openawards

Functional Skills

Assessment Platform
Guidance

XAMS USER GUIDE

Contents

Disclaimer

Whilst every effort has been made to ensure that the information and content within this user guide is accurate, up-to-date and reliable, the information provided is on an "as is" basis. Open Awards shall have neither liability nor responsibility to any person or entity with respect to any loss or damages arising from the information contained in this guide or from the use of the software accompanying it.

The layout and functionality of the screens in this guide will be consistent with the system.

About this Guide

Open Awards XAMS is the platform for recognised centres delivering Open Awards Reformed Functional Skills qualifications.

This guide intends to provide you with all of the required information you will need for the use of the XAMS platform. There are three main parts to this user guide:

- Installing the Safe Exam Browser
- Navigating the XAMS system to schedule assessments and manage the assessment process
- The learner experience

To support your understanding throughout the guide, we have provided an explanation below of the three areas of the platform you will be using.

Area	Explanation
Safe Exam Browser	To sit an assessment online you will need to use Safe Exam Browser (SEB). Safe Exam Browser is an internet browser that 'locks' down the screen/device, meaning the learner cannot do anything on the machine other than sit the assessment. ALL Reformed Functional Skills assessments that are being taken online will have to be sat through this browser. You will have been given a shortcut for Safe Exam Browser that will take you straight to the area where a learner will log in for their assessment. If you are receiving issues with this then please contact Open Awards using the contact details below.
XAMS System	This is the system used to schedule assessments, print invigilation packs and view learners results.

We advise that you familiarise yourself with the information in this guide before installing the Safe Exam Browser software and using XAMS.

Technical Problems

Should you encounter any problems with any aspect of your installation, or with using XAMS, please contact us via webenquiries@openawards.org.uk or 0151 494 2072.

Using XAMS

There are two different areas to XAMS. The first area will be a website, which will allow you to schedule assessments, print invigilation records and run reports. You can access this area here.

The second area will be the online player where learners will take their assessments. Safe Exam Browser **must** be downloaded in order to sit Open Awards assessments online.

Minimum System Requirements for Safe Exam Browser

Safe Exam Browser must be downloaded in order to sit Open Awards assessments online. The minimum requirements for Safe Exam Browser are as follows:

Operating System	Supported Operating System	Safe Exam Browser Version
Windows	Windows 7 Windows 8/8.1 Windows 10	Windows: SEB 2.2.3 or higher
Mac	MacOS 10.13 High Sierra MacOS 10.12 Sierra OS X 10.11 El Capitan OS X 10.10 Yosemite OS X 10.9 Mavericks	MacOS: SEB 2.1.3 or higher iOS: SEB 2.1.3 or higher

Minimum Requirements for XAMS

Supported Browsers	Internet Explorer: 9 or above Chrome: 34.0.1847 or above Microsoft Edge: All Versions Firefox: 31.0 or above Safari: 6.2 or above Safe Exam Browser 2.0.2 or above

Browser settings	Popups **must** be allowed. Guidance on how to do this below: **IE11** **IE10** **IE9** **IE8** **Chrome** **Firefox**
Screen Resolution	For sitting tests and performing administrative tasks: 1024 x 768

Installing Safe XAMS Browser

Below is our step-by-step guide on how to install Safe Exam Browser on both Windows/MacOS operating systems.

This platform will be required for learners to take their Functional Skills assessments.
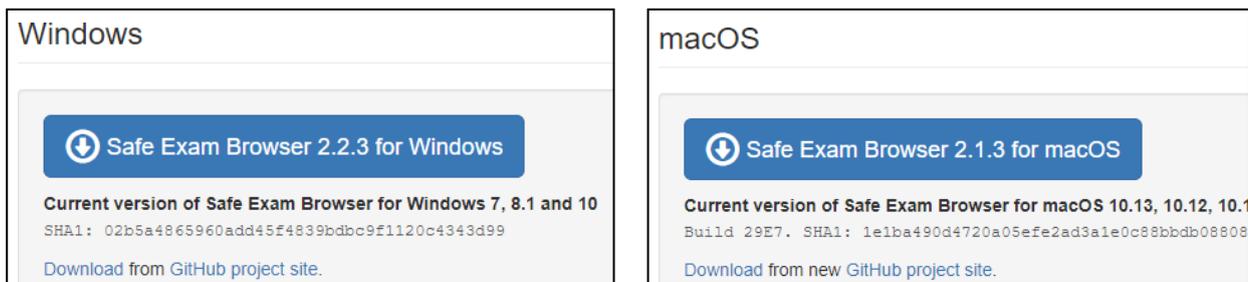
The Download:

To download Safe Exam Browser, open the below link:

https://safeexambrowser.org/download_en.html

Select the download option relevant to your Operating System.

Below are screenshots showing the Windows and Mac download buttons.

Selecting either of the above will trigger a download on your internet browser, this may open in a new tab. Choose to run the download.


Please note: You may be asked if you are happy for the software to make changes to your machine. If you are unsure about the answer to this, please contact your IT support.

