

International Certificate in English Language (B1 & B2) (8939-01) Computer-Based Exam Delivery Guide

Customer Technical Training Manual

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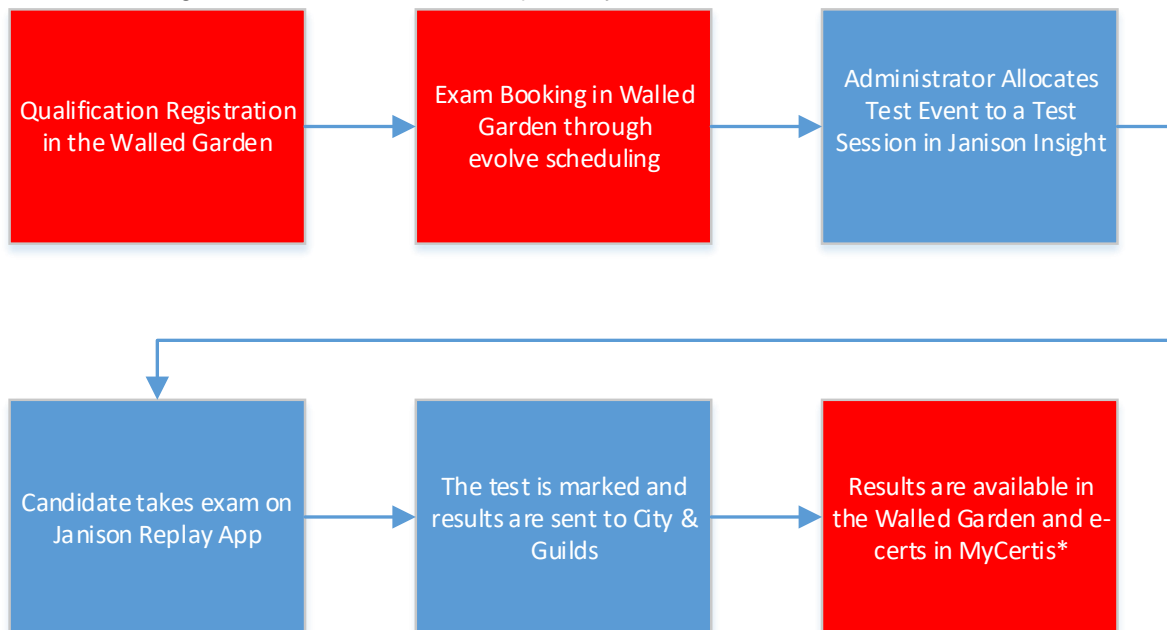
Version and Date	Change	Section
1.0 February 2018	Amend to cover (Incl Customer Technical Manual title)	N/A
2.0 June 2018	New Section inserted – Test Session Administration	Section 8
	New Section inserted – Test Delivery Dashboard	Section 14

1. How does the online International Language English Test work?

The computer-based International Language English Test works in a similar way as other City & Guilds computer-based exams.

The centre will need to access [Walled Garden](#) to register the candidate and book the test and then administer and invigilate the tests online via the Janison Insight testing software on an application version or online browser.

The below diagram shows the customer journey:



The red boxes show the City & Guilds systems, the blue boxes show the British Council assessment and marking systems.

There are five tests which need to be taken by the candidate to receive a result

- Reading
- Listening
- Grammar and Vocabulary
- Speaking (examiner marked)
- Writing (examiner marked)

To invigilate tests the centre will need to access the **Janison Insight** platform and log in with their username and password.

For candidates to take the test, they have to use the **Janison Replay** application (app) which must be downloaded to the centres' hardware.

2. Centre Administration and Invigilation Accounts in Janison Insight

If you are already a City & Guilds approved centre you will need to apply for approval to deliver the International English Language Test. Once qualification approval has been granted, you will need access to the Administration Portal called **Janison Insight**.

You must fill-out a [e-volve account application form](#) and indicate who your Administrator and Invigilators will be.

Your Branch Office (BO) staff will set your centre up in the system and allocate the users to their correct centre. The BO staff will send a '*Welcome Email*' telling you your Installation ID and it will ask you to look out for your log-in notification from the system.

You must confirm receipt and test your log-in details. If you encounter any problems you must contact your BO customer service team for support. Future users can be created by your Centre Primary User or Centre Administrator.

Once your centre is set up and the users have their log in details they will need to install the Janison Replay (testing app) in their test devices. To install the Janison Replay app, you can go to:



When a user first opens the Janison Replay application in their computer they will be asked for the URL. Users must enter the following URL <https://cg-replay.bc.janisoncloud.com>. This will be requested every time a new user opens the Janison Replay app so all Invigilators and the Centre Manager must have this URL to hand.

All centres will have two levels of user permissions: Centre Administrator and Invigilator. These roles can perform the following tasks:

TYPICAL USER PROFILE PERMISSIONS

Activity	Centre Administrator	Invigilator
Create Centre Users	--	--
Create/Reset Invigilator Access	●	
Create Test Sessions	●	●
View All Tests Across All Centres	--	--
View and Allocate Test Events for Own Centre	●	●
Download KeyCodes	●	●
Prepare Device for Offline Testing	●	●
Check Exam Status	-	-
Reconcile Device for Offline Testing	●	●
Abandon, Pause and Postpone Exams	●	●

To access the Janison Insight platform, please log-in to: <https://cg-admin.bc.janisoncloud.com>

3. Janison Replay – Minimum Technical Requirements and Installation Guide

Computers and Devices	Minimum requirements		
	Operating System	Hardware	Not Supported
Windows	Windows 7+	<p>1GB RAM free, 1Ghz processor, 1GB hard drive space free.</p> <p>Dependencies included in the .exe installer, but not in the .msi installer:</p> <p><i>Microsoft Visual C++ Redistributable Packages 2015</i></p> <p>https://www.microsoft.com/en-us/download/details.aspx?id=52685</p> <p><i>.NET Framework 4.5.2</i></p> <p>https://www.microsoft.com/en-au/download/details.aspx?id=42642</p>	<p>Windows RT</p> <p>Windows tablets</p> <p>Windows touch screens</p> <p>Dual monitors</p>
iOS	iOS 10.3+	<p>iPad Pro+</p> <p>iPad Air+</p> <p>iPad 5th generation+</p> <p>iPad mini 2+</p>	<p>iPad mini is not recommended due to screen size – but it is still supported</p>
Android	Android 5.0+	<p>*Device manufactured during 2015 or later with minimum 1GB RAM free, 1Ghz processor, 1GB hard drive space free.</p> <p>Android System WebView / Chromium 56+</p> <p>https://play.google.com/store/apps/details?id=com.google.android.webview&hl=en</p>	<p>Kindle Fire (Fire OS)</p> <p>*The Android market has <i>many</i> device manufacturers, hardware configurations and OS customisations – it is not “standardised” like iOS. As such not all Android devices meeting the minimum hardware and OS requirements are guaranteed to be fully supported.</p>

Equipment	Minimum requirements
Screen	Display must measure 24.6 cm (9.5 inches) diagonally and support resolution of at least 1024 x 768 at 32,000 colours.
Headphones, earphones, ear-buds	Headphones, earphones or ear-buds are recommended for speaking and listening tests
Microphone	Microphone is required for speaking test
Keyboard	Physical keyboard (wired or wireless) is required for laptops and desktop computers. Physical keyboard (wired or wireless) is optional for tablets (iOS and Android). Note: An external keyboard is not necessary for successful interaction with online items when students are responding to tests on iOS and Android tablets (although external keyboards for tablets can still be used and are recommended for long form writing tasks)
Pointing device	Mouse, trackpad, touchpad or touch screen (iOS and Android) or other pointing device with which the student is familiar.

4. Candidate Registration and Exam Booking

Candidates must be registered via the Walled Garden via standard process.

To book tests, log into Walled Garden and select 'e-volve test scheduling'. Book this test as you would for a normal e-volve exam.

When booking the test you will only have the option to book one unit, **8983-001**. This will automatically produce the 5 different tests and the keycodes which you and the centre staff will see in Janison Insight. The five tests are:

- Reading
- Listening
- Grammar and Vocabulary
- Speaking (examiner marked)
- Writing (examiner marked)

ENR	First Name	Last Name	Qualification	Unit or Assessment
WCY 9681	Test	One	8939-01 ▼	8939-001 ▼

Once you have booked the test it will show "*Will be available shortly*" within Walled Garden. Please check booking and download the candidates' keycodes in the Janison Insight platform.

If a booking is rejected, your Branch Offices will be notified and they will get in touch with you promptly to inform you that a booking has been rejected and the reason why so that you can re-book the candidate.

When tests are successfully booked a “*test event*” will be created in the Janison Insights platform, which will be open for 14 days. Centre Administrators or invigilators then must create a ‘test session’ within this time period. The session remains open and should be closed when all candidates in that session have completed their tests.

Once a test event is created in Janison Insights, all of the keycode data etc. is automatically generated.

To book the familiarisation test, you will need to follow the same e-volve booking process and book unit 8983-101 so that candidates can benefit from the familiarisation test.

5. Pre-test Administration on the Janison Insight Platform

This section explains how to create and manage test sessions as an Invigilator.

As you navigate through this section you will notice letters and numbers on the images.

We have used yellow letters to label components of the system.

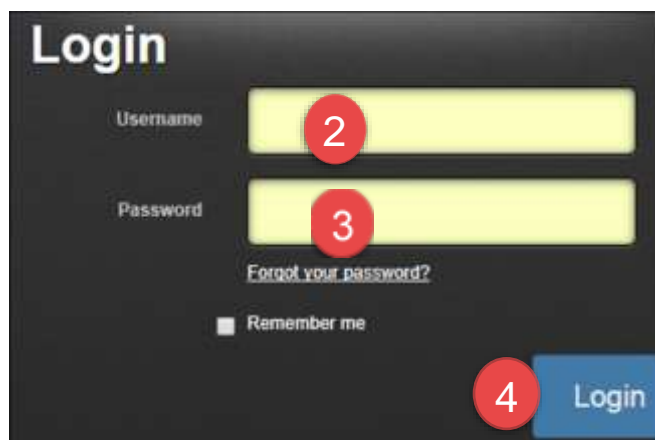


We have used red numbers to step you through the requirements to undertake tasks.



Log in to the Janison Insight platform:

1. Open your browser, and navigate to <https://cg-admin.bc.janisoncloud.com>



2. Enter your **Username**
3. Enter your **Password**
4. Select **Login**


Invigilator Dashboard:

After logging in, the dashboard for your test centre displays.

Welcome back Kate Jackson


Test Centre: Janison

Today 02/08/2017:



45

Active Test Sessions







44

Candidates in Progress


The top of the dashboard provides a summary of the **Active Test Sessions** and **Candidates in Progress** for the selected **Test Centre**. If you are an invigilator for more than one test centre, you can select a different one using the **Test Centre** dropdown.

Test Sessions:


Create New Test Session

Session Code	Status	Created ▼	Invigilator	Candidates
JGY-JW-SXD	Open	10:32, 31 Oct 2017	 Parasuram ganni	0
XZW-DP-SHD	Started	16:06, 06 Oct 2017	 Parasuram ganni	1
WBG-JF-PZY	Started	16:42, 05 Oct 2017	 Parasuram ganni	1
CCC-CC-CMB	Started	11:00, 27 Sep 2017	 Parasuram ganni	3

1 - 4 of 4 items



1 ▼



The **Test Session** section provides information about sessions currently running and provides a link to the sessions in the **Session Code** column. You can sort the **Created**, **Room** or **Invigilator** columns by selecting the relevant header.

You can also create new sessions. Steps to do this will be covered in the section 'Create a new test session'.

The **Test Event** section provides details about events and also provides links to the events in the **Event ID** column. You can switch between events that are 'Closed' and 'In Progress' using the dropdown.

Test Events: Closed

Start - End Date	Days Left	Test Package	Candidates	Event ID	Actions
15 Jan 2018 - 29 Jan 2018	0	C&G - Listening Reading Speaking Writing	6 2	testPackageld=14~centrelid48~2018-01-15~CGU-LIRESPWR~825599-01dhrl-connectme	
12 Mar 2018 - 26 Mar 2018	0	C&G Online Practice	1	testPackageld=12~centrelid48~2018-03-12~CGUOPT-LIRE~825599-01dhrl-connectme	
14 Mar 2018 - 28 Mar 2018	0	C&G - Listening Reading Speaking Writing	2	testPackageld=14~centrelid48~2018-03-14~CGU-LIRESPWR~825599-01dhrl-connectme	
27 Mar 2018 - 10 Apr 2018	0	C&G - Listening Reading Speaking Writing	9	testPackageld=14~centrelid48~2018-03-27~CGU-LIRESPWR~825599-01dhrl-connectme	
27 Nov 2017 - 11 Dec 2017	0	C&G - Listening Reading Speaking Writing	19 1	testPackageld=14~centrelid48~2017-11-27~CGU-LIRESPWR~825599-01dhrl-connectme	
16 Jan 2018 - 30 Jan 2018	0	C&G - Listening Reading Speaking Writing	19 2	testPackageld=14~centrelid48~2018-01-16~CGU-LIRESPWR~825599-01dhrl-connectme	

1 - 6 of 125 items

The **Candidate Attempts** section details candidates and their sessions. You can filter candidates using the dropdown.

Candidate Attempts: Past Candidates

Search Candidate Attempts

Name	Test Package	Component	Keycode	Status	Delivery Mode	Connection Mode	Save Method	Session Code	Actions
Janison Nine	C&G - Listening Reading Speaking Writing	C&G Grammar and Vocabulary	ST-CQ-PX-GQ	Marked	Low Bandwidth		Online	ZZM-TG-WGD	
Janison Nine	C&G - Listening Reading Speaking Writing	C&G Listening	KV-GF-NY-WX	Marked	Low Bandwidth		Online	ZZM-TG-WGD	
Janison Nine	C&G - Listening Reading Speaking Writing	C&G Reading	CP-EX-RN-GC				Online	ZZM-TG-WGD	
Janison Nine	C&G - Listening Reading Speaking Writing	C&G Speaking	BR-ZJ-GJ-JB	Marked	Low Bandwidth		Online	ZZM-TG-WGD	
Janison Nine	C&G - Listening Reading Speaking Writing	C&G Writing	FB-TZ-HN-R				Online	ZZM-TG-WGD	

Past Candidates

☐ Todays Candidates
☒ Past Candidates
☐ Future Candidates
☐ Rescheduled Candidates

You can search for specific candidates by name or keycode.

Candidate Attempts:

Past Candidates

Search Candidate Attempts

Search

Reset Search

The **Invigilators** section displays details of the invigilators and their sessions. You can open a session by selecting the link in the **Last Session Invigilated** column.

Invigilators:				
Invigilator	Last Logged In	Last Session Invigilated	Last Session Started	Actions
[paloma.tattershall-dodd@cityandguilds.com]	Today at 09:01		11:02, 07 Dec 2017	
<div> <div>1</div> </div>				1 - 1 of 1 items

Create a new test session

Once a test has been booked via Walled Garden, the Centre Administrator or Invigilator can set up the **Test Session**.



1. Select **Create New Test Session** from the dashboard.

Create New Test Session

Test Centre

City & Guilds - London

Test Event

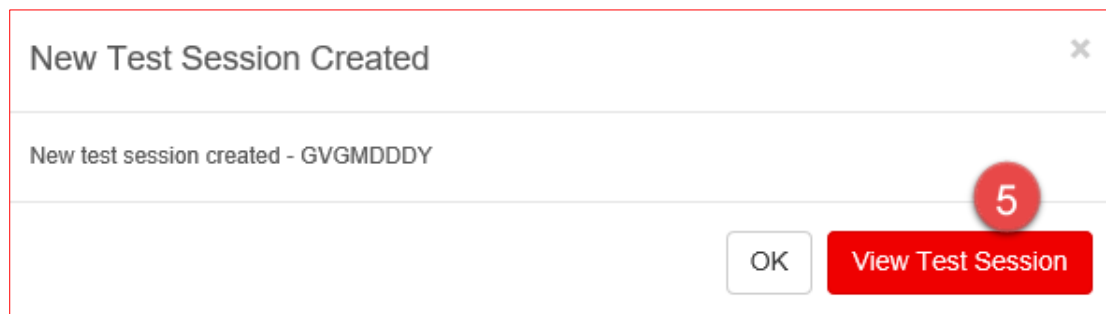
All Assessment Events

Invigilator

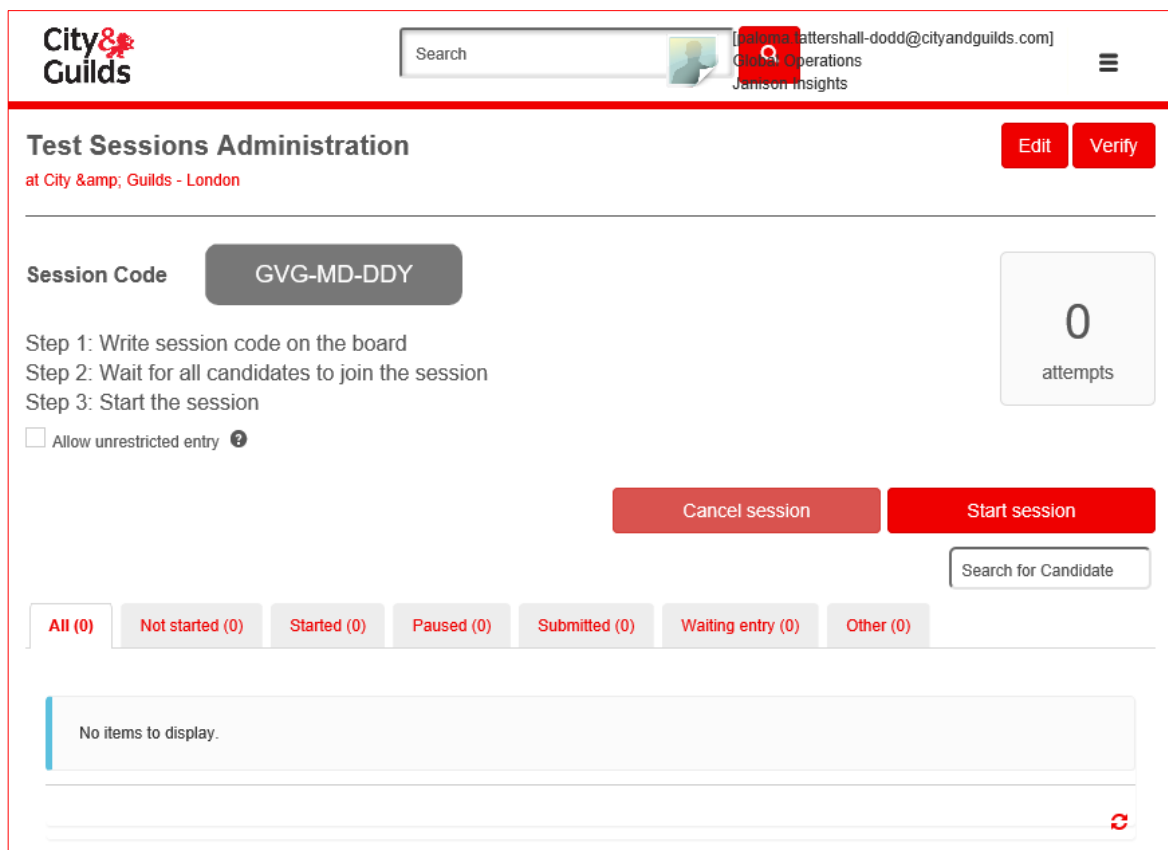
Cancel

Create Test Session

2. Select a **Test Centre** – This will default to your test centre. Change this if you need to.
 3. Select a **Test Event** – Select the test event you are running the session for if the test session is for a specific event. Otherwise leave to 'All Assessment Events' if you want candidates from any test event to be able to join the test session.
- Invigilator – this will default to 'Me'. You must select the relevant invigilator.
4. Select **Create Test Session**.
 5. Select **View Test Session**.



