



# **EAssessment Platform User Guide**

**Test Centre Administrators**

**&**

**Invigilators**



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## Introduction

This user guide is to help familiarise Centre Admin users with the NOCN EAssessment platform.

It is important to note that this document should be used in conjunction with the **NOCN Invigilator Handbook** and the **NOCN Examination and Invigilation Policy and Procedure**.

## System Requirements

The following system configurations are recommended as a minimum for the best experience.

Firstly check that your learners are using the recommended browsers either Chrome or Firefox.

Please be informed that learners can take multiple-choice assessments that are invigilated in-person on mobile devices and tablets. Record and review and Remote Invigilation assessments are still only compatible with desktops or laptops.

The testing platform is **not compatible** with iMacs, Safari or Edge. We recommend you use **Chrome on desktops, PC's, mobile devices and tablets**.

Secondly, if your centre uses a **controlled IT exam environment** where learners are unable to access the internet or their files and documents **you need to whitelist** the following URL links:

NOCN Hub: [NOCN Hub](#)

QuartzWeb: <https://quartzweb.nocn.org.uk/R/MyLearning/MyEAssessments>

TCS: <https://tests.nocn.org.uk/SMBPortal/home>

**Please note:** If your learners have not received an email from the NOCN Hub, this is because their email address was not provided registering them on QuartzWeb. In this case, you would need to provide the learners NOCN learner ID as their username and date of birth (dd/mm/yyyy) as their password.

It is important to ensure that the Zoom Level in your learners Browser is set at 100% otherwise the following will appear when a test is launched. To progress with the test the browser setting

**Digital Functional Skills E3 Demo**

Pre-assessment System Checks

<b>Status</b>	<b>System Configuration</b>
✓	Screen Resolution 1024 X 720 or Above
✓	Browser IE8 or Above/FireFox/Chrome
<b>Status</b>	<b>Browser Configuration</b>
✓	Popup Allowed
✓	Cookie Enabled
✗	Zoom Level(100%)

[Try Again](#)

Note : Please action the issues above to access your assessment. Ask your invigilator if you need assistance.

Version : 17.07.00

will need to be changed to 100%. This is usually located in the top right of a browser as a slider tool to zoom in and out. click “Try Again”.

Criteria	Requirement
Screen resolution	1366 * 768
Screen size	14.2' x 8' (36.1 cm x 20.3 cm)
Screen ratio	16:9
RAM	Min. 4GB
CPU	2.33Ghz or faster processor
Operating System	Windows 10 and above.
Browsers	Google Chrome (76 and above) Mozilla Firefox (64 and above) Please note: If you must use Microsoft Edge, there is a requirement to switch off the side bar within settings to prevent new windows from being opened. Keeping the side bar activated is a breach of examination conditions, and prevents access to the assessment.
Internet connectivity	2 Mbps un-interrupted internet speed is desirable.

## Remote Invigilation

If you learners are being invigilated remotely via Teams, Zoom or any other video call software, ensure that the learner shares their screen prior to selecting the “I am ready to begin” button. If they share their screen during the test, the assessment platform will class this as an interruption and the learner could be locked out of their test.

During the test, advise the learner not to unshare their screen or engage in any chat functionality outside of the assessment platform. This will also be classed as an interruption.

More information about assessment interruptions on page 9 of this guide.

## Logging in

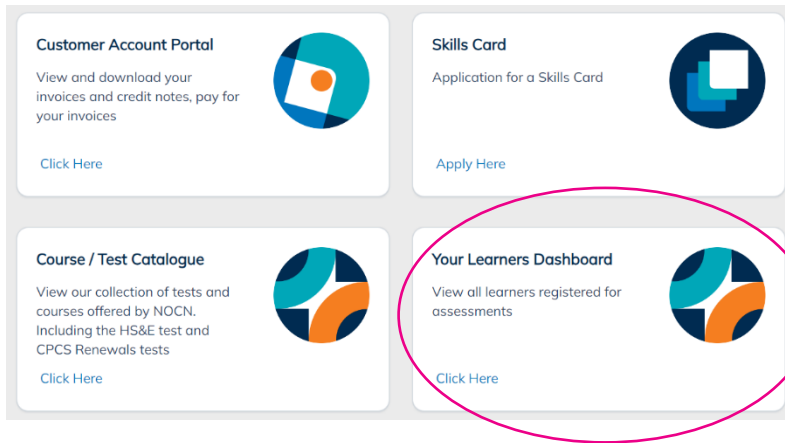
### Log in

1. If you have a QuartzWeb log in or are provided with one, you will receive an email invitation from the NOCN Hub. Click the link in the email and set up your account.

