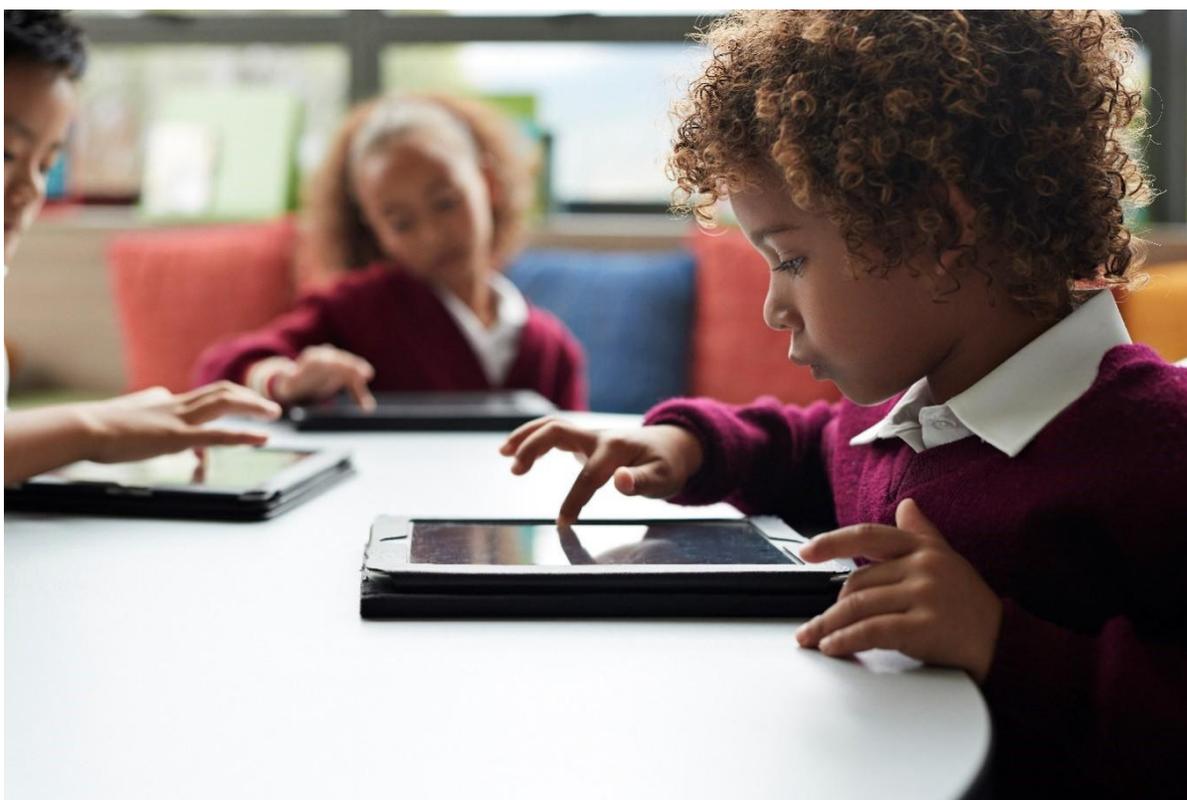


English Benchmark Young Learners

Parents' guide to the app



Version 1.2
January 2025

Contents

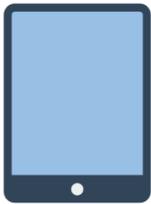
About English Benchmark Young Learners and the app.....	3
Best practice.....	4
App set-up	6
1. System requirements	6
2. Downloading the app and test content.....	6
3. Using practice questions	9
4. Starting a test	10
5. Answering questions.....	12
6. Checking the test status.....	14
7. Basic troubleshooting	15

About English Benchmark Young Learners and the app

English Benchmark Young Learners is an engaging, auto-scored, online test from Pearson that measures English Speaking, Listening, Reading and Writing skills. It motivates students between 6 and 14 years old by identifying their abilities and recommending steps to help them improve. Teachers will be able to see results via the English Benchmark Young Learners School Portal and can share reports and certificates of achievement with you.

The test was initially designed for tablets and can now be taken on a desktop/laptop using a Pearson emulator. This guide focuses on how to use the app at home. If you need advice on how to use the emulator, please ask your school for the English Benchmark *Parents' guide to the emulator* or download it from the [Pearson ELL Help site](#).

- To take tests on the app you will need:



Android or Mac tablet



A headset with microphone boom



A stable internet connection

Lenny Dorthman
Class: Wednesday 10-11.30
School: [TEST] DC TEST
Access Code: 210-00-037
Test ID: 000-82-473
Level 1 Form 1

An Access Code and Test ID (provided by the school)



A quiet room

Notes:

- The app can be downloaded from [Google Play](#) or [App Store](#).
- The app is available as a free download.
- To open the app, you may need to have a trusted certificate. To trust the developer, go into Settings - General - Device Management - NCS Pearson, Inc - 'Trust NCS Pearson' - 'trust'.
- When prompted, enable microphone access by selecting **Allow** (on Android) or **OK** (on iOS). If this is not enabled, your child will not be able to record their answers.

Best practice

To ensure your child gets the best results, please follow the advice below.

Before the test

1. Set up the app

- Download and install the correct version of the app and test content as instructed by the school as soon as possible to avoid delays (instructions are given below).
- Check if the app is working by trying out some practice questions (instructions are given below).
- Familiarise yourself with how to start and resume a test if it stops. Information on how to do this is given under section *Answering questions* below.
- If you have any issues, see the troubleshooting section at the end of this guide.