You may be required to enter an administrative password to complete the installation. Please contact your IT team for further support with this.
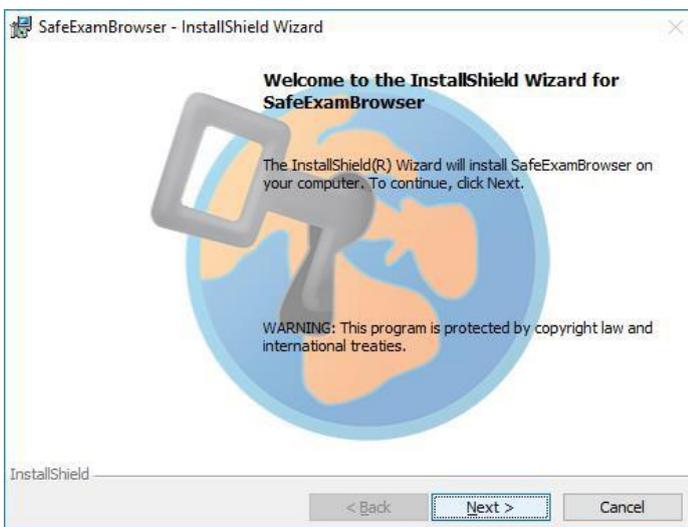

Installation – Windows

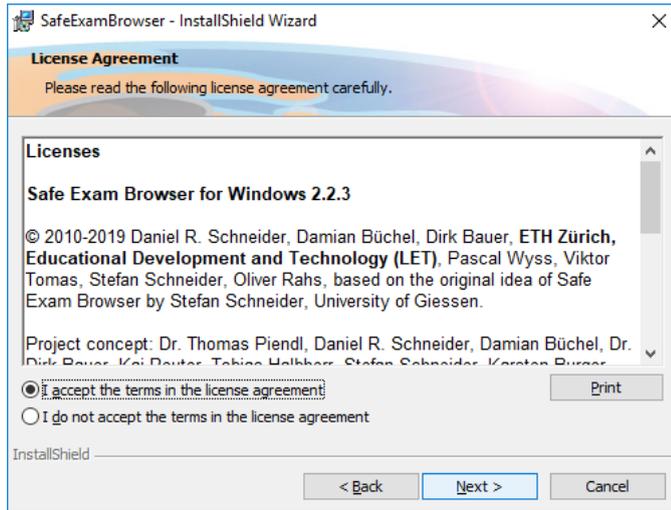Running the download will start the InstallShieldWizard which confirms Safe Exam Browser is preparing to install…
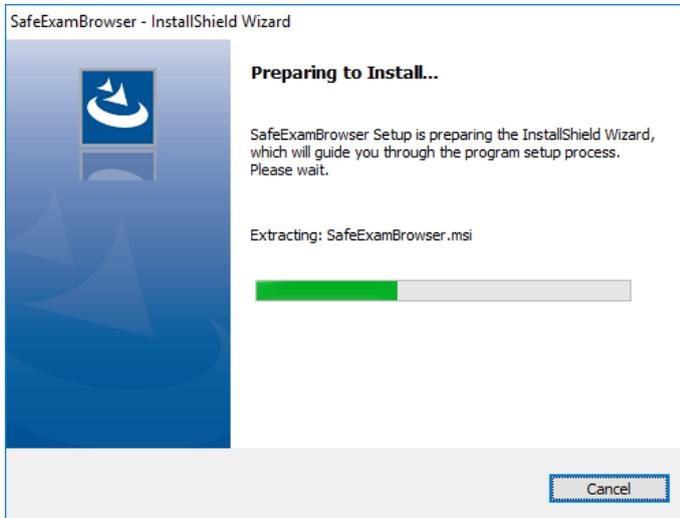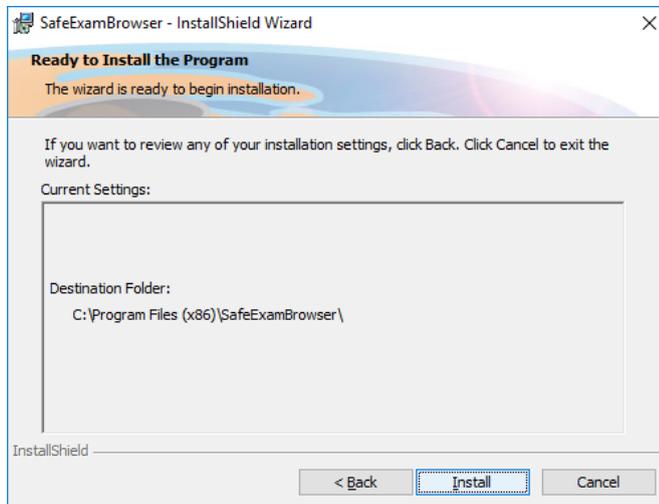

…swiftly followed by the Windows Installer installation.
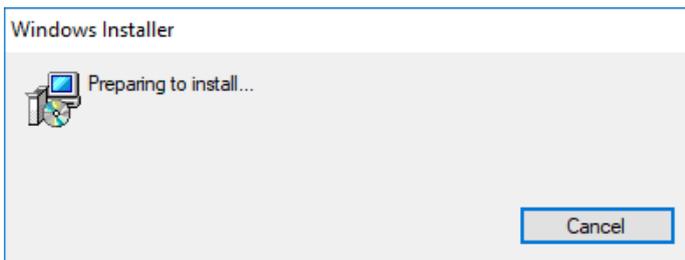
Select "Next" on the welcome page…
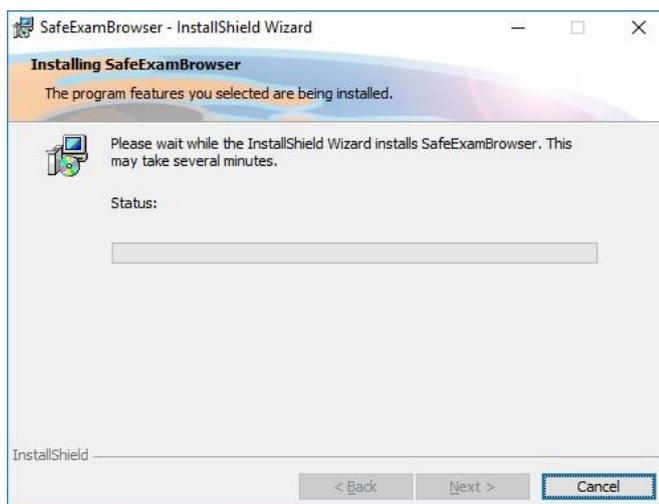
…choose to accept the terms in the license agreement…

…and select "Install".

