

# Onscreen Testing User Guide

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## What is Onscreen Testing?

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Onscreen testing is an alternative to the traditional paper-based testing. The tests are multiple-choice and use a computer-based package to answer the questions. Many of the qualifications that are offered onscreen can be offered on-demand, so that centres can schedule exams when the learner is ready to achieve.

### Tests Currently Offered Onscreen

A full list of Onscreen Tests offered can be found at the following websites:

Skills for Life: <http://www.edexcel.com/iwantto/Pages/onscreen-available.aspx>

BTEC: <http://www.edexcel.com/iwantto/Pages/onscreen-cert.aspx>

Entry Level: <http://www.edexcel.com/iwantto/Pages/onscreen-el3.aspx>

### Benefits of onscreen testing

- On-demand testing
- Schedule up to 365 days in advance
- Randomly selected test paper per candidate
- Only pay for tests taken
- Portable testing options available
- Free installation
- Free support
- Instant printable results\*

\* Instant results are not available for pilots and awarded qualifications (e.g. GCSEs). These will be awarded as per the published schedules

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## How It Works

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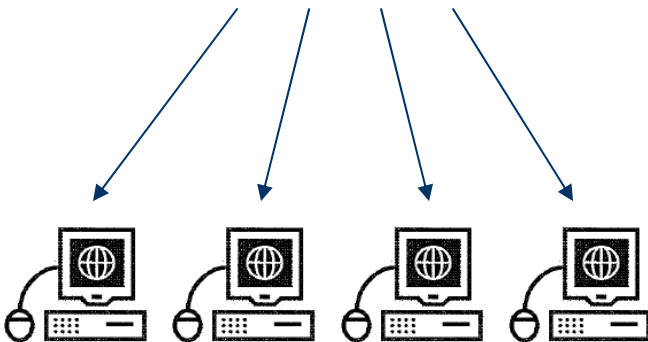
[www.edexcelonline.co.uk](http://www.edexcelonline.co.uk)

Edexcel Online is a website used by centre staff to register and enter candidates. If you do not already have a username and password please contact the Edexcel Online helpdesk on 0844 576 0024



### Enterprise SiteManager

The Enterprise SiteManager is an application which is downloaded from [www.catglobal.com/Edexcel](http://www.catglobal.com/Edexcel). This can be installed on any machine. The software is used to unlock exams, upload results and viewing and printing the candidate provisional score



### Administrator

The Administrator software is also downloaded and installed by logging onto [www.catglobal.com/edexcel](http://www.catglobal.com/edexcel). This is the application used by candidates to sit examinations, and is installed over your Local Area Network (LAN) using files created automatically during the Enterprise SiteManager installation.

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## Registering Candidates on Edexcel Online

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Full instructions on how to register your candidates for the Adult Literacy and Numeracy and Key Skills can be found in the Edexcel Information Manual under the Adult Basic Skills and Key Skills sections.

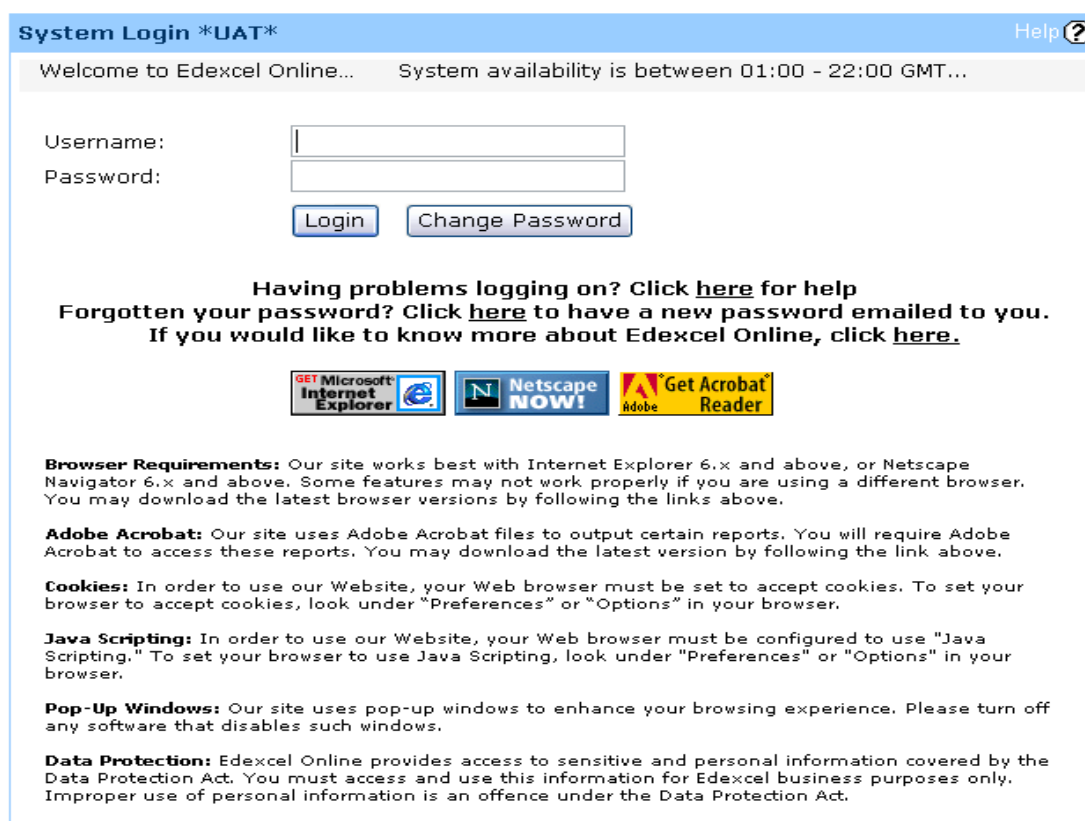
Full instructions on how to register your candidates for any BTEC qualifications can also be found in Edexcel Information Manual under the BTEC Section.

