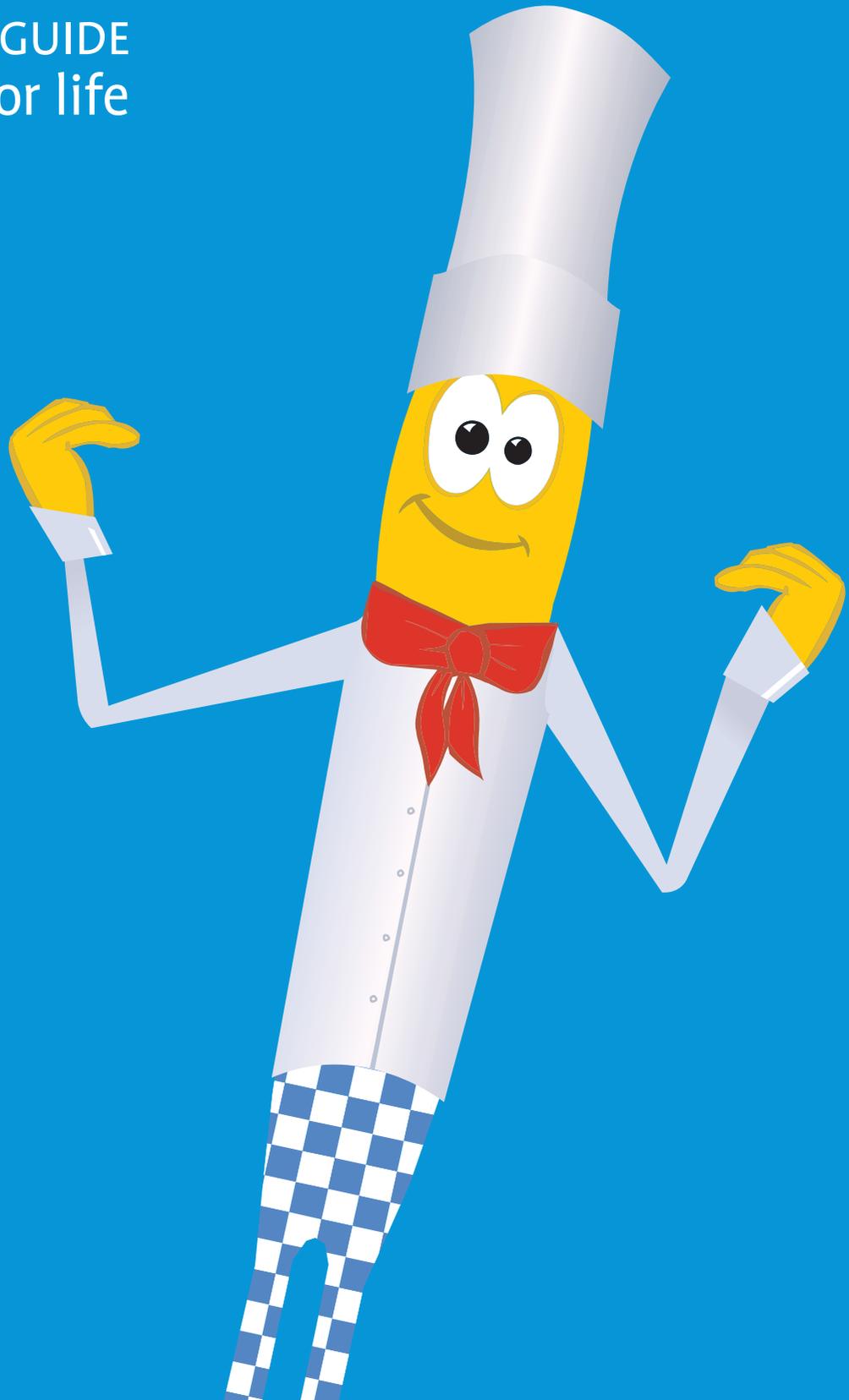


EXAM USER GUIDE  
**safefood** for life

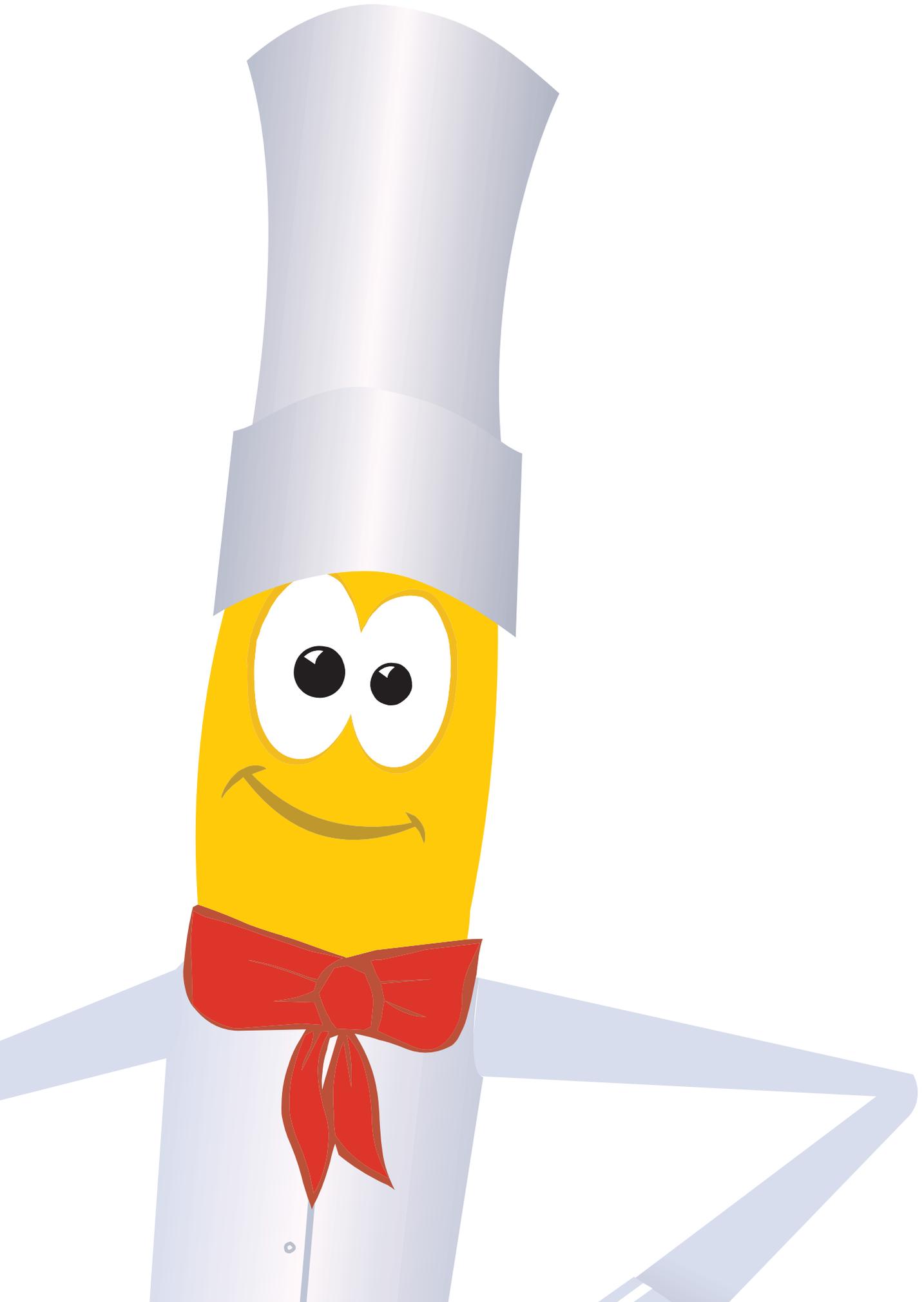


ENVIRONMENTAL HEALTH OFFICERS' ASSOCIATION  
PRIMARY CERTIFICATE IN FOOD HYGIENE

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### 1. INTRODUCTION

#### **Environmental Health Officers' Association Primary Certificate in Food Hygiene.**

The function of the Environmental Health Officers' Association (EHOA) is to promote Environmental Health and to heighten the awareness of Environmental Health issues among the public.

The Primary Certificate in Food Hygiene online examination is offered to you by EHOA through the **safefood** for life programme. This programme not only allows students to develop important life skills relating to food safety but also allows students to gain food hygiene certification to work in the food industry.

EHOA qualifications are very highly regarded in the food industry.

### 2. HOW TO ACCESS THE ONLINE EXAMINATION

The examination can be accessed via the link: [www.safefoodforlife.com/EHOAExam](http://www.safefoodforlife.com/EHOAExam)

### 3. ONLINE EXAMINATION - GUIDELINES

#### **PIN Requests**

As the teacher/supervisor, you should ensure that Pin Request Forms are sent to the EHOA 3 weeks in advance of the examination date, providing the correct examination date and number of students who wish to sit the examination.

Once received you should keep all exam login details securely on file for EHOA audit purposes.

#### **N.B**

If you wish to sit the online examination yourself you can only do so at another school centre.

All candidates should take the exam in **one room** under supervision of the teacher/supervisor at all times.

The day of the examination:

- a) You must allow sufficient time before the start of the examination for log in.
- b) Log in using your assigned details.
- c) Pins are automatically assigned and deemed **as used** once you enter your username and password on each PC. It is therefore vital that you ensure that you only activate the **exact number of PCs for the number of students** present on the day to sit the exam. If you accidentally log on too many students you can void the Pin before the exam begins (i.e. before the start exam button is hit) by keying Down Arrow and E. This PIN can then be reallocated for use.
- d) Please note that if you have a student who requires additional time (20 min) this can **only** be activated **at the Tutor Login** page by providing a valid extension reason - see Section 5 for details.
