Skillsfirst Assess

XAMS User Guide

July 2019 v1

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. Skillsfirst Assess 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.

Whilst Skillsfirst Assess refers to individuals undertaking qualifications as 'apprentices, within this guide you will find that they are referred to as 'students' to remain consistent with the XAMS system.

About this guide

This guide will give you the information you need to schedule, deliver and invigilate Skillsfirst Assess tests. There are two main parts to the process; installing the Safe Exam Browser test software and navigating the XAMS system to manage the assessment process.

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

Technical problems

Should you encounter any problems with any aspect of your installation or with using XAMS, please contact us via enquiries@skillsfirstassess.co.uk or 0121 270 5100 (option 3).

Using XAMS

Minimum Requirements for Safe Exam Browser

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 iOSL: 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:** http://windows.microsoft.com/en-gb/internet-explorer/ie-security-privacy-settings#ie=ie-11 **IE10:** http://windows.microsoft.com/en-gb/internet-explorer/ie-security-privacy-settings#ie=ie-10 **IE9:** http://windows.microsoft.com/en-gb/internet-explorer/ie-security-privacy-settings#ie=ie-9 **IE8:** http://windows.microsoft.com/en-gb/internet-explorer/ie-security-privacy-settings#ie=ie-8 **Chrome:** https://support.google.com/chrome/answer/95472?hl=en-GB **Firefox:** https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting#w_pop-up-blocker-settings
Screen Resolution	For sitting tests and performing administrative tasks: 1024 x 768

Installing Safe Exam Browser

Below is our step-by-step guide on how to install Safe Exam Browser.

This platform will be required for apprentices to take their Multiple-Choice Question (MCQ) Tests, an assessment type included within many of the End-point Assessment standards Skillsfirst Assess currently delivers.

Once installed, the platform will open with the XAMS exam website where you can access the details on scheduled MCQ's for your apprentices, print off invigilation reports, sit assessments and retrieve results.

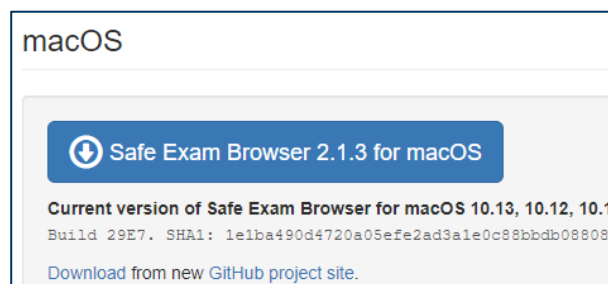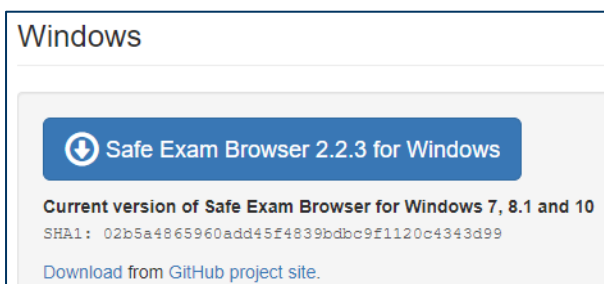## Installation Process

Step 1: 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.

Choose to run the download.

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

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.

Step 2: The Initial Installation

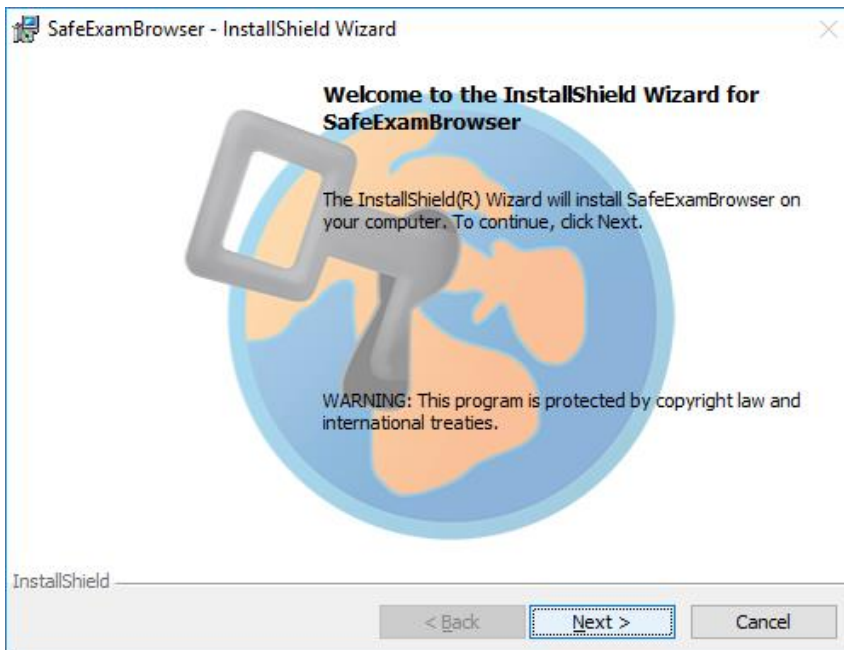Running the download will start the InstallShieldWizard which confirms Safe Exam Browser is preparing to install…
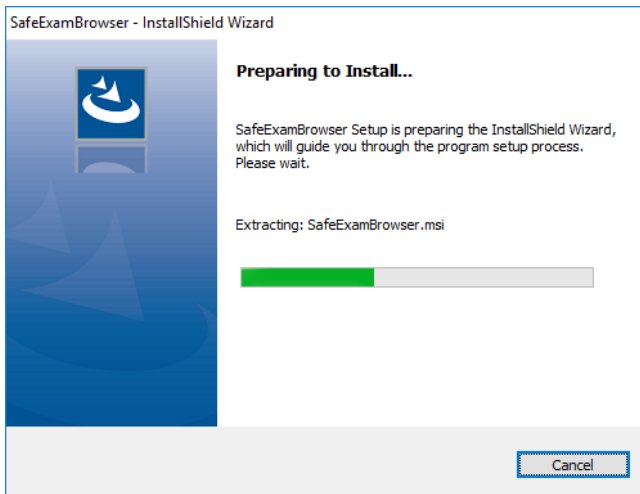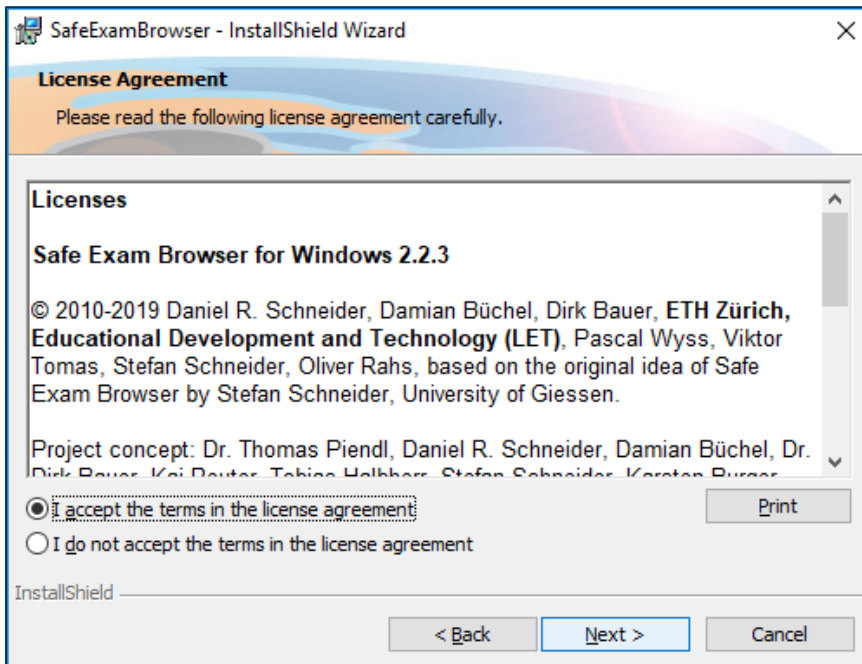