The **Test Sessions Administration** dashboard appears.



At the bottom of the Home page (The invigilator dashboard) you can show your invigilator Keycode or re-generate a new Keycode. This will be used to:

- Prepare devices to deliver the tests using the Janison Replay application;
- Reconcile test results in the Janison Replay application.

6. Create invigilator code

6

Janison Replay:

To prepare and reconcile devices using Janison Replay you will need a Keycode. If you have forgotten your Keycode you can regenerate one.

[Show My Keycode](#)
[Regenerate Keycode](#)

Obtaining candidates' keycodes

1. To download and print candidates keycodes in advance of the session Invigilators must go to 'Test Event' and click on the little red box in the far right.

Test Events:					In Progress
Start - End Date	Days Left	Test Package	Candidates	Event ID	Actions
15 Sep 2017 - 29 Sep 2017	9	C&G - Listening Reading Speaking Writing	5 / 5	testPackageId=14-centreId1227888-2017-09-15-CGU-LIRES/PW/cgit-test-centre-01bkrm	
20 Sep 2017 - 4 Oct 2017	14	C&G - Listening Reading Speaking Writing	5	testPackageId=14-centreId1227888-2017-09-20-CGU-LIRES/PW/cgit-test-centre-01bkrm	

2. A list of keycodes for all candidates booked under that Test Event will appear.

3. Right click on the file and print the full list or only the candidate pages (with keycodes) you require for your test session. This is what an individual code slip looks like, each candidate must have one:

Assessment Event One Time Code Slip - Janison Invigila

Assessment Event One Time Code Slip

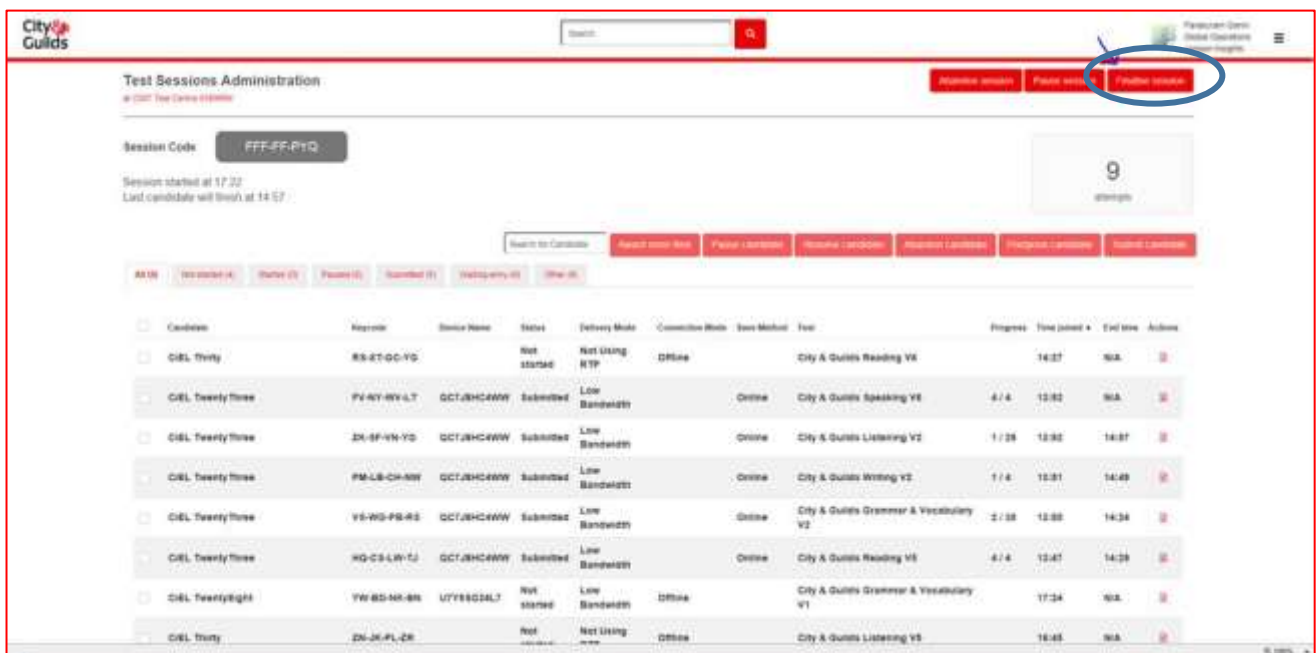
First Name	CIEL	Test Package	C&G - Listening Reading Speaking Writing
Last Name	Thirty		
Username	KKY2991	Product Variant	City and Guilds
Test Centre	CGIT Test Centre 01BKRM		

Test Name	Keycode
City & Guilds Grammar & Vocabulary V1	HS-GB-CH-DY
City & Guilds Speaking V2	HW-SM-CR-MH
City & Guilds Listening V5	ZN-JK-PL-ZR
City & Guilds Writing V3	BZ-TK-YT-ZN
City & Guilds Reading V6	RS-XT-GC-YG

4. Once Invigilators are ready to deliver the test click 'Start Session'
Note: when tests are being delivered offline the Janison Insights invigilator dashboard will not know whether the test session has started or not, so the Janison Replay offline application will allow candidates to start tests regardless of whether the session has been started.

Centre administrators or invigilators must apply the same control rules as they would to paper based tests in this case to ensure all candidates observe the City & Guilds examination rules.

5. After the session is completed the Invigilator needs to close the Session by clicking on "Finalise Session".



Invigilators should only close the session once all candidates allocated to the session have sat the test. A test session is linked to a test event, and the validity of a test event is 14 days. The candidate can take the test anytime during the 14 day window (which starts at the day the test is booked).

6. Preparing the Replay App (If test is going to be taken online)

If the test will be taken online (i.e. connected to the internet), there is no need to "Prepare the App", i.e. download the tests to the device). In this case, the Invigilator can simply prepare the test venue as per City & Guilds Exam Administration guidelines and provide the Session and Keycodes to the candidates on the day of the exam.

The test session codes are created by Invigilators when they create 'a new test session' in the Janison Platform. This should be written on the board for all candidates to see during the session.

7. Preparing the Replay App (If test is going to be taken offline)

If the tests will be taken offline, the Invigilator will have to “Prepare the Device” or download the tests on to the device. In order to facilitate offline delivery, the test centre manager or invigilator needs to individually prepare the device/devices by downloading the test content onto them. Please note that the devices need to be online for the preparation.

Offline delivery easy, safe and robust. To prepare a device (laptop, tablet, etc.) for delivering a test offline you will need to:

- Download and install Janison Replay on the device
- Create an invigilator PIN on Janison Insights (as shown in session 5, step 8)
- Unlock the Janison Replay admin screen using the invigilator PIN, and download all the tests you need

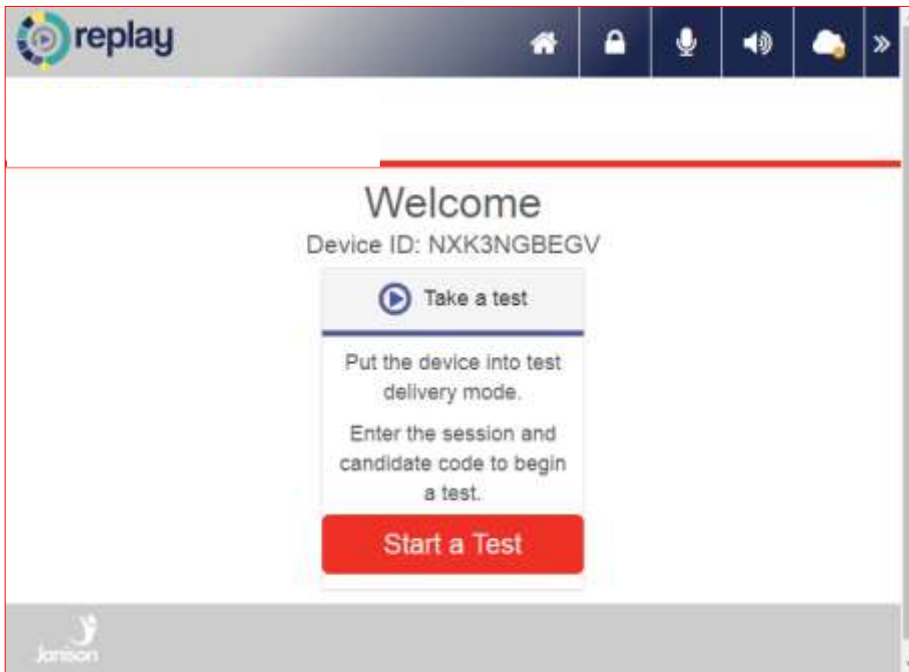
If the device is offline when the test is completed, you will need to access the internet again and use the Janison Replay admin screen to upload the candidate responses. You do this by using a function called ‘reconcile’.


The advantages of this method are:

- You can assign invigilators to download tests without handing out candidate key codes.
- You can download tests for individual candidates or whole test sessions.
- If you download whole sessions, you do not need to assign particular candidates to each device – all test content and candidate log in data will be on all devices.
- The amount of data needed for downloading is significantly smaller, meaning that downloading tests for large numbers of candidates is much faster, likelihood of screen freezes and partial downloaded decreased or is almost eliminated, provided internet speed is reliable.

See below step by step guidance:

1. Go to the device that the candidate will use. Ensure that the device is connected to the internet.
Open Janison Replay
 - a. If it is your first time opening the Replay app, you will be requested to enter the address to connect to the server. Enter <https://cg-admin.uat.bc.janisoncloud.com>. This will not appear after the first time you login.
2. Janison Replay will load to the homepage.



1. Select the  icon.

Unlock Device

Enter your 4 character PIN to unlock the device to prepare or reconcile.

Enter PIN

2

3

Unlock Device


2. Enter PIN
3. Unlock device

Janison Replay:

To prepare and reconcile devices using Janison Replay you will need a Keycode. If you have forgotten your Keycode you can regenerate one.

Show My Keycode

Regenerate Keycode

4. Select the  icon

3.

4

Welcome

Device ID: NXK3NGBEGV

Prepare

Currently prepared for:

0 test sessions

0 test attempts

Click Prepare to add test attempts to this device.

Prepare

Take a test

Put the device into test delivery mode.

Enter the session and candidate code to begin a test.

Start a Test

Reconcile

Upload test attempts ready to be marked.

0 awaiting upload.

Reset device to clear this device of the candidates and tests currently prepared for.

Reset

Connection speed

Test Bandwidth

Device settings

☒ Online ?
☐ Low Bandwidth ?
☐ Offline ?
☐ Automatically select ?

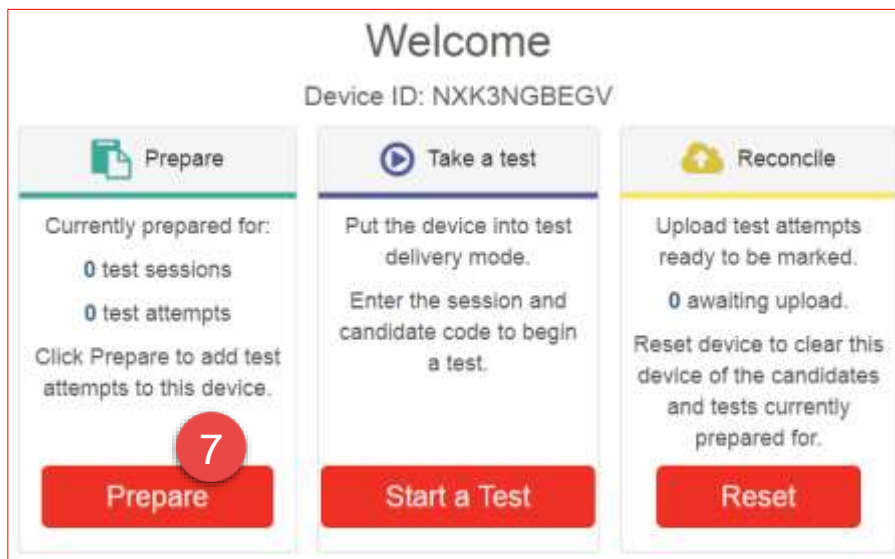
Save

5. Select **Online**. The device will stay online as long as there is network connectivity. If connectivity is lost, the device will enter 'reliable' mode. Test responses will saved to the local device until connectivity returns. During the time the device is in reliable mode, the cloud icon will become orange.



6. Select **Save**.

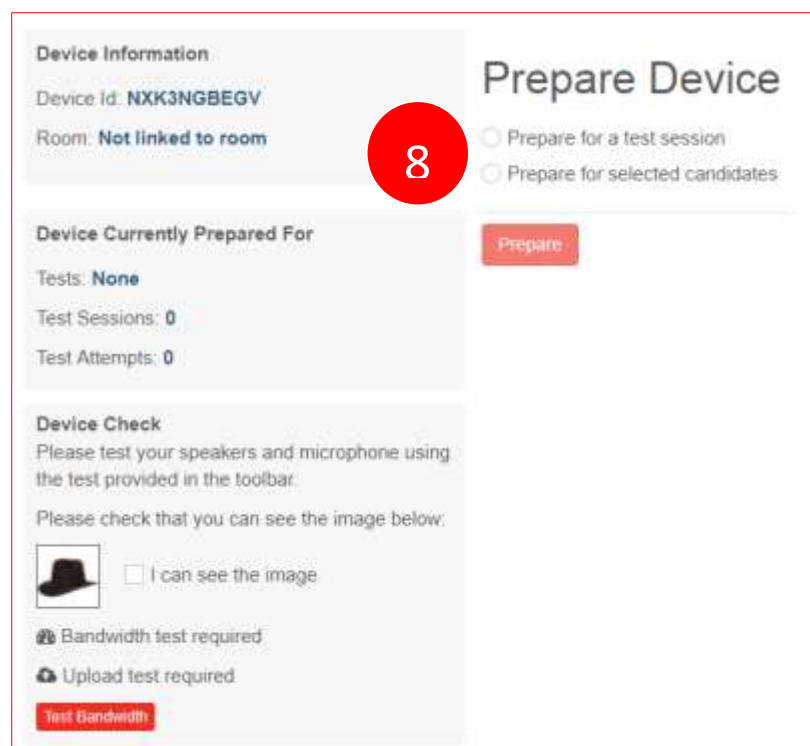
7. Select **Prepare**.



Welcome
Device ID: NXK3NGBEGV

Prepare	Take a test	Reconcile
<p>Currently prepared for:</p> <p>0 test sessions</p> <p>0 test attempts</p> <p>Click Prepare to add test attempts to this device.</p> <p>Prepare</p>	<p>Put the device into test delivery mode.</p> <p>Enter the session and candidate code to begin a test.</p> <p>Start a Test</p>	<p>Upload test attempts ready to be marked.</p> <p>0 awaiting upload.</p> <p>Reset device to clear this device of the candidates and tests currently prepared for.</p> <p>Reset</p>

8. Select the appropriate option. If preparing for a test session, enter the Session Code. If preparing for a Candidate, enter the **Candidate Code** and **Session Code**.




