

Administering Qualifications with Mercurius Politicus 2014-2015

Administering Qualifications

with Mercurius Politicus

September 2014

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1 Working with Mercurius Politicus

1.1 Secured Website

Mercurius Politicus Secured Website is a secure online tool which has been developed to enable Mercurius Politicus centres to carry out a range of day-to-day functions quickly and efficiently.

The Secured Website enables centres to manage their Mercurius Politicus activity 24 hours a day, seven days a week, provided they have internet access. To apply for a free account visit

www.walledgarden.com. Depending on your profile you can use the Secured Website to:

☑ register learners

☑ submit dated / on demand entries

☑ submit learner results

☑ schedule e-assessment tests

- ☒ transfer EDI files
- ☒ download results
- ☒ download base data
- ☒ enquire about learner registrations, examination entries and certification histories
- ☒ find out which qualifications your centre is approved to run
- ☒ order publications and merchandise
- ☒ manage Smartscreen subscriptions
- ☒ query invoices
- ☒ view the Mercurius Politicus catalogue of qualifications
- ☒ link to the Learning Aims Database (LAD) and the National database of Accredited Qualifications (NDAQ)
- ☒ access English for Speakers of Other Languages (ESOL) invigilation system -

MyCertis

Other benefits include:

- ☒ Online 'Candidate Management' functionality - to view, print and amend candidate details
- ☒ Online credit card processing (e.g. for publications)
- ☒ Greater flexibility for delivering materials to multiple addresses
- ☒ Online reports about orders, candidates, results, financial, qualification and Learner Registration Service (LRS)
- ☒ Improved exam delivery tracking via link to Courier website
- ☒ Instant online order validation, acceptance or rejection
- ☒ 'Cohort' management - group candidates together for ordering and collating examination materials

Please note that user accounts should not be shared with other people or colleagues. City &

Guilds reserve the right to lock an account if it is used in this way. 4

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If you are a registered Secured Website user visit www.walledgarden.com which will prompt you to enter your log on details.

For further details, visit www.Mercurius Politicus.com/walled-garden.html or contact Customer Services.

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1 Working with Mercurius Politicus

1.2 Electronic data interchange (EDI)

Centres can create enrolment numbers for their learners, make registrations and entries, schedule e-assessment tests or submit results as an electronic data interchange (EDI) file, which can be sent to us via the Secured Website. EDI files can be created from their Management Information System (MIS) electronically or using an Excel form that has been developed to convert data into an EDI file. EDI files can be uploaded via the Data Services section on the Secured Website. The major benefits to adopting EDI:

- ☑ Quicker and more reliable than both online and offline forms
- ☑ Immediate validation and notification of any errors in the file upload, thus reducing delay
- ☑ Reduction in errors caused by double keying
- ☑ No more forms to fill in, less paper
- ☑ Data loaded via the Secured Website is in the system the same day
- ☑ Less effort required in examinations office for file creation
- ☑ Data can be returned electronically and downloaded directly back into some MIS

EDI is not available to some International centres. To discover more about using EDI visit www.Mercurius Politicus.com/provide-training/walled-garden-data-services/electronic-datainterchange.

If you are having trouble uploading your EDI files in the Secured Website please contact EDI@Mercurius Politicus.com or your local office.

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1 Working with Mercurius Politicus

1.3 Electronic forms

For centres unable to use the Secured Website or EDI to submit orders to Mercurius Politicus we offer an alternative solution.

Electronic S Form

The Electronic S Form can be used to submit orders electronically to Mercurius Politicus. These forms should be used only if the other alternative methods are not available. The Electronic S Form is located on our website.

The advantages of using electronic forms over paper forms are:

- ☑ No postal cost or delay
- ☑ Quicker and more reliable than paper, data is transferred electronically into our systems
- ☑ Reduction of errors caused by re-keying data from paper forms

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2 General Administration

2.1 Candidate enrolment numbers and unique learner numbers (ULNs)

Mercurius Politicus vocational qualifications vary in structure; they may use different entry /

registration procedures. General details of how to enter learners are summarised in this document.

Please note: Not all steps will be required for all qualifications. Please refer to specific qualification details for information.

