



CIEH Level 2 Award in Food Safety in Catering Online Examination Teacher User Guide

September 2009



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SafeFood for Life

Introduction

Chartered Institute of Environmental Health Level 2 Award in Food Safety in Catering online examination

The Chartered Institute of Environmental Health (CIEH) is committed to improving and protecting the health of people and the environment in which we live. We are here to help organisations co-create safe working practices through accredited training solutions and awareness development.

Our reputation goes further afield too. CIEH qualifications are highly regarded internationally. To date over 6 million people worldwide have successfully completed a CIEH accredited qualification.

1.1. How to access the Online examination

On completion of the **safeFood for life** programme students have the opportunity to sit the Chartered Institute of Environmental Health (CIEH) Level 2 Award in Food Safety in Catering examination online which can be accessed via the C2k *LearningNI* online learning environment under the staff section or directly via the Internet.

(1.) Home Economics Library – Staff

This section contains Teacher's Notes, Glossary, Exam User Guide, Exam Registration Forms and Exam Link which are vital to teaching the programme, are available to staff:

Library > 'Staff Room' tab > Topic: Subjects material (Post-primary) > Sub-topic: Home Economics; and enter **safeFood** as the keyword

(2.) Directly on the Internet

Simply open a browser like Internet Explorer and go to the address:

<http://www.safeFoodforlife.com/CIEHexam>

1.2. Online Examination Rules and Procedures

- a) The teacher/supervisor should ensure that Pin Request Forms should be sent to CIEH 3 weeks in advance of the examination date providing the correct examination date and number of students
- b) All exam login details should be kept securely on file by the supervisor/teacher for CIEH audit purposes
- c) All candidates for the exam should take the exam in **one room** under supervision by the Teacher /Supervisor at all times
- d) If the Teacher requires to sit the online Exam him/herself they can only do so at another school centre.
- e) The Supervisor/Teacher must allow sufficient time before the start of the examination for log in.
- f) Pins are automatically assigned and deemed **as used** once the teacher enters his/her username and password on each PC and will be invoiced for these. It is therefore vital that the teacher ensures that he/she only logs on the **exact number of PCs for the number of students** present on the day to sit the exam. If too many students are accidentally logged on (due to absent students) the teacher can void the Pin before the exam begins by keying CTRL, Down Arrow and E. This PIN will then be reallocated for use
- g) Teacher must verify the identity of the student doing the exam and ensure the student details are correctly entered according to the instructions **given on the screen before they are submitted**. The student name that will appear on the final certificate will be exactly as entered.
- h) Once all PC are logged on and student are ready to start - All students should start the demo exam together and then the real exam together
- i) Once the Demo exam is completed the time provided for the Real exam is **one hour** which will be monitored by the supervisor/teacher
- j) Teacher/Supervisor should make sure that when students are finished the exam that they click the **End Exam** button to ensure the exam results are transferred correctly
- k) Under no circumstance should the student close down the Exam Screen browser during the exam as this will end the exam and results may be lost. If this happens a warning message will appear to confirm that the student wishes to end the exam

- l) In the event of students cheating or talking during the exam –the Teacher/ Supervisor has the facility to cancel the exam.
- m) Should exam results not be transferred automatically to CIEH (due to connection problems) an alert will appear on that particular students PC. The teacher/supervisor must then
 - a) Click Retry to resend the results

If this is unsuccessful

 - b) The teacher /supervisor will note the PC and the student at that particular PC and resubmit the results by logging back into that PC at another time.
 - c) If exam results are still not transferred then **safe food** will be notified by e-mail and will contact the school in question to ask the teacher to resubmit the results.

1.3. Welcome Screen

The first screen you will see is the Welcome Screen with some logos of the organisations involved. Simply click on the **Start** button to proceed.



Note that the **Administration** button allows you to approve your student's exams to allow them to be processed. Please see section 2 page 20 for details on how to Approve student exam results.

1.4. Login Screen

The next screen is the login screen:

The screenshot shows a web browser window with the URL <http://boss/safefood/SETS/web/onetest/exam.htm>. The page is titled "Tutor Login" and contains two main sections: "Login Details" and "Exam Details".

Login Details

- * Login Name >
- * Password >
- * Batch Number >

Exam Details

- * Exam > Time Extension (20 mins) ☐

* Required

Level 2 Award in Food Safety in Catering Examination

To gain access to the Online Examination the tutor must enter:

Login Name
Password
Batch Number

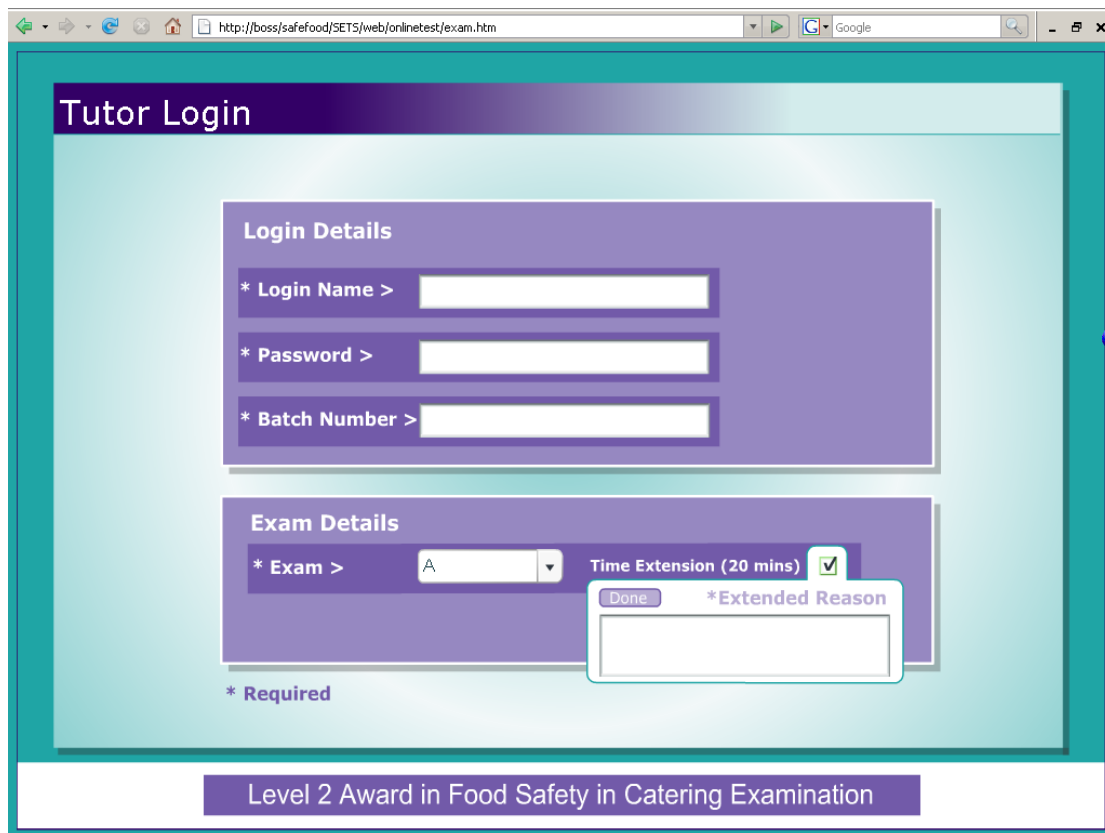
The login Name and Password will be provided to your school by **safefood** at the time of Centre Registration

The Batch Number will be provided directly to you via e-mail by CIEH when you request PINS .

