



openawards

# Assessment Platform Guidance



XAMS USER GUIDE

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## 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.

## Glossary

To better help you understand this guidance, below is a glossary table explaining some initialisms or names used throughout.

Area	Explanation
<b>Safe Exam Browser (SEB)</b>	A secure browser used to conduct assessments in-house/internally. SEB is not required where assessments are undertaken online via remote invigilation.
<b>Remote Assessments</b>	Assessments conducted over the Internet with the invigilator and learner in different locations.
<b>Reasonable Adjustments</b>	Any action that helps to reduce the effect of a disability or difficulty that places a learner at a substantial disadvantage in the assessment situation e.g. allowing a learner extra time to complete an assessment activity. Reasonable adjustments must be approved and set-in place before the assessment takes place. See <a href="#">Open Awards Reasonable Adjustments and Special Considerations Policy and Procedures</a> .
<b>Special Considerations</b>	Adjustments which may be applied after an assessment where the learner has encountered exceptional circumstances that have disadvantaged them during their assessment. A learner may be eligible for special consideration if their performance in an assessment has been, or is likely to have been, affected by mitigating or adverse circumstances beyond their control. e.g. an illness or injury, or some other event outside their control. See <a href="#">Open Awards Reasonable Adjustments and Special Considerations Policy and Procedures</a> .
<b>On-screen Assessment</b>	An assessment that is conducted on a computer, rather than on paper.
<b>Online Assessment</b>	An assessment that is conducted whilst connected to the internet.
<b>Paper-based Assessment</b>	An assessment that is conducted internally/in-house using an assessment paper.
<b>XAMS Web-based Player</b>	The website used to conduct remote and 1-1 internal assessments. This can be accessed on any modern-day web-browser.

## About this Guide

Open Awards XAMS is the assessment platform Open Awards uses to manage controlled assessments.

This guide intends to provide you with all of the required information you will need for the use of the XAMS platform. For specific information on the availability of assessments and arrangements, please see our qualification guides.

To support your understanding throughout the guide, we have provided an explanation below of the three areas of the platform you will be using. Please familiarise yourself with the information in this guide before installing the Safe Exam Browser software and using XAMS.

Area	Explanation
<b>Part One – Installing the Safe Exam Browser (where required)</b>	<p>To sit an assessment online, which is not being remotely invigilated, you will need to use Safe Exam Browser (SEB). SEB is a separate platform in the form of an internet browser that 'locks' down the screen/device, meaning the learner cannot do anything on the machine other than sit the assessment. All assessments that are being taken online (excluding remote online or 1-1 assessments) will have to be sat through this browser. You are given a shortcut for SEB (see 'The download' section of Part One below) that will take you straight to the area where a learner will log in for their assessment. If you are experiencing issues with this then please contact Open Awards using the contact details below.</p> <p>Where assessments are being conducted via remote online invigilation, SEB is not required and the assessment takes place solely via the XAMS, web-based player.</p>
<b>Part Two – Using the XAMS System</b>	<p>This is the system used to schedule assessments and manage the assessment process.</p> <p>There are two areas to XAMS. The first area is the website, which will allow you to schedule assessments, print invigilation records and run reports. You can access this area <a href="#">here</a>.</p> <p>The second area is the online player where learners will take their assessments. Safe Exam Browser <b>must</b> be downloaded in order to sit Open Awards assessments online unless this is a remote online or 1-1 assessment which do not require Safe Exam Browser. Learner will sit these assessments through the online player by logging via: <a href="https://player.xams.co.uk/clients/openawards">https://player.xams.co.uk/clients/openawards</a></p>

<b>Part Three – The Learner Experience</b>	This is the section of XAMS your learners use to sit and complete their assessments.
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## System Requirements

The minimum system requirements for Safe Exam Browser are as follows:

Operating system	Supported Operating System	Safe Exam Browser Version
Windows	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 E1 Capitan OS X 10.10 Yosemite OS X 10.9 Mavericks	MacOS: SEB 2.2.2 iOS: SEB 2.1.17

The minimum requirements for XAMS are:

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 <b>must</b> be allowed. Guidance on how to do this below:  <a href="#">IE11</a> <a href="#">Chrome</a> <a href="#">Edge</a> <a href="#">Firefox</a> <a href="#">Safari</a>
Screen Resolution	For sitting tests and performing administrative tasks: 1024 x 768

## Technical Problems

Should you encounter any problems with any aspect of your installation, or with using XAMS, please contact us via [customerservices@openawards.org.uk](mailto:customerservices@openawards.org.uk) or 0151 494 2072

## Part One - Installing Safe XAMS Browser

Installing SEB is not required where assessments are being undertaken online and are being remotely invigilated. Where this is the case, please move to part two of this guidance.

