



ContentProducer Item Checker and PA Guidance

June 2021

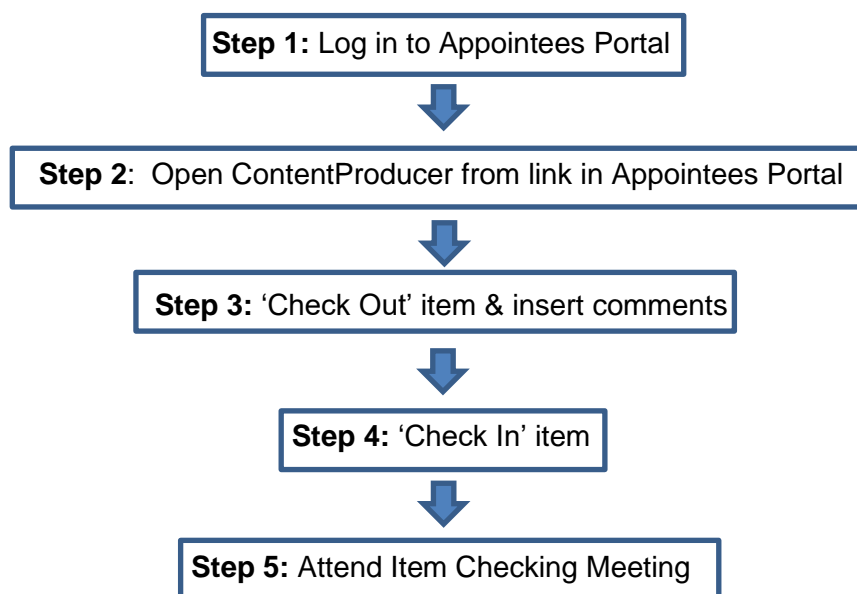
Contents

Item Checking Overview	3
1. Getting Started	4
2. Log in – Appointees Portal	5
3. ContentProducer – Homepage	6
4. Folders and Filters	7
5. Check Out an Item to Add Comments	9
5.1 Checking Large Files (e.g. Audio) attached to an Item	12
6. Check In an Item	15
7. Items Referred to the Principal Assessor	16
8. Exit ContentProducer	18
9. Item Checking Meeting	19
10. Year View Function (for PA's)	20
11. Troubleshooting	21

Item Checking Overview

Item Checkers will add comments to items online using ContentProducer. Items and associated comments will be displayed on-screen during an Item Checking meeting and items will be amended electronically (if required) during the meeting.

An overview of the Item Checking process is detailed below:



Note: You are not required to check the content of any source/copyright forms.

Key Contacts

Activity	Contact	Telephone/e-mail
Appointee Portal access and log in		app.portal@sqa.org.uk 0345 213 6831
Using ContentProducer		das.helpdesk@sqa.org.uk
Subject-specific queries	Principal Assessor	
General support & advice	Qualifications Manager Qualifications Officer	

1. Getting Started

Please ensure that your computer meets the following specification to run ContentProducer:

HDD Storage	1GB of free space
Operating system	Operating system should be either: <ul style="list-style-type: none">• Windows 7• Windows 8• Windows 8.1• Windows 10
.NET	Microsoft .NET Framework 2.0 (Service Pack 2) to Microsoft .NET Framework 4.0
Microsoft Word version	Microsoft Word 2007 Microsoft Word 2010 Microsoft Word 2013 Microsoft Word 2016
Internet Browser	Microsoft Edge
Connectivity	Broadband
Screen resolution	1280 by 1024

An Apple computer with a MAC operating system must meet the specification above, **and must have a Microsoft Windows environment for ContentProducer to run.** This means that the operating system must have:

- a licensed/legal copy of Microsoft Windows 7 (or later) installed
- an Intel CPU (in order to run Microsoft Windows)
- Microsoft Word 2007 or later installed onto the Microsoft Windows environment

The simplest way of installing Microsoft Windows on a MAC is to use a product like VirtualBox. This is a free application (downloadable from www.virtualbox.org) which allows you to create a virtual drive on your MAC which will allow Windows to be installed within the MAC operating system as if it was on a separate PC.

If you would prefer to start Windows when booting up the computer then you should use Boot Camp as provided by Apple. Instructions on installing and setting this up can be accessed from <https://www.apple.com/uk/support/>

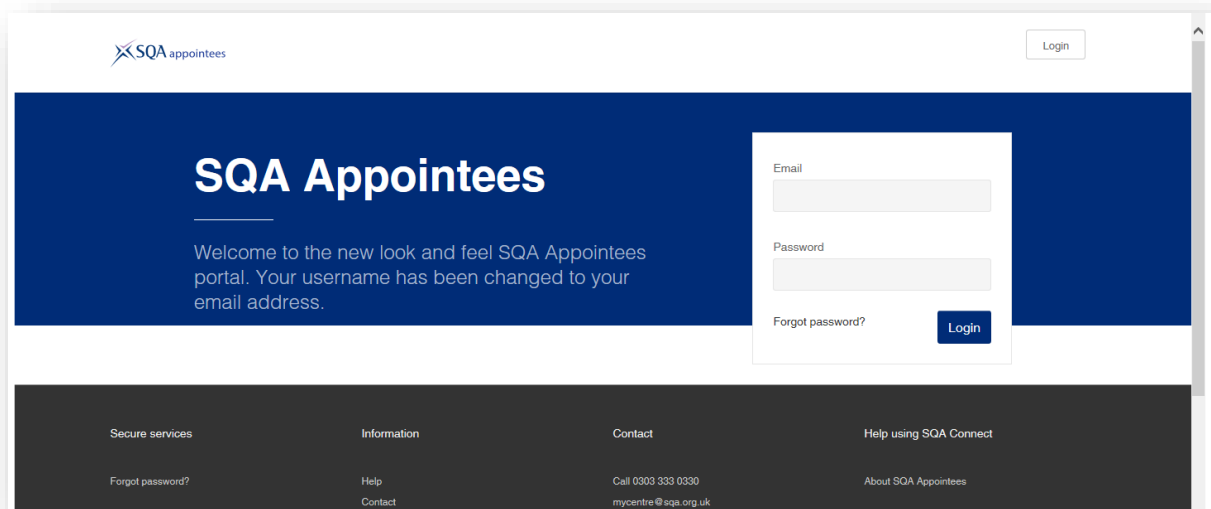
2. Log In – Appointees Portal

The Appointees Portal is a secure online portal that allows you to view and maintain your personal details and is also where you will access ContentProducer.

