

LIBF e-test User Guide

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1 Introduction to this User Guide

LIBF e-test has been developed by The London Institute of Banking & Finance to provide electronic testing of our qualifications. It is a flexible and secure platform designed to deliver examinations wherever there is a networked group of computers and a connection to the internet. This guide describes the processes for using LIBF e-test to deliver your students' examinations electronically.

LIBF e-test comprises three applications:

- LIBF e-test **Server**
- LIBF e-test **Administration**
- LIBF e-test **Client**

The **Server** application is installed on a designated computer held in a secure environment such as a server room. Once installed, the Server facilitates communications between your organisation and us, and also between your Server computer, your Administration application, and each of the Client computers your students will use to take their examinations.

The **Administration** application connects to your Server. It needs to be available to whoever in your organisation is responsible for downloading examinations, and also installed on the computer/s used by Invigilators. The Administration System is used to download examinations and monitor examination progress, etc.

The **Client** application is installed on each computer that students will use to take examinations. The Client will connect to your Server, securing the Client computer and running the examination.

The flow chart on the next page shows the process that is followed for the installation of the software and the subsequent use of LIBF e-test. A separate Installation Guide has been written to support the installation process.

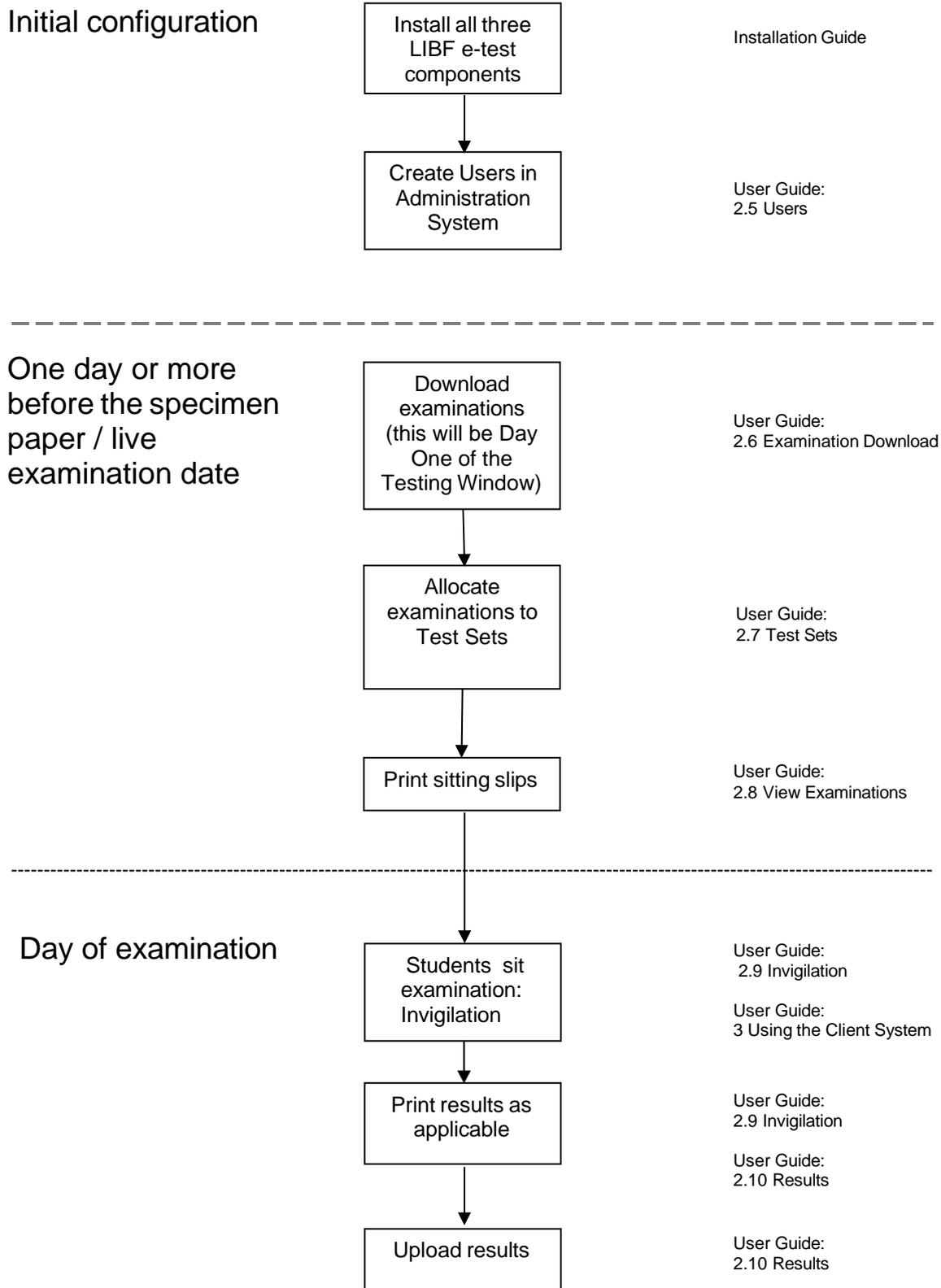
1.1 Contact details

Our LIBF e-test Customer Support team is available Monday to Friday, between 8.30am and 5.30pm, excluding bank holidays. If you have any questions or comments, please use the contact details listed below:

Email: fcexams@libf.ac.uk

Telephone: +44 (0) 1227 828234

1.2 Flow chart of LIBF e-test installation & examination process



2 Using the Administration System

The Administration System is used to manage your students' examinations. It is where you:

- maintain the security of the Administration System;
- download examinations from The London Institute of Banking & Finance;
- assign downloaded examinations to new and existing Test Sets;
- view downloaded examinations and print sitting slips;
- invigilate sittings; and
- print and upload results.

2.1 The examination process

These steps summarise the standard process for downloading and sitting examinations and then uploading your students' results. More detailed information is provided later in this guide.

1. Students are registered with The London Institute of Banking & Finance for the relevant qualification before examinations can be downloaded.
2. Student examinations are downloaded using the Administration System. Ideally this should happen at least the day before the planned examination date, if not earlier; we strongly recommend it is **not** left until the date of the examination. The download process involves:
 - the selection of the qualification;
 - the selection of the module/unit;
 - the selection of the examination type (live or specimen);
 - the selection of the registration Student Group (if applicable);

When downloading, you will be asked to provide details of the intended date and time your students will sit their examination. Further details are given later in this guide.

Once downloaded, most examinations have a **fourteen-day** Testing Window in which they can be taken. Students can take their examination any day between the date of download (Day 1) and the end of the Testing Window. The Testing Window includes the date of download as Day 1 no matter what time of day an examination is downloaded. Some qualifications have a shorter Testing Window: for example, CeFS and DipFS Part A examinations have a Testing Window that ensures all examinations can only be taken until the Friday of the testing week, a maximum of a **five day** Testing Window. At the end of a Testing Window, any student who has not sat their examination is flagged as a 'No Show' and cannot sit that attempt. A 'No Show' grade is counted as an attempt towards a unit. *See Section 2.6: Examination Download*

You can also assign downloaded students to Test Sets if you wish to. *See Section 2.7: Test Sets*

3. Print sitting slips. A sitting slip provides each student with a unique username and password to log into the Client and sit their examination. Although each student's username remains the same for all examinations they take, the password will change each time. Sitting slips are printed as a single document of all sitting slips for selected students although each student's sitting slip will print on a separate sheet (single-sided

printing must be used). Sitting slips should be printed before an examination session, stored securely and distributed to students as they arrive for their examination. Students must log in themselves; this must not be performed by a member of staff on their behalf. *See Section 2.8: View Examinations*

4. Students take their examinations. The examinations are invigilated as usual; however, LIBF e-test contains an Invigilation screen within the Administration System to help manage this. The Invigilation screen enables an Invigilator to see, at a glance, the current status of the examinations they are invigilating. It also allows them to:

- start an examination that is currently waiting or paused;
- pause an examination;
- acknowledge and reset a 'Call Invigilator' request from a student;
- change the font size and colour of a student's examination;
- suspend an examination in the event of computer failure;
- flag any student who has not arrived for their examination as a 'No Show';
- print result sheets, if applicable, at the end of an examination.

See Section 2.9: Invigilation

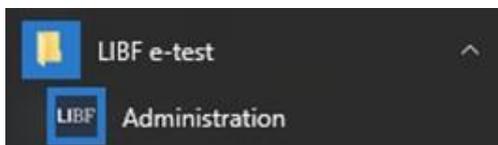
5. Once the examinations are complete, the results need to be uploaded to us. It is important that this is done as soon as possible after the examination so that:

- marks can be displayed on our secure website www.mylibf.com;
- the examinations are removed from your Server, freeing up disk space;
- the examinations are kept on your Server for as little time as possible, minimising the chance of data loss;
- resit examinations can be downloaded if required.