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## Making Bookings on Edexcel Online

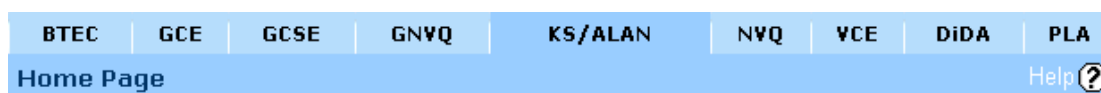
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To schedule exams you must have installed the relevant software (please see the installation guidance) and have access to Edexcel Online. If you do not have a login please contact the Edexcel Online team on 0844 576 0024.



The screenshot shows the 'System Login \*UAT\*' page. At the top, it says 'Welcome to Edexcel Online...' and 'System availability is between 01:00 - 22:00 GMT...'. Below this are input fields for 'Username:' and 'Password:', followed by 'Login' and 'Change Password' buttons. A help icon is in the top right. In the center, there are links for help, password reset, and more information. Below these are logos for Microsoft Internet Explorer, Netscape NOW!, and Get Acrobat Reader. At the bottom, there are sections for 'Browser Requirements', 'Adobe Acrobat', 'Cookies', 'Java Scripting', 'Pop-Up Windows', and 'Data Protection'.

Select either the BTEC or KS/ALAN tab at the top of the screen.



Adult Literacy and Numeracy are found under the KS/ALAN tab, BTEC and Entry Level qualifications are found under the BTEC tab.

Select the Onscreen Testing section on the bottom left hand side of the page. Complete the Test setup section by selecting a programme and test. You must then select a venue and test date and time.

**Test setup**

Programme

Test

Venue

Test date   Time

A venue code (also referred to as the Promissor ID) is allocated to each installation of the software. Please contact the helpdesk on 0844 576 0024 if you are unsure which venue code to select.

When selecting the test date and time, the earliest a test can be scheduled is 2 hours in advance.

The Refine learner section allows you to choose which registered learners you wish to sit the test. All fields can be used to search for candidates but they are not compulsory. Click next when you are ready to proceed.

**Refine learner**

Registration Number

First Name

Last Name

Registration Year

Centre Reference

The next screen will confirm your test booking details and supply you with a list of registered learners filtered by the refine learner search. You can use the column headings to search and choose to view a different number of candidates per page.

**Test Details**

<b>Programme</b>	Adult Literacy & Numeracy (Levels 1&2) - Onscreen		
<b>Test</b>	ADULT LITERACY LEVEL 1		
<b>Venue</b>	QUL579 BASEMENT	<b>Date</b>	19/08/2008 16:00

Records per page:

<input type="checkbox"/>	<u>Req No</u>	<u>Centre Ref</u>	<u>First Name</u>	<u>Last Name</u>	<u>Date of Birth</u>	<u>Cohort</u>	<b>Add Time</b> +25% <input type="checkbox"/>
<input type="checkbox"/>	Y574927		EMMA	CLARKE	01/11/1984		<input type="checkbox"/>
<input type="checkbox"/>	Y574928		RIAAAN	DE ROUWE	01/11/1984		<input type="checkbox"/>
<input type="checkbox"/>	Y574929		STEVE	HARRIS	01/11/1984		<input type="checkbox"/>
<input type="checkbox"/>	Y574930		EMY	NYAMUNDANDA	01/11/1984		<input type="checkbox"/>
<input type="checkbox"/>	Y574931		GREG	FERRARI	01/11/1984		<input type="checkbox"/>
<input type="checkbox"/>	Y574932		STEVE	SAUNDERS	01/11/1984		<input type="checkbox"/>
<input type="checkbox"/>	Y574933		CAROLINE	HUGHES	01/11/1984		<input type="checkbox"/>
<input type="checkbox"/>	Y574934		IAIN	MARJORIBANKS	01/11/1984		<input type="checkbox"/>

You can choose of how many candidates you wish to view per page. The list can also be sorted by heading.

