Test Platform User Guide

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Introduction

This user guide is to help familiarise yourself with the Test Platform system. Please use this guide alongside the Client Requirements document. The Client Requirement document is essential to ensure your systems are correctly setup to use the Test Platform. Should you not follow this document the Test Platform will not operate correctly.

Recommendations for secure browsing
We recommend that the following browsers are used when a candidate takes a test:

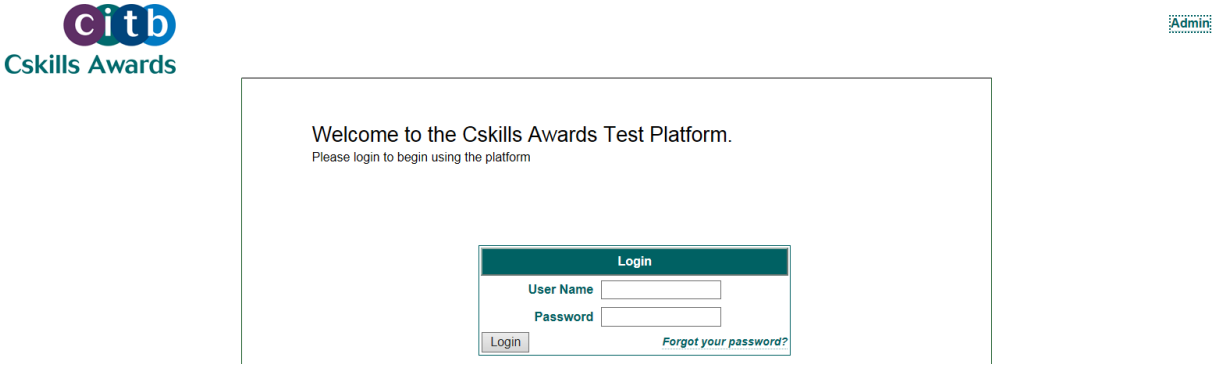
- Internet Explorer 10
- Internet Explorer 11
- Google Chrome version 16 and later
- Firefox 9

We also recommend that the mouse used by the candidate has only 2 buttons and no scroll wheel and that the keyboard be a standard keyboard with no shortcut/media buttons.

We recommend that the invigilator ensures that no other windows are open on the candidate's computer before they authorise the candidate to take tests. The invigilator should ensure that the candidate only has one tab open in the browser.

We recommend that the computer should not have any way to insert media which may contain course materials i.e. no disk drives (CD/DVD) and no USB ports. Also no course materials should inadvertently be stored on the local hard drive on the machine.

Centre User Login/Logout

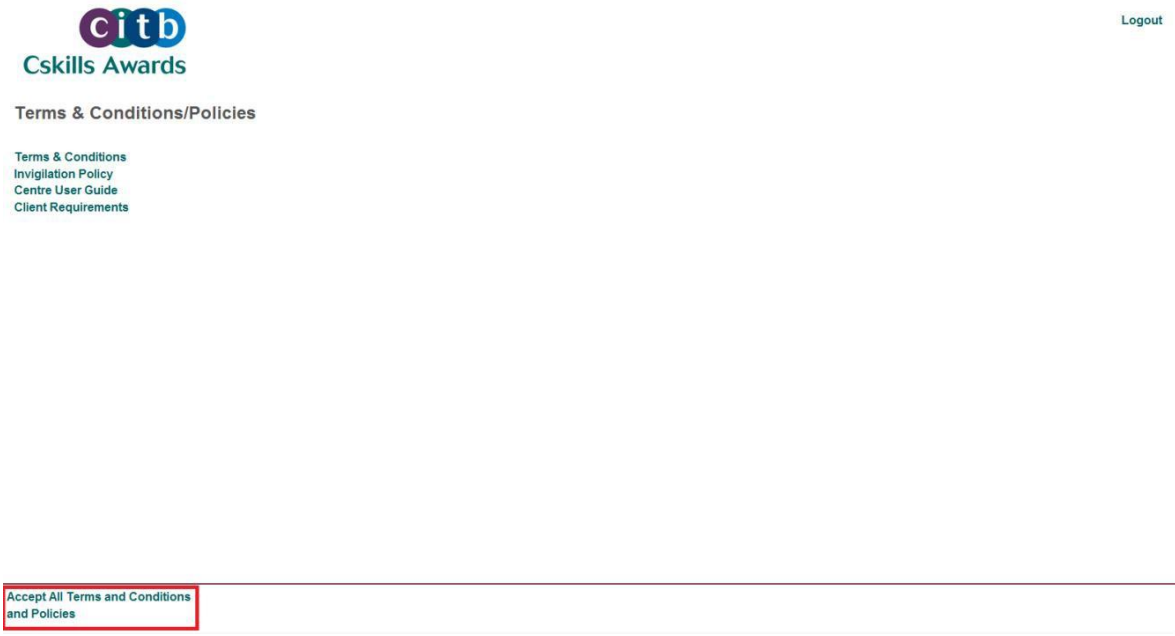


(1) The **User Name** field is filled out
(2) The **Password** field is filled out
(3) Click **Login**
(4) Click **Logout** to finish your session (when you logout you will be taken to the Candidate login page. Click **Admin** to return to the Centre user login page).

Forgotten Password

(1) Click **Forgot your password?** link
(2) The **Email** field is filled out with the email address entered when your user account was created
(3) Click **Submit Query** link
(4) An email will be sent to your email address which will contain a link to reset your password.
(5) From the email, click on the **Reset** button
(6) On the **Password Reset** screen enter new **Password** and **Confirm Password**, then **Submit Query**
(7) You can the log in with your new password

Accept Terms and Conditions on first login

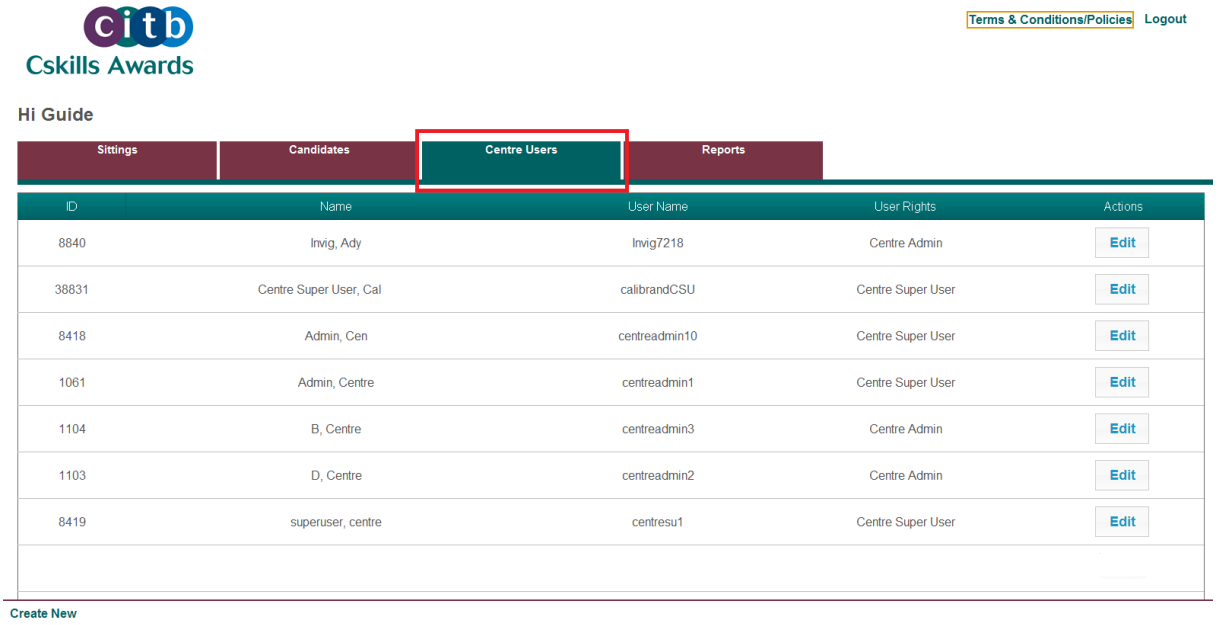


(1) Click the **Accept All Terms and Conditions and Policies** link after you have read these documents
(2) You can view the Terms and Conditions and Policies by clicking on the relevant link at any point

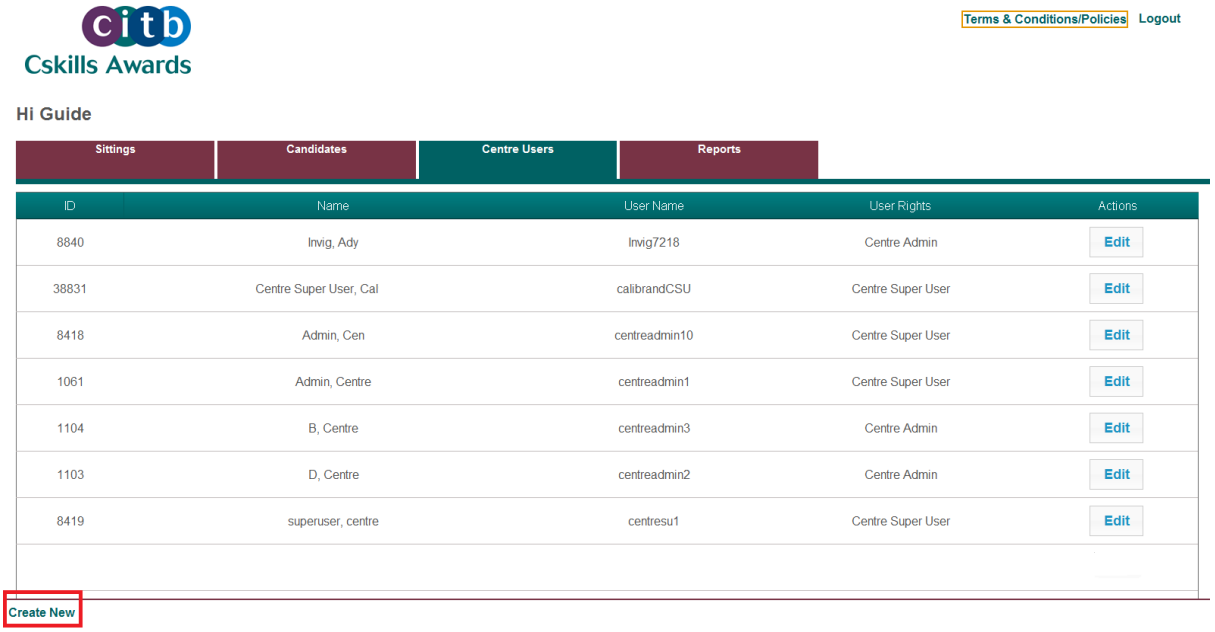
Feed from Awards Online

All candidate information that appears on the Test Platform is populated from Awards Online. Therefore, please ensure all data input on Awards Online is correct.

