User Guide for
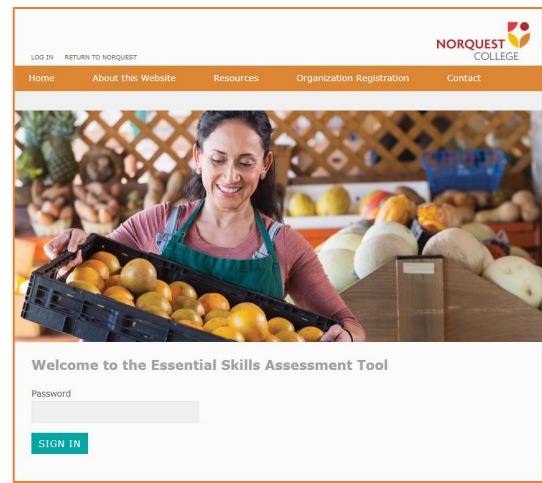# Organizations

May 2019

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Welcome to the essential skills web application

This web application offers essential skills assessments for newcomers to Canada.

It is designed to:

a) Test reading, document use, numeracy, listening and writing skills at CLB levels ≈ 3-7.

b) Provide your test administrators the option of assigning the assessments your clients receive.

c) Provide instructions in multiple languages: English, French, Amharic, Arabic, Somali and Tigrinya.

d) Provide assessment results as soon as tests are completed.

e) Be used with an unlimited number of clients.

Reading, document use, numeracy, listening and two of the four writing skills assessments are multiple-choice, and computer scored. The other two writing skills assessments are task-based and human-scored.

To use this website, your organization must first register. Once registered, you can sign up test administrators who then sign up clients. You can sign up as many test administrators as you need.

This user guide explains how to use the web application.

Minimum computer requirements

This web application can be used on a wide range of devices including personal computers, laptops, notebooks and tablets. Smartphones cannot be used because their screens are too small to display the questions properly.

Devices should have a strong connection to the Internet. People who try to take tests on a wireless network sometimes have problems. Their connection may be too weak for everything to work properly.

The online version includes a listening skill assessment that requires the use of head phones and the Chrome web browser.

Terms of use agreement

Each time you log in, you will be asked to agree to the web application's terms of use. Only organizations and test administrators see this message; clients do not.

It states:

- Organizations can only use the passwords assigned to them for the clients they serve. They cannot provide passwords to other organizations.

- Organizations cannot charge clients fees of any kind to use the web application.

- Organizations cannot use test results as the only source of information to determine a client's suitability for academic or employment opportunities.

Only those who agree to the terms have access to the web application.

Information about the assessments

The web application tests five essential skills – reading, document use, numeracy, listening and writing skills. Each skill is assessed separately, and test administrators can select which assessments clients receive.

Most assessments feature multiple-choice questions from a variety of academic, home and workplace-based contexts. Clients can take assessments as many times as they like, but no less than 30 days between testing, so they have adequate time for skill development. Assessment questions are drawn from a large bank of questions, so they will vary from assessment to assessment. It's unlikely that your clients will get the same assessment twice.

The reading, document use and listen skill assessments use adaptive algorithms, which means the website automatically presents easier or harder questions, depending on how well the client is performing during the assessment. This is not the case for the numeracy assessment.

There are four writing assessment versions:

1. A multiple-choice computer scored version that assesses grammar, capitalization, word choice, vocabulary and word order and sentence structure at essential skills level 1.

2. A multiple-choice computer scored version that assesses grammar, capitalization, word choice, vocabulary and word order and sentence structure at essential skills level 2.

3. A human-scored task-based assessment that assesses general writing skills at essential skills level 1.

4. A human-scored task-based assessment that assesses general writing skills at essential skills level 2.

Test administrators select which version to assign to clients.

The number of questions, complexity range and average completion times for each assessment are:

Assessment	# of Questions	Range of Difficulty	Expected completion times
Reading	15	CLB level ≈ 3-7	30 minutes
Document Use	15	CLB level ≈ 3-7	30 minutes
Numeracy	20	CLB level ≈ 3-7	30 minutes
Listening Skills	9	CLB level ≈ 3-7	15 minutes
Writing: Multiple-choice ES level 1	25	CLB level ≈ 3-5	15 minutes
Writing: Multiple-choice ES level 2	25	CLB level ≈ 6-7	20 minutes
Task-based ES level 1	2	CLB level ≈ 3-5	15 minutes
Task-based ES level 2	2	CLB level ≈ 6-7	15 minutes

Clients can complete an assessment in sections; they don't have to do it all at once.

Assessments have a timer that automatically ends the testing session after the time has expired. Unanswered questions are marked as incorrect.
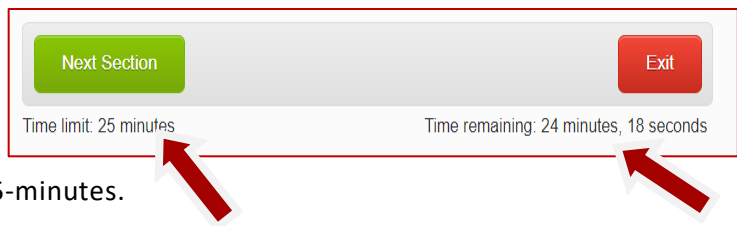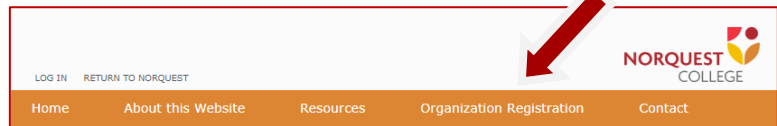
The timer for most assessments is set to 25-minutes.

