

TRIBAL



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Wales
Essential Skills
Toolkit

Wales Essential Skills Toolkit (WEST)

Tutor Guidance

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Introduction to the Wales Essential Skills Toolkit (WEST) User Guide

Welcome to the user guide for the Wales Essential Skills Toolkit (WEST). This guide is designed to help you navigate and utilise the toolkit effectively, ensuring you can make the most of the resources and tools available.

Purpose of this Guide

The purpose of this user guide is to provide you with clear, step-by-step instructions on how to use the Wales Essential Skills Toolkit (WEST).

What You Will Find in This Guide

- **Overview of Features:** Detailed descriptions of the main features and tools available within WEST.
- **Getting Started:** Instructions on how to register, set up MFA, and begin using the toolkit.
- **Navigating the Toolkit:** Tips on how to find and access various resources and tools.
- **Community and Support:** Information on how to connect with other users and access support services.

Feedback and Updates

We strive to keep this guide up to date and relevant. If you have any feedback or suggestions for improvement, please contact us at:

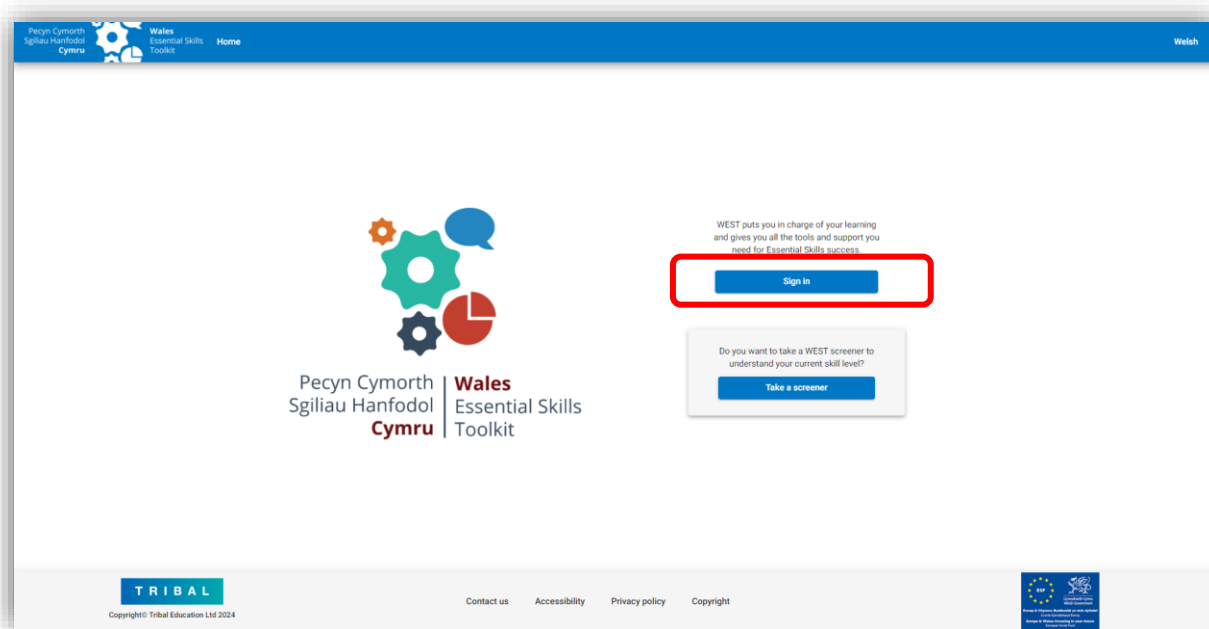
Tribal Support Desk: <https://tribalgroup.secure.force.com>

Thank you for using the Wales Essential Skills Toolkit. We hope this guide enhances your experience and helps you achieve your learning and development goals.

Accessing WEST 2.0

Logging in to WEST 2.0

To access WEST 2.0 browse to <https://www.walesessentialskillstoolkit.com> and select sign in:



Multi Factor Authentication (MFA)

Proceed with entering your username and password which has been provided by your tutor:

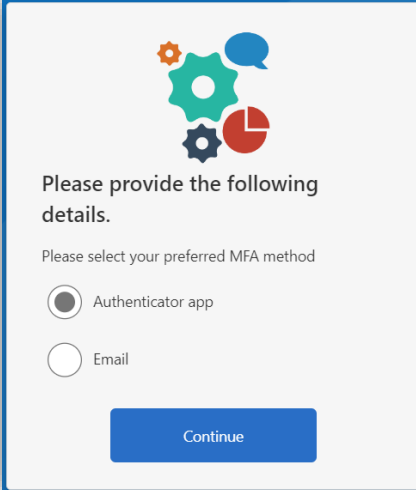
A sign-in form with a light gray background. At the top is the same gear and pie chart logo seen in the previous image. Below the logo is the text 'Sign in'. There are two input fields: the first is labeled 'Username or Email Address' and the second is labeled 'Password'. Below the input fields is a blue 'Sign in' button.

Once you have entered your username and password you will be prompted to configure multi factor authentication. Once configured you will then be prompted to use your chosen multi factor authentication method for each subsequent login.

The following authentication methods can be used alongside your password to access WEST 2.0:

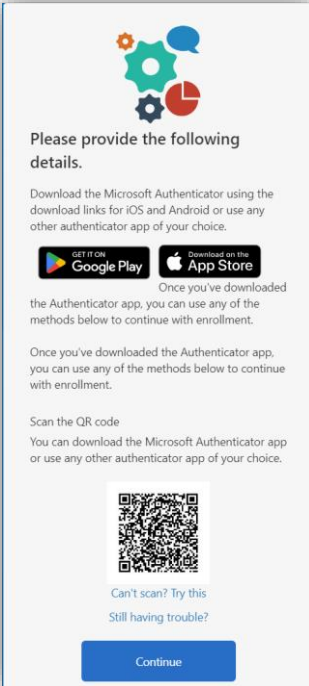
- Google Authenticator
- Microsoft Authenticator
- Email

When you log in you will be prompted to choose your preferred MFA method:



The screenshot shows a white rectangular box with a blue border. At the top center is a logo consisting of three interlocking gears (orange, green, and blue) and a red pie chart. Below the logo, the text reads: "Please provide the following details." followed by "Please select your preferred MFA method". There are two radio button options: "Authenticator app" (which is selected) and "Email". At the bottom center is a blue button with the text "Continue".

