Open Assess

User guide

A guide to using our online platform

Version 5
Last modified 20-June-2024
For external use

Document revision history

Version	Sections Amended	Amendments
V5 June 2024	Section 10 – Marking	Amendment to details of marking for DFSQ sample test
V4 April 2024	All sections Section 10 – Marking Section 12 – Candidate Review	Removal of prefix HTML and updated screen shots with removed [HTML] prefix Addition of details of marking for DFSQ sample tests Addition of details of candidate review for DFSQ sample tests
V3 November 2023	All sections	Throughout the document Removal of references to Flash content & associated processes Updated HTML features
V2.2 June 2023	Section Numbers added 6. Scheduling a test	Throughout the document Page 22 - Introduction of HTML samples in the drop-down list
V2.1 August 2022	New branded template Scheduling a test Clarification about key codes and PIN	Whole document Pg 23 - Tutors can now select which version of the sample papers they can schedule for candidates Pg Clarification that if printing or sharing the Key Code slips candidates will also require the Session PIN number
V2.0 January 2022	Marking & Scheduling a Review	Additional detail included around annotation tools. Additional detail about using the Filter option to find tests to schedule reviews
V1 September 2021		Document created

Contents

1. Introduction 4

2. Process steps 4

Candidate Registration 5

Test Scheduling 5

Test Delivery 5

Test Marking 5

Test Results 5

Candidate Review 5

3. Logging in to Open Assess 6

Logging in the first time 6

Logging in to Open Assess 7

Trouble logging in? 8

4. Navigating through Open Assess 8

Home 8

Test Administration 9

Setup 9

5. User creation 10

Creating a user 10

Primary User account 13

Tutor account 13

6. Candidate Registration 14

How to create an individual candidate registration 14

How to upload candidates in bulk 17

7. Schedule a test 21

8. Invigilation 27

9. Test Delivery 30

10. Marking 35

Mark screen 36

Marking Annotations 40

Completing Marking 43

11. Results 44

12. Candidate Review 45

Scheduling a review 46

Reviewing a test 50

Candidate review tabs 51

Reviewing individual questions 59

1. Introduction

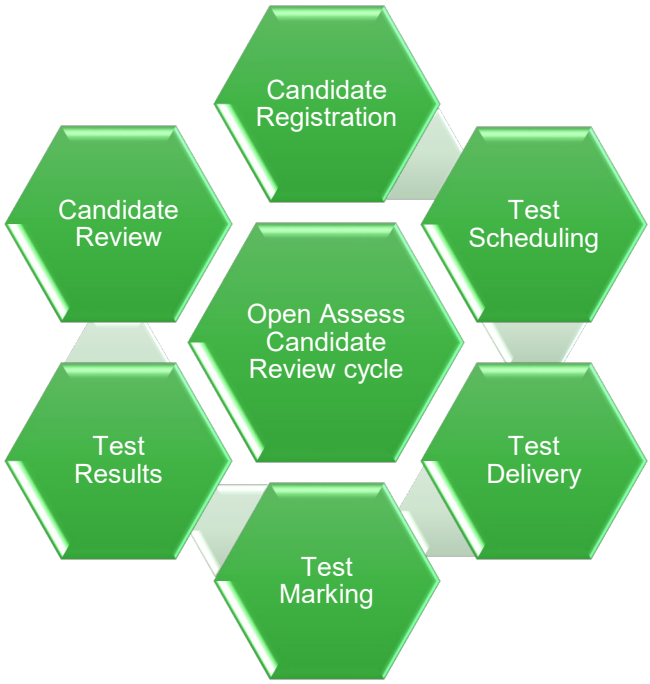
Welcome to Open Assess, our formative assessment platform

This document is intended for centres who have been set up to use Open Assess.

Within this comprehensive guide you will find everything you need for the day-to-day management of Open Assess, including:

An overview of the platform from registration to reviews
A step-by-step software user guide
How to contact City & Guilds for support

Overview



2. Process steps

All Open Assess screens, Sample Tests along with Familiarisation tests are HTML.

Administration, Candidate Review and all other activities can be carried out using a standard web browser such as Microsoft Edge or Google Chrome.

Candidate Registration

Candidates must be registered in the Open Assess platform for the subject before you can schedule an Open Assess test.

As soon as the registration has been processed (usually within a few minutes), the system will automatically make the candidate eligible in Open Assess and you can start scheduling tests.

Test Scheduling

Scheduling is the process of assigning a date and time for a candidate to sit a specific Open Assess test.

Scheduling is carried out though the **Schedule** tab in Open Assess. Once the test has been scheduled, the system will generate a Keycode and PIN. The candidate will need these in order to sit the test so they will need to be shared with the candidate.

Test Delivery

Once scheduled, the test is visible in the **Invigilate** tab. From this tab, staff will be able to access the Session Keycodes and PIN numbers to share with candidates.

Open Assess tests are carried out using the web-delivery method in a web-browser for all Sample and Familiarisation tests.

Centre staff have access to a number of features to manage the test delivery in Open Assess.

Test Marking

As soon as the test is complete, it will be available in the **Mark** tab for it to be marked by the tutor. For HTML tests a regular web-browser can be used.

Test Results

As soon as marking is complete and the test has been submitted, the result will be available in the **Results** tab.

Candidate Review

A candidate review session allows centre staff and candidates to re-enter their tests to review their responses and any feedback. The Candidate Review tab is where candidate review sessions are scheduled for particular candidates on a specific date and time. They are then reviewed using a similar method to web delivery.

3. Logging in to Open Assess

Logging in the first time

When your account is first created, you will receive an email with your username and a link to set your password and create a security question.

The email is sent from an automated address noreply@surpass.com so if you cannot see it in your inbox, please check your junk folders or speak to your IT team in case the automated address is being filtered by your IT system.

From: noreply@surpass.com <noreply@surpass.com>
Sent: 17 June 2021 15:31
To: OA Primary1 <OAPrimary1@cityandguilds.com>
Subject: Welcome to Surpass

CAUTION! This email originated from outside our organisation. Do not click any links or open any attachments unless you recognise the sender and know the content is safe.

Hi **OA**,

Welcome to Surpass, the market leading solution for creating and delivering on-screen assessments.

Your username is OAPrimary1

To set your cityandguildsopenassess Surpass password and security question please click on the link https://cityandguildsopenassess.surpass.com/Auth/Recovery/c58e2452-d96c-4120-b0c5-e04287e17a3b and follow the instructions.

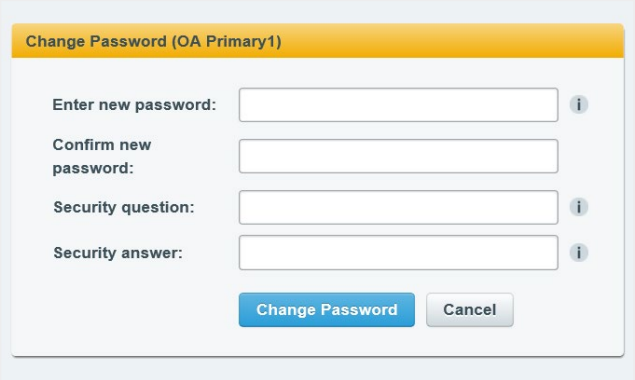
For more product information or useful guides and tutorials please visit us at the Surpass Community.

Thanks,

The Surpass Team

For further help, please visit our Open Assess pages here
UK Centres - Contact Customer Services
E: evolvesupport@cityandguilds.com
T: 01924 930 800 08:00 to 18:00 Monday to Friday
(Calls are charged at local rates.)
International Centres - Contact your Local Office. For details and opening hours visit www.cityandguilds.com

Clicking on the link will take you this screen:



Enter your chosen password and confirm it and create a memorable security question and answer, you will need this to reset your password if you ever forget it.

While in any area of Open Assess, you can hover your cursor over the icon for more details.

Select ‘Change Password’ and you will automatically be logged into Open Assess.

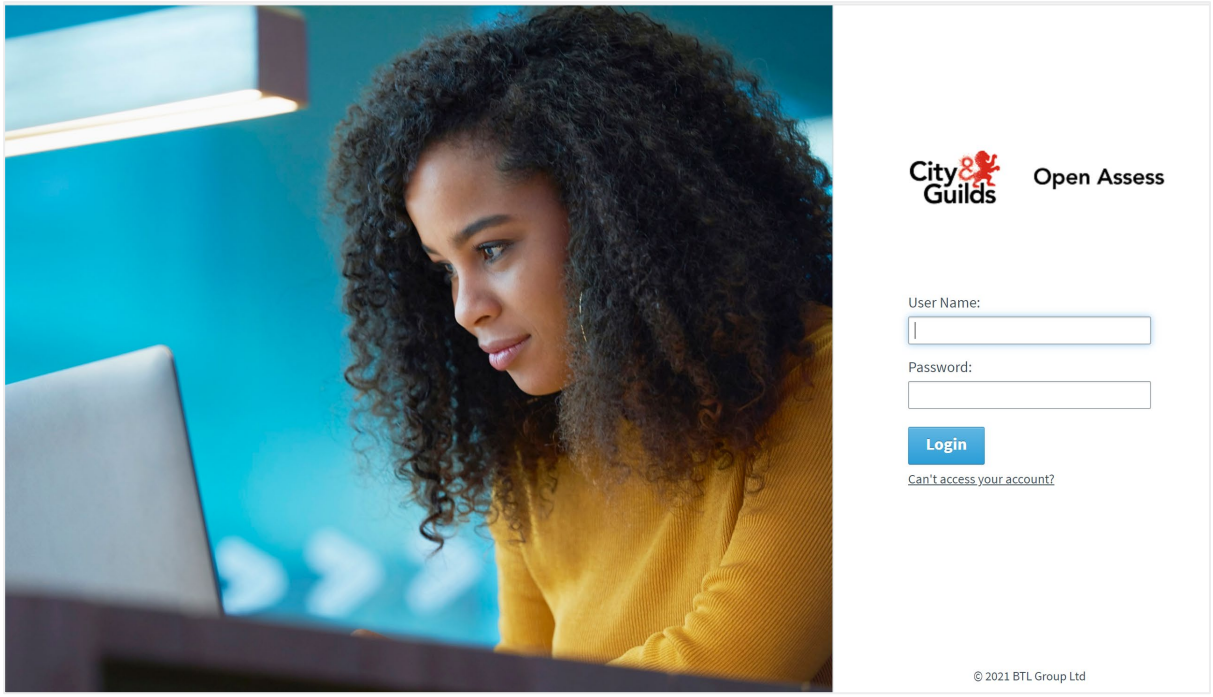
Changing the password only needs to be done the first time you log in.

Logging in to Open Assess

The next time you access Open Assess will be from the log in screen.

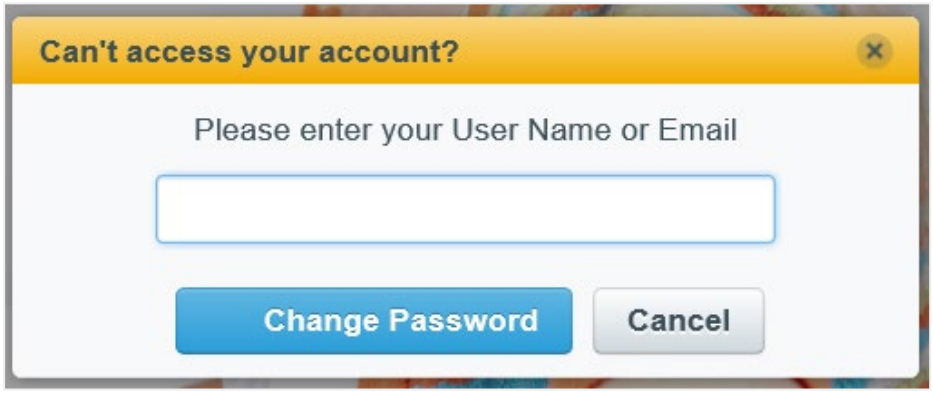
Navigate to https://cityandguildsopenassess.surpass.com and enter your username and password and select Login.

You can access this URL through your regular web-browser such as Microsoft Edge or Chrome.



Trouble logging in?

If you have forgotten your username or password, navigate to the login screen and select ‘Can’t access your account?’



Enter your username or email address and an automated email will be sent to you with instructions.

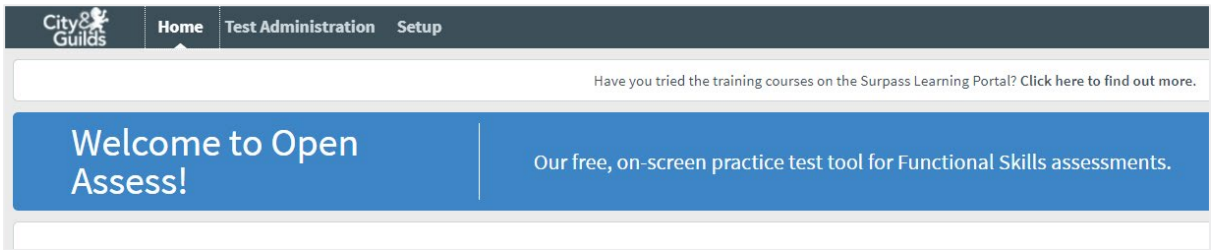
4. Navigating through Open Assess

We will go through the features within each tab later in the guide but here is a brief overview.

Home

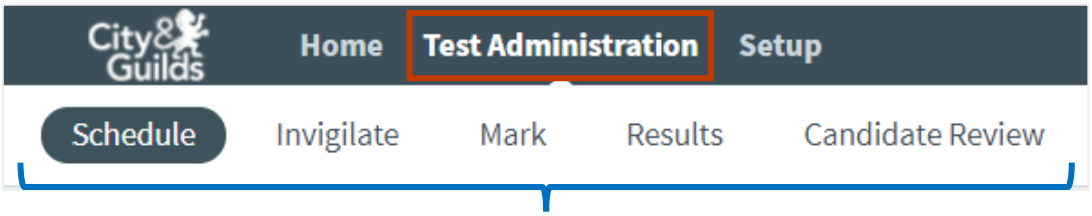
When you login, you will be taken to the homepage. It contains links to useful documentation and the **test** and **review** web links and our contact details.

We will use this page to share any updates or scheduled downtime within Open Assess and it will be updated when needed.



Test Administration

You will complete most of your tasks within the **Test Administration** tab.

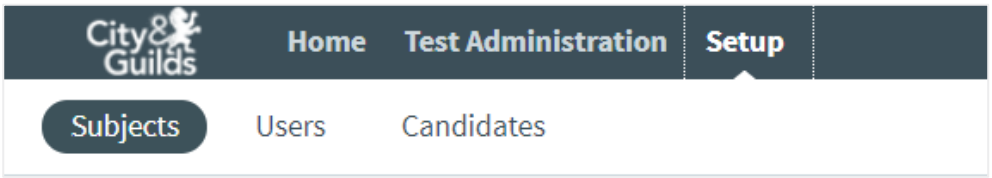


Just click on a tab to open it.

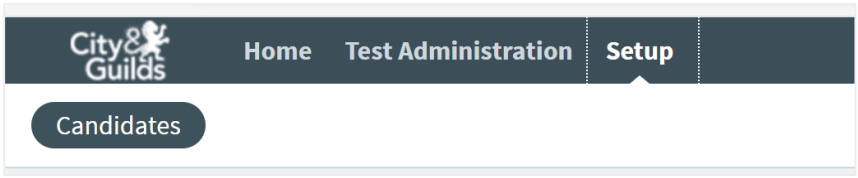
Setup

The **Setup** tab is used for viewing available subjects, creating users (depending on your access) and registering your candidates.

Primary User view:



Tutor view:

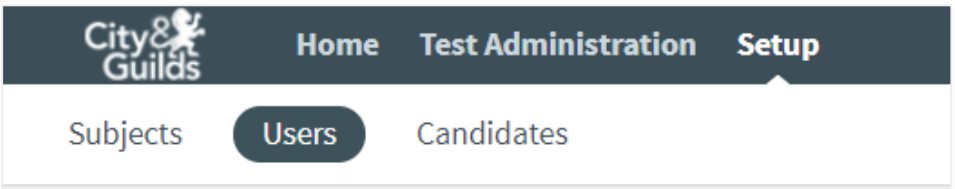


5. User creation

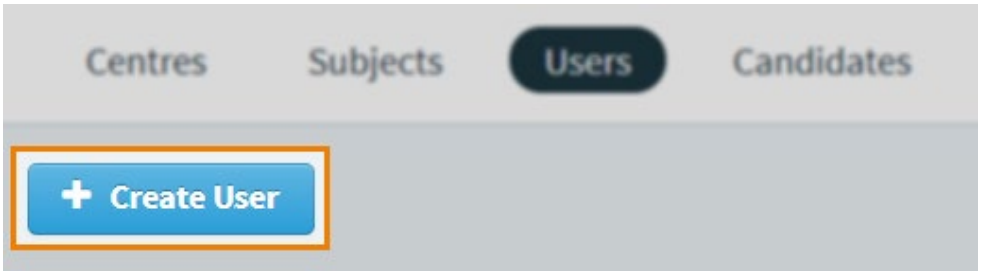
Before you begin, you may wish to create accounts for other users at your centre. There are two types of users in Open Assess, Primary and Tutors. The main difference is that Primary users can create other Primary users and Tutors, as well as registering candidates, while Tutors can only register candidates.

Creating a user

1. Go to the Users screen by going to go to Setup and then selecting *Users*



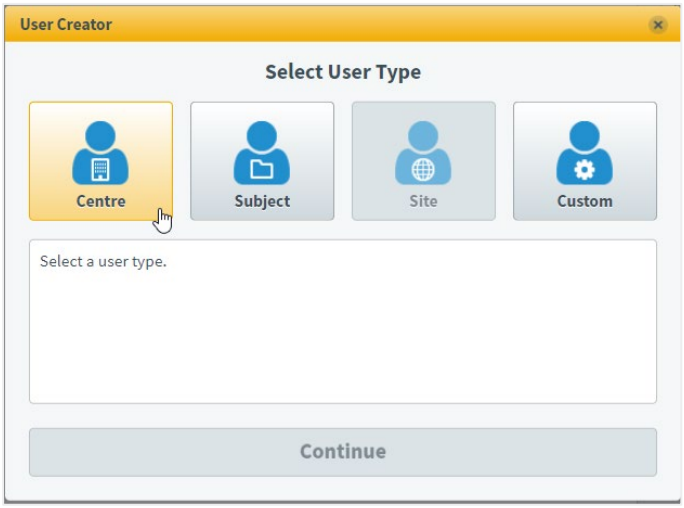
2. Select Create User to create a new user



3. Choose user type

For Open Assess users, you will only need to select the user type ‘Centre’.

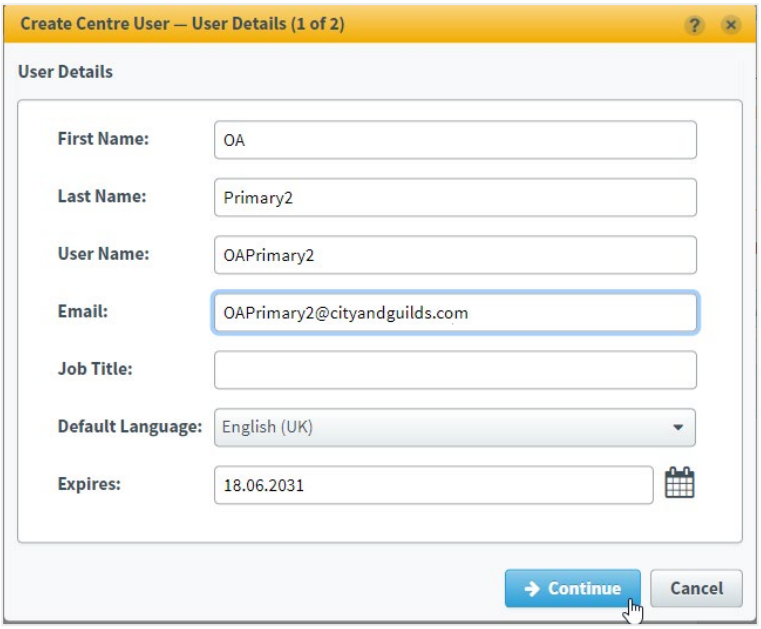
Subject, Site and Custom users are **not** used in Open Assess.



Centre – A centre-level user has access to roles for all subjects in a particular centre. These users are typically centre administrators, tutors, markers, and invigilators that need access to all subjects within a centre.

When you have chosen a user type, select **Continue** to proceed.

Fill out user details



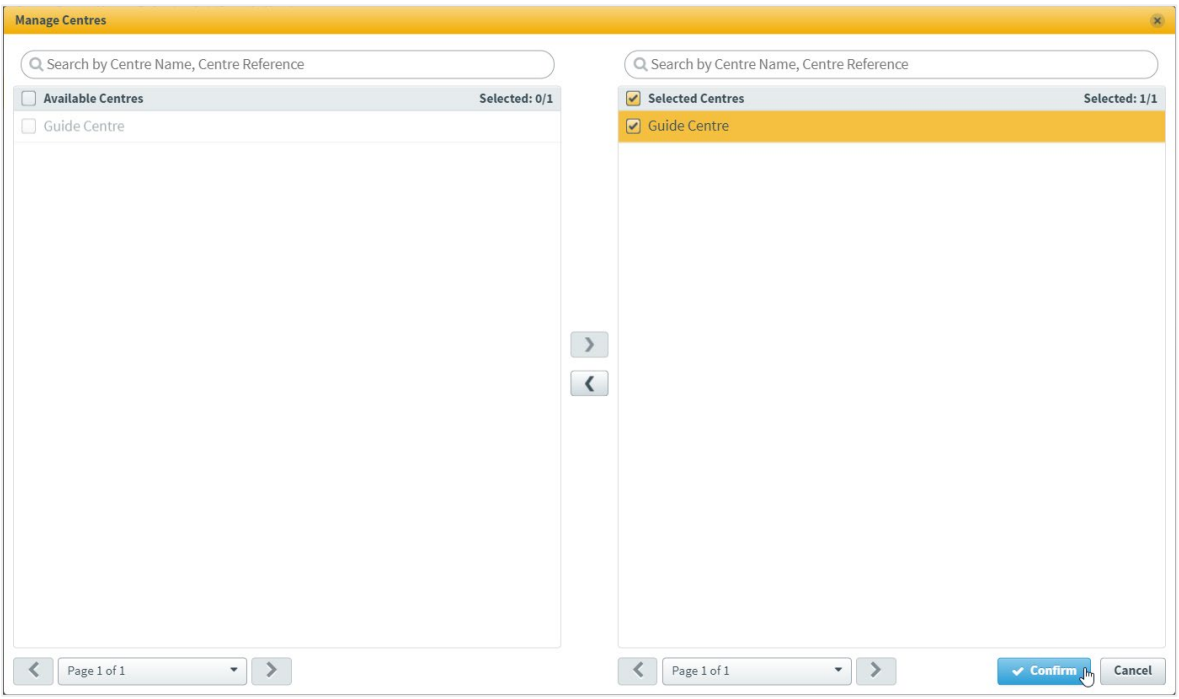
NOTE: Fields marked with an asterisk (*) are mandatory.	
Field	Description
First Name	Enter the user's first name
Last Name	Enter the user's last name
User Name	Enter a username. The user will use this to log in to Open Assess. This user name must be unique
Email	Enter the user's email address. They are emailed a link to create a password before logging in for the first time and password reset details are sent to the address so it must be accurate

When you have filled out the user details, select **Continue** to proceed.

Use **Manage Centres** to open the **Select Centres** dialog box.

Choose your centre in the **Available Centres** list on the left hand side of the screen and use **Add >** to move it to the **Selected Centres** list on the right hand side of the screen.

Select **Confirm** to continue.

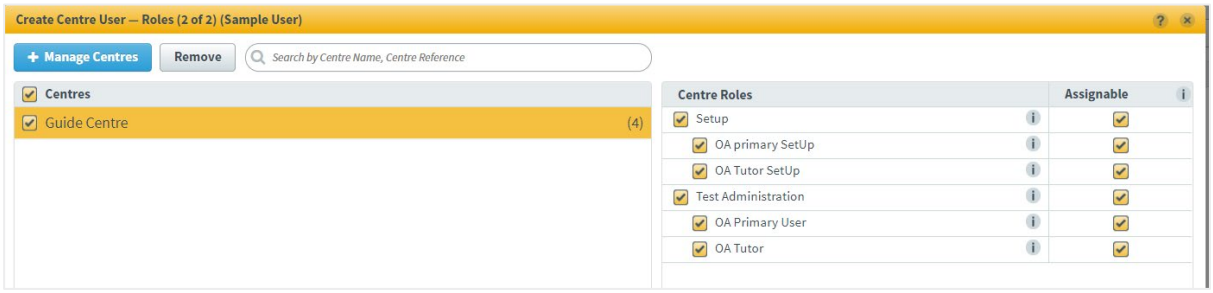


Choose user roles

Choose the roles you want the user to have in the **Centre Roles** column.