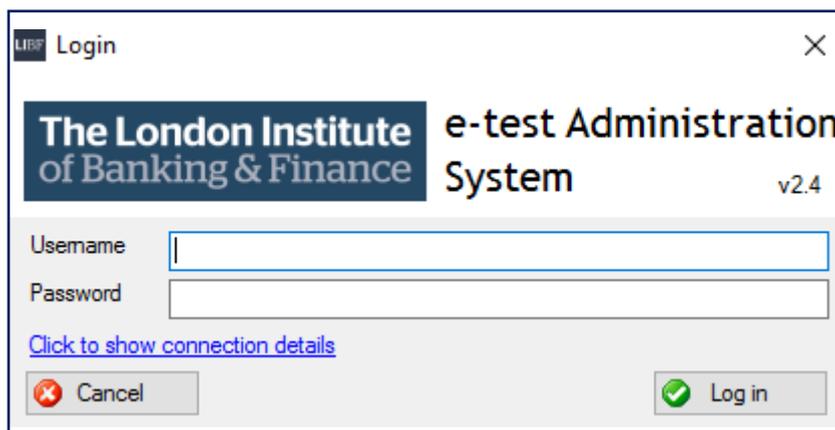
See Section 2.10: Results

2.2 Logging in to the Administration System

You will need to log in to the Administration System to download, invigilate and upload examinations. Once installed, the Administration System can be found in the 'Start' menu under 'All programs':



Once selected, you will be presented with the login box:



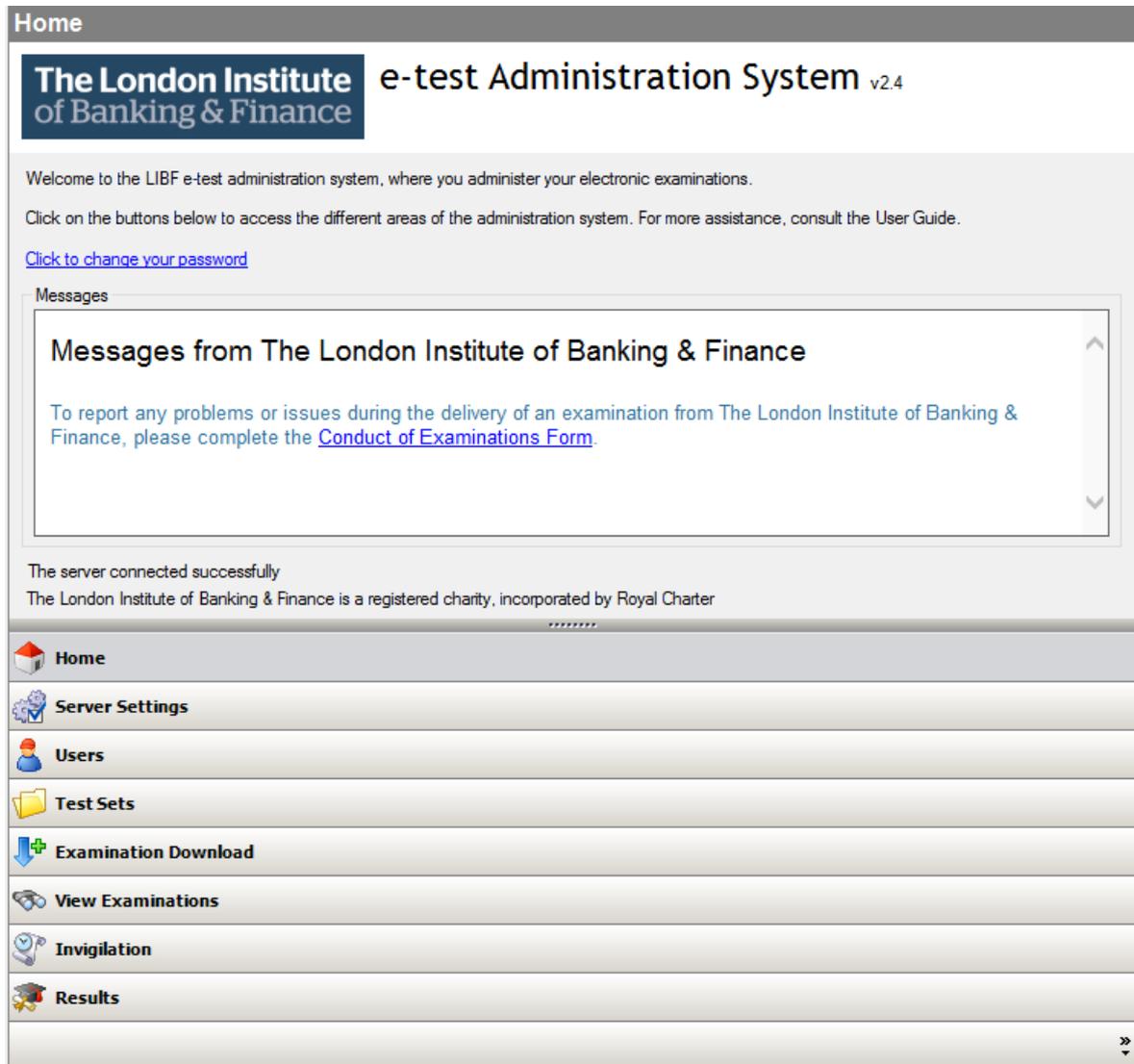
You should have been provided with a username and password by the holder of the Administrator role within your organisation. If this is the first time the system has been used since installation, the username will be 'administrator' and the password will be the password created by your IT team during installation. The username and password are case sensitive. After entering the username and password select 'Log in'.

If your attempt to log in is unsuccessful or you cannot remember your password, you will need to contact the person in your organisation who has access to maintain Users within the Administration System. This should be the holder of the Administrator account created during installation.

Please note that the LIBF e-test login details are not the same as your organisation's MyLIBF login page. Your IT team will have created an LIBF e-test password when installing the software and we do not have a record of it.

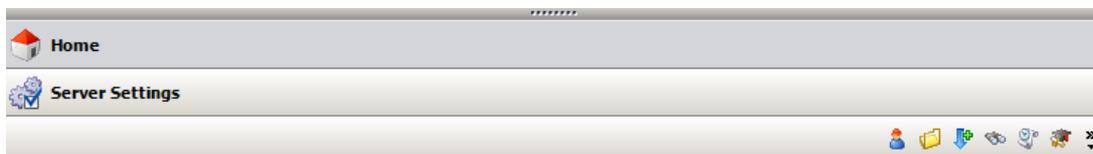
2.3 Home page

Once you are logged in, the Administration System home page shows the main menu for accessing the different screens as well as a message area that you should check every time you log in.



The menu items shown are User-specific. When Users are created in the Administration System, the menu items available are tailored to their role. For example, an Invigilator may only be given access to the 'View Examinations' and 'Invigilation' screens and functions. To receive access to a function you feel you need, you must contact a member of your organisation's staff who has the ability to alter Users. The Administrator has access to all options in the main menu.

If the menu list takes up too much room on your screen, you can shrink it down by dragging the 'resize' bar down. This bar can be found directly above the 'Home' option, and is represented by a series of 8 dots. If you do this, the items that no longer fit on the screen will be displayed as icons at the bottom right of the screen:



To bring them back again, simply drag the 'resize' bar upwards. When they are shown as small icons you can hover your mouse pointer over them and a pop-up description will show you what function they represent. To rearrange the order of the functions you can click on the double arrow icon at the very far bottom-right and select 'Navigation Panel Options'. You may wish to place your most commonly used functions at the top of the list.

Any changes you make to the layout are stored so that next time you log in the layout will be as required.

2.4 Server Settings

Generally, only Administrators will see this screen, which displays basic information about your Server installation:

Type	Machine	Port	Username
Administration System	PC-002885	5657	administrator
Client Examination	etest10x64	5657	ian
Client Examination	PC-002885	5658	john
Client Examination	PC-002885	5659	kevin

Selecting the first 'Update' button will contact our servers to see if there is an update to the student login page. If there is, it will be downloaded and applied to your system.

Selecting the second 'Update' button will enable your IT team to alter the details of the proxy server, should they change after installation.

The 'Kick' button is for disconnecting the Administration System if this is needed. This is **only** intended for use by your organisation's IT team.

The 'Overnight Process Time' section is for configuring the time that outstanding results are uploaded to us. This will default to 9pm but, if this coincides with any other overnight update, it can be changed to a more suitable time by your IT team. For more information about automatic result uploading see *Section 2.10: Results*

Results

When loading the Client application for your students to sit an examination, you may find it displays a very basic default login page that states "This is the default login screen. Please update your system to update this to the newest version". It can sometimes happen following an update to the LIBF e-test system performed by your IT team. When you next download an examination (familiarisation, specimen or live), the login page will return back to normal.

Alternatively, you can ask your IT team to update it using the 'Server Settings' screen.

2.5 Users

This screen allows the Administrator to manage the different Users who can access the Administration System. It also allows individual Users to edit their details (but not their level of access).

The purpose of creating different Users is to tailor the features that they can access. In this way, members of staff will only see the functions they need to. For example, your organisation may have a policy that restricts access to live examinations for certain members of staff; access can be tailored to prevent those staff accessing live examinations while allowing them to access specimen examinations.

The table below gives a brief explanation of each function that can be granted to a User. These functions correspond directly with items on the main menu.

Function	Brief explanation of function
Server Settings	Administration of the Administration System and updating of software.
Users	Add, edit and delete Users.
Can view live examinations	This function controls access to live examinations throughout each area of the Administration System.
Test Sets	Add, edit and delete Test Sets.
Download Examinations	Download examinations from The London Institute of Banking & Finance. Some Users will only be able to download familiarisation and specimen examinations.
View Examinations	View downloaded but unused examinations and print sitting slips.
Invigilation	Control students' examinations during invigilation.
Results	Print and upload examination results to The London Institute of Banking & Finance.

After selecting the 'Users' option, you will be presented with a list of all Users who currently have access to the Administration System:

Username	Name	Security
abc	abc	Server Settings, Users, Test Sets, Examination Download, View Examinations, Invigilation, Results, Can view live examinations
administrator		Server Settings, Users, Test Sets, Examination Download, View Examinations, Invigilation, Results, Can view live examinations
foexams	foexams	Server Settings, Users, Test Sets, Examination Download, View Examinations, Invigilation, Results, Can view live examinations
jemma	Jemma	Server Settings, Users, Test Sets, Examination Download, View Examinations, Invigilation, Results, Can view live examinations
matilda	Matilda	Test Sets, Examination Download, View Examinations, Invigilation, Results
pete	Pete	Invigilation, Can view live examinations

The Administrator can edit each User's details, or delete them if they are no longer required. There is also an 'Add' option for creating new Users. Note that you **cannot** delete the Administrator account.

When setting up a new User, the Administrator will need to assign them an initial password. The new User can then log in and change their name or password at any time using the 'Change my password' link on the home page.

