



Multiplication Tables Check 2018

Handbook for Check Administrators Trial 3

Return this document to SQA, in your school package, on completion of the final check in your allocated schools.

May 2018
FINAL

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1 Introduction and overview

This handbook provides guidance for check administrators who will be administering the 2018 multiplication tables check (MTC) trial from Monday 25 June to Friday 6 July. It includes information to help you to:

- understand the requirements of the trial
- understand the role of the check administrator
- plan for the trial
- access the MTC system
- administer the check
- maintain the security of materials
- provide feedback on the MTC digital service and check administration

1.1 Background

In January 2016, the government announced its intention to introduce a multiplication tables check during key stage 2. The check is intended to identify children who have not yet mastered this important mathematical skill so schools can give them additional support.

The 2017 primary assessment consultation¹ invited views on how and when the check should be administered. The preferred option was that the check should be taken at the end of year 4, and that it should not be burdensome for schools, both in terms of the time taken to administer the check, and the requirements for reporting data. The check will therefore be administered to pupils at the end of year 4, and has been designed to place minimal burden on staff members and pupils. It will become statutory in the 2019 to 2020 academic year.

1.2 Overview of the trial

You will administer the on-screen check to assess pupils' ability to recall their multiplication tables up to 12x12 through a set of timed questions. Pupils will answer 3 warm-up questions before the check begins.

This trial is an item (question) level collection exercise to construct forms (collections of questions) before the roll out of the statutory check in June 2020.

The purpose of the trial is to:

- establish the psychometric properties of the individual multiplication table questions
- help STA to understand how to administer the check with minimal burden on schools
- gather feedback from schools on the system
- give STA a better understanding of school ICT and internet connectivity
- evaluate the system content to ensure that the check is easy to use
- check the system meets schools' requirements and seek feedback on improvements

Pupils' results will not be returned or reported during the trial.

¹ <https://www.gov.uk/government/consultations/primary-assessment-in-england>

1.3 The role of the check administrator

You are a representative of SQA in the schools you visit. You are part of a group of skilled and experienced professionals whose contribution is integral to the success of this trial. Your role is to administer the online check in accordance with the instructions detailed in section 4. This will ensure the evidence derived from the trial is reliable.

The role involves:

- making arrangements with the school
- establishing a professional relationship with the relevant staff member
- administering the check to pupils
- ensuring that every aspect of the administration is carried out meticulously
- dealing with queries and problems
- ensuring that this handbook, pupil attendance register and hard copy of the feedback survey, which are referred to as 'materials' in this guidance document, are kept confidential at all times and returned securely to SQA, fully completed

1.4 Quality assurance and STA visits

As part of the administration of the MTC trials, SQA will implement a quality assurance (QA) process, which will monitor the quality of the administration in a selected sample (5%) of participating schools. They will ensure that the checks are administered correctly, in accordance with the guidance in this handbook. They will complete a checklist, which they will submit to SQA.

SQA will contact schools if a QA visit is to take place. The QA monitor will notify you in advance and request details about the time of the trial.

QA monitors are not required to be present for the discussion between you and the member of school staff before the check, but should be there before the check begins.

STA staff may also be present on the day of the trial to observe how the pupils are coping with the check. SQA will inform you and the school if this will happen.

1.5 Summary of requirements for schools

As part of this trial in June and July 2018, schools will need to:

- ensure one class of year 4 pupils is available
- provide pupil data through a secure SQA SharePoint site
- support the check administrator to conduct the check in small groups of no more than 6 pupils
- provide devices for pupils to take the check
- generate a school password and pupil personal identification numbers (PINs)
- provide feedback about the trial to the SQA administrator

1.6 Help and support

If you have queries regarding any aspect of your work, or the administration of the trial, you should contact the MTC helpline on 0345 278 8080.

2 Administration arrangements

2.1 Making arrangements with schools

An email will be sent to you with information for each school visit. This information will include:

- name of school
- contact name and school details, including class details
- date of your visit to the school
- estimated number of pupils participating in the trial

You must make arrangements with schools between Monday 4 June and Friday 16 June. Telephone each school contact to make arrangements for your visit(s), covering the following points:

- The time of your visit - work out a mutually beneficial time with the school.
- Confirm how many year 4 pupils will be taking the check. Remember that the pupils must come from one class only.
- Advise that pupils will take the check in groups of 6 or fewer.
- Remind the school that they need to review and update the pupil data on Sharepoint. This information will be used to pre-populate the MTC system.
- Arrange to arrive at the school 30 minutes before the trial to allow time to prepare. Advise the school that the check should take no longer than half a day to administer.
- Advise the school that the system is not ready to test access arrangements for pupils with special educational needs and/or disabilities (SEND) yet. Therefore, STA advises not to include any pupils that may need additional support in this trial (see section 3.8).
- Explain that a staff member must be present with you at all times when a check is being administered.
- Ask the school to ensure equipment is charged, turned on and in good working order before pupils are admitted to the room.
- Ask the school to cover or remove any posters or displays that may help pupils to answer the questions.
- Explain that you will have a few questions from the survey to ask before you leave the school.
- Indicate that, if possible, there should be a question and answer discussion with the participating pupils after each group has taken the check. This can be facilitated by either you or a staff member, if they feel this would be more appropriate.
- Confirm with the school that they have signed and returned the confidentiality statement.
- Agree with the school the action they will take if the check is disrupted, for example by a fire alarm, toilet break, pupils becoming ill or disruptive.
- Explain that on the day of the trial a member of school staff will need to be able to access [NCA tools](https://ncatools.education.gov.uk)² to download and print pupil PINs. It is important that the PINs are generated and printed while you are there. It is important to note that PINs must be printed and cut out on the day of the check, as they are only valid for that day.