Device Information
Device Id: NXK3NGBEGV
Room: Not linked to room

Prepare Device

☒ Prepare for a test session
☐ Prepare for selected candidates

Device Currently Prepared For
Tests: None
Test Sessions: 0
Test Attempts: 0

Device Check
Please test your speakers and microphone using the test provided in the toolbar.
Please check that you can see the image below:

 ☐ I can see the image

☒ Bandwidth test required
☒ Upload test required

Test Bandwidth

8. Select the appropriate option. If preparing for a test session, enter the Session Code. If preparing for a Candidate, enter the **Candidate Code** and **Session Code**

Prepare Device

☐ Prepare for a test session
 ☒ Prepare for selected candidates

Candidate Code

YG-XR-KW-PJ

Search

Session Code

DKL-CH-RKM

x ▼

Test for Jack SMITH for this Keycode

Prepare

9. Select **Prepare**

Prepare Device

☒ Prepare for a test session
 ☐ Prepare for selected candidates

Session Code

GGT-ZQ-PJY

x ▼

☒ City & Guilds Listening Reading Speaking Writing

Prepare

9

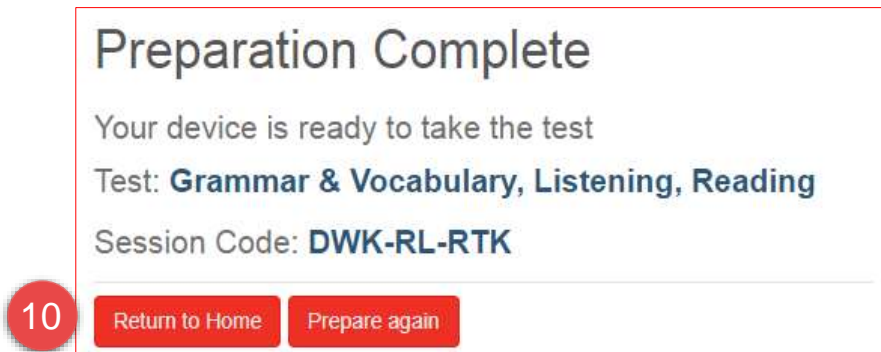
The test will download to the device

Preparing...

Hold on while we download the test to your device.

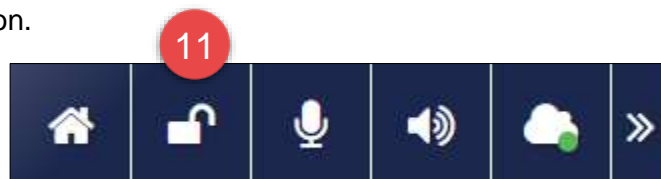
Downloading access codes, tests, and their resources...

10. Select **Return to Home**.




To remove Candidate access to links and menu items available to the Invigilator, you need to lock the device again.


11. Select the  icon.

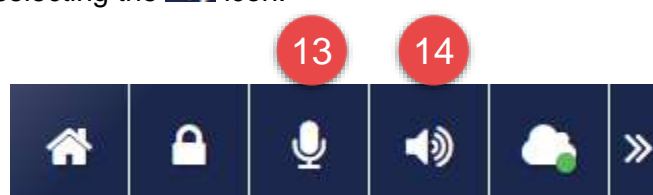


12. Select **Lock Device**



13. Test the microphone by selecting the  icon.

14. Test the speakers by selecting the  icon.

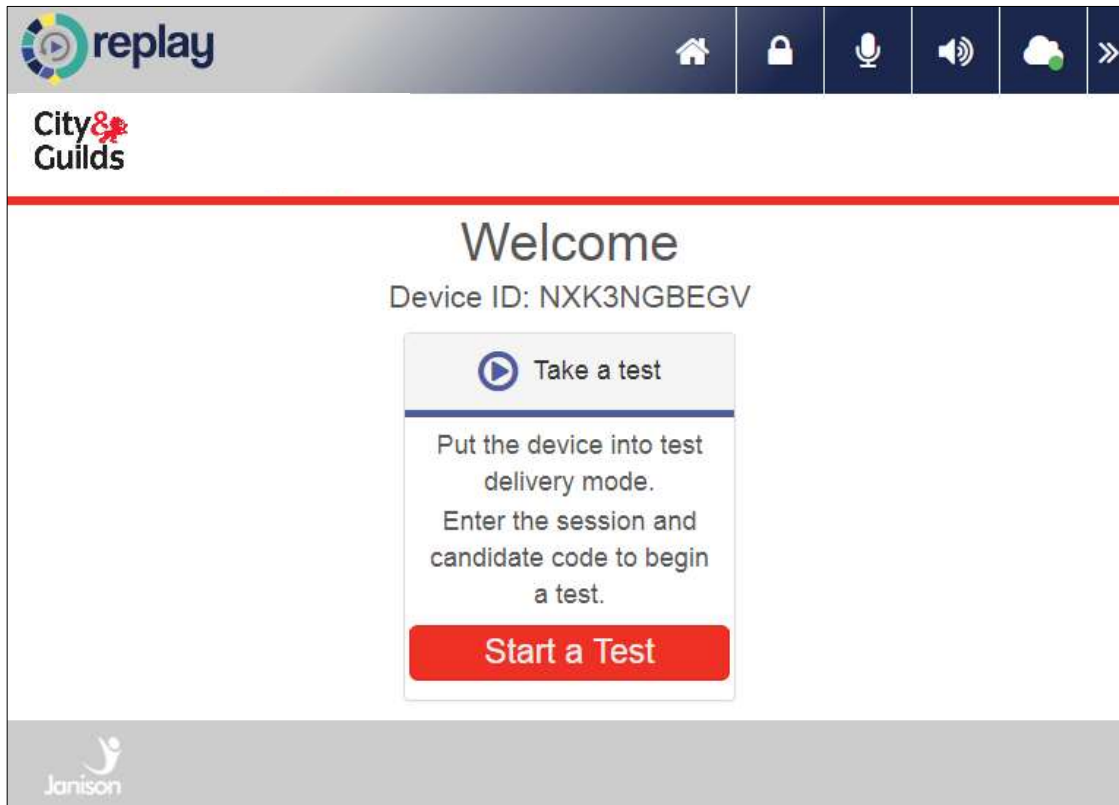


The device is now ready for the Candidate to take the test.

Start a test

The Candidate can now take the test by selecting **Start a Test** and following the onscreen instructions.

During this time you will invigilate the test session, using the Janison Insight platform, this will be covered later in the document under the heading **Test Sessions Administration**.




Reconcile

Reconciliation occurs after the Candidate submits their test attempt. Reconciliation is the process of uploading candidates' answers from the device to the test server for marking. Reconciliation is only necessary if the device goes offline during the test or if the tests are delivered in the offline mode, which results in candidates' answers being saved to the local device rather than directly to the server.

Candidates can be reconciled either after each candidate has finished or after multiple candidates have used the device.

Note: It is possible to reconcile a test attempt for a test session that has already been finalised.

Unlock the device by selecting the  icon.



2. Enter your PIN.

3. Select **Unlock Device**.

Unlock Device

Enter your 4 character PIN to unlock the device to prepare or reconcile.

3

Cancel
Unlock Device

The Invigilator tiles will appear including the tile to reconcile.

Prepare

Currently prepared for:

1 test session

1 test attempt

Click Prepare to add test attempts to this device.

Prepare

Take a test

Put the device into test delivery mode.

Enter the session and candidate code to begin a test.

Start a Test

Reconcile

Upload test attempts ready to be marked.

1 awaiting upload.

Reconcile

You will know if this step is necessary if the **Reconcile** tile lists attempts **awaiting upload**.

4. Select **Reconcile**.

Reconcile

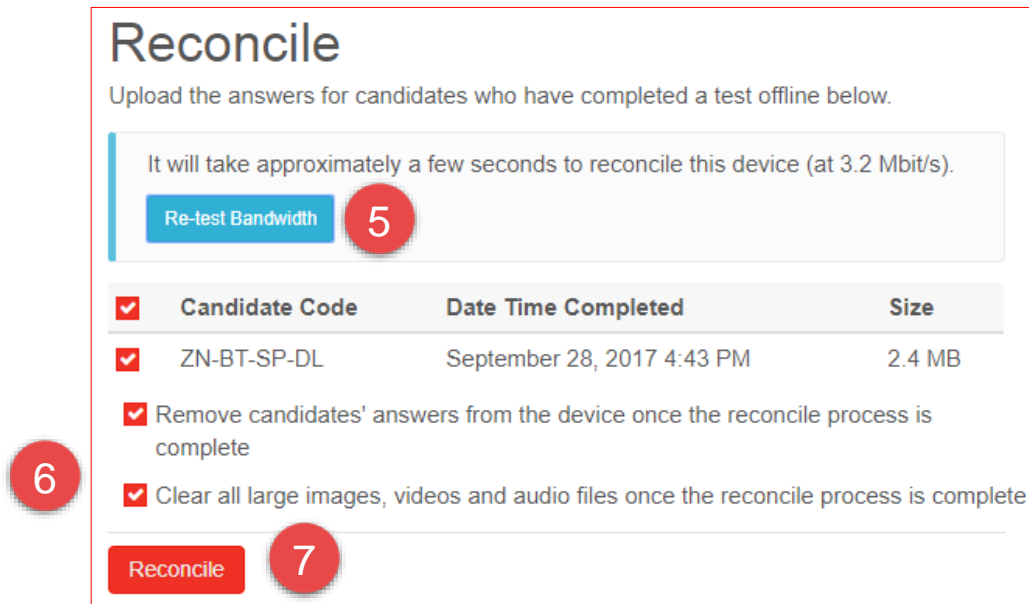
Upload test attempts ready to be marked.

1 awaiting upload.

4

Reconcile

5. Select **Test Bandwidth** (optional). An estimate appears and the button changes to **Re-test Bandwidth**.



Reconcile
Upload the answers for candidates who have completed a test offline below.

It will take approximately a few seconds to reconcile this device (at 3.2 Mbit/s).

5 **Re-test Bandwidth**

<input checked="" type="checkbox"/>	Candidate Code	Date Time Completed	Size
<input checked="" type="checkbox"/>	ZN-BT-SP-DL	September 28, 2017 4:43 PM	2.4 MB

6 ☒ Remove candidates' answers from the device once the reconcile process is complete

☒ Clear all large images, videos and audio files once the reconcile process is complete

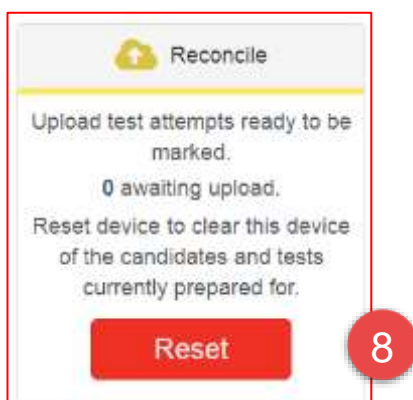
7 **Reconcile**

6. Select **Clear all large images, videos and audio files once the reset process is complete**.

7. Select **Reconcile**.

Once the reconciliation is complete a **Reset** button appears. You must reset a device if the candidates' answers have been reconciled and you need to prepare the device for new Candidates or a new test session.

8. Select **Reset**.



Reconcile

Upload test attempts ready to be marked.

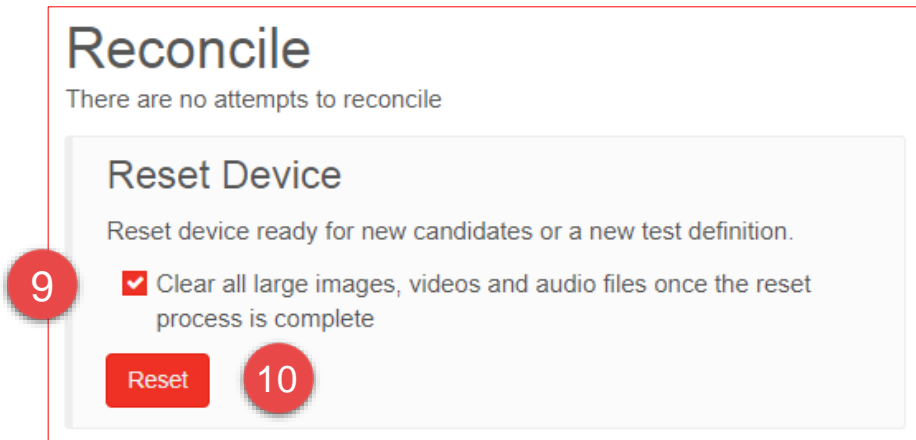
0 awaiting upload.

Reset device to clear this device of the candidates and tests currently prepared for.

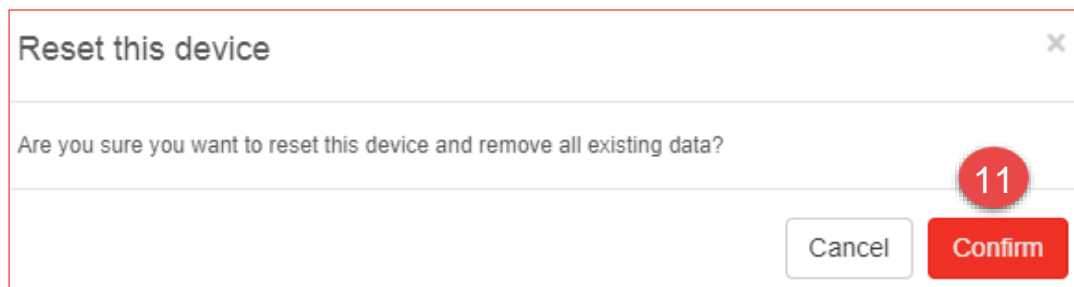
8 **Reset**

9. Select **Clear all large images, videos and audio files once the reset process is complete**.

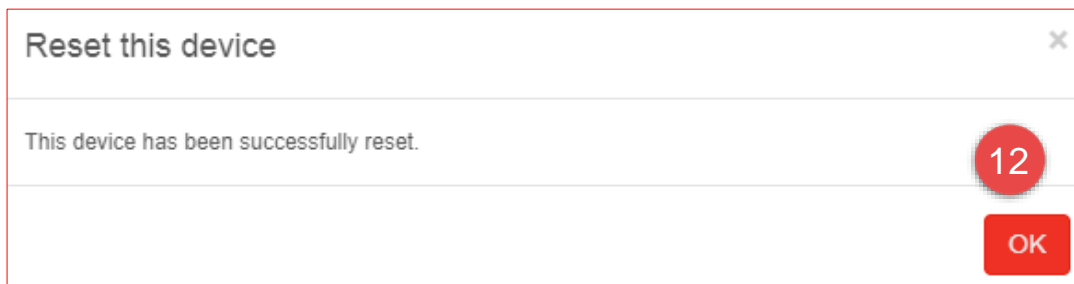
10. Select **Reset**.



11. Select **Confirm**.



12. Select **Ok**.



8. Test Sessions Administration

This part of the manual will walk you through how you can use the Janison Insights platform to invigilate and manage the candidates during a test session.

Candidates will only appear on the invigilator dashboard once they join the session. They will appear in the **Not Started** and **All** tab.

Test Sessions Administration

EditVerify

at (default)

Session Code

JLQ-BV-KVY

A

Step 1: Write session code on the board

Step 2: Start the session

☒ Allow unrestricted entry

C

B

0

attempts

D

Cancel session

Start session

E

All (0)

Not started (0)

Started (0)

Paused (0)

Submitted (0)

Other (0)

F

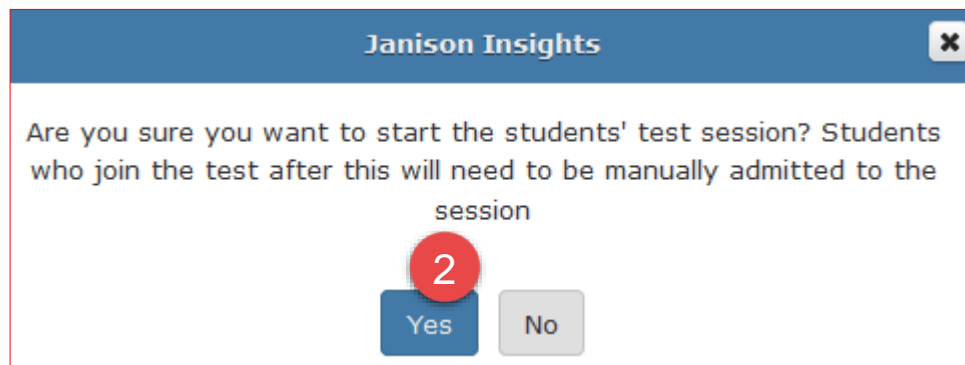
- A. The **Session Code** is the code you will provide to candidates to access the system
- B. A count of the **candidates** who have joined the session
- C. **Allow unrestricted entry setting** will allow candidates to access the test without entering the session code. This will allow candidates to move onto their next test component when they are ready rather than wait till they are allowed entry by the Invigilator
- D. **Cancel session** will cancel the test session
- E. **Start session** starts the session. Until started, candidates cannot start their test
- F. Tabs to filter candidates by status

Start a session

1

Start session

1. Select **Start session**.



2. Select **Yes**.

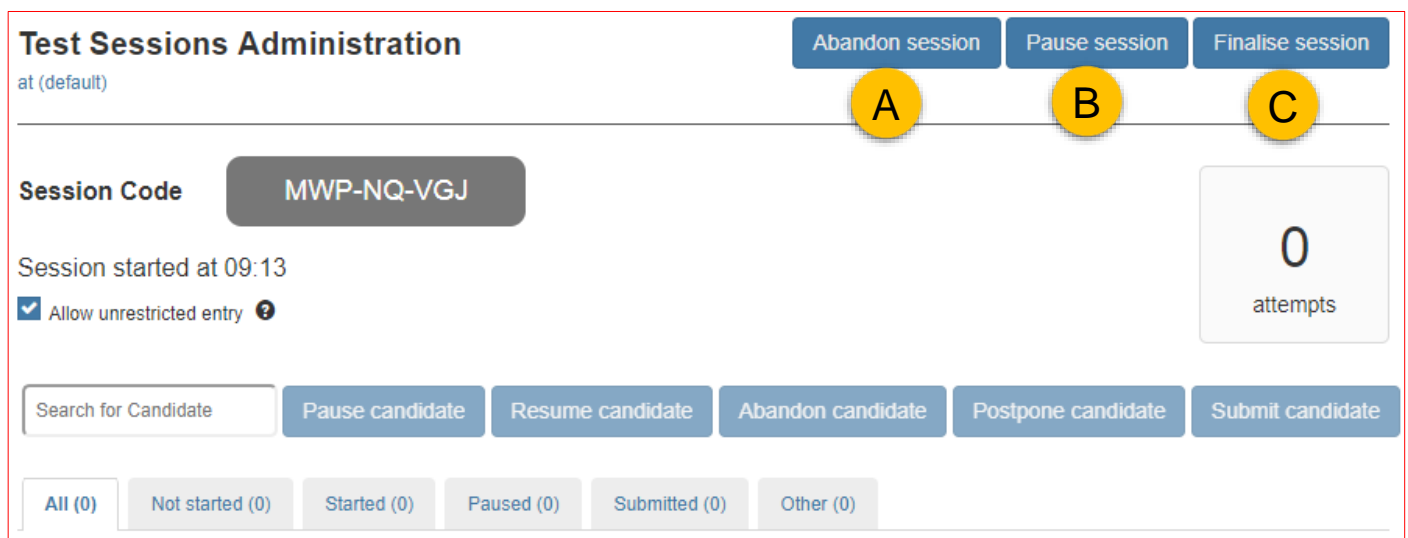
This action will give candidates access to the test and will start the candidates' test timer.

