safefood for life

Environmental Health Officers' Association
Primary Certificate in Food Hygiene

Exam User Guide

safefood

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*safe*food for life

1. Introduction

Environmental Health Officers' Association Primary Certificate in Food Hygiene.

The function of the Environmental Health Officers' Association (EHOA) is to promote Environmental Health and to heighten the awareness of Environmental Health issues among the public.

The Primary Certificate in Food Hygiene online examination is offered to you by EHOA through the *safe*food for life programme. This programme not only allows students to develop important life skills relating to food safety but also allows students to gain food hygiene certification to work in the food industry.

EHOA qualifications are very highly regarded in the Food Industry.

2. How to access the online examination

The examination can be accessed via the following online link:

http://www.safefoodforlife.com/EHOAExam

3. Online examination - Guidelines

PIN Requests

As the teacher/supervisor, you should ensure that PIN Request Forms are sent to the EHOA 3 weeks in advance of the examination date, providing the correct examination date and number of students who wish to sit the examination.

Once received you should keep all exam login details securely on file for EHOA audit purposes.

N.B
If you wish to sit the online examination yourself you can only do so at another school centre.

All candidates should take the exam in one room under supervision of the teacher /supervisor at all times.

The day of the examination:

a) You must allow sufficient time before the start of the examination for log in.

b) **Login** using your assigned details.

c) PINs are automatically assigned and deemed as used once you enter your username and password on each PC. It is therefore vital that you ensure that you only activate the exact number of PC's for the number of students present on the day to sit the exam. If you accidentally log on too many students you can void the PIN before the exam begins (i.e. before the start exam button is hit) by keying Down Arrow and E. This PIN can then be reallocated for use.

d) Please note that if you have a student who requires additional time (20 min) this can only be activated at the Tutor Login page by providing a valid extension reason - see Section 5 for details.

e) You must verify the identity of the student before 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 appears on the final certificate will be exactly as entered.

f) Once all PC's are logged on and students are ready to start you should ensure that all students start the demo exam together.

g) The demo exam will enable the students to familiarise themselves with the screens. The demo will last for five minutes; once the demo exam is completed students can start the real exam. The real exam will last for one hour, unless extension time has been requested.

h) When students finish the exam they should click the End Exam button to ensure the exam results are transferred correctly.

i) If exam results are not transferred automatically to EHOA an alert will appear on that particular students PC.
You should first click Retry to resend the results

If this is unsuccessful:

You should take note of the PC and the student affected, and then attempt to resubmit the results by logging back into that PC at another time.

If exam results are still not transferred an automatic email will be sent to *safe*food. *safe*food will then contact the teacher to resubmit the results.

j) You must ensure that the student does not 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 asking the student if they wish to confirm to end the exam.

k) If students cheat or talk during the exam you have the facility to cancel the exam - see section 9.

4. Welcome screen

When you log into each PC the first screen you will see is the Welcome Screen. Click on the Start button to proceed.

5. Login screen

The next screen is the login screen:

To gain access to the Online Examination you must enter:
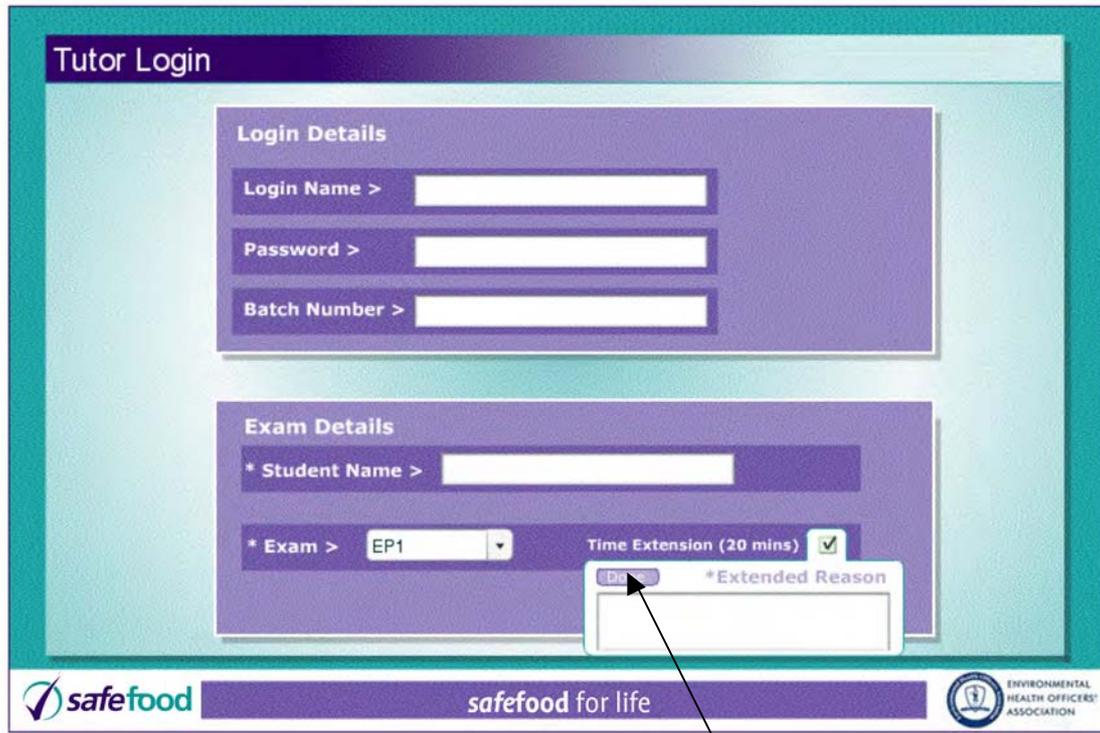
Login Name
Password
Batch Number
Student Name

The login Name and Password will have been provided to your school by *safe*food at the time of Centre Registration.

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

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

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

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


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

When you click done the Tutor Login button will appear which you must click to proceed.

If your student requires additional time please note that the facility to extend the examination time can only be activated at the Tutor Login Screen as seen above.

Please note that while in student screen you have the facility to cancel before the exam starts for any students who do not appear for the examination. This PIN will be unassigned and can be used for another pupil— see Section 9 for details on how to do this.

6. Examination demo
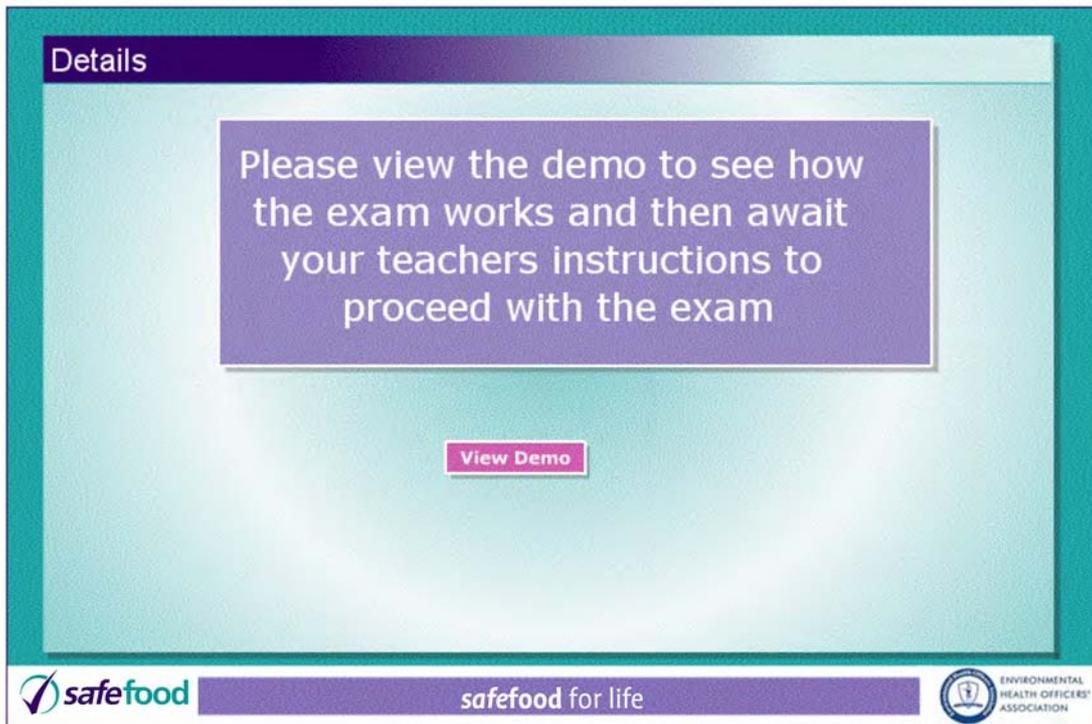
Once the tutor has completed logging in and the student details are entered, the next screen starts the demonstration. This demonstration is a fully working online example of how the real examination will work, enabling students to familiarise themselves with the screen functionality.