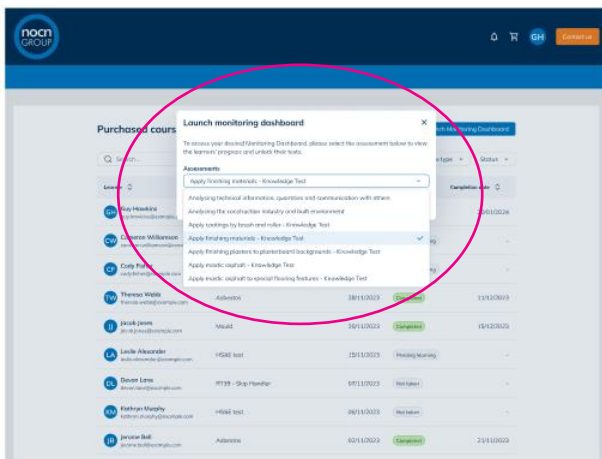
*Be sure to bookmark the NOCN Hub for future reference.*

The screenshot shows the top navigation bar of the NOCN Hub website. The 'Systems' menu item is circled in pink, and the 'NOCN Group Hub' link is also circled in pink. Below the navigation bar is a login form titled 'Login to NOCN Hub'. The form includes fields for 'Email' (operator@example.com) and 'Password', a 'Remember Me' checkbox, a 'Forgot Password?' link, and a 'Login' button.

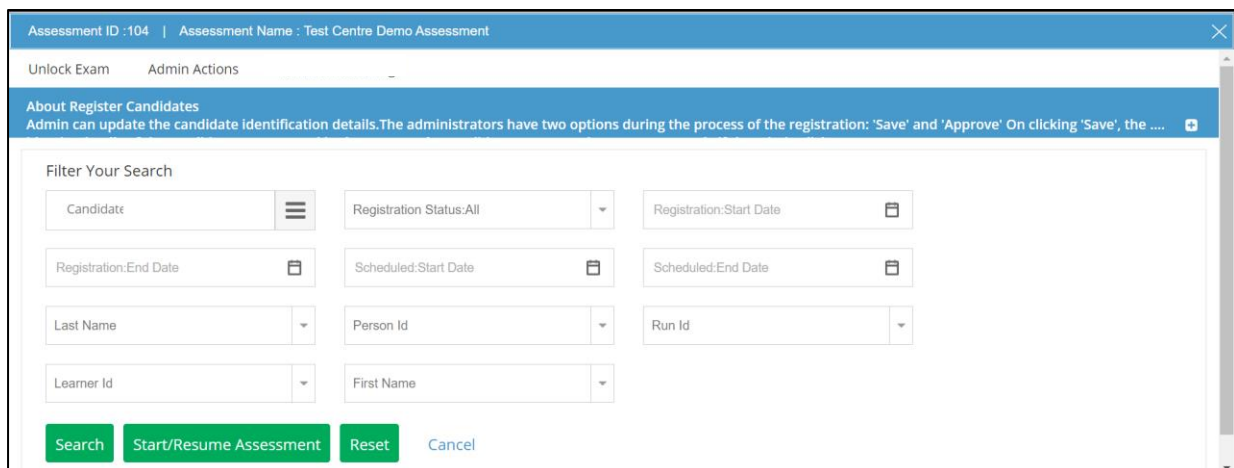
2. When logged into the Hub, select the “Your Learners Dashboard” card



3. Select the assessment you would like to launch from the drop down menu



4. You will then be navigated to the monitoring dashboard



## Admin Actions

Various admin actions can be carried out via the Monitoring Dashboard, further information about these actions are noted below.

### Candidate Search

Click the “Admin Actions” tab and ‘Search’ to view Candidate Details. Search filters can be applied. The search results will only show learners that have assessments scheduled in QuartzWeb.

About Admin Actions  
Admin can force submit an assessment attempt that is in progress.