Select the learners who will take the test by completing the tick box next to the learner name on the left-hand side.

If additional time is required please fill the **Add Time** tick box on the right-hand side.

Centres are able to add up to 25% additional time, as this is centre-delegated. Anything additional to this will need to be approved by Edexcel through the relevant JCQ application process.

When all learners have been selected for your test booking, click

The system will check that the exam can be scheduled. If not you will see an error on the following screen.

**Test Details**

<b>Programme</b>	KEY SKILLS - ONSCREEN		
<b>Test</b>	APPLICATION OF NUMBER LEVEL 1		
<b>Venue</b>	YJP601	<b>Date</b>	18/09/2009 13:00

Booking has not been submitted. Please correct the errors before submitting (*Hover the mouse over the candidate records to see the actual error*).

- Test previously passed
- Test booking already exists
- Booking clash
- Other error

Records Per Page:

All	Req No ▲	Centre Ref	First Name	Last Name	Date of Birth	Cohort	Add Time +25%
<input type="checkbox"/>	BL00041	ABA130	ANNIE	MAC	13/06/1978		<input type="checkbox"/>
<input type="checkbox"/>	BL00044	ABA123	PETE	TONG	01/02/1975		<input type="checkbox"/>
<input type="checkbox"/>	BL00045	ABA124	NICK	GRIMSHAW	12/05/1982		<input type="checkbox"/>
<input type="checkbox"/>	BL00036	ABA125	SARA	COX	13/06/1978		<input type="checkbox"/>
<input type="checkbox"/>	BL00037	ABA126	CHRIS	MORLES	02/04/1972		<input type="checkbox"/>
<input checked="" type="checkbox"/>	BL00038	ABA127	EDITH	BOWMAN	03/11/1977		<input type="checkbox"/>
<input checked="" type="checkbox"/>	BL00039	ABA128	ZANE	LOWE	23/06/1974		<input type="checkbox"/>
<input checked="" type="checkbox"/>	BL00040	ABA129	COLIN	MURRAY	15/02/1976		<input type="checkbox"/>
<input checked="" type="checkbox"/>	BL00042	ABA131	TREVOR	NELSON	03/11/1977		<input type="checkbox"/>
<input checked="" type="checkbox"/>	BL00043	ABA132	GILES	PETERSON	03/11/1969		<input type="checkbox"/>

This screen shows different colours depending on the reason that a booking cannot be made. Those exams that cannot be scheduled will automatically be deselected and you will not be able to progress with the booking.

If you point your mouse to one of the rows with an error message it will return a message that informs you of the reason for the error, for example:

[ERROR: Booking clash - period from 18-SEP-2009 13:00 & 18-SEP-2009 14:15 already booked]

This will allow you to find out why a booking cannot be made. If you wish to change the exam booking then click on back and you can modify your choice.

If you do not wish to make any changes, the bookings that can be made will be automatically selected. Click continue to make the booking.

This will complete the booking and the following screen will appear:



By clicking **Attendance Register** allows you to view and print a list of learners with their usernames and passwords.

### Attendance Register

<b>Centre No:</b> 03758		<b>Centre Name:</b> EDEXCEL (ONSCREEN TESTING)	
<b>Site:</b> KEY SKILLS DEPT (03758 - BTEC/GVQ)			
<b>Programme :</b> ABS:Adult Literacy & Numeracy (Levels 1&2) - Onscreen			
<b>Test ID:</b> U5050011		<b>Test Title:</b> ADULT LITERACY LEVEL 1	
<b>Booking Date:</b> 19/08/2008 16:00			

<b>Name:</b> EMMA CLARKE	<b>Registration No:</b> Y574927
<b>Username:</b> EDEX_Y574927	<b>Password:</b> 574927
	<b>Present:</b> <input type="checkbox"/> <b>Absent:</b> <input type="checkbox"/>

<b>Name:</b> RIAAN DE ROUWE	<b>Registration No:</b> Y574928
<b>Username:</b> EDEX_Y574928	<b>Password:</b> 574928
	<b>Present:</b> <input type="checkbox"/> <b>Absent:</b> <input type="checkbox"/>

Learners will need the username and password to access the test via the Administrator software. Clicking on **Candidate Confirmation of Test Entry** allows you to print off individual learner slips which contain all the required information to enable the learner to sit the test, as follows:

**Programme:** ABS:Adult Literacy & Numeracy (Levels 1&2) - Onscreen  
**Test:** ADULT LITERACY LEVEL 1  
**Venue ID:** QUL579  
**Test Date and Time:** 19/08/2008 16:00

**First Name:** EMMA  
**Last Name:** CLARKE  
**Date of Birth:** 01/11/1984  
**Gender:** F  
**Registration No:** Y574927  
**Username:** EDEX\_Y574927  
**Password:** 574927  
**Additional Time:**

## Viewing and Amending Test Bookings

To complete the **Booking search** section, you can use as many or as few of the search criteria as you like.