- e) You must verify the identity of the student before the exam and ensure the student details are correctly entered according to the instructions **given on the screen before they are submitted**. The student name that appears on the final certificate will be exactly as entered.
- f) Once all PC's are logged on and students are ready to start you should ensure that all students start the demo exam together.
- g) The demo exam will enable the students to familiarise themselves with the screens. The demo will last for five minutes, once the demo exam is completed students can start the real exam. The real exam will last for one hour. Unless extension time has been requested.
- h) When students finish the exam they should click the End Exam button to ensure the exam results are transferred correctly.
- i) If exam results are not transferred automatically to EHOA an alert will appear on that particular students PC. You should first click Retry to resend the results.

**If this is unsuccessful:** You should note the PC and the student affected and attempt to resubmit the results by logging back into that PC at another time.

If exam results are still not transferred an automatic email will be sent to **safefood**. **safefood** will then contact the teacher to resubmit the results.

- j) You must ensure that the student does not close down the exam screen browser during the exam as this will end the exam and results may be lost. If this happens a warning message will appear asking the student if they wish to confirm to end the exam.
- k) If students cheat or talk during the exam you have the facility to cancel the exam - see section 9.
- l) After all the students have completed the exam you must approve the exams using the Teacher Administration login. You can also correct students names during this process. See Teacher Administration section, page 14.

#### 4. WELCOME SCREEN

When you log into each PC the first screen you will see is the Welcome Screen. It contains three options:

- Admin – to access the teacher administration section
- View Demo – to see a demonstration of the online exam
- Start – to log in and start the exam



Click on the **Start** button to proceed.

Please note the admin button on this screen allows you to access the administration section of the system and allows you to view and approve your students exams for processing by the EHOA – See Teacher Administration section, page 14.