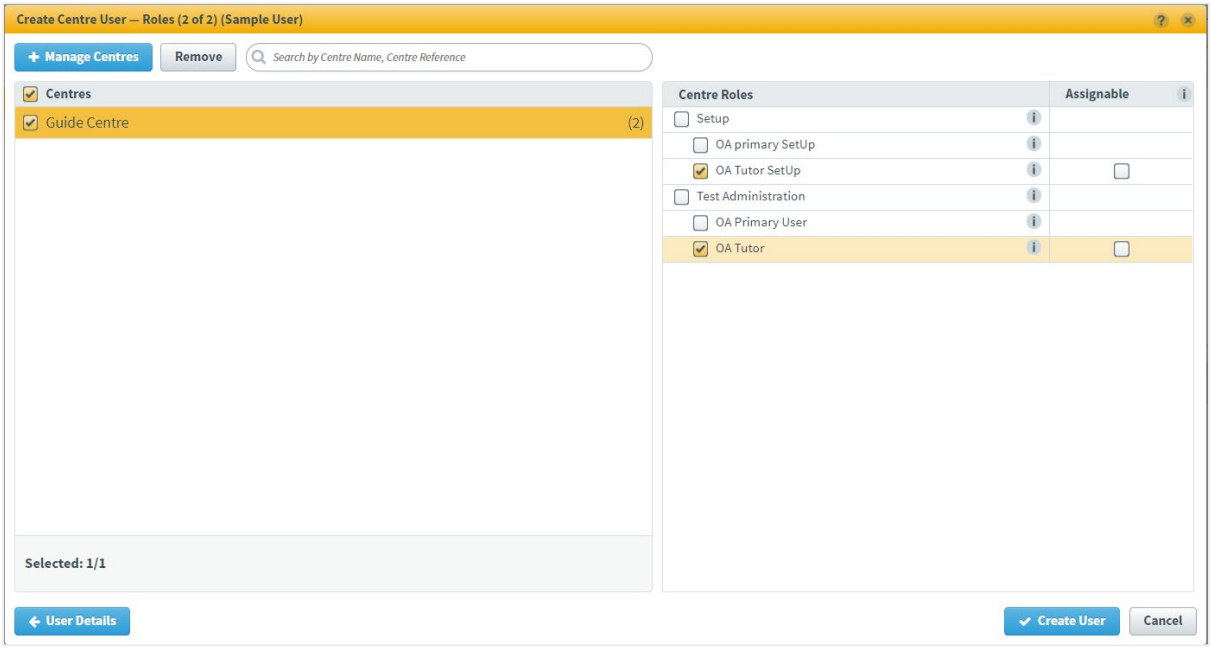
Primary User account

To create a Primary account which has the ability to create other users, select all options available under setup and Test Administration and select all options in the Assignable column.



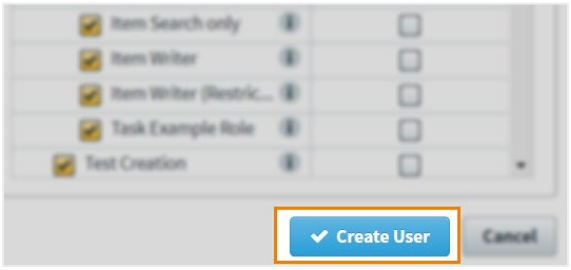
Tutor account

To create a Tutor account that can access all the other features but is unable to create other users, select only the **OA Tutor SetUp** and **OA Tutor** options



Confirm user details

Select **Create User** to create the user. An email is sent to the user's registered email address containing a link to create a password and security question.



TIP: After creating a user, Open Assess asks you if you want to create another user with the same roles. This is useful if you are creating multiple accounts with the same permission levels.

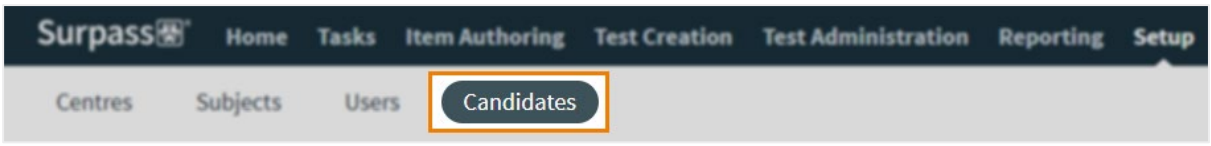
6. Candidate Registration

You can register an individual candidate or upload a CSV file for multiple candidates.

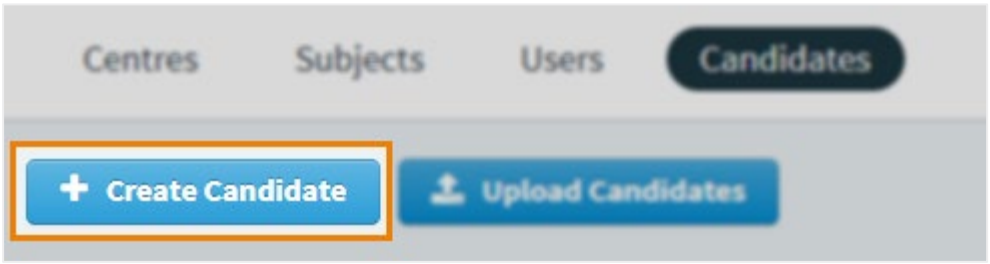
How to create an individual candidate registration

1. Go to the Candidates screen

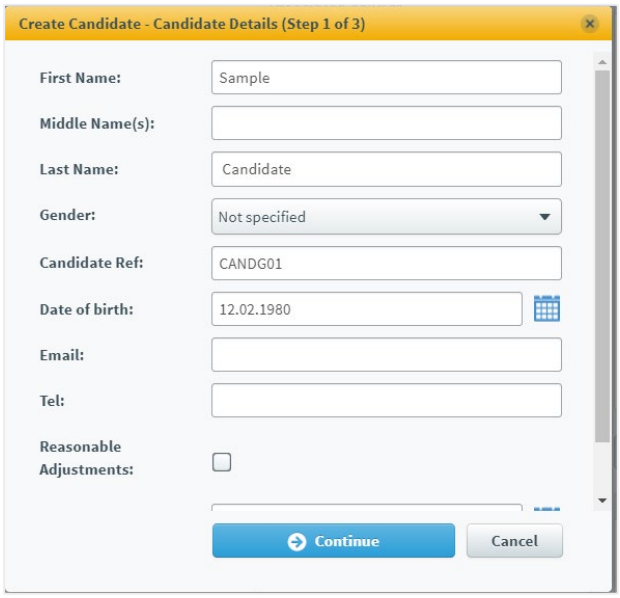
To view the **Candidates** screen, go to **Setup > Candidates.**



2. Select Create Candidate to create a candidate.



3. Fill out the Candidate Details form



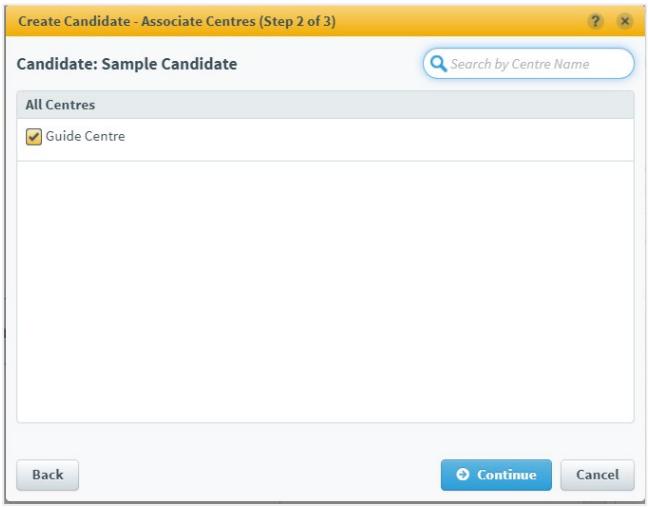
Fill out the **Candidate Details** form with your new candidate's information. Refer to the following table for information about each field.

NOTE: Fields marked with an asterisk (*) are mandatory but you may want to consider the additional fields below.	
Field	Description
First Name*	Enter the candidate's first name.
Middle Name(s)	This is not a mandatory field, but you can enter the candidate's middle name or names if necessary.
Last Name*	Enter the candidate's last name
Gender	This is not a mandatory field, but you can indicate the candidate's gender. The available options are **Male**, **Female** and **Not specified**
Candidate Ref	Give the candidate a unique reference code. If you do not provide a reference, Open Assess auto-generates one (for example, Auto1adcd540ab274644b30a513c8a1631d9)
Date of birth*	Use the date picker to enter the candidate's date of birth

The Candidate Ref could, for example, be the learner's centre ID or City & Guilds enrolment number.

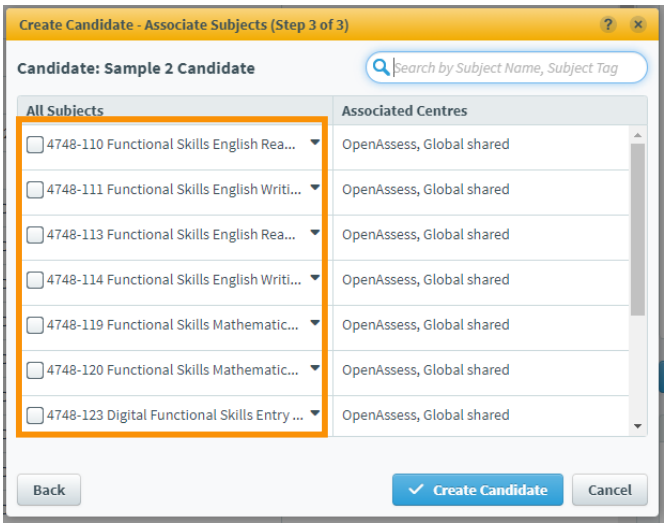
4. Choose the candidate's centre

Chose the centre that the candidate is associated with by ticking the box. Where you have more than one centre chose the appropriate one from the list.



5. Choose candidate's subjects

Select the Subject and Level of Functional Skills sample papers the candidate will need to access. This can be updated at a later date where the candidate progresses or adds new subjects to their programme.



6. Confirm candidate details

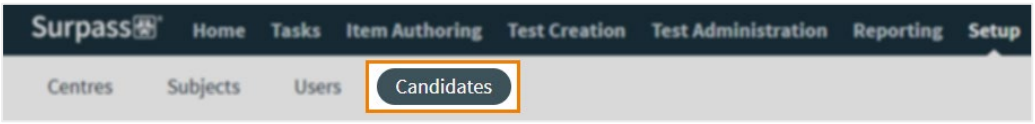
Select **Create Candidate** to create the candidate.

How to upload candidates in bulk

You can use a spreadsheet to import up to 1,500 candidates in the **Candidates** screen.

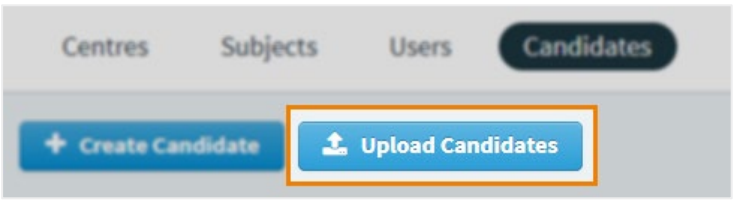
1. Go to the Candidates screen

To view the **Candidates** screen, go to Setup > **Candidates**.



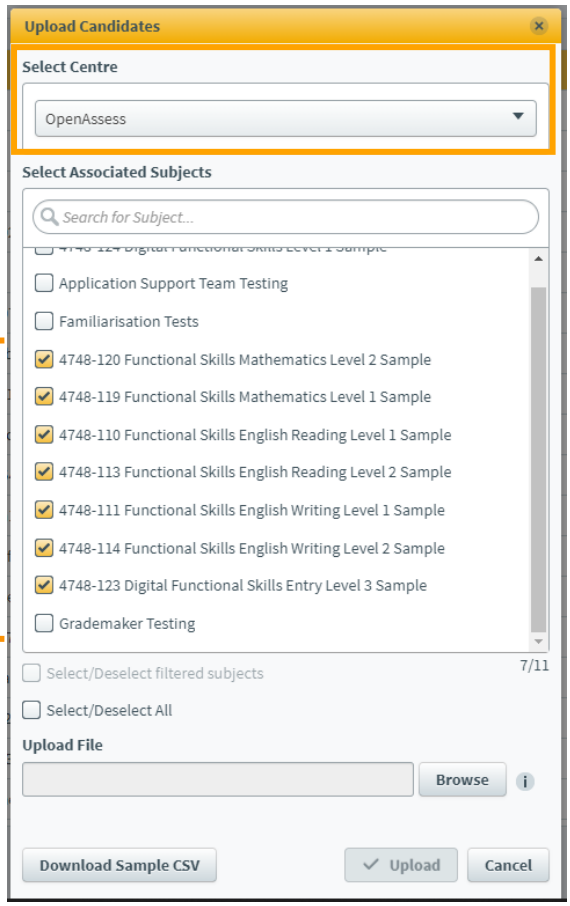
2. Select Upload Candidates

Select **Upload Candidates** to open the **Upload Candidates** dialog.



3. Set up centre and subject associations

Before you can upload your candidates, you must first define their parent centre and subject(s).



Use the **Select Centre** menu to choose your centre

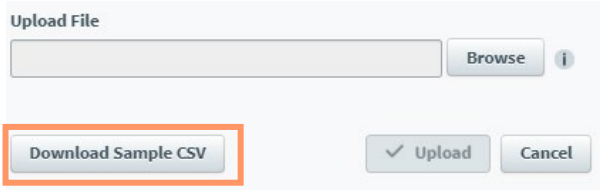
Select the subjects you want to associate the candidates with by ticking the box or boxes in **Select Associated Subjects**.

Use **Select/Deselect All** to select or clear all subjects

.

4. Create import spreadsheet

Select **Download Sample CSV** to download a template spreadsheet.



	A	B	C	D	E	F	G	H	I	J
1	SCN	*Forename	Middlenam	*Surname	Gender	*Date of Bi	Telephone	Email	Reasonabl	Expiry date
2	CANDG01	One		Sample1		10.06.2001				
3	CANDG02	Two		Sample2		10.06.2002				
4	CANDG03	Three		Sample3		10.06.2003				
5	CANDG04	Four		Sample4		10.06.2004				
6	CANDG05	Five		Sample5		10.06.2005				
7	CANDG06	Six		Sample6		10.06.2006				
8	CANDG07	Seven		Sample7		10.06.2007				
9	CANDG08	Eight		Sample8		10.06.2008				
10	CANDG09	Nine		Sample9		10.06.2009				
11	CANDG10	Ten		Sample10		10.06.2010				

The following table lists all suggested columns in the template spreadsheet. Use this information to populate your spreadsheet. Use one row for each candidate.

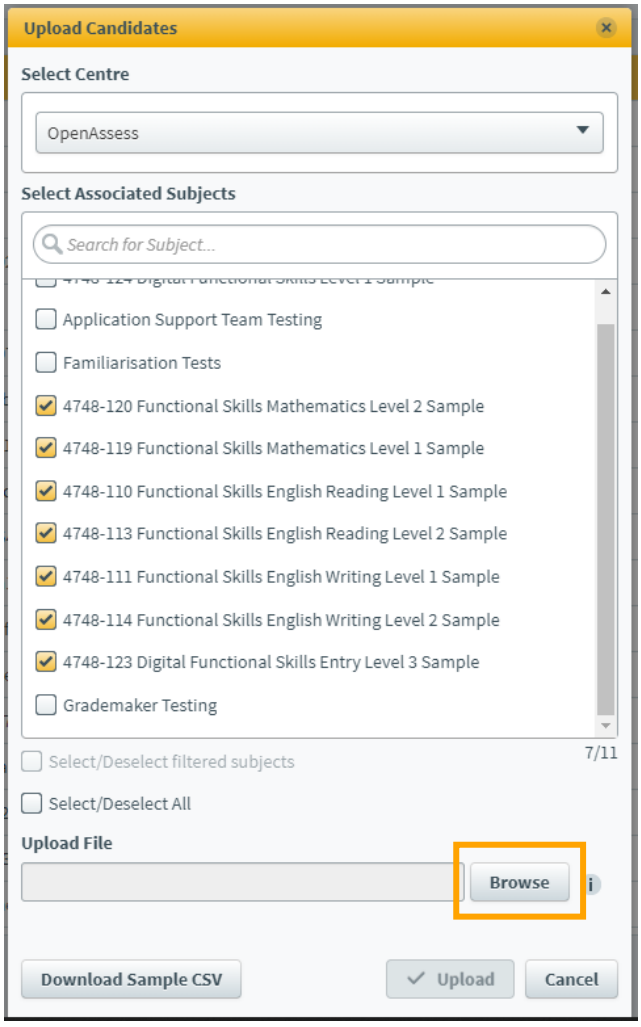
NOTE: Columns marked with an asterisk (*) are mandatory.

Column	Description
SCN	Enter the candidates' unique reference codes. **NOTE:** If this column is left blank, Open Assess will automatically generate a reference code for each candidate. You may wish to use candidate's C&G enrolment number or the learner's centre ID.
Forename*	Enter the candidates' first names.
Middlename	Enter the candidates' middle names, if available.
Surname*	Enter the candidates' last names.
Gender	Enter the candidates' genders. Accepted values are **M, F**, **U** (Male, Female and Unspecified)
Date of Birth*	Enter the candidates' dates of birth in DD/MM/YYYY format.

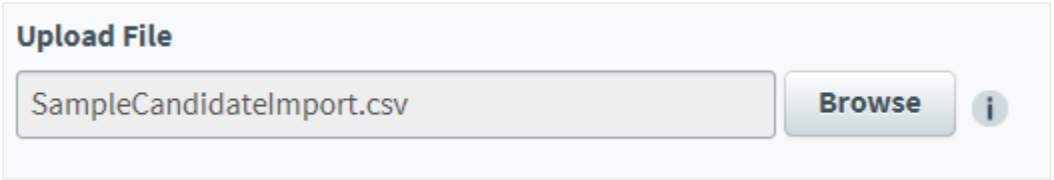
Save the spreadsheet in CSV format when complete.

5. Upload spreadsheet to Open Assess

Select **Browse** in the **Upload Candidates** dialog to open your device's file explorer. Choose the spreadsheet to upload it to Surpass.

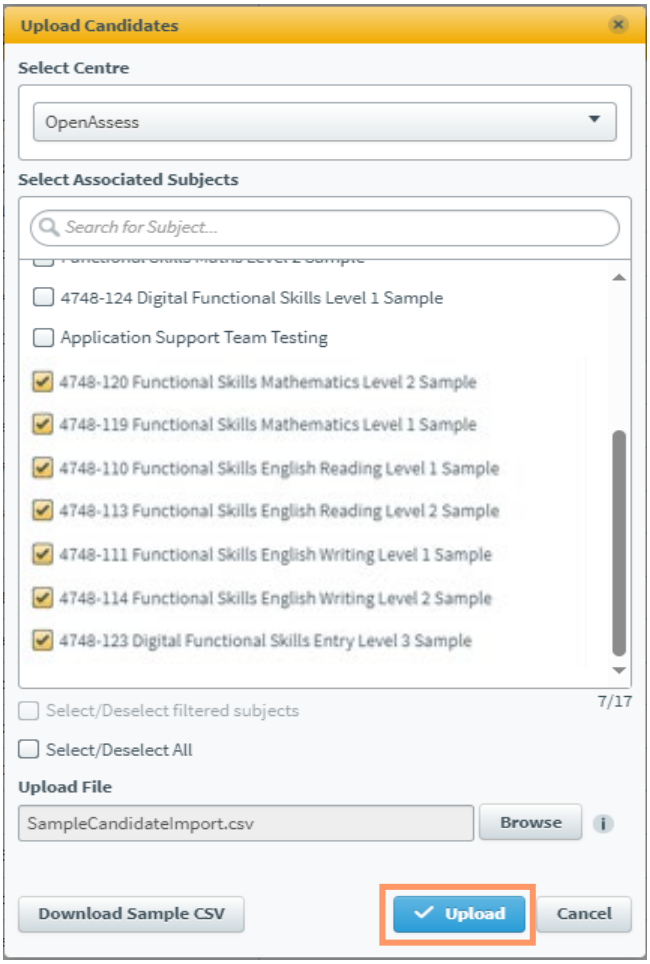


When the spreadsheet has uploaded, its filename appears under **Upload File**.

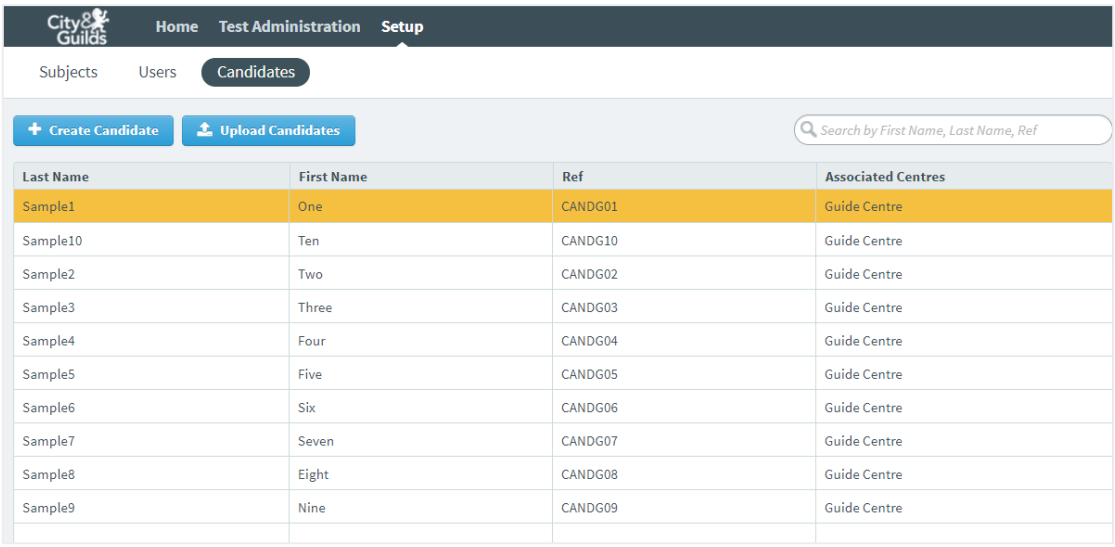


6. Import candidates

Select **Upload** to import the candidates to your chosen centre and subject(s).



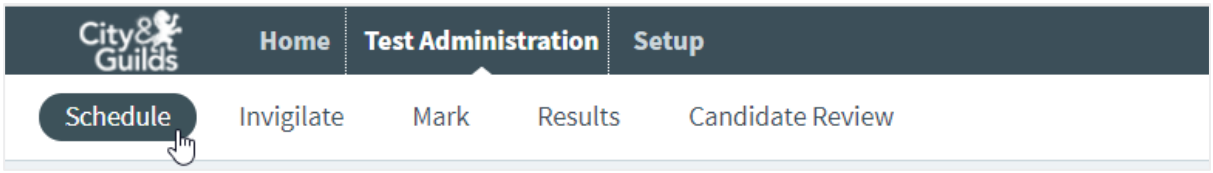
Your candidates can now be viewed in the Candidates tab.



