        |                                         | Systems Advisory Visit                   | Systems Advisory Visit                   | SYSTEMS ADVISORY VISIT |

Overall Result

Home

Catalogue

Data services

Quality

Reports

Settings

Centre portal

Activity planner

Online forms

Download to Excel

| Customer <sup>▲</sup> | Centre <sup>▲</sup> | Consultant <sup>▲</sup> | Product ID <sup>▲</sup> | Approval Status <sup>▲</sup>           | Business Transaction Type <sup>▲</sup>   | Activity Type <sup>▲</sup>     |                                         |                                          |
|-----------------------|---------------------|-------------------------|-------------------------|----------------------------------------|------------------------------------------|--------------------------------|-----------------------------------------|------------------------------------------|
| 1062425               | 145789              | AP College              | J Clark                 | 2377-12                                | LEVEL 3 CERTIFICATE FOR THE INSPECTION   | Not assigned                   | Sampling Visit / Prof Recognition Visit | External QA Sampling Visit               |
|                       |                     |                         |                         | 2377-22                                | CODE OF PRCT. FOR IN-SERVICE INSPECT. ET | Qualification with No Activity | Standardisation/General Advisory Visit  | Qualification Advisory                   |
|                       |                     |                         |                         | 3748-01                                | FUNCTIONAL SKILLS ENGLISH                | Low (Full Approval)            | Sampling Visit / Prof Recognition Visit | External QA Moderation Visit             |
|                       |                     |                         |                         | 7462-01                                | LEVEL 2 CERTIFICATE FOR LEGAL SECRETARIE | Qualification Closed           | Sampling Visit / Prof Recognition Visit | External QA Remote Sampling Visit        |
|                       |                     |                         |                         | #                                      | Not assigned                             | Not assigned                   | Employer System/Unannounced Visit       | Employer Systems Monitoring Visit        |
|                       |                     |                         |                         |                                        |                                          |                                | Unannounced Visit                       |                                          |
|                       |                     |                         |                         |                                        |                                          |                                | Sampling Visit / Prof Recognition Visit | Senior/Prof Recognition Award Monitoring |
|                       |                     |                         |                         |                                        |                                          |                                | Standardisation/General Advisory Visit  | Generic Advisory Visit                   |
|                       |                     |                         |                         | Standardisation of Assessment Practice |                                          |                                |                                         |                                          |
|                       |                     |                         |                         | Annual System Visit                    |                                          |                                |                                         |                                          |
|                       |                     |                         |                         | Systems Support Visit                  |                                          |                                |                                         |                                          |
|                       |                     |                         |                         |                                        | Systems Advisory Visit                   |                                |                                         |                                          |

|   |                                                  |
|---|--------------------------------------------------|
| 5 | Activity type                                    |
| 6 | This is another way to display the activity type |

