

GOLA – WALLED GARDEN FAQ'S

1. What do I do if I cannot access my Walled Garden account?

Call the City & Guilds Customer Relations team on +44 (0)844 543 0000, providing your account ID.

2. What communications were sent out about this change, when, and who to?

Communications are sent out by email to the addresses of Head of Centre that we have on file. For this change, notifications were sent in December 2009, February 2010 and then more frequently up to the go live date.

3. Where can I find further GOLA support and training documentation?

This is available on the Cheynes Training website www.cheynestraining.com or www.cityandguilds.com/gola.

4. Where do I now schedule GOLA tests?

GOLA test scheduling has been moved into the City & Guilds Walled Garden www.walledgarden.com. The scheduling activity can no longer be carried out via the www.catglobal.com/gola website.

5. Can I still schedule a GOLA test through www.catglobal.com?

No. It will no longer be possible to schedule a GOLA exam using the CATGlobal website. You will be required to schedule exams through the City & Guilds Walled Garden and must have a Walled Garden account to do this.

6. Can I schedule a GOLA test now for later today?

Tests can be scheduled from the Walled Garden as little as 30 minutes ahead. However, you should allow time for the test to be transmitted to CATGlobal before it appears in ESM ready for downloading. This delay can be 30 minutes, but more time should be allowed during busy periods.

7. How long do I have to wait between scheduling a GOLA test and the candidate being able to sit it?

Tests can be scheduled from the Walled Garden as little as an hour ahead. However, you should allow time for the test to be transmitted to CATGlobal before it appears in ESM ready for downloading. This delay can be less than an hour, but more time should be allowed during busy periods.

8. What does my candidate(s) ID and password look like?

- The candidate user id and password are used when the candidate sits the test. When the test is scheduled in Walled Garden, the user name will be the same as the candidate's enrolment number and a password is generated automatically. The password will be retained and the candidate will keep the same one when further tests are scheduled.
- Passwords consist of seven characters - an initial capital letter, three small letters and three numbers and are case sensitive.

9. Where are my candidate(s) ID and passwords issued?

The candidate user id and password are used when the candidate sits the test. When the test is scheduled in Walled Garden the ID and password are generated automatically.

10. I cannot find the correct GOLA Account ID within the drop-down box on the Assessment selection screen?

There are several possible reasons for this:

- GOLA Account IDs are associated with specific Centre's and your Walled Garden account decides which Centre is active. The active Centre may not be associated with the GOLA Account ID you are looking for
- If the GOLA Account ID is new it may not yet have been set up in Walled Garden
- If the GOLA Account ID has not been used for a long time it might have been deactivated.

11. Where can I retrieve my candidate(s) ID and passwords?

They can be viewed in the following places:

- On the Order Confirmation screen under the Details button.
- On the individual Candidate sheets (available from the Order Confirmation Screen and under Reports - Candidate/Results)
- In CATGlobal by using the View Schedule option (ID and password appear in the Test Taker column)
- In ESM by using the View Details button for a test

12. Will a candidate retain the same user name and password for all tests?

Once a username and password are assigned to a candidate in Walled Garden, they will normally be the same for all subsequent tests for that candidate. The username will be the same as the candidate's City & Guilds enrolment number.

Note: Be aware that if a candidate already has tests scheduled in CatGlobal and then has further tests scheduled in Walled Garden, the new Walled Garden username and password will override the earlier username and password, even for the tests scheduled in CatGlobal

13. Where and how can I print individual GOLA candidate test sheets?

Individual Candidate sheets can be printed from the Order Confirmation screen when placing the order, or by using the Individual Test Bookings Report

14. Who should I call if I have a GOLA test scheduling query?

Please contact the City & Guilds Customer Relations team on +44 (0)844 543 0000 or email centresupport@cityandguilds.com.

15. Who should I call if I have a GOLA technical query?

- Please contact the GOLA Technical Helpdesk team on +44 (0)845 241 0070 or
- email golatechnical@pearson.com.

16. How far in advance can I schedule GOLA tests through the Walled Garden?

Bookings can be made between an hour and 6 months ahead. However, at busy periods, you should allow 2 hours for the booking to be transmitted and processed by CATGlobal.

If the booking of a GOLA scheduled test has been rejected, how do I know, and the reason why?

Once the GOLA scheduling order has been created, each booking will have an initial status of 'Booking requested'. Once processed the status in Walled Garden will be

updated to 'Booking accepted' or 'Booking rejected'. These statuses can be viewed in the Orders report, together with the reason for any rejections.

Who do I contact if my GOLLA test booking has not been processed or rejected?

Please contact the City & Guilds Customer Relations team on +44 (0)844 543 0000 or email centresupport@cityandguilds.com.

17. How do I cancel or reschedule an accepted GOLLA test booking?

GOLLA test bookings do not normally need to be cancelled, since they can simply be scheduled again and bookings that are not sat are not charged for. To reschedule an exam, just place another order for the candidate(s) at the new date and time. It is possible to cancel a test booking if the status of the booking is 'Booking accepted' and the exam date has not passed. Call Customer Relations to cancel GOLLA bookings.

18. How do I begin to schedule a GOLLA test within the Walled Garden Shopping Basket?

After logging into Walled Garden click on the Catalogue/shop link and then select the GOLLA Scheduling order type, either from the Shopping basket or the Quick navigation link for GOLLA scheduling.

19.1 cannot find the qualification I need to schedule a GOLLA test against from the Qualification drop-down on the Assessment Selection screen with the Walled Garden Shopping Basket?

This means that the candidate does not have a valid registration for the qualification. They might have been registered for a different one, or the registration might have expired. Alternatively the qualification itself may no longer be available. Please contact Pam at HO on 0131 476 8526 or pam@cheynestraining.com

20. Where do I find GOLLA reports on the Walled Garden?

Under the Reports tab on the black bar. Reports are available under 'Orders' (order type GOLLA Scheduling) and 'Candidates/Results' (Candidate History, Individual Test Bookings and GOLLA Scheduling).

21. Where do I retrieve candidate Score reports?

Score reports are normally available at the end of the examination. However, they can be retrieved later on from CATGlobal. You must logon with a centre manager account, and use the View Schedule option to find the test and the option to print the score report will be displayed in the right hand column.

22. What GOLLA reports are available within the Walled Garden?

Under the 'Reports' tab on the black bar. Reports are available under 'Orders' (order type GOLLA Scheduling) and 'Candidates/Results' (Candidate History, Individual Test Bookings and GOLLA Scheduling).

23. What GOLLA reports are available in www.catglobal.com/gola?

The View Schedule report is available in CATGlobal where you can verify that CATGlobal has received your bookings that were scheduled in the Walled Garden.

24. I have scheduled a GOLLA test but I cannot see it in my ESM Inbox?

Once the GOLLA scheduling order has been created, each booking will have an initial status of 'Booking requested'. Once processed by CATGlobal, the status in Walled Garden will be updated to 'Booking accepted' or 'Booking rejected'. If the booking has been rejected it will not appear in the ESM inbox.