TLM Essential Digital Skills Survival Guide

Work Smarter, Not Harder!

Specialists in Innovative Technical Qualifications

Contents

An Introduction to TLM and EDSQ Assessment Methods **2**
Planning your Qualification Delivery **3**
Getting Started **4**
Centre Management Site **5**
TLM Contract **6**
Management of Assessors **7**
Assessor List **8**
Add Assessors* **9**
Add Group 11
Adding Learners 12
Adding Learners Manually 13
Adding Learners via CSV 13
View Groups 16
Change Group Name 16
Change Group Assessor 16
Remove/Copy/Move/Add Learners to Group 17
View Learners 18
Group Overview 19
Register for the Assessment **20**
Assessment **20**
Marksheets 20
How to input marks for Assessments 22
Requesting Formative Sampling 23
Providing Evidence 24
Learner Assessment Site **24**
Request assessor access to Learner Assessment Site 24
My Groups 25
Creating learners accounts on The Learner Assessment Site 26
Editing learners details 27
Learner Login Information 29
Manage Exams 30
Resit options 35
Digital Certificates 37
For Those In A Hurry **38**
Baseline Site - EDSQ Diagnostic Tool **40**
FAQ - Extra Help **40**

An Introduction to TLM and EDSQ Assessment Methods

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

TLM prides itself on the support it provides to TLM Centres. The decision to create a physical copy of all the basic Centre Management and Learner Assessment processes is to help reduce phone calls and emails, so you become more self-sufficient.

Planning your Qualification Delivery

Once registered for the Assessment, centres have 14 days to complete theseassessments and return the marks on the Centre Management Site.

Once the marks have been input and secured, centres will have access to the exam. This needs to be completed by all registered learners within 3 working days of the assessment submission.

When the exam is completed and formative sampling has been requested, a member of the quality team will contact the assessor. They will make a sample size request and show you where to submit the work. Once evidence has been received TLM may take up to 10 working days.

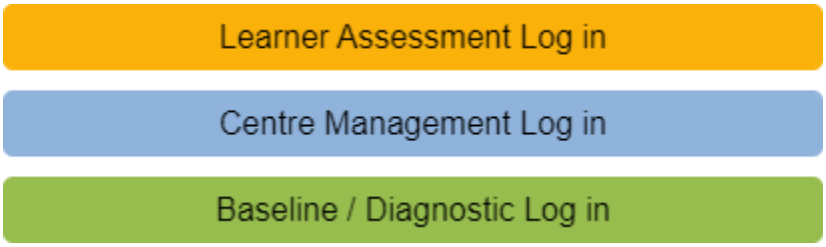
Learners uploaded to Centre Management	•Assessor uploads learners on to the Centre Management site.
Learners registered for EDS	•Assessor registers learners for the practical assessment via Centre Management site.
Practical Assessment Pack Issued	•TLM will provide the Practical Assessment pack for the learners registered. •This to be supplied with three working days of the learners registered.
Assessment results to be submitted within 14 days of recieving the Practical Assessement Pack	•Assessor to mark, input and save marks for all three Practical Assessments on to the Centre Management site.
Access to the exam has been granted	•Assessor can book the examination for learners who have completed the Practical Assessement. •Please provide three days notice when booking the exam.
Learners take examination	•A timed examination, to be completed within 30 minutes.
Assessor requests moderation	•Once the exam is complete, the assessor can request moderation for the learners who have completed all components of the Practical Assessments via Centre Management.
TLM Quality Team request sample	•Request for a sample of group is made by TLM.
Assessor to provide requested sample	•Mark schemes and all evidence for learners within the sample request to be included. •Assessor to upload the sample into a folder provided by TLM.
Quality Team to reture results within 10 working days	•10 working days once the sample has been recieved by TLM.
Qualification Awarded/Resit required	•TLM to confirm the results of the sample. •Learners can be awarded their certificates or learners need to resit certain components of the Practical Assessment.

Getting Started

This guide will give you information on the TLM website as a whole.

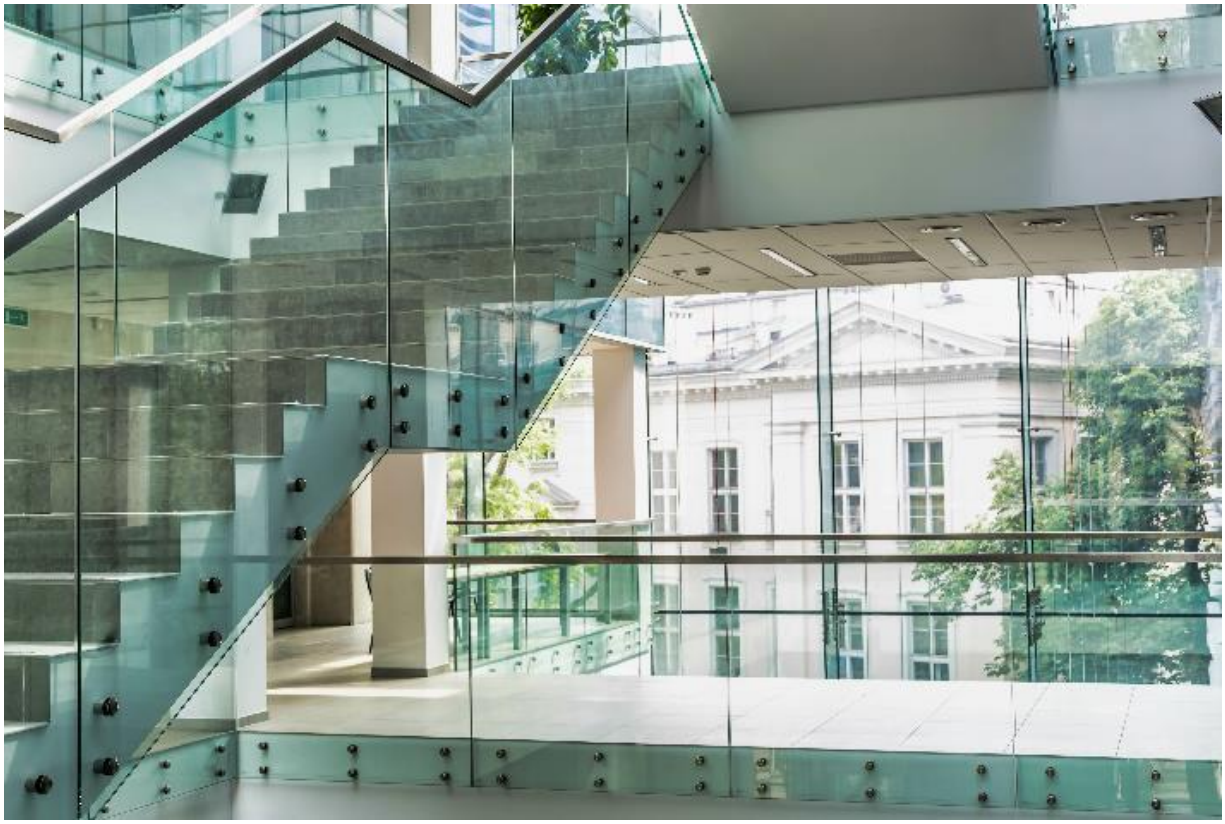
Welcome to TLM. Using TLM.org.uk will direct you to the main site.

From here you can access ALL three sites for Essential Digital Skills (EDSQ).



Centre Management Site

The Centre Management site is for Principal Assessors, Assessors and Exams officers to upload learners to groups. Here you can request formative sampling for Assessments and thefinal Exams.



TLM Contract

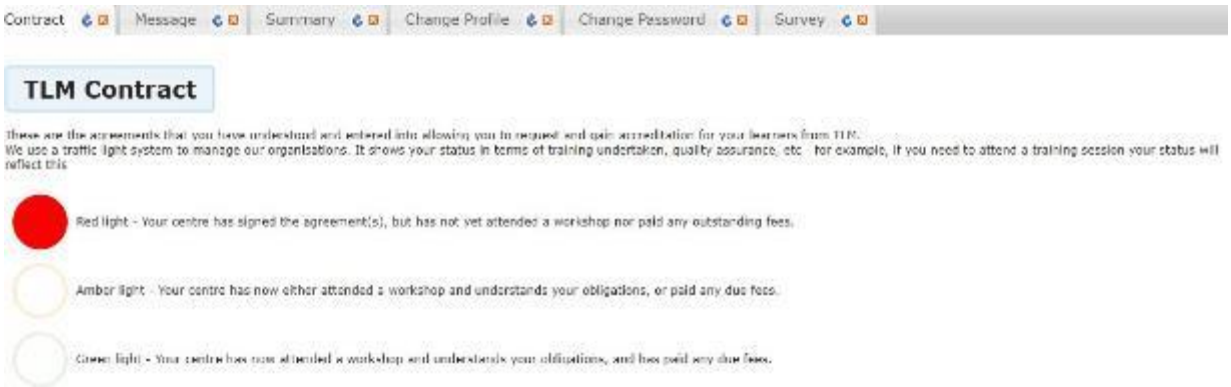
Please ensure that you read the TLM contract in FULL and totally understand its requirements and importance.

The Principal Assessor will formally observe the work of each assessor trainer in the Centre atleast once a year.

Assessors **MUST FULLY** understand their responsibilities as per the contract, with particular attention to the following;

- Conflict of Interest
- Malpractice & Maladministration Policy
- Assessor
- Assessor Trainer
- Terms & Conditions of Service
- Principal Assessor
- ModeratorGDPR

By electronically signing the TLM policies you are acknowledging that you have read and understood them. You will then be able to access the Centre Management site.



Management of Assessors

Principal Assessors (PA) must understand that it is their sole responsibility to manage ALL ASSESSORS on the Centre account.

The PA for a Centre must sign the TLM agreements on a yearly basis, attend a yearly workshop for training, and ensure that any outstanding fees are paid. The PA confirms they fully comply with all TLM Centre Policy requirements. Failure to do so could result in putting your Centre status '**On Hold**' until these requirements are met. The PA will formally observe the work of eachassessor trainer in the Centre on a minimum of one occasion each year.

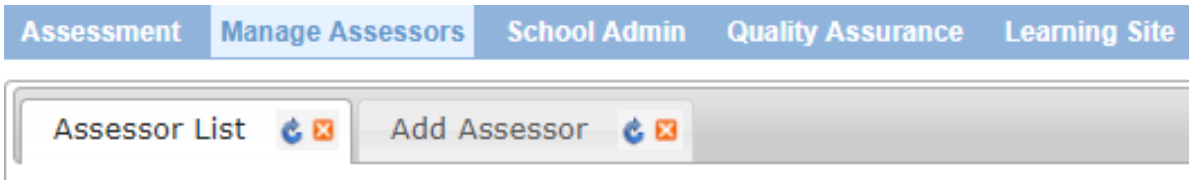
The PA has the overall control over the Centre account on the Centre Management site. The PA will be required to add Assessors/Exams Officers to the Centre Account. Only one PA* can be assigned to the Centre account, this person will be sent all TLM Newsletters, TLM Tips or any changes to processes for the administration of TLM courses.

**Unless your Centre is completing multiple qualifications with TLM. We can assign a new PA to each subject area, please contact the TLM office if your Centre requires another PA.*

Assessor List

Once logged into Centre Management. Click on **Manage Assessors** using the blue bar menu. There are two tabs under this menu:

1. Assessor List - To view all Assessors added to the Centre account.
2. Add Assessor - To add new Assessors/Exams Officers to the Centre account.



Assessor id	Assessors Name	Roles	Actions
247588	Alison Orr	Assessor School Admin	Edit | Change Password
81456	Award Test	Assessor Principal Assessor School Admin	Edit | Change Password
73666	Darren Physics	Assessor Principal Assessor School Admin	Edit | Change Password
55476	David Head	Assessor Assessor Trainer Head Teacher School Admin	Edit | Change Password

Add Assessors*

**You can add any colleague via this tab*

1. To add new Assessors/Exam Officers; click on the **Add Assessor** tab.

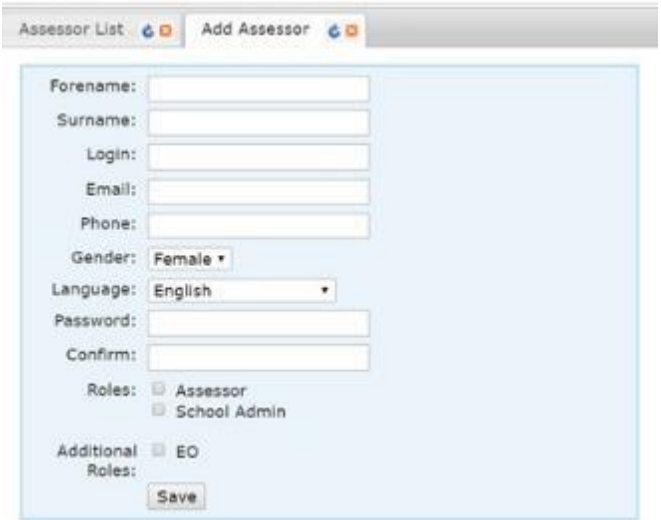
Please be aware when completing the field for the username, this will be visible to learners when logged into the Learner Assessment Site.

