

# Welcome to Sure Skills Getting Started for Tutors

[www.heinemansureskills.co.uk](http://www.heinemansureskills.co.uk)

[www.heinemansureskills.com](http://www.heinemansureskills.com)

Heinemann Sure Skills Literacy and Sure Skills Numeracy are two online courses aimed at supporting learners who want to improve their literacy and numeracy skills.

For learners, the courses provide:

- step-by-step learning, using relevant resources at the right level
- practice activities and mini-tests to build confidence
- the opportunity to work independently and at their own pace.

For tutors, Sure Skills provides

- a comprehensive bank of learning materials and activities, mapped to the Adult Core Curricula for Literacy and Numeracy
- the opportunity to build individual plans for each learner and manage different ability levels
- a simple management system for setting work and checking progress.

This guide gives brief details on the steps that you need to take so that you and your learners can start using Sure Skills.

Full details on the Tutor's role and the full functionality of the Sure Skills service can be found in the 'Help for Tutors' file. This can be accessed from the Log-in page under the 'Help' button.

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## 1. Your role

As a Tutor, you can:

- view and use the Sure Skills course content
- upload additional resources for learners to use
- create and modify learning plans for individuals and groups of learners

You are responsible for:

- creating assignments for learners
- tracking and monitoring learners' progress

In order to access Sure Skills, your Sure Skills College Administrator must first set up users, create classes and give them access to the courses that your college/organisation has subscribed to. Please check that this has been done.

Only Administrators can set up users and classes, so if you need to carry out these functions, please ask your College Administrator to set up two logins for you: a Teacher login and an Administrator login.

## 2. Before you begin

If you are using Internet Explorer, please ensure that "Show friendly HTTP error messages" does **not** have a tick beside it. You can check this by going to the internet browser navigation bar and selecting 'Tools > Internet Options>Advanced'.

## 3. Logging in

The first screen that you will see is the Log-in Screen:

The screenshot shows the Sure Skills log-in interface. At the top, there is a green header with the 'Sure Skills' logo on the left, the date 'Thursday, 01-06-2006' in the center, and the 'Heinemann Inspiring generations' logo on the right. The main content area is white and contains a login form with three input fields: 'College / Organisation ID:', 'User Name:', and 'Password:'. Below these fields is a green 'SUBMIT' button. In the center of the page is the 'Sure Skills' logo with the tagline 'Achieve your literacy and numeracy goals'. At the bottom of the page, there are three buttons: 'Quick Tour', 'Help', and 'Credits'. Three callout boxes provide additional information: 'Quick Tour' provides a high-level overview of features and benefits; 'Help' provides in-depth information on how to use the service; and 'Credits' provide information about contributors to the service. A copyright notice '© Harcourt Education Limited, 2006' is visible at the very bottom of the page.

**Figure 3: Log-in screen**

To log-in you will need to enter the College/Organisation ID, your Teacher User Name and Teacher's Password. You should get these from your Sure Skills College Administrator. Remember that your log-in details are case sensitive.

After logging in as a Tutor, you will see a page that contains 2 tabs: Classes and Tutor Resources.