5. LOGIN SCREEN

The next screen is the login screen:

To gain access to the Online Examination you must enter:

- Login Name
- Password
- Batch Number**
- Student Name

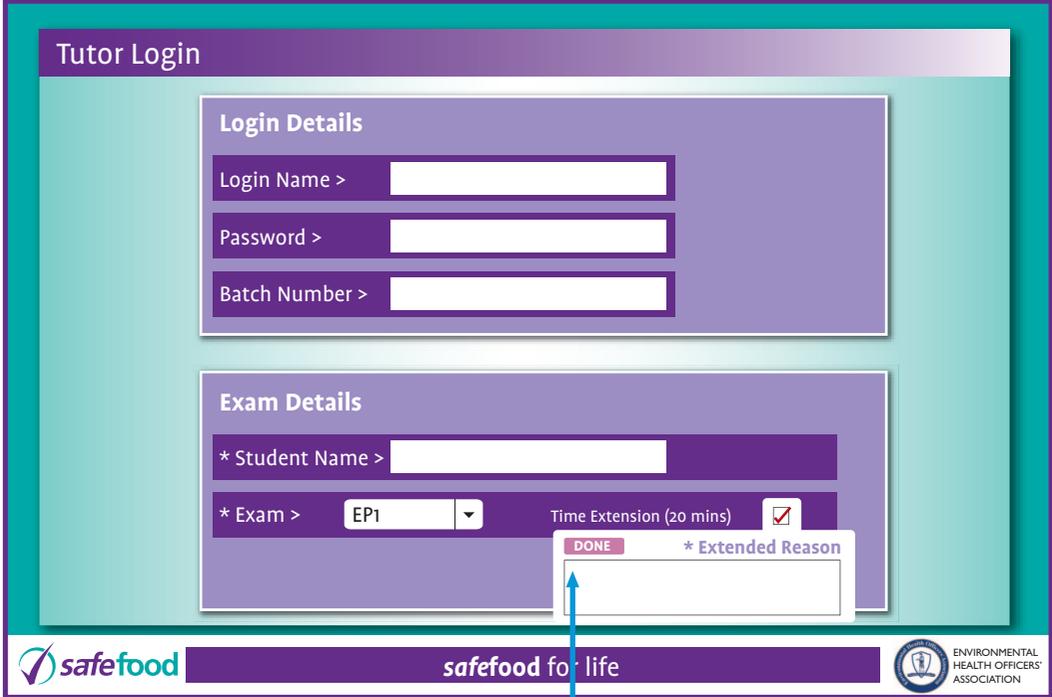
The login Name and Password will have been provided to your school by **safefood** at the time of Centre Registration.

The Batch Number will be provided directly to you via e-mail by EHOA when you order PINS.

If you enter an invalid Batch Number you will get a warning message. Simply re-enter with the correct Batch Number provided by EHOA. See the Support section if you're still having problems.

You can now select an **Exam** for the student to take from the drop down list in the Exam Details section with a view to having adjacent students completing different exams, in the same way you would distribute papers in a written exam.

If the student is incapacitated and requires additional time, you can click on the **Time Extension** box and an **Extension Reason** will appear:



The screenshot displays the 'Tutor Login' interface. It features two main sections: 'Login Details' and 'Exam Details'. The 'Login Details' section includes input fields for 'Login Name >', 'Password >', and 'Batch Number >'. The 'Exam Details' section includes a required field for '\* Student Name >', a dropdown menu for '\* Exam >' currently set to 'EPI', and a 'Time Extension (20 mins)' checkbox which is checked. Below the exam details, a modal window is open, showing a 'DONE' button and a text area for '\* Extended Reason'. A blue arrow points to the 'DONE' button. The footer contains the 'safefood' logo, the text 'safefood for life', and the 'ENVIRONMENTAL HEALTH OFFICERS ASSOCIATION' logo.

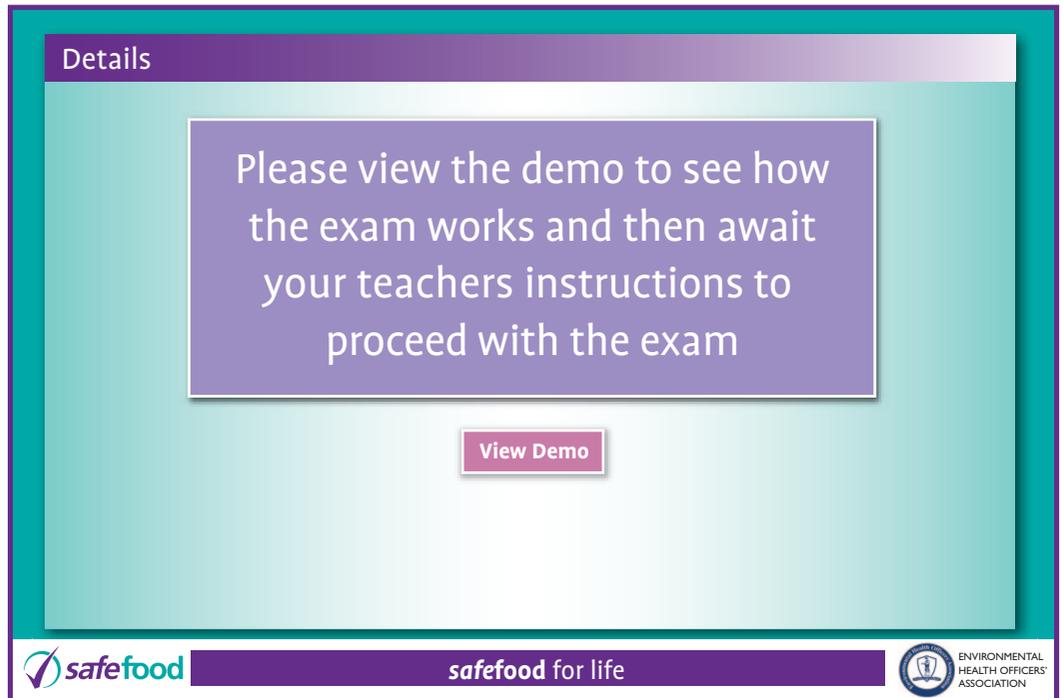
Once you have filled out the Extension Reason, click **Done**.

When you click done the **Tutor Login** button will appear which you must click to proceed.