Note 1: The number of candidates waiting for the session to start is displayed on the **Not started** tab. If 'allow unrestricted entry' was unticked for this test session any candidates who join the test session late will be displayed in the **Waiting entry** tab until you let them join. You can view a candidate's test attempt status using the appropriate tabs.

Note 2: There may be a delay of up to 30 seconds between the candidate logging in, or experiencing a disruption, and what the Invigilator sees on their invigilator dashboard.

Session controls of started session

When the session has started, additional buttons will appear on the **Test Sessions Administration** dashboard. The buttons provide further options to manage specific candidates and the session.



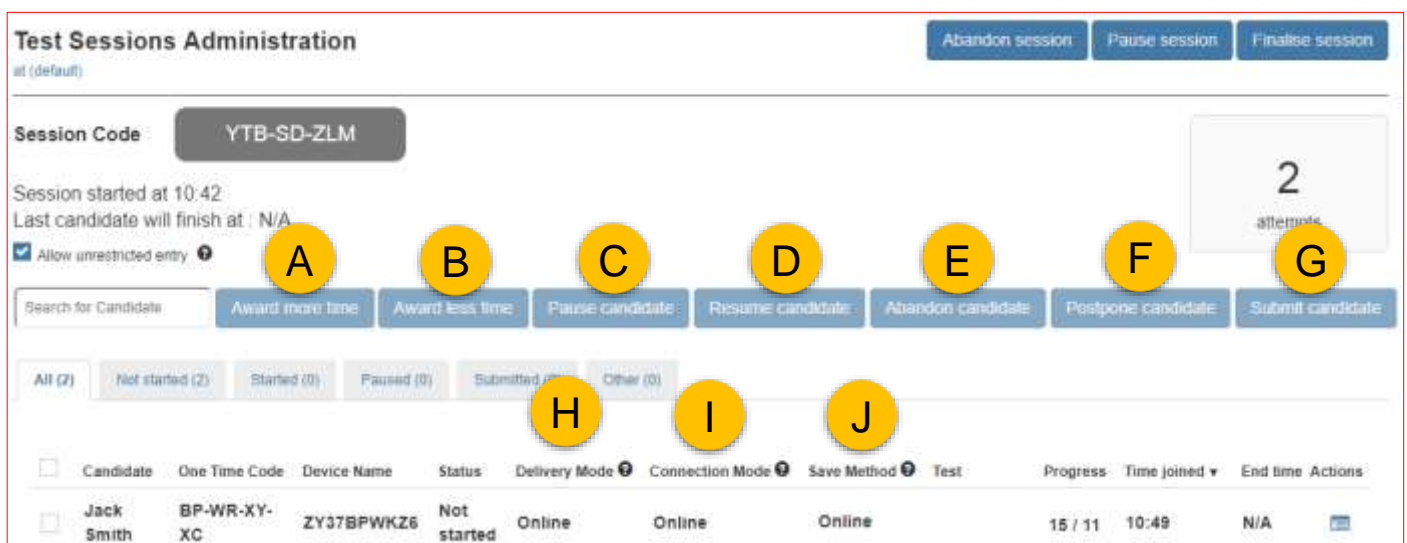
1. **Abandon session:** Once abandoned, it will not be possible to reopen it.
2. **Pause session:** Pause all candidates' test attempts in a session. When a session is paused, this button changes to a **Resume session** button.

3. **Finalise session:** Close the session so that no additional candidates can join. After selecting this option, candidates will no longer be able to log in. A session can only be finalised when all tests have been finished.

For further information about these actions see page 40.

Candidate controls and columns when the session has started

When the session has started, additional buttons will appear on the **Test Sessions Administration** dashboard. The buttons provide further options to manage specific candidates and the session.



The screenshot shows the 'Test Sessions Administration' dashboard. At the top right are buttons for 'Abandon session', 'Pause session', and 'Finalise session'. Below the title bar, there's a 'Session Code' field with 'YTB-SD-ZLM'. It shows 'Session started at 10:42' and 'Last candidate will finish at: N/A'. There's a checkbox for 'Allow unrestricted entry' which is checked. A box on the right shows '2' attempts. Below these are buttons labeled A through G: 'Award more time', 'Award less time', 'Pause candidate', 'Resume candidate', 'Abandon candidate', 'Postpone candidate', and 'Submit candidate'. Below these buttons are tabs for 'All (7)', 'Not started (2)', 'Started (0)', 'Paused (0)', 'Submitted (0)', and 'Other (0)'. Below the tabs are buttons labeled H through J: 'Delivery Mode', 'Connection Mode', and 'Save Method'. At the bottom is a table with columns: Candidate, One Time Code, Device Name, Status, Delivery Mode, Connection Mode, Save Method, Test, Progress, Time joined, End time, and Actions. The first row shows a candidate named 'Jack Smith' with various codes and status 'Not started'.

- A. **Award more time:** Allows the Invigilator to add a specified number of minutes to the selected candidate(s) remaining time. This is only available on timed tests.
- B. **Award less time:** Allows the Invigilator to reduce a specified number of minutes to the selected candidate(s) remaining time. This is only available on timed tests.
- C. **Pause candidate:** Pause a selected candidate's test attempt.
- D. **Resume candidate:** Resume a selected candidate's test attempt. The button will only be active if the test attempt has been paused.
- E. **Abandon candidate:** Abandon a selected candidate's test attempt. You cannot resume this test. You will be asked to enter the details of why.
- F. **Postpone candidate:** Postpone a candidate's test attempt to allow the candidate to resume at another time within the test session window.
- G. **Submit candidate:** Submit the test attempt on behalf of the candidate.
- H. **Delivery Mode:** The delivery mode describes how the test was delivered. Offline using replay without a network connection. Low-Bandwidth using replay with a network connection. Reliable using replay with a network connection.

- I. **Connection Mode:** Connection mode is either Online or Offline and shows the status of the connectivity between the test server and the device. The status of connection mode is only displayed when a test is in progress.
- J. **Save Method:** Shows the mode that was used to save the test attempt on the test server. An Online status indicates that the test attempt was saved throughout the test. An Automatic status indicates that the test attempt was saved automatically after the test was completed. A manual status indicates that the test attempt was saved manually by the Invigilator after the test was completed.

Pause candidate's test attempt

Pausing a started test attempt stops the candidate's time and locks them out from seeing and answering questions.

Session Code: YTB-SD-ZLM

Session started at 19:54
Last candidate will finish at 14:13

☒ Allow unrestricted entry ?

Search for Candidate | Award more time | **Pause candidate** | Resume candidate

All (21) | Not started (0) | Started (2) | Paused (0) | Submitted (19) | Other (0)

<input type="checkbox"/>	Candidate	One Time Code	Device Name	Status	Delivery Mode ?
<input checked="" type="checkbox"/>	Jack Smith	KG-LM-CH-VM	E325XEZ9ZK	Started	Low Bandwidth

1. To pause a test attempt, select the box to the left of the candidate's name.
2. Select **Pause candidate**.

Pause attempt

Students selected (1)

Details

Cancel | **Confirm**

3. Enter **Details** (optional).

Select **Confirm** to save the changes.

The attempt will move into the **Paused** tab.

Resume candidate's test attempt

The **Resume candidate** button is only active when a candidate is paused and selected.

Session Code YTB-SD-ZLM

Session started at 19:54
Last candidate will finish at 20:14

☒ Allow unrestricted entry ?

Search for Candidate Award more time Pause candidate **Resume candidate**

All (1) Not started (0) Started (0) Paused (1) Submitted (0) Other (0)

<input checked="" type="checkbox"/>	Candidate	One Time Code	Device Name	Status	Delivery Mode ?
<input checked="" type="checkbox"/>	Jack Smith	CP-WK-DX-PB	9TV76FN23Y	Paused	Low Bandwidth

1. To resume a candidate's paused test attempt, select the box to the left of their name.
2. Select **Resume candidate**.

Resume attempt ✕

Students selected (1)

Details

Cancel Confirm

3. Enter **Details** (optional).

Select **Confirm**.

Reopen candidate's attempt

Reopening a test will allow a candidate who has finished a test to go back in. Adding time is optional when reopening the attempt.

The screenshot shows the 'Reopen candidate's attempt' interface. At the top, the 'Session Code' is 'YTB-SD-ZLM'. Below it, the session started at 19:54 and the last candidate will finish at 14:13. A checkbox 'Allow unrestricted entry' is checked. On the right, a box shows '21 attempts'. Below the session information, there is a search bar 'Search for Candidate' and a 'Reopen candidate' button. A tab bar shows 'All (21)', 'Not started (0)', 'Started (2)', 'Paused (0)', 'Submitted (19)', and 'Other (0)'. The 'Submitted (19)' tab is selected. Below the tabs, there is a table with columns: Candidate, One Time Code, Device Name, Status, Delivery Mode, Connection Mode, and Actions. The first row shows 'Jack Smith' with a checked checkbox, 'MB-FW-WM-GJ' as the One Time Code, 'MWBQP57TJP' as the Device Name, 'Submitted' as the Status, and 'Low Bandwidth' as the Delivery Mode. A red box highlights the 'Submitted' tab and the 'Reopen candidate' button.

1. Select the **Submitted** tab.
2. Select the checkbox to the left of the candidate's name.
3. Select **Reopen candidate**.

The screenshot shows the 'Reopen test attempt' dialog box. It has a title bar 'Reopen test attempt' and a close button. Below the title bar, it says 'Students selected (1)'. There is a 'Time to add' section with a text input '10' and a dropdown 'minutes'. Below that, there is a 'Details' section with a text input 'Extra time to review'. At the bottom, there are 'Cancel' and 'Confirm' buttons. Red callouts 4, 5, and 6 point to the 'Time to add' input, the 'Details' input, and the 'Confirm' button respectively.

4. Enter a value (optional).
5. Enter **Details** (optional).
6. Select **Confirm**.

Award more time

Session Code

YTB-SD-ZLM

Session started at 19:54
Last candidate will finish at 14:13

☒ Allow unrestricted entry ?

2

Award more time
Pause candidate

All (21)
Not started (0)
Started (2)
Paused (0)
Submitted (19)
Other (0)

<div>1</div> <input type="checkbox"/>	Candidate	One Time Code	Device Name	Status	Delivery Mode ?	Connection Mode
<input checked="" type="checkbox"/>	Thang Nguyen	KG-LM-CH-VM	E325XEZ9ZK	Started	Low Bandwidth	Offline

1. Select the checkbox next to the Candidate.
2. Select **Award more time**.

Award more time
×

Students selected (1)

3

Time to add
minutes

4

Details

5

Cancel
Confirm

3. Enter the **Time to add**.
4. Enter the **Details** (optional).
5. Select **Confirm**.

Award less time

Session Code

YTB-SD-ZLM

Session started at 10:42
Last candidate will finish at : N/A

☒ Allow unrestricted entry ?

Award more time
Award less time
Pause candidate

All (2)
Not started (2)
Started (0)
Paused (0)
Submitted (0)
Other (0)

<input type="checkbox"/>	Candidate	One Time Code	Device Name	Status	Delivery Mode ?
<input checked="" type="checkbox"/>	Jack Smith	BP-WR-XY-XC	ZY37BPWKZ6	Not started	Online

1. Select the checkbox next to the Candidate.
2. Select **Award less time**.

Award less time

Students selected (1)

Time to reduce

1
minute

Details

Cancel
Confirm

1. Enter the **Time to reduce**.
2. Enter the **Details** (optional).
3. Select **Confirm**.

Abandon Candidate

Session Code YTB-SD-ZLM

Session started at 10:42
Last candidate will finish at : N/A

☒ Allow unrestricted entry ?

Search for Candidate Award more time Award less time Pause candidate Resume candidate **Abandon candidate**

All (2) Not started (2) Started (0) Paused (0) Submitted (0) Other (0)

<input type="checkbox"/>	Candidate	One Time Code	Device Name	Status	Delivery Mode ?	Connection Mode ?	Save Method ?	Test
<input checked="" type="checkbox"/>	Jack Smith	BP-WR-XY-XC	ZY37BPWKZ6	Not started	Online	Online		Advanced listening

1. Select the checkbox next to the Candidate.
2. Select **Abandon candidate**.

Abandon attempt x

Students selected (1)

Details

Cancel Confirm

1. Enter the **Details** (optional).
2. Select **Confirm**.

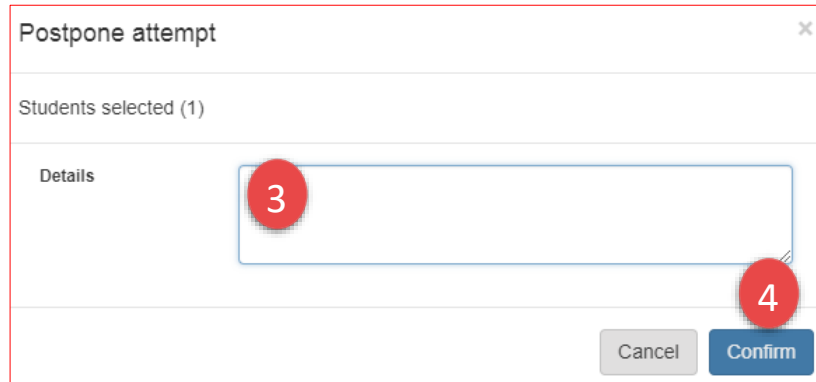
Postpone Candidate

Search for Candidate Award more time Award less time Pause candidate Resume candidate Abandon candidate **Postpone candidate**

All (2) Not started (2) Started (0) Paused (0) Submitted (0) Other (0)

<input type="checkbox"/>	Candidate	One Time Code	Device Name	Status	Delivery Mode ?	Connection Mode ?	Save Method ?	Test	Progress	Time joined ▼
<input checked="" type="checkbox"/>	Jack Smith	BP-WR-XY-XC	ZY37BPWKZ6	Not started	Online	Online		Advanced listening		10:49

1. Select the checkbox next to the Candidate.
2. Select **Postpone candidate**.



Postpone attempt

Students selected (1)