LIBF User Mod [X]

Username:

Name*:

Password:

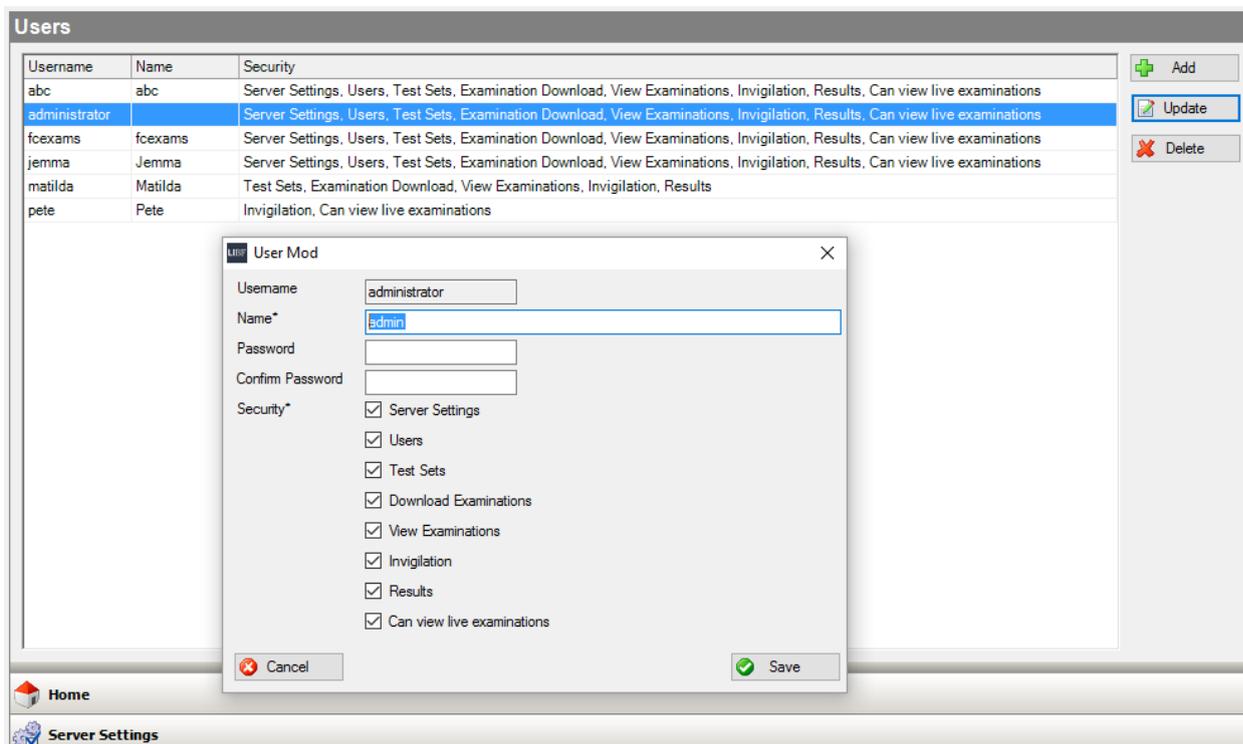
Confirm Password:

Security*

- Server Settings
- Users
- Test Sets
- Download Examinations
- View Examinations
- Invigilation
- Results
- Can view live examinations

2.5.1 Updating a User's details

The 'Update' button allows the Administrator to update details of a User's account, as shown here:



- A User's name can be changed by entering an updated name and selecting 'Save'.
- A User's password can be changed by entering and confirming the new password.
- Users can change their password using the 'Change my password' link on the home page.
- Users cannot change the items they have access to. Such a change can only be made by an Administrator.

2.6 Examination Download

This screen is used to download examinations from our server to yours. To do so, you need to be connected to the internet. Upon entering the Examination Download screen you will see the following:

The screenshot shows a web interface titled "Examination Download". It contains a "Start" button and four dropdown menus for "Qualification*", "Module*", "Examination*", and "Student Group". A "Next >" button is located at the bottom right.

Click the 'Start' button. If communications between your organisation and us have been successful, the dropdown list will display the qualifications that your organisation can download. Use the 'Qualification' dropdown to select the qualification that you wish to download examinations for. The 'Module' dropdown will then display all modules or units available to your organisation for that selected qualification.

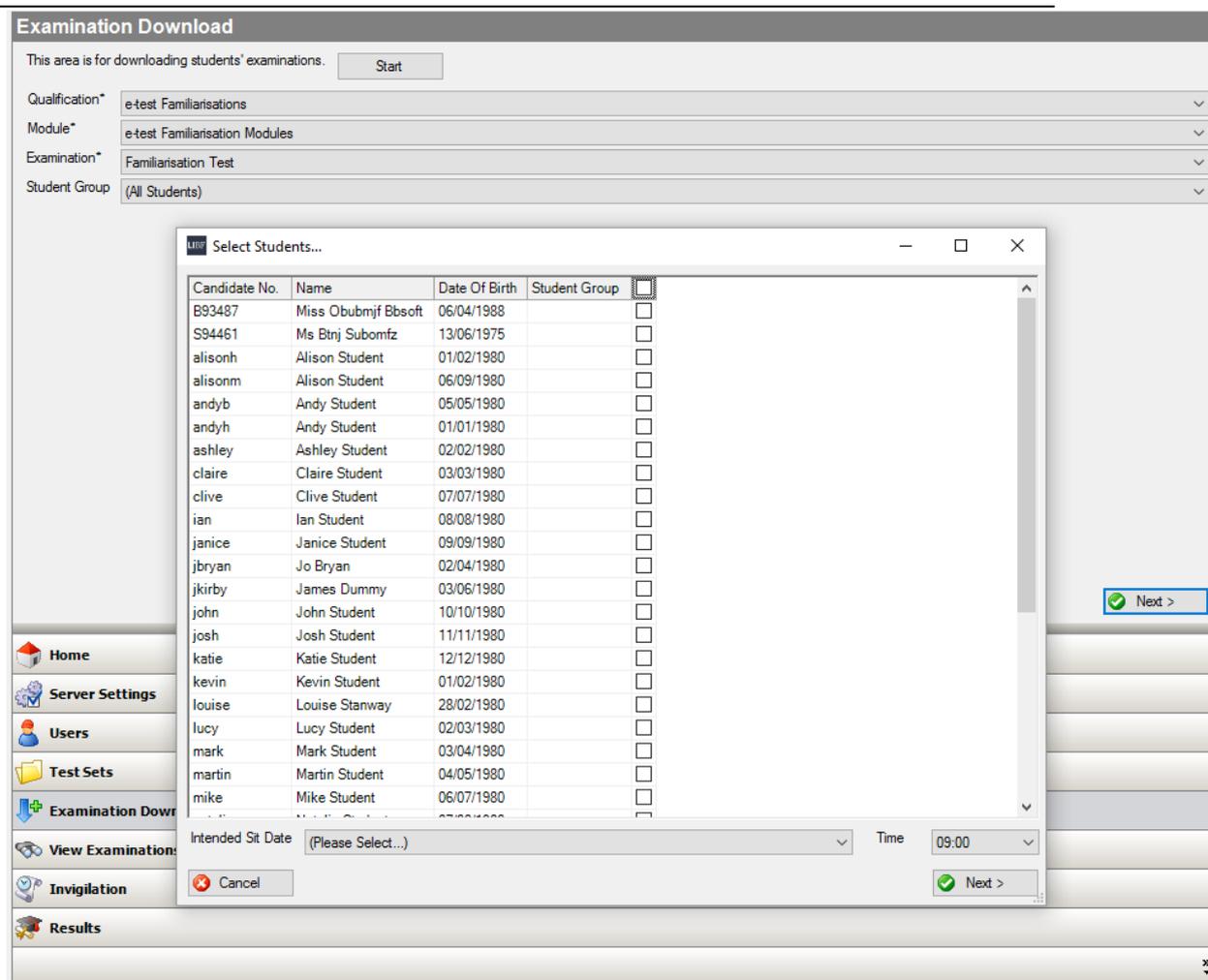
If you have previously registered students for a given unit, but there are examinations missing from this list, please contact us as soon as possible using the contact details on page 3.

After selecting the module, the 'Examination' dropdown will display all examination types available. Choose the relevant examination: either the live examination or one of the specimen examinations. Note that live examinations will only be displayed if a User has access to view live examinations.

Once you have chosen your examination, select the Student Group you wish to sit the examination. If you did not provide us with Student Group information at point of registration, you will not have any options to select in this dropdown.

If you select an examination that states 'SPECIMEN' then this is a practice paper and the result cannot be used towards the final qualification.

Once you are happy with your selection, select the 'Next' button. You will then be shown a list of student examinations that are available to download:



The list comprises the most up-to-date information that we hold.

If a student does not appear in the list, they may not be registered, may have outstanding results that need uploading first, or may have no attempts left. If you are concerned that students who should appear are not in the list, please contact us as soon as possible using the contact details on page 3.

For each student in the list there is a tick box. This tick box is used to specify which students' examinations you wish to download at this time. If you want to download all of the examinations shown, use the tick box in the header of the table to select all. Some examinations may not have a tick box, but will be marked as 'Already Downloaded'. These are students whose examinations have already been downloaded but have not had a result uploaded to us. Even if a student has another attempt to take, no further examinations for the same unit can be downloaded until their results from the previous attempt are uploaded.

At the foot of the table is a box that asks for an intended sit date and time to be selected from a dropdown menu. This is so that we can comply with the Ofqual requirement that expects spot-checks to be undertaken and examinations observed at various organisations. If we plan to observe an examination at your organisation, you will be contacted to confirm your intended sit date and time are correct.

The intended date is only a guide and the Administration System does not enforce it. The examination can still be taken at any time within the Testing Window.

Once you have selected your students and recorded the intended sit date and time, select 'Next'. Your server will contact us and we will create an examination for each student you have selected and download the examinations to your server. The download time will depend on the number of examinations being downloaded and the speed of your internet connection.

