

Frequently Asked Questions

SEG Awards Level 2 Award for Animal Nursing Assistants – 610/1049/2 SEG Awards Level 2 Certificate for Animal Nursing Assistants - 610/1050/9

General Frequently Asked Questions

Q: What is the minimum age of a learner that can register on this qualification?

A: Learners must be the age of sixteen and over to register on the qualification.

Q: Are learners required to complete a work placement to achieve the qualification?

A: Work placements are encouraged; however, simulation is allowed where appropriate. It is recommended that there are 2 weeks of practical hours as a minimum.

Q: Are the qualifications regulated?

A: Yes, the qualifications are regulated by Ofqual and Qualification Wales.

Q: How do we know what to specifically teach for each unit?

A: There is Indicative Content Guidance, available on the Online Registration System, which provides an overview of what learners should cover for each assessment criteria, for each unit.

'Introduction to Animal Anatomy and Physiology', Online Test Frequently Asked Questions

Q: For the 'Introduction to Animal Anatomy and Physiology' unit, do centres have to evidence any other assessments in addition to the multiple-choice question test?

A: No additional assessment evidence is required other than passing the multiple-choice question test. The test covers all of the assessment criteria within the unit.

Q: Is there further guidance on the details of the test?

A: There is a 'Knowledge Assessment Overview' available on the Online Registration System, which provides further guidance on the details of the test.

Q: What do centres need to know before the exam takes place?

A: Please see our '3008 Ex6 Instructions for the Conduct of Examinations and Other External Assessment' guidance available on our website.

Q: Are there set examination periods throughout the year?

A: No, centres can schedule tests at any point throughout the year.

Q: How do centres access the system in order to schedule learners for their test?

A: Please contact the Product Development Manager who will be able to talk you through this process. The relevant person at the centre, usually the Exams Officer, will have to complete a CR1e form, which provides details in order for us to create an account on behalf of the centre.

Q: Do you have any guidance on how to use the online test system?

A: Yes, we have both centre guidance and learner guidance available. You will receive this when provided with your login details but please contact Skills and Education Group Awards if you need access to these.

Q: Do centres have to download any software in order to access the online testing platform.

A: No, the system can be accessed via a weblink. To find this, please go onto our website. In the top left-hand corner, there is a 'Log In' button. Click on this, and then select 'Online Assessments (XAMS)'.

For proctored invigilated tests, downloaded software is required. This is an extension that will download to your internet browser. Please get in touch with the Customer Support Officer for Animal Care for further details.

Q: How far in advance do centres need to schedule the tests?

A: Centres can schedule tests whenever it is suitable to them. However, it is recommended to do this at least few weeks or a month before the test is to take place, in case you experience any issues with the system and especially for tests which are paper based, to ensure that we have enough time to print and post the papers to the centre.

Q: What is the pass mark for the test?

A: 60%.

Q: Are there any practice questions that learners can use in preparation for the test?

A: Yes, these are available to approved centres on our Online Registration System.

Q: Can centres/learners sit a practice test on the online test system to get to know the system before sitting the actual test?

A: Yes, we have a general knowledge test available for the purpose of allowing learners to practice.

Q: Does the test have to be sat under exam conditions and completed in one go?

A: Yes, the test has to be completed under normal exam conditions and within the 60 minutes provided. Please see our '3008 Ex6 Instructions for the Conduct of Examinations and Other External Assessment' guidance available on our website.

Q: Do the questions in the test contain pictures or photos?

A: No.

Q: Can centres apply for Reasonable Adjustments on behalf of a learner, for example, extra time?

A: Yes, please see the 'Examination and Assessment' section under 'Info Hub', 'For Centres'. Here you can view the policy and download the form to complete and submit to request for reasonable adjustments. If the Compliance and Regulation Team have approved the request, you will be informed and the Customer Support Officer for Animal Care will update the online test system to reflect this. Please give us plenty of notice ahead of the examination date.

Q: Can Read&Write software be used for online exams?

A: Yes, the online test system supports this type of software.

Q: Is there an option to complete the test paper-based?

A: Yes, please see our 'External Assessment Policy' for details of the process, which is available on our website. If you require paper-based tests, then please contact Customer Support Officer for Animal Care, giving plenty of time to allow us to print and post the question papers and answer sheets to your centre ahead of the scheduled date of the test.

Q: Does the test have to be sat at the centre, or can proctored invigilation be used?

A: The test can be completed in either way. Proctored invigilation means that learners can essentially sit anywhere and be invigilated through online software. Learners will be required to have a webcam, have ID present and download software to their device prior to starting the test. Please contact the Customer Support Officer for Animal Care before scheduling a proctored test. Please note that proctored tests incur additional fees, which are detailed in our 'Fees' guidance on the website.

Q: How do centres find out the login details for learners?

A: Once you have scheduled the test, it appears on the 'Schedule' tab. For the test in question, you can click on the print icon, which then opens up a field where you can select to download the 'Attendance List' and the 'Login Sheets'.

Q: What happens if a learner is running late?

A: When the learners start the test regardless of what time this is within the schedule time, they will still have the full duration allocated to complete the test. Therefore, there will be no issues if learners are running late, however, you will need to reference this on the 'Attendance List'.

Q: A learner is trying to log into the test, but it isn't working. What should the centre do?

A: Please be aware that the login IDs and passwords are case sensitive. There is also a 'schedule password', which will need to be entered in order to access the test. This can be found on the 'Attendance List'. If the learner can't get in after a number of attempts, then please contact the Product Development Manager.

Q: When do centres receive the results of the test?

A: Following the test, you are required to send the 'Attendance List' (mentioned above) to the Customer Support Officer for Animal Care. Once received, the document is uploaded to our system, which will then push through the results to the Online Registration System overnight. Please note that you will only view the grade for each learner, not the exact pass mark percentage.

You can also download a 'Assessment Criteria Outcome Report' directly from the online system, which details the criteria that the learner has met and the criteria that they haven't met, in addition to the pass mark percentage. To do this, please go onto the 'Results' tab, find the learner in question, and tick the box under the heading 'Print selected results'. Once you have ticked the relevant learner(s), click on 'Print selected results'. This then begins a download for you to view the report.

Q: What happens once learners have completed their paper-based tests?

A: Once the test has taken place, centres are required to post the question papers and answer sheets to our Nottingham Office. On receipt of receiving these in the post, Skills and Education Group Awards have a 5-day turnaround to mark and share the results with the centre, on the basis that all paperwork is correct. Please see our 'External Assessment Policy' for further details of the process, which is available on our website.

Q: How many times can a student re-sit the exam?

A: Learners can attempt the exam a total of four times. Please see our 'Fees' guidance on the website, which details any re-sit fees. If a learner fails the fourth attempt, the other units of the qualification that have been achieved can be claimed for.

Q: How soon after an attempt can the learner re-sit the exam?

A: A re-sit can be set up immediately; there is no minimum time to wait between attempts of the test. The centre and learner decide when to complete the re-sit, however, you may need to consider any additional learner before a re-sit is attempted.

Q: If a learner has to complete a re-sit, do they have to start the test again rather than redo the parts that they failed?

A: Learners are required to complete a new test from the beginning, made up of 30 questions. They cannot complete the questions answered incorrectly on the test that they failed.

Q: Can centres access the test that their learners have taken?

A: Unfortunately, no. This is because each test consists of questions which are pulled from the question bank. The question bank is made up of a specific number of questions for each assessment criteria. Therefore, this can't be shared with centres.