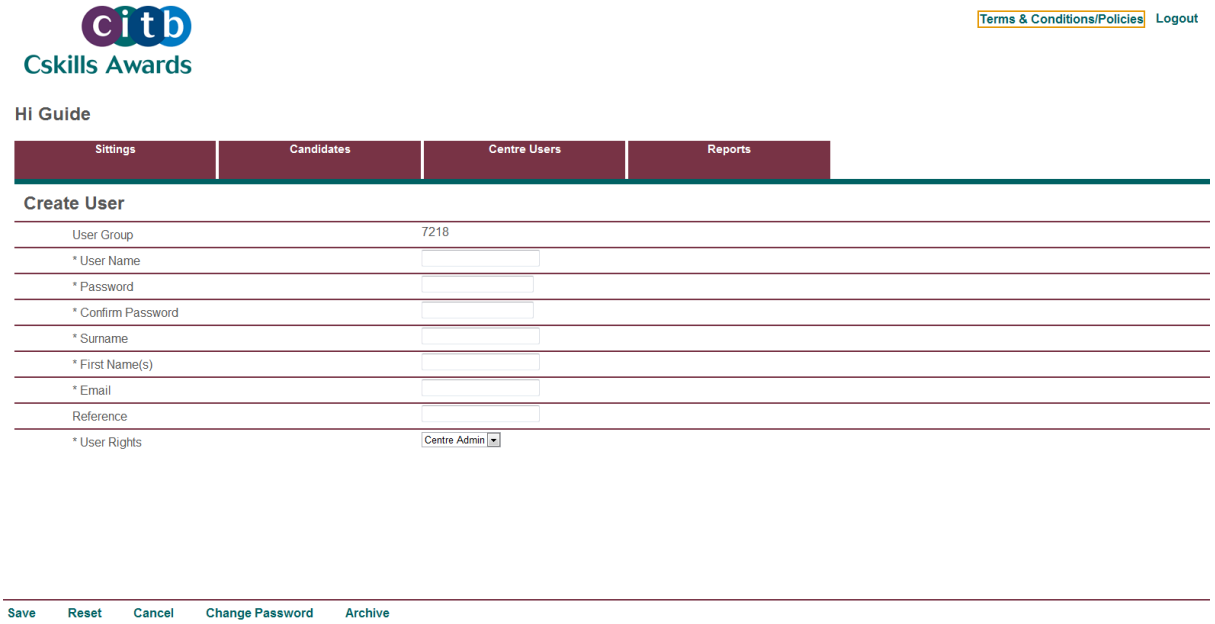
Create a new user



(1) Click **Centre Users** to view all centre users set up within your centre

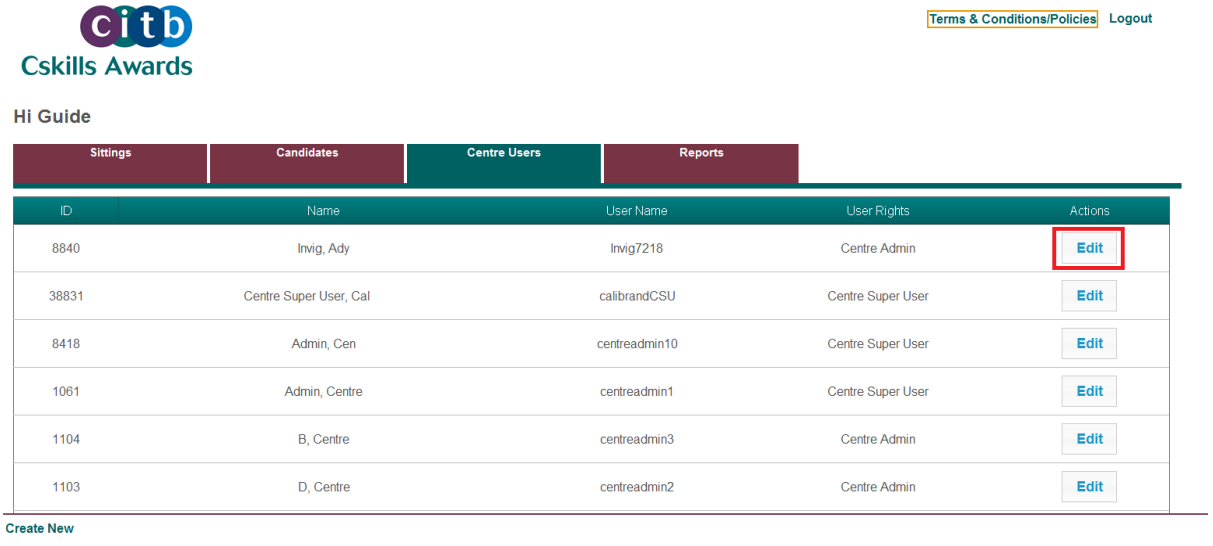


(1) Click **Create New** to create a new user

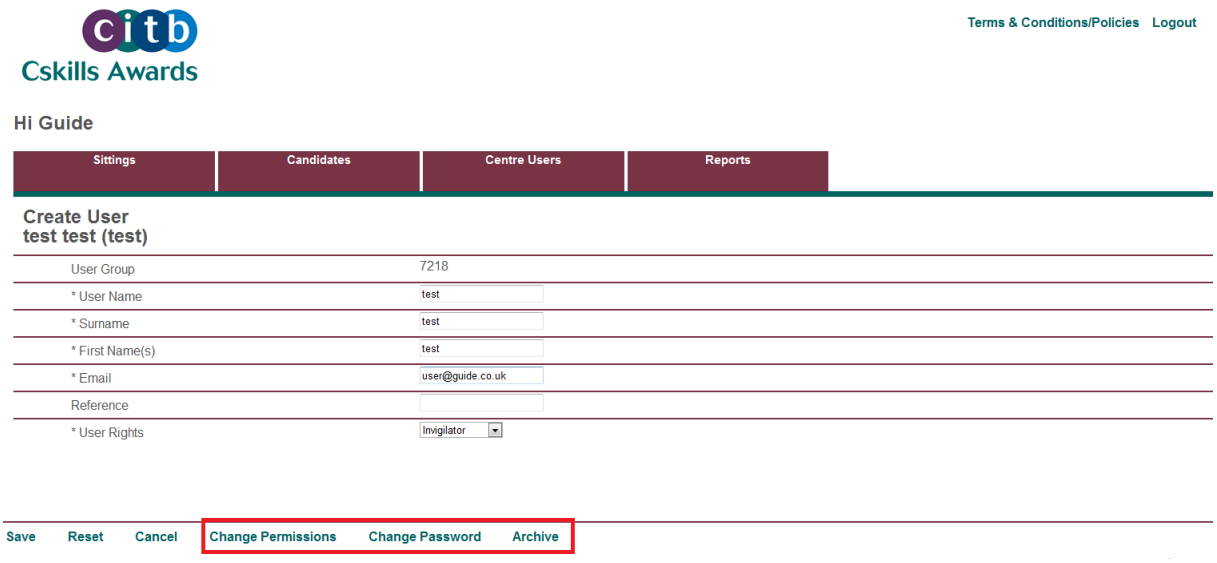


(1) Fill in the **User Name** field
(2) The **Password** field is filled out
Password must start with a letter. 8 characters minimum, 1 upper case, 1 lower case and 1 number and cannot have more than two repeated characters (i.e. not aaa)
(3) The **Confirm Password** field is filled out
(4) The **Surname** field is filled out
(5) The **First Name(s)** field is filled out
(6) The **Email** field is filled out with the user's email address
(7) Select the appropriate **User Rights**
(8) Click **Save**.
(9) Click **Continue**.

Edit a user



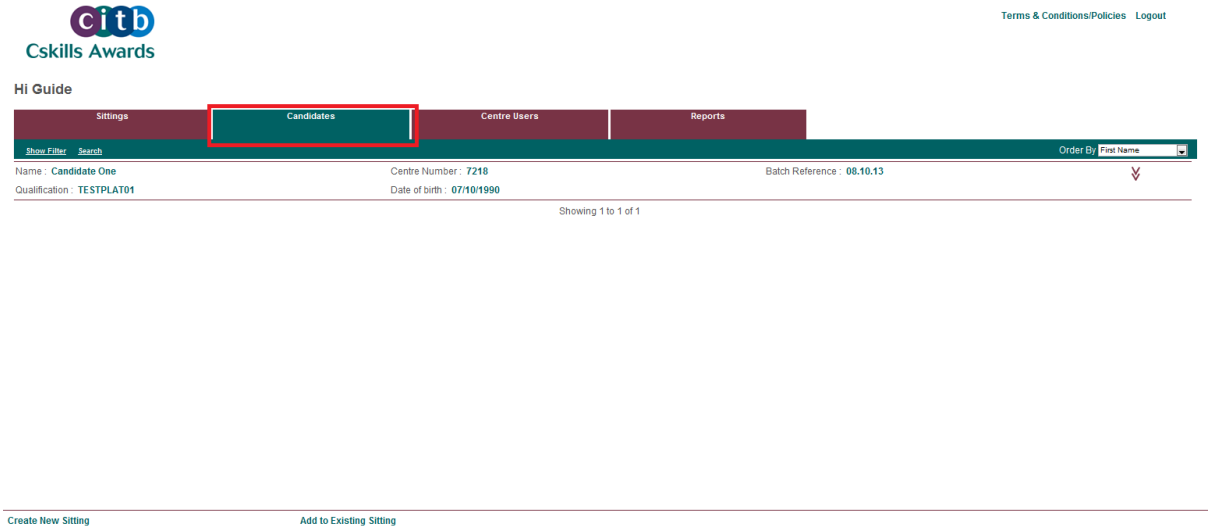
(1) To edit a user, click **Edit** within the Centre Users tab



(1) To amend the users' permissions, click **Change Permissions**
(2) To change a user's password, click **Change Password**
(3) To archive a user, click **Archive**

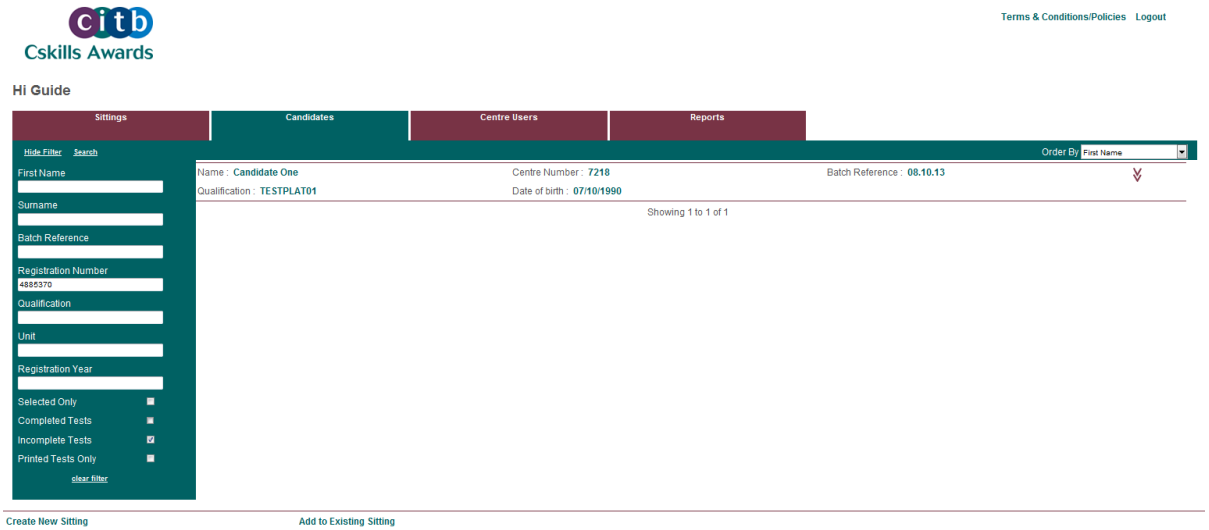
(1) Make the necessary changes to the permissions or the password
(2) Click **Save**
(3) Click **Continue**
(4) Click **Save** to finish