…swiftly followed by the Windows Installer installation.
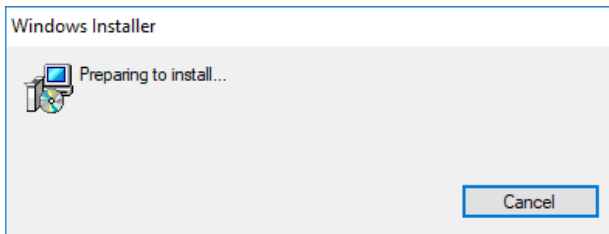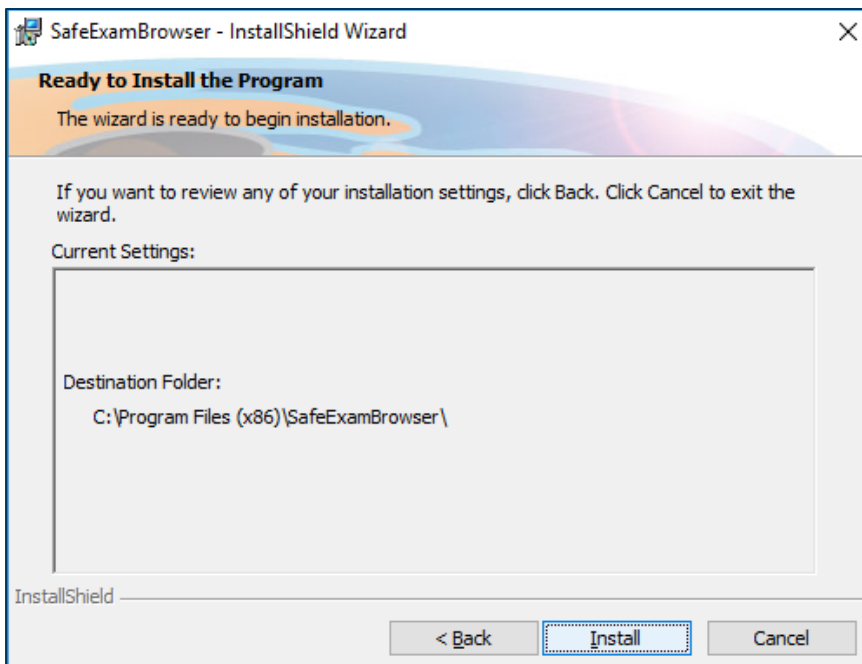

