



QUALIFICATIONS

**BCS Qualifications
BCS Electronic Registration and Test System
(BERT)**

User Manual for approved centre staff

Version 6

(January 2007)

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1. Premier Service

Premier Service is a free service which provides Centres with an improved administration process for BCS Qualifications. It involves the use of electronic data which is delivered directly to BCS servers using a secure Internet system for certification. With Premier Service there is a reduced certification time and no need to return the Logbook.

Premier Service is available to all Centres via approved automated assessment providers that meet the Premier Service requirements or, for manual Centres, via the BCS Electronic Registration and Testing (BERT) system. A list of Premier Service approved assessment providers is available on the ECDL Approved Centre Forum.

1.1 Candidates Eligibility for Premier Service

Candidates registered prior to the launch of Premier Service on 01/03/05, will need to have their Logbooks returned to BCS for ECDL certification. BCS IT User Level 1 and Level 2 certificates can be claimed online through the ECDL Approved Centre Forum.

2. BERT

The BERT system provides Centres with a dedicated online service for ECDL Module 1 and BCS IT User Level 2 Unit E.

BERT allows Approved Centres that use manual assessments to meet the requirements for Premier Service and is a system which will allow Centres to upload manual assessment results and receive certificates without the need to send in the Logbooks to BCS.

To claim ECDL certification, results for all 7 modules must be uploaded to the BERT system. BCS uses the data on BERT for automatic certification. There is no need to send Logbooks to BCS for ECDL certification.

The BERT system is available to Centres that use a combination of automated and manual assessment an alternative for Optical Mark Read (OMR) forms.

Logbooks must be completed as required as the candidate may subsequently move to an Approved Centre which does not use BERT and this will provide a record of achievement.

BERT currently does not cover all of the requirements for audit. Approved Centres will need to keep a central recording system.

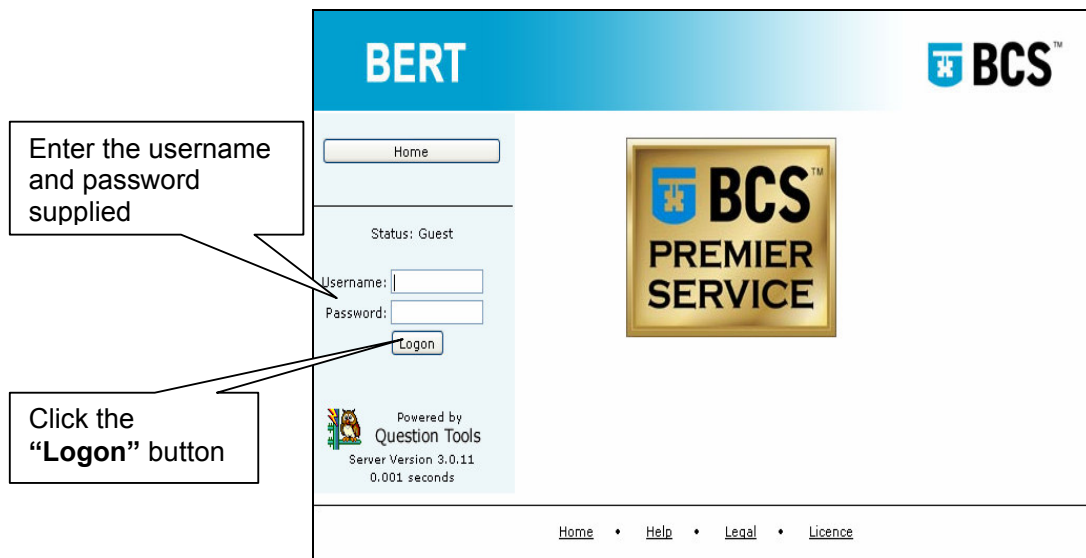
3. Creating and managing staff accounts on BERT (Centre manager access only)

When validation requirements are met, the BERT web address, username and password will be sent by post to the approved centre manager (learning manager).

3.1 Creating staff accounts

All staff members using BERT must have their own unique logins. For security reasons, logins must not be shared.

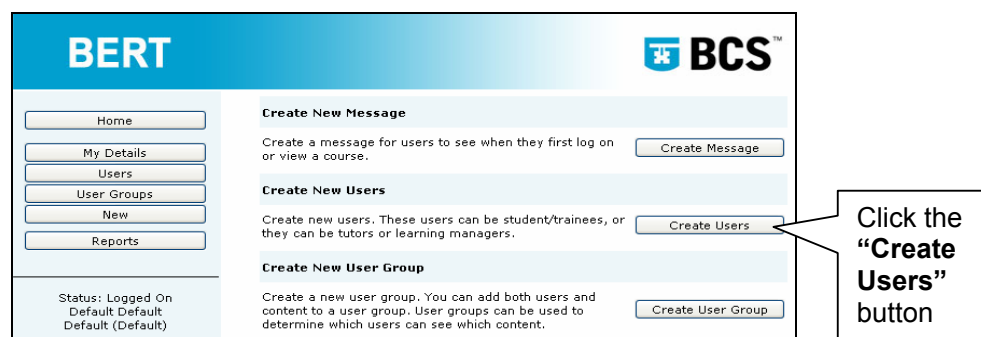
- 1) Start the web browser and enter the web address for BERT.
- 2) Enter the username and password supplied and click the **“Logon”** button.



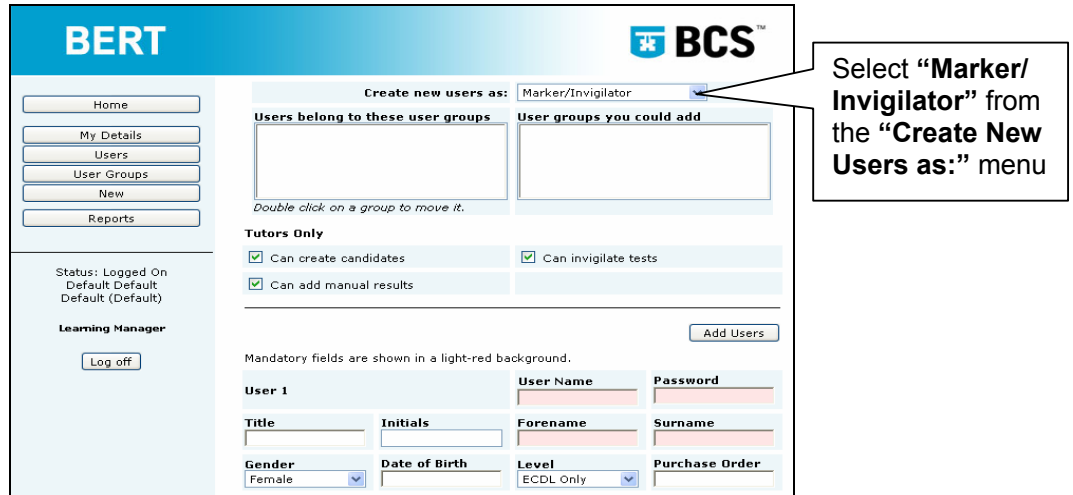
- 3) Click the **“New”** button.



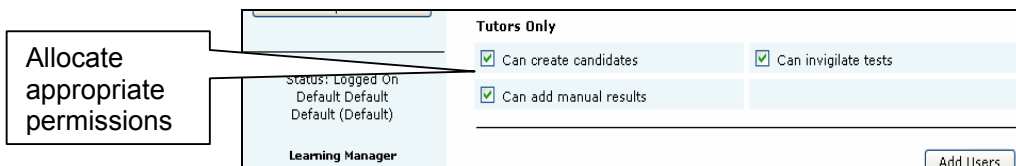
- 4) Click the **“Create Users”** button.



5) Select **“Marker/Invigilator”** from the **“Create New Users as:”** menu.



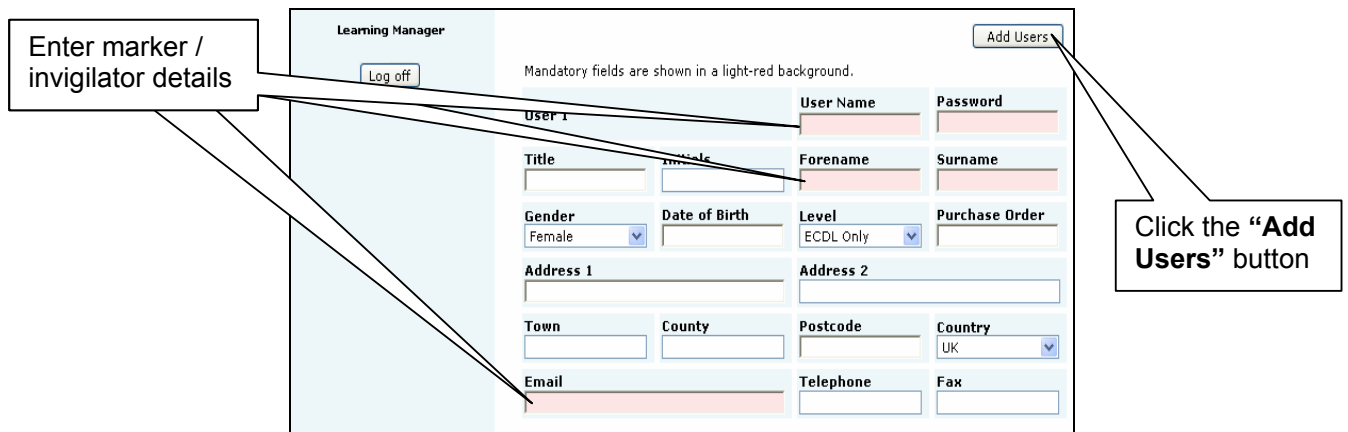
6) Permissions can be allocated to marker/invigilators to indicate responsibility for candidate registration, adding candidate manual results and invigilate tests, by selecting the appropriate tick box.



7) Complete mandatory fields which are shown in a light-red background. Up to 5 staff registrations can be created at a time:

- Username – must be unique
- Password – must be unique
- Forename
- Surname
- E-mail address

8) Click the **“Add Users”** button.



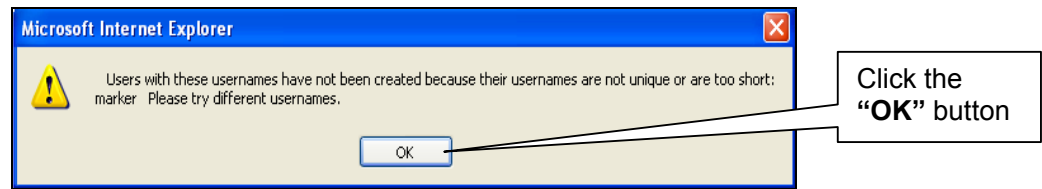
9) A confirmation box will be displayed, click the “OK” button.



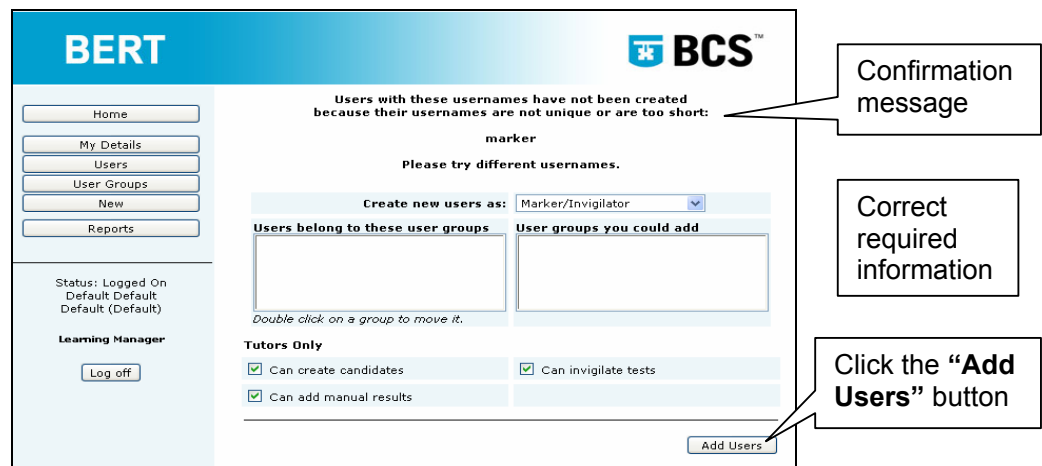
10) A message stating “All users have been created” will be displayed, including a list of users which were successfully created.



11) Should there be an error, advice as to why some users were not created will appear, click the “OK” button.



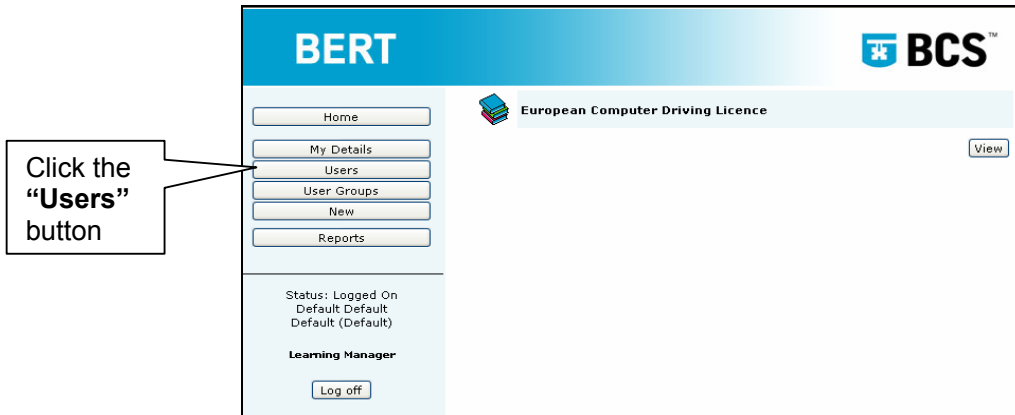
12) Confirmation of the error will be displayed, correct the required information and click the “Add Users” button again until successful.



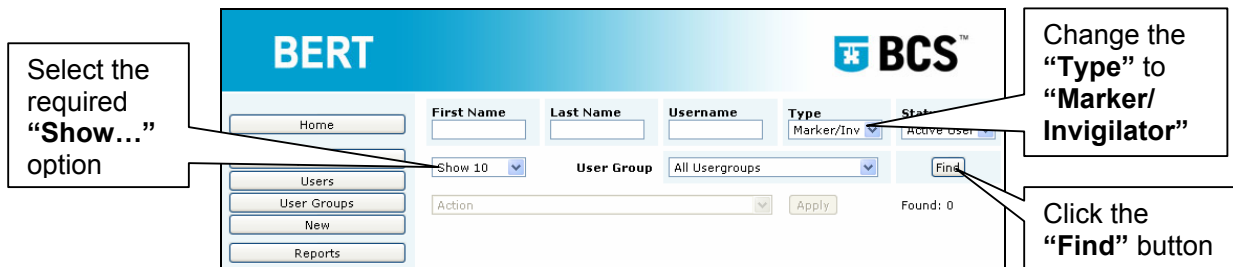
Due to the allocation of permissions, there is no CSV upload facility available to register Marker/Invigilators on the BERT system and therefore they must be registered individually.

3.2 Locating staff accounts

- 1) Click the **“Users”** button.



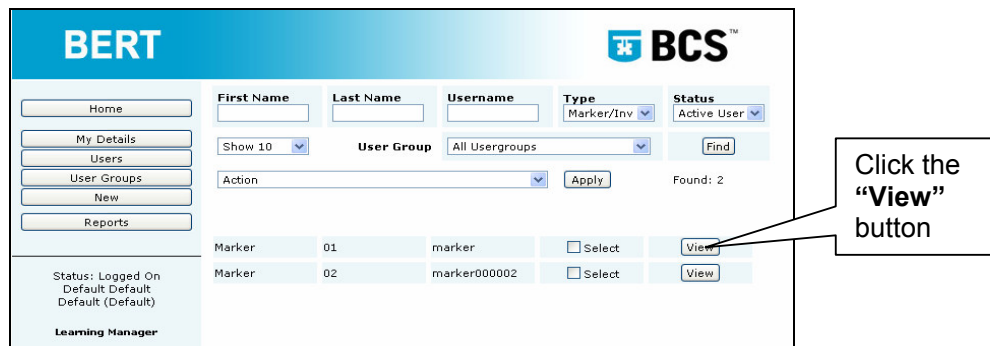
- 2) Change the **“Type”** to **“Marker/Invigilator”** using the drop down menu.
- 3) Click the **“Find”** button. This will display a list of all markers and invigilators registered at your centre.



All search results will be displayed in alphabetical order of the staff member’s surname by default in groups of 10. Search results can be displayed in groups of 10, 20, 30, 50 or 100 by selecting the required **“Show...”** option. Searches can also be performed by staff member’s first name, last name, username or status to help narrow down a search.

3.3 Amending staff accounts

- 1) Locate the member of staff; click the **“View”** button.



- 2) From this screen, the Learning Manager can update the staff member's personal details as well as their permissions and password. Should a staff member's involvement with ECDL no longer be required, their status must be changed to "**Inactive User**". Once the required amendments have been made, click the "**Change**" button.

The screenshot shows the BERT user management interface. The header includes the BERT logo and the BCS logo. The main content area is divided into several sections:

- Navigation:** Home, My Details, User Groups (New, Reports).
- User Profile:**
 - Personal Details:** First Name (Marker), Middle Name, Last Name (01), Type (Marker/Invigilat).
 - Account Details:** Username (marker), Password (masked), Email (marker01@hq.bcs.d).
 - Status:** Active User (dropdown menu).
- Permissions:**
 - Can create candidates
 - Can invigilate tests
 - Can add manual results
- Change Button:** A button labeled "Change" is located at the bottom right of the profile section.

Callouts provide the following instructions:

- "Make changes to personal details and/or permissions" points to the navigation and profile fields.
- "Change status to 'Inactive User' if staff member is no longer involved with ECDL at centre" points to the Status dropdown menu.
- "Click the 'Change' button" points to the Change button.