Roles and Additional Roles

a. **Assessor** - Will have access to the marksheets enabling them to request formative sampling for groups assigned to this assessor.
b. **School Admin** - This role can be applied to Principal Assessors, Assessors and Exams Officers, they will have the ability to add learners and create groups.

2. Complete all fields.
3. Click on **Save**.

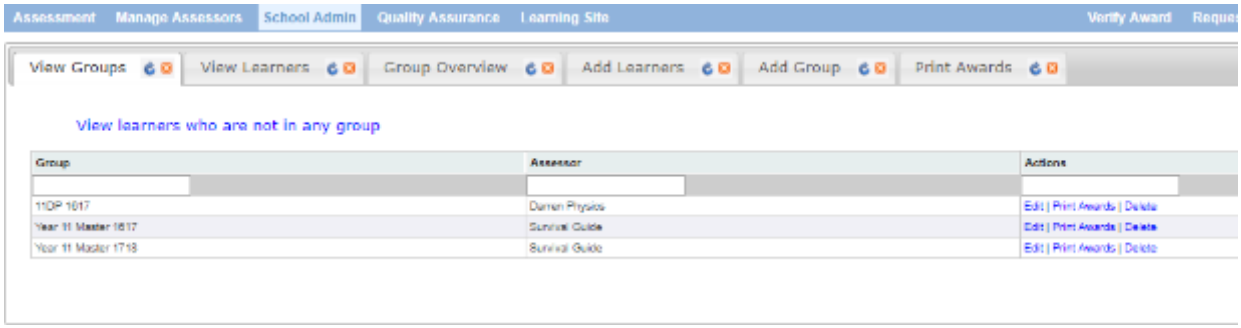
The PA will need to provide the new account holder with their Username and Password.



School Administration

School Admin is located in the menu bar across the screen.

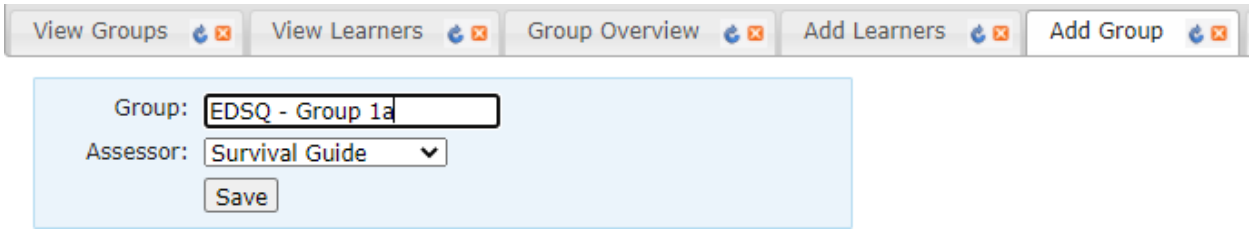
School Admin is useful for many reasons. It allows the user to view a collated list of all groups (regardless of which assessor is assigned to the group), creation of new groups, adding new learners and moving/copying learners from other groups.



Add Group

Adding a group will keep all of your learners in a visible space, without groups, assessors will not be able to use the Marksheets correctly and not be able to request formative sampling for learners who have completed coursework. Without formative sampling approval, assessors will not be able to issue certification to learners.

1. To add a group, click on the **Add Group** tab.
2. Name the group something relevant to your class - **This MUST include the phase "EDSQ" within the group name**.
3. Select the Assessor who requires access to the group by going to the "**Assessor"** field and clicking on the drop-down menu.
4. Click **Save**.

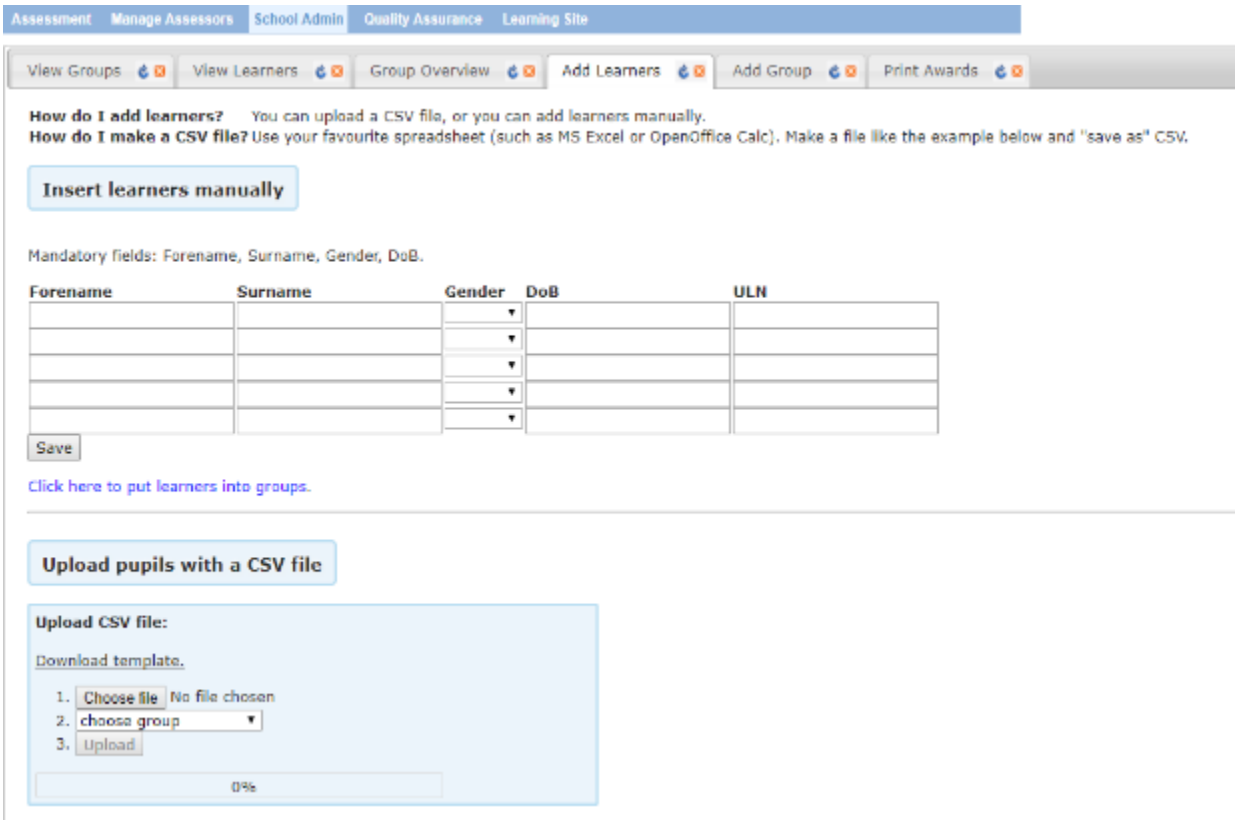


Refresh the **View Groups** tab to see the new group created.

Adding Learners

There are two ways to upload learners to the Centre Management site.
The first option is best suited if there are only one or two learners to add to the group. These can be input manually. The second option is to use a CSV file to upload a large cohort of learners.

1. Click on the **Add Learners** tab.



Adding Learners Manually

To add learners manually:

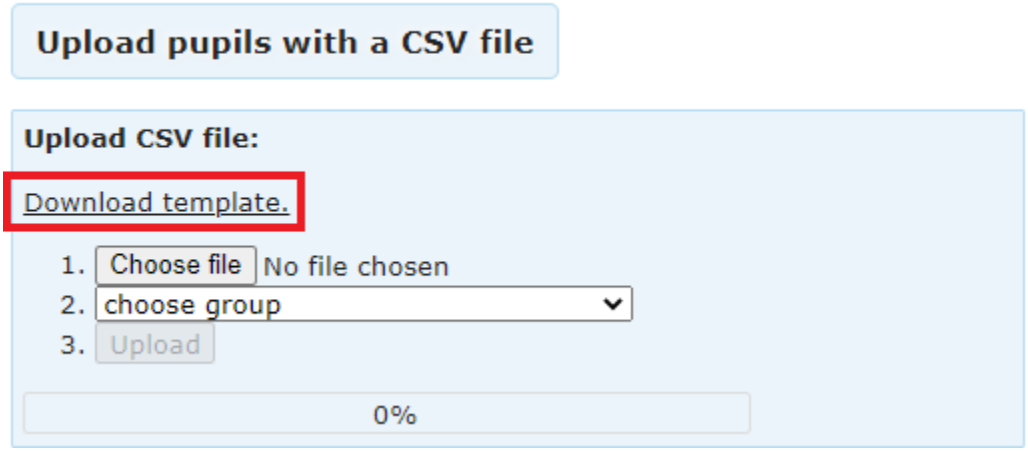
1. Complete the following fields in the table; Forename, Surname, DOB and Gender.
2. Below the last row of the table, click **Save**.
3. Underneath the **Save** button, there is a blue hyperlink "**Click here to put learners into groups"**. Click on the link.
4. This takes you to learners who have not been assigned to a group (this is also known as "The Corridor").

5. You can either click **Select All** (to select all learners in this list not assigned to a group), or use the tick boxes on the left of the learner details to select specific individuals.
6. Select the group you would like to **MOVE learners to group** from the dropdown menu.
7. Click on the **MOVE** button.

Adding Learners via CSV

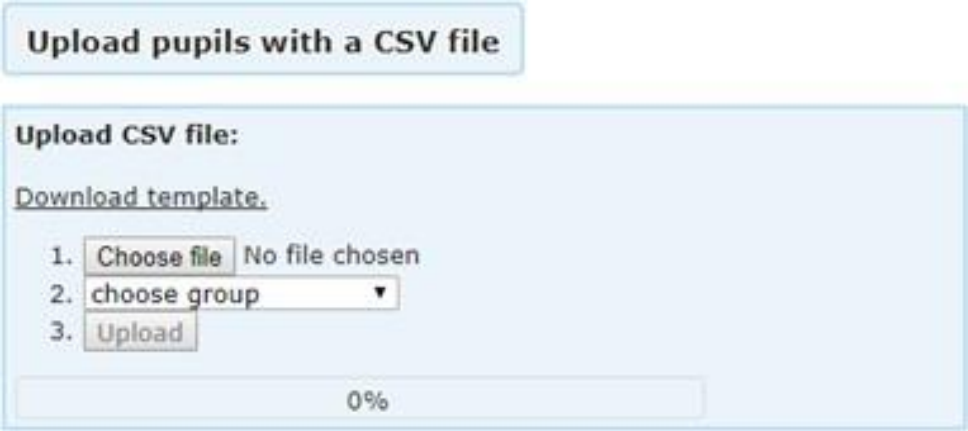
If you create your own CSV file then it **MUST** contain only these mandatory fields; **Forename, Surname, Gender, DOB**. Alternatively, you can download a template of this CSV which has been created for you.

1. Click on the "**Add Learners"** tab.
2. Click on the "**Download Template"** hyperlink. A CSV will appear with all the relevant columns.