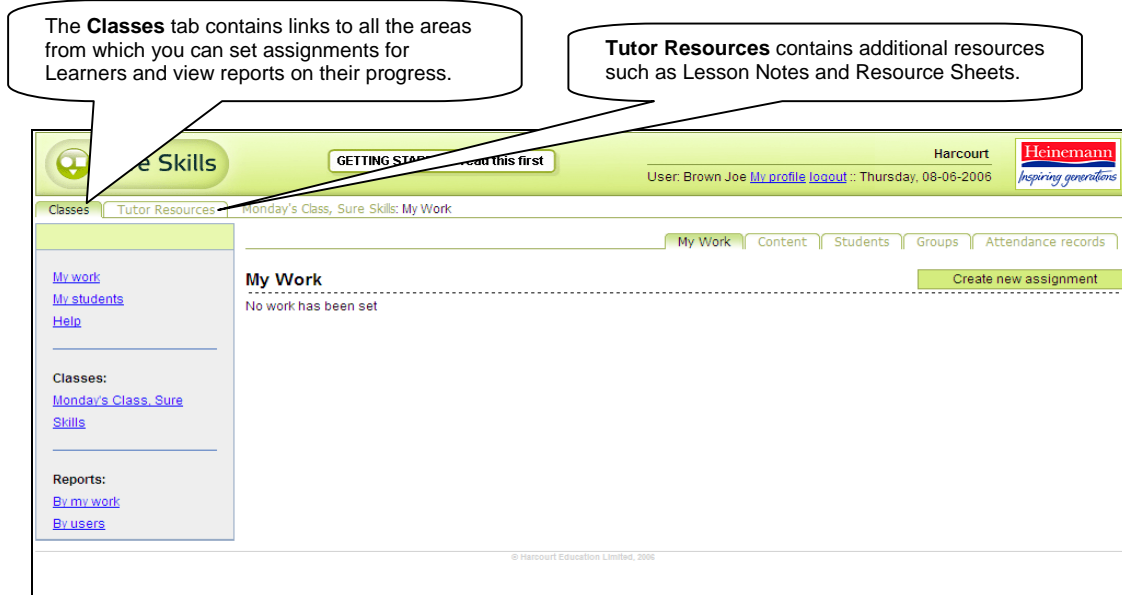


Figure 3a: Classes and Tutor Resources

## 4. Viewing Content

To view the Sure Skills content, click on the class name on the 'Classes' tab, and select the 'Content' tab on the right hand side of the screen.

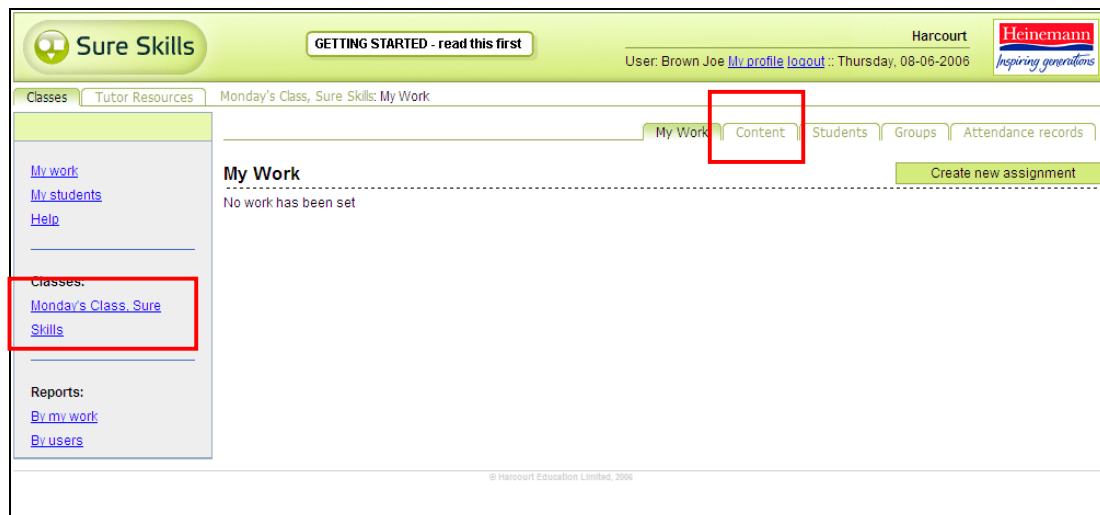


Figure 4: Viewing content

Click on the course hyperlink (in blue) to take you through to the course content.

The screenshot shows the 'Sure Skills' interface with the 'Content' tab selected. The 'Courses' table is as follows:

Name	Description
<a href="#">Sure Skills Literacy - Entry 3</a>	This is an online course for people working at or towards Entry Level 3 Literacy.
<a href="#">Sure Skills Numeracy - Entry 3</a>	This is an online course for people working at or towards Entry Level 3 Numeracy.

The 'Content' table below it is empty.

Figure 4a: Viewing content

The next few screens that you will see show the course menu structure. Click on the elements that you want to view.

The screenshot shows the 'Sure Skills literacy' menu. A red box highlights the 'Literacy - Entry 3' link. A callout bubble points to it with the text: 'This shows you the level and the subject.'

