

Sure Skills Frequently Asked Questions

www.heinemansureskills.co.uk

www.heinemansureskills.com

This guide contains answers to some of the questions you may want to ask when you are using Sure Skills.

If your question is not answered here, please refer to the Help files for more information.

Contents

Activities	2
Administrator responsibilities	3
Audio	4
Calculator	5
Glossary	5
Screen size.....	6
Setting work.....	6
System requirements	8
Text size	8
Further support.....	10

Activities

I can't redo the activities. How can I reset them?

You have three attempts to get the activities correct before they are 'scored', and the information passed to the management system. After your third attempt, the activity is locked.

The activities can be unlocked so that you can do them again by the tutor creating a new assignment. See the 'Help for Teachers/Tutors' file for further information.

What are the extension activities for?

The online Literacy resources offer additional reading and writing activities that can be done away from the computer. These are optional and are not marked, and are intended as further practice in developing literacy skills.

Most of the online activities have an extension activity. You can access it from the link on the activity screens.

The screenshot shows the Sure Skills Literacy interface. At the top, there is a navigation bar with 'Sure Skills' and 'GETTING STARTED - read this first'. Below that, the user information is displayed: 'Harcourt Testing Center Class 01, Mixed', 'User: Muskett Raegan My profile logout :: Thursday, 08-06-2006', and the Heinemann logo. The main content area is titled 'The purpose of a text' and includes a sub-header 'The main purpose of a text may be to inform, explain, instruct, entertain or persuade.' Below this, there is a task instruction: 'Read the following short texts and match them to their most likely purpose.' with buttons for 'Explain', 'Inform', 'Instruct', and 'Persuade'. There are four text boxes labeled 'text 1' through 'text 4' with corresponding images. An 'extension activity' pop-up box is overlaid on the interface, containing the text: 'Collect a variety of letters that are delivered to your house. Can you identify the purpose of each of the letters? Do the items of junk mail have a common purpose? If so, what is it?'. A red callout box points to the top-left corner of the extension activity pop-up with the text 'Drag your cursor over this area to move the pop up box'. Another red callout box points to the 'extension activity' link at the bottom of the pop-up with the text 'Click on this link to open the extension activity'.

For further information, please see your Literacy Tutor Handbooks.

There are no extension activities for Sure Skills Numeracy.

Administrator responsibilities

I've been nominated as the Administrator, but I'm not able to set up everyone else's users and classes for them. Can somebody else be the Administrator?

We realise that the Sure Skills resources may be used by very many different people in your college, so it is possible for you to set up others so that they can carry out some of the Administrator's functions.

To do this, you will need to set them up with two different logins – one for an 'Administrator' and one for a 'Teacher'. Remember to tell them which is which.

For detailed information on how to do this, please refer to the 'Help for Administrators' file.

However, in order to manage the subscription service effectively, Pearson requires just one point of contact with the college/organisation.

How do I get to the Sure Skills content when I'm in the Administrator section?

You can view the content that your college/ organisation has subscribed to before setting up any users or classes.

First click on the 'Courses' tab on the first screen after logging in. Then click on the hyperlink for the course that you want to view.

The screenshot shows the 'Sure Skills' administrator interface. The 'Courses' tab is selected and highlighted with a red box. Below the navigation tabs, a table lists the available courses:

Name	Licenses	From	To
Sure Skills Literacy - Entry 3	15/50	06-06-2006	31-12-2006
Sure Skills Literacy - Level 1	15/50	06-06-2006	31-12-2006
Sure Skills Literacy - Level 1	15/50	06-06-2006	30-12-2006
Sure Skills Numeracy - Entry 3	15/50	06-06-2006	31-12-2006
Sure Skills Numeracy - Level 2	15/50	06-06-2006	31-12-2006
Sure Skills Numeracy - Level 2	15/50	06-06-2006	31-12-2006
Sure Skills Numeracy - Level 2	15/50	06-06-2006	31-12-2006
Sure Skills Numeracy - Level 2	15/50	06-06-2006	30-12-2006

Now click on the hyperlink [Browse course structure](#). From here, follow through the content menu screens.

The screenshot shows the 'Course details' page for 'Sure Skills Literacy - Entry 3'. The 'Browse course structure' link is highlighted with a red box. Below this, a table shows the subjects using this course:

Name	User count
Monday's Class, Sure Skills	3

Audio

I don't have access to audio. Can I still use Sure Skills?