To access the Appointees Portal please use the url below:

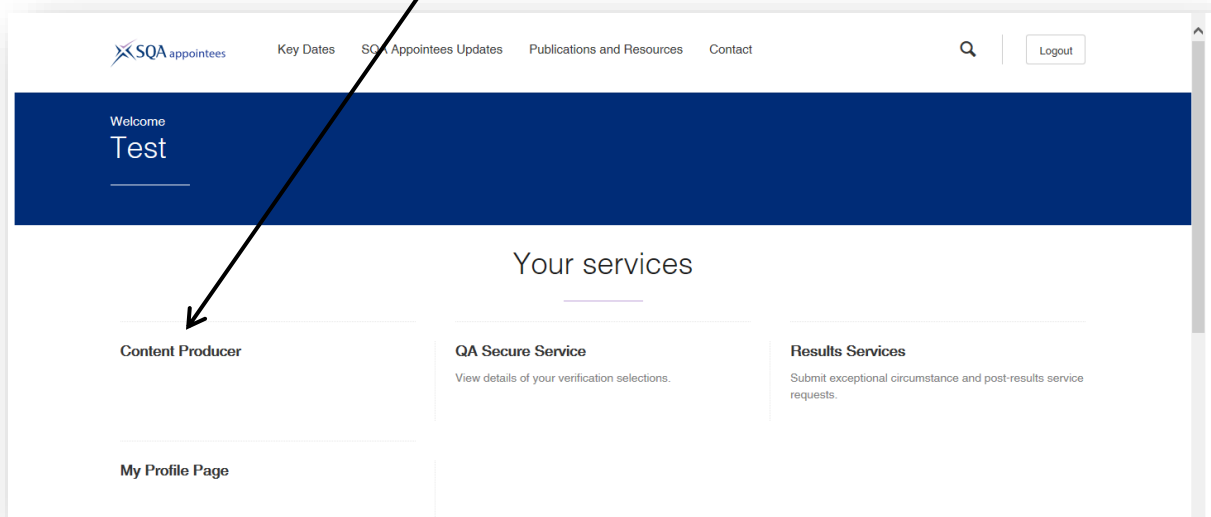
<https://appointees.sqa.org.uk>

- ▶ Enter your email address and password and click Login:



The screenshot shows the SQA Appointees login page. At the top left is the SQA Appointees logo. In the top right corner, there is a 'Login' button. The main heading is 'SQA Appointees' in large white text on a dark blue background. Below the heading, a welcome message reads: 'Welcome to the new look and feel SQA Appointees portal. Your username has been changed to your email address.' To the right of this message is a login form with fields for 'Email' and 'Password', a 'Forgot password?' link, and a 'Login' button. At the bottom of the page, there is a dark grey footer with several links: 'Secure services', 'Information', 'Contact', 'Help using SQA Connect', 'Forgot password?', 'Help Contact', 'Call 0303 333 0330 mycentre@sqa.org.uk', and 'About SQA Appointees'.

- ▶ Click on the link to 'Content Producer' to open the ContentProducer homepage:

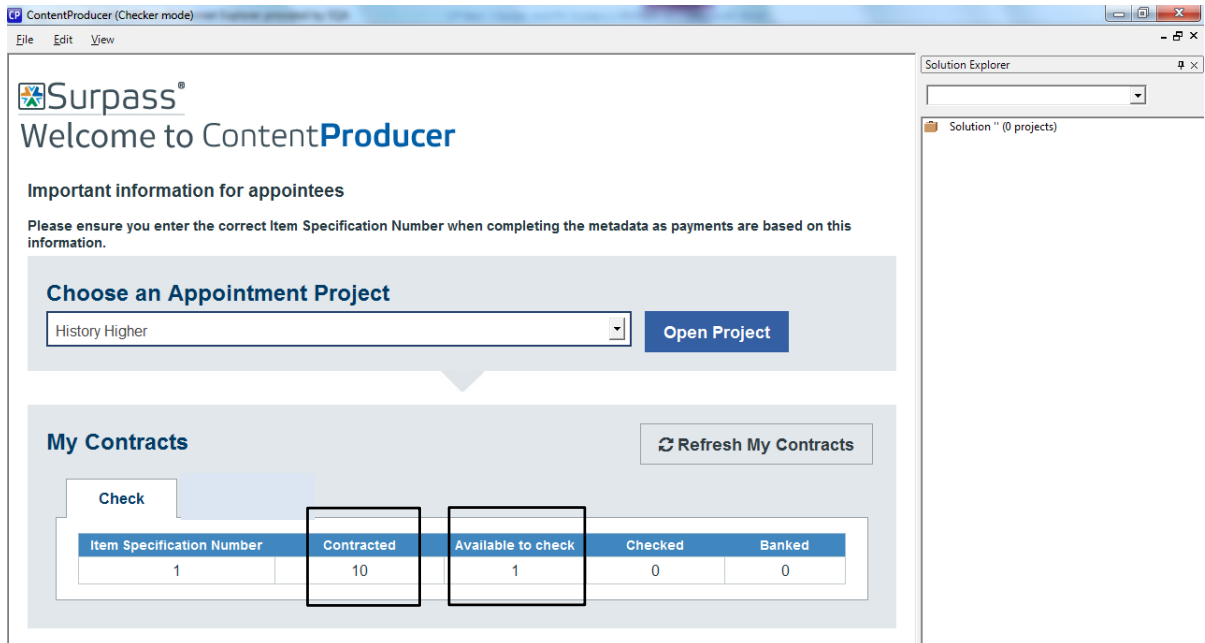


The screenshot shows the SQA Appointees dashboard. At the top left is the SQA Appointees logo. The top navigation bar includes links for 'Key Dates', 'SQA Appointees Updates', 'Publications and Resources', and 'Contact'. In the top right corner, there is a search icon and a 'Logout' button. The main heading is 'Welcome Test' in white text on a dark blue background. Below this, the heading 'Your services' is centered. Underneath, there are three service cards: 'Content Producer', 'QA Secure Service' (with a sub-link 'View details of your verification selections.'), and 'Results Services' (with a sub-link 'Submit exceptional circumstance and post-results service requests.'). At the bottom left, there is a link for 'My Profile Page'. A black arrow points from the 'Content Producer' link in the top navigation bar to the 'Content Producer' service card.

Note: the first time you click on this link you will be asked to install the ContentProducer application.

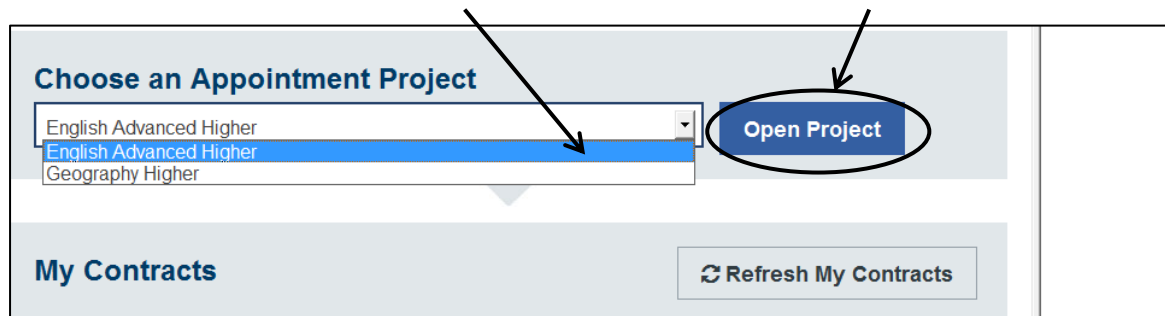
3. ContentProducer – Homepage

Your homepage will look like this:

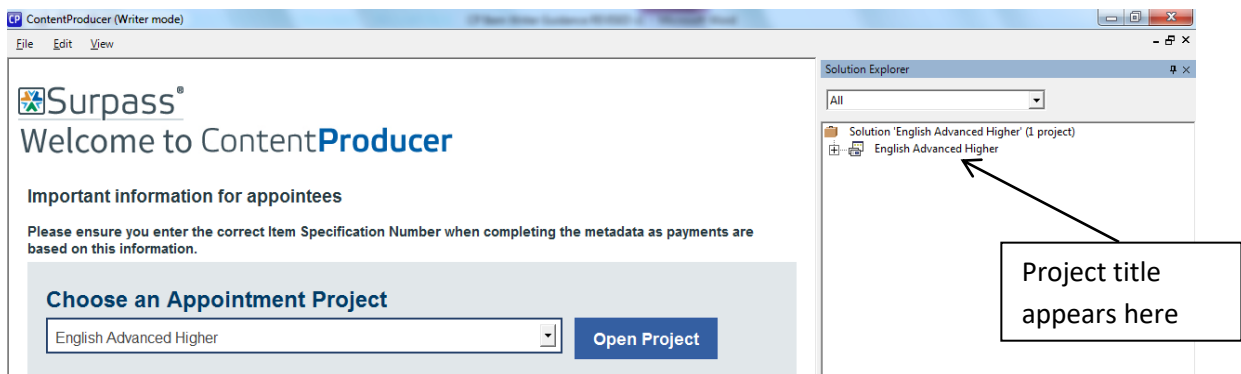


Your My Contracts table shows how many of each item you have been contracted to check, and how many are available for you to check.

- ▶ Select your project from the drop down menu and click Open Project

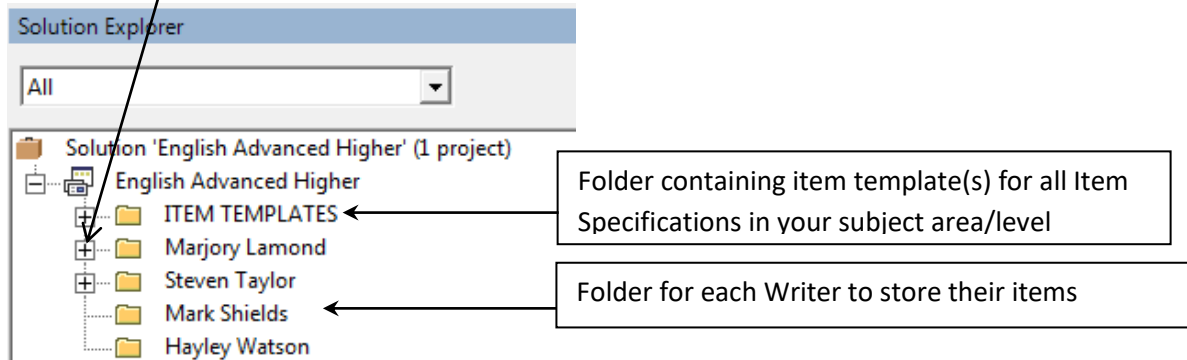


You will see the project title appear on the right hand side, in the view known as Solution Explorer:

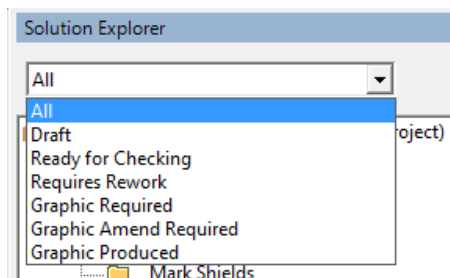


4. Folders and Filters

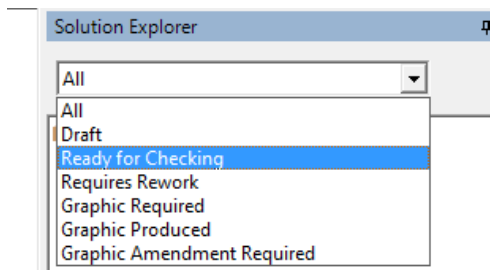
► Click on '+' and '-' to expand or collapse any folder:



You can also view items using the **filters**:



As a Checker, you should filter on **Ready for Checking** to view the items you have been contracted to check:



The number of items returned by the filter will match the number in the **Available to Check** column of your My Contracts table:

The screenshot shows the Surpass ContentProducer interface. The 'My Contracts' table is as follows:

Item Specification Number	Contracted	Available to check	Checked	Banked
1	10	1	0	0

The 'Available to check' value of 1 is circled in the screenshot. A callout box below it says 'Showing 1 item available to check'. To the right, the Solution Explorer window shows a filter set to 'Ready for Checking', and a callout box below it says '1 item returned when filter is on Ready for Checking'. The Solution Explorer also shows a tree view with 'Item 1.1 HW' circled.

Item names should be based on the Item Specification Number and the Item Writer's initials.

For example, if an Item Writer is writing 2 x Item Spec 3, the unique names for each item will be:

Item 3.1 **JH** ← Initials

Item 3.2 JH

5. 'Check Out' an Item to Add Comments

ContentProducer is based on the principle of 'checking in and out' items. If an item is 'checked in' it means it is available to be edited/reviewed. If an item is 'checked out' it means that someone is working on it. An item can only be 'checked out' by one person at a time.

If an item has a red stop sign beside it, this means that it cannot be checked out by you to add comments (as another Appointee is working on it).

Note: If you double-click on an item, instead of 'checking it out', you will open a READ ONLY VERSION of the item and any changes you make to it will NOT be saved. It is therefore important to ALWAYS Check Out an item that you are working on.

► To begin working on an item, right click on it and select Check Out.

Surpass®
welcome to ContentProducer

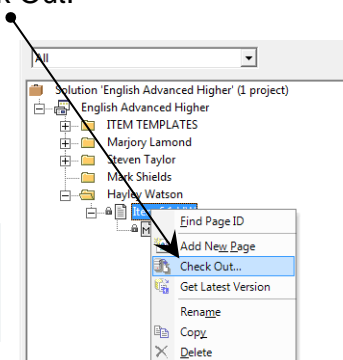
Important information for appointees

Please ensure you enter the correct Item Specification Number when completing the metadata as payments are based on this information.