Create a sitting

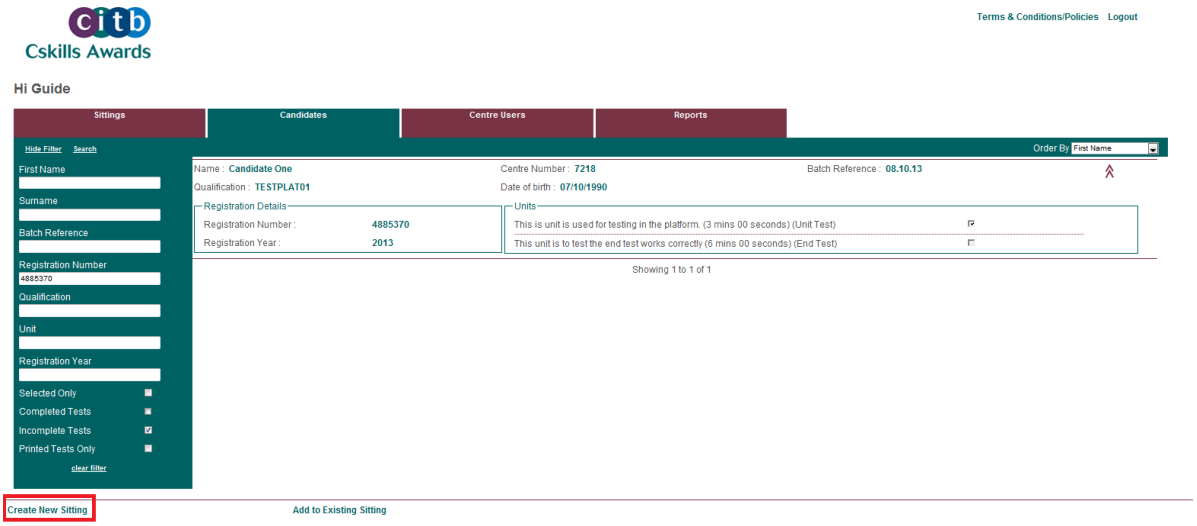


(1) Click **Candidates**

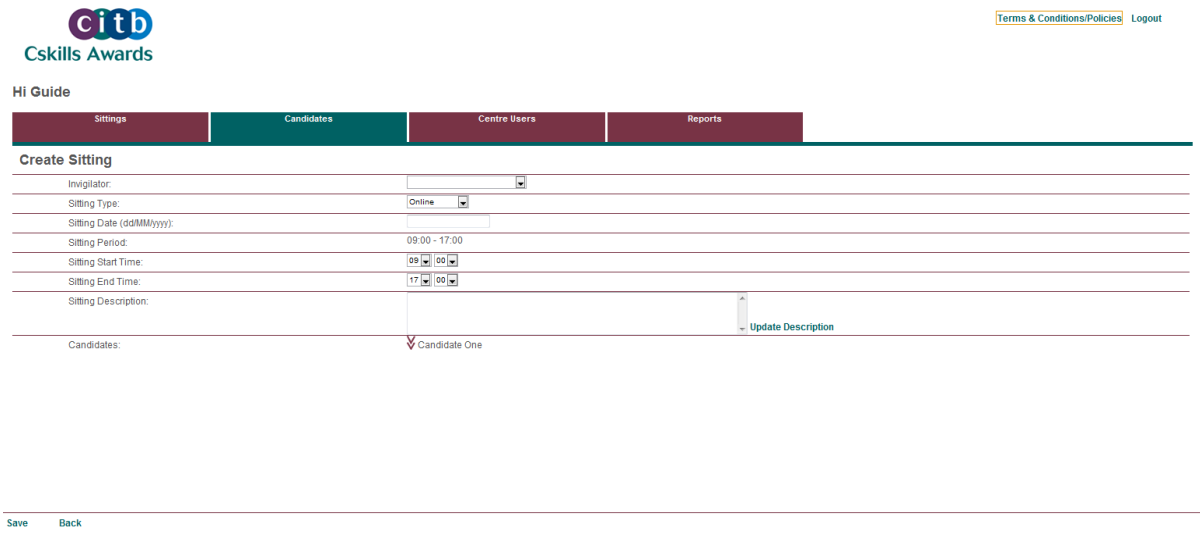
(1) Click **Show Filter**



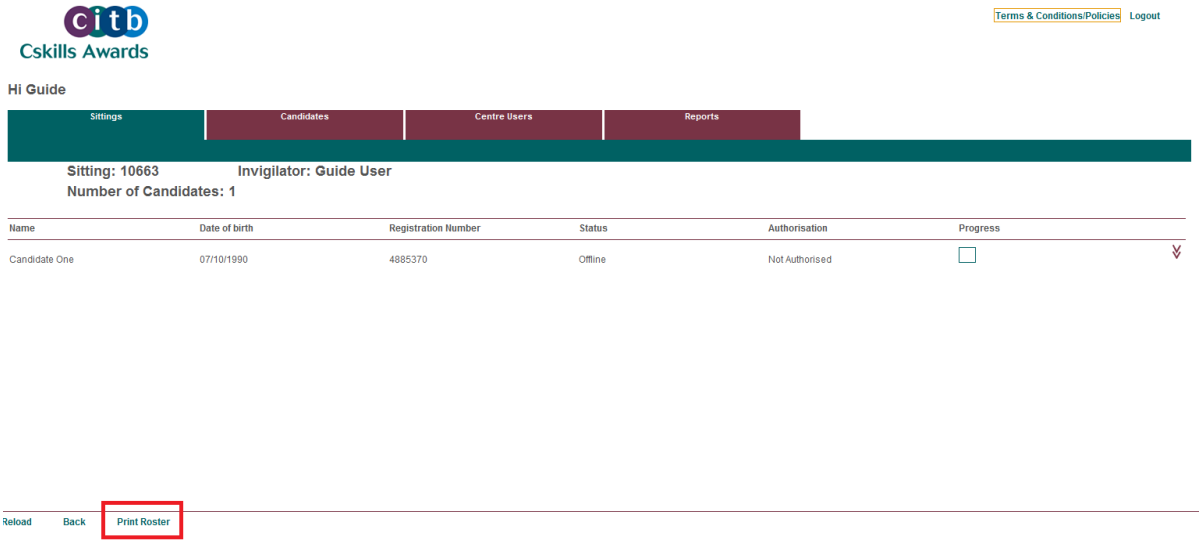
(1) Use the filter to find the desired candidate(s) records
Please note, only the 'Incomplete Tests' check box will be populated. If you would like to see completed tests please tick the 'Completed Tests'.
(2) Click **Search**
(3) Use the arrows beside the relevant candidate(s) to expand their record



(1) Select the relevant test
(2) Click **Create New Sitting**

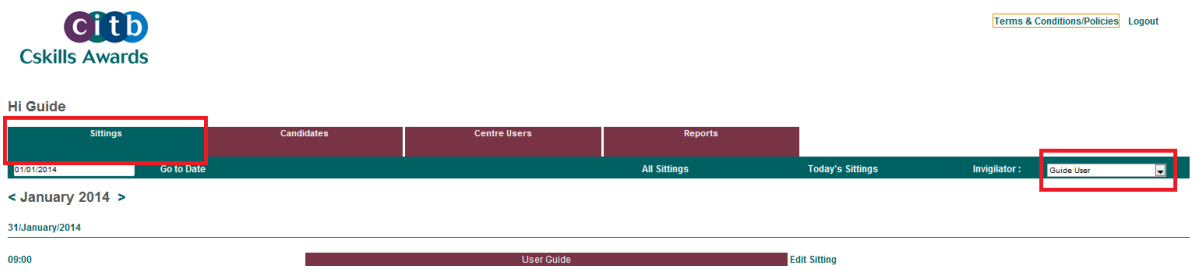


(1) Select the relevant **Invigilator**
(2) Select the **Sitting Type**, either Online or Paper-Based
(3) Input a **Sitting Date**
(4) Choose a **Sitting Start Time** and **End Time**
(5) Enter a **Sitting Description**
(6) Click **Save**
(7) Click **Continue**

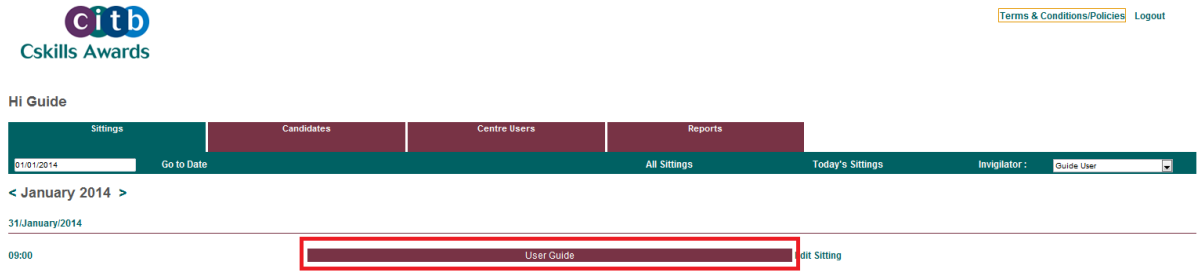


(1) Once a sitting has been created, the user can go into the sitting and click **Print Roster** to print a list of all candidates due to take a test within that sitting

