

# THE ARK GUIDE/FAQ

## REGISTRATIONS

### What are the timescales for registering candidates via Ark?

Candidates should be registered via Ark as soon as they have been signed up for an internally assessed qualification, and a minimum of 5 working days ahead of the examination date for externally assessed qualifications.

### How do I register candidates?

You have two ways of doing this. Both of these options can be found on the home page under the title 'Register candidates for a programme'.

#### Option 1: Key in candidate details

After clicking on the 'Key in candidate details' link you will see a drop down menu of qualifications for which you can register candidates. You will only be able to see qualifications for which your centre is approved.

Select a qualification and start entering details for you candidates. You can add more candidates using the Add More Candidates button.

**Candidate Number** : This is a number created by yourselves 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 candidates date of birth in the following format, dd,mm,yyyy.

**ULN**: ULNs are mandatory for all students entered for an exam at a state-funded school/college in England. ULNs are not mandatory for private (commercial) candidates.

Once you have completed all the fields click 'Register Candidates'.

#### Option 2: Upload candidate details using Excel file

After clicking on the 'Upload Candidates using Excel file' link you will see the Excel Upload page.

First thing to do here is to download the template Excel sheet using 'download file here' link. It is recommended that you save a copy of this file to your local computer so that you don't need to keep repeating this step.

Now start entering your candidate details into the spreadsheet and once done save it. Then back on the Ark system you can click 'Browse' to find the spreadsheet you just saved and then click 'Upload File'. It will take you to the same page you saw in the last option (Key in candidate details) but with the candidate information transferred from the uploaded spreadsheet.

Once you have checked that all the candidate information is correct, click 'Register Candidates'.

### **Made a mistake during registration?**

If you have entered candidates details in error please contact your Centre Administrator providing full information regarding the candidate(s) affected and how they should be amended as soon as you become aware of the mistake. Once a certificate has been claimed, the details can no longer be amended free of charge.

### **I registered a candidate for a qualification, and want to withdraw the registration. Will I be charged?**

You can withdraw the candidates from a qualification at any time, but you will not be refunded the registration fee. 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 administrative fee might be applied.

### **My staff 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 administrative fee might be applied.

## **SEARCHES**

### **How do I search for my candidates?**

Under the title 'Search' on the home page click on 'Search All Candidates'.

You have two different ways to search. You can search either by Candidates or by Batches. On the search page you should notice two tabs at the top of the page titled 'Candidates' and 'Batches' - clicking on one of these will take you to the relevant search criteria.

If searching by candidates, you are able to use any combination of the search boxes present in conjunction with each other to accurately locate the candidate you are looking for. Each search box relates to the column directly below. Once you have found the candidate in the list, you can view relevant information for this candidate by clicking on the candidate's name (highlighted in red text).

The same principle applies if searching via batches, except once you have located the batch you are looking for you need to click on the batch number (also highlighted in red text) to view information relevant to this batch.

### **Can't find a candidate?**

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

## CLAIMS

### How do I claim certificates?

Under the title 'Claim Certificates' on the home page click on 'Make a Claim'. Here you will only be able to see candidates that were registered on qualifications that are internally assessed. So if candidates have been registered on an externally assessed qualification they will not show up here as you can't claim their certificates. The results for Candidates registered for externally assessed qualifications will be processed automatically within Gatehouse Awards published timescales.

So back to claiming! Click on the candidate name for whom you want to make a claim. You will see all the units for the qualification you registered the candidate for listed in the 'Units Still Available' section. So select the units the candidate has completed and then press the button titled 'Confirm Achievement'.

### Full Achievement Claim

**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.**

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

### Partial Achievement Claim

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

**Please note that the registration for the candidate will close once a partial claim has been made.**

### I have claimed incorrect units for a candidate. What can I do?

If this situation arises and you wish to amend the error please contact your Centre Administrator via phone or email.

### I made a full achievement claim in error. What should I do?

If this situation arises and you wish to amend the error please contact your Centre Administrator via phone or email.

## **APPROVALS**

### **Can't see a qualification?**

If you believe your centre is approved for a qualification but don't seem to be able to register candidates for it please contact your Centre Administrator via phone or email so we can help remedy the situation.

### **Want to apply for other qualifications?**

If you would like to gain access to more of our qualifications you can do so by clicking the button and completing the application form. Applications for new Qualification Approvals will be processed in line with the relevant policy and procedure. If you have any questions about the form please just give us a call and we will be happy to help.

## **EXAMINATION SESSIONS**

### **Can I book examination sessions?**

Yes you can! Simply click 'Exam Session Notification' on the Ark home page and enter the details for your upcoming exam session. Please note that a notification must be sent for each exam session you conduct and must be sent within 5 working days of the session taking place.

## **LOGIN/CENTRE DETAILS**

### **Forgotten your login details?**

If for any reason you have forgotten your login details or can't login please contact your Centre Administrator via phone or email.

### **Can I make changes to centre details?**

To make any changes to your centre information you can navigate to the 'Centre Information' page and click on the button on the bottom left titled 'Approval Update Form' You will need to complete this form so we can action the changes for you. Alternatively you can use the button below.

### **How many users at my centre can have access to Ark?**

At present each centre only has the 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.