You can now select an **Exam** for the student to take from the drop down list, with a view to having adjacent students completing different exams, the same way you would distribute papers in a written exam.

If you enter an invalid Batch Number you will get a warning message. Simply re-enter with the correct Batch Number provided by CIEH. See the Support section if you're still having problems.

If the student is incapacitated and requires additional time, then click on the **Time Extension** box and an **Extension Reason** will appear:



The screenshot shows a web browser window with the URL <http://boss/safefood/SETS/web/onlineexam/exam.htm>. The page is titled "Tutor Login" and contains two main sections: "Login Details" and "Exam Details".

Login Details

- * Login Name >
- * Password >
- * Batch Number >

Exam Details

- * Exam > A
- Time Extension (20 mins) ☒
- *Extended Reason
-

* Required

Level 2 Award in Food Safety in Catering Examination

Once you have filled out the Extension Reason, click **Done**.

Click on the **Tutor Login** button to proceed.

1.5. Student Details

Details

Student Details

* First Name > Middle Initial >

* Surname >

* Address >

* Post Code >

* Date Of Birth > Day Month 2001

* ☐ I understand these details will be shared between CIEH and safe food and will not be passed to third parties.

* Required

CIEH Level 2 Award in Food Safety in Catering Examination

The next screen is to input the Student Details. This is usually filled in by the student and requires their:

First Name
(Middle) Initial
Surname
Address
Date of Birth
Post Code

Note that the student must take care to enter their details with attention to format and capitalisation, as their name will appear on their certificate as it is entered here. The teacher must check to ensure that all the student details have been entered correctly before they proceed.

To allow the student to proceed to the exam once the student details have been entered the student must click on the **Data Protection Tick box** at the bottom on the screen.

Once complete click on **Proceed**.

Absent or No-Show Students

Note that while in this student screen the teacher has the facility to cancel before the exam starts. Typically this is when there are No Shows or Absent Students.

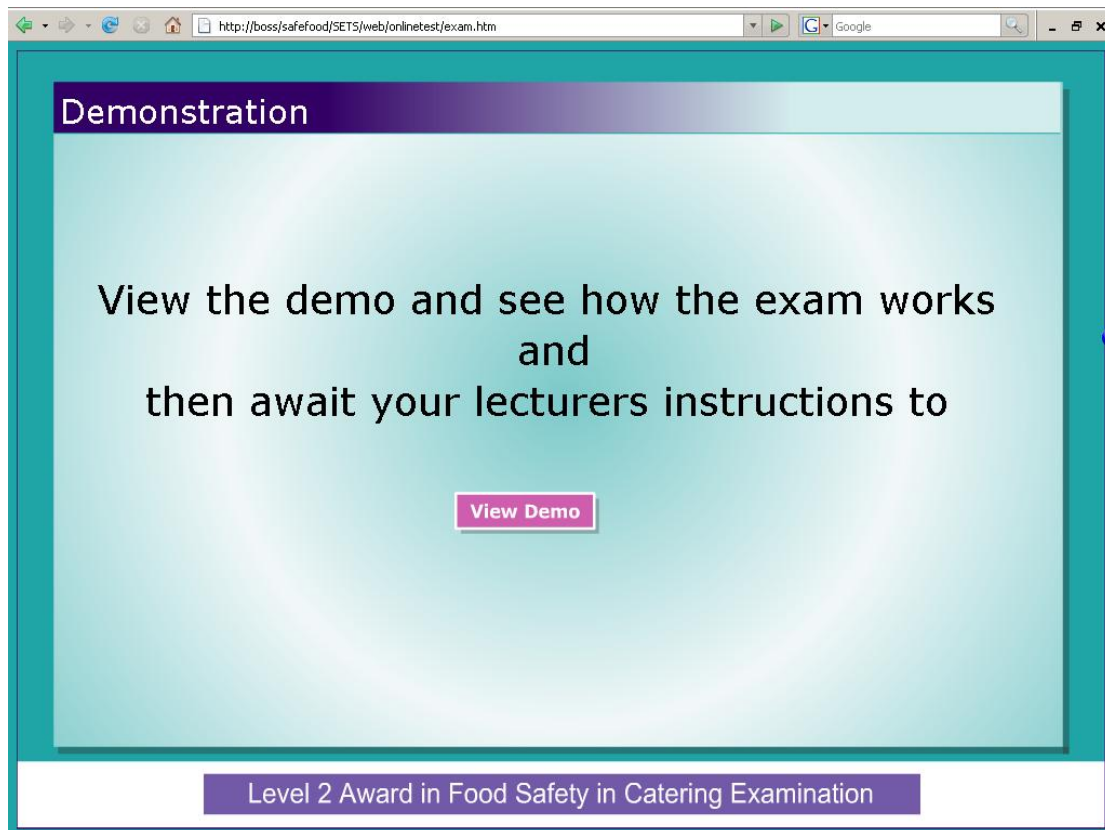
To do this the tutor must use the following key sequence



