

Centre Guide to the Ark

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1. What is the Ark?

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

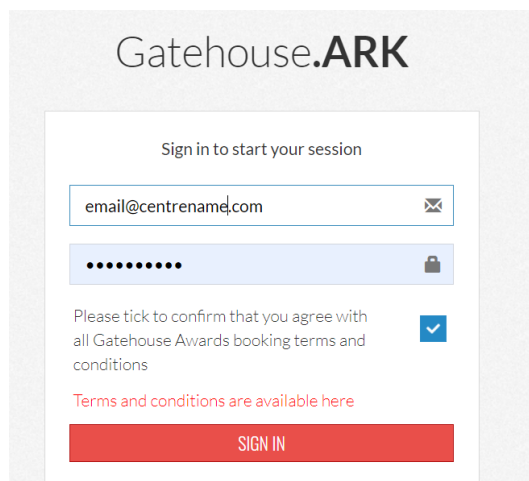
Approved centres are provided with an account on the Ark at the point of approval and must use the Ark to:

- register candidates
- book exam sessions (where relevant)
- view exam results
- access or amend 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
- access documents relating to centre and qualification approval

2. How do I access the Ark?

You will be provided with your username and password to the Ark when you gain 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>

A screenshot of the Gatehouse.ARK login interface. At the top, it says "Gatehouse.ARK". Below that is a box titled "Sign in to start your session". Inside the box, there is a text input field for an email address (placeholder: "email@centrenamel.com") with an envelope icon, a password input field (placeholder: ".....") with a lock icon, and a checkbox labeled "Please tick to confirm that you agree with all Gatehouse Awards booking terms and conditions" which is checked. Below the checkbox is a link "Terms and conditions are available here". At the bottom of the box is a red button labeled "SIGN IN".

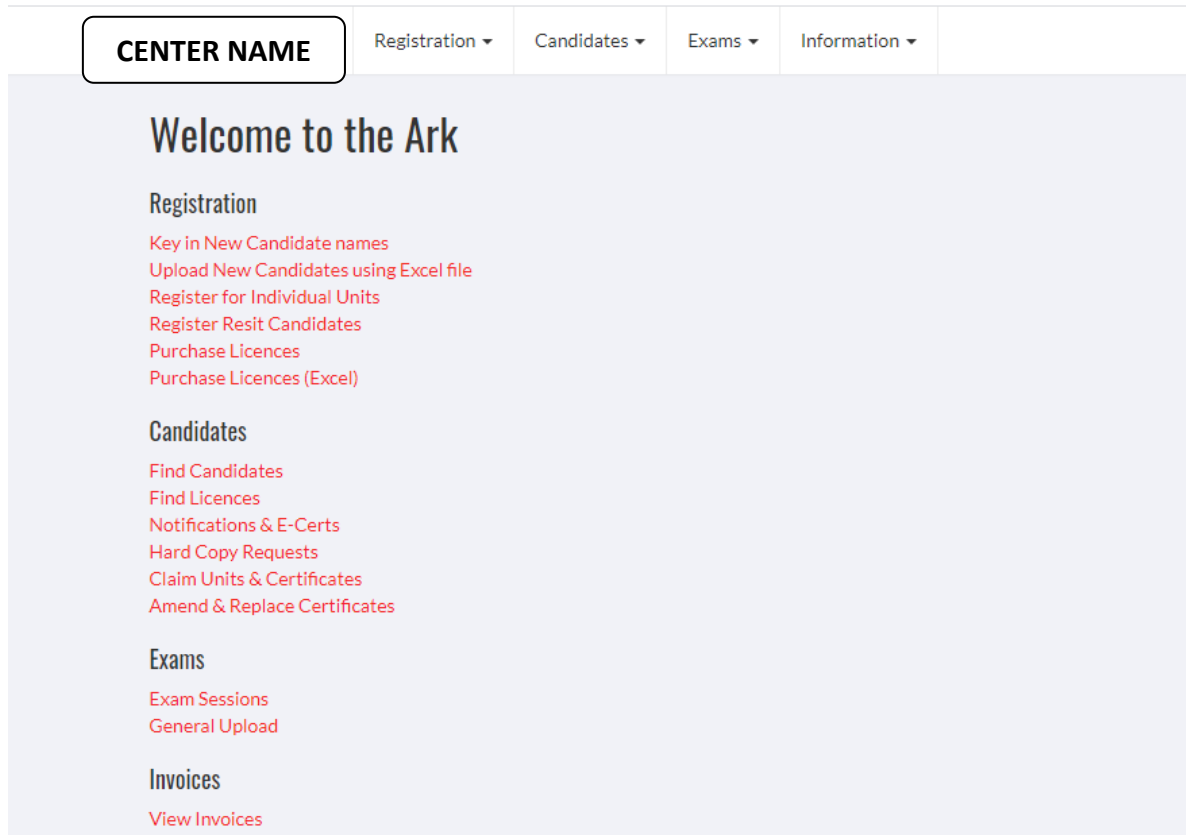
Enter your username and password → confirm you accept the GA Terms and Conditions
→click on the 'SIGN IN' button.