Figure 4b: Viewing content – sample level menu

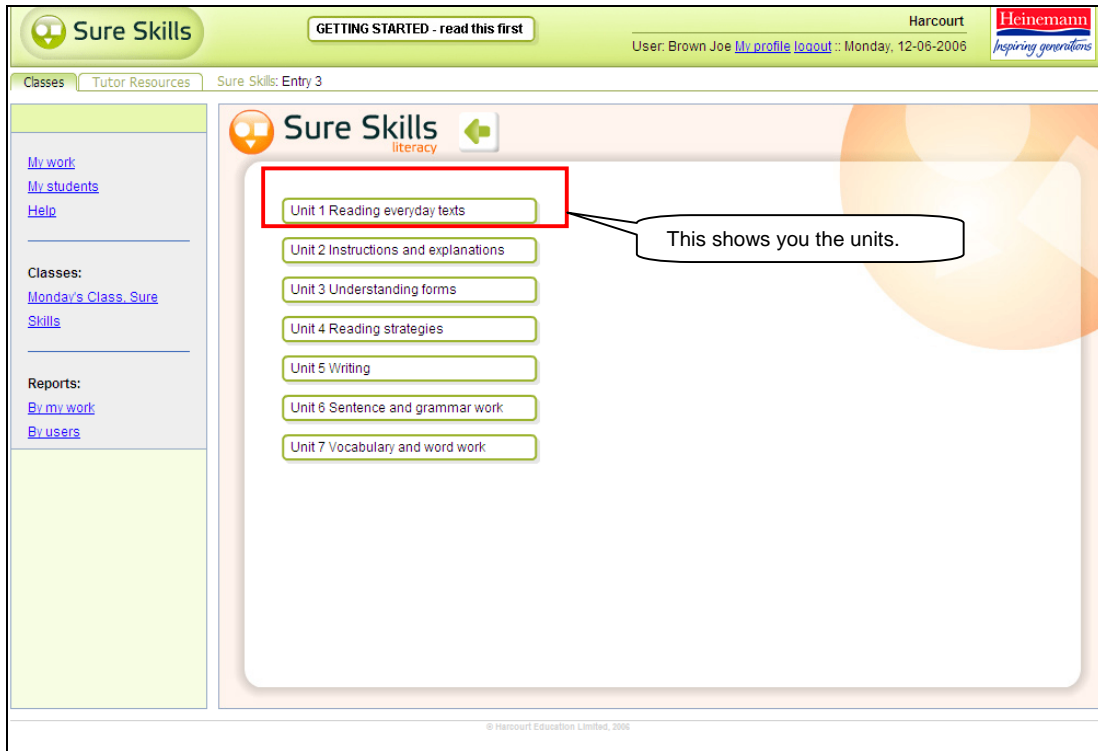


Figure 4c: Viewing content – sample main menu

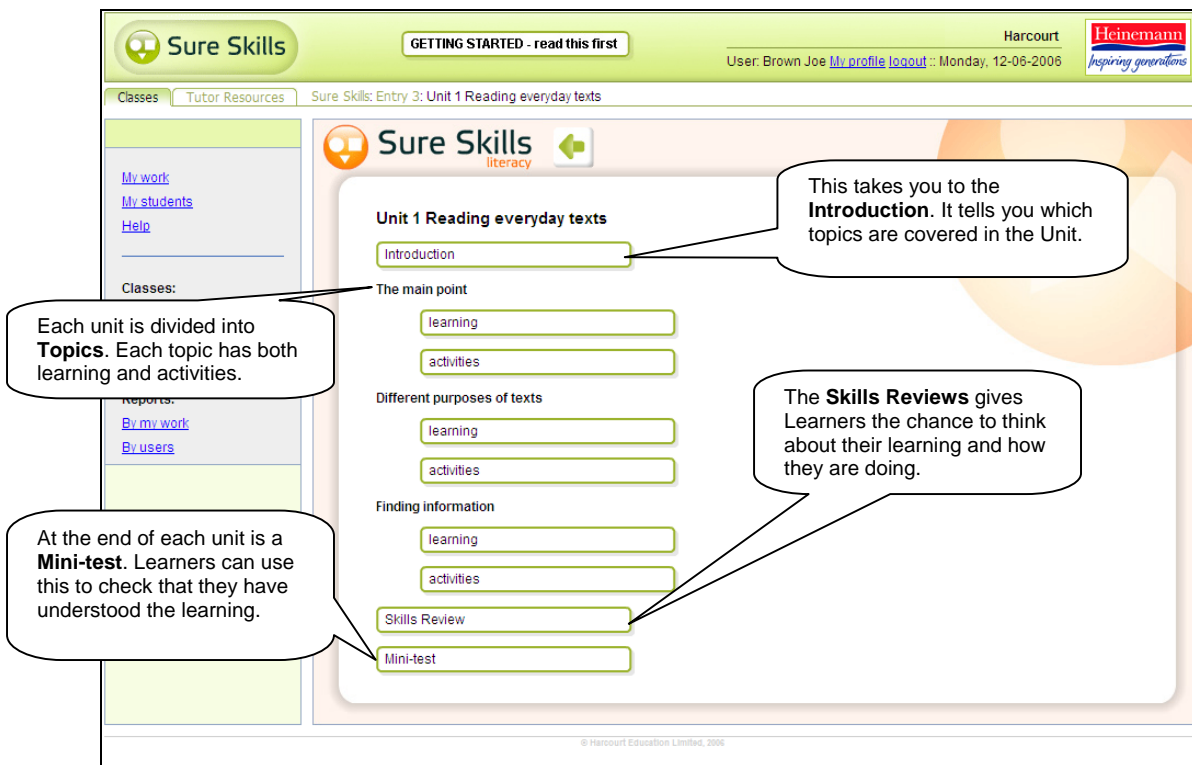


Figure 4d: Viewing content – sample main menu

Click through the screens to view the content.