i.e. Hold down the "Down Arrow" and "E" keys

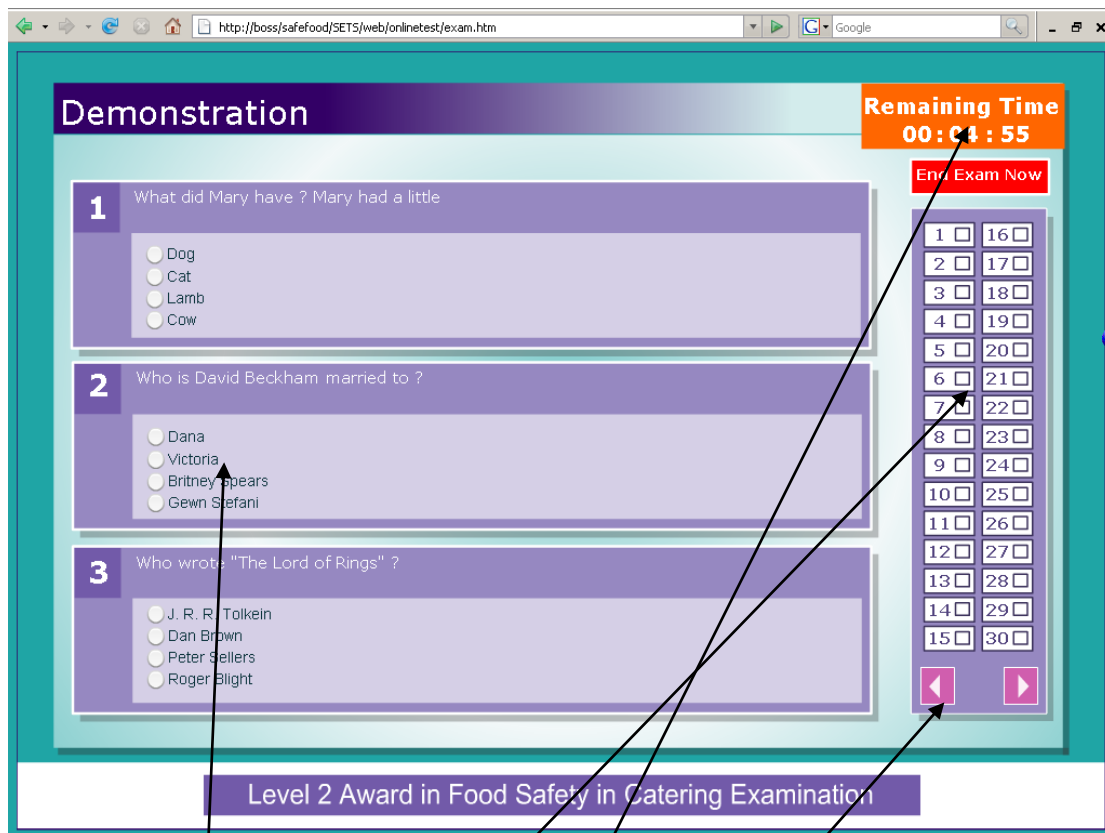
This PIN will be unassigned and can be used for another pupil.

1.6. Examination Demo



Once the tutor has completed logging in and the student details are entered, the next screen is to start the demonstration. This demonstration is a fully working online example of how the real examination will work.

To continue, simply click on the **View Demo** button.



The demonstration examination begins and works exactly the same way the real exam will work.

The central part of the screen contains 3 questions at a time with a choice of 4 answers. To select an answer the student simply clicks on the appropriate checkbox on the left of the answers.

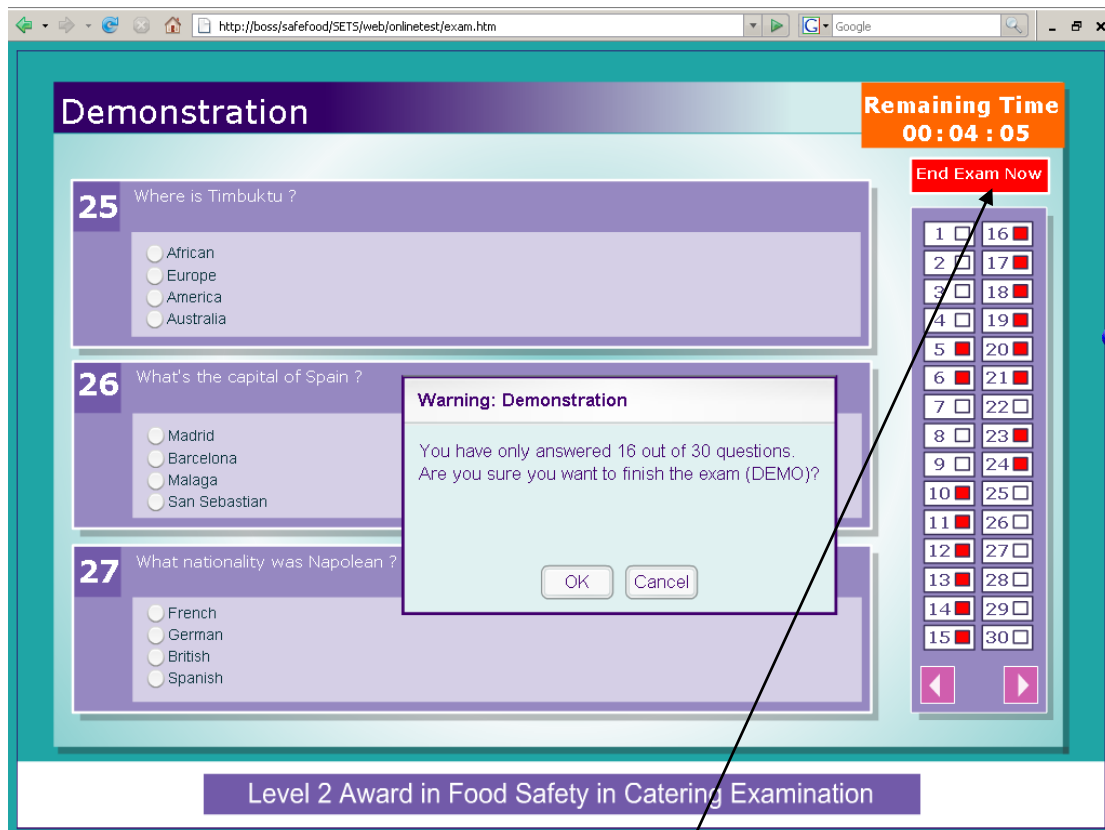
The right hand side of the screen contains a visual indication of all 30 questions, and for each question answered, the appropriate square is filled in. By clicking on any of the question numbers here you are brought automatically to that question page.

This allows the student to know which questions have been answered and which still need to be completed.

At the bottom right of the screen are two navigation arrows to take the student forward and back between the 10 pages of questions; i.e. 10 pages each with 3 questions on each.

The top right of the screen shows the amount of time remaining.

1.7. Finishing the Exam



The exams ends when either:

1. The allocated time expires (5 minutes for the demo, and 60 minutes for the real exam)
2. The student clicks the **End Exam Now** button

