TLM Survival Guide

**The survival guide for Exams Officers
How to survive the academic year with TLM.**

Work Smarter, Not Harder!

Specialists in Innovative Technical Qualifications

The TLM Team

V2

Contents

An Introduction to TLM and Assessment Methods

This guide has been created for Exams Officers by all at TLM HQ.

TLM prides themselves on the support provided to TLM Centres. The decision to create a physical copy of all the basic Markbook and Learning Site processes is to help reduce phone calls and emails, so you become more self-sufficient.

Timings for coursework and exams / Planning your Qualification.

TLM provides moderation on demand.

Moderation of coursework is carried out whenever you request it, there are no moderation windows We require a minimum of **two weeks**' notice (although at times of the year there will be up to 6 weeks' notice required), when officially booking an exam through the Learning Site so before the exam can be booked your learners work will have been moderated and approved. You will need to allow at least two weeks for Moderators to either approve, provide feedback or return coursework, hence the extra week for learners to be able to make the possible enhancements to their coursework.

Moderation - 2 weeks before exam needs booking
Booking the exam – requires Maximum of 6 weeks and minimum of 2 weeks notice.

Important Deadlines

The following dates are for the last exams to be taken on the system, this means if you require resit exams, these need to be completed by the **29th June.** This will give the TLM marking team two weeks to mark all exams taken on the last exam date, then for these results to be uploaded on to the system for an Assessor/EO to claim the grade to be included in the schools' performance points. If you have received these results before this date (**13th July**) and learners have taken all their exams/resits, please feel free to claim.

Last Exams date - 29th June
Claiming Awards date - 13th July

Getting Started

We aim to provide you with a guide for all the common processes when using the Markbook and the Learning Site, this will be your first stop when you are adding/editing learners, booking exams and claiming the awards.
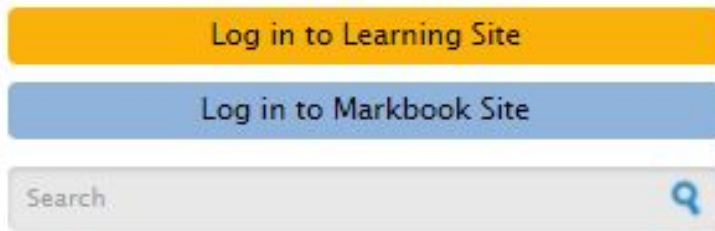
1. Welcome to TLM! By using this [web address](#) you will be able to access our main site.

2. Once you have an account from here you will be able to log into the **Markbook** (Assessors) and into the **Learning Site** (Assessors and Learners) located in the top right of the page.
   a) **Markbook- To access this you need to speak to your Principal Assessor who will create you an account.**
   b) **Learning Site- To access this as an Assessor you first require a Markbook account.**
   i. From the main web page in the top right-hand side under the login tab click on **Create New Account.**
   ii. Complete the screen in full and accept the terms and conditions.
   iii. We will then process your application for an Assessors account and email you back on how to login for the first time.

Logging into the Markbook

Markbook Site is for assessors only.
Please use your username and password.

Logging into the Markbook for the first time?
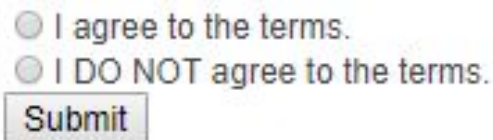You will be required to 'Sign' the TLM Contract'.

TLM Contract

Please ensure that you read the TLM contract in FULL and totally understand its requirements and importance.

The Principal Assessor will formally observe the work of each assessor trainer in the Centre on a minimum of one occasion each year.

Assessors MUST FULLY understand their responsibilities as per the contract, with particular attention to the following;
'I confirm that any assessment grades entered into this online mark book are accurate and are based on evidence that I have witnessed. I confirm that the grades are a fair reflection of the candidate's attainment levels based on the assessment criteria and the support for their interpretation given in the assessors' guides and the general descriptions of attainment at this level.'

