

# ACER

## Core Skills Profile for Adults (CSPA)



## Administration Guide

## Contents

About This Guide.....	2
Getting Started.....	3
Minimum Requirements.....	3
Logging in to your administration account.....	4
Forgotten passwords .....	4
Your CSPA Account .....	5
CSPA Homepage and important site sections .....	5
Candidates .....	6
Staff.....	7
Account.....	8
Help.....	9
Tracking your Organisation's Usage .....	10
Troubleshooting.....	12

## About this Guide

This guide is intended to help organisations administering ACER's Core Skills Profile for Adults (CSPA).

It will provide you with information about the key administrative functions of the CSPA Online Platform, including producing and viewing the range of reports available in the system.

For detailed information on the CSPA Assessments and Reports please refer to the CSPA Assessment Guide found in the Help section of the CSPA platform.

If you experience any issues that are not covered within this guide, please use the following details to contact ACER personnel directly:

**Email:** [cspa@acer.org](mailto:cspa@acer.org)

**Phone:** (03) 9277 5312

Telephone customer service and platform support is provided to administrators during standard business hours (Monday-Friday 9.00am-5.00pm AEST/AEDT). Please note that Helpdesk will be closed on Victorian public holidays.

## Getting Started

This section provides an overview of the minimum system requirements as well as how to log in to your account for the first time.

### *Browser Exam*

To check if your computer meets the minimum technical requirements, click the link below and it will run a browser examination for you. It will check whether your internet browser is compatible, and you will also receive a recommendation for how many students you can test at a given time with your technical set up.

It is recommended that you run the browser exam from a student computer or device.

Browser Exam: <https://oars.acer.edu.au/browserexam/#/>

### *Minimum Technical Requirements*

Screen resolution:

- Minimum screen resolution: 1024 x 768

Bandwidth:

- Minimum DSL or cable internet connection: 56 kbps

Compatible computers and devices:

- PC or laptop
- Apple Mac
- iPad
- Other tablet devices

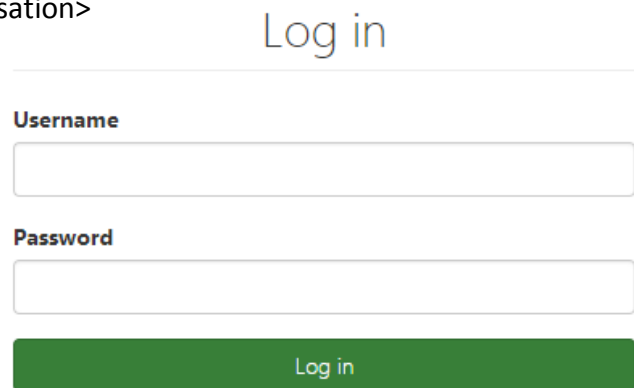
Compatible browsers:

- Google Chrome (latest version)
- Mozilla Firefox (latest version)
- Safari (version 10 or above)
- Edge (latest version)
- Internet Explorer (version 11 or above with [compatibility mode](#) disabled)

## Logging in to your administration account

Once you have received your login details from ACER, you can log in to your new administration account.

- Type the following URL into the browser's address bar to navigate to the CSPA log in page: <http://oars.acer.edu.au/<organisation>>
- Enter your **Username**
- Enter your **Password**
- Select the green **Log in** button