Step 3: Completing the Installation
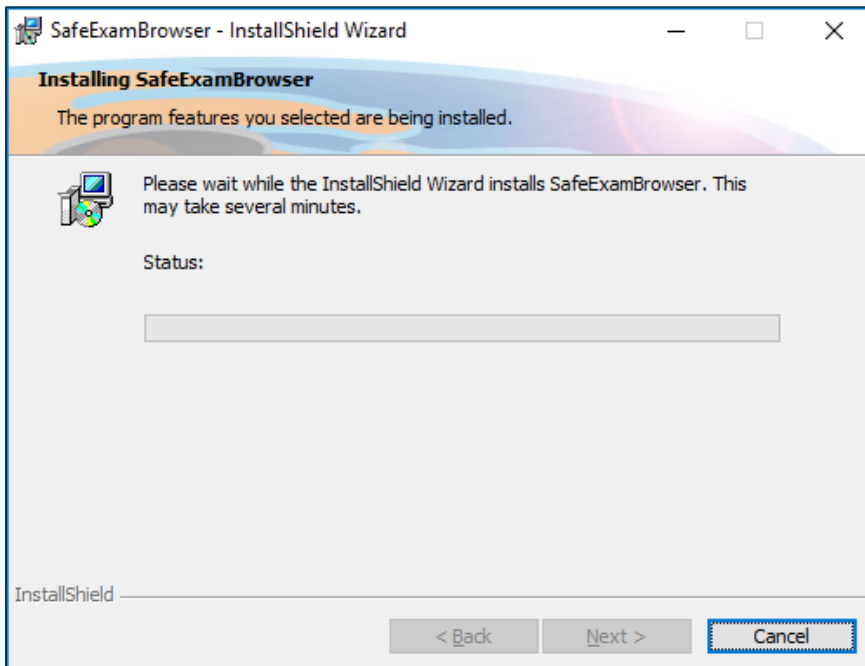
Select "Next" on the welcome page…

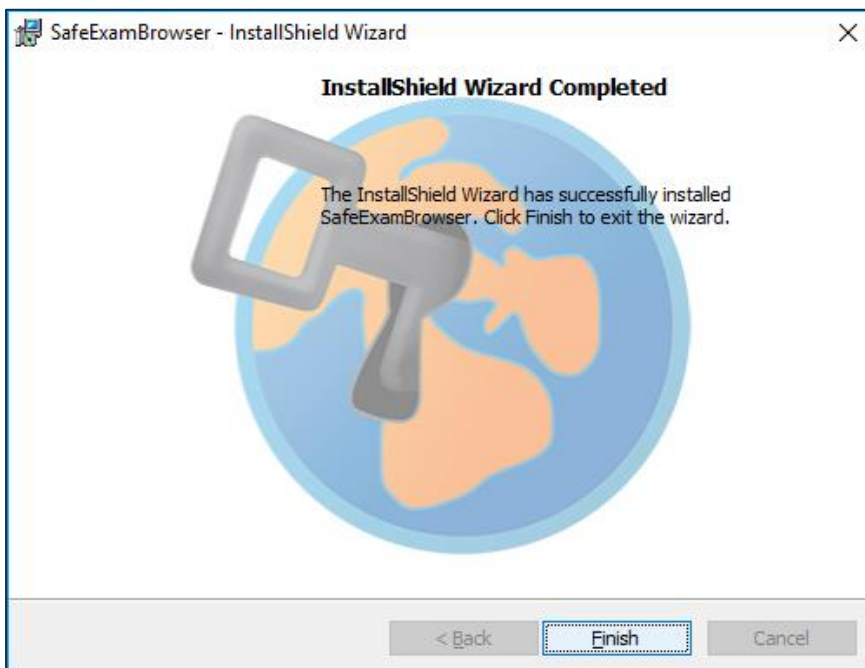…choose to accept the terms in the license agreement…

…and select "Install".

Wait for the installation process to complete.

Select "Finish".

Step 4: Opening XAMS

Once Safe Exam Browser has been downloaded, you can open XAMS by selecting the skillsfirstepa.xams.co.uk.seb file (if you do not have this file, please email us at enquiries@skillsfirstassess.co.uk)

XAMS Invigilator Guidance

Welcome, Invigilator, to our XAMS User Guide.

XAMS is the testing platform that Skillsfirst Assess provide to allow apprentices to complete the Multiple-Choice Question (MCQ) component of their End-point Assessment.

If you have not yet received a login for XAMS, please ask your administrative team to request one via enquiries@skillsfirstassess.co.uk.
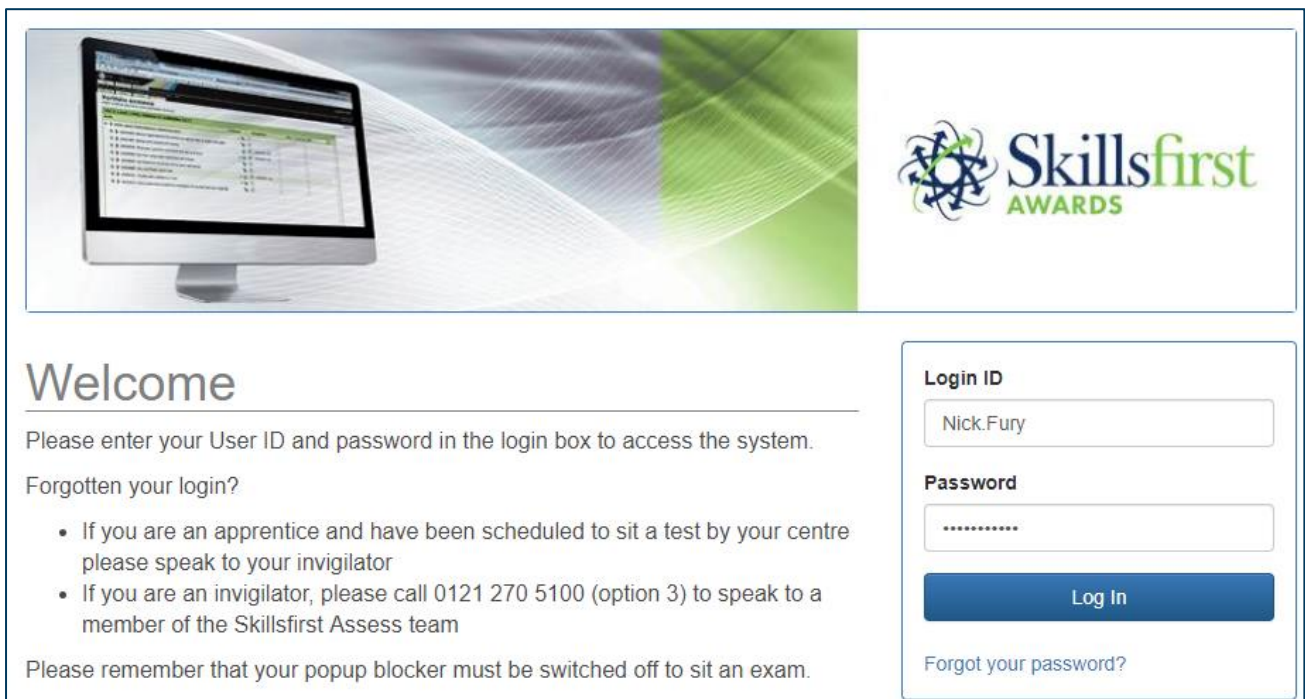
Once your login has been created, you will receive an automated email confirming your Login ID, your Password and the XAMS URL.