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. How do I navigate around the Ark?

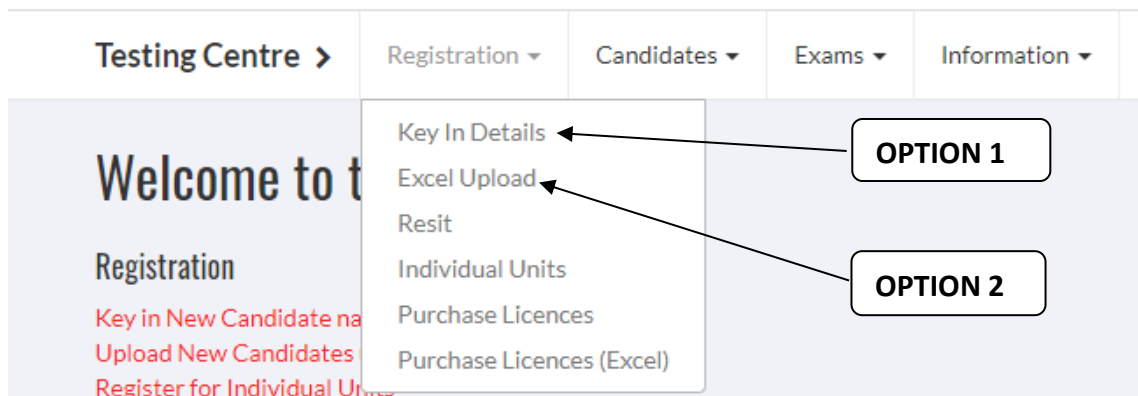
When you log in, you will see your centre name in the top left corner, and two sets of menus: one along the top of the page, and another on the left-hand side.



The screenshot shows the Ark dashboard interface. At the top, there is a navigation bar with a box labeled "CENTER NAME" and several dropdown menus: "Registration", "Candidates", "Exams", and "Information". Below this, the main content area is titled "Welcome to the Ark". On the left-hand side, there are four main categories of links: "Registration" (with sub-links: Key in New Candidate names, Upload New Candidates using Excel file, Register for Individual Units, Register Resit Candidates, Purchase Licences, Purchase Licences (Excel)), "Candidates" (with sub-links: Find Candidates, Find Licences, Notifications & E-Certs, Hard Copy Requests, Claim Units & Certificates, Amend & Replace Certificates), "Exams" (with sub-links: Exam Sessions, General Upload), and "Invoices" (with sub-link: View Invoices).

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.



The screenshot shows the Ark dashboard with the "Candidates" dropdown menu open. The menu lists several options: "Key In Details", "Excel Upload", "Resit", "Individual Units", "Purchase Licences", and "Purchase Licences (Excel)". Two callouts are present: "OPTION 1" points to "Key In Details", and "OPTION 2" points to "Excel Upload". The background shows the "Welcome to the Ark" header and the "Registration" section of the left-hand side menu.

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

Register New Candidates

QUALIFICATION:

GA Entry Level Certificate in ESOL International (Entry 1) (Classic A1)

CANDIDATE NUMBER ?	GIVEN NAMES ?	FAMILY NAME(S) ?	DOB (DD/MM/YYYY)	EMAIL	ULN ?	
041022	Sample	Student	01/01/2000	sample@gmail.com	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:

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.

Email Address: Enter candidate's own email

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 ENTRY LEVEL CERTIFICATE IN ESOL INTERNATIONAL (ENTRY 1) (CLASSIC A1)



EVERYTHING LOOKS GOOD TO GO!