2. Help your child prepare

- Your teacher will tell your child how to answer questions.
- Some questions require written answers, and some require your child to speak or perform an action. Practice questions and unscored practice tests are available to familiarise them with the test and how to use the headset.
 - Written questions can be answered using the onscreen keyboard.
 - Spoken answers will be recorded by the system. To make sure your child's voice is picked up clearly:
 - Let your child practice wearing a headset.
 - Tell them to avoid tapping their desk or chair or moving the headset during the test.
 - Encourage them to talk at a natural volume and speed (younger children may be especially shy about speaking English aloud).
 - If your child doesn't know the answer, they should tap **Next**.
- We also recommend they do not move the tablet unless answering questions in case they accidentally enter the wrong answer or close the app.
- You can let them practice using the practice questions. They can also take unscored practice tests using practice test codes.

Level	Access Code	Test ID
Level 1	835-47-007	379-29-766
Level 2	835-47-007	528-11-329
Level 3	835-47-007	344-66-431
Level 4	835-47-007	820-70-843
Level 5	835-47-007	598-58-304
Level 6	835-47-007	328-81-878

3. Set up a quiet room

- To help your child focus and make sure background noise or voices do not prevent spoken answers from being scored, make sure they can work in a quiet, distraction free room.
- Don't take the test next to loud air conditioning or fans.
- If there is loud traffic or a construction work nearby, close your windows.
- Your teacher will tell you how long each test will take.

During the test

1. Check you have the Access Code and Test ID – these are needed to launch the test.
2. Be ready to resume the test if needed using the administrator's code **200314**.

After the test

1. Check that the app is connected to the internet and that the answers have been submitted for scoring.

App set-up

1. System requirements

iOS app for iPads

- **Device:** iPad Air, iPad Pro, iPad Mini 3
- **Operating System:** iOS version 10 and higher

Android app for tablets

- **Device:** high-quality Android tablets with screen sizes 8” and higher
- **Operating system:** Android version 5.0 and higher

General requirements for mobile devices:

- Device storage: over 2GB
- Device RAM: over 2GB
- Headset: We recommend quality, comfortable headsets with attached mic. Ensure the headsets are compatible with iOS and Android tablets.
- Internet connection: recommended speed of 10 Mbps and minimum 3G mobile data - [test the connection.](#)

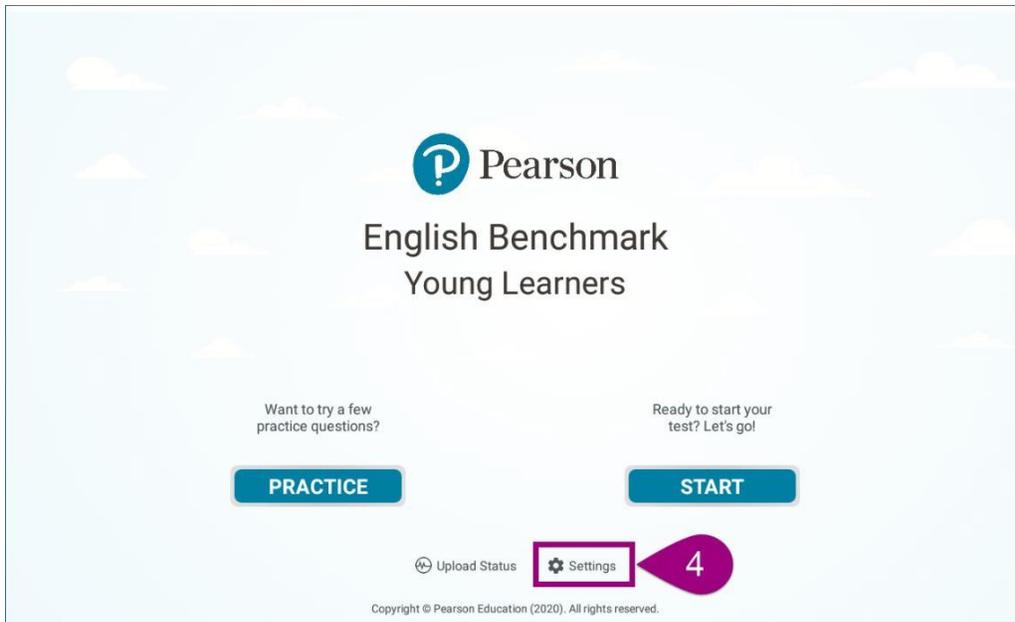
Note: An internet connection is required at the start and end of every test to validate the test code and upload answers.