Logging in to XAMS

To log into XAMS, you will need to open the XAMS website which is as followed:

- https://skillsfirstepa.xams.co.uk/admin/Default.aspx

You will need to enter your Login ID and Password where requested and select "Log in".

By logging in, you will enter our home screen.

Please note: If you have forgotten your password, we recommend that you contact Skillsfirst in the first instance. We can reset your password and send this to you via email.

Navigation

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

- Home
- Schedule
- Administration (Offline Player)
- Reports (Results)
- Welcome *FirstName*
- Log off

Home

The Home page is the first screen you will see after logging into 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 before completing your apprentice's MCQ and our contact details.

Welcome *FirstName*

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

For example, if I log in under the name Nick Fury, I can access my user profile by selecting *Welcome Nick* in the screenshot below.

Once selected, the following 'User Profile' box will appear.

The information contained within each tab is as followed:

Heading	Information
Logon ID	Cannot be edited. This is your Logon ID, required to log in to XAMS.
First name	Your given name(s)

Middle names	Your middle name(s)
Last name	Your family name
Role	Cannot be edited. Your user role within XAMS.
Centre/Site	Key: Centre = Training Provider; Site = Employer
Reset Password	Select "Reset Password" to bring up "New password" and "Confirm password" boxes (see screenshot below). Enter your new password into both sections to change your password. Centre/Site: Avengers Limited ▾ New password: [_____] Confirm password: [_____]

Once you have finished making changes to the above, select "Save" to save those changes.

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 review any MCQ bookings for your apprentices and print off Invigilation Reports.

The following data is available:

| Heading	Information
Start	The first available date and time that the apprentice can sit their assessment.
Schedule Name	Each assessment booking requires a name. This name will appear within this column.
Centre	The name of the Training Provider the apprentice is associated to
Site	The name of the Employer the apprentice is associated to
Assessment	The name of the standard the apprentice is completing
End	The last available date and time that the apprentice can sit their assessment.
Created	The date that the assessment was created.
Scheduled By	The name of the person that scheduled your End-point Assessment
Modified	The last date that the assessment was modified. If the assessment has not been modified, the cell will remain blank.
Duration	The number of minutes the apprentice has to complete the assessment.
Comp(leted)	When the apprentice has completed their assessment, 0/1 will change to 1/1

Features

Below the navigation bar are several tools to help you organise your MCQ's.

Heading	Information
Print as PDF	Downloads a PDF document containing all information shown within the Schedule screen at that point
Export to Excel	Downloads an Excel document containing all information shown within the Schedule screen at that point
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

Invigilation Packs

Each scheduled assessment will require you to print off an invigilation report. There are two available options which you can locate on the far right-hand side of each row:

Icon	Name	Required for
	Print attendance sheet	Invigilator
	Print login sheet	Apprentice

Print attendance sheet

Below is an example of an attendance sheet for an apprentice.

The Schedule section of the attendance and login sheets contain the information available in the Schedule screen of XAMS.

The "Learners" screen contains the following:

| Headings	Information
Login ID	The apprentice's Login ID
Password	The apprentice's password to log in
Extra Time	If any additional time has been provided to the apprentice as a Reasonable Adjustment, this will be included in this cell
Remove Reason	When an apprentice has been withdrawn from their MCQ, you will see a 'tick' appear in this section.
Present	Tick 'Present' if the apprentice attended their assessment
Absent	Tick 'Absent' if the apprentice failed to attend their assessment
Invigilator name	Enter your full name
Invigilator signature	Sign the attendance sheet for authentication
Date	Input the date that the assessment took place

Print Login Sheet

The login sheet for the apprentice contains the same information, with the exception of the following:

- Remove Reason
- Present
- Absent
- Sign off at bottom of screen

Reports (Results)

To locate your apprentice's results, you will need to select the drop down under 'Reports' and choose 'Results'.

Home   Schedule   Reports ▼
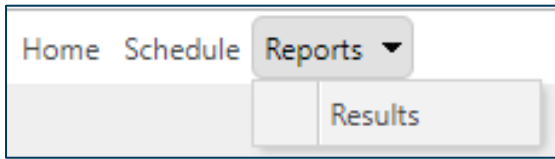
                              Results

The results screen exists to provide you with access to your apprentice's results. You will have access to the results of any apprentice that is registered against your Provider/Employer.