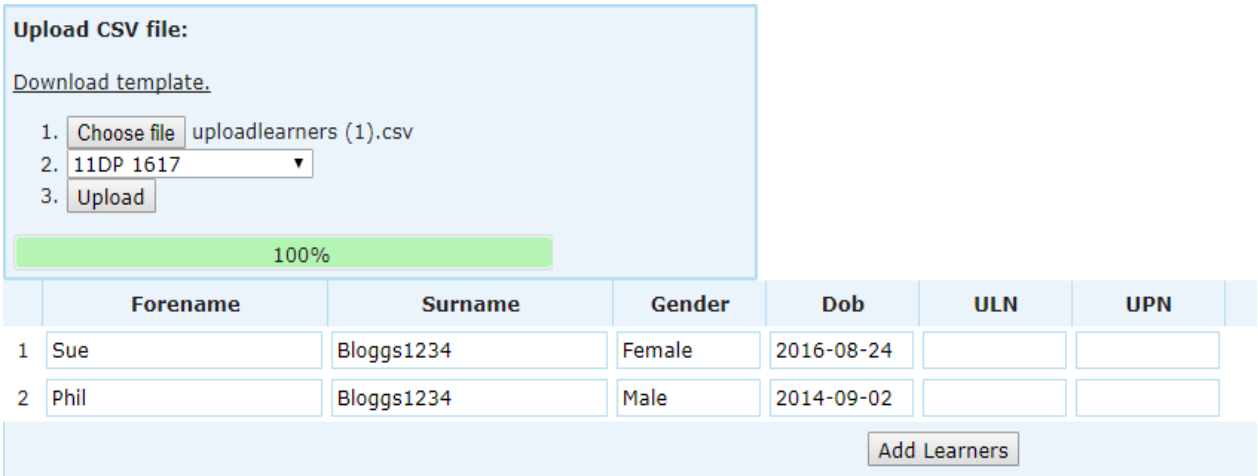


If the last two columns of ULN and UPN are not going to be completed then you MUST delete these two columns from the CSV, otherwise the upload will not work**.**

3. Complete the CSV and save it to an appropriate location.
4. Move down to the **Upload CSV** section, click on **Choose File** and locate and select your CSV file.



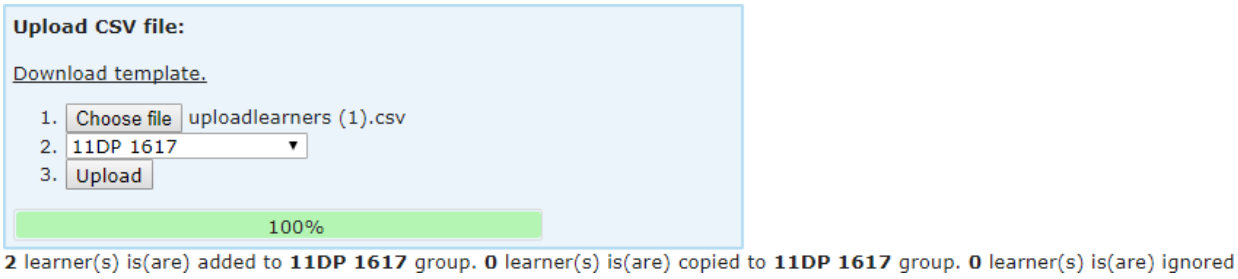
5. Click on the **"choose group"** drop-down menu and select the group you require.
6. Click **"Upload"**.
7. The percentage bar below the **Upload** button will go green and show 100%.



You may see a message for the system saying these learners are already on the Centre Management site.

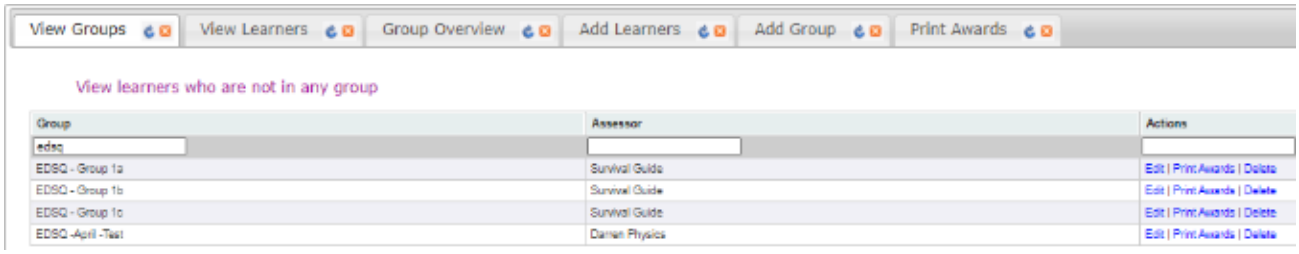
If the learner has already been uploaded to the Centre Management site then under the action column you must either select **"Don't upload"** or **"Copy"**.

8. Learners are still available to edit before they 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.
9. Click on the "**Add Learners"** button.
10. When the learners have been moved to the group, you will see this confirmation.



View Groups

The **View Groups** tab will contain all groups under the school account and the Assessors who have been attached to the Groups.



The actions column gives you the option to edit each group individually.

Change Group Name

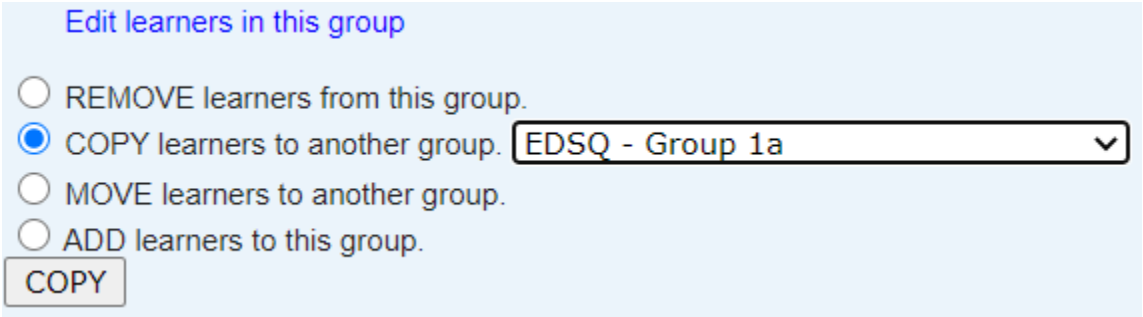
1. Towards the top left-hand side, you will see the **Group** name.
2. Click in the field of Group name and delete the current Group name.
3. Type in a new Group name.
4. Click **Save**.

Change Group Assessor

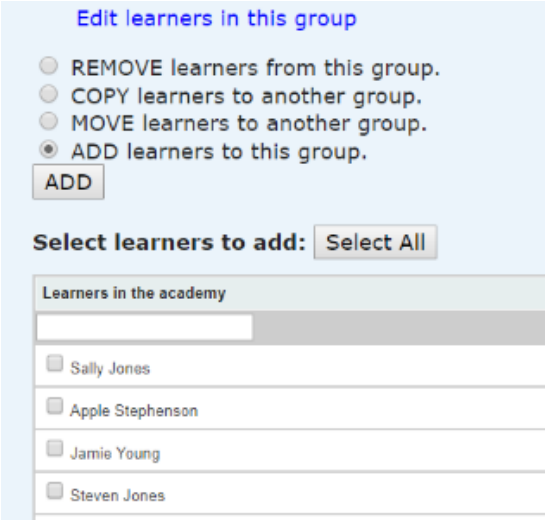
1. Towards the top left-hand side, you will see the current Assessors name.
2. Use the dropdown menu to select the new Assessor.
3. Click on **Save**.

Remove/Copy/Move/Add Learners to 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, select the action you wish to carry out;
    a. **REMOVE** - Learners cannot be deleted from the Centre Management site once they have been uploaded. These learners will be moved into "**The Corridor**" ('**View learners who are not in any group**').
        i. 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 Learner(s).
        ii. Use the drop-down menu for **Copy learners to another group** to find the Group you wish to Copy them to.
        iii. Click **COPY**.



    c. **MOVE** - You may have accidentally uploaded a learner into the wrong group so this function can help assessors keep their class/exam groups in order.
        i. Select the group from the drop-down menu and click **MOVE**.
    d. **ADD** - Will bring up the list of learners currently in "**The Corridor**" ('**View learners who are not in any 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. Under the column heading of **"Learners in the Academy"**, you can type in the name of the learner to try and find them. Alternatively, go down the list and place a tick in the box next to their name.
        ii. Click on **Add**.

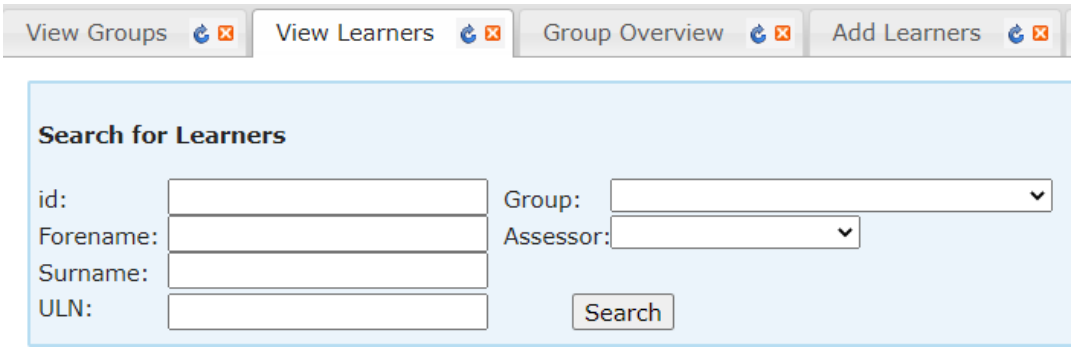


View Learners

The **View Learners** tab is great for finding a specific learner and what group they have been assigned to.

1. Click on **School Admin** and then **View Learners.**
2. You can search with minimal information. You can type in the learner's 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. It also includes the column "added" which is used for TLMs internal audit.



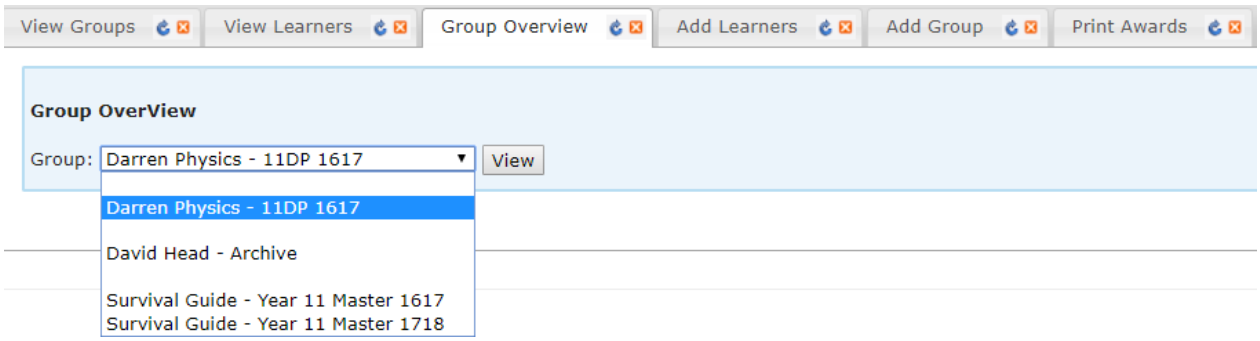
There is also the facility in this screen to see ALL learners at your centre by leaving all the fields blank and clicking on Search.

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 gives an overview of all requested formative s 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. Using the drop-down menu, select the group you require for the groups listed.



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

The group will be shown with the following for each learner within the group:

Formative Sampling requested dates (‘Requested’ column)

Formative Sampling approval dates (‘Approved’ column)

Grade (final examination grade)

Credit

If you have selected a group to view but it remains blank, this means no actions have been made via the Centre Management site for this group.