Log in

Username

Password

Log in

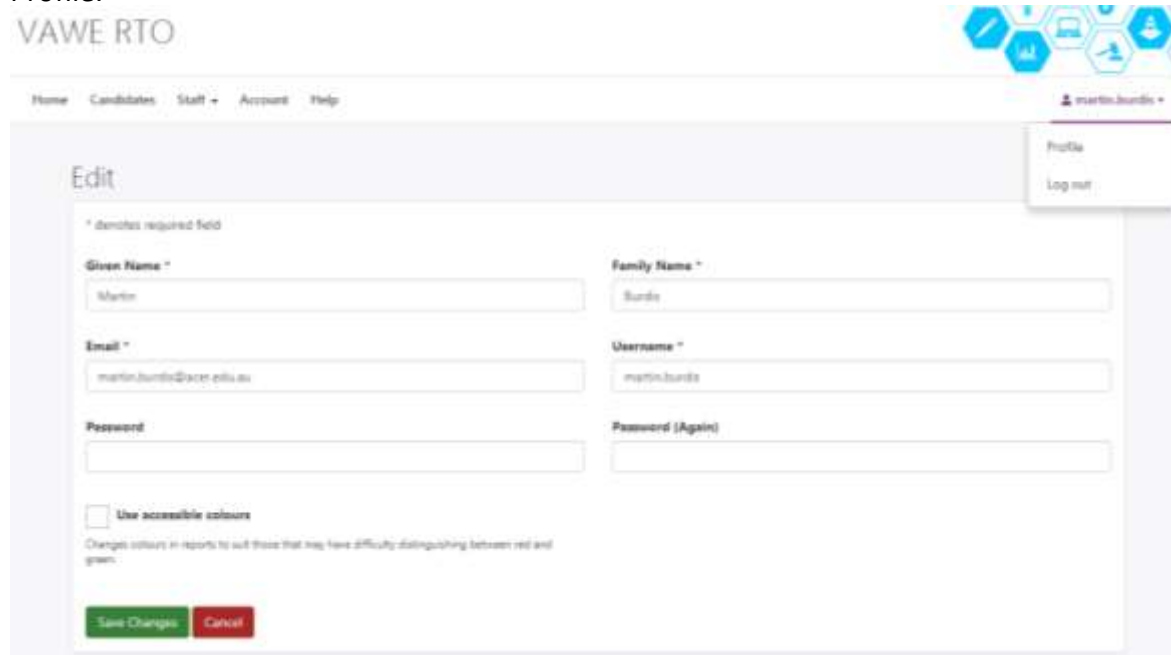
### *Forgotten passwords*

If you do not know your password, click the **'Forgot password'** button (as shown above), then submit the email address your organisation is registered with and a password reset email will be sent to you.

[Forgot your password?](#)

### *Managing your profile information*

At any time after successfully logging onto your VI account you can update your details. Click the drop down option beside your name on the right hand side of the screen and select Profile.



VAWE RTO

Home Candidates Staff Account Help

martin.burde

Edit

\* denotes required field

Given Name \*  
Martin

Family Name \*  
Burde

Email \*  
martin.burde@acer.edu.au

Username \*  
martinburde

Password

Password (Again)

Use accessible colours  
Changes colours in reports to suit those that may have difficulty distinguishing between red and green.

Save Changes Cancel

Profile  
Log out

You can then update your details accordingly.