## 4. Sure Skills content

The content is broken down into Literacy and Numeracy courses, each covering a particular Level (Entry Level 3, level 1 or Level 2), and is designed to help learners refresh or improve their knowledge and skills

The *Sure Skills Literacy* and *Sure Skills Numeracy* courses are mapped to the Adult Core Curricula for Literacy and Numeracy. Each course consists of between 4 and 7 Units at each level. The format of each unit is the same – there is an Introduction, followed by Topics covering specific Learning Objectives which are reinforced with Learner Activities. At the end of each Unit there is a Skills Review where the Learner can self-assess their progress, and a Mini-test.

The content pages look like this:

The screenshot shows a web page titled 'Sure Skills' with a breadcrumb trail at the top: 'Classes > Tutor Resources > Levels: Entry 3: Unit 1 Reading everyday texts: Introduction'. The page content includes a heading 'Reading everyday texts' and a paragraph: 'Every day we see lots of different sorts of text – for example, newspaper articles, bills, letters, road signs, emails and advertisements.' Below the text is an illustration of a man reading a newspaper on a train. The page features several interactive panels: a navigation bar with icons for back, print, audio, glossary, and page navigation; a curriculum reference dropdown; a zoom panel with magnifying glass icons; and audio/video control panels with play, stop, and re-play buttons. A flashing hand icon is visible at the bottom right of the content area.

The **Breadcrumb Trail** at the top of the screen provides information on which part of Sure Skills you are in. It also provides a quick way of navigating back to the Tutor pages.

The **Curriculum Reference** drop-down shows how each page maps to the adult core curriculum.

Use the **Navigation Controls** to move from screen to screen, control the audio (on/off), print pages and use the glossary. There is also a calculator for the Numeracy content.

Use the **Audio Control Panel** to play, stop and re-play the audio on screen.

The **Zoom Panel** lets you magnify the content pages.

Use the **Animation/Video Control Panel** to play, stop and re-play animations and videos.

As part of the learner paced environment, the **Flashing Hand** points users to the next action they are expected to undertake within the content page. Until they click on the flashing hand the page will remain static.

Figure 4: Sample content page from Literacy Entry 3

Click on the 'Classes' tab if you want to set up assignments after viewing the content. For further information on the Sure Skills content, please see the 'Help for Tutors' file.

## 5. Setting up assignments (My Work)

The steps below show you how to set up a basic assignment using Sure Skills content. You must set up an assignment for learners to be able to access the Sure Skills content. Before creating an assignment, please check that your Administrator has created accounts for all the Learner Users to whom you want to give the assignment.

For full details on uploading files and other resources, please see the 'Help for Tutors' file.

- **Step 1** – Select the 'Classes' tab.
- **Step 2** – Click on the Class for whom you want to set the assignment. This will bring up the 'My Work' page for that class.
- **Step 3** – Click on the 'Create new assignment' button.



**Figure 5: Creating an assignment**

This will open a new screen where you will input the details for the assignment.

- **Step 4** – Enter the name of the assignment in the 'Name' box.  
There are no rules regarding the naming convention for your assignment.
- **Step 5** – Enter the start date for the assignment in the Start date box.  
The date must be entered in the following format: dd-mm-yyyy, so to enter a start date of 9<sup>th</sup> May 2006, you would input 09-05-2006.
- **Step 6** – Enter the end date for the assignment in the End date box.  
The end date will always be pre-populated with the current date, but you can amend it to any date that you wish.  
The end date must be entered in the following format: dd-mm-yyyy, so to enter a start date of 9<sup>th</sup> June 2006, you would input 09-06-2006.
- **Step 7** – Enter the description for the assignment in the Description box.  
There are no rules regarding the description for your assignment. You may wish to include an instruction to the Learner here.

Having followed Steps 4 – 7 above, your assignment screen should look something like this:

The screenshot shows the 'Sure Skills' web application interface. The top navigation bar includes the 'Sure Skills' logo, a 'GETTING STARTED - read this first' button, and user information: 'User: Brown Joe | My profile | logout :: Sunday, 11-06-2006'. The main content area is titled 'Monday's Class, Sure Skills: My Work: New assignment'. A red box highlights the 'Description' section, which contains the following form fields:

- Name:** Literacy and Numeracy Assignment 1
- Start date:** 09-06-2006
- End date:** 16-06-2006
- Description:** This assignment covers both Literacy and Numeracy. It should take approximately two hours to complete. If you have any questions, please come and see me.

Below the description section are the 'Content' and 'Students' sections. The 'Content' section includes fields for File, Link, and Courses, each with an 'Add' button. The 'Students' section includes a 'User group' dropdown set to 'No user group' and a table of students:

<input type="checkbox"/>	Nr	Name
<input checked="" type="checkbox"/>	1	pupil pupil
<input checked="" type="checkbox"/>	2	Student 3
<input checked="" type="checkbox"/>	3	student 2 student 2

**Figure 5a: Creating an assignment**

- **Step 8** – Click the ‘Create assignment’ button on the right hand side of the page.