CANDIDATE NUMBER ?	GIVEN NAMES ?	FAMILY NAME(S) ?	DOB (DD/MM/YYYY)	EMAIL	ULN ?	
041022	Sample	Student	01/01/2000	sample@gmail.com	Enter ULN	

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

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

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

PLEASE CONFIRM ✕

1 candidates will be registered on the **GA Entry Level Certificate in ESOL International (Entry 1) (Classic A1)** 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 Entry Level Certificate in ESOL International (Entry 1) (Classic A1)

Centre: Testing Centre

Registered On: 04-Oct-2022

Batch Number: 5730391

Number of Candidates: 1

CANDIDATE NUMBER	GIVEN NAMES	FAMILY NAME	DOB (DD/MM/YYYY)
01-A1	Sample	Candidate	01/01/2000

 PRINT THIS PAGE

Option 2: Register candidates via Excel Upload

ExcelUpload

GA Level 1 Certificate in Employability

SELECT YOUR FILE HERE

▼

Choose file

NO FILE CHOSEN

 Download Template File

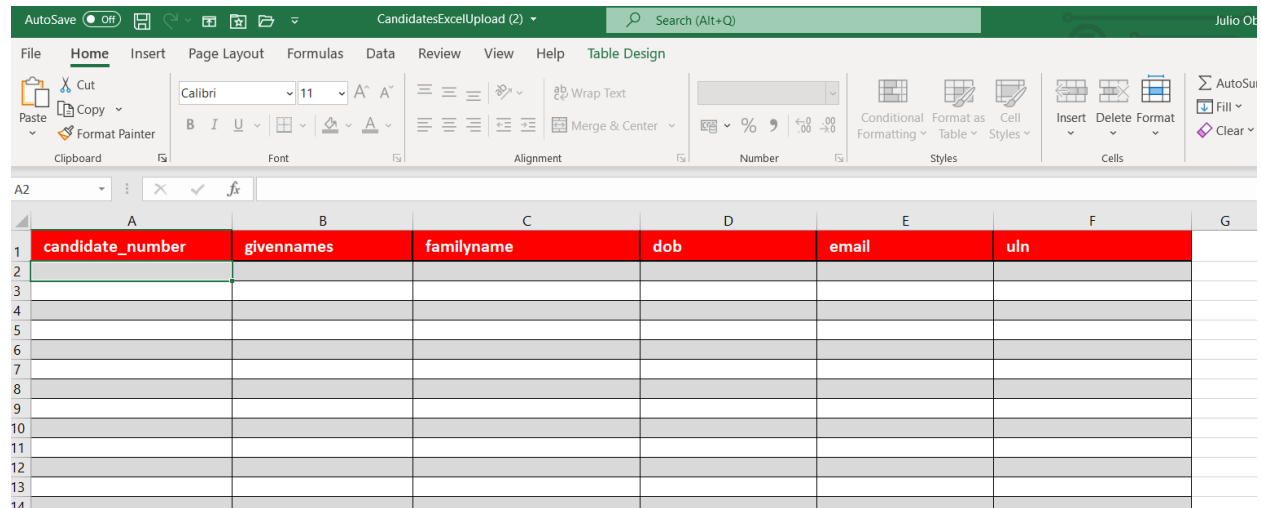
UPLOAD FILE

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.



	A	B	C	D	E	F	G
1	candidate_number	givennames	familyname	dob	email	uln	
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							

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.