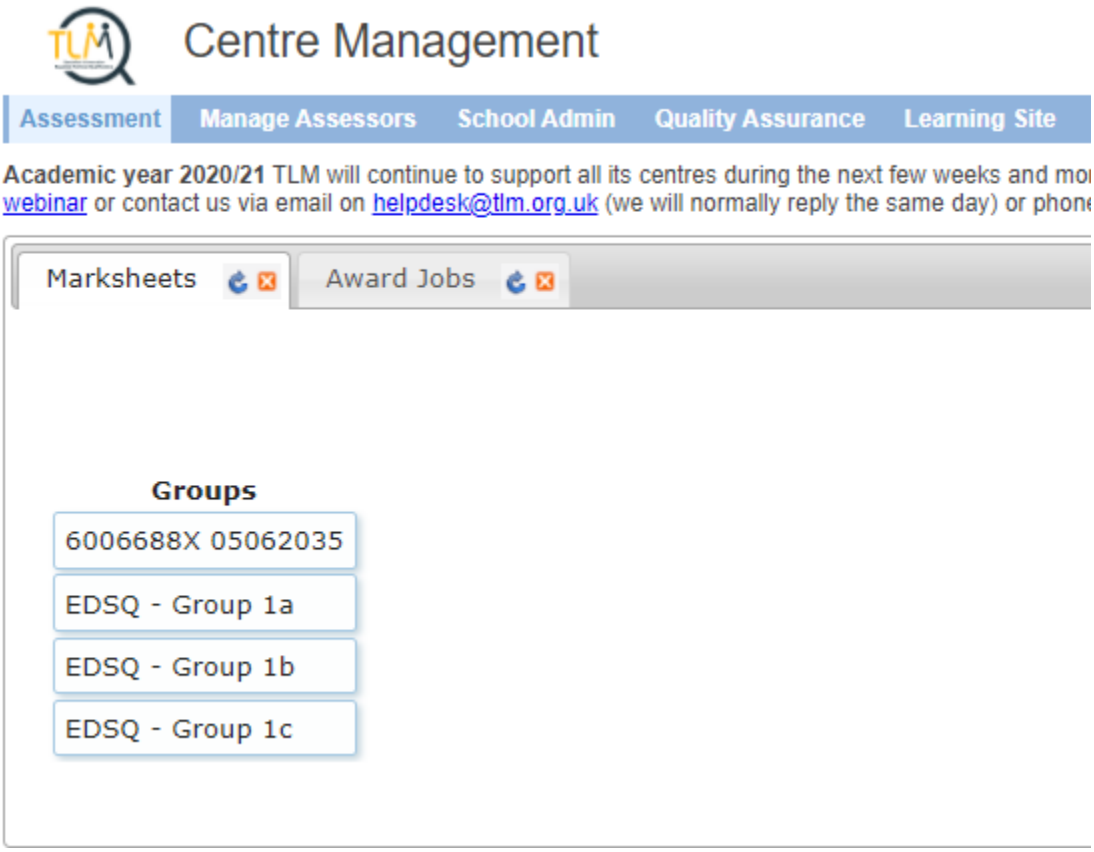
To see if a formative sampling request has been approved in Group Overview, look for the column titled ‘Approved’. There will be a date of approval for the unit. If there is no date then formative sampling is still ongoing.

Register for the Assessment

The Centre Management site is where your centre “registers” learners for the Essential Digital Skills Assessment. Learners must be registered and issued the Assessment pack by TLM.

Assessment

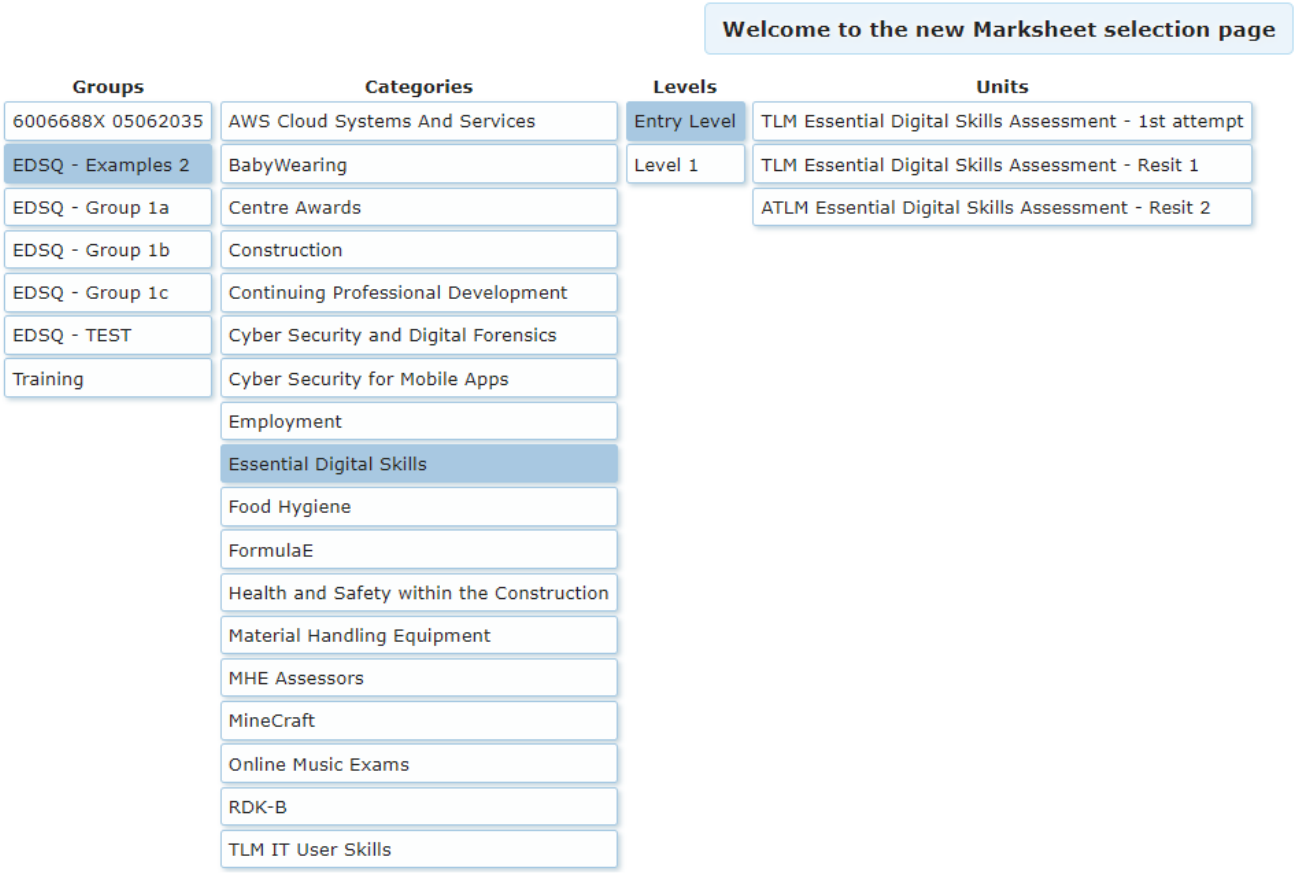
The assessment tab is found in the blue bar across the top. This is where you need to go to request formative sampling for groups assigned to you.



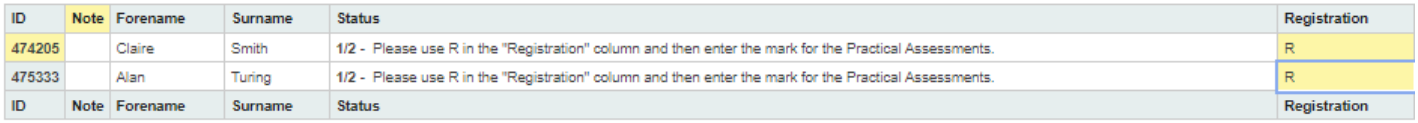
Marksheets

1. Select the group you require
2. Select **Essential Digital Skills** from the Categories column
3. Select the Level

4. Select either the 1st attempt or Resit 1/2 from the Units column



5. Please change the existing 'N' to 'R' in the **Registration** column.



ID	Note	Forename	Surname	Status	Registration
474205		Claire	Smith	1/2 - Please use R in the "Registration" column and then enter the mark for the Practical Assessments.	R
475333		Alan	Turing	1/2 - Please use R in the "Registration" column and then enter the mark for the Practical Assessments.	R
ID	Note	Forename	Surname	Status	Registration

6. Click on **'SAVE'** to register the learner/s for the TLM EDSQ Assessment.

The assessment will be made available to you in **three working days**.

Once registered, Centre's have only 14 days to complete the Assessment.

When learners have completed the Assessment and Assessors have the results

How to input marks for Assessments

Once the assessments are completed the Principal Assessor needs to upload thesemarks to the Centre Management site for the group registered.

The process is the same for both Entry Level and Level 1.

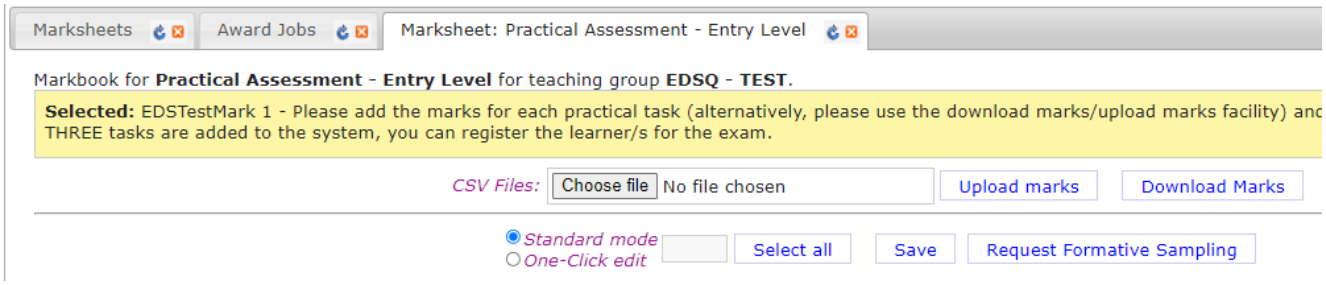
1. Continuing from **Marksheets - step three**.
2. Add the marks for the Assessment. Using each column for each ‘component’ aka task.
3. Each of these components is out of 45
4. Click **Save.**

OR

Alternatively, the marks can be added through the **Download Marks/Upload Marks** facility.

Input and store the marks for the assessment ready for submission.

1. Continuing from **Marksheets - step three**.
2. Click on **Download Marks**, which will download a CSV.



3. Instead of noting down learners’ marks on paper or different software, this can be utilised through the whole process of your centre internal verification.

Id	Forename	Surname	Registrati	Practical A	Practical A	Practical A	Exam
469721	Betty	bloggs123	R	-	-	-	-
469722	Nadia	bloggs123	R	-	-	-	-
469723	Alison	bloggs123	R	-	-	-	-

4. When all assessments are completed, go to the same marksheet and choosethe CSV file to upload.
5. Click on **Upload marks.**

   Check the marks are correct.

6. Click **Save.**

As soon as the marks for **ALL THREE** tasks are added to the system you can register the learner/s for the exam.

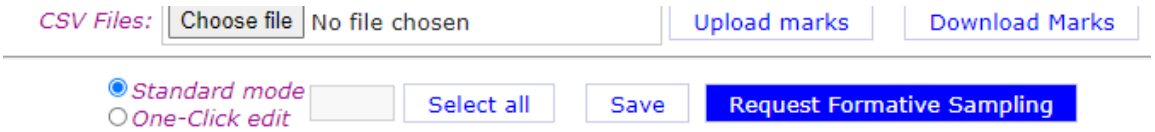
NOW GO TO LEARNER ASSESSMENT SITE

Requesting Formative Sampling

Once the Exam is completed, you will need to request Formative Sampling.

1. Go to **Assessment**
2. Select the **Group**
3. Select the **Essential Digital Skills**
4. Select the Level
5. Select the Assessment you used to submit learner marks.
6. Check the exam mark is in the column **Exam**.

7. Learners will be automatically selected once the exam column has information. You just need to click on **Request Formative Sampling.**



Once the formative sampling request has been made, a member of the Quality team will contact requesting their sample of the group.

Providing Evidence

Each centre will have access to a secure, password protected folder shared by TLM. The centre will be required to upload the following into the folder:

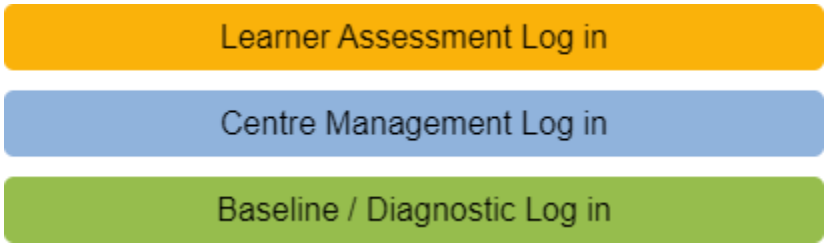
- Mark Scheme
- All the relevant evidence for the completed Assessments (on request, the centre needs to keep the evidence and make it available on request)

Learner Assessment Site

The Centre Management site and the Learner Assessment site are two separate websites. Assessors and Exams officers (if involved in the admin of the course) will need to create an account on the Learners Assessment Site to activate the learner accounts for examination access.

