

Centre Guide to the Ark

1. What is the Ark?

The Ark is the secure Gatehouse Awards (GA) online candidate management system.

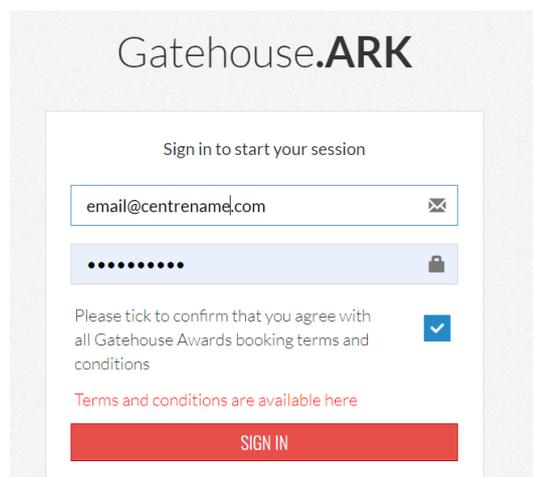
Approved centres are provided with an account on the Ark at the point of approval and must use the Ark to:

- register candidates
- book exam sessions (where relevant)
- view exam results
- access or amend your candidate's details
- submit claims for unit and qualification certificates
- download E-certificates and results notifications
- request hard certificate copies / certificate amendments
- view invoices
- update centre approval information.

2. How do I access the Ark?

You will be provided with your log in and password to the Ark when your centre first gains GA approval. This will be sent via email to the dedicated email address provided in the centre application form.

- 1) follow this link <https://ark-gatehouseawards.org/auth/login> **OR**
- 2) click on the 'ARK LOGIN' icon on the GA home page <https://www.gatehouseawards.org>



The screenshot shows the Gatehouse.ARK login interface. At the top, it says "Gatehouse.ARK". Below that is a "Sign in to start your session" heading. There are two input fields: one for an email address (pre-filled with "email@centrename.com") and one for a password (masked with dots). Below the password field is a checkbox for "Please tick to confirm that you agree with all Gatehouse Awards booking terms and conditions", which is currently checked. A link for "Terms and conditions are available here" is provided. At the bottom is a red "SIGN IN" button.

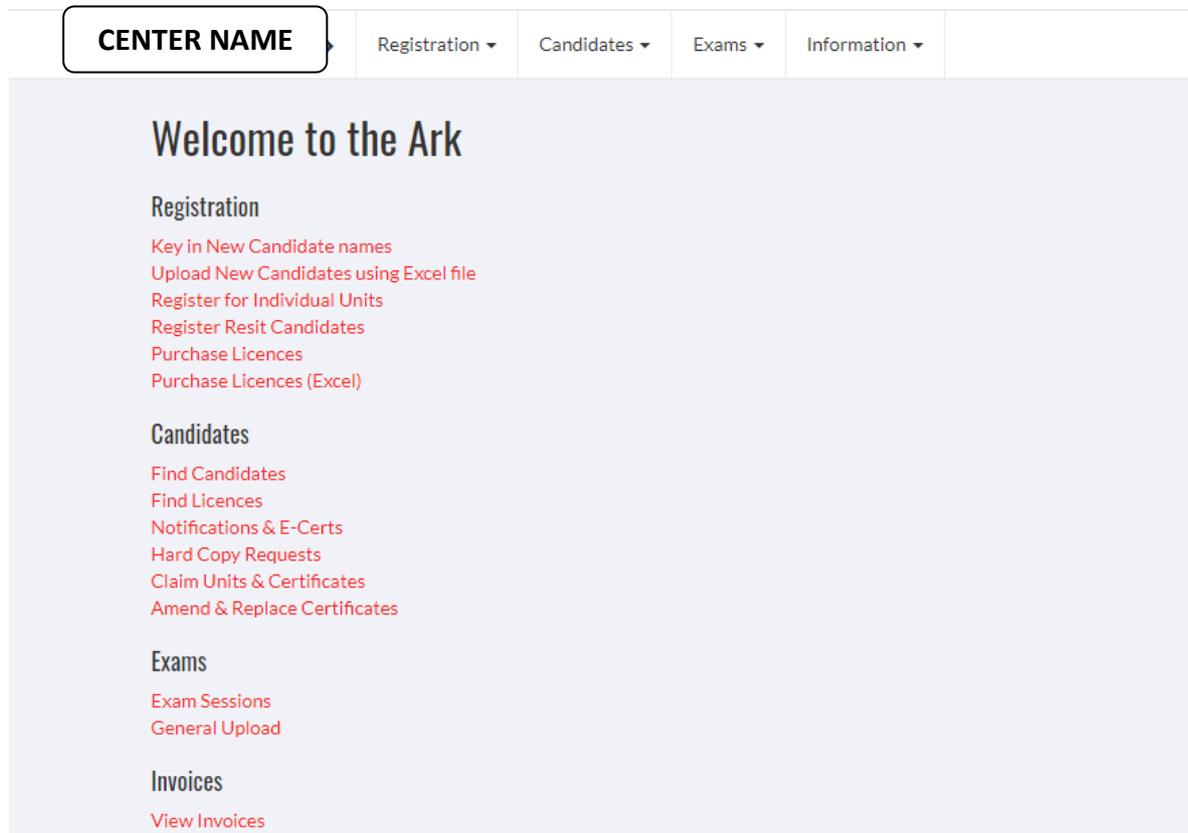
Enter your email address and password → confirm you accept the GA Terms and Conditions → click on the 'SIGN IN' button.

Please note:

After a period of inactivity, the Ark will log you out and you will need to log back in again. If you've forgotten your Username or Password, please contact your Centre Administrator.

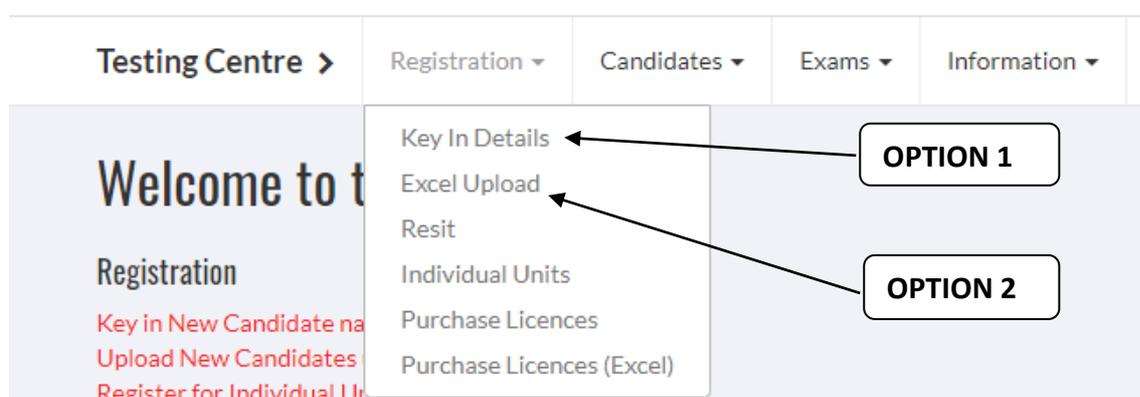
3. What menu options will I see on the Ark?