See **Appendix 1 – Sample multiple-choice question**.

See **Appendix 2 – Sample task-based writing question**.

How to register

Step 1 – Go to https://newcomer.essentialskillsgroup.com

Step 2 – Click the **ORGANIZATION REGISTRATION** link on the navigation bar.

Step 3 – Complete the registration form and click the **SUBMIT** button.

Step 4 – You will receive an email from NorQuest College confirming your registration. The email will also provide a password you'll need to log into the website that is unique to your organization. Retain it for ongoing access to the website.

How to log in

Step 1 – Go to https://newcomer.essentialskillsgroup.com

Step 2 – Enter your assigned password and click **SIGN IN.**

Step 3 – A new homepage loads. It has buttons on the navigation bar that allow you to:

- Add test adminstrators.
- View and edit your test adminstrators.
- Generate client passwords.

Home	Add Test Administrator	Test Administrators	Client IDs

Home

From here you may take the following actions:

- Add a test administrator
- Manage test administrators
- Manage Client IDs
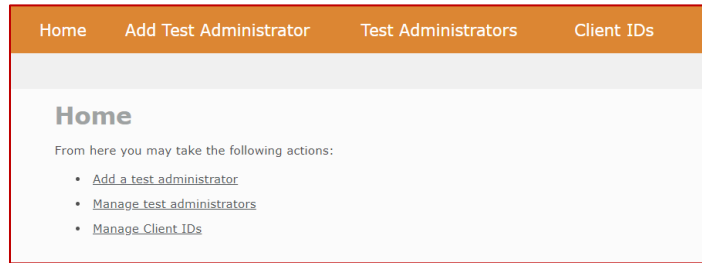
How to add test administrators

The web application allows you, as an organization, to add test administrators.

There are two types of test administrators

- Those who have full access – These test administrators can set up and manage cohorts, add clients, choose their assessments and see and print their test results their test results.
- Those with read only access - These test administrators can only see and print test results.

You determine whether test administrators have full or read-only access when you register them

Here is the registration process:

Step 1 – Click the **Add Test Administrator** tab.**Step 2** – Complete the form. Create a unique password for each test administrator.

Step 3 – Click the Read-only access button if you only want the test administrator to view and print client results.

Step 4 – Click the Submit button

Three things happen:

1. An email with the login information is sent to the test administrator you registered.
2. The test administrator's information will now appear on the **View Test Administrators** tab**.**
3. The test administrator can now log in and register clients.

Add Test Administrator

First Name

Last Name

Email
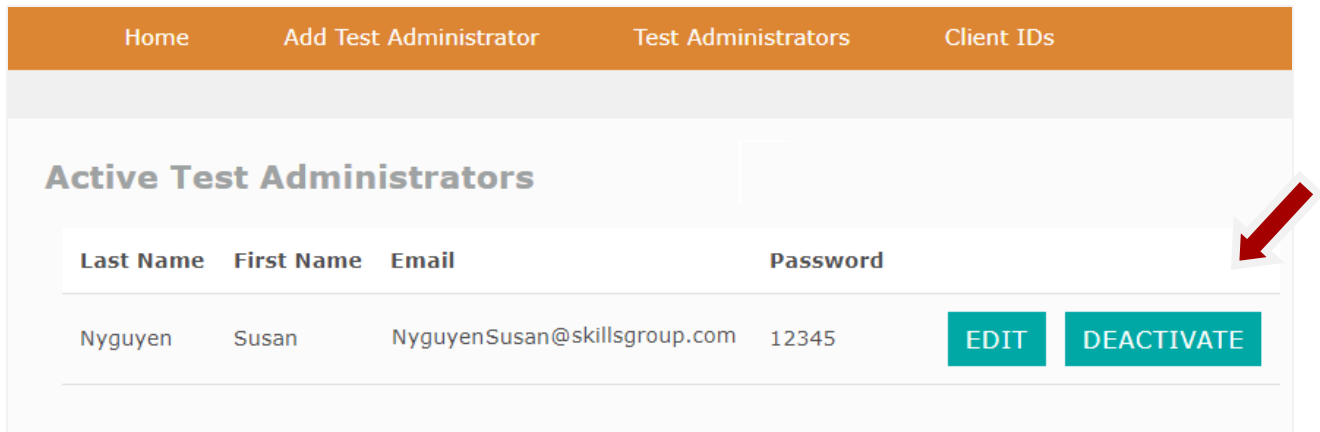
Password

Read-only Access

SUBMIT

How to view and edit test administrators

Step 1 – Click the **Test Administrator** tab.

