

OCR e-testing

Evacuation and Test Recovery Guide

**All OCR e-tests including Key & Basic Skills,
Awards in Administration and Certificate for IT
Practitioners**

SNA and Floppy Disk Delivery Options.

**Evacuation and Test Recovery Guide for all
OCR e-tests including Key & Basic Skills, Awards in
Administration and Certificate for IT Practitioners Tests**

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Evacuation and Test Recovery Guide for all OCR e-tests including Key & Basic Skills, Awards in Administration and Certificate for IT Practitioners Tests

1. Introduction

In the course of delivering OCR e-tests a centre may experience various situations, beyond their control, that disrupt a testing session. To be prepared for these situations the centre needs a procedure for determining the most appropriate action to take to leave the test session in a controlled state where possible and to restart once appropriate to do so.

Fortunately the i-assess e-testing system includes tools in both the **SNA and Floppy Disk Delivery Options** for recovering tests that have been stopped in these circumstances.

This document aims to outline the procedures to be used to leave the test session in a controlled state where possible and to restart the OCR e-tests once appropriate to do so. It will cover situations such as evacuation due to fire alarm and complete loss of power.

This information can then be incorporated into a centre's own procedures used in these situations.

2. SNA Delivery Option

The procedure in this section relates to the OCR e-tests delivered on networked environment using the **SNA Delivery Option**. It is applicable to OCR e-tests for all qualifications including Key and Basic Skills, Awards in Administration and Certificate for IT Practitioners/Professionals.

2.1 Evacuation Due to Fire Alarm

This section relates to an evacuation due to fire alarm or other emergency situation that becomes apparent during the course of a test session.

The following assumptions are made about these situations:

- **The evacuation is within the control of the test invigilator and occurs in a controlled manner.**
- **The candidate has logged in to the test and has started to enter question responses.**
- **The SNA dashboard remains active on the SNA machine during the evacuation.**

The procedure is outlined through reference to a realistic scenario and to a number of screen shots from both the client machine and the SNA dashboard on the SNA machine.

2.1.1 Scenario

In the following scenario a candidate, John Brown, has started a Communications L2 (4009) test on the client machine using the SNA testing method. He has spent ten minutes answering the first fifteen questions when the fire alarm sounds.

Communication L2 (4009)
Question 15 of 40

Question 15 Go

Time Remaining: 00:50:01

prev Next End

Dear Mr Jones,	line 1
I'm writing to complain about the disgusting state of the lifts in our flats. It's awful that only one lift works and half the time that gets stuck between floors for a good ten minutes. The other two have been broken for more than three weeks and you haven't done nothing about it. How would you like it if you had to walk up twelve flights of stairs after a hard day's work, carrying your shopping like your tenants have to carry theirs? I don't think you'd find it very funny! As if that isn't bad enough, the only lift that does occasionally work smells foul. Perhaps if you invested in a better security system people wouldn't be able to come in to use our lift as a toilet. I would appreciate it if you would do something about the lifts as soon as possible. It's your responsibility to make sure that everything is in working order. If nothing's done within the next week I shall be taking the matter up with Councillor Wilson.	line 2 line 3 line 4 line 5 line 6 line 7 line 8 line 9 line 10 line 11 line 12 line 13 line 14 line 15 line 16
Yours sincerely, Ruth Green	line 17 line 18

The letter could be divided into three paragraphs. The **best** places to start the second and third paragraphs would be

lines 4 and 8

lines 4 and 9

lines 8 and 12

lines 9 and 12

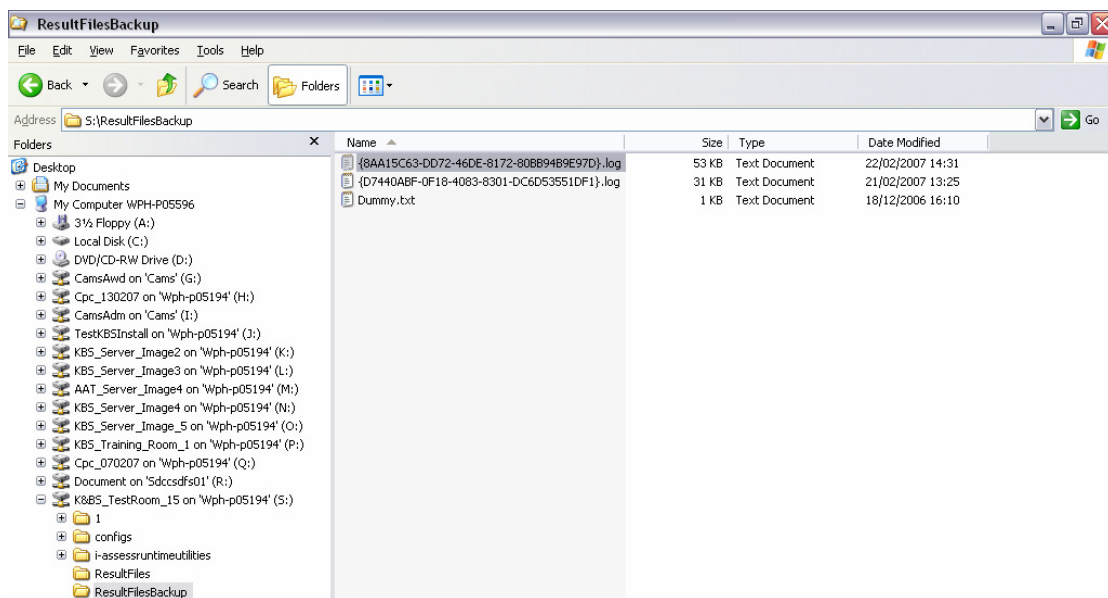
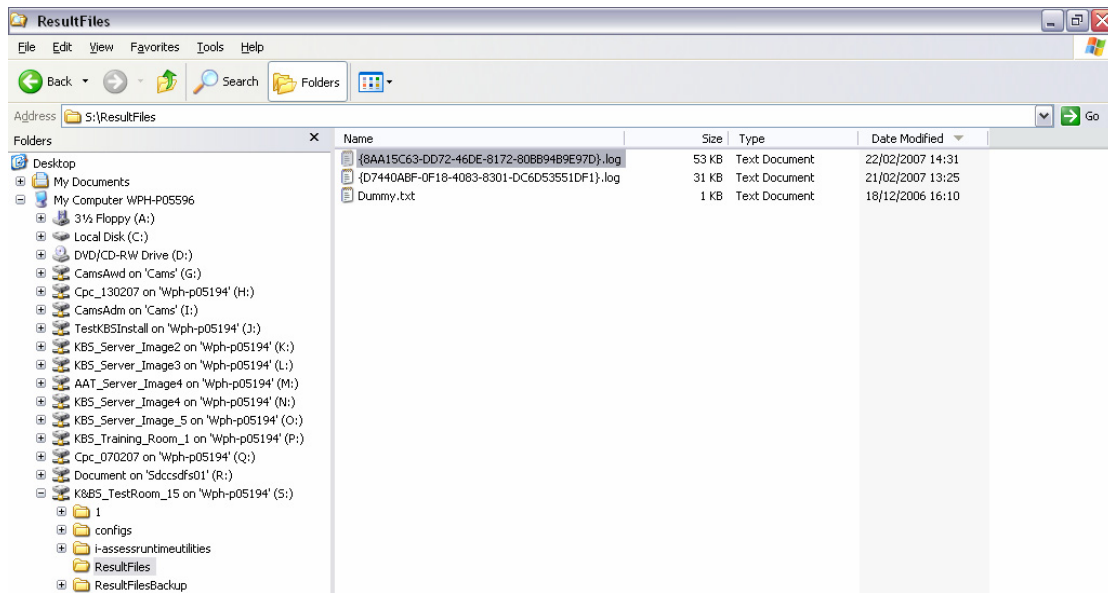
Clear

