User Guide for
Test Administrators

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:

a) Tests reading, document use, numeracy, listening and writing skills at CLB levels ≈ 3-7. Online assessments automatically adjust to the skill levels of test takers.

b) Allows you to customize the assessments your clients receive.

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

d) Generates assessment results as soon as tests are completed, except for the human-scored writing tests.

e) Be used with an unlimited number of clients.
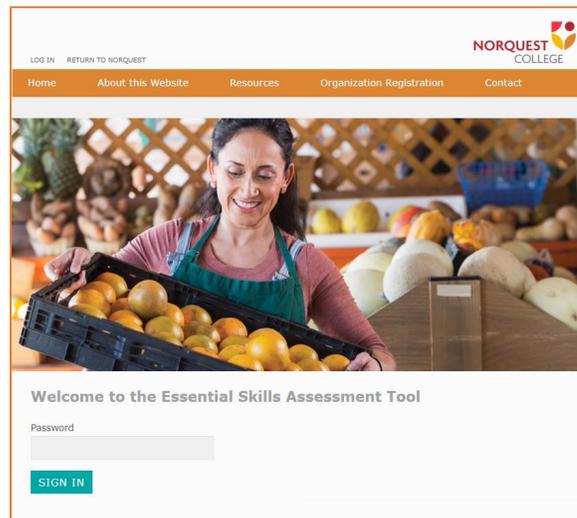
Reading, document use, numeracy, listening and two of the four writing skills assessments are multiple-choice, and computer scored. The other two writing skills assessments are task-based and human-scored.

To use this web application, your organization must first register you as a test administrator.

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.

The organization that registered you selected whther you have full or read-only access.

This user guide explains how test administrators 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 take the tests on wireless networks 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.

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.
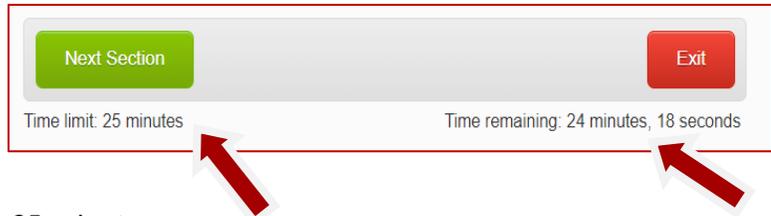
The timer for most assessments is set to 25-minutes.

See **Appendix 1 – How to supervise assessments**.

See **Appendix 2 – Sample multiple-choice question**.

See **Appendix 3 – Sample task-based writing question**.
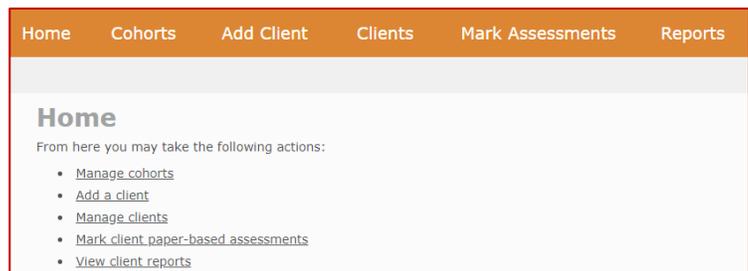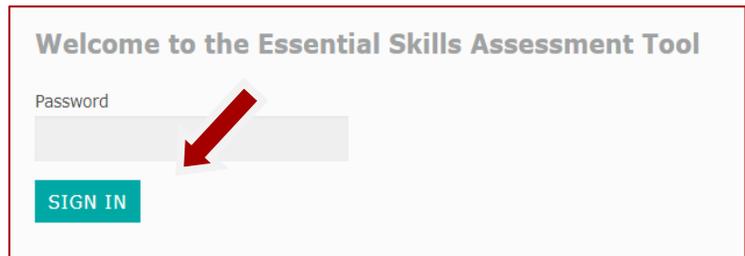
How to log in

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

Step 2 – Enter the password assigned to you by your organization and click **SIGN IN.**

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

- Create and manage cohorts (groups).

- Add, manage and edit clients.

- View assessment results.

- Enter marks for paper-based assessements.