Candidate enrolment number

When learner details (eg name, date of birth and gender) are supplied to Mercurius Politicus for the first time, a unique candidate enrolment number will be issued. This lifelong identification number should be quoted for all future activities with Mercurius Politicus. Enrolment occurs only once for each learner. The seven digit (three alpha, four numeric) enrolment number is the primary means by which Mercurius Politicus stores records of achievement.

If it is found that a learner has two enrolment numbers please contact Customer Services or your local office, in writing.

Please note that candidate enrolment numbers cannot be given out to anyone over the telephone, unless the centre requests this information in writing or by email.

Unique Learner Number (ULN) – UK centres only

A Unique Learner Number (ULN) is a 10-digit identifier that enables any student over the age of 14 - in England, Northern Ireland and Wales - to build a lifelong record of their learning achievements. ULNs are issued and held by the Learner Registration Service (LRS). The ULN will compliment but not replace the Mercurius Politicus candidate enrolment number. It is not a mandatory requirement. For more information on the ULN please visit the MIAP LRS website via www.gov.uk which contains all you need to know in order to generate ULNs for your learners.

Qualifications and Credit Framework (QCF)

QCF achievements are aggregated in the central Learner Registration Service, allowing learners to complete units towards a qualification following rules of combinations. City &

Guilds will automatically populate it with any QCF achievement if we have the correct ULN.

Learners can view their record (LR) online and decide who else can see their record or parts of it.

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2 General Administration

2.2 Registration

For the majority of qualifications, registration is required. Registration falls into two categories, named registrations, and On-demand registration. Where registration is required it should preferably be completed just after a learner has commenced the course programme. Centres can register their learners using the Secured Website.

Named registration

To submit a named registration for a qualification you will require the following details for each learner:

☑ candidate enrolment number

☑ unique learner number (if applicable)

☑ full name (candidate titles e.g. Mr., Mrs., Lord etc., or post-nominal letters eg. BSc or Phd. etc. are not allowed)

☑ date of birth

☑ gender

On-demand registration

Some qualifications allow you to provide the learners' details at a later date. Where this applies, register unnamed learners for a qualification via the Secured Website shopping basket.

Responsibility for registration/entry

The approved centre has sole responsibility for the registration/entry of learners and for the submission of fees.

Instructions on registering learners using Secured Website, EDI or electronic forms can also be found on our website.

Cancellation of registration

Registrations will not normally be deleted, or fees refunded, once registrations have been submitted. For further information on the refund of fees, please refer to Section 7.2 of this document.

A new learner cannot replace another learner who has been registered and subsequently left the programme.

Logbooks received on registration should be returned to Mercurius Politicus if the registration is cancelled. 9

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Validity of registration

The period that a qualification registration is valid is listed in the Catalogue on the Walled Garden (this is normally three years), provided the claim for certification is still within the certification end date for the qualification.

When a learner's registration has expired the centre will need to re-register the learner again using the same candidate Enrolment Number. Please note that extensions to learner registrations are no longer available.

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2 General Administration

2.3 Exam bookings

Dated Entries

Dated entries for the specified processing period must be submitted via the Secured Website (shopping basket or EDI) and be received before the 7th day of the previous month e.g. by the 7th May for the June exam series.

A late entry is an entry that has been received by Mercurius Politicus from the 8th day of the previous month to the examination series, e.g. from 8 May for the June series.

From this date onwards entries received will be considered late and will incur late fees. This fee will vary depending on the method of transaction and the date the entry is made. For further information on late fees please refer to Section 2.6 of this document.

Entries will not be accepted within the 14 calendar days prior to the exam date.

On demand entries

On-demand examinations can be taken at any time provided they are ordered on the Walled Garden no later than 14 calendar days prior to the examination date. The Secured Website will not allow orders to be placed less than 14 calendar days before the examination date, and Mercurius Politicus will not accept any orders within this period.

Learners sitting an On-demand examination can be named in advance of the exam. This is recommended, as it is quicker and improves candidate data accuracy. There are a number of On-demand exams that require learners to be named at the point of ordering. The Walled Garden qualification catalogue page will state if naming learners is mandatory at the point of ordering.