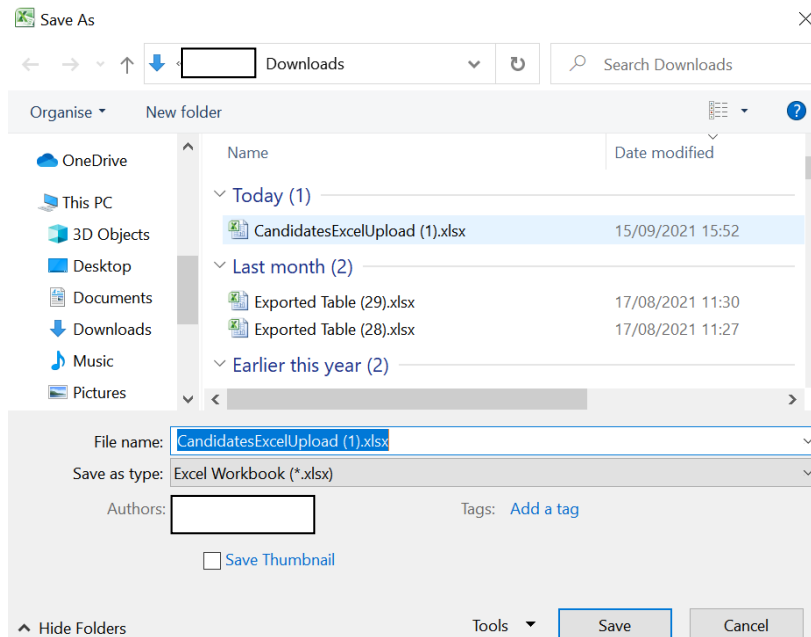
Family Name(s): This is how the name(s) will appear on the certificate / result slip.

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

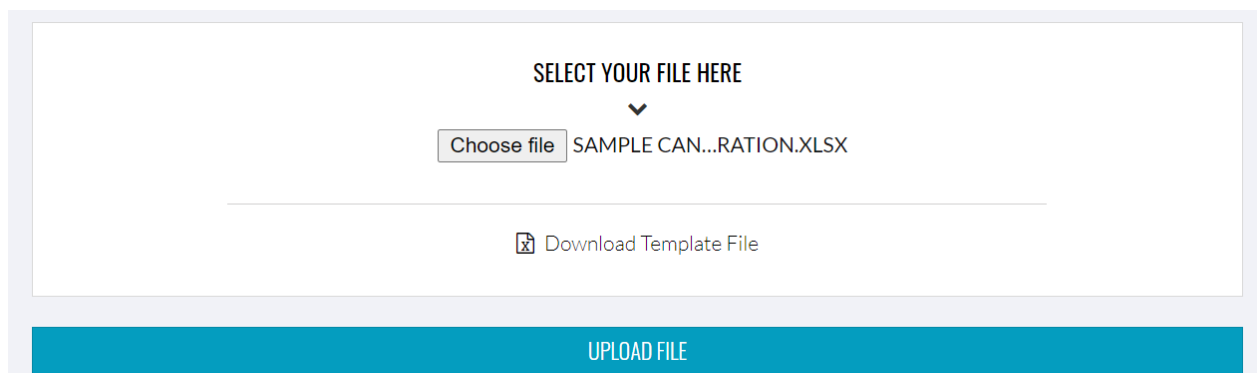
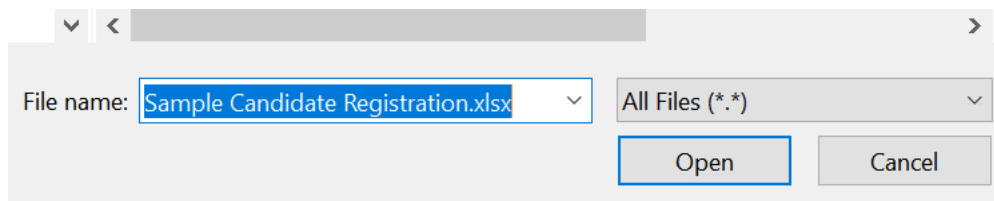
Email address: Enter Candidate's own email address

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*.



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 3 AWARD IN FIRST AID AT WORK

✓ EVERYTHING LOOKS GOOD TO GO!

CANDIDATE NUMBER ?	GIVEN NAMES ?	FAMILY NAME(S) ?	DOB (DD/MM/YYYY)	EMAIL	ULN ?	
01-A	Sample	Student	01/01/2000	sample@gmail.com	Enter ULN	✗

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

1 candidates will be registered on the **GA Level 3 Award in First Aid at Work** 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 3 Award in First Aid at Work

Centre: Testing Centre

Registered On: 04-Oct-2022

Batch Number: 8785478

Number of Candidates: 1

CANDIDATE NUMBER	GIVEN NAMES	FAMILY NAME	DOB (DD/MM/YYYY)
01-A	Sample	Student	01/01/2000

PRINT THIS PAGE

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 charged 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.