The individual responses, made by the candidate, to the first fifteen questions have been saved into a results file on the server share in the following locations:

<\\server\share\ResultFiles>
<\\server\share\ResultFilesBackup>

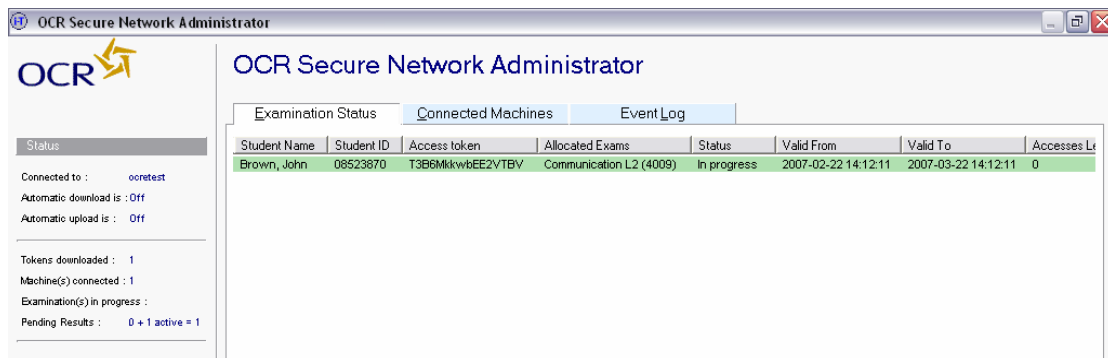
(Please replace <\\server\share> with the appropriate path at your centre).

This is shown in the following two screenshots where the presence of the {8AA15C63-DD72-46DE-8172-80BB94B9E97D}.log file can be seen in both locations. The file size at 53KB indicates an incomplete test.



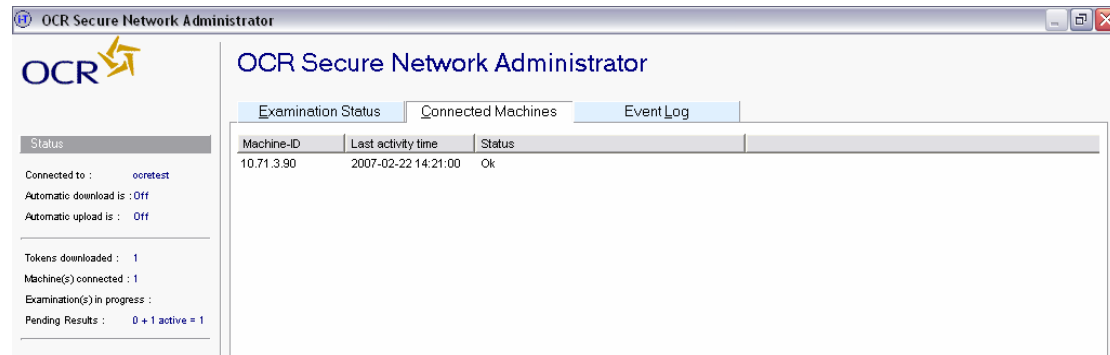
The SNA dashboard is displayed on the SNA machine and its various tabs show information on the test being taken by John Brown.

The Examination Status tab shows the test to be “In progress” and its details are highlighted in green to indicate this.

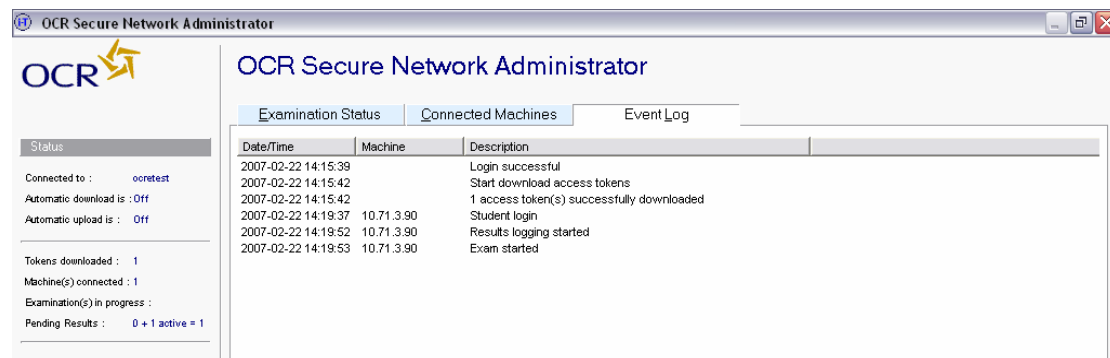


The pending results indication on the left hand Status pane shows there to be 1 active test.

The Connected Machines tab shows the IP address of the machine where the test is active and the last time of activity.



The Event Log tab shows the key events including the “Student login”, “Results logging started” and “Exam started”.



2.1.2 Controlled Shutdown

When the fire alarm sounds and the test invigilator has taken the decision to evacuate the test room, the candidate should switch-off their computer by depressing the power button on the desktop or tower until it shuts down. This should take 10-15 seconds to do and should not delay the evacuation at all.

In this particular scenario the computer was shutdown when the test was on question 15 of 40 and had 50 minutes remaining.

2.1.3 Test Recovery

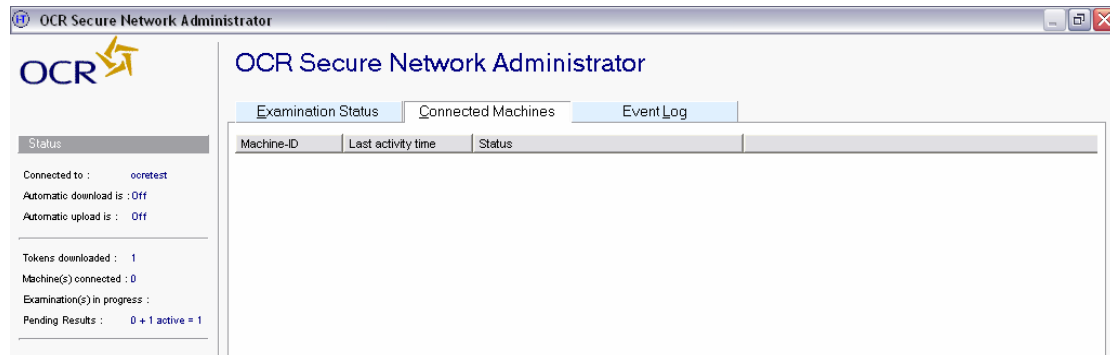
When the emergency situation has passed and the test invigilator has deemed it appropriate to restart the test session the following procedure should be used to recover the candidate’s test. The test can be recovered at that time or at a later date if more convenient.

During the evacuation the SNA dashboard remained active on the SNA machine.

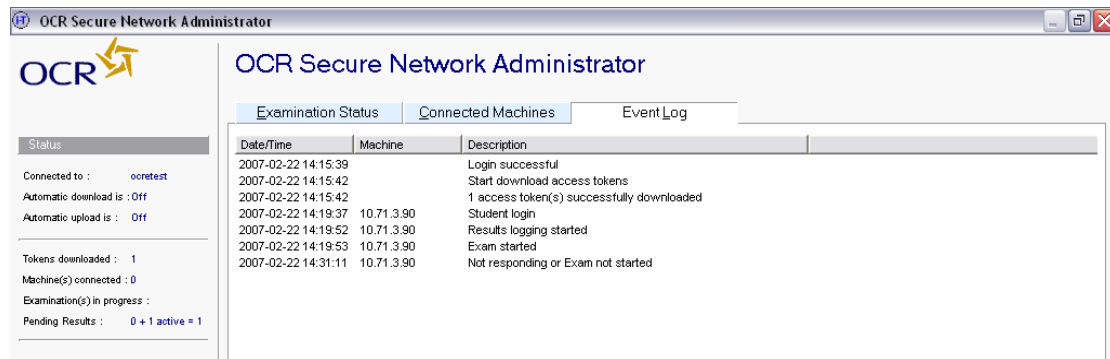
The Examination Status tab still shows the test to be “In progress” and its details are highlighted in green to indicate this.