When you log in, you will see your centre name in the top left corner, and two sets of menus: one along the top of the page, and another on the left-hand side.



4. How do I register a candidate for a qualification?

There are two ways to register candidates for a qualification. Option 1 works well for individual candidates or small numbers, and option 2 for large groups of candidates.



Option 1: Register Candidates via the 'Key in Details'

Register New Candidates

QUALIFICATION:

GA Level 1 Certificate in Employability

| CANDIDATE NUMBER ? | GIVEN NAMES ? | FAMILY NAME(S) ? | DOB (DD/MM/YYYY) | ULN ? | |
|--------------------|-------------------|--------------------|------------------|------------|---|
| REF12345 | Sample | Student | 01/01/1990 | 1234567890 | ✘ |
| Centre Reference | Enter Given Names | Enter Family Names | DD/MM/YYYY | Enter ULN | ✘ |

ADD MORE CANDIDATES

PLEASE CHECK TO ENSURE ALL THE CANDIDATE INFORMATION ABOVE IS CORRECT OR DELETE ANY CANDIDATES ADDED IN ERROR. ONCE YOU ARE SATISFIED CONTINUE BY CLICKING PROCEED TO DETAILS CHECK.

PROCEED TO DETAILS CHECK →

Select the correct *Qualification* from the dropdown menu.

NB. You will only be able to see qualifications for which your centre is approved. If you can't see the qualification you want, this may mean that your centre doesn't yet have qualification approval. Please apply for the qualification approval via the GA website.

Enter the following details into the onscreen form.

Candidate Number: This is a number created by the centre so that you can easily identify and track your candidates.

Given Name(s): This is how the name(s) will appear on the certificate /result notification.

Family Name(s): This is how the name(s) will appear on the certificate /result notification.

DOB: Please enter the candidate's date of birth in the following format: dd/mm/yyyy.

ULN (Unique Learner Number): ULNs are only mandatory for candidates whose course of study is funded via UK public funds.

You may add more rows to the list to enter more candidates.

Click the blue button *Proceed to Details Check*. You will then see the following screen:

Register New Candidates

QUALIFICATION: GA LEVEL 1 CERTIFICATE IN EMPLOYABILITY

✓ EVERYTHING LOOKS GOOD TO GO!

| CANDIDATE NUMBER ? | GIVEN NAMES ? | FAMILY NAME(S) ? | DOB (DD/MM/YYYY) | ULN ? | |
|--------------------|---------------|------------------|------------------|------------|---|
| REF12345 | Sample | Student | 01/01/1990 | 1234567890 | ✘ |

PLEASE CHECK TO ENSURE ALL THE CANDIDATE INFORMATION ABOVE IS CORRECT OR DELETE ANY CANDIDATES ADDED IN ERROR. ONCE YOU ARE SATISFIED CONTINUE BY CLICKING REGISTER CANDIDATES.

REGISTER CANDIDATES

Check the candidates' details → click 'REGISTER CANDIDATES' → click 'CONFIRM'.

PLEASE CONFIRM ✕

1 candidates will be registered on the **GA Level 1 Certificate in Employability** qualification .

By clicking confirm you are agreeing that all candidate details are present and correct as well as the selected qualification & level . Any amended certificates requested later will be charged.

CONFIRM

You will see Registration Confirmation. You can print it for your records.

Registration Confirmation

Congratulations the following candidates have been registered!

Qualification: GA Level 1 Certificate in Employability
Centre: EMD UK CIC
Registered On: 15-Sep-2021
Batch Number: 1682119
Number of Candidates: 1

| CANDIDATE NUMBER | GIVEN NAMES | FAMILY NAME | DOB (DD/MM/YYYY) |
|------------------|-------------|-------------|------------------|
| REF12345 | Sample | Student | 01/01/1990 |

🖨️ PRINT THIS PAGE

Option 2: Register candidates via Excel Upload

ExcelUpload

▼
GA Level 1 Certificate in Employability

SELECT YOUR FILE HERE

▼

NO FILE CHOSEN

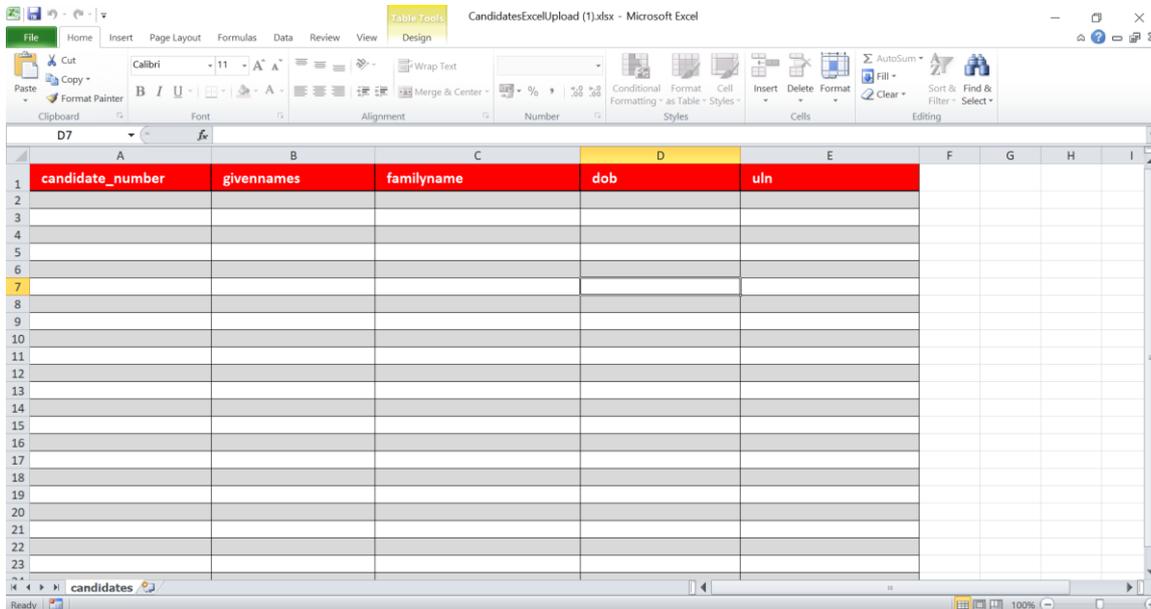
UPLOAD FILE

Select the correct qualification from the dropdown menu.

NB. You will only be able to see qualifications for which your centre is approved.

Download the *Template File*. Please note that the *Template File* available on the Ark is the **ONLY** file you can use to register candidates.

Save a copy of this file to your local computer for future registrations.



Enter the details into the Excel spreadsheet into the correct columns:

Candidate Number: This is a number created by the centre so that you can easily identify and track your candidates.