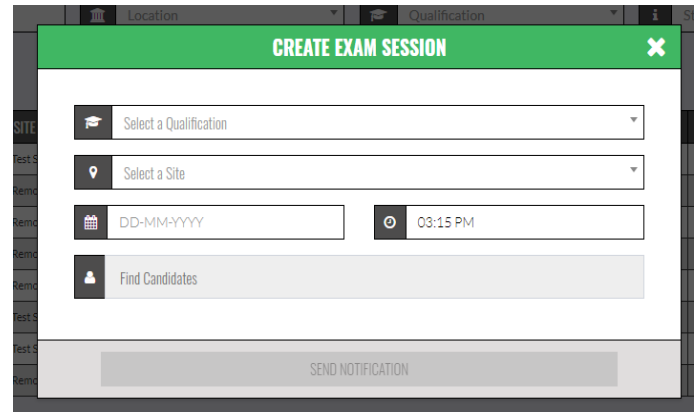
8. How can I book an exam session? (externally assessed qualifications only)

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?

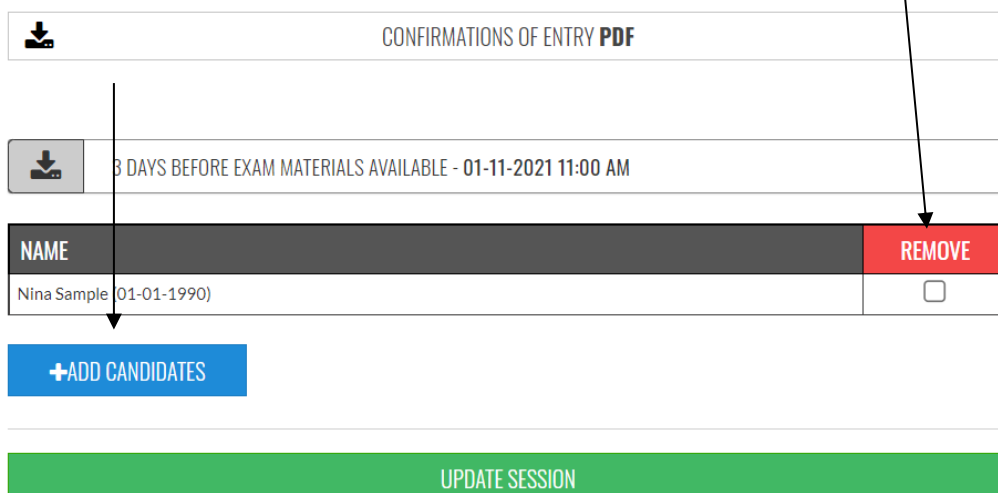
Yes, registered candidates can be added to an existing exam session up to one day before the session. – Candidates added after that timescale will incur a late registration fee in line with GA's standard fees and charges list.

To add and remove candidates, go to Exams → Exam Sessions, then select the session by clicking on top of the exam date 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)



NAME	REMOVE
Nina Sample (01-01-1990)	☐

+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 within 6 weeks of starting their programme of learning, or prior to the first centre assessment taking place (whichever is soonest).

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.

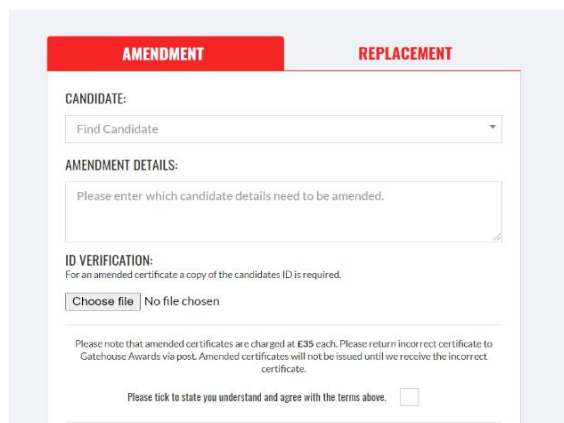
12. I made a mistake at registration – what can I do?

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.



The screenshot shows a web form with two tabs: 'AMENDMENT' (selected) and 'REPLACEMENT'. The form includes a 'CANDIDATE:' section with a 'Find Candidate' dropdown menu. Below this is an 'AMENDMENT DETAILS:' section with a text area for 'Please enter which candidate details need to be amended.' and a small icon for help. The 'ID VERIFICATION:' section states 'For an amended certificate a copy of the candidates ID is required.' and features a 'Choose file' button next to 'No file chosen'. A note at the bottom states: 'Please note that amended certificates are charged at £35 each. Please return incorrect certificate to Gatehouse Awards via post. Amended certificates will not be issued until we receive the incorrect certificate.' At the very bottom, there is a checkbox for 'Please tick to state you understand and agree with the terms above.'