When ready click **Next** to find your test booking.

**Booking search**

Programme

Test

Venue

Test date (From)   :

Test date (To)   :

Once your booking has been located, you will be given a range of options as shown below:

Records per page:

	Programme	Test	Test Date	Start Time	Venue	Count of Reg
<input type="radio"/>	ABS	ADULT LITERACY LEVEL 1	19/08/2008	16:00	QUL579	<a href="#">2</a>

To edit the test booking, fill the radio button and click the **Amend** button.

You will then be given the option to edit the venue, test time and date of the booking. When you have finalised your amendments, click **Submit** to update.

**Change test details**

Venue

Test date  Time  :

To make amendments to a specific candidate, click the number under **Count of Reg**. This will direct you to the list of the candidates entered for your particular test booking.

[Count of Reg](#)

[2](#)

At this point it is possible to add to or delete candidates from the test booking, or to edit the test booking details for an individual candidate. To do this select the tick box next to the candidate **Reg No** and use the appropriate button on the row above.

Records per page:

All	Reg No	Centre Ref	First Name	Last Name	Date of Birth	Cohort	Add Time +25%
<input type="checkbox"/>	Y574927		EMMA	CLARKE	01/11/1984		<input type="checkbox"/>

You also have the option to edit the venue, test time and date and add or remove additional time for individual candidates by clicking **Amend**. Once you have made your amendments click **Submit** to update your test booking. The Attendance Register and Candidate Confirmation of Test Entry documents will be automatically updated.

**Change test details**

Venue: QUL579 BASEMENT B2

Test date: 18/08/2008 Time: 15:00

( Selecting/Unselecting this, the application will remove additional time if included in the existing booking or add additional time if not included in the existing booking. )

## Viewing Results by Test Booking

To find a set of results, use the **Booking search** section to find the test session and then click **Next**. If you do not know the exact information you can search within a time frame or by programme.

**Booking search**

Programme: Select all

Test: [dropdown]

Venue: Select all

Test date (From): [calendar] 00 : 00

Test date (To): [calendar] 00 : 00

From here you can either select:

**Create Pass List**, which lists all candidates that have passed, or

**Count of Reg** which lists all candidates from that session, passed or failed, with their test score.

Records per page:

	<u>Programme</u>	<u>Test</u>	<u>Test Date</u>	<u>Start Time</u>	<u>Venue</u>	<u>Results received</u>	<u>Count of Reg</u>
<input checked="" type="checkbox"/>	ABS	ADULT LITERACY LEVEL 1	14/08/2008	14:30	CTQ510	0	<u>4</u>

To view a particular candidate's result history select **Count of Reg**, select the candidate you require from the list then select **View All Results**.

<u>Programme</u>	<u>Test</u>	<u>Venue</u>	<u>Test Date</u>	<u>Result</u>	<u>Test Score</u>	<u>Feedback</u>
ABS	ADULT LITERACY LEVEL 1	CTQ510	22-04-2008 13:22	Fail	5 / 40	<a href="#">Feedback</a>
ABS	ADULT NUMERACY LEVEL 1	OXG181	13-11-2007 15:22	Fail	3 / 40	<a href="#">Feedback</a>

The **Feedback** option enables you to view an item-level (question by question) breakdown, which will assist in student development.

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## Viewing Results by Candidates

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Complete the **Candidate search** section with the relevant information. You can complete as many or as few fields as needed, then select **Next**.

**Candidate search**

Registration Number	<input type="text"/>
Centre Reference	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Cohort	<input type="text"/>
Date of Birth	<input type="text"/>
Gender	<input type="text" value="Any"/>

Once your candidate has been found, the **Feedback** option enables you to view an item-level (question by question) breakdown, which will assist in student development.

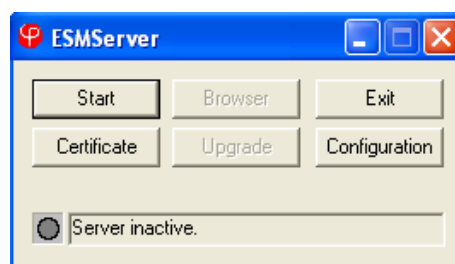
<a href="#">Programme</a>	<a href="#">Test</a>	<a href="#">Venue</a>	<a href="#">Test Date</a>	<a href="#">Result</a>	<a href="#">Test Score</a>	<a href="#">Feedback</a>
ABS	ADULT LITERACY LEVEL 1	GQJ749	29-05-2007 13:33	Fail	14 / 40	<a href="#">Feedback</a>

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## Preparation for the Exam

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Navigate to the **Enterprise Site Manager (ESM) Server Start up** on your workstation. Select **Start** then **Browser** on the dialogue box.