² <https://ncatools.education.gov.uk>

- Confirm equipment requirements with the staff member (see section 3.2).

It is important that you use the call to ensure that the school is comfortable with the arrangements, set expectations and gain information that will allow you to prepare for the visit.

You should make every effort to keep to the arrangements agreed with the school. If you are unable to do so, inform the school as soon as possible. If you know in advance that you cannot attend, you must contact the school to re-arrange and contact SQA about the new arrangements. If something happens on the day of the trial (such as illness), you must contact the school to inform them and contact the MTC helpline (contact details in section 1.6). It is important that schools experience SQA as a responsible and professional organisation.

You must take your current enhanced DBS certificate and photographic ID to each school you attend.

2.2 Receiving and storing materials

When you receive the school package, you must check the delivery against the dispatch note to ensure that all the materials are present for each school (see Appendix B). The dispatch note is double-sided and you must complete the 'received dispatch note' side for checking receipt of the materials and completing the 'check administrator checked' column. On the reverse side of the dispatch note, you will find the return materials checklist that must be completed when you return the materials to SQA.

Each school package will contain a covering letter, dispatch note, checklist, white return packages, pre-populated pupil attendance register and hard copy of the survey. On the rare occasion the school has not been able to provide the pupil data before the trial, your school pack will contain a pre-populated pupil list form for all year 4 pupils. You should liaise with the class staff member to ensure this is completed prior to the check for participating pupils.

After you have checked the contents of the package against the dispatch note, you must email the MTC team to advise that all materials are present (mtc@sqa.org.uk). The following information must be provided: check administrator name, school name and the 7 digit Department for Education (DfE) number.

If the school package is incomplete, contact the MTC helpline immediately. You must return **all** materials to SQA after you complete each check.

You have also been provided with a checklist (see Appendix C). We recommend you complete this as you go through the process to ensure that you have followed the correct procedures.

3 Preparing to administer the check

You should aim to arrive at the school 30 minutes before the trial so you can confirm the actual number of pupils who will take the check and to prepare.

You will be given a pre-populated pupil attendance register in your school package for each school you visit. This will contain the names of all pupils from one class who schools have selected. It is important that you record the pupil PINs against the correct pupil name on the pupil attendance register.

The school will print off the pupil PINs. There will be a unique PIN for every pupil on the pupil attendance register. As the MTC system has been populated in advance with pupil details, pupil PIN slips will have each pupil's name at the top. It is vital that you give the correct pupil PIN slip to the correct pupil. When the pupil enters the PIN, the system will show the pupil's details for them to confirm. If the pupil's details are incorrect, you must notify SQA immediately.

We anticipate administration will take no more than 15 minutes per group. If there were 30 pupils taking the check, they could be split into 5 groups with 6 pupils per group. The total time spent at the school should be no more than 3 hours. This includes 30 minutes before the check to meet the staff member and 15 minutes afterwards to gather feedback. Where possible, pupils should not miss break time to take the check.

On the bottom left-hand side of the pupil PIN slip you will find the URL that pupils will use to log into the MTC system. The URL **will not be** sent to the school in advance. Once you have the URL, we advise that you bookmark this to 'Favourites' on each device. This will make the process easier for pupils as they will not have to type the URL.

If the arrangements are different from what was agreed, and you think this may impact the running of the trial, call the MTC helpline for guidance on 0345 278 8080.

Inform the staff member that they must be present in the classroom during the check as they have a responsibility for the pupils' welfare and to support you, should there be any disruption.

3.1 Preparing the room

You should confirm with the staff member that the room where the check will take place has been prepared, to ensure that:

- any displays or materials that could help pupils have been removed or covered
- seating arrangements will allow all pupils to work quietly and independently
- pupils will not be distracted by other pupils or their equipment
- equipment is charged, turned on and in good working order before pupils are admitted to the room

3.2 Equipment required

Pupils can use any of the following devices in the school to access the check:

- PC
- Mac
- laptop
- tablet

Ensure that on these devices:

- an internet browser is installed and up to date (for Internet Explorer, use IE10 or later)

While MTC has been developed to work across a range of browsers, we would recommend using:

- on Windows: Google Chrome
- on MAC/IOS: Safari/Google Chrome
- on Android tablets: Google Chrome
- on Apple tablets: Safari

Ensure that on these devices:

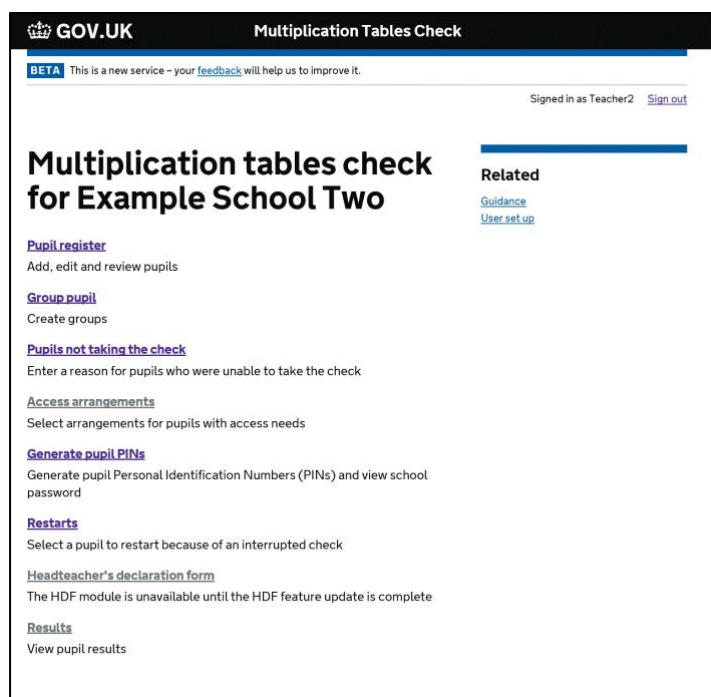
- only one tab is open (i.e. close all other tabs in the browser)
- the browser is not in private browsing mode (i.e. incognito)
- cookies are enabled
- all other programmes are closed
- number lock on the keyboard number pad is engaged
- an internet browser is installed and up to date (for Internet Explorer, use IE10 or later)

Please note that Safari cannot open MTC from NCA tools without 'allow popups' enabled.

3.3 Accessing the system

Schools will access the MTC system via [NCA Tools](#)³. They should sign in to NCA tools and select the 'Multiplication tables check' section.

The MTC home page will look like this:



The text on some screens may change before the trial, based on feedback from an ongoing usability study.

3.4 Registering pupils for the trial

In this trial, pupil census data will be uploaded by STA. It is important that schools check this data is correct. Click 'Pupil Register' on the MTC home page for the list of pupils from the census data (note that the list will include year 4 pupils from the selected class only).

Throughout this guidance, we have used generic pupil names (such as Pupil AA01). During the trial, pupil names will appear.

³ <https://ncatools.education.gov.uk>

Multiplication Tables Check

BETA

This is a new service – your [feedback](#) will help us to improve it.

[Home](#) > Pupil register

Signed in as teacher2 [Sign out](#)

Pupil register

This list is pre-populated using information from your school's census. Review your list and add additional pupils, if required. If a pupil is not going to participate, go to [Pupils not taking the check](#).

Add pupil

Add multiple pupils

Pupil ▼	Group ▼	Status ▼
AA01, Pupil	Group 1	Not started
AA02, Pupil	Group 2	Not started
AA03, Pupil	Group 3	Not taking the Check
AA04, Pupil	-	Not started
AA05, Pupil	Group 1	Not started
AA06, Pupil	Group 2	Not started

Related

- [Guidance](#)
- [Group pupils](#)
- [Pupils not taking the check](#)
- Access arrangements

You will need to cross check this with the class register and note any missing pupils, or pupils who are no longer on the class register. To add to the pupil register, click 'Add pupil'.

Multiplication Tables Check

BETA

This is a new service – your [feedback](#) will help us to improve it.

[Home](#) > [Pupil Register](#) > Add pupil

Signed in as teacher2 [Sign out](#)

Add pupil

First name

Middle name(s) (optional)

Last name

Unique pupil number (UPN)

[▶ What is the UPN?](#)

Date of birth

For example, 30 6 2005

Day Month Year

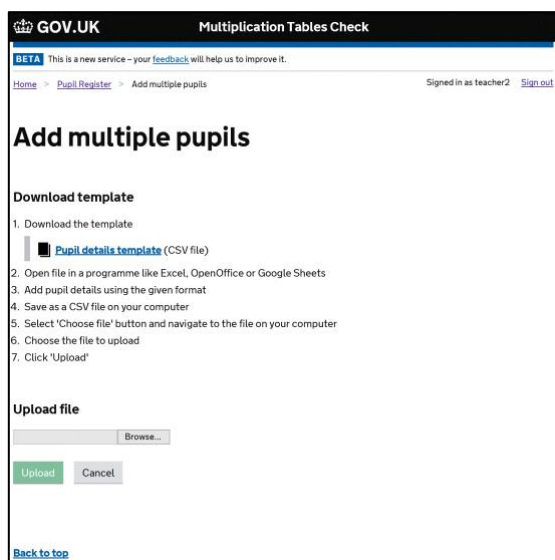
Gender

☐ Female
 ☐ Male

Add pupil

Cancel

To add multiple pupils, click 'Add multiple pupils'. Download the template, complete the pupils' details and upload your file.