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.

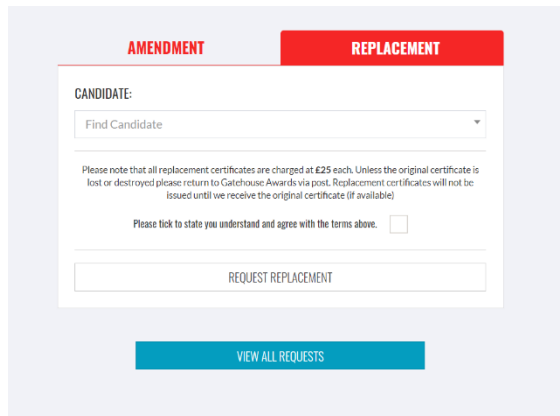
To complete an application for an Amended Certificate:

- 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 original hard copy certificate 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:



The screenshot shows a web form with two tabs: 'AMENDMENT' and 'REPLACEMENT'. The 'REPLACEMENT' tab is active. Below the tabs is a 'CANDIDATE:' section with a dropdown menu labeled 'Find Candidate'. Below this is a text box containing the following text: 'Please note that all replacement certificates are charged at £25 each. Unless the original certificate is lost or destroyed please return to Gatehouse Awards via post. Replacement certificates will not be issued until we receive the original certificate (if available)'. Below the text box is a checkbox with the label 'Please tick to state you understand and agree with the terms above.' and a 'REQUEST REPLACEMENT' button. At the bottom of the form is a blue button labeled 'VIEW ALL REQUESTS'.

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*.

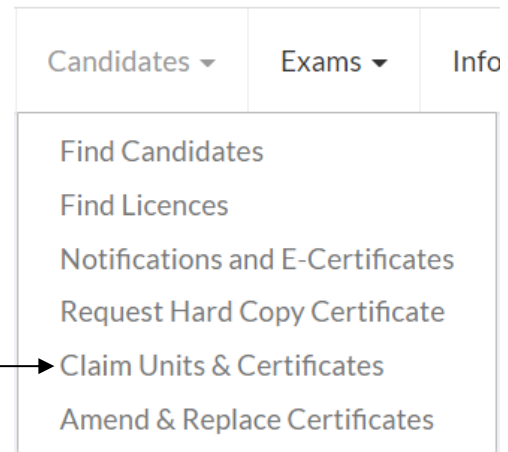
NB. Replacement certificates will clearly indicate it is a replacement and will display the word 'Replacement' on the document.

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 “Candidates” on the home page, click on “Claim Units & Certificates”. Here you will be able to see candidates that are registered on qualifications that are internally assessed.



Candidates for Internal Assessment

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.

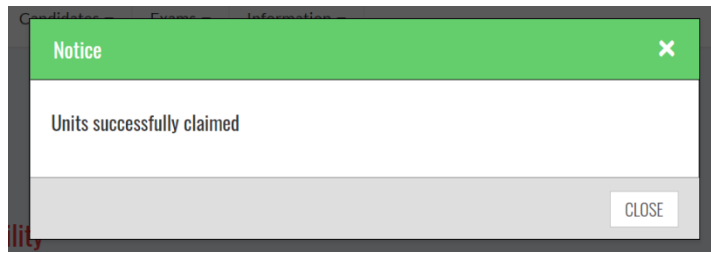
It is the centre's responsibility to ensure that the correct unit achievement is selected and that the unit achievement claim meets the relevant Rules of Combination for the overall qualification.

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 'Claim Units'.

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

☒ CLAIM SELECTED UNITS

You will see the following notice:



16. How do I make a full achievement claim? (full qualification achievement)

You can make a full achievement 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 the 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 achievement 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 you 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?

If you want to make changes to your centre details, such as your contact details, address or staff details, please go to the GA website and complete a Centre Update Form.

Our website also contains the documents you will need to:

- Make an application for a 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 the 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)

GA issues assessment materials for **some** of the externally assessed qualifications via the Ark. Your centre administrator will advise you of alternative methods at the point of qualification approval.