The pending results indication on the left hand Status pane shows there to be 1 active test.

The Connected Machines tab is empty as the connection from the client machine was lost when it was shutdown.



The Event Log tab may show a “Not responding or Exam not started” message as a result of the break in communication from the client machine when it was shutdown.



Once the test has been recovered and the candidate has continued answering questions the results logging will resume. The Connected Machines tab will again show the IP address of the machine where the test is active and the last time of activity.

To recover the test the candidate should sit at any computer linked to the same SNA machine and server share.

The computer should be restarted.

The candidate should login to Windows and have the desktop visible.

The candidate should log back into the test by clicking on “Start”, “Programs”, “OCR Computer Based Assessment” and then “OCR Computer Based Exams”.

Important Note: Depending on which set of tests you are running using the SNA method the start menu program group may be “OCR Exams”, “OCR Awards in Admin Tests” or “OCR iPRO Tests”.

Having entered their Surname and StudentID at the login screen the system will display the Welcome screen.



OCR ELECTRONIC TEST DELIVERY SYSTEM

Welcome

Welcome **John Brown**.

Please verify your personal details.

Firstname: **John**
 Initial: **P**
 Surname: **Brown**
 Date Of Birth: **23/04/1961**

You have not been allocated any new tests.

You have the following incomplete tests:
Communication L2 (4009) started on 22/02/2007 at 14:19:52

Select one of the following statements to indicate that you have checked the details above:

- The personal details are **correct** and the available test(s) are **correct**.
- The personal details are **incorrect** or the available test(s) are **incorrect**.

Now click the Continue button.

The system detects that the candidate has an active test from the SNA dashboard and indicates this on the Welcome screen as follows:

You have the following incomplete tests:
Communication L2 (4009) started on 22:02:2007 at 14:19:52

The candidate should select the radio button to indicate their personal details are correct and then click the “Continue” button to move on.



OCR ELECTRONIC TEST DELIVERY SYSTEM

You have not been allocated any new tests.

Click on the incomplete test when instructed to do so by your test administrator.

[Communication L2 \(4009\) started on 22/02/2007 at 14:19:52](#)

The candidate should select the link to recover the test at the question it was left at, in this case 15 of 40 and with the same amount of time remaining, in this case 50 minutes.

Communication L2 (4009)
Question 15 of 40

Question 15 Go Time Remaining: 00:49:55

Prey Next End

Dear Mr Jones, I'm writing to complain about the disgusting state of the lifts in our flats. It's awful that only one lift works and half the time that gets stuck between floors for a good ten minutes. The other two have been broken for more than three weeks and you haven't done nothing about it. How would you like it if you had to walk up twelve flights of stairs after a hard day's work, carrying your shopping like your tenants have to carry theirs? I don't think you'd find it very funny! As if that isn't bad enough, the only lift that does occasionally work smells foul. Perhaps if you invested in a better security system people wouldn't be able to come in to use our lift as a toilet. I would appreciate it if you would do something about the lifts as soon as possible. It's your responsibility to make sure that everything is in working order. If nothing's done within the next week I shall be taking the matter up with Councillor Wilson. Yours sincerely, Ruth Green	line 1 line 2 line 3 line 4 line 5 line 6 line 7 line 8 line 9 line 10 line 11 line 12 line 13 line 14 line 15 line 16 line 17 line 18
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The letter could be divided into three paragraphs. The **best** places to start the second and third paragraphs would be

- lines 4 and 8
- lines 4 and 9
- lines 8 and 12
- lines 9 and 12

Clear

The candidate can continue the test to its completion.

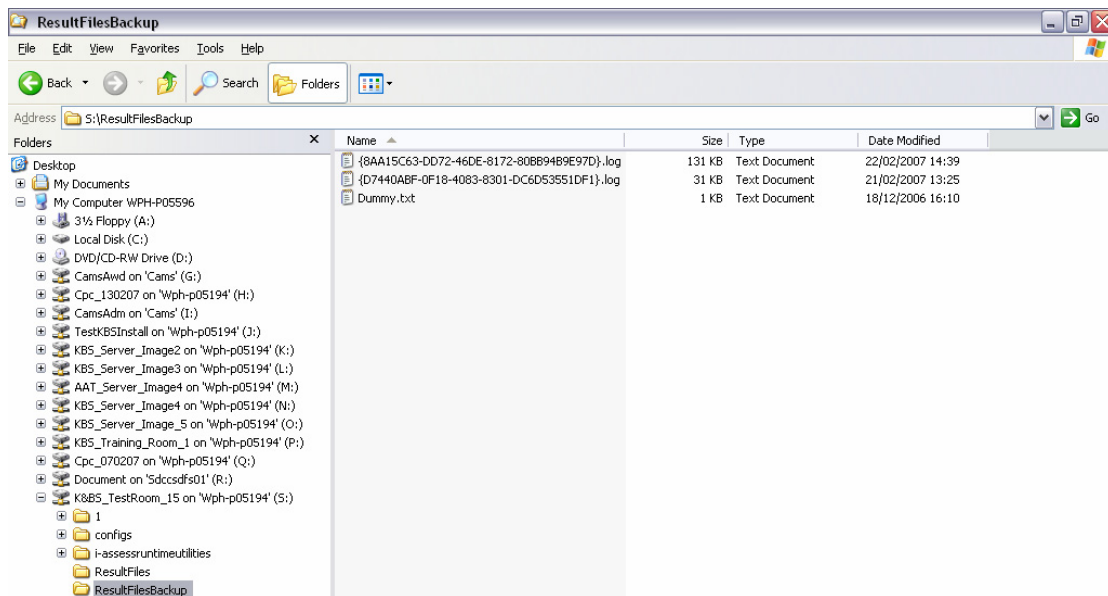
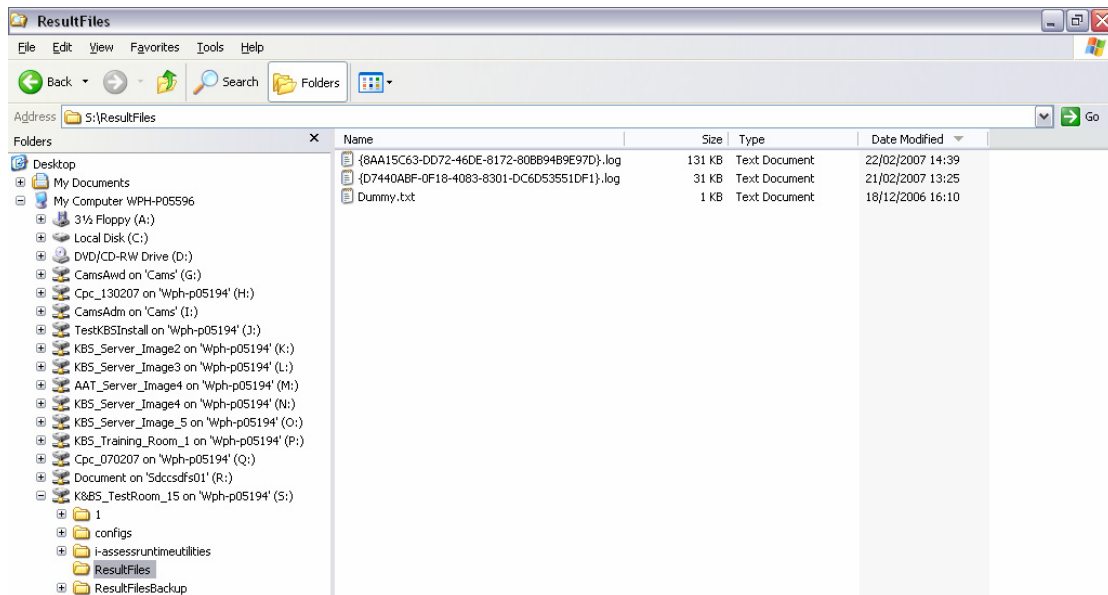
Having completed and exited the test the Event Log tab will indicate "Exam finished" once and "Examiner terminated" twice.