Once you fully understand the importance of the TLM contract you will need to **agree** to these conditions in order to access the Markbook. Clicking 'I DO NOT agree to these terms.' will kick you out of the Markbook.
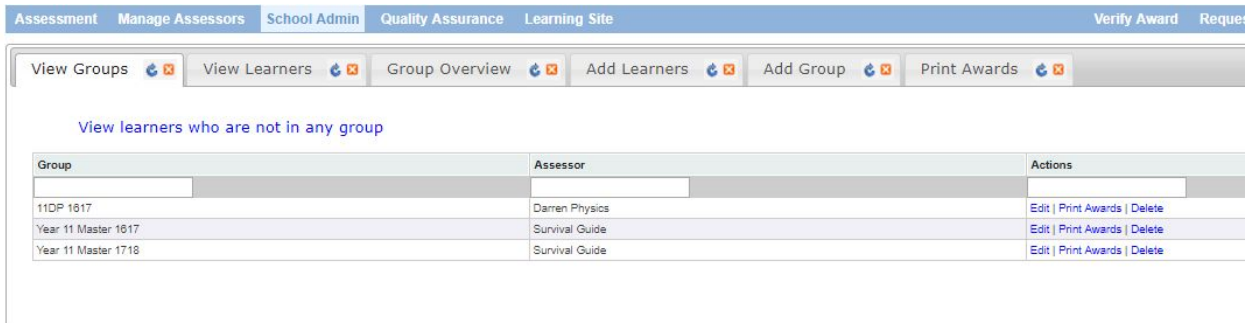
School Admin
(tab)

The **School Admin** tab is useful for many reasons, as when you click on this tab it will first display the **View Groups** screen which gives an overview of all groups attached to the school account and the second column lists which assessor is attached to each group.
You can also see learners who are not in a group by clicking on the prompt. (fig.5)

Fig.5

Add Group

Adding a group will keep all your learners in a visible space, without this Assessors will not be able to use the Marksheets correctly and not be able to request moderation in order for these learners to build the credits from the units created to submit for exams and certification.

1. To add a group, click on the **School Admin** tab.
2. Click on the **Add Group** tab.(fig.6)

Fig.6
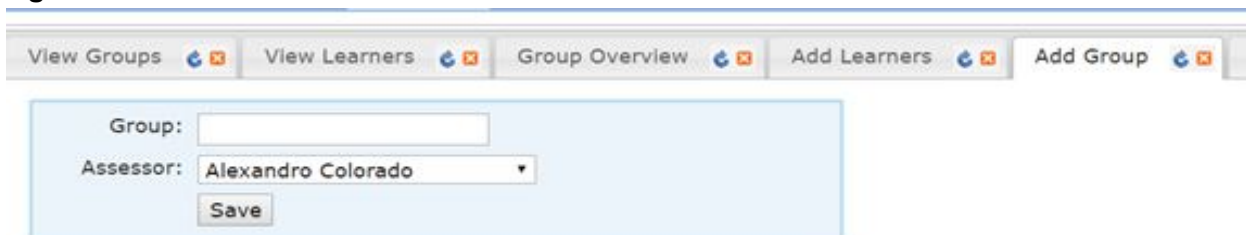
3. Name the group(s) something relevant to your class - i.e. class group name, the year group or academic year.
4. Select the **Assessor** who requires the access to the group by going to the **Assessor** field and clicking on the drop-down menu.
5. Click **Save**. (fig.7)

Fig.7
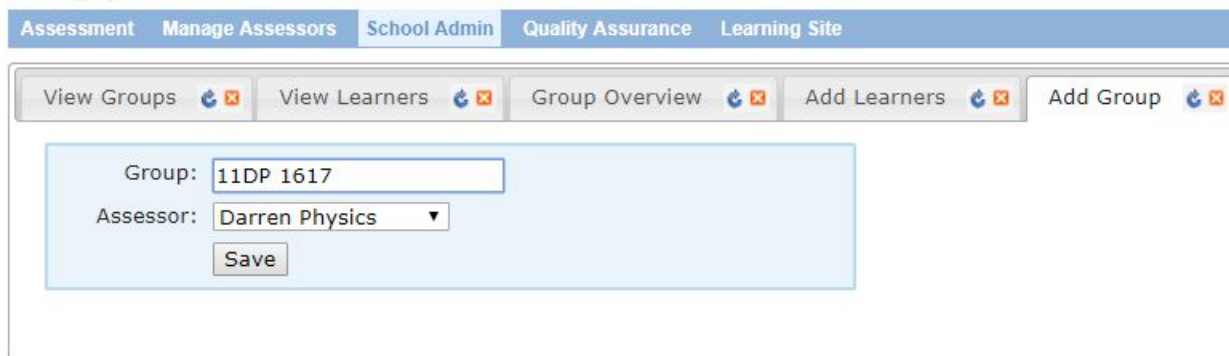
Adding Learners

You have two options to add learners to the Markbook.
The first option is for small number of learners to be input manually, the second is to import them from a CSV file.