Wait for the installation process to complete.

Select "Finish". You have now installed Safe Exam Brower.

Installation – MacOS:

After selecting 'run' on your MacOS system, all you will have to do to install Safe Exam Browser is drag the 'Safe Exam Browser' icon into the 'Applications' folder in the pop up box that will appear (shows below).

Safe Exam Browser will now be installed to your machine. You can open this by going to your 'Applications' folder and double clicking on the Safe Exam Browser icon.

You may receive the below message when opening Safe Exam Browser, simply click on 'Open' to proceed.
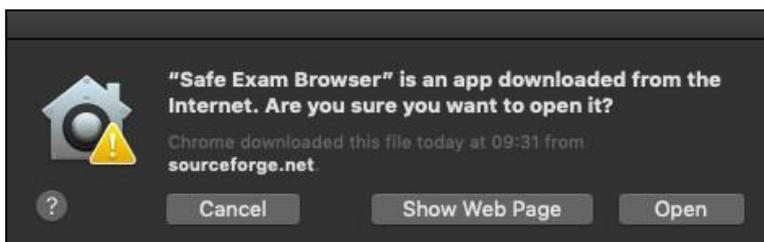
Configuration File

You will have received a Safe Exam Browser configuration file via email, with the file extension **.seb** and the below icon:

Or you may have received a link to configure Safe Exam Browser or to start an exam with Safe Exam Browser.

- Quit Safe Exam Browser using the quit button in the lower right of this screen (or keys ctrl-Q/cmd-Q)
- Open (double click) the **Safe Exam Browser configuration file** or click the **link to configure Safe Exam Browser/start an exam with Safe Exam Browser**
- If you click a link to configure Safe Exam Browser/start an exam, your browser or e-mail client may ask you to confirm opening the link
- Safe Exam Browser will start and open the configuration file (or the configuration link)
- Safe Exam Browser will be configured, you can then choose to continue using Safe Exam Browser or quit for now. Otherwise, you exam will start.

You will only need to configure Safe Exam Browser once per device.

XAMS System Guidance

Centres can schedule an assessment after 30 minutes of registering the learner(s) via the Open Awards Portal. For online assessments, you need to allow at least 48 hours before the planned time of assessment. For paper based assessments, you need to allow at least 15 working days.

Only learners who are registered and have not yet successfully passed an assessment will be available to schedule.

Learners requiring a re-sit will only be visible once the 14 day grace period following the previous attempt of the assessment has elapsed.

Logging in to XAMS

To log in to XAMS you will need to visit the website: https://openawards.xams.co.uk

You will need to enter your Login ID and Password where requested and select "Log in".
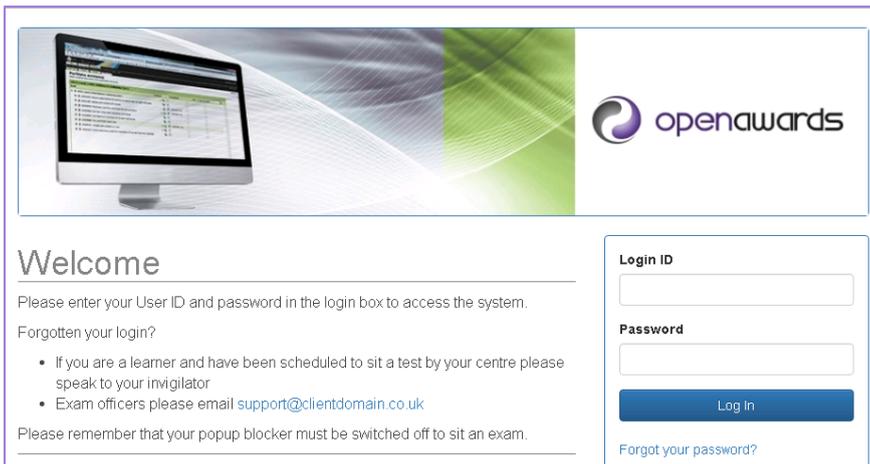
Upon logging in you will enter our home screen.

Please note: If you have forgotten your password, we recommend that you contact Open Awards in the first instance on 0151 494 2072 or customerservices@openawards.org.uk. We can reset your password and send this to you via email.

Navigation Bar

To navigate your way around XAMS, you will need to use the navigation bar at the top of your page. Here you will find 6 different areas of the system:

- Home
- Welcome *FirstName*
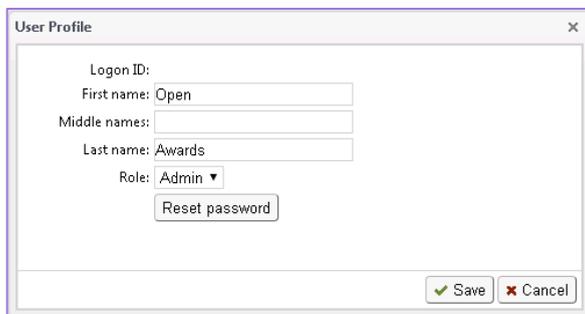- Logging Out
- Schedule
- Administration
- Reports

Home

The 'Home' page is the first screen you will see once logged in to XAMS.

An information box will appear in the centre of your page. This will contain any information that you require for your use of XAMS, including reminders such as ensuring your popup blocker is switched off and Open Awards contact details.