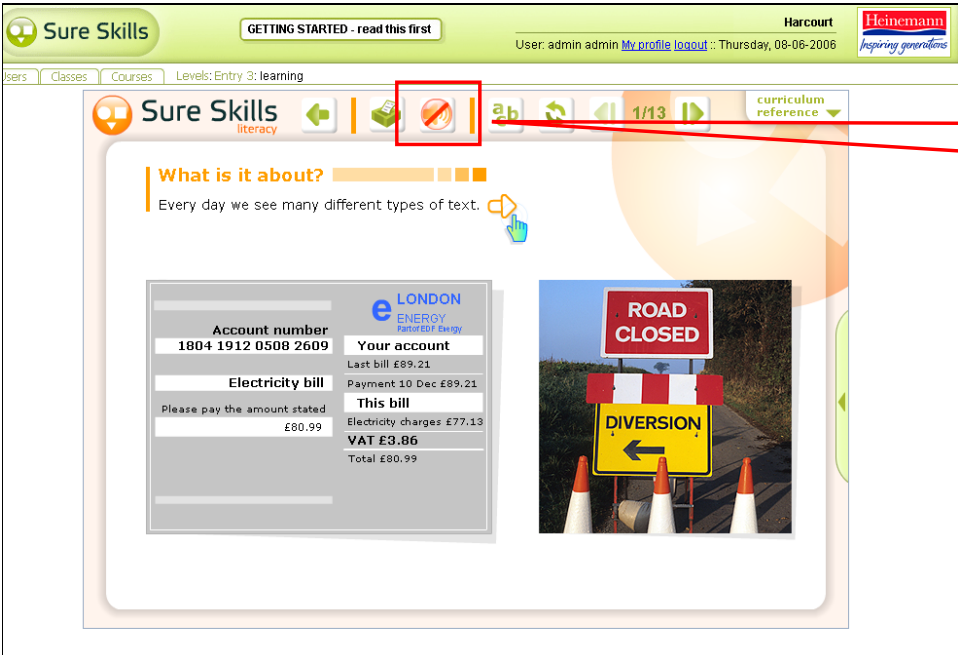
Yes. The audio is the same as the main text on screen, so you won't be losing out if you turn the audio of. You can do this by clicking on the audio button on the top of the navigation bar.

I want to turn the audio off. How can I do this?

Click on the audio button on the top of the navigation.

When you want to turn audio back on, just click on the button again.

The audio panel in the bottom left of the screen will disappear when you turn the audio off, and reappear when you turn it back on.



The screenshot shows the Sure Skills literacy interface. At the top, there is a navigation bar with the Sure Skills logo, a 'GETTING STARTED - read this first' button, and user information: 'User: admin admin My profile logout :: Thursday, 09-06-2006'. Below the navigation bar, there are tabs for 'Users', 'Classes', 'Courses', and 'Levels: Entry 3: learning'. The main content area features a 'Sure Skills literacy' header with a navigation bar containing a home icon, a back icon, a red 'off' audio button (highlighted with a red box), a '1/13' indicator, and a 'curriculum reference' dropdown. Below the header, there is a section titled 'What is it about?' with the text 'Every day we see many different types of text.' and a hand icon pointing to the text. To the left, there is a 'LONDON ENERGY' electricity bill with the following details:

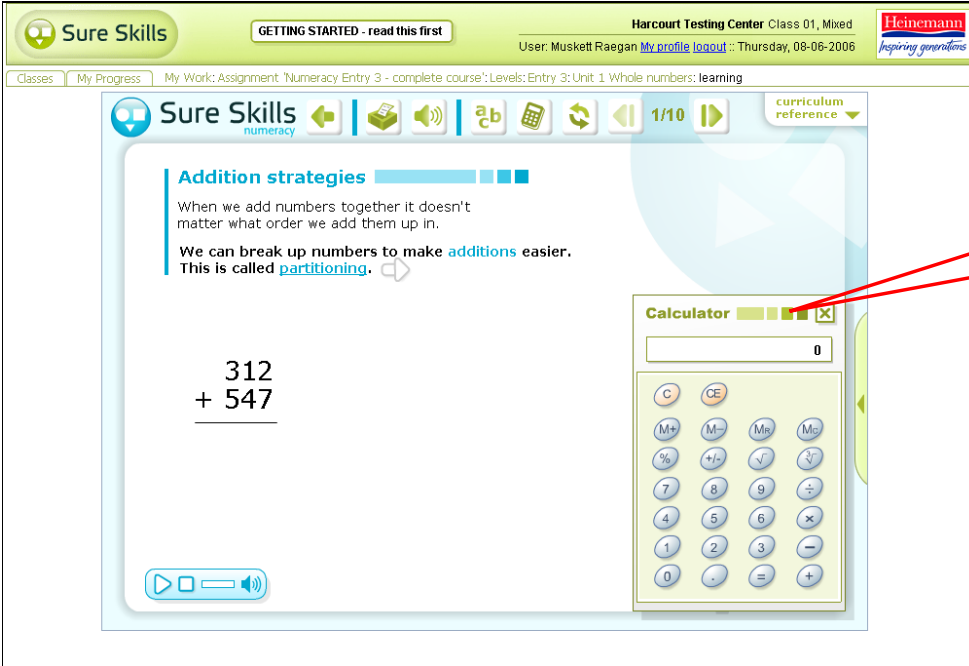
LONDON ENERGY Part of EDF Energy	
Account number 1804 1912 0508 2609	Your account Last bill £89.21 Payment 10 Dec £89.21
Electricity bill Please pay the amount stated £80.99	This bill Electricity charges £77.13 VAT £3.86 Total £80.99

To the right of the bill, there is a photograph of a road closure sign that says 'ROAD CLOSED' and a yellow 'DIVERSION' sign with an arrow pointing left. A red callout box with a white background and a red border points to the red 'off' audio button, containing the text: 'This is the audio button in its 'off' state.'

Calculator

The calculator covers up the screen when I open it. How can I move it?

You can drag the calculator out of the way while using it. Roll your cursor over the top of the calculator until it turns to a hand shape. Click and drag the calculator, while holding down the mouse. You can move the calculator to anywhere within the 'content frame'.

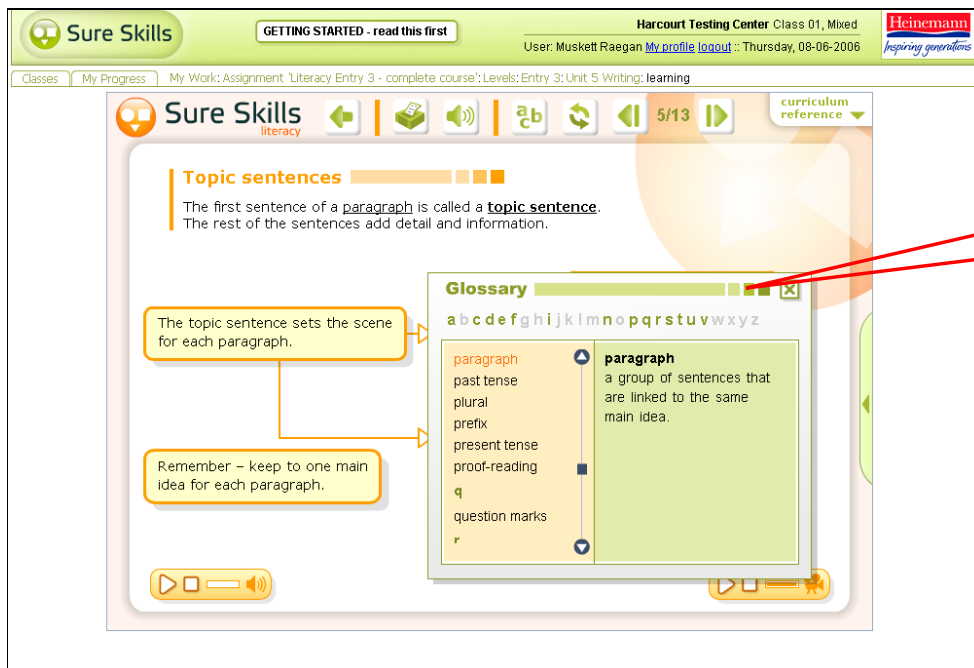


The screenshot shows the Sure Skills interface. At the top, there is a navigation bar with 'Sure Skills' and 'Harcourt Testing Center Class 01, Mixed'. Below this, there is a 'GETTING STARTED - read this first' link and user information for 'User: Muskett Raegan'. The main content area is titled 'Addition strategies' and contains the text: 'When we add numbers together it doesn't matter what order we add them up in. We can break up numbers to make additions easier. This is called partitioning.' Below the text is a math problem:
$$\begin{array}{r} 312 \\ + 547 \\ \hline \end{array}$$
 A calculator window is overlaid on the bottom right of the content area. The calculator has a display showing '0' and various buttons including C, CE, M+, M-, M%, M=, %, +/-, sqrt, 1/x, and a numeric keypad. A red callout box with a hand icon points to the top of the calculator window, with the text: 'Drag your cursor over this part of the calculator'.