The screenshot shows the 'Add multiple pupils' page on the GOV.UK Multiplication Tables Check portal. The page has a black header with the GOV.UK logo and the title 'Multiplication Tables Check'. Below the header, there is a blue banner with the text 'BETA This is a new service – your feedback will help us to improve it.' and navigation links for 'Home', 'Pupil Register', and 'Add multiple pupils'. The user is signed in as 'teacher2' with a 'Sign out' link. The main heading is 'Add multiple pupils'. Under the heading, there is a section 'Download template' with a list of 7 steps: 1. Download the template, 2. Open file in a programme like Excel, OpenOffice or Google Sheets, 3. Add pupil details using the given format, 4. Save as a CSV file on your computer, 5. Select 'Choose file' button and navigate to the file on your computer, 6. Choose the file to upload, 7. Click 'Upload'. Below the steps, there is a section 'Upload file' with a 'Browse...' button, an 'Upload' button, and a 'Cancel' button. At the bottom left, there is a 'Back to top' link.

3.5 Withdrawing pupils from the check

There are a number of reasons why a pupil may be withdrawn from taking the check:

- Incorrect registration - pupil has been incorrectly added to the pupil register.
- Absent - pupil has not taken the check as they were not in school.
- Left school - pupil has left the school.
- Unable to access - pupil is unable to access the check due to a physical disability or behavioural, emotional or social difficulties.
- Working below expectation - the headteacher should consider entering any pupils who know, apply and understand the matters, skills and processes specified in the key stage 1 programme of study in relation to multiplication tables.
- Just arrived with English as an additional language (EAL) - pupil with EAL has just arrived in school during the check window and there isn't enough time to establish their abilities.

To remove a pupil from the list populated on the 'Pupil register' page, click 'Pupils not taking the check' on the 'Home' screen. On the page that opens, click the 'Add reason' button.

Multiplication Tables Check

BETA This is a new service – your [feedback](#) will help us to improve it.

[Home](#) > Pupils not taking the check
 Signed in as teacher2 [Sign out](#)

Pupils not taking the check

All pupils should be considered for the Multiplication Tables Check at the end of year 4. If a pupil is not going to take the check, a reason must be provided.

Add reason

No pupils added

[Back to top](#)

Related

- [Guidance](#)
- [Access arrangements](#)
- [Generate pupil PINs](#)

Select the reason for the pupil not taking the check, select the pupil(s) and click ‘Confirm’. Note that the same reason can be applied to multiple pupils at the same time.

Multiplication Tables Check

BETA This is a new service – your [feedback](#) will help us to improve it.

[Home](#) > [Pupils not taking the check](#) > Select pupil and reason
 Signed in as teacher2 [Sign out](#)

Select pupils not taking the check

1. Select reason

☐ Incorrect registration
 ☐ Absent

☐ Left school
 ☐ Unable to access

☐ Working below expectation
 ☐ Just arrived with EAL

[What do these reasons mean?](#)

2. Select pupil(s)

Filter by groups

☐ Group 1 (3 pupils)
 ☐ Group 2 (3 pupils)
 ☐ Group 3 (3 pupils)

Pupil name	Reason	Select all
AA01, Pupil	N/A	<input checked="" type="checkbox"/>
AA02, Pupil	N/A	<input type="checkbox"/>
AA03, Pupil	Absent	<input type="checkbox"/>

Grouping

Schools may wish to organise pupils into groups, click on ‘Group pupil’ from the ‘Home’ page.

GOV.UK Multiplication Tables Check

BETA This is a new service – your [feedback](#) will help us to improve it.

[Home](#) > [Group pupils](#) Signed in as teacher2 [Sign out](#)

Group pupils

Organise pupils into groups if you are planning to administer the check to smaller cohorts.

[Create new group](#)

No groups available.

Related

- [Guidance](#)
- [Pupil register](#)
- [Generate pupil PINs](#)

Click 'Create new group', enter a group name, select the pupils you would like to allocate to the group, and click 'Confirm'.

GOV.UK Multiplication Tables Check

BETA This is a new service – your [feedback](#) will help us to improve it.

[Home](#) > [Group pupils](#) > [Create group](#) Signed in as teacher2 [Sign out](#)

Create group

1. Group name
For example, Class 4A

2. Select/deselect pupil(s) in group

Pupil	Select all
AA01, Pupil	<input checked="" type="checkbox"/>
AA02, Pupil	<input checked="" type="checkbox"/>
AA03, Pupil	<input type="checkbox"/>
AA04, Pupil	<input type="checkbox"/>
AA05, Pupil	<input type="checkbox"/>
AA06, Pupil	<input type="checkbox"/>
AA07, Pupil	<input type="checkbox"/>
AA08, Pupil	<input type="checkbox"/>

Pupil(s) selected: 2

[Confirm](#) [Cancel](#)

3.6 Generating the school password and pupil PINs

When a pupil takes the MTC, they log in using a school password (unique to their school) and a pupil PIN (unique to them). To enhance the integrity of the check, these PINs and passwords expire daily (at 4pm). Passwords and PINs need to be generated on the day of the check, and require a member of the school staff with access to NCA tools to generate them. To do so, click 'Generate pupil PINs' on the MTC 'Home' page, select the pupils who will take the check that day and click 'Confirm'. Note that you are able to filter the list of pupils by group and can generate PINs for groups. Pupil PINs will expire after use and can only be used once.