Filter Your Search

Candidate: Demo003 user (Demo003@user.com)

Current Status : All | Submit Status : All

Started Date | Completed Date

All Question Papers | Last Name | Person Id

Run Id | Learner Id | First Name

Search | Reset | Upload | Cancel

### Unlocking the Exam

In order for your learners to access their assessment, the centre administrator or Invigilator would need to unlock the exam. Instructions on how to do this are noted below.

**Please note:** The time you select will be when the exam window begins, for example if the exam is 12:00 and you select 12:00 the window will open at 12:00 and close at 16:00. This could offer more flexibility to centres to choose their own exam window preference. For example if your exam commences at 12:00 and you'd like to provide 2 hours prior and 2 hours after, you could set the time to 10:00. This instruction is noted within the NOCN Assessment Scheduling User Guide.

1. Click 'Unlock Exam' tab from the options along the top:

Assessment ID :104 | Assessment Name : Test Centre Demo Assessment

Unlock Exam | Admin Actions

About Register Candidates  
Admin can update the candidate identification details.The administrators have two options during the process of the registration: 'Save' and 'Approve' On clicking 'Save', the ...

Filter Your Search

Candidate: | Registration Status:All | Registration:Start Date

Registration:End Date | Scheduled:Start Date | Scheduled:End Date

Last Name | Person Id | Run Id

Learner Id | First Name

Search | Start/Resume Assessment | Reset | Cancel

2. Locate your learner by typing their name in the “Candidate Details” field. You learner should appear in the drop down list.

Assessment ID :104 | Assessment Name : Test Centre Demo Assessment

Unlock Exam Admin Actions Remote Proctoring

About Register Candidates  
Admin can update the candidate identification details.The administrators have two options during the process of the registration: 'Save' and 'Approve' On clicking 'Save', the

Filter Your Search

mock

(mocklearner1@tcs.com)

(mocklearner3@tcs.com)

Registration Status:All

Registration:Start Date

Scheduled:Start Date

Scheduled:End Date

Last Name

Person Id

Run Id

Learner Id

First Name

Search Start/Resume Assessment Reset Cancel

3. Click the learners name from the drop down list and click “search”.

Assessment ID :104 | Assessment Name : Test Centre Demo Assessment

Unlock Exam Admin Actions Remote Proctoring

About Register Candidates  
Admin can update the candidate identification details.The administrators have two options during the process of the registration: 'Save' and 'Approve' On clicking 'Save', the

Filter Your Search

(mockl...

Registration Status:All

Registration:Start Date

Registration:End Date

Scheduled:Start Date

Scheduled:End Date

Last Name

Person Id

Run Id

Learner Id

First Name

Search Start/Resume Assessment Reset Cancel

4. The learner will appear below the search function in this format

Assessment ID :104 | Assessment Name : Test Centre Demo Assessment

Special parameters

Enable Zoom Scribe Accompanied

Demo003 user  
Demo003@user.com

Training Data : Does not exists Status : Approved View Details

Identification Details

1  
Attempt Id

Online

ID

ID Number

Registered

Photograph

Special parameters

Enable Zoom Scribe Accompanied

Showing 1 to 3 of 3 Records

Approve Save

5. To unlock the exam, select the tick box on the left side of the learners name

Assessment ID :104 | Assessment Name : Test Centre Demo Assessment

Special parameters

Enable Zoom  Scribe Accompanied

Demo003 user  
Demo003@user.com Training Data : Does not exists Status : ✔ Approved View Details

Identification Details

1  
Attempt Id Online ID ID Number Registered Photograph

Special parameters

Enable Zoom  Scribe Accompanied

Showing 1 to 3 of 3 Records

Approve Save

6. Then, enter a “Y” in the “ID Number” field which will tell the system the learner is present

Assessment ID :104 | Assessment Name : Test Centre Demo Assessment

Special parameters

Enable Zoom  Scribe Accompanied

Demo003 user  
Demo003@user.com Training Data : Does not exists Status : ✔ Approved View Details

Identification Details

1  
Attempt Id Online ID ID Number Registered Photograph

Special parameters

Enable Zoom  Scribe Accompanied

Showing 1 to 3 of 3 Records

Approve Save

7. Then, click the green “Approve” button

Assessment ID :104 | Assessment Name : Test Centre Demo Assessment

Special parameters

Enable Zoom  Scribe Accompanied

Demo003 user  
Demo003@user.com Training Data : Does not exists Status : ✔ Approved View Details