Login to the ESM Server.

**Please Note:** Usernames and passwords are case sensitive.

Once you have logged in, you will be in the **Inbox** (shown below) where all your scheduled tests will initially first appear 3 days before the scheduled date. You must be connected to the internet to download your candidate bookings

In order to allow candidates to begin testing you will need to select the test(s) that you will be administering. This is done by clicking in the tick box next to the candidate. An **Unlock** button will appear at the bottom of the page this needs to be selected. The candidate status will then change to unlock.

Candidates Tests can be unlocked up to 4 hours before and up to 4 hours after the scheduled test time. This means they can log in and take the test within the 8 hour window

Please see the below diagram for more functions available on Enterprise SiteManager.

The screenshot shows the PROMISSOR Enterprise SiteManager interface. At the top, there are navigation buttons: INBOX, OUTBOX, ARCHIVE, SEARCH, REFRESH, and a Filter dropdown set to 'Show All'. On the right, there are buttons for PRINT ROSTER and DOWNLOAD REGISTRATIONS. Below this is a table with the following data:

Test Date	Time	Candidate	Sponsor	Test Name	Length	Waiver	Status
4/16/2008	11:00 AM	(24) Griffin, Peter	CAT*ASI	Demo battery Flash	60		Locked
4/16/2008	11:00 AM	(20) Quagmire, Glen	CAT*ASI	Demo battery Flash	60		Locked

At the bottom of the interface, there are five buttons: VIEW DETAILS, UNLOCK, RELOCK, MARK AS NO-SHOW, and MARK AS INCOMPLETE. Callout boxes provide the following instructions:

- VIEW DETAILS:** Please note, these buttons at the bottom only appear once a candidate has been selected with a tick in the box on the left hand side.
- UNLOCK:** This button is used to unlock tests that have been downloaded and ready to be taken
- RELOCK:** Click here to lock a test that has been unlocked
- MARK AS NO-SHOW:** If a candidate does not show up for a test or the test has been booked in error, select this button.
- MARK AS INCOMPLETE:** This button is used if a candidate has not completed all the test due to technical fault or sickness
- DOWNLOAD REGISTRATIONS:** This button is used to download candidate information (candidates will be available to download 3 days before the schedules date)

To prevent technical problems on the day, we strongly advise taking a mock test prior to the exam date. As an additional measure, you should ask your IT team to make sure of the following on each candidate's workstation:

- Each candidate PC/login should have FULL read write permissions to the ESM\_Test\_Centre folder
- Each candidate PC/login should have FULL read/write permissions to the Administrator folder on the C:\Program Files\Promissor

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## Laptop Testing

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Centres can use laptops to administer the onscreen exams.

You can do this by either installing both the ESM and Administrator software onto one Laptop or by using a wireless network if taking more than one laptop out at any one time. Please contact our technical support team on 0844 576 0024 for guidance on correctly installing the software.

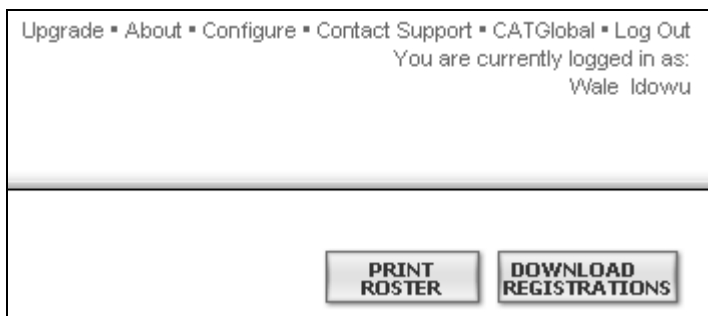
If you intend to use the laptops to test without a connection to the internet, additional steps must be taken to ensure a successful testing session. The tests must be scheduled in advance whilst a connection is available.

Before taking your laptop offline, you will need to make some simple checks:

- have candidates been scheduled for the correct tests
- are all candidate username and password details available
- are all tests showing in your inbox with the correct date and time
- make sure all test content is downloaded by following the instructions given below

Log into your ESM and select **Download Registrations**.

To ensure all test content has successfully been downloaded, navigate to the top right-hand corner of your ESM and select **Configure**.



This will take you to a pop-up screen where you should then select **File Transfer**. In this screenshot click the **Download TDF** button. By clicking this button, you will see the TDF files downloading. As soon as all the TDFs say **Available**, your tests are ready to be taken offline.

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## Taking the Test

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The tests administrator must unlock the scheduled tests using Enterprise SiteManager.

Once each learner's test has been unlocked open up the Administrator software and provide each learner with their login details.

These log in details can be provided using the print out from Edexcel Online.

Learners can then log in:

Test Date	Test Title	Test Number	Status
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As soon as the learners are logged in they should be able to view their awaiting test.