# Quality Portal

## 9. Activity planner

### Activity details - (2/2)

| Home                                     | Catalogue                                | Data services                 | Quality                      | Reports                         | Settings                                       |                                          |                                                |
|------------------------------------------|------------------------------------------|-------------------------------|------------------------------|---------------------------------|------------------------------------------------|------------------------------------------|------------------------------------------------|
| Centre portal                            | Activity planner                         | Online forms                  |                              |                                 |                                                |                                          |                                                |
| Activity Type <sup>△</sup>               | Description <sup>△</sup>                 | Visit Chargeable <sup>△</sup> | Transaction No. <sup>△</sup> | Planned Start Date <sup>△</sup> | Actual Visit Start Date(Srv.Ord.) <sup>△</sup> | Centre Visit Date(Srv.Ord.) <sup>△</sup> | Number of Activities <sup>△</sup> <sup>7</sup> |
| External QA Sampling Visit               | SAMPLING 2377                            | Not Chargeable                | 8000043982                   | 20.06.2013                      | 21.06.2013                                     | #                                        | 1                                              |
| Qualification Advisory                   | QUALIFICATION ADVISORY VISIT 4377        | Not Chargeable                | 8000043989                   | 06.03.2013                      | #                                              | #                                        | 1                                              |
| External QA Moderation Visit             | MODERATION 3748                          | Not Chargeable                | 8000043987                   | 02.05.2013                      | #                                              | #                                        | 1                                              |
| External QA Remote Sampling Visit        | REMOTE SAMPLING 7462                     | Not Chargeable                | 8000043984                   | 12.06.2013                      | 27.06.2013                                     | #                                        | 1                                              |
| Employer Systems Monitoring Visit        | EMPLOYER SYSTEMS MONITORING VISIT        | Not Chargeable                | 8000043981                   | 13.03.2013                      | #                                              | #                                        | 1                                              |
| Unannounced Visit                        | UNANNOUNCED SYSTEMS VISIT                | Not Chargeable                | 8000043986                   | 14.05.2013                      | #                                              | #                                        | 1                                              |
| Senior/Prof Recognition Award Monitoring | SENIOR/PROF RECOGNITION AWARD MONITORING | Not Chargeable                | 8000043993                   | 28.06.2013                      | 20.06.2013                                     | #                                        | 1                                              |
| Generic Advisory Visit                   | GENERIC ADVISORY VISIT                   | Not Chargeable                | 8000043991                   | 28.06.2013                      | 20.06.2013                                     | 20.06.2013                               | 1                                              |
| Standardisation of Assessment Practice   | STANDARDISATION OF ASSESSMENT PRACTICE   | Not Chargeable                | 8000043996                   | 13.09.2013                      | 20.06.2013                                     | #                                        | 1                                              |
| Annual System Visit                      | SYSTEMS VISIT                            | Not Chargeable                | 8000043980                   | 17.07.2013                      | #                                              | #                                        | 1                                              |
| Systems Advisory Visit                   | SYSTEMS ADVISORY VISIT                   | Not Chargeable                | 8000043992                   | 08.08.2013                      | 20.06.2013                                     | 20.06.2013                               | 1                                              |

7

Activity description, as entered by the Quality Team. This is the description you will see in 'My Quality Assurance Activities'

8

Indicates whether you will be charged for the activity or not

9

Reference number for the activity, as listed in 'My Quality Assurance Activities'

10

The tentative date for when the Quality Team planned the activity. This will be typically the first day of the month