Details

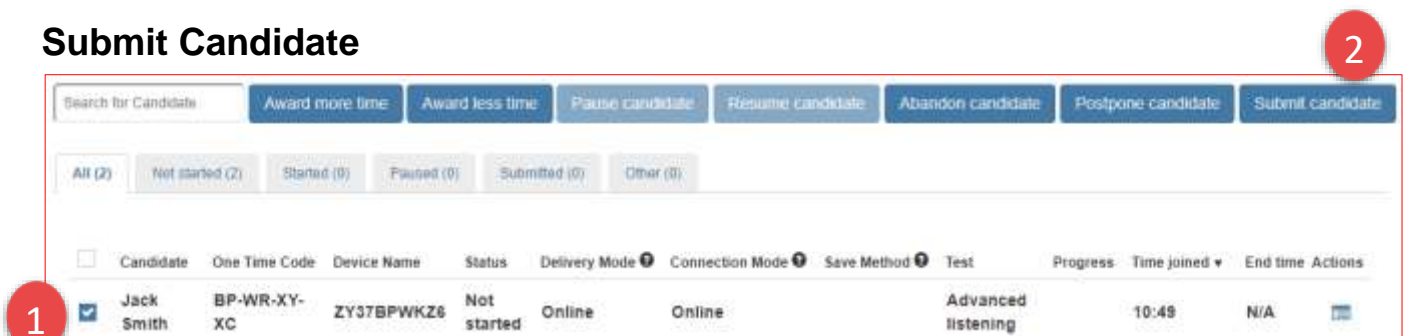
3

4

Cancel Confirm

3. Enter the **Details** (optional).
4. Select **Confirm**.

Submit Candidate



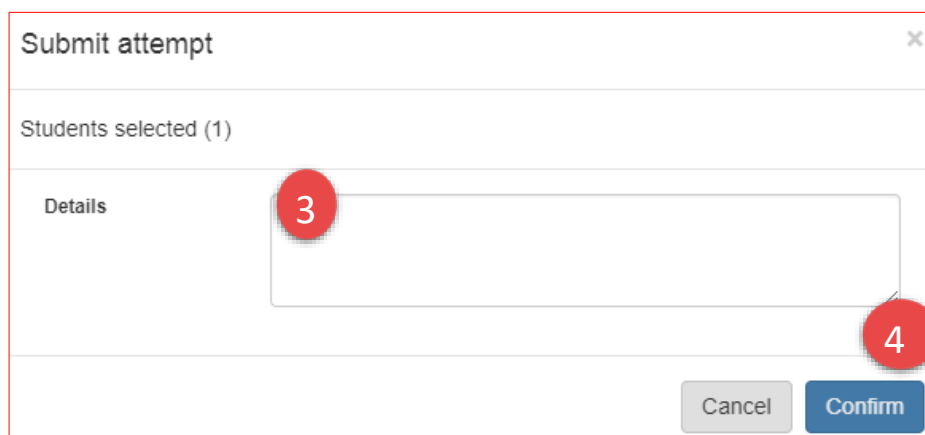
2

Search for Candidate Award more time Award less time Pause candidate Resume candidate Abandon candidate Postpone candidate Submit candidate

All (2) Not started (2) Started (0) Paused (0) Submitted (0) Other (0)

<input type="checkbox"/>	Candidate	One Time Code	Device Name	Status	Delivery Mode	Connection Mode	Save Method	Test	Progress	Time joined	End time	Actions
1	<input checked="" type="checkbox"/> Jack Smith	BP-WR-XY-XC	ZY37BPWKZ6	Not started	Online	Online		Advanced listening		10:49	N/A	

1. Select the checkbox next to the Candidate.
2. Select **Submit candidate**.



Submit attempt

Students selected (1)

Details

3

4

Cancel Confirm

3. Enter the **Details** (optional).
4. Select **Confirm**.

Actions

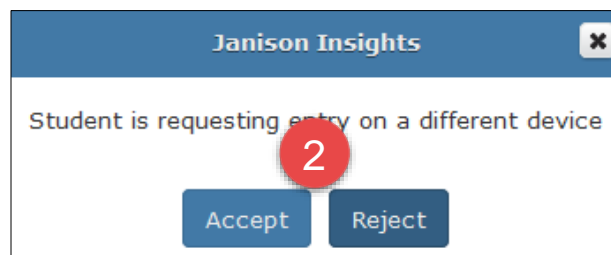
The **Actions** column may have one or two icons . The lock may not appear.

All (2) Not started (2) Started (0) Paused (0) Submitted (0) Other (0)									
<input type="checkbox"/>	Candidate	One Time Code	Device Name	Status	Delivery Mode	Connection Mode	Save Method	Test	Progress Time joined End time Actions
<input checked="" type="checkbox"/>	Jack Smith	BP-WR-XY-XC	ZY37BPWKZ6	Not started	Online	Online			10:49 N/A

Unlock a device

If the system disconnects a candidate during the test, for example, due to hardware failure, and they attempt to reconnect using the same login credentials, a lock icon will appear for their test attempt on the Invigilator dashboard.

1. Select the icon.



A popup appears.

2. Select **Accept** to allow access or **Reject** to deny access.

View test attempt information

1. Select the icon.
A popup will appear with the attempt details.

Test Attempt Information	
Name	LIM YOUNGSU
Component	C&G Online Practice Grammar and Vocabulary
Status	Marked
Delivery Mode	Low Bandwidth
Connection Mode	
Started	10:02, 04 May
Finished	10:12, 04 May
Saved Method	Online
% Complete	100%
Device	2QE66K2P3C
User Agent	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/66.0.3359.139 Safari/537.36
One Time Code	JBHPYKDC
Session Code	VZMBCMXS
Invigilator	Siew Fong Yau
Interruptions	

Manage a session

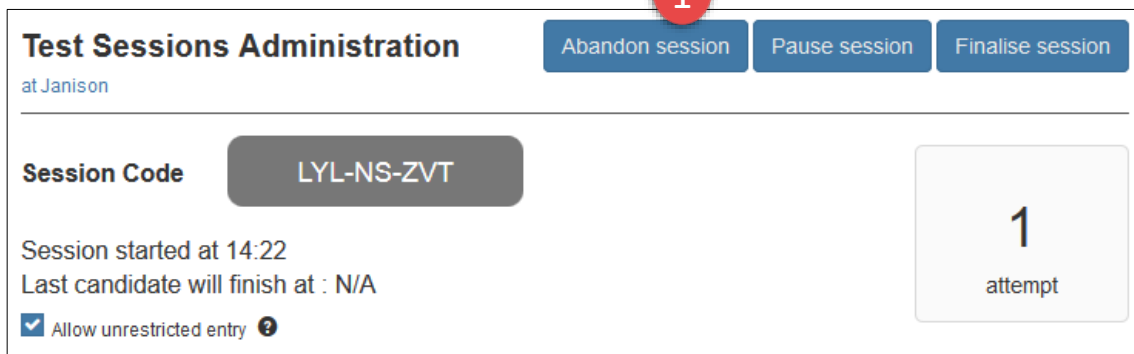
A number of actions are available to manage the session:

- Abandon session
- Pause session
- Finalise session

Abandon session

If you abandon a test session, it will not be possible to reopen it.

1. Select **Abandon session**:



Test Sessions Administration
at Janison

Abandon session Pause session Finalise session

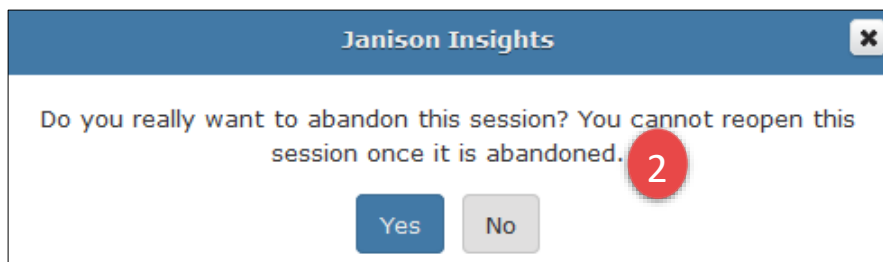
Session Code LYL-NS-ZVT

Session started at 14:22
Last candidate will finish at : N/A

☒ Allow unrestricted entry ?

1 attempt

2. Select **Yes**.



Janison Insights [X]

Do you really want to abandon this session? You cannot reopen this session once it is abandoned.

Yes No

3. Enter **Details** (optional).
4. Select **Confirm**.



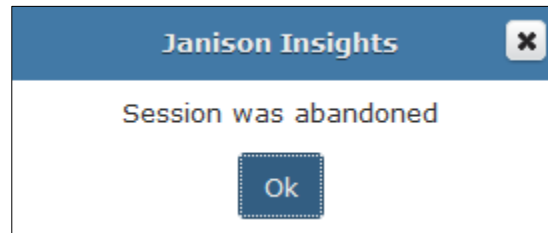
Abandon session [X]

Details

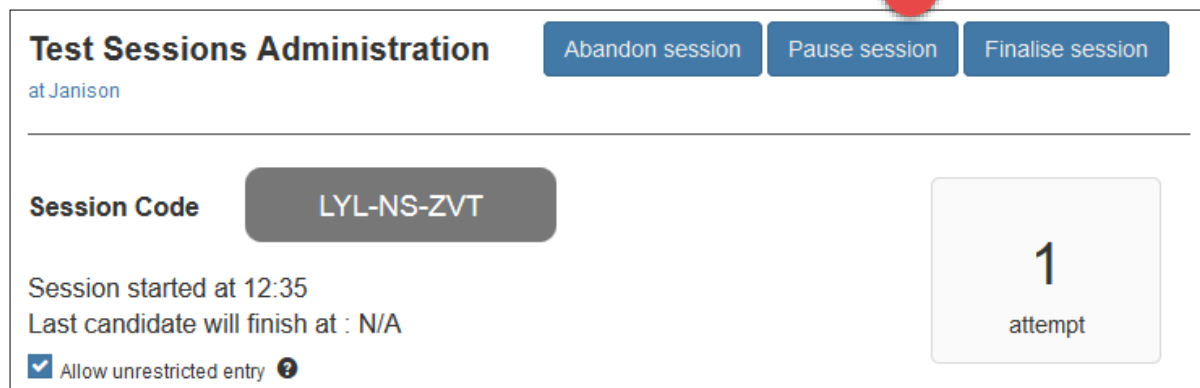
3

Cancel Confirm 4

A popup appears.



Pause session



Test Sessions Administration Abandon session **1** Pause session Finalise session
 at Janison

Session Code LYL-NS-ZVT

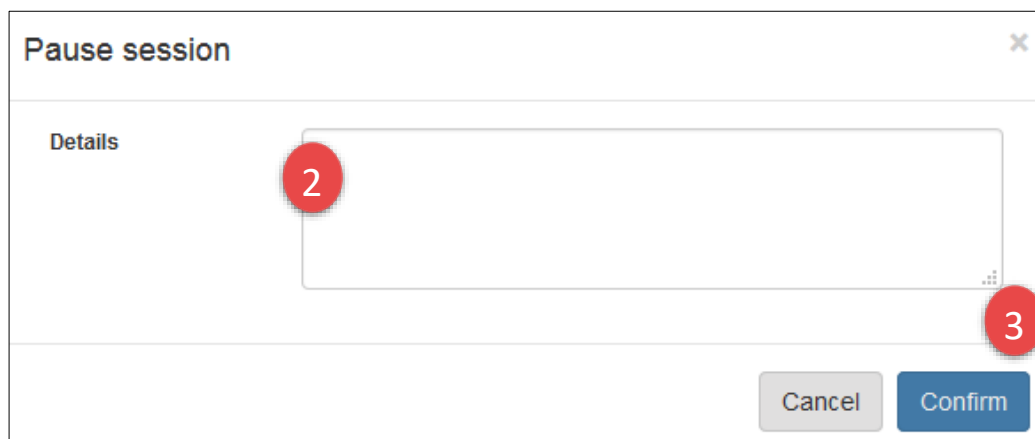
Session started at 12:35
 Last candidate will finish at : N/A

☒ Allow unrestricted entry ⓘ

1

attempt

1. To pause all candidates' test attempts in a session, select **Pause session**.



Pause session [X]

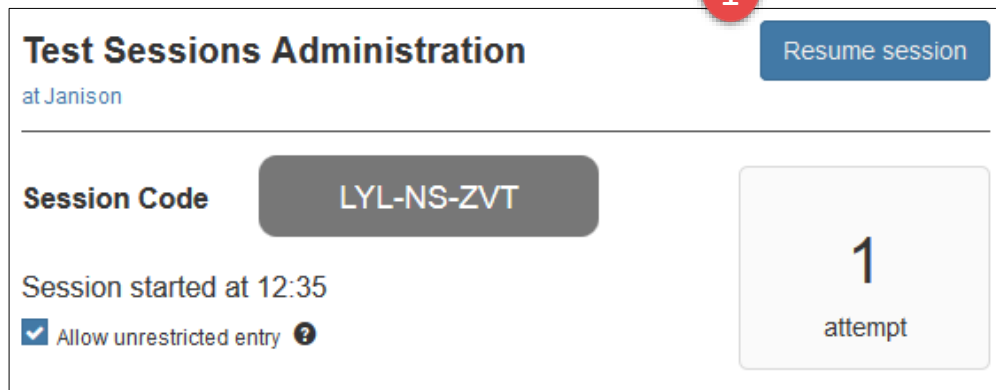
Details

Cancel **3** Confirm

2. Enter the **Details** (optional).
3. Select **Confirm**.

Resume session

This will resume all candidates' test attempts in a session



Test Sessions Administration
at Janison

Session Code LYL-NS-ZVT

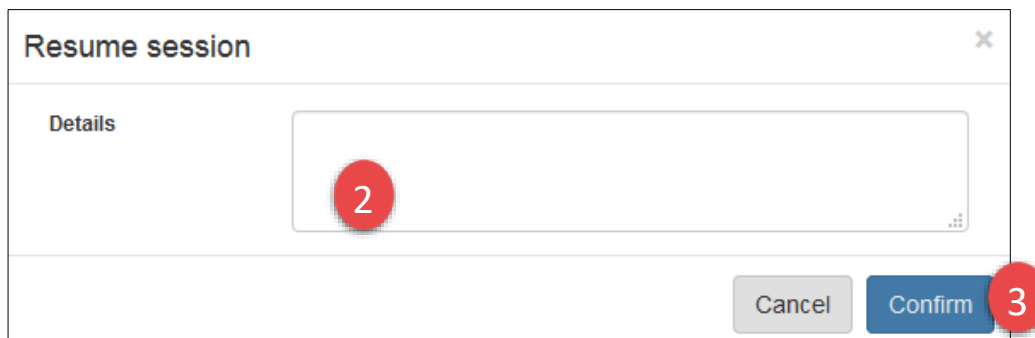
Session started at 12:35

☒ Allow unrestricted entry ?

1
attempt

Resume session

1. Select **Resume session**. This button will only be available if the session has been paused.



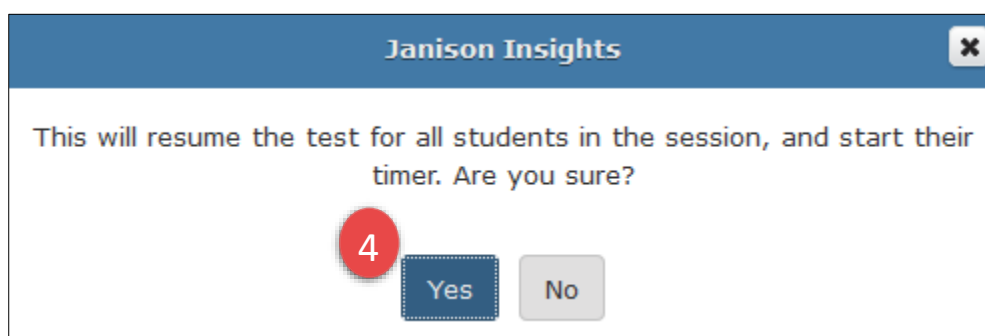
Resume session [X]

Details

2

Cancel Confirm 3

2. Enter the **Details** (optional).
3. Select **Confirm**.



Janison Insights [X]

This will resume the test for all students in the session, and start their timer. Are you sure?

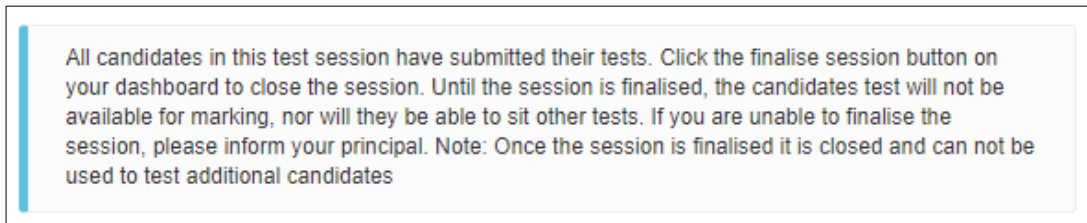
4

Yes No

4. Select **Yes**.

Finalise session

Finalising a session closes the session so that no candidates can join and the invigilator can no longer log in. You should finalise a session only when all tests are finished.



When all candidates have submitted, a notification appears on the dashboard.

1

Test Sessions Administration
at Janison

Abandon session
Pause session
Finalise session

Session Code

LYL-NS-ZVT

1

attempt

Session started at 14:22
Last candidate will finish at : N/A
☒ Allow unrestricted entry ?

1. Select **Finalise Session**.

If there are attempts that are not finalised, a notification appears.

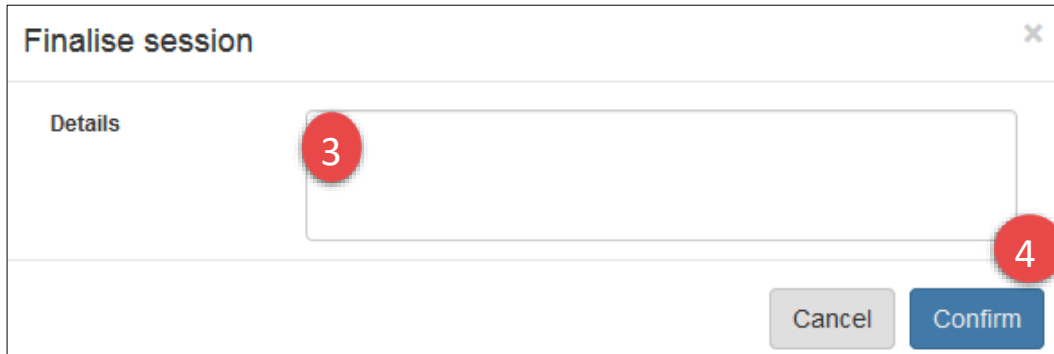


When there are no active attempts, a different notification appears.