Adding Learners Manually

1. Click on the **School Admin** tab.
2. Click on the **Add Learners** tab.(fig.8)

Fig.8
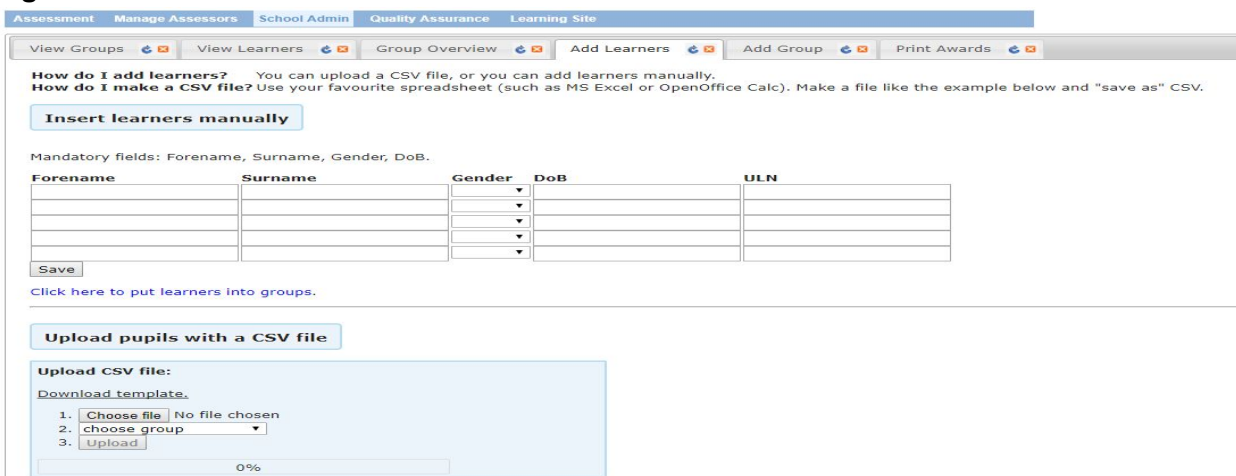
3. Complete all the fields.
4. Located below the last forename field is **Save**, click on **Save**.
5. Below the word Save is a link **'Click here to put learners into groups'**, click on this link, a new screen/tab will appear entitled No Group. (fig.9)
6. You will see listed all those learners who have not been assigned to a Group, (this is also known as the corridor).

Fig.9

7. You can either on the left-hand side click on **Select All** (to select all the learners in the list), or to the left of their details is a tick box for you select individual learners.
8. On the right-hand side is the sentence **'MOVE learners to group'**, click on the drop-down menu and select the correct group.
9. Click on the **Move** button.

Adding Learners via CSV

If you create your own CSV file then you MUST create it with the mandatory columns of Forename, Surname, Gender, DOB, alternatively you can download a template which TLM has created for you.

1. Click on the **School Admin** tab.
2. Click on the **Add Learners** tab.
3. Click on **Download Template** and a CSV will appear with all the relevant columns.
a) If the last two columns of ULN and UPN are not going to be completed then you MUST delete these two columns from the CSV, otherwise the upload will not work.
4. Complete the CSV and save it to an appropriate location.
5. Return to the **Markbook Site** and **School Admin** tab, **Add Learners** tab.
6. Move down to the **Upload CSV** section (fig.10), click on **Choose File** and locate and select your CSV file.

Fig.10

7. Click on **Choose Group** and select the group you require.
8. Click on **Upload.**
9. The bar below the upload button will notify you that the upload is complete by going green and it will say 100%. (fig.11)

Fig.11

Upload CSV file:

Download template.