4. Creating and managing candidate accounts on BERT

Issue logbooks to candidates as instructed in the BCS Qualifications Approved Centre Operations Manual "**Issuing Logbooks to Candidates**"

Candidates are registered with BCS by creating candidate accounts by either entering the individual candidate information into the web browser "**Creating individual candidate accounts**", or by uploading a list of users "**Uploading Candidate Registrations**".

Centre staff must have the appropriate permission in order to create and manage candidate accounts.

4.1 Candidate information required for registration

In order to register a candidate and to create a candidate account the following information is required:

- **Username** – this must be the same as the logbook number. Please enter the full number, (including UK or other prefix) **without any spaces**
- **Password** – this should include letters and numbers only, no punctuation, symbols or spaces (BCS advises against using the logbook number).
- **Title** – enter an appropriate title
- **Forename** – ensure the candidate forename is completed in full, reflects the format of the name given on the proof of identity and **not in capitals** as this will be displayed on the final certificate
- **Surname** – ensure the candidate surname is completed in full, reflects the format of the name given on the proof of identity and **not in capitals** as this will be displayed on the final certificate
- **Gender** – select as appropriate from the dropdown list
- **Date of Birth** – BCS predominantly uses the date of birth information to help distinguish between candidate registrations (in cases where names are common, for example, John Smith), however, should candidates decline to disclose this information, please enter 01/01/1910

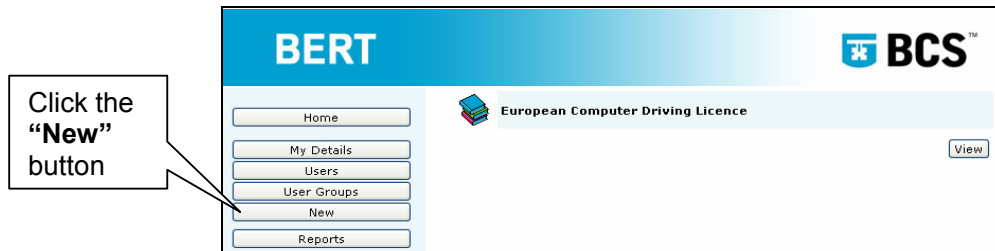
- **Level** – select the required qualification option from the drop down list, details of which are explained in the table below. Qualifications registrations can be upgraded as required at a later date, see section “**Amending candidate’s qualification registration**”

Qualification option	Description
ECDL Only	This will register the candidate for ECDL only. The candidate would not receive any BCS IT User certificates.
ECDL + Level 1	This will register the candidate for ECDL and BCS IT User Level One only.
ECDL + Level 2	This will register the candidate for ECDL and BCS IT User Level Two only. If this option is chosen, you will need to include a purchase order number.
ECDL + L1 + L2	This will register the candidate for ECDL and BCS IT User Level One and Level Two. If this option is chosen, you will need to include a purchase order number.

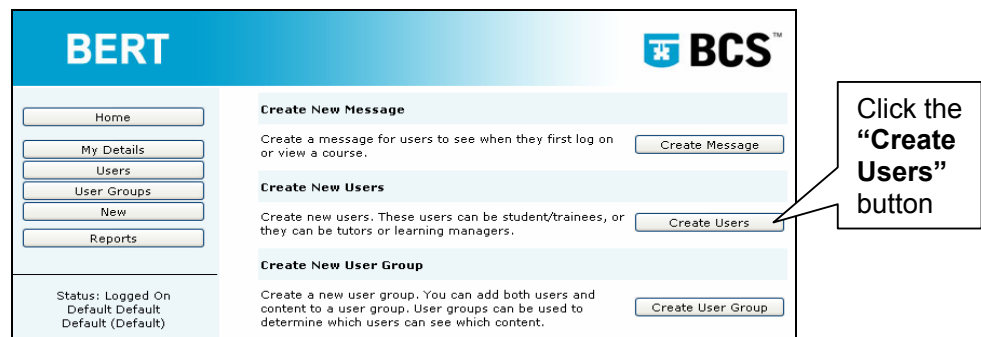
- **Purchase Order** – must be a recognisable purchase order number as it will appear on the invoice to your centre. This is only required when registering candidates for BCS IT User Level 2
- **Address 1** – if this information is unavailable, please use the centre’s address
- **Postcode** – if this information is unavailable, please use the centre’s postcode

4.2 Creating individual candidate accounts

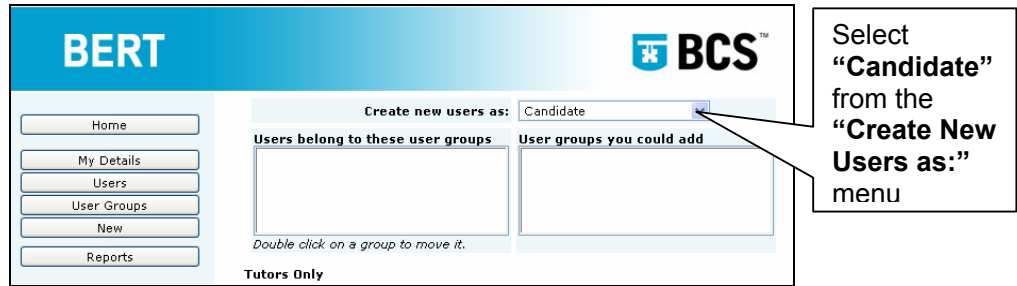
- 1) Click the “**New**” button.



- 2) Click the “**Create Users**” button.

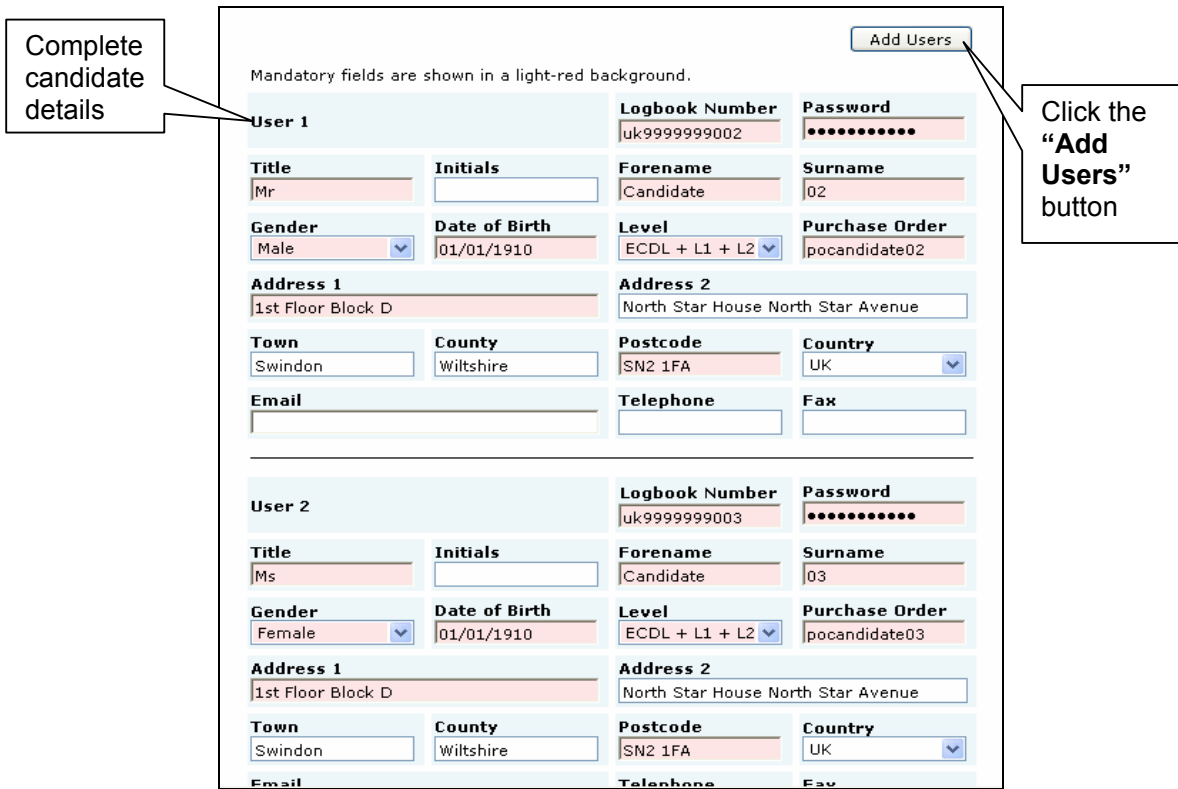


- 3) Select **“Candidate”** from the **“Create New Users as:”** menu.

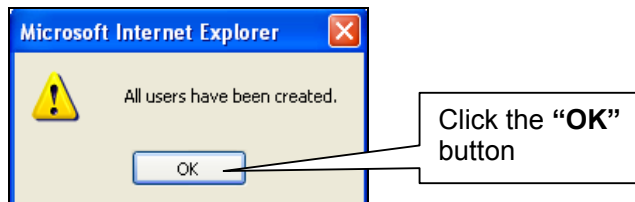


- 4) Complete mandatory fields which are shown in a light-red background. Up to 5 candidate accounts can be created at a time

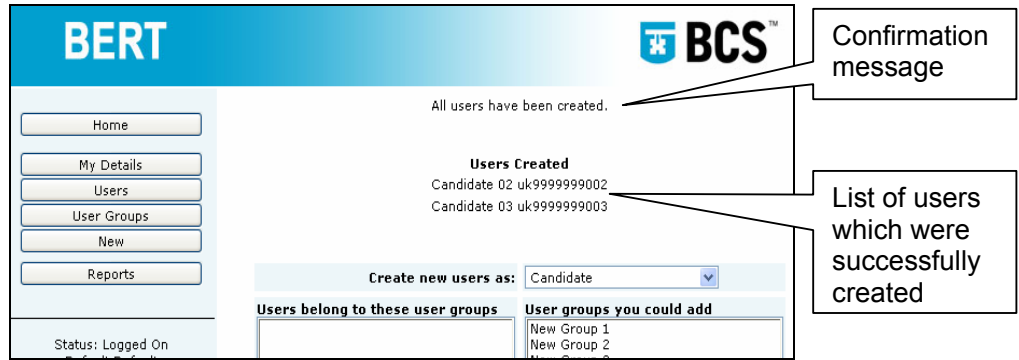
- 5) Click the **“Add Users”** button.



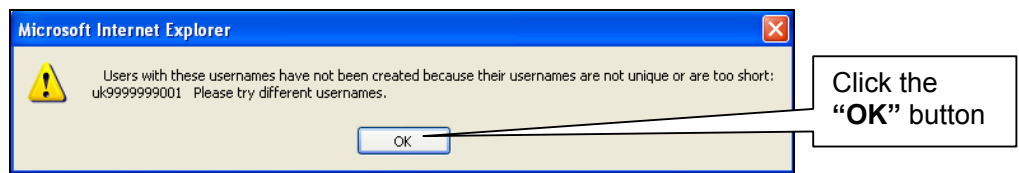
- 6) A confirmation box will be displayed, click the **“OK”** button.



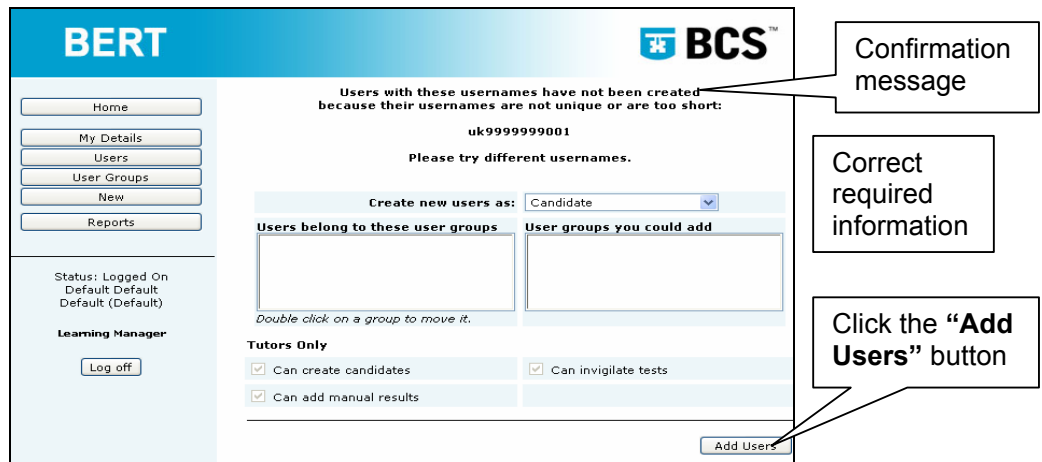
- 7) A message stating **“All users have been created”** will be displayed, including a list of users which were successfully created.



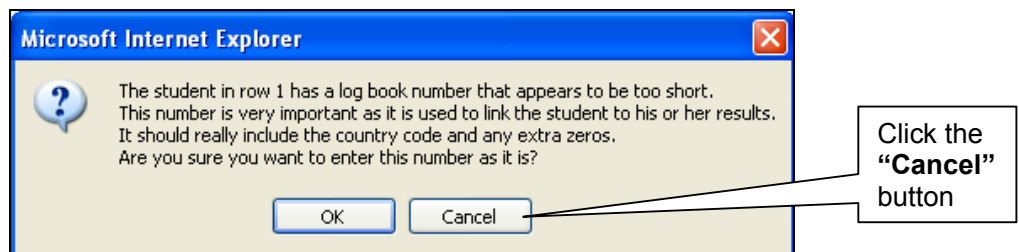
- 8) Should there be an error, advice as to why some users were not created will appear, click the **“OK”** button.



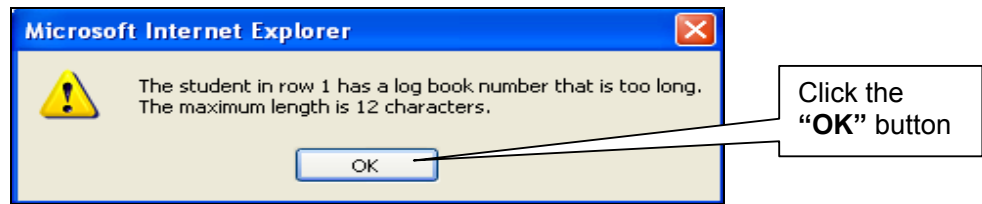
- 9) Confirmation of the error will be displayed, correct the required information and click the **“Add Users”** button again until successful.



- 10) **Username too short:** less than 12 characters entered for the candidate’s logbook number (username), an error message will be displayed, click the **“Cancel”** button, correct the logbook number and resubmit the registration. If **“OK”** is clicked, the registration will be created with the incorrect logbook number.



- 11) **Username too long:** more than 12 characters entered for the candidate's logbook number (username), an error message will be displayed, click the "OK" button, correct the logbook number and resubmit the registration.



4.3 Uploading candidate accounts

Up to 1,000 candidate accounts can be created by uploading the information from a spreadsheet or database. Care must be taken to ensure the information is in the correct format. In addition, it is worth bearing in mind that uploading a large number of candidate records in one step has the potential to create errors. BCS recommend starting with just 2 to 3 candidate accounts to begin with in order to ensure the upload procedure is correct.

4.3.1 TAB Upload file format

The information must be in the following **TAB** format:

Logbook Number **TAB** Title **TAB** Forename **TAB** Surname **TAB** Address 1 **TAB** Postcode **TAB** Date of Birth **TAB** Gender **TAB** Level **TAB** Purchase Order **TAB** password **RETURN**

If commas are included then they will be considered errors and each one will be swapped for a TAB character (this means that the information will move up and will be recorded in the incorrect cell).

4.3.2 CSV Upload file format

The information must be in the following **CSV** format:

Logbook Number, Title, Forename, Surname, Address 1, Postcode, Date of Birth, Gender, Level, Purchase Order, password **RETURN**

If additional commas are included, the information will move up and will be recorded in the incorrect cell.

4.3.3 Upload template

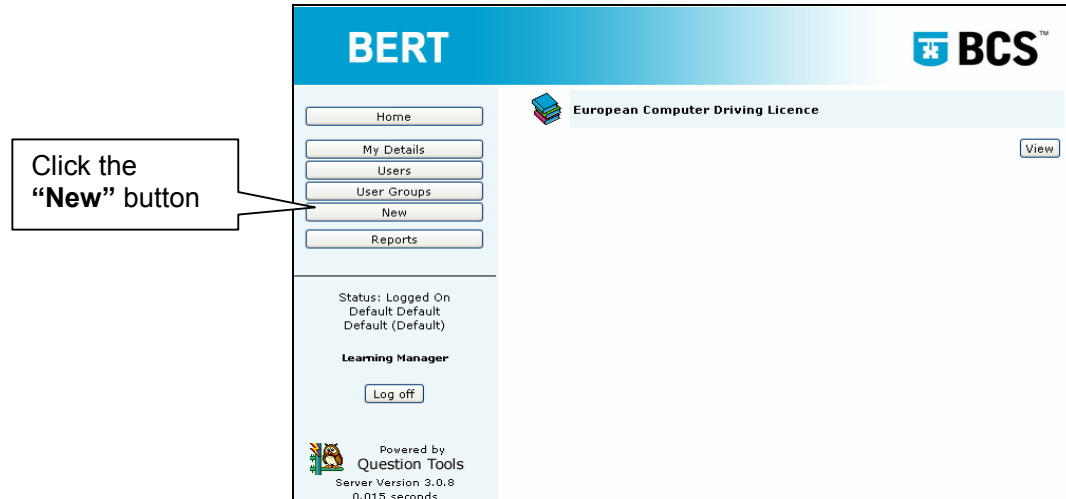
There is a spreadsheet template available to download from the "File upload" instructions (or you can create your own, please ensure the column names are exactly the same as those listed above).

