MATHS AND ENGLISH
E-TOOLKIT FAQS

Q1) What does the Maths and English e-Toolkit comprise of?
A) The Maths and English e-Toolkit combines a new highly accurate, adaptive, online Initial Assessment and Diagnostic tool and a wealth of multi-media resources. To provide essential analysis of a learners' skill level and the teaching and learning support required to steer learners towards success.

Initial Assessment and Diagnostic Tool

Q2) How should I use the Initial Assessment and Diagnostic tool?
A) Take the initial assessment tests first. These measure where you are in each of the main topic areas for maths and English. Based on your results for the initial test you will be automatically assigned diagnostic tests. These tests will focus on your skills in more detail and will help you and your tutor agree your learning plan.

Q3) How long will the initial assessment take me and how many questions will I get?
A) Due to the adaptive nature of the initial assessment learners will take different pathways through the tests and see different combinations of questions. Questions range from 1 – 3 marks. Each learner is assessed out of 36 marks for maths and 42 marks for English. We estimate on average, that each initial assessment will take a learner 20-30 minutes in total. The test is not timed and learners can work through these at their own pace.

Q4) What does adaptive testing mean?
A) Adaptive testing is where the test takes account a learners' responses and selects subsequent questions base on these. In this way, the test is able to measure the learner's skills profile accurately without the need to ask questions at all the levels. For example, if a learner performs well on a group of items at Level 1, they will then be presented with a group of questions for that subject area for Level 2. Or, if they get a low score, they will be presented with a group of questions at Entry 3. The tests automatically compiles a skills profile for each curriculum area and this is reported at the end of the test.

The automatic routing from the initial to the diagnostic tests is also adaptive. Based on their performance on the initial tests, the platform selects the appropriate diagnostic tests from the bank to help them reach their working towards level.

The Initial Assessment and Diagnostic tool is based on best practice in computer-based adaptive testing.

Q5) If I close my browser part-way through the initial assessment will my progress be saved?
A) No, the initial assessment needs to be completed in one sitting. If you close the browser for any reason your progress will not be saved and when you log back in you will be returned to the beginning of the initial assessment.

Q6) Who marks my initial assessment?
A) Your test will be instantly computer marked.

Q7) What feedback will I receive at the end of my initial assessment?
A) At the end of the initial assessment you will see:

- your individual skills profile showing for each curriculum area that you are working at either below Entry Level 3, Entry Level 3, Level 1 or Level 2
- there are 7 curriculum areas for English (Reading for Information, Understanding and Purpose, Reading – using documents, Spelling, Punctuation, Grammar, Organising Writing) and 6 for Maths (Whole Numbers + and -, Whole numbers x and ÷, Fractions decimals and percentages, Measures, Shape and Space, Data and Statistics)
- your overall level and the level you should work towards
- your marked test ('test transcript')
- feedback which explains the answer to any questions you get wrong.
- automatic assignment of appropriate diagnostic tests to help the learner reach their working towards level

Q8) How is my overall skill level decided?
A) Your overall skill level is the lowest level achieved for any given curriculum area.

Q9) How is my 'working towards' level decided?
A) You will always be working towards the level above the one that you are currently at so that we can ensure progression of skills. This is in line with Skills Funding Agency requirements for initial assessment and diagnostic tests.

Q10) What happens after I have completed my initial assessment?
A) Once you have taken the initial tests, the platform will allocate you a number of shorter 'bite-sized' diagnostic tests. These focus on individual skills that you may need to practice and will help you and your tutor agree your learning goals.

Q11) I have several diagnostic tests, do I need to do them all at the same time?
A) There is no need to take all of these test in one session. The diagnostic tests are smaller bite-sized tests and you should work through these at your own pace.

Diagnostic tests are most often used at the start of a programme of study. The system will also allow tutors to assign tests in order to gauge a group of learners' strengths and gaps before delivering a particular area of the curriculum. Alternatively these can be used post-delivery as a way of gauging whether learning has taken place and feeding back and tailoring tuition to learners, accordingly.

Q12) What feedback will I receive at the end of the diagnostic tests?
A) At the end of each test you will see:

- your marked test ('test transcript')
- feedback on the skills being tested and how to develop these
- recommendations for next steps including signposting to SmartScreen Maths and English resources.

Q13) Can I print off my Initial Assessment and Diagnostic feedback reports?
A) Yes.

Q14) Does the system store my results?
A) Yes. Users can view a summary report of performance and recommendations from all tests taken. This report is intended to be used as the basis for individual learning plans. From this page, learners can also access all the tests they have taken, the test reports, transcript and feedback.

Q15) Do you have an offline version of this Initial Assessment and Diagnostic Tool?
A) No we don't. We don't offer paper-based resources because it would not be suitable for an adaptive initial assessment and we don't issue them for our diagnostic tests as the tests you receive depend upon your initial assessment scores. The strength of our offer lies in the fact that it delivers a fully adaptive initial assessment experience with tailored diagnostics and individualised feedback and signposting to appropriate resources.