Multiplication Tables Check

BETA

This is a new service – your [feedback](#) will help us to improve it.

[Home](#) > [Generate pupil PINs](#) > Select pupils
 Signed in as teacher2 [Sign out](#)

Select pupils to generate pupil PINs

Filter by groups

☐ Class 4A (10 pupils)

Pupil	Select all
AA01, Pupil	<input checked="" type="checkbox"/>
AA02, Pupil	<input checked="" type="checkbox"/>
AA04, Pupil	<input checked="" type="checkbox"/>
AA05, Pupil	<input checked="" type="checkbox"/>
AA06, Pupil	<input checked="" type="checkbox"/>
AA07, Pupil	<input checked="" type="checkbox"/>
AA08, Pupil	<input checked="" type="checkbox"/>
AA09, Pupil	<input checked="" type="checkbox"/>
AA10, Pupil	<input checked="" type="checkbox"/>

Pupil(s) selected: 9

Confirm
 Cancel

To print the school password and pupil PINs, click ‘Print pupil PINs and school password’. Below is an example of the printout.

Multiplication Tables Check

BETA

This is a new service – your [feedback](#) will help us to improve it.

[Back](#)

Standards & Testing Agency

Multiplication Table Check

- Please cut out and distribute to pupils
- The school passwords and pupil PINs will expire 4pm on Tuesday 1 May
- New PINs will need to be generated if not used by 4pm on Tuesday 1 May

AA01, Pupil Group: Class 4A 1 May 2018 School Password: cut75pad Pupil PIN: 5383 https://pupil-as-uat-mtc.azurewebsites.net	AA02, Pupil Group: Class 4A 1 May 2018 School Password: cut75pad Pupil PIN: 2628 https://pupil-as-uat-mtc.azurewebsites.net
AA04, Pupil Group: Class 4A 1 May 2018 School Password: cut75pad Pupil PIN: 9973 https://pupil-as-uat-mtc.azurewebsites.net	AA05, Pupil Group: Class 4A 1 May 2018 School Password: cut75pad Pupil PIN: 2892 https://pupil-as-uat-mtc.azurewebsites.net

Cut out the pupil PINs and distribute to the pupils.

3.7 Pupil register

On the 'Pupil register' page, the 'Status' column will update as pupils progress through the check. This will indicate whether they have a PIN generated, have started or completed it, if the check is in progress, or whether the pupil will not be taking it.

The screenshot shows the 'Multiplication Tables Check' interface on GOV.UK. At the top, there's a header with the GOV.UK logo and the title 'Multiplication Tables Check'. Below this, a 'BETA' banner states: 'This is a new service – your [feedback](#) will help us to improve it.' Navigation links include 'Home' and 'Pupil register'. A user is signed in as 'teacher2' with a 'Sign out' link. The main heading is 'Pupil register'. A descriptive text says: 'This list is pre-populated using information from your school's census. Review your list and add additional pupils, if required. If a pupil is not going to participate, go to [Pupils not taking the check](#).' There are two buttons: 'Add pupil' and 'Add multiple pupils'. To the right, a 'Related' section lists links: 'Guidance', 'Group pupils', 'Pupils not taking the check', and 'Access arrangements'. The main content is a table with three columns: 'Pupil', 'Group', and 'Status'.

Pupil ▼	Group ▼	Status ▼
AA01, Pupil	Class 4A	Completed
AA02, Pupil	Class 4A	In Progress
AA03, Pupil	Class 4A	Not taking the Check
AA04, Pupil	Class 4A	PIN generated
AA05, Pupil	Class 4A	PIN generated
AA06, Pupil	Class 4A	PIN generated

3.8 SEND pupils

Accessibility is an important factor in the development of the MTC. However, we aren't ready to test access arrangements for pupils with SEND yet. Therefore, we would advise schools not to include any pupils that may need additional support in this trial.

If schools would like to volunteer to participate in future user research on how access arrangements may be incorporated into the MTC, they should email mtc.sta@education.gov.uk.

4 Administering the check

You should bring pupils to the room in their groups of 5-6, where possible. At this point, give pupils their unique PIN slip. You need to make sure that you give each of the PIN slips to the correct pupils as allocated on the pupil attendance register.

Tell the pupils that trials are being carried out in a number of schools to help develop the check. Make clear that we are testing the system and not the pupils. Tell the pupils that they will be given the opportunity to do 3 practice questions to help them get used to the system. After the practice questions, ask the pupils to wait and ask if they have any questions about the system so far.

4.1 Instructions for pupils

Pupils must only complete the check once. You should introduce the check as consistently as possible, bearing in mind some pupils may require more explanation to understand the instructions.

