

## **ifs e-test<sup>TM</sup> Essential Information**

### **Financial Capability Qualifications**

#### **Guidance**

The **ifs e-test<sup>TM</sup>** User Guide and Financial Capability Qualifications Handbook include full instructions and information on regulations and processes. We strongly advise you to read the information thoroughly before conducting examinations.

***A hard copy of the User Guide is sent to Examinations Officers at the point of initial registration. A copy of the User Guide is also available online at the following link to our website: <http://www.ifslearning.ac.uk/FinancialCapability/FCDownloads.aspx>***

***The Financial Capability Qualifications Handbook is available on the home page of [www.myifslearning.com](http://www.myifslearning.com).***

#### **Customer Support**

The FE Customer Support Team is available by telephone Monday to Friday (excluding bank holidays) between the hours of 8.30am and 5.30pm. If you are running examinations outside of these hours there will be no telephone support available. You can email [etest@ifslearning.ac.uk](mailto:etest@ifslearning.ac.uk) and emails will be responded to as soon as possible within business hours.

***Further details are available on page 3 of the User Guide.***

#### **Login details**

Login details for **ifs etest<sup>TM</sup>** are created internally by your system administrator. If you have forgotten your login details please contact the main administrator of **ifs e-test<sup>TM</sup>** at your centre.

There is a possibility that passwords for user accounts, including the Administrator account, could become lost. If this were to happen, there is also the possibility that certain areas of the invigilation console could become unavailable, as those who could still remember their passwords may not have been granted access to all areas. For instance, there might not be any active users with the ability to create users.

The first step to requesting a new password is to click on the link on the invigilation console home page labelled "*I am having problems logging in!*" The link should only be used if there is no other course of action. The second step is to contact the **ifs School of Finance** on 01227 828234. Once you have received email confirmation of your new password click on the link "*I have called to request a new administrator password*".

In the interests of security, the password will not be confirmed over the telephone and will only be emailed to a registered contact held on our database.

**Please note the login details for **ifs e-test<sup>TM</sup>** are not the same as the details for [www.myifslearning.com](http://www.myifslearning.com).**

***Further details are available on page 12 of the User Guide.***

#### **Intended sit date**

You are required to enter an Intended sit date when you download eligibilities. The purpose of this date is so that the **ifs** can comply with rules defined by the QCA (Qualifications and Curriculum Authority). The QCA states that, from time to time, staff from the **ifs** are expected to observe examinations at a centre. The **ifs** therefore needs to know the intended sitting date



so that this observation can be organised as necessary. If for a valid reason you are unable to run the examination on the intended sit date you may run the examination on an alternative date as long as it falls within the 14 day eligibility period.

**Further details are available on page 19 of the User Guide.**

### **Eligibilities**

Eligibilities are valid for a 14 day period. Once an eligibility has been downloaded the examination must be sat within 14 days (preferably the intended sit date) or the attempt will expire and be logged as a No Show.

**Please note the 14 day period begins from the date the eligibility is downloaded and not from the intended sit date.**

**Further details are available on page 21 of the User Guide.**

### **Special Consideration requests**

If a student is unable to sit the examination within the 14 day period you will be required to complete a Special Consideration form and submit it to FE Operations within 48 hours of the examination date. The Special Consideration form is available online at: [www.myifslearning.com](http://www.myifslearning.com).

**Please remember to only download an eligibility when you know a student is able to sit within the 14 day period. It is extremely important that eligibilities are not downloaded in error because the ifs cannot guarantee it will reset these, and they could be classed as an attempt.**

### **Reasonable Adjustment requests**

The *ifs*' policy is in line with JCO policy but there are some significant differences in timescales for requesting that the FE Operations team make changes to the provision of assessment due to the "on-demand" nature of the unit examinations.

Schools should advise the *ifs* of students who require Reasonable Adjustments at the time of registration and no less than eight weeks before the anticipated examination date.

The form for applying for Reasonable Adjustments can be found at:  
<http://www.ifslearning.ac.uk/FinancialCapability/ifsetest/FCDownloads.aspx>

(Please note Bi-lingual translation dictionary and a maximum of 25% extra time **only** applies for CeFS and Dip FS Unit 3 since all other units are objectively tested and the vocabulary required to answer the questions is provided).

### **Familiarisation and specimen examinations**

There are familiarisation and specimen examinations available on *ifs e-test*<sup>TM</sup>. We recommend that you run familiarisation and specimen examinations prior to the live examinations to ensure that invigilators and students are familiar with the client and invigilation consoles. The process is exactly the same as the process for downloading the eligibility for live examinations. You can only download specimen examinations before you have downloaded a live examination for a unit. Once you have conducted a live examination for a unit you will be unable to run a specimen examination for that unit.

The familiarisation examination is not subject specific; indeed, the questions are fairly ridiculous in nature (ie "What is the capital of England?"). However, the point of the examination is to familiarise students with the client console, not to answer questions.

Specimen examinations, on the other hand, are examinations built using our specimen questions for particular examinations. Please note that there is only one specimen examination per module/unit.