2. Select **Yes**.

1. Enter **Details** (optional).



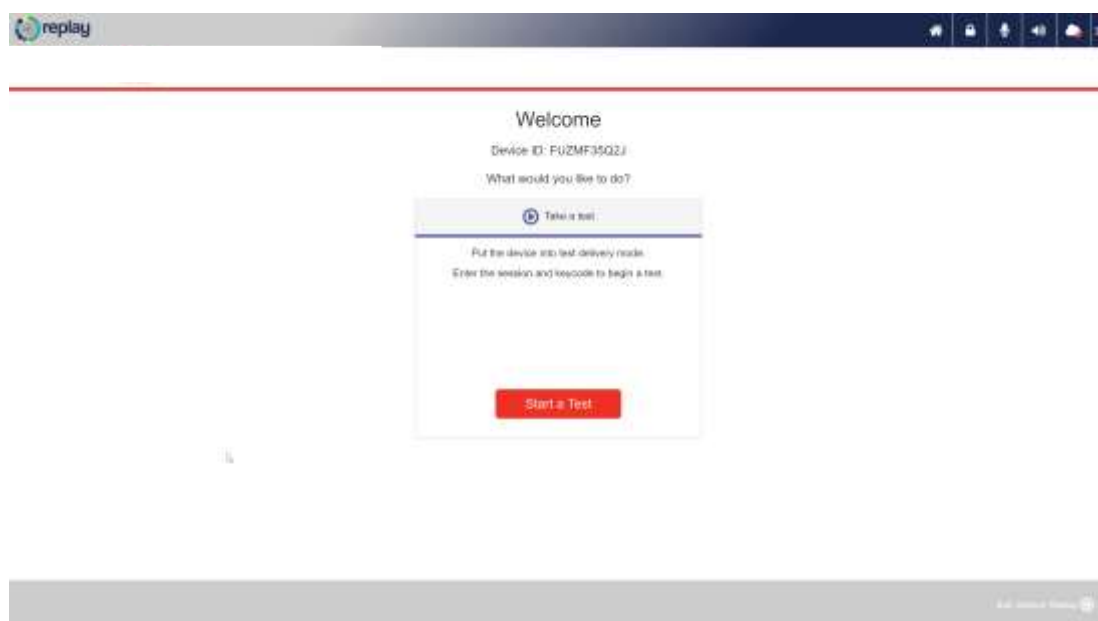
2. Select **Confirm**.
The session will finalise and the system will log you out.

9. Learners: Taking the Test on the Janison Replay App

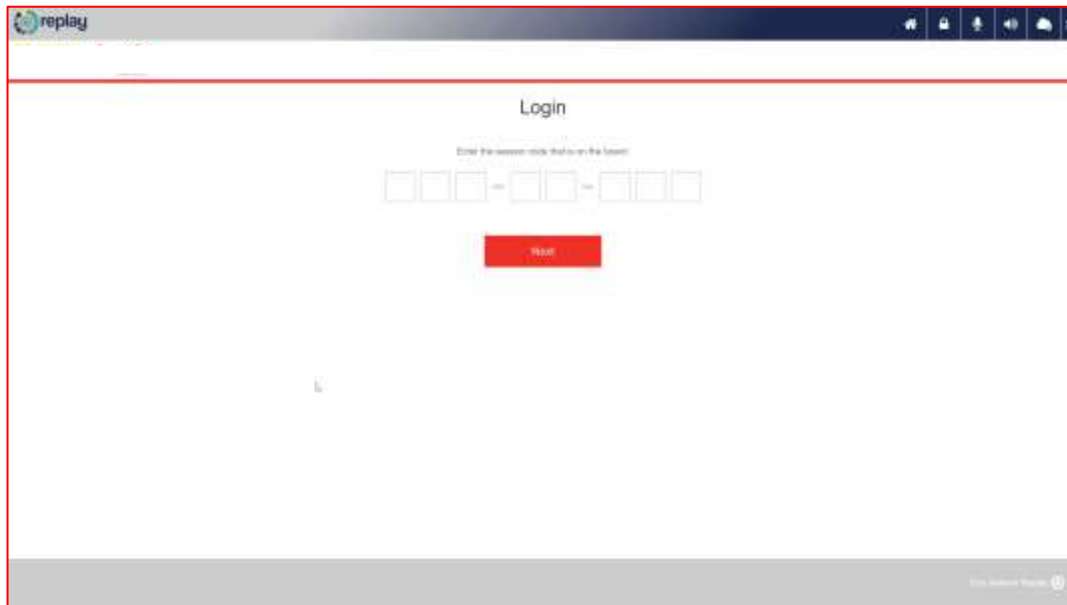
Note: The candidate can take the test online or offline. Steps are the same for all environments. If the internet connectivity is lost during a test, the app will automatically go to '*Reliable Mode*'. If a test goes on '*reliable mode*', the test answers must be manually reconciled by the Invigilator before the candidate logs out from the Janison Replay app.

All speakers and microphones must be fully tested before every test session.

1. From the Replay Homepage select Start a Test

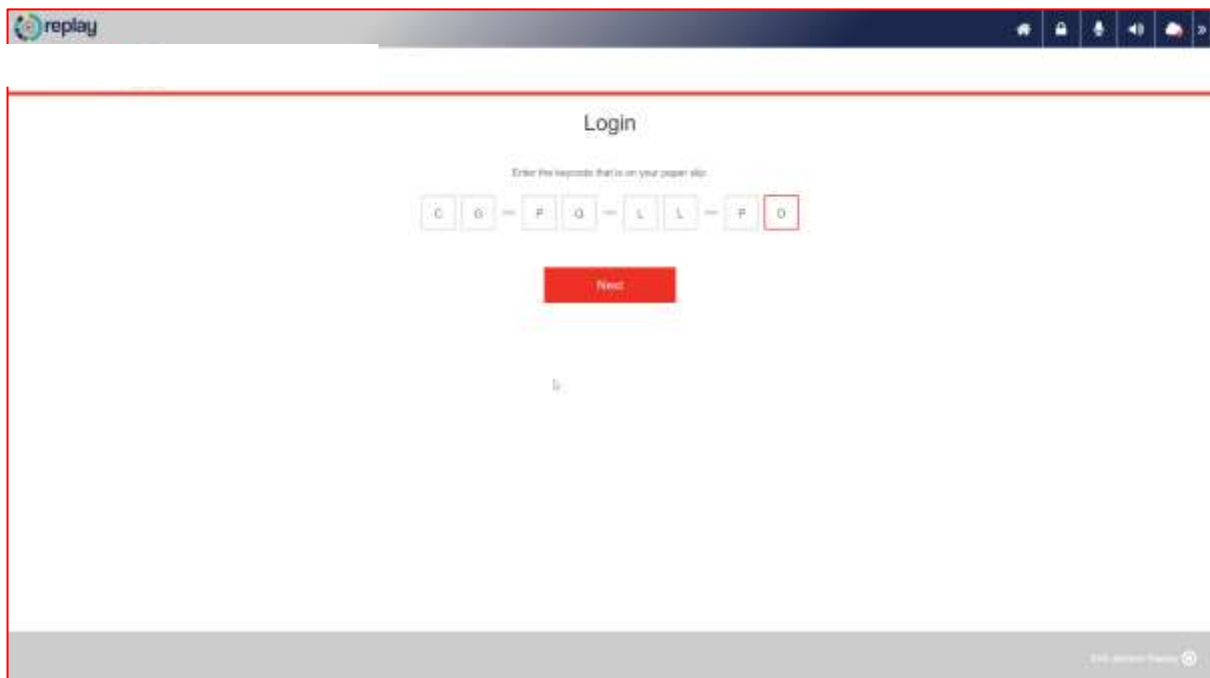


2. Enter the session code for the test session. The session code will be given/written on a board by the Invigilator so all candidates can see it. There is a single code for each session.



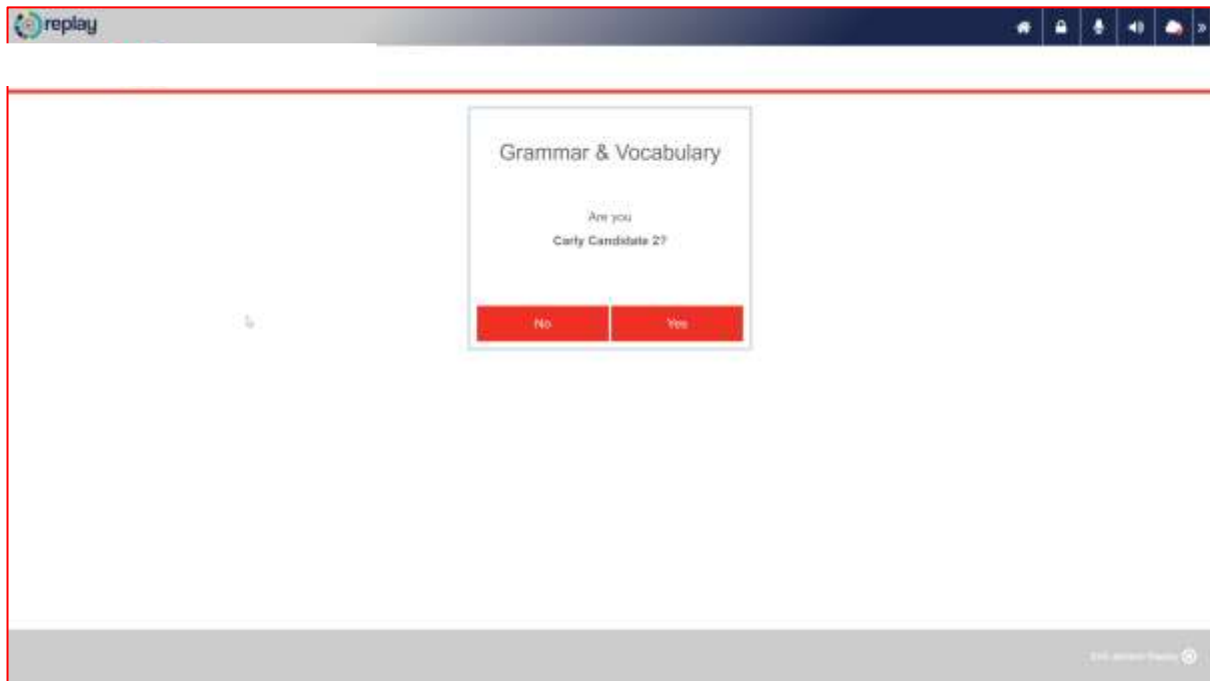
The screenshot shows a web browser window with the 'replay' logo in the top left corner. The main content area is titled 'Login' and contains the instruction 'Enter the session code that is on the board:'. Below this instruction is a row of eight empty square input boxes, followed by a red 'Next' button. The browser's address bar shows 'http://www.replay.co.uk/'. The bottom right corner of the page has a small link that says 'View Account Details'.

3. Enter the keycode for the candidate attempt. Every candidate will have a list of keycodes (one for each test), which they must enter as they move from test to test within their test package. Candidates' keycodes sheet will be given to them by the invigilator before test session begins.

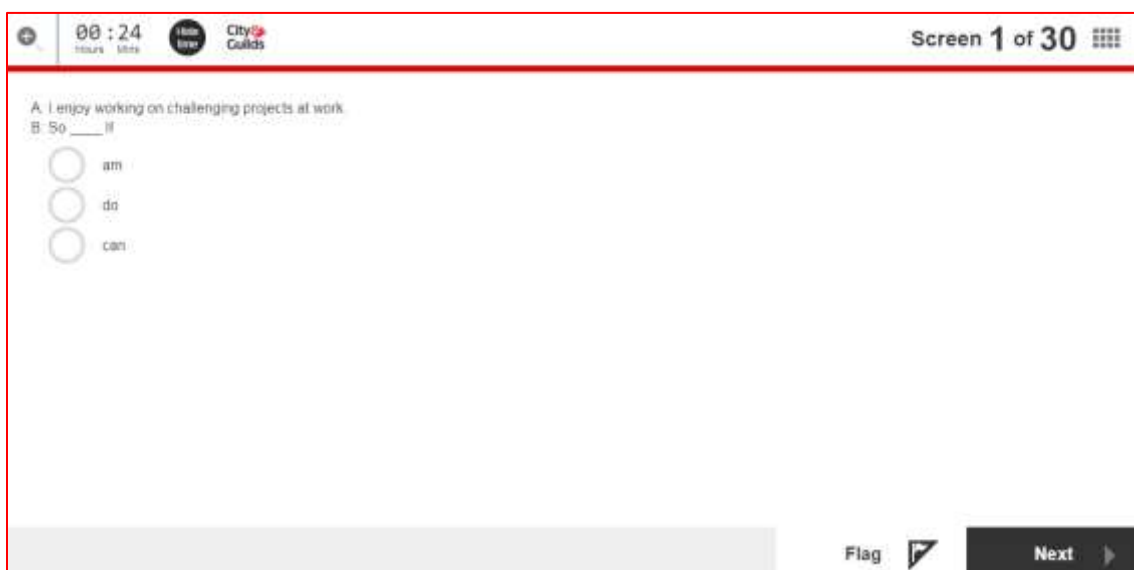


The screenshot shows the same 'replay' login screen as above, but the input field now contains the keycode 'C G P Q L L P O'. The 'Next' button is still present below the input field. The browser's address bar shows 'http://www.replay.co.uk/'. The bottom right corner of the page has a small link that says 'View Account Details'.

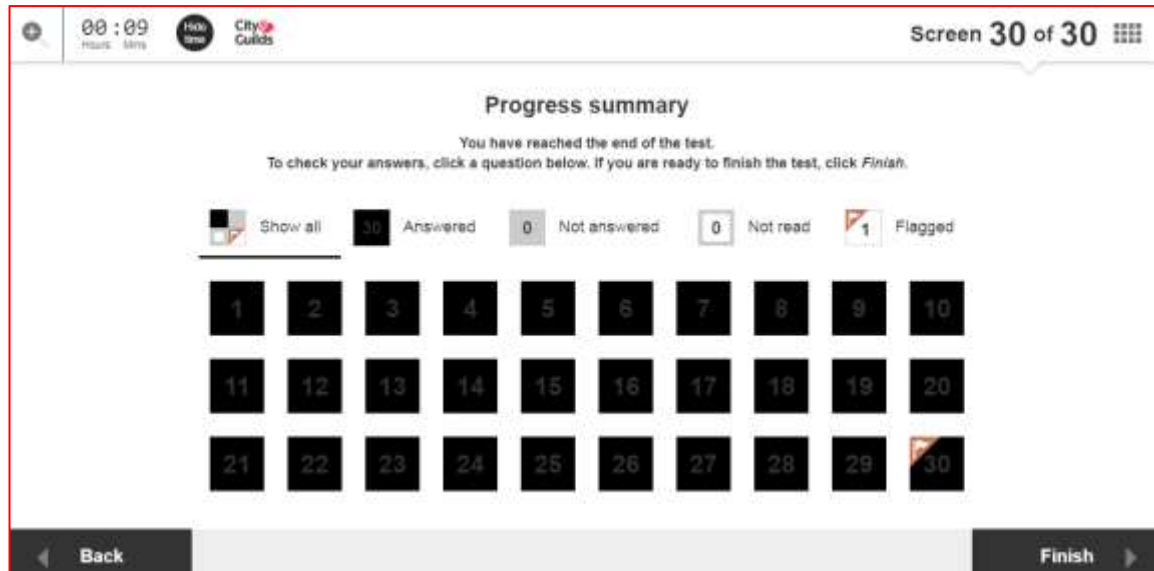
4. Confirm you are the candidate shown on screen. The candidate name will be linked to the keycode entered so the App will ask confirmation every time a test is loaded under a keycode.



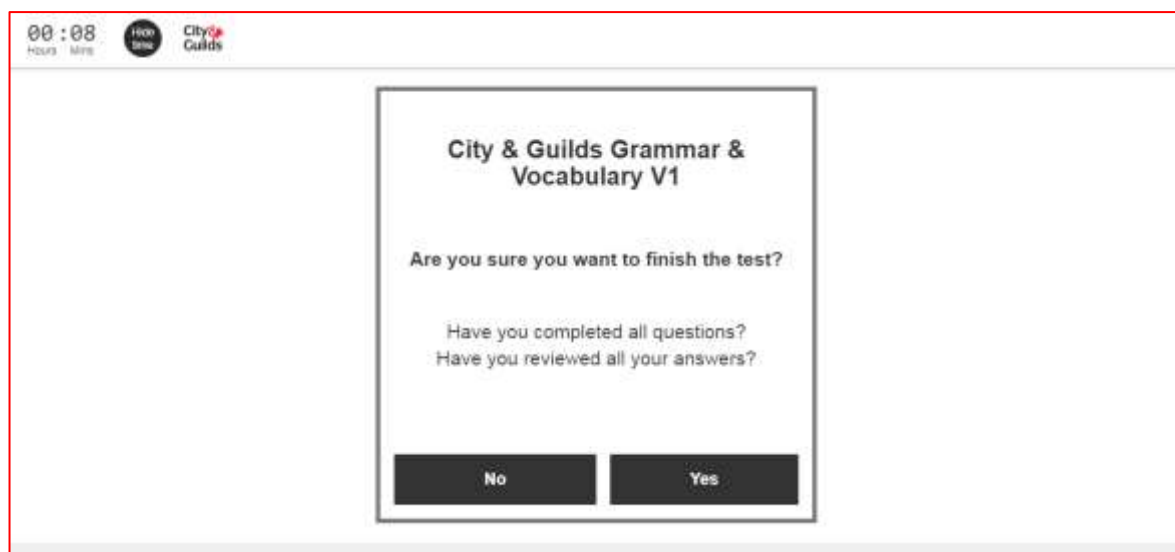
5. Candidate can begin the test and answer each question. The clock is activated to time the candidate.