The screenshot shows the 'Sure Skills' interface for creating a new assignment. The page title is 'Monday's Class, Sure Skills: My Work: New assignment'. The 'Description' section contains the following text: 'This assignment covers both Literacy and Numeracy. It should take approximately two hours to complete. If you have any questions, please come and see me.' The 'Content' section has fields for File, Link, and Courses, each with an 'Add' button. The 'Students' section shows a table with two rows: 'pupil pupil' and 'Student 3', both with checked checkboxes. A red box highlights the 'Create assignment' and 'Cancel' buttons in the top right corner.

**Figure 5b: Creating an assignment**

The screen will refresh, and the ‘Create assignment’ button will say ‘Modify assignment’.

- **Step 9** – Now add the content of the assignment. Add Sure Skills Courses to your assignment by selecting the appropriate course from the drop-down list, and clicking the ‘Add’ button.

The screenshot shows the 'Sure Skills' interface for editing an existing assignment. The page title is 'My Work: Literacy and Numeracy Assignment 1: Edit'. The 'Description' section is the same as in Figure 5b. The 'Content' section now includes a 'Courses' dropdown menu with a red box around it. The dropdown menu is open, showing three options: 'Additional...', 'Sure Skills Literacy - Entry 3', and 'Sure Skills Numeracy - Entry 3'. Below the dropdown is a table with columns 'Name' and 'Action'. The 'Students' section shows a table with one row: 'pupil pupil' with a checked checkbox. A 'Set users' button is visible in the bottom right corner.

**Figure 5d: Adding Sure Skills course content**

The page will refresh, and the Course will be listed underneath the *Content* section.

- **Step 10** – Now decide whether you want to include a whole course or only part of it in your assignment. Click on the 'Modify' button to the right of the listed item.

The screenshot shows the 'Edit' screen for an assignment in the Sure Skills system. The page title is 'My Work: Literacy and Numeracy Assignment 1: Edit'. The 'Description' section contains the assignment name, start and end dates, and a description. The 'Content' section includes fields for File, Link, and Courses, followed by a table of content items. The 'Students' section shows a list of students.

Name	Action
Sure Skills Literacy - Entry 3	Modify Remove
Sure Skills Numeracy - Entry 3	Modify Remove
Additional Literacy Work for Monday's Class.doc	Remove
http://www.heinemansureskills.com	Remove

Nr	Name
1	nupil.nupil

Figure 5e: Choosing which parts of a course to assign

A new screen will appear within which you can select which part of the course you want to assign.

- **Step 11** – Choose which bits of the course you want to assign by checking the boxes. Now click on the 'Modify' button on the right hand side of the screen.

The screenshot shows the 'Course: Sure Skills Literacy - Entry 3' screen. The 'Course' section has a list of items with checkboxes. The 'Modify' button is highlighted in the top right corner.

Course	Action
<input checked="" type="checkbox"/> Sure Skills Literacy - Entry 3	Modify
<input checked="" type="checkbox"/> Unit 1 Reading everyday texts	
<input checked="" type="checkbox"/> Introduction	
<input checked="" type="checkbox"/> The main point	
<input checked="" type="checkbox"/> learning	
<input checked="" type="checkbox"/> activities	
<input checked="" type="checkbox"/> Different purposes of texts	
<input checked="" type="checkbox"/> learning	
<input checked="" type="checkbox"/> activities	
<input checked="" type="checkbox"/> Finding information	
<input checked="" type="checkbox"/> learning	
<input checked="" type="checkbox"/> activities	
<input checked="" type="checkbox"/> Skills Review	
<input checked="" type="checkbox"/> Mini-test	

Figure 4e: Assigning the whole course

You will be returned to the main assignment screen.

- **Step 11** – Now select the learners by checking the box. By default all Learners in the class will automatically be pre-selected (pre-checked). Click 'Set users'.

The screenshot shows the 'My Work' page for an assignment. The 'Description' section contains the following information:

- Name: Literacy and Numeracy Assignment 1
- Start date: 09-06-2006
- End date: 16-06-2006
- Description: This assignment covers both Literacy and Numeracy. It should take approximately two hours to complete. If you have any questions, please come and see me.

The 'Content' section includes fields for File, Link, and Courses, each with an 'Add' button. Below this is a table of content items:

Name	Action
<a href="#">Sure Skills Literacy - Entry 3</a>	<a href="#">Modify</a> <a href="#">Remove</a>
<a href="#">Sure Skills Numeracy - Entry 3</a>	<a href="#">Modify</a> <a href="#">Remove</a>
<a href="#">Additional Literacy Work for Monday's Class.doc</a>	<a href="#">Remove</a>
<a href="http://www.heinemannsurekills.com">http://www.heinemannsurekills.com</a>	<a href="#">Remove</a>

The 'Students' section shows a list of learners with checkboxes. The 'Set users' button is highlighted with a red box.