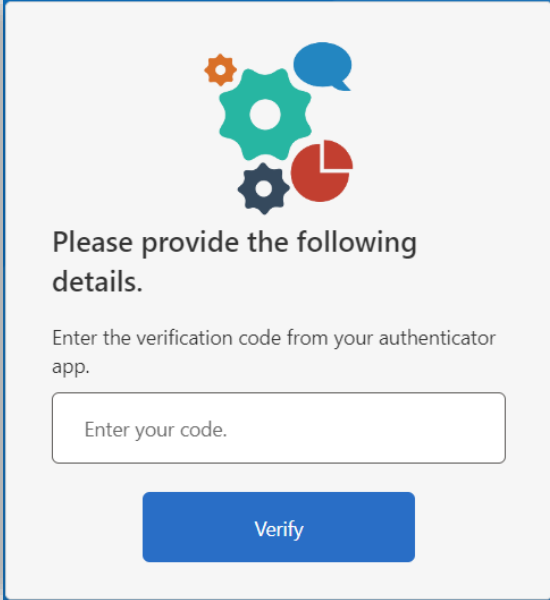
By selecting the **Authenticator App** option you will then be presented with the following screen on your first login:



The screenshot shows a white rectangular box with a blue border. At the top center is the same logo as in the previous screenshot. Below the logo, the text reads: "Please provide the following details." followed by "Download the Microsoft Authenticator using the download links for iOS and Android or use any other authenticator app of your choice." Below this text are two buttons: "GET IT ON Google Play" and "Download on the App Store". Below these buttons, the text reads: "Once you've downloaded the Authenticator app, you can use any of the methods below to continue with enrollment." followed by "Once you've downloaded the Authenticator app, you can use any of the methods below to continue with enrollment." Below this text, the text reads: "Scan the QR code" followed by "You can download the Microsoft Authenticator app or use any other authenticator app of your choice." Below this text is a QR code. Below the QR code, the text reads: "Can't scan? Try this" and "Still having trouble?". At the bottom center is a blue button with the text "Continue".

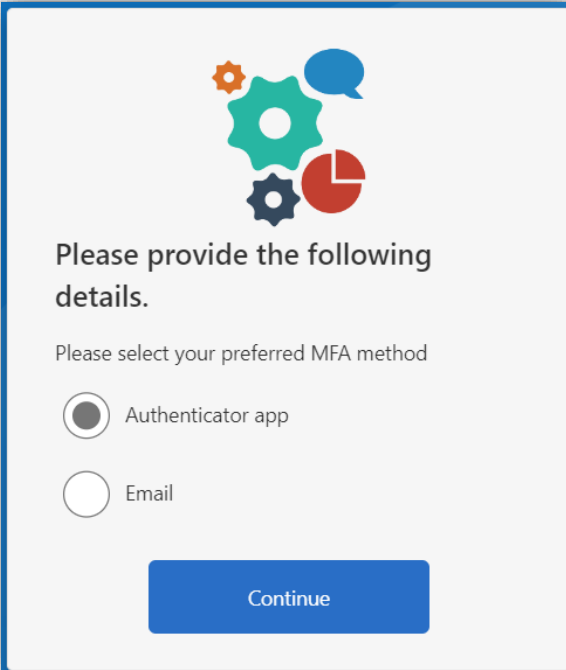
If you do not have either Google Authenticator or Microsoft Authenticator installed, follow the on screen instructions to install your preferred app. Once installed, launch the app and scan the QR code

on screen, you will then be presented with a code each time you log in and select the Authenticator App to authenticate where you can enter the code to complete the login process:



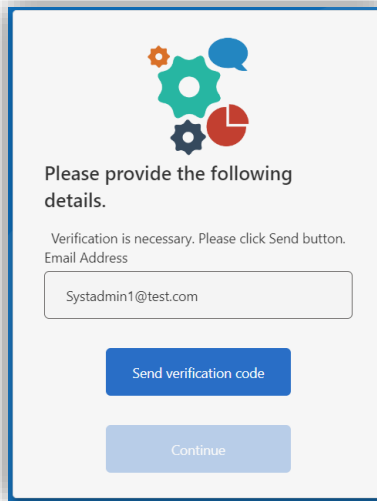
The screenshot shows a light gray rectangular box with a blue border. At the top center is a cluster of four icons: a green gear, a blue speech bubble, a dark gray gear, and a red pie chart. Below the icons, the text reads "Please provide the following details." followed by "Enter the verification code from your authenticator app." A white text input field with a thin gray border contains the placeholder text "Enter your code.". Below the input field is a solid blue button with the word "Verify" in white text.

If your preferred MFA option is email, select email on the screen below:



The screenshot shows a light gray rectangular box with a blue border. At the top center is a cluster of four icons: a green gear, a blue speech bubble, a dark gray gear, and a red pie chart. Below the icons, the text reads "Please provide the following details." followed by "Please select your preferred MFA method". There are two radio button options: "Authenticator app" with a selected radio button (a dark gray circle with a white dot) and "Email" with an unselected radio button (a white circle with a gray border). Below the options is a solid blue button with the word "Continue" in white text.

You will then be prompted to send a code to your email, click **Send Verification Code** to send the code to your email address. Please allow up to 5 minutes for this to arrive checking any junk folders if the email is not received:



Please provide the following details.

Verification is necessary. Please click Send button.