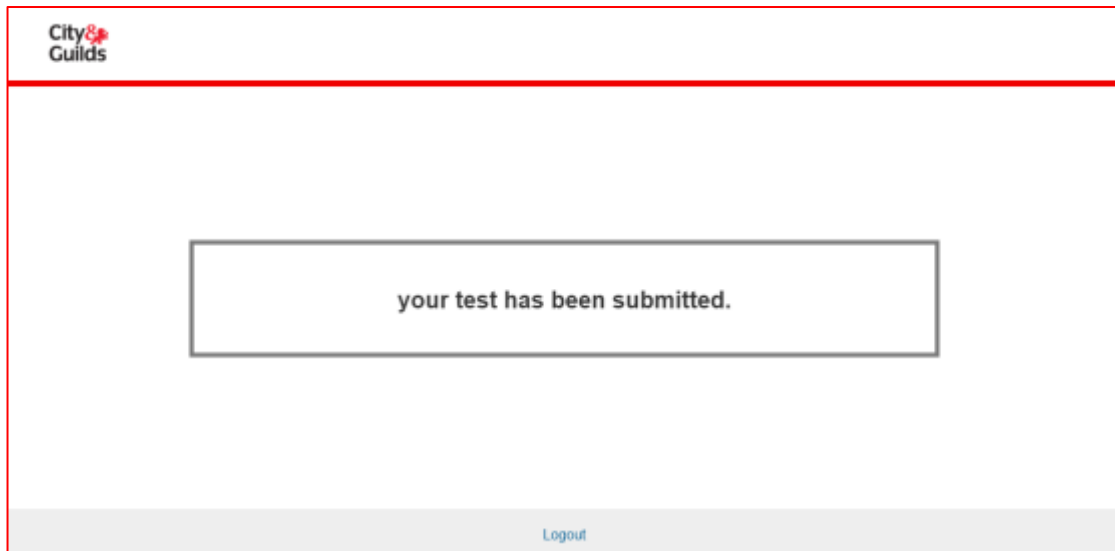
6. Once the candidate has finished all the questions they will be presented with the progress summary screen before finishing. If candidate has answered all questions they can click to finish.



7. Select 'Finish' to complete the test
8. Confirm you want to finish the test. Once candidate confirms this they won't be able to get back and check their answers anymore.



9. A confirmation screen displays informing the candidate their test has been submitted.



Troubleshooting:

- Keycode has expired error – A candidate can only sit each test once. This error will show if a candidate has already sat the test for this keycode. If you need to allow the candidate to re-sit, another test must be booked in the WG for the candidate.
- Invalid keycode – Check the candidate has entered the correct keycode. Invigilators can search for the keycode in the Candidates table or on the Test Centre Dashboard.
- The device is not prepared for taking the test offline – This error will show when a session code/keycode combination has been entered that the device has not been prepared for. Reconnect the device to the internet and prepare the device for the session code or keycode entered.

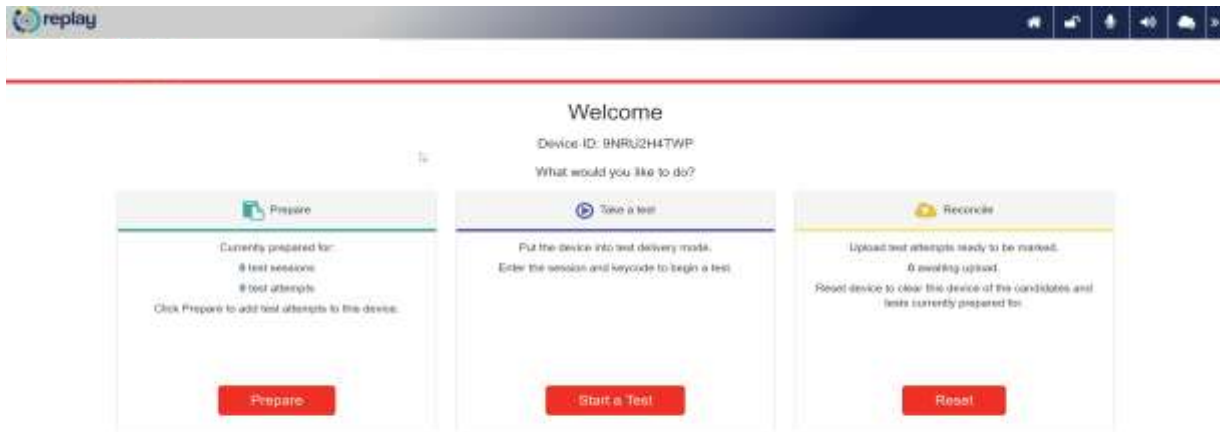
10. Test Reconciliation on the Janison Replay App (for OFFLINE TESTS and RELIABLE MODE)

Note: This can be done after each candidate has finished or after multiple candidates have used the device. *Replay cannot be unlocked when the device is offline. Before moving onto reconcile the device must be reconnected to the test server/ internet.*

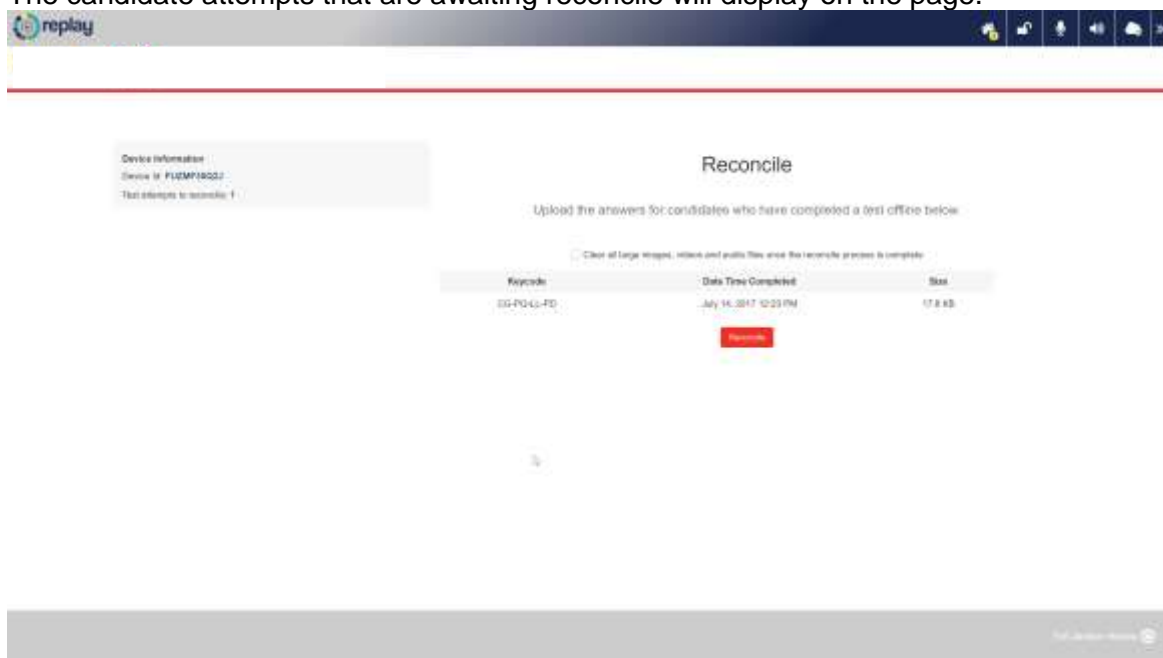
1. Unlock the device by selecting the padlock in the toolbar. Enter your Invigilator PIN.



2. After unlocking the device the homepage will show with 2 new options for prepare and reconcile displaying



3. Select Reconcile
4. The candidate attempts that are awaiting reconcile will display on the page.



5. To remove the candidates attempt files from the device during the reconcile process tick the tick-box

Reconcile

Upload the answers for candidates who have completed a test offline below.

☒ Clear all large images, videos and audio files once the reconcile process is complete

Keycode	Date Time Completed	Size
DH-XY-FT-HT	July 16, 2017 2:07 PM	1.4 KB

[Reconcile](#)

6. Click Reconcile
7. The candidate's answer will be uploaded to the test server.
8. Once reconcile is complete an option displays to reset the device. This should only be used when you have finished delivering the test session the device is prepared for.

11. Test Results Publication in the Walled Garden

The SLA for results publication in the Walled Garden is 5 days from the date of a successful results submission.

Once the British Council examiners have marked the speaking and writing components, the complete component grades will be sent back to City & Guilds for final processing.

The final grade will be published in the Walled Garden through the Order Reports and Candidate History Reports.

12. Certificate Sample and Delivery

Only candidates with a passing final grade will be issued a certificate. Candidates who did not achieve a final pass mark will receive a Notification of Candidate Result showing the breakdown of the grades. Apart from the standard branding and security features, the certificates should reflect the following details:

- Qualification Title
- Name of the Candidate
- Final Grade
- Component Grades Breakdown for Speaking, Listening, Writing and Reading.

If the component breakdown is not showing or is inconsistent with the final grade, please contact your Branch Office.

Please note that the vocabulary and grammar test will act as a 'moderator' test for the final grade and will **not** be shown as a separate grade.



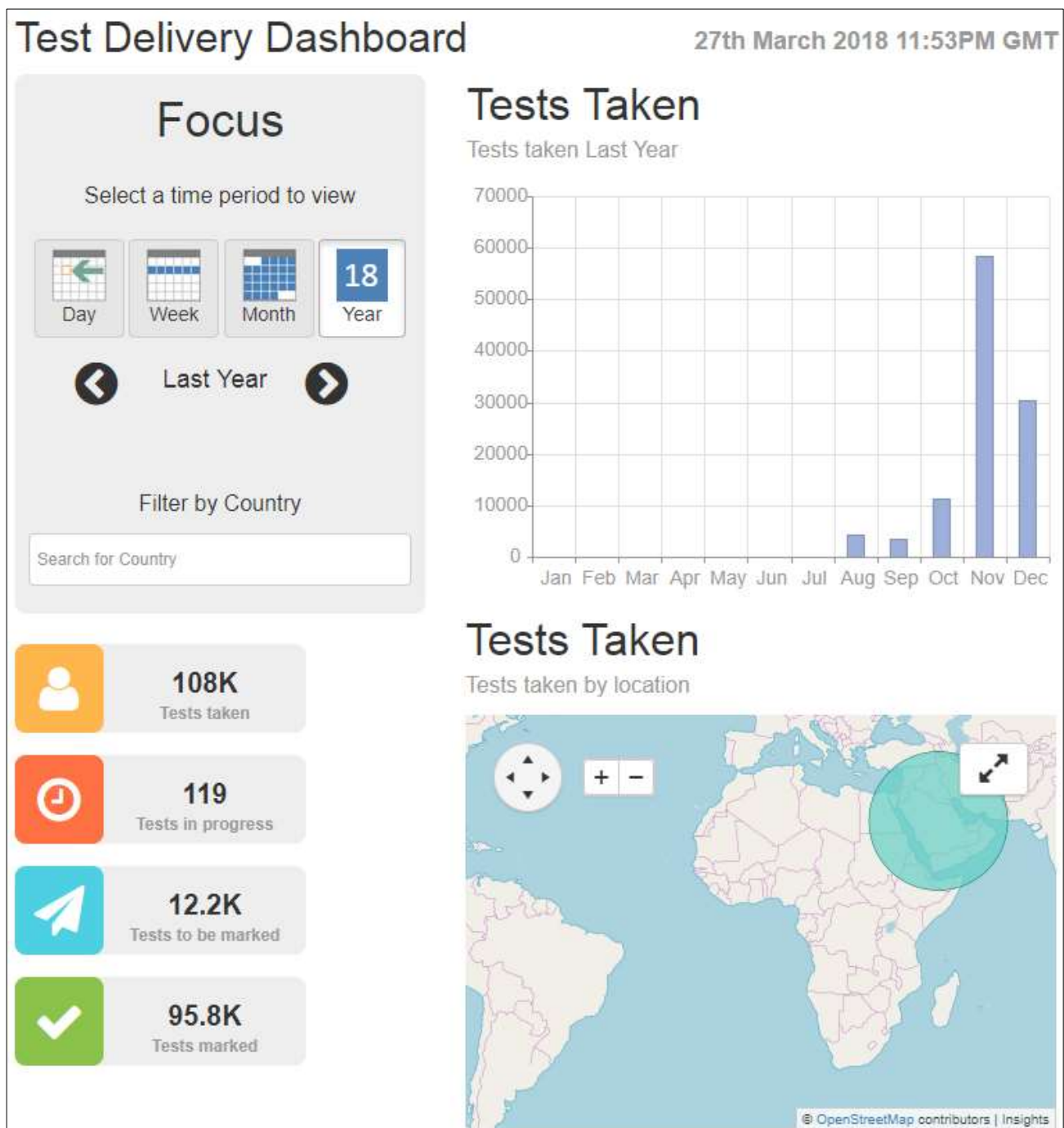
13. Issues Resolution and Technical Support

If you experience any issues with this qualification you should contact the customer services team at your local branch office (1st line support) who will provide you with support to resolve the issue. If the branch are unable to resolve the issue they will contact the relevant 2nd line support department.

14. Test Delivery Dashboard

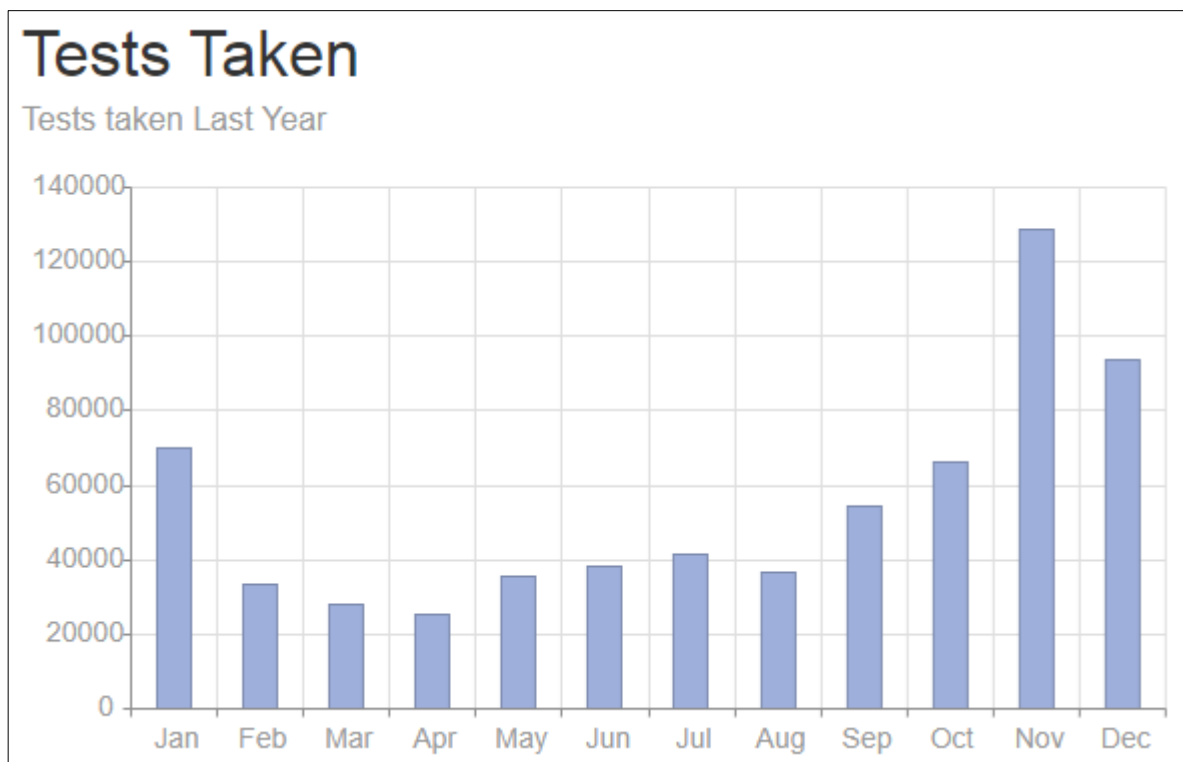
You can view a summary of tests taken on the test delivery dashboard.

Browse to **Statistics** from the home menu.

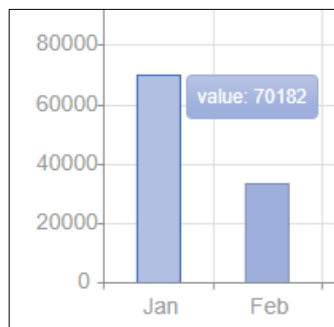




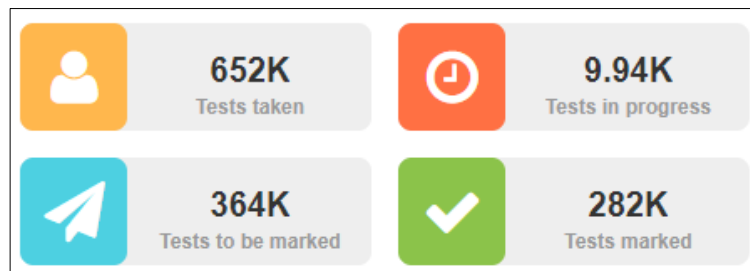
The **Focus** tile provides options to select time periods and to filter by country.