To continue click on the View Demo button.
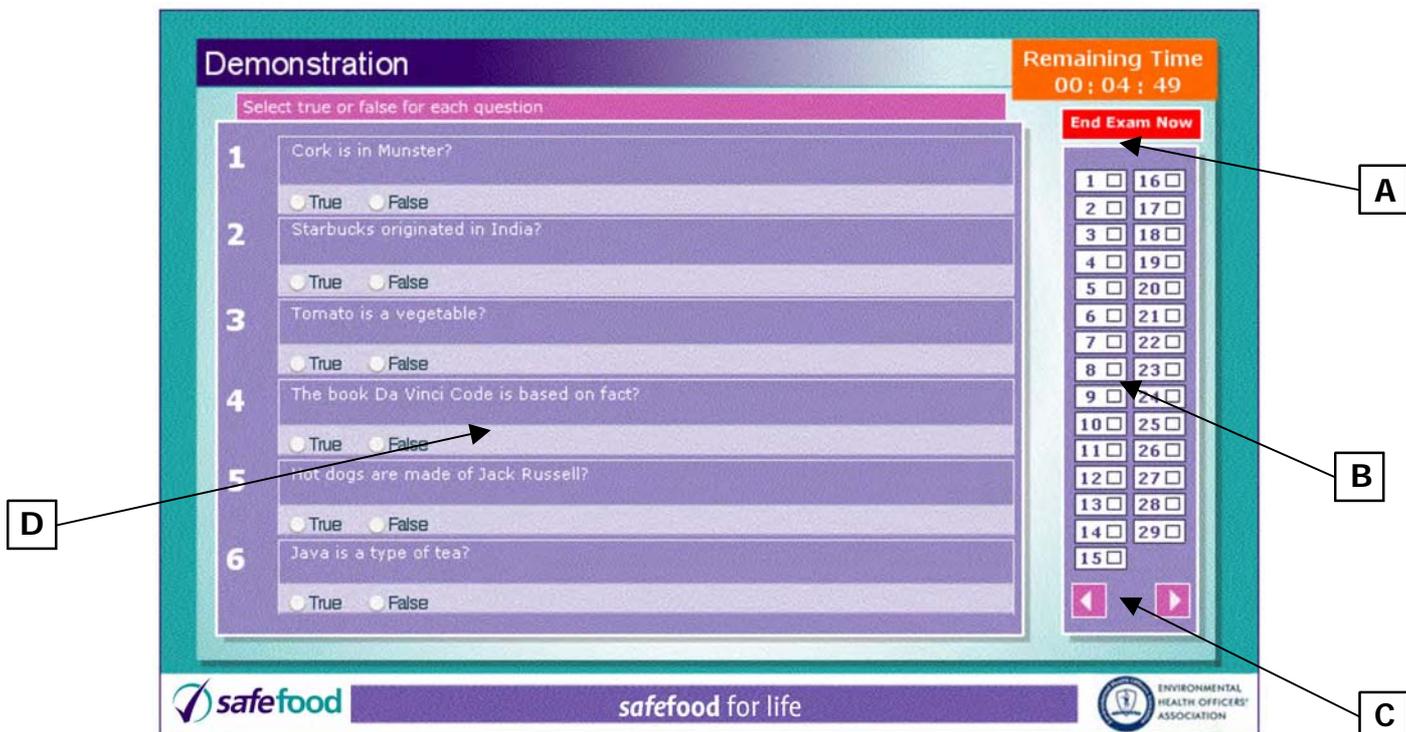
The demonstration examination will begin which will show the student exactly how the screens work in the real examination.