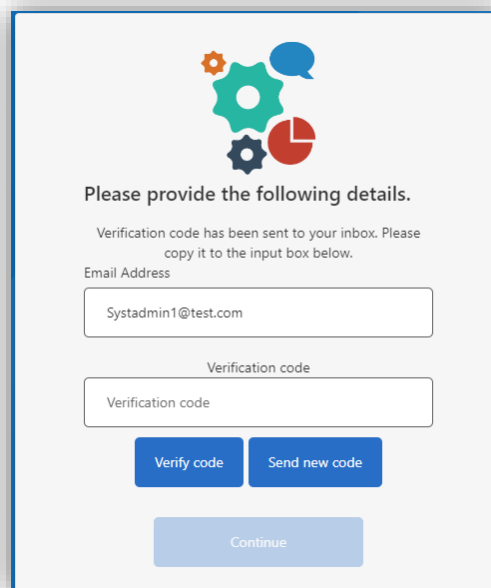
Email Address

Systadmin1@test.com

Send verification code

Continue

Once you have received the verification code via email enter this into the box below:



Please provide the following details.

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

Systadmin1@test.com

Verification code

Verification code

Verify code

Send new code

Continue

Once the code has been entered, click **Verify Code**, if correct the Continue button will become available, click **Continue** to complete the login process.

You can also use the **Send New Code** option to retrieve a new code via email.



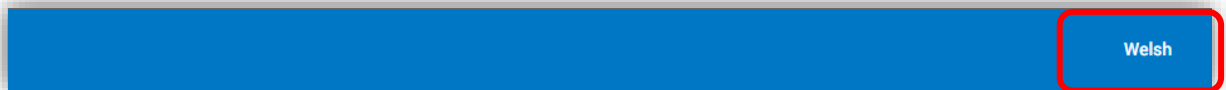
Please note that using an Authenticator App is the most secure method of MFA, email should only be chosen if an Authenticator App cannot be used.

When you sign in, you will see your list of learners straight away. You can browse through your list of learners, search for learners whose records you want to edit, or create new learners from this screen.

Before creating a new learner you'll need to establish what group the learner will belong to.

Language Selection

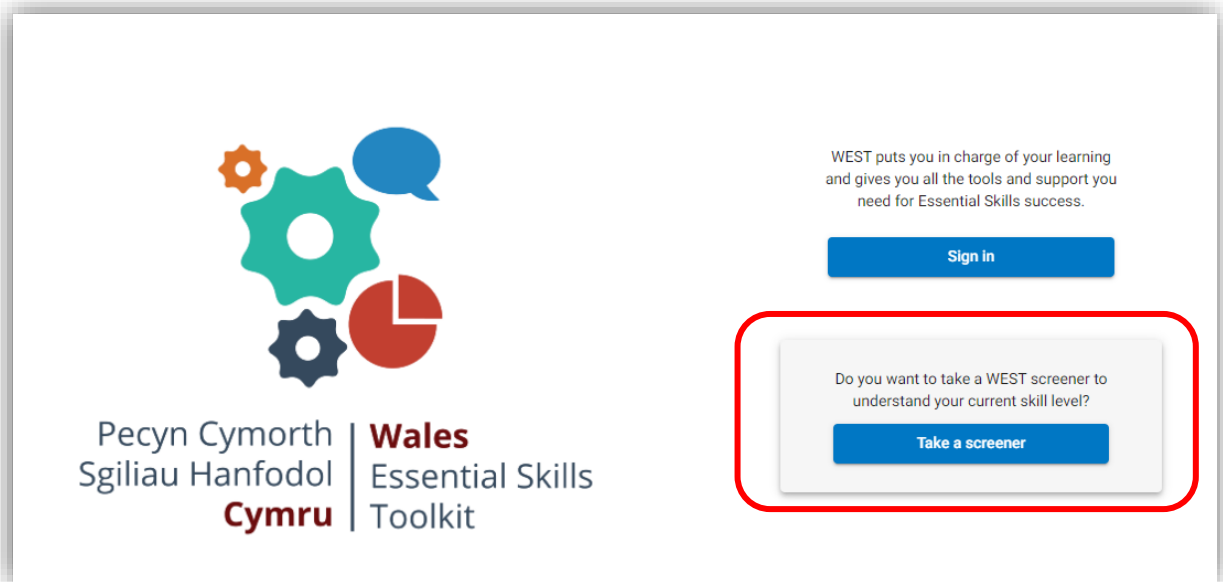
You are able to choose your preferred language option prior to logging in to WEST 2.0, and on any screen once logged in. To switch languages use the language toggle option in the top right corner of the screen:



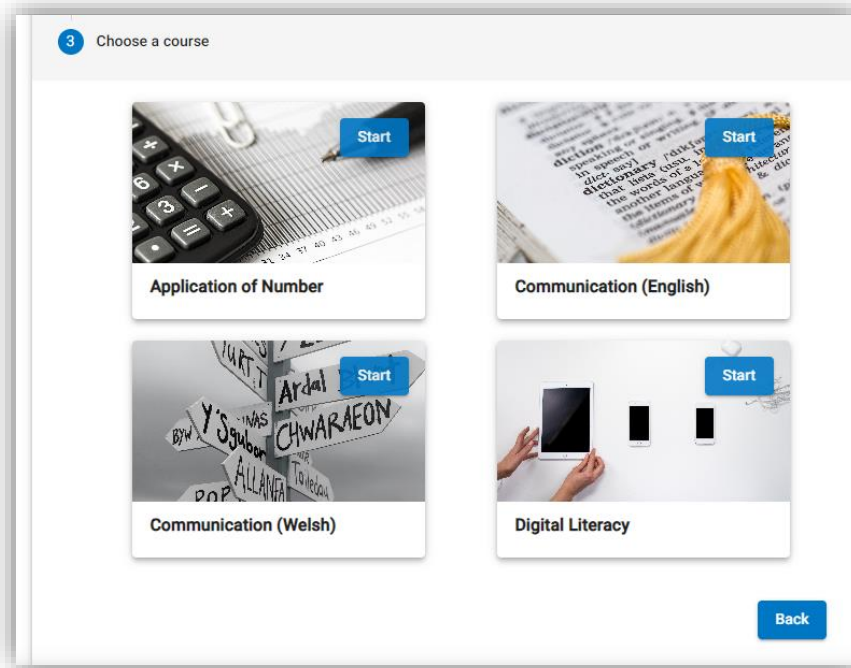
Screener

How to take a Screener

A learner can take a screener before they have an account on WEST 2.0 as a registered learner. If you want your learner to do this, direct them to click on the 'Take a Screener' link on the home page.