<input type="checkbox"/>	Nr	Name
<input checked="" type="checkbox"/>	1	pupil pupil
<input checked="" type="checkbox"/>	2	Student 3
<input checked="" type="checkbox"/>	3	student 2 student 2

Figure 5f: Assigning learners

Click on the 'My Work' tab at the top of the page, or on the Class Name on the left hand menu and you will be taken to the 'My Work' page for this class. You will see that your assignment has been added to the list of work for that class.

The screenshot shows the 'My Work' page for the class 'Monday's Class, Sure Skills: My Work'. The 'My Work' section contains a table of assignments:

Name	Start date	End date	To evaluate	In progress	Marked	Delayed
<a href="#">Literacy and Numeracy Assionment 1</a>	09-06-2006	16-06-2006	0	3	0	0
<a href="#">Monday's Class - Assignment 1</a>	08-06-2006	08-06-2007	1	2	0	0
<a href="#">Monday's Class - Assignment 2</a>	08-06-2006	08-06-2007	1	2	0	0

Figure 5j: Checking the assignment

To check the details of the assignment, click on the blue underlined assignment hyperlink. You will be taken to a page which shows all the details of the assignment. This is the same view that the Learner has when they log in and click through to an assignment.

If you click on the 'Enter' button under *Content*, you can go through into the course content.

The screenshot shows the 'Sure Skills' web interface. At the top, there is a navigation bar with 'Sure Skills' logo, a 'GETTING STARTED - read this first' button, and user information: 'Harcourt', 'User: Brown Joe', 'My profile', 'logout', and 'Monday, 12-06-2006'. The 'Heinemann' logo is also present with the tagline 'Inspiring generations'.

The main content area is titled 'Monday's Class, Sure Skills: My Work: Literacy and Numeracy Assignment 1'. It features a sidebar on the left with links for 'My work', 'My students', 'Help', 'Classes', 'Reports', and 'Users'. The main content is divided into sections: 'Description', 'Content', 'Resources', and 'Students'.

The 'Description' section includes:
 

- Name: Literacy and Numeracy Assignment 1
- Instruction: This assignment covers both Literacy and Numeracy. It should take approximately two hours to complete. If you have any questions, please come and see me.
- Uploading files: No
- Group: -
- Start date: 09-06-2006
- End date: 16-06-2006

The 'Content' section contains two bullet points:
 

- Sure Skills Literacy - Entry 3
- Sure Skills Numeracy - Entry 3

 Below these is a red-bordered button with a green play icon and the text 'Enter'.

The 'Resources' section includes two links:
 

- [Additional Literacy Work for Monday's Class.doc](#)
- <http://www.heinemansureskills.com>

The 'Students' section contains a table with the following data:

Nr	Student	Status	Mark	Delayed
1	<a href="#">pupil pupil</a>	in-progress	-	no
2	<a href="#">Student 3</a>	in-progress	-	no
3	<a href="#">student 2 student 2</a>	in-progress	-	no

At the bottom of the page, there is a small copyright notice: '© Harcourt Education Limited, 2006'.

**Figure 5k: Checking the assignment**

For full details of how to modify and delete assignments, please refer to the 'Help for Tutors' file, where you will also find details of marking assignments (optional).

## 6. Progress Reports

You can view your Learner's progress through their assignments on an on-going basis.

- By my work –allows you to compare the progress of multiple Learners.
- By users – allows you to view a single Learner's progress.

### 6.1 Viewing Reports 'By my Work'

On the 'Classes' Tab click on 'By My Work' within the Reports section.

Select the assignment that you wish to check progress on by clicking the 'View' hyperlink. This will take you through to the Progress Record for that assignment.

The screenshot shows the 'Sure Skills' interface. At the top, there's a navigation bar with 'GETTING STARTED - read this first', 'Harcourt', and 'Heinemann' logos. Below that, the user is identified as 'User: Brown Joe'. The main content area is titled 'My work' and contains a table with the following data:

Work	Class	Start date	End date	Group	To evaluate	View by users
Literacy and Numeracy Assignment 1	Monday's Class, Sure Skills	09-06-2006	16-06-2006	-	0	<a href="#">View</a>
Monday's Class - Assignment 1	Monday's Class, Sure Skills	08-06-2006	08-06-2007	-	1	<a href="#">View</a>
Monday's Class - Assignment 2	Monday's Class, Sure Skills	08-06-2006	08-06-2007	-	1	<a href="#">View</a>

On the left-hand side, there is a navigation menu with 'Reports:' and 'By my work' highlighted with a red box.