The following information is available within the Results tab:

| Heading	Information
Print selected results	Use the available tick button and select 'Print selected results' to bring up a results report for the apprentice.
Submitted	The date and time that the apprentice submitted their assessment
Schedule Name	The name of the schedule the apprentice was booked within
Assessment	The standard the apprentice is registered against
Last Name	The apprentice's Family Name
First Names	The apprentice's Given Name(s)
Learner ID	The apprentice's Learner ID
DOB	The apprentice's Date of Birth
Time Taken	The time it took for the apprentice to complete their EPA in a 0:00:00 format
Score	The score the apprentice achieved. For example, 24/30 or 45/60
Percent	Confirmation of the percentage of questions the apprentice answered correctly
Result	Confirmation of the apprentice's grade: Fail; Pass; Merit; Distinction
Type	Confirmation of whether the apprentice completed an online or offline assessment

Features

Heading	Information
Columns	Use this feature to change the available columns on your list. Further information available underneath table.
All results	Downloads a PDF document containing all information shown within the Schedule screen at that point
Export to Excel	Downloads an Excel document containing all information shown within the Schedule screen at that point
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.
Assessment	If you want to view results for a particular standard, use the available drop-down to select that standard.

Columns:

You can use this feature to change which columns you can and cannot see. This gives you the option to tailor XAMS to suit your preferences.

On your left you can see a screenshot of the Columns list. Any item that is ticked will appear within your 'Results' screen.

For example, the 'Score to Pass' option is ticked and therefore this column appears on the screen (below).
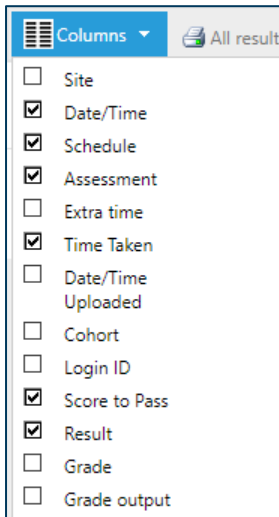
Time Taken	Score	Score to pass	Percent	Result
0:44:37	37/60	66%	61	Fail

If I was to remove the tick for 'Score to Pass' (left), the column would be removed from the available columns within your 'Results' screen (below).
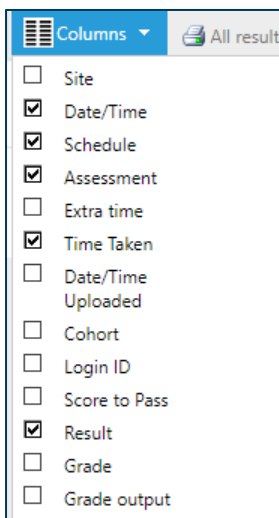
Time Taken	Score	Percent	Result
0:44:37	37/60	61	Fail

You must check to ensure your apprentice's result is available after completing their Multiple-Choice Question Test. Failure to do this could result in the apprentice's test being automatically voided.

XAMS: The Apprentice View

This guidance document will take you through XAMS from the point of view of the apprentice.

This will provide information on how you can open, take and complete your End-point Assessment Multiple-Choice Question Assessment, or MCQ for short.

For you to complete your assessment, you will need:

- Safe Exam Browser (this should be configured to automatically open the XAMS website)
- Your login details
- The login attendance sheet

Opening XAMS:

Firstly, your Invigilator will need to open Safe Exam Browser on your Desktop.

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

Enter your Login ID and Password into the relevant sections and select 'Log In'.

Login ID

Password

Log In

Forgot your password?

Welcome Page

After you have logged in, you will be brought to the welcome page.

You **must** read the test conditions that are listed within the large grey area of the page. A failure to comply with these conditions **will** result in your assessment being voided.

Once you have read and understood these conditions, complete the sign off at the bottom of your screen and select 'Next'.

☑ I confirm that my name is Ant Man and my Logon ID is AntMan
☑ I have read and understood these instructions (please tick to continue)
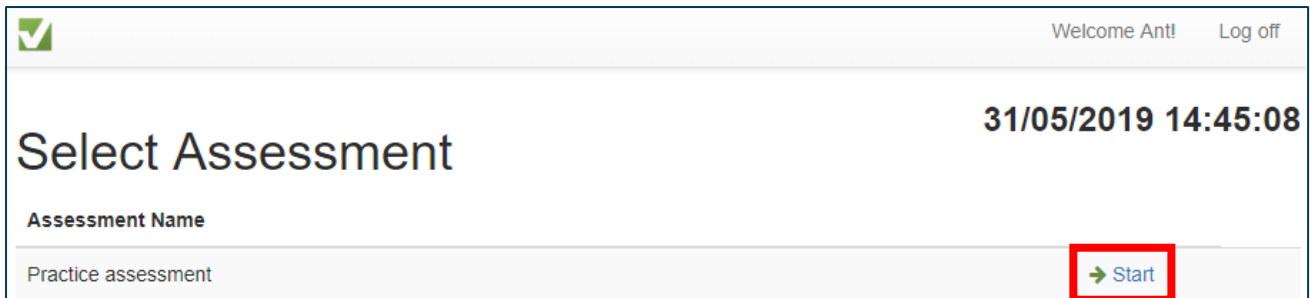
Next →

Please note: If this information is incorrect, notify your Invigilator **immediately**.