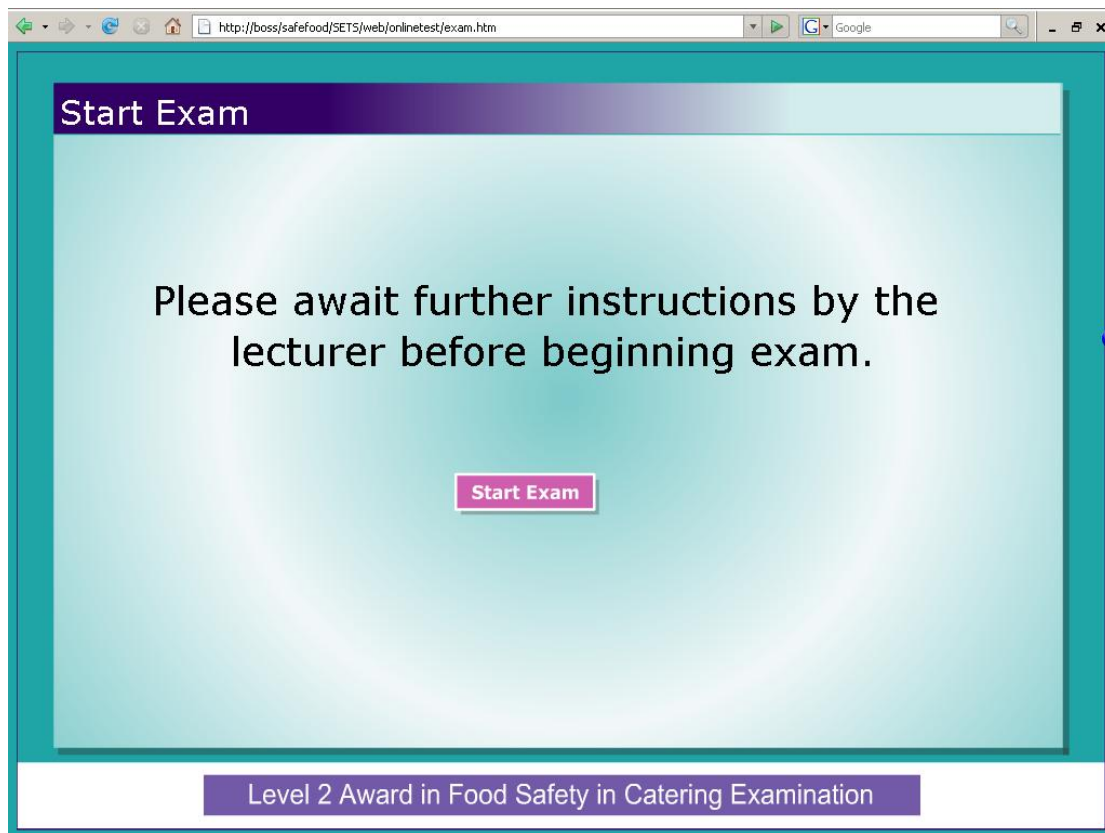
If the student clicks on the End Exam Now button they will receive a warning pop-up and will be asked for confirmation to finish the exam (see screen above).

End of exam warning

When you are within 10 minutes from the end of the real exam (and 1 minute from the end of the demo exam) the remaining time starts flashing on and off and the numbers of each of the questions turn red to warn you.

Note that the student should never close the window or turn off the PC before ending the exam, as to do so could mean losing all answers and making their exam invalid.

1.8. Starting the exam proper



Once the demo exam is completed the student sees the Start Exam page which leads into the real exam.

The tutor might want the student to wait at this screen so that they can start all students at the same time.

To start the exam proper, simply click on the **Start Exam** button.

The real exam is identical in format to the demo exam and to finish the student either waits until the exam times out (after 60 minutes) or clicks on the **End Exam Now** button, just like in the demo exam.

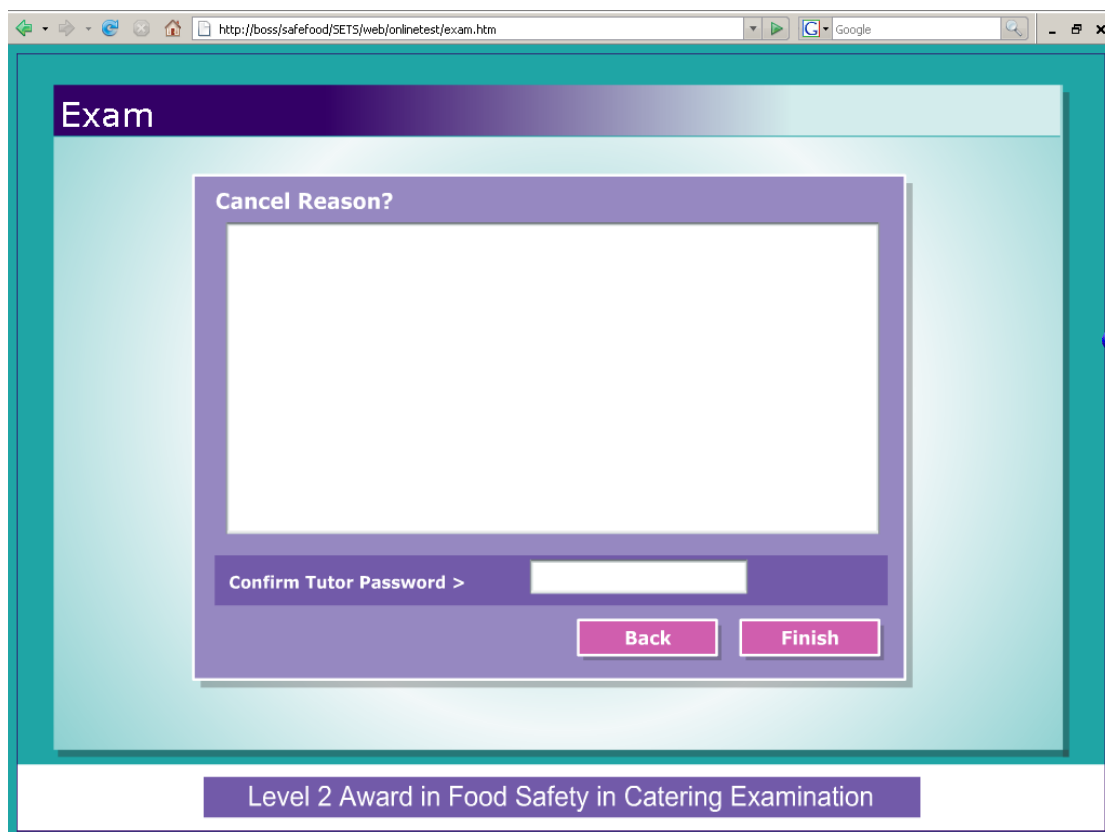
1.9. Tutor Stopping the Exam

If before the start of an exam (e.g. a student doesn't show) or during an examination the tutor needs to stop a student taking an exam (e.g. in the case of a student caught cheating), then the tutor can break-in and stop the exam.