Test Date	Test Title	Test Number	Status
08/19/2008 08:	xxx Demo Edexcel	xxx Demo_Edexcel	Unlocked

The learner will see a welcome page stating their details and the test details and giving any specific instructions that might be needed.

**edexcel**

**Welcome to the Entry 3 Onscreen Numeracy Test.**

Please read these notes before you start the test.

**Time**  
The number in the bottom right hand corner of the screen shows how much time you have before the end of the test.  
You will be shown pop-up messages during the test to remind you how much time you have left.

**Calculator**  
Some questions will have a calculator on the screen. You can use this to help work out the answer. You can also use pen and paper to work out your answer.

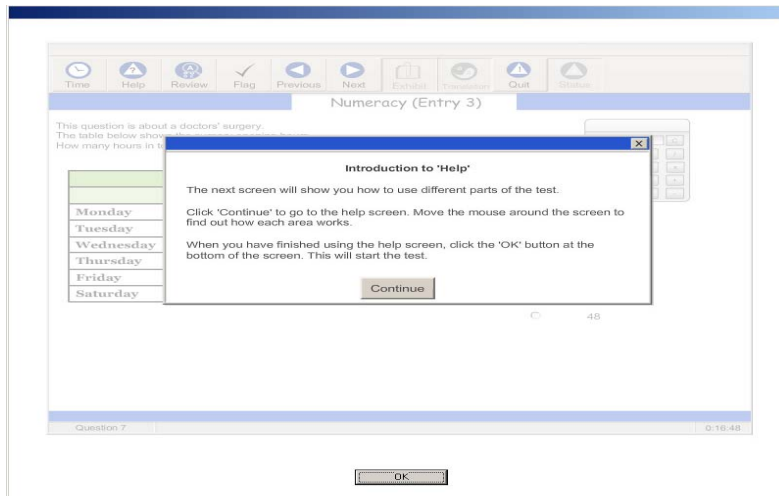
**Help Screen**  
You can click on the help button near the top of the screen during test.

**Click on the 'OK' button below to see how the help screen works.**

A PEARSON COMPANY

OK

Just before the candidate starts, the system will show the learner a brief tutorial of all the available the buttons.



The 'Time' button will show the time you have taken so far in the bottom right hand corner. Clicking this icon displays or hides the time.



The 'Help' button shows the help screen that you are currently using. During the test the timer continues while you are looking at this screen.



The 'Review' button displays a window that enables you to review questions already viewed, indicating those answered and flagged. To review all items ensure the 'view flagged questions only' checkbox is unchecked. Double-click on the question number to go to the question you want to review



This button flags the current question for review. The button appears light if the question is flagged. The question can then be reviewed later by selecting it from the review window.



The 'Previous' button allows you to go to the previous question.



The 'Next' button allows you to go to the next question.



This button enables you to exit the test at any time. Note that once you click on this button you will not be able to go back into the test, even if you had not finished it.



The 'Exhibit' button displays any additional information the candidate might need e.g. a formulae list.

A sample question, similar to what the candidate will see, can be seen below

This is the question.

This is the title of the test.

This is the number of the question.

Sometimes more information such as a table or article will appear onscreen. This should be read along with the question.

This box displays the amount of time remaining in the test. To display or hide the time, click the 'Time' button

This is a sample question

Numeracy (Entry 3)

This question is about a doctors' surgery. The table below shows the surgery opening hours. How many hours in total is the surgery open each week?

Surgery opening hours		
	Morning	Afternoon
Monday	8:00 - 12:00	1:00 - 7:00
Tuesday	8:00 - 12:00	1:00 - 7:00
Wednesday	8:00 - 12:00	1:00 - 7:00
Thursday	8:00 - 12:00	1:00 - 4:00
Friday	8:00 - 12:00	1:00 - 4:00
Saturday	8:00 - 12:00	Closed

Some questions will show this. You can use it to help you answer questions.

Question 7

0:16:48

When the learner is familiar with the Administrator software, they can start their test.

Invigilators must ensure that learners check that their name and test details are correct before commencing the test.