The following text provides an example of how you could introduce the check.

In this activity, you are going to be asked 25 times tables questions on screen. You will only have a short amount of time to answer each question as this is a check of which tables you can instantly recall.

You will be testing the website to make sure it is working properly. You will not get a result from the check.

First, there are 3 practice questions. Have a go at these to get used to the system.

You can use these to practise putting your answers into the answer box.

(For pupils using a PC/Mac/laptop) You can use the number pad on your keyboard, click the numbers on the screen using a mouse, or if you are using a touchscreen, press the numbers on the screen to give your answers.

(For pupils using a tablet) Give your answer using the numbers on the touchscreen.

After you have completed the practice questions please wait, do not press 'Begin Check', this will give you the chance to ask any questions about the system so far.

To start the check click 'Begin Check', when the check starts, you will have a time limit to answer each question. The system will automatically accept your answer at the end of the time limit.

You don't need to press the 'Enter' button if you don't want to, but you can bring up the next question sooner by pressing or clicking 'Enter'. If you don't press the 'Enter' button, after the question has timed out the check will move to the next question. The system will save whatever answer you have written in the answer box.

There will be a short pause between each question.

You cannot pause or stop the check once you have started.

If you make a mistake when giving your answer, you can use the backspace or delete key to correct your answer.

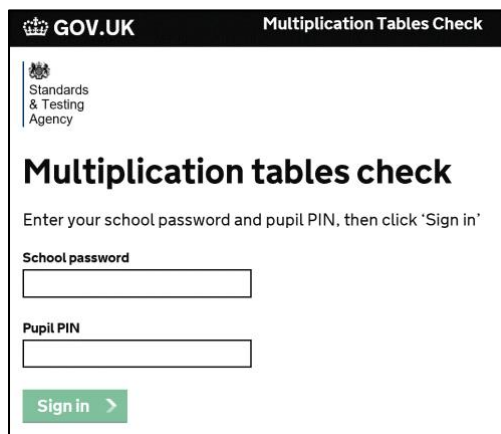
But you cannot go back to a previous question.

Does anybody have any questions before we begin?

You can now enter your details from the PIN slip you have been given to sign in.

Pupils can access the check by entering the web address on their PIN print out, they can scan the QR code on the PIN printout or schools may set up a shortcut or link.

The first screen pupils will see requires the school password and their pupil PIN:



GOV.UK Multiplication Tables Check

Standards & Testing Agency

Multiplication tables check

Enter your school password and pupil PIN, then click 'Sign in'

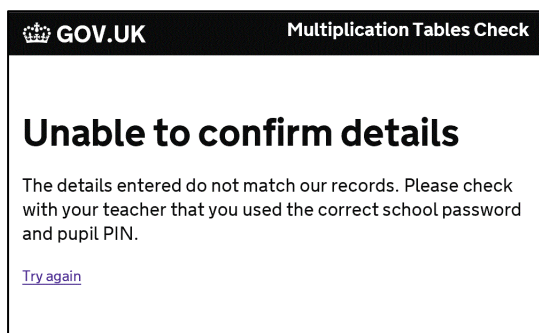
School password

Pupil PIN

Sign in >

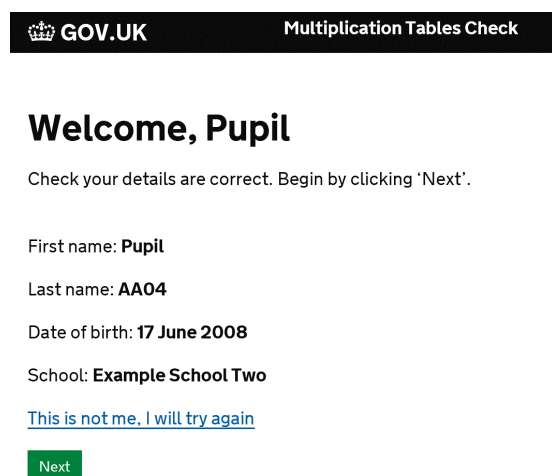
The 'Sign in' button will remain greyed out until both a school password and PIN have been entered.

If a pupil makes an error when entering either the password or the PIN, they will see the following error message:



If this occurs, check they have the correct PIN.

When the pupil has entered their PIN correctly, they will see the welcome screen:



If the details are correct, advise the pupils not to click 'Next' until all pupils have got to the welcome screen. Once all pupil details are verified, you should inform the pupils to click 'Next'.

4.2 Problems or queries during check administration

If a pupil leaves the room while they are taking the check, record the reason for their absence on the pupil attendance register (see Appendix A). You should refer to the school's policy on pupils leaving the classroom during class time. However, pupils must not be left unattended during the check. If pupils need to leave the room, another staff member must accompany them. Depending on the reason for the pupil leaving, a restart may be considered (see section 4.5).

4.3 Answering pupils' questions

There is no option for a pupil to pause or stop the check once it has started. Ensure you do not say anything that might advantage a pupil. If a pupil asks you how to answer a particular

question, explain that you will discuss it with them after the check has finished and ask them to continue.