To do this the tutor must use the following key sequence



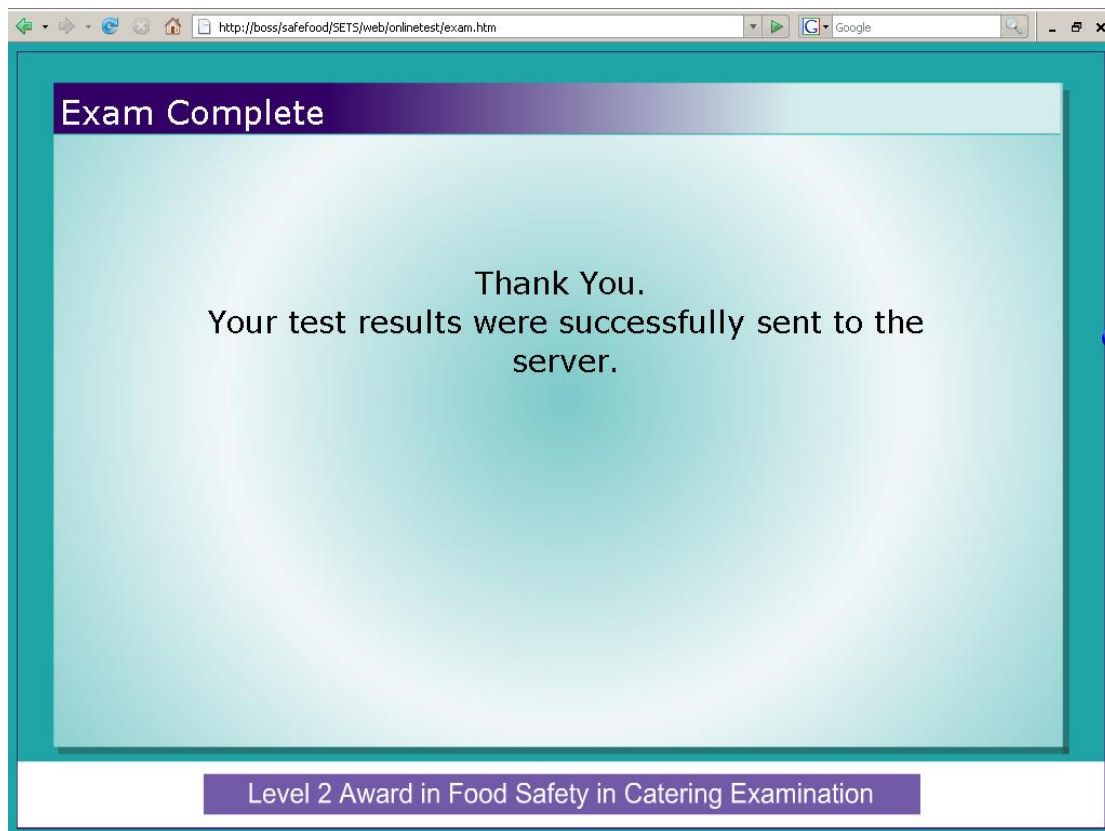
i.e. Hold down the "Down Arrow" and "E" keys

A screenshot of a web browser displaying an online exam interface. The browser's address bar shows the URL 'http://boss/safefood/SETS/web/onlineexam/exam.htm'. The main content area has a teal border and a purple header bar labeled 'Exam'. In the center, there is a purple-bordered dialog box titled 'Cancel Reason?'. Inside this dialog box is a large white text area for entering a reason. Below the text area is a purple bar with the label 'Confirm Tutor Password >' followed by a white input field. At the bottom right of the dialog box are two pink buttons labeled 'Back' and 'Finish'. At the bottom of the main exam window, there is a white bar with a purple label 'Level 2 Award in Food Safety in Catering Examination'.

The tutor then fills in the Reason for Cancelling and their login password.

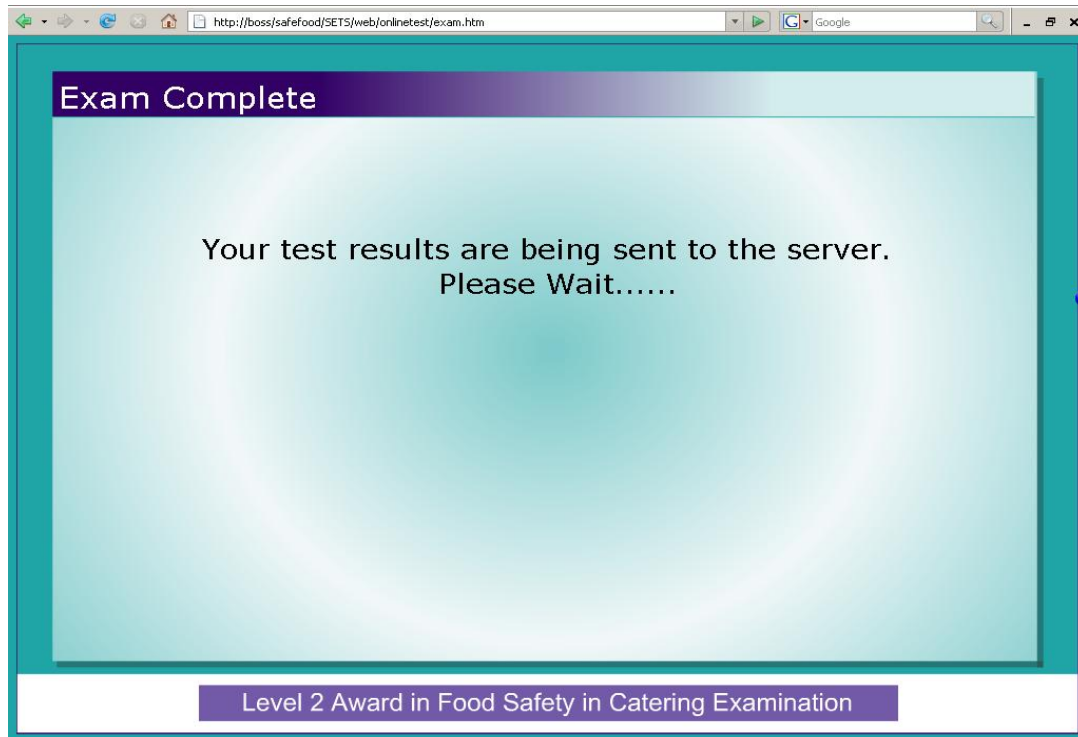
1.10. Completing the Exam

Once the exam is finished and the results have been sent to the central server, you will see a screen like the one above which indicates that the exam was completed correctly.