Identification Details

1  
Attempt Id Online ID ID Number Registered Photograph

Special parameters

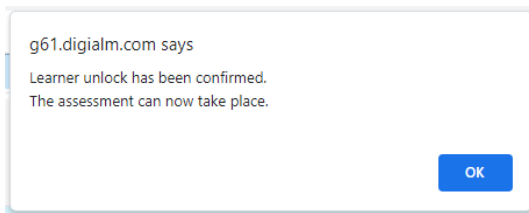
Enable Zoom  Scribe Accompanied

Showing 1 to 3 of 3 Records

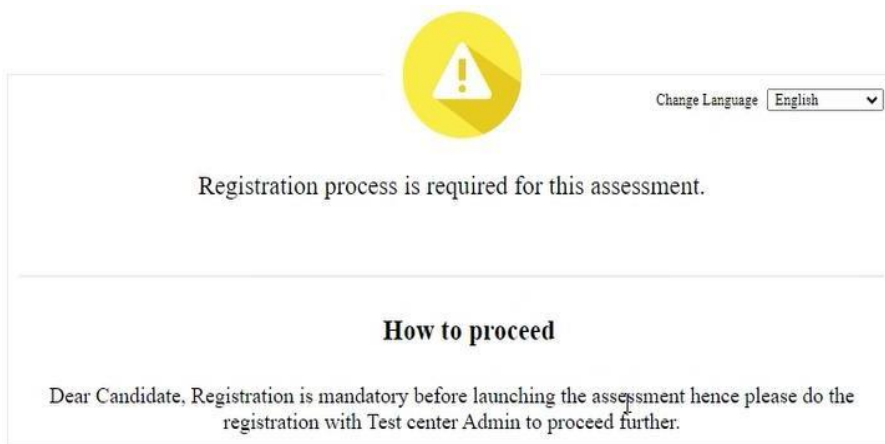
Approve Save



8. A confirmation message will appear on screen confirming assessment have been unlocked.



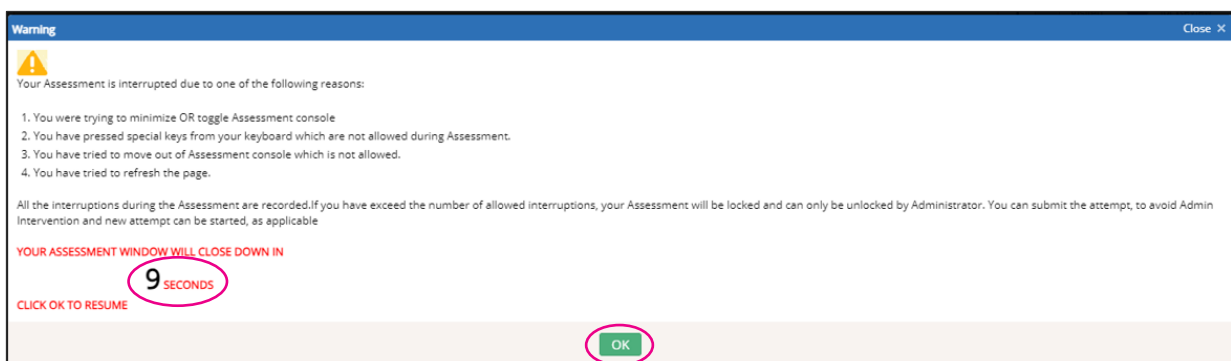
**Please note:** If a learner tries to access an assessment with the above attendance marking not completed, then the below screen will appear on the learners device. Once the assessment is unlocked, learners should exit the test tab, head back into the NOCN Hub and launch their test again. They should then be able to access their test.



## Interruptions

If for any reason the learner clicks off the test for things like dismissing notifications / pop ups, engaging in chat messages etc, the assessment platform will mark this as an interruption.

When an interruption occurs, the learner will be shown the screen below. A countdown of 10 seconds will start and the learner must click the "OK" button in order to access the test.



If they did not click "OK" in time, the assessment will go back into a locked state and the below screen will display for the learner.