11

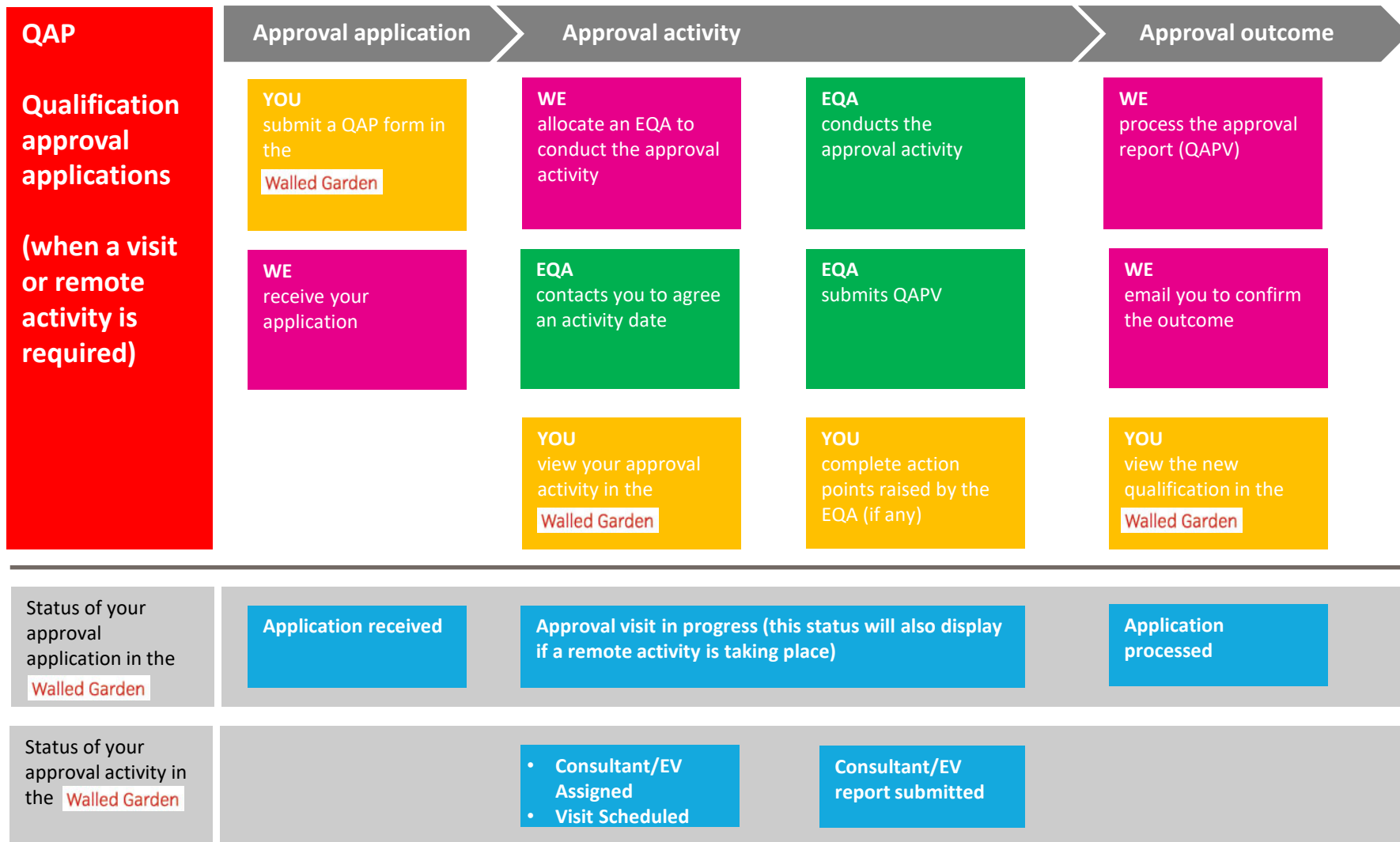
The actual activity date agreed between you and the EQA. If this is blank, it's because the date has not been arranged yet

12

The date when the report was submitted (if available)

13

Please ignore



### EPA

**End-point assessment applications (Only applicable to C&G and ILM)**

#### EPA application

#### Application outcome

**YOU**  
submit an EPA application in the  
**Walled Garden**

**WE**  
receive your application

**WE**  
process your EPA application

**WE**  
email you to confirm the outcome

**YOU**  
view and manage the new EPA in the  
**Walled Garden**

Please note: Once your application is successful you will have access to City & Guilds dedicated EPA Service and will manage registrations and bookings using EPA Pro. Please visit our [Apprenticeship](#) pages for full details