The screenshot shows the 'OCR Secure Network Administrator' application window. The 'Event Log' tab is selected, displaying a table of events. On the left, the 'Status' pane shows 'Pending Results: 1 + 0 active = 1'.

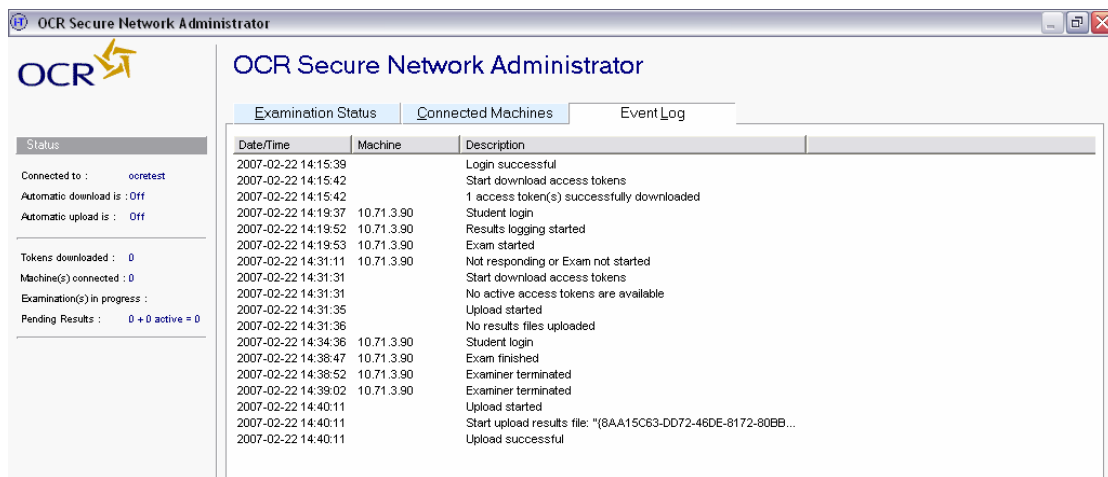
Date/Time	Machine	Description
2007-02-22 14:15:39		Login successful
2007-02-22 14:15:42		Start download access tokens
2007-02-22 14:15:42		1 access token(s) successfully downloaded
2007-02-22 14:19:37	10.71.3.90	Student login
2007-02-22 14:19:52	10.71.3.90	Results logging started
2007-02-22 14:19:53	10.71.3.90	Exam started
2007-02-22 14:31:11	10.71.3.90	Not responding or Exam not started
2007-02-22 14:31:31		Start download access tokens
2007-02-22 14:31:31		No active access tokens are available
2007-02-22 14:31:35		Upload started
2007-02-22 14:31:36		No results files uploaded
2007-02-22 14:34:36	10.71.3.90	Student login
2007-02-22 14:38:47	10.71.3.90	Exam finished
2007-02-22 14:38:52	10.71.3.90	Examiner terminated
2007-02-22 14:39:02	10.71.3.90	Examiner terminated

The pending results indication on the left hand Status pane updates to show 1 pending result and no active tests.

The individual responses, made by the candidate, to the remaining questions will be saved into the existing results file ({8AA15C63-DD72-46DE-8172-80BB94B9E97D}.log) in the ResultFiles and ResultFilesBackup folders on the server share. The file size has increase to 131KB in both locations indicating a complete test.



The result file can be uploaded from the SNA dashboard as usual by clicking the "Upload Pending Results" button. This is reflected in the Event Log tab with Upload started and Upload successful messages.



2.2 Complete Power Outage

This section relates to the situation where the test session is interrupted by a complete power outage.

The following assumptions are made about this situation:

- **The shutdown cannot be controlled and occurs at the point that the power is lost.**
- **The candidate has logged in to the test and has started to enter question responses.**
- **The shutdown of the SNA dashboard on the SNA machine cannot be controlled and occurs at the point that the power is lost.**

The procedure is outlined through reference to a realistic scenario and to a number of screen shots from both the client machine and the SNA dashboard on the SNA machine.

2.2.1 Scenario

In the following scenario a candidate, Peter Smith, has started a Literacy L1 (3011) test on the client machine using the SNA testing method. He has spent fifteen minutes answering the first twenty questions when the power outage occurs.



<p>A SQUIRREL which attacked people in a Somerset village has been shot dead. Locals lived in fear of a grey squirrel following numerous unprovoked attacks.</p> <p>The squirrel had been known to jump up on people and scratch and bite them. Victims included Natalie Lord who was attacked in her garden as she mowed the lawn and Tina Armstrong who was bitten on the ankle as she walked along the street.</p> <p>The latest victim was a little girl out for a walk with her mother. Two-year-old Amy stopped to admire the squirrel which suddenly jumped up</p>	<p>and scratched her forehead. Kate Spooner had to pick up her daughter quickly and chase the animal away. Amy was left terribly shaken.</p> <p>Amy's grandfather, John Heath, was incensed by the attack. He hunted the squirrel down in woods near the street where the two-year-old was attacked and shot it with an air rifle. Belinda Heath, John's wife, told the paper. "When John saw what had happened to Amy, he just wanted to put a stop to attacks from this squirrel. He didn't want any more children to get hurt."</p>
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According to the document, which of these statements is correct?

- John was very angry with his granddaughter
- John shot the squirrel where it had attacked Amy
- John wanted to use his air rifle in the woods
- John didn't want any more attacks on children