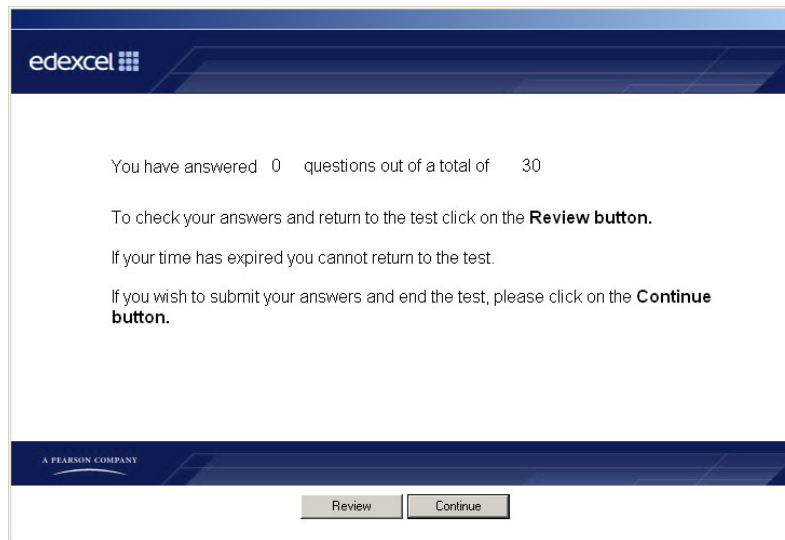
During the test, learners will receive time alerts at 30mins, 15mins and 5mins remaining until the end of the test. The prompts will be displayed as such:

You have  
30  
minutes remaining

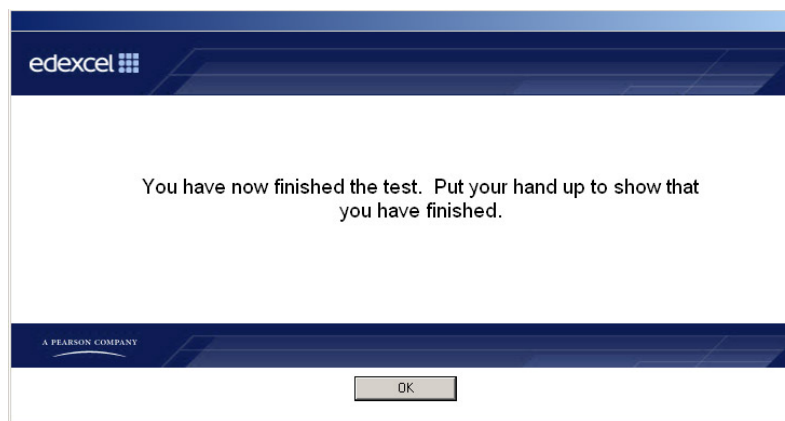
You have  
15  
minutes remaining

You have  
5  
minutes remaining

As soon as the learner finishes their test or the allotted time has expired, a summary of questions answered will be displayed. At this point, the learner can review their answers and return to the test if they wish to change any of their answers.



Now that all answers have been reviewed the learner should select ok and wait patiently for the invigilator.

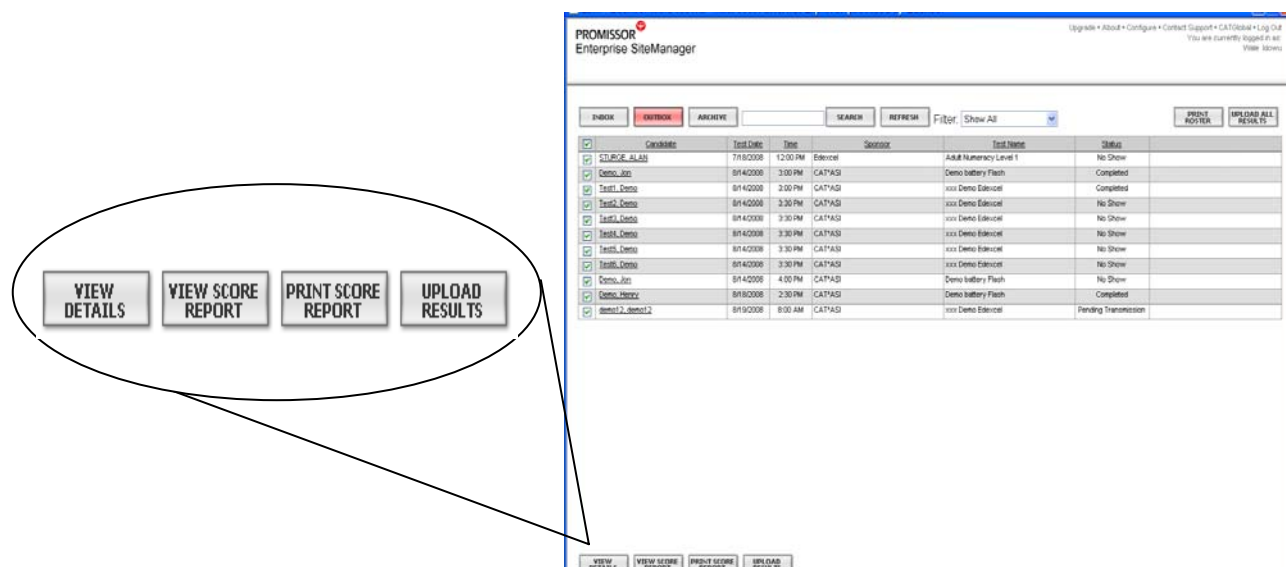


Once the test is finished, to close the **Administrator** program, you will need to select **Cancel** on the login screen followed by **File** then **Exit**.