Status of your EPA Application in the

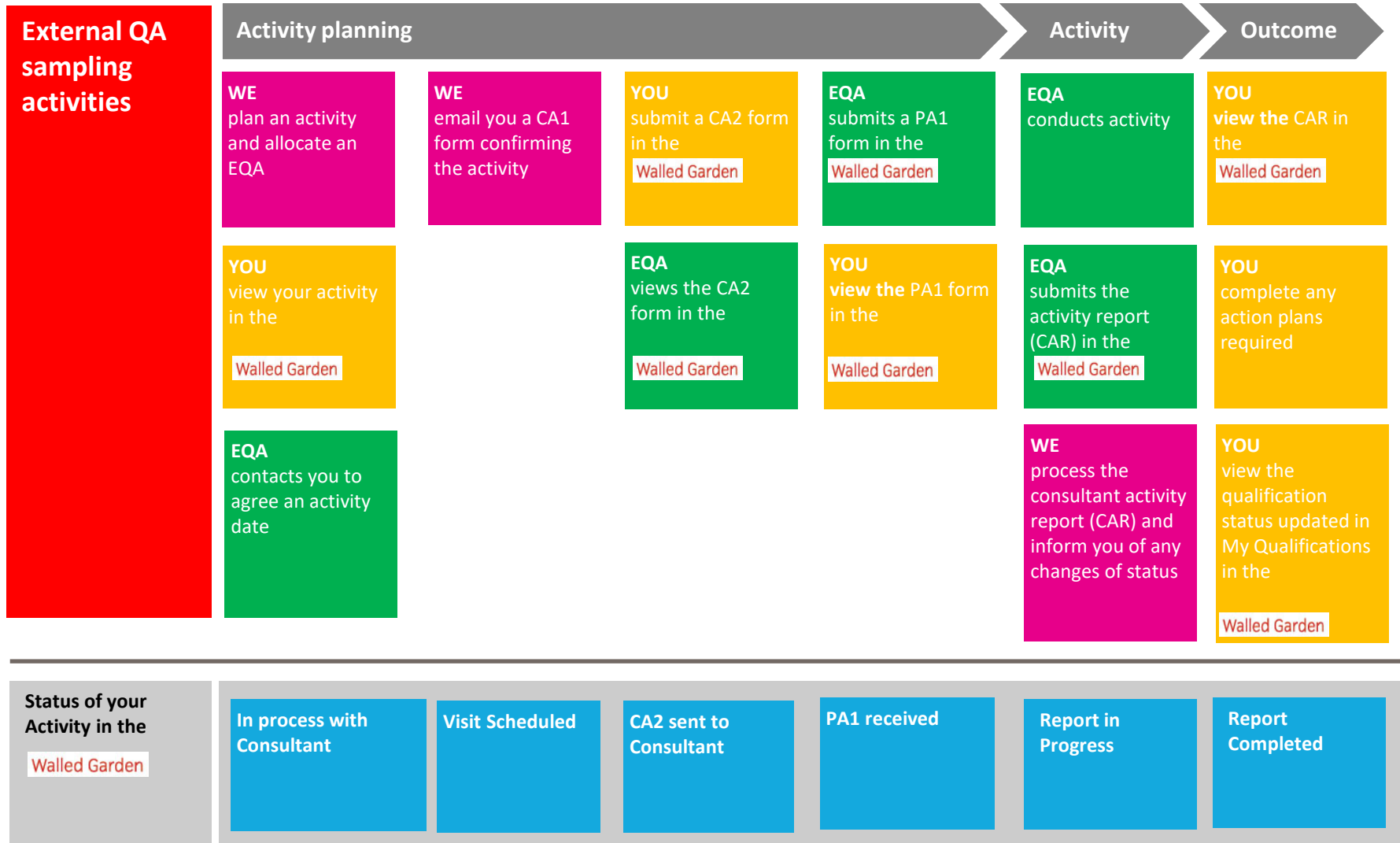
**Walled Garden**

**Application received**

**Credit check in progress**

**Credit check approved**

**EPA Approved**





## Appendix 2: quality add on profiles

There are three different add on profiles for the Walled Garden Quality Portal:

- Full Access
- Admin
- Read-only

The Primary User/s at your centre will set-up your account with the required profile.

The table below summarises the different areas of the portal and the level of access associated with each profile:

|                                 | Full Access                          | Admin                                                       | Read-only                             |
|---------------------------------|--------------------------------------|-------------------------------------------------------------|---------------------------------------|
| My Approval Applications        | Yes                                  | Yes                                                         | Yes                                   |
| My Approval Visits              | Yes                                  | Yes                                                         | Yes                                   |
| My Qualifications               | Yes                                  | Yes                                                         | Yes                                   |
| My Quality Assurance Activities | Yes                                  | Yes                                                         | Yes                                   |
| My Centre Updates               | Yes                                  | Yes                                                         | Yes                                   |
| Online Forms                    | View all forms.<br>Submit all forms. | View all forms.<br>Submit Centre Update and CA2 forms only. | View all forms.<br>No form submission |
| Activity Planner                | Yes                                  | Yes                                                         | Yes                                   |