A. The top right of the screen shows the amount of time remaining. In the real exam this will flash to indicate you only have 10 minutes left until the end of the examination.

B. The right hand side of the screen contains a visual indication of all 29 questions, and for each question answered, the appropriate square is filled in.

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

C. At the bottom right of the screen are two navigation arrows to take the student forward and back between the pages of questions.

D. This exam contains different types of questions. There are clear instructions for answering each type of question on screen. To select an answer the student simply clicks on the appropriate checkbox or radio button beside the answer. If the student wishes to change their answer this can be done by clicking an alternative checkbox.

7. Finishing the examination
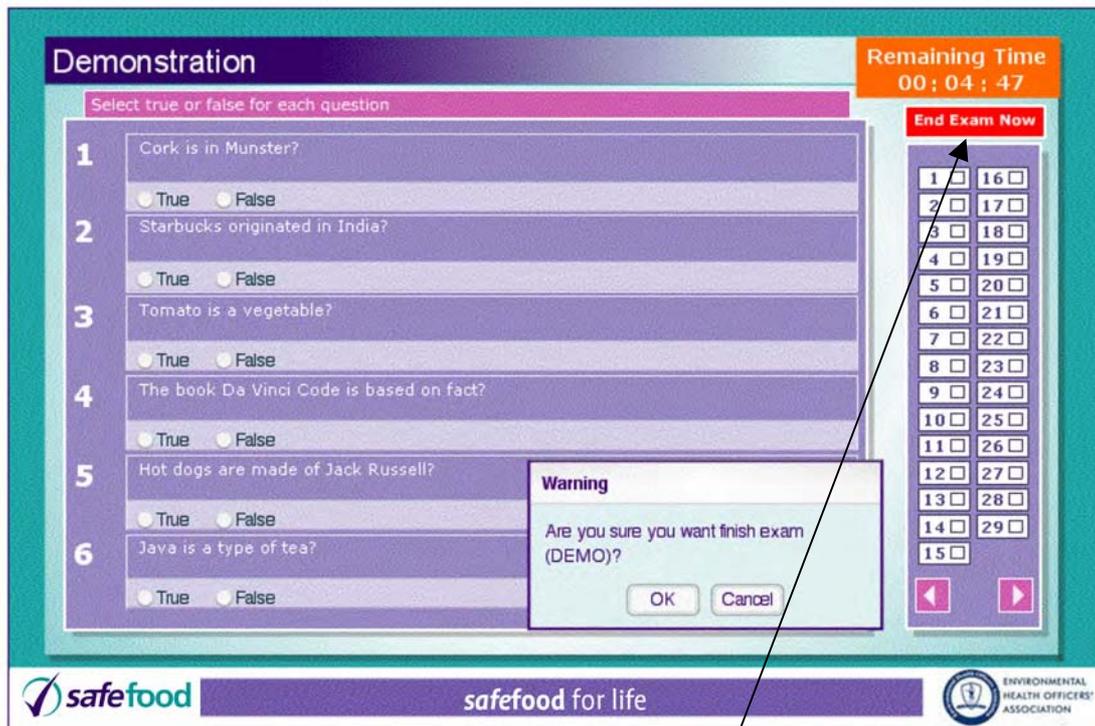

The exam ends when either:

The allocated time expires (5 minutes for the demo, and 60 minutes for the real exam or more if the time extension button has been ticked).
The student clicks the <u>End Exam Now</u> button.

If the student clicks on the End Exam Now button they will receive a pop-up warning message which will ask them to confirm that they wish to finish the exam (see screen above).

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.