Choose an Appointment Project

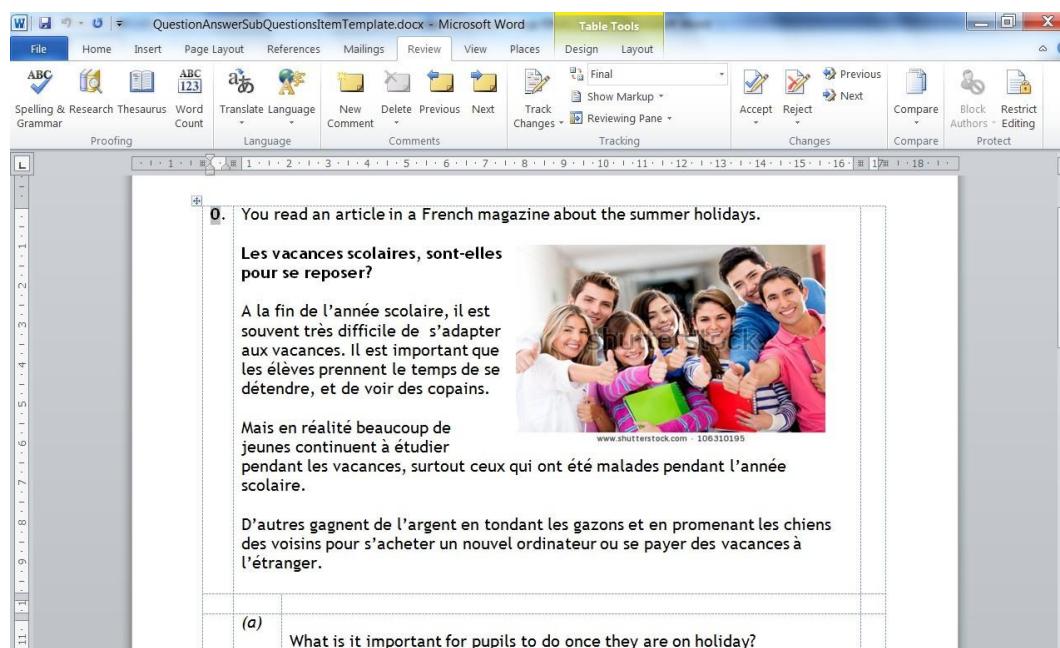
English Advanced Higher

Open Project



Word will automatically open on your computer displaying the item and the marking scheme (if applicable) ready for you to start checking. For example:

Item



Marking scheme

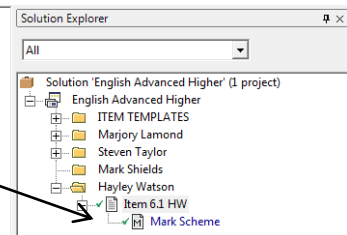
0.	(a)	<p>Nature:</p> <ul style="list-style-type: none"> Is the blueprint we inherit from our biological parents Genes inherited from our parents Examples could be eye colour, hair, etc <p>Nurture:</p> <ul style="list-style-type: none"> Process of how we learn in society Experiences we have Values passed down <p>Nurture can influence nature as the way you are brought up affects the use an individual makes of their inherited ability. For example, a person with Down's Syndrome who is brought up with positive parenting will feel accepted and develop positively.</p> <p>Any other appropriate answer.</p> <p><i>(1 mark for each nature, 1 mark for each nurture, 2 marks for influence)</i></p>	4	
	(b)	To have an understanding of what influences individual development and behaviour which will then enable them to	3	

Note: When an item and marking scheme (if applicable) are checked out by you, a green tick will appear beside them:

Surpass®
welcome to ContentProducer

portant information for appointees

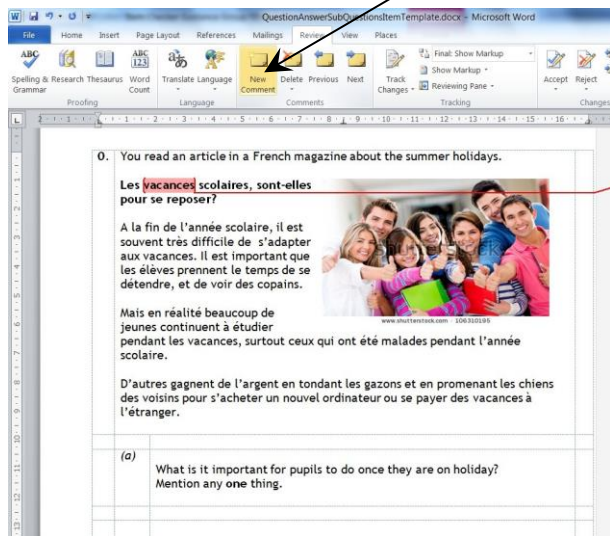
ase ensure you enter the correct Item Specification Number when completing the metadata as payments are based on this rmination.



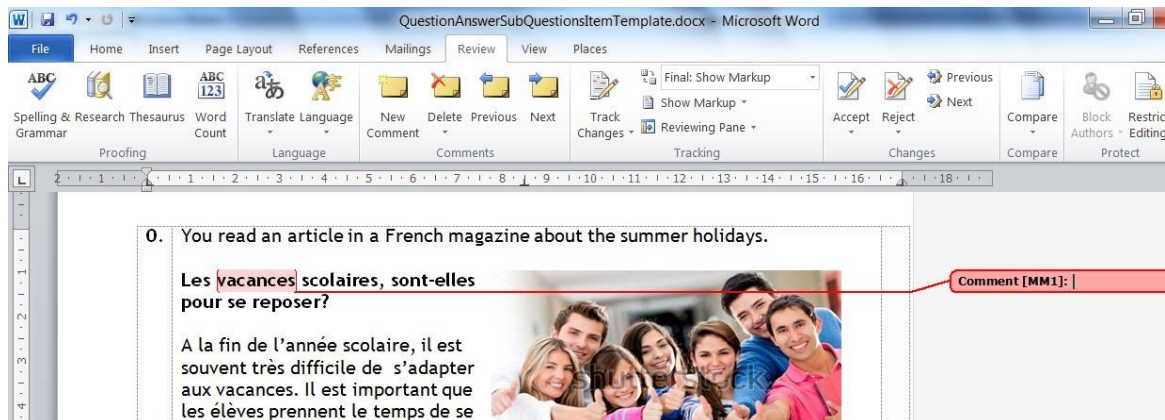
► To insert a comment on either the item or the marking scheme, click on the point in the document where you wish to add the comment then:

Word 2010 & 2007

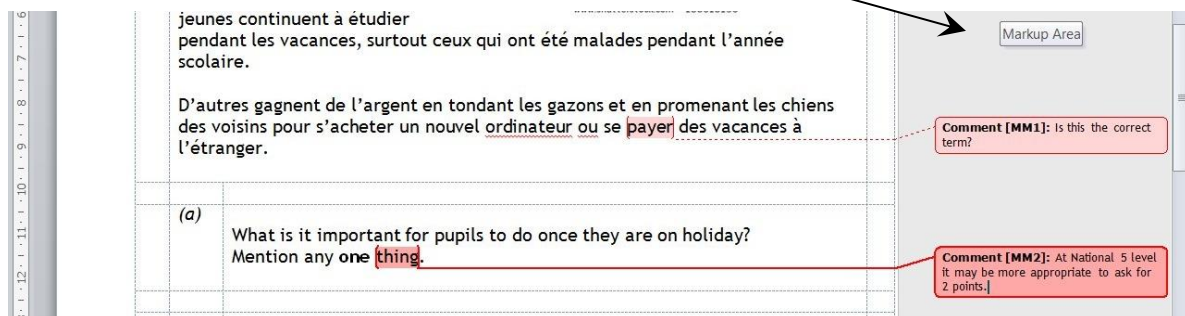
Select Review – New Comment:



► Type in your comment:



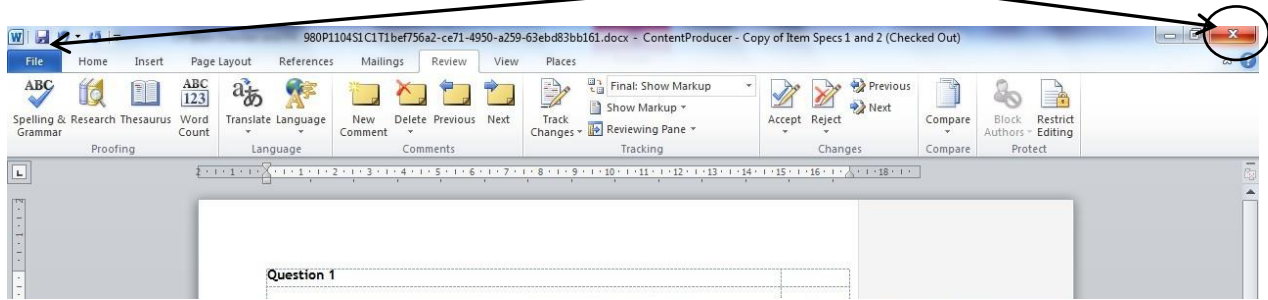
All comments will appear in the Markup Area. You will see your own comments in this area as well as any other comments that have been added:



You **must not** delete or amend any item content or any other Checker's comments.

When you have finished adding comments to an item and marking scheme:

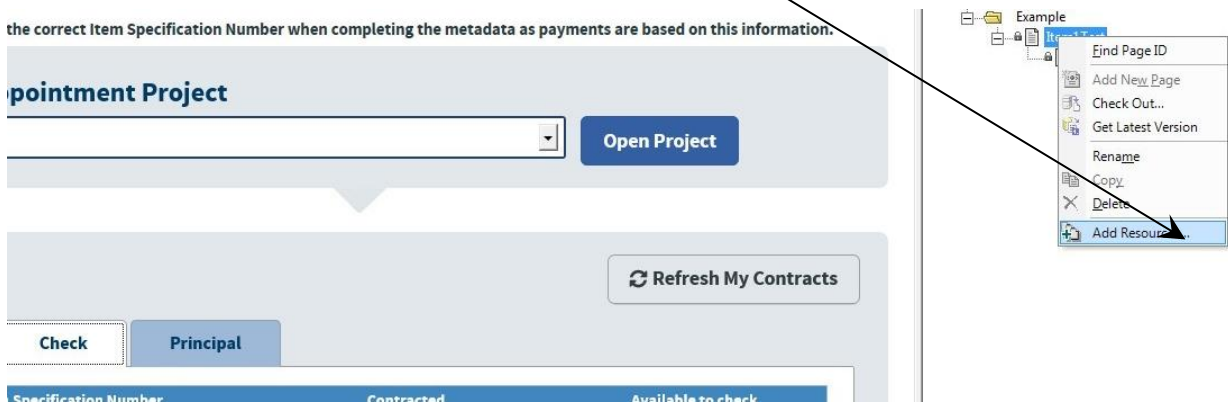
- ▶ Select File → Save (or click on the Save icon) and then click on the Close icon:



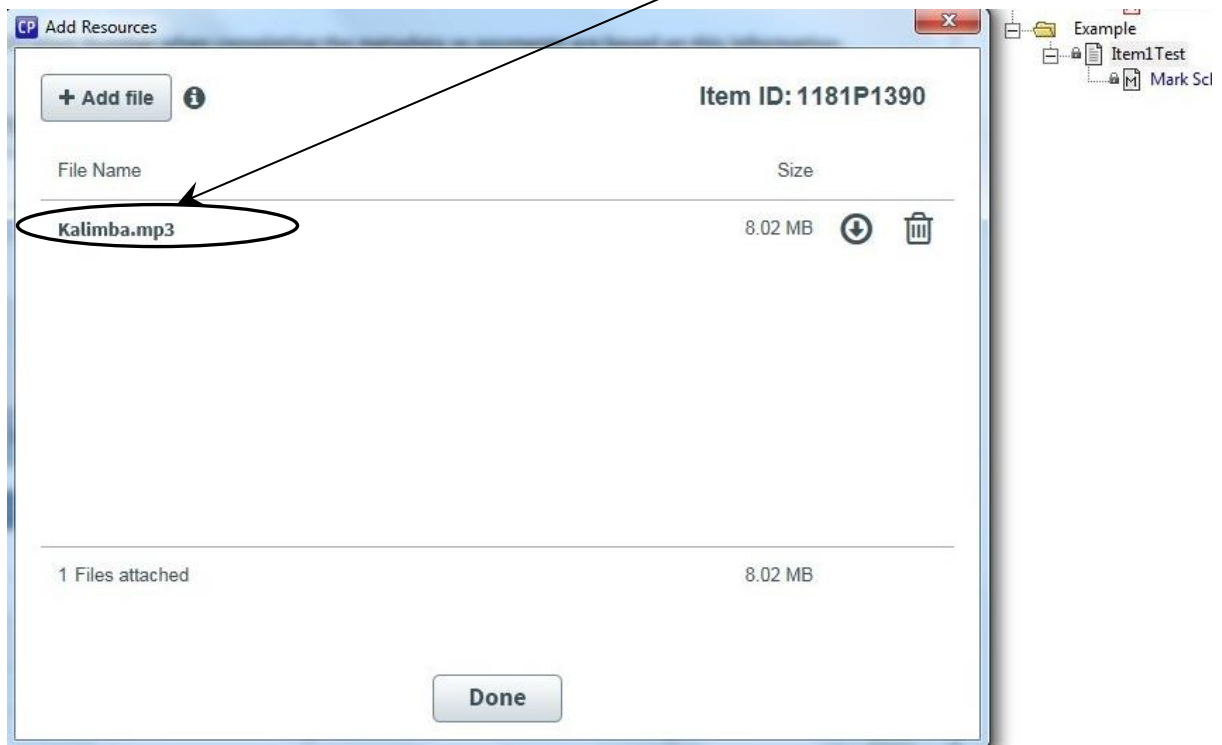
5.1 Checking large files (e.g. audio) attached to an Item