	A	B	C	D	E	F	G	H	I	J	K
1	Logbook Number	Title	Forename	Surname	Address 1	Postcode	Date of Birth	Gender	Level	Purchase Order	password
2											
3											
4											
5											
6											

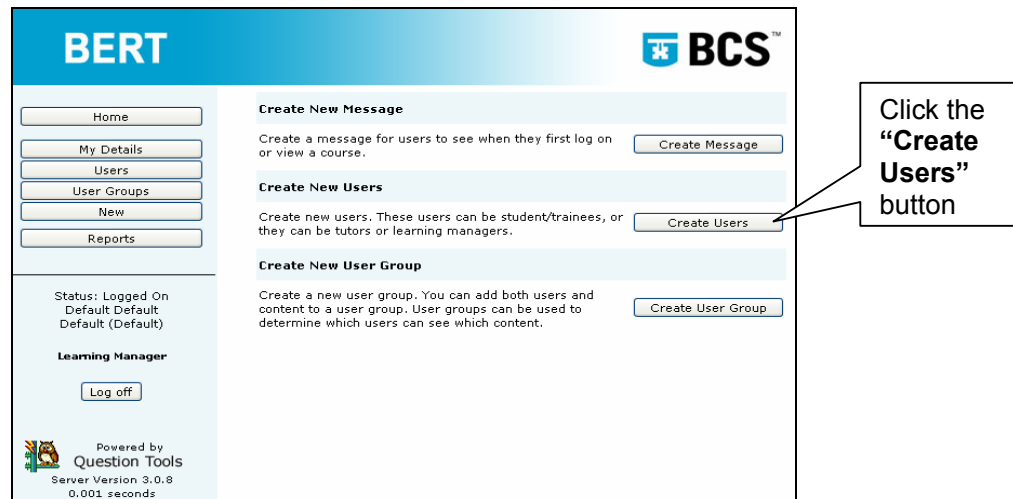
Once the required information has been captured, save the spreadsheet as a .txt file which can then be uploaded as per instructions.

	A	B	C	D	E	F	G	H	I	J	K
1	Logbook Number	Title	Forename	Surname	Address 1	Postcode	Date of Birth	Gender	Level	Purchase Order	password
2	uk9999999004	Mr	Candidate	Test04	1st Floor Block D	SN2 1FA	01/01/1910	M		0 pocandidate04	candidate04
3	uk9999999005	Mr	Candidate	Test05	1st Floor Block D	SN2 1FA	01/01/1910	M		1 pocandidate05	candidate05
4	uk9999999006	Mr	Candidate	Test06	1st Floor Block D	SN2 1FA	01/01/1910	M		2 pocandidate06	candidate06
5	uk9999999007	Mr	Candidate	Test07	1st Floor Block D	SN2 1FA	01/01/1910	M		3 pocandidate07	candidate07
6											

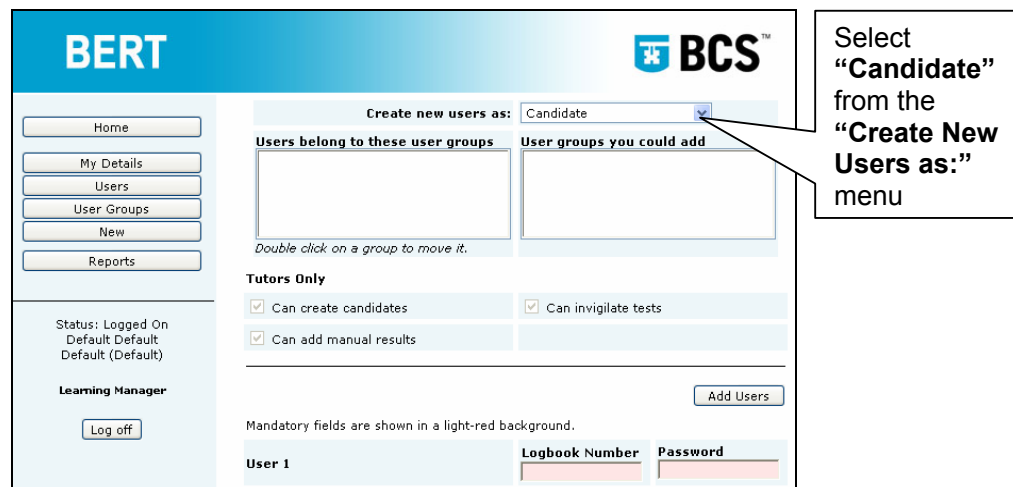
- 1) Click the **“New”** button.



- 2) Click the **“Create Users”** button.



- 3) Select **“Candidate”** from the **“Create New Users as:”** menu.



- 4) Scroll to the bottom of the page where you will find upload instructions.

- 5) Click the **“Browse”** button, locate and select your tabbed or CSV text file.
- 6) Click the **“Send File”** button.

File upload. You can send a whole file of candidates (up to 1,000 at a time) to BERT if you wish. When you use this method of creating users then any entries you have made in the fields above (other than selecting user groups) will be ignored. The users must be in this format:

Logbook Number TAB Title TAB Forename TAB Surname TAB Address 1 TAB Postcode TAB Date of Birth TAB Gender TAB Level TAB Purchase Order TAB password RETURN

If you include commas then they will be considered errors and each one will be swapped for a TAB character (this also means you can use comma-separated text if you wish). If the Forename, Surname, Password, Address Line 1, Postcode, Gender or Level are missing or too short for any user then that user will simply not be created. If the Logbook Number is not unique, then once again that user will not be created. If the Date of Birth is in the wrong format, or too old or new (i.e. not between 1900 and 2000) then the user will be rejected.

Level should always be just one number, either 0 (for ECDL only), 1 (for Level 1), 2 (for Level 2) or 3 (for both levels 1 and 2). Please note, if level is set at 2 or 3, and the purchase order number length is less than 4 characters, then the user will be rejected.

Dates should be in this format: day/month/year. The 1 September 2005 would be entered as 1/9/2005.

Gender needs just an F or and M.

Password errors. If you do not need to enter a purchase order it is easy to forget that there still needs to be space for a purchase order (i.e. two tabs between level and password), otherwise BERT will assume that the password is really the purchase order, and that no password has been uploaded.

Reminder. It is a good idea to allocate user groups now (at the top of this page), as allocating up to 1,000 users to usergroups later can involve quite a lot of effort.

Final suggestions. First, try uploading a file with one user until you get the format correct. Second, if your candidate upload keeps being rejected one cause might be because you have already successfully created the candidate and the candidate already exists.

Template. [Click here](#) to download a template (Excel .xls).

To send a file press the Browse button to select the file, and then press the Send File button. The size of this file must not exceed 3 Mb.

Click the **“Browse”** button

Click the **“Send File”** button

- 7) A confirmation box will be displayed, click the **“OK”** button.

Microsoft Internet Explorer

All users have been created.

OK

Click the **“OK”** button

- 8) A message stating **“All users have been created”** will be displayed, including a list of users which were successfully created.

BERT

Home

My Details

Users

User Groups

New

Reports

Status: Logged On
Default Default
Default (Default)

Learning Manager

Log off

All users have been created.

Users Created

Candidate Test04 uk9999999004

Candidate Test05 uk9999999005

Candidate Test06 uk9999999006

Candidate Test07 uk9999999007

Create new users as: Candidate

Users belong to these user groups

User groups you could add

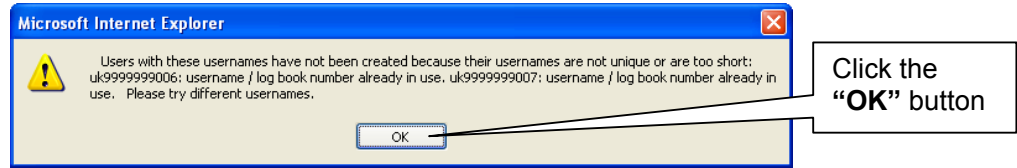
Double click on a group to move it.

Tutors Only

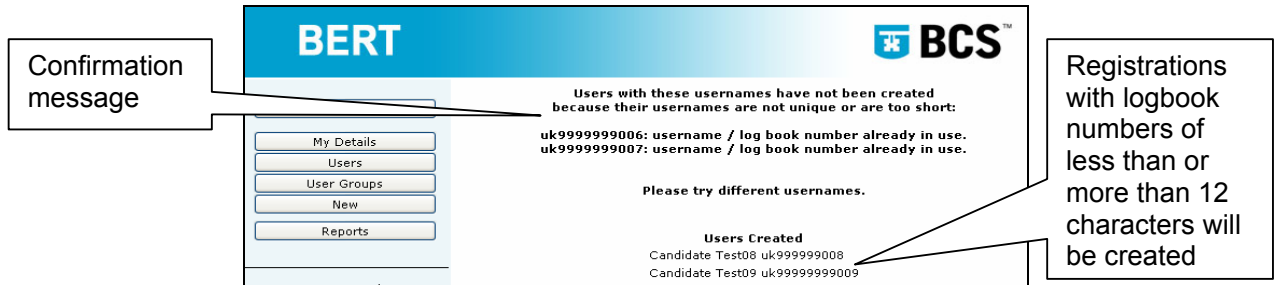
Confirmation message

List of users which were successfully created

- Should there be an error, advice as to why some users were not created will appear, click the **“OK”** button.



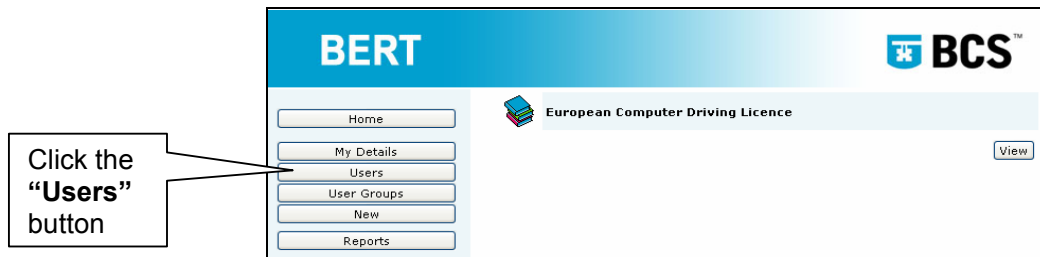
- Confirmation of the error will be displayed. Please note that any logbook numbers with less than or more than 12 characters in the upload file will cause the registration to be created with the incorrect logbook number.



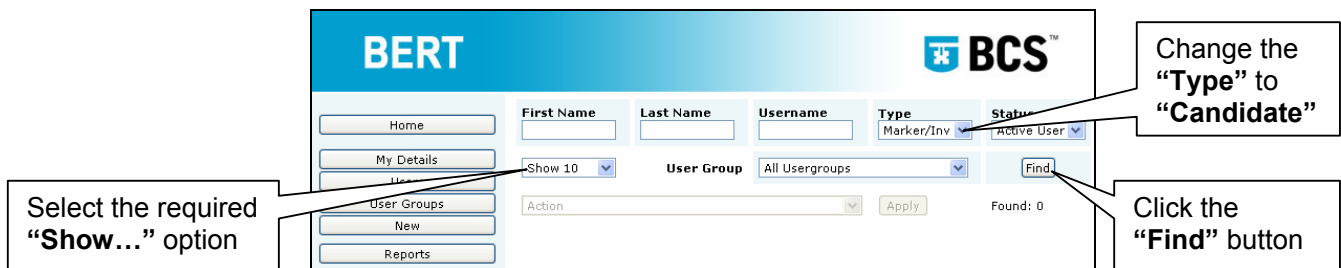
- Return to the upload file, remove all successful registrations, correct incorrect entries and resubmit the upload file until all candidates are successfully registered.

4.4 Locating candidate accounts

- Click the **“Users”** button.



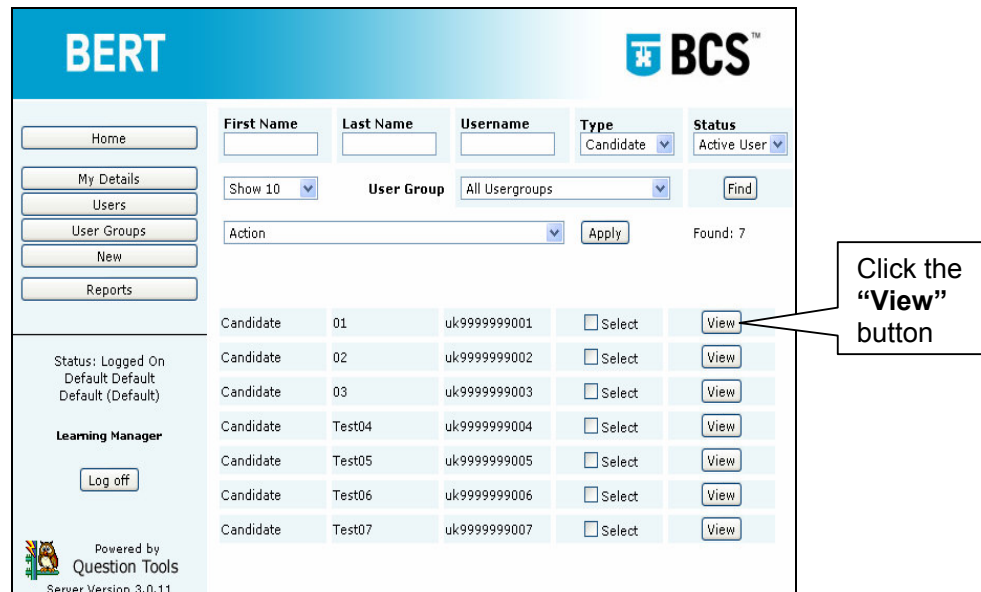
- Change the **“Type”** to **“Candidate”** using the drop down menu.
- Click the **“Find”** button. This will display a list of all candidates registered at your centre.



All search results will be displayed in alphabetical order of the candidate’s surname by default in groups of 10. Search results can be displayed in groups of 10, 20, 30, 50 or 100 by selecting the required **“Show...”** option. Searches can also be performed by candidate’s first name, last name, username (logbook number), User Group or status to help narrow down a search.

4.5 Amending candidate accounts

- 1) Locate the candidate; click the “View” button.



The screenshot shows the BERT interface with a list of candidates. A callout box points to the 'View' button for the first candidate.

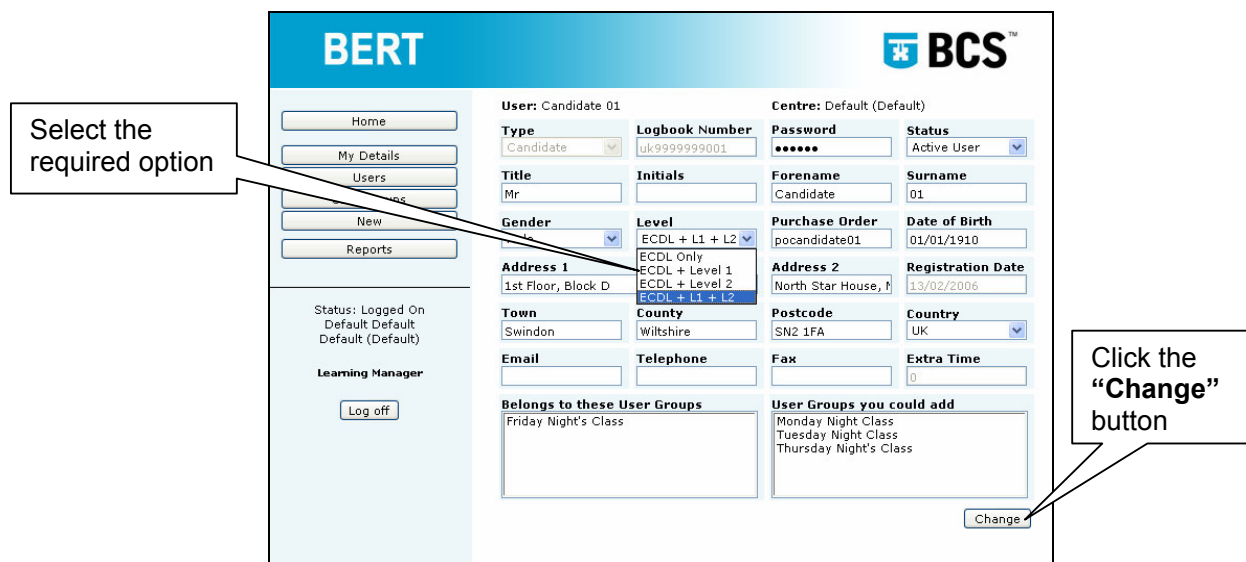
First Name	Last Name	Username	Type	Status
			Candidate	Active User
Show 10 User Group All Usergroups Find				
Action Apply Found: 7				
Candidate	01	uk9999999001	Select	View
Candidate	02	uk9999999002	Select	View
Candidate	03	uk9999999003	Select	View
Candidate	Test04	uk9999999004	Select	View
Candidate	Test05	uk9999999005	Select	View
Candidate	Test06	uk9999999006	Select	View
Candidate	Test07	uk9999999007	Select	View

4.5.1 Amending candidate’s logbook number (username)

Centre staff cannot change candidate’s logbook number (username). Should you notice any anomalies, or require any changes to be made, contact the BCS by e-mailing logbooks@hq.bcs.org.uk. Failure to do so could result in delayed or incorrect certification

4.5.2 Amending candidate’s qualification registration

To upgrade the qualification registration, select the required option from the “Level” drop down list. When upgrading qualification registrations to include BCS IT User Level Two, a purchase order number must be included in the “Purchase Order” field. Click the “Change” button.



The screenshot shows the BERT interface with the 'View' page for a candidate. A callout box points to the 'Level' dropdown menu, and another callout box points to the 'Change' button.