Known unsupported devices:

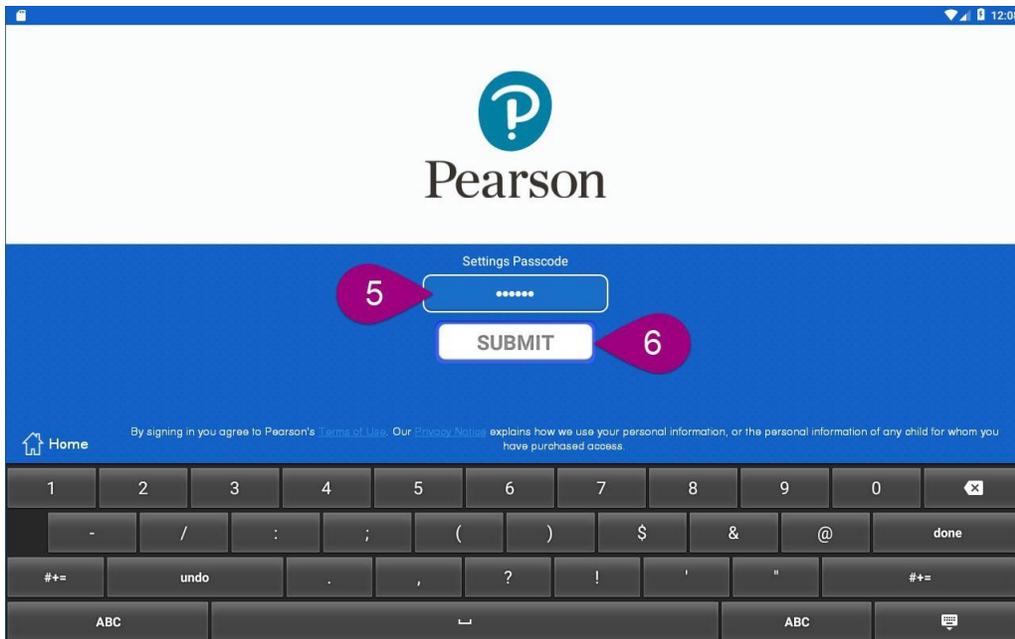
- Chromebooks
- Amazon Fire tablets
- Windows tablets

2. Downloading the app and test content

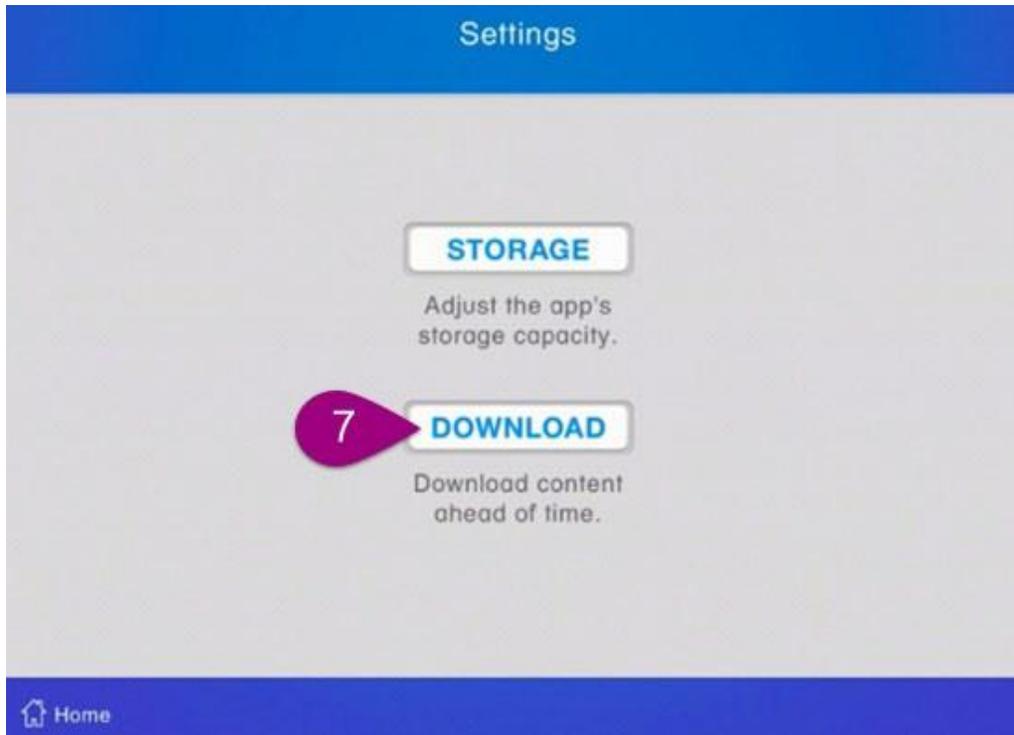
- 1) Go to the [App Store](#) or [Google Play](#) – depending on the device you are using.
- 2) Look for **English Benchmark Young Learners** and install the app.
- 3) Tap the app icon on your home screen to open the app.
- 4) To download the test content, tap on **Settings**.