Request assessor access to Learner Assessment Site

1. From the main website in the top right-hand corner click on the **"Learner Assessment Log in"**.



2. Select '**Create new account'.**

3. **Fill in the form with EXACTLY the same information you have supplied to create your Centre Management account.**

Information needed to complete this form -

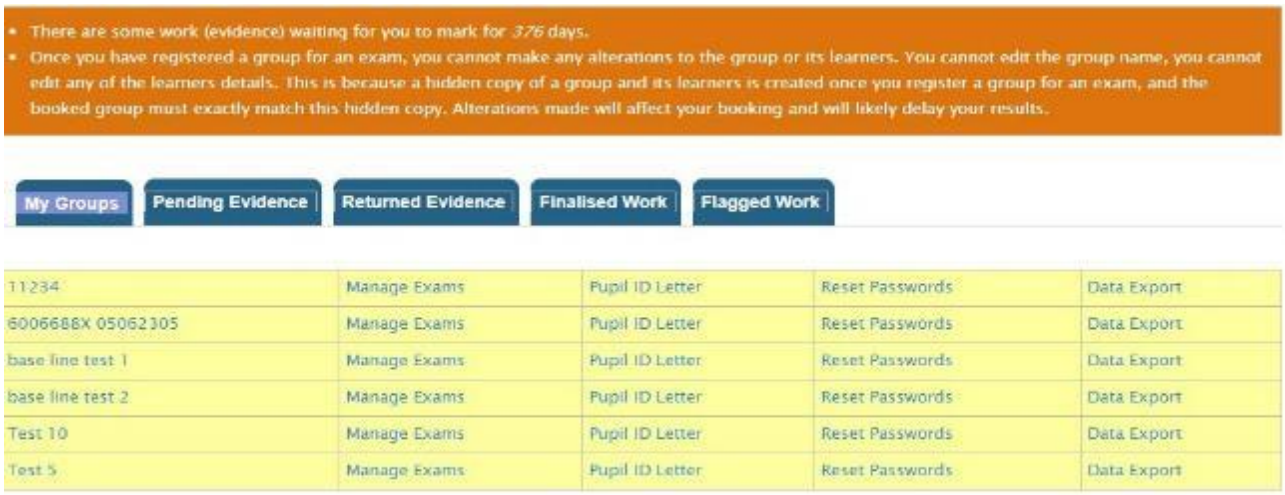
Username.
Email Address (must be the same email you have used for the Centre Management site).
Agree to the Acceptable Use Policy and to the Terms & Conditions.
Academy.
Full Name - This is a common mistake, please use **YOUR** name and not the Academy name.

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

Once you have completed the account request form for the Learner Assessment Site, the TLM support team will review the request and check the information for a match with your centre account on the Centre Management site. If the account is approved, an email will be sent with confirmation. Follow the link within the email to create a password for the account.

Both your username and password will give you access to the Learner Assessment Site.

My Groups



My Learners - (the menu down the right hand side) and the menu across the top.
My Groups - are the same thing, clicking either of these buttons will get you back to an overview of the groups

My Account - From here you will be able to edit details for your Learners Assessment site account. **If you make changes to this account, you will need to log into the Centre Management site toedit your account here too otherwise the accounts will not update with the new information.**

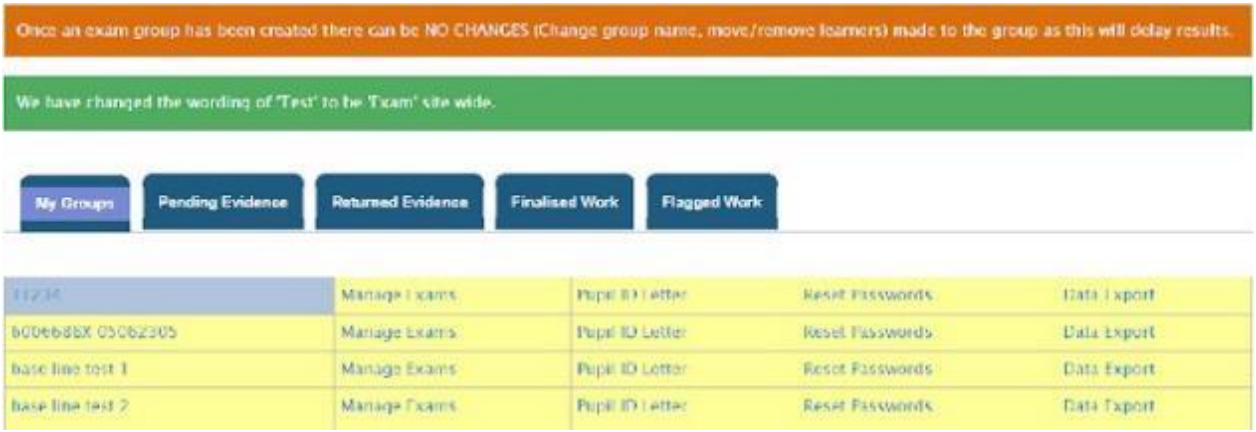
My Assessors - Principal Assessors (PA) will be able to access the assessor's account which is attached to their school account, from here the PA will be able to Masquerade as Assessors (log on as though they were the Assessor), to either book exams or upload learners' work.

Ongoing Online Exams - Useful tool for all. When administering exams, you may come across a learner getting 'kicked' out of 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. (Same day, same exam session, answered questions' will **NOT** have been lost!)

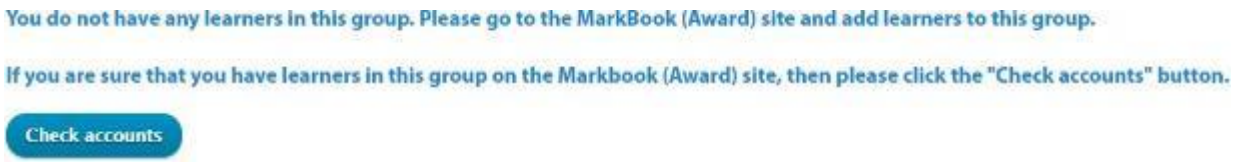
Creating learners accounts on The Learner Assessment Site

Don't worry, you will not be required to input every learner onto the Learner Assessment Site manually.

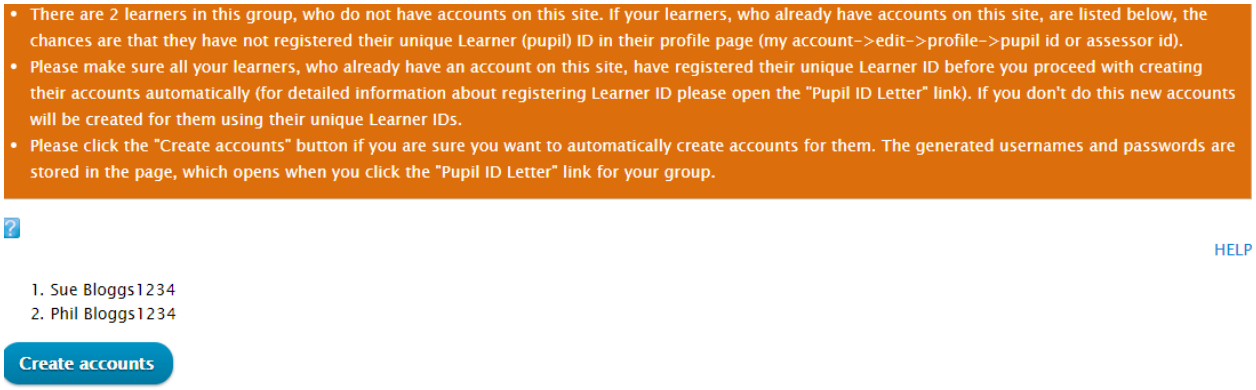
1. From the menu on the right-hand side click on **My Learners** and you will see all your Groups.
2. Click on the name of the Group (highlighted in blue).



3. Click '**Check accounts**'.



The following message will appear and your learners who are yet to be created on the Learner Assessment Site will be listed below the message.



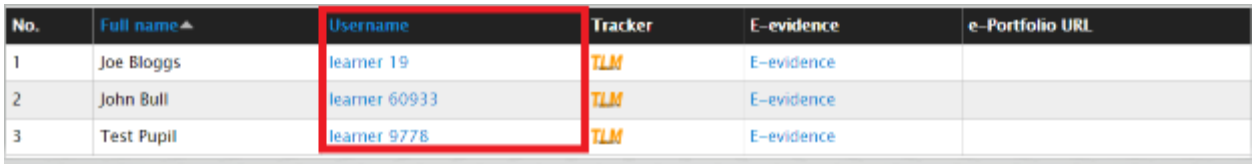
4. Click **"Create accounts"**.

You have created accounts for Learners on the Learner Assessment Site.

The Learner Assessment Site will only recognise 50 learners (in one group) in one click of 'Create Accounts'. If you are creating accounts for large cohorts, please be awareyou may have to go through this process again until they appear on the list. You will need to click 'Check accounts' and 'Create accounts' again to make sure the system has picked up all the Learners from the group on the Centre Managementsite.

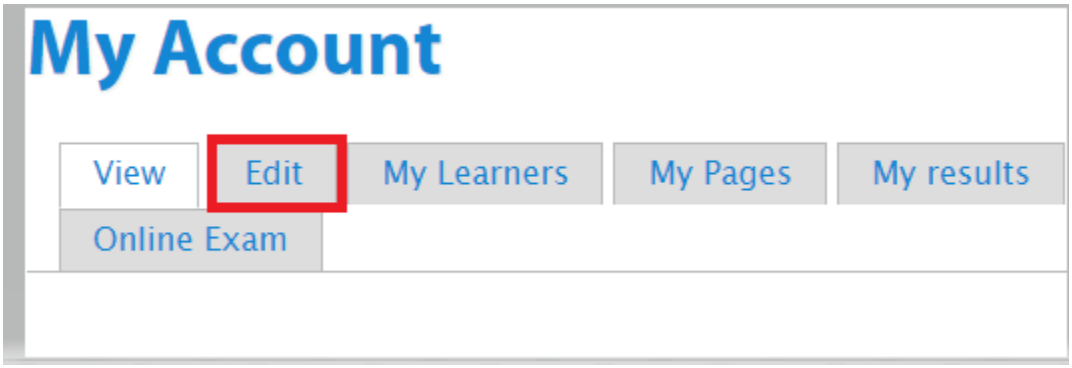
Editing learners details

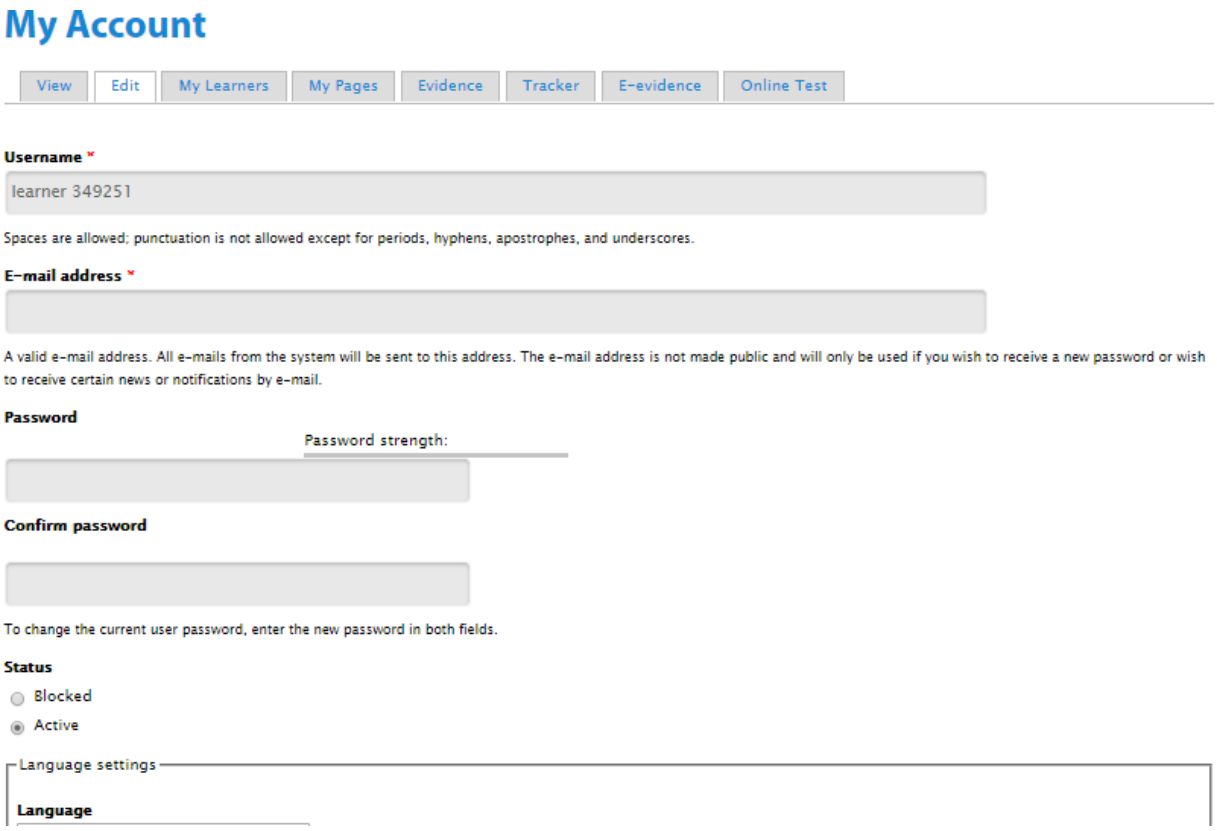
1. Learners may change their name at any time during the chosen course(s). The first point of call when changing a Learner's details would be to check what details have been uploaded to the Centre Management site. Change the details there first. (please refer to "**Change Learners Details" (**Centre Management site**)** on page 14 of this guide).
2. Then, on the Learner Assessment Site, you will need to click on **"My Learners"**.
3. Click on the name of the Group.
4. Click on the learners' Username (shown in the screenshot below in the red box). This will open as the learners account.