The learner can then follow the instructions and enter their details before selecting which subject they would like to take a screener for:



Remember that a screener is a short test (15 questions) giving a rough guide to the learner’s current skills level. You can use the result to help you set the appropriate initial assessment start level for the learner (see page 6 of this guide).

Groups

Creating Groups

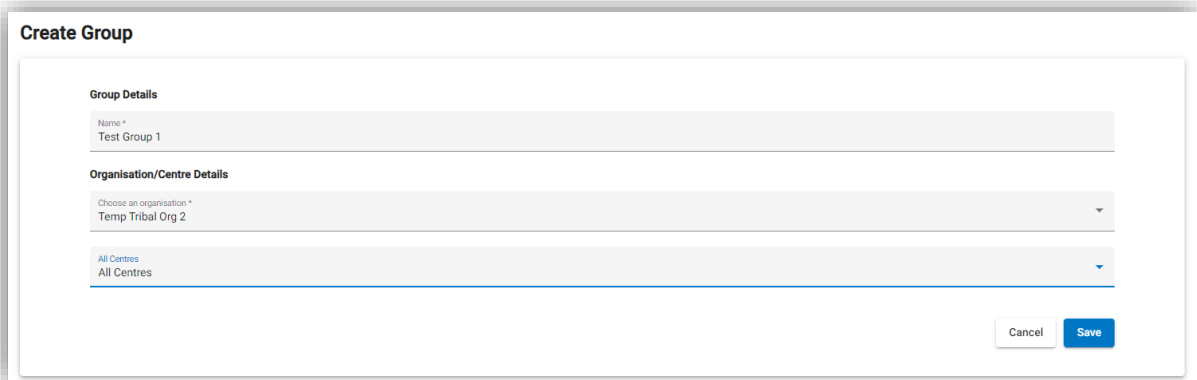
A group is a simple and flexible way of associating a set of learners with one or more tutors. Both tutors and learners can belong to as many groups as required.

Learners need to belong to at least one group. If learners are registered before groups are set up, learners can be allocated to the system’s ‘default’ group and moved to the correct group later.

To create a group click the groups option from the menu on the left hand side then select “New Group”:



After selecting New Group, enter the name, and organisation and centre details for the group and select save.



Create Group

Group Details

Name *
Test Group 1

Organisation/Centre Details

Choose an organisation *
Temp Tribal Org 2

All Centres
All Centres

Cancel Save

Learner Management

Creating Learners

Select the **New learner** button to create a new learner account.



Complete each of the fields in the Learner profile form. Make sure you note the username and password you assign to the learner. Learner passwords must be at least 4 characters long, are case sensitive, and must not be the same as another field e.g. name, username.


All fields that show an asterisk by their name must be completed. Remember that a learner can only be sent a reminder of their password if their email address is recorded on the system. (They can add this to their own profile later on.)

During the add new learner process you will be guided through the following screens:

- Login / Personal Details
- Organisation / Centre Details
- Group Details
- Assign Courses
- Review

You will need to assign the learner to an organisation and centre by using the dropdown values. A group must also be assigned.

The screenshot shows the 'Create Learner' form at step 2, 'Organisation/Centre Details'. The progress bar at the top indicates the following steps: 1. Login/Personal Details, 2. Organisation/Centre Details (current step), 3. Group Details, 4. Assign Courses, and 5. Review. The form is divided into two sections: 'Login Details' and 'Personal Details'. Under 'Login Details', there are fields for 'Username *', 'Password *', and 'Confirm Password *'. Under 'Personal Details', there are fields for 'First Name *', 'Last Name *', 'Email *', and 'Confirm Email *'. At the bottom right, there are 'Cancel' and 'Next' buttons.

 Please note that once a username has been chosen, this can not be amended.

Check the courses that you want the learner to complete and choose an assessment start level for each one from the dropdown list. The default start level for each course is Entry 3.

You can choose to set it to Entry 2 or Level 1 depending on what is appropriate for the learner. Note that this only sets the level of the first set of questions in the initial assessment, after that the assessment routes the learner according to their answers.

The screenshot shows the 'Create Learner' form at step 4, 'Assign Courses'. The progress bar at the top indicates the following steps: 1. Login/Personal Details, 2. Organisation/Centre Details, 3. Group Details, 4. Assign Courses (current step), and 5. Review. The section is titled 'Select Courses: 4 Items selected'. It displays four course cards, each with a 'Start Level' dropdown menu set to 'E3' and a checkmark indicating selection. The courses are: 'Application of Number', 'Communication (English)', 'Communication (Welsh)', and 'Digital Literacy'. At the bottom right, there are 'Back' and 'Next' buttons.