Select the required option

Click the “Change” button

User: Candidate 01		Centre: Default (Default)					
Type	Candidate	Logbook Number	uk9999999001	Password	••••••	Status	Active User
Title	Mr	Initials		Forename	Candidate	Surname	01
Gender	Male	Level	ECDL + L1 + L2	Purchase Order	pocandidate01	Date of Birth	01/01/1910
Address 1	1st Floor, Block D	Address 2	North Star House, N	Registration Date			13/02/2006
Town	Swindon	County	Wiltshire	Postcode	SN2 1FA	Country	UK
Email		Telephone		Fax		Extra Time	0
Belongs to these User Groups				User Groups you could add			
Friday Night's Class				Monday Night Class Tuesday Night Class Thursday Night's Class			
Change							

Candidate can only be registered for Level One before they complete ECDL.

4.5.3 Amending candidate's name/surname

Amendments to the candidate's name and/or surname can be made before they have completed the ECDL qualification, refer to the BCS Qualifications Approved Centre Operations Manual: **Candidate Name Changes**. Click the **"Change"** button.

The screenshot shows the BERT user management interface for a candidate. The interface includes a navigation menu on the left with buttons for Home, My Details, Users, User Groups, New, and Reports. The main content area displays candidate details for 'Candidate 01'. The details are organized into several sections: 'User' (Type: Candidate, Logbook Number: uk9999999001, Password: masked, Status: Active User), 'Personal Information' (Title: Mr, Initials, Forename: Candidate, Surname: 01, Gender: Male, Level: ECDL + L1 + L2, Purchase Order: pocandidate01, Date of Birth: 01/01/1910), 'Addresses' (Address 1: 1st Floor, Block D; Address 2: North Star House, f), 'Location' (Town: Swindon, County: Wiltshire, Postcode: SN2 1FA, Country: UK), 'Contact' (Email, Telephone, Fax, Extra Time: 0), and 'User Groups' (Belongs to these User Groups, User Groups you could add). A 'Change' button is located at the bottom right of the form. A callout box points to the Surname field with the text 'Amend name and/or surname'. Another callout box points to the Change button with the text 'Click the "Change" button'.

Only the first registration details received will be uploaded on to the BCS database, any amendments or attempts to re-register a candidate will not overwrite any original registration data held by the BCS. Should you notice any anomalies, or require any changes to be made, contact the BCS by e-mailing logbooks@hq.bcs.org.uk.

4.5.4 Amending candidate's address

Amendments to the candidate's address can be made. Once the change has been made, click the **"Change"** button to accept the change.

The screenshot shows the BERT user management interface for a candidate, similar to the previous one. The details are the same, but the callout boxes are different. One callout box points to the Address 1 field with the text 'Amend address'. Another callout box points to the Change button with the text 'Click the "Change" button'.

4.5.5 Amending candidate's password

Amendments to the candidate's password can be made. This is very useful if the candidate has forgotten their password. Remove all the black dots and type in the new password, click the “**Change**” button. The number of black dots will not reflect the number of characters in the password.

BERT BCS™

User: Candidate 01 Centre: Default (Default)

Type Candidate	Logbook Number uk9999999001	Password ●●●●●●	Status Active User
Title Mr	Initials	Forename Candidate	Surname 01
Gender Male	Level ECDL + L1 + L2	Purchase Order pocandidate01	Date of Birth 01/01/1910
Address 1 1st Floor, Block D		Address 2 North Star House, F	Registration Date 13/02/2006
Town Swindon	County Wiltshire	Postcode SN2 1FA	Country UK
Email	Telephone	Fax	Extra Time 0

Belongs to these User Groups

User Groups you could add

Change

European Computer Driving Licence

Home My Details Users User Groups New Reports

Status: Logged On Default Default Default (Default)

Learning Manager Log off

4.6 Updating candidate account status

4.6.1 Candidate completes required qualifications

Once certificates have been received for the required qualifications, the candidate's status may be changed to “**Inactive User**”, then click the “**Change**” button.

BERT BCS™

User: Candidate 01 Centre: Default (Default)

Type Candidate	Logbook Number uk9999999001	Password ●●●●●●	Status Active User
Title Mr	Initials	Forename Candidate	Surname 01
Gender Male	Level ECDL + L1 + L2	Purchase Order pocandidate01	Date of Birth 01/01/1910
Address 1 1st Floor, Block D		Address 2 North Star House, F	Registration Date 13/02/2006
Town Swindon	County Wiltshire	Postcode SN2 1FA	Country UK
Email	Telephone	Fax	Extra Time 0

Belongs to these User Groups

User Groups you could add

Change

European Computer Driving Licence

Home My Details Users User Groups New Reports

Status: Logged On Default Default Default (Default)

Learning Manager Log off

4.6.2 Candidate leaves your centre

Should a candidate leave your centre, their status must be changed to “Inactive User”, then click the “Change” button.

The screenshot shows the BERT user management interface. The header includes the BERT logo and the BCS logo. The main content area displays the profile for 'Candidate 01' at 'Default (Default)'. The profile includes fields for Type (Candidate), Logbook Number (uk9999999001), Password (masked), Status (Active User), Title (Mr), Initials, Forename (Candidate), Surname (01), Gender (Male), Level (ECDL + L1 + L2), Purchase Order (pocandidate01), Date of Birth (01/01/1910), Address 1 (1st Floor, Block D), Address 2 (North Star House, I), Registration Date (13/02/2006), Town (Swindon), County (Wiltshire), Postcode (SN2 1FA), Country (UK), Email, Telephone, Fax, and Extra Time (0). There are also sections for 'Belongs to these User Groups' and 'User Groups you could add'. A 'Change' button is located at the bottom right. A callout box points to the 'Status' dropdown menu, and another callout box points to the 'Change' button.

User: Candidate 01		Centre: Default (Default)	
Type	Candidate	Logbook Number	uk9999999001
Logbook Number	uk9999999001	Password	*****
Status	Active User	Forename	Candidate
Title	Mr	Surname	01
Initials		Purchase Order	pocandidate01
Gender	Male	Date of Birth	01/01/1910
Level	ECDL + L1 + L2	Address 1	1st Floor, Block D
Address 1	1st Floor, Block D	Address 2	North Star House, I
Town	Swindon	Registration Date	13/02/2006
County	Wiltshire	Postcode	SN2 1FA
Postcode	SN2 1FA	Country	UK
Country	UK	Email	
Extra Time	0	Telephone	
Extra Time	0	Fax	
Belongs to these User Groups		Change	

Even though the candidate is now inactive, the centre will still be able to view the results of any module that the candidate has taken at their centre.

4.6.3 Candidate transferred to your centre

There are two possible scenarios:

- The candidate has transferred from a centre which does not use BERT

The candidate can be registered on the BERT system in order to undertake or capture any remaining modules attempted at your centre. Only assessments attempted at your centre may be captured on the BERT system by your centre. Refer to the Online Tracking System (OTS) which is available from the ECDL Approved Centre Forum to see if the candidate meets Premier Service requirements or if the logbook needs to be submitted to the BCS for certification.

- The candidate has transferred from a centre which does use BERT

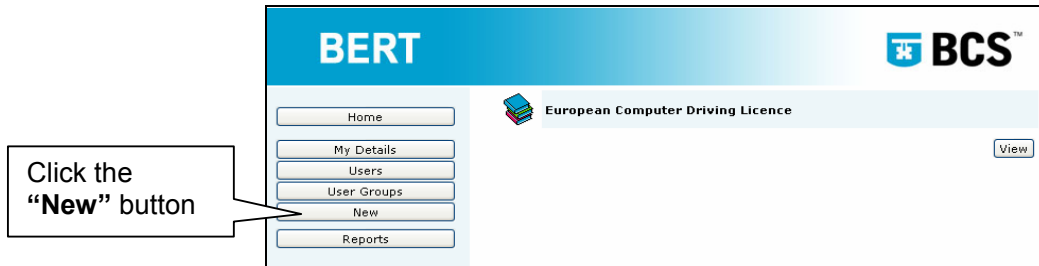
Registration of the candidate's logbook will be unsuccessful because the logbook number (username) is not unique. Contact the BCS by e-mailing logbooks@hq.bcs.org.uk including your centre ID, the candidate name and surname, logbook number, and if available, the candidate's previous centre ID. The BCS will then transfer the candidate's details on BERT from their previous centre to yours.

5. Creating and managing User Groups

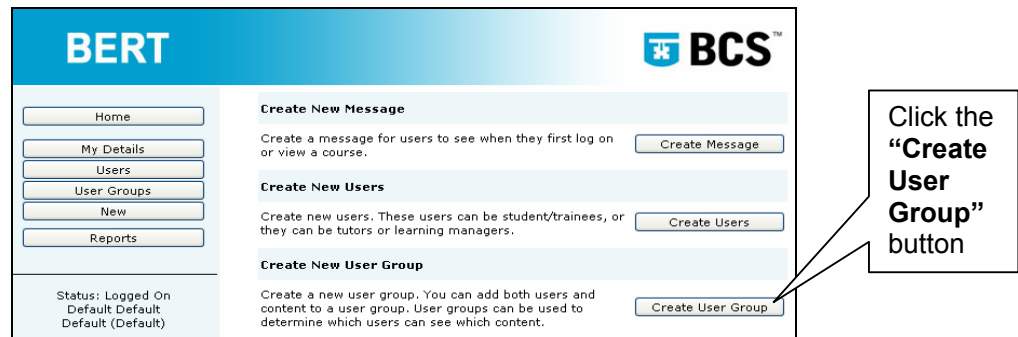
User Groups enable Centres to group candidates so that records for a particular group can be viewed together. Suggested groups: tutor group, course, satellite site or qualification. Candidates may belong to more than one group at the same time.

5.1 Creating a User Group

- 1) Click the **“New”** button.



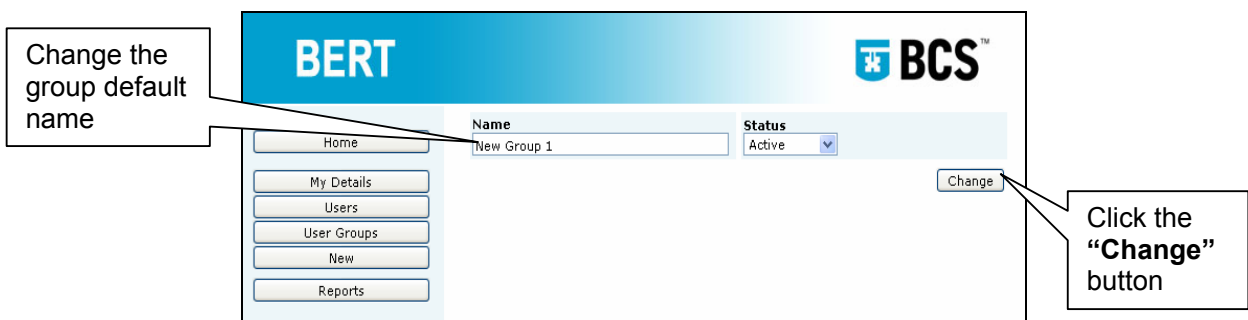
- 2) Click the **“Create User Group”** button.



- 3) An automatic message will appear asking you to confirm the creation of the New User Group. Click the **“OK”** button to continue.



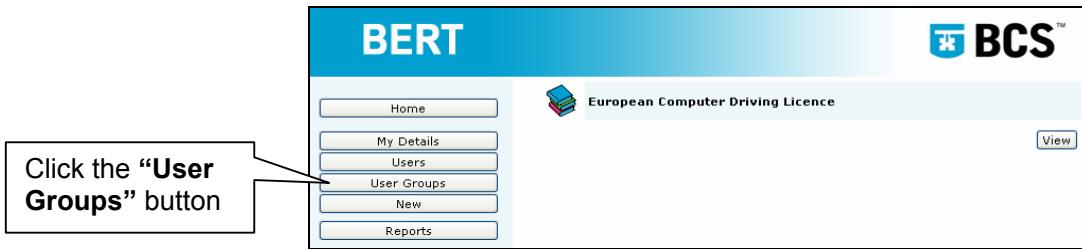
- 4) Delete the default name of the user group and type in the required name. Click the **“Change”** button.



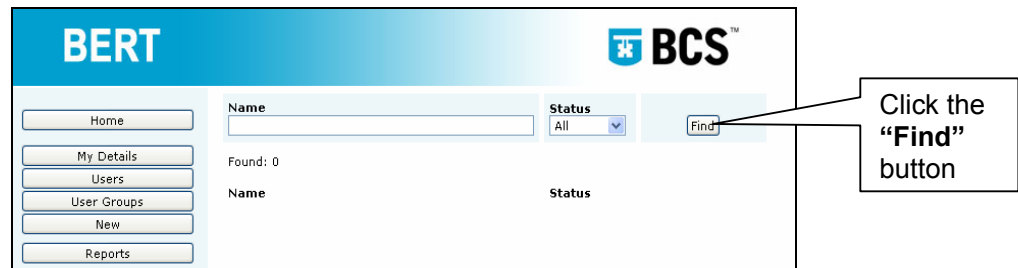
5.2 Managing a User Group

5.2.1 Viewing User Groups

- 1) Click the **“User Groups”** button.

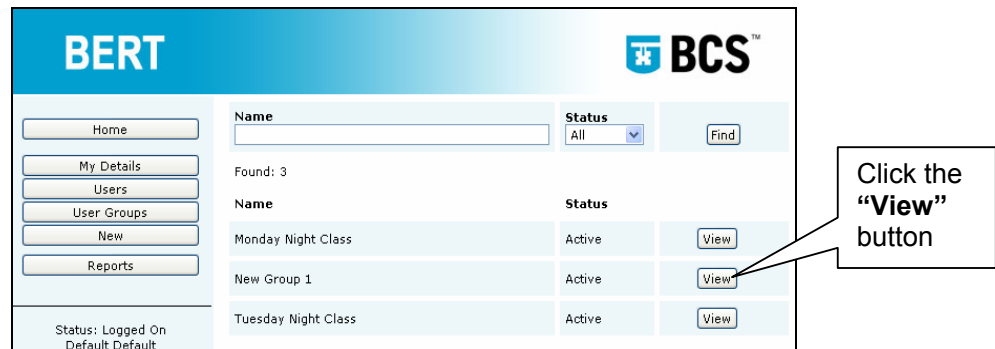


- 2) Click the **“Find”** button.



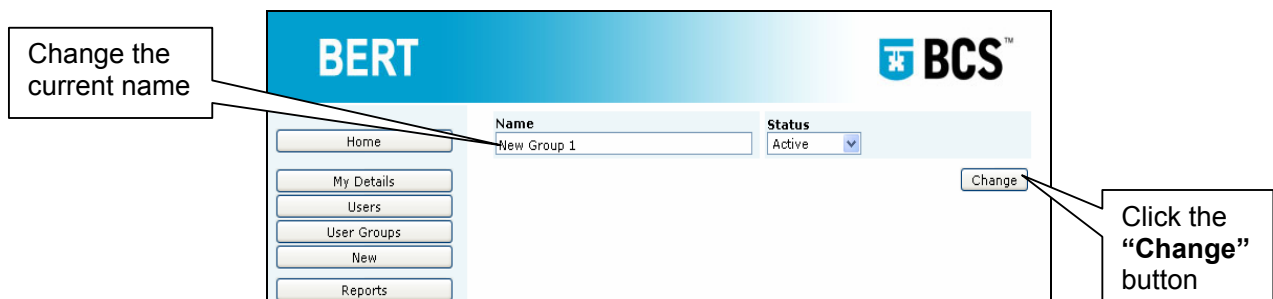
All search results will be displayed in alphabetical order. Searches can also be performed by group name or status to help narrow down a search.

- 3) Locate the User Group; click the **“View”** button.



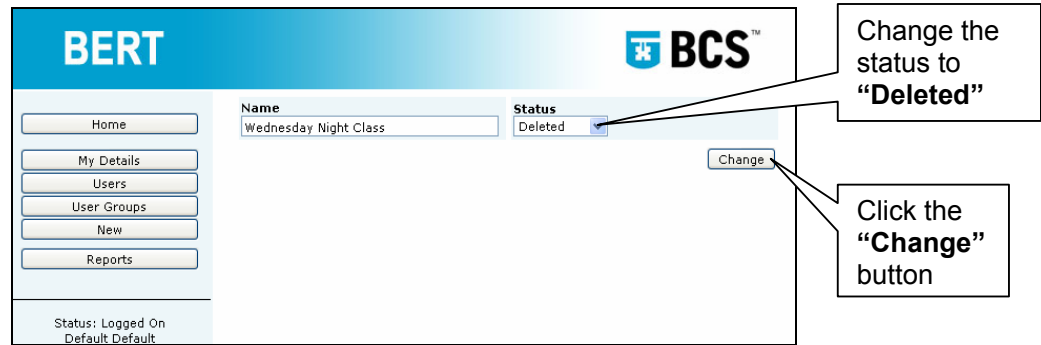
5.2.2 Editing User Group names

Delete the current name of the user group and type in the required name. Click the **“Change”** button.



5.2.3 Deleting a User Group

Change the status to “Deleted”; click the “Change” button.



Although the user group’s status has been changed to “Deleted”, and the user group will no longer be available for selection elsewhere on BERT, the user group will only be removed from the User Groups list after approximately 30 hours.

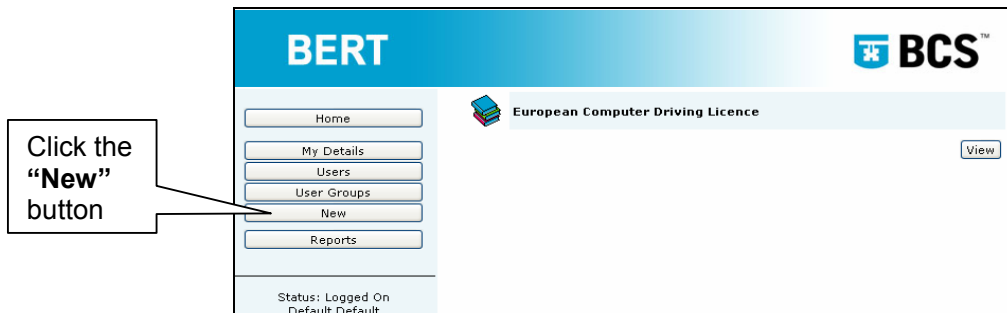
Candidates within a User Group which has been “Deleted” will not be deleted; the User Group will be removed from the candidate’s details.