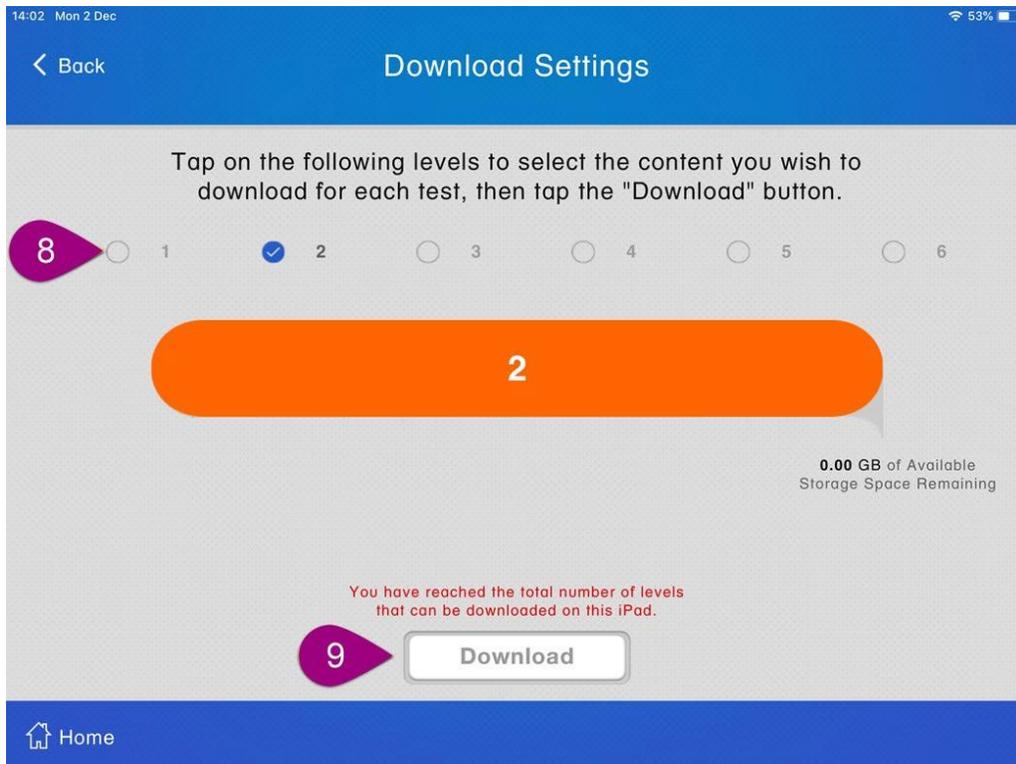
- 5) Enter the **Administrator Passcode (200314)**.
- 6) Click **Submit**.



- 7) Click **Download**.



- 8) Choose the level of the test you want to download
- 9) Tap on **Download** to begin the download process.



Note: Closing the app while test content is being downloaded will terminate the download process.

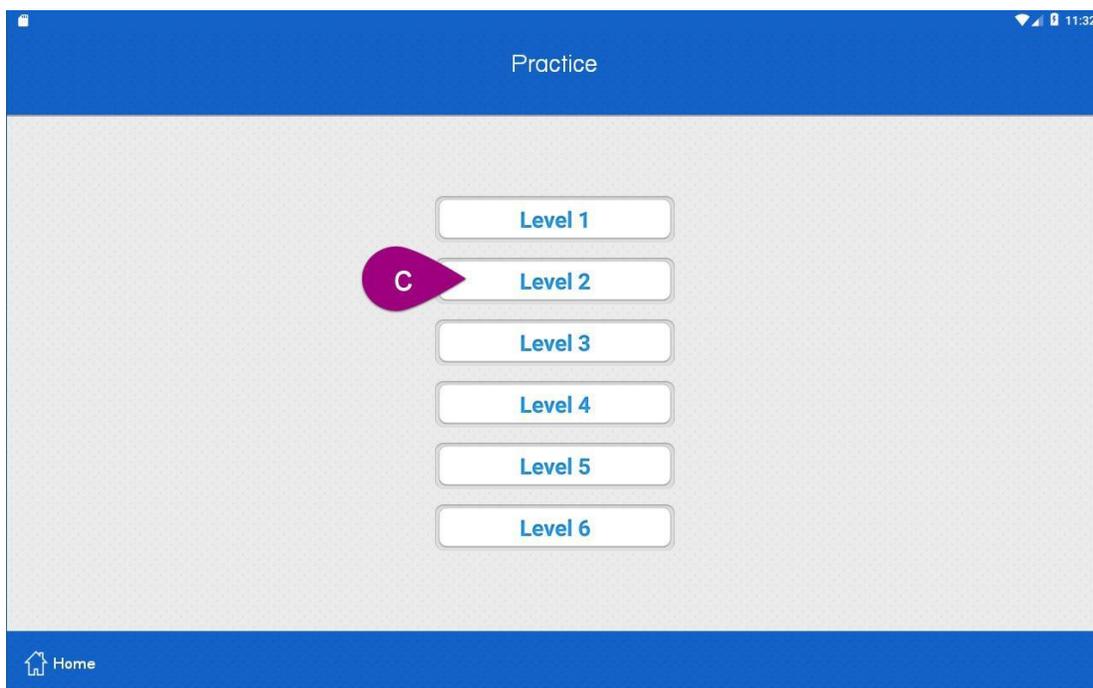
3. Using practice questions

These can be used to familiarise yourself with the test or let your child practice using the tablet and wearing a headset.