Once the process is complete, you will be taken to the 'View Examinations' page. See *Section 2.8: View Examinations*.

2.6.1 Familiarisation and specimen examinations

To give you and your students experience of using LIBF e-test before a live examination, we provide familiarisation and specimen examinations.

The **familiarisation examination** is not subject specific; indeed, the questions are broad in nature (eg 'What is the capital of England?'). The point of this examination is to help you familiarise yourself with the Administration System and your students with the examination interface (the Client). Once the examinations have been completed, the result can be printed and uploaded which helps you practise using these functions. There is only one familiarisation examination available on LIBF e-test and it is accessed via the 'Qualifications' dropdown of the 'Examinations Download' screen. It is available to any student who has been registered to sit a module via LIBF e-test.

Specimen examinations are built using our specimen questions for each examination. A number of specimen examinations are available in the 'Examinations' dropdown of the 'Examinations Download' screen for all modules / units.

We strongly recommend that you use these specimen examinations before embarking on a live examination.

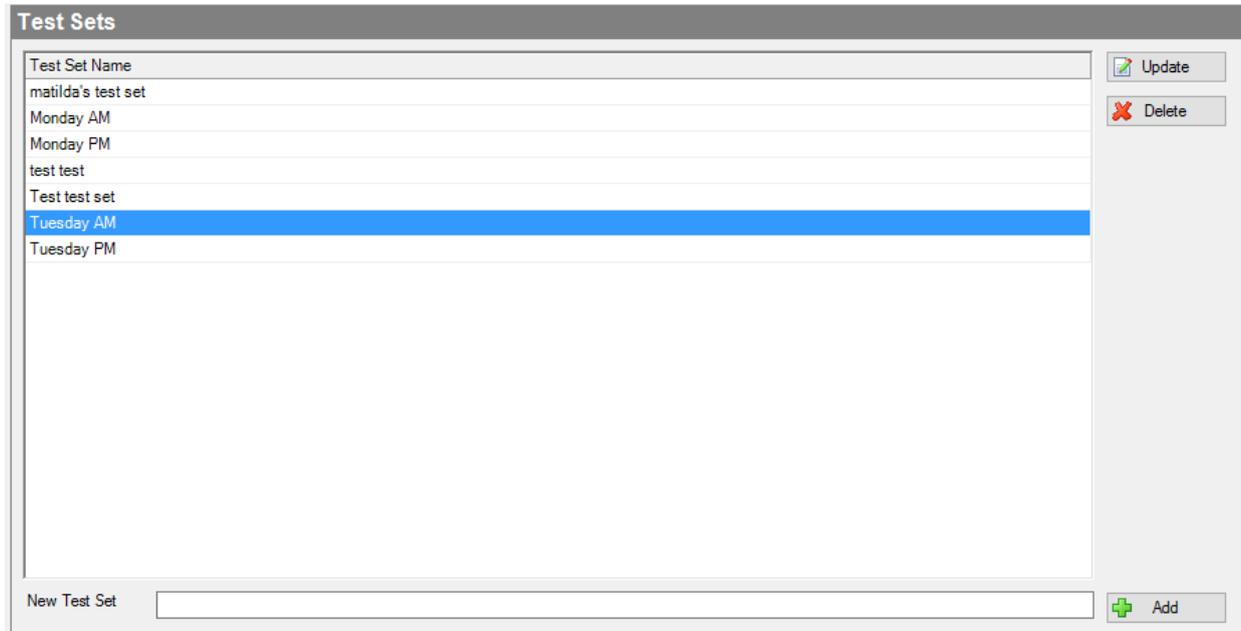
Please note that if you want your students to sit a specimen examination for any module, it needs to be downloaded before the live examination. Once a live examination has been downloaded it is no longer possible to download the specimen papers for that module until the live examination results have been uploaded.

Once you upload a specimen examination result it is removed from your Administration System. If you want to print the results for your records you must use the 'Print results' function in the 'Results' screen before you upload the results. However, once uploaded, you can also see a question-by-question breakdown of your students' performance in specimen examinations by using the 'Tutor analysis summary screen' in **My LIBF**.

2.7 Test Sets

Once examinations are downloaded you can group students together using Test Sets. The grouping can be achieved by any criteria that would help administer the examinations from download through to upload. For example, you could use Test Sets to create a basic scheduling tool – eg Monday AM, Monday PM, Tuesday AM and so on. This does not mean that if a student is placed in that Test Set they have to sit at that specific time; it is merely a way of grouping those students who *plan* to sit at that time. Students can be moved at any time into a different Test Set using the 'View Examinations' screen. See *Section 2.8: View Examinations*.

The 'Test Set' screen is where they are managed and shows all Test Sets created on the system:



Test Sets can be added, edited or deleted by those with access to do so. To edit or delete a Test Set use the 'Update' or 'Delete' buttons. In addition, there is an option to add a new Test Set at the bottom of the screen.

Each Test Set only requires a title. You cannot delete a Test Set that has students attached to it so you would need to move students to a different Test Set first.

2.8 View Examinations

This screen enables you to view downloaded but unused examinations, and to print sitting slips. There are three dropdown lists with which you can limit the examinations you wish to view.

- The first dropdown lists all downloaded examinations.
- The second dropdown lists all Student Groups (only applicable if you set them up upon registration).
- The third dropdown lists all Test Sets.

You also have the option of only viewing the last set of downloaded examinations by ticking the box below the dropdowns. The list shown should match the students you ticked in the previous stage.

Using these options in combination with the 'Search' Button allows you to filter the examinations viewed.

Student No	Name	DOB	Start Date	End Date	Student Group	Test Set	<input type="checkbox"/>
Mortgages Specimen A							
mark	Mark Student		28/08/2014	03/09/2014			<input type="checkbox"/>
neil	Neil Student		28/08/2014	03/09/2014			<input type="checkbox"/>
TEST POM Specimen							
alisonh	Alison Student		21/08/2014	03/09/2014			<input type="checkbox"/>

There are two further functions in the 'View Examinations' screen:

Sitting Slips

This function will generate a 'Sitting Slip' sheet for each selected student. It includes their username and password for logging into LIBF e-test, as well as confirming the examination they are taking. You will need to tick each student that requires a sitting slip. The sitting slips will be displayed in a new browser window, and you can then print them. **Please ensure you print single-sided.**

Each sitting slip will print on a separate sheet of paper, and should be printed before the examinations are due to take place (using single-sided printing). Please do not give students their sitting slips until they are in the examination room. Also ensure that nobody performs any part of the logging-in process on behalf of the students.

Test Sets

You also have the opportunity to allocate the downloaded examinations into Test Sets by ticking any students you want to allocate, selecting a Test Set from the 'Select Test Set' dropdown menu and then selecting 'Set'. If you have not yet created your Test Sets, enter the new Test Set name in the 'New Test Set' box, tick any students that you wish to add to it and select the 'Add & Set' button.

2.9 Invigilation

This screen enables Invigilators to monitor and manage examinations that are in progress.

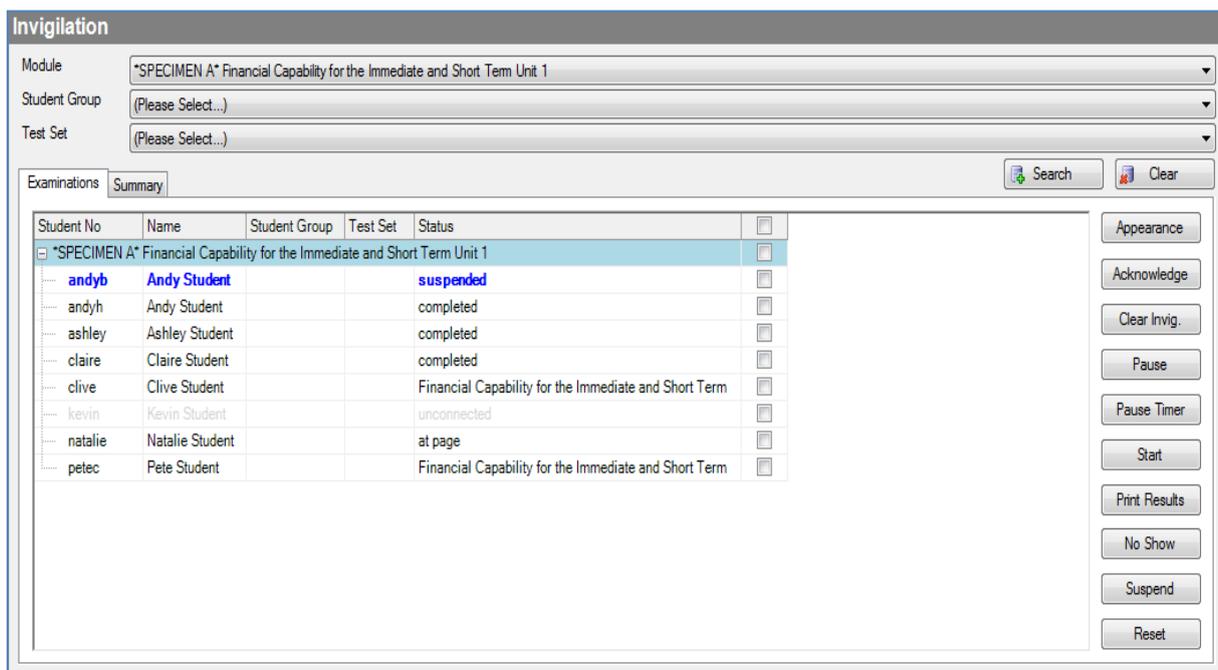
The screen has three dropdown lists with which you can limit the examinations you wish to view.

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- The second dropdown lists all Student Groups (only applicable if you set them up upon registration).
- The third dropdown lists all Test Sets.

Using these options in combination with the ‘Search’ button allows you to filter the examinations viewed.