The system is designed to automatically deliver high quality, accurate and accessible reporting and feedback, freeing up teaching staff to teach.

Q16) Are the tests difficult to use?
A) The tests are designed to be accessible, intuitive and simple to use. The maths tests maximise the use of graphics to enable concise questions that do not place higher level language and literacy demands on candidates.

Maths and English e-Toolkit teaching and learning resources

Q17) Why should I subscribe to the City & Guilds Maths & English e-Toolkit teaching and learning resources?
A) These new resources provide maximum support to tutors and learners across all maths and English qualifications or learning programmes, including those provided by other awarding organisations. Resources have been produced to provide you with as much flexibility as you require in meeting your maths and English delivery needs.

The assets cover all levels from Entry 1 to Level 2 and include both paper-based, online versions, revision videos and e-Learning modules to suit different learning and teaching needs.

Q18) What is the benefit of it for me and my centre?
The extensive bank of innovative material will provide you with numerous lesson ideas and support in your teaching, saving you time and ensuring you can deliver engaging and relevant lessons that will give your learners the best chance of gaining their qualification. They support any maths and English learning, helping you to prepare sessions that meet the specific needs of your learners and reducing the need for multiple resources.

Q19) What is the benefit of it for my learners?
A) The e-learning and video revision material will help improve learner engagement, motivation and confidence. Flexible access allows them to learn in whichever way suits them best, with m-learning providing access anytime, anywhere. The ability to work at their own pace and access the material an unlimited amount of times ensures they can really learn and understand the material, offering them a greater chance of success.

Q20) How many and what types of resources are there?
A) There is a wealth of content, and many different types of resources included to meet different teaching and learning styles. The breadth of resources includes:

- **Audio and video materials** - short audio and video clips help bring learning to life and can be used in a variety of contexts.
- **Delivery plans** - available for every sub-topic to help session planning and ensuring best use of learning materials. Resources include 'top class teaching tips' alongside 'struggle' tips for learners
- **e-learning bites** - our e-learning bites follow a see it, try it, test it approach in the context of day-to-day life. Available on mobiles for use on the go.
- **Interactive activities** - these online activities can be completed in a classroom setting with the support of tutors, or independently for more able learners.
- **Paper-based activities** - provided as both tutor and learner material, these activities are referred to in the delivery plans, but do also feature additional standalone activities.
- **Revision videos** - revision videos refresh understanding and prepare learners for assessment.
- **Quiz and revision cards** - these can be used in different ways, either in tutor led activities, or pair and group work. They provide prompts for checking understanding and promote bite-sized learning.

Q21) How can I use the resources?
A) It's up to you – they can be used in teaching sessions for practice, exploration or consolidation of learning. Alternatively they will work equally well as part of independent learning programmes, and can be accessed on tablets, in the workplace, in learning resource centres, classrooms and ICT rooms.

Q22) How do I place an order for the Maths & English e-Toolkit?
A) Access to the Maths and English e-Toolkit can be purchased directly through the Walled Garden, or you can contact your local City & Guilds Business Manager, or contact Direct Sales on 0844 543 0000 or email directsales@cityandguilds.com

Q23) Do I have to buy all levels of content?
A) No – you can buy content just for Levels E1-2, or content just for Levels E3-L2. You can, of course, buy both together if you wish

Q24) Do I have to buy both maths and English content?
A) No – you can buy content for just maths or content for just English. You can, of course, buy both together if you wish. Discounts apply for the purchase of both within a single subscription.

Q25) How long is my subscription active for?
A) The subscription to all material is active for a 12 month period of access, and offers unlimited access to learners and tutors during this period.

Q26) What if I need to cancel my subscription during the 12 month period?
A) You can cancel access to your subscription within 7 days of purchasing.

Your subscription will automatically renew after 12 months, however you can unsubscribe from auto renewal on the Walled Garden or by contacting Direct Sales.

Q27) Are there any web browser compatibility requirements for the Maths and English e-Toolkit e-learning?
A) To view and use the e-learning content in the Maths & English e-Toolkit, you will need the following internet browser versions:

- Internet Explorer V7 - if Google Chrome Frame is installed
- Internet Explorer V8 - if Adobe Flash (current versions) OR Google Chrome Frame is installed
- Google Chrome (latest version)
- Firefox (V15 or higher)
- Safari (V5 or higher, OS X only)

If you have any questions on this please contact us on 0844 543 0000 Option 5 for SmartScreen or contact your IT department.

Q28) Who can I contact for technical support when using the Maths and English e-Toolkit?
A) City & Guilds have a dedicated team that you can contact for product support. You can contact them on directsales@cityandguilds.com or 0844 543 0000.

For more information on our maths and English offer visit www.cityandguilds.com/mathsandenglish