- ▶ Right-click on the item name and select Add Resources

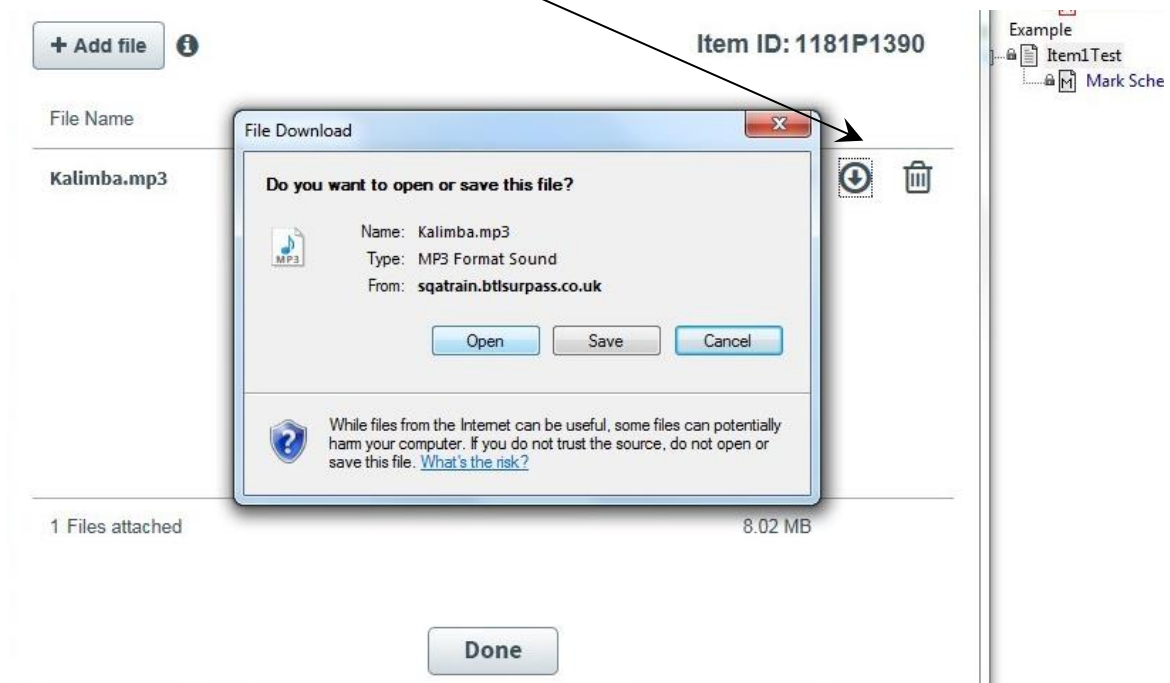
the correct Item Specification Number when completing the metadata as payments are based on this information.



The Add Resources window will open, showing any files which have been added:



To access the files use the  file download button and then click on open to access the file:





► Click Done

NOTE – Any comments about the audio should be made on the item itself in the usual way (see page 11).

Alternatively, material sourced from other packages (such as Excel or Adobe Reader) may have been inserted as an object *within* the item. You will be able to double click on an icon within the item to access such material.

General Item Checking Guidance

1. You must initially cross-check each item against the appropriate Item Specification to ensure the Item Writer has covered the required content area, number of marks etc.
2. Your subject-specialist check must also involve reviewing the suitability of items in terms of validity, accessibility, reliability, degree of difficulty, and equality and inclusion. See **Guidance for Producing and Quality Assuring Items, Question Papers and Marking Instructions and Item Writer and Checker Checklist** (available in the Appointees Portal).
3. Marks should be entered where appropriate in the right-hand column.
4. Graphics, graphs and tables should be appropriately placed and of the correct size and quality.
5. It is useful in some subject areas to check if there are any large files attached to an item you are checking. You can do this by right clicking on an item and selecting Add Resources (see pages 12-14 for more info).

6. 'Check In' an Item

When you have finished checking an item, i.e. you have added comments against the question(s) and marking scheme, you must 'check in' the item. Before you 'check in', make sure you have saved all Word documents and closed Word.

If you do not 'check in' the item, the item will become locked and unavailable to others.

► Right click on the item and select Check In:

ion for appointees

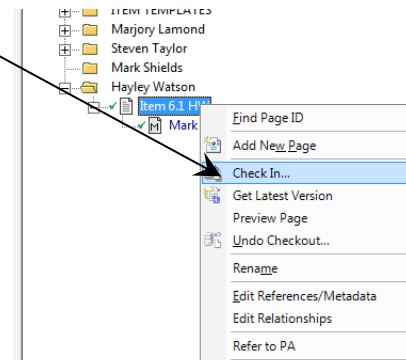
the correct Item Specification Number when completing the metadata as payments are based on

Appointment Project

gher

Open Project

Refresh My Contracts



You will be presented with the following screen:

A screenshot of a 'Check-In' dialog box. The dialog has a title bar 'Check-In' and a close button. It contains the following elements:

- Workflow: Ready for Check (dropdown)
- Item Specification: 1 (dropdown)
- I confirm that this item is suitable for use in a future Question Paper.
- Comments: A large text area for entering comments.
- Item History: A table with the following data:

Author	Time / Date	Comment	Workflow Status	Changed References
Writer	27/09/2013 15:12:53		Ready for Check	ItemSpec: 1

At the bottom of the dialog are 'OK' and 'Cancel' buttons.

► Click OK

The item and marking scheme (if applicable) are now checked in.

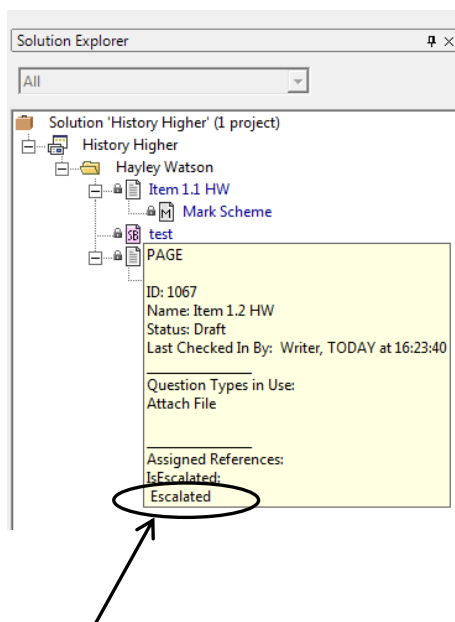
7. Items Referred to the Principal Assessor

Item Writers can refer items to the Principal Assessor (PA) during the item writing stages. Item Writers are advised to do this (by exception) if they require guidance/advice on the specific content/context of an item.

The PA will receive an e-mail each time an item has been referred.

The e-mail will contain the item name and the Writer initials (e.g. Item 3.1 HW), which can be used to locate the item in the appropriate Writer folder.

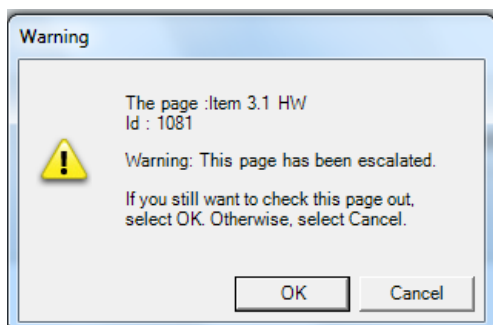
The PA can check that they have identified the correct item, by using the cursor to 'hover over' an item. This will display information in a yellow box:



If 'Escalated' appears, this means that the item has been referred to the PA.