Select Assessment

The next stage is selecting the assessment that you are ready to complete.
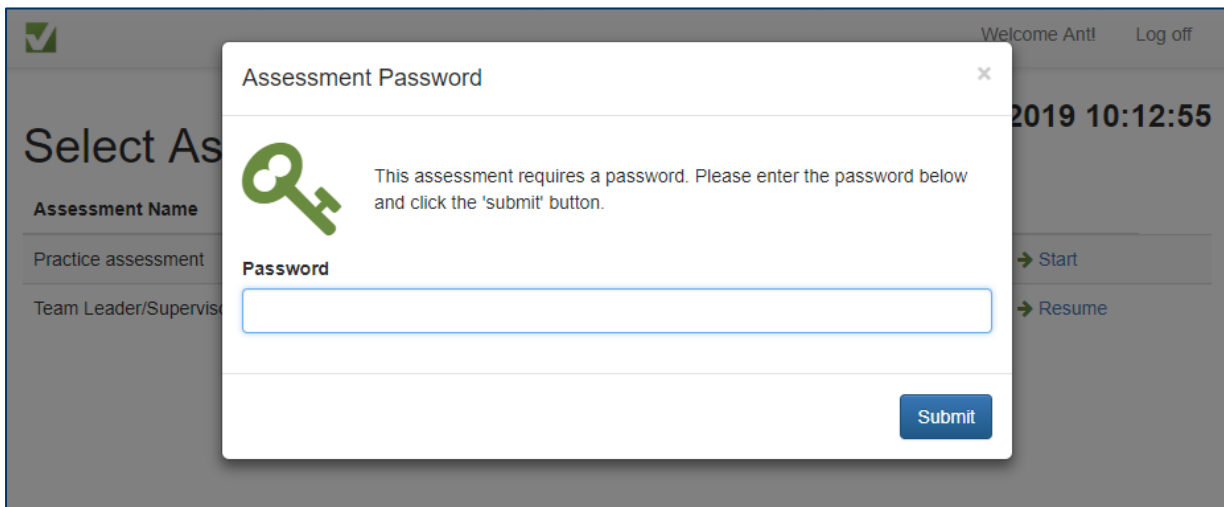
To open your assessment, select the 'Start' button on the right-hand side (see red box in image below).

Please note: You will be unable to start your assessment outside of the scheduled date and time. If you attempt to start your assessment prior to this time, you will receive an error message advising how long you have to wait until you can begin your assessment.

Starting the Assessment

Once you select 'Start', you will be asked to enter a password.

The password to open your assessment will be available on your login sheet. You can locate this within the first section next to 'Password'. In the example below, this would be 'Xoco8027'.

Completing the assessment

Before you start the assessment, please read the instructions. This will provide necessary information about the assessment you are about to undertake.
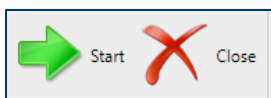

Navigation

Below you will find guidance on how to navigate your way through the assessment.

Starting the assessment

The instructions for completing your assessment will appear in the large white section of your page. This will include information such as the total marks, available time and information you are required to know.

Once you have read the instructions and are ready to begin your assessment, select 'Start.

**Please note:** Your time will continue to run while you read the instructions.

If you have started your test but would like to re-read the instructions, you can do so by selecting 'Instructions' in the top left-hand corner of your screen.
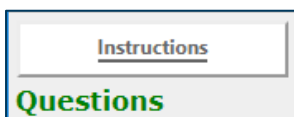
Questions

On the left-hand side, you will see a list of numbers, each containing a multiple-choice question.

- Answered questions will appear in orange (see question 1, below)
- The question you are currently answering will be underlined (see question 2, below)
- Unanswered questions will appear in white (see questions 3 – 6, below)

Questions
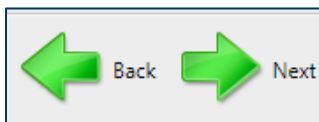
| 1 | 2 | 3 | 4 |
| 5 | 6 | | |
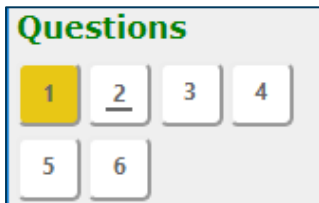
Moving between questions

You can move between questions by simply selecting the question number you would like to answer.

Alternatively, you can use the 'Back' and 'Next' buttons at the top of your screen to manoeuvre your way through the assessment.
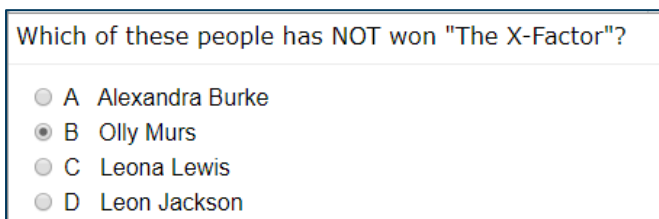
You can answer questions in any order, should you prefer to.

← Back   → Next

Questions and answers

Your question will appear within the large white area of your screen. Underneath, your answers will appear.

To answer a question, left-click inside the circle on the left-hand side. A dot will appear within the circle as is visible next to Olly Murs in the below screenshot.

Which of these people has NOT won "The X-Factor"?

- ○ A Alexandra Burke
- ● B Olly Murs
- ○ C Leona Lewis
- ○ D Leon Jackson

Time

The time remaining to complete the assessment displays in the top right-hand corner of your screen.

Time left: **00:14:58**
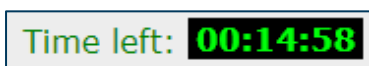
Please note: You will receive a reminder when there is ten minutes left to go for your assessment. This will turn your clock background to orange, as opposed to black.

Time left: **00:00:01**
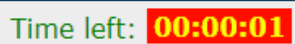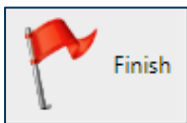
Finishing the assessment

There are two ways that your MCQ assessment can finish:

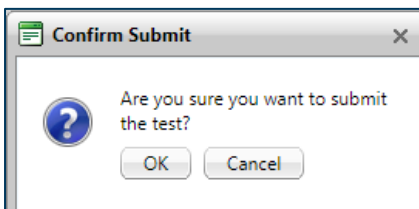- Completing all questions
- Time running out

Completing all questions

The first is by you completing all of your questions and choosing to 'Finish' your assessment before time runs out.
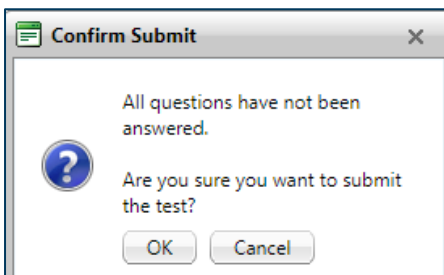
To do this, select the 'Finish' button at the top of your screen.