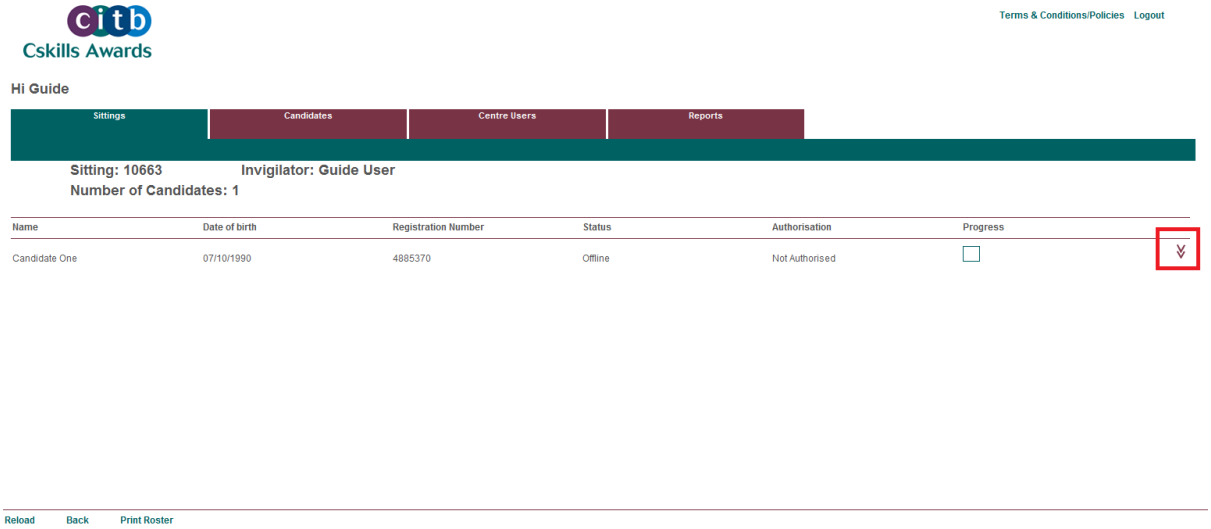
Reasonable Adjustments



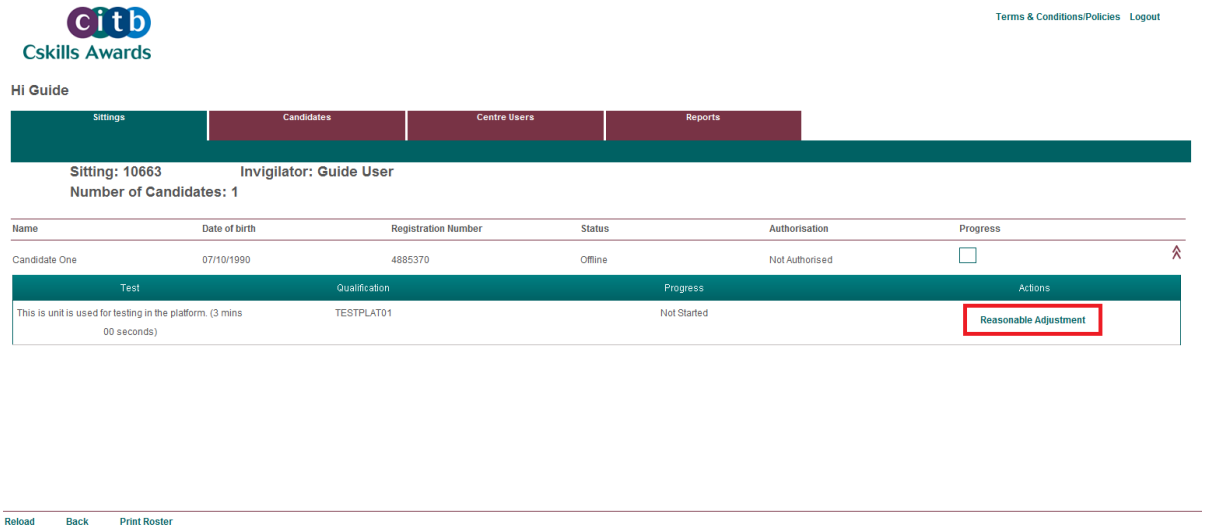
(1) Click **Sittings**
(2) Choose the relevant **Invigilator**



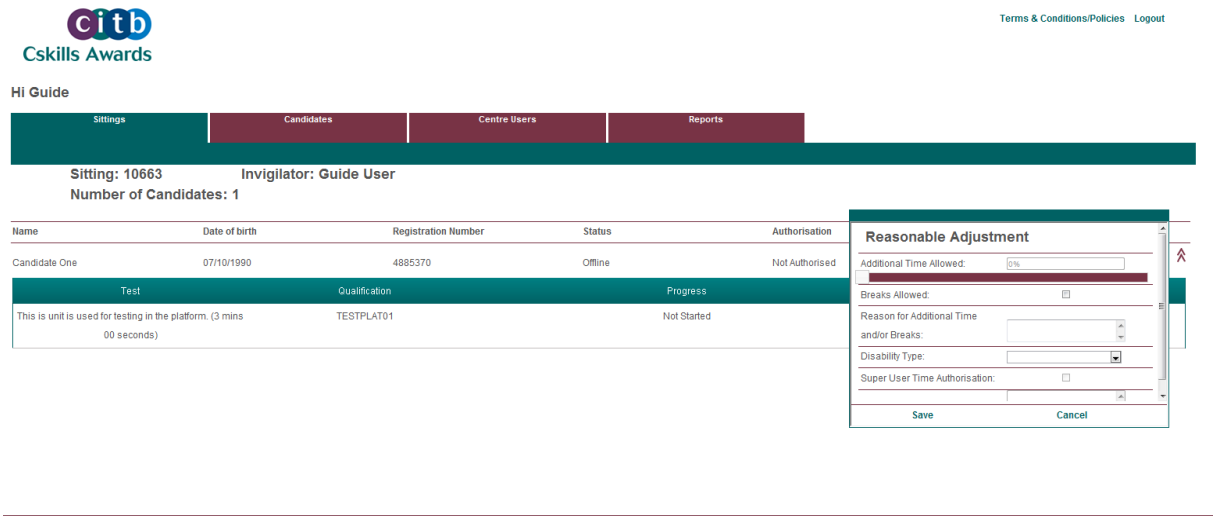
(1) Click the relevant sitting



(1) Click the arrow to expand the candidates record



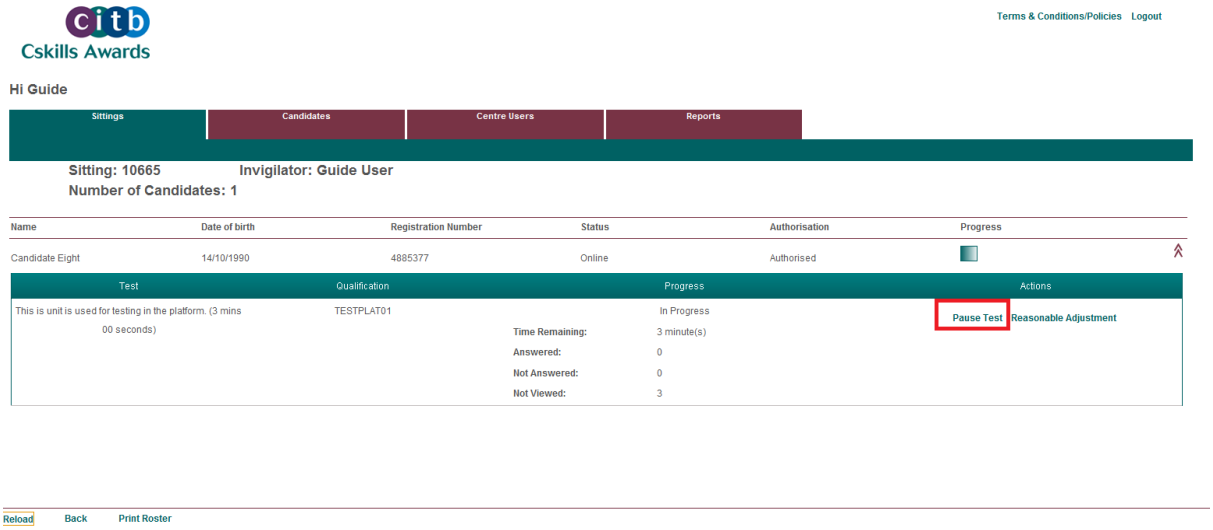
(1) Click **Reasonable Adjustment**



(1) Drag the bar to the required **Additional Time**
(2) Tick the **Breaks Allowed** check box to allow breaks
(3) Enter a **Reason for Additional Time and/or Breaks**
(4) Select the **Disability type**
(5) Click **Save**
(6) Click **Continue**

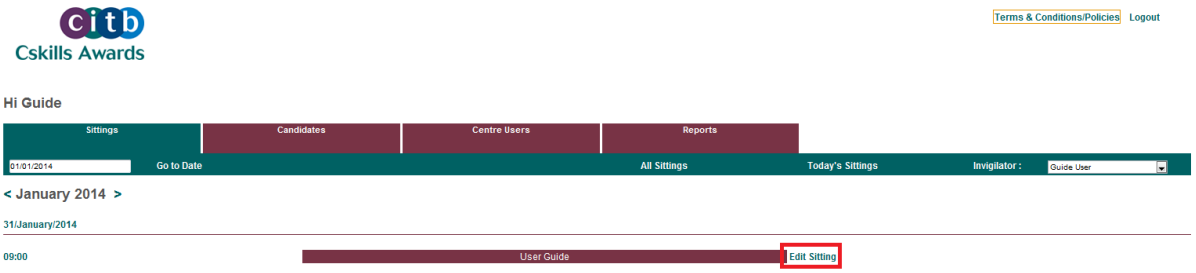
Please note, any Reasonable Adjustments must only be used in compliance with, and following the relevant procedures

To Pause a test if Breaks Allowed has been selected

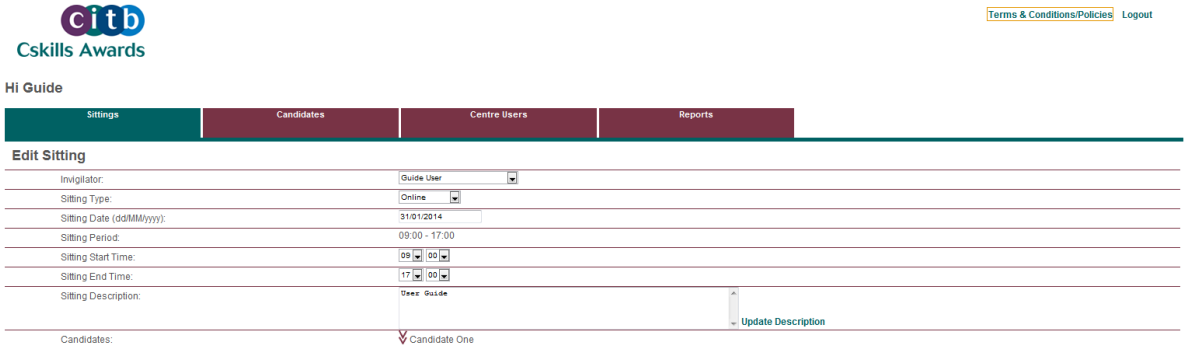


(1) Whilst the test is in progress, expand the candidates details
(2) Click **Pause Test** to pause
(3) When the candidate is ready to resume the test, click **Resume**