Last Name	First Name	Ref	Associated Centres
Sample1	One	CANDG01	Guide Centre
Sample10	Ten	CANDG10	Guide Centre
Sample2	Two	CANDG02	Guide Centre
Sample3	Three	CANDG03	Guide Centre
Sample4	Four	CANDG04	Guide Centre
Sample5	Five	CANDG05	Guide Centre
Sample6	Six	CANDG06	Guide Centre
Sample7	Seven	CANDG07	Guide Centre
Sample8	Eight	CANDG08	Guide Centre
Sample9	Nine	CANDG09	Guide Centre

7. Schedule a test

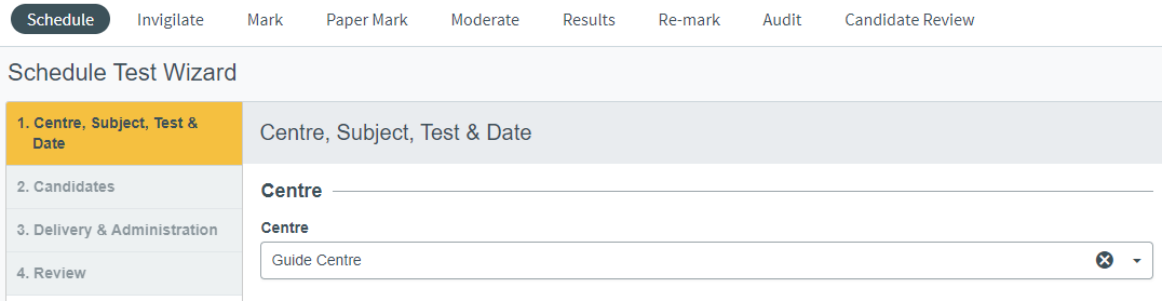
To view the **Schedule** screen, go to **Test Administration > Schedule.**



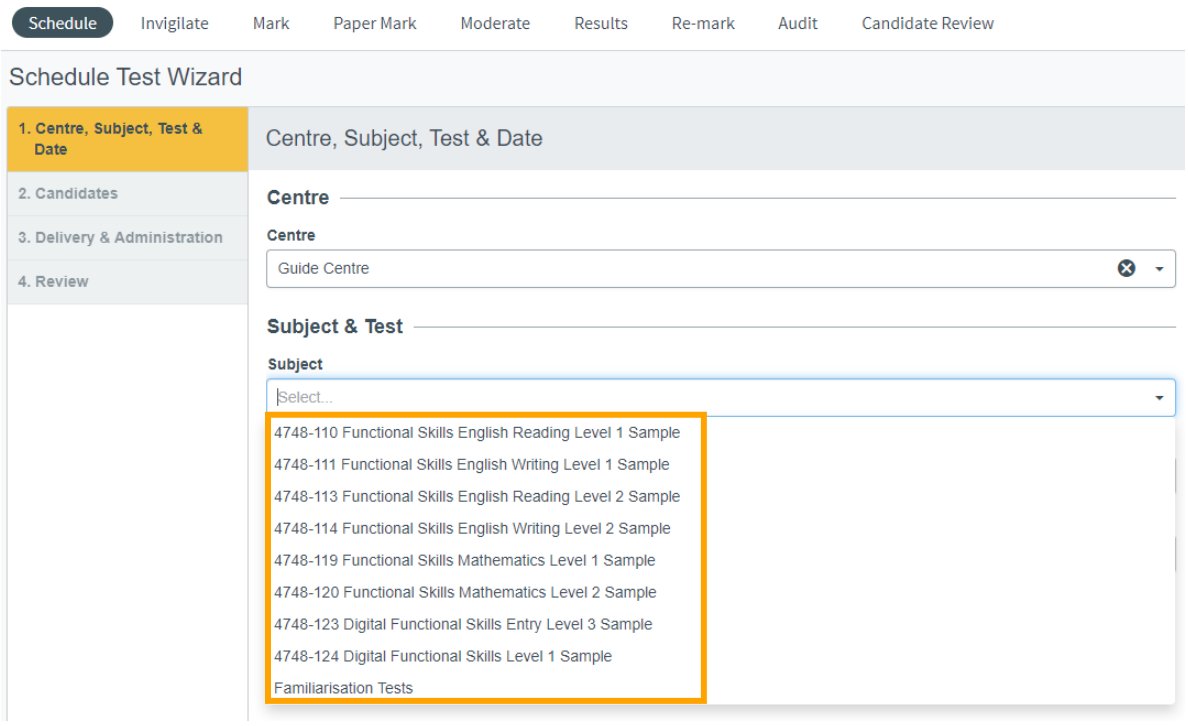
Select **Schedule Test** from the options available at the bottom right of your screen.

This will open the Schedule Test Wizard.

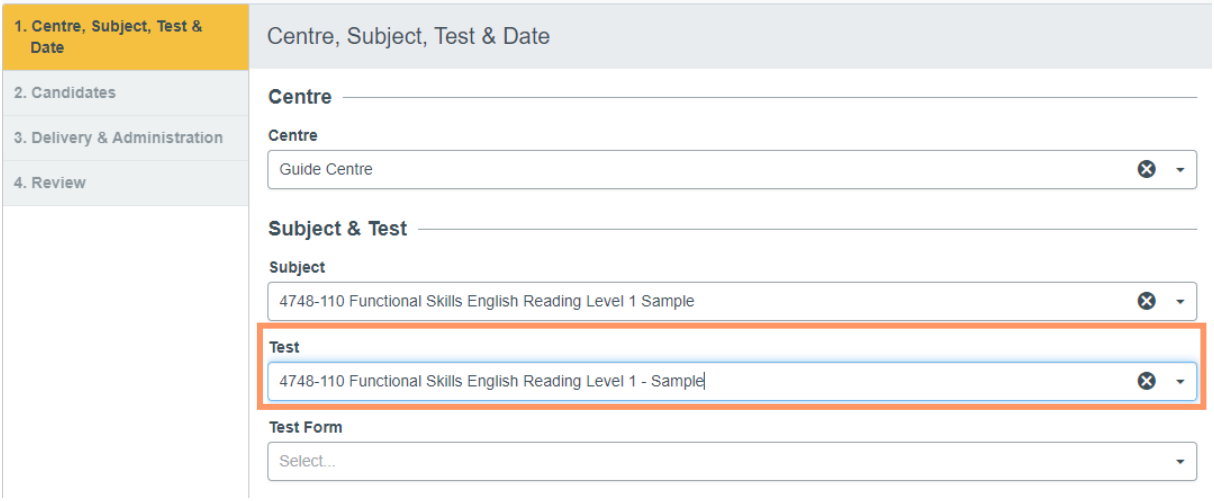
Choose your centre.



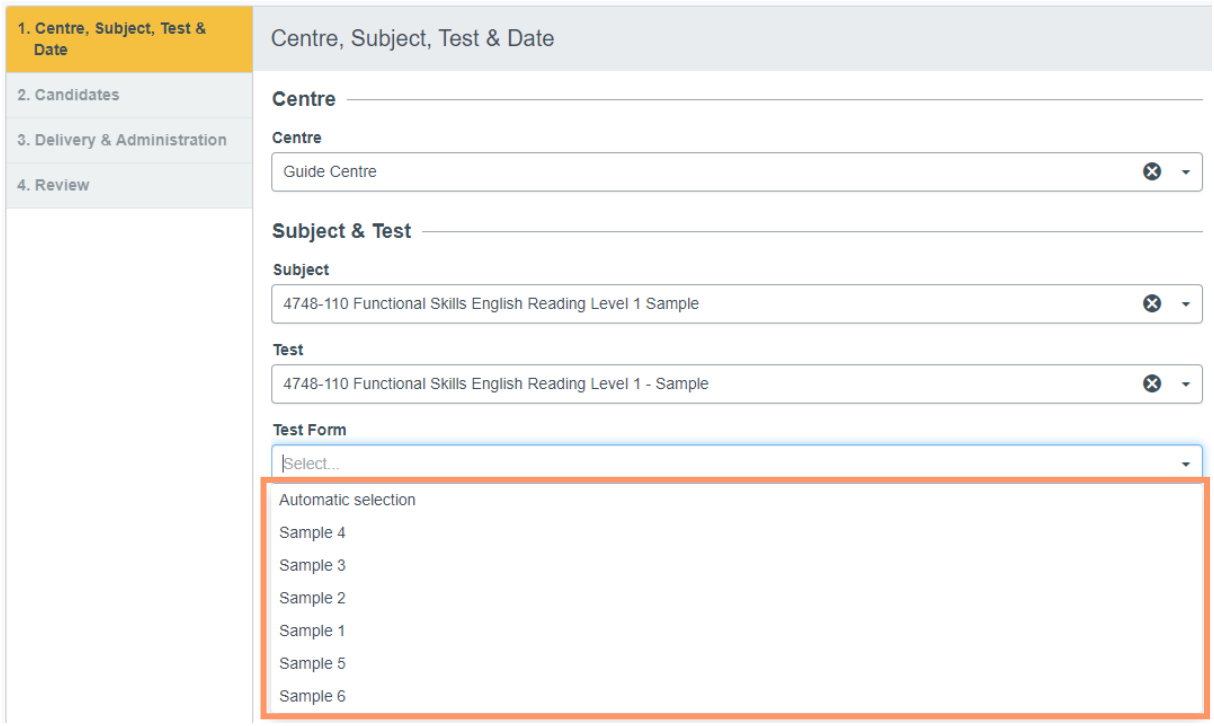
Choose your subject.



Next choose your test:

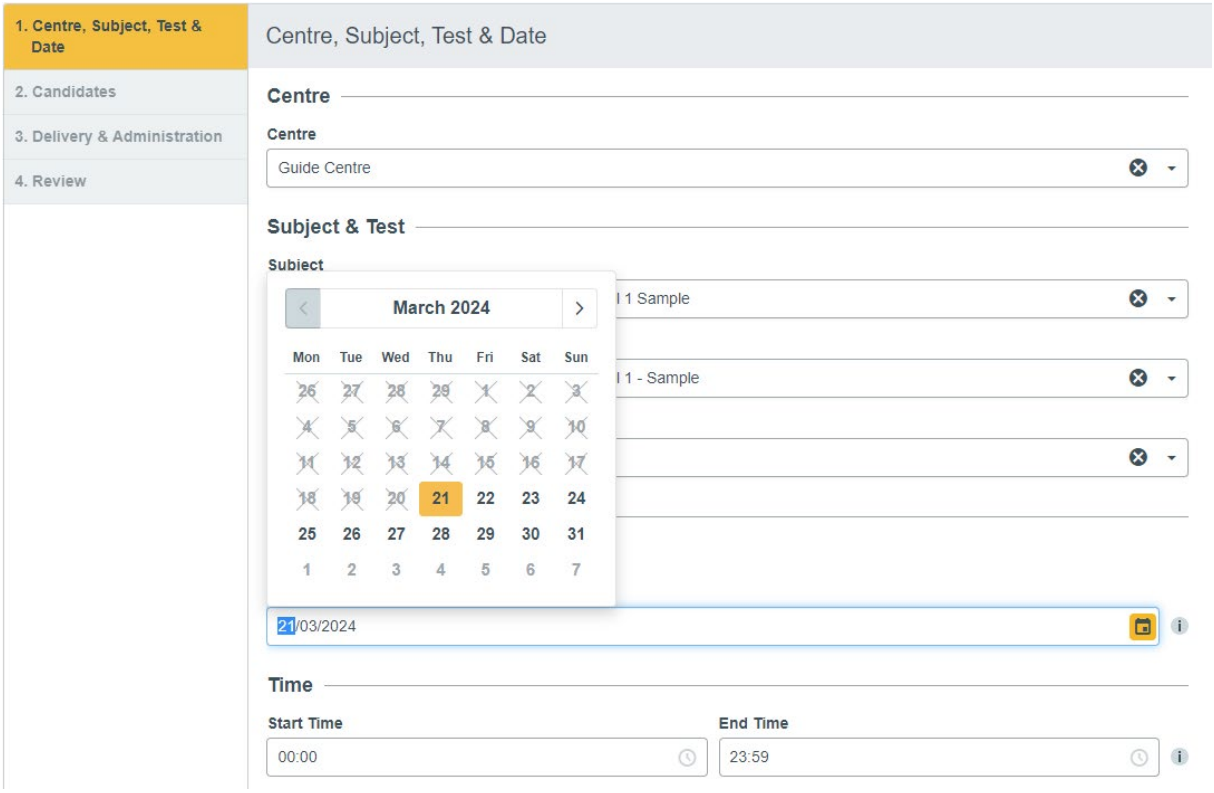


Under the Test Form drop down you can select which sample paper to allocate or allow the platform to randomly allocate a paper.



Choose your date

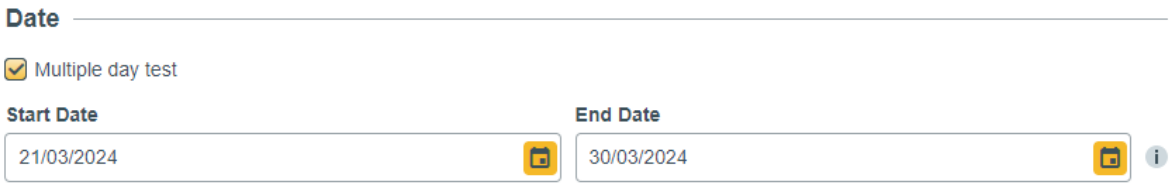
The default date will be today's date, or you can use the calendar icon to schedule a test date up to 30 days in advance.



Schedule across multiple days

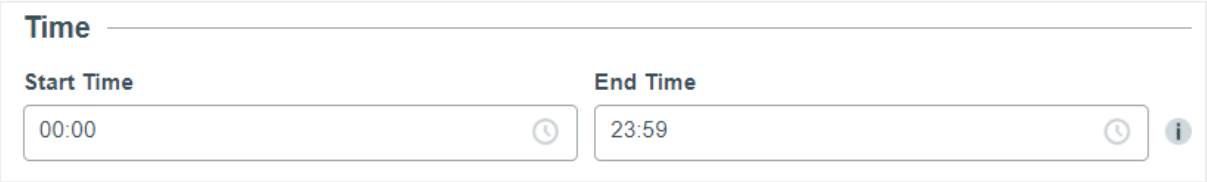
Select the Multiple day test option and your test will be valid between the dates chosen to allow the candidate flexibility around when they sit the test.

The period in which the test can be taken, cannot be scheduled more than 30 days in advance.



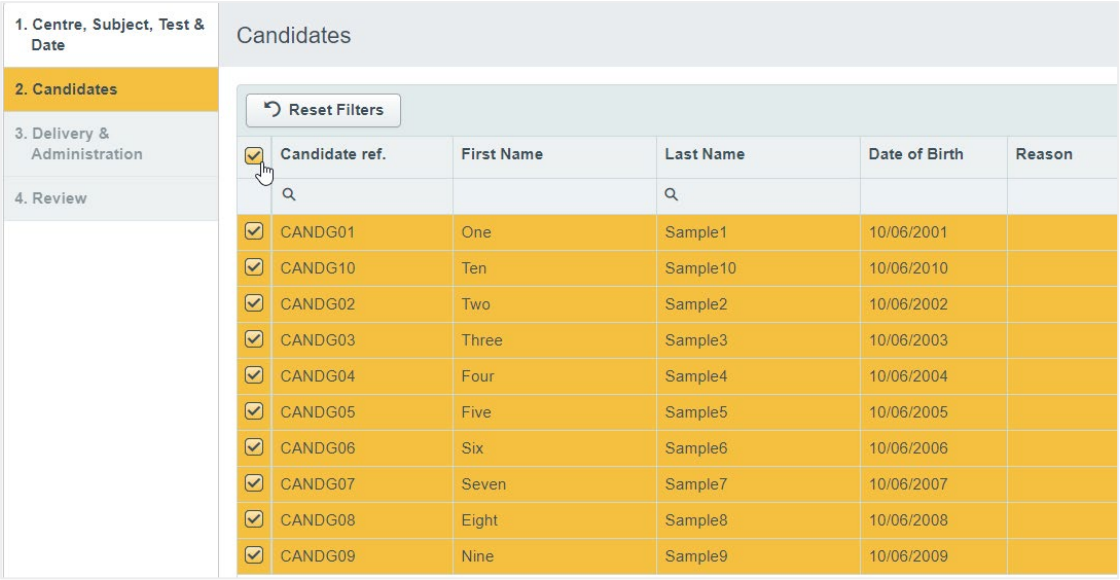
Choose your time

The default time allows your test to be taken at any time on the date(s) chosen so unless you want the learner to sit the test at a specific time on the chosen date, this can be left as it is.



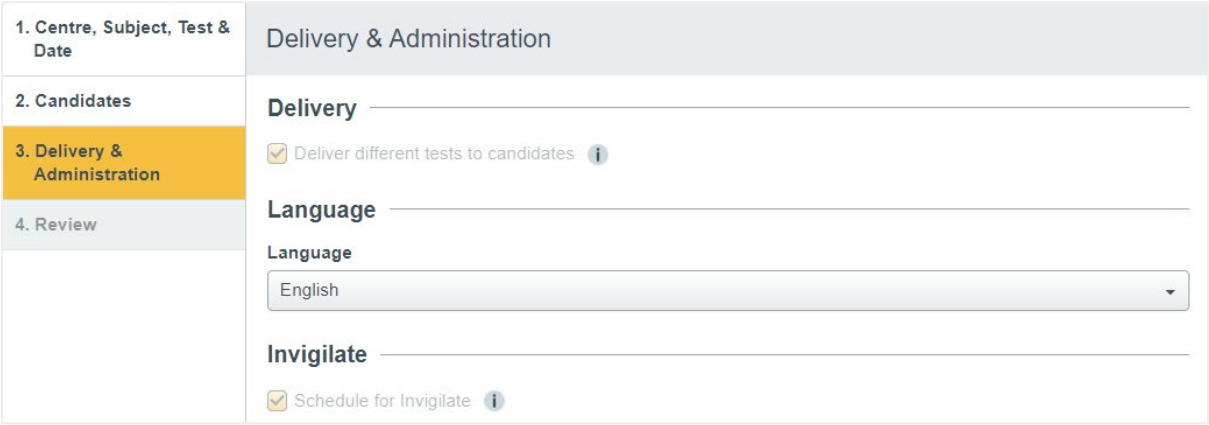
Select Next to continue.

Choose from the list of registered candidates, individually or select all using the box at the top left.



Select Next to continue.

The options in this screen are selected by default.



Select Next to continue.

Review your selection, select Back if you need to amend any details or select Schedule Test to continue.

Your scheduled tests are now shown in the Schedule tab, you may print invigilation packs from here or in the Invigilate tab where you will see more information about the booking such as Keycode and PIN. More details in the next section.

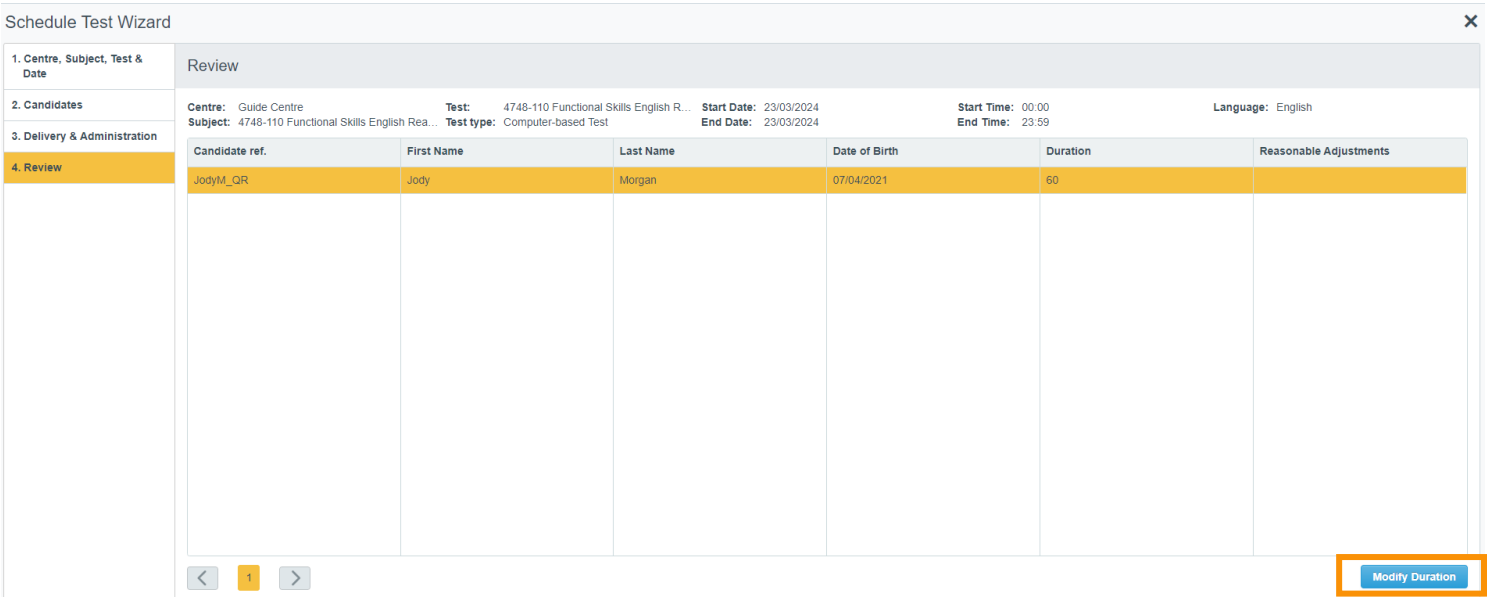
Enabling extra time

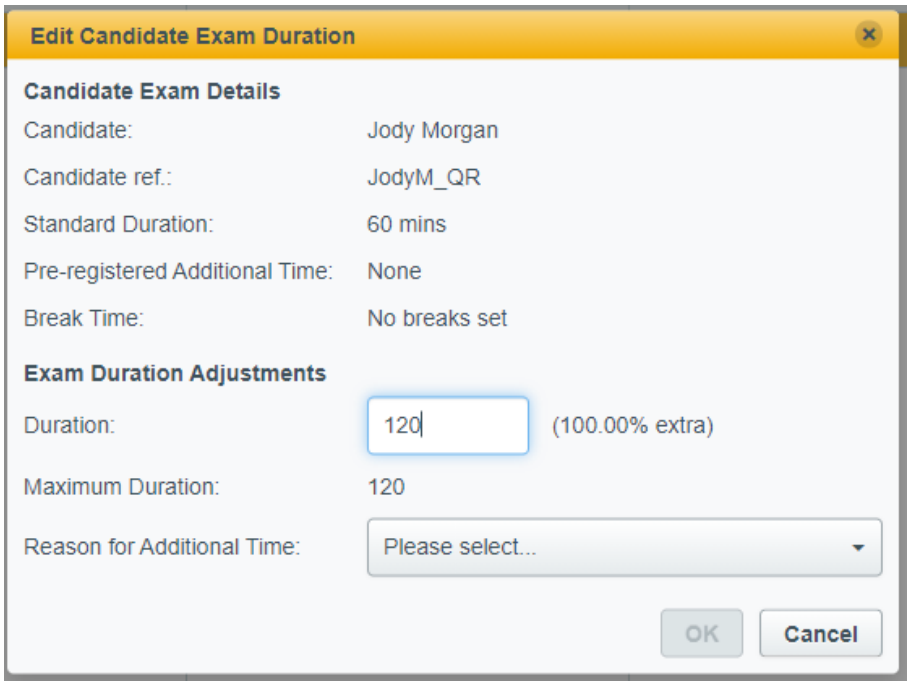
Some candidates may require extra time for Reasonable Adjustment purposes. Extra time can be added for all sample tests.

Note: Navigation and Familiarisation tests are 'Untimed, so extra time is not applicable.

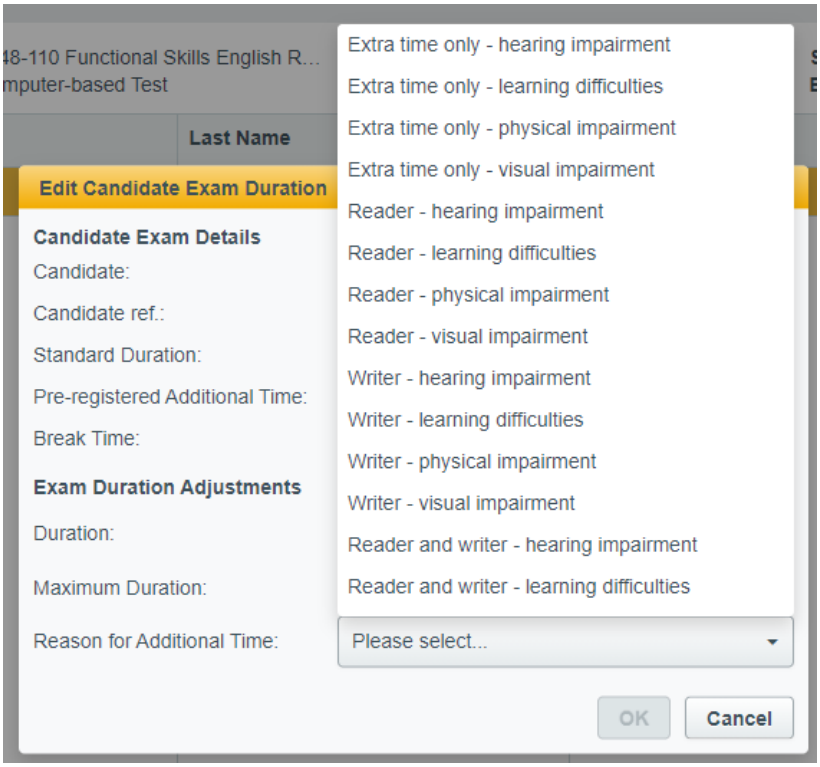
To edit a candidate's allocated time on the test, select them in the Candidates grid and select **Modify Duration**.