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 assessments.

### The Download:

To download Safe Exam Browser, open the below link or click on either of the below images:  
[https://safeexambrowser.org/download\\_en.html](https://safeexambrowser.org/download_en.html)

Select the download option relevant to your Operating System.

Below are screenshots showing the latest Windows and Mac download buttons.



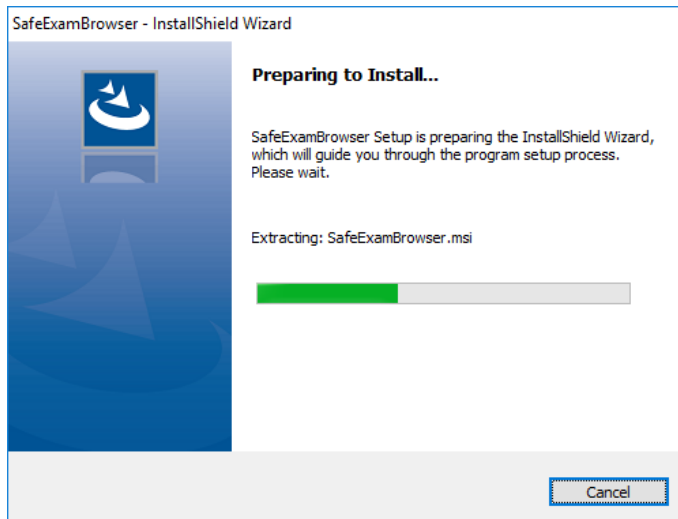
Selecting either of the above will trigger a download on your internet browser, this may open in a new tab. Choose to run the download.

**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.  
You will need to accept the Terms & Conditions to install the Safe Exam Browser.

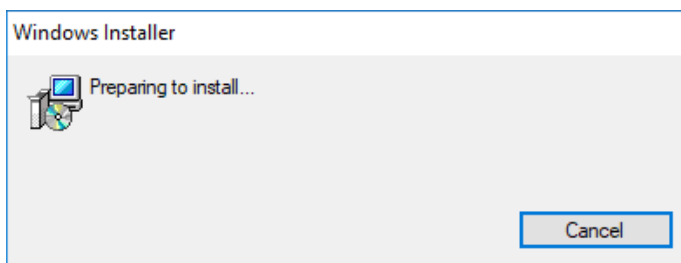


## Installation – Windows

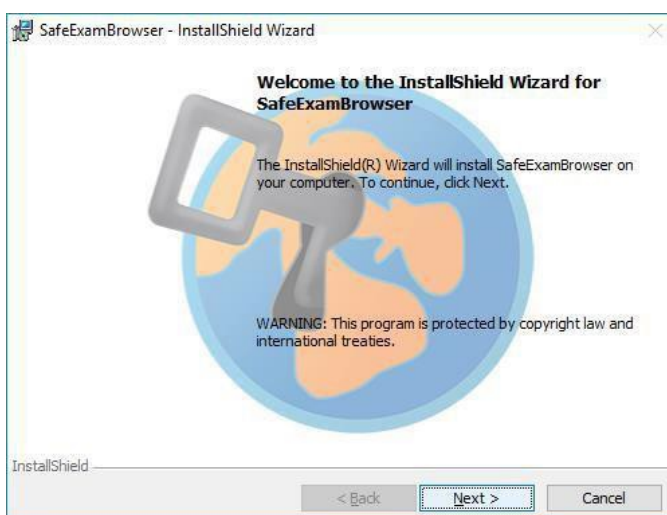
Running the download will start the InstallShield Wizard which confirms Safe Exam Browser is preparing to install...



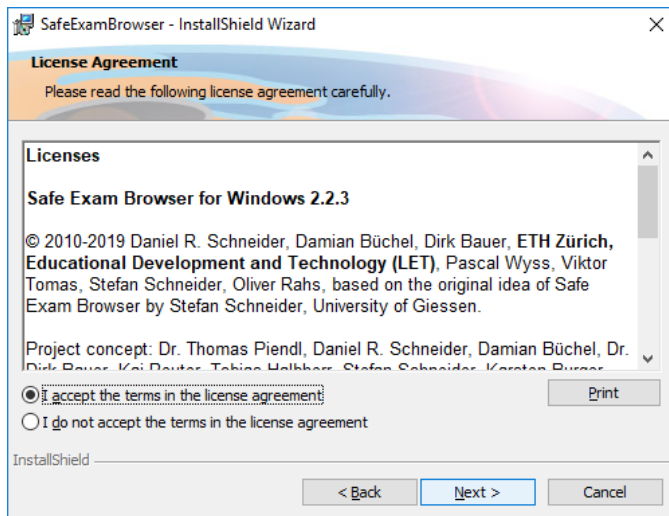
...swiftly followed by the Windows Installer installation.



