Online MCQ – FAQ – Centres

1. What does the new assessment strategy for the Level 2 Award for Parking Enforcement Officers entail?

Learners registered for the qualification will be expected to complete their qualification via online multiple choice test papers. This new approach to assessment is more proportionate to the level and style of the qualification and the more streamlined approach should make it easier for Centres to deliver and manage.

2. Why has this change been introduced?

This new approach is in response to recent changes announced by the Regulators, which mean that learners are no longer required to demonstrate mastery against all assessment criteria. The Regulators have advised that changes to the current framework for qualifications mean that a compensatory approach for assessment, where valid, can be used. The compensatory approach does not require learners to demonstrate achievement against all learning outcomes and assessment criteria within a qualification.

3. When does the new assessment strategy come into effect?

The new assessment strategy is effective from 1 January 2015 for all new learners registered from that date forward.

4. What about learners that are already registered for the qualification?

Learners already registered will be able to complete the qualification based on the existing assessment strategy, ie, paper-based assignment and test. However, if they wish to switch to the new assessment strategy, this will be possible, but it must be understood that they cannot decide at a later date to switch back to the previous strategy. Learners who do choose to switch to the new assessment strategy must complete and sign the *Learner Assessment Method Transfer Agreement Form.*

5. Will learners be required to undertake any additional forms of assessment, as well as the test?

No, learners will not be required to complete other forms of assessment for the Level 2 Award for Parking Enforcement Officers. The multiple choice test route will be the only option available. Learners who are not successful at the first attempt must retake the test.

6. How many times can learners re-take the test?

Learners will be able to retake the paper twice, ie, they will be able to take a total of three tests.

7. Is there a cost for the initial test?

No, the cost of the test is included within the registration fee for each learner.

8. Is there a cost for subsequent re-takes?

Yes, learners who need to retake the test will need to pay re-test fee of £20.00 per unit test. Therefore, if learners fail both unit tests, the re-test fee will be £40.00.

9. How do I schedule a test session?

To book the test session, you will need to contact WAMITAB at least 3 working days in advance of the date you would like to hold the test. At this time you will need to provide the Learner name and date of birth together with the detail of the pathway/unit(s) for which the test is required. Please use the Learner Registration Sheet provided by WAMITAB.

The team at WAMITAB will then generate a test based upon your request and they will send you a link, which will be unique to your centre and will be available only for the day that the test has been scheduled. Learners will need to log on to the test using their name, date of birth and WAMITAB Registration number. This information will be provided to Centres in advance of the test day.

All tests will require learners to produce suitable identification on the test day – even re-tests.

10. Can I administer the test in-Centre?

Yes, as an Approved WAMITAB Centre, you can act as invigilator or use external invigilators to operate tests anywhere that there is adequate internet and IT resources. However, you must ensure that the person responsible for invigilation is not the same person who has tutored/trained learners in preparation for the test. Invigilators and learners will be required to be conversant with and adhere to the WAMITAB Regulations for the Conduct of Multiple Choice Tests for the Parking Sector. We have also provided a Practical Invigilation Guide which should be used to prepare and administer tests.

11. What are the minimum operating requirements for the test?

Any device that has an internet connection can access the online-testing system including Smart devices such as iPhone; iPod Touch; iPad and Android. Centres will need to provide each learner with a device or access to a PC or laptop with internet access. You will be able to use any of the following browsers: Internet explorer 6+; FireFox 2.0+; Safari 3+; Opera 10.6+; Chrome 8+. Additionally you will need JavaScript and cookies enabled which comes standard with web browsers. ClassMarker is compatible with all major operating systems including: Windows; Macintosh; Linux; Chrome OS / Chromebook.

12. How are the tests compiled?

We have created a new question bank to provide a broader and more robust coverage of the learning outcomes and assessment criteria within each unit of the qualification. The new set of questions is sufficiently detailed to ascertain the learner's knowledge and understanding of the subject. The tests are generated individually to provide a unique paper for each learner.

13. What about security?

The service provider WAMITAB is working with does an incremental back-up of all data every 30 minutes and the website is hosted in a 24/7, high security data centre to ensure the highest level of security for your data.

14. Are there any safeguards against cheating?

We have set up the tests so that for each test paper is a random selection of questions from the question bank testing a minimum of 90% of the curriculum, and the multiple choice answers are also presented in random order. Questions are presented on the screen, one question at a time and the printing option has been disabled. Learners will not be able to move on from a question without answering, and will not be able to go back and re-address questions once answered. However, it is important that you follow the WAMITAB Regulations for the Conduct of Multiple Choice Tests for the Parking Sector to put in place your own safeguards.

15. What is the pass mark?

The pass mark is set at 70%, so learners will need to achieve 70% for each test (mandatory and option pathway) to achieve the qualification.

16. Will learners who are unsuccessful be given any information about the areas that they failed?

No, learners will only be informed of their overall result; there will be no recommendations about areas/topics that should be revisited when revising for a re-sit. The Centre will need to contact WAMITAB to arrange for the learner to retake the test.

17. Will provisions be made for learners who require reasonable adjustments?

Yes, Centres should provide to WAMITAB signed and completed application forms for all learners who require special provision five days prior to the test date. WAMITAB will consider applications for special consideration on a case by case basis, and Centres must state reasons and proposed actions when applying. The cost of any special provisions will be borne by the Centre. This information will be available to the External Verifier, and may be used during usual EV visits.

Further information about applying for reasonable adjustments is available in WAMITAB Regulations for the Conduct of Parking MCQ Tests.

18. Who do I contact if there is a problem with the test when we begin a session?

The first step should be to check that you have stable internet access and that there is no fault with the computer equipment or smart device. Once it is established the problem is with the test itself you should contact the WAMITAB office which is open 9.00-5.00 pm, Monday-Friday and we investigate and try to resolve the situation. The solution could be simply sending a replacement link to a test. However, as the testing service is hosted off-site it may not be possible to resolve straight away.

19. How will results be issued?

The online system automatically marks the tests and results are forwarded to WAMITAB, and will be shared with the Centre at the same time. However, as passes are required on two test papers, the results from individual tests should not be shared with the learners until both papers have been taken. Learners are required to achieve a pass in both tests (the mandatory unit and their pathway unit) to achieve the qualification, and Centres are advised to wait for full results before giving preliminary data to learners.

20. How soon after a successful test will learners be issued with certificates?

This is a two-unit qualification (mandatory unit and option pathway) and success is required in both tests. The qualification certificates will be processed and made available to learners either via the Centre or direct to the Learner. WAMITAB requires the full, completed invigilation paperwork in order to process certificates, but will not need individual Certificate Authorisation Claims forms. We aim to provide certificates for learners who have been successful in both tests within 10 working days of receipt of invigilation paperwork.

21. Is there a cost for certification?

The cost of certification is covered within the initial registration/certification fee of £75 per learner.

22. Will practice tests be available to enable learners to get used to the online format?

Questions developed by Centres at the Parking Forum Event will be made available in Word.doc format for use in training and test preparation. Centres are free to develop their own test questions to be used as test preparation.

23. Will these changes also apply to the Level 3 Award in Notice Processing?

The assessment strategy for the Level 3 Award in Notice Processing will remain unchanged.

24. Some employers will not allow us to access testing sites using their internet connection, can we pre-download the test?

No, if Centres know that they will be visiting a site where internet connection is a problem they should contact WAMITAB to investigate alternatives. Centres should be aware that these will incur additional bespoke charges depending on the level of support required.