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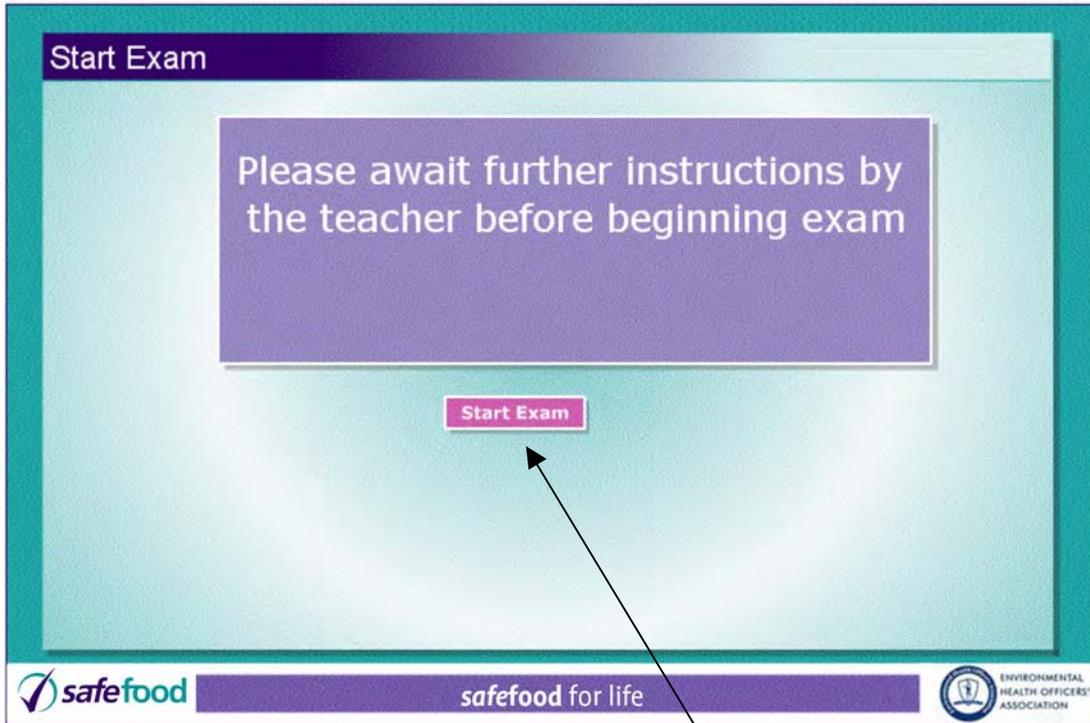
Once the demo exam is completed the student sees the Start Exam page which leads into the real exam.

You might want the student to wait at this screen so that you can start all students at the same time.

To start the real examination, students should 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 more if the time extension button has been ticked) or clicks on the End Exam Now button.
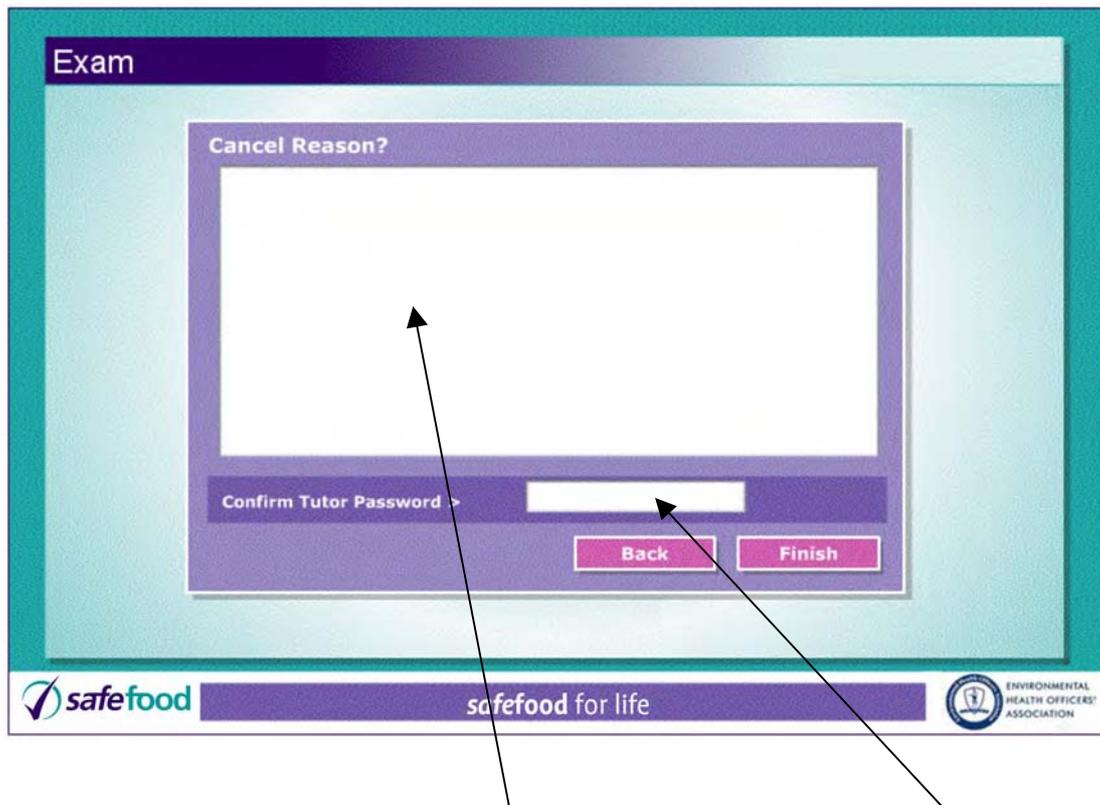
9. Teacher stopping the examination