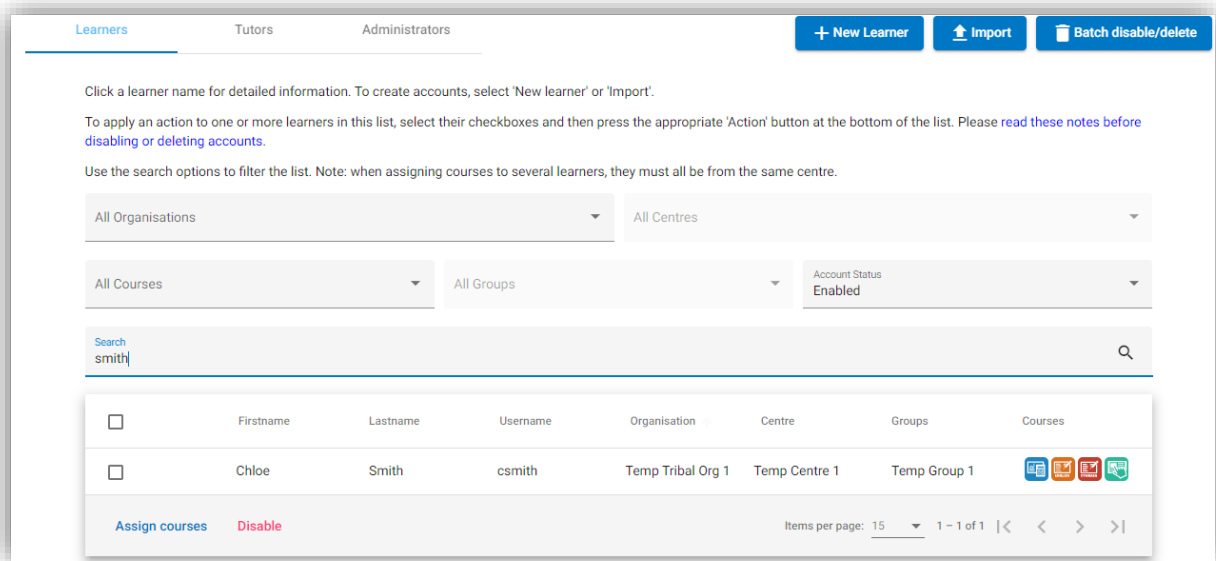
You can edit a learner's profile later on by clicking on their name in the list of learners and pressing the **Learner profile** button.

Managing Individual Learners

Select the **Users** option to manage your learners.

For learners assigned to a particular group, you can choose the group from the dropdown menu, the learners you are responsible for will appear below, together with the courses they are undertaking.

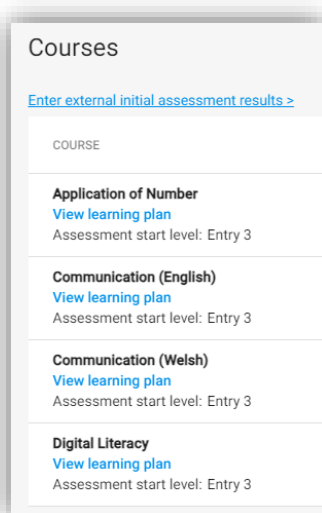
Click on a learner's name to find out about their learning.



The screenshot shows the 'Learners' management interface. At the top, there are tabs for 'Learners', 'Tutors', and 'Administrators'. On the right, there are buttons for '+ New Learner', 'Import', and 'Batch disable/delete'. Below these are instructions: 'Click a learner name for detailed information. To create accounts, select 'New learner' or 'Import'. To apply an action to one or more learners in this list, select their checkboxes and then press the appropriate 'Action' button at the bottom of the list. Please read these notes before disabling or deleting accounts. Use the search options to filter the list. Note: when assigning courses to several learners, they must all be from the same centre.'

Filters include: All Organisations, All Centres, All Courses, All Groups, and Account Status (Enabled). A search bar contains 'smith'. Below is a table with columns: Firstname, Lastname, Username, Organisation, Centre, Groups, and Courses. The first row shows a learner named Chloe Smith (username csmith) assigned to Temp Tribal Org 1, Temp Centre 1, and Temp Group 1. At the bottom, there are buttons for 'Assign courses' and 'Disable', and a pagination control showing 'Items per page: 15' and '1 - 1 of 1'.

This screen gives an overview of a single learner who is assigned to you as a tutor. Click the **View learning plan** link next to the course title to find out more about their learning.



The screenshot shows the 'Courses' page for a learner. At the top, there is a link: [Enter external initial assessment results >](#). Below this is a table with columns: COURSE, Application of Number, View learning plan, and Assessment start level. The table lists four courses: Application of Number, Communication (English), Communication (Welsh), and Digital Literacy, all with an assessment start level of Entry 3.

COURSE	Application of Number	View learning plan	Assessment start level: Entry 3
	Communication (English)	View learning plan	Assessment start level: Entry 3
	Communication (Welsh)	View learning plan	Assessment start level: Entry 3
	Digital Literacy	View learning plan	Assessment start level: Entry 3

Managing the Learner's Learning Plan

Each learner has a learning plan which shows them which areas they need to work on to reach their target level.

The learner's assessment result is shown. The tutor can change the learner's overall target level, and current level for each category.

Learning activities are automatically assigned based on the learner's current level in each main category.

The tutor can see which learning activities the learner has started and which ones they have not looked at yet.

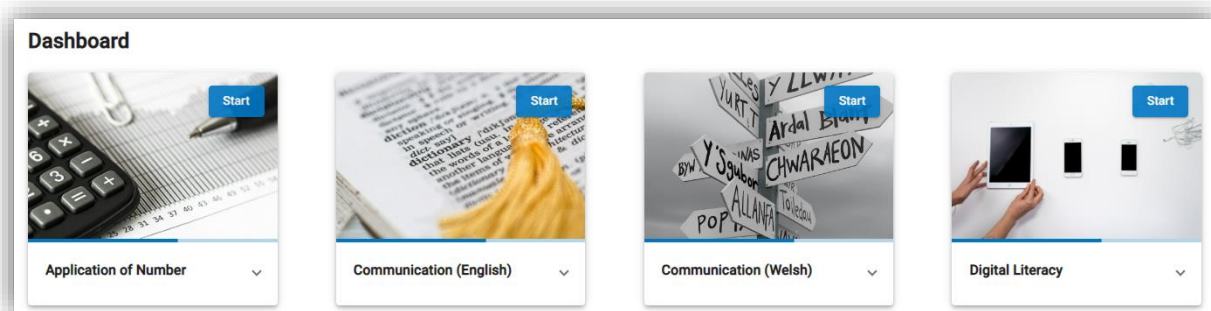
Press the **Select activities** button next to a subcategory heading to change which activities are assigned to the learner in that area.

