ONLINE ASSESSMENT PORTAL

Learner guide

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1   Accessing your online assessment

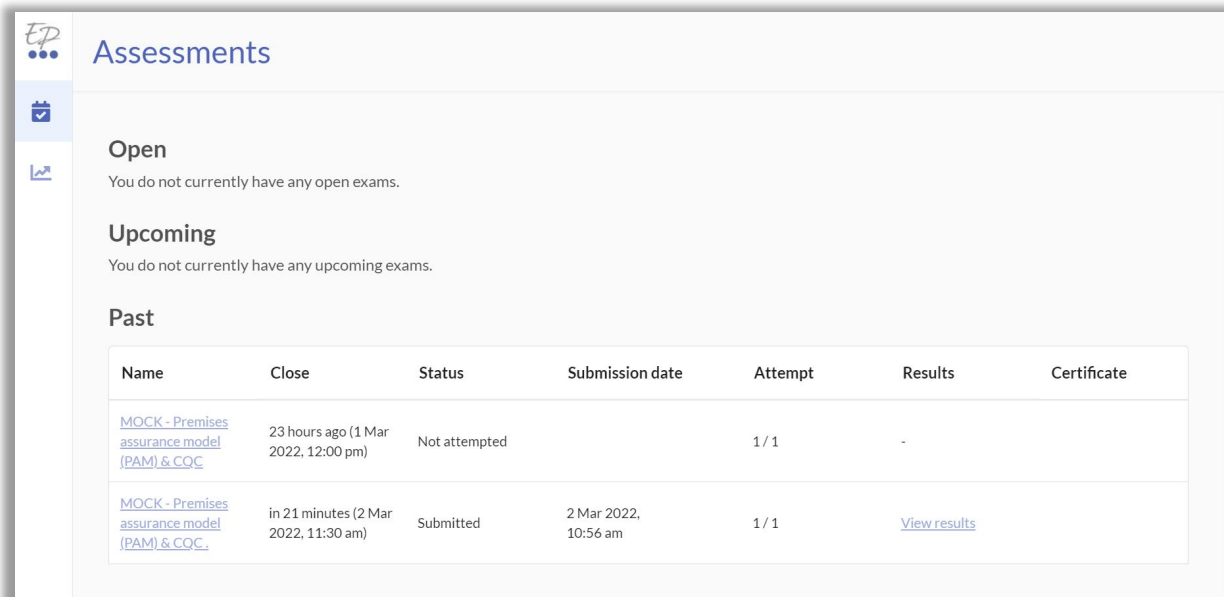Our remote training will use [Eastwood Park's Synap assessment portal](#) for your course assessment.

Synap works on the majority of corporate firewalls and browsers, however for the best user experience we recommend using Google Chrome. Try accessing the portal as soon as possible to ensure your organisation doesn't block access. If Synap has been blocked by your organisations firewall please send the following list of URLs to your IT support team to ask them to whitelist the following:

- **https://synap.ac** (most important URL)
- **app.synap.ac**
- **https://files.synap.ac**
- **https://synap-content.s3-eu-west-1.amazonaws.com**
- **api.synap.ac**

We will send you an invitation to your assessment closer to the day your course starts. Until then you will only see a login page, but if you can access the login page it will indicate that you should be able to access the assessment when required.

When we send you an invitation to the assessment you will receive a portal registration email (sent to the individual address that you have given when you completed the [Eastwood Park's online course registration](#)) with a link to create a login and choose a password for the assessment portal. You will only ever have to do this once.

If you have previously completed an online assessment in the portal you will be able to see previous assessment results as well as any assessments that are pending.

You will not be able to open any pending assessments until the assessment start time is reached.

2   The assessment

2.1   Opening the assessment

Once the assessment start time has been reached, the status will change to *open* and a *Start exam* button will appear at the foot of the assessment page, below the assessment instructions.