1. [Choose file] uploadlearners (1).csv
2. 11DP 1617 ▼
3. [Upload]

100%

	Forename	Surname	Gender	Dob	ULN	UPN	
1	Sue	Bloggs1234	Female	2016-08-24			
2	Phil	Bloggs1234	Male	2014-09-02			
						[Add Learners]	

OR

a) You may see the screen below if the learners are already on the Markbook. (Fig.11.1).
   i. If you see the screen below under the Action column you must select either Don't upload or Copy.

Fig.11.1

Upload CSV file:

Download template.

1. [Choose file] uploadlearners (2).csv
2. 11DP 1617 ▼
3. [Upload]

100%

Please ensure the data listed below is correct. If correct please scroll to the end of the list of learners to "Add Learners" button.

	Forename	Surname	Gender	Dob	ULN	UPN	action
1	bob	bloggs1234	Female	1997-08-13			learner exist with id 66532: ○ Don't upload	○ Copy

[Add Learners]

10. The learners will still be available to edit before the learners are moved to the group. If you notice any mistakes, you will be able to change these before pressing the 'Add Learners' button by clicking in the field and correcting the mistake.
11. Click on the **Add Learners** button.
12. When the learners have been moved to the group, you will see this confirmation. (fig.12)

Fig.12

Upload CSV file:

Download template.

1. [Choose file] uploadlearners (1).csv
2. 11DP 1617 ▼
3. [Upload]

100%

2 learner(s) is(are) added to **11DP 1617** group. **0** learner(s) is(are) copied to **11DP 1617** group. **0** learner(s) is(are) ignored

View Groups

From the **School Admin** tab, the **View Groups** tab will contain all groups under the school account and the Assessors who have been attached to the Groups. (fig.13)

Fig.13

On the far right is the **Actions** column, you have the option to **Edit** each group by clicking on the word **Edit.**

From **Edit** you can do any of the following;

Change Group Name
        Or
Change Assessor Assigned to a Group
        Or
Remove/Copy/Move Learners in a Group

From here (clicking on **School Admin / View Groups / Edit)**, you can change the name of the group/change the assessor assigned to the group and move/copy these learners to other groups. (fig.14)

Fig.14

Change Group Name

1. Towards the top left-hand side, you will see the **Group** name.
2. Click in the field with the Group name and delete the current Group name.
3. Type in a new Group name.
4. Click on **Save**.

Change Assessor Assigned to a Group

1. Towards the top left-hand side, you will see the current Assessors name.
2. Click inside this field and select the new Assessor.
3. Click on **Save**.

Remove/Copy/Move/ Add Learners in a Group

1. Towards the top left above the list of learners you have the option to use the **'Select All'** button, or you can use the tick boxes on the left of each learner's details to select individual learners.
2. Using the options on the right of the list of learners in the group select the action you wish to carry out.
a) **REMOVE** - Learners cannot be deleted from the Markbook once they have been uploaded. These learners will be moved into the corridor (View Groups - 'View learners who are not in any group'). Once you have selected your learners click Remove.
b) **COPY** - A single learner can be in as many groups as you wish. Meaning the learner can remain in a master group.
   i. Select the Learners.
   ii. To the right of 'Copy learners to another group' use the drop-down menu to find the Group you wish to Copy them to.
   iii. Click **COPY** to confirm the action. (fig.15)

Fig.15

c) **MOVE** - You may have accidentally uploaded a learner into the wrong group so this function can help assessor keep their class/exam groups in order. Select the group and click the **MOVE** button.

d) **ADD** - Will bring up the list of learners currently in the corridor (learners not in a Group), so if you think you may have missed a learner from the group you do not have to leave this tab to find the missing learner.

   i. You can under column heading of Learners in the Academy type in the name of the learner to try and find them or just go down the list and place a tick in the box next to their name.