During an examination you may need to stop a student continuing the exam (e.g. in the case of a student caught cheating), you should use the following key sequence:

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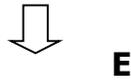
**i.e. Hold down the "Down Arrow" and "E" keys**

When stopping the exam you will be asked for a cancel reason – see screen below:

**You should then fill in the Cancel Reason box and login your Teacher password, then press Finish.**

10. Completing the examination

Once the exam is finished and the results have been sent to the central server, you will see a screen like the one below which indicates that the exam was completed correctly.
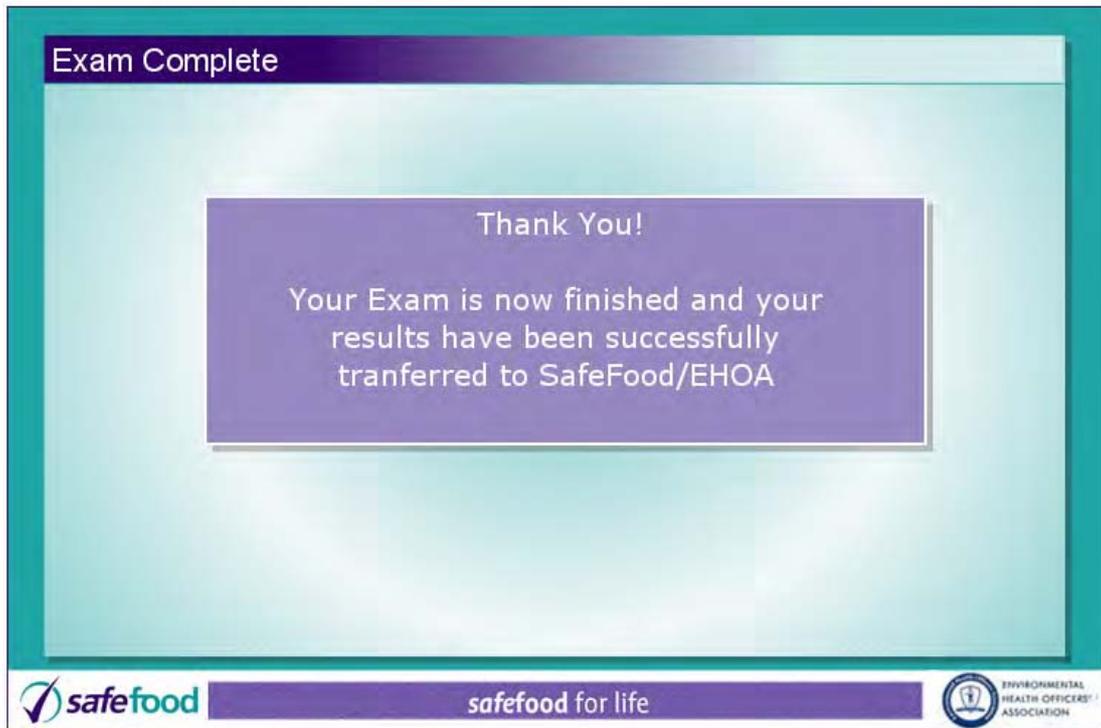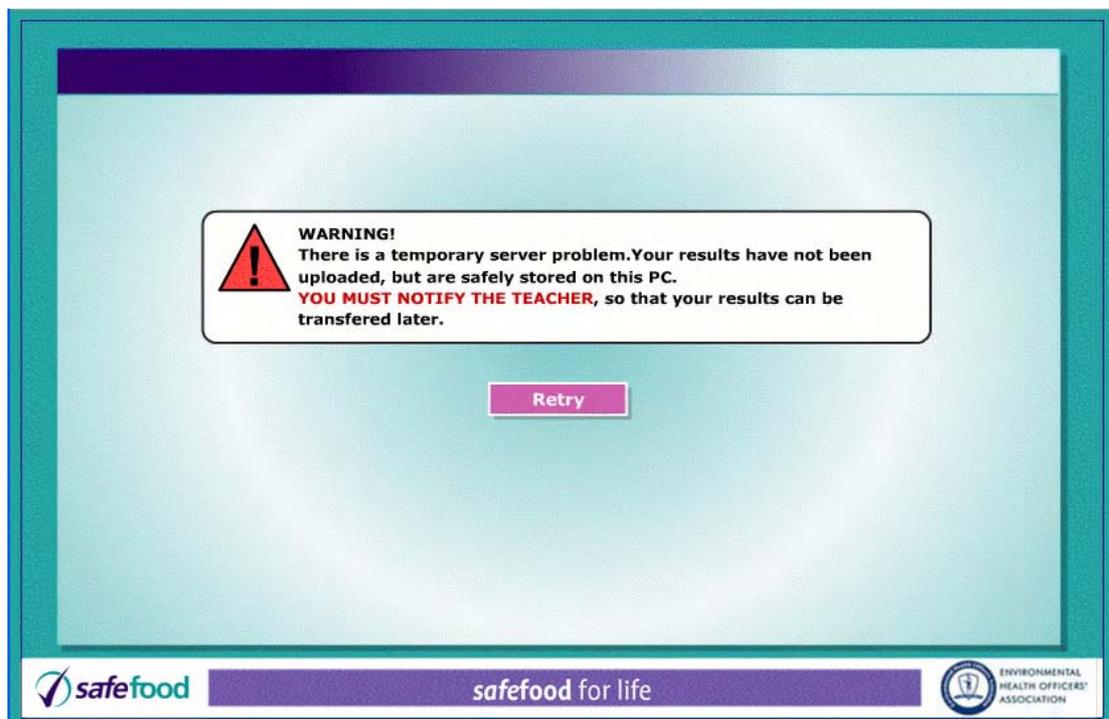
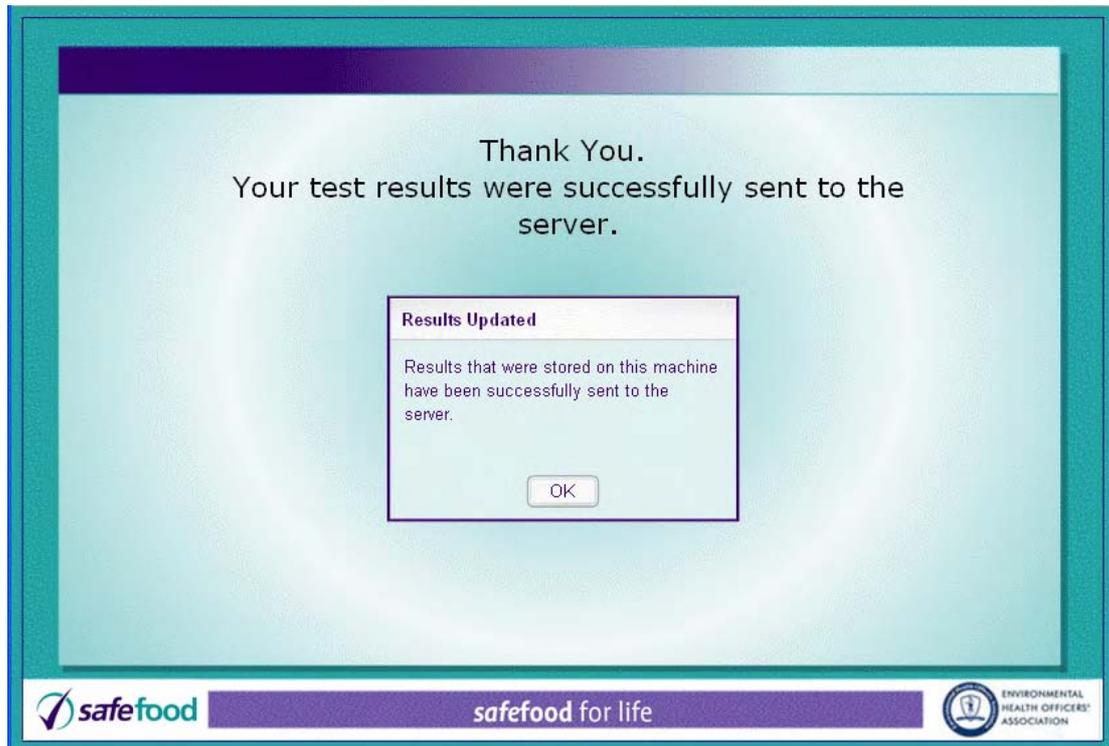## 11. Problem synchronising the results at the end of the examination