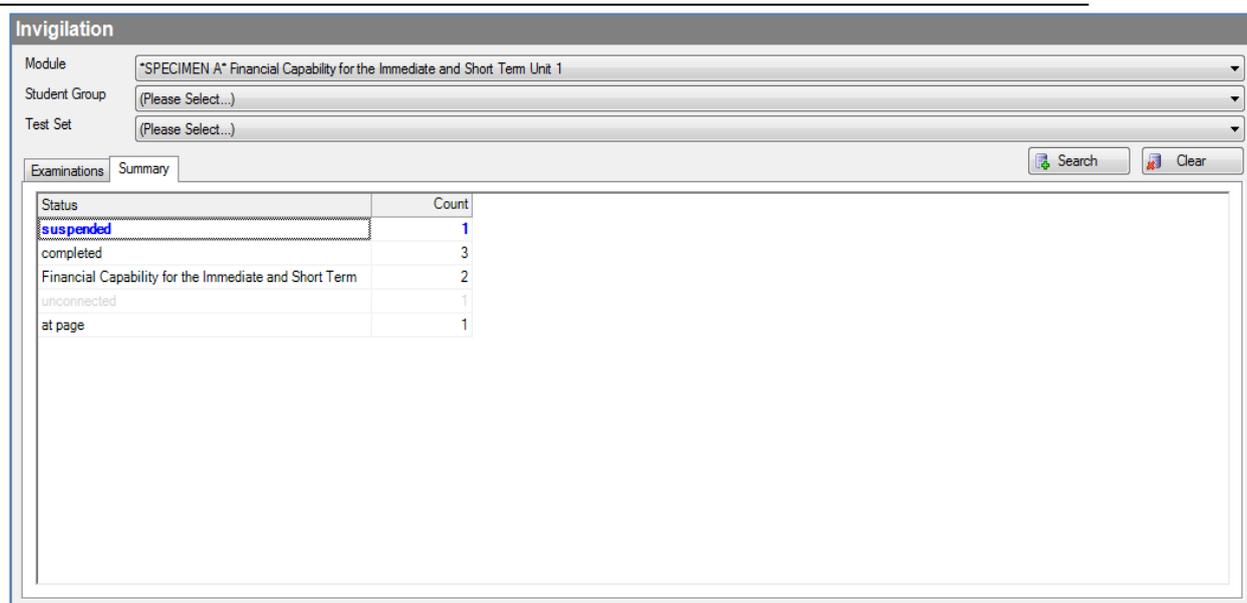
The list shows the details of each examination. It may also show additional information about a student – for example, any Reasonable Adjustments. The list will refresh after any action takes place, ensuring the information shown is up to date.

Below the ‘Test Set’ dropdown menu there are two tabs: ‘Examinations’ and ‘Summary’. ‘Examinations’ is the default view.



In the ‘Examinations’ view, students’ details are displayed in a status column. This column will display different status values during the examination.

The ‘Summary’ view gives a summary of the students’ status by type, as shown in the example above. This view is particularly useful if a large number of students are sitting and the ‘Examinations’ view cannot display every student on the screen without the need to scroll.



The possible examination statuses are as follows:

- **Unconnected** is the initial state of an examination once downloaded. It remains unconnected until a student successfully logs in to the examination. Once logged in, the status changes to reflect the first action of the examination (which is usually an information page, so the status will change to 'At page').
- **At page** shows that a student is viewing an information page.
- **Refusal** is shown if a student selects the 'This isn't me' button when asked to confirm that the details shown on screen are correct. Once an issue has been resolved, examinations highlighted as 'Refusal' can still be accessed and used as normal.
- **Waiting** is shown when a student reaches a special information page that is flagged as a 'Waiting' page, usually between a tutorial and the live examination. When a student gets to such a page they have to wait until you, the Invigilator, confirm they can continue to the live examination. The 'Waiting' page feature is used to synchronise the students so that they all start the live examination at the same time if you wish. When you want to allow student(s) to progress from waiting, you tick the students and use the 'Start' button. Waiting examinations will be displayed in **bold**.
- **xxxx** denotes the name of any timed examination that a student is in the process of taking (either in a live examination or a tutorial).
- **No Show** is shown if a student has not attended their examination and it is known that they will not do so within their Testing Window. Their status can be changed to 'No Show' so that the result can be uploaded to us and a further attempt downloaded if applicable.
- **Call Invigilator** is the electronic equivalent of a student raising their hand. If a student selects this option, they need assistance and their status will change to red on your screen. As an Invigilator you have two options. You can either 'Acknowledge' the message, which flags to the student that you have acknowledged their call, or use the 'Clear Invig.' option if the student no longer needs help.
- **Invigilator acknowledged** is shown when you, the Invigilator, have acknowledged a student's request for assistance.
- **Paused / Paused timer** is shown when you, the Invigilator, have paused a student's examination, with or without pausing the timer as well. To resume their examination, use the 'Start' option.

- **Invalid Access** is displayed if a student navigates away from the examination screen, or an application ‘pop-up’ takes the focus of the computer screen behind the Client screen. When the Client software detects this, it automatically pauses the examination with this status. You can investigate the issue and resume the examination using the ‘Start’ option.
- **Suspended** is displayed when, in the event of a computer failure, any affected examinations have been suspended. The ‘Suspend’ function pauses and saves any selected examinations in the last recorded position so they can be reconnected at a later time, either from the same or a different computer.
- **Completed** is displayed once a student has finished their examination.

Examinations can be monitored using the ‘Status’ column described above and managed using the functions of the ‘Invigilation’ screen. To do this, you need to tick the examinations you wish to affect and then select the option required. Any examinations selected that are not valid for that option will be ignored, for example, attempting to start an unconnected examination.

The Invigilation functions available are:

- **Appearance** If a student requires alterations to their colour scheme and / or font size, you can change these by selecting them and the ‘Appearance’ button. You can alter the text colour (foreground), and the colour of the page (background). You can also alter the font size. An example of how this will look to the student is shown on the ‘Appearance’ screen. To confirm this change to the student’s examination, select the ‘OK’ button. To reset the examination’s appearance back to the original setting, use the ‘Reset’ button within the ‘Appearance’ function.
- **Acknowledge** This acknowledges an Invigilator request from a student. The student will get an ‘Acknowledged’ message informing them that you are on your way.
- **Clear Invig.** Once you have dealt with a ‘Call Invigilator’ request from a student, you can use this function to reset the call. The reset can also be invoked from the student’s computer.
- **Pause** This will pause the selected student’s examination whilst keeping the timer counting down.
- **Pause Timer** This will pause the selected student’s examination and also pause the timer.
- **Start** For any examination shown as ‘Waiting’, selecting this will start the examination. Once you’ve pressed ‘Start’ the student will see an option button to continue with their examination. For any examination that has been paused or is paused due to invalid access, the ‘Start’ button will resume it.
- **Print Results** Once the examinations are complete, you may be able to produce printed results. This will create a document that displays the result for each student ticked in the list.
- **No Show** This should be used to flag any student who did not arrive to take their examination. Please note that a ‘No Show’ result is classed as an attempt. It should only be used if the student in question is **not** going to sit their examination later on within their Testing Window. Please contact us if you have any questions about this.
- **Suspend** This will suspend an examination interrupted by computer failure. If you do not suspend the examination, the student will receive an error message when they try to log back in as the system will think the examination is still in progress.

- **Reset** This should only be used as a **very last resort** when either you need to let a student start again or it appears that, for whatever reason, a student's examination has stopped working. It will reset the examination back to the state it was in just after download, so any answers the student has already given will be lost.

Only one examination can be reset at a time. The reason for using the 'Reset' option must be entered.

2.9.1 Example scenarios

The examples in this section show what happens during an examination when functions are selected by students and the Invigilator.

Standard examination process

(This description is based on a simple examination process. Other examinations, with different processes, might include different steps.)

1. Use the dropdown lists in the 'Invigilation' screen to find the group of students needing invigilation. They should all should have a status of 'Unconnected'.
2. Ensure that all students have the correct sitting slips. The students log in using the details on their printed sitting slips.
3. The status of each student will start changing from 'Unconnected' to 'At page' as they log in.
4. The examinations begin with a tutorial to explain to the students how the system works. Their status will change to indicate they are in the tutorial.
5. As each student finishes the tutorial their status will change to 'Waiting'.
6. Once students are 'Waiting', they can be selected and the 'Start' option chosen, allowing them to progress to the examination. If you wish, students can be kept in the 'Waiting' status until they have all completed the tutorial, thereby ensuring they all start the examination at the same time.
7. As each student starts the live examination their status will change to the name of the examination that they are sitting.
8. As each student finishes their examination, their status changes to 'Completed'.
9. The results of completed examinations can be printed using the 'Print Results' option. This will create a document that can be printed, in a new window.
10. Results can now be uploaded in the 'Results' screen.

Call Invigilator

1. A student uses their 'Call Invigilator' option to attract the attention of the Invigilator. Their examination entry on the 'Invigilation' screen will change to red.
2. The Invigilator uses the 'Acknowledge' function to trigger an update to the student's screen, informing the student that they are aware they need help.
3. The Invigilator assists the student.
4. Once the problem has been resolved, reset or clear the 'Call Invigilator' function on the student's screen or on the 'Invigilation' screen.

Pausing

- | |
|---|
| 1. If it is decided that a student's examination should be paused, the Invigilator selects the student and selects ' Pause ' or ' Pause Timer '. The system will request a reason for the pause. |
| 2. Both pause functions will display a pause page on the student's screen. The student's screen will be locked so they cannot see the examination screen, or continue their examination, until it is restarted by the Invigilator. The time will or will not count down depending on the option used. |
| 3. Once the situation has been resolved, use ' Start ' to continue. |

The scenarios below indicate which functions should be used when certain events or issues occur during an examination.