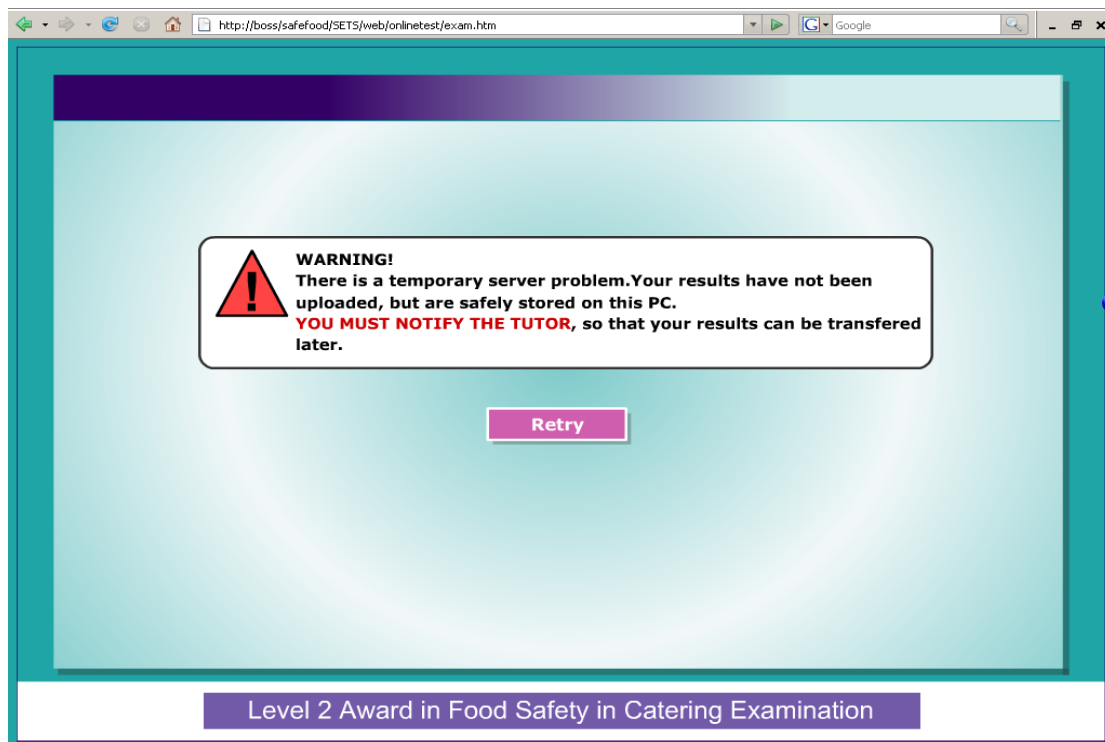


1.11. Problem Synchronising the Results at End of Exam

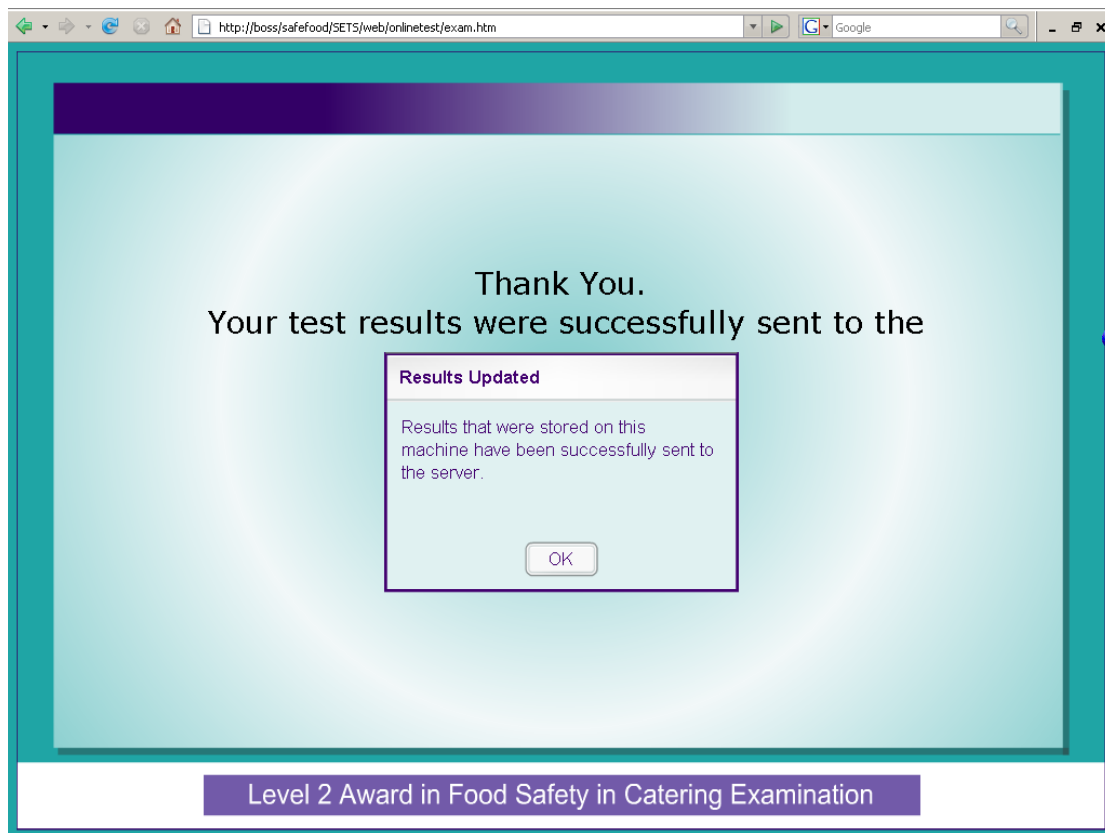
If there is a problem with either the server or network connection you may see the following screen:



followed by this screen:



First of all try hitting the Retry button and hopefully the results will send successfully. You should then see the following screen:



Simply click OK to confirm.

If you still see the warning screen it probably means that there is a temporary problem with the connection and the next time you start an exam on this PC the results will be uploaded automatically.

1.12. Support Contacts

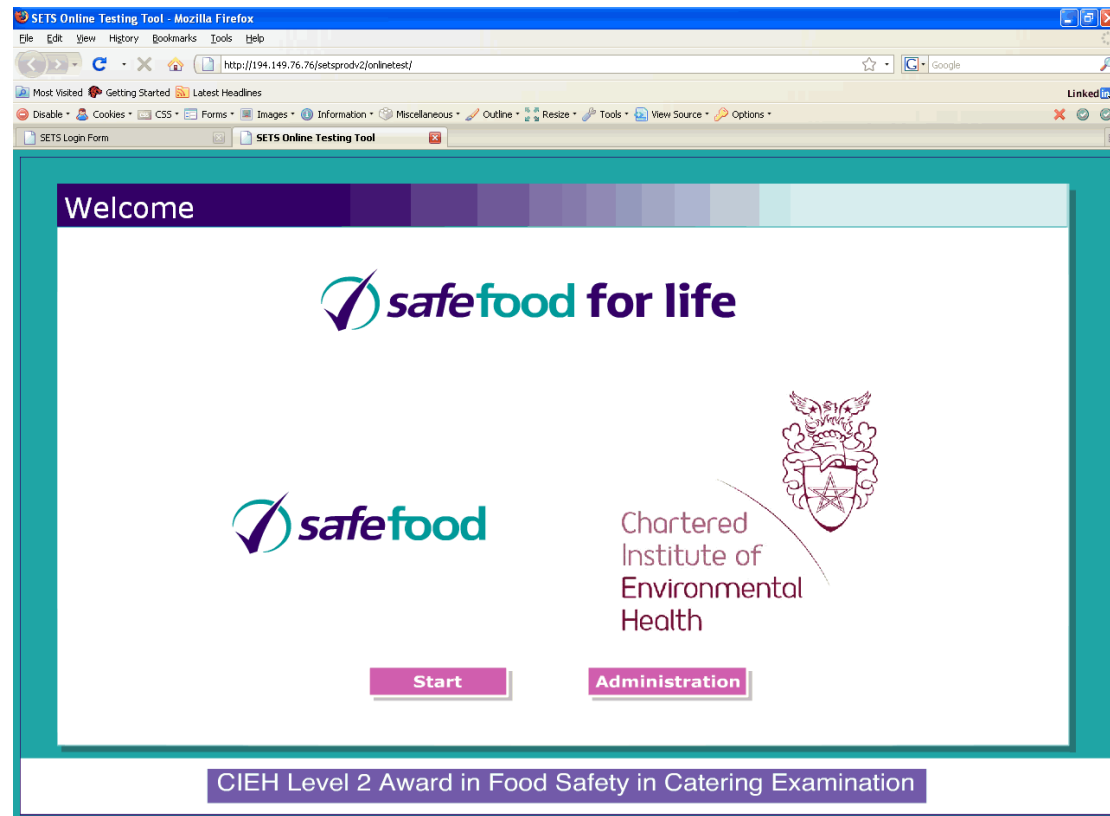
If you have any problems or have any queries you can contact one of the following:

- Accessing the *safe*food for life programme on C2K-LNI contact the C2K Helpdesk at 0870 6011 666
- Accessing the online examination system within C2K-LNI contact the C2K Helpdesk at 0870 6011 666
- Examination Centre /Teacher Registration contact *safe*food at 0800 085 1683
- Examination result transfer contact *safe*food at 0800 085 1683 who will liaise with The Chartered Institute of Environmental Health (CIEH) as appropriate
- Examination PIN requests contact CIEH Customer Support at 0207 7827 5800
- Examination papers or questions contact CIEH Customer Support at 0207 7827 5800
- Result processing and issuing of certificates contact CIEH Customer Support at 0207 7827 5800

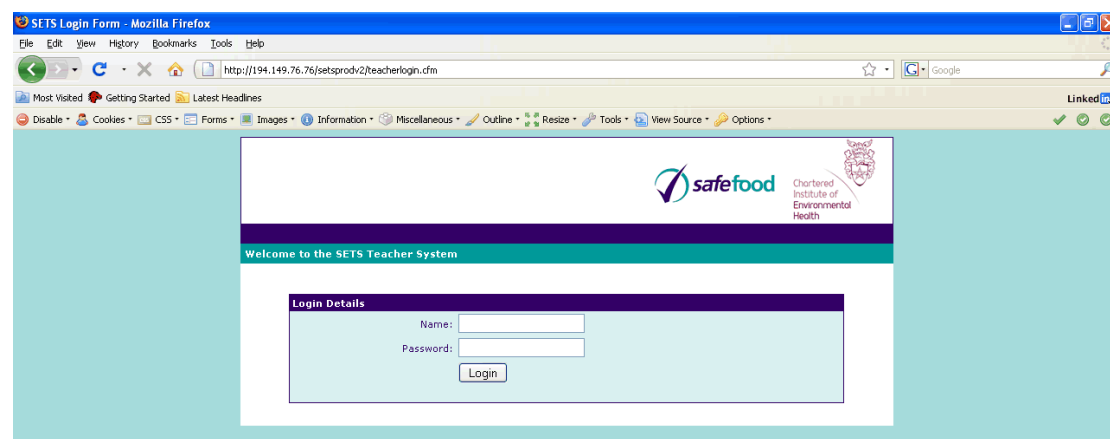
2. Approve Exam and Release PIN Extension

2.1. View and approve individual batches

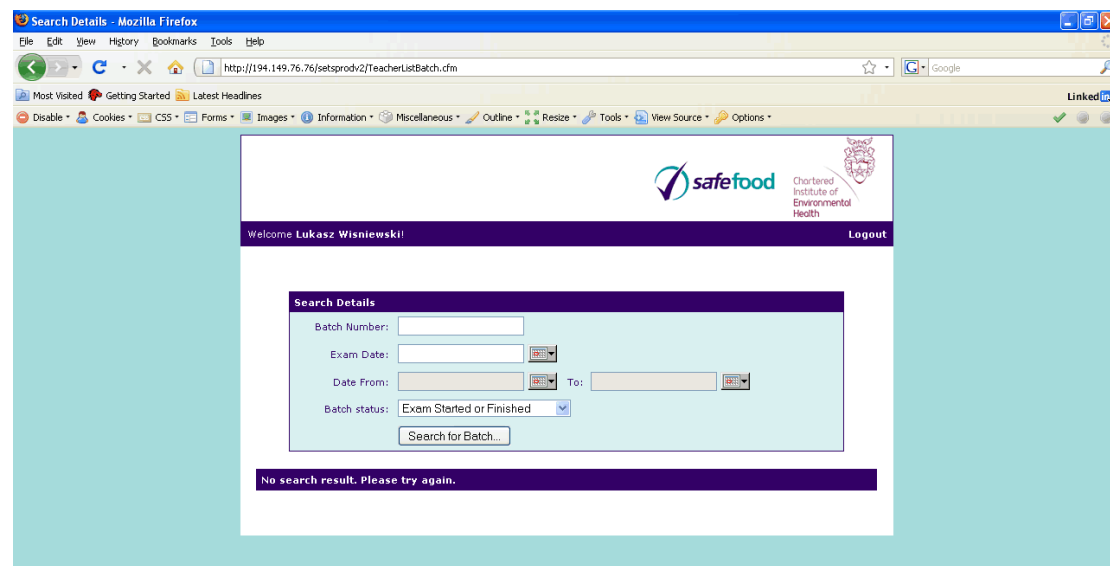
On the online test welcome page there is a new button **Administration**.



Clicking on the 'Administration' button brings you to the login page. Enter your username and password.



Once logged in, the main menu screen will open:



There are 5 fields to fill in. These are:

1. Batch number

Specify the correct Batch number provided by CIEH.

2. Exam date

From the calendar menu, select the correct date (date entered is equal to exam date).

3. Date From

From the calendar menu select the correct 'from' date.

4. Date To

From the calendar menu select the correct 'to' date.

5. Batch status

Specify the Batch status from the drop-down list.

You have 7 options:

- a. All (select all available batches)
- b. Allocated
- c. Allocated with PINs assigned
- d. Exam started or finished (as default)
- e. Exam approved
- f. CSV Sent
- g. CSV Accepted

Click on the "Search for Batch" button.

Your screen will look like the following:

Search Details - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://194.149.76.76/setsprod/2/TeacherListBatch.cfm

Most Visited Getting Started Latest Headlines

Disable Cookies CSS Forms Images Information Miscellaneous Outline Resize Tools View Source Options

safe food Chartered Institute of Environmental Health

Welcome Geraldine Canavan! Logout

Search Details

Batch Number:

Exam Date:

Date From: To:

Batch status: Exam Started or Finished

Search for Batch...

Batch Number	School	Teacher	Exam Date	# PINS	# Completed	Batch Status	Action
1 1693180	Corpus Christi College	Geraldine Canavan	12/01/2009	3	1	Exam Started	view details

The list you get back shows general information about the batch. Click the [view details](#) link to see the individual batches with students details.