Welcome *FirstName*

You can edit your user profile by selecting Welcome *FirstName* in the top right-hand corner of your screen.

Once selected, the above 'User Profile' box will appear. You will be able to edit your First/Last name, as well as resetting your password.

Logging out

You can log out of the system by selecting the "Log off" button in the top right-hand corner of your screen. Selecting "Log off" will automatically take you back to the login page.

Schedule

The Schedule screen is the area that allows you to schedule and view any exams for your learners, as well as printing off Invigilation Reports.

The following information is available:

Heading	Explanation
Start	The first available date and time that the learner can sit their exam.
Schedule Name	Each exam schedule requires a name. This name will appear within this column. This will be discussed further under the 'Exam Scheduling' section of this user guide.
Centre	The name of your centre.
Site	The sub-centre that the learner is associated to.
Assessment	The name of the assessment the learner is attempting at component level.
End	The last available date and time that the learner can start their exam.
Created	The date and time that the exam was created.
Scheduled By	The username of the person that scheduled the exam.
Modified	The last date that the exam was modified. If the exam has not been modified, the cell will remain blank.
Duration	The number of minutes the learner has to complete their exam. If a reasonable adjustment has been approved for extra time, this will **not** appear in the duration. Instead you can view this by selecting the pencil on the left hand side of the screen next to your assessment and selecting 'learners' in the pop up window. Extra time will also be visible on the invigilation pack once the exam has been scheduled.
Comp	This indicates if a learner has taken their exam. When the learner has completed their exam and the exam has successfully uploaded, 0/1 will change to 1/1.

Features of the Schedule Screen

Below the navigation bar are several tools to help you organise your exams.

Heading	Explanation
Print	Downloads your invigilation report as a PDF document, this must be printed prior to your learner sitting the exam.
Export to Excel	Downloads an Excel document containing all information shown within the Schedule screen at that point.
Create	Allows you to create your exam, see 'Exam Scheduling' section of this user guide.
Edit	Selecting a schedule and clicking 'edit' will allow you to view if a learner has been granted extra time as well as removing individual learners from a schedule.
Cancel	You can cancel a schedule if your learner is unavailable to sit the exam within the date range the exam is scheduled for.
Refresh	Refresh your screen by pressing this button. You can do this instead of refreshing the entire website.
Dates	By changing the dates, you can bring up different information on your screen. You can change the dates either by typing in a new date into the text box or left-clicking on the calendar icon and selecting a date from the calendar.

Please note: You can change what information is exported to Excel/PDF by changing the dates listed

Administration

Clicking administration will give you 3 different options:

Heading	Explanation
Users	This will allow you to view all of the users associated to your centre. This includes learners, invigilators and assessment officers. This will show you the date the account was created, the last login date as well as enabling you to export your users into an Excel document.
Install Offline Player	This link will take you to the location where you can download the software needed in order to sit exams offline. Please note, you will need to contact Open Awards in advance of offering offline assessments. Please do so by contacting the team on 0151 494 2072 or customerservices@openawards.org.uk.
Cohort	Allows you to create a cohort of learners. This can be used to schedule exams for learners that will be taking the exam at the same time.

Reports

Heading	Explanation
Results	The screen where you will locate all of your learner's results. You can filter this as you wish using the 'columns' tab as well as choosing a specific date range using the 'date from/to' option. You can then export this to Excel.
Scheduled learners	The screen where you can view all of your scheduled exams. You can filter this by date range or assessment as well as searching by Learner ID/ learner number. Here you can also print off the invigilation pack for your learner. This will be explained further in the 'Scheduled Learners Report' section.
Individual learner result reports	To create individual results reports, check the box against the relevant learner(s) under Print selected results, and then click Print selected results. This will generate a Learner Statement of Results, one page per learner. You can save or print this document.

Assessment Scheduling

As previously mentioned, the 'Schedule' screen is where you will schedule all of your learner's assessments. To schedule an assessment, navigate to the 'Schedule' screen and click 'Create Schedule' at the top of the page.
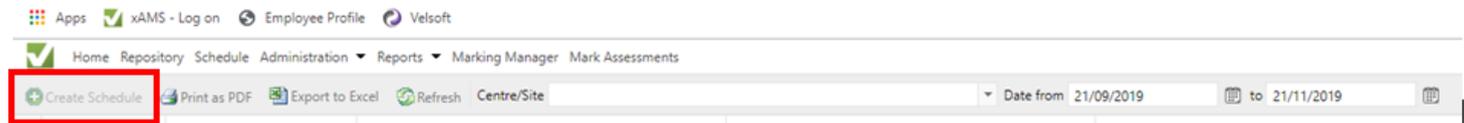
Upon clicking 'Create Schedule' you will be asked to select your Assessment from the dropdown options.

Once you have selected your Assessment, options will appear to enter your schedule details and add learners to your schedule. The below table will explain each of these options.

Heading	Explanation
Delivery Type	Choose between online and paper-based for Levels 1 and 2. For Levels 1 and 2, paper-based assessments will be posted directly to your centre a maximum of 2 working days before the scheduled assessment. Please note that paper based assessments for Level 1 and 2 will only be available for the learner to sit on days specified in Open Awards paper based assessment delivery calendar. For Entry Level, only paper-based will appear as an option. Assessments will be made available for your approved administrator to download directly from the XAMS system from 2 weeks before the scheduled assessment.
Start Date/Time	The first time that the assessment is available to the learner. For online assessments, you need to allow at least 48 hours before the planned time of assessment. For paper based assessments, you need to allow at least 15 working days. We recommend that you set this to the actual time at which you expect the assessment to start. This is the point at which the assessment will become available to a learner to sit. If a learner logs in before this point, they will see it as an available assessment but they will not be able to start it.
End Date/Time	The end date will be defaulted to the same day and 2.5 hours from the original start date/time. This should not be amended.
Schedule name	The schedule name is for you to identify your assessment schedule. For example, this could be the invigilators name, the qualification, and the date of the assessment.
Password	This will be used to for learners to log into XAMS. You can create your own password or use the 'generate' function to randomise one. This password will show on your attendance register so you do not need to record it at this stage.