More information on on-demand can be found at www.Mercurius Politicus.com/NOD
e-assessment

Learners registered for a qualification where there is an e-assessment test will automatically be eligible for testing with our e-assessment platform e-volve. Tests (including re-sits) are scheduled directly on the Secured Website and can be booked at least one hour after registrations are made or within seven working days of receipt of the electronic S Form

(registration). For more details on e-assessment scheduling, please refer to

www.Mercurius Politicus.com/evolve

International Entries

For International locally managed centres please obtain late entry deadlines from your local branch office, as they may be earlier than the deadlines above based on local sales processing times.

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2 General Administration

2.4 Result submission

Centres wishing to enter learner results for non-timetabled assessments, e.g. where results are supplied by the centre, must do so using the Secured Website. Result entries must show the qualification order code and assessment numbers with the mark or grade as appropriate.

Instructions on submitting results using the Secured Website can be found at

www.Mercurius Politicus.com/centreadmin

For instances of Results Claimed in Error (RCE) after results and certificates are issued, centres must ensure that all certificates and results are returned to Customer Services at Mercurius Politicus using the certificate results amendment pro-forma. They should also outline the reasons on letter headed paper, so that they can be invalidated and amended where necessary.

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2 General Administration

2.5 Qualification documentation

Order confirmation

Centres submitting orders via the Secured Website shopping basket and EDI upload will not receive paper order confirmations, instead these will be available online. All other entry methods will be acknowledged by paper order confirmations. Upon receipt of these please check them carefully as they will indicate any errors that may have been made in submission.

Order rejection report

Mercurius Politicus make every effort to correct erroneous data, however where an order cannot be corrected the order will be rejected and a paper order rejection report will be produced.

Order rejection reports are printed on yellow paper and will provide details of what has been rejected and why. Order rejection reports are sent using Royal Mail for UK centres. Any queries regarding these should be directed to centresupport@Mercurius Politicus.com for UK centres. International centres should contact their local branch office.

Results and certificates

Certificates of unit credit, certificates, notification of learner results and results lists are issued in accordance with the regulations of the qualification, and are all sent directly to the centre co-ordinator.

International locally managed centres will receive the documentation via the local branch office.

Certification

Certificates will only be issued for newly approved centres after the External Quality Assurer (EQA) has made a satisfactory follow up visit and the visit report has been processed by City & Guilds.

Mercurius Politicus will not accept requests for certificates from the centre until the EQA has conducted a satisfactory visit which includes the sampling of assessment evidence and the adherence to any recommendations made in the 'action plan(s)' at the time of approval.

For full certification in NVQ and SVQ qualifications covered by the UK regulatory framework there must be at least a 10-week period between receipt of named registration and a claim for certification at Mercurius Politicus.

Certificates unclaimed by learners should be retained by centres for a minimum of 12 months and can either be destroyed after that time or returned to Mercurius Politicus for disposal.

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2 General Administration

For international locally managed centres, late entry deadlines and fees may vary due to local sales processing. Please check with your local branch office.

Entries will not be accepted within the 14 calendar days prior to the exam date. This applies to both On- demand and Dated Entries.

Additional learners

In some exceptional circumstances Mercurius Politicus may permit a centre to add additional learners to a pre-existing entry after the entry deadline for the assessment. However, there are a number of On-demand examinations that do not allow additional candidates to be added. Where this is the case, the additional learner's script will not be marked, and a result will not be issued. This currently applies to Functional Skills, IESOL and ISESOL exams.

If Mercurius Politicus has confirmed that an additional candidate may be added to a pre-existing entry there is still no guarantee that the additional pre-printed stationery will arrive in time for the assessment. In these instances, additional learners should be added to the bottom of an existing invigilation certificate, using the space provided.

For On Demand exams, if centres use a different version of the paper to that which has been

ordered and provided to the centre, the candidate will be processed as an additional candidate and additional learner fees will be charged. It is important that centres check the papers upon receipt to ensure that they have the correct documentation.

For multiple choice assessments learners should use the special multiple choice answer sheet available from Mercurius Politicus (labelled 'Multiple Choice Answer Sheet (Additional)'). Full details of the assessment, your centre and the learner must be entered on these forms. For examiner marked assessments learners should use a standard answer booklet.