Individual Client computer failure

- | |
|---|
| 1. If a student's computer crashes, tick their examination and select ' Suspend '. |
| 2. If the Client is unresponsive, there is a key-combination that allows the Client to be closed. Press Control+Alt+Shift+Q (all at once) to display a password box. This is the 'Unlock password' that was recorded when the Client software was installed. The IT technician who installed the Client software will know this password and should give it to the Invigilator before the examination starts. The password is case sensitive. When the correct password is entered, the Client will confirm, then quit. The Invigilator can then reload the Client to resume the examination. If this is unsuccessful, the computer can simply be turned off using the main power button, and then turned back on again. To save time, the student can also be moved to another computer, if available. |
| 3. The student should log in with the same username and password originally provided. If the examination has not been suspended by the Invigilator then the student will not be able to log in. The status of the examination must say 'Suspended' in the 'Invigilation' screen for the login to be successful. |
| 4. The examination will resume at the last saved point before the crash. |

Power cut (including Server)

- | |
|--|
| 1. Once power is restored, and the Server is running, the Invigilator should log back into the Administration System and display the same cohort of students. The system will still think they are partway through their examinations. |
| 2. If the students should resume their examinations from the point at which the power failed, tick all the students who are partway through their examination and select the ' Suspend ' option. All students can now log back in and resume their examination at the point at which the power was lost. |
| 3. If the students need to restart their examinations from the beginning, individually tick each student who is partway through and use the ' Reset ' option. All students can now log back in and restart their examinations.

Please note that the ' Reset ' button will remove all answers from a student's examination |

and reset their examination back to the stage just after download. The student/s will resit the same examination; this function does not select a different question paper. If a student needs to have a new question paper, we need to be informed so that the examinations can be made available for downloading again. Once this has happened, the examination can be downloaded again.

Unresolvable error

There may be an occasion when a student's examination cannot be used or exhibits strange behaviours. If the 'Suspend' or 'Reset' options do not work, the examination is inaccessible. Such a situation might be caused by a malfunction in the systems in your organisation or an interruption of communication between the Server and Client applications during the examination.

To resolve this issue, we must be contacted to reset the examination so that it can be downloaded again (see contact details on page 3). Once you have received confirmation that this has been done, you can use the 'Examination Download' function to download the examination again. A new password for the new examination will be generated and a new sitting slip will need to be printed. The student will be able to log in to start the new examination, which is likely to be a different question paper from the one they were sitting previously.

2.10 Results

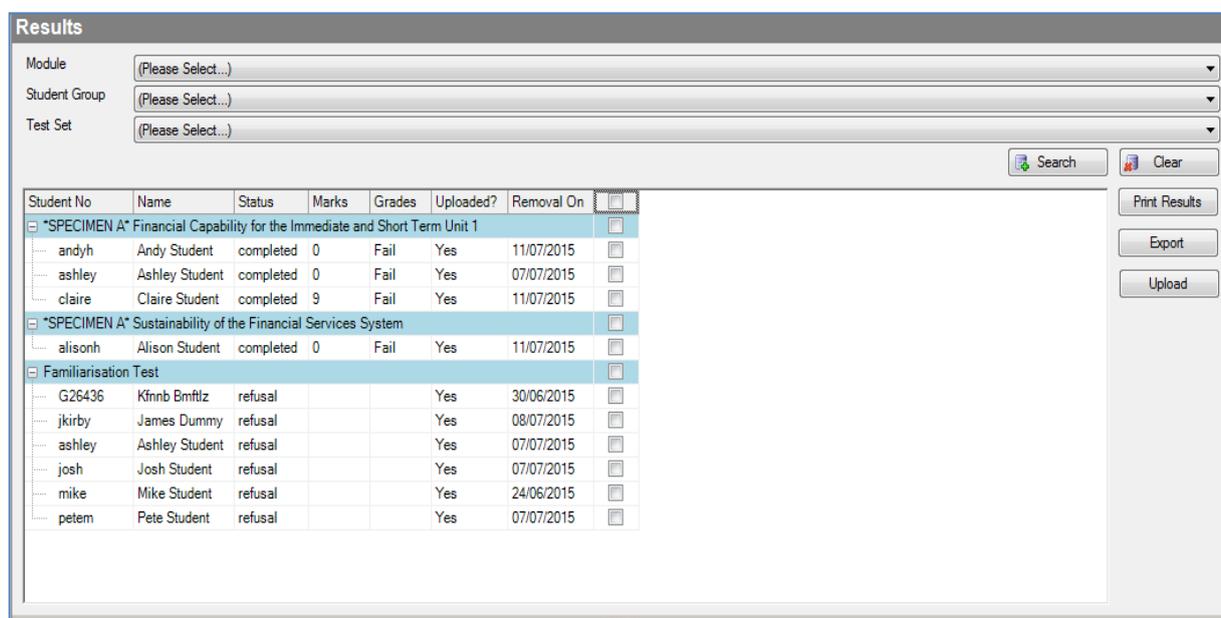
Please do not give students their result in the examination room while other students are still taking their examinations.

The 'Results' screen is where completed examinations are uploaded to us. Please ensure that you are connected to the internet before beginning the process.

This screen has three dropdown lists with which you can limit the examinations you wish to view.

- The first dropdown lists all completed examinations.
- The second dropdown lists all possible Student Groups (only applicable if you set them up upon registration).
- The third dropdown lists all possible Test Sets.

Using these options in combination with the 'Search' Button allows you to filter the examinations viewed.



Most examinations allow you to produce printed results. If you require printed results, please ensure you print them before you upload them because, once uploaded, they are removed from your Administration System and Server.

Use the 'Print Results' button to create a document that will display the student results for every ticked student examination.

You also have the option to export the list as shown on screen. This will create a file in Comma Separated Values (CSV) format which can be imported into spreadsheet applications, such as Microsoft Excel.

To upload the completed examinations, tick the students as necessary. If you wish to upload them all, use the tick box in the header and select the 'Upload' button. The upload process may take a few minutes to complete, so please be patient.

Once uploaded and you have received the 'Upload success' message, the results will be available to view on your secure **My LIBF** pages.

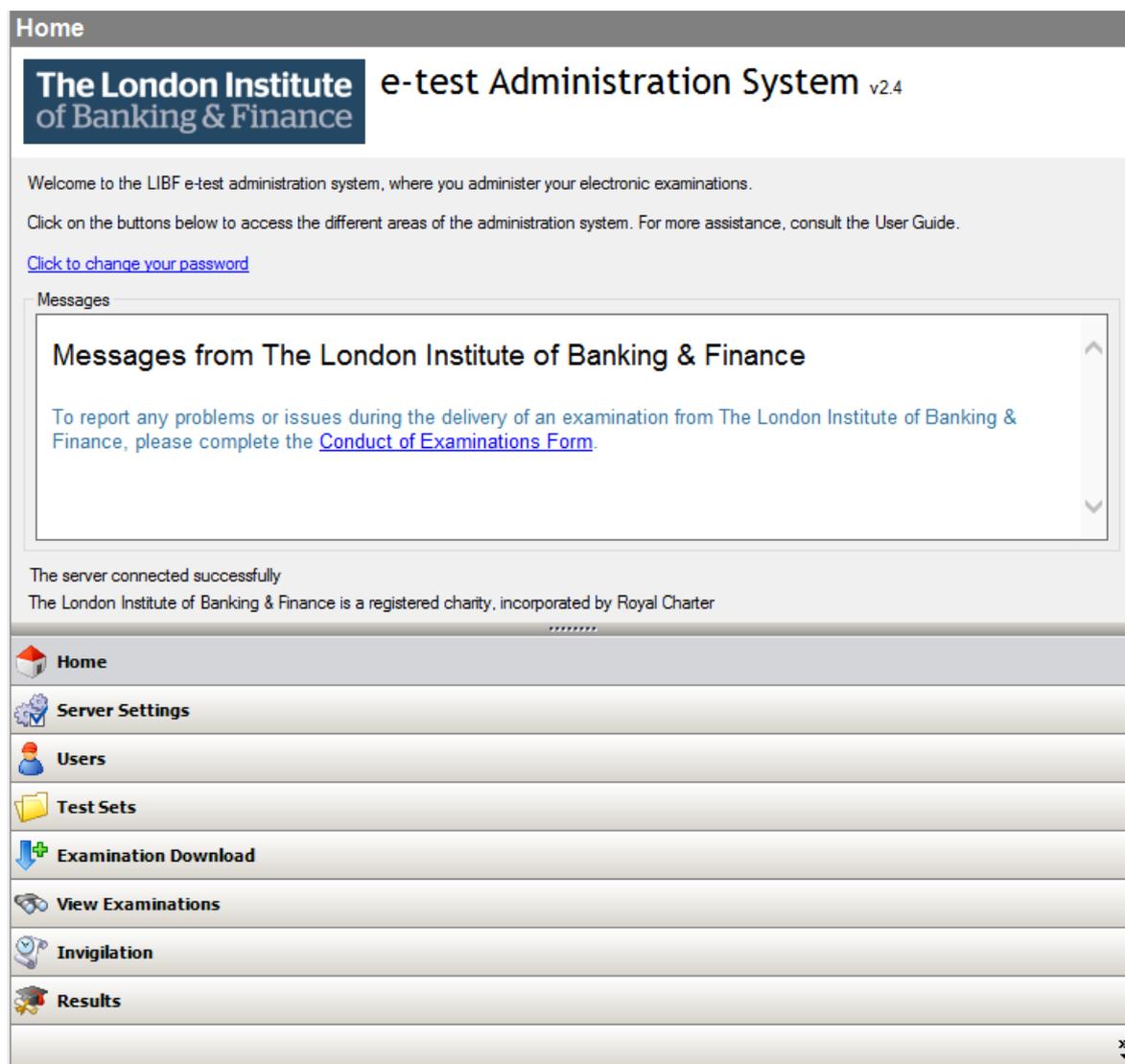
Upon receipt of the 'Upload success' message, the examination/s will be removed from your system. You should therefore ensure that all examination results have been printed (if required) before uploading the completed examinations.