4.4 IT issues

If you have IT issues during the check, speak to the school's IT support in the first instance. If you need additional advice, contact the MTC helpline on 0345 278 8080.

4.5 Restarts

If a pupil or group is significantly interrupted while taking the check, you may allow pupil(s) to restart the check by selecting 'Restarts' on the MTC home page.

The screenshot shows the 'Restarts' page on the GOV.UK Multiplication Tables Check interface. The header includes the GOV.UK logo and the title 'Multiplication Tables Check'. A beta notice states: 'BETA This is a new service - your [feedback](#) will help us to improve it.' The breadcrumb trail is 'Home > Restarts'. The user is signed in as 'teacher2' with a 'Sign out' link. The main heading is 'Restarts'. Below it, a paragraph explains: 'If a pupil's progress was significantly interrupted while taking the check, use this page to notify STA that they will restart the check. The pupil will take a different check form from their previous attempt and the last completed attempt will be reported.' A green button labeled 'Select pupils to restart' is visible. Below the button, it says 'No pupils selected to restart the check.' On the right, a 'Related' section contains links for 'Guidance', 'Generate pupil PINs', and 'Pupil Register'.

On the 'Restarts' page, you can choose pupils to restart the check and provide the reason. The pupils will then be able to restart the check. You will need to generate a new PIN for them.

The screenshot shows the 'Select pupils for restart' page on the GOV.UK Multiplication Tables Check interface. The header is the same as the previous page. The breadcrumb trail is 'Home > Restarts > Select pupils for restart'. The user is still signed in as 'teacher2'. The main heading is 'Select pupils for restart'. Below it, the first step is '1. Select reason for restart'. There are four radio button options: 'Loss of internet', 'IT issues', 'Classroom disruption', and 'Did not complete'. Below these options, a text box is provided with the label 'If necessary, please provide further information:'. A link 'What do these reasons mean?' is located below the text box. The second step is '2. Select pupil(s)'.

5 After the check has been administered

After each group has completed the check, have a short discussion with the pupils to gauge their reactions to the check. Either you or the staff member should lead this discussion. Write down any relevant points raised on the paper copy of the survey. The paper copy should be used to assist you when completing the online survey.

After the pupils complete the check, and before they leave the room, you should collect each PIN slip, checking this against the pupil attendance register to ensure the pupil has used the correct PIN. All PIN slips should be handed to the staff member at the end of the check to be destroyed securely.

Ensure that the pupil attendance register has been completed with the required information (PIN and attendance) before you leave the school.

5.1 Check administrator feedback

Complete a check administrator online survey for each of your visits. You will be provided with a paper copy of the survey in your school package, as well as a link to the 'Smart Survey' website for each visit. Ensure that you take this with you to each visit as you will be required to ask the staff member questions and, where possible, the pupils. You will then use this paper copy to help you complete the check administrator survey online.

You should complete the survey at home after the trial has been conducted. If you are unable to complete the survey on the same day as the trial, notify SQA. Return the paper copy of the survey with the completed pupil attendance register in the return package provided.

5.2 Staff feedback

Collecting school staff views of the check is a valuable part of the trial process. Therefore, staff members are asked to answer a few questions after the check has been administered. Ask the staff member about any positive or negative experiences using the service and any suggestions for improvement that will help schools administer the check in the future.

Staff members' views form part of the evidence collected on the check and can contribute to discussions on any improvements that need to be made to the system.

5.3 Returning materials

At the end of the trial, ensure the secure return of all materials the same day. If this is not possible, return them on the next working day (excluding Fridays). For example, if a trial is on Thursday and you are unable to return the materials the same day, you should return them the following Monday. **Do not post materials on a Friday.**

You must collate all materials on the same day as the trial using the return dispatch note as a reference (see Appendix B). Pack the completed pupil attendance register, cover letter,

dispatch note, checklist and hard copy of the survey into the white return package provided and complete the column 'check administrator checked'. Sign the return label located on the front of the white return package confirming all materials are enclosed inside.

Do not leave the school unless you are sure that you have completed the pupil attendance register. It is your responsibility to complete the pupil attendance register correctly.

Put the sealed package into the red and white Parcelforce return bag. The Parcelforce bags will be labelled with the SQA return address. The sealed Parcelforce bag can be returned by the following means:

- the nearest Parcelforce depot
- a Post Office that accepts Parcelforce packages

You can locate your nearest depot by clicking the link to the [Parcelforce branch finder](#)⁴.

If you are administering the check at more than one school, do not wait for all your school visits to be complete before returning your materials. This project is running to a particularly tight timeline so return materials as soon as you can.

Email the Post Office/Parcelforce tracking number to mtc@sqa.org.uk as soon as possible after returning each school package, including the following information:

- your name
- school name
- school DfE number
- date the parcel was sent
- Post Office/Parcelforce tracking number

⁴ www.parcelforce.com/branch-finder

6 Security

6.1 Key points

All materials from SQA **must be returned**. Photocopies of materials must not be made under any circumstances. Once you have signed for receipt of the materials, you are responsible for the security and confidentiality of the materials in schools, at home and while travelling, until they are returned safely to SQA.