**If your student requires additional time please note that the facility to extend the examination time can only be activated at the Tutor Login Screen as seen above.**

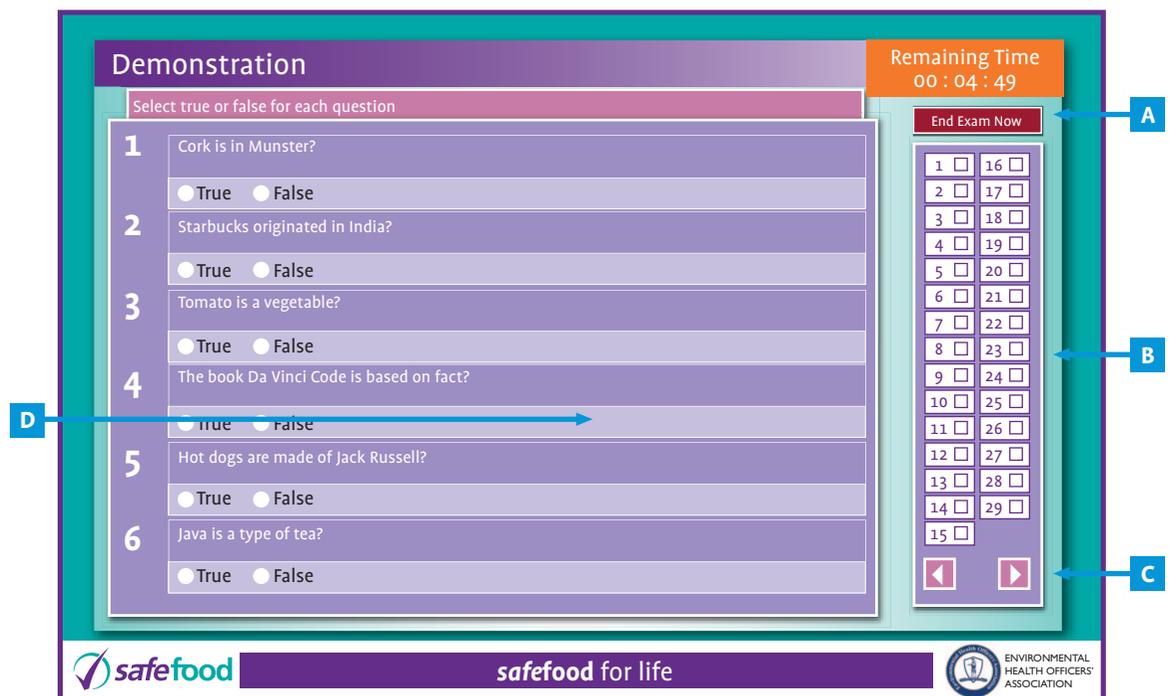
**Please note** that while in student screen you have the facility to cancel before the exam starts for any students who do not appear for the examination. This PIN will be unassigned and can be used for another pupil – see Section 9 for details on how to do this.

6. EXAMINATION DEMO



Once the tutor has completed logging in and the student details are entered, the next screen starts the demonstration. This demonstration is a fully working online example of how the real examination will work, enabling students to familiarise themselves with the screen functionality.

To continue click on the **View Demo** button.



The demonstration examination will begin which will show the student exactly how the screens work in the real examination.

- A. The top right of the screen shows the amount of time remaining. In the real exam this will flash to indicate you only have 10 minutes left until the end of the examination.

- B. The right hand side of the screen contains a visual indication of all 29 questions, and for each question answered, the appropriate square is filled in.

This allows the student to know which questions have been answered and which still need to be completed.

- C. At the bottom right of the screen are two navigation arrows to take the student forward and back between the pages of questions.
- D. This exam contains different types of questions. There are clear instructions for answering each type of question on screen. To select an answer the student simply clicks on the appropriate checkbox or radio button beside the answer. If the student wishes to change their answer this can be done by clicking on an alternative checkbox.

## 7. FINISHING THE EXAMINATION

The screenshot displays the exam interface. At the top, the title 'Demonstration' is shown. Below it, a instruction reads 'Select true or false for each question'. The main area contains a list of six questions, each with a radio button for 'True' and a radio button for 'False'. The questions are:

- 1 Cork is in Munster?
- 2 Starbucks originated in India?
- 3 Tomato is a vegetable?
- 4 The book Da Vinci Code is based on fact?
- 5 Hot dogs are made of Jack Russell?
- 6 Java is a type of tea?

On the right side, there is a 'Remaining Time' display showing '00 : 04 : 47' and an 'End Exam Now' button. Below this is a grid of 29 question indicators, numbered 1 to 29, each with a small square box. A 'Warning' dialog box is overlaid on the screen, asking 'Are you sure you want to finish exam (DEMO)?' with 'OK' and 'Cancel' buttons. The footer contains the 'safefood' logo, the text 'safefood for life', and the 'ENVIRONMENTAL HEALTH OFFICERS' ASSOCIATION' logo.

The exam ends when either:

The allocated time expires (5 minutes for the demo, and 60 minutes for the real exam or more if the time extension button has been ticked).