No.	Full name	Username	Tracker	E-evidence	e-Portfolio URL
1	Joe Bloggs	learner 19	TLM	E-evidence	
2	John Bull	learner 60933	TLM	E-evidence	
3	Test Pupil	learner 9778	TLM	E-evidence	

5. Below My Account click on the **"Edit"** tab (in the screenshot below in the red box). From here you can change the name, correct a mistake or change their password.


My Account
View
Edit
My Learners
My Pages
My results
Online Exam


My Account
View
Edit
My Learners
My Pages
Evidence
Tracker
E-evidence
Online Test
Username *
learner 349251
Spaces are allowed; punctuation is not allowed except for periods, hyphens, apostrophes, and underscores.
E-mail address *
A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.
Password
Password strength:
Confirm password
To change the current user password, enter the new password in both fields.
Status
Blocked
Active
Language settings
Language

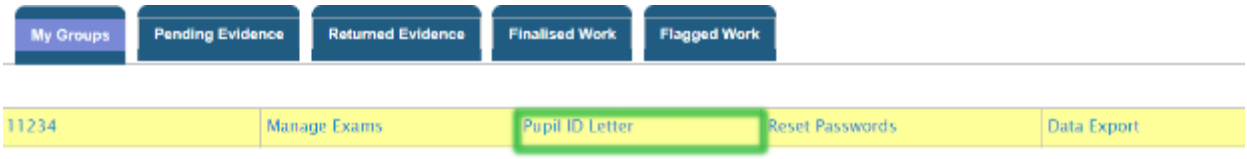
6. Before you click on Save, you need to enter an email address for the learner.
   We do not wish to know the learner's real email address as we will never need to email a learner. TLM will only communicate with the Assessor.
7. Once you have done this, in the bottom left-hand corner click on **Save**.

NOTE:

If you need to change the password for a learner,
In the learners' email address field please use the Learner ID followed by the @ and a made-up email address e.g. @notreal.com.

Learner Login Information

1. On the **Learner Assessment Site**, click on **"My Learners"**.
2. Find the Group you require and click on **Pupil ID Letter** (the third column) for the whole group (as in the screenshot below in the green box).



3. You will then see the screen below.

Welcome

To the TLM Learner site. The Learner ID information shown below is important and you should keep this information sheet in a safe and secure place.

Name	Group	Learner ID/UPN/ULN	Username	Password
Neil Armstrong	EDSQ_PA_APR	469880//	learner 469880	eWULABeZE
Frida Kahlo	EDSQ_PA_APR	469878//	learner 469878	A$AQudUqy
Marilyn Monroe	EDSQ_PA_APR	469873//	learner 469873	eguNEsaPu
William Shakespeare	EDSQ_PA_APR	469877//	learner 469877	EXanESYGy
Sharon Stone	EDSQ_PA_APR	469872//	learner 469872	3eByXAsA7
Valentina Tereshkova	EDSQ_PA_APR	469879//	learner 469879	egyPADE7E
Margaret Thatcher	EDSQ_PA_APR	469875//	learner 469875	ypu9ABY8A
Oscar Wilde	EDSQ_PA_APR	469876//	learner 469876	yjazUqUHa

ACCEPTABLE USE POLICY

Being a responsible citizen

The INGOT community site is provided for use by all but as with any social group we need a few rules :-) Why? Because the great majority of people like to work co-operatively and its unfair on them if one or two people spoil things.

1. Please post in appropriate places. Blogs are for describing projects and should not be used for advertising, showing off, attention seeking or general discussion. Discussions should take place in the forums. (Look for forums on the community menu list) General

   chat should be in the Cafe. If a discussion becomes general chat move it to the cafe.

2. Please refrain from bad language, persistent offenders will have their accounts blocked. Use good and formal English for Blogs as these will be used in your assessment. SMS text styles etc are fine in forums but not for formal writing in portfolios and blogs

4. Scroll to the bottom of the page - you can print these details which contain Username and Password for the Learner Assessment Site and the TLM Acceptable Use Policy.

OR

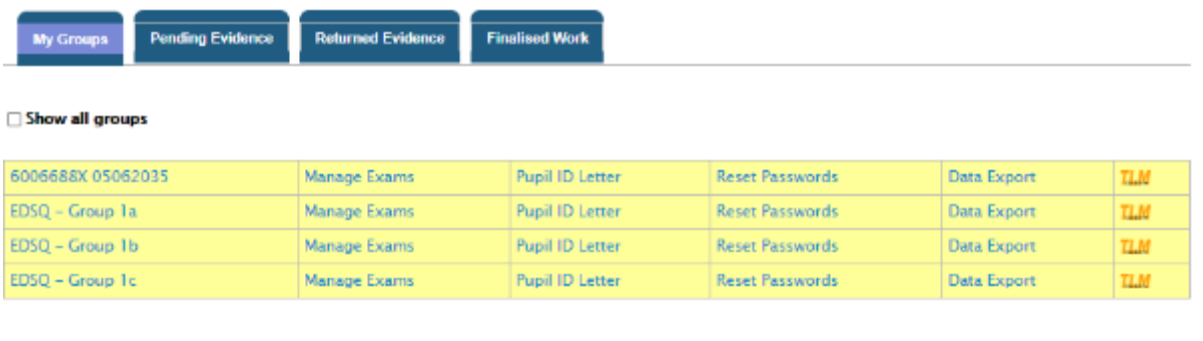
Export the learner login details to a spreadsheet and pass it on to each learner.
If you copy and paste the login details from the website/CSV, there will be blank spaces at the start and the end of the details.

Manage Exams

Exams can be booked the same day after submission of the assessment marks on the Centre Management site.

Booking Exams

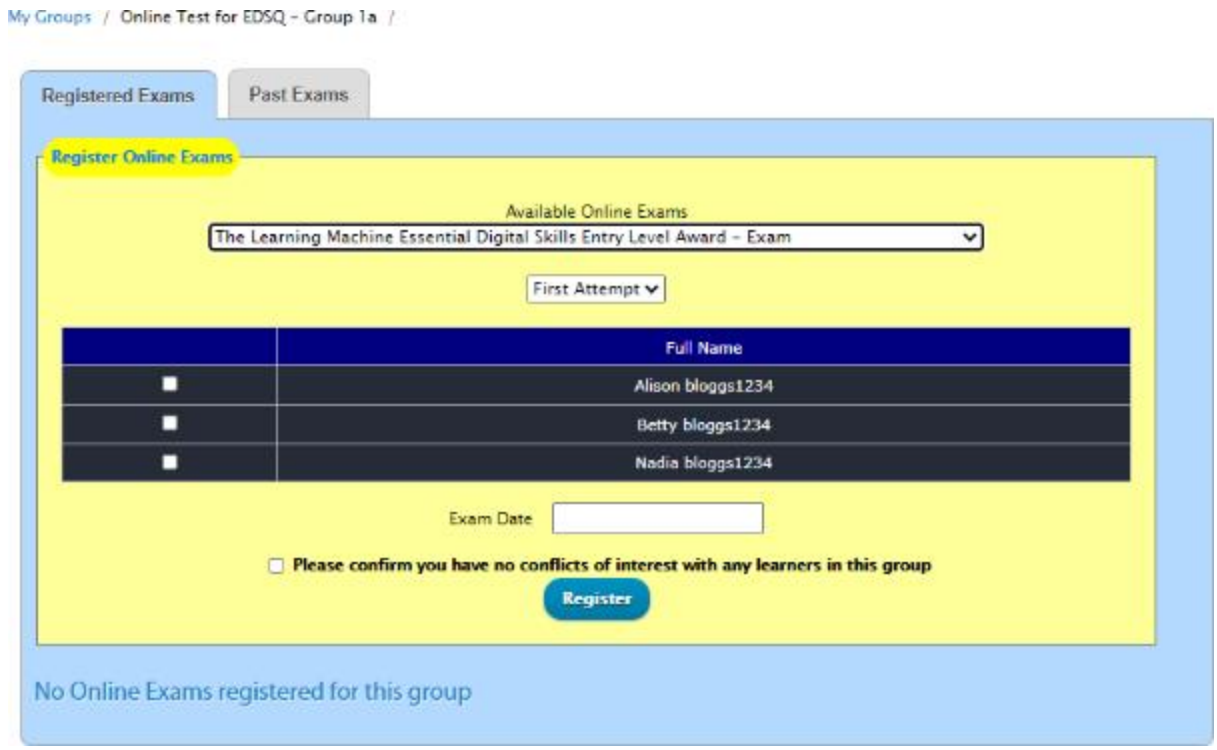
1. On the **Learner Assessment site** - go to **"My Learners"** and go into the Group by clicking on the **Group name**.
2. Click **"Check Accounts".**
3. If learners appear, Click **Create Accounts**.
4. Go back to **"My Learners"**.
5. Click **"Manage Exams"** for the group you wish to book.



6. Click on **"Register Online Exam"**.

IF WHILE BOOKING THE EXAM YOU SEE ANY MESSAGES 'POP UP', PLEASE READ THEM, if you have any questions please contact any of the TLM team.

7. Select from the field under **"Available Online Tests"**.
8. Select either **"Essential Digital Skills Entry Level Award"** or **"Essential Digital Skills Level 1 Award"**.



9. Select which attempt it is by using the drop down menu below the exam type - **"First Attempt"** or **"Resit".**
10. Select the learners you wish to submit for the examination.
11. Select an **Exam Date** from the calendar**.**
12. Read the statement, **"Please confirm you have no conflicts of interest with any learners in this group"**. Ensure you FULLY UNDERSTAND THIS DECLARATION, (if in any doubt contact the TLM office). If you agree with the declaration, place a tick in the box.
13. Click **"Register".**

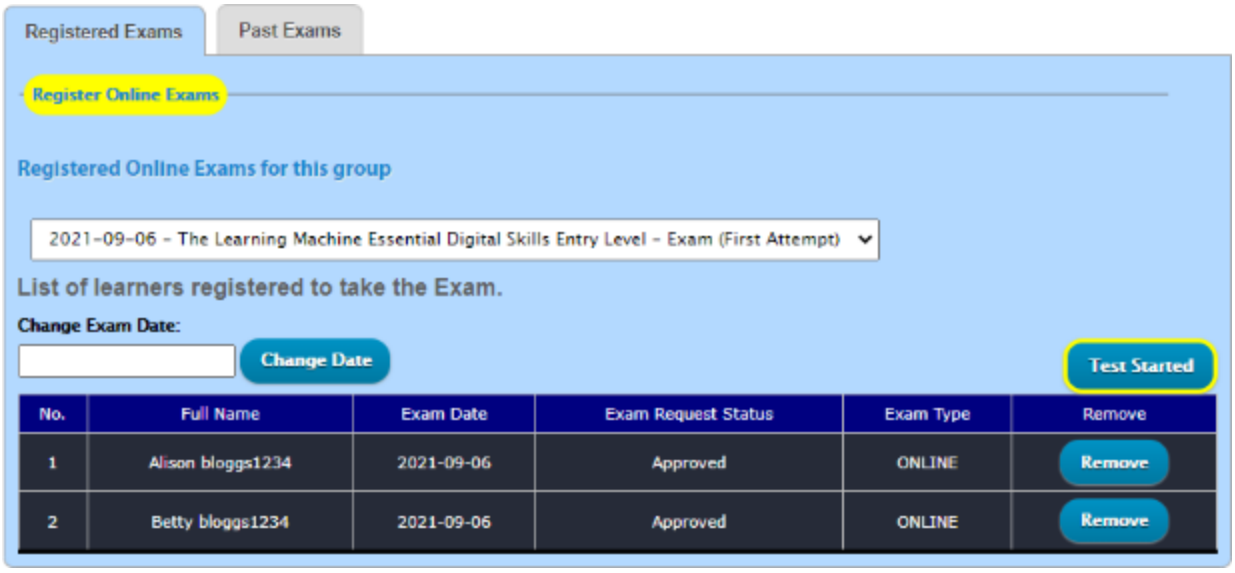
TLM will then receive your request and then, where appropriate, approve the exam request.