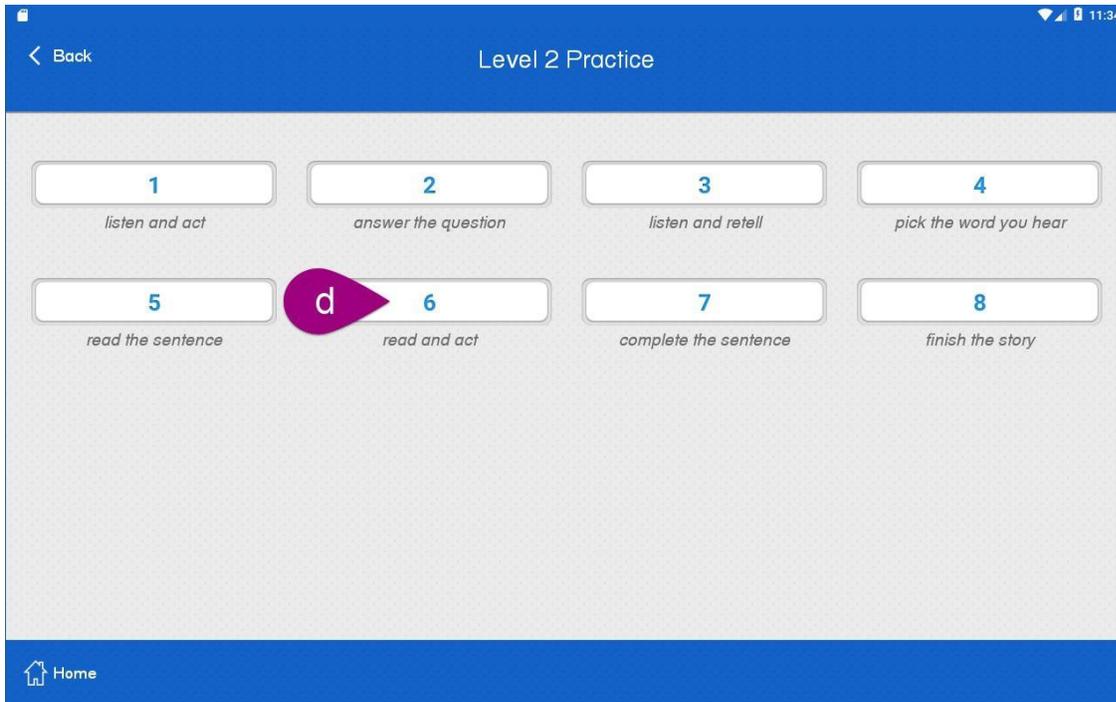
- a. Open the app
- b. Tap **Practice** (no test code is required to try out sample questions)



- c. Choose the level of the test to practice.



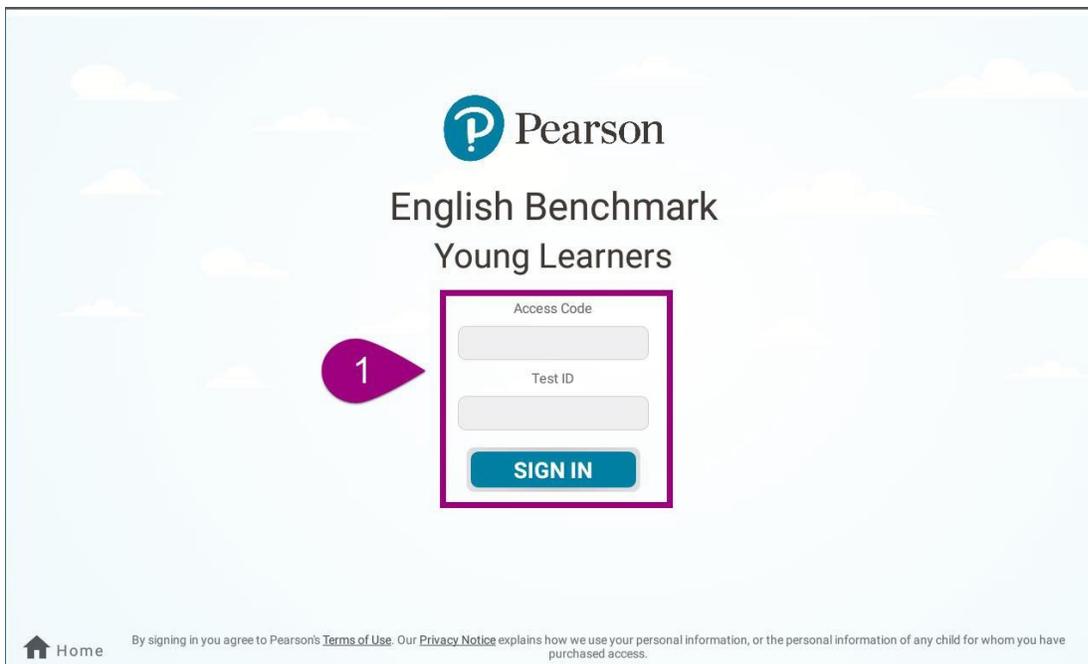
d. Select an item type.