Figure 6.1 Viewing Reports

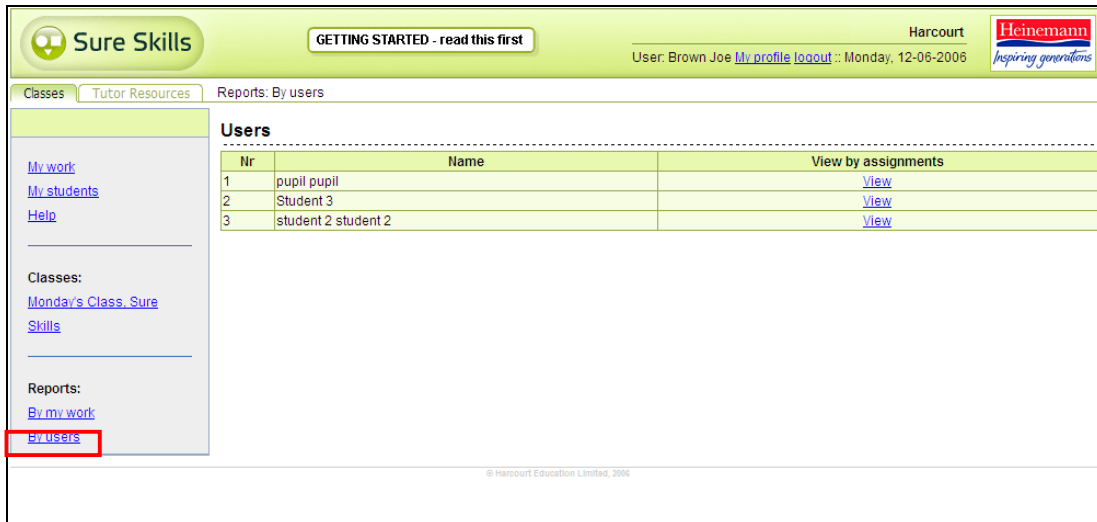
The screenshot shows the 'Progress Record' page. At the top, it says 'Reports: By my work: Monday's Class - Assignment 1'. There are checkboxes for 'Introduction', 'Topics-learning', 'Topics-activities', 'Skills Review', and 'Mini-test', all of which are checked. A 'Print Progress Record' button is visible. Below this is a 'Key' section with symbols for 'not yet started', 'in progress', and 'complete'. The main table is titled 'Sure Skills Literacy - Entry 3' and has columns for 'Unit', 'pupil pupil', 'Student 3', and 'student 2 student 2'. The table contains progress data for various units and activities. Callouts provide additional information:

- Key:** The key shows you what the symbols mean. You can only print the Skills Review.
- Print:** Click here to print the record.
- Set:** Check the boxes and press 'Set' to see different bits of the record.
- Score:** The activities and the mini-tests shows your score.
- Comparison:** Side by side columns allows you to compare multiple Learners' progress.

Figure 6.1a: Viewing Reports

## 6.2. Viewing Reports 'By users'

On the 'Classes' Tab click on 'By users' within the Reports section.  
This will display a list of all the Learners within your classes.