2.2   Completing the assessment questions

When you start the assessment you are presented with the the first question and other assessment information. The screenshot below shows numbered identifiers relating to parts of the page:-
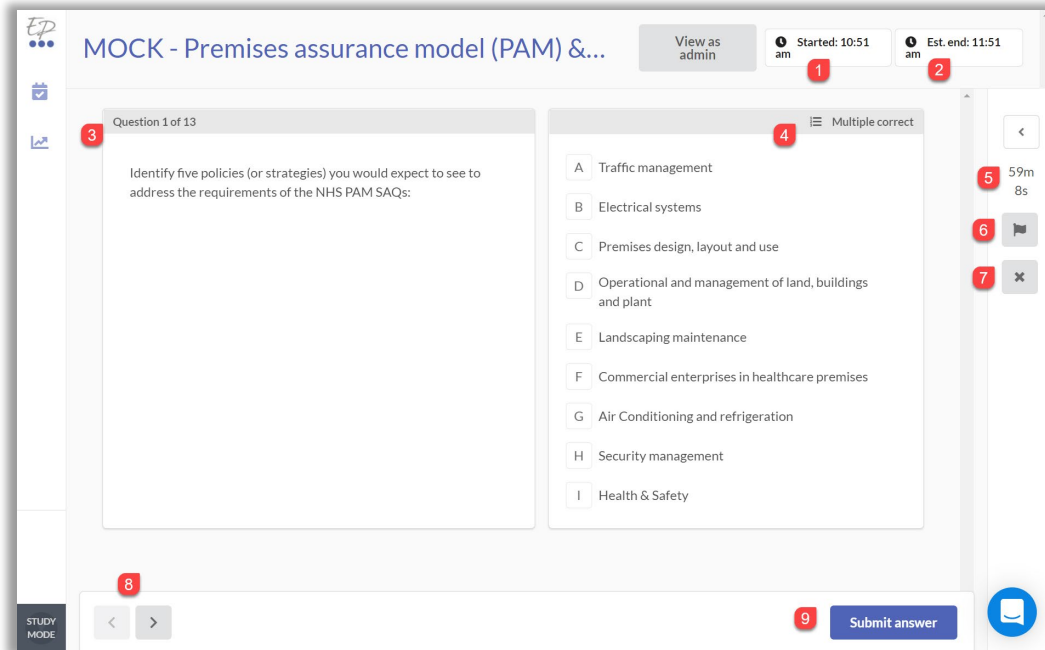
1. The time that the you clicked the *Start exam* button
2. The estimated finish time based upon the assessment's set duration e.g. one hour
3. The questions are on the left by default
4. The answer options are on the right of the page, with the question type shown in the grey heading. Multiple-choice answers will be marked automatically but free-text written answers will be marked after you have submitted your the assessment
5. The remaining time is shown on the far right
6. You can flag against a question if you want to give feedback on it
7. If assessment practice mode has been enabled on this assessment, clicking the cross will discard this attempt and you can start again. However you can go back and review your answers in normal assessment mode (see 8 & 9 below)
8. Chevrons in the lower left allow you to jump forward and backwards through the assessment questions. Note: If you skip forward without submitting an answer for a question a warning will be displayed so that they know to go back to it before clicking the final *Finish* button to complete the assessment
9. Each answer has to be submitted. If you skip back to a question later they can amend an and resubmit a new answer response

If the Flagging icon (6) is displayed for your assessment a pop up appears when you click the flag allowing you to choose from a preselection of responses or add your own comment against a question.
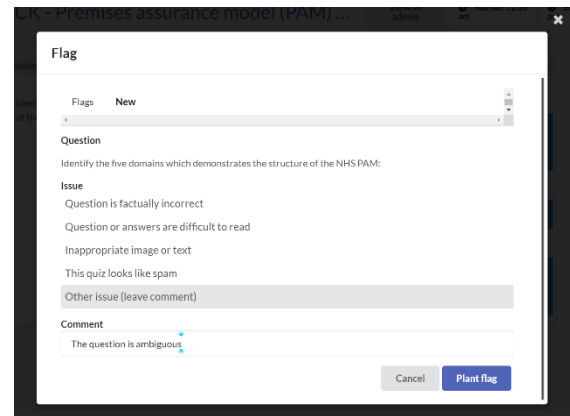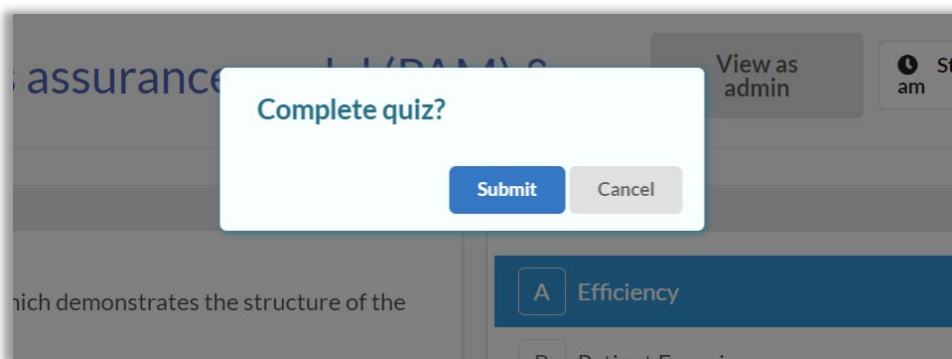

2.3   Finishing the assessment

When the you reach the end of the assessment questions you will get the option to *Finish* and close it.
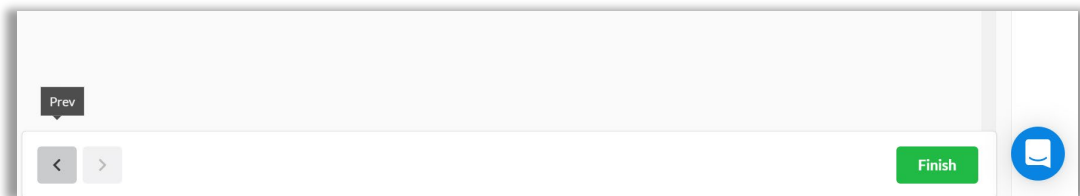

When you click the *Finish* button there's a pop-up to check that you are ready to submit your answers. Once that final Submit is clicked your assessment will be locked and you won't be able to go back and change it.