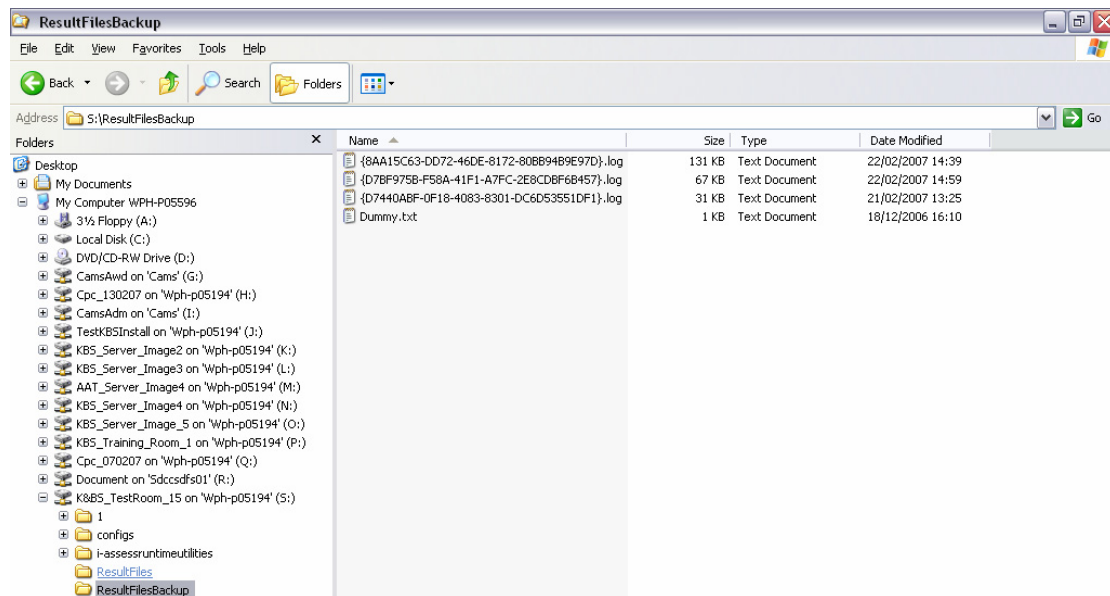
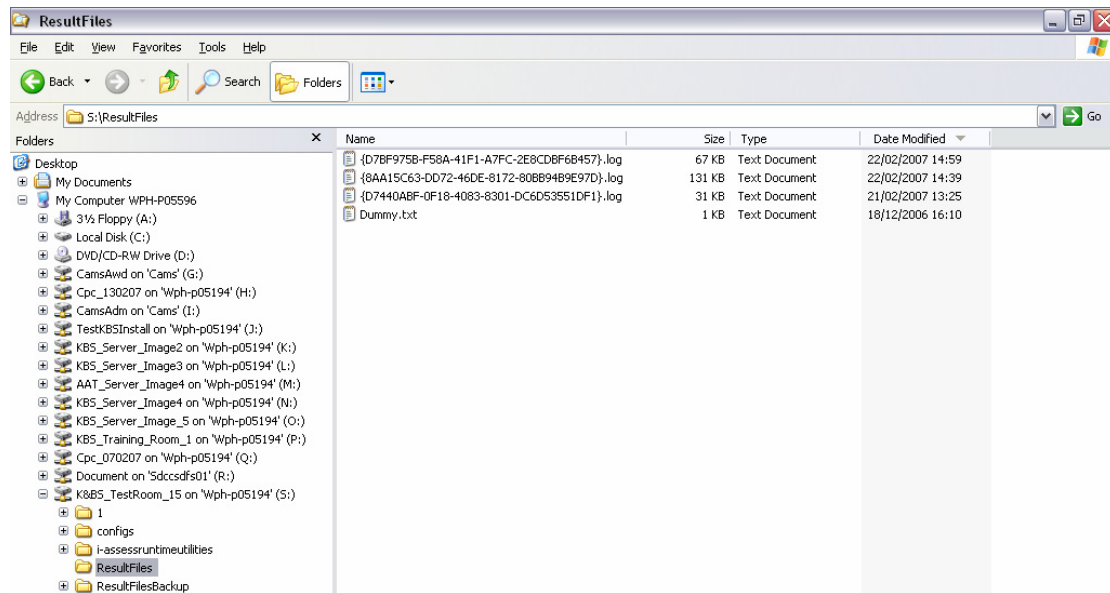
[Clear](#)

The individual responses, made by the candidate, to the first twenty questions have been saved into a results file on the server share in the following locations:

<\\server\share\ResultFiles>
<\\server\share\ResultFilesBackup>

(Please replace <\\server\share> with the appropriate path at your centre).

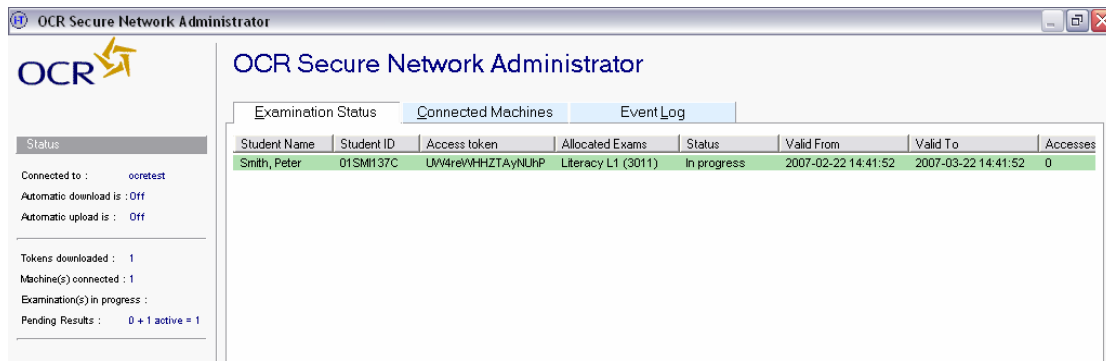
This is shown in the following two screenshots where the presence of the {D7BF975B-F58A-41F1-A7FC-2E8CDBF6B457}.log file can be seen in both locations. The file size at 67KB indicates an incomplete test.



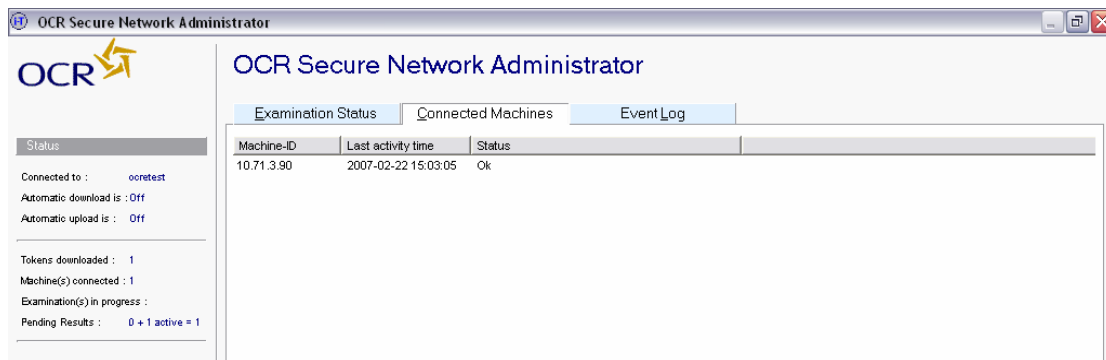
The SNA dashboard on the SNA machine was shutdown when the power outage occurred. Before it was shutdown its various tabs showed information on the test being taken by Peter Smith.

The Examination Status tab showed the test to be “In progress” and its details are highlighted in green to indicate this.

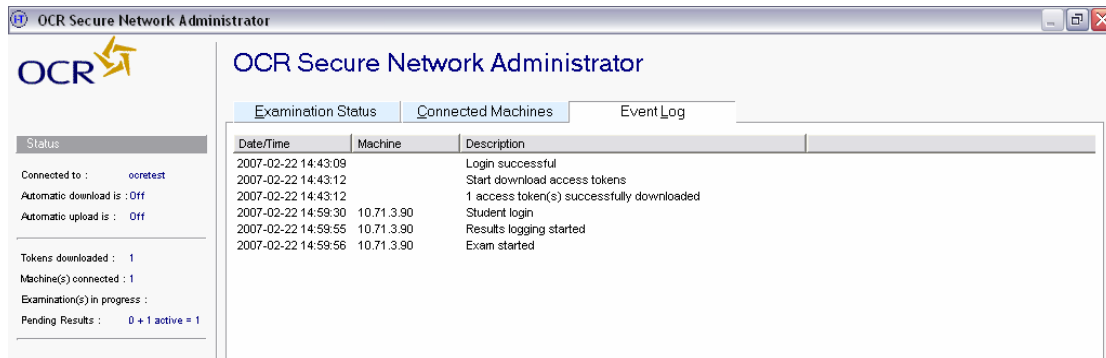
The pending results indication on the left hand Status pane shows there to be 1 active test.



The Connected Machines tab showed the IP address of the machine where the test was active and the last time of activity.



The Event Log tab showed the key events including the “Student login”, “Results logging started” and “Exam started”.



2.2.2 Uncontrolled Shutdown

When power outage occurs the client and SNA machines are shutdown but the server is kept running using a backup power supply. In this case where the server is a desktop computer within the test room or if the server does not have a backup power supply then this will also be shutdown. This will need to be rebooted at the start of the recovery process.