Edit a sitting

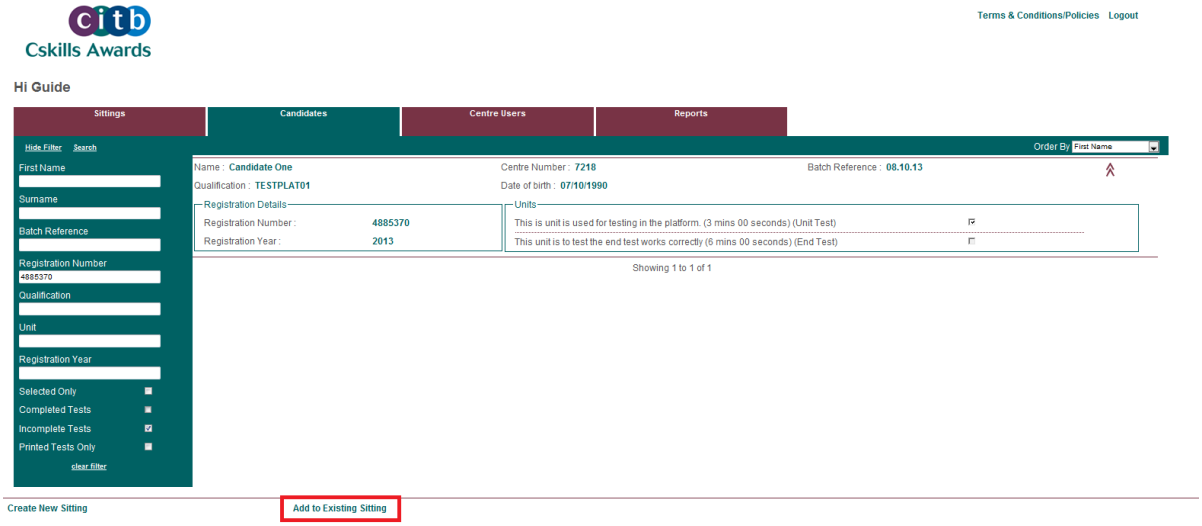


(1) Within the Sittings tab, click **Edit Sitting**

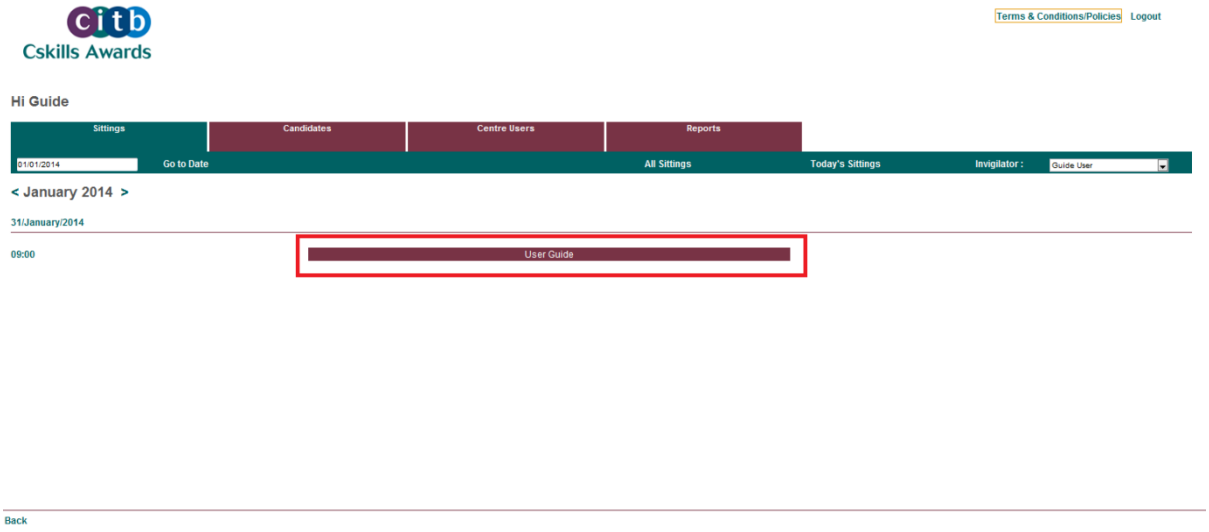


(1) Edit the sitting as required
(2) Click **Save**

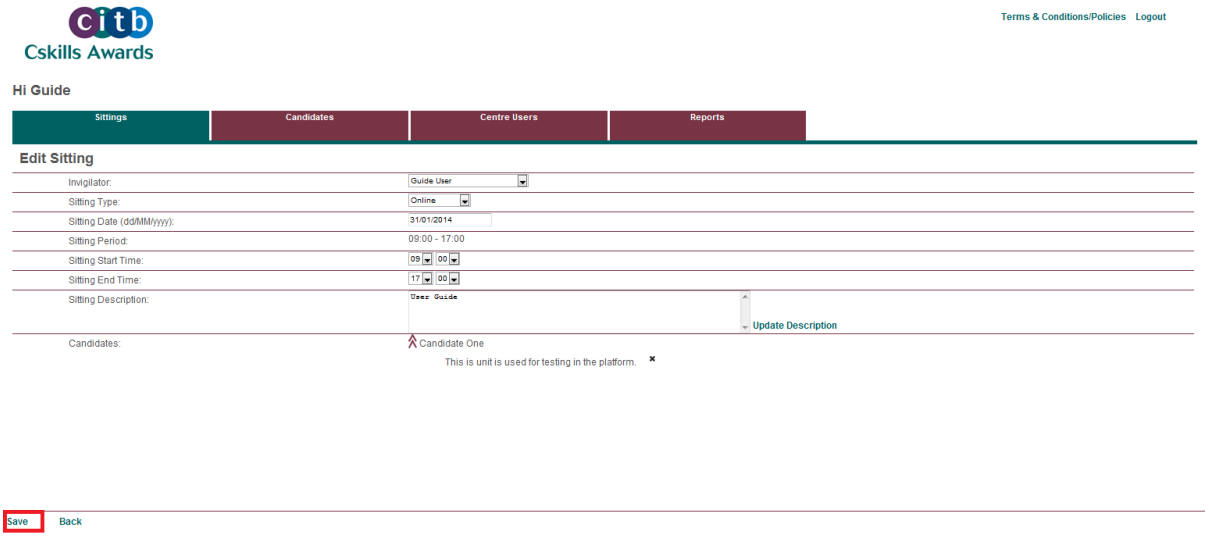
Add a candidate to an existing sitting



(1) Select the candidate(s) and test(s) you wish to add to an existing sitting
(2) Click **Add to Existing Sitting**

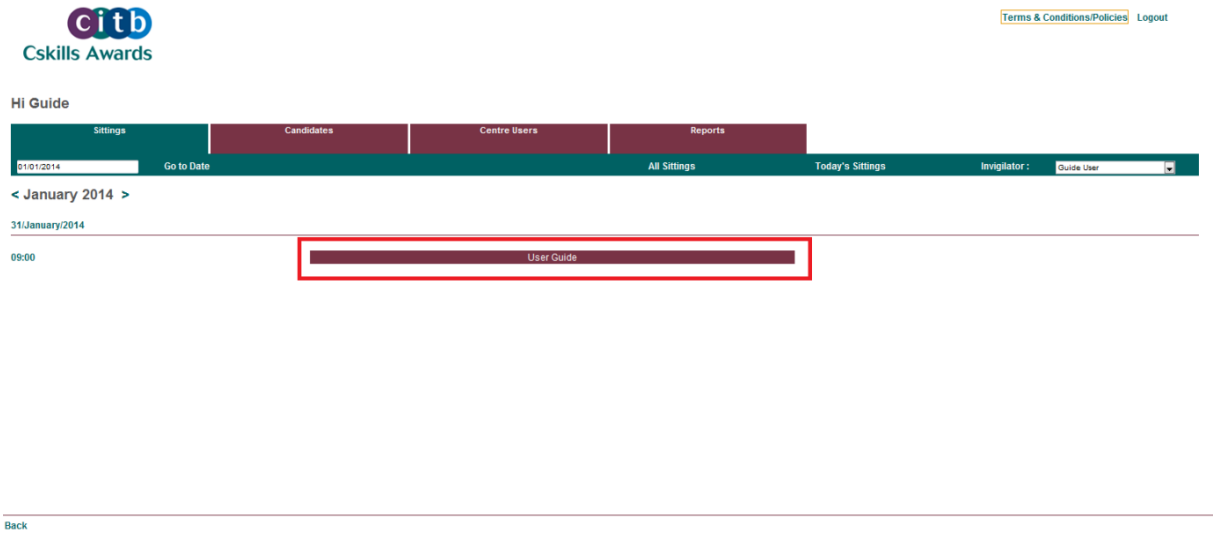


(1) Select the relevant invigilator
(2) Select the sitting you wish to add the candidate(s) to



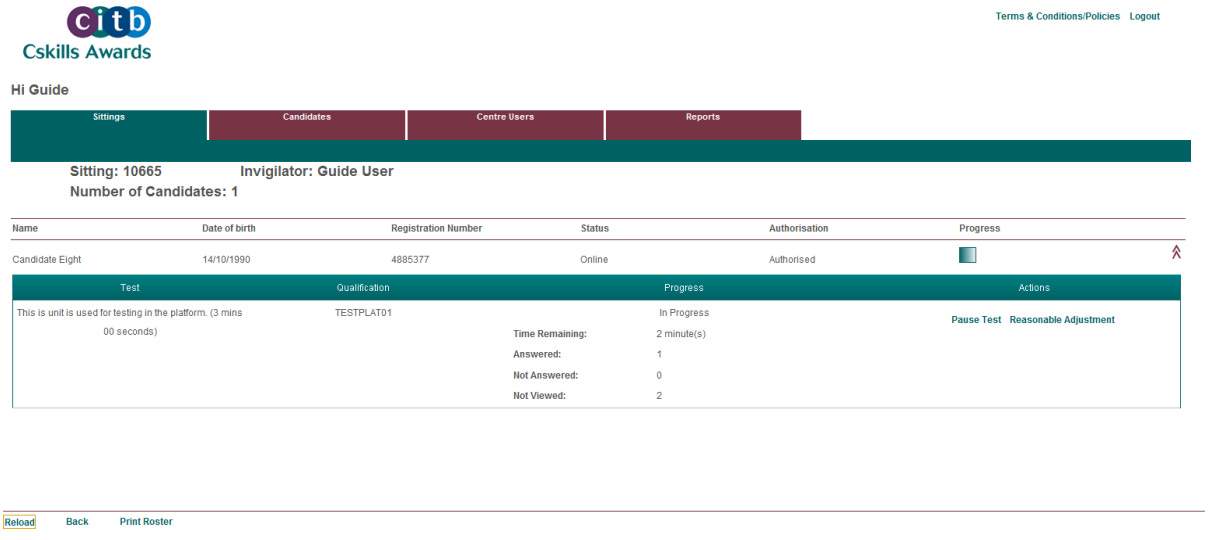
(1) The candidate(s) will now appear within the sitting
(2) Click **Save** to update the sitting