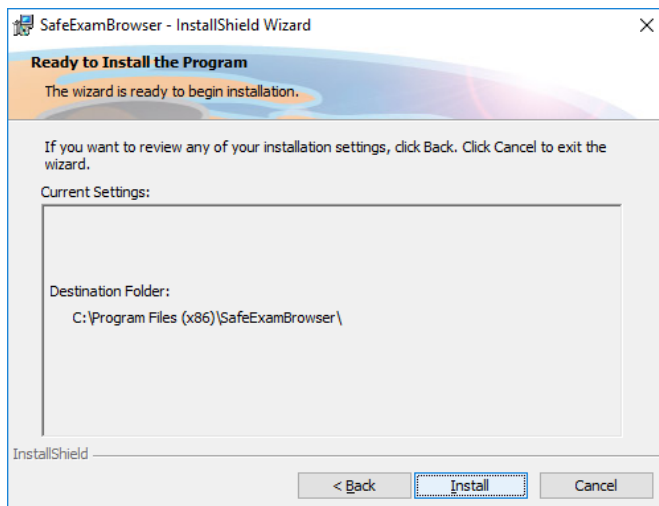
Select "Next" on the welcome page...



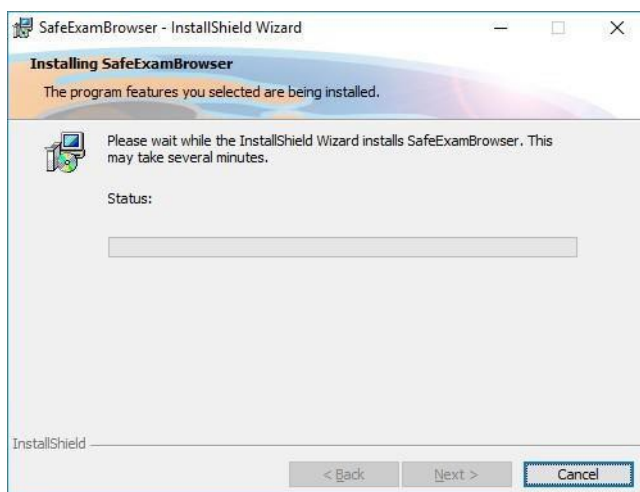
...choose to accept the terms in the license agreement...



...and select "Install".



Wait for the installation process to complete.



Select “Finish”. You have now installed Safe Exam Brower.



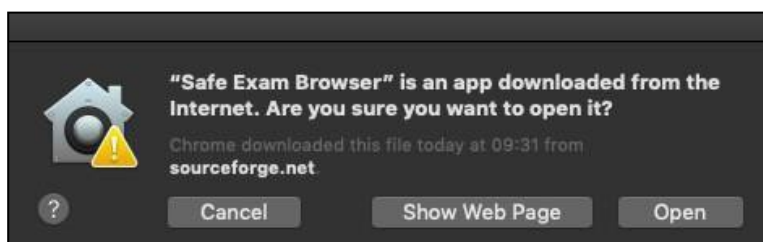
### Installation – MacOS:

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

Your SEB configuration file is available in your Open Awards SharePoint folder, with the file extension.seb and one of the two below icons. Your Open Awards SharePoint folder was created for your centre and shared with your Assessment Administrator upon receiving approval to deliver Open Awards controlled assessments hosted on the XAMS platform. If you are unable to access your SharePoint folder, or have not received a link for this, please contact us at [customerservices@openawards.org.uk](mailto:customerservices@openawards.org.uk).



To finish installing the SEB you will need to access your Open Awards SharePoint folder and download the configuration file. Once this has downloaded, please open the file and the SEB will launch.

- 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 assessment with Safe Exam Browser**
- 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, your assessment will start.

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

## Part Two – Using the XAMS System

Centres can schedule an assessment after registering the learner(s) via the Open Awards Portal. For on-screen 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 to reschedule once the 14-day grace period has elapsed following the time that a result is returned in the system.

Please note that any requests for reasonable adjustments, e.g., extra time for a learner, must be submitted to Open Awards prior to scheduling the learner for assessment at least two weeks in advance.