Enter a Duration to add additional time (in minutes) to the candidate's test. Up to 100% extra time (of a test's standard duration) can be scheduled.

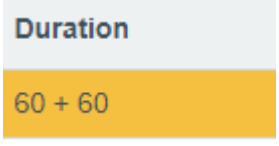




You must select a reason in the Reason for Additional Time menu.



Once added, the extra time added will show in the Duration column in the Review screen.

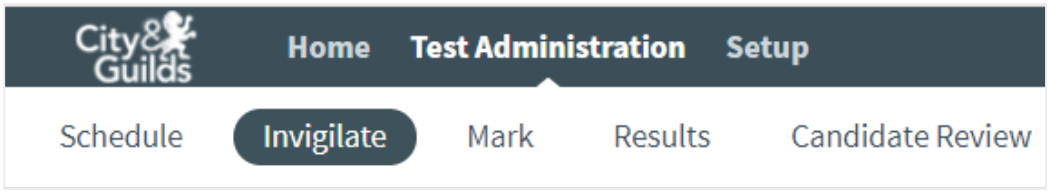


PLEASE NOTE: Candidates **must** sit their test within the time frame allocated – tests which are not started or finished and submitted will automatically auto-void and the candidate will not be able to take them.

8. Invigilation

All scheduled tests will appear in the Invigilate screen. You can print or save as a pdf the Invigilation packs which contain the PIN and key code that the learner will need to access the test. This tab also allows you to pause or void a test and see if a test has been submitted and is ready to mark.

To view the **Invigilate** screen, go to **Test Administration > Invigilate**.



The **Invigilate** grid lists all live tests you have access to.

State	PIN	Test Name	Keycode	Centre Name	Subject	Start Date	End Date	Start Ti...	End Time	Candidate	Candidate ref.	Invigilated	Duration
												(All)	
R	NXMWHH	Reading Familiarisation Test	TMY73FKL	Guide Centre	Familiarisation Tests	18/06/2021	09/07/2021	00:00:00	23:59:00	One Sample1	CANDG01	Yes	60
R	NXMWHH	Reading Familiarisation Test	9X7YGPKL	Guide Centre	Familiarisation Tests	18/06/2021	09/07/2021	00:00:00	23:59:00	Two Sample2	CANDG02	Yes	60
R	NXMWHH	Reading Familiarisation Test	FW9FLJKL	Guide Centre	Familiarisation Tests	18/06/2021	09/07/2021	00:00:00	23:59:00	Three Sample3	CANDG03	Yes	60
R	NXMWHH	Reading Familiarisation Test	937NQCKL	Guide Centre	Familiarisation Tests	18/06/2021	09/07/2021	00:00:00	23:59:00	Four Sample4	CANDG04	Yes	60
R	NXMWHH	Reading Familiarisation Test	QBM47DKL	Guide Centre	Familiarisation Tests	18/06/2021	09/07/2021	00:00:00	23:59:00	Five Sample5	CANDG05	Yes	60
R	NXMWHH	Reading Familiarisation Test	YJXX94KL	Guide Centre	Familiarisation Tests	18/06/2021	09/07/2021	00:00:00	23:59:00	Six Sample6	CANDG06	Yes	60
R	NXMWHH	Reading Familiarisation Test	TBFW43KL	Guide Centre	Familiarisation Tests	18/06/2021	09/07/2021	00:00:00	23:59:00	Seven Sample7	CANDG07	Yes	60
R	NXMWHH	Reading Familiarisation Test	KXRC6W...	Guide Centre	Familiarisation Tests	18/06/2021	09/07/2021	00:00:00	23:59:00	Eight Sample8	CANDG08	Yes	60
R	NXMWHH	Reading Familiarisation Test	GPBP8BKL	Guide Centre	Familiarisation Tests	18/06/2021	09/07/2021	00:00:00	23:59:00	Nine Sample9	CANDG09	Yes	60
R	NXMWHH	Reading Familiarisation Test	FWVB67KL	Guide Centre	Familiarisation Tests	18/06/2021	09/07/2021	00:00:00	23:59:00	Ten Sample10	CANDG10	Yes	60

Actions in the Invigilate screen

There are many actions you can take on the Invigilate screen. Not all options are available for all tests. Select the line of the test you wish to interact with and choose an action.

All tests will have the Keycode and PIN created automatically so there is no need to use the Set, Remove or Unlock PIN features.

Pause

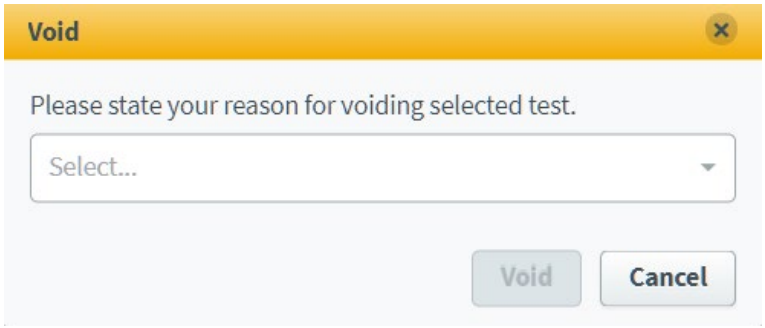
Pauses the selected test, this freezes the test timer and prevents the candidate from interacting with the test. Select Resume to restart the timer and allow the candidate to continue.

Void

Cancels the selected test.

Before you can void a test, you must provide a reason. The available options are:

- Not yet started,
- Absent,
- Withdrawn,
- Partially Completed, and
- Other.

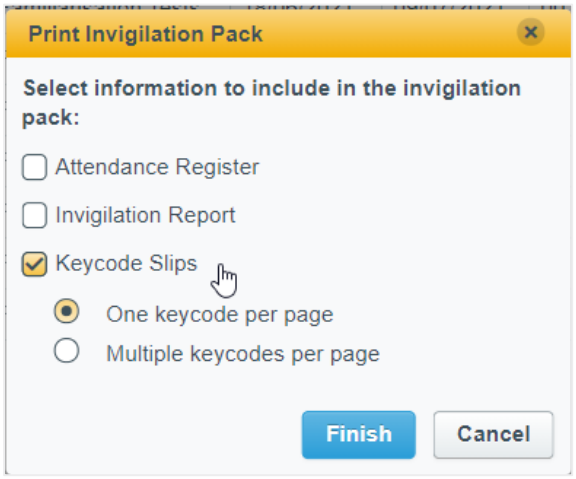


If you select **Other**, you must provide a written explanation for the void.

Invigilation Pack

- Select a test session.
- In the **Invigilate** grid, select the test sessions you want to print an invigilation pack for. Use Shift to select multiple tests.
- Select Print Invigilation Pack.
- Select **Print Invigilation Pack** to open the Print Invigilation Pack dialog.

- Select the invigilation pack documents.
- In the **Print Invigilation Pack** dialog, you can select the documents you want to include in your invigilation pack.
  - **Keycode Slip** – This lists candidate-specific details, including each candidate's unique keycode. You can print all keycodes on one page for invigilators or print one keycode per slip for candidates. Alternatively, you can save these as pdfs to email or share with your candidates.
- To do this, select the lines.



- Select Finish to print or save.
- At this point in the printer dialogue box you can 'print' to pdf and save the document to email to the candidate.
- If you only have one candidate, the Attendance Register will contain both the Key Code and the PIN number and this can be used instead.

9. Test Delivery

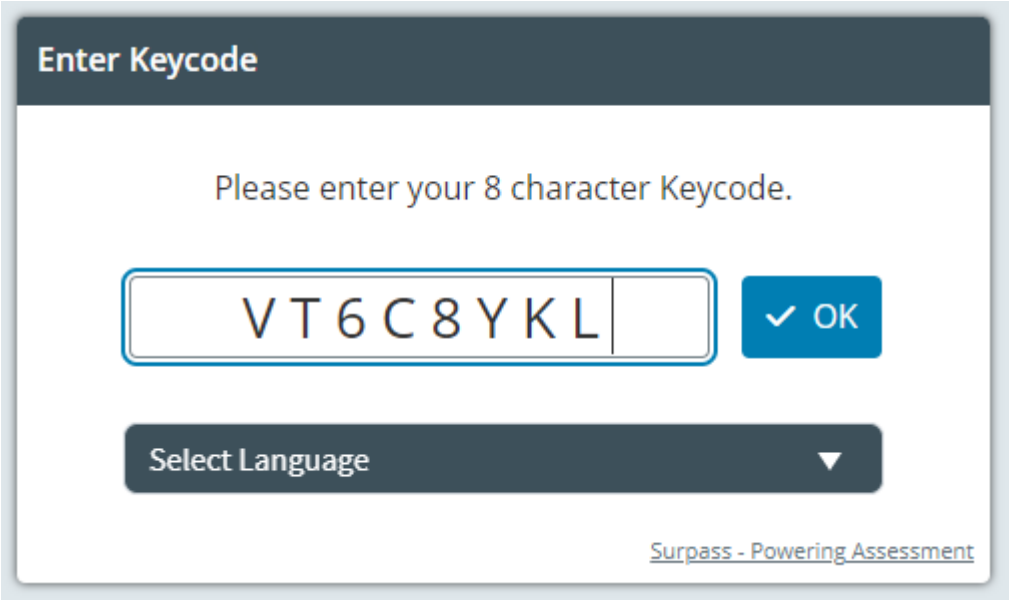
Open Assess tests are designed to be taken online, using a web-browser such as Google Chrome, Mozilla Firefox or Microsoft Edge.

Taking a test

When the candidate is ready to sit their test, they will need to enter the following URL in the address bar:

https://cityandguildsopenassess.surpass.com/takeatest

This will launch the keycode screen:

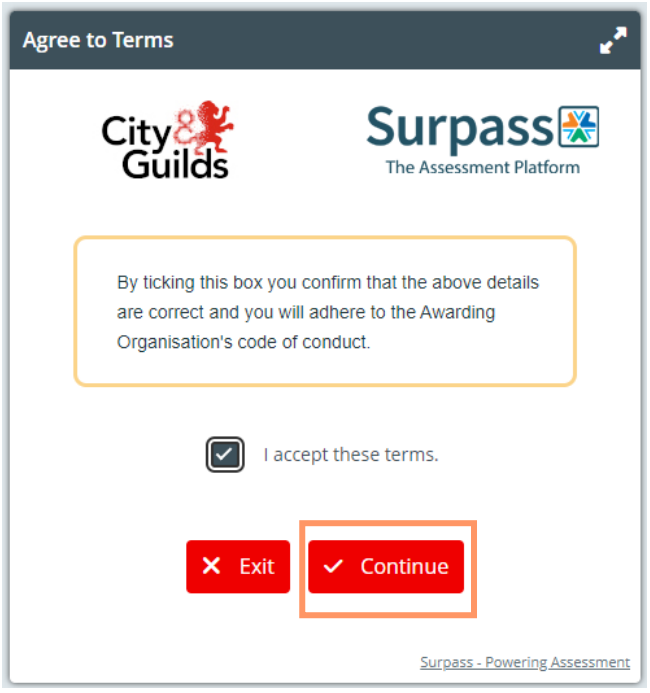


The default language is English.

Starting a test

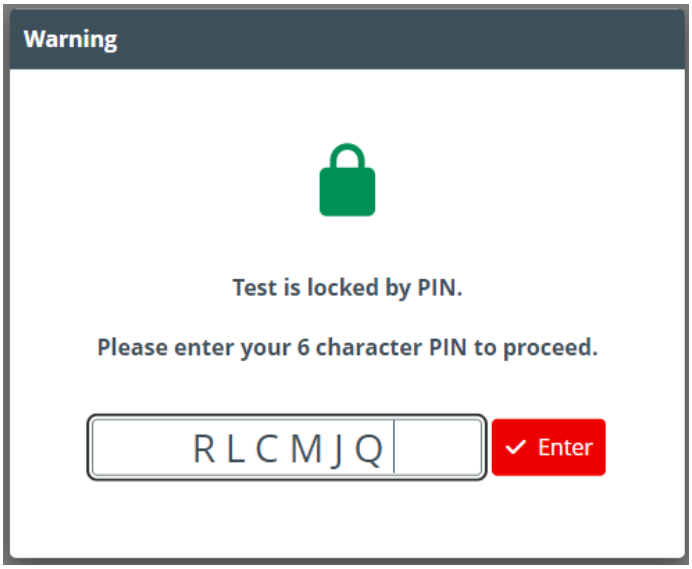
Enter the keycode and select OK.

Confirm their details by clicking ‘Yes’.

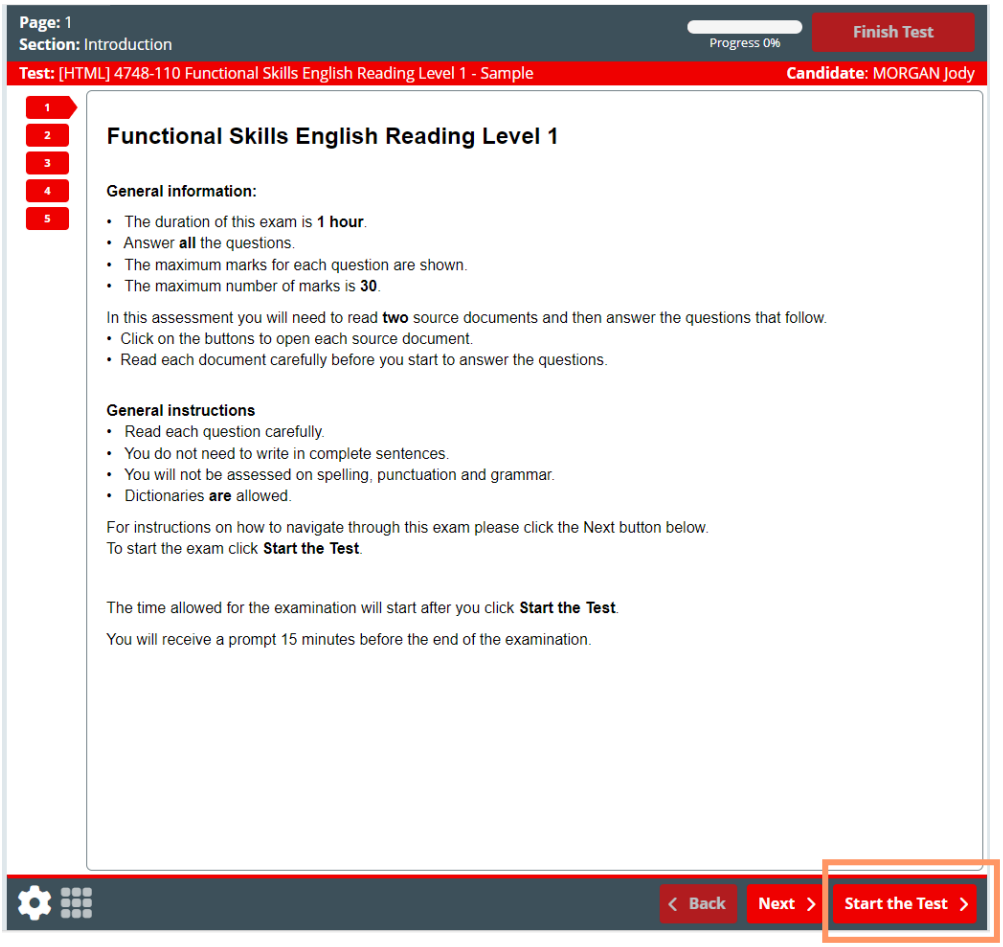


Accept the terms and select Continue.

Enter the PIN and select Enter.

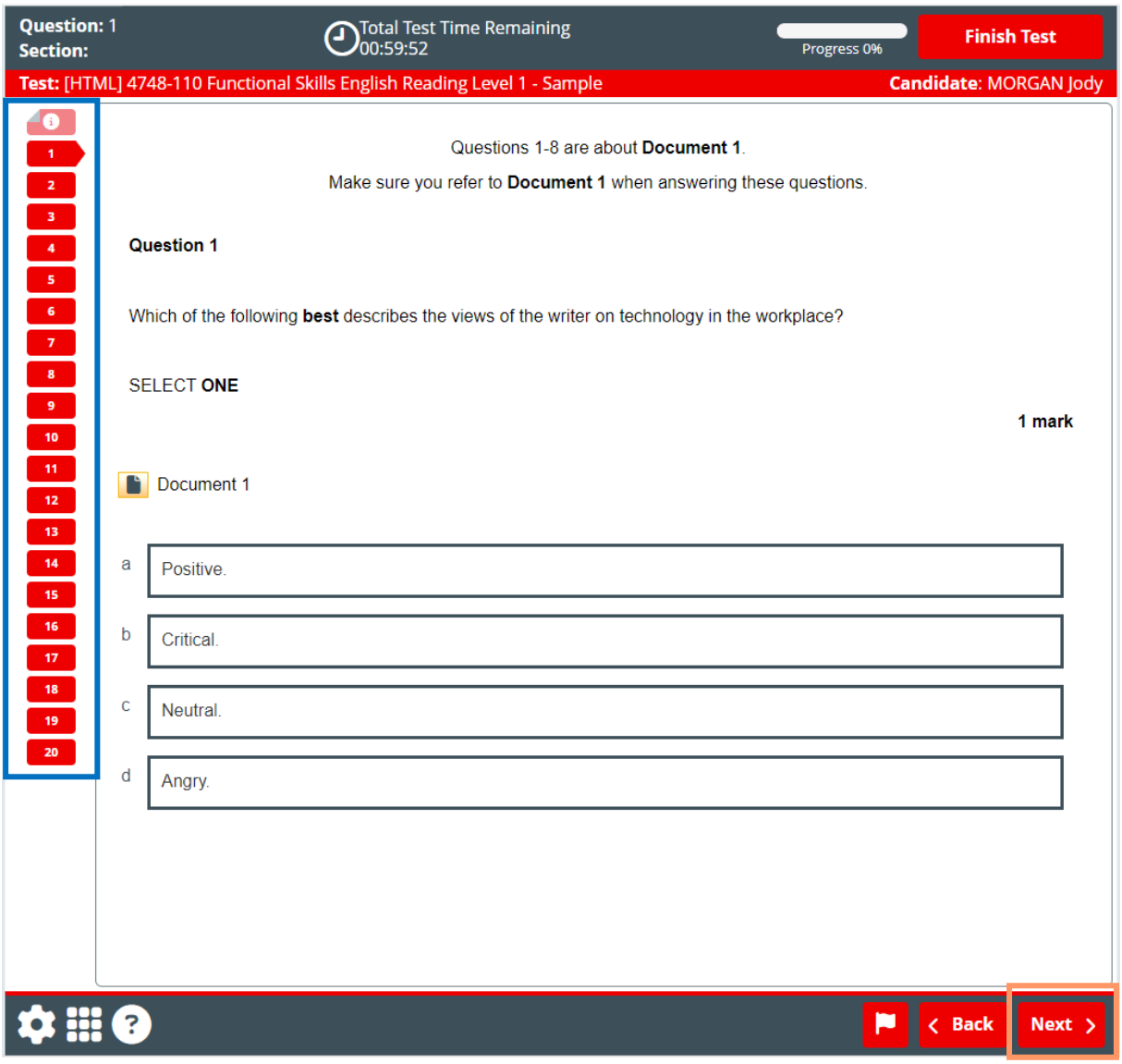


The test will open to the introduction page with details of the test, examples of questions and general instructions.



Select **Start Test** when ready.

The candidate can navigate through the questions freely, using either the numbered tabs at the side or the next button at the bottom.

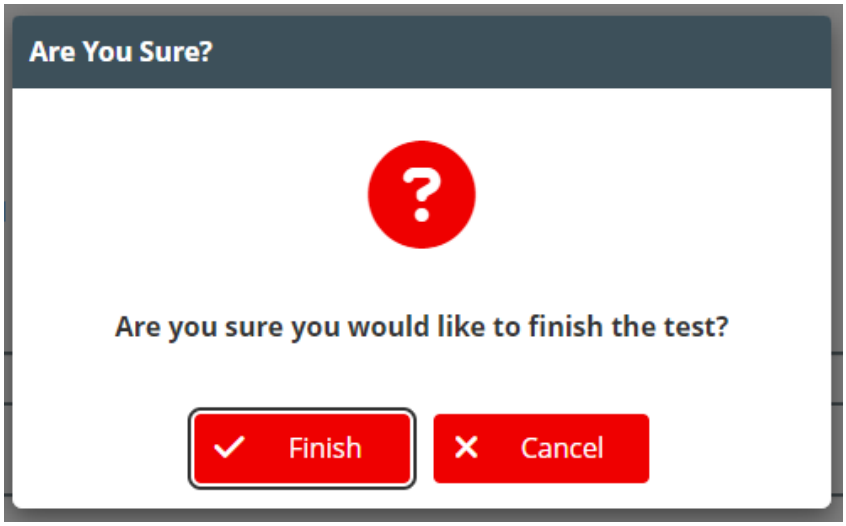


When all the questions have been answered, the progress bar will move to 100% and the candidate can submit the test for marking.

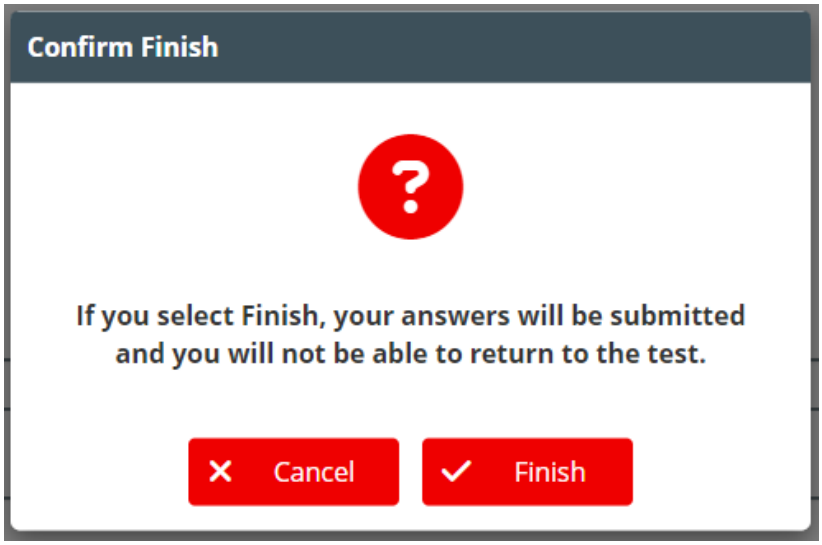
Submitting a test

Select **Finish**

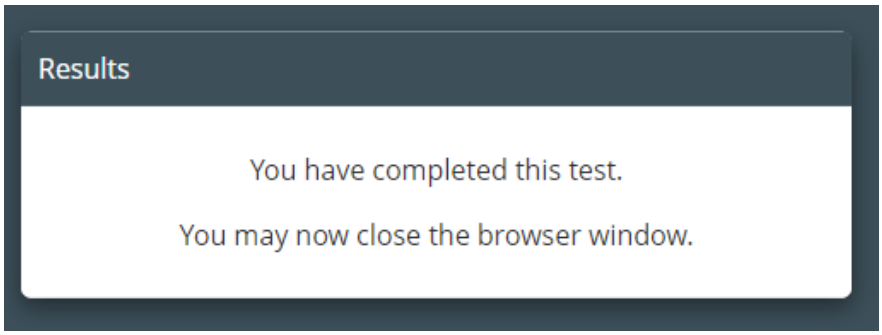
Confirm or select **Cancel** to return to the test.



Confirm again or select **Cancel** to return to the test.



The test will close but the test window will remain open with the below message. The candidate can now close the web-browser.

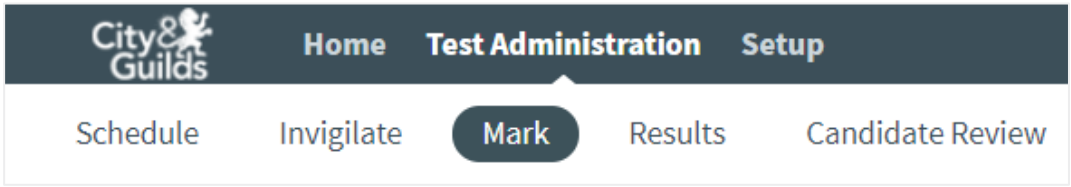


10. Marking

Sample tests can be marked via a regular web-browser. The tutor should open the browser and login in to Open Assess and access the mark tab.