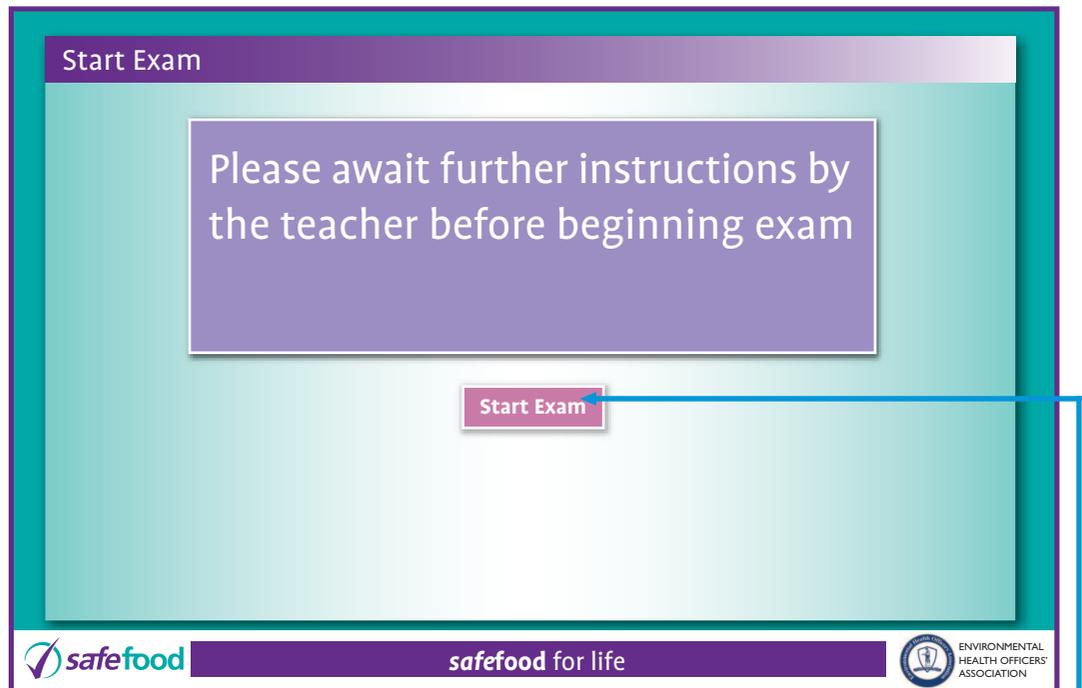
**OR**

The student clicks the **End Exam Now** button.

If the student clicks on the End Exam Now button they will receive a pop-up warning message which will ask them to confirm that they wish to finish the exam (see screen above).

**Note that the student should never close the window or turn off the PC before ending the exam, as to do so could mean losing all answers and making their exam invalid.**

8. STARTING THE REAL EXAMINATION



Once the demo exam is completed the student sees the Start Exam page which leads into the real exam.

You might want the student to wait at this screen so that you can start all students at the same time.

To start the real examination, students should click on the **Start Exam** button.

The real exam is identical in format to the demo exam and to finish the student either waits until the exam times out (after 60 minutes or more if the time extension button has been ticked) or clicks on the **End Exam Now** button.

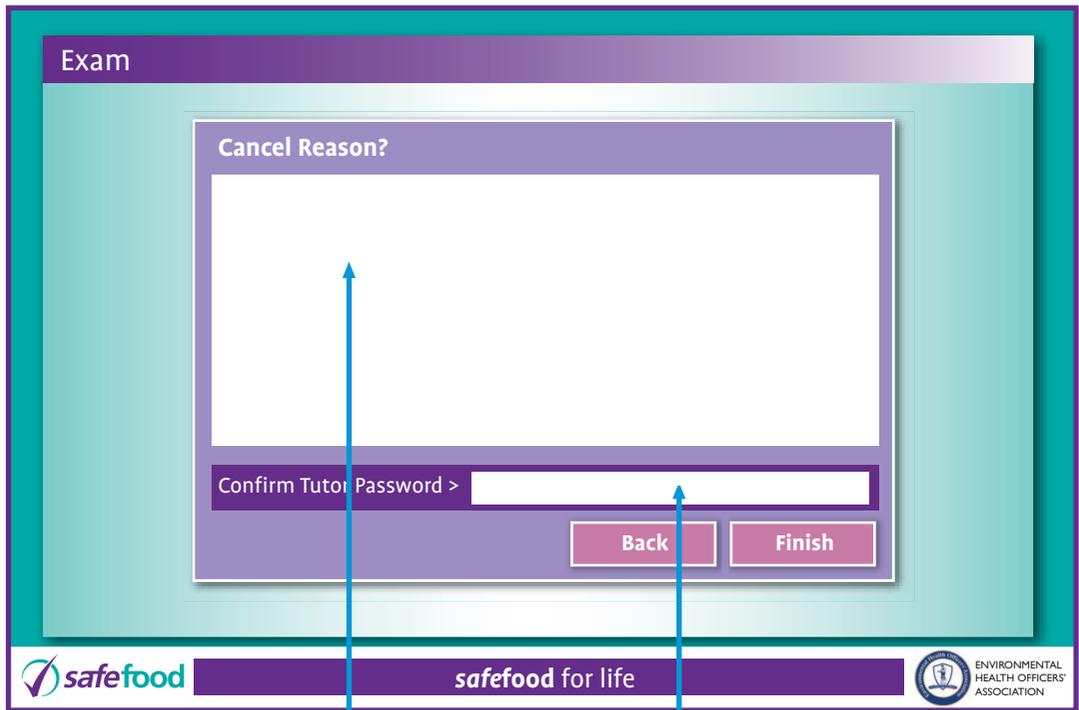
## 9. TEACHER STOPPING THE EXAMINATION

During an examination you may need to stop a student continuing the exam (e.g. in the case of a student caught cheating), you should use the following key sequence:



i.e. Hold down the “Down Arrow” and “E” keys.

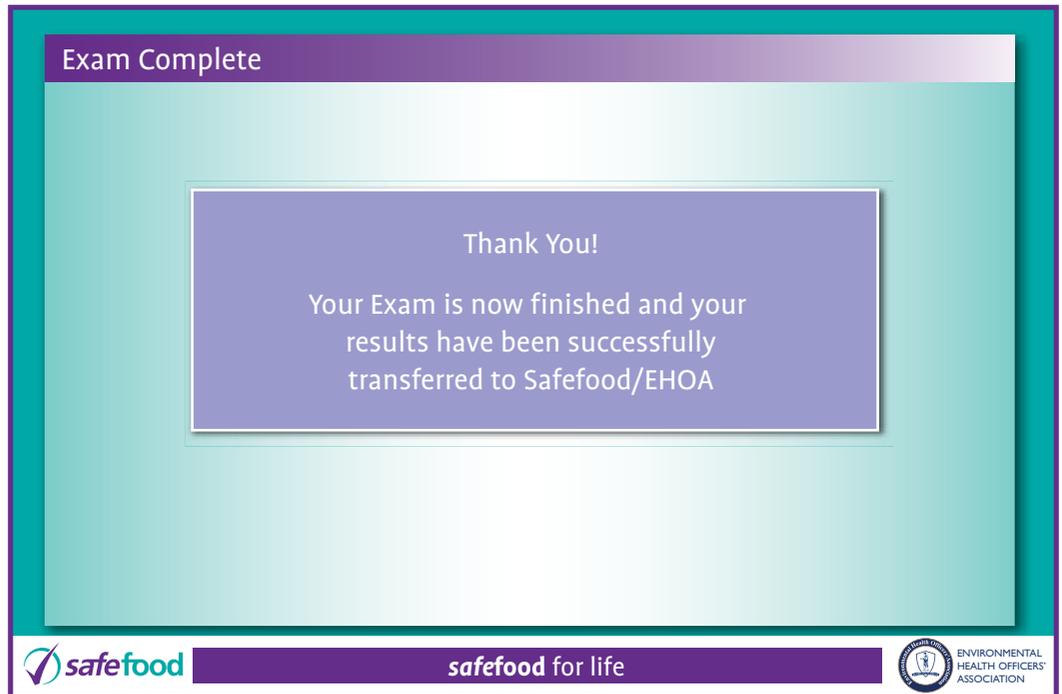
When stopping the exam you will be asked for a cancel reason – see screen below:



You should then fill in the **Cancel Reason** box and login your **Teacher password**, then press **Finish**.

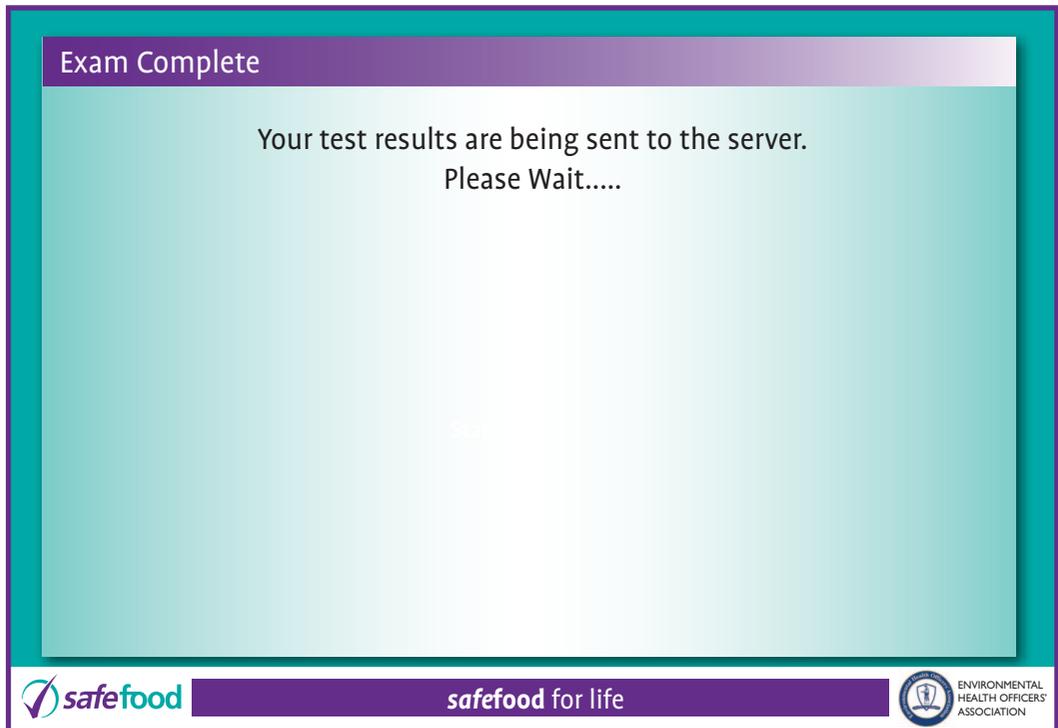
10. COMPLETING THE EXAMINATION

Once the exam is finished and the results have been sent to the central server, you will see a screen like the one below which indicates that the exam was completed correctly.