Change Language English

**Note :** System records every single interruption during the Assessment.

Interruption is recorded in the system due one of the following possible reasons:

- 1) You were trying to minimize OR toggle Assessment Console.
- 2) You have pressed special keys from your keyboard which are not allowed during Assessment.
- 3) You have tried to move out of Assessment Console which is not allowed.
- 4) You have tried to refresh the page.

This window will close down and you have to re-launch the Assessment only after it is unlocked. Please be advised not to move out of console during the assessment and not to navigate to other applications during the assessment.

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**How to proceed**

This window will close down now and you can re-launch the Assessment only after your assessment is unlocked by the administrator.

Please ensure that you do not move out of Assessment window during the assessment. Use only mouse to navigate.

In this case, the centre administrator or invigilator needs to go back in and unlock the learners test by following the “Unlock Exam” process noted above.

Whilst this process is taking place, advise the learner not to touch their device until the test has been unlocked.

When the test has been unlocked, the learner needs to exit the browser tab and log back into the NOCN Hub, select “visit test dashboard” and select “take test” again.

## Force Submit

If required, the centre admin has the ability to force submit on behalf of the learner, this is useful for when the learner has not selected the “submit” upon completion of their assessment.

Instructions on how to force submit a learner are below:

1. Tick the learner
2. Click ‘Force Submit’
3. Enter in a reason
4. Click ‘OK’.

Candidate Details

Candidate Details	Attempt Details	Started At (MM/DD/YYYY)	Completed At (MM/DD/YYYY)	Status	Comments	Actions
<input checked="" type="checkbox"/> Test User1 testuser1@gmail.com	1 Attempt Id	0 Interruptions	66753131 QP Id	07/06/2023 12:18 PM (GMT+01:00)	07/06/2023 12:20 PM (GMT+01:00)	Completed ✓ Candidate Submit

Showing 1 to 1 of 1 Records

**Force Submit**

**Define Reason**

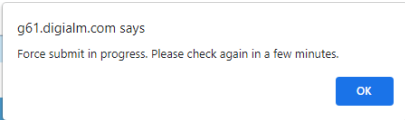
State the reason (No special characters allowed)

all questions answered, learner closed the browser in error.

Max 190 char limit

OK Cancel

5. A confirmation message will appear on screen showing that the force submit is in progress, click ok.



## Downloading, printing papers & reuploading answers

**Please note:** PDFs should be downloaded 1 per learner and the candidate responses XLS spreadsheet should be downloaded and populated 1 per learner. This download and reupload process should be completed for each learner that is taking the assessment.

1. Type your learners name into the “admin actions” search field within the correct assessment shown below. Then select the “Search” button.

About Admin Actions  
Admin can force submit an assessment attempt that is in progress.

Filter Your Search

Candidate Details

Current Status : All  Submit Status : All

All Attempts  Started Date  Completed Date

All Question Papers  Last Name  Person Id

Run Id  Learner Id  First Name

**Search** **Reset** **Upload** **Cancel**

2. Select the candidate by ticking the box to the left of the learner name and select “more actions”

Assessment ID :621 | Assessment Name : test assessment

Assessment Overview Special Needs **Admin Actions** Reports Download Undo Invalidate Result Status

About Admin Actions  
Admin can force submit an assessment attempt that is in progress.

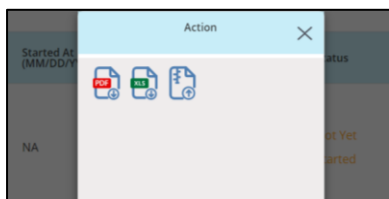
Select Filter

Candidate Details

Candidate Details	Attempt Details	Started At (MM/DD/YYYY)	Completed At (MM/DD/YYYY)	Status	Extra Time(In Mins)	Marks Scored	Comments	Actions
<input checked="" type="checkbox"/> Demo003 user Demo003@user.com	1 Attempt Id 667753228 0 Interruptions QP Id	05/13/2024 11:02 AM (GMT+05:30)	05/13/2024 11:03 AM (GMT+05:30)	Completed ✓ Candidate Submit	0	0		

Showing 1 to 1 of 1 Records

3. A pop up window will appear, displaying the icons shown below:

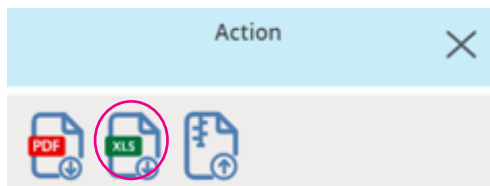


4. Click the “PDF” icon and print the paper and repeat this process per learner.



5. Once the learner has completed their assessment, locate the learner again via the search function displayed in steps 1-2 of this section, tick the box and select “more actions” again.