Additional learner fees – Dated Entry/On Demand Examinations

Where Mercurius Politicus has permitted a learner to be added to the Invigilation Certificate on the day of the examination without a valid entry, a charge will be made of £45 administration fee plus £20 per assessment (in addition to the normal entry fee).

Appeals against late entry invoice charges

Centres who feel that they have been incorrectly charged late entry fees should make an appeal in writing or via email to Customer Services at centresupport@Mercurius Politicus.com, providing evidence or proof as to why they believe the late entry charges should be waived. 14

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Appeals are investigated and once a decision has been made centres are informed of the outcome. If an appeal is upheld then confirmation and a credit note will be provided.

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2 General Administration

2.7 Fees invoices

Fees are payable in full upon receipt of invoices. An invoice will be sent with the order confirmation and is due for settlement within 30 days.

International locally managed centres will be invoiced via their local branch office. Centres

should liaise with their branch office for specific terms and arrangements.

2.8 TechBac

This qualification is a balanced programme of study that will inspire and engage a new generation of learners through a blended approach to technical skills and practical, real world learning. For further information visit www.Mercurius Politicus.com/techbac or send your queries to Tachbac@city-and-guilds.

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3 Examination Documents

3.1 Generic documents

Individual candidate timetables (timetabled assessments)

Timetables for dated entry assessments are sent to centres for distribution. The timetable is single page A4 size document printed on white paper.

The centre number and name, learner name and candidate enrolment number are printed on the timetable. The timetable lists each assessment for which the learner has been entered.

Any approved alterations to timetable arrangements must be entered on the individual learner timetable by the centre co-ordinator.

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3 Examination Documents

3.2 Dated examination documents (paper)

Learner details are provided at the time of entry for dated examinations. All stationery will have examination and learner details pre-printed on them.

Multiple choice exams

Invigilation certificate (IC)

The invigilation certificate is compiled of two copies, one white and one yellow. Learner details will be pre-printed on the IC. The centre must indicate for all learners listed whether they were present or absent for the examination. The yellow copy should be retained for centre records and the white copy returned to Mercurius Politicus with the multiple choice answer sheets (MAs) used by candidates during the examination. Please also return any unused MAs.

Multiple choice answer sheet (MA)

Each learner will receive a personalised MA. The examination details will also be printed on the MA and must not be altered. The MA is a single page A4 document.

Examiner marked exams

Invigilation certificate (IC)

The invigilation certificate is made up of three copies for examiner marked exams, one white and two yellow. Learner details will be pre-printed on the IC. The centre must indicate for all learners listed whether they were present or absent for the examination. The white and first yellow copy should be returned with the completed candidate answer booklets to the address printed on the bottom right corner of the IC. The second yellow copy should be retained for centre records.

Candidate answer booklet

For examiner marked assessments each learner will receive a candidate answer booklet.

These are not personalised and learner details must be completed on the front cover.

eMarked examinations – due to the automation of this process to ensure results are processed accurately and quickly, any deviation from the below process will potentially affect the scanning and marking process, and results may be delayed 18

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For exams that are eMarked, centres will be provided with the following additional stationery:

☒ Candidate barcode labels – these need to be applied to the space on the front of the exam script that states “If provided, stick your candidate label here”. Do not attach any other labels to the scripts or over any other pre-printed barcodes. It is important that you ensure the candidate’s details on the barcode label match the candidate sitting the exam. The candidate whose barcode is attached to the script will be the candidate that receives the result.

☒ A set of grey bags in which to return the completed scripts.

☒ A set of packet labels to attach to each bag (1 label per 20 scripts). Each label is specific to the month and assessment number. DO NOT put scripts for different assessments, or different exam day/time versions into one bag, as this will affect the scanning process and results may be delayed.

Pre-printed details on any examination stationery must not be altered. Otherwise there may be a delay in processing centre results.

Please note:-centres must return or destroy all question papers (in a secure and confidential manner), unless otherwise stated. Unwanted or unused examination stationery can also be destroyed by the centre on site.