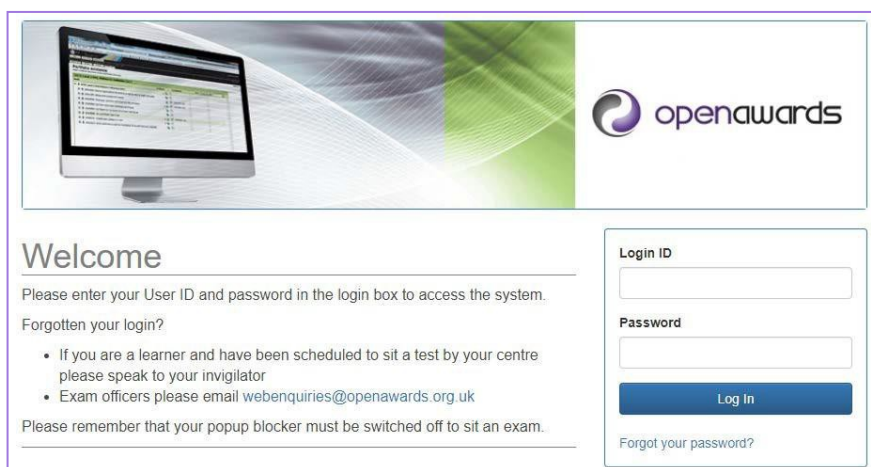
For special considerations you will need to report this on the invigilator's report, and this must be uploaded to the [Open Awards Secure Portal](#) for consideration by the Open Awards Quality Team. Forms must be accompanied by appropriate supporting evidence. Please use the following naming format: SC1-[CentreName]-[OpenAwardsLearnerID]. This will allow your application to be processed promptly.

### 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 email [customerservices@openawards.org.uk](mailto:customerservices@openawards.org.uk). We can reset your password and send this to you via email.



The screenshot shows the Open Awards XAMS login interface. At the top, there is a header area with a computer monitor icon on the left and the 'openawards' logo on the right. Below the header, the page is divided into two main sections. On the left, under the heading 'Welcome', there is a message: 'Please enter your User ID and password in the login box to access the system.' Below this, there is a link 'Forgotten your login?' followed by a bulleted list: '• If you are a learner and have been scheduled to sit a test by your centre please speak to your invigilator' and '• Exam officers please email [webenquiries@openawards.org.uk](mailto:webenquiries@openawards.org.uk)'. At the bottom of this section, it says 'Please remember that your popup blocker must be switched off to sit an exam.' On the right, there is a login box. It contains two input fields: 'Login ID' and 'Password'. Below these fields is a blue 'Log In' button. At the bottom of the login box, there is a link 'Forgot your password?'.

## 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
- Schedule
- Administration
- Results
- Welcome \*FirstName\*
- Log out

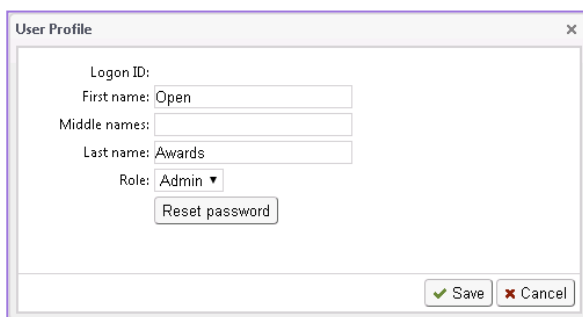
## Home

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.

## Welcome \*Your Name\*

You can edit your user profile by selecting Welcome \*Your Name\* in the top right-hand corner of your screen. If you wish to do this, please click on your name, and a pop-up box will open.

A screenshot of a 'User Profile' dialog box. The dialog has a title bar with 'User Profile' and a close button. Inside, there are labels and input fields: 'Ligon ID:' (empty), 'First name: Open' (text box), 'Middle names:' (text box), 'Last name: Awards' (text box), and 'Role: Admin' (dropdown menu). Below the role is a 'Reset password' button. At the bottom right are 'Save' and 'Cancel' buttons.

Once selected, the above 'User Profile' box will appear. You will be able to edit your First/Middle/ 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 assessments for your learners, as well as printing off Invigilation Reports, Attendance List, and Login sheets.