Glossary

The glossary covers up the screen when I open it. How can I move it?

You can drag the glossary out of the way while using it. Roll your cursor over the top of the calculator until it turns to a hand shape. Click and drag the glossary, while holding down the mouse. You can move the glossary to anywhere within the 'content frame'.



Why are some words underlined?

If a word is underlined, it means that you can look up the meaning of the word in the glossary. Either click on the word on the 'abc' button to open the glossary.

Screen size

What screen size should I use?

You should set your screen resolution to 1024x768.

I can't see all the content, and have to scroll up and down.

Make sure your screen is set to 1024x768.

To maximise what you can see on screen without having to use the scroll bar, press the 'F11' key on your keyboard. Your toolbars will disappear in this mode. If you need to access other applications while you are using Sure Skills, press the 'F11' key again; your toolbars will reappear.

Setting work

How do I set work for learners?

For full details of setting work for learners, please see the Help files for Administrators and Teachers/Tutors.

I think I've set up everything, but my learners can't see anything. What's wrong?

Because you can choose which bits of a course to assign to learners, the default setting is for all parts of the course to be unchecked. Make sure that you have checked the parts of the course that you want to assign.

To do this, login in as a teacher, and choose the assignment under the 'My work' tab. Click on the 'Modify' button as shown below.

Sure Skills **GETTING STARTED - read this first** Harcourt Testing Center **Heinemann**
 User: Tea Jerry [My profile](#) [logout](#) :: Thursday, 08-06-2006 *Inspiring generations*

Classes | Tutor Resources | Class 01, Literacy: My Work: Literacy Entry 3 - complete course

My Work | Content | Students | Groups | Attendance records

Description Modify Remove

Name: Literacy Entry 3 - complete course
 Instruction:
 Uploading files: No
 Group: -
 Start date:
 End date: 30-12-2006

Content

- Sure Skills Literacy - Entry 3

Enter

Students

Nr	Student	Status	Mark	Delayed
15	Eight Stu	in-progress	-	no
16	Five Stu	in-progress	-	no
17	Four Stu	in-progress	-	no
11	Greaves, Melissa	in-progress	-	no
12	Hocking, Jackie	in-progress	-	no

Now click on the 'Modify' button in the *Content* section.

Sure Skills **GETTING STARTED - read this first** Harcourt Testing Center **Heinemann**
 User: Tea Jerry [My profile](#) [logout](#) :: Thursday, 08-06-2006 *Inspiring generations*

Classes | Tutor Resources | My Work: Literacy Entry 3 - complete course: Edit

My Work | Content | Students | Groups | Attendance records

Description Modify assignment

Name:
 Start date:
 End date:
 Description:
 Group: -

Content

File:
 Link:
 Courses: --Add course

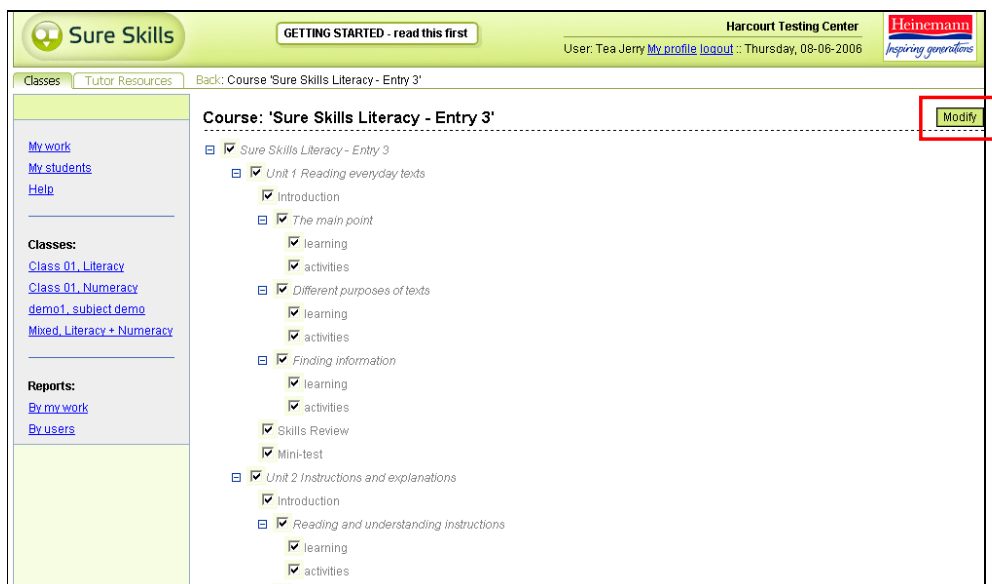
Name	Action
Sure Skills Literacy - Entry 3	<input type="checkbox"/> Modify remove