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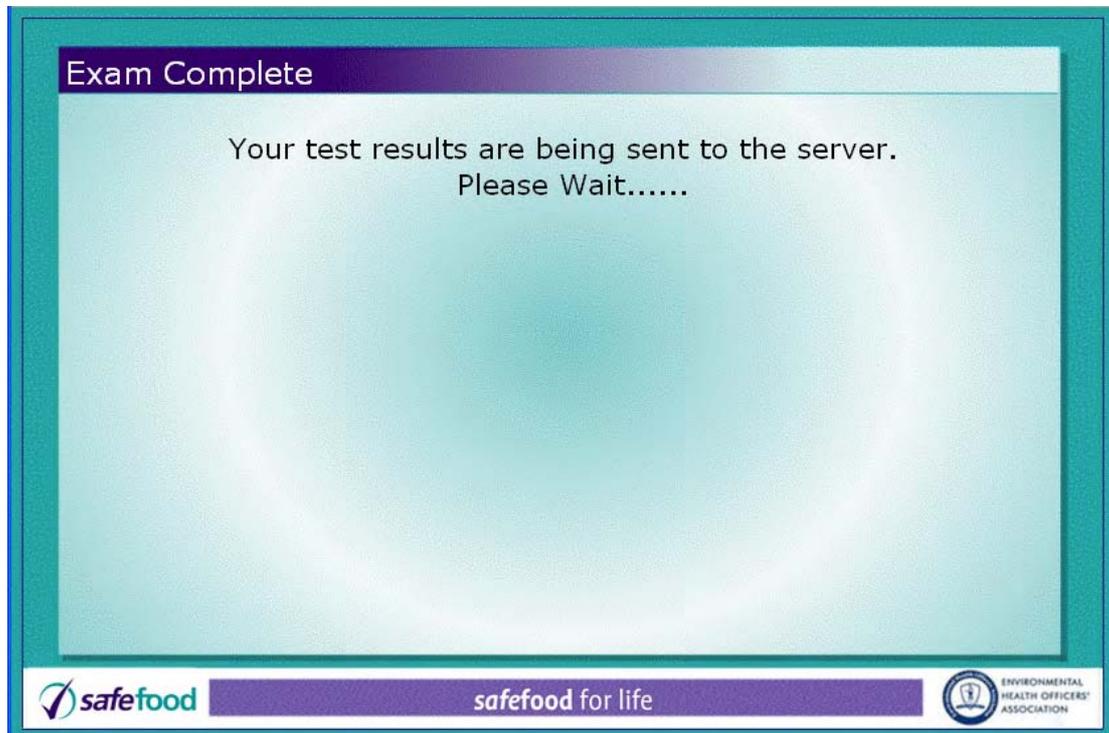
Followed by this screen:

First of all try clicking the Retry button. If the results are sent successfully you will see the following screen:

Then click OK to confirm.

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

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 exam on the web
- Examination Centre /Teacher Registration
- Examination result transfer

Contact the *safe*food Helpline at 1850 40 4567

- Examination PIN requests
- Queries regarding examination questions
- Result processing and issuing of certificates

Contact EHOA at

Environmental Health Officers' Association
4 Carlton Terrace
Novard Ave
Bray
Co. Wicklow

Tel 01 2761211
Fax 01 2764665