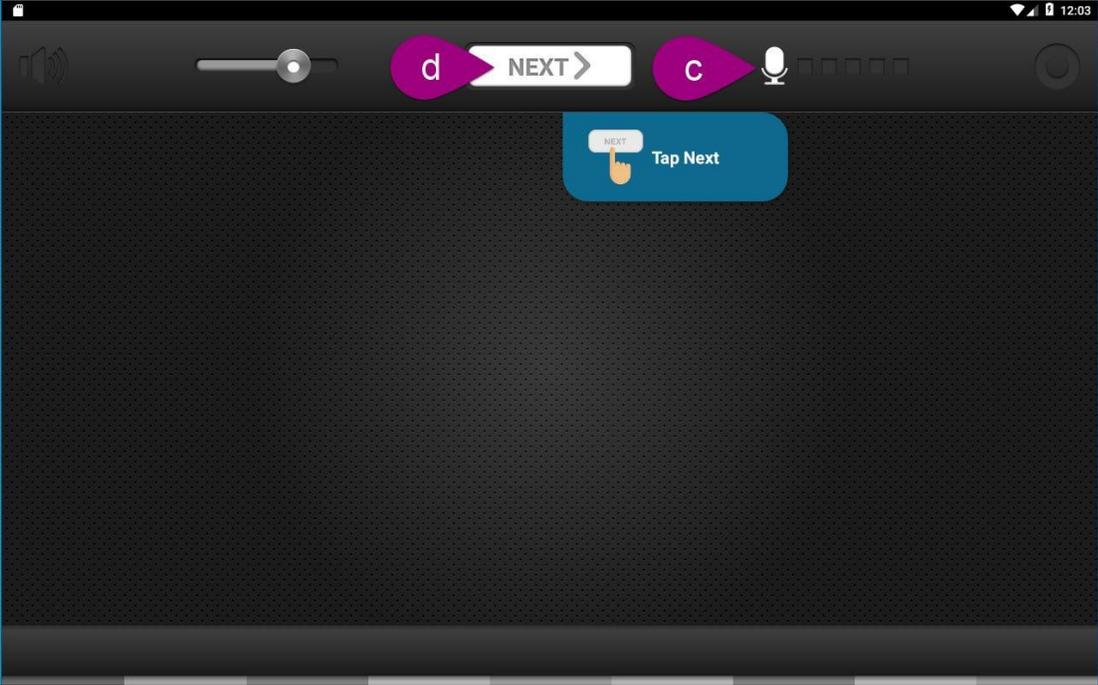
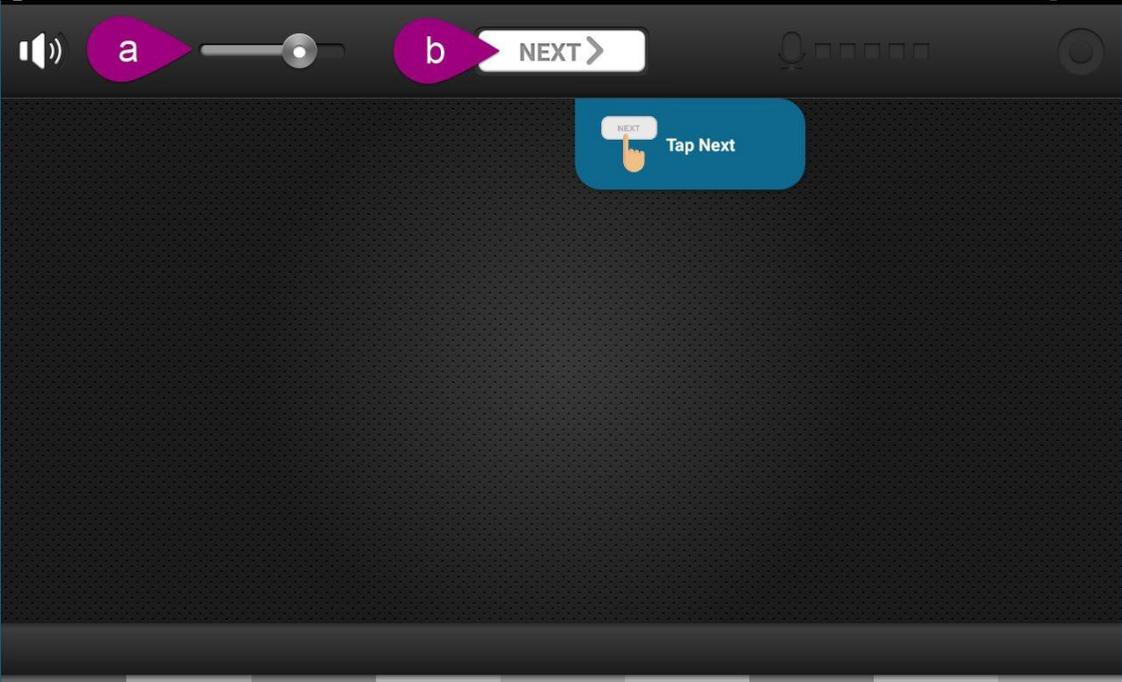
e. Your child should go through all item types to understand the test structure and get used to wearing a headset and using onscreen keyboard.

4. Starting a Test

1) When the test is due, let your child enter the Access Code and Test ID provided by the teacher.