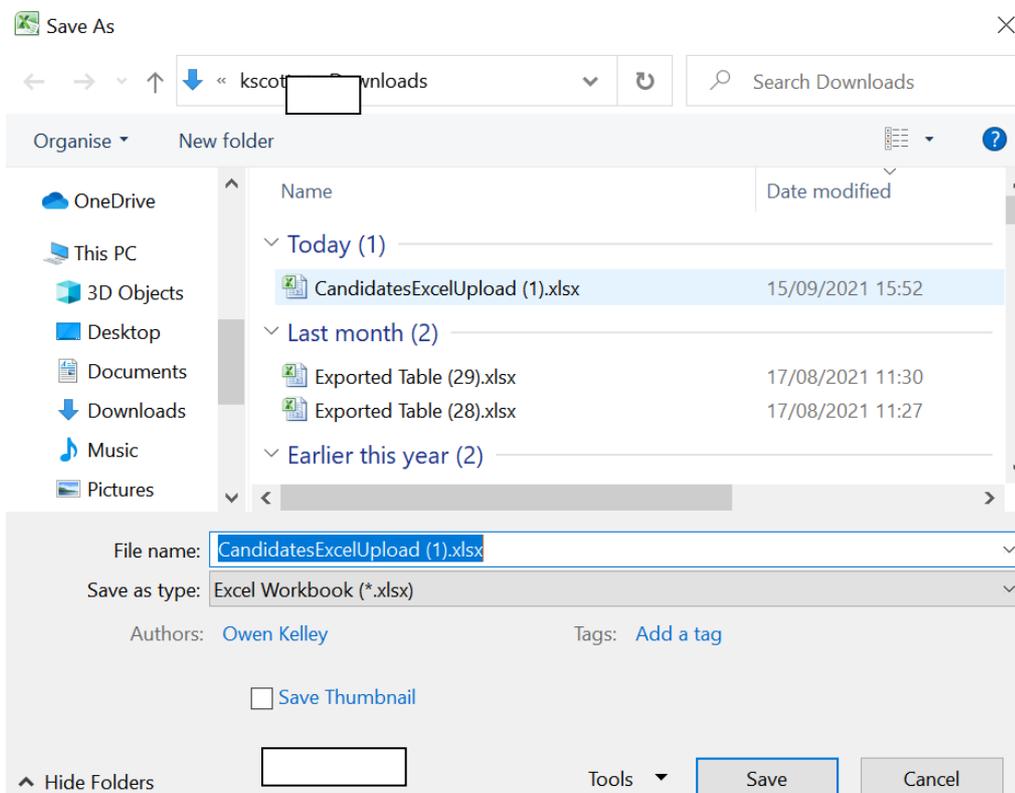
Given Name(s): This is how the name(s) will appear on the certificate / result slip.

Family Name(s): This is how the name(s) will appear on the certificate / result slip.

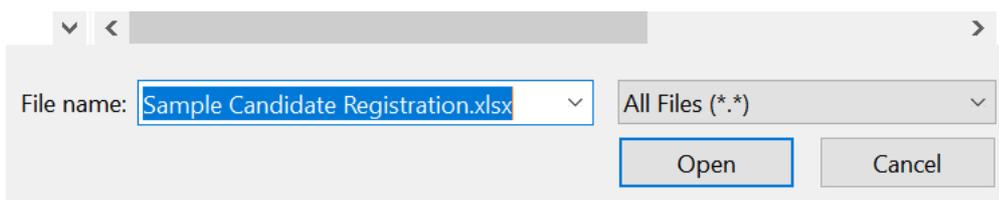
DOB: Please enter the candidate's date of birth in the following format: dd/mm/yyyy.

ULN (Unique Learner Number): ULNs are only mandatory for all candidates whose course of study is funded via UK public funds.

Check that the details you have entered → name and save the Excel file on your device.



click *Choose file* on the ARK page → click *Open* to select the completed spreadsheet → Click *Upload File*.



SELECT YOUR FILE HERE

▼

Choose file SAMPLE CAN...RATION.XLSX

 Download Template File

UPLOAD FILE

This will transfer the candidate registration information from the *Template File* directly into the Ark.

Confirm that the candidates' details are correct → click *Register Candidates* → click the green *Confirm* button to proceed with the registrations.

NB. If a candidate appears in blue, this means they have already been registered for this qualification.

Register New Candidates

QUALIFICATION: GA LEVEL 1 AWARD IN EMPLOYABILITY

✔ EVERYTHING LOOKS GOOD TO GO!

| CANDIDATE NUMBER ? | GIVEN NAMES ? | FAMILY NAME(S) ? | DOB (DD/MM/YYYY) | ULN ? | |
|--------------------|---------------|------------------|------------------|------------|---|
| REF12345 | Sample | Student1 | 01/01/1990 | 1234567890 | ✘ |
| REF23456 | Sample | Student2 | 02/01/1990 | 2345678901 | ✘ |
| REF34567 | Sample | Student3 | 03/01/1990 | 3456789012 | ✘ |

PLEASE CHECK TO ENSURE ALL THE CANDIDATE INFORMATION ABOVE IS CORRECT OR DELETE ANY CANDIDATES ADDED IN ERROR. ONCE YOU ARE SATISFIED CONTINUE BY CLICKING REGISTER CANDIDATES.

REGISTER CANDIDATES

PLEASE CONFIRM
✘

3 candidates will be registered on the **GA Level 1 Award in Employability** qualification

By clicking confirm you are agreeing that all candidate details are present and correct as well as the selected qualification & level . Any amended certificates requested later will be charged.

CONFIRM

You will see Registration Confirmation. You can print or save this page for your records.

Registration Confirmation

Congratulations the following candidates have been registered!

Qualification: GA Level 1 Award in Employability

Centre: EMD UK CIC

Registered On: 15-Sep-2021

Batch Number: 2865764

Number of Candidates: 3

| CANDIDATE NUMBER | GIVEN NAMES | FAMILY NAME | DOB (DD/MM/YYYY) |
|------------------|-------------|-------------|------------------|
| REF12345 | Sample | Student1 | 01/01/1990 |
| REF23456 | Sample | Student2 | 02/01/1990 |
| REF34567 | Sample | Student3 | 03/01/1990 |

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5. How do I make a registration for a re-sit exam?

Some GA qualifications (for example, IESOL) permit re-sit registrations, where a candidate needs to be re-entered for one or more units or exam component.

From the Registration menu, select the option *Register Resit Candidates*.

Testing Centre > Registration ▾ Candidates ▾ Exams ▾ Information ▾

Welcome to the Ark

Registration

[Key in New Candidate names](#)

[Upload New Candidates using Excel file](#)

[Register for Individual Units](#)

[Register Resit Candidates](#) ←

[Purchase Licences](#)

[Purchase Licences \(Excel\)](#)

Resit Registrations

CANDIDATES:

 You can click multiple candidates for this resit registration.

 student

 student1

Have you double checked your candidate details for accuracy?

REGISTER CANDIDATES

Select the candidate's name → confirm the candidate's details are correct → click on 'REGISTER CANDIDATES'.

Please note that there is a charge for resit registrations.

6. How do I search for an existing candidate?

Click *Find Candidate* in the Candidates main menu.

All registered candidates will be displayed in a list, organised by the registration date.