5.3 Managing candidates within User Groups

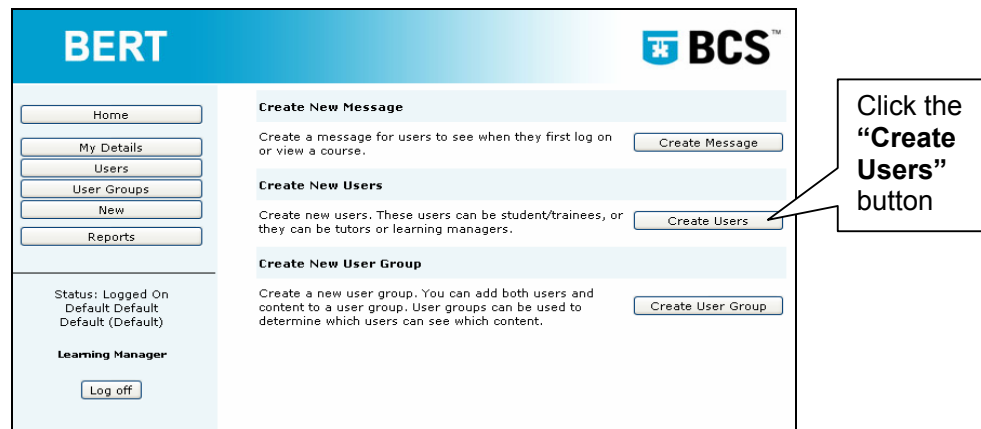
5.3.1 Allocating candidates to User Groups at the point of registration

Candidates can be allocated to an existing User Group at the point of registration.

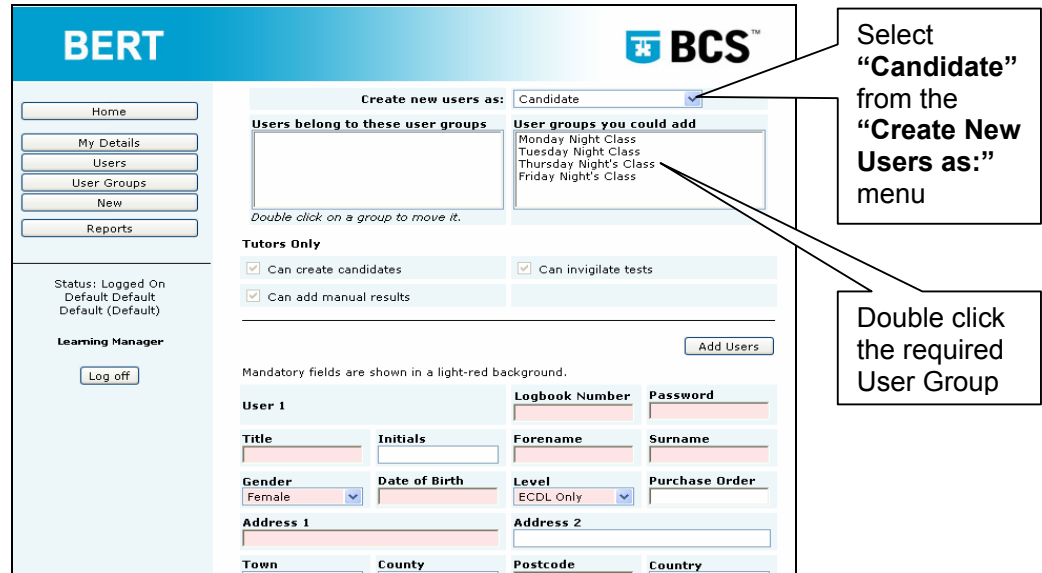
- 1) Click the “New” button.



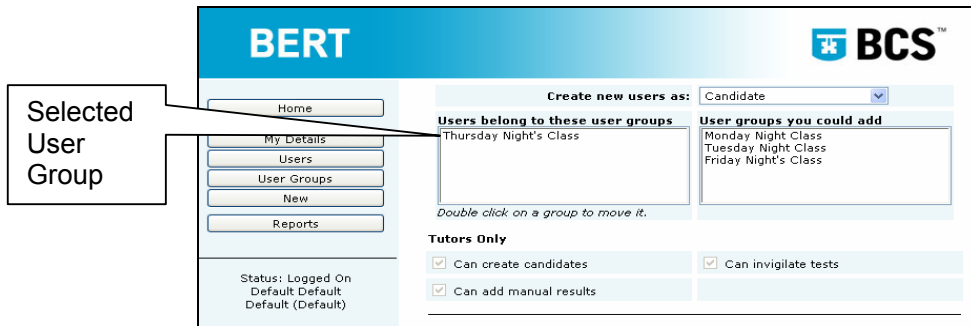
- 2) Click the “Create Users” button.



- 3) Select **“Candidate”** from the **“Create New Users as:”** menu.
- 4) Double click the required User Group from the right hand **“User groups you could add”** window, the User Groups are listed in the order they were created.



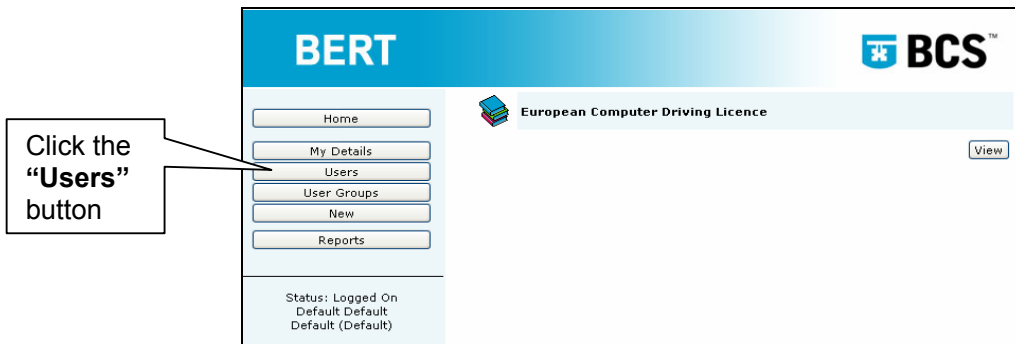
- 5) The selected User Group will move to the left hand **“Users belong to these user groups”** window.



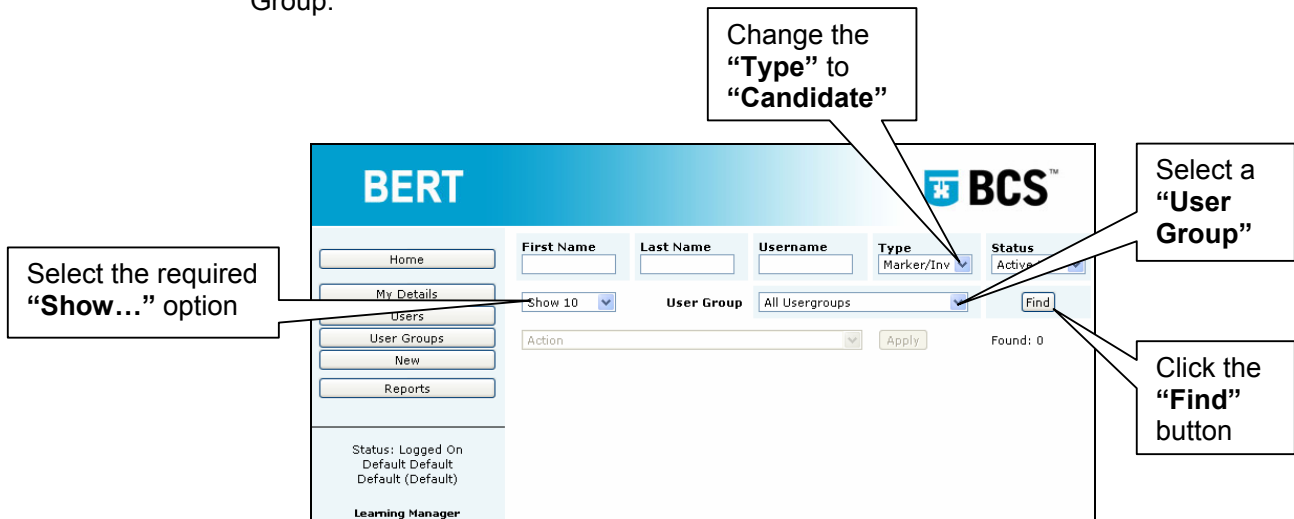
- 6) Continue registering up to 5 individual candidates as instructed in section **Creating individual candidate accounts**, or upload candidates as instructed in section **Uploading candidate accounts**.

5.3.2 Locating candidates in User Groups

- 1) Click the **“Users”** button.



- 2) Change the **“Type”** to **“Candidate”** using the drop down menu.
- 3) Change the **“User Group”** to the required group using the drop down menu, the User Groups are listed in the order they were created.
- 4) Click the **“Find”** button. This will display a list of all candidates allocated to that User Group.

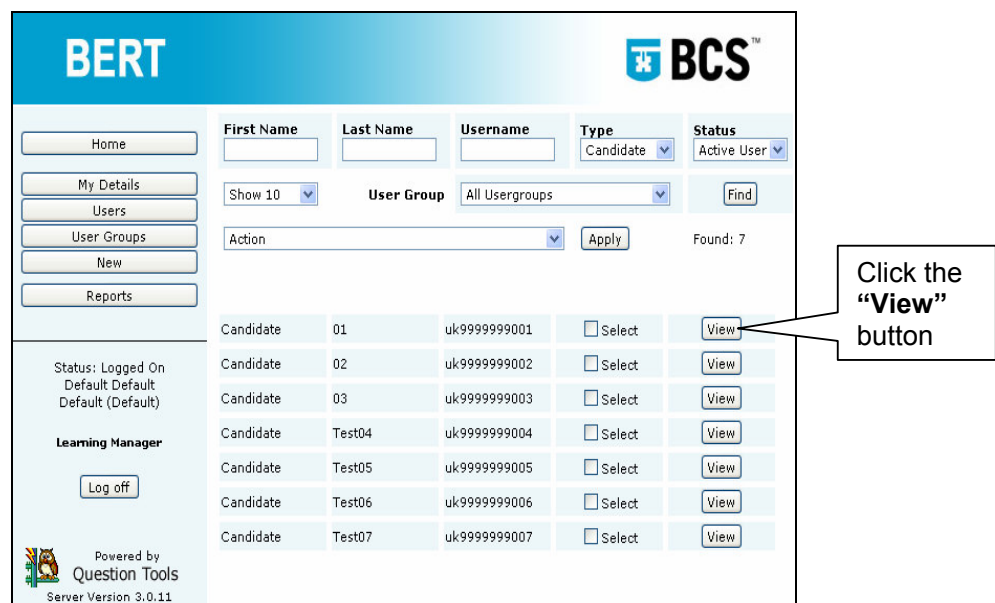


All search results will be displayed in alphabetical order of the candidate’s surname by default in groups of 10. Search results can be displayed in groups of 10, 20, 30, 50 or 100 by selecting the required **“Show...”** option. Searches can also be performed by candidate’s first name, last name, username (logbook number), or status to help narrow down a search.

There is also a **“No Usergroup”** option, to view any candidates which have not been allocated to a specific User Group.

5.3.3 Adding/removing individual candidates to/from a User Group

- 1) Locate the candidate; click the **“View”** button.



- 2) To add a candidate to a user group, double click the required User Group from the right hand **“User groups you could add”** window, the User Groups are listed in the order they were created.
- 3) The selected User Group will move to the left hand **“Users belong to these user groups”** window.
- 4) To remove a candidate from a user group, double click the required User Group from the left hand **“Users belong to these user groups”** window.
- 5) The User Group will move to the right hand **“User groups you could add”** window.
- 6) Click the **“Change”** button to accept any change.

The screenshot shows the BERT user profile page for 'Candidate 01'. The page is divided into several sections:

- Navigation:** Home, My Details, Users, User Groups, New, Reports.
- User Information:** Type (Candidate), Logbook Number (uk9999999001), Password (masked), Status (Active User), Title (Mr), Initials, Forename (Candidate), Surname (01), Gender (Male), Level (ECDL + L1 + L2), Purchase Order (pocandidate01), Date of Birth (01/01/1910).
- Address:** Address 1 (1st Floor, Block D), Address 2 (North Star House, ...), Postcode (SN2 1FA), Country (UK).
- Registration:** Registration Date (13/02/2006), Extra Time (0).
- User Groups:**
 - Belongs to these User Groups:** Thursday Night's Class
 - User Groups you could add:** Monday Night Class, Tuesday Night Class, Friday Night's Class
- Buttons:** Log off, Change

Callouts provide instructions:

- To remove a candidate from a user group, double click the required User Group** (pointing to the 'Thursday Night's Class' group).
- To add a candidate to a user group, double click the required User Group** (pointing to the 'Monday Night Class' group).
- Click the “Change” button** (pointing to the 'Change' button).

5.3.4 Adding/removing many candidates to/from a User Group

- 1) Locate the candidates; tick the **“Select”** box next to the candidates which need to be grouped.

The screenshot shows the BERT candidate list page. The page displays a table of candidates with the following columns: Candidate ID, First Name, Last Name, Username, Type, and Status. The table contains 7 candidates, with the first, fourth, and seventh candidates having their 'Select' checkboxes checked.

Candidate	First Name	Last Name	Username	Type	Status
01			uk9999999001	Candidate	Active User
02			uk9999999002	Candidate	Active User
03			uk9999999003	Candidate	Active User
Test04	Test04		uk9999999004	Candidate	Active User
Test05	Test05		uk9999999005	Candidate	Active User
Test06	Test06		uk9999999006	Candidate	Active User
Test07	Test07		uk9999999007	Candidate	Active User

Callouts provide instructions:

- Tick the “Select” box** (pointing to the checked 'Select' checkbox for candidate 01).

- 2) To add candidates to a User Group, select **"Add to:"** the required User Group from the **"Action"** dropdown list.
- 3) To remove candidates from a User Group, select **"Remove from:"** the required User Group from the **"Action"** dropdown list.
- 4) Click the **"Apply"** button to accept any changes.

The screenshot shows the BERT user management interface. The top navigation bar includes 'Home', 'My Details', 'Users', 'User Groups', and 'New'. The main content area has search filters for 'First Name', 'Last Name', 'Username', 'Type' (Candidate), and 'Status' (Active User). A table lists candidates with columns for 'Candidate', 'First Name', 'Last Name', 'Username', 'Type', and 'Status'. An 'Action' dropdown menu is open, showing options like 'Add to: Monday Night Class' and 'Remove from: Monday Night Class'. An 'Apply' button is visible next to the dropdown. Three callout boxes provide instructions: one points to the 'Add to:' option, another points to the 'Remove from:' option, and a third points to the 'Apply' button.

To add candidates to a User Group, select "Add to:" the required User Group

To remove candidates from a User Group, select "Remove from:" the required User Group

Click the "Apply" button

6. Creating and managing messages

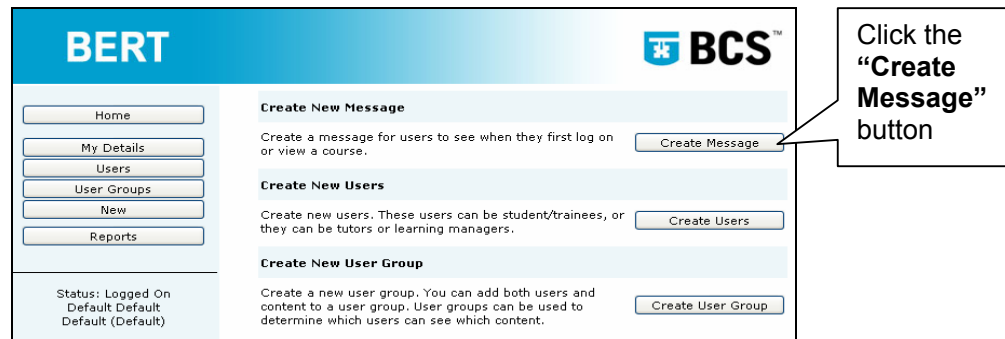
Messages can be displayed on the home page of the BERT system which can be viewed by staff members as well as candidates when logged in.

6.1 Creating a message

- 1) Click the **“New”** button.



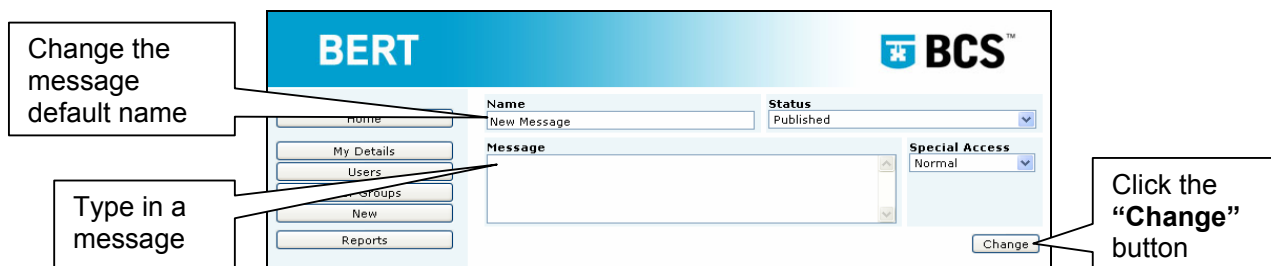
- 2) Click the **“Create Message”** button.



- 3) An automatic message will appear asking you to confirm the creation of the New Message. Click the **“OK”** button to continue.