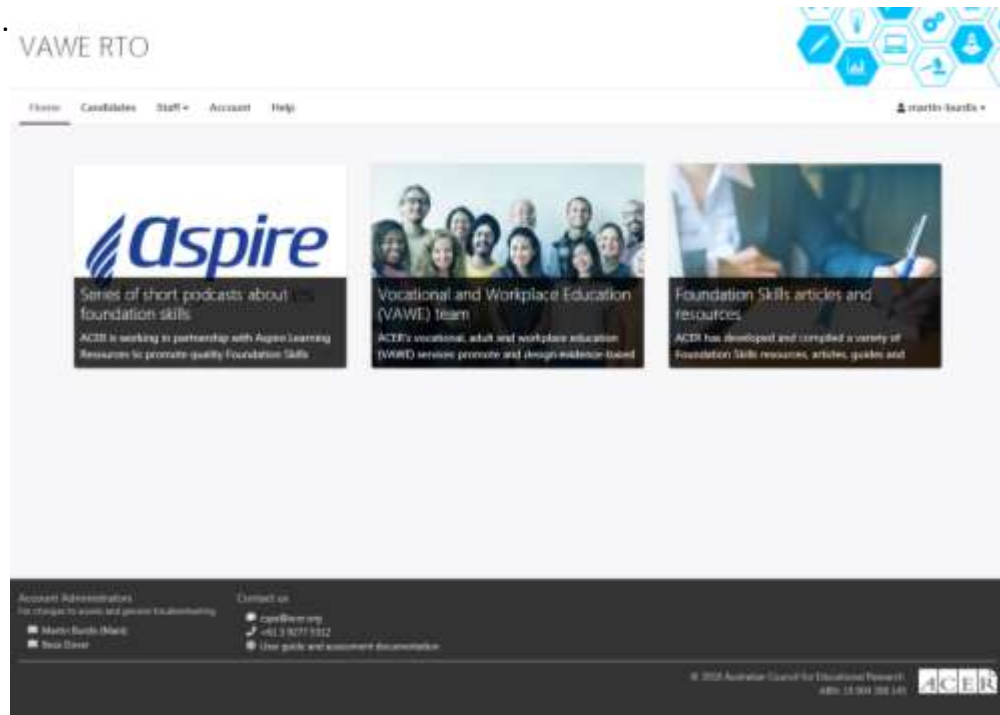
## Your CSPA Account

Upon receiving your invitation email you will be asked to follow the links and create a unique password for your access to the CSPA account. This email will contain your organisation's unique URL. All accounts will have their own specific CSPA admin and testing URL. This will look like: <http://oars.acer.edu.au/<organisation>>. Each CSPA licensee will have a separate unique URL to access the platform. This same unique URL will be the access portal for any candidates created within the account.

Upon successfully creating your account password you will land on the CSPA Homepage.

### *CSPA Homepage and important site sections*

Every time you log in as an administrator you will, by default land on the CSPA Homepage. You will be greeted with three image tiles. These tiles are interactive and by clicking on them you will be taken to information as advertised. Please note that these may change frequently so that the CSPA Team can communicate new features, critical information and or promotional activities.



There are 4 additional tabs featured in the header on the homepage;

- Candidates
- Staff
- Account
- Help

These sub sections of the platform are main areas for you and your colleagues to familiarise yourselves with in order to get the maximum from the CSPA platform.

## Candidates

This section of the site provides the ability to manage candidates. Within this section you will be able to:

- Create candidates, either 'known' or anonymous
- Assign assessments to candidates
- Create and manage 'tags'

VAWE RTO

Home Candidates Staff Account Help martin-burds

Tags Assessments Manage Login details Admin Generate Report Export Add candidates

All enrolled candidates 0 candidates selected Select all 37 candidates 1 - 25 of 37

Anonymous Candidates Groups

Group	Tags	Key Tag	Assessments	Actions
Testing Y11 1 login remaining		VAWE1	CSPA 2017 CSPA Reading	Download login Edit group Delete group

Name	Q	Key Tag	Q	Tags	Q	Active assessments	Q
Burke, Molly		VAWE RTO		CSPA 2018			
Chan, Peter				CSPA 18 PT SRH 18 PT		CSPA 2017 CSPA Numeracy CSPA 2017 CSPA Practice CSPA 2017 CSPA Reading CSPA 2017 CSPA Writing	
Chan, Sarah				CSPA 18 PT		CSPA 2017 CSPA Practice CSPA 2017 CSPA SRH CSPA 2017 CSPA Writing	
Chow, Jerry				CSPA 18 PT SRH 18 PT		CSPA 2017 CSPA Numeracy CSPA 2017 CSPA Practice CSPA 2017 CSPA Reading	
Dick, Jane				CSPA 18 PT		CSPA 2017 CSPA Practice CSPA 2017 CSPA SRH	
Dick, Jane				CSPA 18 PT		CSPA 2017 CSPA Practice CSPA 2017 CSPA SRH	
Dick, John				CSPA 18 PT SRH 18 PT		CSPA 2017 CSPA Numeracy CSPA 2017 CSPA Practice CSPA 2017 CSPA Reading CSPA 2017 CSPA Writing	
...				...		...	

- View candidate details, including assessment sitting information (if and when an assessment assigned has been completed), assign additional assessments, and send candidate certificates
- Generate all associated Reports and certificates (details on these are found in the CSPA Assessment Guide)



For more information on how to use this section please see the Resources section of the Help page on the CSPA platform.

## Staff

As part of the CSPA platform organisations can have a multiple unique Administrator logins. There are two roles that can be assigned to accounts when creating staff in the system. They are **Candidate Administrators** and **Account Administrators**. Both accounts have the ability to:

- Can edit own profile information
- Can view candidates
- Can reset candidate passwords
- Can create logins
- Can assign assessments
- Can create tags
- Can manage tags
- Can generate all reports and certificates
- Can release candidate certificates

The only difference between these roles is the permission to create additional staff accounts. This level of permission is only available to **Account Administrators**.