Search Candidates

📅 Registration Date Range

Candidate No.

👤 Given Names

Family Names

🎓 Qualification ▾

☰ Batch No.

SEARCH

CLEAR

SHOWING 1 - 10 OF 28 CANDIDATES

| REGISTRATION | CANDIDATE NO. | NAMES | DOB | QUALIFICATION | BATCH NUMBER |
|--------------|---------------|------------------|------------|---|--------------|
| 11-12-2018 | 1 | Saima Bibi | 21-05-1992 | GA Level 1 Certificate in Employability | 1134453 |
| 11-12-2018 | 2 | Majida Rafiq Mir | 04-11-1984 | GA Level 1 Certificate in Employability | 1134453 |
| 11-12-2018 | 3 | Habiba Nissar | 13-02-1991 | GA Level 1 Certificate in Employability | 1134453 |
| 11-12-2018 | 4 | Saima Rashid | 25-04-1975 | GA Level 1 Certificate in Employability | 1134453 |
| 11-12-2018 | 5 | Haleema Begum | 21-11-1982 | GA Level 1 Certificate in Employability | 1134453 |
| 11-12-2018 | 6 | Attia Butt | 12-12-1991 | GA Level 1 Certificate in Employability | 1134453 |
| 11-12-2018 | 7 | Iram Kanwal | 26-12-1985 | GA Level 1 Certificate in Employability | 1134453 |
| 11-12-2018 | 8 | Anila Aslam | 01-05-1981 | GA Level 1 Certificate in Employability | 1134453 |
| 11-12-2018 | 9 | Paul Dennis | 06-02-1964 | GA Level 1 Certificate in Employability | 1134453 |
| 11-12-2018 | 10 | Imani Hekima | 13-05-1966 | GA Level 1 Certificate in Employability | 1134453 |

To search for an individual candidate in the list, enter information in any of the fields.

You can use any combination of the search boxes in conjunction with each other to quickly locate the candidate you are looking for.

To see the details of an individual candidate, click on their name.

Alberto Sample

DOB: 01/01/2000

Centre Reference Number: Sample1

Candidate Number: LUD42579

Certificate Claimed: 2021-09-29

Certificate Printed: 29-09-2021

DOWNLOAD E-CERTIFICATE

DOWNLOAD RESULT NOTIFICATION

GA Level 1 Certificate in ESOL International (Classic B2)

| REGISTERED ON | EXAM | STATUS | CREDITS REQUIRED | CREDITS ACHIEVED | FULL CERTIFICATE NUMBER |
|---------------|------------|--------------------------|------------------|------------------|-------------------------|
| 17-06-2021 | 24-06-2021 | FULL CERTIFICATE AWARDED | 4 | 4 | 2021/GA/81941 |

Units Achieved

| NAME | TYPE | VALUE | AWARDED |
|--------------------------------|-----------|-------|---------|
| GA IESOL - Speaking - Level 1 | Mandatory | 1 | ✓ |
| GA IESOL - Listening - Level 1 | Mandatory | 1 | ✓ |
| GA IESOL - Reading - Level 1 | Mandatory | 1 | ✓ |
| GA IESOL - Writing - Level 1 | Mandatory | 1 | ✓ |

What if I still can't find a candidate?

If you are sure that you have registered a candidate but can't find them in the search results, please contact your Centre Administrator to help.

7. How do I withdraw a candidate?

To withdraw a candidate, search for and select the candidate's Ark registration record as described above.

A candidate can be withdrawn by selecting the red *Withdraw Candidate* button underneath the candidate entry on the right-hand side of the screen:

Sample Student

DOB: 01/01/1990
 ULN: 1234567890
 Centre Reference Number: REF12345
 Candidate Number: JFV43449

GA Level 1 Certificate in Employability

| REGISTERED ON | STATUS | CREDITS REQUIRED | CREDITS ACHIEVED |
|---------------|------------|------------------|------------------|
| 15-09-2021 | REGISTERED | 15 | 0 |

Units Achieved
 This candidate has not achieved any units for this qualification yet.

CLAIM UNITS
WITHDRAW CANDIDATE

Withdrawn registrations will continue to be charges at full rate.

GA might waive registration fees for candidates registered in error at their discretion. Please contact your centre administrator as soon as you have realised this has happened.

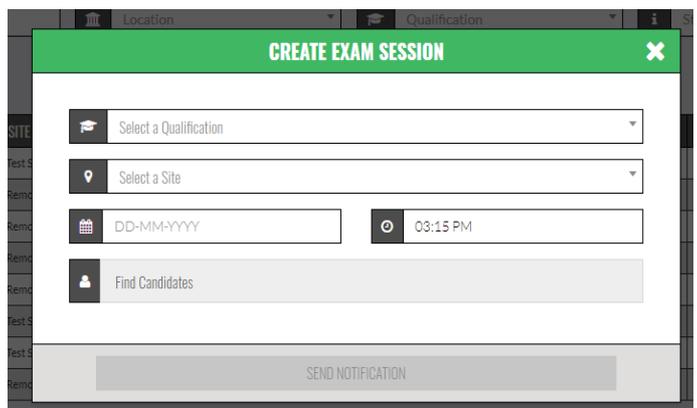
8. How can I book an exam session? (Externally assessed qualifications only)

Exam sessions for externally assessed qualifications are available on demand. Please note that an exam session must be booked:

- a) with a minimum notice as agreed at approval stage **AND**
- b) for at least 1 registered candidate

To book an exam session:

- 1) go to Exams → Exam Sessions
- 2) click on the green icon '+ Create Session' in the top right corner
- 3) complete all the details
- 4) click *Send Notification*



Please note that a notification must be sent for each exam session you conduct.

9. Can I add / remove candidates from an existing session?

Yes, registered candidates can be added to an existing exam session up to one day before the session. – Candidates added after that timescale will incur a late registration fee in line with GA's standard fees and charges list.

To add and remove candidates, go to Exams → Exam Sessions, then select the session and Click on the Remove box or click on the Add candidates and then select Candidates, then click on Update Session.

Exam Session 291021-3055

30-10-2021 (11:00 AM)

GA Entry Level Certificate in ESOL International (Entry 3) (Classic B1)


CONFIRMATIONS OF ENTRY **PDF**


3 DAYS BEFORE EXAM MATERIALS AVAILABLE - 01-11-2021 11:00 AM

| NAME | REMOVE |
|--------------------------|--------------------------|
| Nina Sample (01-01-1990) | <input type="checkbox"/> |

+ADD CANDIDATES

UPDATE SESSION

10. What are the timescales for registering candidates?

Candidates should be registered on the Ark as soon as they have been enrolled onto their programme of learning.

For externally assessed qualifications (for example IESOL), candidates must be registered with a minimum notice as agreed at approval stage.

Please note that new exam sessions must be booked with a minimum notice as agreed at approval stage.

For centre-assessed qualifications, candidates must be registered prior to the first centre assessment taking place.

11. Are there any late registration fees?

For externally assessed qualifications, all candidate registrations on the day of the exam session will incur a late registration fee per candidate. There is no charge to add a previously registered candidate to an existing, pre-booked exam session.