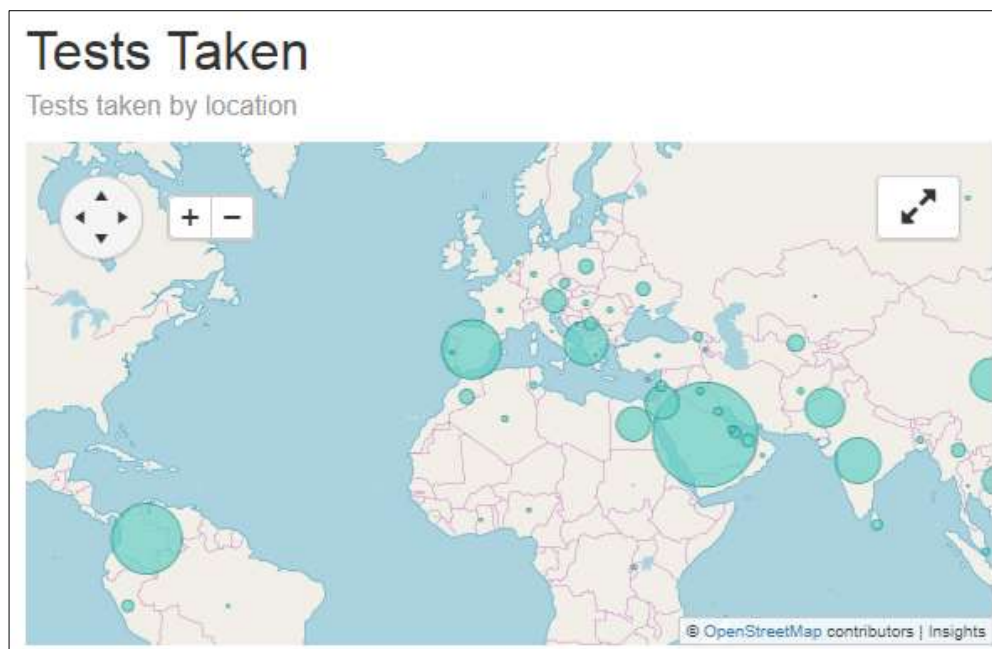
The **Tests Taken** graph reflects number of tests taken per month based on the criteria select on the focus tile.




The value of a bar displays in a popup when you hover over a bar.



The tiles provide a count of the tests based on the criteria select on the focus tile.



The **Tests Taken** map provides a visual representation of the tests taken by location.

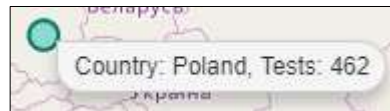
Select the  icon to enlarge the map.

Select  to zoom in or out.

Select  to navigate around the map.



The test centres are represented by bubbles



A popup with the test centre and a count of the tests appears when you hover over the bubble.

Selecting a test centre bubble will select it as a country on the focus tile.

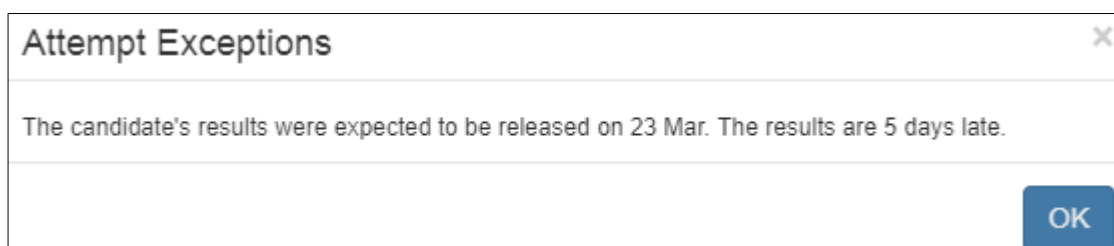
Candidate results

This screen shows details of candidate's results to assist with identifying exceptions that need to be addressed.

Browse to **Results** from the home menu.

Candidate Results						
Search						
Candidate	Assessment Package	Stage	Started ▼	Expected	Released	Actions
Sally Walters	HN_TestPackage01	Requires Reconciliation ?	Mar 26	Mar 28		⚠️ 📄 ...
Josh Diaz	HN_TestPackage01	Requires Reconciliation ?	Mar 23	Mar 25		⚠️ 📄 ...

Select the ⚠️ icon to view the actions required to progress the attempt. Below is an example of the attempt exceptions.



Select the ... icon to view enrolment details.

Select the 📄 icon to view test attempt Information. Below is an example of this screen.

Test Attempt Information

Name	LIM YOUNGSU
Component	C&G Online Practice Grammar and Vocabulary
Status	Marked
Delivery Mode	Low Bandwidth
Connection Mode	
Started	10:02, 04 May
Finished	10:12, 04 May
Saved Method	Online
% Complete	100%
Device	2QE66K2P3C
User Agent	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/66.0.3359.139 Safari/537.36
One Time Code	JBHPYKDC
Session Code	VZMBCMXS
Invigilator	Siew Fong Yau
Interruptions	

Stages

The stage can be one of the following:

- **Not Started:** all the test attempts in the test package have not been started
- **Started:** at least one of the test attempts in the test package has been started but not all of the test attempts
- **Requires Reconciliation:** the save method is null and the connection status is offline for any test attempt that has been started
- **Queued to Mark:** all test attempts are completed but the test package hasn't been sent to mark manager

- **Waiting to be Marked:** all test attempts have been completed and the test package has been sent to mark manager
- **Marked:** Overall CEFR result is available
- **Results Released:** test package been sent to City & Guilds WG

15. Quick summary

- Tests will be booked via Walled Garden via the e-volve scheduling in Walled Garden.
- Tests can be booked up to 14 days in advance via the Walled Garden. Once tests are booked they will show up in the Janison Insight platform for 14 days in the 'test event' session.
- Customers can view exams in Janison Insight 30 minutes after booking.
- Tests or Test Events are valid up to 14 days from the date booked (not the date of booking). Centre Managers or Invigilators can allocate test bookings to 'Test sessions', these will remain open until the invigilator or centre manager closes the session.
- Tests result will only be available once all components have been taken, answers have been uploaded and marked
- There is an option to take the tests offline, i.e. to download or "Prepare device" on the Janison Replay App.
- The Invigilator needs to use his/her PIN to Prepare the Device or download the test. The same PIN can be used to control the test session and reconcile all tests results once all candidates finish taking the tests in a given computer device.
- Candidates will need to have a headset and a microphone. They must be tested prior to launching the test.
- It is advisable for the centres to have one PC for the Invigilator to access the exam status and to invigilate during the exams. It is also required that centres have at least one spare PC for learners in case they need to change devices during the test session.
- There are different published versions of the test package so each candidate will see different questions.

16. Notes on Reliable Mode

- The Replay App has a reliable mode that is triggered when the app loses network connectivity
- When the Replay App is in reliable mode, it is kept offline and no updates to the candidate's status or progress will be visible in the Test Session Dashboard or the Invigilator Dashboard
- The Replay App stays in reliable mode until a test attempt is completed, even if network connectivity is restored.
- When the Replay App is in reliable mode, completed test attempts need to be manually reconciled as per completing a test attempt offline.

17. Installing Janison Replay

Janison Replay will be used to deliver the International Certificate in English Language tests from January 2018. There are a number of ways to install Janison Replay, all of which are listed in this document.

Users who have access to the Janison Replay platform can access all of these apps by following the download links at the bottom of the home page. <https://cg-admin.uat.bc.janisoncloud.com>

For Windows computers

1) For Windows 7 and above

Download the installer by visiting this URL: <http://apps.janisoncloud.com/Release/JanisonReplay-v1.0.0.8.zip>

2) For Windows 8 and above*

The Janison Replay app can be downloaded from the Windows App Store. Search “Janison Replay”

For Android tablets

1) Download from the Google Play Store

Search “Janison Replay” on the Google Play store (check you are searching for tablet apps, not phone apps) or copy this link to your browser:

https://play.google.com/store/apps/details?id=com.it.janisonreplay&hl=en_GB

For iPads

1) Download from the Apple App store

Search “Janison Replay” on the Apple App store (check you are searching for tablet apps, not phone apps) or copy this link to your browser:

<https://itunes.apple.com/us/app/janison-replay/id1237482210?ls=1&mt=8>

Appendix A - Other useful information

Invigilator dashboards

The Invigilator Dashboard contains several tables which provide an Invigilator an overview of the current status of the test package:

- **Test Sessions**

An Invigilator can view the current status of Test Sessions here or navigate to the Test Session Dashboard of a particular session to view it in more detail.

- **Test Events**

An Invigilator can view the details of Test Events here. There is a dropdown for choosing between in progress and closed Test Events.

- **Candidate Attempts**

An Invigilator can view the details of Candidates Attempts here. There is a dropdown for choosing between Today's Candidates, Past Candidates, Future Candidates and Rescheduled Candidates.

- **Invigilators**

An Invigilator can view the details of other Invigilators here. Depending on role permissions, actions are available to view contact details and change passwords of an Invigilator.

- **Devices**

An Invigilator can view the details of devices that are associated with the Test Centre here.

- **Generate PIN**

An Invigilator can generate their PIN here for usage with Replay. If they already have a PIN they can show their PIN or regenerate another PIN.

Appendix B – Candidate guide

This guide contains some helpful advice to assist Invigilators with providing Candidates with a smooth experience when taking their Listening and Speaking Tests.

Taking the Listening Test

Conduct the Speaker Test Beforehand

- It is important that before beginning the listening test the speaker test is conducted on the device.
- If the speaker volume is too quiet and it is set to maximum in the Replay App, either:
 - Change the system volume using the volume key on a multimedia keyboard; or
 - Exit the Replay app and increase the volume in the system settings

Timed Test

- The Listening Test is a timed test.
- The remaining time is visible to the Candidate in the top left of the replay app (**See Figure 50**)
- The timer can be hidden by clicking the button "Hide Time"
- The hidden timer can be shown again by clicking the Clock (**See Figure 51**)

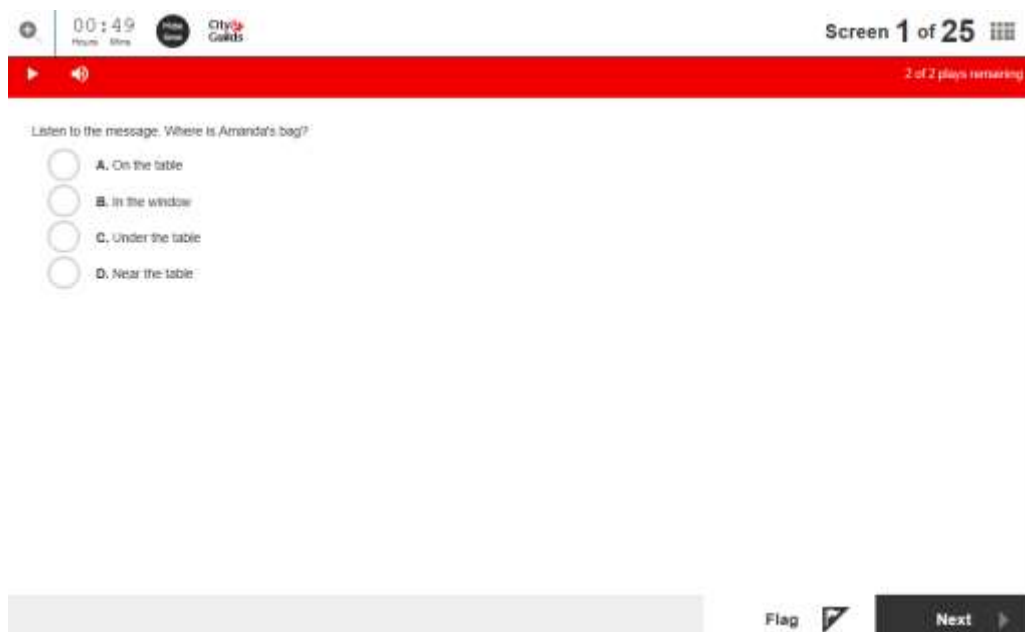


Figure 50 - The Timer on a Listening Test



Figure 51 - Hidden Timer on a Listening Test

Limit to Replaying Audio

- The listening test is restricted on the number of times the audio can be played. Learners can play the audio twice.
- If you reach this limit the play icon will be greyed out and will not allow the Candidate to replay the audio (**See Figure 52**). On the right hand side a message will appear saying 'no playing remaining'.

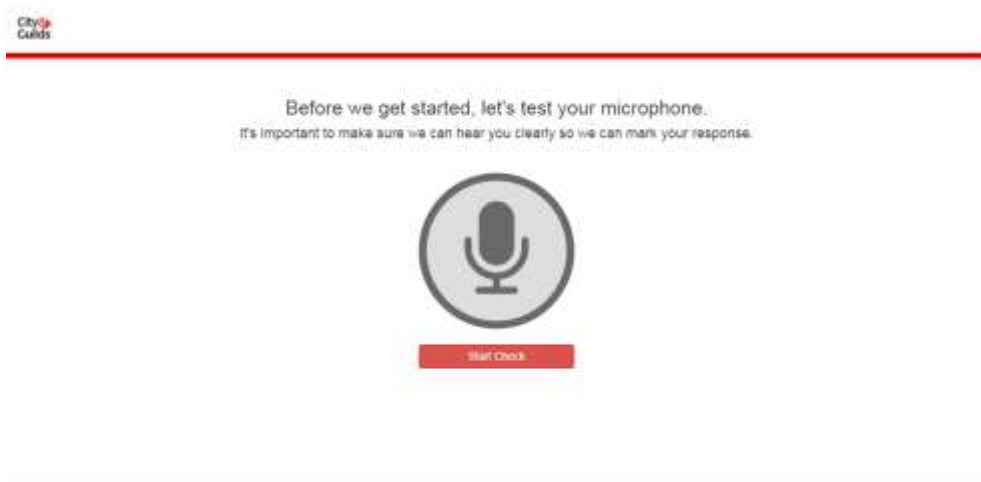


Figure 52 - Audio Replay Limit Reached

Taking the Speaking Test

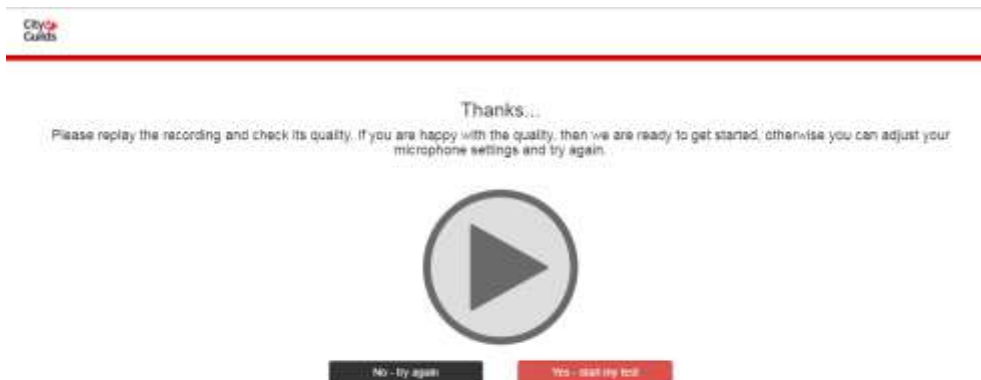
Conduct the Microphone Test Beforehand

- **Microphone test:** Before beginning the speaking test the candidate must test their microphone. This is important as we must confirm that the voice recording is working and clear for the marker. Do not begin the speaking test until the voice recording plays back clearly.



After selecting start check you will have 5 seconds to speak into the microphone. If this is your first time and you are using Chrome browser you will be asked for permission to access the microphone. Make sure you select **Allow** when the pop up appears.

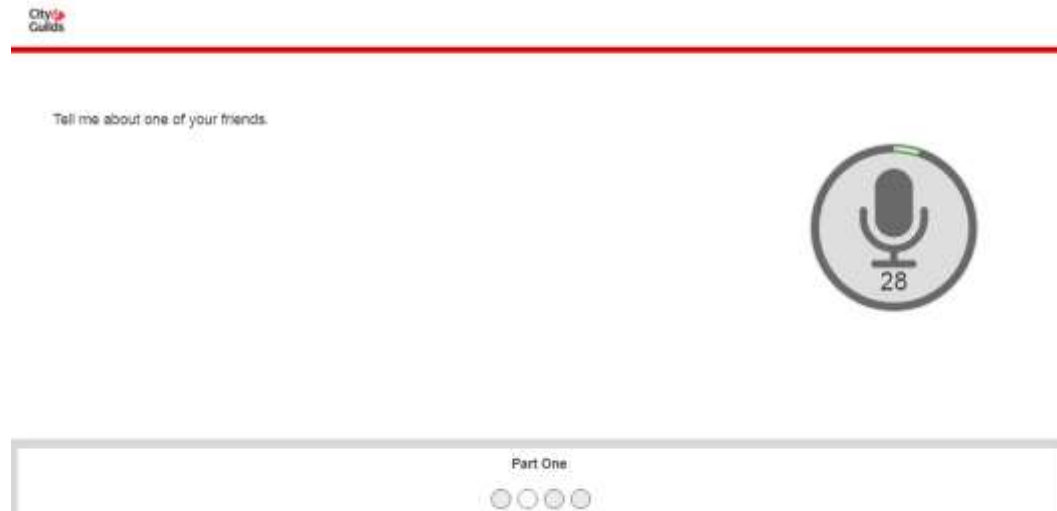
After you have recorded your voice you will be able to playback the recording.



If your voice is heard clearly select yes – start my test to progress to the speaking test. If not adjust your microphone settings, check your device and then try again.

Timing

After each question the candidate is given a set amount of seconds to respond to the question. The microphone will animate and a seconds' count down will show to represent this. There is no overall time on the test as this happens naturally from the time restrictions on answering each question.



Going Back/Retaking: There is no option to go back or re take any question in the Speaking test.