

NCUK Learning and Assessment Platform

Requirements Guide for Students

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VERSION

<i>Release Date</i>	<i>Version No.</i>	<i>Summary of Main Changes</i>	<i>Owner</i>
September 2021	V1.4	Published in new NCUK Academic Handbook design template. No changes to content.	NCUK Head of Quality Assurance

GLOSSARY

The NCUK Academic Handbook includes a glossary to explain words and terms that are used by NCUK, but which may be unfamiliar to those working with us.

1 INTRODUCTION

The NCUK learning and assessment platform is an internet-based application that you will use to complete your NCUK coursework, tests, and exams. This guide provides the minimum computer and internet requirements for you to access and use the platform, whether you are learning in your Study Centre or remotely e.g., at home.

Your Study Centre will help you to check that the IT equipment and internet service you have access to meets the minimum requirements.

Your Study Centre will schedule at least one practice test to simulate (recreate) exam conditions. This practice test will provide a “live” check to ensure all IT equipment is set up correctly and that the internet service meets the minimum requirements needed to complete exams. It will also allow you to practice using the platform under exam conditions.

NCUK will publish past assessments so that you have further opportunities to practice using the platform.

REMOTE TESTS AND EXAMS

If your Study Centre has informed you that you will take your exams remotely (e.g. at home or another suitable location), you **must** read and follow the additional instructions that are provided in the Appendix of this document. Your Study Centre will help you with this.

IT SUPPORT

To obtain information and help regarding technical problems that may arise when using the NCUK assessment platform, please visit www.ncuk.ac.uk/it-support.

Important: On the day of an NCUK test or exam

- If you experience a technical problem you must inform your Study Centre (not the NCUK IT Support team). Your Study Centre will tell you who to contact and how to do this.
- Your Study Centre will report the problem to NCUK, so that we can ensure that you are not disadvantaged by the technical problem.

2 COMPUTER HARDWARE REQUIREMENTS

To use the NCUK learning and assessment platform, your computer or laptop must meet the **minimum** hardware requirements detailed in the table below.

Processor	Intel Core i5 or equivalent
Memory	8Gb RAM (16Gb is highly recommended)
Storage	20Gb of available storage
Network Adaptor	Wired network connection with internet access is preferred to WiFi
Monitor	<p>Size:</p> <ul style="list-style-type: none"> • 19.5" wide screen or larger monitor • 15" laptop screen for optimum experience. For laptops, a 13" screen is the minimum screen size <p>Resolution:</p> <p>The resolution should be set to a minimum of 1024×768 (1280×1024 or higher will provide an optimum experience)</p>
Sound	<p>Soundcard, microphone and headphones</p> <p><i>A headset with microphone/headphones is highly recommended in classrooms and shared exam locations.</i></p>
Video	Webcam
Other equipment	Mouse and Keyboard

3 COMPUTER OPERATING SYSTEM

For the best experience, it is recommended that a computer or laptop with Microsoft Windows 10 is used. However, a computer or laptop that meets the minimum operating systems below is compatible and supported.

- Microsoft Windows: Version 10
- Macintosh (iOS): Version 10.x

Other operating systems, and older versions of the below listed operating systems, are not supported.

4 INTERNET BROWSERS

It is *extremely important* that only supported browsers are used so that all materials, assessments, and course content/tools display properly and to avoid other errors.

Only the following web browser versions should be used when accessing the NCUK learning and assessment platform and in all cases, it is recommended that the very latest edition is used:

- Google Chrome: Version 12 and above
- Mozilla Firefox: Version 52 and above

No other web browsers, including Microsoft Internet Explorer and Opera, are compatible with the NCUK learning and assessment platform.

Please use the following links to obtain the latest edition of the browser you will use with the NCUK assessment platform:

- Microsoft Windows Operating System
 - Google Chrome: [Click here to download](#)
 - Firefox: [Click here to download](#)
- Apple MacOS
 - Firefox: [Click here to download](#)
 - Google Chrome: [Click here to download](#)

5 SOFTWARE AND SECURITY

The following software and security applications should be installed on your computer or laptop:

- Microsoft Office 2016 or above
- Adobe PDF reader updated to the latest version. *Please note that other PDF readers may not be supported*
- An up-to-date anti-virus product

6 INTERNET CONNECTION

To use the NCUK assessment platform remotely (e.g. at home), you will need a minimum average internet speed of:

- 2Mbps download
- 750 kbps upload.

Please note that a hard-wired ethernet connection may be better than WiFi. A wired connection will be more stable: this is particularly important in an exam.

Your Study Centre will provide instructions on how to check the speed of your internet connection.

The web addresses below should be added to the list of trusted websites in your chosen browser. The instructions to do this are available on the Internet: search for the name of the browser + adding a trusted domain.

- <https://www.welcome2ncuk.com>
- <https://ncuk.itslearning.com>
- <https://mettl.com>

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