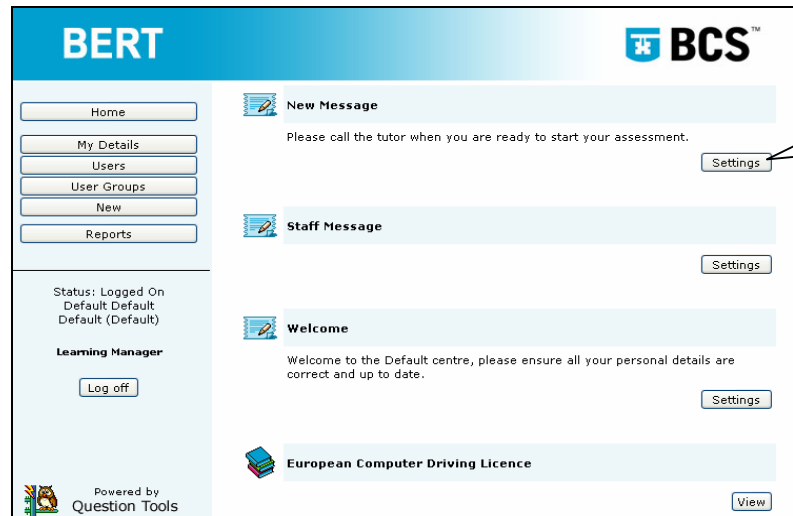
- 4) Delete the default name of the message and type in the required name.
- 5) Type in a message as required.
- 6) Click the **“Change”** button.



6.2 Managing messages (Centre manager access only)

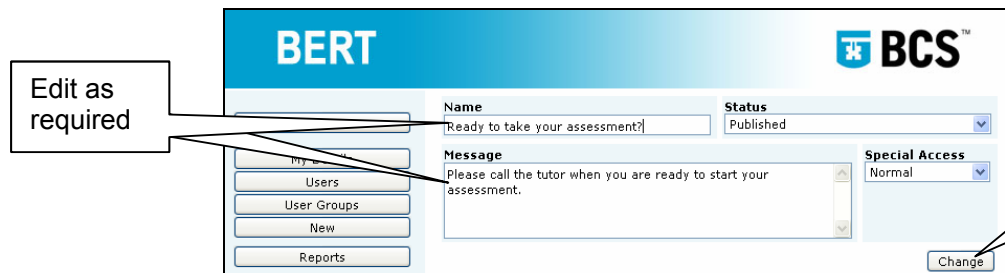
6.2.1 Editing a message

- 1) Click the **“Settings”** button below the message to be edited.



The screenshot shows the BERT interface with a navigation menu on the left and a list of messages on the right. The messages are: 'New Message', 'Staff Message', 'Welcome', and 'European Computer Driving Licence'. Each message has a 'Settings' button below it. A callout box points to the 'Settings' button under the 'New Message' with the text: 'Click the “Settings” button'.

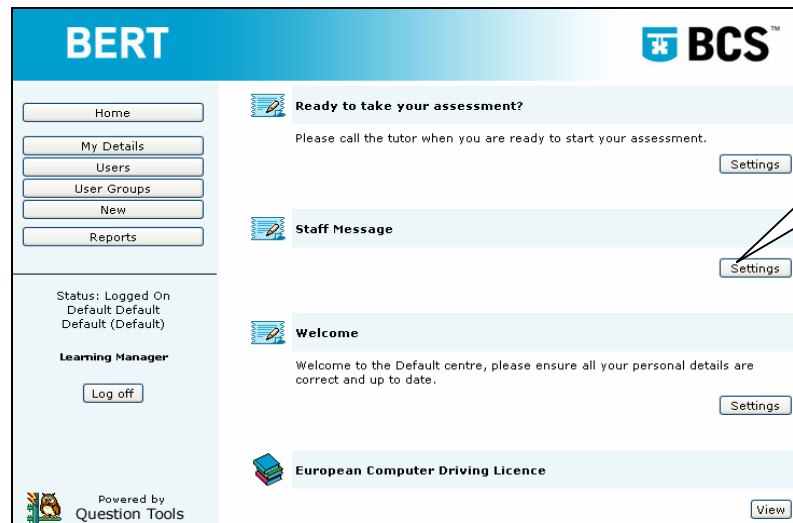
- 2) Edit the message name, or the body of the message as required.
- 3) Click the **“Change”** button.



The screenshot shows the BERT interface with the edit form for a message. The form has fields for 'Name' (Ready to take your assessment?), 'Status' (Published), 'Message' (Please call the tutor when you are ready to start your assessment.), and 'Special Access' (Normal). A 'Change' button is at the bottom right. A callout box points to the 'Name' field with the text: 'Edit as required'. Another callout box points to the 'Change' button with the text: 'Click the “Change” button'.

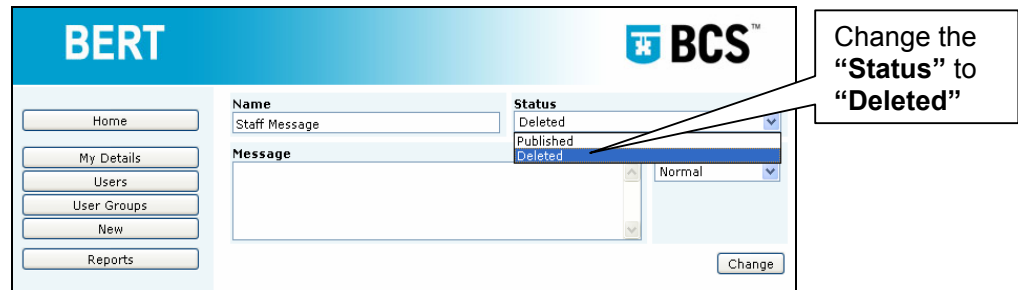
6.2.2 Deleting a message

- 1) Click the **“Settings”** button below the message to be deleted.



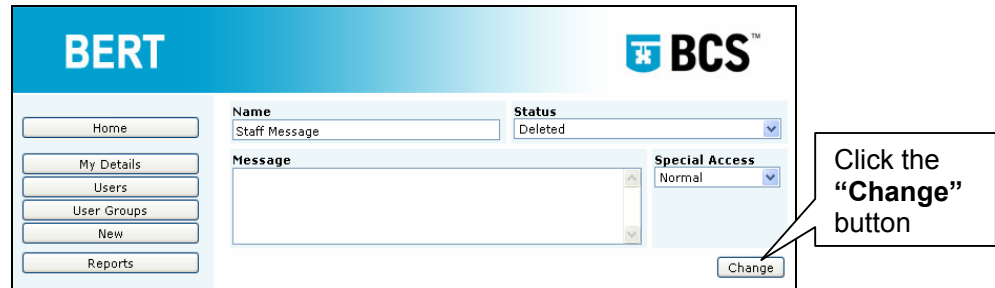
The screenshot shows the BERT interface with a list of messages. The messages are: 'Ready to take your assessment?', 'Staff Message', 'Welcome', and 'European Computer Driving Licence'. Each message has a 'Settings' button below it. A callout box points to the 'Settings' button under the 'Ready to take your assessment?' message with the text: 'Click the “Settings” button'.

- 2) Change the **“Status”** to **“Deleted”** using the drop down list.



The screenshot shows the BERT system interface. On the left is a navigation menu with buttons for Home, My Details, Users, User Groups, New, and Reports. The main content area has a 'Name' field containing 'Staff Message' and a 'Status' dropdown menu. The dropdown menu is open, showing options: Deleted (selected), Published, and Deleted. A 'Change' button is located at the bottom right of the form. A callout box points to the 'Deleted' option in the dropdown menu with the text: 'Change the “Status” to “Deleted”'.

- 3) Click the **“Change”** button.



The screenshot shows the BERT system interface after the status change. The 'Status' dropdown menu is now closed and shows 'Deleted'. A 'Special Access' dropdown menu is visible on the right, showing 'Normal'. The 'Change' button at the bottom right is highlighted. A callout box points to the 'Change' button with the text: 'Click the “Change” button'.

Although the message’s status has been changed to **“Deleted”**, and the message will no longer be visible to the candidate, the message will only be removed from the Home page after approximately 30 hours.

7. Module 1 – Basic Concepts of IT and Unit E – Using IT assessments

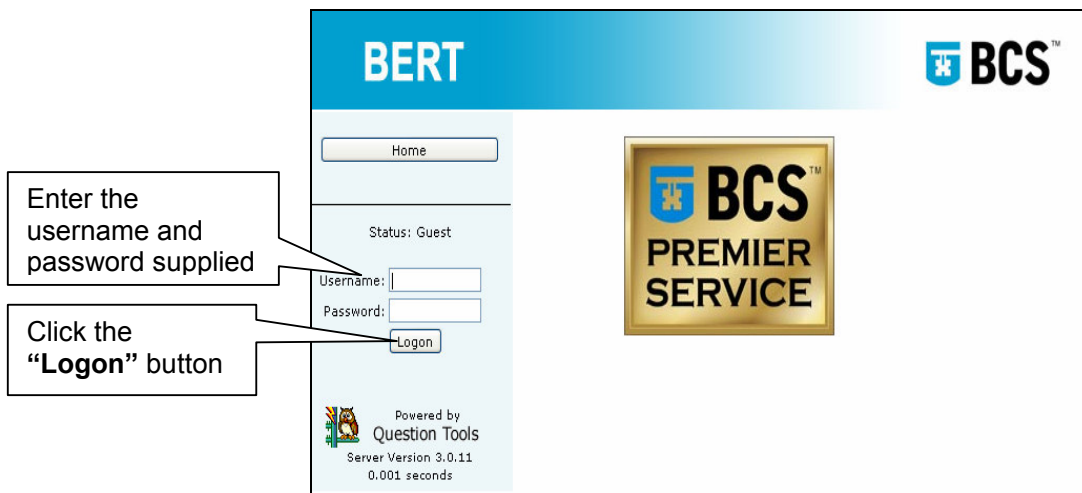
Candidates at your centre can undertake their Module 1 – Basic Concepts of IT / Unit E – Using IT assessments using only a web browser. The Browser specification must be: Internet Explorer 5.0 or higher, or Opera 7.23 or higher - no browser plug-ins required.

Tests must only be undertaken in examination conditions as detailed in the BCS Qualifications Approved Centre Operations Manual section: **Assessment Regulations**.

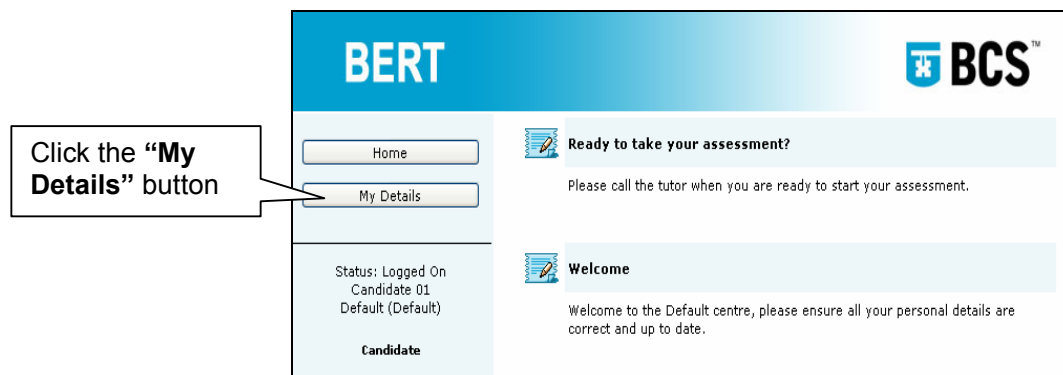
Centre staff must have the appropriate permission in order to invigilate assessments.

7.1 Starting an assessment

- 1) Start the web browser and enter the web address for BERT.
- 2) Candidates must enter the username (logbook number) and password supplied.
- 3) Click the **“Logon”** button.



- 4) BCS recommends that all candidates verify their personal details prior to commencing any testing session using the BERT system.
- 5) Click the **“My Details”** button.



- 6) Any incorrect information must be reported to the tutor for correction.

- 7) Once all information has been validated, and the candidate is ready to start the test, click the “Home” button.

- 8) Under the “European Computer Driving Licence” heading, click the “View” button.

- 9) To start either the Module 1 – Basic Concepts of IT or the Unit E – Using IT assessments, click the “Start” button under the required heading.

10) A “**Verification**” screen is displayed. An invigilator must enter their username, password and form of identification checked to verify the identity of the candidate.

11) Click the “**Verify**” button. The test will start as soon as the “**Verify**” button is selected. The “**Verification Password**” will be explained in the next section.

The screenshot shows a 'Verification' screen with the following elements and callouts:

- Invigilator's Username:** Callout pointing to the 'Username:' input field.
- Invigilator's Password:** Callout pointing to the 'Password:' input field.
- Form of identification checked:** Callout pointing to the 'Form of ID Checked:' input field.
- Click the "Verify" button:** Callout pointing to the 'Verify' button.

Text on the screen: "A Marker/Invigilator must enter her or his log username and password to verify your identity." and "If verification repeatedly fails then either the Marker/Invigilator username or password is incorrect, or the Marker/Invigilator does not have the right to access the test you wish to view." A "Click here to go back" button is also present.

12) The candidate can proceed with the test, answering the questions by clicking the “**Select**” button next to the appropriate answer, navigating between question screens using the arrows and slider at the bottom of the screen.

13) Click the “**Finish**” button when the test is completed.

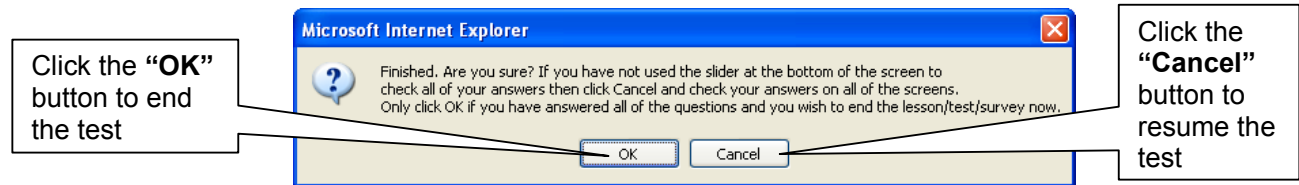
The screenshot shows a 'BERT' test question screen with the following elements and callouts:

- Click the "Select" button next to the appropriate answer:** Callout pointing to the 'Select' buttons next to the answer options.
- Navigate between question screens using the arrows:** Callout pointing to the left and right navigation arrows at the bottom.
- Click the "Finish" button:** Callout pointing to the 'Finish' button at the bottom right.

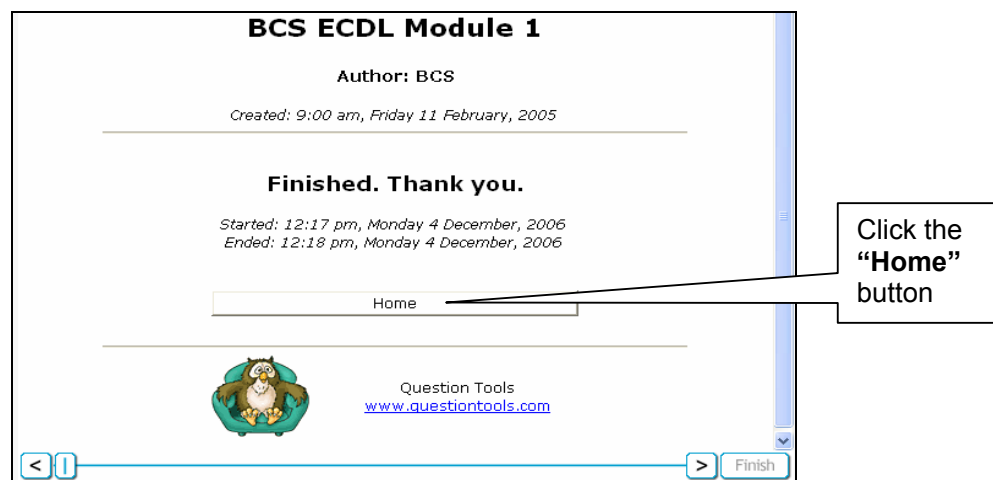
Text on the screen: "Which of the following tasks would be more suited to a person rather than a computer?" and "Time Remaining 44:52". The BCS logo is also visible.

14) A warning message is displayed.

- If you want to end the test, click the “OK” button. Once the “OK” button has been clicked, you cannot return to the test because the test will be directly submitted to the BCS.
- If you do not wish the test to end (finish button clicked accidentally), click the “Cancel” button.



15) Once the test is completed, a confirmation page will be displayed, including test dates and times. Click the “Home” button.



7.1.1 Problems encountered during testing

Below are some examples as to why a candidate cannot complete a test:

- a candidate accidentally closes the browser window, or
- a candidate accidentally turns off their computer, or
- internet connection lost, or
- computer freezes, or
- computer crashes

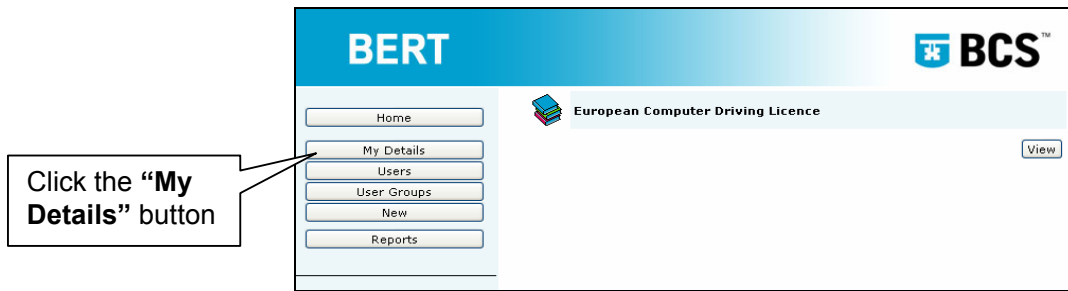
If this occurs, the candidate can close the browser and simply log on and start the test from another computer. Providing they do this within 20 minutes they will be put back into the test where they left off, and their answers will still be retained. Although there may be a small time delay while the system validates the results to date, the time shown on the test will be the amount of time they have left to complete the remaining questions.