Field	Requirements
Family name	Staff member's family name.
Given name	Staff member's given name.
Email	Staff member's email address.
Username	A unique combination of letters, numbers, hyphens and underscores. Must not contain apostrophes (') or spaces. Must be unique for the account across other staff and candidates. It or more of any combination of numbers, letters and symbols.
Password	Choose one or more from: Super User Client Admin USB (Phone Delivery Admin) Candidate Manager and Report Generator Candidate Manager Report Generator Report Uploader USB Super User Report Generator with Candidate Management
Roles	Super User Client Admin USB (Phone Delivery Admin) Candidate Manager and Report Generator Candidate Manager Report Generator Report Uploader USB Super User Report Generator with Candidate Management
Tags	Separate tag names with a comma (,). Separate tag names with a comma (,). The tags must be exactly the same as the tags in your account. Eg Group A, Group B, etc.
Is main system admin	Yes or no



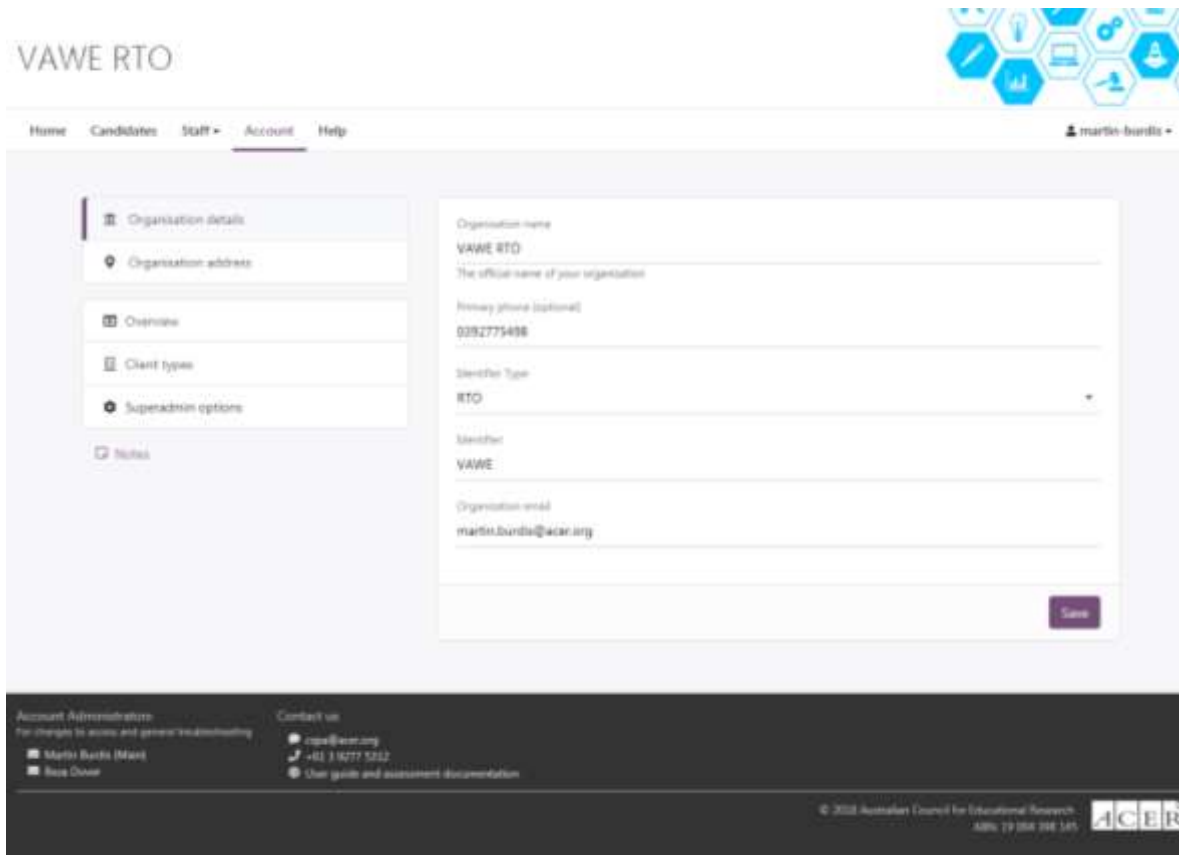
For more information on how to use this section please see the Resources section of the Help page on the CSPA platform.



## Account

This section of the system records the up to date information regarding your organisations details. This information is important as it is ACER's record for the main point of contact for your organisation's CSPA account.

These can be updated by you at any time.