For centre-assessed qualifications, any candidate registrations made prior to the date of the first centre-based assessment will incur a late registration fee per candidate.

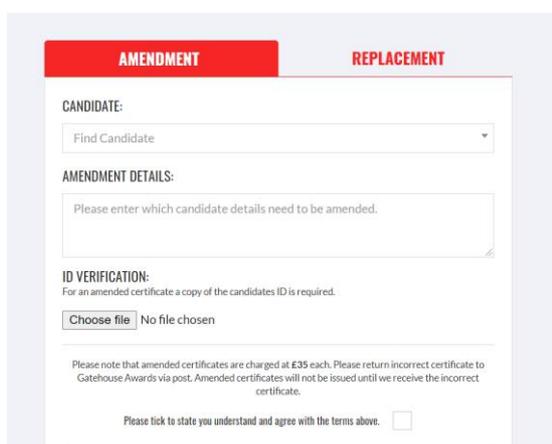
12. I made a mistake at registration – what can I do?

If you have entered a candidate's details incorrectly, please contact your Centre Administrator via email. Please provide full information regarding the candidate(s) affected, i.e. their full name and DOB, and how their details should be amended **as soon as you become aware of the mistake**.

Once a certificate has been claimed/issued, a mistake which has not already been rectified will require an application for a certificate amendment. Fees may apply as per GA's standard fees and charges list.

13. How do I apply for an Amendment or a Replacement certificate?

Select the *Amendment and Replacement Certificates* item from the Ark menu. Select whether an amended or a replacement certificate is required.



For an Amended Certificate: if you notice that the certificate issued contains inaccurate candidate details, you can request an amended certificate. Please note that GA charges a fee for this service.

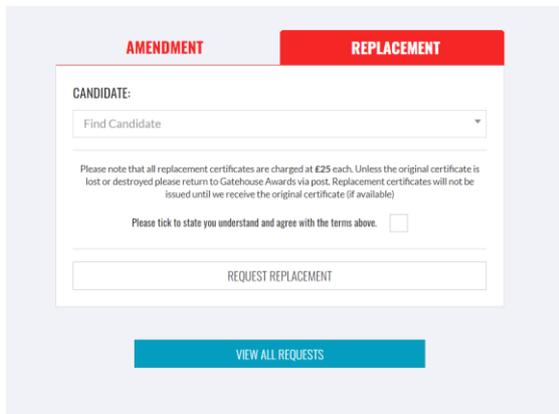
To complete an application for an Amended Certificate:

- 1) select the candidate's name
- 2) enter the amendment details
- 3) upload a copy of the candidate's ID
- 4) confirm your acceptance of the terms and conditions
- 5) click *request amendment*.

NB. Amended certificates require the centre (or candidate, where applicable) to return the original certificate, or evidence that the certificate has been destroyed, to GA prior to the amended certificate being issued.

For a Replacement Certificate: if the certificate issued has been lost, either by the candidate or in transit, you can apply for a replacement certificate. Please note that GA charges a fee for this service.

To complete an application for a Replacement Certificate:



To complete an application for a Replacement Certificate:

- 1) select the candidate's name
- 2) confirm your acceptance of the terms and conditions
- 3) click *request replacement*.

NB. Replacement certificates will clearly indicate it is a replacement and will display the word 'Replacement' on the document.

14. I have registered the same candidate for the same qualification twice. What can I do?

If a candidate has been registered in error, and you become aware of that as soon as the registration has been completed, the registration fee might be waived at our discretion. Please note that an administrative fee may be applied.

15. How do I claim certificates for my candidates?

Under the menu item *Claim Certificates* on the home page, click on *Make a Claim*. Here you will be able to see candidates that are registered on qualifications that are internally assessed.

Candidates for Internal Assessment

SEARCH

CLEAR

SHOWING 1 - 4 OF 4 CANDIDATES

| REGISTRATION | CANDIDATE NO. | NAMES | DOB | QUALIFICATION | BATCH NUMBER |
|--------------|---------------|--|------------|---|--------------|
| 15-09-2021 | REF12345 | Sample Student (01-01-1990) | 01-01-1990 | GA Level 1 Certificate in Employability | 1682119 |
| 15-09-2021 | REF12345 | Sample Student1 (01-01-1990) | 01-01-1990 | GA Level 1 Award in Employability | 2865764 |
| 15-09-2021 | REF23456 | Sample Student2 (02-01-1990) | 02-01-1990 | GA Level 1 Award in Employability | 2865764 |
| 15-09-2021 | REF34567 | Sample Student3 (03-01-1990) | 03-01-1990 | GA Level 1 Award in Employability | 2865764 |

CANDIDATES PER PAGE

Click on the candidate's name to select the individual candidate you want to make a certification claim for.

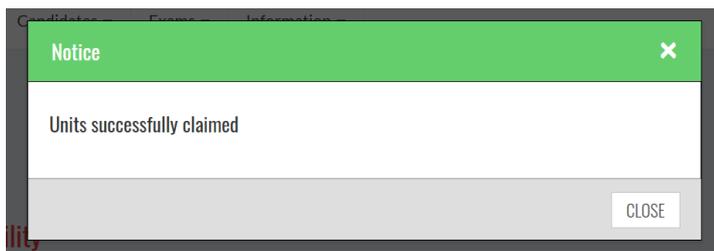
The system will show the available units for their qualification.

It is the centre's responsibility to ensure that the correct unit achievement is selected and that the unit achievement claim meets the relevant Rules of Combination for the overall qualification.

You will see all the units for the qualification you registered the candidate for listed in the 'Units Still Available' section. Select the units the candidate has completed and then press the button 'Confirm Achievement', and click the *Claim Selected Units* button:

| | | | | |
|---|------------|---|---------|-------------------------------------|
| Making Decisions | F/615/4785 | 1 | Level 1 | <input checked="" type="checkbox"/> |
| Understanding Finances and Budgets | F/615/4754 | 3 | Level 1 | <input checked="" type="checkbox"/> |
| Personal Qualities and Behaviours for Work | K/615/4733 | 2 | Level 1 | <input checked="" type="checkbox"/> |
| Searching for Job Opportunities | M/615/4734 | 1 | Level 1 | <input type="checkbox"/> |
| Producing a CV | T/615/4735 | 2 | Level 1 | <input type="checkbox"/> |
| Completing a Job Application | A/615/4736 | 2 | Level 1 | <input type="checkbox"/> |
| Preparing for Interviews | F/615/4737 | 2 | Level 1 | <input type="checkbox"/> |
| Understanding Inductions and First Days at Work | J/615/4738 | 2 | Level 1 | <input type="checkbox"/> |
| Being Managed at Work | F/615/4740 | 1 | Level 1 | <input type="checkbox"/> |
| Teamwork for Employment | J/615/4741 | 2 | Level 1 | <input type="checkbox"/> |
| Understanding Effective Time Management | L/615/4742 | 2 | Level 1 | <input type="checkbox"/> |
| Following Instructions | R/615/4743 | 1 | Level 1 | <input type="checkbox"/> |
| Understanding Effective Customer Service | D/615/4745 | 1 | Level 1 | <input type="checkbox"/> |
| Solving Problems for Work | K/615/4747 | 1 | Level 1 | <input type="checkbox"/> |
| Using Social Media for Work | T/615/4749 | 3 | Level 1 | <input type="checkbox"/> |
| Coping with Change in the Workplace | M/615/4796 | 2 | Level 1 | <input type="checkbox"/> |
| Understanding the Role of Representative Bodies | L/615/4823 | 1 | Level 1 | <input type="checkbox"/> |
| Rights and Responsibilities of Employment | D/615/4812 | 2 | Level 1 | <input type="checkbox"/> |
| Becoming a Volunteer | Y/616/6781 | 3 | Level 1 | <input type="checkbox"/> |

You will see the following notice:



16. How do I make a Full Achievement Claim? (full qualification achievement)

You can make a full certificate claim if the candidate has achieved all the mandatory units for the qualification, as well as the minimum number of overall required credits for the qualification from any optional units available.