The following information is available:

Heading	Explanation
<b>Start</b>	The first available date and time that the learner can sit their assessment.
<b>Schedule Name</b>	Each assessment schedule requires a name. This name will appear within this column. This will be discussed further under the 'Assessment Scheduling' section of this user guide.
<b>Centre</b>	The name of your centre.
<b>Site</b>	The sub-centre/site that the learner is associated to.
<b>Assessment</b>	The name of the assessment the learner is attempting at component level.
<b>End</b>	The last available date and time that the learner can start their assessment.
<b>Created</b>	The date and time that the schedule was created.
<b>Scheduled By</b>	The username of the person that scheduled the assessment.
<b>Modified</b>	The last date that the schedule was modified. If the schedule has not been modified, the cell/field will remain blank.
<b>Cancelled</b>	A tick will show if an assessment schedule has been cancelled.
<b>Duration</b>	The number of minutes the learner has to complete their assessment. If a reasonable adjustment has been approved for extra time, this will <b>not</b> 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 assessment has been scheduled.
<b>Comp</b>	This indicates if a learner has taken their assessment. When the learner has completed their assessment and the assessment has successfully uploaded, 0/1 will change to 1/1. This field will reflect the number of learners scheduled for the assessment.
<b>Type</b>	The type of assessment being sat by the learner, online or paper-based.

### Features of the Schedule Screen

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

Heading	Explanation
<b>Export to Excel</b>	Downloads an Excel document containing all information shown within the Schedule screen at that point.
<b>Create</b>	Allows you to create your assessment, see 'Assessment Scheduling' section of this user guide.
<b>Edit</b>	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.
<b>Cancel</b>	You can cancel a schedule if your learner is unavailable to sit the assessment within the date range the assessment is scheduled for.
<b>Print</b>	Downloads your attendance list (which contains the invigilation report) and/or login sheet as a PDF document, this must be printed prior to your learner sitting the assessment. For assessments you can print yourself, you will print from this location.

<b>Dates</b>	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.
<b>Refresh</b>	Refresh your screen by pressing this button. You can do this instead of refreshing the entire website.

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

## Administration

Clicking administration will give you 5 different options:

Heading	Explanation
<b>Users</b>	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.
<b>Cohort</b>	Allows you to create/view a cohort of learners. This can be used to schedule assessments for learners that will be taking the assessment at the same time.
<b>Practice Assessments</b>	Provides access to the live practice assessments we have available. The assessments are designed to help staff/learners to become accustomed to the XAMS system
<b>Manual Results Entry</b>	Here you can enter the results/marks for assessments that are marked and assessed by a Centre.

## Reports

The Results report is available via the **Results** tab. When accessed you can view your learners results and export to Excel if required. You can filter this as you wish using the 'columns' tab, as well as choosing a specific date rang using the 'date from/to' options.

Submitted	Schedule name	Assessment	Last Name	First Names	Learner ID	Time Taken	Score	Score to pass	Percent	Result	Type
29/10/2020 16:16:06	PHG - Test	Capital Cities	One	Test		0:01:53	18/21	75%	85	Pass	Online
11/08/2020 17:06:25	KK Test CT (1)	Functional Skills SLC Level 1	Adams	Alan	alanadams	0:00:00	1/1	70%	100	Pass	Online
06/08/2020 12:46:27	jd test extra time	Level 1 Functional Skills Qualification in Mathematics	Adams	Alan	alanadams	0:08:11	0/60	53%	0	Fail	Online
04/08/2020 10:07:40	testReading	Level 2 Functional Skills Qualification in English (Reading)	Ahmed	Bella	bellaaahmed	0:00:24	0/30	56%	0	Fail	Online
03/08/2020 12:19:58	testEngReading	Level 2 Functional Skills Qualification in English (Reading)	Adams	Alan	alanadams	0:00:23	0/30	56%	0	Fail	Online

## Assessment Scheduling

As previously mentioned, the 'Schedule' screen is where you will schedule all your learners' assessments. To schedule an assessment, navigate to the 'Schedule' screen, and click 'Create Schedule' at the top of the page.

Please note, if your centre has multiple sites, you will need to select your centre/site from the drop-down menu on the right of the 'Refresh' button.



Upon clicking 'Create' you will be asked to select your Assessment from the dropdown options.

The screenshot shows the 'Edit Schedule' dialog box with the 'Schedule details' tab selected. The first step is '1. Select a Qualification and an Assessment'. There are two dropdown menus: 'Qualification:' and 'Assessment:'. Both have a small 'x' icon and a dropdown arrow. At the bottom right, there are 'Save' and 'Cancel' buttons.

After selecting the required assessment, you will now be asked to enter the remaining details, such as Date/Time the assessment is to be conducted, Schedule Name, Schedule Password, and the learner(s).