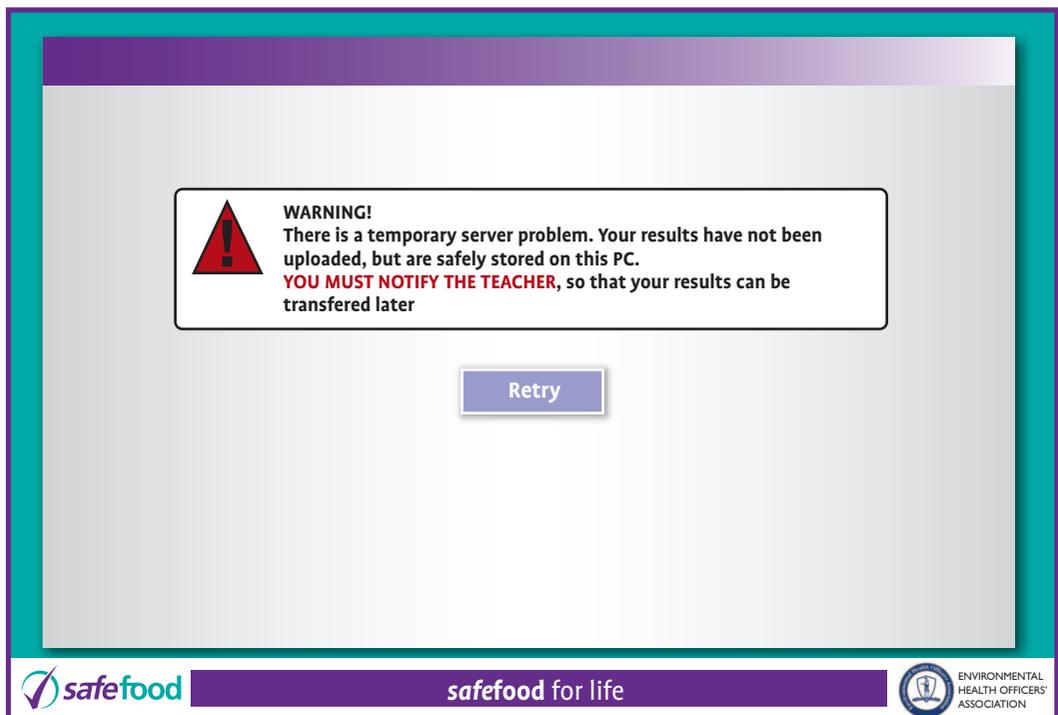


11. PROBLEMS SYNCHRONISING THE RESULTS AT THE END OF THE EXAMINATION

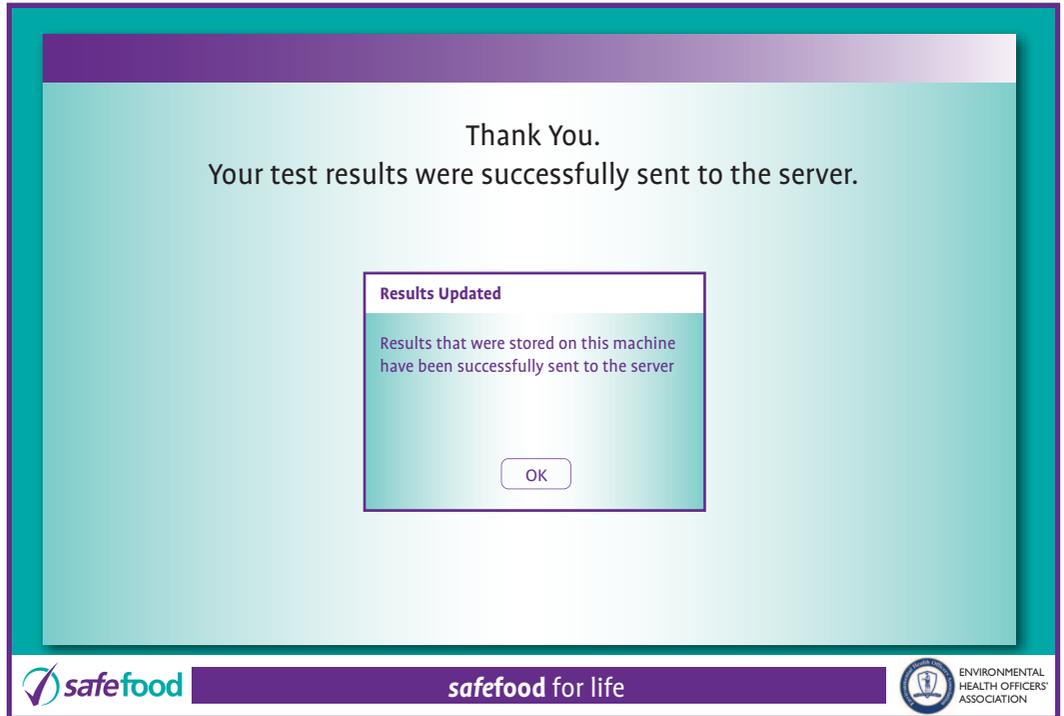
If there is a problem with either the server or network connection you may see the following screen:



Followed by this screen:



First of all try clicking the Retry button. If the results are sent successfully you will see the following screen:



Then click OK to confirm.

If you still see the warning screen it probably means that there is a temporary problem with the connection. The next time you start an exam on this PC the results will be uploaded automatically.

## TEACHER ADMINISTRATION

The Teacher Administration section is a feature which allows teachers to approve their examination batches through a Teacher Administration login screen.

The Teacher Administration section allows a teacher to:

- View their batches and the examination results
- Correct students names on a 'Live' batch
- Enter a comment on a 'Live' batch
- Approve a 'Live' batch of examinations for processing by the EHOA

Once examinations have completed in a batch a teacher **MUST** approve the batch before it can be processed by the EHOA.

### 12. VIEW AND APPROVE INDIVIDUAL BATCHES

On the online test welcome page there is a new button '**Admin**'.



Clicking on the 'Admin' button brings you to the Teacher Administration login page in new window. Enter your username and password.

Once logged in, the main menu screen will open listing all your 'Live' batches. Batches highlighted in 'red' should be approved immediately (the date of the first exam taken in the batch is more than 7 days ago).

Batch Number	School	Teacher	Status	Exam date	No. of Answer Sheets	No. of PIN's allocated	
320	School name	Teacher surname, Teacher name	Live	03/10/2009	2	2	view details
321	School name	Teacher surname, Teacher name	Live	03/10/2009	1	1	view details
322	School name	Teacher surname, Teacher name	Live	02/10/2009	3	3	view details
323	School name	Teacher surname, Teacher name	Live	13/10/2009	3	2	view details
324	School name	Teacher surname, Teacher name	Live	13/10/2009	4	2	view details

You can search you batches by specifying two search criteria:

**1. Batch number**

Specify the correct Batch number provided by the EHOA or leave blank.

**2. Batch status**

Specify the Batch status from the drop-down list. You have 4 options:

- a. All (select all available batches)
- b. Live (default)
- c. Processed
- d. Approved

Click on the "Submit Search Detail" button.

Your screen will look like the following (i.e. Batch status 'All'):

The list shows general information about batches matching your search criteria.

The screenshot shows the 'List Batches' page with search filters and a table of results. The search filters include 'Batch Number' and 'Batch Status' with a 'Submit Search Details' button. The table displays columns for Batch Number, School, Teacher, Status, Exam date, No. of Answer Sheets, and No. of PIN's allocated, with a 'view details' link for each row.

Batch Number	School	Teacher	Status	Exam date	No. of Answer Sheets	No. of PIN's allocated	
43	School name	Teacher surname, Teacher name	Processed	11/09/2007	30	30	<a href="#">view details</a>
53	School name	Teacher surname, Teacher name	Processed	25/09/2007	10	8	<a href="#">view details</a>
54	School name	Teacher surname, Teacher name	Processed	25/09/2007	12	2	<a href="#">view details</a>
55	School name	Teacher surname, Teacher name	Processed	10/03/2009	30	5	<a href="#">view details</a>
86	School name	Teacher surname, Teacher name	Processed	28/11/2007	5	2	<a href="#">view details</a>
90	School name	Teacher surname, Teacher name	Processed	28/11/2007	5	1	<a href="#">view details</a>
316	School name	Teacher surname, Teacher name	Processed	12/12/2007	5	1	<a href="#">view details</a>
317	School name	Teacher surname, Teacher name	Processed	13/10/2009	4	1	<a href="#">view details</a>
319	School name	Teacher surname, Teacher name	Processed	13/10/2009	0	0	<a href="#">view details</a>
320	School name	Teacher surname, Teacher name	Processed		3	1	<a href="#">view details</a>
321	School name	Teacher surname, Teacher name	Live	03/10/2009	2	2	<a href="#">view details</a>
322	School name	Teacher surname, Teacher name	Live	13/10/2009	1	1	<a href="#">view details</a>
323	School name	Teacher surname, Teacher name	Live	02/10/2009	3	3	<a href="#">view details</a>
323	School name	Teacher surname, Teacher name	Live	13/10/2009	3	2	<a href="#">view details</a>
324	School name	Teacher surname, Teacher name	Live	13/10/2009	4	2	<a href="#">view details</a>

The status of the batch will be either 'Live', 'Approved' or 'Processed'.