Once this is done you should see a message indicating that your units have been successfully claimed and the option to Claim Full Certificate has now become available to you. Click on this button to claim a full certificate for this candidate

17. How do I make a Partial Achievement Claim? (unit only achievement)

To make a partial claim for a candidate who has not achieved the required number of credits or units to be issued a full qualification certificate, click on the '*partial claim*' button on the bottom right corner of the page after you have registered the units they have completed.

18. How do I claim certificates for candidates registered on externally assessed qualifications?

Centres are not required to claim certificates for candidates registered for an externally assessed qualification.

Candidates registered on an **externally assessed qualification** will have their results processed automatically and certificates issued within GA's published timescales.

19. I have made an incorrect claim (full or partial). What should I do?

Please contact your Centre Administrator via email as soon as possible. An administrative fee may apply.

20. What if I can't see a qualification that my centre is approved to deliver?

Please contact your Centre Administrator via email.

21. How do I apply for a new qualification approval?

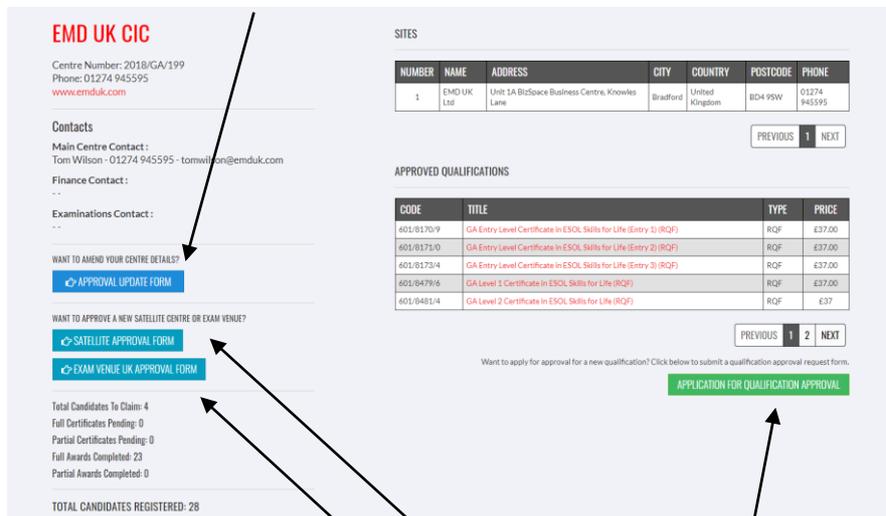
Please go to the GA website for full details of how to apply for a new qualification approval.

Applications for new Qualification Approvals will be processed in line with the relevant policy and procedure.

22. Can I make changes to my centre details in the Ark?

Click on *Information* menu item on the top bar menu then navigate to the *Centre Information*. Click on the button on the *Approval Update Form*.

You will need to complete this form so we can action the changes for you.



The screenshot shows the 'EMD UK CIC' profile page. On the left, there are sections for 'Contacts' and statistics. The 'WANT TO AMEND YOUR CENTRE DETAILS?' section contains a blue button labeled 'APPROVAL UPDATE FORM'. Below it, the 'WANT TO APPROVE A NEW SATELLITE CENTRE OR EXAM VENUE?' section contains two blue buttons: 'SATELLITE APPROVAL FORM' and 'EXAM VENUE UK APPROVAL FORM'. On the right, there are two tables: 'SITES' and 'APPROVED QUALIFICATIONS'. The 'SITES' table has columns for NUMBER, NAME, ADDRESS, CITY, COUNTRY, POSTCODE, and PHONE. The 'APPROVED QUALIFICATIONS' table has columns for CODE, TITLE, TYPE, and PRICE. At the bottom right, there is a green button labeled 'APPLICATION FOR QUALIFICATION APPROVAL'. Arrows from the text below point to the 'APPROVAL UPDATE FORM', 'SATELLITE APPROVAL FORM', 'EXAM VENUE UK APPROVAL FORM', and 'APPLICATION FOR QUALIFICATION APPROVAL' buttons.

This page also allows you to:

- Make and application for Qualification Approval
- Apply for a satellite centre approval
- Apply for an exam venue approval

23. How many users at my centre can have access to Ark?

At present each centre only has one account. We may look to change this to allow more users in future if we feel it will be beneficial to our centres to do so.

24. How do I download assessment materials? (externally assessed qualifications only)

Please note that assessment materials for externally assessed qualifications only become available on the ARK in line with the timescales agreed at centre approval stage.

Click on *Assessment* and then *Download*. If the assessment materials are available to download, you will need WinRar software to access them as they will be downloaded as a zipped file.

Please refer to the document *Maintaining Confidentiality of Assessment Materials Policy* for full details of how to ensure the security of all assessment materials.

25. How do I upload assessment materials? (externally assessed qualifications only)

Please note that assessment materials for completed exam sessions need to be uploaded no later than within two working days of the exam date.

Click on *Assessment* and then *Upload*. Select the appropriate qualification from the drop down menu.

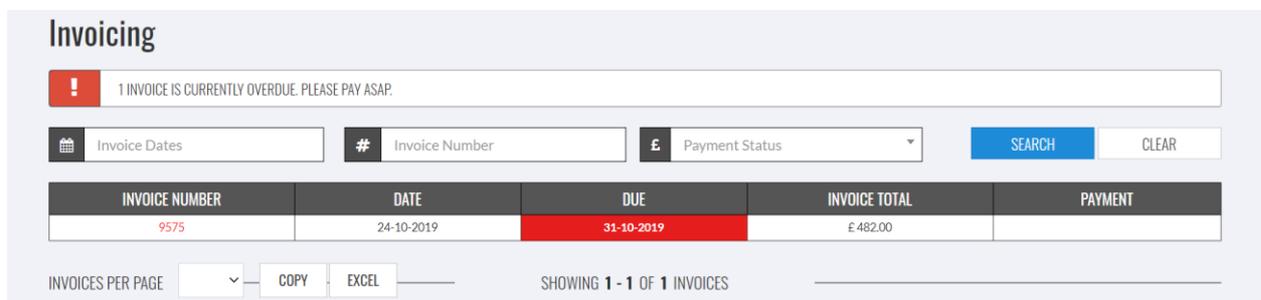
Click *confirm qualification* and the Ark will then direct you to select the exam date. Select and click *confirm date*.