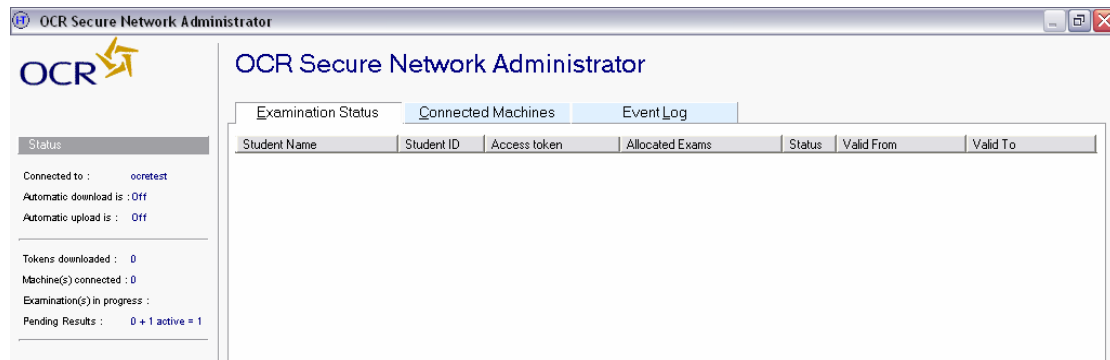
In this particular scenario the computer was shutdown when the test was on question 20 of 40 and had 45 minutes remaining.

2.2.3 Test Recovery

When the power has been restored and the test invigilator has deemed it appropriate to restart the test session the following procedure should be used to recover the candidate’s test. The test can be recovered at that time or at a later date if more convenient.

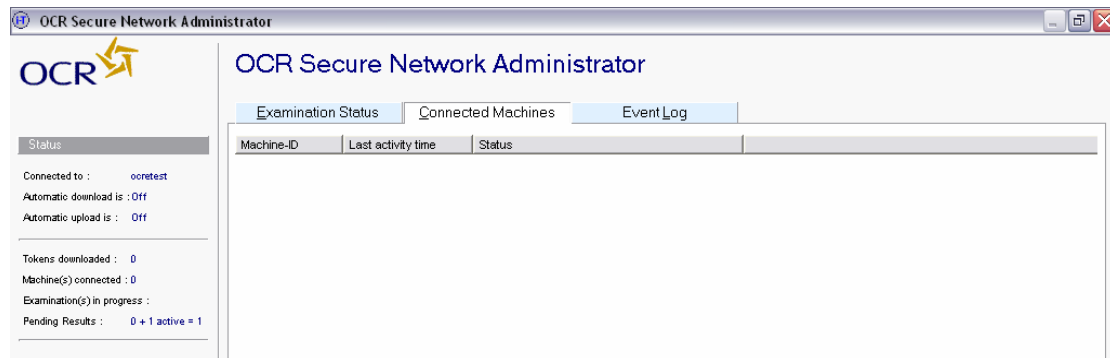
During the power outage the SNA dashboard on the SNA machine was shutdown therefore the SNA machine needs to be restarted.

The SNA dashboard should be started on the SNA machine using the normal login procedure. When the SNA dashboard opens the Examination Status tab is blank with no tests in progress.

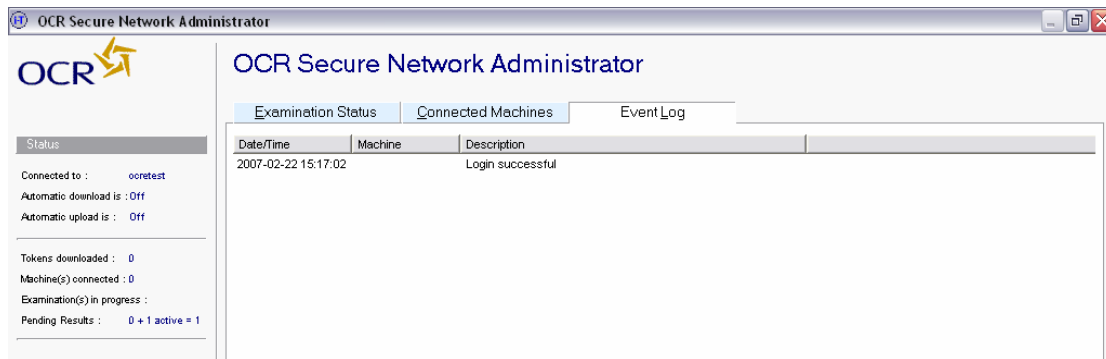


However the pending results indication on the left hand Status pane shows there to be 1 active test. This is the test that needs to be recovered.

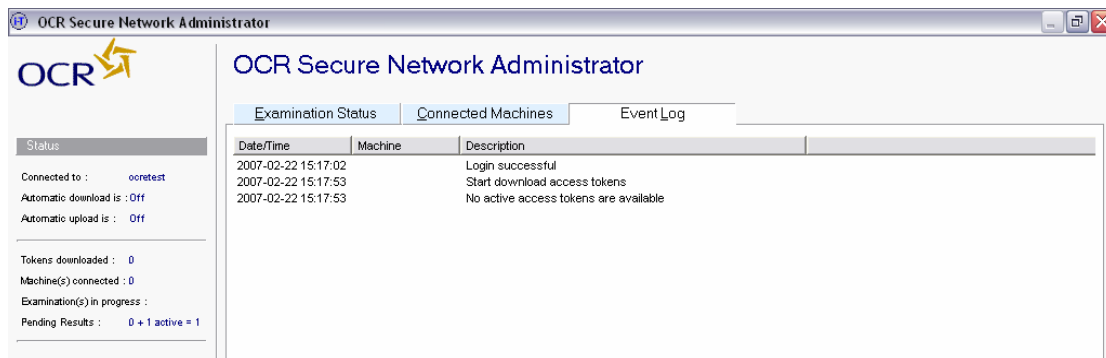
The Connected Machines tab is empty as the connection from the client machine was lost when it shutdown.



The Event Log tab shows a “Login successful” message.



When the “Download Access Tokens” button is clicked the message “No active access tokens are available” appears in the Event Log tab. This is because the test in question has already been started and as such the token in question has no remaining accesses. This is normal behaviour and does not prevent the test from being recovered.



The candidate should sit at any computer linked to the same SNA machine and server share.

The client machine should be restarted. The candidate should login to Windows and have the desktop visible.

The candidate should log back into the test by clicking on “Start”, “Programs”, “OCR Computer Based Assessment” and then “OCR Computer Based Exams”.

Important Note: Depending on which set of tests you are running using the SNA method the start menu program group may be “OCR Exams”, “OCR Awards in Admin Tests” or “OCR iPRO Tests”.

Having entered their Surname and StudentID at the login screen the system will display the Welcome screen.



OCR ELECTRONIC TEST DELIVERY SYSTEM

Welcome

Welcome **Peter Smith**.

Please verify your personal details.

Firstname: **Peter**
 Initial: **F**
 Surname: **Smith**
 Date Of Birth: **14/07/1978**

You have not been allocated any new tests.

You have the following incomplete tests:
Literacy L1 (3011) started on 22/02/2007 at 14:59:55
 Select one of the following statements to indicate that you have checked the details above:

- The personal details are **correct** and the available test(s) are **correct**.
- The personal details are **incorrect** or the available test(s) are **incorrect**.

Now click the Continue button.

The system detects that the candidate has an active test from the SNA dashboard and indicates this on the Welcome screen as follows:

You have the following incomplete tests:
Literacy L1 (3011) started on 22:02:2007 at 14:59:55

The candidate should select the radio button to indicate their personal details are correct and then click the “Continue” button to move on.

The system moves onto the next page and provides the link for the candidate to continue the test when advised to do so by the test invigilator.



OCR ELECTRONIC TEST DELIVERY SYSTEM

You have not been allocated any new tests.