The screenshot displays the 'VAWE RTO' account administration interface. The top navigation bar includes 'Home', 'Candidates', 'Staff', 'Account', and 'Help'. The user 'martin-burdis' is logged in. The main content area shows the 'Organisation details' form, which includes the following fields:

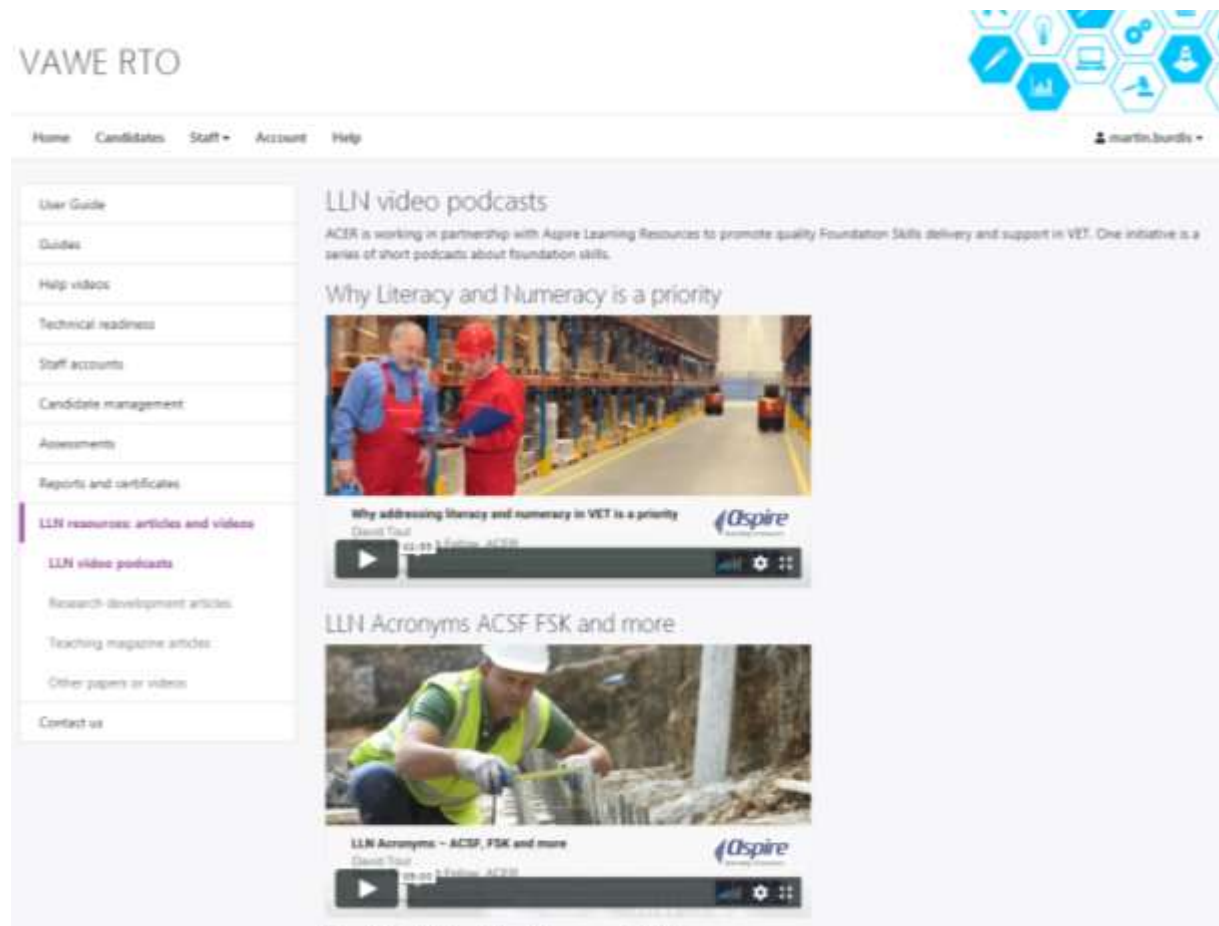
- Organisation name: VAWE RTO (The official name of your organisation)
- Primary phone (optional): 0292775498
- Identifier Type: RTO
- Identifier: VAWE
- Organisation email: martin.burdis@acer.org

A 'Save' button is located at the bottom right of the form. The left sidebar contains navigation options: Organisation details, Organisation address, Overview, Client types, Superadmin options, and Notes. The footer contains contact information for Account Administrators (Martin Burdis, Sara Owen) and Contact Us details (cspa@acer.org, +61 3 9277 5212, User guide and assessment documentation). The footer also includes the ACER logo and copyright information: © 2022 Australian Council for Educational Research, ABN: 79 000 398 145.