Upon completing your schedule details you will then need to add your learners to the schedule. To do this Click 'Add Learners' this will open a new box that will list all of your learners available for that Assessment, as well as showing any extra time that has been approved for the learner.

Please note: If extra time shows here then it will automatically apply to the learner's assessment.

Select your learner by clicking the 'tick box' to the left of their name and click on 'Save'. You will then be taken back to the 'Schedule details' screen. Click on 'Insert' to create your assessment schedule. You have now scheduled the assessment.
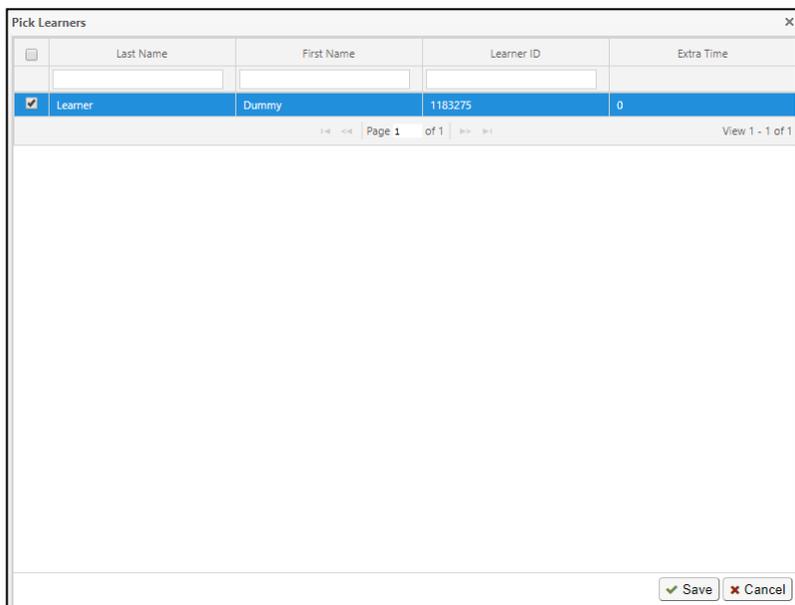
Now that you have created your assessment schedule it will appear on the 'Schedule' screen.

From here you can click the Attendance Sheet icon [icon] to print off your attendance list, click the key icon [icon] to print the login sheets. Please see further details below.

Heading	Explanation
Attendance list	This will list all of the learners on the assessment schedule and allow you to tick if a learner is present/absent. You will also find a section to report any issues or disturbances along with a declaration.
Login sheets	These should be printed and distributed to the learners. It will contain the learner LoginID and password that the learner needs to log in to XAMS to start the assessment.

Please note: Your Attendance List must be generated prior to the exam as you will be unable to generate this once the exam has started.

Editing and Deleting Schedules

Prior to an online schedule becoming active it can be edited or deleted. Paper based schedules cannot be edited or deleted, please contact Open Awards if you want to make any changes. To edit a schedule click the pencil icon towards the right of the schedule row. The Edit Schedule popup will appear; here you can change the schedule details and learners in exactly the same way as when creating a schedule. When you have made any changes, click Update. To delete a schedule, click the icon towards the right of the schedule row.

Administering Speaking, Listening and Communication

Creating a Schedule

Create a new schedule, as per the scheduling section in the user guide (password and type fields are not applicable for Speaking, Listening and Communication schedules). The assessment will be either Functional Skills SLC Level 1 or Functional Skills SLC Level 2.


Results Entry

To enter results for a given schedule, click **Administration** on the menu at the top of the screen, then select **Controlled Tasks Results Entry** from the dropdown menu. The results entry screen will appear.
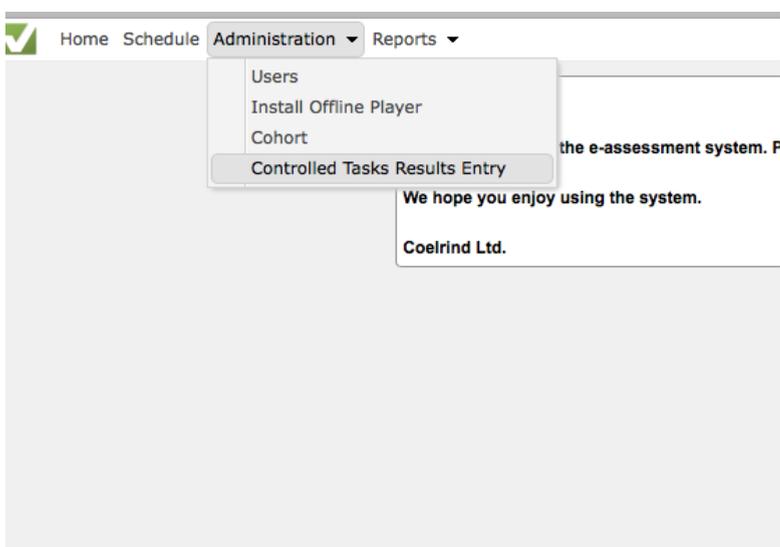
Using the calendar pickers, select the period for the schedules you wish to see. You will need to enter the result for each learner separately. When you click on the tick next to a learner's details, a pop-up box will appear.