Please note that these only become available on the ARK in line with the timescales agreed at centre approval stage.

Go to Exam Sessions, click on assessment date 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 within the timescales agreed at approval time.

Go to Exam Sessions, locate your exam session and click on assessment date and then drag and drop the exam materials and recordings.

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.

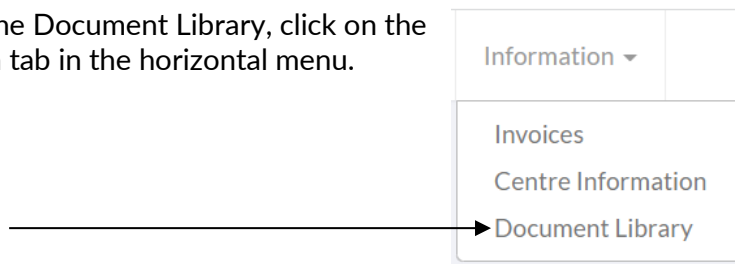
Registration

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

Candidates

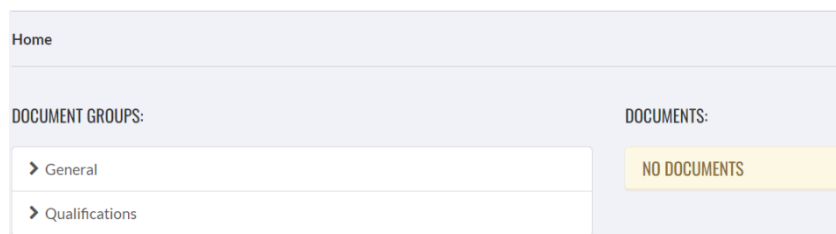
27. Document Library section on the Ark

To access the Document Library, click on the Information tab in the horizontal menu.

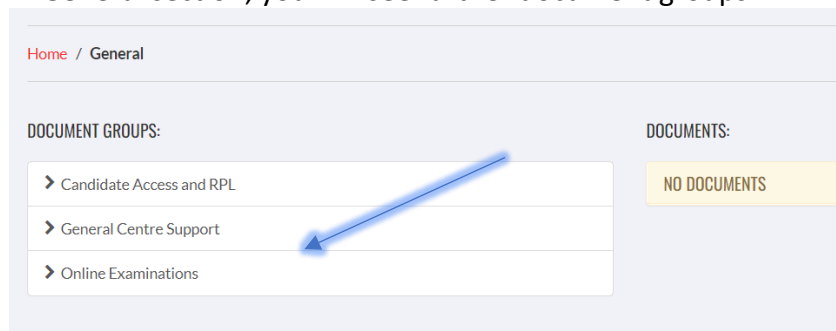


This is where you can find all the documents relevant to you operating as a GA approved centre (see General section), and the qualifications you currently hold approval for (see Qualifications section).

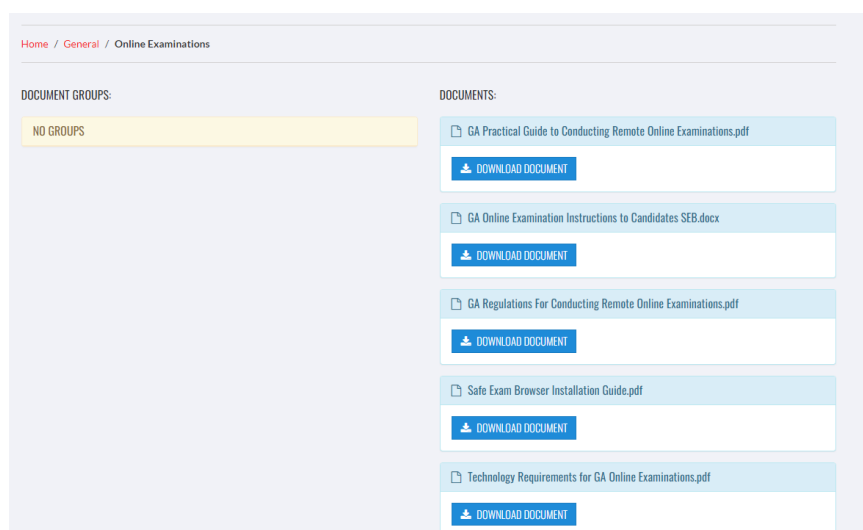
Click on the relevant section to see further document categories.