NEED TO FINISH THIS SECTION

Initial Assessment

Starting an Assessment

When a learner logs in they will be presented with any courses which have been assigned to them by their tutor:



To begin an assessment the learner can click Start where the learner will be presented with information about the course and instructions.

Learners can also undertake a practice assessment prior to completing the actual assessment. This helps learners to understand how the assessment questions work and how they need to be answered – for example by multiple choice, drag and drop, fill the gap, select words, and so on.

Application of Number

Welcome, charles doherty.

Before you start your learning, you need to complete an initial assessment in Application of Number.

The results will help us to find out what you can do already and where you can improve.

Try it out

Work through the practice assessment first as this will show you how the real questions work.

Take your time and make sure you understand what you need to do.

[Launch Practice Assessment](#)

Read instructions and start assessment

Once the learner is ready to begin the actual assessment, they can select to launch the full assessment. An assessment does not need to be completed in a single session. If need be, learners can exit and log out, and then later pick up from where they left off in another session or on another day.

Finish

At the end of your assessment, you'll see your results. You might want to print them out to keep a record.

Close your results window and you'll see your learning plan. You might want to start working on this straight away.

Remember to log out when you've finished. If you have any queries, please talk to your tutor.

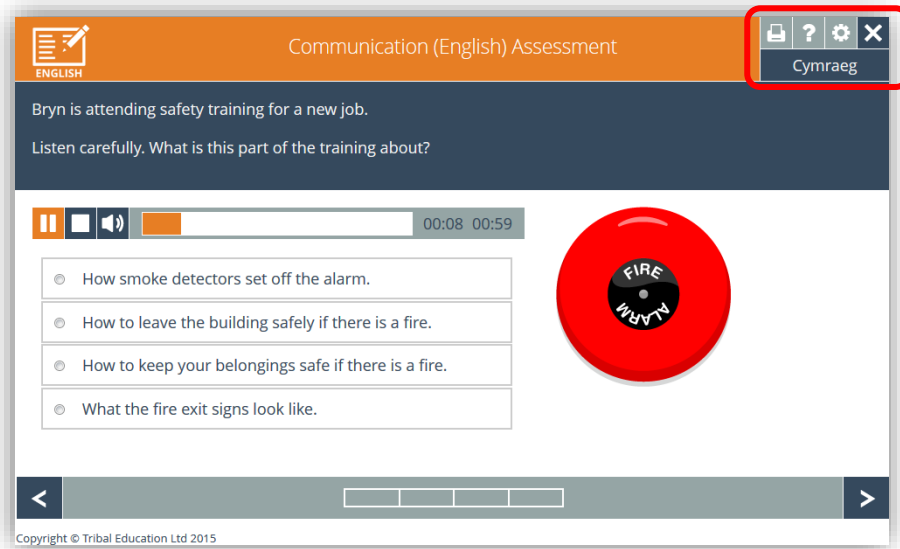
[Launch Assessment](#)

Completing and Assessment

All assessments will be displayed in a format similar to that shown below taken from the Communication (English) Assessment and Application of Number Assessment.

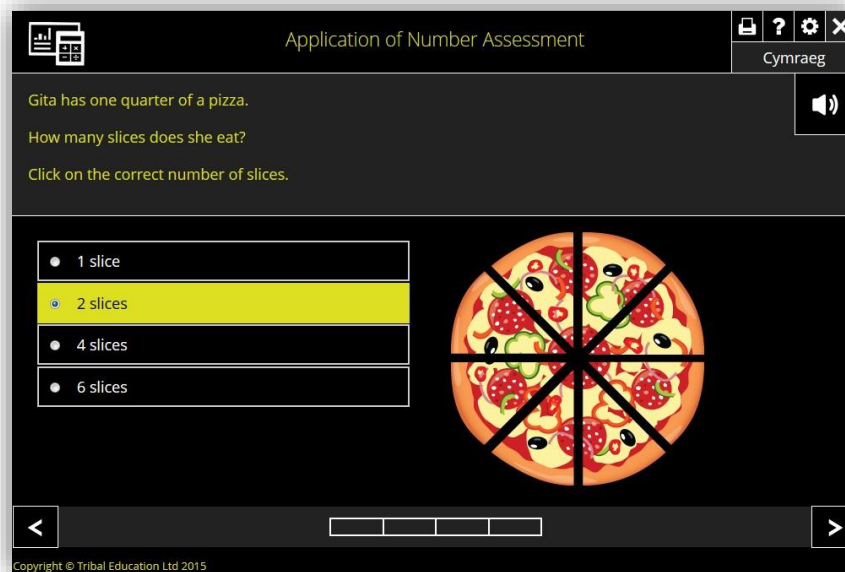
The learner can use the options in the top right corner to:

- Print the page
- View support and additional information
- View the settings menu

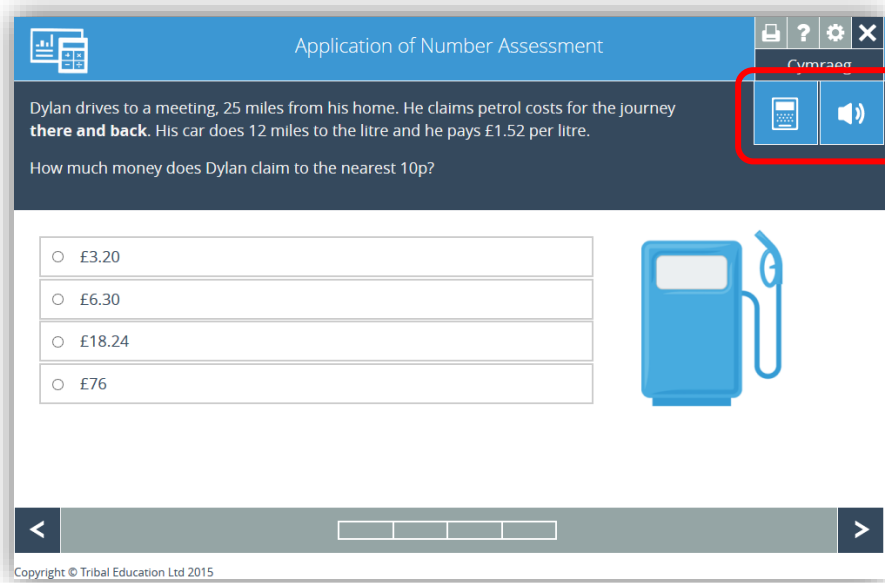


Using the settings menu the learner can choose to:

- Turn audio narration on or off for each question (it is set to play unless they turn it off).
- Change the colour scheme of the assessment pages, for example to a high contrast view. An example of a page using the high contrast option can be seen below:

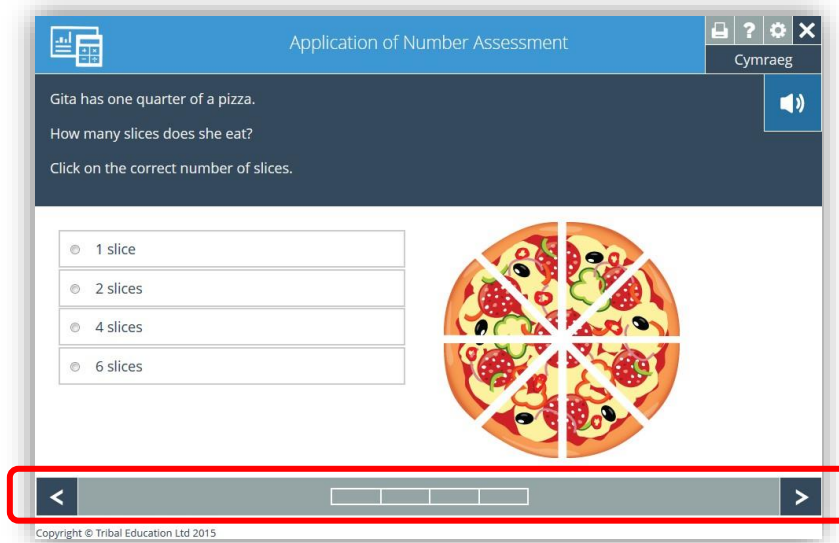


The Application of Number Assessment may also display a calculator option for certain questions during the assessment. Learners may use their own calculator if they wish, but only for questions that show a calculator button on-screen as below:



The learner can navigate through the assessment using the previous and next arrows. If they get stuck, they can skip a question and come back to it. However, once a question has been answered, the answer cannot be changed.



The progress bar indicates to the learner how far through the assessment they have progressed.



Assessment Results

The final page of the assessment displays the assessment result and gives an overall appraisal of the learner's current skill levels.

The following symbols are used to display the learners current level of learning:

-  This symbol shows that the learner already displays a firm grasp of skills at this level.
-  This symbol represents the highest level at which the learner has shown some skills.

n/a Some skills are not defined at lower levels (or are not assessed at all).

No icon means the learner has not reached this level

Your assessment result

PLEASE PRINT this page to keep a record of your result.

Name: charles doherty
Date completed: 20 Jun 2024
Time completed: 14:42

Your result: Level 1

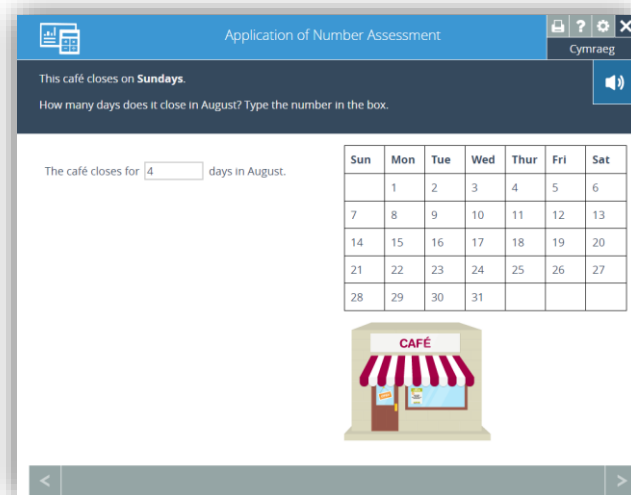
The results show that you are currently assessed in Digital Literacy at Level 1.

Your profile

	E1	E2	E3	L1	L2	L3
Digital Literacy	→	→	→	→		
Digital Responsibility	→	→	→	→		
Digital Productivity	→	→	→	→		
Digital Information Literacy	→	→	→	→		
Digital Collaboration	→	→	→			
Digital Creativity	→	→	→			
Digital Learning	→	→	→			

Learning Record

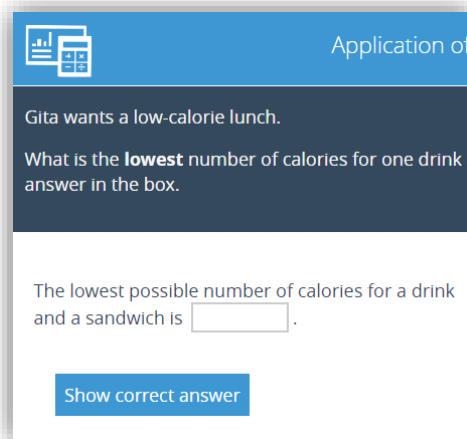
When the assessment has been completed the **Learning Plan** and **Learning record** options will become available:



The read only question screen also shows the actual answer that the learner gave. (If no apparent answer is seen, then the learner skipped the question without answering it.)

If the learner got the answer wrong in the assessment, you will also see a **Show correct answer** button on this screen.

Press the button to see what the answer should have been.



Skills Checks

Selecting the **Skills checks** option shows the results of the diagnostic 'Skills checks' that the learner has completed (see 'Learning plan' information below).