The screenshot shows the 'Edit Schedule' dialog box with the 'Schedule details' tab selected. The first step is '1. Select a Qualification and an Assessment', which is now filled with 'Qualification: 603/4605/X - Open Awards Level 2 Functional Skills Qualification in English' and 'Assessment: Level 2 Functional Skills Qualification in English (Reading)'. The second step is '2. Enter the schedule details'. It includes a 'Delivery type:' dropdown set to 'On-line', a 'Date/Time:' field set to '25/10/2020 09:00', a 'Schedule name:' text field, a 'Schedule Password:' text field with a 'Generate' button, and a 'Time and Location:' text field. The third step is '3. Add learners to this schedule', with two buttons: 'Click here to pick the learners' and 'Click here to add a cohort'. At the bottom right, there are 'Save' and 'Cancel' buttons.

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
<b>Delivery Type</b>	Choose between online and paper-based for Levels 1 and 2.
<b>Start Date/Time</b>	<p>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.</p> <p>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.</p>
<b>End Date/Time</b>	The end date will be defaulted to the same day and 2.5 hours from the original start date/time and should not be amended. However this may vary for different types of assessments. Refer to the Open Awards qualification guide for details on the type of assessment.
<b>Schedule name</b>	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.
<b>Password</b>	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 select either the 'Click here to pick the learners' button or click on the 'Learners' tab and select '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 'Save' to create your assessment schedule. You have now scheduled the assessment.

	Last Name	First Name	Learner ID	Extra Time
<input checked="" type="checkbox"/>	Learner	Dummy	1183275	0

Page 1 of 1 View 1 - 1 of 1

Save Cancel

Now that you have created your assessment schedule it will appear on the 'Schedule' screen. From here you can click the print icon  to open the print options. print off your Attendance List or the Login sheets. Please see further details below.

Heading	Explanation
<b>Attendance list</b>	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.
<b>Login sheets</b>	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.

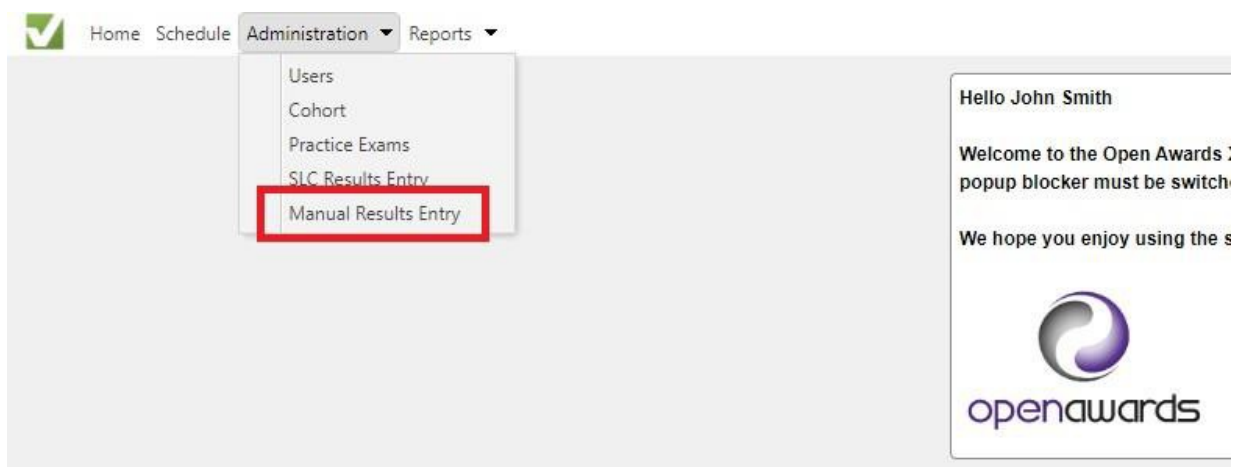
**Please note:** Your Attendance List must be generated prior to the assessment as you will be unable to generate this once the assessment has started.

## Editing and Cancelling 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 left of the schedule row. The Schedule details 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 Save. To cancel a schedule, click on the desired schedule and choose the 'Cancel Schedule' button at the top of the screen (to the right of the 'Create' button).

## Results Entry

Where qualifications are marked and/or assessed by a Centre to enter results for a given schedule, click **Administration** on the menu at the top of the screen, then select **Manual Results Entry** from the dropdown menu. The results entry screen will appear.



Using the date fields, 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.