- ▶ Check Out the item (see page 9) to view the content

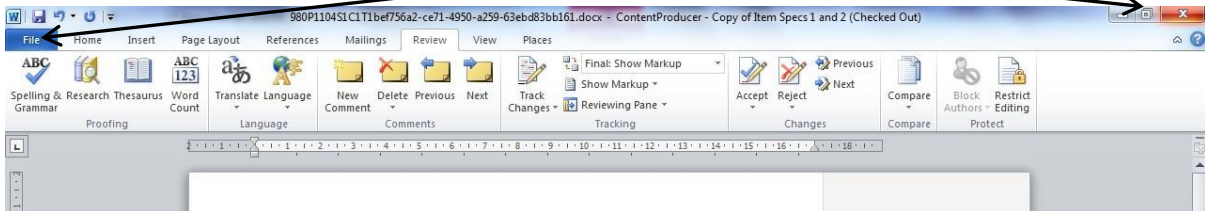
You will see this message:



- ▶ Click OK – Word will open automatically displaying the item and marking scheme.

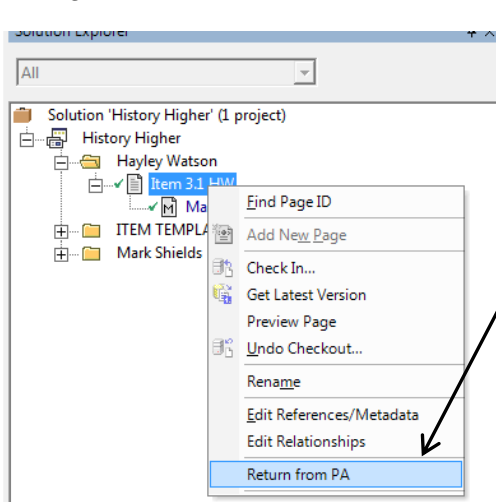
Queries from the Item Writer will appear as comments on the item or marking scheme. The PA should respond to queries by inserting their own comments on the item or marking scheme (see page 11).

- ▶ Save the item (File → Save or click the Save icon) and Close Word

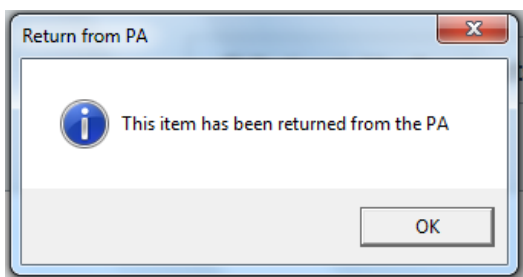


- ▶ If the item has a marking scheme, save and close the marking scheme

- ▶ Right click on the item and select **Return from PA:**



You will see this message:



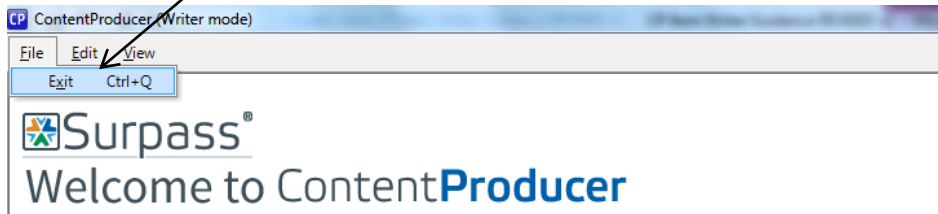
- ▶ Click OK
- ▶ Right click on the item and select Check In (see page 15)

When you 'check in' the item, the Writer will receive an e-mail informing them that the item is now available for them to 'check out'.

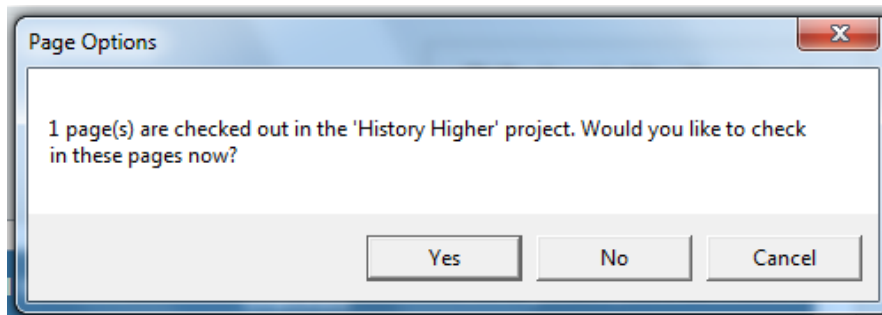
8. Exit ContentProducer

Before exiting ContentProducer you should ensure that you have 'checked in' any items you have been working on.

- ▶ Select File → Exit:



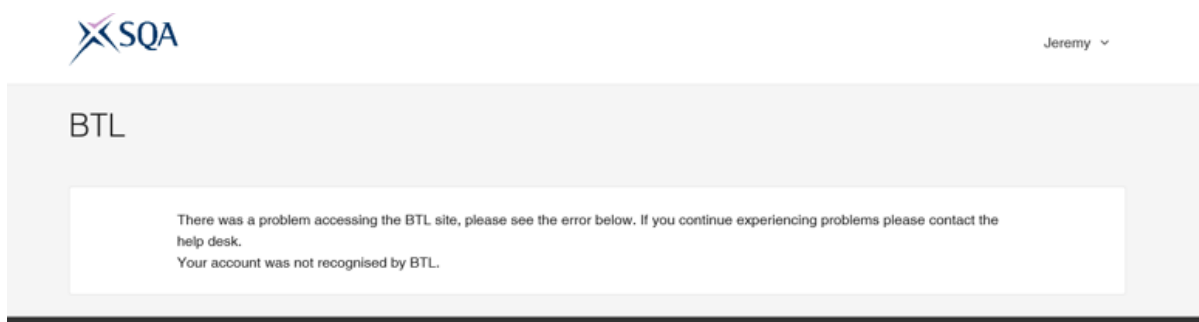
If you have not 'checked in' an item you will receive a message similar to the example below:



- ▶ Click Yes, your items will be automatically checked in, and ContentProducer will close.

Once you have exited CP, you must log out of the Appointees Portal.

If you do not log out of the Appointees Portal you will see the following message when you next try to access CP:



This means that ContentProducer thinks that your account is still in use. In order to resolve this issue, make sure you log out of the Appointees portal and then log back in.

9. Item Checking Meeting

You will be invited to attend an Item Checking meeting to discuss items and agree any changes required. Items and comments will be displayed on-screen during the meeting.