Please note that if you do not upload your results straight away, they will be automatically uploaded overnight. This is to ensure we get results back so that: marks can be displayed in **My LIBF**; results are removed from your Server, freeing up disk space; examinations are kept on your Server for as little time as possible, minimising the chance of data loss; resit examinations can be downloaded if required.

Once automatically uploaded, results will remain in the 'Results' screen for one week after an examination is due to expire, so that you can print them off if required. The date they will be removed is shown on screen. If you wish to tidy these up yourself, tick each result and use the 'Upload' button. This will not duplicate the result to us, but will remove them from your system.

2.11 Conduct of Examination form

You will find a Conduct of Examination form on the home page of the Administration System:



A Conduct of Examination form must be completed and submitted to us in the event of:

- technical or environmental issues;
- student misconduct (the student also needs to sign the form); or
- a student complaint (the student also needs to sign the form).

On receipt of your completed form, we will review the situation and contact you concerning any action to be taken.

3 Using the Client System

The Client system is the application that students use to take their examination. This section describes how it is used.

3.1 Logging in to the Client

When students are taking their examinations, their computers need to be secured. Students must not be able to use the features of the computer to gain an unfair advantage, for example by using the internet, or by the computer being controlled remotely.

We strongly recommend that students do **not** log in to the Client computer using their usual Windows account. You should be provided, by your IT team, with a restricted Windows account for use by all students taking an examination.

If the installation procedure was completed successfully, there will be an icon on the desktop labelled 'LIBF e-test Client'. Double-click this icon to launch the program and display the login screen (shown below).

Ideally you should complete the following actions before the students enter the examination room:

- turn on each student's computer;
- log in with the restricted Windows account, as described above;
- ensure no software is running (there should be no applications running at all);
- launch the LIBF e-test Client program.



The London Institute of Banking & Finance

LIBF e-test

Using the username and password provided by your invigilator, please log in.

Username:

Password:

Login Quit

The London Institute of Banking & Finance is a registered charity, incorporated by Royal Charter.

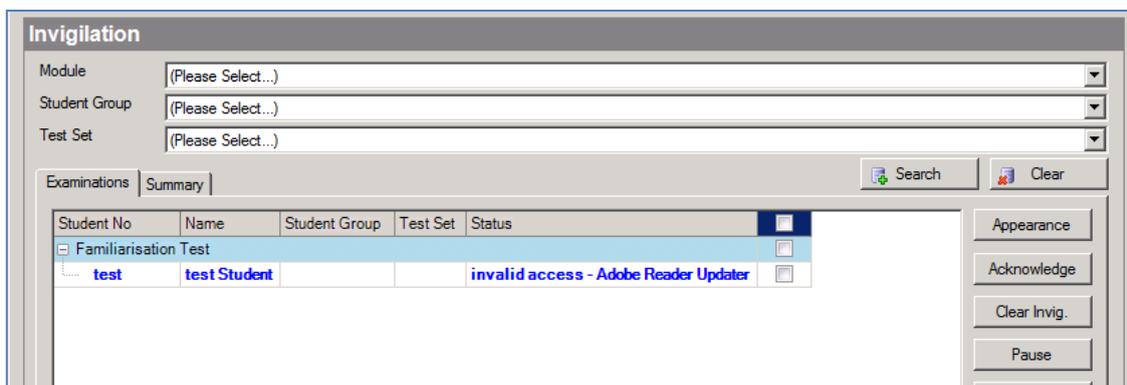
When loading the Client application for your students to sit an examination, you may find it displays a very basic default login page that states “This is the default login screen. Please update your system to update this to the newest version”. It can sometimes happen following an update to the LIBF e-test system performed by your IT technicians. When you next download any examination (familiarisation, specimen or live), the login page will return back to normal.

Alternatively, you can ask your IT technicians to update it for you using the ‘Server Settings’ area of the Administration System.

Once the login page is shown, the computer is locked. The usual Windows hot-keys are disabled, such as Windows keys, Alt+Tab, etc. The window is a full screen, which cannot be closed or minimised. If something goes wrong when loading the Client, there is a ‘Quit’ button that will close it down.

If a student successfully manages to switch out of the Client in order to use other features of the computer, such as accessing the internet, the Administration System will detect this and pause their examination. This will be flagged as ‘Invalid access’ on the Invigilator’s screen so they can investigate the issue.

Alternatively, if an application tries to take focus from the Client screen while an examination is in progress, either via an automatic application / system notification, the Administration System will pause the examination and flag it as ‘Invalid access’. The Invigilator can then investigate the issue. To resume the examination, the student will need to click on the Client screen to regain focus, and then the Invigilator will need to highlight the student and click the ‘Start’ button. Please note the timer is not paused when an examination is automatically paused in this way. **It is therefore very important that your IT team are aware that no automated updates to student computers should be scheduled when an examination is underway.**



Each student is provided with a sitting slip containing their student number, name, date of birth, username and password, as well as the name of the examination they are due to sit. The password will be a random series of letters only; it will not contain numbers or symbols. If a student enters their username or password incorrectly, they will get an error message. They will also get an error message if they attempt to log in to an examination that is currently in progress, has been completed, or has run out of time. If a student appears to be using the correct username and password, yet is unable to log in, please contact us (see contact details on page 3).

Please note that students must log into their examination themselves as they need to verify their identity as part of the login process. Members of staff can help students with their sitting slips to ensure they enter their login details correctly, but must not log in on a student's behalf. If a student has difficulty reading the username and password information on their sitting slip, please contact us as we can configure the font and size differently as needed. This will then be applied to any sitting slips generated from any subsequent examination downloads.

Once a student logs in successfully, they will be shown the first step of the examination, which will be an introduction page.

Some students' screens may have a different colour scheme or font size to the other students. This is the result of a request for such a set-up having been submitted to us when the student was registered. If a student cannot use LIBF e-test due to the colour scheme or font size, the Invigilator can alter the text colour, page colour and font size using the 'Appearance' function in the 'Invigilation' screen. *See Section 2.9: Invigilation.*

Please note that the appearance you set for an examination using the 'Appearance' function will not be remembered for any subsequent examinations taken by the same student. To ensure a student has the correct colour scheme and font-size, please contact us using the details from page 3 and we can set it up for you as a 'reasonable adjustment'. We also have a greater degree of control over the visual appearance for an examination, so please discuss your students' specific needs with us.

One feature of the Windows interface that cannot be controlled by us, due to limitations in the operating system, is the size of the scrollbars. For instructions on how to change the size of the scrollbars for individual students please see *Section 3.4: Adjusting Scrollbar Sizes.*

3.2 Information pages

Information pages display information to students between the stages of their examination. These are not timed and will usually show personalised information to a student. Colour schemes and text displayed can vary between examinations. An example of an information page is shown below.

The screenshot shows a web interface for 'The London Institute of Banking & Finance'. The page title is 'LIBF e-test'. The user is identified as 'ifstester a Student' for a 'Familiarisation Test'. A table displays the following details:

ifs username	ifstester
Name	a Student
Date Of Birth	
Gender	
Unit title	Familiarisation Test

Below the table, there are instructions: 'Please check the details below to confirm that they are correct.', 'If you are not the person above then select the 'This isn't me' button below.', and 'If the details above are correct, use the 'Next' button below.' At the bottom, there are three buttons: 'Next (N)', 'Call Invigilator (C)', and 'This isn't me (T)'.

An information page has one or two options for students to select. There will always be an option to continue: 'Next [Page]', 'Start Tutorial', 'Start Exam' or 'Finish Examination'. The 'Finish Examination' button will display on the last stage of an examination, and will complete a student's examination, exit the Client, and take them back to Windows. Please note that if this button is not pressed within 10 seconds of display, the system will automatically action that button.

Additionally, on the first information page, there may be a button that enables the student to quit the examination before starting it. This could occur if sitting slips have been muddled and the student is not able to confirm the details shown on screen are correct.

3.3 Examinations

A tutorial might not be timed, but for a live examination the timer will appear and begin its countdown. The timer will change colour as students near the end of the examination time. If a student runs out of time, a message will tell them they have run out of time and they will be forced to finish their examination. Their answers will have been saved.



The screenshot displays the LIBF e-test interface. At the top left, the logo for 'The London Institute of Banking & Finance' is visible. To its right, the user's name 'ifskevin Kevin Student' and the exam title '*SPECIMEN A* Financial Capability for the Immediate and Short Te' are shown. A red timer in the top right corner indicates '00:00:13'. Below the header, the text 'LIBF e-test' is displayed. The main content area shows 'Question 1 of 35' and the question: 'Which of the following is a function of money?'. Below the question, it says 'A means of:' followed by four radio button options: 'ensuring stability of value.', 'exchange.', 'guaranteeing credit.', and 'improving a person's credit rating.'. The first option is currently selected, indicated by a dotted border around the radio button. Below the options is a checkbox labeled 'Come back and review this answer later (W)'. At the bottom left of the question area, there is a 'Calculator' link. At the very bottom of the interface, there are four buttons: 'Back (B)', 'Next (N)', 'Review (R)', and 'Call Invigilator (C)'.

When answering questions, students can use the mouse or keyboard to select the required option. The arrow keys move the answer selection up and down. Initially the first answer has the 'focus' (the Windows dotted box around the option), but is not selected. If the student wishes to choose the first answer, they can press the space bar to select that option.