Authorise a test



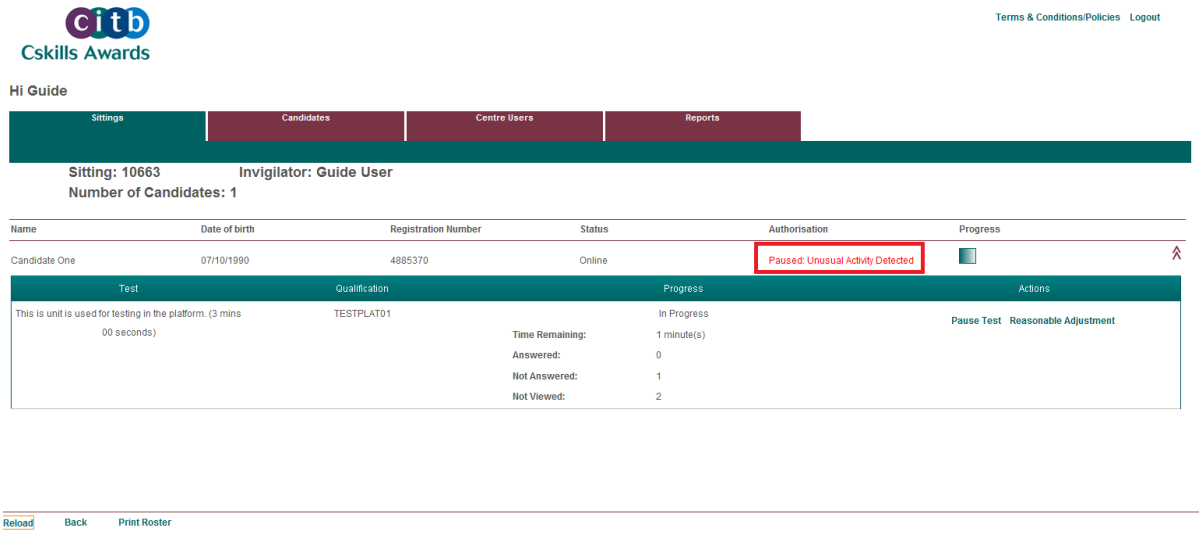
(1) Select the relevant **Sitting**
(2) Once the candidate has logged in to their computer, click **Authorise**

Please note, if a candidate has previously logged in but was unable to complete all tests within their sitting or the test had to be recovered, you will be required to press **Reset** prior to pressing **Authorise**

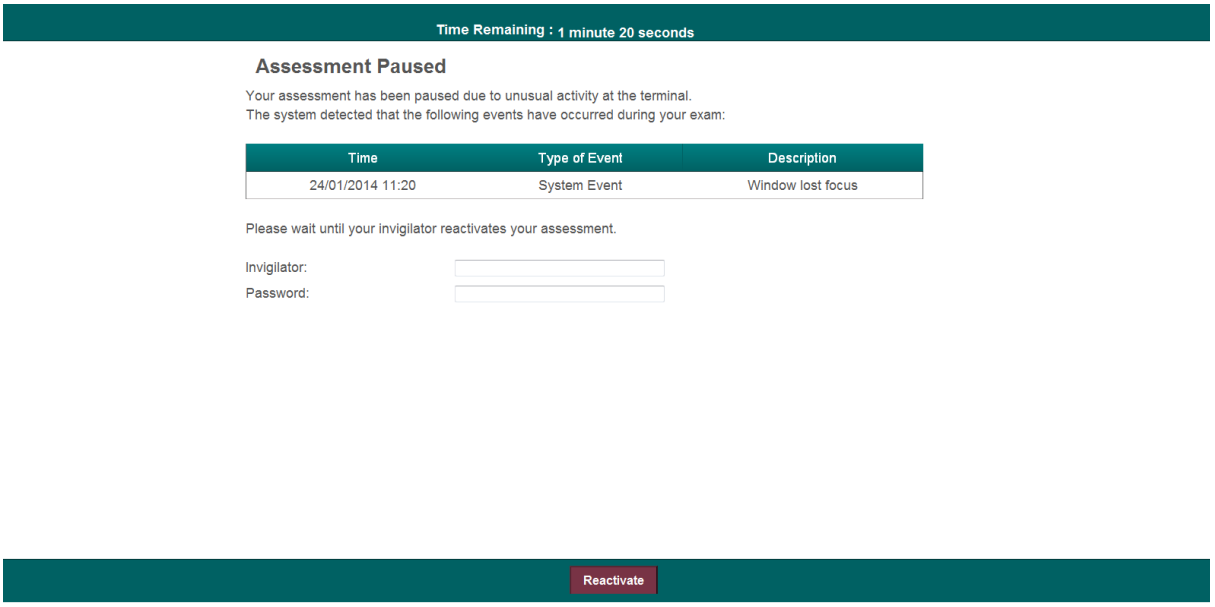


(1) You will be able to view the candidates progress throughout the test

Unlocking test if unauthorised key pressed

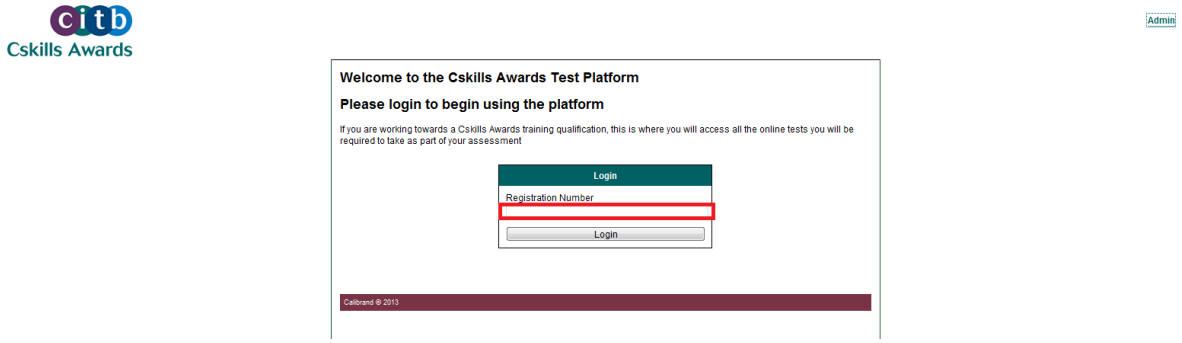


(1) If the candidate presses an unauthorised key during the test, the invigilator will be alerted on screen **(Note – See Appendix 1)**



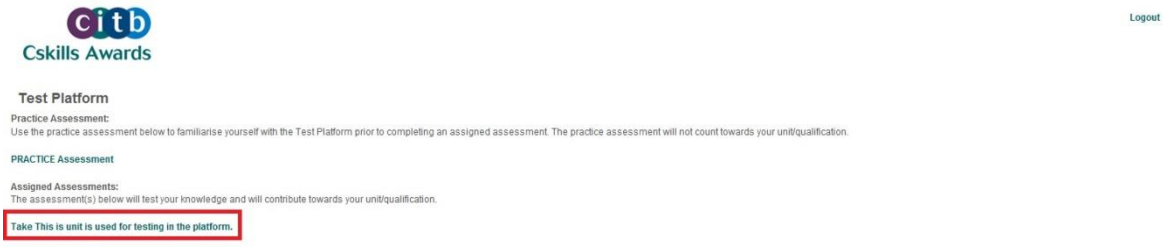
(1) The following message will appear on the candidate's terminal and will require the invigilator to unlock the test Once the candidate has logged in to their computer, click **Authorise**

Candidate test view

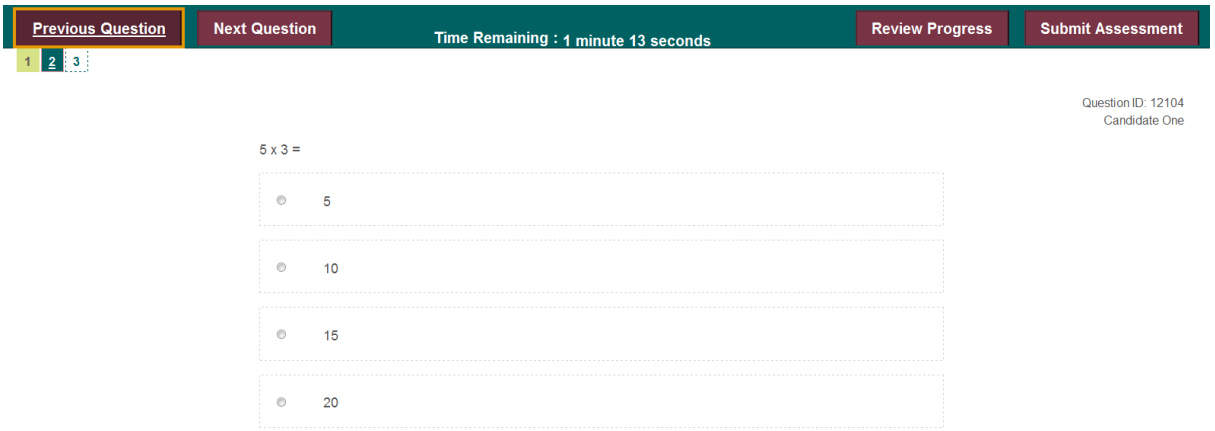


(1) The **Registration Number** field is filled out.
(2) Click **Login**

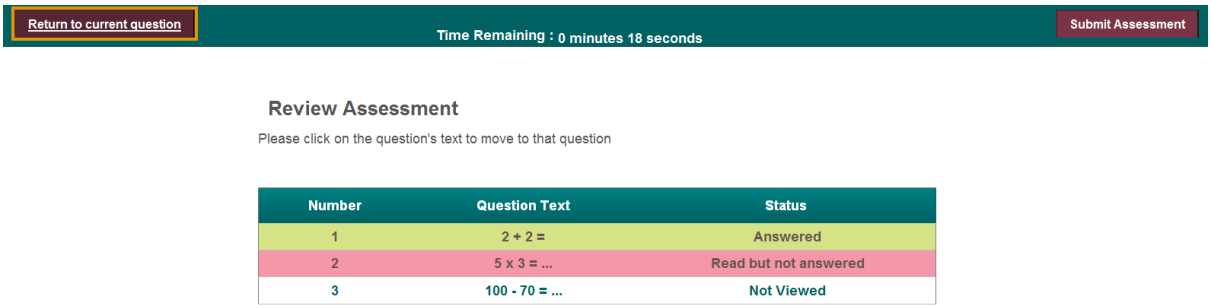
(1) The candidate will be presented with some guidance
(2) Click **Accept** to proceed