You will then be able to select the grade, either **Achieved** or **Not Achieved**, using the dropdown menu. Then click **Save**.
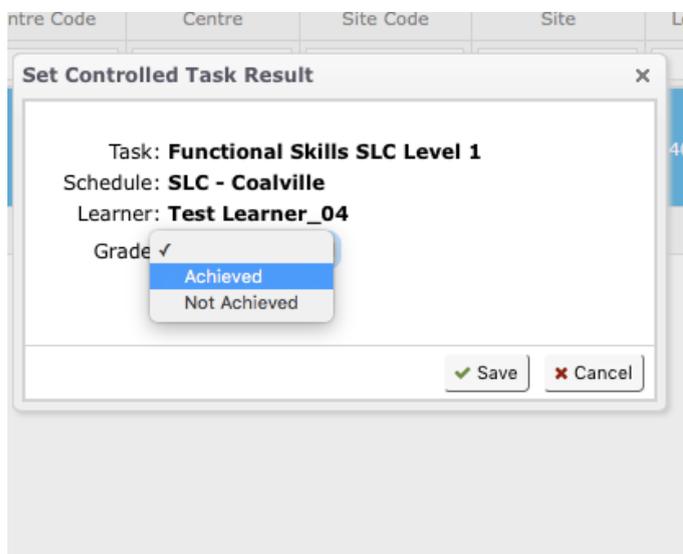
Submitting Evidence for Speaking, Listening and Communication

You are required to complete a Record of Learner Achievement and Assessment Sheet for each learner and provide evidence of their assessment (e.g. audio or video recordings) in line with the guidance in the SLC Live Assessment document and the relevant qualification guides. This evidence should be uploaded to your centre's SharePoint Functional Skills folder.

All documents must be uploaded to this folder and must not be sent anywhere else. Your LQR has access to this folder and will complete verification activity from here.

Please use the following naming conventions when uploading your assessment documentation:
- For documentation per learner (assessment records) - Surname and first initial | date (eg. 2019-09-27) | SLC level
- For documentation per group (MP4 audio/video files) - SLC level | date (eg. 2019-09-27) | group ref/schedule

You are able to create sub folders within your folder if you wish to organise information further for your own use.

XAMS: The Learner Experience

This area of the user guide will take you through XAMS from the point of view of the learner. This will provide information on how the learner opens and completes their assessment.

For the learner to enter their assessment they will need:

- Safe Exam Browser (this should be configured to automatically open the XAMS website)

- The login sheet containing their learner number and password to log in to XAMS, as well as the keycode to start the assessment

Logging in to the XAMS player via Safe Exam Browser

Firstly, the invigilator will need to open Safe Exam Browser on the Desktop.

Opening up Safe Exam Browser should take you to the home page of the XAMS player where the learner will enter their login details.

The learner should enter their learner number and password into the relevant sections and select 'LOG IN'.
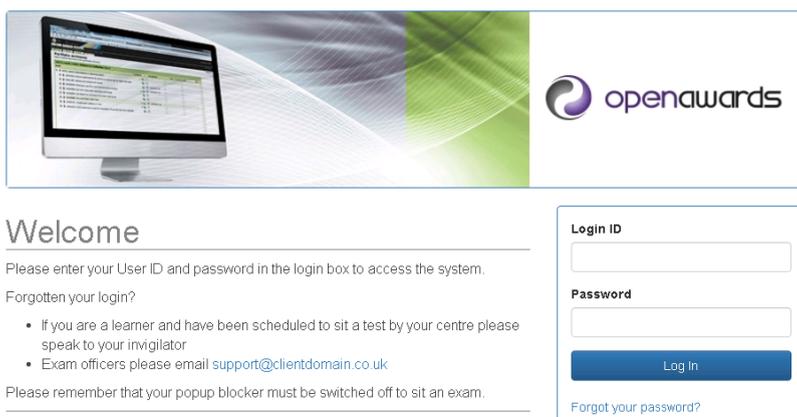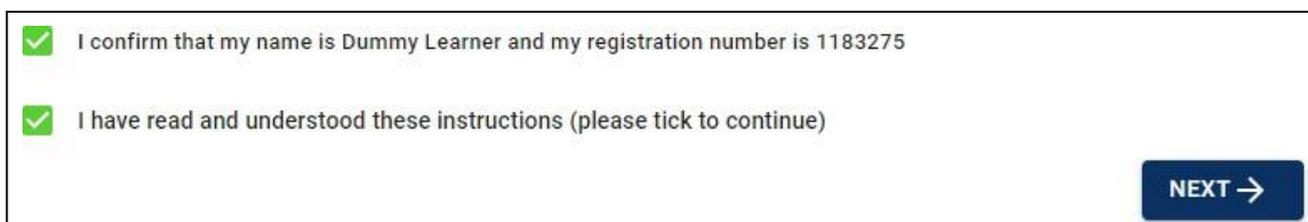

Welcome Page

After the learner has logged in they will be taken to the welcome page.

The learner **must** read the assessment conditions that are listed on this page. A failure to comply with these conditions **will** result in the learner's assessment being voided. Once the learner has read and understood these conditions they need to complete the sign off at the bottom of the screen and select 'Next'.

Please note: If this information is incorrect, please do not proceed with the assessment, Please notify Open Awards **immediately** by calling 0151 494 2072.

Selecting the Assessment

The next stage is selecting the assessment that the learner is ready to complete.