Assessment	Schedule	Start Date	Due Date	Centre Code	Centre	Site Code	Site	Learner Code	First Name	Last Name	Result	Pending
Entry Level 1 Functional Skills Qualification in English (Reading) (Set 2)	Test Entry Level Result Entry	13/03/2020	13/03/2020	COELRND	Coelrind Test Centre	COELRND/1	Coelrind Test Site	alanadams	Alan	Adams	Pass	<input checked="" type="checkbox"/>
Entry Level 3 Functional Skills Qualification in English (Reading) (Set 2)	KK Test Result as Grade Entry	05/03/2020	30/04/2020	COELRND	Coelrind Test Centre	COELRND/1	Coelrind Test Site	alanadams	Alan	Adams	Fail	<input checked="" type="checkbox"/>
Entry Level 3 Functional Skills Qualification in English (Reading) (Set 2)	KK Test Result as Mark Entry	05/03/2020	12/03/2020	COELRND	Coelrind Test Centre	COELRND/1	Coelrind Test Site	alanadams	Alan	Adams	Fail	<input checked="" type="checkbox"/>
Entry Level 3 Functional Skills Qualification in English (Reading) (Set 2)	DT Test Result as Mark Entry	10/03/2020	17/03/2020	COELRND	Coelrind Test Centre	COELRND/1	Coelrind Test Site	rockybarbosa	Rocky	Barbosa	Pass	<input checked="" type="checkbox"/>

You will then be able to select the grade or mark depending on the assessment. Once the correct result has been entered, click **Save**.

Set Manual Results Entry

Assessment: Entry Level 1 Functional Skills Qualification in English (Writing) (Set 1)

Schedule: Example Schedule for Guidance Doc

Learner: Alan Adams

Mark: 20

Grade: Pass

Withdrawal Reason:

Audit Trail:

## Part Three - 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)

**Please note, if the learner will be sitting a Remote online or 1-1 assessment, Safe Exam Browser is not required. Please ask the learner to log in via: <https://player.xams.co.uk/clients/openawards>**

- The login sheet containing their learner number and password to log in to XAMS, as well as the assessment password, needed 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'.

☒

I confirm that my name is Dummy Learner and my registration number is 1183275

☒

I have read and understood these instructions (please tick to continue)

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 is important to ensure your learner is selecting the correct assessment. Please note, the colours can appear differently from the below depending on the Accessibility options applied by the learner from the drop-down menu in the top-right of the SEB (explained further below in Preferences).

### Your assessment schedule

August 21, 2019, 10:58:04 AM

Practice assessment

START →

Functional Skills Mathematics Level 1


Tuesday, August 20, 2019 10:31:00 AM

START →

**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 the assessment password. Upon entering the password, the 'SUBMIT' button will turn green.



This assessment requires a password. Please enter the password below and click the 'submit' button.

Schedule Password \*

CANCEL SUBMIT

**Reminder:** The assessment password 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 is 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  will start the learner's assessment and the timer will begin.

## Navigating the Assessment

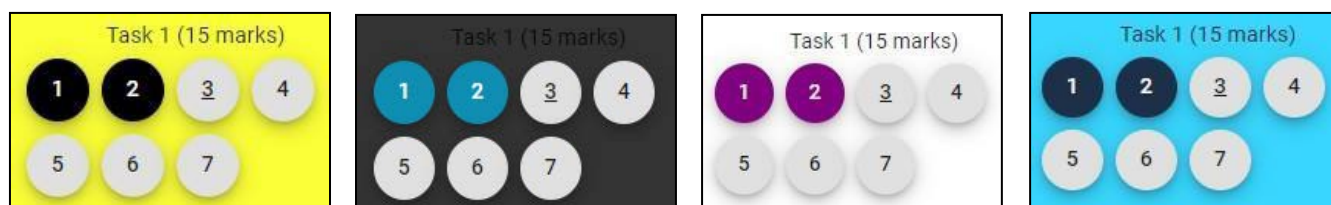
Below you will find guidance on how the learner navigates their way through the assessment upon clicking 'START'.

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. This is located at the top of the assessment screen.