Select the candidate's name, then drag and drop the exam materials and recordings. Please note that you can select multiple candidates. You will also be asked to select the names of any candidates who were absent.

Click *Upload Files*.

26. How can I use the Ark to access my invoices?

Selecting the *Invoices* menu item provides access to invoices created by the Ark. Any notifications about overdue invoices will appear at the top of the page:



Invoicing

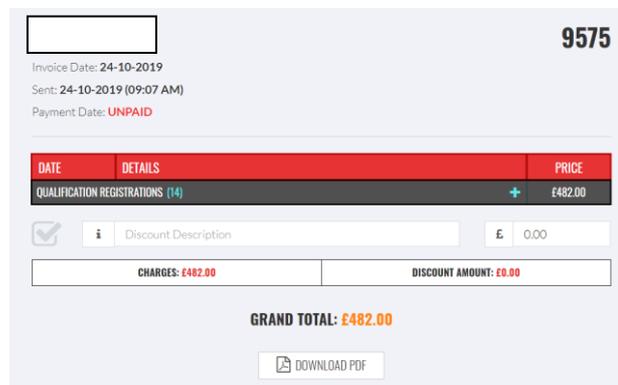
1 INVOICE IS CURRENTLY OVERDUE. PLEASE PAY ASAP.

Invoice Dates: [] # Invoice Number: [] £ Payment Status: [] [SEARCH] [CLEAR]

| INVOICE NUMBER | DATE | DUE | INVOICE TOTAL | PAYMENT |
|----------------|------------|------------|---------------|---------|
| 9575 | 24-10-2019 | 31-10-2019 | £482.00 | |

INVOICES PER PAGE: [] [COPY] [EXCEL] SHOWING 1 - 1 OF 1 INVOICES

You can use the Invoicing pages to track the invoices GA has issued to your centre. These invoices are generated by the Ark and reflect all centre activity that occurs on the Ark. The invoice numbers and amounts can be viewed by clicking on the individual invoice entry. A PDF download of these documents is also available, as follows:



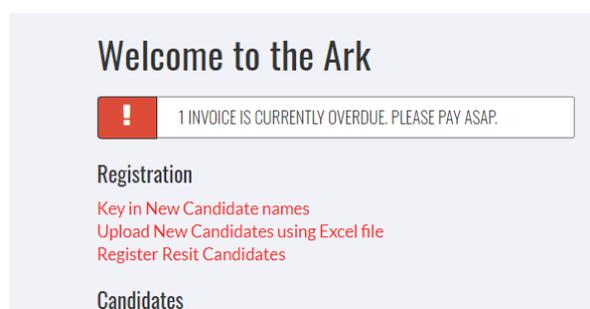
9575

Invoice Date: 24-10-2019
Sent: 24-10-2019 (09:07 AM)
Payment Date: UNPAID

| DATE | DETAILS | PRICE |
|-----------------------------|----------------------------------|------------------------|
| | QUALIFICATION REGISTRATIONS (14) | £482.00 |
| | Discount Description | £ 0.00 |
| CHARGES: £482.00 | | DISCOUNT AMOUNT: £0.00 |
| GRAND TOTAL: £482.00 | | |

[DOWNLOAD PDF]

Notifications of overdue invoices also display in the Notifications section on the Ark Welcome page:



Welcome to the Ark

1 INVOICE IS CURRENTLY OVERDUE. PLEASE PAY ASAP.

Registration

- Key in New Candidate names
- Upload New Candidates using Excel file
- Register Resit Candidates

Candidates

27. What are the various additional documents available on the Ark?

A variety of centre support documents are available on the Ark for centre use. These include the Presentation Questions (applicable for the IESOL Classic exams), Recognition of Prior Learning application form, Exam Report Form, Instructions to Candidates, Record of Reasonable Adjustments and a variety of Assessment and Internal Moderation Guides and Template Forms for centre-assessed qualifications.



A list of FAQs is also available for you to view on the Ark. These are categorised into Registrations, Searches, Claims, Approvals, Exam Sessions and Login/Centre Details.



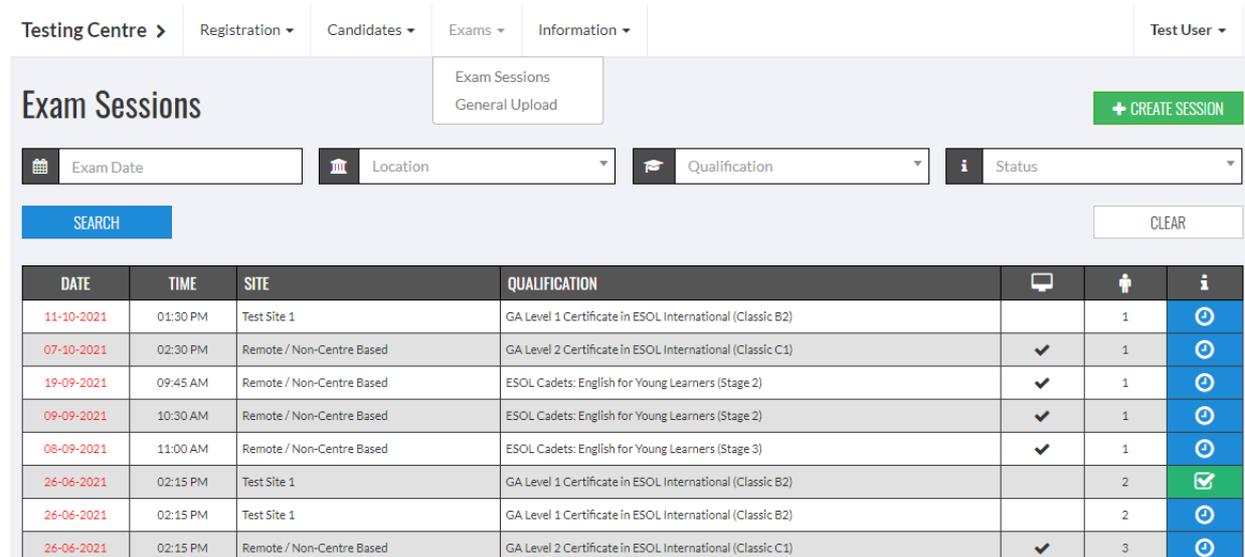
28. How to download E-certificates?

E-certificates can be downloaded in two main ways:

- 1) By centres via the ARK
- 2) By candidates via the GA website

Centres – exam-based qualifications

Click on Exams → Exam Sessions → Click on the Date of the Exam session.