Students

<input type="checkbox"/>	Nr	Name
<input checked="" type="checkbox"/>	5	Null Stu

Select the parts of the course that you want to assign by checking the appropriate boxes. You can select everything in a course by checking the top box, or select individual units or parts of units.

When you have selected the parts of the course, click on the 'Modify' button. This will return you to the main assignment page.



System requirements

What is the minimum specification required to run Sure Skills?

Sure Skills is a media rich online resource, complete with audio, video, animations and an inbuilt management system. Your machines will need to meet the following specification to run the content:

- Processor: 900mhz Intel Pentium III
- OS: Windows 98SE, Windows 2000, Windows XP
- Memory: 256Mb
- Screen Resolution: 1024x768
- Colour Depth: 16 bit (high colour) or above
- Audio: sound Card (soundblaster equivalent)
- Graphics: Flash 7 and later, DirectX 9 compatible integrated video chip with 128Mb Ram, 64Mb DirectX 9 compatible standalone graphics card preferred
- Browsers: Windows 98SE and higher - IE6, Firefox 1.0.6
- Broadband Connection: 2 Mbps internet connection

← --- Formatted: Bullets and Numbering

Text size

Can I make the text bigger on screen?

You can use the 'Zoom Panel' to make the content of the screens bigger. To do this, click on the panel on the right hand side of the screen.

- To make the text bigger, click on the icon with the '+' sign. Clicking on it more than once will make it bigger still.
- To make the text smaller, click on the icon with the '-' sign. Clicking on it more than once will make it smaller.
- To return to the normal screen size, click on the icon with the 'x' sign.
- To move around the screen, use the arrows on the circle at the bottom.

Sure Skills GETTING STARTED - read this first Harcourt Testing Center Class 01, Mixed Heinemann
 User: Muskett Raegan My profile logout Thursday, 08-06-2006 inspiring generations

Classes My Progress My Work: Assignment 'Literacy Entry 3 - complete course': Levels: Entry 3: Unit 5 Writing: learning curriculum reference

Paragraphs – Main idea

Look at this leaflet. It is divided into four paragraphs and each paragraph covers one main idea.

Match the main ideas to the paragraphs. Drag the letters to the paragraphs.

- a Good disabled access
- b Refreshment facilities
- c Family activity day
- d New exhibition

Craftworks

- Craftworks is a brand new exhibition. It gives an introduction to craft from ancient times to the present day. Craftworks will attract people of all ages.
- On 26 February, Craftworks will be hosting a special activity day. The activity day is aimed at families with children under the age of ten. There will be opportunities to create bead necklaces, paint pictures and make bookmarks.
- There is easy access to the exhibition. Ramps are fitted to the main entrance and there are lifts between floors.
- Refreshments are available in our café on the ground floor. Hot and cold food is available all day. Bottle-warming facilities are also available.

Click on the arrow to reveal the zoom panel

Further support

Administrators:

For further help and support, please contact our Online Support Team at:

Email: online.enquiries@pearson.com

Tel: 01865 888 123

Fax: 01865 314 091

The following help files can be found on the Login page of the Sure Skills website:

- Getting Started for Administrators
- Getting Started for Tutors
- Getting Started for Learners

- Help for Administrators
- Help for Tutors
- Help for Learners

- Frequently asked questions
- Accessibility Options

Tutors

Please contact your Sure Skills Administrator in the first instance, if you have any problems accessing the Sure Skills website and content.

Learners

Please contact your Tutor if you have any problems accessing the Sure Skills website and content.

www.heinemanssureskills.co.uk

www.heinemanssureskills.com