Step 2 – To edit a test administrator, click **Edit** by the person's name.

Step 3 – To delete a test administrator, click the **Delete** button. A message will appear, asking if you are sure you want to delete this trainer. Click **OK** to permanently delete them.

Note: Deleting test administrators will also delete the records of the clients they registered.


How to generate client IDs

All clients who uses this web application must have a unique Client ID. It serves as their password. Because the web application does not collect names, the organization needs to keep track of which client gets which Client ID (e.g. the administrator). This is your only record.

You can generate Client IDs using this three-step process:

Step 1 – Click the **Client IDs** tab.

Step 2 – Click the **GENERATE CLIENT IDS** button. Select the number of Client IDs you wish to generate using the dropdown box. When the test administrators log in, they'll see these passwords. They choose one for each client.
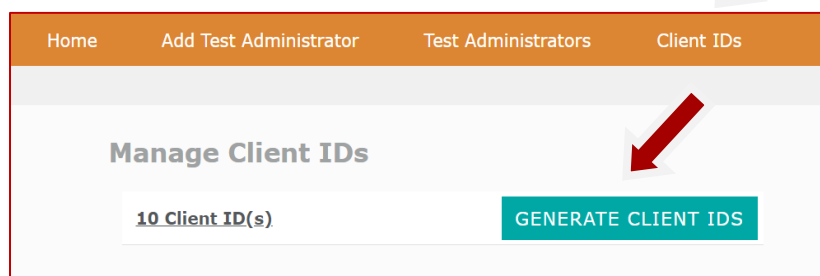
Step 3 – (Optional) Click the details link for additional details about the codes used by your organization.

The following information is displayed:

- The client's ID number

- The status of the Client ID (Active or not);

- Whether the ID Code is assigned a task based (human scored) assessment;

- Whether the code has been assigned to a client;

- The name of the test administrator who assigned the code

- The cohort the client is assigned to.

- The client's closest CLB level

- The date the Client ID was created

Click the edit button beside the client name to edit their status.

You can edit:

1. Status

2. Test administrator

3. Cohort

4. Closest CLB level

Step 4 – (Optional) Download the CSV file with the passwords and save it to your computer. You can choose to keep a log of which clients are assigned to which passwords.

Appendix 1 – Sample multiple-choice question

This is how most assessment questions are structured. Below is a document use question.

- Each assessment is divided into sections. That information is at the top of the page (e.g. 'Section 1 of 4'). It also tells you how many questions there are in that section (e.g. 'Question 1 of 7'). This helps you know what's ahead.

- At the end of each section, your answers are automatically saved. Until then, you can go back and change an answer using the buttons on the bottom of the page (**Previous Question**, **Next Question**).

- Each question begins with basic instructions (e.g. 'Look at the line graph and answer the questions'). These instructions are provided in the language of your choice – English, French, Amharic, Arabic, Somali and Tigrinya. For example, in Tigrinya, this statement would read: ነዚ ናይ ምርመራ ሓቤሬታ ምስ አንበቡካ ነቲ ዝቅጽል ሕቶ መልሶ፡፡

Section 1 of 4 - Question 1 of 7   Instructions

Look at the line graph and answer the question.

LOST-TIME INJURY RATE

Which year had the highest number of injuries?

- 2009
- 2010
- 2011
- 2012

Previous Question   Next Question   Exit

- The rest of the question and the answer choices are in English.

- It may be helpful to read the question first (e.g. 'Which year had the highest number of injuries?') and then read the information that contains the answer (e.g. 'Lost-Time Injury Rate graph').

- To select an answer from the four options provided, click the circle next to it. Then click **Next Question**.

- If you click the **Exit** button before you finish a section, your answers for that portion of the assessment will not be saved. So, if you need to take a break, it's a good idea to wait until you complete a full section.

Appendix 2 – Sample task-based writing question

Two of the four writing assessments are not multiple-choice. They are task-based. Rather than answering questions by selecting one of four answer options, clients describe a picture or write an email.

Clients are assigned the task-based writing assessment when they are registered by test administrators. By default, two sets of writing assessments are assigned based on the clients closest corresponding CLB level. Clients at CLB levels 1 – 4 are assigned the multiple-choice ES level 1 assessment and the task-based ES level 1 assessment. Clients above CLB level 4 are assigned the multiple-choice ES level 2 assessment and the task-based ES level 2 assessment. These default selections can be over ridden by test administrators clicking the button beside each test type.

Closest Corresponding CLB Level

CLB 3

Online Assessment Option
- ☑ Writing Multiple Choice: ES Level 1
- ☐ Writing Multiple Choice: ES Level 2
- ☑ Writing Task-based: ES Level 1
- ☐ Writing Task-based: ES Level 2

Each task-based question requires clients to complete two writing tasks such as describing a picture or writing an email.

Instructions for each question are provided at the top of the question. Clients use their keyboard to enter their answers in the text box.

Write here...

Word count: 0

Some questions ask clients to write answers with a minimum number of words. The word counter located at the bottom-right side of the text box provides the word count.

Word count: 0

Clients click the **Submit** button to save and submit their answers. The submitted answers are scored by two human test-markers with 48 hours.