6. Select the “XLS” icon and the excel sheet should appear in your downloads.



7. Enter the learner answers in the “Candidate Responses” tab of the excel file. Click save.

**Please note:** We advise that you do not amend the format of the XLS file or rename this with any punctuation. The assessment platform will not accept the file if it is in a different state.

A	B	C	D	E	F	G
<b>To avoid any manual error while filling in details in the next two sheets, please follow the instructions below:</b>						
All candidates in Candidate Responses sheet should be from the candidates in Candidate Details sheet.						
Number of questions for every candidate should not be more than the total number of questions in the question paper.						
For MCQ, selected option should have one opted answer.						
For MSQ, selected Option should have all the opted options(comma separated).						
For SA, Given answer should be filled in selected option column.						
For SA, if answer type is numeric, value given in Selected option column must be numeric.						
For SA, if answer type is File, Selected option should be empty and file Name must be given in File Name column.						
File Name in Candidate Details sheet is for recording any additional uploaded file by the candidate like rough work etc.						
File Name given in the sheets should be exactly same including extension as it is being attached in the zip.						
Selected Option should not be more than the no. of options available for that particular question.						
Ques ID should be in the proper sequence for every candidate.						
Please refer the below sample for reference.						
After filling up all the required details, click on the validate button available in Candidate Responses Sheet.						
<b>Candidate Details</b>						
<b>Candidate ID</b>	<b>Candidate Name</b>	<b>Enrolled For</b>	<b>Enrollment ID</b>	<b>Assessment Type</b>	<b>Sheet Code</b>	<b>File Name</b>
Student6324	John	eforms	545	OMR		roughWork.jpg
Student6328	Rhodson	eforms	545	Normal		
<b>Candidate Responses</b>						
<span>Help</span> <span>Candidate Responses</span> <span>Group Details</span>						

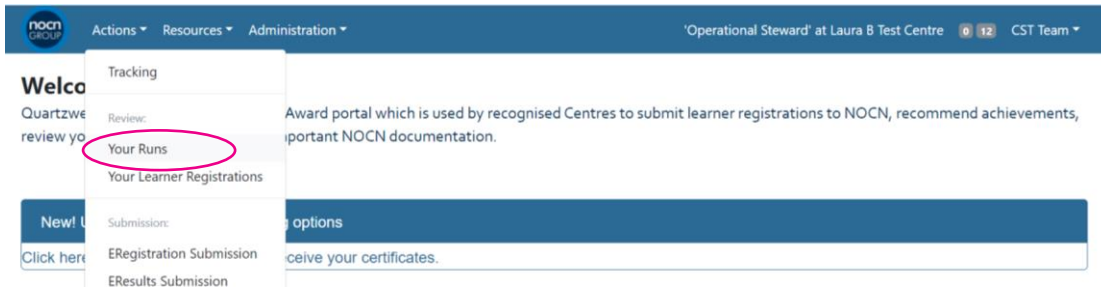
8. Reupload the excel sheet by selecting this icon:



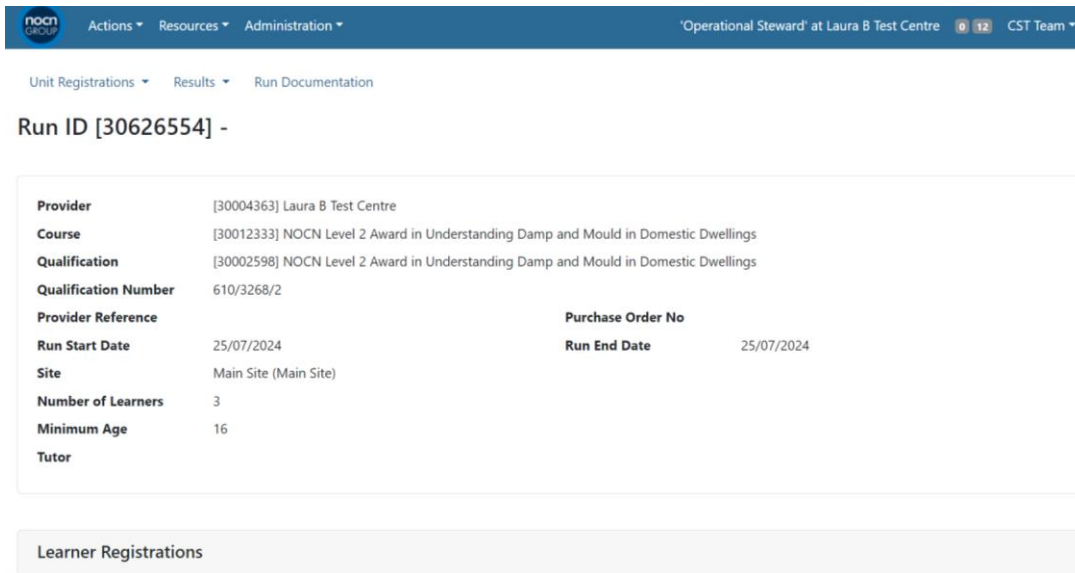
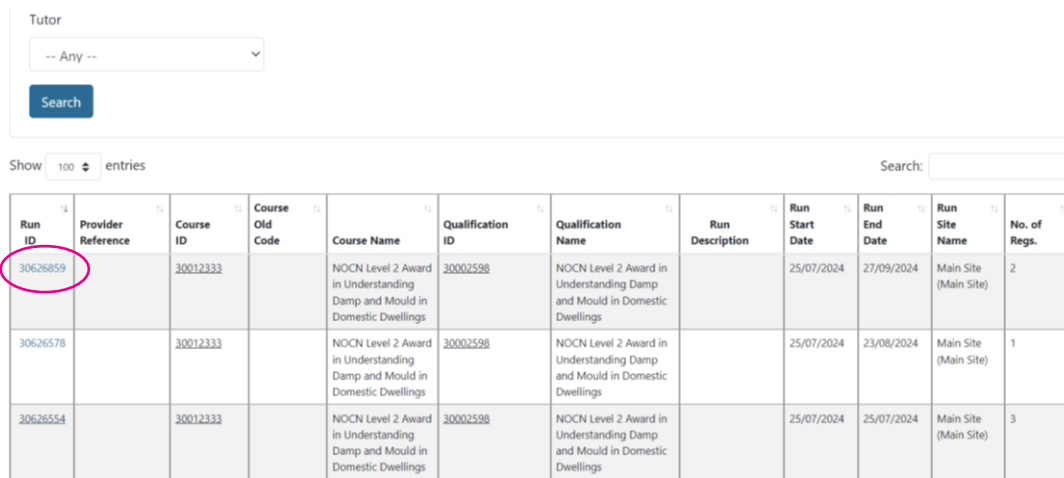
9. A notification should appear on screen saying the upload was successful.

# Accessing Learner Results in QuartzWeb

1. Select “Your Runs” from the Actions drop down menu in QuartzWeb.



2. Locate the Run ID of the learners you would like to view results for:



### 3. Scroll down to the “Learner Registrations” section:

**Learner Registrations**

Click on (more...) underneath a learner's surname to review that learner's history for your Centre.

Actions	All	Learner ID	ULN	Title	Forename	Surname	Date of Birth	Status	Metrics	Registered On	Registered
Actions ▾	<input type="checkbox"/>	32342923 3		—	Lb	Testy Testy (more...)	05/05/1995	Registered	> Metrics	NOCN Level 2 Award in Understanding Damp and Mould in Domestic Dwellings	25/07/2024
Actions ▾	<input type="checkbox"/>	32342932 3		—	H	Stoney (more...)	13/09/1998	Registered	> Metrics	NOCN Level 2 Award in Understanding Damp and Mould in Domestic Dwellings	25/07/2024
Actions ▾	<input type="checkbox"/>	32342925 3		—	Test	Test e Learning (more...)	29/12/1998	Registered	> Metrics	NOCN Level 2 Award in Understanding Damp and Mould in Domestic Dwellings	25/07/2024