Click on the incomplete test when instructed to do so by your test administrator.

[Literacy L1 \(3011\) started on 22/02/2007 at 14:59:55](#)

The candidate should select the link to recover the test at the question it was left at, in this case 20 of 40 and with the same amount of time remaining, in this case 45 minutes.

Literacy L1 (3011)
Question 20 of 40

Question 20 Go

Prev Next End

OCR

Time Remaining: 00:44:51

A SQUIRREL which attacked people in a Somerset village has been shot dead. Locals lived in fear of a grey squirrel following numerous unprovoked attacks.

The squirrel had been known to jump up on people and scratch and bite them. Victims included Natalie Lord who was attacked in her garden as she mowed the lawn and Tina Armstrong who was bitten on the ankle as she walked along the street.

The latest victim was a little girl out for a walk with her mother. Two-year-old Amy stopped to admire the squirrel which suddenly jumped up

and scratched her forehead. Kate Spooner had to pick up her daughter quickly and chase the animal away. Amy was left terribly shaken.

Amy's grandfather, John Heath, was incensed by the attack. He hunted the squirrel down in woods near the street where the two-year-old was attacked and shot it with an air rifle. Belinda Heath, John's wife, told the paper. "When John saw what had happened to Amy, he just wanted to put a stop to attacks from this squirrel. He didn't want any more children to get hurt."

According to the document, which of these statements is correct?

- John was very angry with his granddaughter
- John shot the squirrel where it had attacked Amy
- John wanted to use his air rifle in the woods
- John didn't want any more attacks on children

[Clear](#)

The candidate can continue the test to its completion.

Once the test has been recovered and the candidate has continued answering questions the Connected Machines tab will again show the IP address of the machine where the test is active and the last time of activity.

When the candidate completes and exits the test the Event Log tab will indicate "Exam finished" once and "Examiner terminated" twice.

The screenshot shows the OCR Secure Network Administrator interface. On the left is a Status pane with the following information:

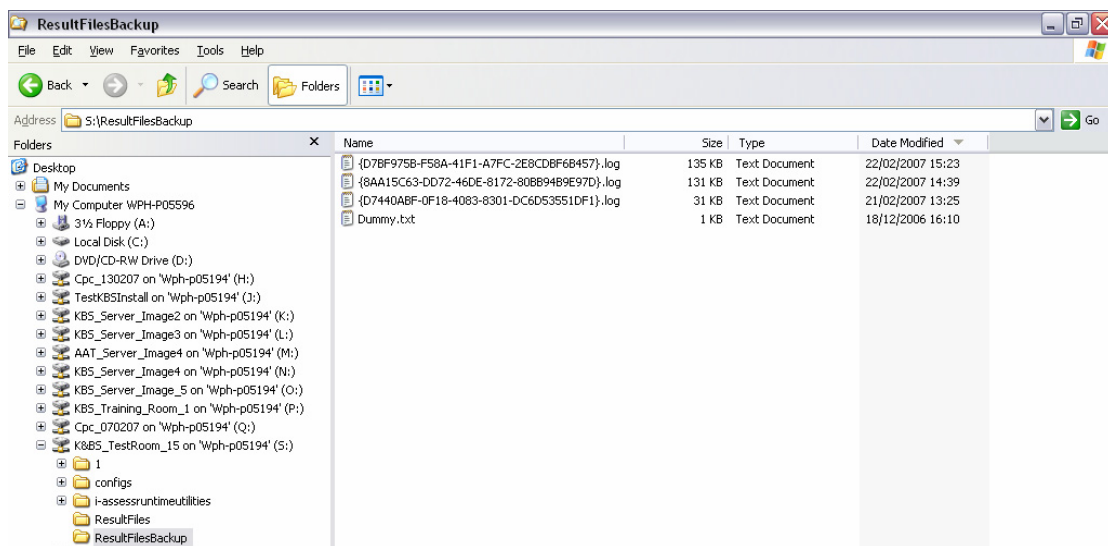
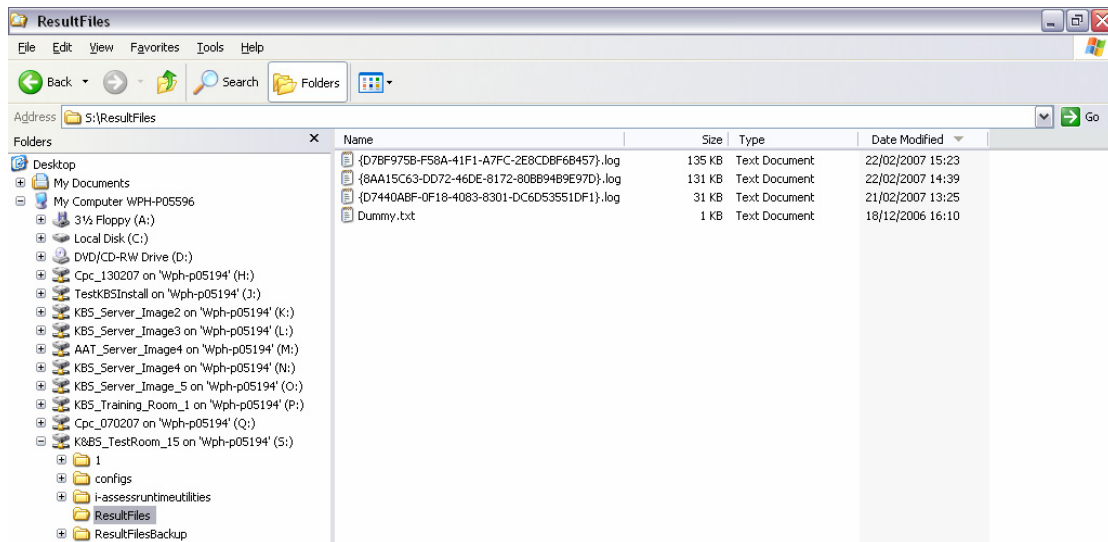
- Connected to: ocretest
- Automatic download is: Off
- Automatic upload is: Off
- Tokens downloaded: 0
- Machine(s) connected: 0
- Examination(s) in progress: 0
- Pending Results: 1 + 0 active = 1

The main area has three tabs: Examination Status, Connected Machines, and Event Log. The Event Log tab is active, showing the following log entries:

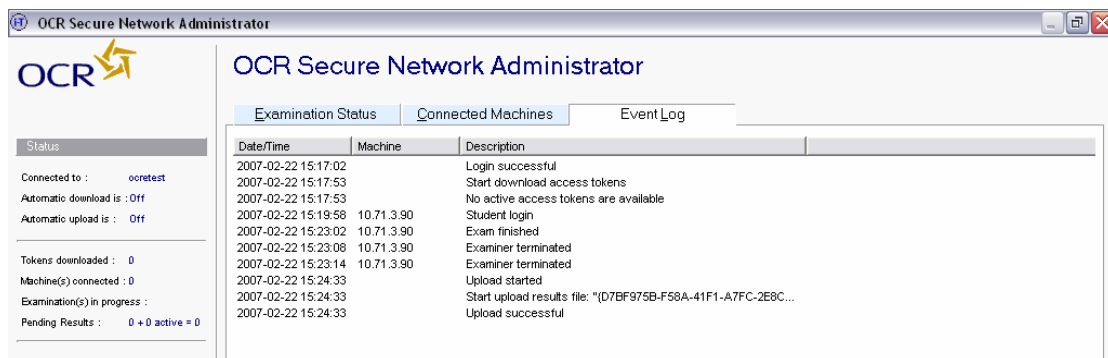
Date/Time	Machine	Description
2007-02-22 15:17:02		Login successful
2007-02-22 15:17:53		Start download access tokens
2007-02-22 15:17:53		No active access tokens are available
2007-02-22 15:19:58	10.71.3.90	Student login
2007-02-22 15:23:02	10.71.3.90	Exam finished
2007-02-22 15:23:08	10.71.3.90	Examiner terminated
2007-02-22 15:23:14	10.71.3.90	Examiner terminated

The pending results indication on the left hand Status pane updates to show 1 pending result and no active tests.