How to set up cohorts

The web application allows test administrators with full access to organize clients into cohorts or groups.
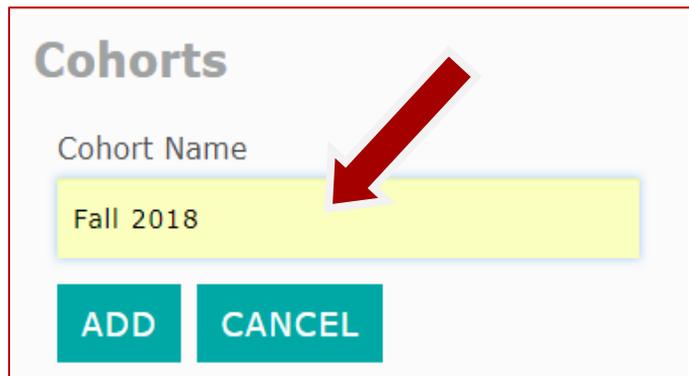
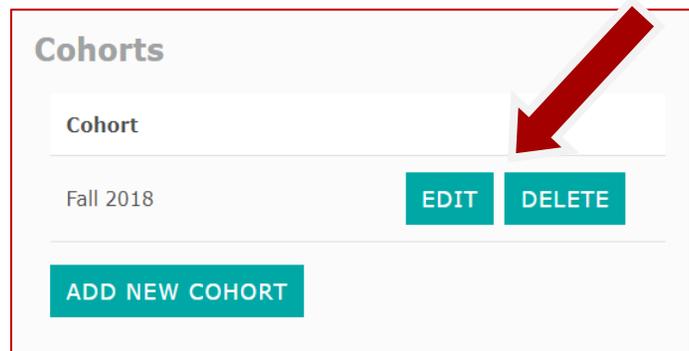**Step 1 –** Click the **Cohorts** tab on the navigation bar.

Step 2 – Click the **ADD NEW COHORT** button.

Step 3 – Create a cohort name and type it into the field. Click **ADD**. You can have as many cohorts as you like but each client can only be assigned to one.

To edit or delete an existing cohort, click the **EDIT** and **DELETE** buttons.

How to add clients, assign assessments and select alternate languages

This section is for test administrators who have full access. Test administrators with Read Only access cannot perform these tasks.

Step 1 – Click the **Add Client** tab on the navigation bar.

| Home | Cohorts | Add Client | Clients | Mark Assessments | Reports |

Step 2 – Click the arrow under **Assign Client ID**. A list of available ID numbers will appear. Choose an ID number for your client.

Remember to keep a separate record of which client is assigned to which ID number. To protect client confidentiality, names are not collected on the web application, so this is the only way you can link test scores to individual clients.

Later, you will give this user ID to the client. This is what they use to log in and take assessments.

Step 3 – Click the arrow under **Assign Cohort.** Assign your client to one of the groups you created.

Step 4 – (Optional) Click the arrow under **Closest Corresponding CLB Level.** If you know it, select the client's CLB level. This is just for internal data gathering.

Step 5 – Under **Online Assessment Option,** click the assessments you want your client to take. By default, all four assessments are selected. To de-select an assessment, click the box next to it.

For writing, two writing assessments are automatically assigned based on the clients closest corresponding. 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. You can be override the default setting by clicking the button beside each test type.
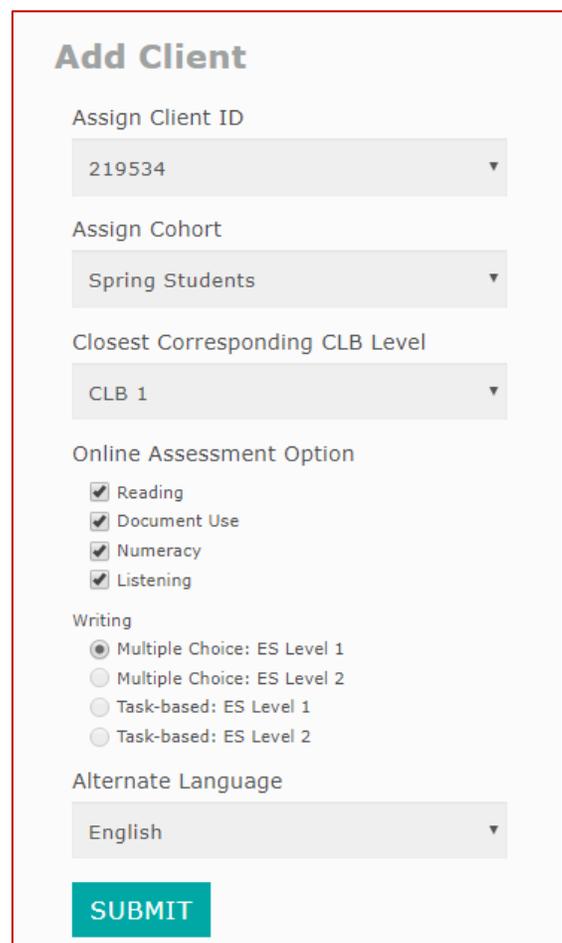
Add Client