To proceed with the assessment, the learner must select the 'START' button on the right-hand side (image below). All assessments that are currently scheduled for the learner will show here so it's important to ensure your learner is selecting the correct assessment.
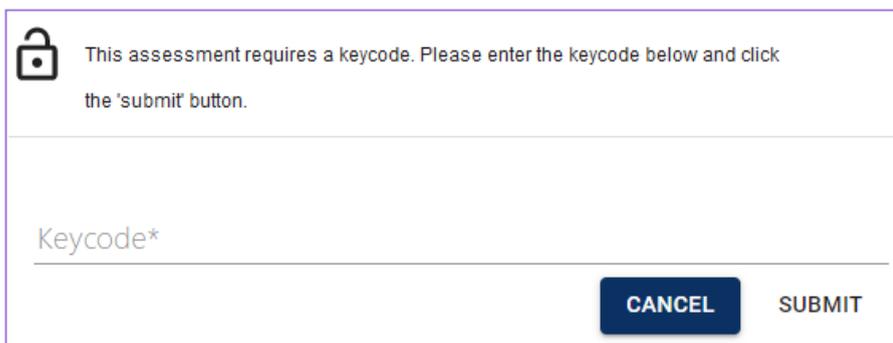

> **Please note:** The learner will be unable to start their assessment outside of the scheduled date and time.

Starting the Assessment

Once the learner selects 'START' they will be asked to enter a keycode. Upon entering the keycode, the 'SUBMIT' button will turn blue.

> **Reminder:** The keycode to open the learner's assessment will be available on their login sheet along with your attendance sheet.

Upon clicking 'SUBMIT', the learner will be taken to an instructions page. It's important to ensure your learner reads all of the information on this page as it will confirm everything necessary for the assessment.

Once the instructions have been read, clicking START → will start the learner's assessment and the timer will begin.

Navigating the Assessment

Below you will find guidance on how the learner navigates their way through the assessment upon clicking 'START'.

If the learner has started their assessment but wishes to go back to view the instructions, they can do so by clicking the button below.
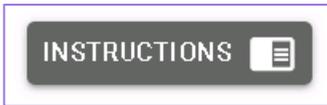

Preferences

Learners have the option to change the colour scheme of their assessment. This option is designed to improve accessibility for learners, such as those with visual impairments. In the top right hand corner of the screen you will see that the assessment colour scheme is always set to 'default'. A learner can change their assessment colour scheme by clicking on this and selecting one of the other available preferences. To reset the colour schemes the learner has to re-select 'default'. Examples of some of the available colour schemes can be seen below, we have used the question numbers to demonstrate the colour schemes.
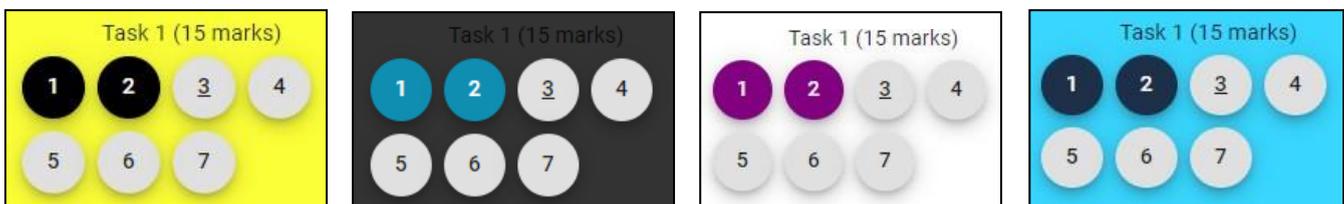
Enlarging Text on the Assessment Screen

If a learner would benefit from larger text within the assessment, they should hold down the 'Ctrl' button on the keyboard and use the scroll wheel on the mouse to zoom in or out. Alternatively the learner can hold 'Ctrl' and use the + or – buttons on the keyboard.

This is particularly useful for English Reading and Writing assessments, where the size of the text will change what can be viewed on the screen. Learners should be encouraged to zoom out to view the reading text(s) and questions at the same time.
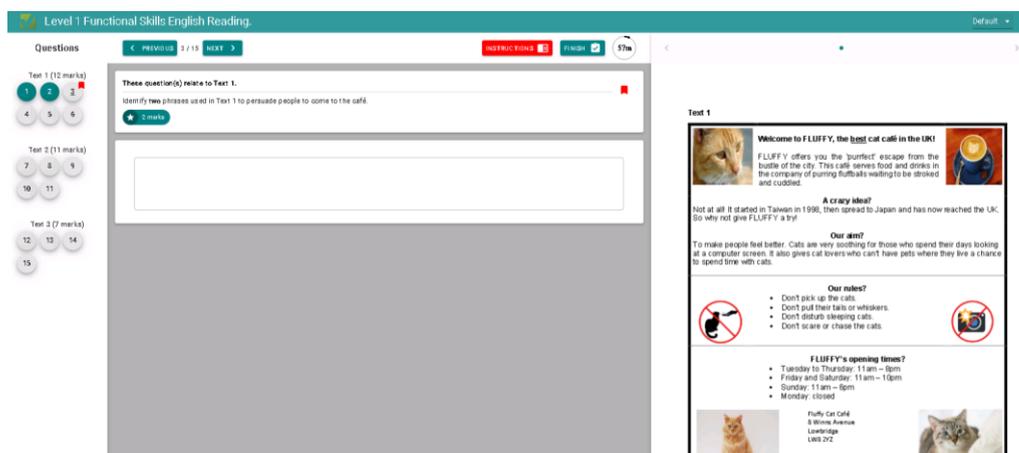
Questions

On the left-hand side of the screen will be a list of numbers. Depending on the size of the screen, this panel may be hidden. A learner can view it by clicking the button below:

These relate to the questions and tasks that the learner will complete.

- Questions that the learner has attempted will appear in blue (this colour will change if the learner has a applied a reasonable adjustment colour preference, see section later on in this user guide)
- The question the learner is currently answering will be underlined
- Unanswered questions will appear in white.