   ii. Click on **Add**. (Fig.16

Fig.16
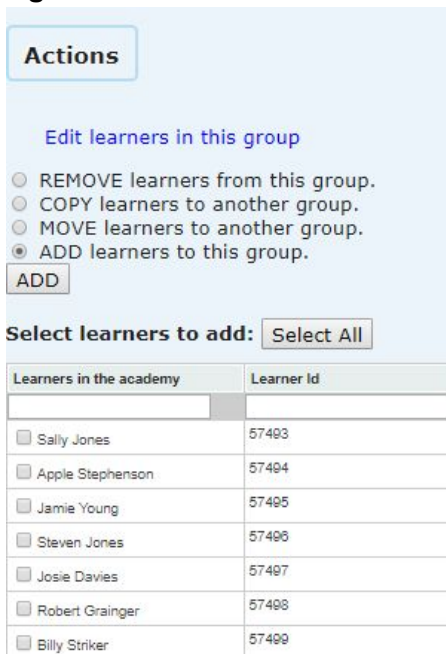
Change Learners Details (Markbook)

If a learner has incorrect learner information attached to their learner ID on the Markbook you must make sure you replace it with the correct information (as TLM requires the learners Legal name). You **MUST** then change the learners' details on the Learning Site as the Markbook will not be able to validate the learners' exam results without this information. (See **Editing Learners Details**)

1. Click on **School Admin./ View Groups/ Edit.**
2. To make a change learners personal information, please click on the blue hyperlink **'Edit Learners in this group'**. (fig.17)

Fig.17
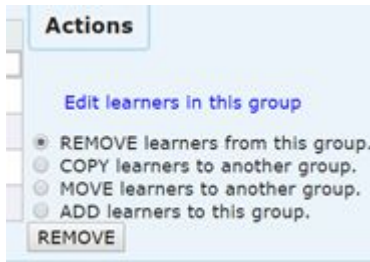
3. The Edit Learners screen will open into a new Markbook tab. From here you can edit the raw data (personal details), associated with the learners.
4. Click inside any of the fields to change the details.
5. Click **Save**.

The school Markbook account will accumulate many year groups/class groups and exam groups throughout the academic year, we recommend Assessors create an 'Archive' group to move the learners who have completed the course in previous years. Please follow steps from 'Add Group'.

Multiple Assessors Need Access to the Same Group

The Markbook does not contain the feature to have two Assessors attached to the same group. You can however create a new Group which has almost the same name as the original with the same learners in it, except it has added to its name the initials of the second Assessor who requires access to it.

1. To add a group, click on **The School Admin** tab.
2. Click on the **View Groups** tab.
3. In the middle of the screen is the **Assessor** column. Below the word Assessor is a blank field type in the name of the Assessor and you will see the Groups that Assessor has access to.
4. Make a note of the Groups name.
5. Click on the **Add Group** tab.
a) Create new group with almost the same name as the original, but this time with the other/ second Assessor's initials at the end.
6. Go to the **Assessor** field and select the name of the second Assessor.
7. Click **Save**.
8. Make a note of the new Groups name.
9. Then go to the **View Groups** tab, find the name of the original group and click on **Edit**.
10. Click on **Select All** or select individual learners.

11. On the right select the **Copy** function.
12. To the right of **Copy**, using the dropdown menu, select the new group's name and click on the **Copy** button.

View Learners

You will be able to look for a specific learner via this tab on the Markbook.
1. Click on **School Admin** and then **View Learners.** (Fig.18)

Fig.18

2. You can search with minimal information. You can type in the learners Forename or Surname and click on the **Search** button.

The search results will include Learner ID, Full Name, DOB, Group(s), UPN, ULN, awards and the assessor attached to each group. (Fig.19)

Fig.19

There is also the facility in this screen to see ALL learners at your centre by leaving all the fields blank and clicking on Search.

Those learners who are in red are duplicate learners and you should contact the TLM office to resolve these.

Group Overview

The **Group Overview** tab (accessed via **School Admin**) gives an overview of all requested moderation and units approved for all learners in one place for a particular Group.
The group name will be listed next to the name of the Assessor.

1. To select the Group you require, click inside the Group field and move down the list until you locate the Group and Assessor required and click on the one required. (fig.20)