### 4. Select the “more...” link in the “surname field:

Actions	All	Learner ID	ULN	Title	Forename	Surname	Date of Birth	Status	Metrics	Registered On	Registered
Actions ▾	<input type="checkbox"/>	32342923 3		—	Lb	Testy Testy (more...)	05/05/1995	Registered	> Metrics	NOCN Level 2 Award in Understanding Damp and Mould in Domestic Dwellings	25/07/2024
Actions ▾	<input type="checkbox"/>	32342932 3		—	H	Stoney (more...)	13/09/1998	Registered	> Metrics	NOCN Level 2 Award in Understanding Damp and Mould in Domestic Dwellings	25/07/2024
Actions ▾	<input type="checkbox"/>	32342925 3		—	Test	Test e Learning (more...)	29/12/1998	Registered	> Metrics	NOCN Level 2 Award in Understanding Damp and Mould in Domestic Dwellings	25/07/2024

### 5. This will guide you to the “Learner History” page:

#### Learner History

Wallace Booth test 10 [32343087] at Laura B Test Centre

[← Back to Run](#)



PART OF NOCN GROUP

These are the learner's current details

<b>Gender:</b>	Male	<b>Ethnicity:</b>	
<b>DoB:</b>	26/10/1998	<b>Email:</b>	
<b>ULN:</b>		<b>Phone:</b>	
<b>ULN Status:</b>	Not Verified	<b>Address:</b>	s1 2bj

### 6. Scroll down to the “Unit Awards” section and here you should see your learners results in the form of a tick or a cross icon in the “Pass” field”:

**Unit Awards**

Unit	Credits	Level	Award Date	Pass	Course	Run ID	Run	Run Start Date	Verification
Understanding Damp and Mould in Domestic Dwellings	1	L2	26/07/2024	✗	NOCN Level 2 Award in Understanding Damp and Mould in Domestic Dwellings	30626859 (more...)		25/07/2024	26/07/2024

**Qualifications Awarded**

No qualifications achieved.

**Unit Awards**

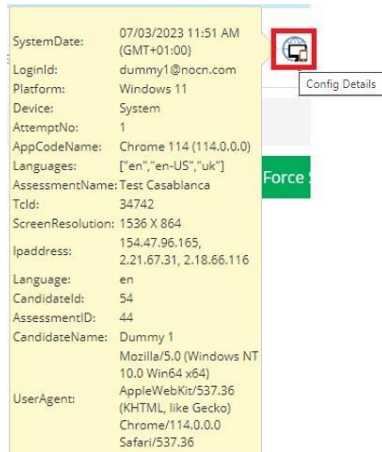
Unit	Credits	Level	Award Date	Pass	Course	Run ID	Run	Run Start Date	Verification
Understanding Damp and Mould in Domestic Dwellings	1	L2	26/07/2024	✗	NOCN Level 2 Award in Understanding Damp and Mould in Domestic Dwellings	30626859 (more...)		25/07/2024	26/07/2024

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## Technical Difficulties

If any learners experience technical difficulties with the platform during their assessment and it is felt that this has impacted their performance this should be reported to NOCN at [nocn@nocn.org.uk](mailto:nocn@nocn.org.uk) or 0300 999 1177.

Clicking 'Config Details' will display system information. Once shared with NOCN they will be able to attempt to identify and resolve the issue.



The screenshot shows a system information panel with a yellow background. The text is as follows:

SystemDate:	07/03/2023 11:51 AM (GMT+01:00)
LoginId:	dummy1@nocn.com
Platform:	Windows 11
Device:	System
AttemptNo:	1
AppCodeName:	Chrome 114 (114.0.0.0)
Languages:	["en","en-US","uk"]
AssessmentName:	Test Casablanca
Tcid:	34742
ScreenResolution:	1536 X 864
Ipaddress:	154.47.96.165, 2.21.67.31, 2.18.66.116
Language:	en
CandidateId:	54
AssessmentID:	44
CandidateName:	Dummy 1
	Mozilla/5.0 (Windows NT 10.0 Win64 x64)
UserAgent:	AppleWebKit/537.36 (KHTML, like Gecko) Chrome/114.0.0.0 Safari/537.36

To the right of the panel, there is a 'Config Details' button with a gear icon, which is highlighted with a red box. Below it is a green button with the text 'Force'.

**NOCN Group**  
Acero Building  
1 Concourse Way  
Sheaf Street  
Sheffield  
S1 2BJ  
UK  
@NOCN

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Tel: +44 (0) 0300 999 1177