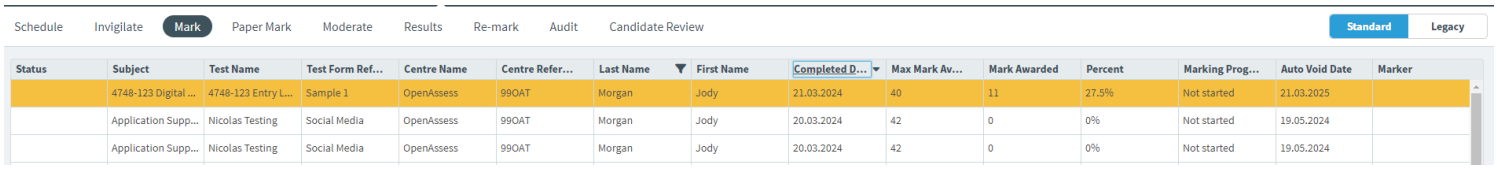
The **Mark** tab is where users can view and mark candidates' completed test scripts.

To view the **Mark** screen, go to **Test Administration > Mark**



Once a test arrives in the Mark tab, the tutor has a calendar month in which to complete the marking of the script. If the test is not marked within this window, it will **auto-void** and the tutor and candidate will not be able to access the test.

The Mark grid lists all tests available to mark and their progress. Where some of the questions in the test are auto-marked by the platform, there may already be a progress percentage showing.

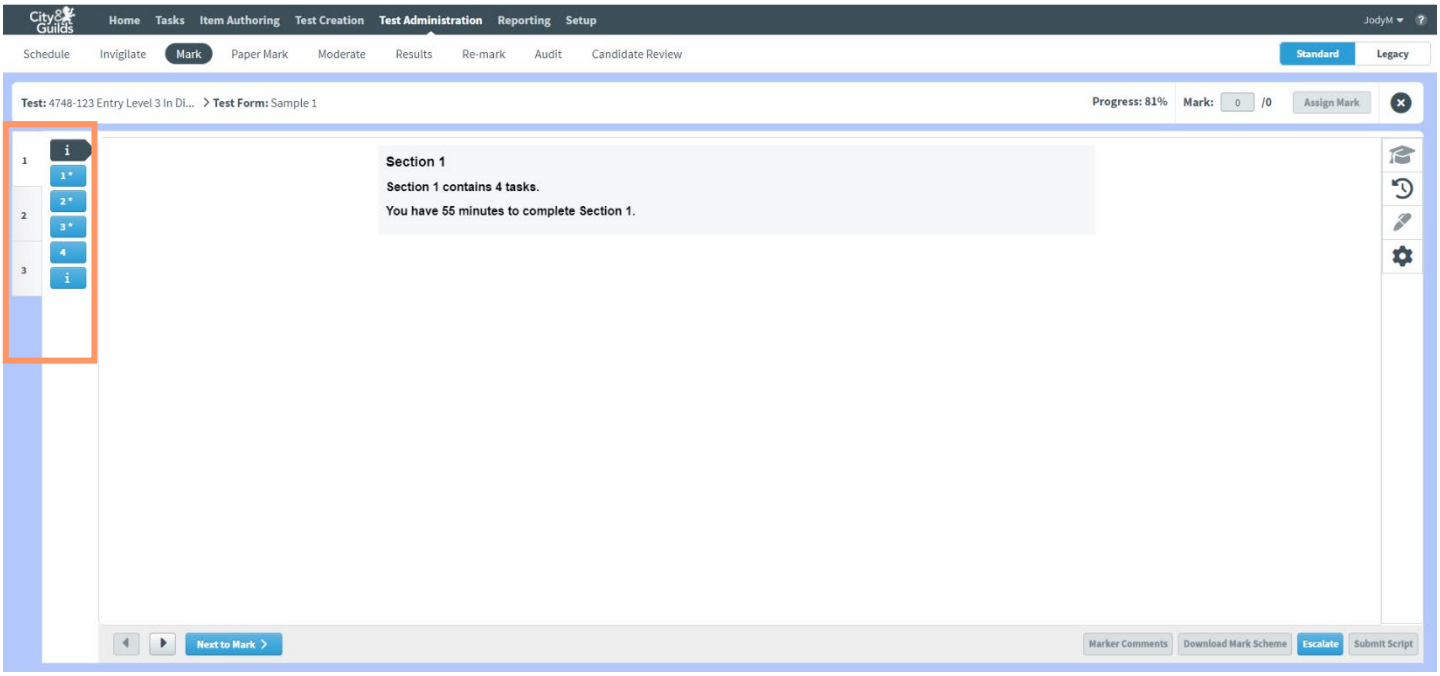


Select the line you wish to mark and select Mark Script.

You will need to download a copy of the mark scheme for the sample paper you are marking from the 4748 Qualification Page.

Mark screen

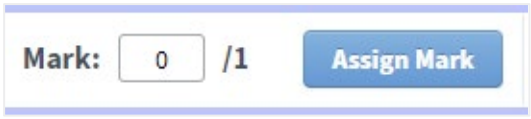
When opening a test to mark, any introduction pages will be shown first.



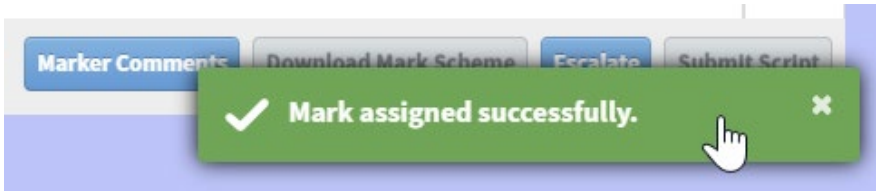
Questions which require marking are indicated in the question list to the left, with an asterisk.

Clink on a question to view it or use the 'Next to Mark' button to navigate through the questions. Questions without an asterisk are either **auto marked** or **have not** answered by the candidate.

Check each response against the mark scheme and change the ‘0’ in this mark box to the value of marks you are awarding.



The following message will appear in the right side of the screen once a mark has been successfully assigned:

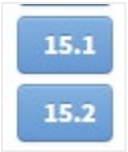


When you have finished marking all answered questions, the progress bar will move to 100% and the **Submit Script** button will activate. Once submitted, the script will flow through to the Results tab.

Maths only

- For some questions, if answered correctly Open Assess will recognise and pre-populate the mark. This mark will still need to be confirmed by the tutor by pressing ‘Assign Mark’. **Marks can be manually overridden if required**.

- For some larger tasks, the marking is broken down into two or three parts. These questions will appear like this in the question list:

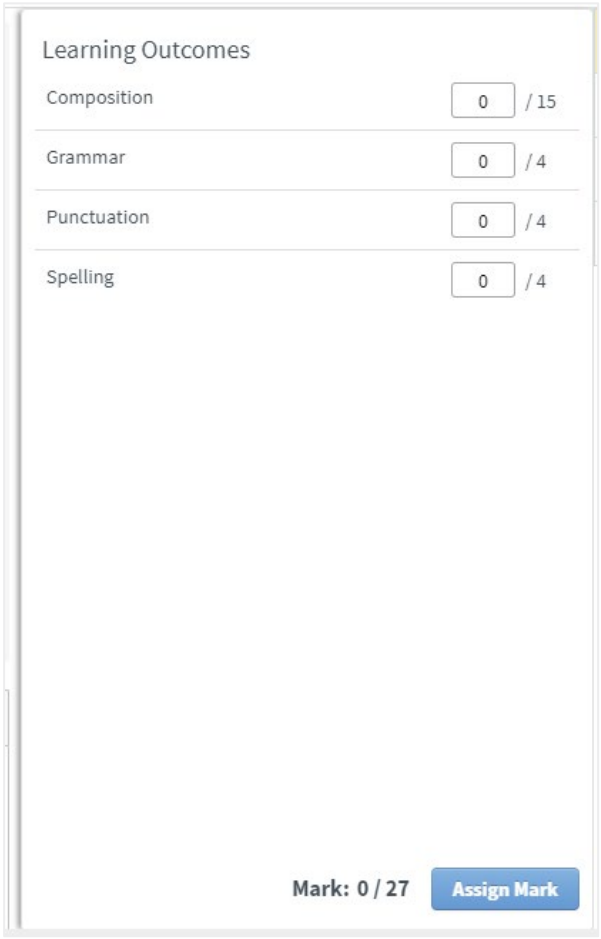
  

  Each question part will require an individual mark to be applied.

Writing only

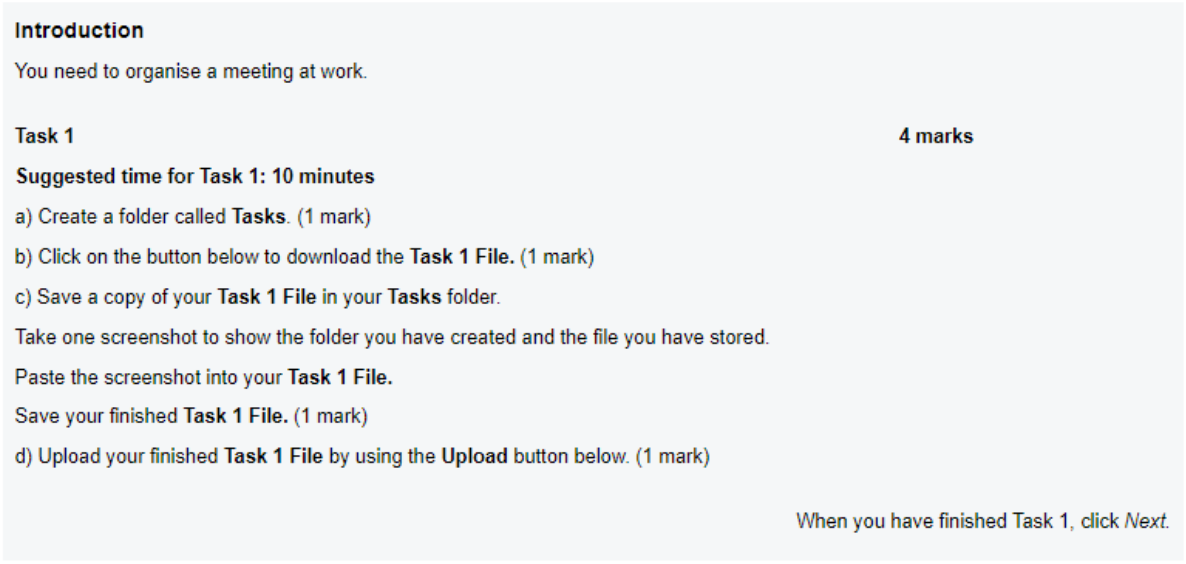
Using the mark schemes downloaded from the 4748 Qualifications page, allocate the marks against each of the four areas below for each activity.

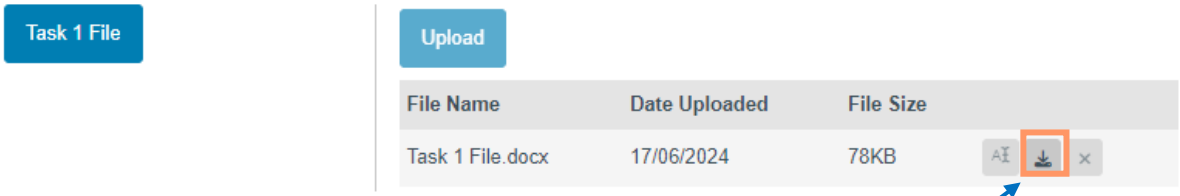
Once you have allocated the marks, click on the **Assign Mark** button.



DFSQ Only - File Attach items

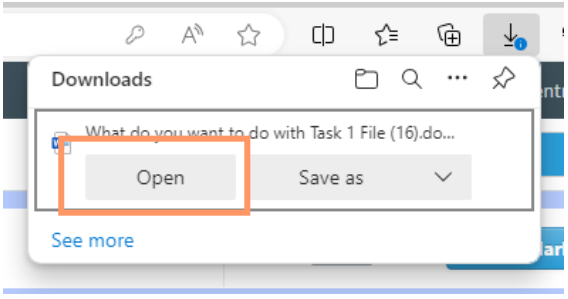
In the mark screen, markers can download the completed files candidates have uploaded.





Click the ‘download’ icon to access the candidate file.

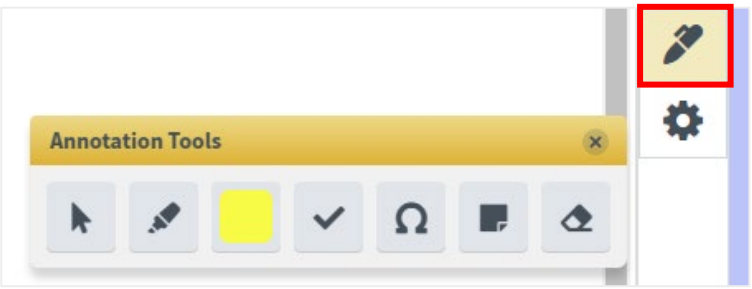
At the top right of the screen, a download will appear showing the selected file. Click to Open, to view the document.



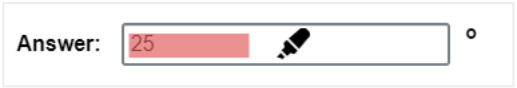
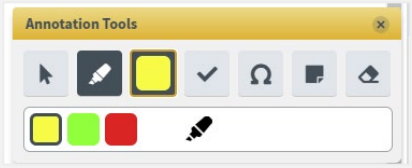
Marking Annotations

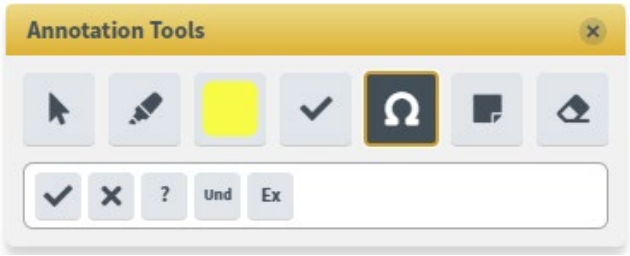
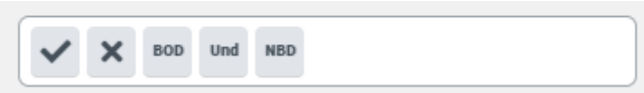
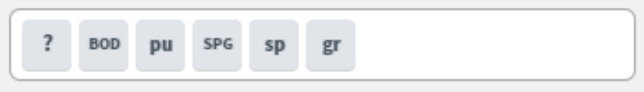
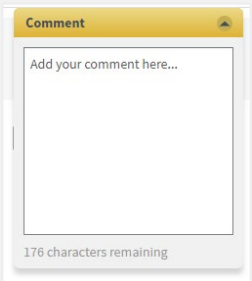
A range of annotation tools will be available depending on the subject. To ensure that candidates get the best experience of completing sample tests with full feedback, the use of annotations in marking, will enhance the feedback for candidates and provide them with a greater understanding of how to improve their performance in a Functional Skills exams.

Click on the **Annotations** button on the right side of the screen to open the annotation tool menu.



The annotations toolbar contains the following tools:

Button	Description
Cursor	Allows you to select question content. It also allows you to move annotation made.
Highlight Line	Allows you to draw a semi-transparent horizontal line across answers. 
Highlight Colour	Allows you to change the colour of the highlight. Colours available: yellow, green, and red. 
Tick	Allows you to leave a stamped tick mark on the item content.

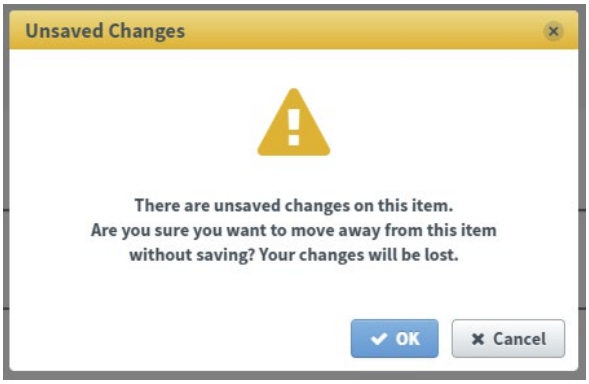
Symbols 	Allows you to place a stamped symbol on the answer content. The symbols available will vary depending on the subject. **Maths:**  ? = expression unclear Und = understanding Ex = explanation **Reading:**  BOD = benefit of doubt Und = understanding NBD = no benefit of doubt **Writing:**  ? = expression unclear BOD = benefit of doubt pu = punctuation SPG = spelling, punctuation and grammar sp = spelling gr = grammar
Comments 	Allows you to add a text box overlaying the item. 

Eraser	Allows you to delete annotations that have been added.

To add annotations, select the annotation tool needed. Once activated, click on to the question or answer content when. The annotation will ‘stamp’ onto the content.
The highlighter will need to be drawn horizontally.

Marker Comments
Additional marker comments can also be added for each question.
Click the ‘Marker comments’ box. A text box will appear over the question for comments to be added.

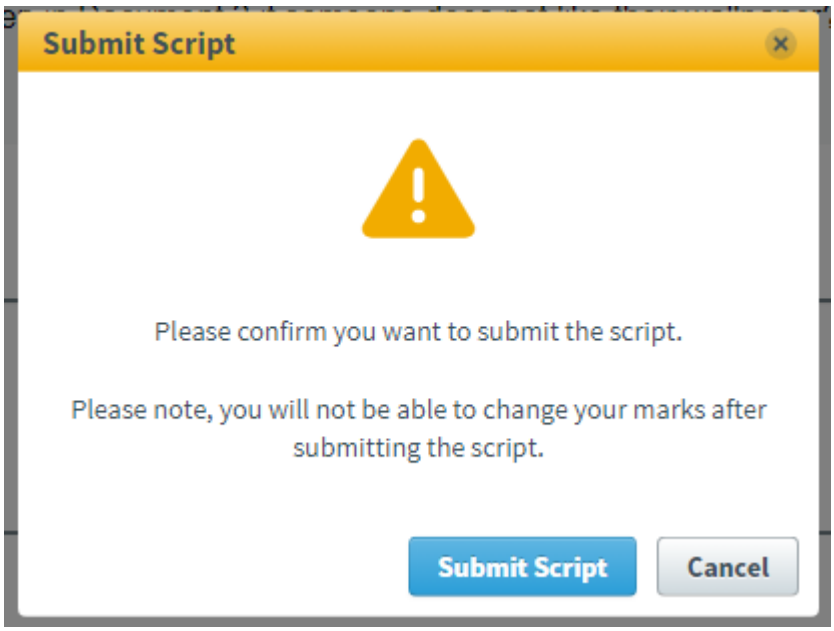
Important: any annotations or comments added to a question **must** be ‘saved’. Saving is activated by clicking the ‘Assign Mark’ button. If changes to the mark or annotations are not saved, the following warning will appear. Click **Cancel > Assign Mark** to go back and save any changed to the question.



Completing Marking

When you have finished marking all answered questions, the progress bar will move to 100%. Select **Submit Script.**

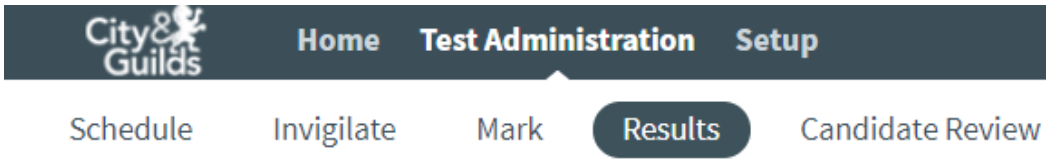
Confirm or select Cancel to return to marking.



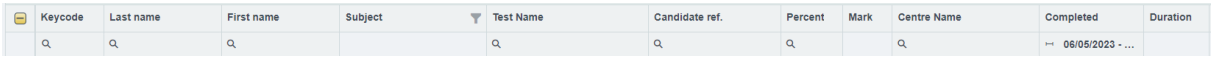
The test will now move out of the **Mark** tab and into the **Results** tab.

11. Results

To view the **Results** screen, go to **Test Administration > Results**

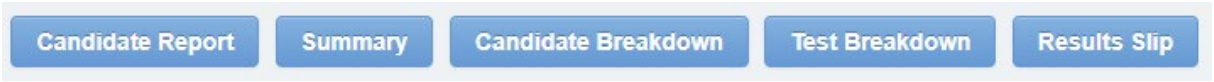


In the Results screen, you can view and manage candidates' completed scripts. This includes activities such as viewing candidate and test breakdowns.



There are several reports available on the results screen.

Select the line and choose from the options available to save or print.



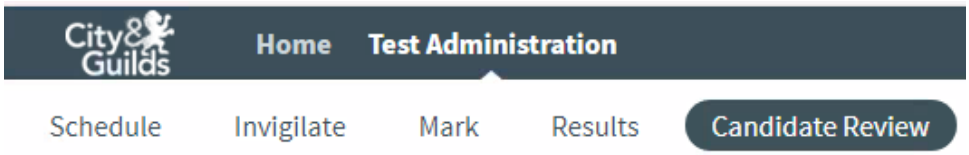
The raw marks and percentage presented should be compared with the indicative pass mark range available from the 4748 Qualification page to make a judgement about the candidates' performance.

No Pass/Fail result will be shown on this screen, although this will appear on the candidate breakdown.

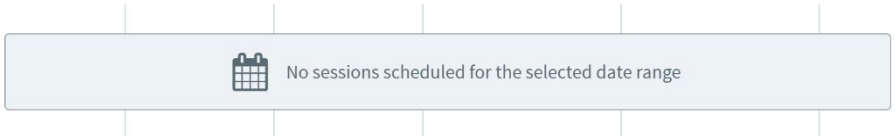
12. Candidate Review

A candidate review session allows candidates and tutors to re-enter their tests to review the items and their responses. In Surpass, the **Candidate Review** screen is where candidate review sessions are scheduled for a specific date and time.

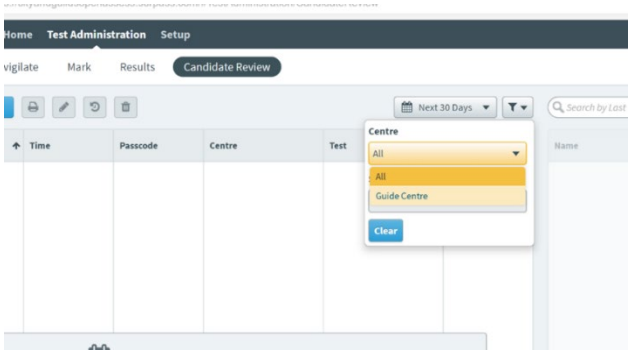
To view the **Candidate Review** screen, go to **Test Administration > Candidate Review.**



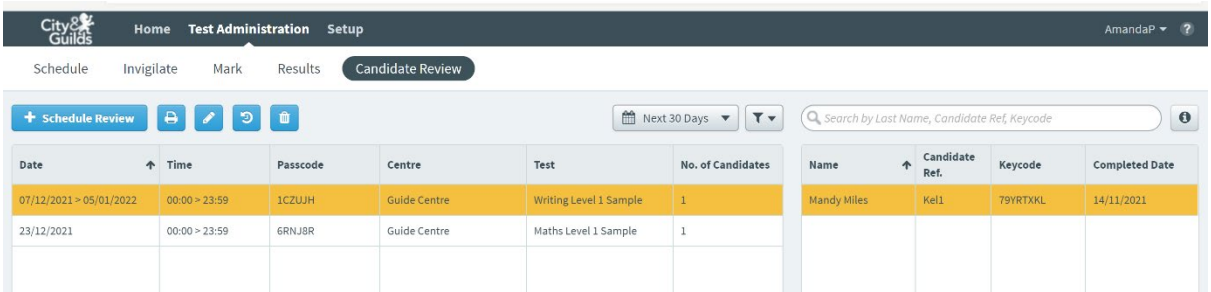
When you arrive on this screen it will be displaying a message:



You need to change the Filter option from **All Centres** to your own centre:



This will display all available sample tests that have already been scheduled and available for candidate review sessions.