Testing Centre > Registration > Candidates > Exams > Information > Test User >

Exam Sessions
General Upload

+ CREATE SESSION

Exam Date Location Qualification Status

SEARCH CLEAR

| DATE | TIME | SITE | QUALIFICATION | | | |
|------------|----------|---------------------------|---|---|---|---|
| 11-10-2021 | 01:30 PM | Test Site 1 | GA Level 1 Certificate in ESOL International (Classic B2) | | 1 | |
| 07-10-2021 | 02:30 PM | Remote / Non-Centre Based | GA Level 2 Certificate in ESOL International (Classic C1) | ✓ | 1 | |
| 19-09-2021 | 09:45 AM | Remote / Non-Centre Based | ESOL Cadets: English for Young Learners (Stage 2) | ✓ | 1 | |
| 09-09-2021 | 10:30 AM | Remote / Non-Centre Based | ESOL Cadets: English for Young Learners (Stage 2) | ✓ | 1 | |
| 08-09-2021 | 11:00 AM | Remote / Non-Centre Based | ESOL Cadets: English for Young Learners (Stage 3) | ✓ | 1 | |
| 26-06-2021 | 02:15 PM | Test Site 1 | GA Level 1 Certificate in ESOL International (Classic B2) | | 2 | ✓ |
| 26-06-2021 | 02:15 PM | Test Site 1 | GA Level 1 Certificate in ESOL International (Classic B2) | | 2 | |
| 26-06-2021 | 02:15 PM | Remote / Non-Centre Based | GA Level 2 Certificate in ESOL International (Classic C1) | ✓ | 3 | |

You can download all the certificates available for the session, or individual candidate certificates.

Exam Session 280621-5944

26-06-2021 (02:15 PM)

GA Level 1 Certificate in ESOL International (Classic B2) - Version C

- CONFIRMATIONS OF ENTRY PDF
- DOWNLOAD RESULT NOTIFICATIONS
- DOWNLOAD E-CERTIFICATES

| NAME | S | L | R | W | RESULT | NOTIFICATION | CERTIFICATE |
|-----------------------------|---|---|---|---|-----------------|--------------|-------------|
| Alberto Sample (03-01-2000) | ✓ | ✓ | ✓ | ✓ | PASS | | |
| Simone Sample (03-01-2000) | ✓ | ✓ | ✓ | ✓ | PASS WITH MERIT | | |

Centres – internally assessed qualifications

You can download all the certificates for candidates registered at the same point using the 'BATCH NUMBER' generated by the Ark at the registration point.

Go to Candidate Search → Enter batch number

Testing Centre > Registration > Candidates > Exams > Information > Test User >

Search Candidates

SEARCH CLEAR

SHOWING 21 - 30 OF 65 CANDIDATES

| REGISTRATION | CANDIDATE NO. | NAMES | DOB | QUALIFICATION | BATCH NUMBER |
|--------------|---------------|-------------|------------|---|--------------|
| 01-02-2021 | 010221ST | Susan Test | 01-01-2000 | GA Level 2 Certificate in ESOL International (Classic C1) | 4870341 |
| 01-02-2021 | 010221KIT | Katie Test | 01-01-2000 | GA Level 3 Certificate in ESOL International (Classic C2) | 8428041 |
| 01-02-2021 | 010221MT | Marina Test | 01-01-2000 | GA Entry Level Certificate in ESOL International (Entry 3) (Classic B1) | 5852026 |

You can download all the certificates available for the batch or individual candidate certificates within that batch.

Centres – download an individual candidate certificate

Go to Candidate Search → Enter candidate's details → Click on the candidate's name → Click on 'download certificate'

Testing Centre > Registration > Candidates > Exams > Information > Test User >

Alberto Sample

DOB: 01/01/2000

Centre Reference Number: Sample1

Candidate Number: LUD42579

[DOWNLOAD E-CERTIFICATE](#)
[DOWNLOAD RESULT NOTIFICATION](#)

Certificate Claimed: 2021-09-29

Certificate Printed: 29-09-2021

GA Level 1 Certificate in ESOL International (Classic B2)

| REGISTERED ON | EXAM | STATUS | CREDITS REQUIRED | CREDITS ACHIEVED | FULL CERTIFICATE NUMBER |
|---------------|------------|--------------------------|------------------|------------------|-------------------------|
| 17-06-2021 | 24-06-2021 | FULL CERTIFICATE AWARDED | 4 | 4 | 2021/GA/81941 |

Units Achieved

| NAME | TYPE | VALUE | AWARDED |
|-------------------------------|-----------|-------|---------|
| GA IESOL - Speaking - Level 1 | Mandatory | 1 | ✓ |

Candidates

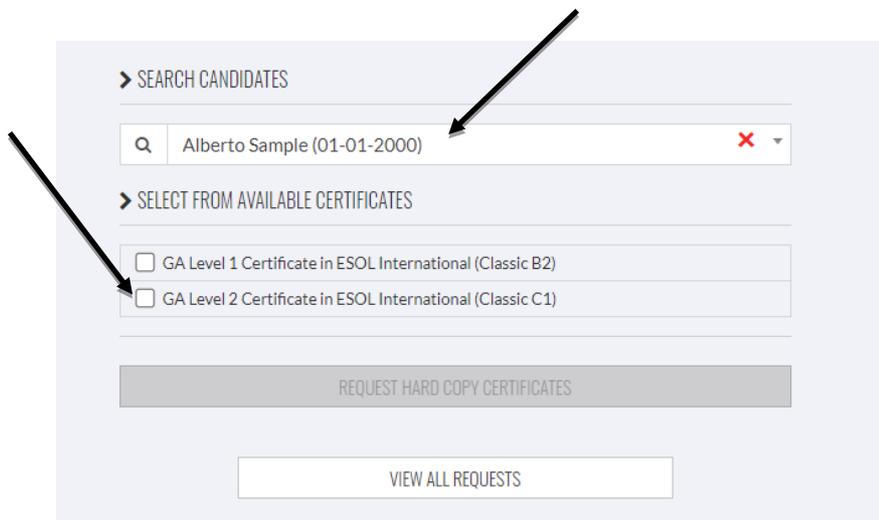
Individual candidates can download their E-certificate from the GA website at <https://gatehouseawards./learner-support#e-certificates>

They will need to enter their ARK generated candidate number and date of birth to access the certificate. The E-certificate can be downloaded as many times as needed.

29. How to request a hard copy (paper) certificate?

Hard certificate copies can only be requested by centres on behalf of the candidates via the ARK. There is an additional charge for this service.

On the ARK, click on Candidates → Request Hard Certificate → enter candidate's details in the search field → select the qualification certificate → click on 'request hard copy certificate'.

A screenshot of the ARK (Award Request Kit) interface. The interface is light blue and white. At the top, there is a section titled "> SEARCH CANDIDATES" with a search input field containing "Alberto Sample (01-01-2000)". Below this is a section titled "> SELECT FROM AVAILABLE CERTIFICATES" with two radio button options: "GA Level 1 Certificate in ESOL International (Classic B2)" and "GA Level 2 Certificate in ESOL International (Classic C1)". At the bottom of the form area, there is a grey button labeled "REQUEST HARD COPY CERTIFICATES" and a white button labeled "VIEW ALL REQUESTS". Two black arrows point to the search field and the first radio button option.