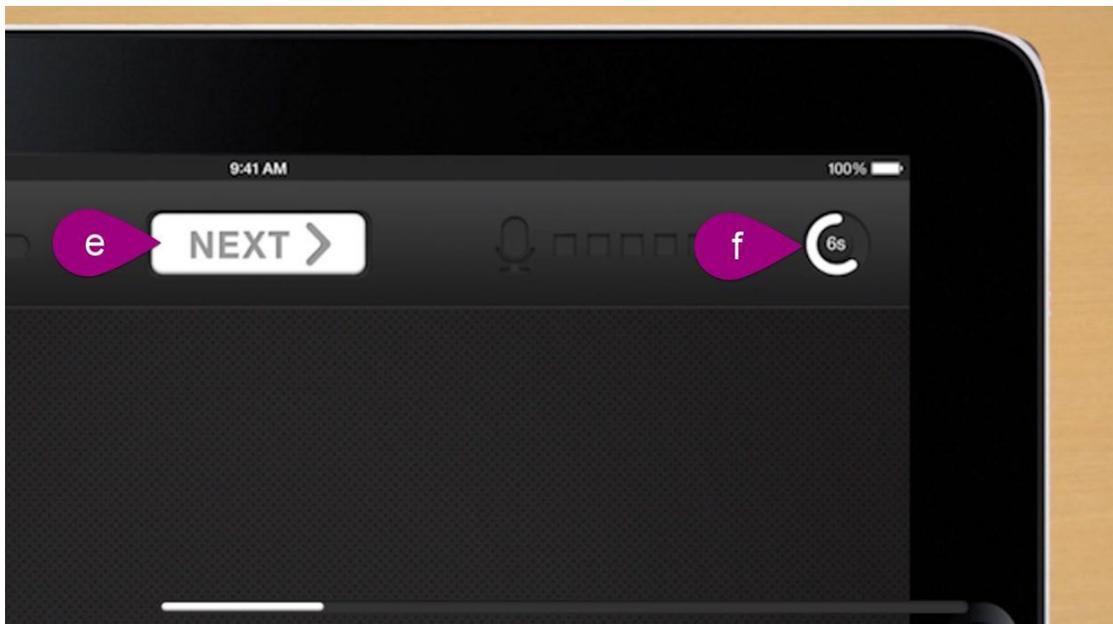


2) At the start of the test, the child will be asked to adjust the volume (a,b) and test their speaking level (c,d). They can change the volume using the onscreen slider.

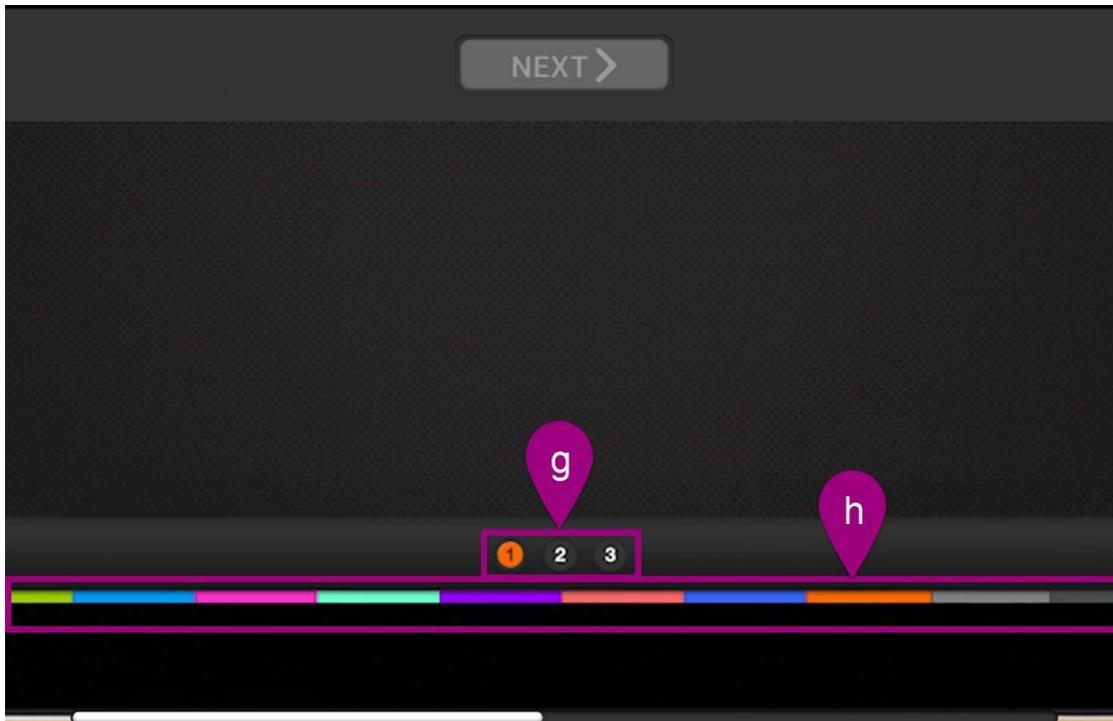


5. Answering questions

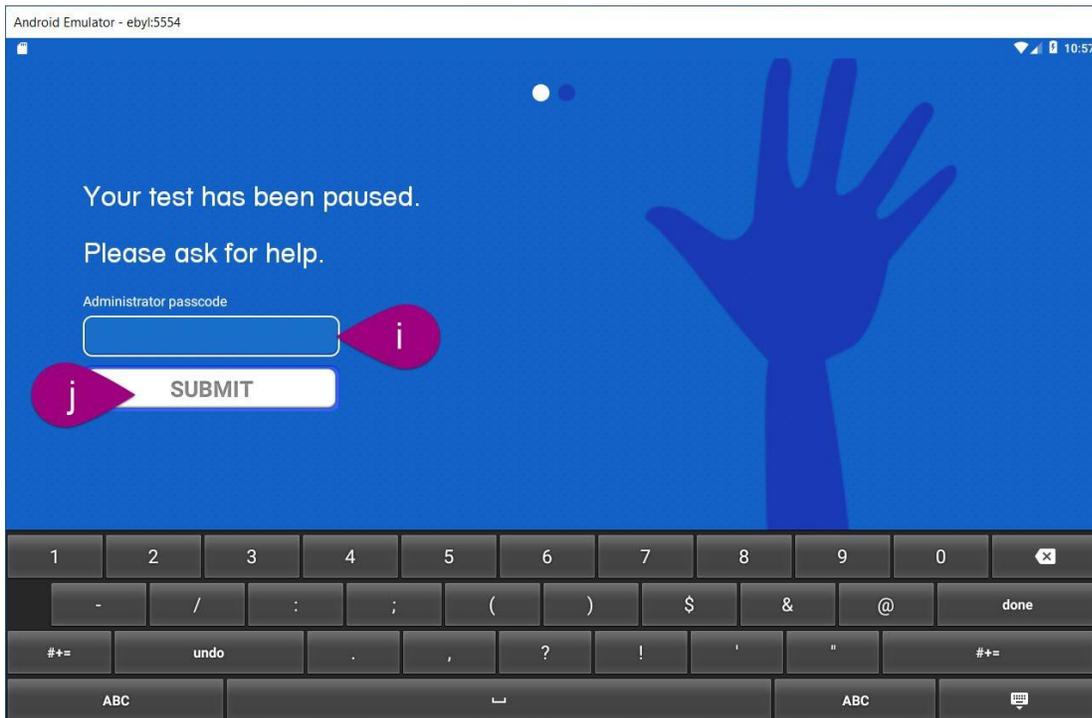
- 1) When answering the written questions, the child should first click in the answer gap and then use their onscreen keyboard.
- 2) When answering questions that require tapping on an object, pointing, or dragging and dropping the item, the child should tap on the tablet's screen.
- 3) Your child will learn about different elements they can see on the screen:
 - e. **Next** button – this button is used to go to the next activity, your child should use it if they finish answering a question or they don't know the answer to the question.
 - f. **Timer** – it tells your child how much time they have left, when it turns red it means that the time is almost up.