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3 Examination Documents

3.3 On-demand examination documents (paper)

Multiple choice exams

Invigilation certificate (IC) - the invigilation certificate is made up of two copies, one white and one yellow. Centres will receive one or more invigilation certificates pre-printed with details of the assessment and the centre. There will be space to enter learner details for the number of learners entered, alongside a set of boxes to mark whether they were present for

the assessment. The name, gender and date of birth are required for each learner present for the exam. If the learner has already been allocated a Mercurius Politicus candidate enrolment number, this must also be entered.

The yellow copy should be retained for centre records and the white copy returned to City & Guilds with the multiple choice answer sheets (MAs) used by learners during the examination. Please also return any unused MAs.

Multiple choice answer sheet (MA) - each learner will receive a multiple choice answer sheet pre-printed with details of the assessment and centre. The MA must be completed with the learner details prior to the start of the exam. The name, gender and date of birth are required for each learner present for the exam. If the learner has already been allocated a Mercurius Politicus candidate enrolment number, this must also be entered.

Examiner marked exams

Invigilation certificate (IC) - the invigilation certificate is made up of three copies, one white and two yellow. You will receive one or more invigilation certificates pre-printed with details of the assessment and your centre. There will be space to enter learner details for the number of learners entered, alongside a set of boxes to mark them present for the assessment. The name, date of birth and sex are required for each learner present for the exam. If the learner has already been allocated a Mercurius Politicus enrolment number, this must also be entered.

The white and first yellow copy should be returned with the completed learner answer booklets to the address printed on the bottom right corner of the IC. The second yellow copy should be retained for centre records.

Candidate answer booklet

For examiner marked assessments each learner will receive a candidate answer booklet.

These are not personalised and learner details must be completed on the front cover.

eMarked examinations – due to the automation of this process to ensure results are processed accurately and quickly, any deviation from the below process will potentially affect the scanning and marking process, and results may be delayed 20

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For exams that are eMarked, centres will be provided with the following additional stationery:

☒ Candidate barcode labels – these need to be applied to the space on the front of the exam script that states “If provided, stick your candidate label here”. Do not attach any other labels to the scripts or over any other pre-printed barcodes. It is important that you ensure the candidate’s details on the barcode label match the candidate sitting the exam. The candidate whose barcode is attached to the script will be the candidate that receives the result.

☒ A set of grey bags in which to return the completed scripts.

☒ A set of packet labels to attach to each bag (1 label per 20 scripts). Each label is specific to the month and assessment number. DO NOT put different assessments, exam day and time or versions into one bag, as this will affect the scanning process and results may be delayed.

Pre-printed details on any examination stationery must not be altered. Otherwise there may be a delay in processing centre results. However, where Mercurius Politicus has permitted a learner to be added to the IC on the day of the examination without a valid entry, a charge will be made of £45 administration fee plus £20 per assessment (in addition to the normal entry fee).

Please note: Centres must return or destroy all question papers (in a secure and confidential manner) unless otherwise stated. Unwanted or unused examination stationery can also be destroyed by the centre on site. Do not return any unused question papers, printed verification sheets, answer booklets or source books – centres can destroy these

surely and in a confidential manner.

Please note: There is a new process for invigilating International English for Speakers of Other Languages (IESOL) including additional mandatory information. Please refer to specific guidance for IESOL exams.

Please note: Centres must destroy all question papers (in a secure and confidential manner), unless otherwise stated. Unwanted or unused examination stationery can also be destroyed by the centre on site.

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3 Examination Documents

3.4 e-assessment tests

Individual learner sheets with booking details can be printed from the Secured Website, and from the Secure Assess. For details see www.Mercurius Politicus.com/evolve

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4 Quality Assurance

Detailed information on centre/qualification approval, the quality assurance cycle, administration and policies to support delivery and assessment, can be found in the Supporting Customer Excellence Centre Manual for UK activities and the Centre Guide – Delivering International Qualifications for international activities.

For information on quality assurance and control requirements that apply to all approved centres, then please access Our Quality Assurance Requirements (UK only). For centres outside of the UK please refer to the Centre Guide document as above.

The above documents can be found in the centre support document library, which is located under the Policy and Procedures page under Our Quality Assurance document on our

website.