7.2 Verification password

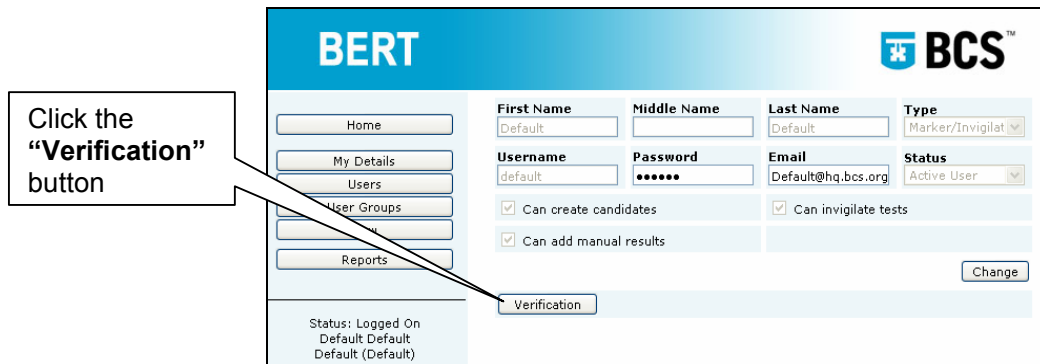
Entering an invigilator's username and password to verify the identity of a candidate is an easy way of confirming their identity. However, this approach becomes impractical if there are more than two or three users wishing to start an examination at the same time.

Handing out the invigilator's username and password to the candidates would be a breach of security, the alternative is to use a Verification (session) Password.

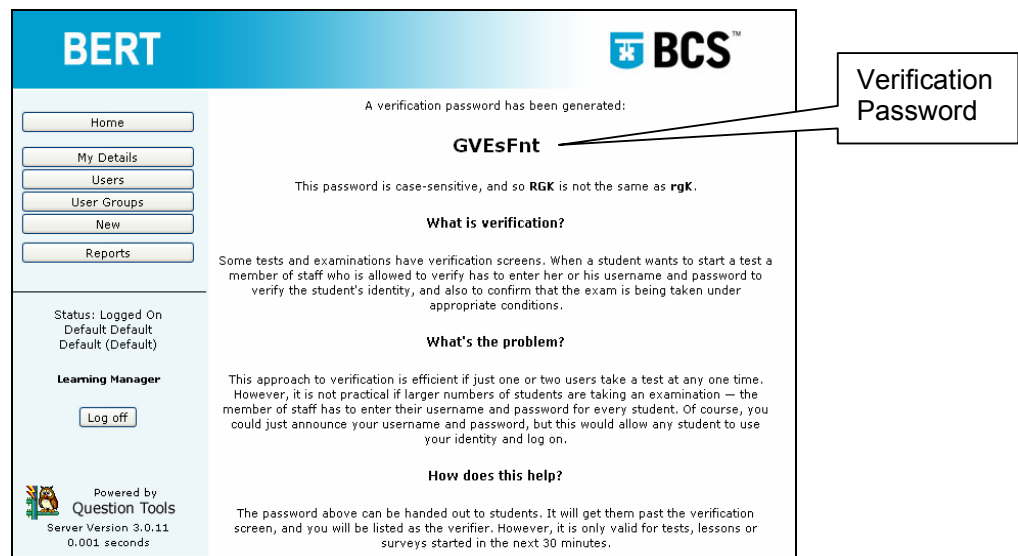
- 1) Marker/Invigilator must log in
- 2) Click the **“My Details”** button.



- 3) Click the **“Verification”** button.



- 4) A verification password will be displayed along with a full explanation of the verification password.
- 5) Make a note of the verification password.
 - The person, who created the Verification Password, will be listed as the verifier.
 - For security reasons, the Verification Password is only valid for 30 minutes.
 - The Verification Password is case sensitive.



- 6) When the candidates are ready to start their assessments, instruct them to the verification screen.

- 7) Invigilators are still required to check the candidate's identities prior to commencing any assessments, ensuring that there is a valid entry in the form of ID checked field.

The screenshot shows a 'Verification' form with the following fields and elements:

- Header: **Verification**
- Instruction: A Marker/Invigilator must enter her or his log username and password to verify your identity.
- Username:
- Password:
- Separator: **or**
- Verification Password:
- Form of ID Checked: (This field is highlighted with a callout box labeled 'Form of identification checked')
- Verify:

- 8) Issue the Verification Password to the candidates to type into the “**Verification Password:**” field.

- 9) Instruct the candidates to click the “**Verify**” button to start the assessment.

This screenshot is identical to the previous one but includes callout boxes:

- A callout box labeled 'Candidates to enter password supplied' points to the 'Verification Password' field.
- A callout box labeled 'Candidates to click the “Verify” button' points to the 'Verify' button.

- 10) The candidate can proceed with the test, as instructed in the previous section.

7.3 Results

Module 1 and Unit E results will only be available 24 hours after the completion of the assessment in the form of a percentage.

Result can be viewed either by accessing the individual candidates' details or by viewing all results for a particular module. Both methods are explained in a further section.

7.4 Signing off logbooks

Successful Module 1 or Unit E assessments must be recorded in the candidate's logbooks as follows:

- BERT (Method of testing)
- Syllabus version (for example: 4)
- Test version (for example: 1)

8. Results

Individual candidate results can be manually entered or alternatively, modular results can be uploaded from your internal recording system.

Borderline results must not be entered onto BERT until the test has been internally verified. For internal verification procedures, please refer to the BCS Qualifications Approved Centre Operations Manual.

Centre staff must have the appropriate permission in order to capture results.

BCS recommends capturing all results, including failed attempts.

Only assessments attempted at that centre can be captured by the centre.

Manual results captured on the BERT system are downloaded into the BCS database for validation and certification. However, any results held on the BCS database cannot be communicated to the BERT system. To allow centres to track candidate progression the BCS have developed a user friendly facility called the Online Tracking System (OTS) which is located on the ECDL Approved Centre Forum. This facility tracks the progression of an individual candidate for ECDL, BCS IT User Level 1 and BCS IT User Level 2 from registration to certification and can also be used to view results held by BCS.

8.1 Capturing Module 1 – Basic Concepts of IT / Unit E – Using IT results

There is no facility on BERT to capture Module 1 – Basic Concepts of IT / Unit E – Using IT assessments undertaken by any means other than on-line on the BERT system.

OMR and/or results undertaken using a Premier Service provider will be recorded against the candidate's registration on the BCS database and will not be uploaded to the BERT system.

8.2 Capturing individual candidate's module 2 – 7 results

- 1) View the individual candidate details.
- 2) All module results are displayed beneath the candidate's personal details, scroll down to the required module.
- 3) The following information must be completed
 - **Package:** - select one from the drop down list
 - **Marker First Name:** - by default this will be the name of the person logged in, this can be amended as required
 - **Marker Last Name:** - by default this will be the name of the person logged in, this can be amended as required
 - **Form of ID Checked:** - as disclosed (refer to the BCS Qualifications Approved Centre Operations Manual: **Proof of Identity** for requirements)
 - **Syllabus:** - currently only version 4 can be uploaded
 - **Test Version:** - select one from the drop down list (which test number the candidate attempted)
 - **Test Date:** - date the assessment was attempted (**dd/mm/yyyy**)
 - **New Percentage: ...or mark out of 32:** - capture either the percentage or the mark (which will be calculated into a percentage by BERT)

- 4) Click the “Add” button.

2 Using the Computer and Managing Files

-- %

Package: _____ Date: _____
ECDL Syllabus: _____ Test Version: _____

Package:

Marker First Name:

Marker Last Name:

Verifier First Name:

Verifier Last Name:

Form of ID Checked:

Syllabus:

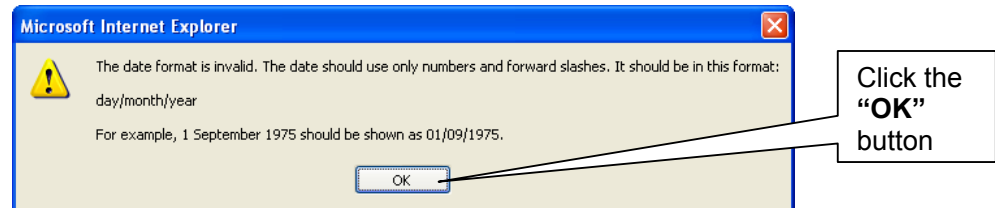
Test Version:

Test Date:

New Percentage: ...or mark out of 32:

Click the “Add” button

- 5) Should there be an error a warning message will be displayed.
- 6) Click the “OK” button.



- 7) Correct the date and resubmit the result.

8.3 Uploading multiple candidates module results

Up to 1,000 results can be uploaded for a particular module at once. It is worth bearing in mind that uploading a large number of candidate records in one step has the potential to create errors, BCS recommend uploading 2 or 3 to begin with to ensure the upload procedure is correct.

8.3.1 TAB Upload file format

The information must be in the following **TAB** format:

Logbook number **TAB** percentage **TAB** package **TAB** date of test **TAB** version **TAB** syllabus **TAB** marker first name **TAB** marker surname name **TAB** verifier first name **TAB** verifier surname name **TAB** form of identification checked **RETURN**

If commas are included then they will be considered errors and each one will be swapped for a TAB character (this means that the information will move up and will be recorded in the incorrect cell).

8.3.2 CSV Upload file format

The information must be in the following **CSV** format:

Logbook number, percentage package, date of test, version, syllabus, marker first name, marker surname name, verifier first name, verifier surname name, form of identification checked **RETURN**

If additional commas are included, the information will move up and will be recorded in the incorrect cell.

8.3.3 Upload template

There is a spreadsheet template available to download from the **“File upload”** instructions (or you can create your own, please ensure the column names are exactly the same as those listed above).

	A	B	C	D	E	F	G	H	I	J	K	L
	Logbook number	percentage	package	date of test	version	syllabus	marker first name	marker surname name	verifier first name	verifier surname name	form of identification checked	
1												
2												
3												
4												
5												
6												
7												
8												

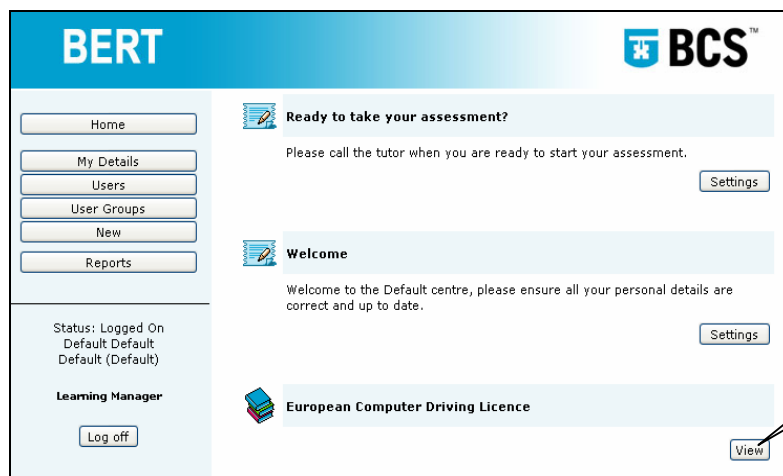
Once the required information has been captured, save the spreadsheet as a .txt file which can then be uploaded as per instructions.

	A	B	C	D	E	F	G	H	I	J	K	L
	Logbook number	percentage	package	date of test	version	syllabus	marker first name	marker surname name	verifier first name	verifier surname name	form of identification checked	
1												
2	uk999999003	80	MSWORD2000	07/12/2006	3	4	Marker	Zero-one			Passport	
3	uk999999004	70	MSWORD2002	07/12/2006	4	4	Marker	Zero-one			Passport	
4	uk999999005	60	MSWORD2002	07/12/2006	1	4	Marker	Zero-one			Passport	
5	uk999999006	50	MSWORD2002	07/12/2006	2	4	Marker	Zero-one			Passport	
6	uk999999007	40	MSWORD2002	07/12/2006	3	4	Marker	Zero-one			Passport	
7												
8												

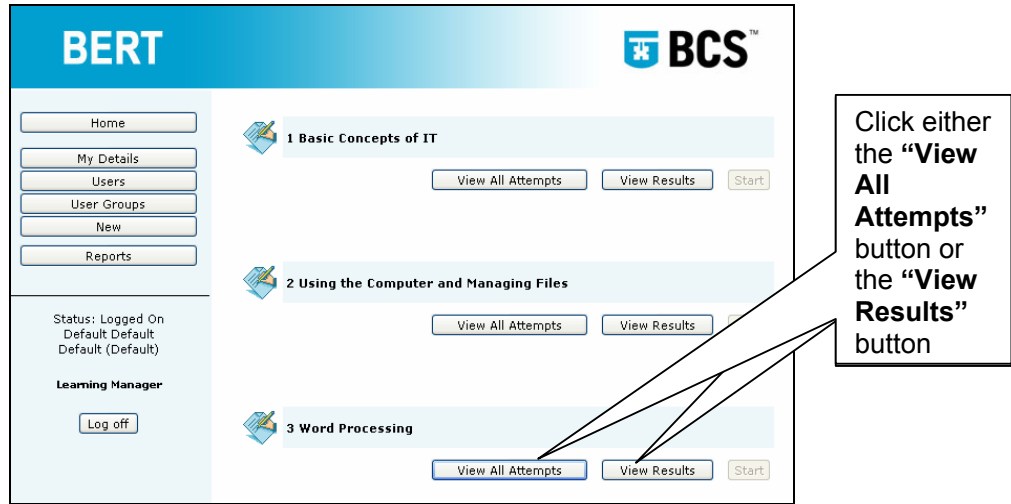
If commas are included then they will be considered errors and each one will be swapped for a TAB character (this means that the information will move up and will be recorded in the incorrect cell).

A table of software names are shown in **“Appendix 1 – example file format”**.

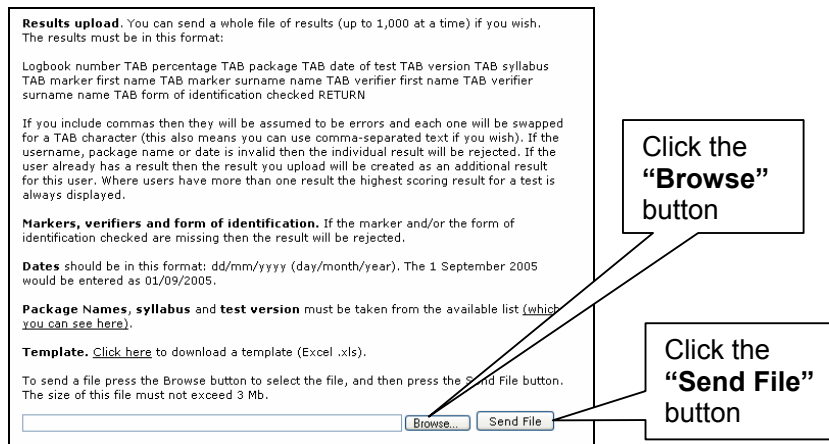
- 1) Log in, under the **“European Computer Driving Licence”** heading, click the **“View”** button.



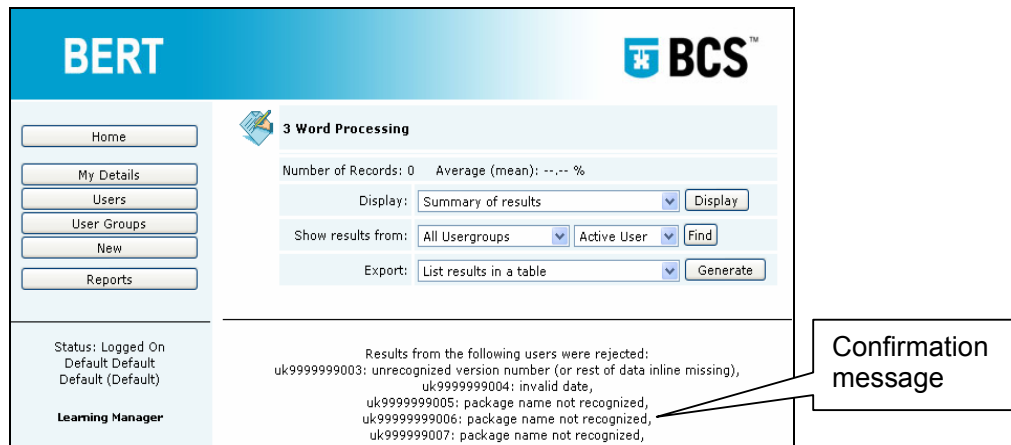
- Under the required module heading, click either the “View All Attempts” button or the “View Results” button.



- Scroll to the bottom of the page where you will find upload instructions.
- Click the “Browse” button, locate and select your tabbed or CSV text file.
- Click the “Send File” button.



- Should there be an error, advice as to why some users were not created (for example, the logbook number is not registered) will appear.



- 7) Return to the upload file.
- 8) Remove all successful registrations.
- 9) Correct incorrect entries.
- 10) Resubmit the upload file until all results are successfully uploaded.

8.4 Viewing individual candidate results

- 1) View the individual candidate details.
- 2) All module results are displayed beneath the candidate's personal details, scroll down to the required module.

- 3) The section below the result is there to capture another module results (if required).
- 4) By default, only the best result for each module is displayed. To view all results captured against a module scroll to the bottom of the screen.
- 5) Click the **“Show All Results”** button.

- 6) Scroll down to the required module, where all captured results for the module will be displayed.

The screenshot displays two assessment entries for the '3 Word Processing' module. The first entry shows a score of 100% with a green progress bar and a 'View' button. The second entry shows a score of 60% with a red progress bar and a 'View' button. A callout box with the text 'All module results displayed' points to the 'View' buttons of both entries.