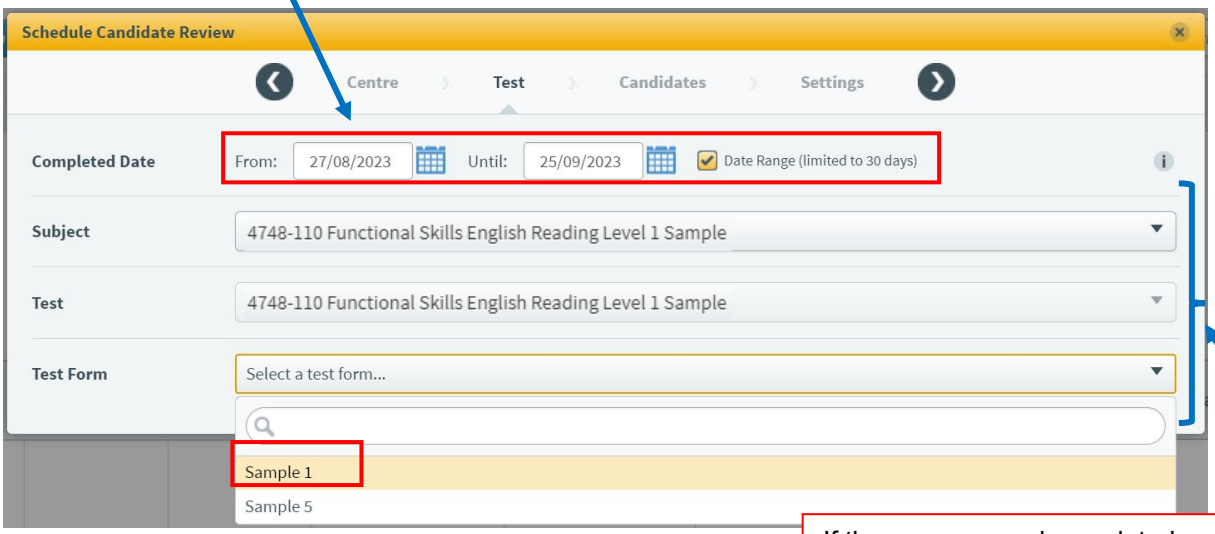


Scheduling a review

The review function allows the candidate to see the test and the marks awarded and any rich feedback which has been applied. The default setting is to allow the paper to be reviewed for 30 days but it is possible to extend that period to allow the candidate and tutor to revisit the paper over time.

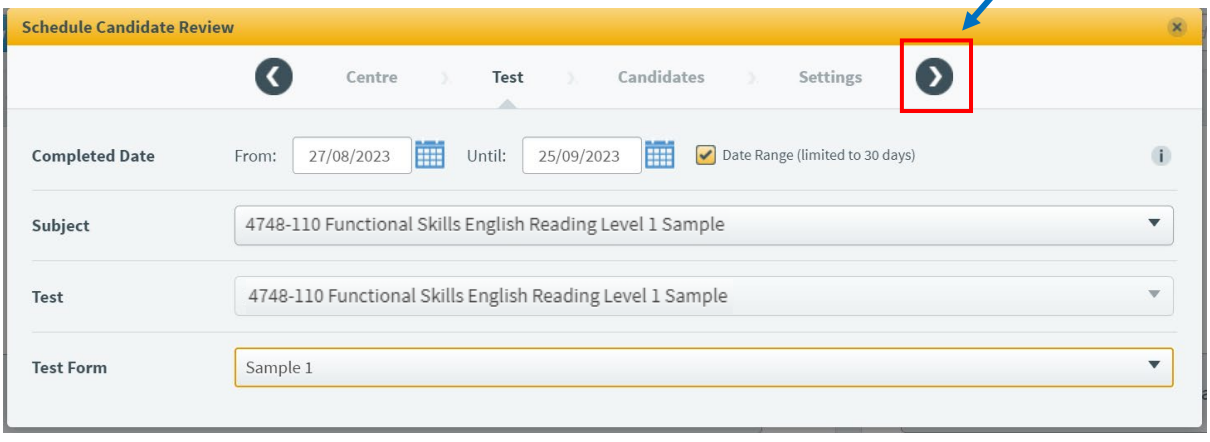
Select **+ Schedule Review** to open the **Schedule Candidate Review** wizard.

Select a date range if the test required is outside of the default 30 days or untick the box to select a specific date.

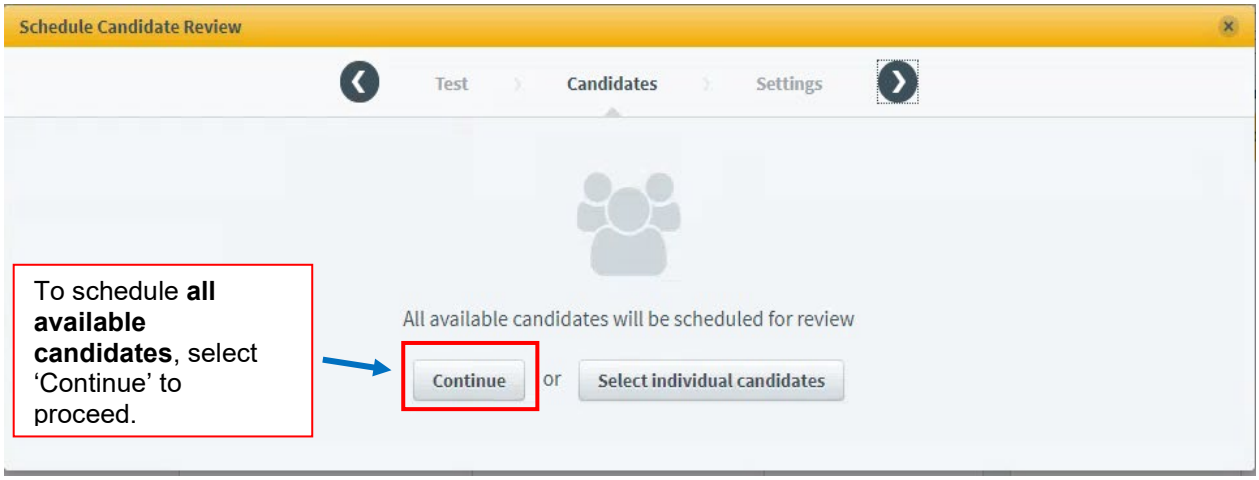


If there are several completed exam scripts available to be reviewed, select a subject, test, and test form (If there is only one available, those fields will auto complete).

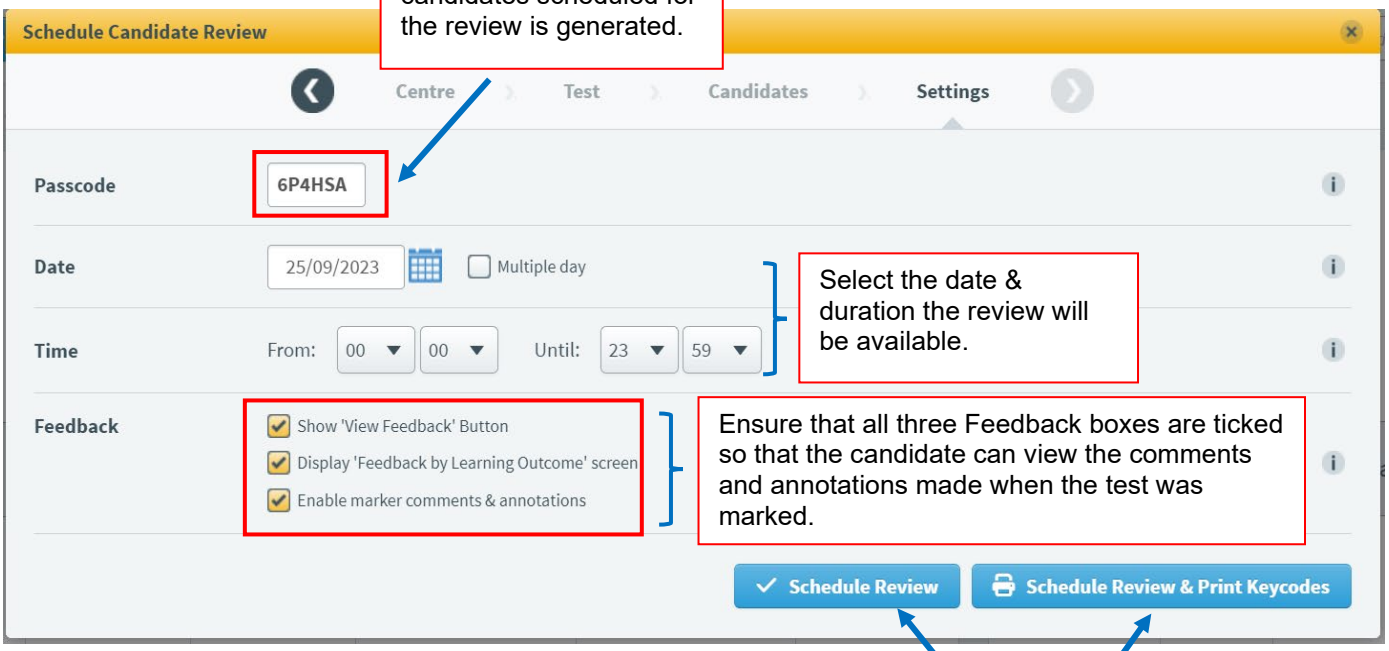
Click the arrow to proceed.



Schedule all available candidates



To schedule **all available candidates**, select 'Continue' to proceed.



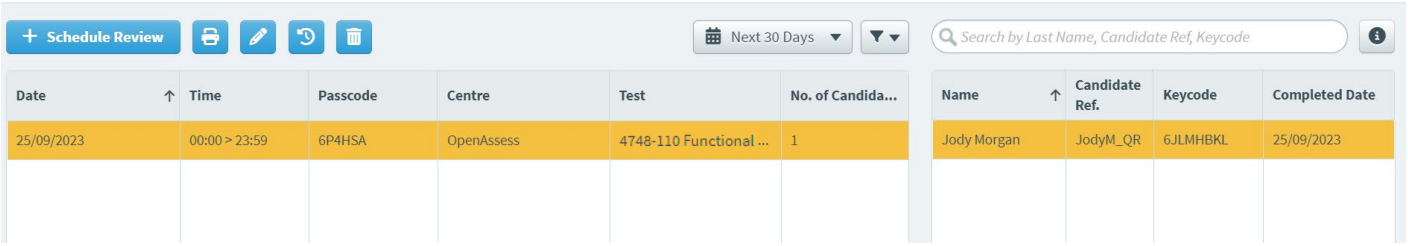
A passcode for all candidates scheduled for the review is generated.

Select the date & duration the review will be available.

Ensure that all three Feedback boxes are ticked so that the candidate can view the comments and annotations made when the test was marked.

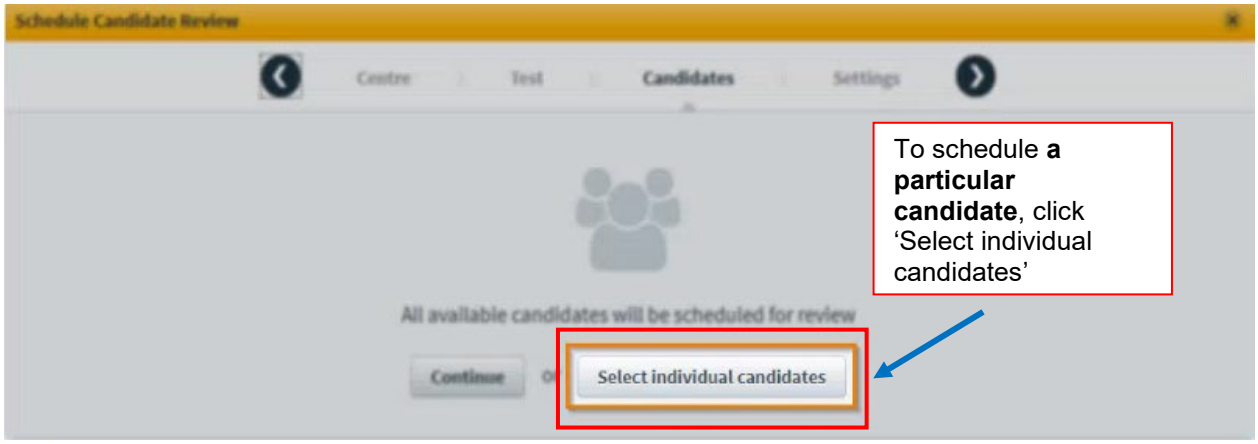
Select Schedule Review to schedule the candidate review session or select Schedule Review and Print Keycodes to schedule the candidate review session and print keycode slips for candidates.

Scheduled candidate review sessions appear in the Candidate Review table.

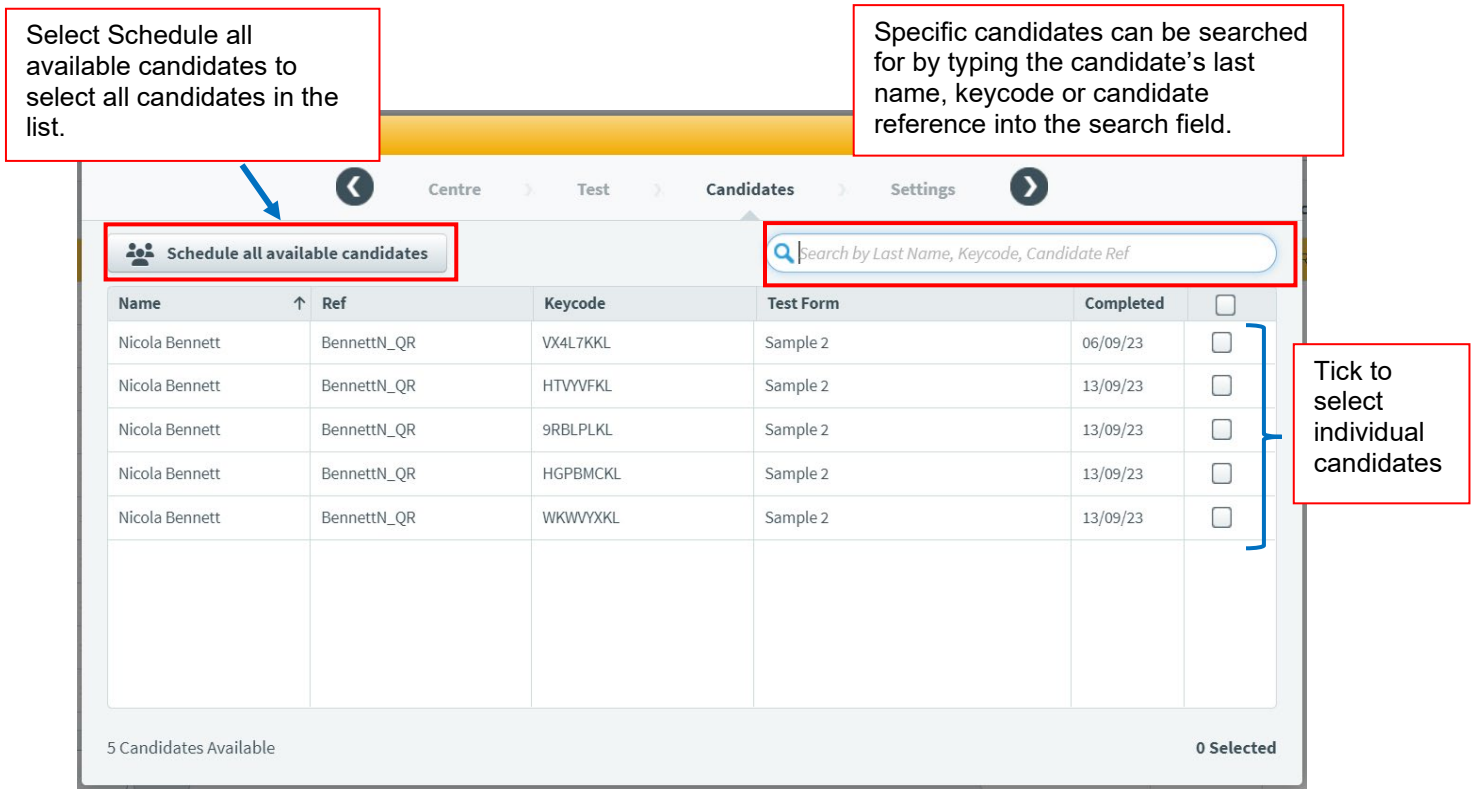


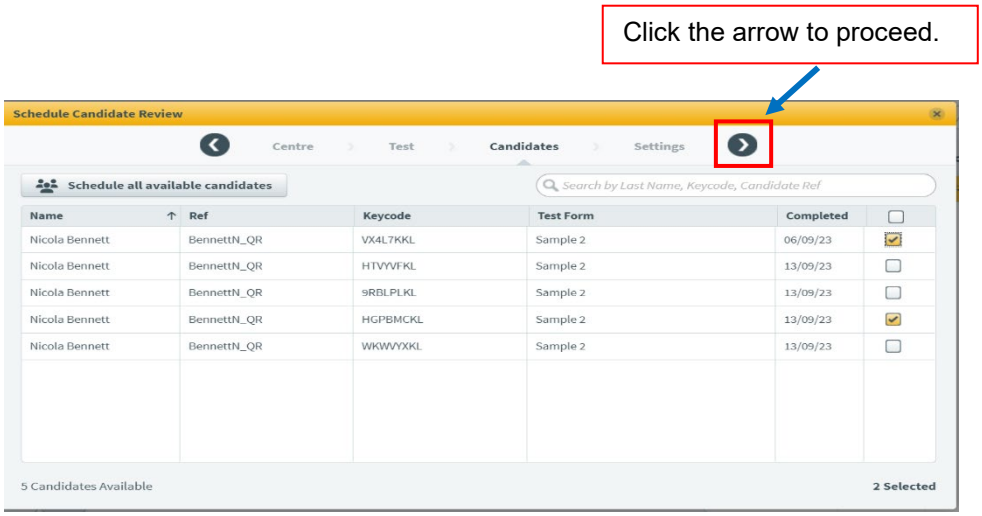
Scheduling individual candidates

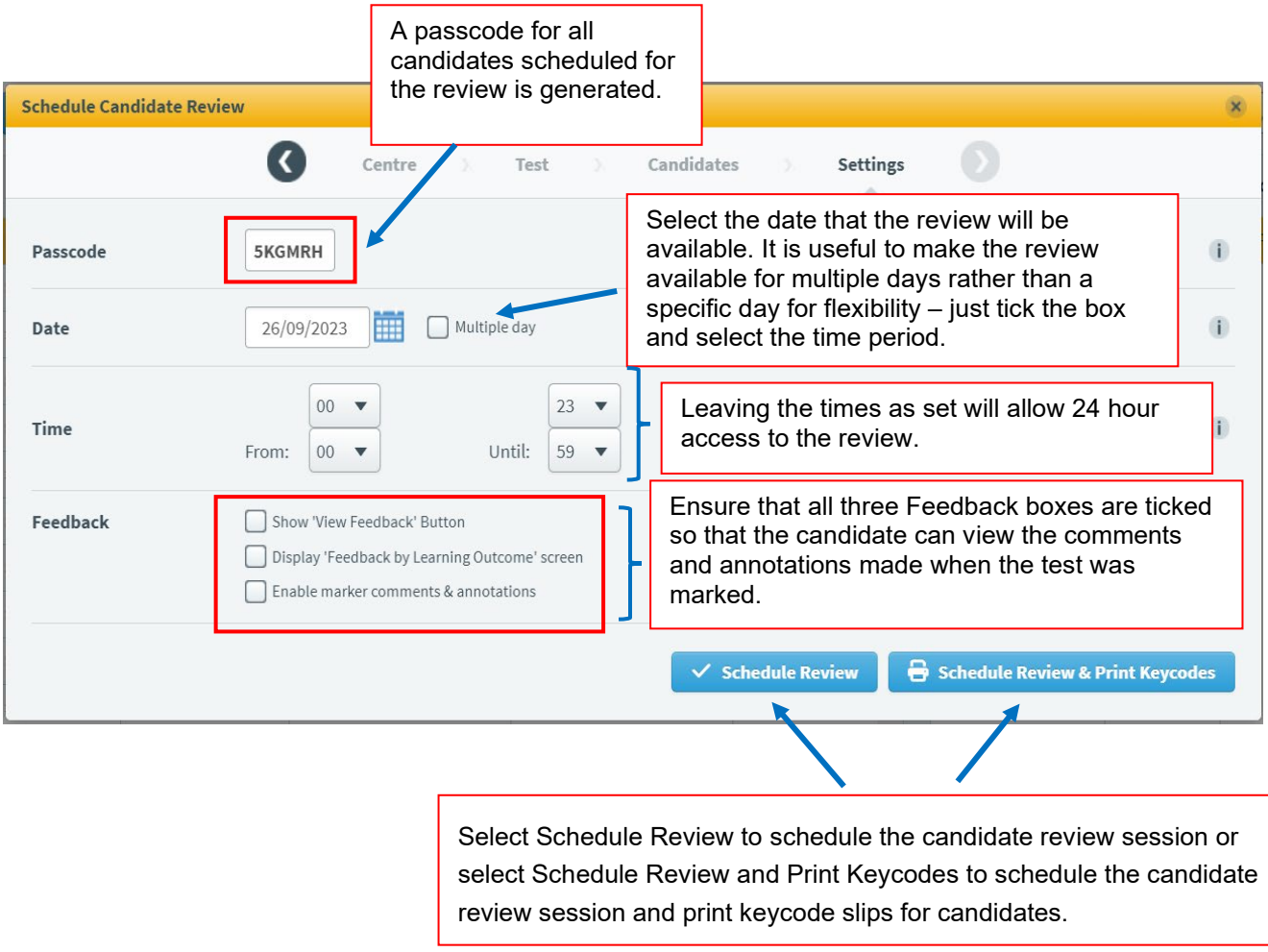
Choose Select individual candidates to schedule specific candidates for the candidate review session.



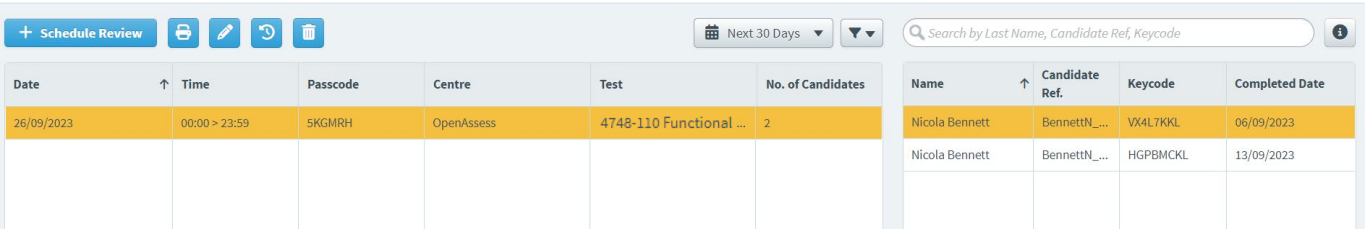
In the Candidates tab, you can view all candidates who sat the test.







Scheduled candidate review sessions appear in the Candidate Review table.

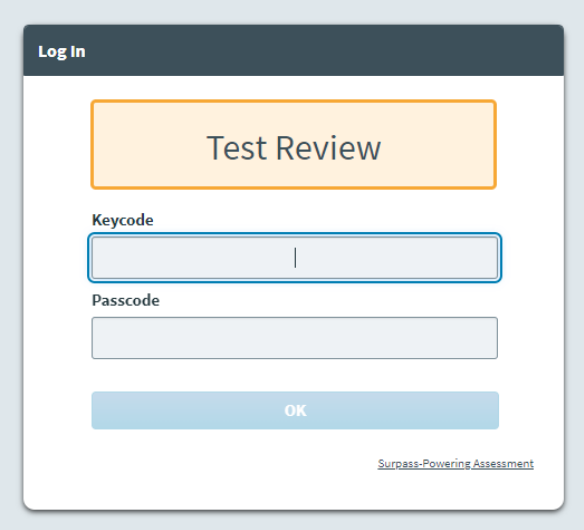


Reviewing a test

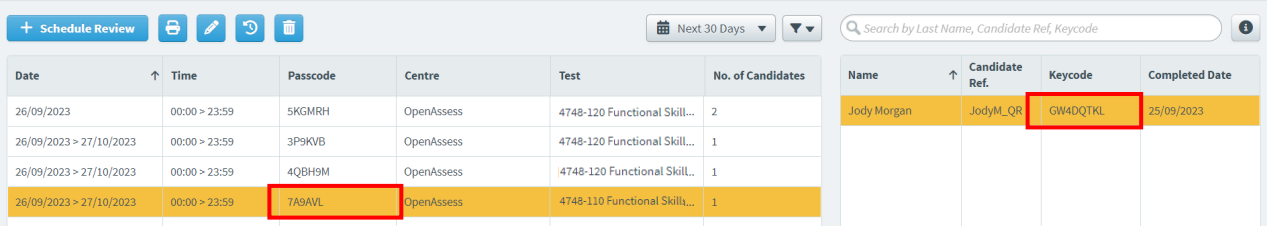
In order to review a test you will need to share the URL for the part of the Open Assess website that contains the reviews This should be opened in a web browser such as Microsoft Edge or Google Chrome.