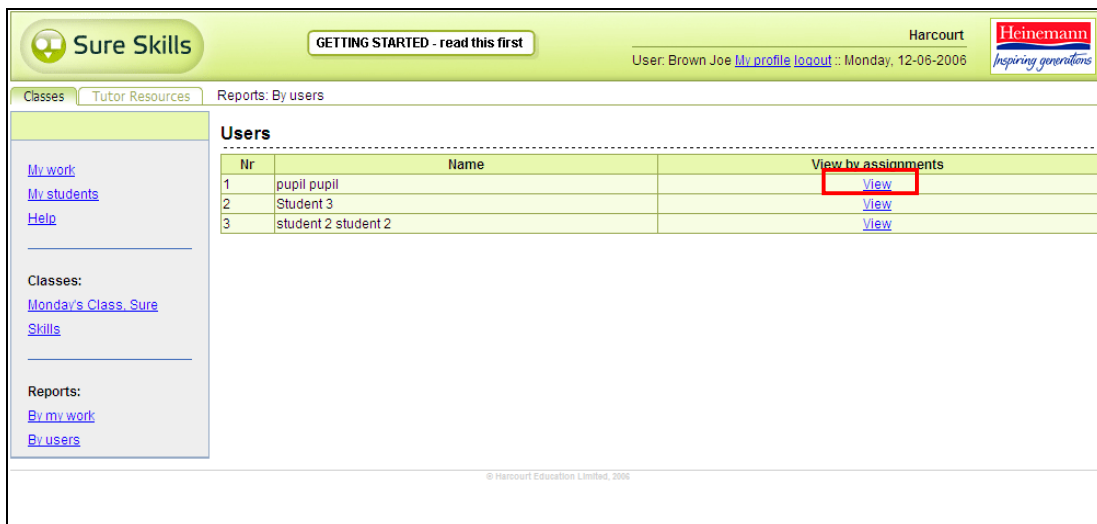


The screenshot shows the Sure Skills interface. At the top, there is a navigation bar with the Sure Skills logo, a 'GETTING STARTED - read this first' button, and user information: 'User: Brown Joe [My profile](#) [logout](#) :: Monday, 12-06-2006'. The main content area is divided into a left sidebar and a main table. The sidebar contains links for 'My work', 'My students', 'Help', 'Classes: Monday's Class, Sure Skills', and 'Reports: By my work', with 'By users' highlighted in a red box. The main table, titled 'Users', has columns for 'Nr', 'Name', and 'View by assignments'. The table contains three rows of data, each with a 'View' hyperlink in the 'View by assignments' column.

Nr	Name	View by assignments
1	pupil pupil	<a href="#">View</a>
2	Student 3	<a href="#">View</a>
3	student 2 student 2	<a href="#">View</a>

Figure 6.2: Viewing Reports

Select the Learner whose progress you want to view by clicking on the 'View' hyperlink.



This screenshot is identical to the previous one, but the 'View' hyperlink in the 'View by assignments' column of the first row (Nr 1) is highlighted with a red box.

Nr	Name	View by assignments
1	pupil pupil	<a href="#">View</a>
2	Student 3	<a href="#">View</a>
3	student 2 student 2	<a href="#">View</a>

Figure 6.2a: Viewing Reports

This will take you to a screen showing a list of that Learner's assignments. Select the assignment which you wish to view the learner's progress on by clicking on the 'View' hyperlink.

**Sure Skills** GETTING STARTED - read this first Harcourt Heinemann  
 User: Brown Joe [My profile](#) [logout](#) :: Monday, 12-06-2006  
 Inspiring generations

Classes Tutor Resources Reports: By users: pupil pupil

**Assignments**

Name	End date	Submitted	Delayed	View by assignment
Literacy and Numeracy Assignment 1	16-06-2006	No	No	<a href="#">View</a>
Monday's Class - Assignment 1	08-06-2007	Yes	No	<a href="#">View</a>
Monday's Class - Assignment 2	08-06-2007	Yes	No	<a href="#">View</a>

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Figure 6.2b Viewing Reports

This will take you to a screen showing that Learner's progress through that particular assignment.

**Sure Skills** GETTING STARTED - read this first Harcourt Heinemann  
 User: Brown Joe [My profile](#) [logout](#) :: Monday, 12-06-2006  
 Inspiring generations

Classes Tutor Resources Reports: By users: pupil pupil: Monday's Class - Assignment 1

**Progress Record** Print Progress Record

Choose data to view:  Introduction  Topics-learning  Topics-activities  Skills Review  Mini-test

Key  not yet started  in progress  complete

**Sure Skills Literacy - Entry 3**

Unit	pupil pupil
<b>Unit 1 Reading everyday texts</b>	
Introduction	<input type="radio"/>
<b>The main point</b>	
learning	<input type="radio"/>
activities	<input checked="" type="radio"/> 5/6
<b>Different purposes of texts</b>	
learning	<input type="radio"/>
activities	<input type="radio"/> 0/4
<b>Finding information</b>	
learning	<input type="radio"/>
activities	<input type="radio"/> 0/3
<b>Skills Review</b>	<input type="radio"/>
<b>Mini-test</b>	<input type="radio"/> 0/15
<b>Unit 2 Instructions and explanations</b>	

Figure 6.2c Viewing Reports

## 7. Tutor Resources

Each Sure Skills course has lesson notes and resource sheets.

These are automatically assigned to the class tutor at the same time as the rest of the course content is made available. However you need to create an assignment using the Sure Skills content before you can use them.

The screenshot displays the 'Sure Skills' Tutor Resources interface. The top navigation bar includes the 'Sure Skills' logo, a 'GETTING STARTED - read this first' button, and user information: 'User: Brown Joe My profile logout :: Monday, 12-06-2006'. The page is titled 'Tutor Resources' and shows a 'Literacy' section with a hierarchical list of resources. A callout box on the right side of the page contains the text: 'Scroll down the page to access the Numeracy Tutor Resources if your college / organisation has purchased Sure Skills Numeracy.'

Figure 7: Tutor Resources

## **8. Further support**

For further help and support, please contact your Sure Skills Administrator in the first instance.

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

[www.heinemansureskills.co.uk](http://www.heinemansureskills.co.uk)

[www.heinemansureskills.com](http://www.heinemansureskills.com)