All these examinations can be found in the 'test' drop-down in the first step of the 'Eligibility download' process. We strongly recommend that you use these examinations before embarking on a high-stakes examination.

***Further details are available on page 7 of the User Guide.***

### **Dummy registrations**

The Examinations Officer will be set up with a dummy registration on the invigilation console. This will enable appropriate members of staff to practise a familiarisation examination on the invigilation console before running live examinations. You will have an option to download the Examinations Officers' eligibility but they will only have access to sit a familiarisation examination. This will prevent a live examination being downloaded in error.

### **Invigilation**

The invigilation screen allows invigilators to monitor examinations and to control eligibilities during an examination. There have been some slight developments to the invigilation screen. The software will automatically default to the existing invigilation screen but there is an option to default to a new summary screen.

Each eligibility, rather than listed as before, is represented by a square. The square contains each student's initials. During the course of an examination, the colour of this square will change depending on the current state of that examination. If all is well, for example, it will display in green. If the student is waiting to continue (for example between a tutorial and the main examination), it will turn orange. There are other statuses, and you will notice a key at the foot of the screen for reference.

If a square changes colour and you wish to find out more about that eligibility, you may do so by clicking on the square with the mouse. The student's details will be displayed at the bottom of the screen, above the function options.

***Further details are available on page 24-28 of the User Guide***

### **Results**

On completion of a familiarisation/specimen examination you have the option to print the results. Once you have printed the results for your records you can upload the results. This will completely clear the details from the server and the **ifs** will **not** receive these results. Once you have uploaded the results you will be unable to use the print function so you must ensure that you do this first if you want a hard copy.

On completion of a live examination you have the option to print the results. Once you have printed the results you must upload the results so they are received by the **ifs**. If you do not upload the results they will not be communicated to the **ifs**. Once results have been uploaded successfully they will be displayed on your secure website [www.myifslearning.com](http://www.myifslearning.com).

**Please remember to print results before you upload. Once results are uploaded you cannot print them.**

***Further details are available on page 33 and 34 of the User Guide.***

### **Completion of an examination**

It is vital that students click the "Finish examination" button at the end of their examination to ensure the examination successfully completes. There have been a few occasions where students have forgotten to correctly end their examination and they have remained pending

on the invigilation console. Members of staff should not end examinations for students as this compromises the integrity and security of the live question banks. If there is a problem with the invigilation console, or a student does not end their examination appropriately, please contact the FE Customer Support Team on 01227 828234 for advice. It is worth advising students to read the tutorial thoroughly to ensure they are confident with all the instructions on starting and finishing an examination.

### **Logging in to an examination/sitting slips**

Sitting slips should be printed a minimum of one day prior to the examination session. The sitting slips should be kept in a secure place until the day of the examination and handed to students when they are sitting at their workstations ready to begin their examinations. They should not be handed out to students prior to the examination. Only the students should login to their examinations with their sitting slip. Under no circumstances should an invigilator/tutor login to a live examination on a student's behalf. You may offer guidance to students with the sitting slips and ensure they are entering the password details correctly. Please note that the login details are case sensitive. If a student is certain that their login details are not working you should contact the **ifs** as soon as possible.

Please make sure that you have only downloaded one sitting slip for each student's examination. As there is no limit on the amount of times you can download a specimen paper prior to a live examination you must make sure that you are using the correct sitting slip. Each time you download a specimen examination you will wipe the previous download details and therefore you must also use the most recently downloaded eligibility and sitting slip.

Please keep the sitting slips until you are certain your students have successfully finished their examinations. If in the event that an examination is suspended, the sitting slip will be required to log the student back into their examination.

***Further details are available on page 23 of the User Guide***

### **Suspend/reset eligibility functions**

The 'Suspend' function on the invigilation console should be used in the event of a technical error. If a student's workstation crashes during an examination you must suspend it as quickly as possible to stop the student from losing time. The student should then be able to login to a different workstation with their original sitting slip and resume their examination at the point they were at before the crash. If they are unable to log back into their examination on a different workstation, please contact the **ifs** as soon as possible.

Please do not reset an eligibility without guidance from the **ifs**. If you reset an eligibility it will completely clear the answers. This should not be carried out without prior confirmation from the FE Operations team at the **ifs**. The administration console will notify the **ifs** if an eligibility has been reset. The **ifs** will contact you to find out the reason for this, to ensure that all students are treated fairly and nobody is given an extra attempt for something they are not eligible for.

***Further details are available on page 27/28 of the User Guide***

### **Change in delivery mode**

You must ensure that you notify the **ifs** immediately of any decisions to change your examination delivery mode. Please note, however, that all attempts at a unit must be examined in the same way. For example if a first attempt of CeFS Unit 1 is examined via **ifs e-test**<sup>TM</sup> all further attempts of that Unit must be examined via **ifs e-test**<sup>TM</sup>. Ideally you will examine a whole qualification in the same way but if you are unable to use **ifs e-test**<sup>TM</sup> throughout the course of the qualification please contact the **ifs** as soon as possible to discuss your options.