As the learner works through their activities, they will be prompted to take short, diagnostic, computer-marked tests to check their skills in each category when they are ready to do so.

The Learning plan will automatically update following each of these skills checks to show a Red, Amber or Green rating and a revised current level for a category. In addition, new learning activities will be listed.

The Red, Amber and Green ratings show the learner's 'strength' in a category at their current level, so indicating where skills are strong and where they need improvement.

Application of Number

Learning Plan Learning Record

Contents

- Screener
- Initial Assessment
- Learning
- Skills Check**

Whole Numbers

Attempt 1 completed 19 Jul 2024 06:49

The results of this skills check show that you are making good progress with **Whole Numbers** at **Entry 2**.

TOPIC	RATING AT ENTRY 2
Calculating with numbers	● I am making good progress with this
Numbers	● I am making good progress with this

Next Steps

Try some of the activities on your learning plan.

[Questions & Answers](#)

Selecting the **Questions & Answers** option will display questions asked during the skills check and the results for each question:

Next Steps

Try some of the activities on your learning plan.

[Questions & Answers](#)

Select the tabs below for details of the results in each set of questions.

E2 E3

Click on the question number to see the actual question together with your answer.

First set

Question	Competency/Skill	Result
Q1	Multiply using single-digit whole numbers	✓
Q2	Count reliably up to 20 items	✓
Q3	Read, write, order and compare whole numbers up to 100	✓
Q4	Approximate by rounding to the nearest 10	✓
Q5	Add and subtract two-digit whole numbers	✓

Second set

Learning Plan

The **Learning plan** tab shows the learner which areas they need to work on to reach their target level.

The Learning plan is generated automatically on completion of the assessment, with learning activities assigned based on the learner's current level in each category.

Categories with the largest gap between the learner's current and target levels are listed at the top of the Learning plan.







Some activities include short tests; some of which are marked and recorded in the Learning record immediately without requiring any input from the tutor.

The icon to the left of an activity link indicates whether a learner has visited that activity or not.

Learning plan: Chloe Smith

Your current level is: **Entry 2** Your target level is: **Entry 3**

Well done, Chloe Smith. Your initial assessment result was **Entry 2**. Below are some activities for you to work through to improve your skills and reach your target.

	CURRENT	TARGET
^ Fractions, Decimals and Percentages	Entry 2	Entry 3
Fractions		
  Half and quarter hours (Worksheet)		
  Half and quarter hours (Worksheet: answers)		
  Halves and quarters		
∨ Measures, Money and Time	Entry 2	Entry 3
∨ Shape, Space and Position	Entry 2	Entry 3
∨ Using Data	Entry 2	Entry 3
∨ Whole Numbers	Entry 2	Entry 3

FAQ's

General Questions

Is this really free?

Yes, all courses are completely free. You can take as many courses as you like, and get as much help as you need from your tutors, for no charge.

Courses

Do any of the courses offered here lead to a qualification?

Yes, all courses are written to support you to achieve an Essential Skills Wales qualification. Talk to your tutor for details.

Do I have to work with a tutor, or can I just work along on my own?

A. For certain courses you will be assigned a tutor, but you don't have to ask them for help if you don't want to! Feel free to work along on your own. The tutor will always be there if you do need to ask someone for help.

Supported Browsers

Connection speed

- Broadband connection recommended

OS / Browser (minimum)

- Windows Vista SP2
 - Microsoft Edge - latest version
 - Firefox – latest version
 - Google Chrome – latest version
 - Safari – latest version
- Mac OS X v10.7 “Lion”
 - Safari 6.1.x
- Android 4.2
 - Google Chrome
- iOS 7
 - Safari

Screen resolution

- 1024 x 768 or higher on a laptop or PC
- Minimum width of 800px on a mobile device

Other requirements

Note that some activities rely on ‘plugins’ in your web browser and these may not be available on all devices.

- JavaScript enabled
- Pop-up blocking level – low
- Soundcard, plus either speakers or headphones

Accessibility

Standards Compliance

As far as possible, we have tried to make sure that the web site meets Priority 1 of the W3C Web Content Accessibility Guidelines. Some of the learning material has been adapted from original material and may not be compliant with those guidelines.

Accessibility References

[W3 accessibility guidelines](#) - which explain the reasons behind each guideline.

[W3 accessibility techniques](#) - which explain how to implement each guideline.

[W3 accessibility checklist](#) - a busy developer's guide to accessibility.

Accessibility Software

[JAWS](#) - a screen reader for Windows. A time-limited, downloadable demo is available.

[Lynx](#) - a free text-only web browser for blind users with refreshable Braille displays.

[Vis.js](#) - a free text-only web browser for visual users with low bandwidth.

[Opera](#) - a visual browser with many accessibility-related features, including text zooming, user stylesheets, image toggle. A free downloadable version is available. Compatible with Windows, Macintosh, Linux, and several other operating systems.

Accessibility Services

[HTML validator](#) - a free service for checking that web pages conform to published HTML standards.

[Web Page Backward Compatibility Viewer](#) - a tool for viewing your web pages without a variety of modern browser features.

[Lynx Viewer](#) - a free service for viewing what your web pages would look like in Lynx.

Related resources

Related Resources

[WebAIM](#) - a non-profit organisation dedicated to improving accessibility to online learning materials.

[Dive into Accessibility](#) - an excellent practical guide to Web accessibility.

Contact Us

Institution Support

Please raise a support ticket via our self service platform:

<https://tribalgrou.secure.force.com>

Our dedicated support team is on hand Mon–Fri, 9am–5pm.

Learner Support

Learners should raise any issues with their tutor and/or organisation in the first instance. WEST tutors/admins should utilise the self service platform above to raise issues on behalf of learners.

Feedback

Your feedback is important and will help us to make the Wales Essential Skills Toolkit better.

Please post any feedback in the WEST Discussion Group on our Tribal Communities platform:

<https://tribalgroupp.my.site.com/customers/s/group/0F9Q400000002HxKAI/west-discussion-group>