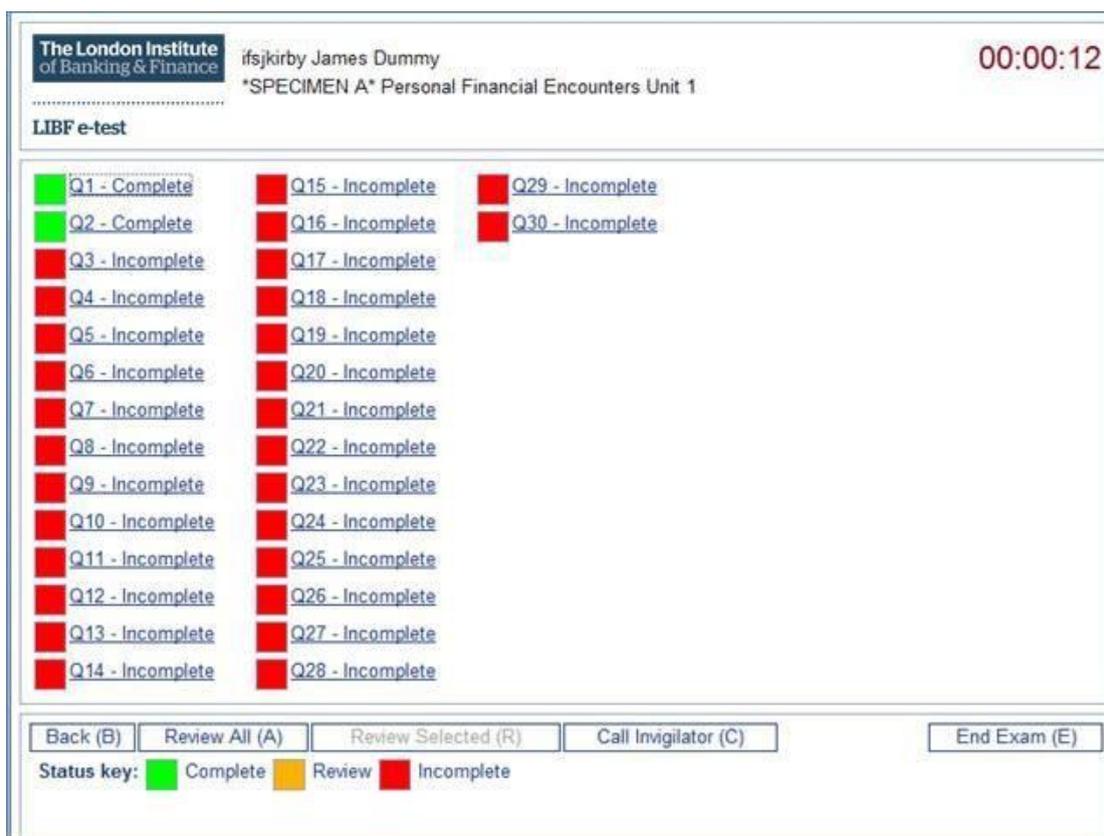
Several buttons can be navigated using the keyboard. The buttons at the foot of the screen and the review tick box have a letter shown in brackets. Pressing the associated letter on the keyboard activates that option.

- The 'Next' and 'Back' buttons move forwards and backwards between the questions of the examination. The 'Next' button on the last question of an examination will display the 'Review' screen.
- The 'Review' button will show the 'Review Screen', which lists all questions and their current status.

- The 'Call Invigilator' button, once pressed, will indicate on the Invigilator's screen that assistance is required. If selected, the 'Call Invigilator' button will change to 'Reset Call Invigilator', which, when selected, will remove the flag.
- The 'End Examination' button will enable the student to finish their examination even if they still have more time.

Each question can be flagged for review. Students can use this facility if they are not sure of an answer and wish to come back to the question later. Questions flagged in this way are highlighted in the 'Review Screen'.

The 'Review Screen' lists all questions and a status against each question:



The possible status values are:

Status	Meaning
Incomplete	The question is wholly or partially unanswered.
Complete	The question is wholly answered.
Review	The review tick box has been ticked for this question.
Error	An invalid answer has been made, for example, choosing 6 answers when only 5 are required.

The 'Back' button on the 'Review Screen' returns the student to the point they were in the examination when they selected the 'Review Screen' option.

The 'Review All' button will return them to question 1 so that they may review all questions again.

The 'Review Selected' button will only be available if questions have been selected for review. Only those questions selected for review will be shown.

To navigate directly to a question, students should click on the question hyperlink in the list.

The 'Review Screen' can be navigated using the keyboard. The tab key will move between the question links and the buttons. The space bar will activate a question link and the buttons are activated by pressing the letter shown in brackets.

Please note that not all of the buttons described above are available on all screens for all examinations.

4 Frequently Asked Questions

Q. I have a query regarding LIBF e-test. Who should I contact?

A. Our LIBF e-test Customer Support team is available by telephone on 01227 828234, Monday to Friday (excluding bank holidays) between 8.30am and 5.30pm. Emails sent to fcexams@libf.ac.uk will be responded to as soon as possible.

Q. I have lost my login details for LIBF e-test. What should I do now?

A. Login details for LIBF e-test are created by your organisation's LIBF e-test Administrator. If you have forgotten your login details please contact them in the first instance (see *Section 2.2: Logging in*).

If the Administrator login details are lost you will need to contact us on 01227 828234.

Q. Where can I find details of my organisation's Serial Number and Key?

A. These details can be found in the 'Centre Status' section of the 'My details' page on www.mylibf.com.

Q. Are specimen examinations available through LIBF e-test?

A. Yes. Familiarisation and several specimen examinations are provided for each module/unit to give you and your students some experience of using LIBF e-test before a live examination (see *Section 2.6.1: Familiarisation and specimen examinations*).

Q. I cannot find the result of a recent specimen examination. Where is it?

A. If you have not uploaded the results, you will find them in the 'Results' screen of LIBF e-test awaiting upload (see *Section 2.10: Results*).

Once you upload a specimen examination result it is removed from your Administration System. If you want to print the results for your records you must use the 'Print results' function in the 'Results' screen before uploading the results.

Once uploaded, you can view a question-by-question breakdown of your students' performance in the 'Tutor analysis summary screen' in **MyLIBF**.

Q. How do I request a different font size or colour, or extra time, for a student with additional requirements?

A. Reasonable Adjustments for LIBF e-test include extra time, different font sizes and colour schemes. Adjustments to the text colour, page colour and font size can be made by the Invigilator during an examination. Such adjustments will only apply to that particular examination and any subsequent examinations for that student will have the standard appearance.

Ideally, students requiring Reasonable Adjustments to their examinations should be flagged to us at the time of registration. If an examination is downloaded for a student before we are notified of the Reasonable Adjustment request, the examination will not be delivered as required. If the adjustments required are for the appearance of the screen, the Invigilator will be able to configure the appearance at the examination time. **Reasonable Adjustments to time cannot be made by the Invigilator.**

Details of any Reasonable Adjustments applied to a student's examination are displayed in the 'View Examination' and 'Invigilation' screens of the Administration System.

Q. I have registered a student but cannot find their examination to download in LIBF e-test. Why is this?

A. There could be a number of reasons. Please check the 'Results' screen of the LIBF e-test Administration System to establish if the student has any outstanding results that need uploading. If the result for a student's first attempt has not been uploaded you cannot download a second examination.

Some qualifications do not automatically register students for a second attempt if they pass their first attempt. This may be the reason you are not seeing the students in the download list.

If you did not indicate on the registration form that your students are to be examined via LIBF e-test they will not appear in the Examination Download screen. Please contact our LIBF e-test Customer Support team on 01227 828234 to switch your students to LIBF e-test sittings.

If you are still unable to download an examination for a student please contact our LIBF e-test Operations team (01227 828234) or fcexams@libf.ac.uk.

Q. Why does LIBF e-test ask me to enter an intended sit date and time when downloading examinations?

A. This is so we can comply with the Ofqual requirement that expects 'spot checks' to be undertaken and examinations observed at various organisations. We therefore need to know your intended sit date and time so that this observation can be organised if required. If you are unable to run the examination on the intended sit date you can run the examination on any date and time within the Testing Window (see *Section 2.6: Examination Download*).

Q. What is a Test Set?

A. Downloaded examinations can be grouped into Test Sets. Students can be grouped by any criteria that will help administer the examinations, from download through to upload (see *Section 2.7: Test Sets*).

Q. My students have been registered to sit their examination via LIBF e-test but I now want them to sit paper-based examinations instead. What do I need to do?

A. You must notify us immediately if you wish to change your students' examination delivery mode. All attempts at any one unit must be examined in the same way. For example, if a first attempt of CPF2 Unit 1 is examined via LIBF e-test all further attempts at that unit must also be examined via LIBF e-test. Ideally you will examine a whole qualification in the same way but if you are unable to use LIBF e-test throughout the course of the qualification, please contact us as soon as possible to discuss your options.

Q. I am invigilating an examination – is there anything I need to take into the examination room with me?

A. Yes – you will need to take the students' sitting slips and distribute them in the examination room. You should also ensure that you have the 'unlock password' that was created when installing the Client software. This is because, should a student's computer become unresponsive, there is a key-combination that allows the Client to be closed. Pressing Control+Alt+Shift+Q all at once will display a password box and this is when the password is needed. The password is case sensitive and when it is correctly entered, the Client software will confirm and quit.

Q. When loading the Client application, it displays a basic login page that states “This is the default login screen. Please update your system to update this to the newest version”. What is this and how do I resolve it?

A. This can sometimes happen following an update to the LIBF e-test system performed by your IT technicians. When you next download any examination (familiarisation, specimen or live), the login page will return back to normal.

Alternatively, you can ask your IT technicians to update it for you using the ‘Server Settings’ screen in the Administration System.

Q. One of our students is partway through their examination and their computer screen has crashed, leaving a white screen. What should we do?

A. If you are able to suspend the examination via the ‘Invigilation’ screen, please do this immediately as it will save the progress made so far. The student should then be able to log in to a different computer with the original login details and continue the examination from where it was saved.

If you are unable to suspend the examination, or the student is unable to log in at a different computer, please ask a member of your IT support team to contact us as soon as possible.

Q. One of my students’ results isn’t showing in the ‘Results’ screen. Why is this?

A. There has been a technical issue with this result. Please contact our LIBF e-test Operations team on 01227 828234 for advice.