Assign Client ID

219534

Assign Cohort

Spring Students

Closest Corresponding CLB Level

CLB 1

Online Assessment Option
- ☑ Reading
- ☑ Document Use
- ☑ Numeracy
- ☑ Listening

Writing
- ⦿ Multiple Choice: ES Level 1
- ○ Multiple Choice: ES Level 2
- ○ Task-based: ES Level 1
- ○ Task-based: ES Level 2

Alternate Language

English

SUBMIT

Step 6 – Click the arrow under **Alternate Language.** Select the language that will be used to present the question introductions.   Options are English, French, Amharic, Arabic, Somali or Tigrinya.

Step 7 – Click **SUBMIT** to save your selections and activate the client's ID. The client can now take the assessments you have assigned.

How to view and edit clients

Test administrators with full access follow this process to view and edit clients.

Step 1 – Click the **Clients** tab.

Home   Cohorts   Add Client   Clients   Reports

Step 2 – From there, you can see the client's ID, cohort, CLB level and language selection.

Step 3 – If you wish to see or change the assessments you have selected for your client, click **Edit**.

Clients

Client ID	Cohort	Closest CLB	Alt Language	
534-69175	Fall 2018	CLB 5	English	EDIT

Check or uncheck the box next to each assessment.

You can also change the language in which the question introductions are presented. The assessment questions themselves will always be in English.

Step 4 – When you're done, click **UPDATE**.
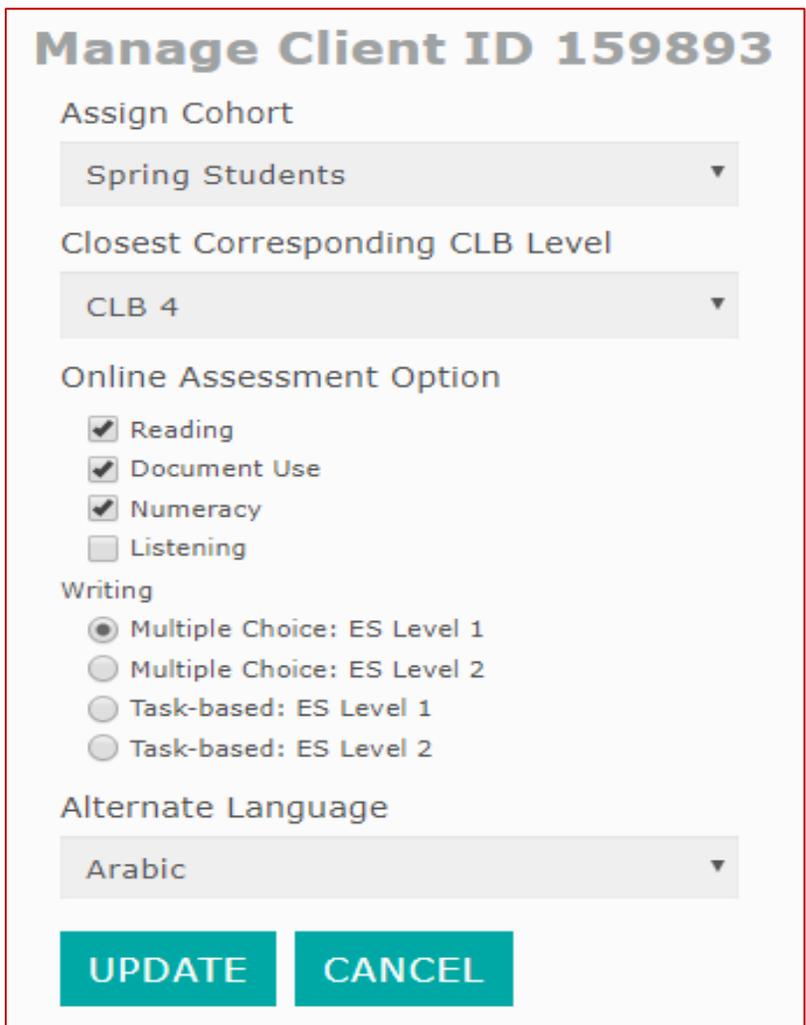
Manage Client ID 159893