The exam date is the date when the first exam in the batch was taken.

The number of answer sheets is the number of examinations in the batch.

The number of PIN's allocated is the number of examinations that were attempted in the batch.

Click the **view details** link to see the individual batch with student details.

A batch that is 'live' appears as follows:

The screenshot shows the 'View Batches' interface. At the top right, there are logos for the Environmental Health Officers Association and safe food. The main content area is titled 'View Batches' and contains a 'Batches' tab and a 'Logout' button. The form displays the following details:

Exam:	Safefood For Life	Teacher Name:	Teacher name Teacher surname
Exam Paper:	EP3	School Name:	School name
Batch Number:	325	Address:	Location details
Batch Status:	Live		
Number of Candidates:	5		
Number of Completed Papers:	3		
		County:	Location details

Below the form is a 'Comment' section with a text area and a 'Save Comments' button. A character count shows 'Characters left: 250'. Below the comment section is a table of student results:

Student Name	Exam Date	Percentage	Grade
Student name 1	15/10/2009	94	Distinction
Student name 2	15/10/2009	63	Pass
Student name 3	15/10/2009	64	Pass

At the bottom of the form, there are buttons for 'Save Details', 'Back to Batch List', and 'Approve Batch'.

You can make corrections to student names by clicking in the student name field, altering the name and clicking on the 'Save details' button.

You can also enter a comment on the batch in the comment field. You must click 'Save comments' to save the comment. The EHOA Administrator can view your comments when they process the batch.

To approve a batch for processing by the EHOA, click on the '**Approve Batch**' button. Before approving the batch you should check all the student names to ensure they are correct and enter any comments you may have. When approved, the student names cannot be changed and comments cannot be entered.

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Once you click the 'Approve Batch' button a message is displayed to request confirmation: "You cannot modify students names once a batch is approved. Please confirm you want to approve this batch."

The screenshot shows the 'View Batches' interface. At the top right, there are logos for the Environmental Health Officers Association and safefood. The main content area is titled 'View Batches' and contains a form with the following fields:

Exam:	Safefood For Life	Teacher Name:	Teacher name Teacher surname
Exam Paper:	EP3	School Name:	School name
Batch Number:	325	Address:	Location details
Batch Status:	Live		
Number of Candidates:	5		
Number of Completed Papers:	3		

A confirmation dialog box is displayed in the center of the screen. The dialog box title is "The page at http://www.safefoodforlife.com says:" and the message reads: "You cannot modify students names once a batch is approved. Please confirm you want to approve this batch." The dialog box has 'OK' and 'Cancel' buttons.

Below the dialog box, there is a text input field with a 'Characters left' indicator showing 250 and a 'Save Comments' button. Below this is a table with the following data:

Student Name	Exam Date	Percentage	Grade
Student name 1	15/10/2009	94	Distinction
Student name 2	15/10/2009	63	Pass
Student name 3	15/10/2009	64	Pass

At the bottom of the interface, there are buttons for 'Save Details', 'Back to Batch List', and 'Approve Batch'.

When you click the 'OK' button the batch is approved.

A batch that is approved or has been processed appears as follows:

The screenshot shows the 'View Batches' interface. At the top right, there are logos for the Environmental Health Officers Association and safe food. The main content area is titled 'View Batches' and contains a form with the following fields:

- Exam:** Safefood For Life
- Exam Paper:** EP3
- Batch Number:** 325
- Batch Status:** Live
- Number of Candidates:** 5
- Number of Completed Papers:** 3
- Teacher Name:** Teacher name Teacher surname
- School Name:** School name
- Address:** Location details
- County:** Location details

Below the form is a 'Comment' section with a text area and a 'Save Comments' button. At the bottom, there is a table of student results:

Student Name	Exam Date	Percentage	Grade
Student name 1	15/10/2009	94	Distinction
Student name 2	15/10/2009	63	Pass
Student name 3	15/10/2009	64	Pass

A 'Back to Batch List' button is located at the bottom of the table.

The batch detail screen is 'View Only'. The 'Approve Batch', 'Save comments' and 'Save details' buttons are not present.

### 13. BATCH AGE EMAIL NOTIFICATION

Once a week a scheduled task runs and checks for batches that should be approved by the teacher. If a 'live' batch is found where the first exam has been taken more than 7 days ago an email message is sent to you as a reminder to approve the batch.

If you receive such an email you should click on the link in the email to the [www.safefoodforlife.com/EHOAExam](http://www.safefoodforlife.com/EHOAExam) site and access the Teacher Administration website by clicking on the 'Admin' button.

### 12. SUPPORT CONTACTS

If you have any problems or have any queries you can contact one of the following:

- Accessing the **safefood** for life exam on the web
- Examination Centre /Teacher Registration
- Examination result transfer

Contact the **safefood** Helpline at 1850 40 4567

- Examination PIN requests
- Queries regarding examination questions
- Approval of Exams
- Result processing and issuing of certificates

Contact EHOA at  
Environmental Health Officers' Association  
4 Carlton Terrace  
Novard Ave  
Bray  
Co. Wicklow

Tel 01 2761211  
Fax 01 2764665



**HELPLINE**  
NI 0800 085 1683  
ROI 1850 40 4567  
[www.safefood.eu](http://www.safefood.eu)