8.5 Viewing multiple candidates module results

Under the “European Computer Driving Licence” heading, click the “View” button.

The screenshot shows the BERT user interface. On the left is a navigation menu with buttons for Home, My Details, Users, User Groups, New, and Reports. The main content area has a 'Ready to take your assessment?' section, a 'Welcome' section, and a 'European Computer Driving Licence' section. A callout box points to the 'View' button in the 'European Computer Driving Licence' section with the text 'Click the “View” button’.

8.5.1 Viewing best results

- 1) Under the required module heading, click the “View Results” button.

The screenshot displays three assessment modules in the BERT interface. Each module has three buttons: 'View All Attempts', 'View Results', and 'Start'. A callout box points to the 'View Results' button of the '3 Word Processing' module with the text 'Click the “View Results” button’.

- Results are displayed in alphabetical order of the candidate's surname. Results can also be displayed in more detail, and/or the candidates can be displayed by User Group and/or status.

BERT BCS™

Home | My Details | Users | User Groups | New | Reports

Status: Logged On Default Default Default (Default)

Learning Manager
Log off

2 Using the Computer and Managing Files

Number of Records: 7 Average (mean): 70.00 %

Display: Summary of results [v] Display

Show results from: All Usergroups [v] Active User [v] Find

Export: List results in a table [v] Generate

Name	Percentage Correct	
Candidate 01	100 %	[View]
Candidate 02	90 %	[View]
Candidate 03	80 %	[View]
Candidate Test04	70 %	[View]
Candidate Test05	60 %	[View]

8.5.2 Viewing all attempts

- Under the required module heading, click the “View All Attempts” button.

BERT BCS™

Home | My Details | Users | User Groups | New | Reports

Status: Logged On Default Default Default (Default)

Learning Manager
Log off

1 Basic Concepts of IT
View All Attempts | View Results | Start

2 Using the Computer and Managing Files
View All Attempts | View Results | Start

3 Word Processing
View All Attempts | View Results | Start

- Results are displayed in alphabetical order of the candidate's surname. Results can also be displayed in more detail, and/or the candidates can be displayed by user group and/or status.

BERT BCS™

Home | My Details | Users | User Groups | New | Reports

Status: Logged On Default Default Default (Default)

Learning Manager
Log off

2 Using the Computer and Managing Files

Number of Records: 14 Average (mean): 60.00 %

Display: Summary of results [v] Display

Show results from: All Usergroups [v] Active User [v] Find

Export: List results in a table [v] Generate

Name	Percentage Correct	
Candidate 01	65 %	[View]
Candidate 01	100 %	[View]
Candidate 02	60 %	[View]
Candidate 02	90 %	[View]

8.6 Exporting multiple candidates module results

- 1) Open the **“View Results”** for the required module to export the best results only or open the **“View All Results”** in the required module to export all result.
- 2) To export the results in a table format, select **“List results in table”** from the **“Export:”** dropdown list.
- 3) To export the results in a comma-separated format, select **“List results as comma-separated text”** from the **“Export:”** dropdown list.
- 4) Click the **“Generate”** button.

The screenshot shows the BERT interface for module '2 Using the Computer and Managing Files'. The 'Export:' dropdown menu is open, showing three options: 'List results in a table', 'List results in a table', and 'List results as comma-separated text'. A callout box points to the first option with the text 'Table format, select “List results in table”'. Another callout box points to the third option with the text 'Comma-separated format, select “List results as comma-separated text”'. A third callout box points to the 'Generate' button with the text 'Click the “Generate” button'. Below the dropdown, a table shows results for three candidates: Candidate 01 (100%), Candidate 02 (90%), and Candidate 03 (80%).

- 5) The data generated in the table can be copied into a spreadsheet, full instructions are included.

2 Using the Computer and Managing Files

Copying Results. If you want to copy the data into a spreadsheet or other analysis program all you have to do is select and copy the text in the table below, and then open your spreadsheet or analysis program and paste in the text. If you are not sure exactly what to do then follow these three steps:

1. Select the Edit menu at the top of the browser window and then select the Select All command from this menu.
2. Select the Edit menu again, but this time select the Copy command.
3. Start your spreadsheet program (e.g. Excel). When it is open select the Edit menu at the top of the Spreadsheet application window and select Paste.

Once in your spreadsheet or analysis program you should be able to select the cells containing the individual responses and produce graphs, or further analysis.

Logbook Number	Forename	Surname	Percentage	Result	Package	Date of Test	Test Version	Syllabus	Invigilator/Marker Forename	Invigilator/Marker Surname	Verifier Forename	Veri Surname
uk999999001	Candidate	01	100	Passed	MSWINXP	01/11/2006	1	4	Marker	Zero-one		
uk999999002	Candidate	02	90	Passed	MSWINXP	02/11/2006	2	4	Marker	Zero-one		
uk999999003	Candidate	03	80	Passed	MSWINXP	03/11/2006	3	4	Marker	Zero-one		
uk999999004	Candidate	Test04	70	Failed	MSWINXP	04/11/2006	4	4	Marker	Zero-one		

- 6) The data generated can be saved and uploaded as a normal CSV file, full instructions are included.

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To use this data select it (Select All from the Edit menu), and then copy it (Copy from the Edit menu). Open a text editor, such as Notepad, and then paste this text into a new file, and save it somewhere you can easily find it (such as the desktop of your personal folder). You can then open a spreadsheet, such as Excel, and then open or import the new text file you have just created. Make sure you select the options for comma-separated text.

Logbook Number,Forename,Surname,Percentage,Result,Package,Date of Test,Test Version,Syllabus,Marker/Invigilator Forename,Marker/Invigilator Surname,Verifier Forename,Verifier Surname
uk999999001,Candidate,01,100,Passed,MSWINXP,01/11/2006,1,4,Marker,Zero-one,,
uk999999002,Candidate,02,90,Passed,MSWINXP,02/11/2006,2,4,Marker,Zero-one,,
uk999999003,Candidate,03,80,Passed,MSWINXP,03/11/2006,3,4,Marker,Zero-one,,

8.7 Amending results

Centre staff cannot change a candidate's results. Should you notice any anomalies, or require any changes to be made, they must be reported to the BCS by e-mailing logbooks@hq.bcs.org.uk to ensure that the data captured is correct.

Only the first result details received will be uploaded on to the BCS database. Any attempts to resubmit results with the same test date and/or test version will not be uploaded to the candidate's details on the BCS database. The BCS database validates registrations and results for certification.

9. Internal Verifier

9.1 Internal Verifier second marking

Internal Verifier's details will need to be captured where assessments were marked a second time because:

- the result is borderline, or
- the assessment was marked by a new marker, or
- as part of the required 10% across the range

As outlined in the BCS Qualifications Approved Centre Operations Manual: **Internal Verification Process**

9.1.1 Borderline result

Borderline results must not be entered onto BERT until the test has been internally verified. Enter the Internal Verifiers result and details on the BERT system when capturing the result.

9.1.2 New marker

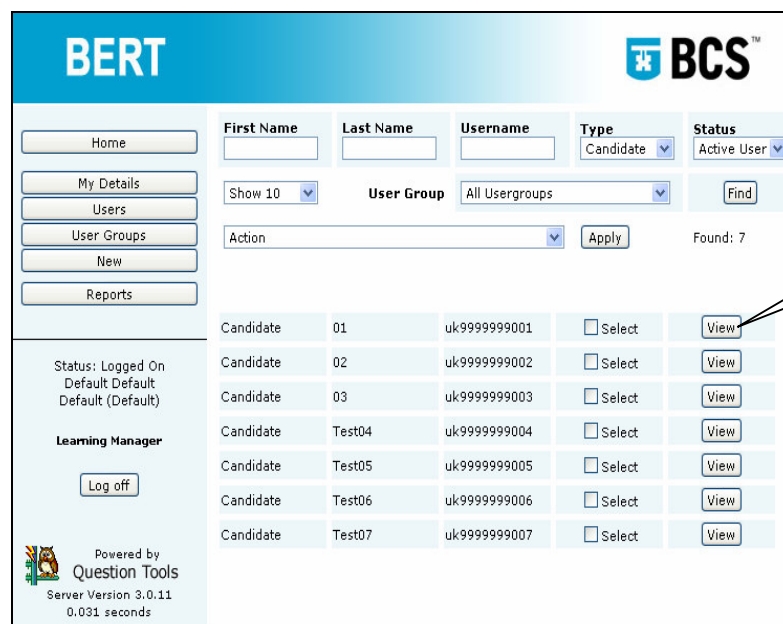
New marker's results must not be entered onto BERT until the test has been internally verified. Enter the Internal Verifiers result and name on the BERT system when capturing the result.

9.1.3 10% Cross marking

As part of the required 10% across the range marking, capture the first result awarded. The Internal Verifier's name can be added to the result at the time of capturing the result, or at a later date.

9.2 Adding an Internal Verifier's name to an existing result

- 1) Locate the candidate
- 2) Click the **"View"** button.



The screenshot shows the BERT system interface. At the top, there is a blue header with 'BERT' on the left and the BCS logo on the right. Below the header, there is a navigation menu on the left with buttons for 'Home', 'My Details', 'Users', 'User Groups', 'New', and 'Reports'. The main area contains a search and filter section with fields for 'First Name', 'Last Name', 'Username', 'Type' (set to 'Candidate'), and 'Status' (set to 'Active User'). There are also dropdowns for 'Show 10' and 'User Group' (set to 'All Usergroups'), and a 'Find' button. Below this is an 'Action' dropdown and an 'Apply' button. The results section shows a table with 7 rows of candidate data. Each row has columns for 'Candidate', 'ID', 'Username', 'Select' (checkbox), and 'View' (button). A callout box with a pointer indicates that the 'View' button should be clicked.

Candidate	ID	Username	Select	View
Candidate	01	uk9999999001	<input type="checkbox"/>	View
Candidate	02	uk9999999002	<input type="checkbox"/>	View
Candidate	03	uk9999999003	<input type="checkbox"/>	View
Candidate	Test04	uk9999999004	<input type="checkbox"/>	View
Candidate	Test05	uk9999999005	<input type="checkbox"/>	View
Candidate	Test06	uk9999999006	<input type="checkbox"/>	View
Candidate	Test07	uk9999999007	<input type="checkbox"/>	View

- 3) Scroll down to the required module.
- 4) Type in the Internal Verifier's name and surname next to **“Verifier:”**.
- 5) Click the **“Amend”** button.

The screenshot shows a software interface with the following elements:

- 2 Using the Computer and Managing Files** (Module title)
- 100 % (Progress indicator)
- View (Button)
- Marker/Invigilator: Marker Zero-one
- Verifier: (Text input field)
- Package: MS Windows XP
- Date: 01/11/2006
- ECDL Syllabus: 4
- Test Version: 1
- Amend (Button)

Two callout boxes are present:

- A callout box pointing to the **Verifier:** input field with the text: "Type in the Internal Verifier's name".
- A callout box pointing to the **Amend** button with the text: "Click the 'Amend' button".

10. Reports for audit (Centre manager access only)

10.1 Types of audit reports

All reports will include “Inactive” candidates.

10.2.1 Sampling

Sampling produces a list of all results within the date period you enter. It includes tests taken on BERT, as well as test results that have been manually entered.

10.2.2 Borderline

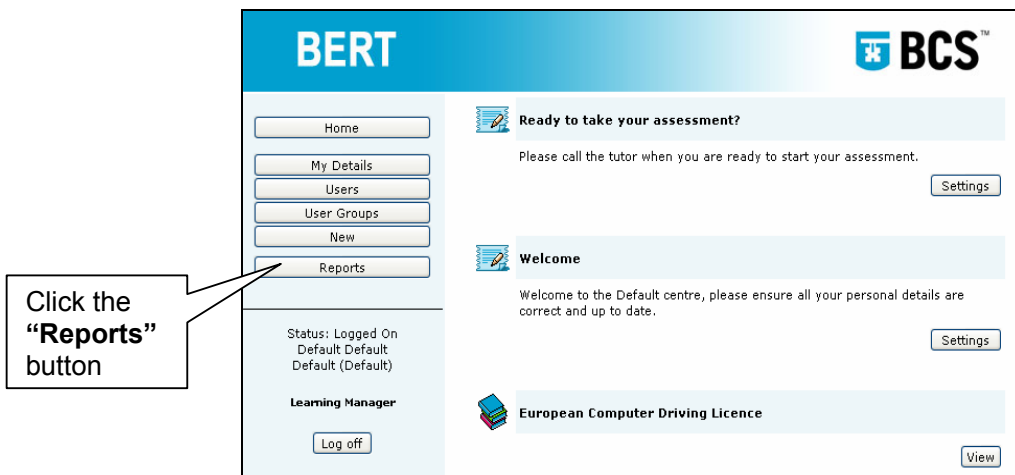
Borderline produces a list of all results that are in the range 70% to 80%. It only includes manual results (i.e. not Module 1 or Unit E).

10.2.3 Non-Borderline

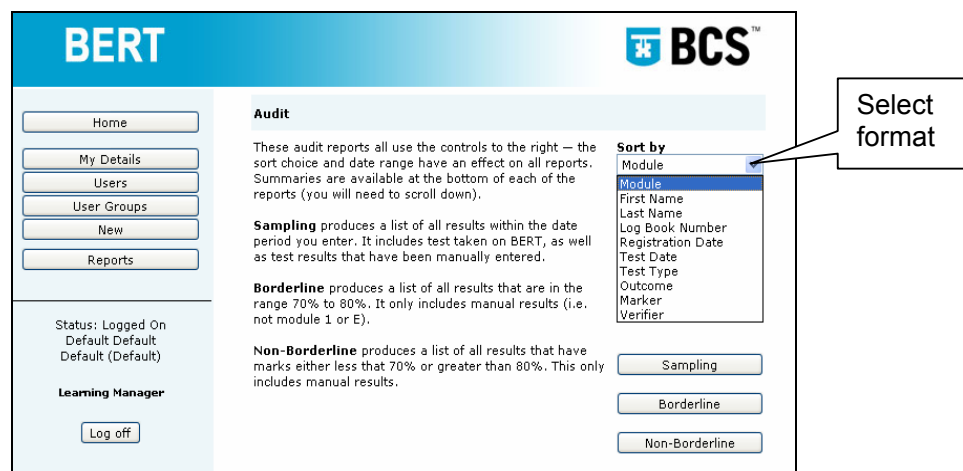
Non-Borderline produces a list of all results that have marks either less than 70% or greater than 80%. This only includes manual results.

10.2 Accessing Audit Reports

- 1) Click the “Reports” button.



- 2) Select the format of the report by using the “Sort by” drop down list.



- 3) Fill in the **“Start Date”** in the field provided.
- 4) Fill in the **“End Date”** in the field provided.
- 5) Select the type of report required (as described in the previous section)

The screenshot displays the BERT (BCS) web interface. The header features the BERT logo on the left and the BCS logo on the right. A navigation menu on the left includes buttons for Home, My Details, Users, User Groups, New, and Reports. Below the menu, the user status is shown as 'Logged On' with 'Default' settings for both user and group. A 'Log off' button is located under the 'Learning Manager' section.

The main content area is titled 'Audit' and contains the following text: 'These audit reports all use the controls to the right – the sort choice and date range have an effect on all reports. Summaries are available at the bottom of each of the reports (you will need to scroll down).'
Sampling produces a list of all results within the date period you enter. It includes test taken on BERT, as well as test results that have been manually entered.
Borderline produces a list of all results that are in the range 70% to 80%. It only includes manual results (i.e. not module 1 or E).
Non-Borderline produces a list of all results that have marks either less than 70% or greater than 80%. This only includes manual results.

On the right side of the interface, there are controls for report generation: a 'Sort by' dropdown menu set to 'Log Book Number', a 'Start Date' text field containing '01/01/2005', and an 'End Date' text field containing '11/12/2006'. Below these are three radio button options: 'Sampling', 'Borderline', and 'Non-Borderline'. Three callout boxes with arrows point to these controls: the top box points to the 'Start Date' field with the text 'Fill in the “Start Date”'; the middle box points to the 'End Date' field with the text 'Fill in the “End Date”'; and the bottom box points to the radio buttons with the text 'Select the type of report required'.

12. Appendix 1 - example file format

Module 2	
MSWIN311	MS Windows v3.11
MSWIN95	MS Windows 95
MSWIN97	MS Windows 97
MSWIN2000	MS Windows 2000
MSWINXP	MS Windows XP
MSNT	MS NT

Module 3	
MSWORD6	MS Word 6
MSWORD97	MS Word 97
MSWORD2000	MS Word 2000
MSWORD2002	MS Word 2002
MSWORD2003	MS Word 2003

Module 4	
MSEXCEL6	MS Excel 6
MSEXCEL97	MS Excel 97
MSEXCEL2000	MS Excel 2000
MSEXCEL2002	MS Excel 2002
MSEXCEL2003	MS Excel 2003

Module 5	
MSACCESS2	MS Access 2
MSACCESS97	MS Access 97
MSACCESS2000	MS Access 2000
MSACCESS2002	MS Access 2002
MSACCESS2003	MS Access 2003

Module 6	
MSPPT95	MS PowerPoint 95
MSPPT97	MS PowerPoint 97
MSPPT2000	MS PowerPoint 2000
MSPPT2002	MS PowerPoint 2002
MSPPT2003	MS PowerPoint 2003

Module 7	
MSIE4	MS Internet Explorer 4
MSIE5	MS Internet Explorer 5
MSIE6	MS Internet Explorer 6
NETSCAPE4	Netscape 4
MSOURL95	MS Outlook 95
MSOURL98	MS Outlook 98
MSOURL2000	MS Outlook 2000
MSOURL2002	MS Outlook 2002
MSOUTLEX	MS Outlook Express
NETSCAPE4	Netscape 4
MSIEOUTL	MS Internet Explorer & Outlook
INFOANDCOMMS	Information and Communications