Assign Cohort

Spring Students ▼

Closest Corresponding CLB Level

CLB 4 ▼

Online Assessment Option

☑ Reading
☑ Document Use
☑ Numeracy
☐ Listening

Writing
⦿ Multiple Choice: ES Level 1
○ Multiple Choice: ES Level 2
○ Task-based: ES Level 1
○ Task-based: ES Level 2

Alternate Language

Arabic ▼

UPDATE   CANCEL

Test administrators with read only access see this navigation bar.

Home   Clients   Reports

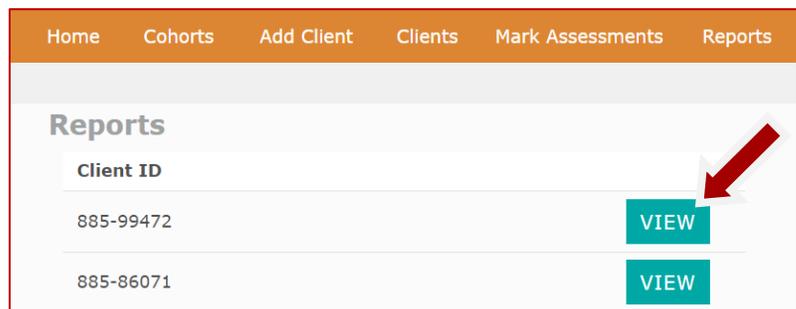They can view client information and print reports.

How to view assessment results

 Step 1 – Click the **Reports** tab on the navigation bar.

Home   Cohorts   Add Client   Clients   Mark Assessments   Reports

Step 2 – Click **VIEW** next to the client's ID.

Home   Cohorts   Add Client   Clients   Mark Assessments   Reports

Reports

Client ID

885-99472   VIEW

885-86071   VIEW

Step 3 – A dashboard opens that lists:

- The assessments assigned to the client.
- The date each assessment was completed.
- The results of each assessment.

Click the **VIEW** button to open the result report.

Reports

Client ID

885-99472   VIEW

Assessment Type	Dates Completed	Results Report
Reading	2018-07-27	VIEW
Document Use		VIEW
Numeracy	2018-07-27	VIEW
Listening		VIEW

885-86071   VIEW

885-45884   VIEW

Step 4 – Each time a client does an assessment, a new results report is generated. To access past results reports, click the dropdown menu under **Dates Completed**. All past reports are archived there. Click **VIEW** when you find the date you're looking for.
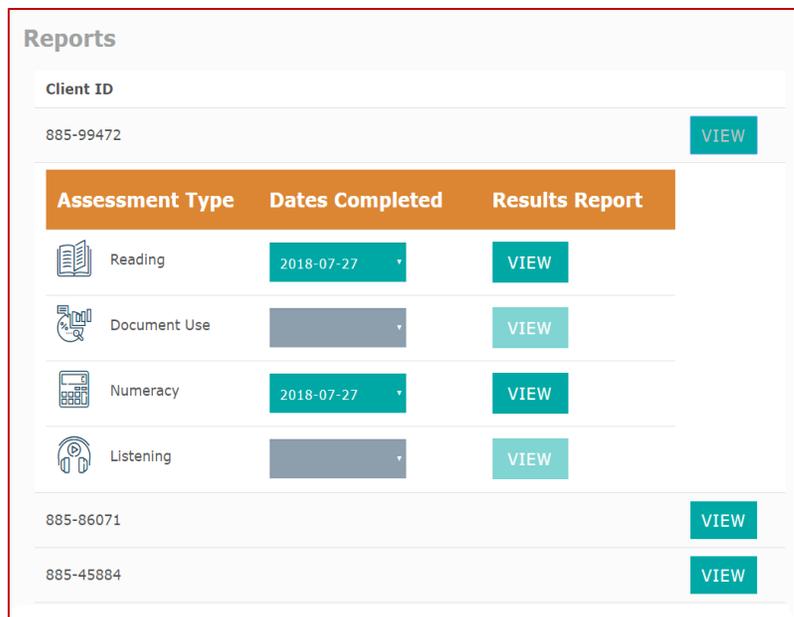
Note:

- If your client did not complete an assessment in full, it will not be listed.
- Clients must wait 21 days before they can take the same assessment again to allow time for skill development.

How to print assessment results

There are a number of ways to print results report. They all start with steps 1 and 2.

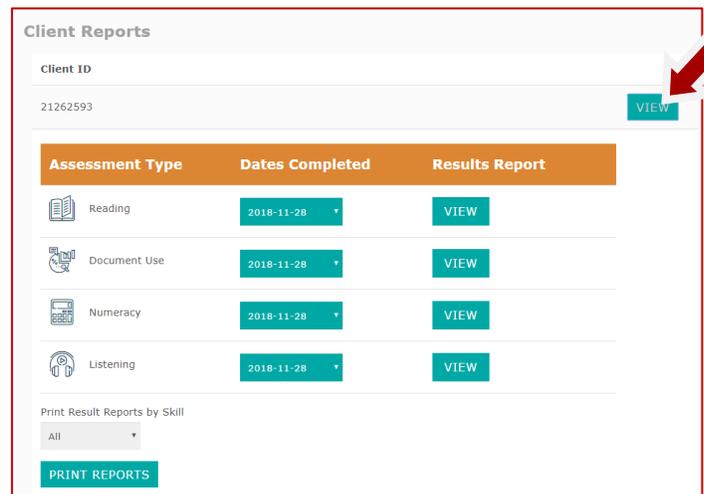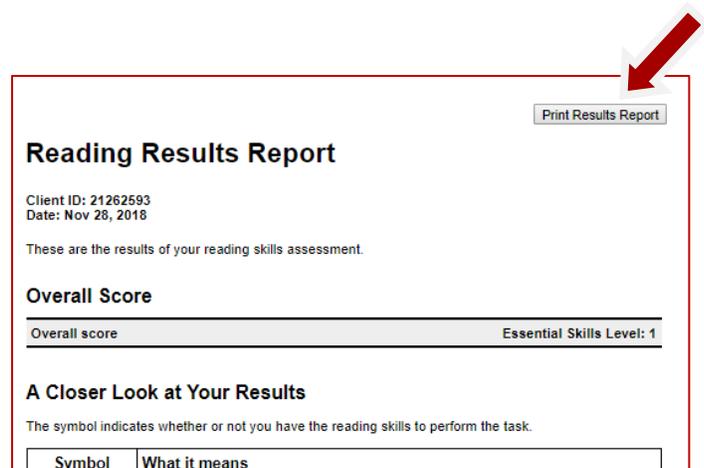**Step 1 –** Click the **Reports** tab on the navigation bar.

Home	Cohorts	Add Client	Clients	Mark Assessments	Reports

Step 2 – Click the View button beside the client name to reveal the list of assessments assigned and completed.

Client Reports

Client ID

21262593   VIEW

| Assessment Type	Dates Completed	Results Report
Reading	2018-11-28	VIEW
Document Use	2018-11-28	VIEW
Numeracy	2018-11-28	VIEW
Listening	2018-11-28	VIEW

Print Result Reports by Skill
All

PRINT REPORTS

Step 3 – Option 1: To print an individual report, click the View button beside the client name to load the test result. Click the Print Result Report button located in the top right-hand corner.

Print Results Report

Reading Results Report

Client ID: 21262593
Date: Nov 28, 2018

These are the results of your reading skills assessment.