14. For learner login details, go back to **"My Learners"**.
15. Scroll to the bottom of the screen. In the bottom right hand corner you will see two very small icons. To export the learners login details to a spreadsheet, click on the green spreadsheet icon.

How do I administer the exam?

ASSESSORS / EOs - Remember to log in to the Learner Assessment site on the day of the exam to start the exam.

1. Go to **"My Learners"**, followed by **"Manage Exams"** (for the whole group).
2. Select the exam from the dropdown menu and click the **'Start Exam'** button (found on the top right of the list of learners). **(note; the 'Start Exam' button willonly be available if TLM has approved the request)**
3. Once all learners have completed the exam please check through the learners listed on the exam request to remove any learners who were absent.



Change Date of Exam

If on the day of the exam, due to any unforeseen circumstances (e.g. fire alarm), you need to change the date of the exam, please call the TLM office.

Ongoing Online Exams

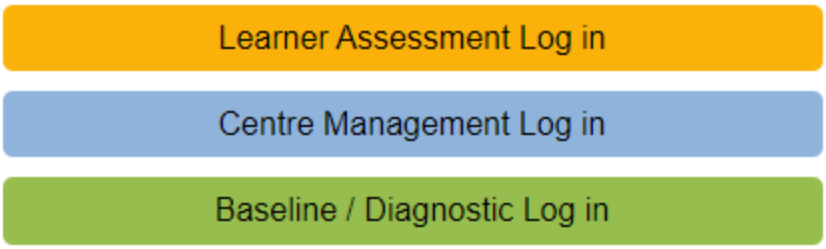
If you find a learner has been blocked from completing the exam and the exam invigilator can verify the breach was accidental. **The examination is timed (30 minutes) and the timer will continue to countdown even if the learner is blocked.** Either the Assessors or Exam Invigilators can unblock learners.

1. Log into the Learner Assessment Site
2. Using the menu to the right of the screen, click on Ongoing Online Tests

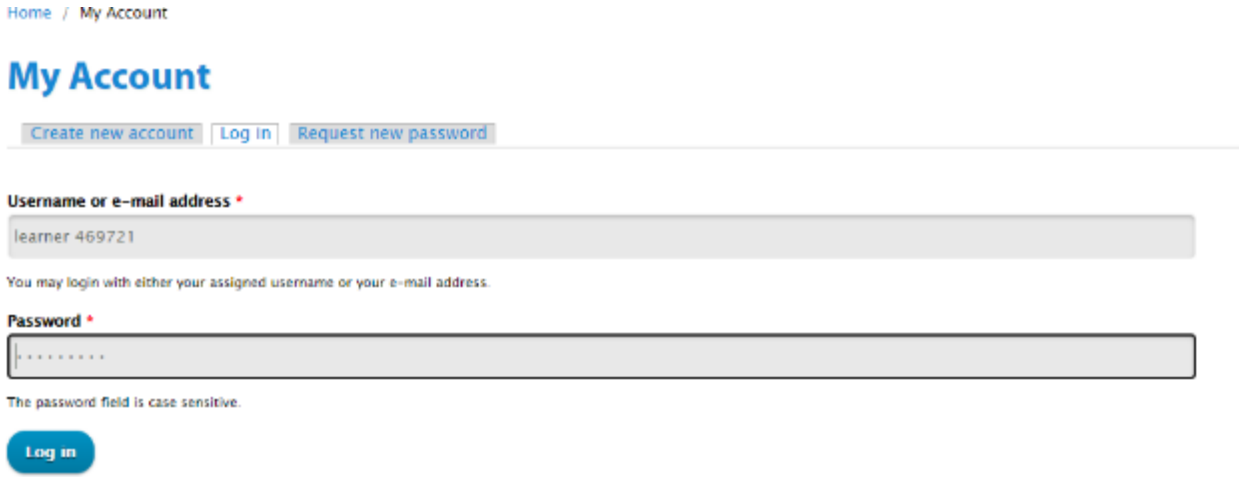
3. All learners who have started the exam will be listed.
4. Select the learner who needs to be unblocked, using the tick box next to their name.
5. Click the unblock button above the list of learners.

The Learner POV

1. Log in to the Learner Assessment Site (tlm.org.uk)



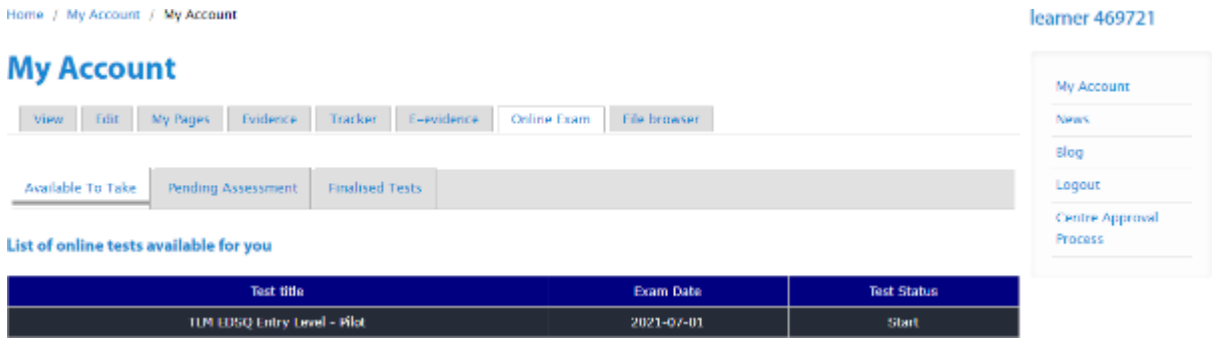
2. Using the login information from the assessor. Remember to include the "learner xxxxxx"

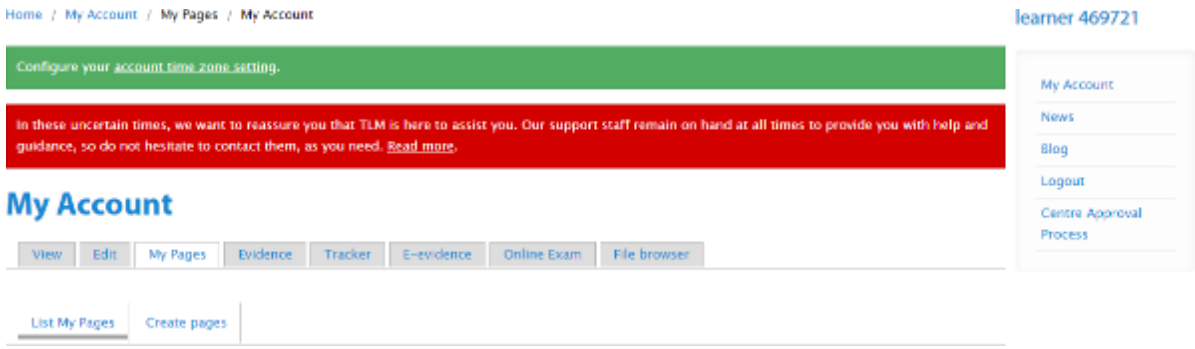


3. You **must agree** to the terms and conditions.

4. Using the menu bar, click on “**Online Exam”.**

5. The exam that is available will be listed under **Available To Take**.





6. To start the exam, click on **“Start”** in the Test Status column.

7. Here is a reminder of the conditions of completing the exam.

Background Colour

◉ Default

○ Yellow

The rules to follow during your on-line test.

1) Always keep your mouse pointer inside GREEN ZONE.

2) All the keys marked with RED CIRCLE (Ctrl, Alt, Tab, Window and all the function keys such as F1, F2, F3, F4, F5 and etc,) are NOT ALLOWED, therefore, BE CAREFUL not to press those keys.

2) All the keys marked with RED CIRCLE (Ctrl, Alt, Tab, Window and all the function keys such as F1, F2, F3, F4, F5 and etc,) are NOT ALLOWED, therefore, BE CAREFUL not to press those keys.

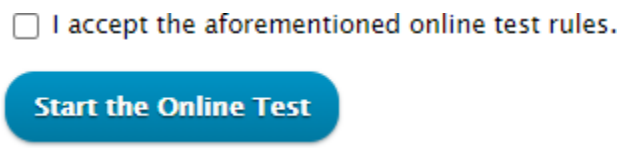
3) I understand that <u>I must not</u> discuss the content of this paper with any other person after I leave the exam room.

YOU WILL BE DISQUALIFIED IF YOU VIOLATE THESE RULES!!!

☐ I accept the aforementioned online test rules.

Start the Online Test

8. You must use the tick box before clicking on the **"Start the Online Test"** button.



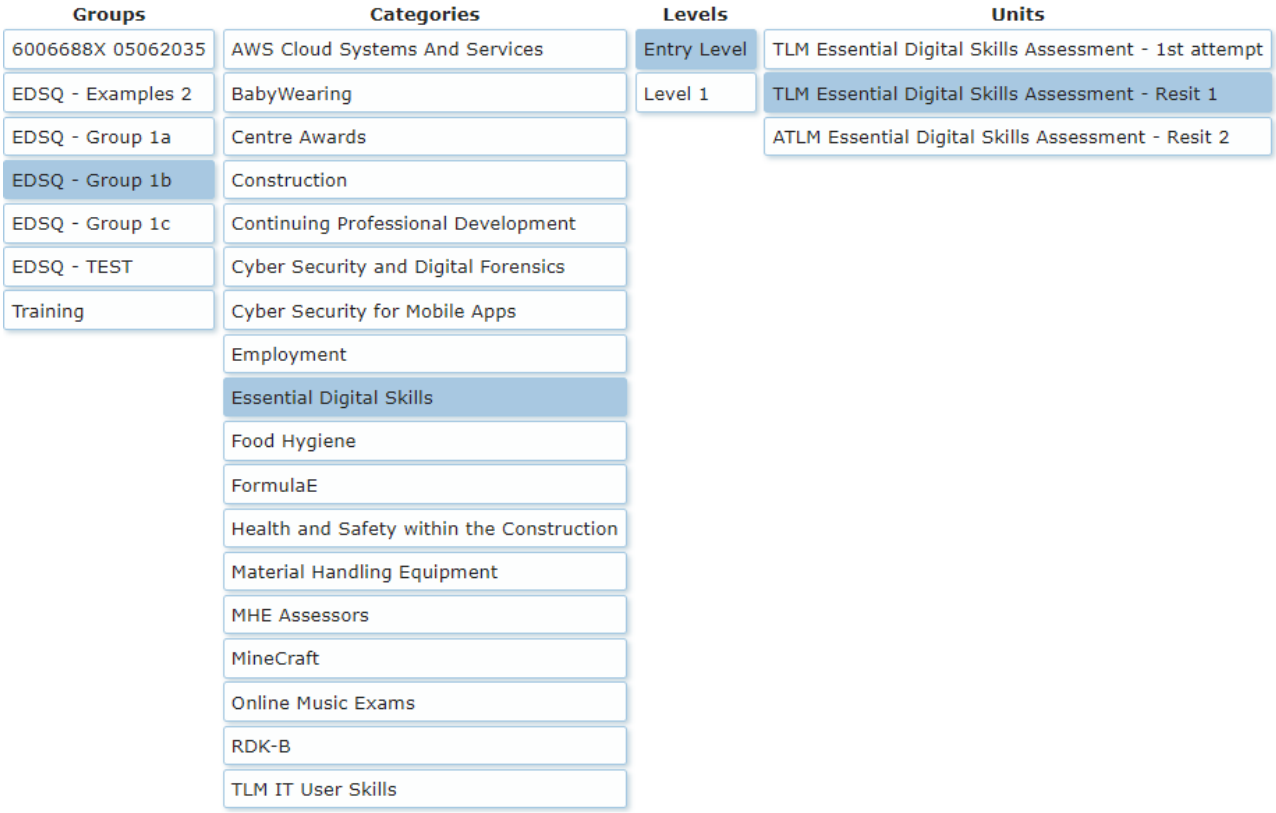
GO TO REQUEST FORMATIVE SAMPLING ONCE THE EXAM IS COMPLETE.