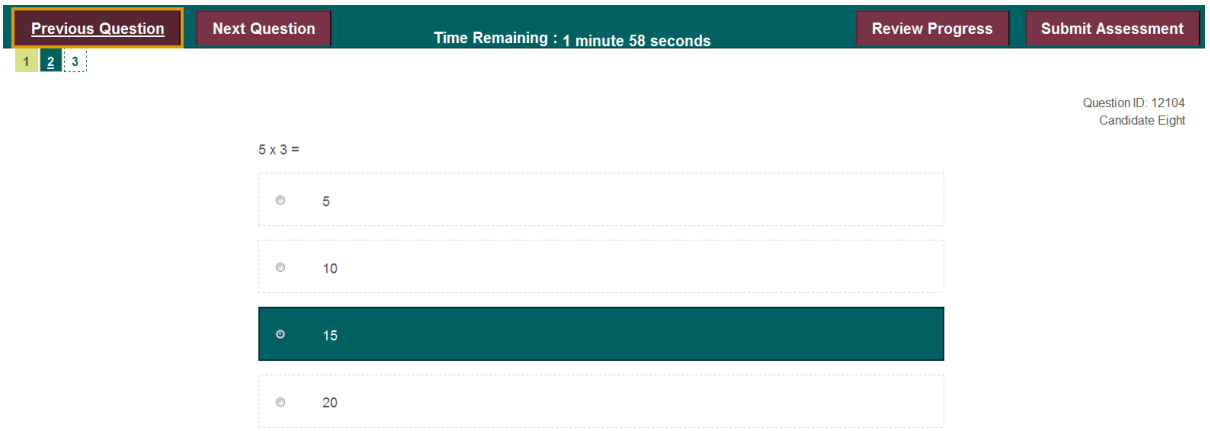
(1) The candidate clicks the test they wish to take. A practice test is available to familiarise the candidates to the test layout



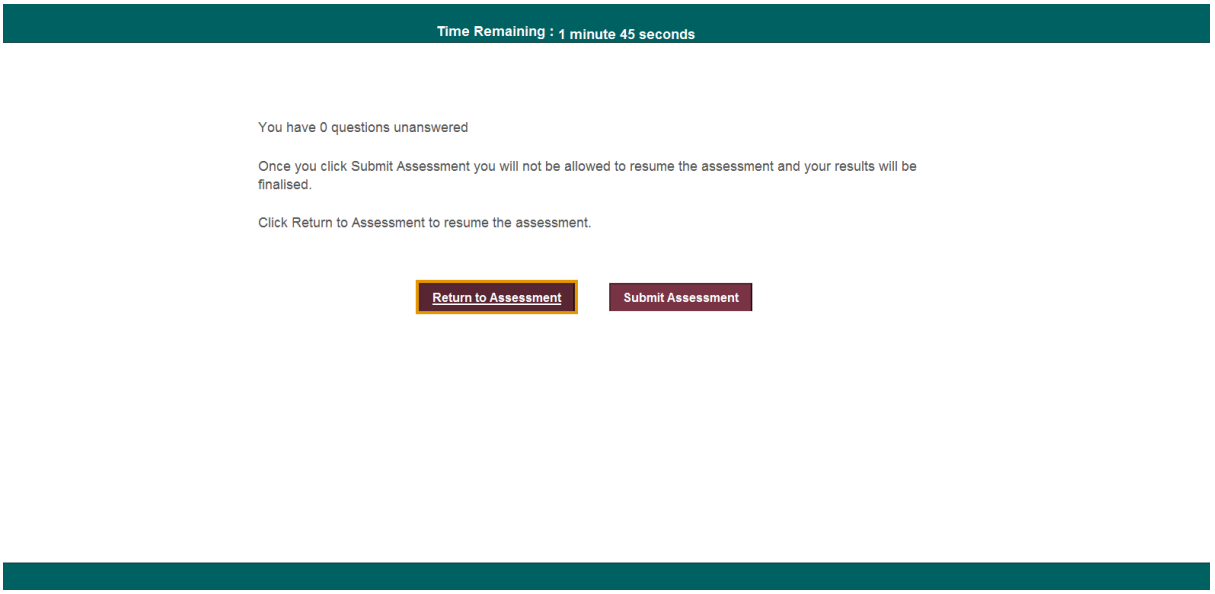
(1) The candidate works through the test choosing answers to each question. Once an answer is chosen it will turn purple
(2) The candidate clicks **Next Question** to proceed to the next question
(3) The candidate can also use the top bar to navigate between questions
(4) The candidate can click **Previous Question** to go to the previous question within the test



(1) The candidate can click the **Review Progress** button to review progress within the test



(1) The candidate clicks **Submit Assessment** once they have finished the test



(1) The candidate will then be asked to confirm test submission

Recovering a test

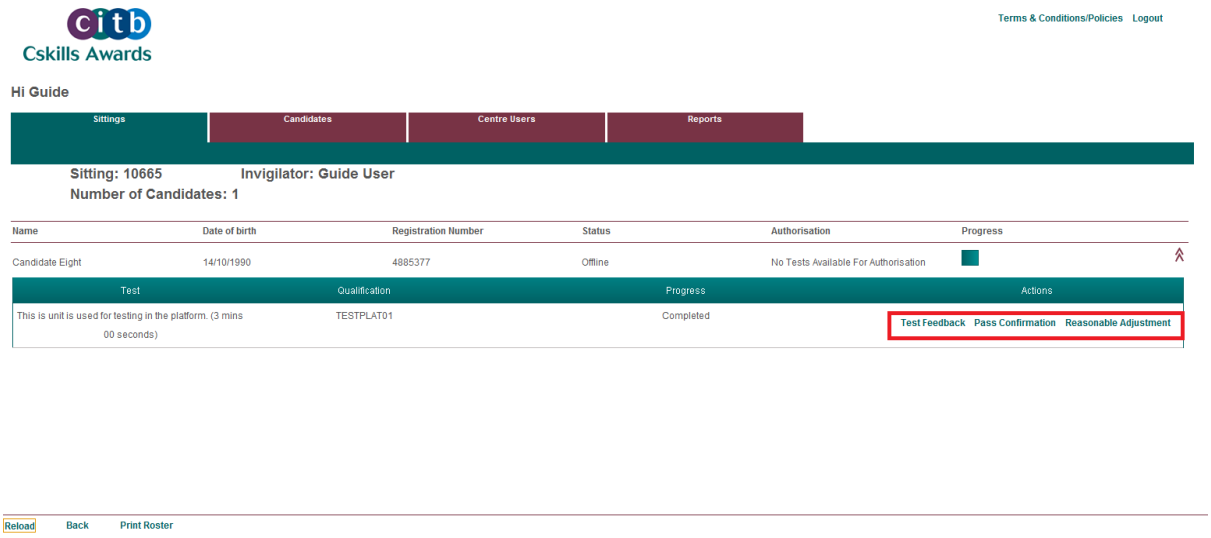
If a test loses connection whilst in progress it will attempt to recover for up to 60 seconds. If recovery is not possible within this time the candidate will be required to login again once connectivity has been regained.

At this point the invigilator will need to re-authorise the candidate by following the ‘Authorise a test’ process. A reason for recovery will be required.

If the test cannot be recovered within 2 hours the candidate will need to be assigned a new test.

Please call your customer co-ordinator to get a new test assigned.

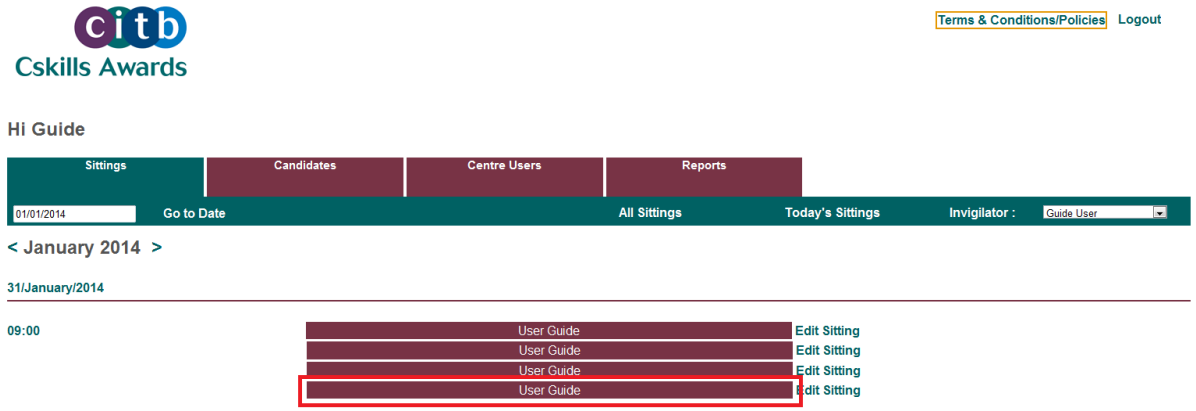
View results



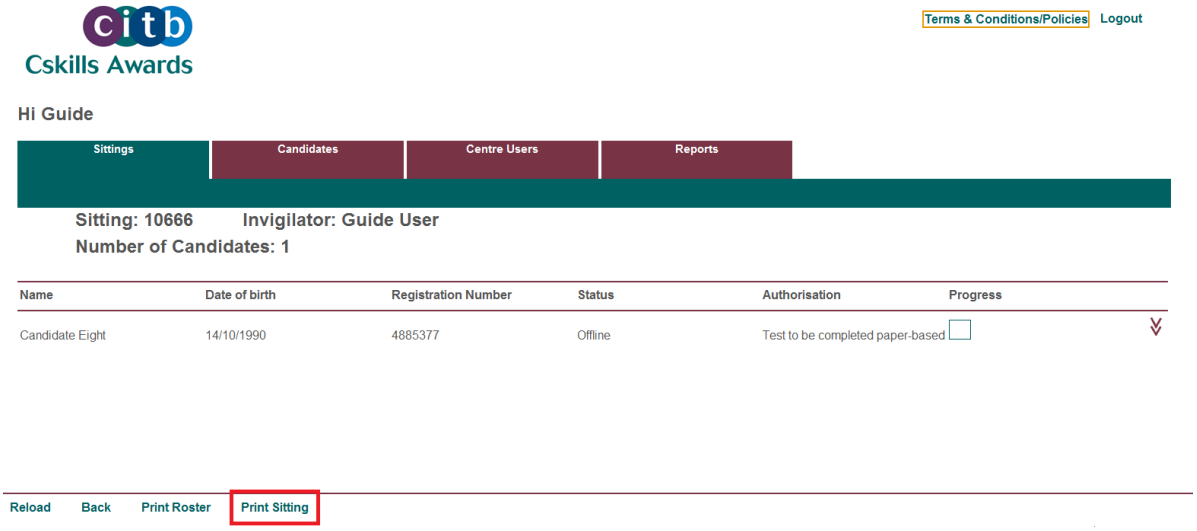
(1) If the user has relevant permission they can view the candidates result by clicking **Test Feedback** within either the sittings tab or candidates tab. Test Feedback gives feedback on areas of the test that have been assessed

(2) If the candidate has passed the test, the user can print a **Pass Confirmation** for the candidate to retain