You will be asked "Are you sure you want to submit the test?" If the answer is yes, select 'OK'.

If you have not answered all of your questions, you will be asked to confirm again that you want to submit your assessment for marking.
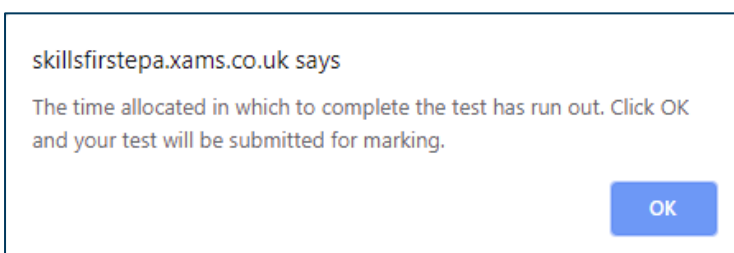

Selecting 'OK' will bring you to the 'Finish' page.

Time running out

Alternatively, an assessment can be finished by the time on your assessment running out.

In this instance, you will receive the following message at the top of your screen:
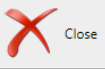

Selecting 'OK' will bring you to the 'Finish' page.

The Result

Once you have completed your assessment, you will be given instructions on how to close XAMS down.

More importantly, you will also receive confirmation of the grade that you have achieved.

Sitting a test offline

Below you will find guidance on how to install the Offline Player and download, sit and upload tests.

Minimum Requirements for Offline Player

Operating System	Windows 7 – 10
Processor	1 GHz
RAM	1 GB RAM
Free disk space	5GB

Installing Offline Player

To download the Offline Player, you will need to open the 'Administration' drop-down and select 'Install Offline Player'.

> **Please note:** Within the End-point Assessment Booking Forms, there will be an option for the test to be taken online or offline. Only tests requested to be taken 'offline' will be available to sit in the Offline Player.

Selecting 'Install Offline Player' will bring up the following page.
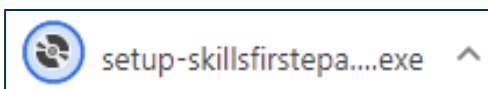
Select 'Install'.

The following prerequisites are required to run offline tests. If not already installed on your machine, the necessary components will be installed for you after clicking on the Install button:

- Windows Installer 4.5
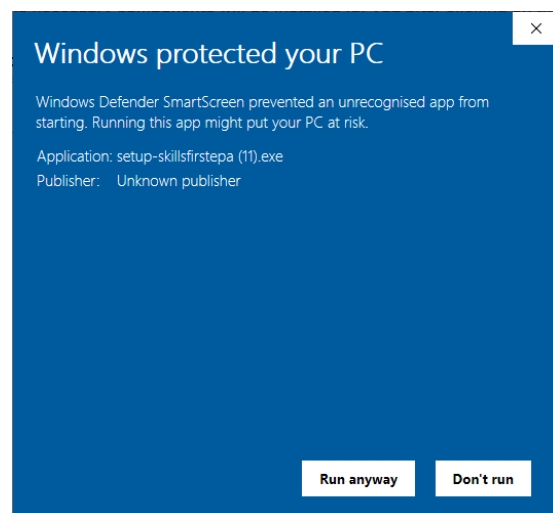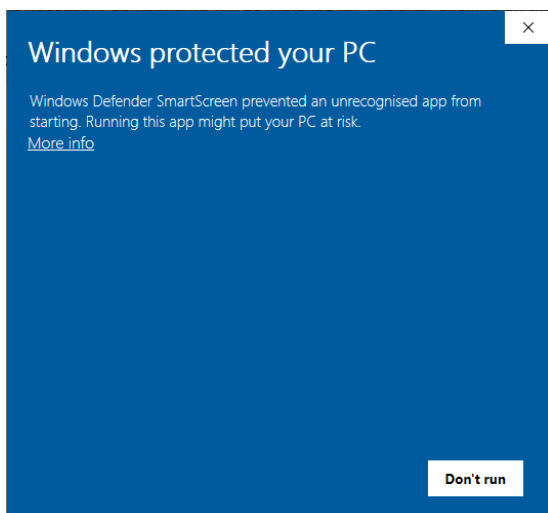- Microsoft .NET Framework 4.5 (x86 and x64)

[Install]

Once you have clicked install, a download will trigger for setup-skillsfirst.exe, this will look something like the below.
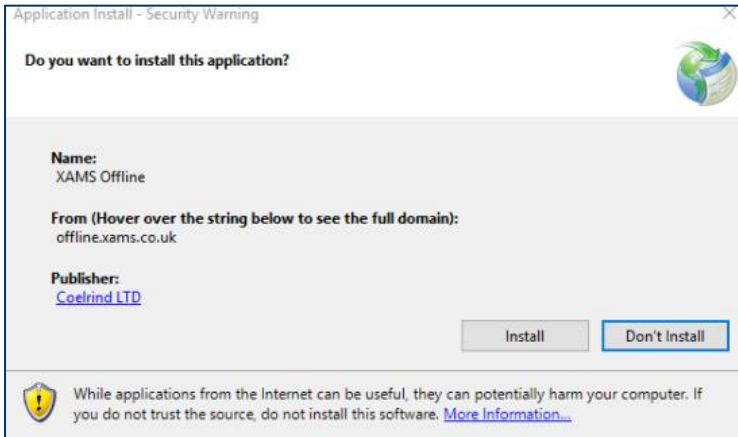