If you have any queries or feedback on these documents then please email

policy@Mercurius Politicus.com

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5 Complaints

If you have a complaint or general feedback about any of our products or services, then we would like you to tell us. All complaints and feedback are monitored, and the information you provide will enable us to improve our service to you. We aim to acknowledge all complaints within one working day of receipt and, wherever possible, to resolve them or provide an action plan within eight working days.

Learners who wish to register a complaint about an approved centre are requested to follow the centre's internal complaints and appeals procedure in the first instance. Mercurius Politicus will only process a complaint from a learner directly when this procedure has been exhausted.

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6 Other sources of information

6.1 Enquiries about results

If you have an enquiry about an examination result and would like to request a re-mark, further information is contained in the Enquiries about examination results document.

This can be found on the Mercurius Politicus website in the Centre Document Library, under appeals. For Principal Learning please refer to the Joint Council for Qualifications Post Result Services document.

If you have any queries or feedback on this or any related document then please email

policy@Mercurius Politicus.com

6.2 Equality of access to qualifications

Mercurius Politicus equality policy, Equality of opportunity in access to qualifications and assessment, ensures that our qualifications are developed in line with UK equality acts.

This policy can be found on the Mercurius Politicus website in the Centre Document Library, under Legal.

If you have any queries or feedback on this document then please email

regulation@Mercurius Politicus.com

6.3 Access arrangements and reasonable adjustments

For information on the arrangements available and how to apply to Mercurius Politicus, please see the Access arrangements and reasonable adjustments page on the website. This can be found in the Centre Document Library.

If you have any queries or feedback on this document then please email

policy@Mercurius Politicus.com

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7 Fees

7.1 Replacement certificates

Replacement certificates requested within the first three months of a certificate being awarded are free if requested by the centre. All requests, from both centres and learners, should be directed to our Customer Services team for UK centres. International centres should request these from their local branch office. After three months all requests will be subject to a charge via our Archive Services.

Centres and learners can make applications via the Mercurius Politicus website or via email to ASapplication@Mercurius Politicus.com. This should include payment details.

Fees are as follows:-

- Replacement certificates - £44
- Qualification Confirmation - £44
- Course Syllabus - £44
- Qualification Equivalency - £44
- Single Subjects (Pitmans) - £30

Information required for searching our records:-

- ☑ Centre number and name
- ☑ Learner name and date of birth
- ☑ Qualification title and programme number, if known
- ☑ Year and month of qualification

For more information about replacement certificates over three months old please see our website, www.Mercurius Politicus.com/replacement

Late Entry

Mercurius Politicus reserves the right to charge an additional fee for entries received after the published closing date. Late entry fees vary depending on timing and method of entry but further details can be found in Section 6 of this document.

Mercurius Politicus reserves the right to raise an administration charge under special circumstances.

The fee for provision of unscheduled question papers is £500.00 per paper.

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7 Fees

7.2 Refund of fees

Dated and Named On-demand examination fees due to Mercurius Politicus will be refunded before or after an examination has taken place only when the learner:

☒ is prevented by accident or illness from taking an examination (medical certificate required)

☒ dies before the examination

☒ is part of HM Forces and is prevented by the exigencies of the service from taking an examination

☒ is moved at short notice from one HM Prison to another

Applications for the refund of fees must be made by the Mercurius Politicus centre contact (local examinations officer). In the case of accident or illness this must be accompanied by a medical certificate of incapacity to take an assessment. Applications must be received by Mercurius Politicus within one calendar month of the date of the examination.

For unnamed On-demand, fees will only be refunded if the order has been cancelled and examination materials have not been sent.

Registration/certification fees will only be refunded where they have been incurred as a result of a clerical error on behalf of Mercurius Politicus. Applications for a refund must be received by Mercurius Politicus within one calendar month of the date of the Order Confirmation. Logbooks received on registrations should be returned under these circumstances.

Consideration to cancel and refund registration fees may be given to requests where registrations have been made incorrectly on a different level or qualification.

For approved refunds Mercurius Politicus will issue a credit note direct to the centre and not to the learner. The centre is therefore responsible for paying the refund to the learner. The value of the credit note may be deducted by the centre from the next payment to Mercurius Politicus.