Overall Score

Overall score	Essential Skills Level: 1

A Closer Look at Your Results

The symbol indicates whether or not you have the reading skills to perform the task.

Symbol	What it means

Step 3b – Option 2: You can print all individual client reports by using the section of the reports page presented to the right. Click all or a specific skill to generate a copy of each assessment result selected.

Print Result Reports by Skill

All ▼
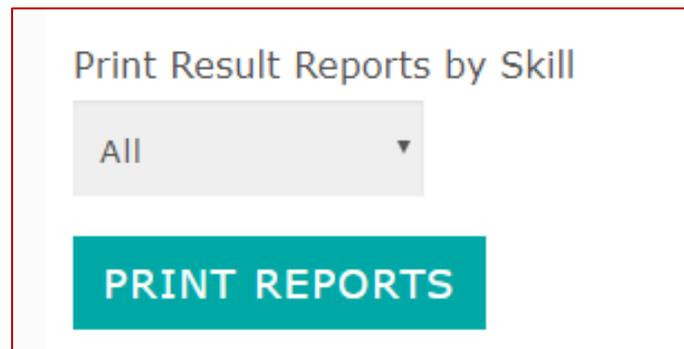
PRINT REPORTS

Step 3c – Option 3: You can also mass print all client reports by cohort. This feature generates a printable report that includes all test results from everyone in a cohort by specific skill or all skills.
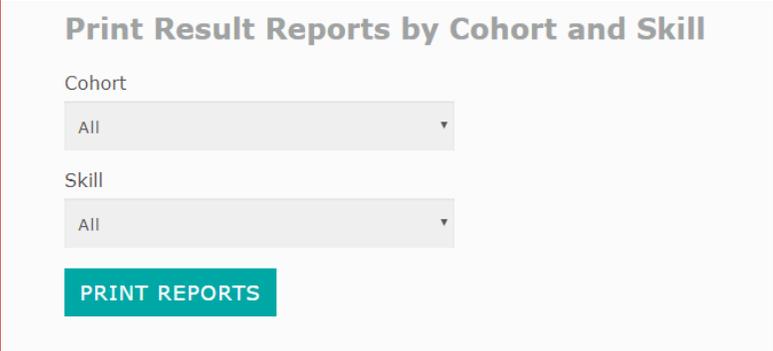
Print Result Reports by Cohort and Skill

Cohort

All ▾

Skill

All ▾

PRINT REPORTS

How to view numeracy and writing skills by cohort

The website provides statistical breakdown of how clients in cohorts perform in the four math foundations (e.g. whole numbers) tested in numeracy and the five areas (e.g. vocabulary) tested in the computer-scored multiple-choice writing assessments.

Step 1 – Click the **Reports** tab on the navigation bar.

Home	Cohorts	Add Client	Clients	Mark Assessments	Reports

Step 2 – Scroll to section called Breakdown of Numeracy and Writing Skills by Cohort located at the end of the list of clients. Click the down arrow on the Select field.

Breakdown of Numeracy and Writing Skills by Cohort

Cohort

Select... ▾

Step 3 – Click on the cohort that you want to see the breakdown of numeracy and writing skills for.

Cohort

Select...
LINC 5103 DT01 Fall 2018
LINC 1035 TD01 Fall 2018

Step 4 – A webpage loads with a statistical breakdown of how clients in the cohort performed in the four math foundations (e.g. whole numbers) tested in numeracy and the five areas (e.g. vocabulary) tested in the writing assessments.

Click the **Print Breakdown** button to print the statistics.

Breakdown of Numeracy and Writing Skills by Cohort

Cohort

LINC 5103 DT01 Fall 2018

Math Foundation	Taken	Correct
Whole Numbers	52	52.8 %
Fractions	52	29.6 %
Decimals	52	51.2 %
Percent	52	7.2 %

Writing Foundation	Taken	Correct
Punctuation	25	55.8 %
Grammar	25	29.6 %
Word order and sentence structure	25	51.2 %
Capitalization	25	27.2 %
Vocabulary	25	85.8 %

PRINT BREAKDOWN

Understanding assessment results

A results report is generated each time a client completes an assessment. It features the following information:

- The type of assessment, the date it was completed and the client's ID number.