- g. **Numbers** – they show you how many questions your child need to answer in the activity.
 - h. **Colour bars** – they show you how many activities are in the whole test.

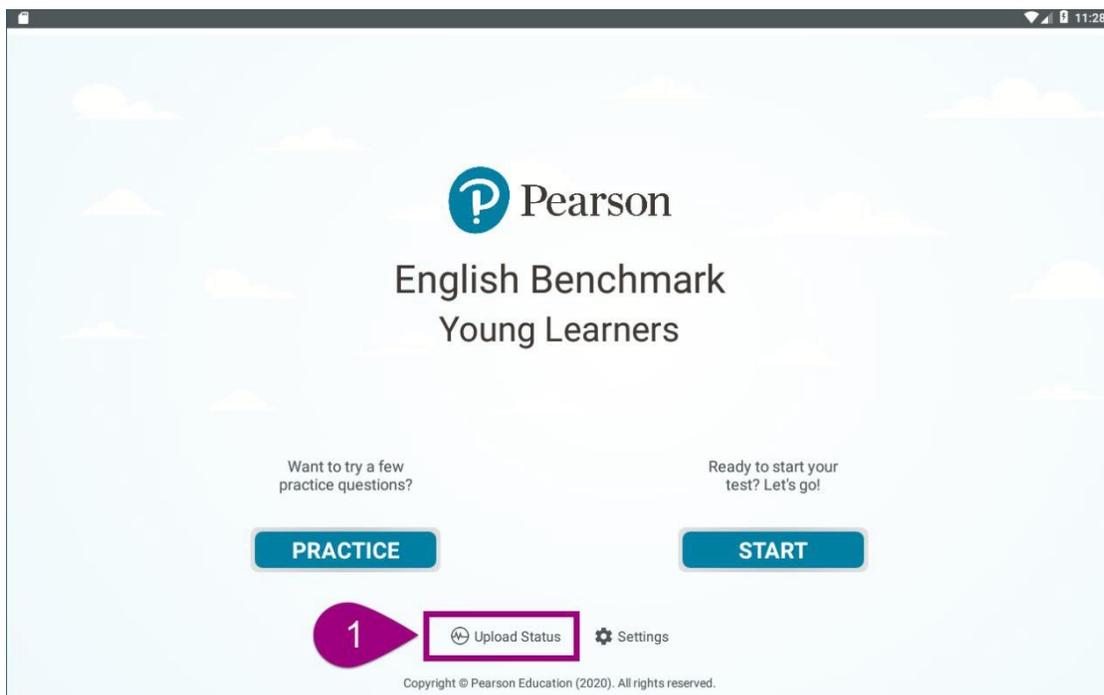


4) If a child's test needs to be resumed, type **200314** on the screen (i) and click **Submit** (j).



6. Checking the test status

- 1) Go to the app and tap **Upload Status** to check if the test was completed and uploaded.



Test ID	Access Code	Test Start	Test End	Upload Status
770-36-052	835-47-007	02-20-2018 7:41 pm	02-20-2018 7:52 pm	Complete

- 2) Information about scores including NS / BL / NA is available in this [support article](#).
- 3) Contact your child's teacher to obtain the student's certificate and the parent report.

7. Basic troubleshooting

Teacher cannot see your child's grades:

If scores are not returned to the teacher within an hour, this means that the student's responses have not been uploaded for marking or there is a technical issue.

- Go to the app and tap **Upload Status** to check if the tests were completed and uploaded.
- If the Upload Status is Test Unfinished, the test should be resumed, completed by the student and responses uploaded for scoring.
- If the Upload Status is Pending, the test was completed, but responses were not sent for scoring. Check if your app is connected to the Internet to upload the answers.
- If the Upload Status is Complete and scores are still pending, report the issue to the [Pearson Support](#) providing the student's Test ID.

If you have any questions or require training, please contact your [local representative](#) or [Pearson Support](#)