setup-skillsfirstepa....exe

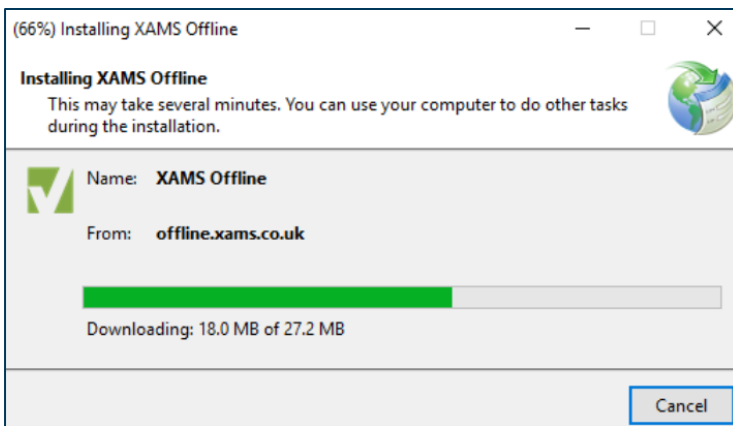Click on this and select 'run' if prompted to do so.

You may receive a pop-up similar to the below, if so, select 'More info' and then 'Run anyway'.
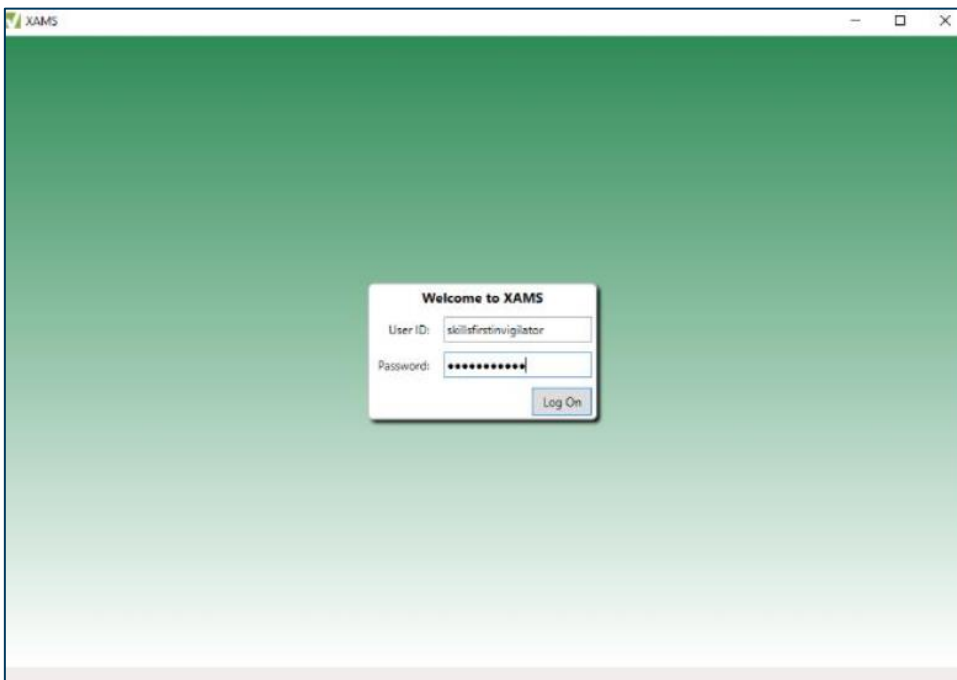
You will receive another pop-up window asking you to confirm that you wish to install the software, click 'Install'.

The software will now begin to install.

Once installed, the application will open and you will be taken to a screen that looks like the below. You will be able to open the application in future by clicking the icon on your desktop (pictured right).

Downloading a test to sit offline

As an invigilator you will then log in to the Offline Player using your XAMS login details. You will require an internet connection to log in to here and download a test.

Upon logging in you will be able to view the tests that have been scheduled for apprentices to sit offline. Select the test that you wish to download using the tick box on the left-hand side and click on 'Synchronise'. You can download multiple tests at a time by selecting multiple tick boxes.

After a short period of time you will receive a message (see below) which confirms that your tests have been downloaded.
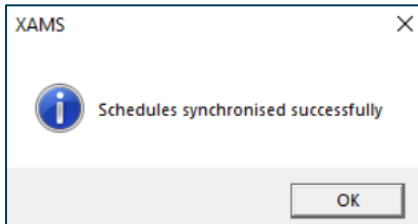
You will also be able to see that the 'Status' on the right-hand side of the player has changed from 'Not downloaded' to 'Downloaded'.

You can now log out of the XAMS offline player, disconnect your machine from the internet and the apprentice can log in. The apprentice experience will be the same process as described earlier in this guide. You can find this under the section 'XAMS: The Apprentice View', however the apprentice must log in to the XAMS Offline Player rather than Safe Exam Browser.

Once the apprentice has completed their test, they must log out of the XAMS Offline Player. The invigilator should now re-connect the machine to the internet and log back into the XAMS Offline Player. Here you will be able to upload the test for marking by selecting the test on the left-hand side of your screen and clicking 'Synchronise' again. You will once again see the below message.
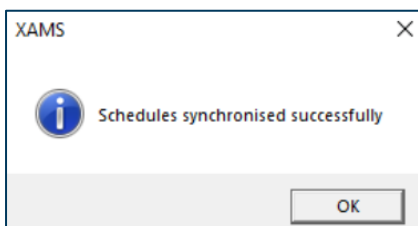
To double check that the test has uploaded back to Skillsfirst, please log into to the XAMS website and open the results tab. Your apprentice's result should now be available.

If you have any trouble uploading your apprentice's test back to Skillsfirst, please contact us immediately.

If you encounter any problems using XAMS, including installation, sitting tests or administrative tasks, please contact Skillsfirst Assess on 0121 270 5100 (option 3) or email us at enquiries@skillsfirstassess.co.uk.