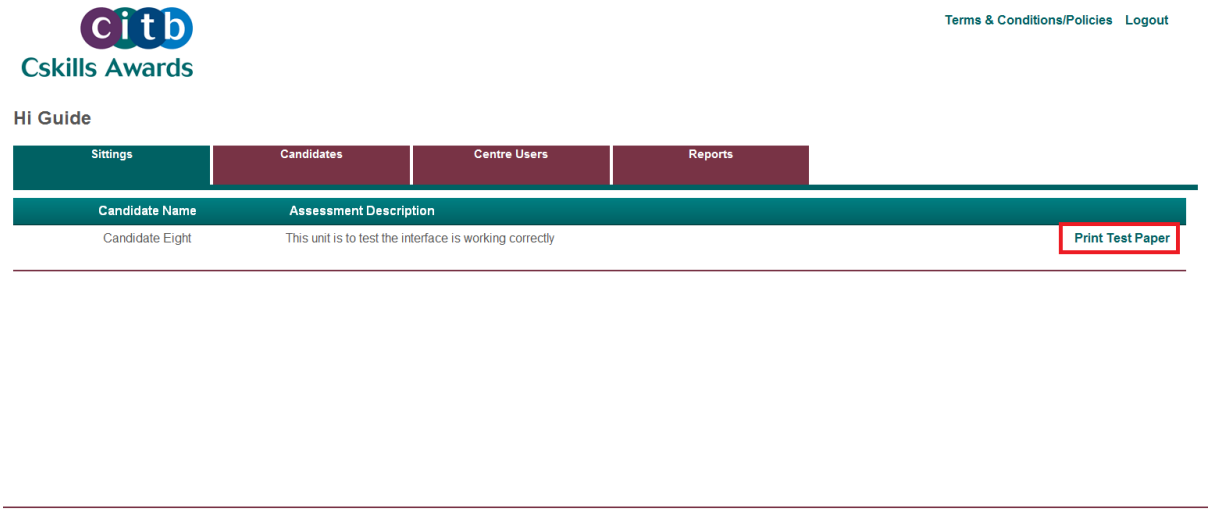
Print paper tests



(1) Once you have created a Paper-Based sitting for your candidate(s), select the sitting from the Sittings tab

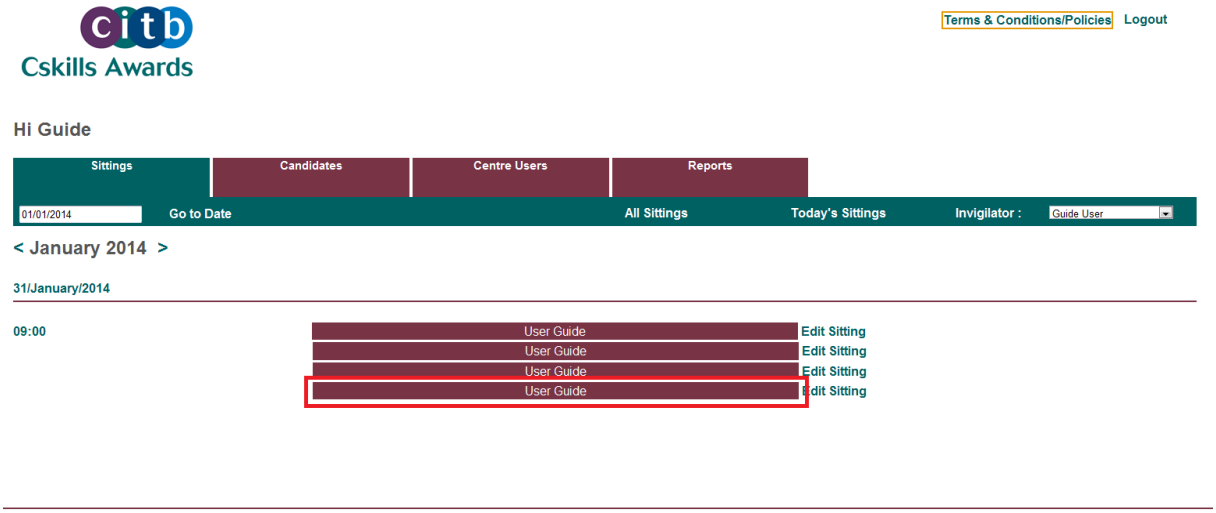


(1) Within the sitting, click **Print Sitting**
(2) You will be asked to confirm this sitting is to be taken Paper-Based. Please be aware that once this has been confirmed, the test(s) can no longer be taken Online and the marking time allowed will begin

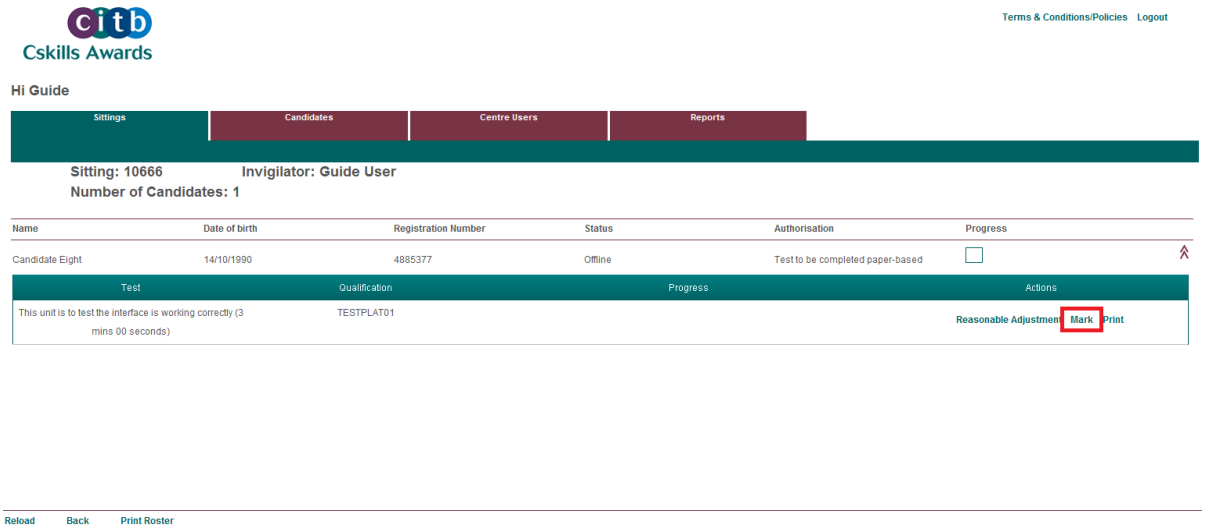


(1) Click **Print Test Paper** for each test

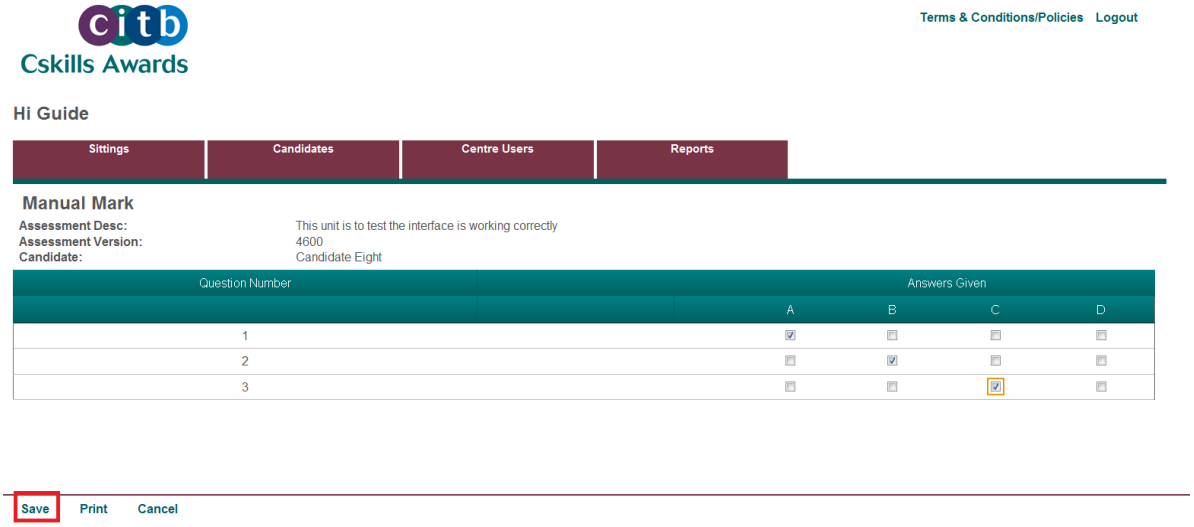
Manually mark



(1) Select the sitting from within the Sittings tab



(1) Expand the candidate's record
(2) Click **Mark**



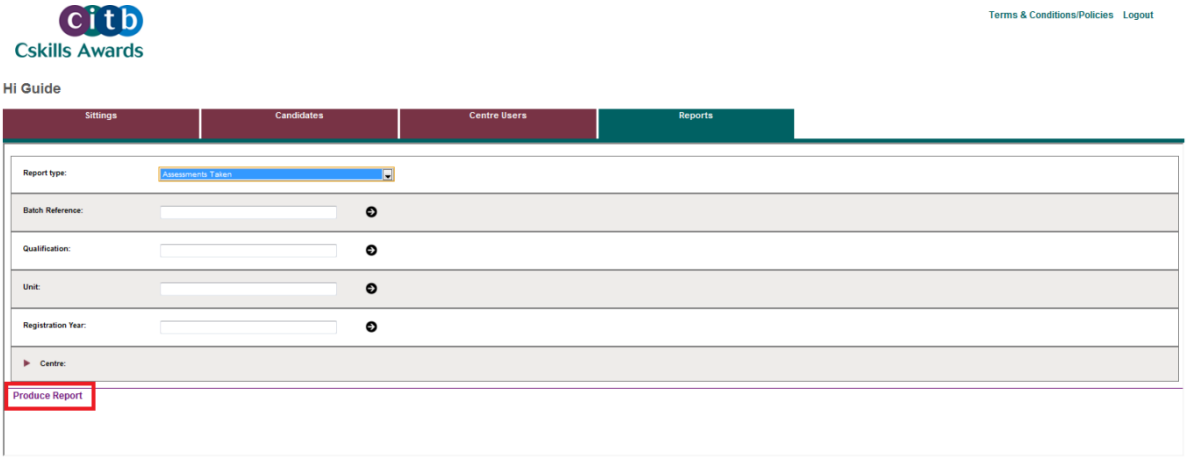
(1) Place a tick in the box that corresponds with the answers given from the candidate
(2) Click **Save** to submit the test

Feedback to Awards Online

Once a candidate has taken a test the result will automatically feedback to Awards Online and will become viewable within the candidates record.

Reports

(1) Click the **Reports** tab



(1) Choose the **Report type** required
(2) Select your parameters to filter the report
(3) Click **Produce Report**

Appendix 1 - Unauthorised keys

Keys

Alt

Ctrl

Windows key

Apps key (between windows and Ctrl key to the right side of the spacebar)

F1-F12

Esc

Alt+Tab

F11

Alt+Home

Alt+Right Arrow

Alt+Left Arrow

Backspace

Shift+F10

Ctrl+Tab

Shift+Ctrl+Tab

Ctrl+R

Ctrl+O

Ctrl+L

Ctrl+N

Ctrl+W

Ctrl+S

Ctrl+P

Ctrl+E

Ctrl+I

Ctrl+H

Ctrl+D

Ctrl+B

Ctrl+Left Click

Shift+Left Click

Right-click

Shift+Scroll button

Ctrl+F4

Alt+F4

Ctrl+F5

Ctrl+T

Ctrl+K

Ctrl+Shift+T