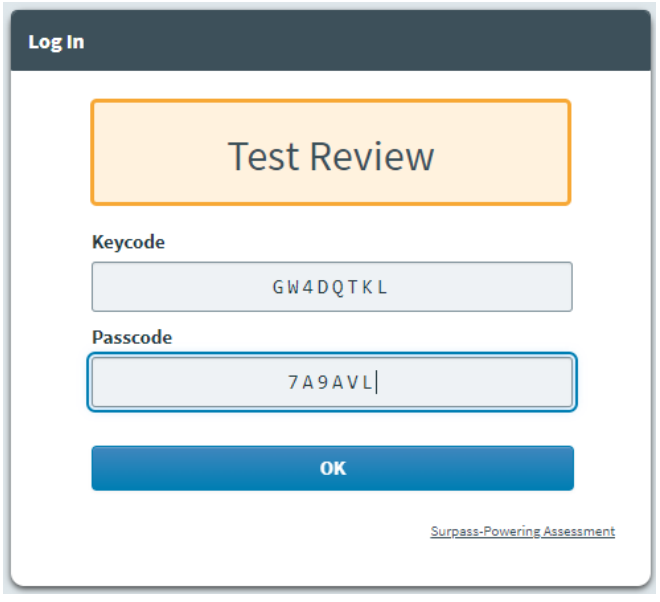
https://cityandguildsopenassess.surpass.com/reviewtest

In addition to the URL you will need both the Passcode and the Key code in order that the test can be reviewed:



Enter the Key code and Passcode and the test will open.

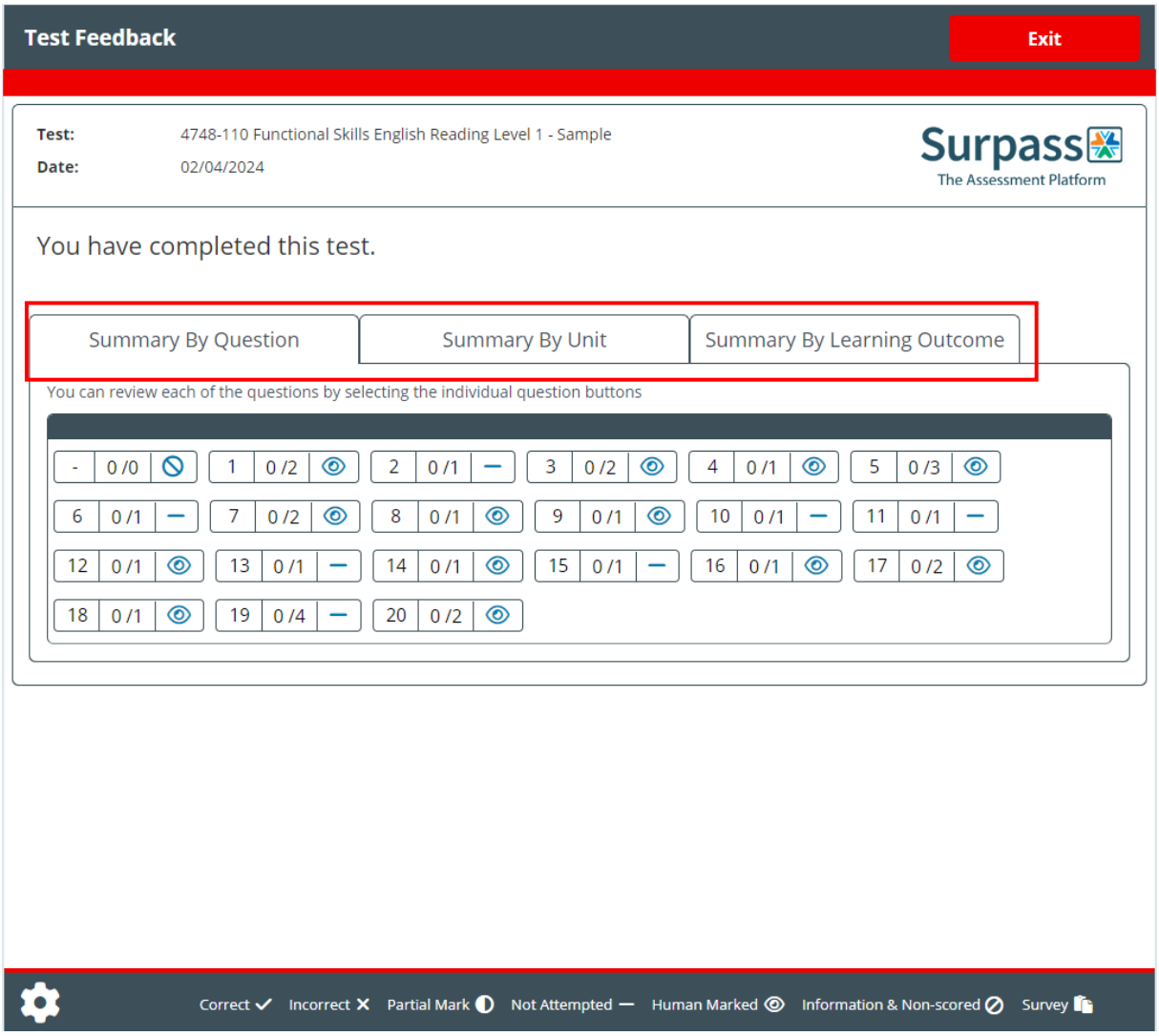




Candidate review tabs

Functional Skills Maths

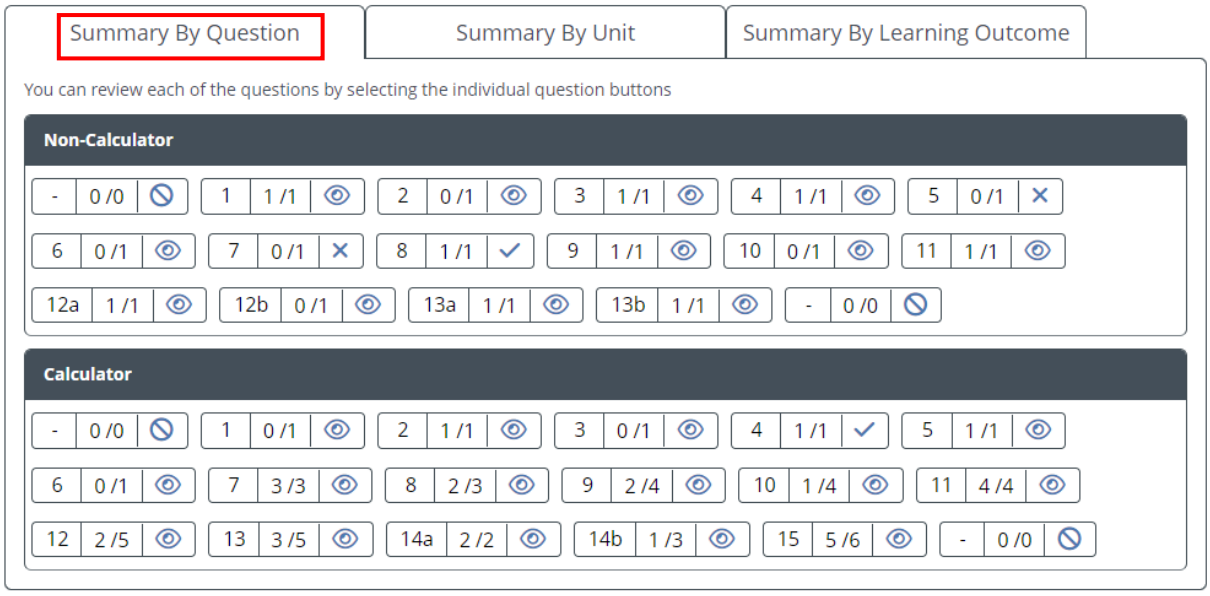
When the review session opens there are three tabs:



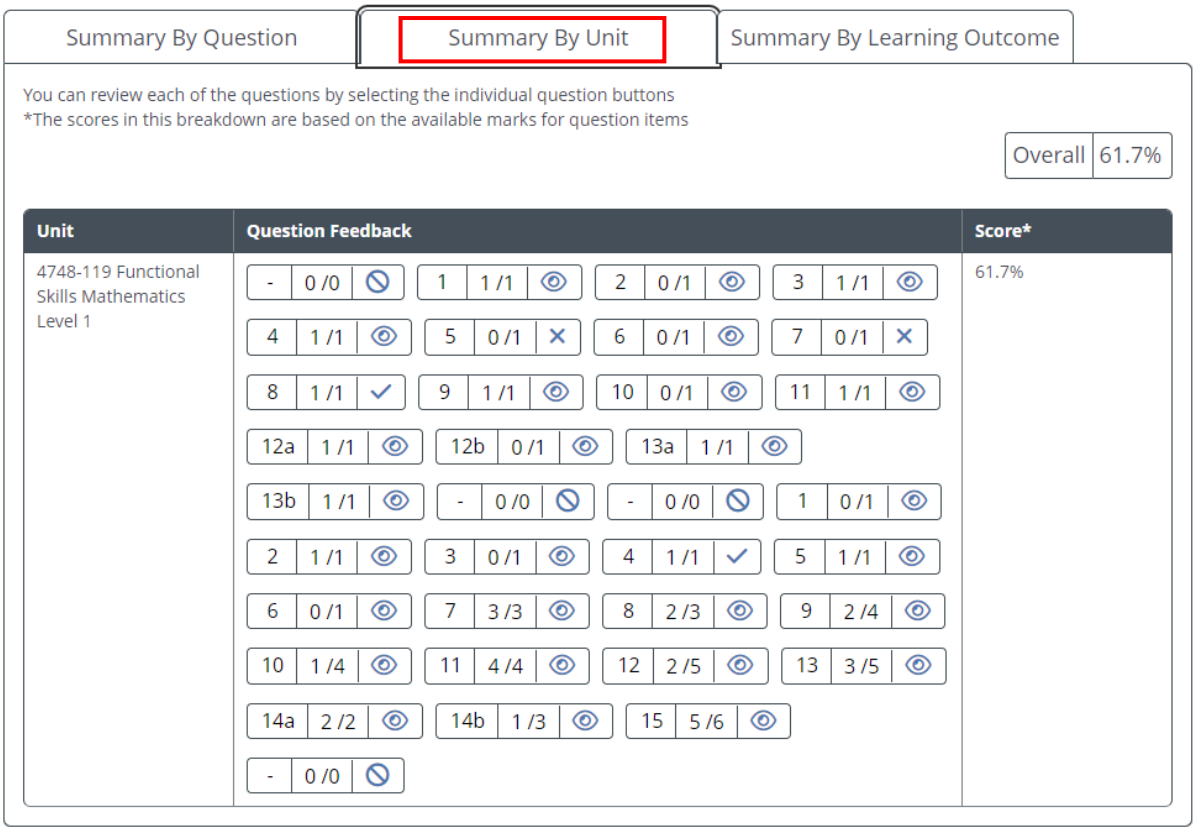
The key at the bottom of the page, indicates what each of the symbols on the feedback summary mean.

Summary by Question:

This shows which questions have been marked by the tutor and for the auto-marked questions whether they were correct or not.

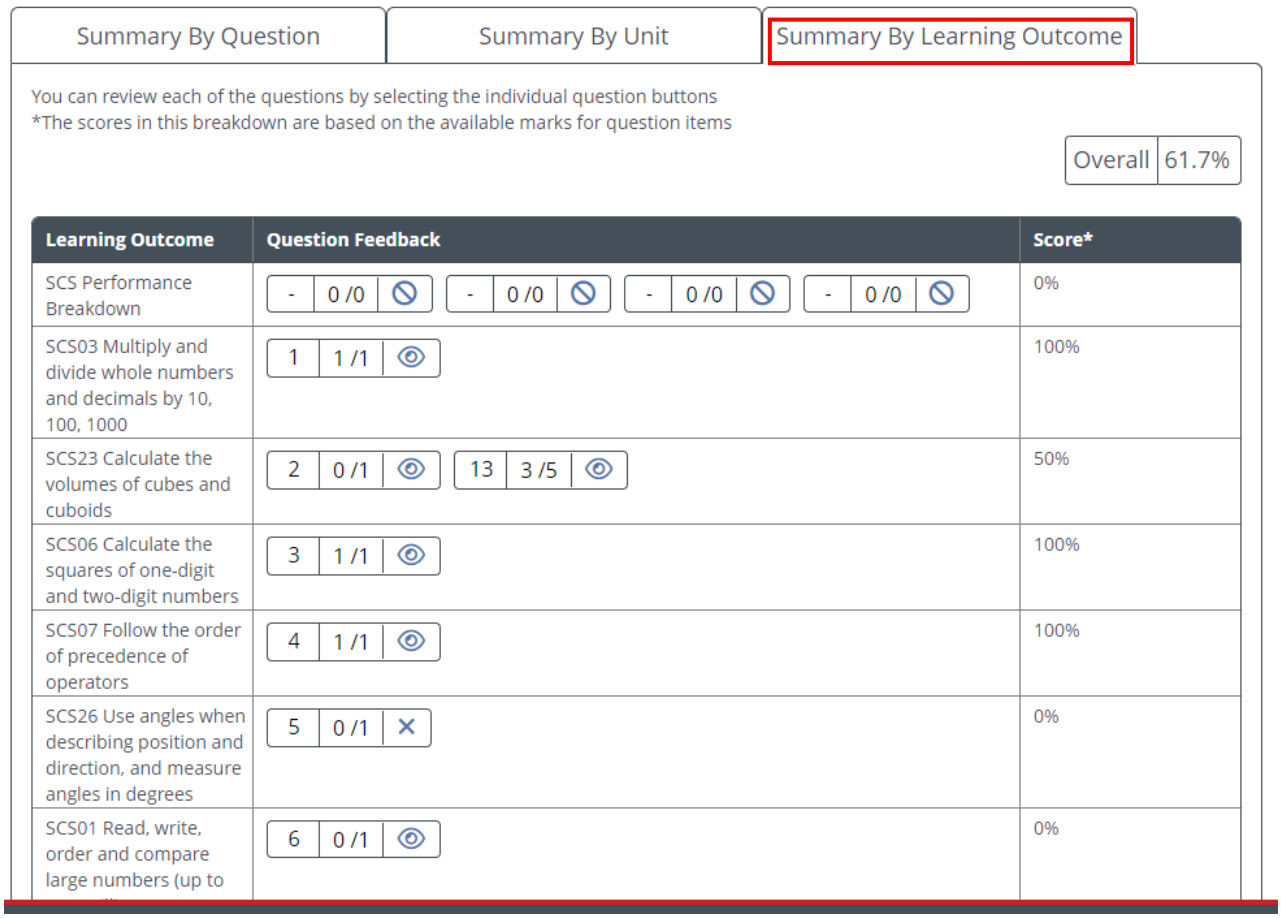


Summary by Unit:



Summary by Learning Outcome:

This tab shows the candidate performance against each Functional Skills Subject Content Statement so you can see how the performance matches these topics:

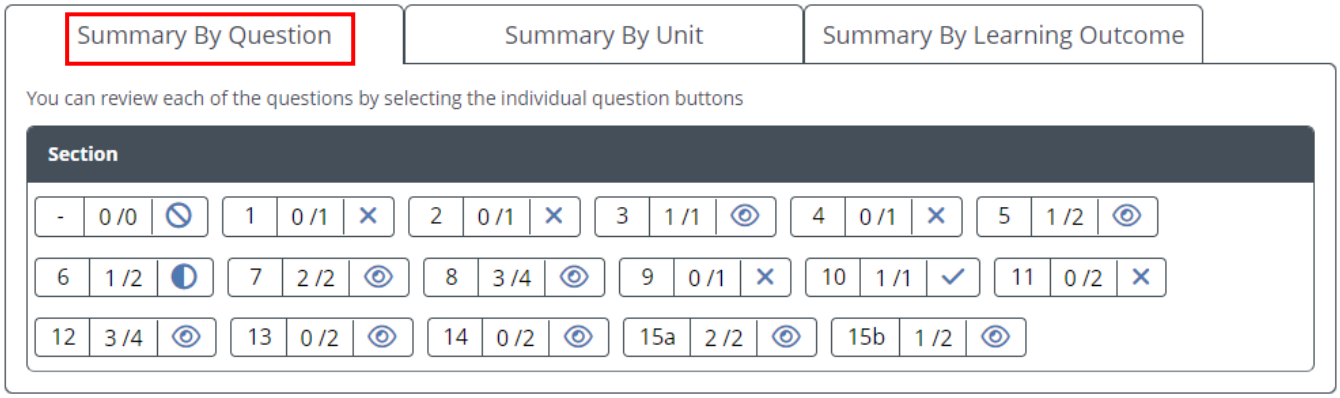


Functional Skills Reading

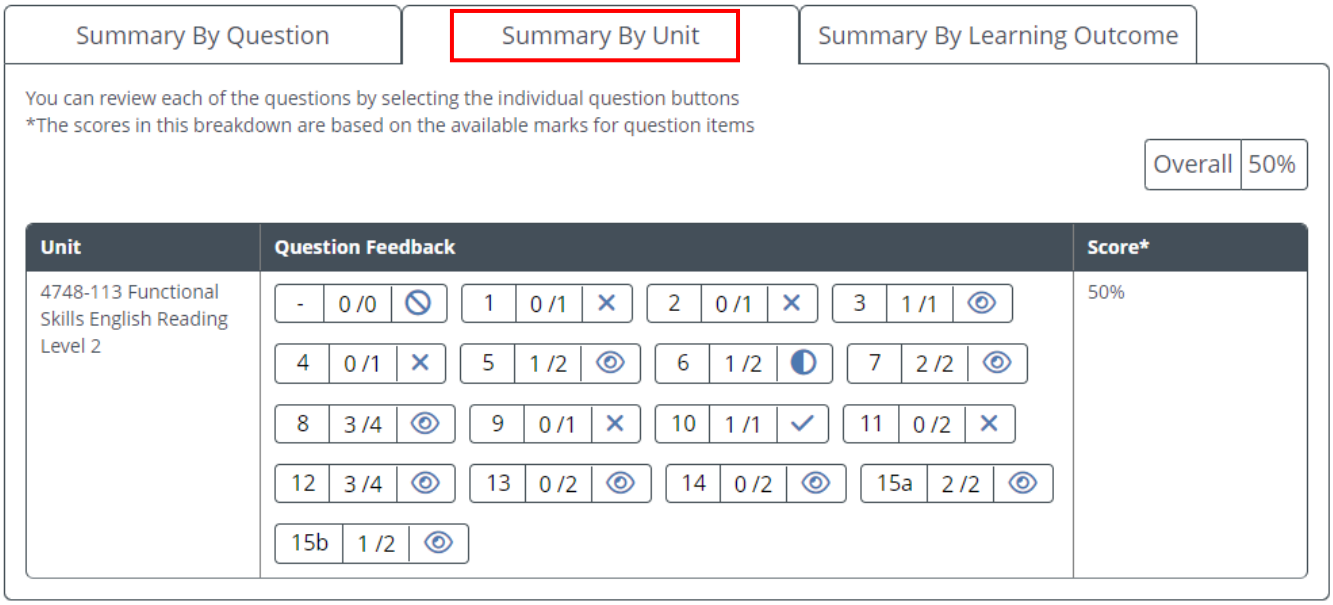
When the review session opens, there are three tabs.

Summary by Question:

This shows which questions have been auto marked by the system and which have been marked by the tutor. For the auto-marked questions it shows whether the candidate was correct or not.

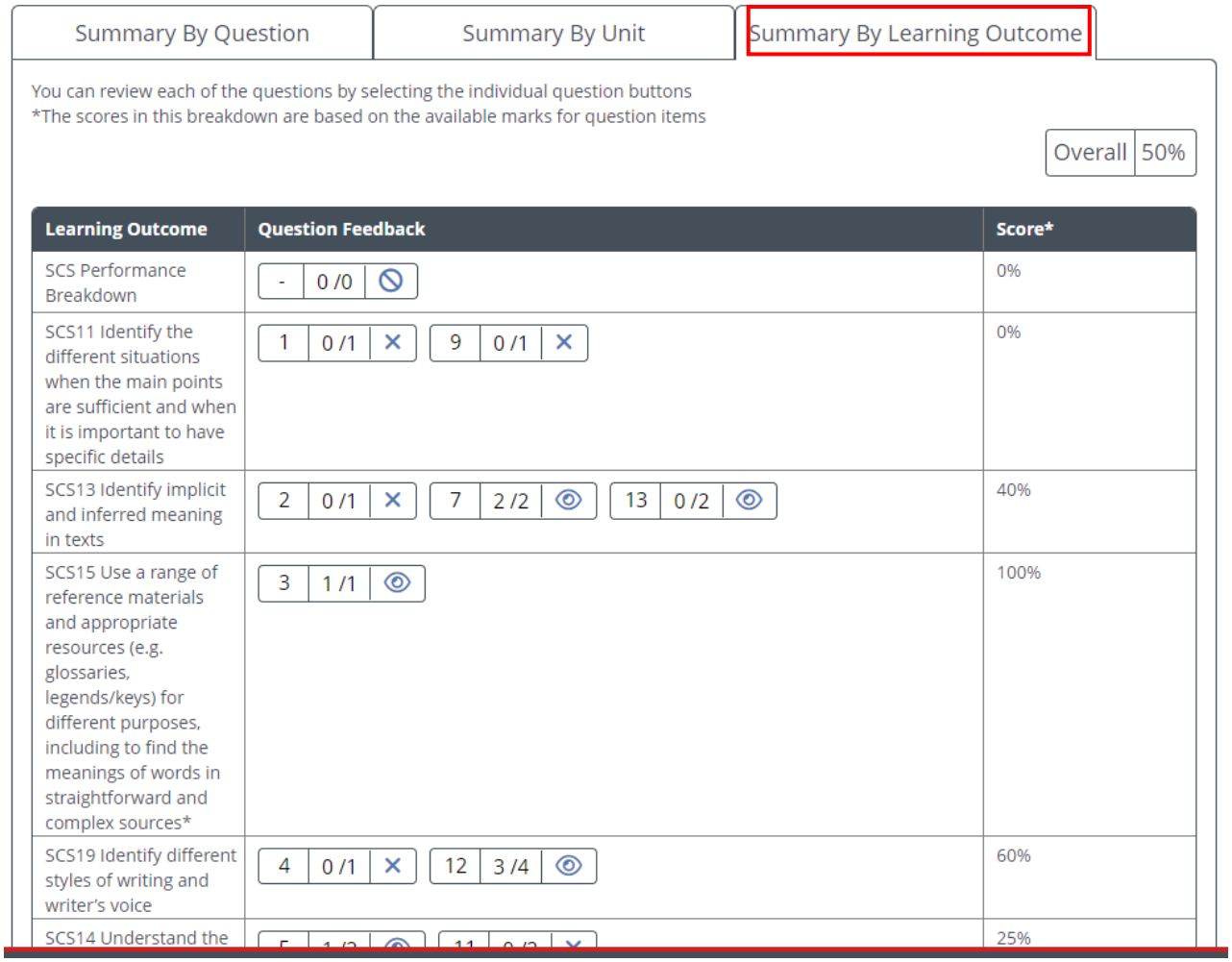


Summary by Unit:



Summary by Learning Outcome:

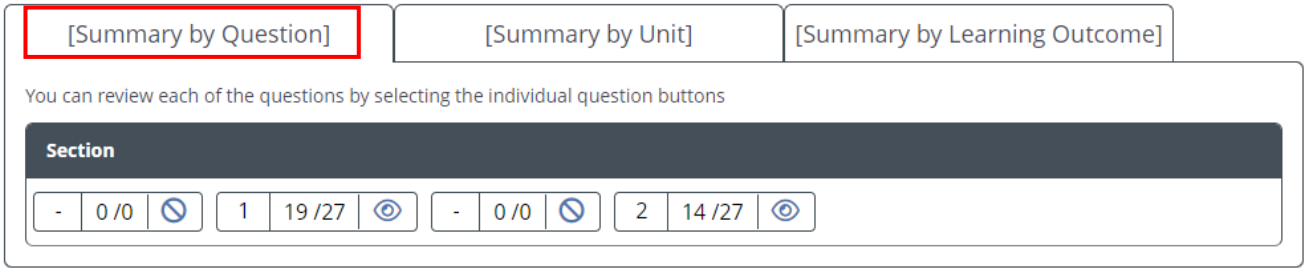
This tab shows how the candidate performed against the Functional Skills Subject Content Statements:



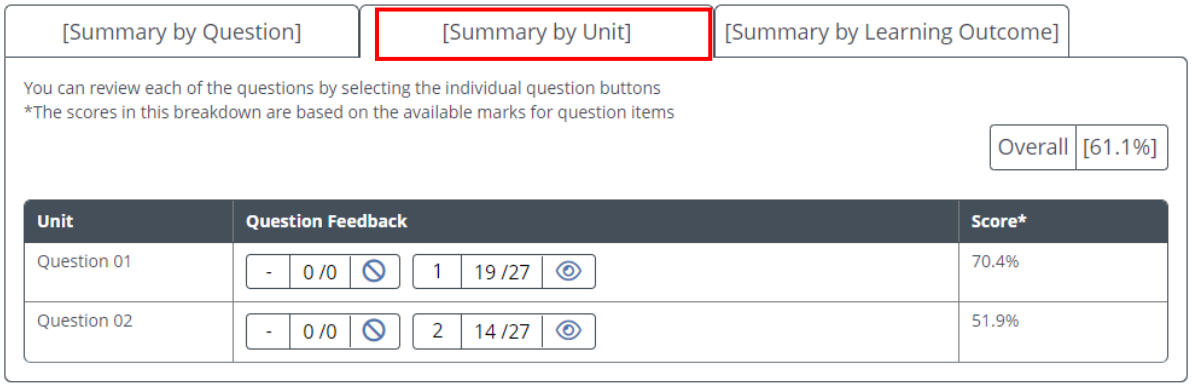
Functional Skills Writing

When the review session opens, there are three tabs.