Resit options

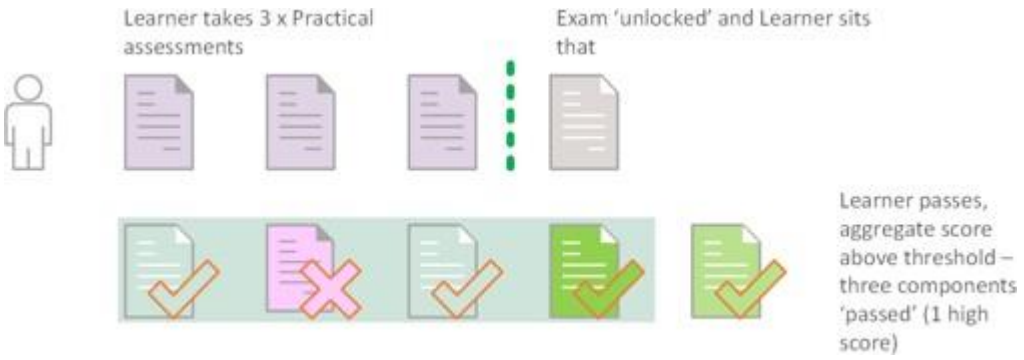
At the end of all assessments and exams, if a learner has not been successful at achieving a pass for the EDS qualification, you have the opportunity to resit any and all of the components. This includes the three assessments and the exam.

Centres can resit ONE component per learner, free of charge. To resit any further components will incur a further charge of £5 per component.

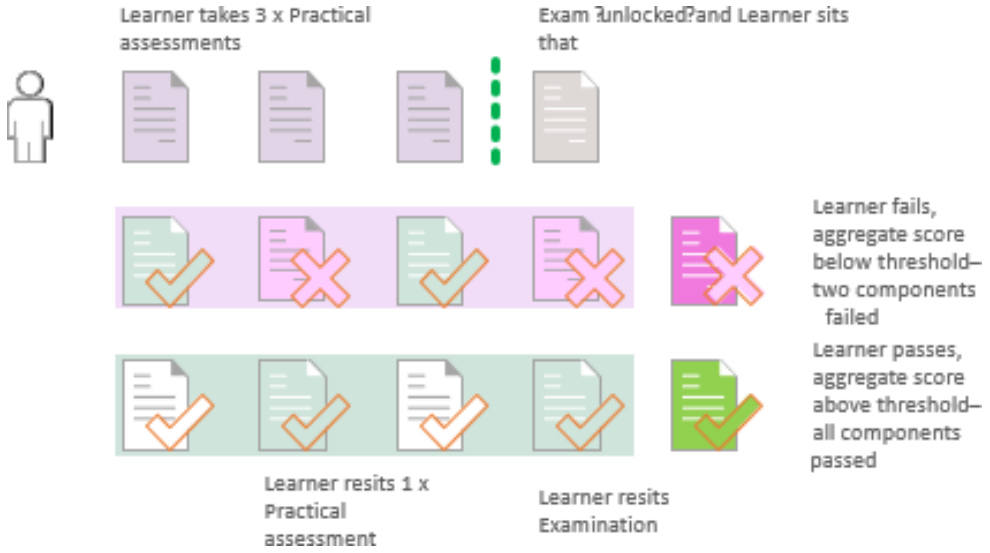
Ensure you use the correct resit option when submitting learners for a second Assessment.



Scenario one



Scenario two



Digital Certificates

Assessors need to go to the Centre Management site to download and print certificates. They can be printed on any paper you wish to use.

At no additional cost, your centre can add the centre logo on the certificate template. If your centre would like to have this attached to the account then please send this to helpdesk@tlm.org.uk.

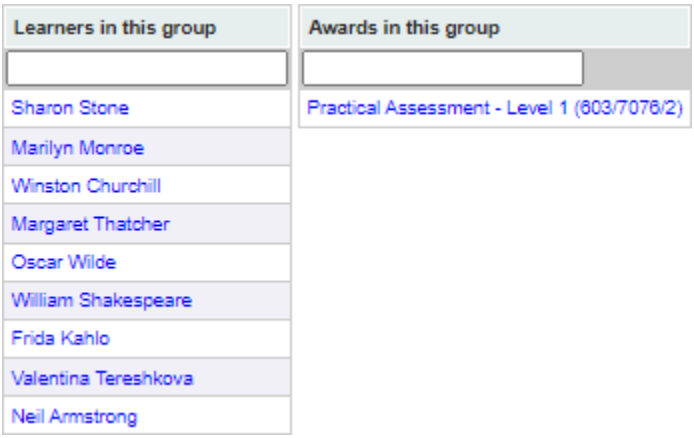
We require a transparent PNG sized – 300px x 300px.

Printing Certificates

To print certificates for your centre, log in to the Centre Management site.

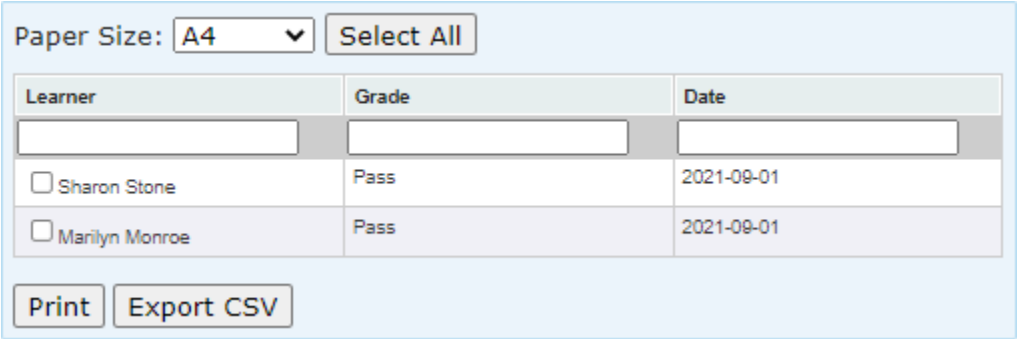
1. Go to School Admin
2. This will open up on the View groups tab. Find the group you wish to print certificates for then follow the row across to the actions column.

3. Click on print awards
4. Select the qualification you wish to print.



When selected this will open a new window with the learners who have achieved this qualification.

5. You can either print all or select specific learners.



6. Once selected, click on **print**.

For Those In A Hurry

For the seasoned pros; not for the faint hearted. Here is a very condensed step by step guide.

1. Login to **Centre Management**.
2. Go to **School Admin**.
3. Create a **Group**.
4. **Add EDSQ into the group name** and assign it to the Assessor.
5. Under **School Admin**, click tab **Add Learners**.
6. Add learners either manually or via CSV - remember to include the following mandatory fields in CSV: Forename, Surname, Gender and DoB.
7. Click **Save** (for manual upload) or Click **Add Learners** (for CSV upload).
8. Go to **Assessments**, then **Marksheets**.
9. Select the **group** you would like to register for the Assessment.
10. Select **Essential Digital Skills**
11. Select either **Entry Level** or **Level 1**
12. Select **Assessmen**t (only use the Resit options if learners need to resit a component/s).
13. Go to the **Registration column**, mark all learners you wish to put forward for the assessments by clicking '**R**' on your keyboard.
14. Then 'Save'
15. TLM will get back to you within **3 days** to issue the assessments for these learners/this group. The centre has **14 days to return the marks for the assessments**.
16. Once you have assessed the outcome of the tasks for the learners registered, go to the **Centre Management** site.
17. Repeat the processes 8 -12.
18. Go to **Assessments columns 1, 2 and 3** to fill in the marks for eachassessment for each learner (marks out of 45 per assessment).

OR
Upload marks via **CSV** to the marksheet.

19. Click **Save**
20. Access to the examination has been given.
21. Login to the **Learner Assessment** site.
22. When logged in the default page is **My Groups**.
23. Click on the **group name** to create the learner accounts on the Learner Assessment Site.
24. Click on the **Check Accounts**.
25. When learners are listed, click **Create Accounts**.
26. Go to **My Groups**.
27. In the column next to the group you wish to book the exam for, click on **Manage Exams**.
28. Click on **Register Online Exams** (button in yellow).
29. Using the **dropdown menu for Available Online Exams**, select either Essential Digital Skills Entry Level Award or Essential Digital Skills Level 1 Award.
30. Select the learners you wish to enter for the exam.
31. Click the **empty box to select the date** for your exam on the calendar. **Allow for the 3 days notice period when selecting your exam date**.
32. Check the tick confirming you have no conflict of interest with any learners in the group.
33. Click **Register** (button in blue).
34. On the day of the exam, log in to the **Learner Assessment** site.
35. Click on **Pupil ID Letter** for the relevant group
36. Download learner login details.
37. Click on **My Learners** using the menu on the right.
38. Go to the **Manage Exams** for the group.
39. Select Registered Exams
40. Double-check the group, make sure all learners are booked.
41. Click **Start Exam**
42. Learners to log into the Learner Assessment site using Pupil ID letter login information.
43. Once the exam is finished, log into **Centre Management.**
44. Go to **Assessments**, then **Marksheets**.
45. Select the group.
46. Click on the qualification.
47. Then the level you submitted the learners for the assessment.
48. Select the relevant Assessment
49. Check the exam results are in the Exam column
50. Select the learners who have completed
51. Click on **Request Formative Sampling**

Formative Sampling is now requested for the group/learners, a member of the Quality team will contact you for the sample size. They will supply a folder for you to upload the evidence, please remember to include the mark scheme.

Baseline Site - EDSQ Diagnostic Tool

TLM is extremely proud to announce that our Essential Digital Skills Diagnostic tool is now free to **all organisations**. With no restriction on learner numbers, this gives all training providers unlimited use.
Completing our new account form is all that is required to register your training organisation and access this resource instantly.
Your learner results are easily accessible, with a wide range of results styles to suit your needs. Information will be shown on the five subject areas as well as an overall grading.

For more information you can follow the link to our dedicated Baseline assessments page: baseline.theingots.org

Groups added to the Centre Management site WILL NOT SHOW UP on My Groups on the Diagnostic Tool Site.

FAQ - Extra Help

This section is a few extra guides on things our centres frequently ask for guidance on. As it is not needed within the normal process, we have added this extra section with this additional guidance.

Multiple assessors need access to a group (Centre Management)

The Centre Management site does not contain the feature to have two Assessors attached to the same group.
You can however create a new group that has almost the same name as the original with the same learners in it, except you add to the name of the group the initials of the second Assessor who requires access to it.

1. To add a group, click on **The School Admin**.
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 Group name.
5. Click on the **Add Group** tab.

a) Create a new group with almost the same name as the original, but this time with the other/ second Assessors initials at the end.

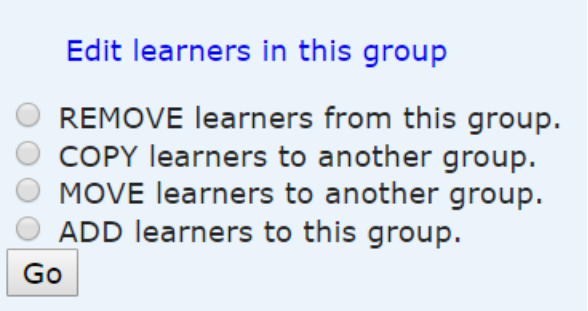
6. Go to the **Assessor** field and select the name of the second Assessor.
7. Click **Save**.
8. Go to the **View Groups** tab, find the name of the original group and click on **Edit**.
9. Click on **Select All** or select individual learners.
10. On the right select the **Copy** function.
11. To the right of **Copy**, using the dropdown menu, select the new group and click on the **Copy** button

Change Learners Details (Centre Management)

If a learner has incorrect learner information attached to their learner ID on the Centre Management site you must make sure you replace it with the correct information, as TLM requires the learner's legal name.
You **MUST** then change the learners' details on the Learner Assessment Site, otherwise the Centre Management site will not be able to validate the learners' exam results without this information. (See Editing Learner's Details on page 24 of this guide, on how to edit learners' details on the Learner Assessment Site)

1. Click on **School Admin/ View Groups/ Edit.**

2. To change learners personal information, please click on the blue hyperlink **'Edit Learners in this group'**.



3. The Edit Learners screen will open into a new Centre Management 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 Centre Management account will accumulate many year groups/class groups and exam groups throughout the academic year. We recommend Assessors create an 'Archive' group and those learners who have completed the course in the previous years should be moved into this group. Please follow the steps from 'Add Group'.