- The client's overall score. It's presented as a score on 0-500 scale of the International Adult Literacy Survey (IALS).

  The IALS scale is used internationally by 20 member countries of the Organization for Economic Co-operation and Development (OECD) including Canada, France, Germany, Ireland, the Netherlands, Poland, Sweden, Switzerland, the United Australia, the Flemish Community in Belgium, Great Britain, New Zealand and Northern Ireland, Chile, the

Print Results Report

Beta Test Reading Results Report

Client: EDD-384516
Date: September 24, 2019

These are the results of the reading assessment.

Overall Score	IALS 145

A closer look at the results
The symbol indicates whether or not the client has the reading skills to perform this task.

Symbol	What it means
✅	The client likely has the skills to perform this task.
❌	The client likely does not have the skills to perform this task.

Reading

Complete reading tasks at CLB level ≈ 3-4. (Basic)	✅
Complete reading tasks at CLB level ≈ 5. (Intermediate)	✅
Complete reading tasks at CLB level ≈ 6 and higher. (Advanced)	❌

Czech Republic, Denmark, Finland, Hungary, Italy, Norway and Slovenia. You can find more information here: http://www.oecd.org/education/skills-beyond-school/41529765.pdf

- A further description of the client's current skills on the CLB scale using either a green check mark or a red **X**.

The results report for numeracy (math) and the multiple-choice writing assessments also features a detailed breakdown of how the client performed in each individual math foundation or writing area tested (e.g. fractions, decimals, grammar, vocabulary, etc.).

Math Foundation	Results
Whole Numbers	✅
Fractions	✅
Decimals	❌
Percent	✅

Each math and writing skill assessed (e.g. fractions, grammar) has five questions. If the client correctly answered four or more questions (≥80%), they receive a green check mark. That's considered the standard for mastery. If not, they get a red **X**.

Click the **Print Results Report** button to print the report.

Appendix 1 – How to supervise assessments

Before clients arrive:

1. **Assign a client ID to each person**
   - If you have not already registered your clients, follow the process outlined on page 4 to select and register an ID number for each person. This also serves as their password. Write each client ID on a separate slip of paper so you can give one to each client when they arrive.

   - Remember to keep a record of ID numbers and corresponding client names. Names are not collected by the web application to protect client confidentiality, so this is your only record of client IDs if you need to access them later or your client forgets their ID number.

2. **Secure a suitable location**
   - Choose a comfortable, quiet room (i.e. a busy waiting area is not appropriate) with a computer for each client to be tested. Computers must have a strong connection to the Internet. Clients who complete the online listening skill assessment will also need head phones to listen to audio clips.

   - Ensure the room is available for the required time.

   - Have an adequate supply of paper, pencils, erasers and calculators on hand. Even in an online test, people often use these materials to think through their answers.

   - If you think it would be helpful, make copies of Appendix 2 from this user guide. It explains how assessment questions are structured. You can walk through it with clients before the assessment begins.

3. **Load the web application on the computers**

   - Go to the URL https://newcomer.essentialskillsgroup.com to load the assessment home page.
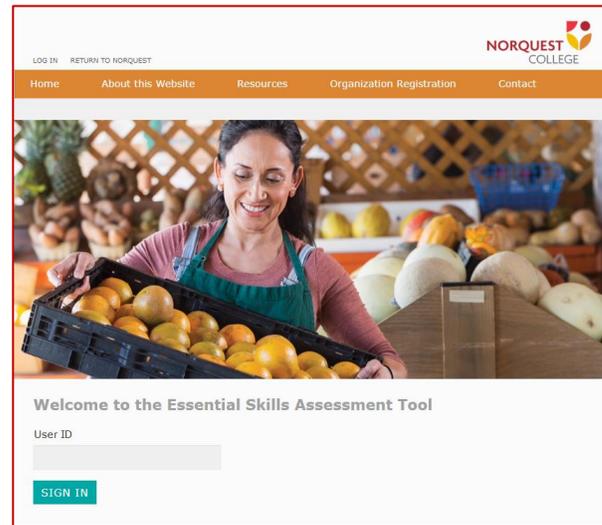
After clients have assembled:

1. **Set people at ease.**

    - Greet them and spend a couple of minutes explaining the purpose of the assessment. Emphasize that it's about skill development, and not about who has the highest score.