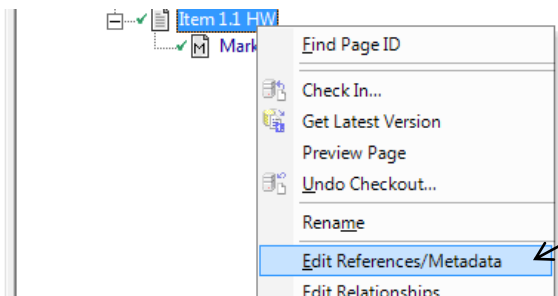
During the Item Checking meeting, the Principal Assessor will:

- Lead discussions on items and ensure agreement is reached on any changes required
- Ensure, where possible, changes to items are made on-screen during the Item Checking meeting
- Ensure comments are removed from items (by right clicking on the comment and selecting Delete Comment)
- Add/check any item reference data (see below)
- Bank items

In cases where the changes required to an item are extensive or new/revised graphics are required, the PA will ensure that clear instructions are inserted into the item for the Writer so the Writer is able to address these points out-with the meeting. In such cases, the item will be 'checked in' at 'Requires Rework' and once the Writer has addressed the relevant points, the item will become available to Checkers to re-check (Checkers will need to revisit the steps on page 14).

Adding/Checking Item Reference Data

- ▶ Right click on the item (while it is checked out) and select Edit References/Metadata:



The following screen will appear:

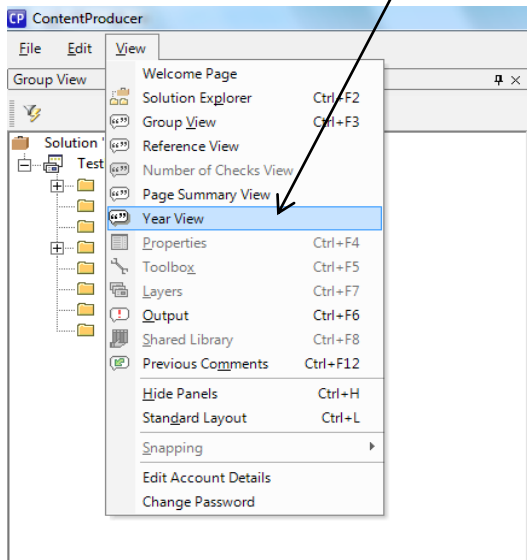
Name	Value	Type	Mandatory
IsEscalated		List	No
ItemSpec	1	Text	No
MarkedMetadata		Special	No
Question Type		List	No
Section		List	No
TotalMark		List	No
YearItemUsed		Integer	No

- ▶ complete the relevant fields, click OK, and proceed to check in the item.

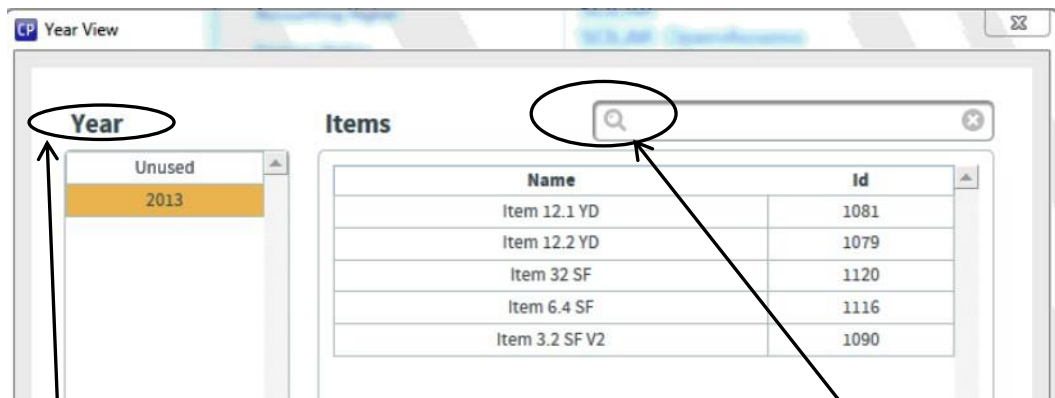
10. Year View Function

The Year View panel allows Principal Assessors to see in which years items from a project have been used in a question paper.

- ▶ Select View and 'Year View'.



This will open up a window displaying a list of years, along with an 'Unused' category in order to filter by items that have not yet been used:



- ▶ Select an alternative year, or years, by clicking on the year(s) in the list on the left of the panel, the 'Items' list will then update accordingly.

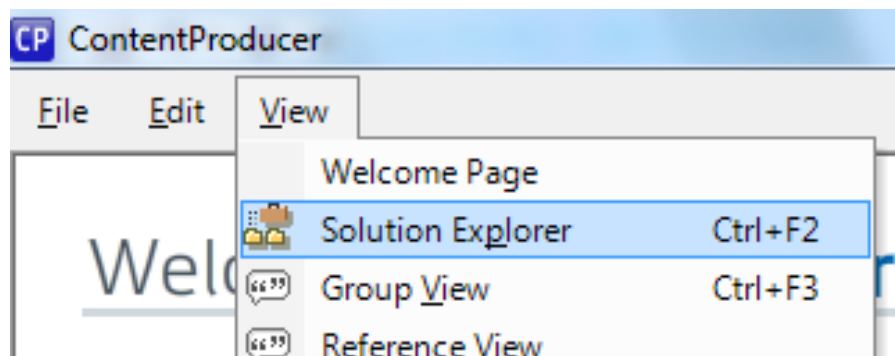
- ▶ To de-select a year, simply click on it again to remove the selection.

The right of the screen lists items that have been used in the selected year(s), by item name and reference number. PAs can search for a specific item by using the search field at the top of the Year View panel to search by item name/number.

11. Troubleshooting

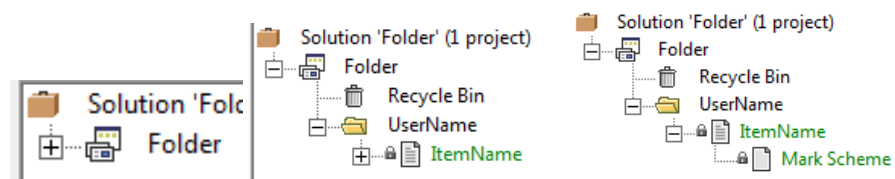
Problem 1: My project is not opening / I cannot see Solution Explorer on the right hand side

Solution: Go to the View menu (top left) and from the list, click on Solution Explorer:



Problem 2: I can see the project, but not my folder / not my work / not the marking scheme

Solution: Use the + at the side of the project name / folder name / item name to expand the directory beneath it:



Problem 3: Saving

Solution: In order to ensure items are saving you must:

1. 'Check out' an item.
Double-clicking on an item opens a read-only version.
2. Edit one document at a time.
3. Have no other documents open in Word other than the one you are editing.
4. Select 'Save' rather than 'Save As'. 'Save As' will save the item to your own hard drive not into ContentProducer.
5. Close Word (not just other documents) before checking in the item.
6. Ensure you are connected to the internet and not working offline.