The learner can move between questions by simply selecting a question number.

Alternatively, the learner can use the 'Back' and 'Next' buttons at the top of the screen to manoeuvre their way through the assessment.

If the learner wishes to bookmark a question to return to later, they can click the 'bookmark' button (shown below) which will be on the right hand side of the page. This will change colour, and apply over the top of the question number, to show that the question has been bookmarked.

The number of marks allocated to each question is displayed next to the question.

⭐ 4 marks

Time

The time the learner has remaining to complete the assessment will display in the top right hand corner of the screen.

The clocks below indicate how the time will appear during the learner's assessment. As you will see, the clock will change colour to indicate that the learner is approaching the end of their allotted time.

87m   10m   30s

> **Please note:** If a learner is sitting a Functional Skills mathematics assessment and their allotted time expires for Section A, the learner will **automatically** be moved on to Section B.

Finishing an Assessment

An assessment can be 'finished' in two ways:

- Clicking the 'FINISH' button
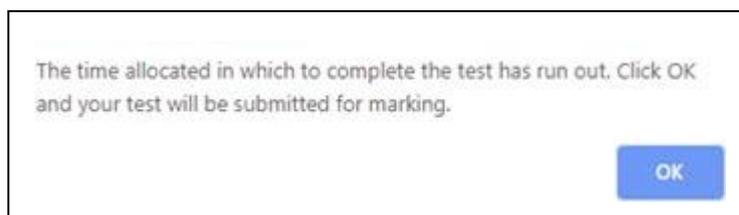- The allotted time running out.

When a learner has completed their assessment before their allotted time has elapsed they should press the 'FINISH' button (shown below) to submit this to Open Awards.

FINISH ☑

The system will then display a request to confirm that the learner wishes to finish the assessment. If the learner has **not** attempted every question they will then receive a further prompt.

Are you 100% sure?

Some questions still need answering

OK   CANCEL
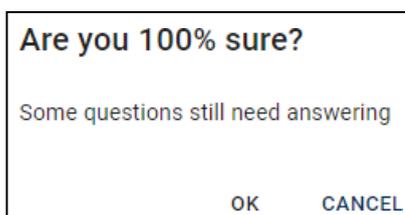
If the learners allotted assessment time runs out they will receive the below message. The learner must click 'OK' at this point.

The time allocated in which to complete the test has run out. Click OK and your test will be submitted for marking.

OK

The assessment will now transfer to Open Awards for marking.

If a learner closes the browser without submitting their assessment before the allotted time has run out, the learner can log back in to resume the assessment and press 'Submit'.

If a learner forgets to do this altogether, please reassure the learner that their answers will have been saved. The invigilator should report this to Open Awards immediately, and record on their invigilator report, to avoid any delays to the marking of the assessment(s).

Assessment Specific Functionality

English Reading

For Level 1, the reading text visible will automatically update to reflect the question being asked. Learners can minimise the resource, when zoomed into the screen, by pressing the button below:

For Level 2, the reading text will automatically update to reflect the question being asked for Texts 1, 2 and 3. The 4th part of the assessment asks the learner to compare the three reading texts. For this set of questions, the learner can navigate between the different texts using the arrows above the text.
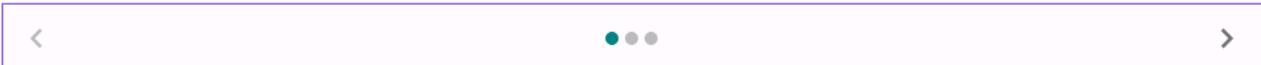
English Writing

For Levels 1 and 2, the criteria that the learner will be assessed against appears in the panel on the right hand side. Learners can zoom in and out of the screen to reduce the size this takes up and/or to minimise it completely using the button below:

Learners can also minimise the question/scenario on the screen by using the arrow button below:

This will prevent learners from needing to scroll through their written answers as much.

Mathematics

For all Maths assessments, learners should be taught to write their workings in the box on the right hand side of the page.

These responses will be marked alongside their answer in the answer box.
For the calculator section, learners should be encouraged to use the on-screen calculator as this will automatically record their workings in the workings box. If a learner uses their own calculator, they must remember to type their workings into the box to ensure these can be marked alongside their answers.

Learners should practice using the sample assessment before sitting their assessment so that they are confident using the on-screen calculator.
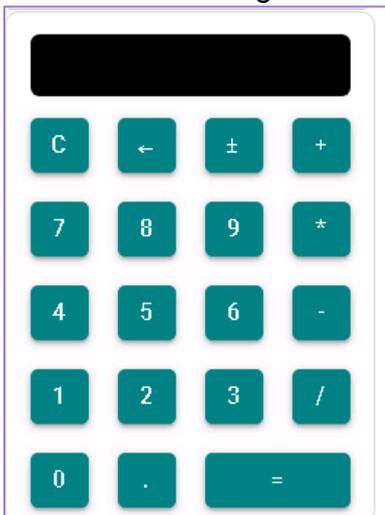
The calculator is non-scientific and will complete calculations in the order they are typed into the screen.

Learners should be taught the symbols in case these are different to what they are used to.

+	Addition
-	Subtraction
*	Multiplication
/	Division

There is a range of functionality built into the mathematics. Learners should be encouraged to practice using the sample assessments and practice tasks before sitting their assessment to ensure they are confident using the functionality.

This includes:
- Creating pie charts
- Creating bar charts
- Creating tally charts
- Plotting points on grids/graphs
- Drawing 2D / 3D shapes using lines
- Drag/drop squares, images and shapes

As functionality is developed, centres will be notified and practice tasks made available via our website.