The individual responses, made by the candidate, to the remaining questions will be saved into the existing results file (D7BF975B-F58A-41F1-A7FC-2E8CDBF6B457).log) in the ResultFiles and ResultFilesBackup folders on the server share. The file size has increase to 135KB in both locations indicating a complete test.



The result file can be uploaded from the SNA dashboard as usual by clicking the "Upload Pending Results" button. This is reflected in the Event Log tab with Upload started and Upload successful messages.



3. Floppy Disk Delivery Option

The procedure in this section relates to the OCR e-tests delivered on standalone computers using the **Floppy Disk Delivery Option**. It is applicable to OCR e-tests for all qualifications including Key and Basic Skills, Awards in Administration and Certificate for IT Practitioners/Professionals.

3.1 Evacuation Due to Fire Alarm

This section relates to an evacuation due to fire alarm or other emergency situation that becomes apparent during the course of a test session.

The following assumptions are made about these situations:

- **The evacuation is within the control of the test invigilator and occurs in a controlled manner.**
- **The candidate has logged in to the test and has started to enter question responses.**

The procedure is outlined through reference to a realistic scenario and to a number of screen shots from the client machine.

3.1.1 Scenario

In the following scenario a candidate, John Brown, has started an Application of Number L1 (1009) test using the offline (floppy disk) testing method. He has spent five minutes answering the first ten questions when the fire alarm sounds.



The table shows the number of letters posted by a company each day in one week.

Day	Number of letters
Monday	33
Tuesday	32
Wednesday	30
Thursday	34
Friday	39
Saturday	32
Sunday	0
Total	200

What percentage of the total number of letters posted did the company post on Saturday?

- 8%
 16%
 32%
 64%

[Clear](#)

The individual responses, made by the candidate, to the first ten questions have been saved into a results file on the standalone computer in the following location:

C:\Program Files\i-assess\OCR\Result Files

3.1.2 Controlled Shutdown

When the fire alarm sounds and the test invigilator has taken the decision to evacuate the test room, the candidate should switch-off their computer by depressing the power button on the desktop or tower until it shuts down. This should take 10-15 seconds to do and should not delay the evacuation at all.

In this particular scenario the computer was shutdown when the test was on question 10 of 40 and had 1 hour 10 minutes remaining.

The test invigilator should make a note of the time that the evacuation took place to aid in the identification of the results file when recovering the test.

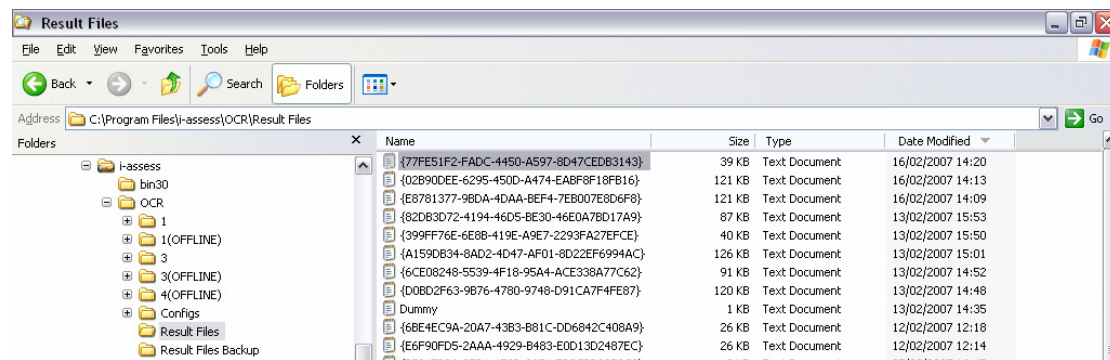
3.1.3 Test Recovery

When the emergency situation has passed and the test invigilator has deemed it appropriate to restart the test session the following procedure should be used to recover the candidate's test. The test can be recovered at that time or at a later date if more convenient.

The candidate should sit at the same standalone computer where the test was started, eject the floppy disk from its drive and restart the computer.

The candidate should login to Windows and have the desktop visible. The floppy disk should be inserted back into its drive.

Open Windows Explorer and navigate to the **C:\Program Files\i-assess\OCR\Result Files** folder.



Sort the files in date order by clicking on the “Date Modified” column title.

Identify the most recent results file, in this case {77FE51F2-FADC-4450-A597-8D47CED63143}.log, and write down the filename.

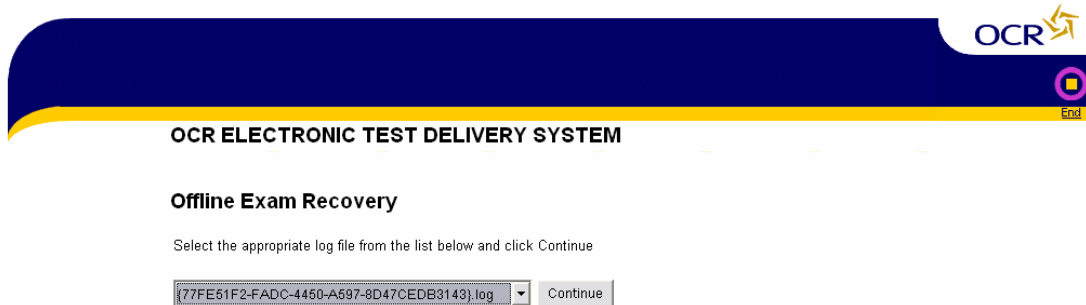
If the test is recovered at a later date the test date and evacuation time can be used to identify the correct results file. An incomplete test will have a smaller results file (shown here at 39KB) compared to complete test which has a results file in the 120KB – 150KB range depending on how many times the candidate has viewed each question.

Close Windows Explorer.

From the desktop launch the exam recovery tool by clicking on “Start”, “Programs”, “OCR Exams - Offline” and then “OCR Offline Exam Recovery Tool”.

Important Note: Depending on which set of offline tests you are running the start menu program group may be “OCR Offline Awards in Admin Tests” or “OCR Offline iPRO Tests”. However the menu item for launching the exam recovery tool will always be “OCR Offline Exam Recovery Tool”.

The Offline Exam Recovery program will launch.



From the drop down list select the results file identified from Windows Explorer ({77FE51F2-FADC-4450-A597-8D47CED63143}.log) and click the “Continue” button.

The test will be recovered on the question it was left at, in this case 10 of 40 and with the same amount of time remaining, in this case 1 hour and 10 minutes.



The table shows the number of letters posted by a company each day in one week.

Day	Number of letters
Monday	33
Tuesday	32
Wednesday	30
Thursday	34
Friday	39
Saturday	32
Sunday	0
Total	200

What percentage of the total number of letters posted did the company post on Saturday?

- 8%
- 16%
- 32%
- 64%

[Clear](#)

The candidate can continue the test to its completion.

The individual responses, made by the candidate, to the remaining questions will be saved into the existing results file ({77FE51F2-FADC-4450-A597-8D47CED63143}.log) and at the end of the test will be copied to the floppy disk.

The result file can be uploaded from either the floppy disk or the Result Files folder location on the standalone computer where the test was taken.

3.2 Complete Power Outage

This section relates to the situation where the test session is interrupted by a complete power outage.

The following assumptions are made about this situation:

- **The shutdown cannot be controlled and occurs at the point that the power is lost.**
- **The candidate has logged in to the test and has started to enter question responses.**

When the power has been restored and the test invigilator has deemed it appropriate to restart the test session the procedure in section 3.1.3 can be used to recover the candidate's test.