6.2 Pupil data information

Do not send pupil data via email. If you are unsure about sending/receiving information, contact the MTC helpline immediately.

You must not share any personal or sensitive information via email. If you are sent any personal or sensitive information from a school, you must telephone the MTC helpline immediately. If, at any stage, you are unsure about a data protection issue you must contact SQA. Contact details can be found in section 1.6.

6.3 Physical security procedures

Delivery of materials cannot be made to your place of work but must be made to your home address. All materials will be delivered using Parcelforce track and trace.

Materials must be signed for. If you cannot be at home to sign for these, another adult at the address can do this. Children must not sign for materials.

Once you have received the package, check the enclosed materials against the dispatch note detailing the content of the package. Email the SQA MTC team to advise that all materials are present. If there are any documents missing, telephone the MTC helpline immediately.

6.4 Storing materials

Materials must be stored securely.

- Any materials containing pupil data should be re-packed in the white bag labelled 're-package' and stored securely.
- Report any issues to the SQA MTC team immediately.

If you suspect that there might have been a breach of security regarding the pupil attendance register, you must report the incident immediately to the MTC helpline on 0345 278 8080 or email mtc@sqa.org.uk.

6.5 Security on the move

Take extra care to avoid unnecessary risks. If you have to make a phone call to the MTC helpline to discuss any discrepancies:

- avoid discussing anything sensitive where people might overhear
- pay attention to who is around you

On the laptop, mobile phone or other mobile device (for example, when you are emailing the MTC mailbox):

- make sure your screen is not visible to others

Information on paper (for example, pupil attendance registers, surveys):

- work tidily and with care
- ensure no information is on display
- check you have not left anything behind when you leave the school
- check again

6.6 Social media and media enquiries

The use of social media is now part of everyday life. As a check administrator, you must remember that, if you use social media, you must avoid sharing any information about your role, any details of schools or pupils, or make any remarks that could cause reputational damage to SQA or STA. If you have any queries regarding the use of social media, contact the MTC helpline on the number above.

In the event that you are contacted by the media/press for any comments on the MTC trial, please do not give any response but direct them to the DfE press office 020 7783 8300.

Appendix A: Trial 3 pupil attendance register example

Multiplication Tables Check 2018 - Trial 3 'TPT' (25 June - 6 July 2018)			
Pupil Attendance Register		Check Date:	26/06/18
School Name:	School A	DfE No:	1234567
			Class Name:

Pupil PIN	UPN	Forename	Middle name	Surname	Date of birth	Gender	Absent / Withdrawn	Check abandoned (stopped check part-way, with reason for stopping and question number, if possible)
		Susan	Jane	Mitchell	06/04/2009	F		
		Michelle	Elizabeth	McDonald	17/08/2009	F		
		Alan	Frank	Smith	21/09/2008	M		
		Mohammed		Ahmed	02/05/2009	M		
		Elise		McPhail	08/10/2008	F		
		Christopher	Alexander	Morris	23/10/2008	M		
		Paolo	Angelo	Lorenzo	11/11/2008	M		
		Harris		Freeman	28/06/2009	M		
		Mary	Sarah	Littlejohn	03/12/2008	F		

Appendix B: Dispatch note

A double-sided dispatch note will be provided in your school package. You must complete both the 'received' and 'return' sides and return with all materials. Please see an example of the dispatch note below.

Scottish Qualifications Authority
Standards & Testing Agency
MTC TPT – Trial 3

Received Dispatch Note



Administrator Name	DfE Number	School Name	Check Date	No. of Pupils
Administrator 1	1234567	School A	18/06/2018	3

	Administrator Pack Checklist	SQA 1 st Check (initial & date)	SQA 2nd Check (initial & date)	Check Administrator Checked (please tick)
1.	Cover letter			
2.	Pupil attendance register			
3.	Checklist			
4.	Hard copy of survey			
5.	Fees & expenses claim form			
6.	White return package			

Return Dispatch Note



Administrator Name	DfE Number	School Name	Check Date	No. of Pupils
Administrator 1	1234567	School A	18/06/2018	3

	Administrator Pack Checklist	Check Administrator Checked (please tick)	SQA 1st Check (initial & date)	SQA 2nd Check (initial & date)
1.	Cover letter			
2.	Pupil attendance register			
3.	Checklist			
4.	Hard copy of survey			
5.	Fees & expenses claim form			
6.	White return package			
7.	Check Administrator Handbook – return after your last school visit			

Appendix C: Checklist

A checklist will be provided in your school package. We recommend that you complete this checklist to ensure that you have followed all the correct procedures. You must return the checklist with your materials.

Please see an example of the checklist below.

School	School name/ DfE number	Received and checked all materials	Notified SQA of safe receipt	Phoned school to make all arrangements	Testing complete, all materials checked and survey completed	Packed materials and returned to SQA	E-mail/phone confirmation of dispatch including consignment number
1							
2							
3							
4							
5							