If the batch status is 'Allocated' then this screen is 'View Only' and appears as:

View Batch Details - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://194.149.76.76/setsprod/2/TeacherViewBatch.cfm?id=92

Most Visited Getting Started Latest Headlines

Disable Cookies CSS Forms Images Information Miscellaneous Outline Resize Tools View Source Options

safe food Chartered Institute of Environmental Health

Welcome Lynne Elliott! Logout

View Batch Details

Batch Number: 1681356

Batch status: Allocated

School: Banbridge Academy

Teacher: Lynne Elliott

Exam Date: 05/11/2008

Number of PINs Allocated: 1

Number Completed Successfully: 0

Number of No Shows: 1

Number Assigned: 0

Number Cancelled: 0

Invigilator:

Comments:

Characters left: 250

Save Invigilator/Comments

No	First Name	Initial	Second Name	PIN	Status	Start Time	End Time	Extended Time Reason	Action
1	none	-	none	FFE001125	No Show	-none-	-none-	-none-	Save details

Back to Batch List Approve Batch

'Approve Batch', 'Save details' and 'Save Invigilator/Comment' buttons are not present.

If the status is 'Completed Successfully' for any student, 'Approve Batch' and 'Save details' buttons are available.

If the batch is not approved you can do the following:

- Enter the invigilator name and/or comments (only if the batch status is 'Exam started' or 'Exam finished')
- Modify the students first and last name and initial
- Approve batch

If the batch status is 'Exam started' or 'Exam finished' you have an option to enter the invigilator name and/or comments and save them using the 'Save' button without having to approve the batch. Please note that when the 'Save' button is pressed an email is sent containing the invigilator name and comment to the Safefood staff member and to technical support.

If a PIN has not been allocated or a student has not completed an exam a warning symbol '!' is displayed beside the student's name.

Once you click the 'Approve batch' button a message is displayed to request confirmation: "You cannot modify students names once a batch is approved. Please confirm you want to approve this batch."

The screen looks similar to the following:

The screenshot shows the Safefood system interface. At the top, there is a header with the Safefood logo and the text "Welcome Edel McKenna!". Below this, there is a "View Batch Details" section with the following information:

- Batch Number: 1677451
- Batch status: CSV Sent
- School: Dean Maguire College
- Teacher: Edel McKenna
- Exam Date: 20/10/2008
- Number of PINs Allocated: 12
- Number Completed Successfully: 12
- Number of No Shows: 0
- Number Assigned: 0
- Number Cancelled: 0

There is also a section for "Invigilator" and "Comments" with a text area and a "Save Invigilator/Comments" button. A "Characters left: 250" indicator is also present.

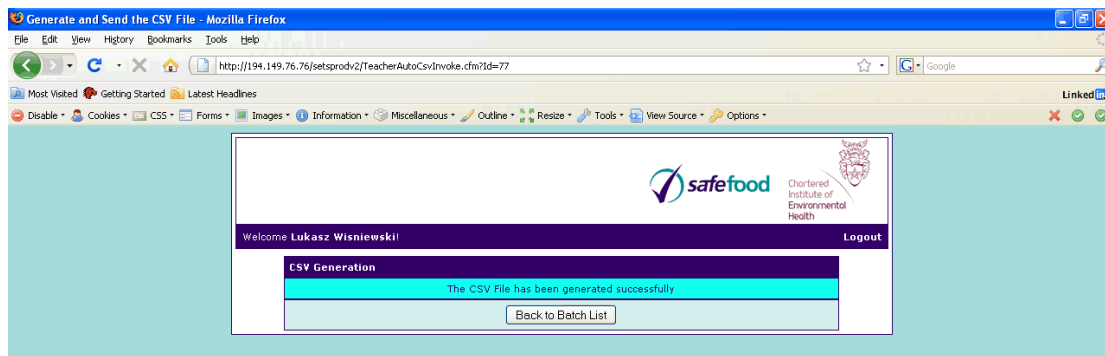
Below the batch details is a table with the following columns: No, First Name, Initial, Last Name, PIN, Status, Time, Reason, and Action. The table contains 12 rows of student data, all with a status of "Completed Successfully".

A confirmation dialog box is overlaid on the screen, with the following text:

The page at http://194.149.76.76 says:
 You cannot modify students names once a batch is approved. Please confirm you want to approve this batch.
 OK Cancel

At the bottom of the interface, there are buttons for "Save details", "Back to Batch List", and "Approve Batch".

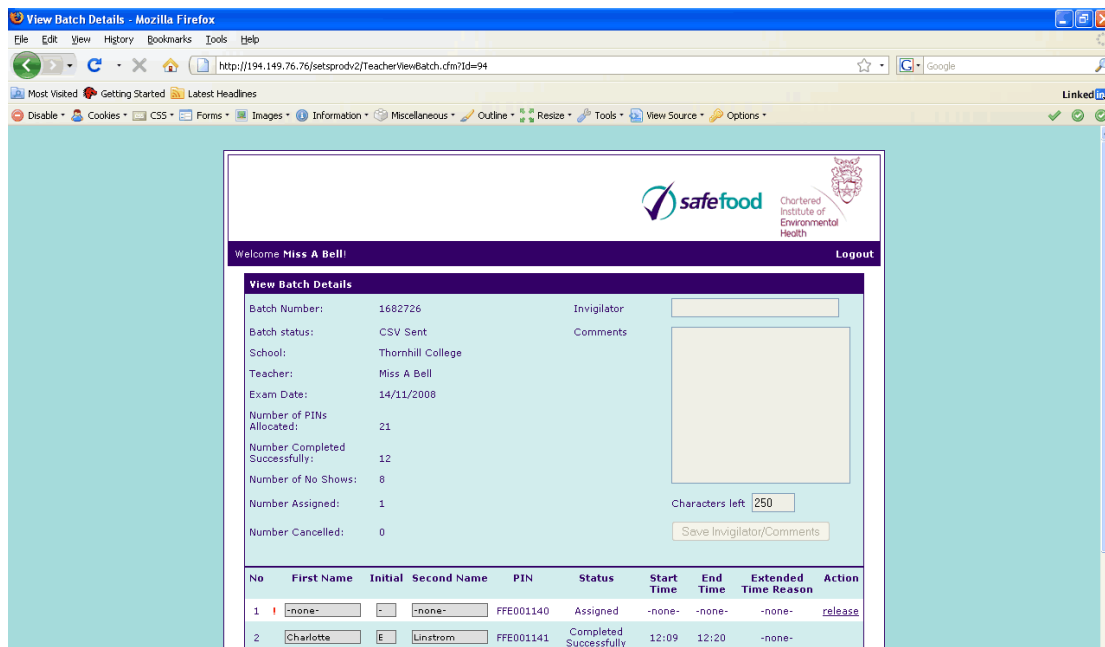
When you click the 'OK' button the batch is processed, a CSV file is generated and transferred to CIEH. Email notification is sent to the CIEH staff. The next screen appears as:



Once the batch is approved the batch status is set to 'Approved' and the View batch screen is 'View Only'. 'Approve Batch', 'Save details' and 'Save Invigilator/Comment' buttons are not present.

2.2. Release a PIN

This situation can occur when you set up a test for a student but the test is not taken for whatever reason. In the batch view screen the status of this PIN is assigned and at the PIN cannot be reused and the exam results are not recorded in the database. The screen can look similar to the following:



There is an link called [release](#) beside the 'Extended time reason' column. Clicking this link will clear the student name and will allow the PIN to be used by another student. The status of the PIN is reset to 'No Show'.