## 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.

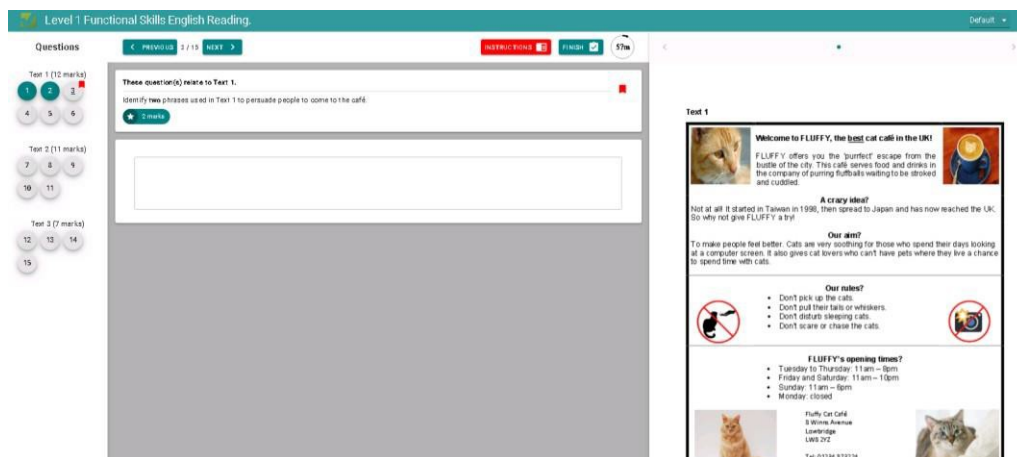


## Enlarging Text on the Assessment Screen

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 applied a reasonable adjustment colour preference)
- 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.



## 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.



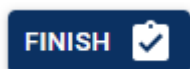
**Please note:** If a learner is sitting an assessment that has more than one section with time allocated to each section the learner will **automatically** be moved to the next section after their allotted time for a section has expired. E.g. Functional Skills mathematics assessment after allotted time expires for Section A the learner will automatically be moved on to Section B.

## Finishing an Assessment

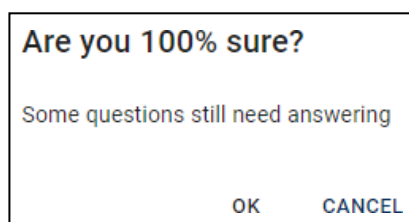
An assessment can be 'finished' in two ways:

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

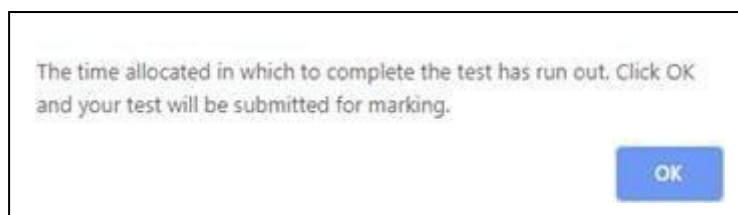
When a learner has completed their assessment before their allotted time has elapsed, they should press the 'FINISH' button (shown below) to submit this to Open Awards.



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.



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



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).

Please note, if a learner is sitting an online assessment and the internet cuts out for the learner whilst sitting the assessment the learner's answers will be saved locally to the machine. The assessment will continue, and if the learner is forced out of the assessment, they will need to log into the XAMS platform again (when connected to the internet) and resume the assessment to continue and finish the assessment. If the learner is not forced out of the assessment and their internet reconnects before finishing the assessment, the platform will perform as normal.

## Assessment Specific Functionality

### Functional Skills English Writing

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 4<sup>th</sup> 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.



### Functional Skills English Reading

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.

## Functional Skills Mathematics

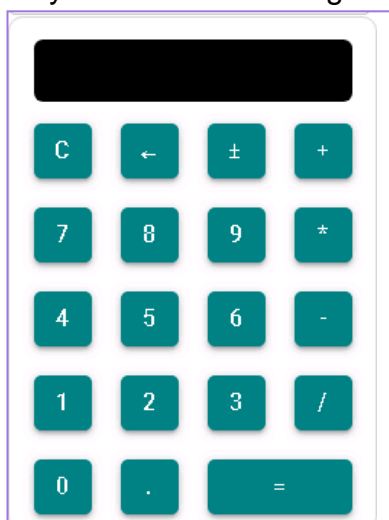
For all Maths assessments, learners should be taught to write their workings in the box on the right-hand side of the page.

Workings

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 assessments. 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
- Using a protractor/ruler

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

## FAQs/Troubleshooting

Why can't I logon to the XAMS platform?	If you cannot logon to the XAMS platform with the username and password provided, check with your IT staff that your firewall is not blocking access to the XAMS site.
I can't schedule learners as the 'Create' button is greyed out.	Check you have selected your Centre/Site name in the Centre/Site field.
Why can't I reschedule my learner?	Check 14 days have passed since you received the learners failed result on the XAMS portal as you cannot reschedule a learner until after this 14-day grace period has lapsed.
My learner is not appearing on XAMS to schedule.	Check you have registered the learner with Open Awards (through the Open Awards Secure Portal). If so email <a href="mailto:customerservices@openawards.org.uk">customerservices@openawards.org.uk</a> or ring 0151 494 2072.
Why are my learners results not visible on XAMS?	Results for newly published assessment papers can take up to 32 days from the assessment date as they are subject to a series of standardisation and awarding activities.
My Assessment password is not working.	The assessment password and learner password are different and located in different sections of the login sheet. Check you are using the correct password.