In General section, you will see further document groups.



Click on one of the groups to see all the relevant documents. In the example below, you can see all the documents pertaining to GA Online Examinations.



Use the horizontal menu to navigate around the Document Library.

Document Library

This is where you can find all the documents relevant to you operating as a GA approved centre (see General section), and the qualifications you currently hold approval for (see Qualifications section).

Click on the relevant section to see further document categories.

[Home](#) / [General](#) / [Online Examinations](#)

28. How do I 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

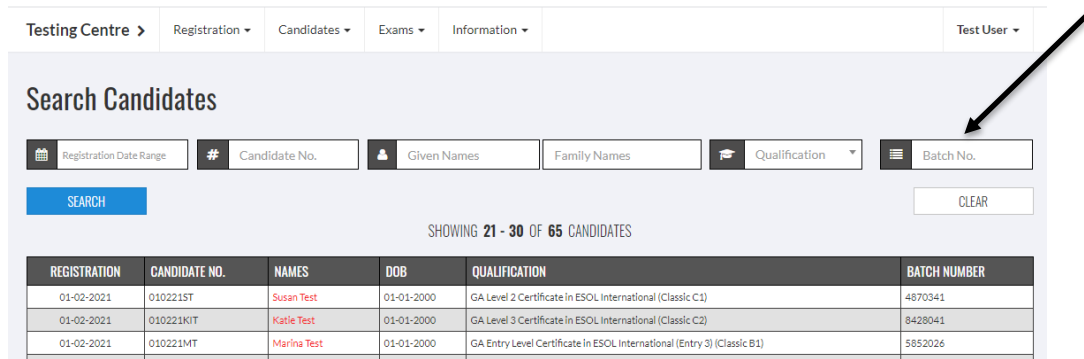
DOWNLOAD E-CERTIFICATES

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

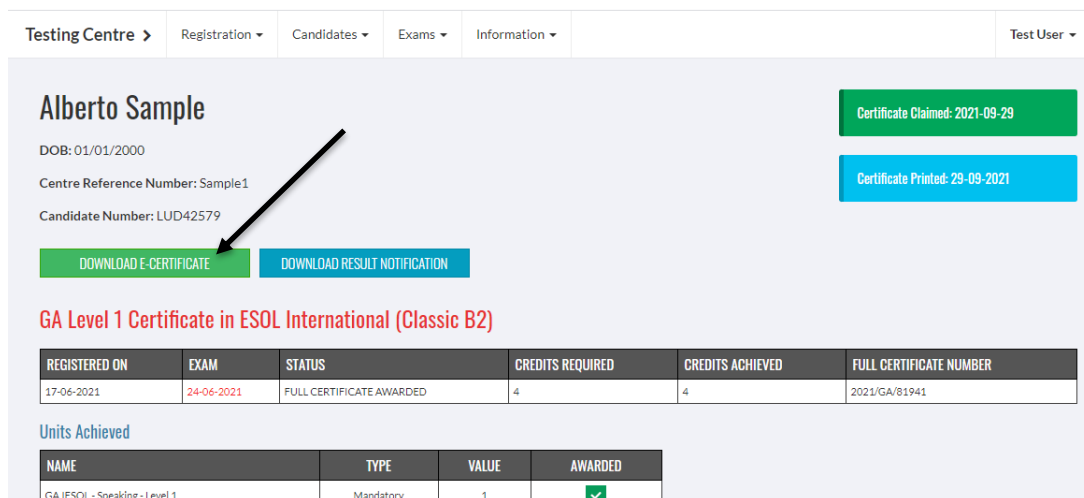
SHOWING 21 - 30 OF 65 CANDIDATES

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)	4670341
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

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	✓

Candidates

Individual candidates can download their E-certificate from the GA website at <https://gatehouseawards.com/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 do I 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'.

> SEARCH CANDIDATES

Q Alberto Sample (01-01-2000) X

> SELECT FROM AVAILABLE CERTIFICATES

☐ GA Level 1 Certificate in ESOL International (Classic B2)

☐ GA Level 2 Certificate in ESOL International (Classic C1)

REQUEST HARD COPY CERTIFICATES

VIEW ALL REQUESTS