# 3	Assessment results

If the assessment has only multiple-choice answers it will be automatically marked and you will get immediate feedback on whether you passed or failed.

However, if the assessment contains any questions requiring a written free-text answer those answers will need to be manually marked by the trainer after the assessment is completed, and you will get a notification of your result as soon as the trainer completes the marking and releases your results.
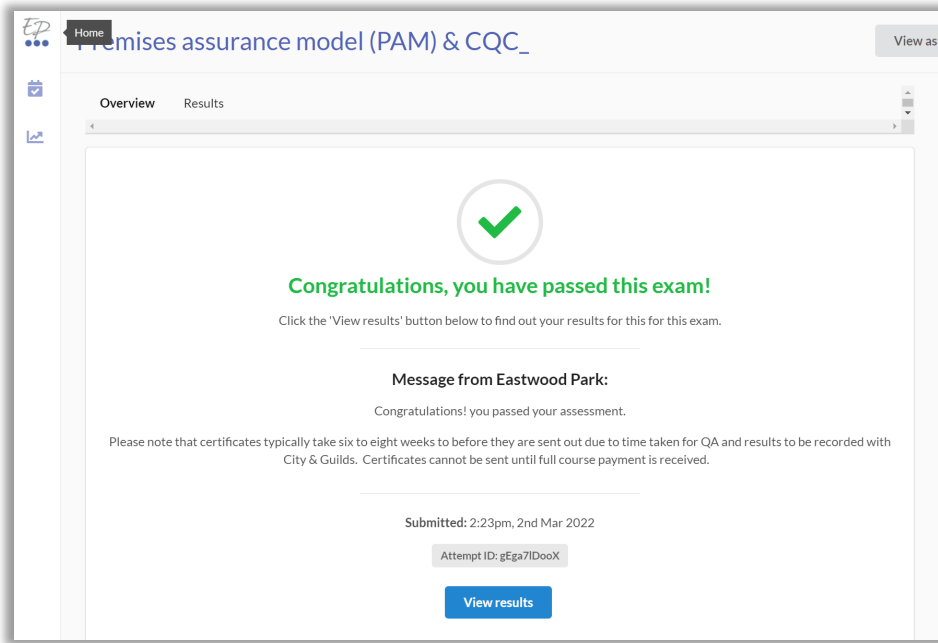
If you click the *Results* tab it will shows a basic scoring breakdown and the score / grade.
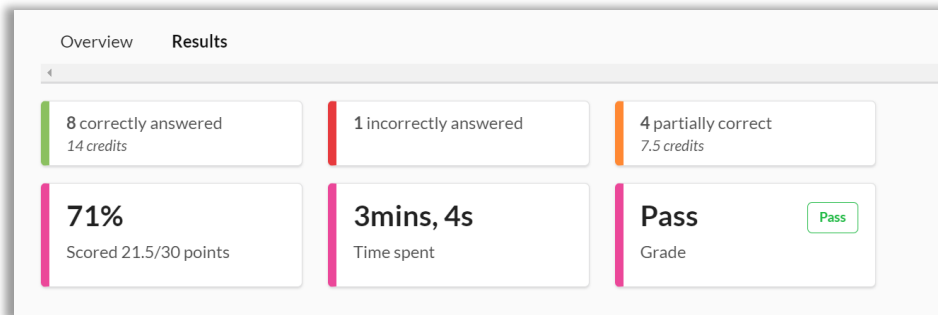
You will also get an email confirming the assessment result.

Eastwood Park Training <no-reply@synap.ac>

Your exam results for Premises assurance model (PAM) & CQC_

To   Steve Jeans-Laws

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

Eastwood Park •••
training

Steve,

Please carefully read the details below, which contains information on your results for your recent exam.

- **Exam name**: Premises assurance model (PAM) & CQC_
- **Organisation**: Eastwood Park
- **Time submitted**: 2:23pm, 2nd Mar 2022
- **Result**: Passed
- **Grade**: Pass
- **Attempt number**: 1/1 allowed
- **Attempt ID**: gEga7lDooX

Viewing your results

Congratulations on passing your exam! You can see more information on your results by clicking the 'View results' button below.

Message from Eastwood Park

Congratulations! you passed your assessment.

Please note that certificates typically take six to eight weeks to before they are sent out due to time taken for QA and results to be recorded with City & Guilds. Certificates cannot be sent until full course payment is received.

View Results

If the button does not work, copy and paste this link into your browser:
https://eastwoodpark.synap.ac/quiz/a/gEga7lDooX?st=r%3Aadaa8e46e694f0daf696ecfae63bf3d8