

8939-01 FAQs

1. **If a candidate has started the test online and then the connection fails and so he takes the rest of the exam offline, does he know? If he clicks finish the test and the results are submitted, can the invigilator still go to that computer and upload the answers?**

A - The candidate won't note whether the tests are being delivered online or offline, there is no difference in the test display or functionality.

The invigilator must always check all computers at the end of every test session to ensure all tests results have been uploaded. This can be checked on the top hand side of the screen at Janison Replay, a small yellow blob with a number of tests to be reconcile will show. The invigilator must use his invigilator code to unlock the padlock, and go to 'Reconcile' where he will see how many results have been stored in the machine for reconciliation.

2. **How many versions of the demo test are there?**

A - Only one version. The Familiarization test is meant to be used to enable candidates to become familiar with the format of the test. Test preparation activity can be done offline by the centre with offline resources provided by City & Guilds.

3. **Are there different versions of the actual exam for different sessions? For example will a session at 10am be exactly the same as a session for 2pm that same day?**

A - Test packages are made of a compilation of individual test components across a number of test package versions, not one candidate should receive the same test package compilation version as another candidate. The system knows when a candidate is re-sitting the test and will not allocate test components previously sat.

4. **Sessions can be paused, so does this mean that a candidate's session can be paused for toilet breaks?**

A - If a session is paused by the invigilator, the whole session gets paused, so all learners will have a pause. City & Guilds examination rules must be observed when allowing candidates using toilet facilities so that no cheating is allowed to happen.

5. **The timer in each exam has no seconds. It will be helpful for students to see how many seconds left especially in the last few minutes of the exam. Is this possible?**

A- No, candidates should be able to work out that 1 minutes = 60 seconds.

6. **If the Internet connection speed got higher in the middle of the candidate testing, would it mean that the test will go automatically from offline to online? If yes, will the candidate and invigilator receive a notification in the middle of the exam that this has changed?**

A- Once the tests goes on 'reliable mode' it will stay like that till the end and will not move back to 'online'.

7. **Some centres have 2 invigilators in one exam (each session need a male and a female invigilator). Is there a way that 2 invigilators can be assigned for each test session?**

A - Janison Insights only supports having one Invigilator assigned to a test session. What we suggest for centres that require more than one invigilator present in the test

session is that one register in the JI platform and the other support the session as per usual but without formal presence in JI platform.

8. What happens if the invigilator clicks 'finish' but a candidate has not finished their test?

A – It is not possible to *finalise* a test session until all test attempts are either submitted or abandoned.

9. Once the administrator assigned a test session to an invigilator, can this be changed/re-assigned to any other invigilator?

A – No it cannot.

10. How can tests be paused if Janison Replay goes offline? For toilet breaks for example

A – Currently it is only possible to use invigilation functions if the device is online.

11. The platform has its own way to test the bandwidth. What is the advisable bandwidth required to continuously test online as per the built in bandwidth checker? What is advisable bandwidth to be able to prepare the device for offline testing?

A – There are a number of factors that need to be considered regarding bandwidth requirements that make this difficult to answer. For example, the advisable bandwidth will be different depending on the number of devices, which tests are being used, etc. Devices will go into reliable mode as soon as there has been a single failed request and will stay offline until the end of the test. Janison Insight staff are working on changing this behaviour so that a device is less likely to go into and stay in reliable mode.

12. Is there a way we can have same names for the Event ID and Test Event? As creating a test session code is a little bit confusing because when you try to allocate the invigilator to Test Event, you cannot distinguish which Event ID is for which Test Event.

A – It should be possible to have the same names for the Event ID and the Test Event. The system will automatically add dashes instead of spaces for the id, so it will be slightly different but it should make it easier to distinguish which Event ID is for which Test Event.

13. How can more time be added to specific candidates with learning difficulties or disabilities for example?

A – It is possible to award more time to specific candidates in the Test Session Administration Dashboard.

14. How many times can a candidate be booked for the familiarisation test:

A - candidates are only able to take the familiarisation test once, there is only one version of this test and marks are not provided, the test sole purpose is to ensure the candidate can see what format the tests will be rather than practice the questions again and again. Bookings for the familiarisation test will only be accepted once at the JI platform.

15. If a candidate passes and then retakes an exam in the hope of gaining a higher grade, but gets a lower grade, which certificate will show in MyCerts?

A – This certificate is set up to use the best grade available in MyCerts so the certificate displayed will always be the best achieved grade to the date it is checked.

16. If registration fails, how long does the email take to come through to us?

A – Registration of learners won't fail. What may fail is the evolve booking. The email confirmation will come through every hour and sent automatically to the Branch office so customers can be informed.

17. If the candidate is absent and does not take the exam within the 14 days open window, does the result show as failed?

A- The test expires in the JI platform, no results are sent back to City & Guilds. In the WG is should show as 'absent' rather than 'failed'.