Fig.20
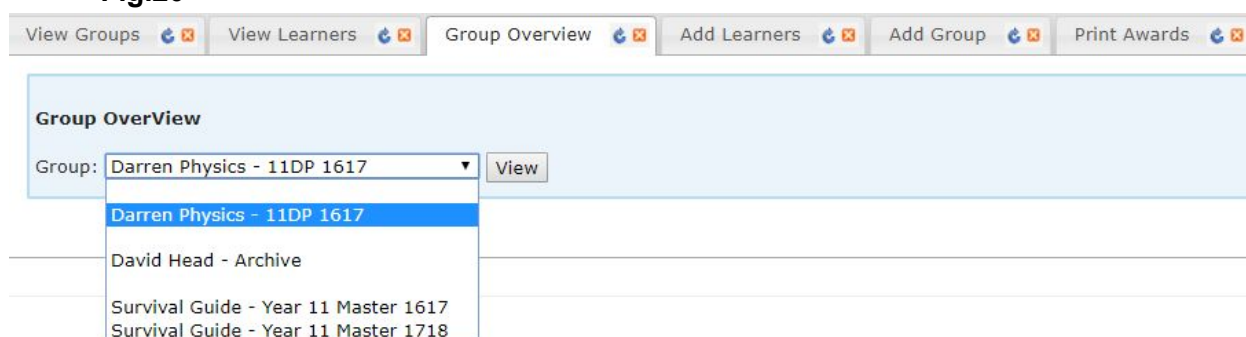
2. Click on the **View** button.

The following list is examples of the information you can see via this tab:
- Moderation requested dates
- Moderation approval dates
- Coursework Certificate
- Completed Exam Certificate

If when you have selected a group to view the progress and the list is empty, this will mean no units have been requested for moderation.

Creating an Assessor account on The Learning Site

The Markbook and the Learning Site are two separate websites so the need to create an Assessor/EO account on the Learning Site is required for Assessors to give them access to Learners for their exams and if you wish for your learners to use this as an Evidence Management System.
Fig.28

1. From the main website in the top right-hand corner click on the **'Log in to Learning Site'**. (fig.28)
2. Select '**Create new account'.**
3. Fill in the form with EXACTLY the same information you have supplied to create your Markbook account. (Fig.29)

Fig.29

Information needed to complete this form -
- **Username**
- **Email Address**
- **Agree to Terms and Conditions**
- **Academy**
- **Full Name** - This is a common mistake, please use your name and not the Academy name.

4. At the bottom of the screen Complete the Captcha and click on **Create New Account.**

Once you have completed the request form for a Learning Site account the TLM support team will inspect the information you provided for the account. If the account has been approved the Assessor will receive a confirmation email with a link to the Learning Site. When you have followed the link, you will be able to create a password.
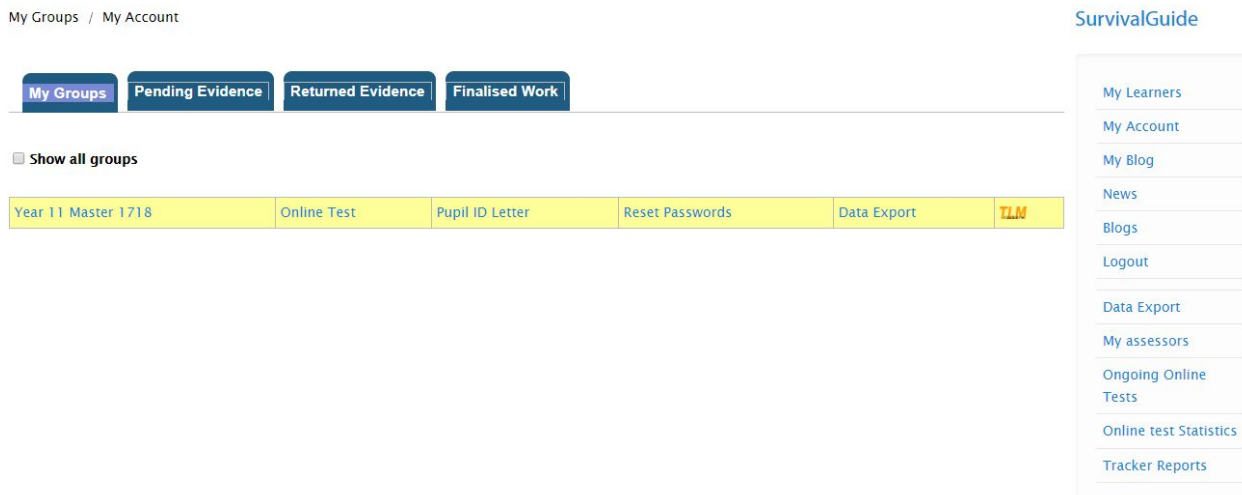
Logging into the Learning Site

Both your username or email address will gain you access to the Learning Site.