    - Inform clients that the assessments are timed and that the assessments will automatically end after the timer reaches zero seconds. All unanswered questions will be marked as incorrect. Most assessments have a 25-minute timer. The test duration and remaining time is presented below the navigation bar.

    - Let them know they can use a calculator if they are taking a numeracy assessment.

    - Tell them they can use paper, pens and pencils to think through their answer.

    - Let them know you are available to answer questions about process, but not content (see page 10).

    - (Optional) Distribute copies of Appendix 2 from this user guide. Walk through the sample question and explain how questions are structured.

2. **Distribute client IDs.**

    - Give each client their ID number. Encourage them not to lose it, as they'll need it each time they log in.

    - Have them enter their ID number onto the web page on their screen and click **SIGN IN**.

3. **Have each client complete the demographic survey.**

    Clients only complete this once, the first time they use the web application.

    - This information helps us gather important aggregate data. It is used only to determine trends, not to identify individuals. For example, with enough data, we can compare skill level with age, country of origin, etc. This can be useful programming information.

    - To ensure confidentiality, the web application does not ask for the client's name.

    - Tell clients to start typing the letter of their country of birth and first language to get closer to the correct section of the list. Confirm with clients that their information is correct.

    - When they click **SUBMIT**, it takes the client to a list of their assessments.

4. **Select an assessment.**

- All the assessments you've select for your client are listed on their page.
- Have them select one and click the **DO** button.

Assessment Type	Status		
📖 Reading		DO	REDO
📊 Document Use		DO	REDO
🧮 Numeracy		DO	REDO
🎧 Listening		DO	REDO

5. **Remain in the room.**

- Stay in the room during the testing process and let people know, in intervals (e.g. 10 minutes), how much time they have left.

6. **Respond to questions about process.**

- Clients may ask questions during the assessment. The type of questions you can answer are those that involve process, such as:
  - Can I use a calculator? (yes)
  - How much time do I have left?
  - Can I use a pen or a pencil to answer the questions? (yes)
  - Can I go to the bathroom? (yes, but not with the test or with anyone else)
- The types of questions you cannot answer are about content, such as:
  - What does this word mean?
  - Is this answer correct?
  - Can you give me a hint?
  - I don't understand the question? Can you explain what is being asked?
  - There is more than one correct answer. Which one should I choose?

Appendix 2 – Sample computer-scored question

This is how most computer-scored assessment questions are structured. Below is an example 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።

- 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 3 – 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 demonstrate their writing skills by completing a task such as describing a picture or writing an email.

Clients are assigned the task-based writing assessment when the test administrator who registers them selects either:

- Task-based ES Level 1; or

- Task-based ES Level 2
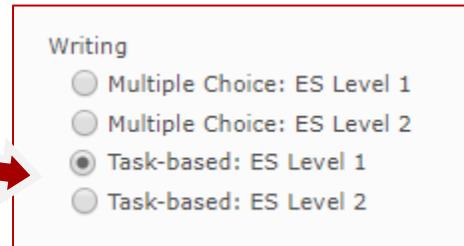
Writing
- Multiple Choice: ES Level 1
- Multiple Choice: ES Level 2
- Task-based: ES Level 1
- Task-based: ES Level 2

Each task-based question required client 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.
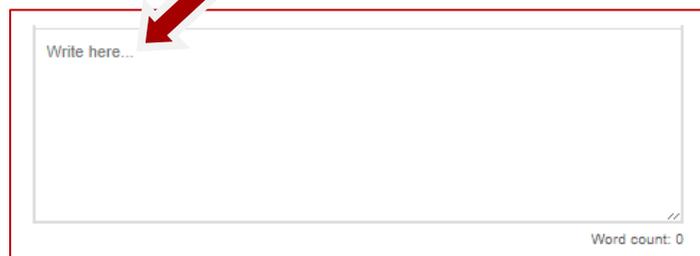
Write here...

Word count: 0

Some questions ask client 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.