## After the Test

Once the Test is over, Log back into the ESM Server. All the results are now in the **Outbox**. Select all of them and click **Upload Results** at the bottom of the screen. This ensures that the candidate's results are sent to Edexcel.



The screenshot shows the PROMISSOR Enterprise SiteManager interface. At the top, there are navigation tabs: INDEX, **OUTBOX**, and ARCHIVE. Below these are buttons for SEARCH, REFRESH, and a Filter dropdown set to 'Show All'. On the right side, there are buttons for PRINT ROSTER and UPLOAD ALL RESULTS. The main area contains a table with columns: Candidate, Test Date, Time, Sponsor, Test Name, and Status. The table lists several test entries, including 'S115/E\_31/21', 'Demo\_100', and 'Demo\_1000'. A callout box with a speech bubble points to four buttons: VIEW DETAILS, VIEW SCORE REPORT, PRINT SCORE REPORT, and UPLOAD RESULTS. At the bottom of the interface, there are buttons for VIEW DETAILS, VIEW SCORE REPORT, PRINT SCORE REPORT, and UPLOAD RESULTS.

If you wish, you can give the candidates an Evidence of Attendance. This document shows that the candidate attended the exam. To print this go to the outbox and click on **view score report** or **print score report**.

### **Important Notice:**


Please upload all results to us on the day of the exam, once all candidates have completed. If this is not possible, please upload the results as soon as possible or contact us on 0844 576 0024.

Please also retain copies (either electronic or paper) of the Evidence of Attendance document. This may be used in cases of queries about results.

You can also view your learners' instant results by selecting the **View or Print Score Report\*** button. For pilots and awarded qualifications you will be able to obtain an evidence of attendance.

Score reports and evidence of attendance must be retained by centres as evidence of the learners' achievement, pending the results upload and processing by Edexcel.

Shown below is an example of a score report. This shows the learner's provisional mark. A more detailed results summary will be available on Edexcel Online. For on-demand exams this is within 5 working days from completion of the test.



**Candidate:** John Brown

**Centre:** Promissor Test Center

**Date:** 19/08/2008

**Assessment:** Adult Literacy Level 2

**Provisional Grade:** Passed Pass Mark: 26

**Date of Birth:** 14/12/1973 Raw Mark: 40/40

**Test Centre Number:**

**Edexcel Registration Number:**

	0 10 20 30 40 50 60 70 80 90 100
2.1 Reading for information and understanding	100.0% (16)
2.2 Understanding writing techniques	100.0% (14)
2.3 Proof-reading	100.0% (10)

**NOTES: THIS SCORE REPORT IS NOT A CERTIFICATE. Edexcel reserves the right to amend the information given. Specifications and assessment is devised and produced by Edexcel. The above chart provides feedback to show candidate performance for each section of the test. It should be used along with the Qualification Specification.**

Ref: 49/124/50/55/63/124/85/118/101/119/105/103/114/120/68/114/101/117/114/114/36/50/59/44/38/50/48/54/62/125/50/53/49/45/52/51/53/52/53/49/120/48/51/41/52/53/49/55/51/52/

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## Frequently Asked Questions

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Issue	What should you do?
I don't have enough PCs for every candidate entered for the exam	The software will allow you to several exam sessions during the day of the exam. Please note that you need to maintain the security of the exam so it remains your responsibility to ensure cohorts are kept secure.
I've forgotten my log in username or password	Please contact us on 0844 576 0024 and we will assist you.
I've forgotten a candidate log in username or password	This can be found in ESM. In the inbox, click on the exam and a window will open which contains the username and password. If you need further help, please contact us on 0844 576 0024 and we will assist you.
There is a problem with the PC or the test during the exam and you need to reboot/resume the exam on another PC	You can move the candidate onto another PC and the exam can continue.  To do this, turn the problem PC off by the power button. <b><u>Do not</u></b> press quit. Once the power has been switched off the candidate can log onto a different PC and the test will resume from the point at which it stopped. The answers already given will have been saved. If you continue to have technical problems, call us on 0844 576 0024.
There is a fire alarm or a bomb alert during the examination.	You can pause the exam until the alert is resolved.  To do this turn the PCs off using the power buttons. <b><u>Do not</u></b> press quit. Once the temporary interruption is resolved the candidates can log back onto their PCs and the test will resume from the point at which it stopped. The answers already given will have been saved.
I cannot open/unlock the exams.	Please contact us on 0844 576 0024 and we will assist you.

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## Contact details

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### Telephone

If you have any administration or technical queries please call us on 0844 576 0024.

### Email

Please email [serviceoperations@edexcel.com](mailto:serviceoperations@edexcel.com) for administration support.

Please email [approvals@edexcel.com](mailto:approvals@edexcel.com) if you require any additional installations of the software.