When you have logged into the Learning Site, this will be the screen you will see. (Fig.30)

Fig.30

The most common and used features on this site;

My Learners - (the menu on the right) and the menu across the top **My Groups** - are the same thing, clicking either of these buttons will get you back to the page above.

My Account - From here you will be able to edit details for your Learning Site account. If you make changes to this account you will need to log into the Markbook to edit your account on there too otherwise the accounts will not update with the new information.

My Assessors - Principal Assessors will be able to access the assessor's account which are attached to their school account, from here the PA will be able to Masquerade as these Assessors (log on as though they were the Assessor), to either book exams or upload learners work.

Ongoing Online Test - Useful tool for all. When administering exams, you may come across a learner getting kicked out from the exam e.g. due to a drop in the internet signal, the mouse being too sensitive etc. From here you will be able to **Unblock learners** from the exam so they may continue from where they left off. (can only unblock learners on the same day, during the same exam session!!)

General Exam Information

TLM will approve both Online and Paper exam requests when the official request has been completed through the Learning Site.

All examinations whether online or on paper are considered to be 'live' exams until such time as TLM state otherwise and therefore no copy of this exam can be used for training or to support development. They must not be seen by teaching staff and must not be used for revision purposes. These are 'live' exams because they will be available to other schools on dates of their choice. TLM will make available to teachers specific previous exams that can be used as 'past papers'. These exam papers are copyright of TLM and may not be reproduced in whole or in part by any means unless the prior consent of TLM has been obtained.

All exams must be carried out following the normal requirements for examination conditions.

Who can be present when an exam is taking place?

Only Exams Officers/admin staff/invigilators can be present in the room when a TLM Exam is taking place.

The day before the online exam is due to take place it is important that **Exams Officers** check with their Network Manager that JavaScript is enabled on the computers that are going to be used for taking the exam. If JavaScript is disabled the online exam will not start and a message will be displayed on each candidates screen. JavaScript needs to be enabled so that the on screen security measure are activated.

Paper exam information

If it is a paper exam we will email the exams officer (please make sure we have the email address of the exams officer), with the pdf of the exam shortly before the exam date (three days before), with the exam officer instructions. You can then print the exam and give it to the students under suitably controlled exam conditions. You must keep the examination paper secure and all candidates in this sitting should sit at the same time under normal controlled conditions with seating arrangements that will minimise any likelihood of copying between candidates. At the end collect the papers, make a photocopy of all the papers and send the originals to TLM using registered post. Please use suitable envelopes - plastic / jiffy bag.
Keep the copies in a secure place until the marks and grades have been finalised and then destroy them with a shredder.

Online exam information

With the Online exam, on the date of the approved exam you will need to log into the Learning Site and Start the exam. We recommend someone who has access to both the Markbook and Learning Site (either the EO / Administrator in the exam room or the assessor in the next room), who can deal with missing learners or unblocking learners. You need to make sure that screens are positioned to prevent neighbouring pupils copying from others close to them with the same principle as spacing out paper exam candidates.

How do I deal with problems that may arise?

Students start the exam on the day the exam is booked. There is no specific time in which the exam must be completed, however students must remain in the room and supervisors must ensure that students click on the finish button before leaving the room. Normally the exam session should be completed for the whole group at the same time.

A learner may be kicked out of the exam if the internet signal has dropped or the learner has clicked out of the green area. All is not lost, the learners previous answers will have all been saved, so when you unblock the learner, they will enter the exam from where they have left off.

How will I receive the grades for a regulated exam?

When an exam is completed and marked the results are uploaded to the **Markbook** in the;
Assessment > Marksheets > Category > Level > click on the exam Unit and on the **Learning Site > My Learners > Online Test > Past Tests.**

Printing Certificates

To print out the certificates.
1. School Admin.
2. View Groups.
3. 'Print Awards' for a group.
4. You will be able to see a list with learners and list with qualifications.
5. Select the relevant Award that carries the grading - if you are unsure of the QAN code for a qualification please refer to the Qualifications menu button on the homepage of the Learning Site.
6. You can select all learners in the group to print the certificates or click for a single learner.