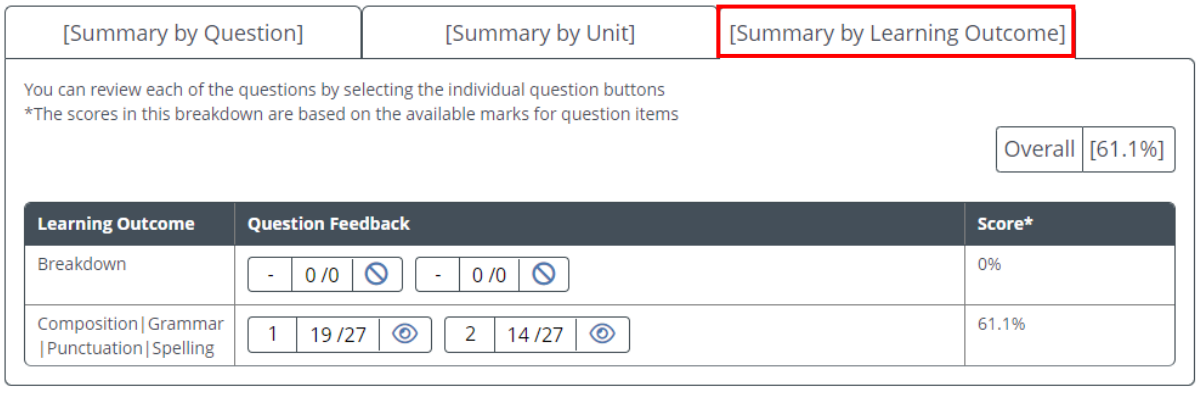
Summary by Question:



Summary By Unit:



Summary by Learning Outcome:

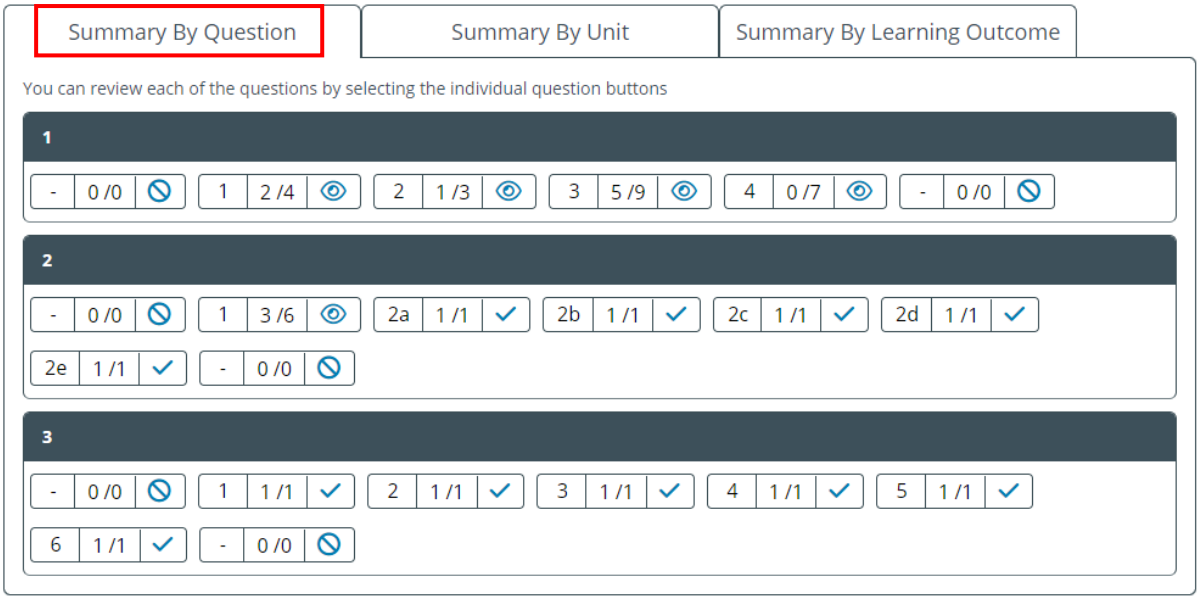


Digital Functional Skills

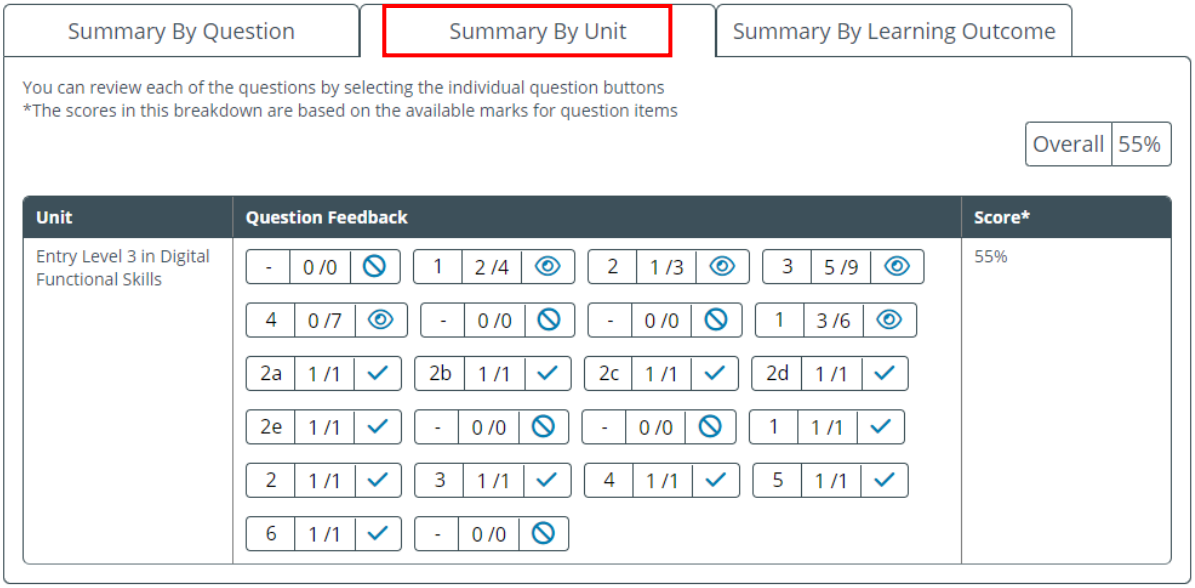
When the review session opens, there are three tabs.

Summary by Question:

This shows which questions have been auto marked by the system and which have been marked by the tutor. For the auto-marked questions it shows whether the candidate was correct or not.

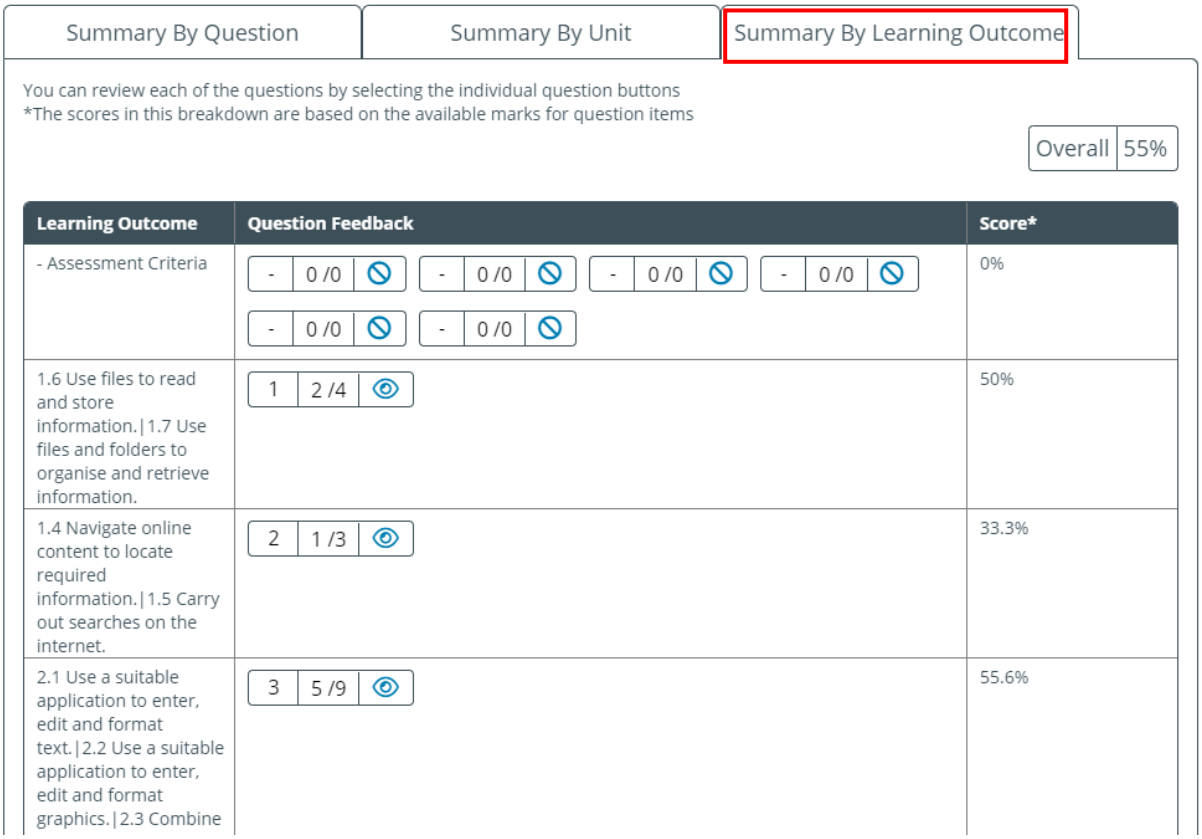


Summary by Unit:



Summary by Learning Outcome:

This tab shows how the candidate performed against the Digital Functional Skills Subject Content Statements:

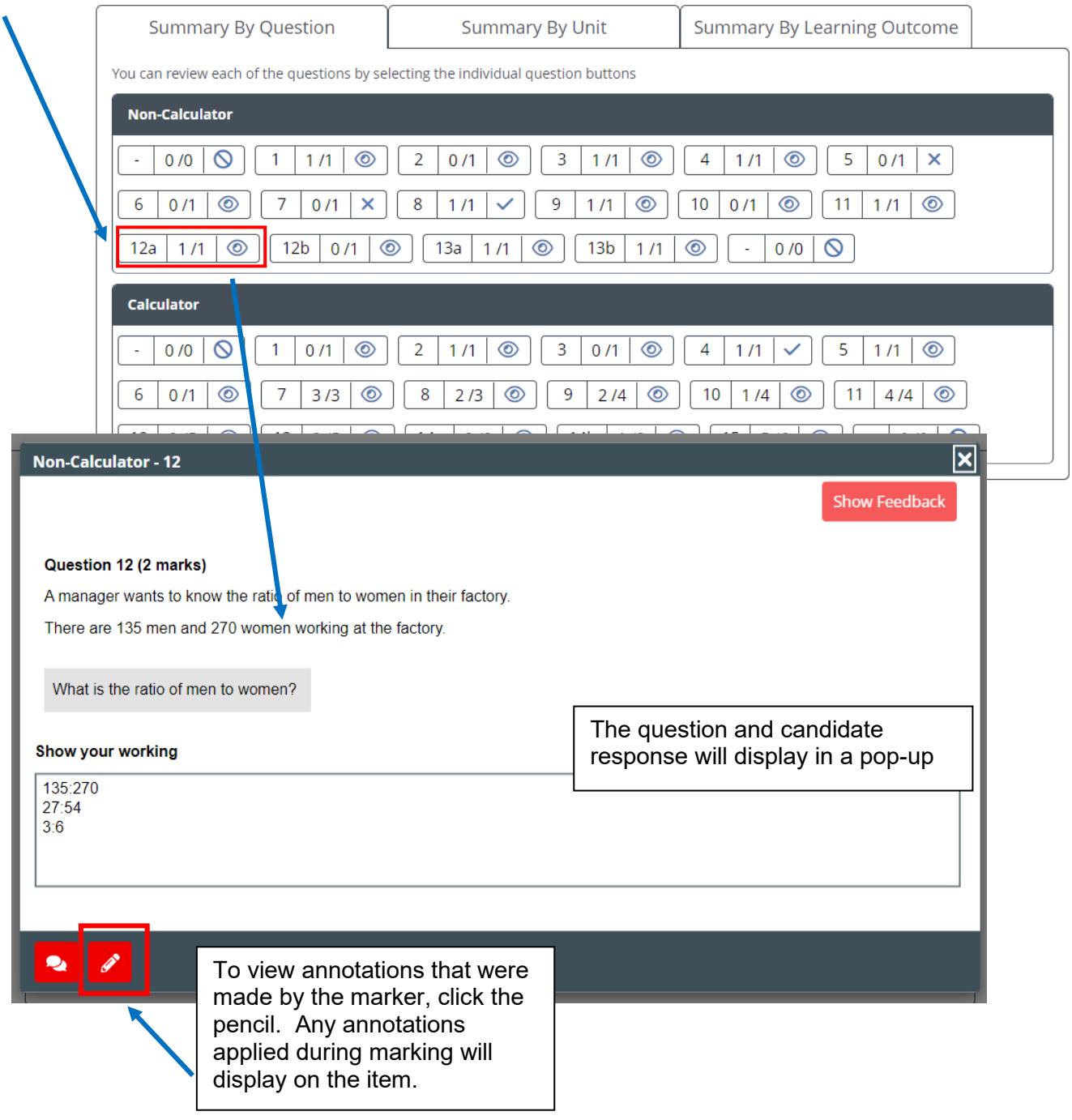


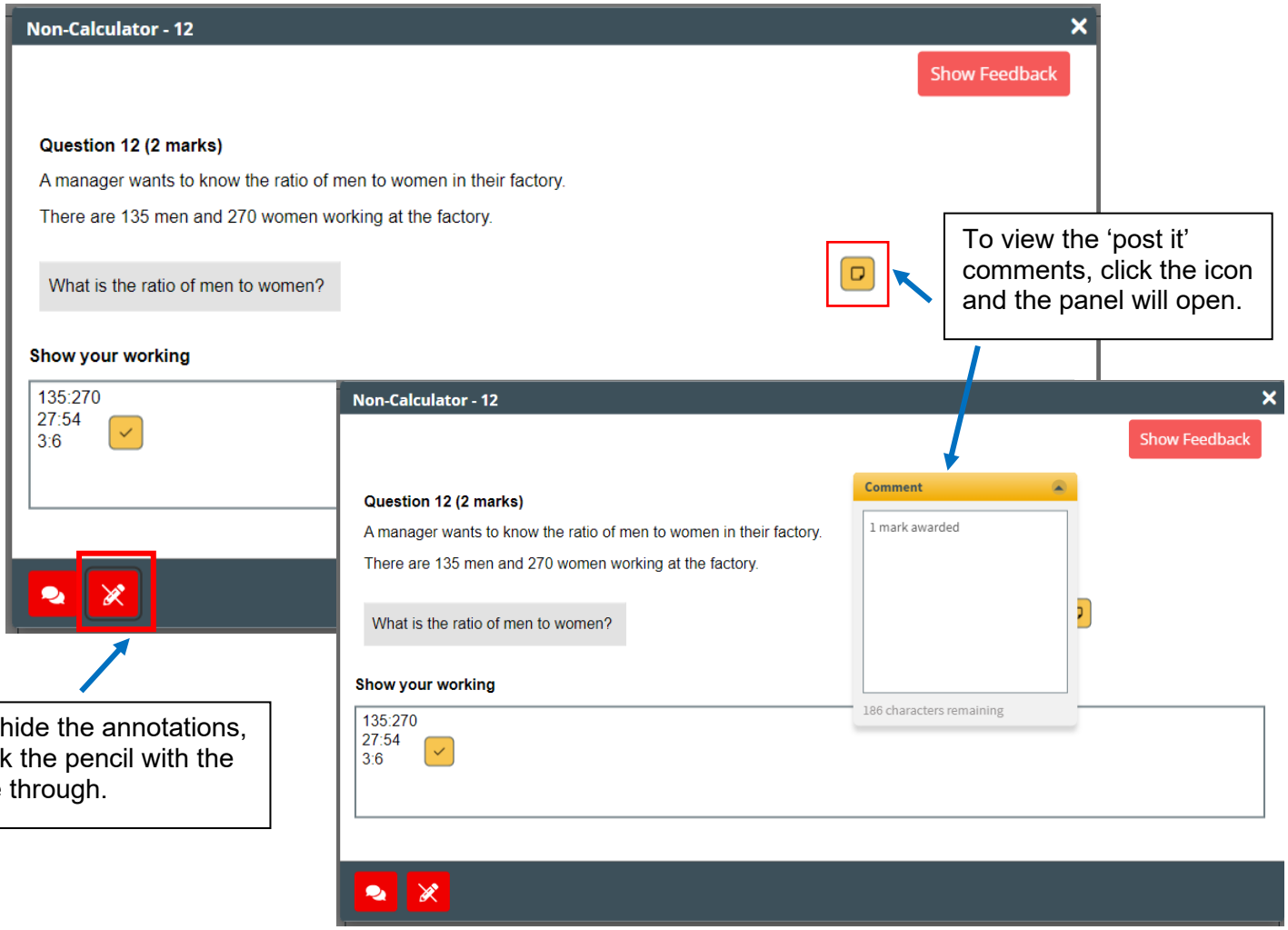
Reviewing individual questions

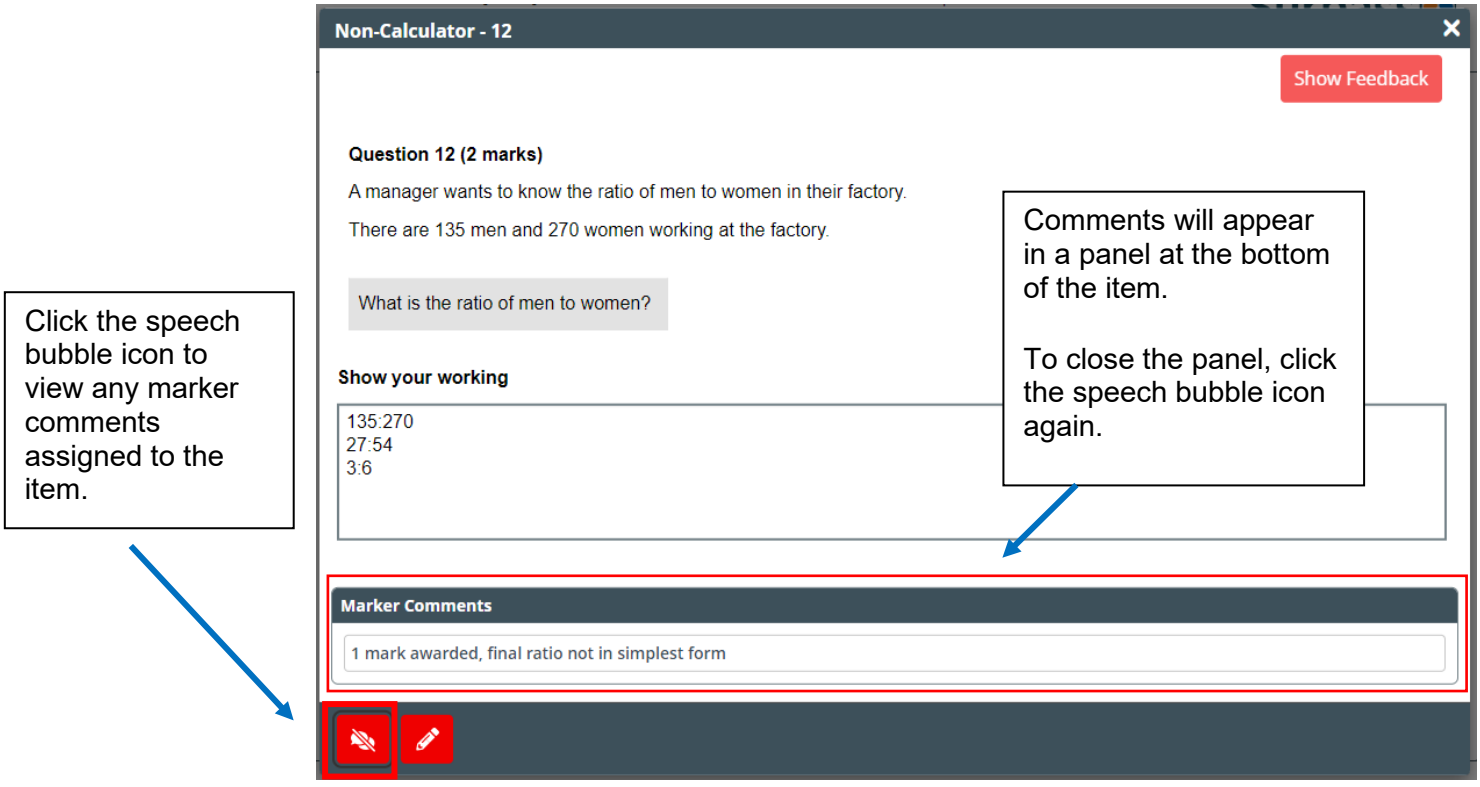
A candidate can review individual questions in Reading, Writing, Maths and Digital Functional Skills Candidate Review sessions.

Note: For Digital Functional Skills tests, file attach items display the 'download' button for attachments candidates have uploaded. However, file attachments **cannot** be viewed from the candidate review screen.

To review individual questions, click on the question number and the test will open at that question, showing the candidate response.




Non-Calculator - 12
Show Feedback
Question 12 (2 marks)
A manager wants to know the ratio of men to women in their factory.
There are 135 men and 270 women working at the factory.
What is the ratio of men to women?
Show your working
135:270
27:54
3:6
To view the 'post it' comments, click the icon and the panel will open.
Comment
1 mark awarded
186 characters remaining
To hide the annotations, click the pencil with the line through.


Non-Calculator - 12
Show Feedback
Question 12 (2 marks)
A manager wants to know the ratio of men to women in their factory.
There are 135 men and 270 women working at the factory.
What is the ratio of men to women?
Show your working
135:270
27:54
3:6
Comments will appear in a panel at the bottom of the item.
To close the panel, click the speech bubble icon again.
Click the speech bubble icon to view any marker comments assigned to the item.
Marker Comments
1 mark awarded, final ratio not in simplest form

Contact us

Giltspur House 5-6 Giltspur Street London EC1A 9DE

general.enquiries@cityandguilds.com

01924 930 801

www.cityandguilds.com

About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

Every effort has been made to ensure that the information contained in this publication is true and correct at time of publication. However, City & Guilds products and services are subject to continuous development and improvement, and the right is reserved to change products and services from time to time. City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

© 2025 City & Guilds Limited (Reg No 16513878). All rights reserved. City & Guilds is a trademark of City & Guilds Limited.