## Help

This section of the platform contains detailed information on; CSPA Reports and Certificates, Video tutorials for using the system, a collection of Literacy, Language and Numeracy articles and resources. This section provides access to the CSPA Guides as well as detailed information on all aspects of the Candidate management features.

There are step by guides as well as information on Technical Readiness.



The screenshot displays the VAWE RTO platform interface. At the top right, there is a decorative graphic of blue hexagons containing icons for a pencil, a lightbulb, a laptop, a gear, a person, and a document. Below this, the header includes navigation links: Home, Candidates, Staff, Account, and Help. A user profile for 'martin.burds' is visible in the top right corner.

The main content area is divided into a left sidebar and a main panel. The sidebar contains a list of navigation options: User Guide, Guides, Help videos, Technical readiness, Staff accounts, Candidate management, Assessments, Reports and certificates, **LLN resources: articles and videos** (highlighted), LLN video podcasts, Research/development articles, Teaching magazine articles, Other papers or videos, and Contact us.

The main panel features two video player sections. The first section is titled 'LLN video podcasts' and includes a sub-heading 'Why Literacy and Numeracy is a priority'. Below this is a video player showing two men in red overalls in a warehouse setting. The video title is 'Why addressing literacy and numeracy in VET is a priority' and the channel is 'Ospire'. The second section is titled 'LLN Acronyms ACSF FSK and more' and shows a video player with a construction worker in a yellow safety vest. The video title is 'LLN Acronyms - ACSF, FSK and more' and the channel is 'Ospire'.

## Tracking your Organisation's Usage

A new feature introduced is the ability for CSPA users to track, in real-time, their usage in terms of completed assessments against each CSPA assessment offered. This can assist you when comparing how many assessments have been used against your licence and expected number of Online Writing Assessments (OWA) you will be invoiced for.

- Click on **Candidates**
- Then click **Assessments**
- Then select **View Assessments**

- Select CSPA from the **Select assessment** drop down
- You can either select a date range or just a specific date
- You may also select usage against specific tags

## Assessments for VAWE RTO

### Assessment overview

Select assessment:

Show candidates count with tags:

CSPA 18 PT    CSPA 2018    Feb 2018 PT CSPA  
 Incoming Candidates 2019    Media 2019    Nursing 2019  
 SRNI 18 PT    Semester 1 2019

Set the assessment

on    between

From

To

### CSPA 2017

Form	Not Started	Started	Completed
<a href="#">CSPA Reading</a>	122	0	9
<a href="#">CSPA SRNI</a>	18	0	8
<a href="#">CSPA Writing</a>	23	0	7
<a href="#">CSPA Numeracy</a>	122	0	8
<a href="#">CSPA Practice</a>	21	0	1



If you leave the tag option unticked or left the date range option blank the results returned will be for all sittings since your licence commenced.

More detailed information is available for each candidate against each assessment. By using the filter options you will have an overview of candidate's sitting status.

### 1 Select test details

Test:

Form:

Status:

Cannot unassign started and completed tests.

### 2 Select candidates to unassign [Select all 19 candidates.](#)

Include candidates not currently enrolled

Showing 1 to 19 of 19 entries

[First](#) [Previous](#) [Next](#) [Last](#)

<input type="checkbox"/>	Name (Search)	Tags (Search)	Status	Date	Action
<input type="checkbox"/>	<a href="#">Chao, Peter</a>	<a href="#">CSPA 18 PT</a> <a href="#">SRNI 18 PT</a>	Not Started	16-01-18 16:14	
	<a href="#">Chen, Sarah</a>	<a href="#">CSPA 18 PT</a>	Complete	16-01-18 17:54	
<input type="checkbox"/>	<a href="#">Chow, Jonny</a>	<a href="#">CSPA 18 PT</a> <a href="#">SRNI 18 PT</a>	Not Started	16-01-18 16:14	
	<a href="#">Doe, Jane</a>	<a href="#">CSPA 18 PT</a>	Complete	17-01-18 17:31	
<input type="checkbox"/>	<a href="#">Doe, John</a>	<a href="#">CSPA 18 PT</a> <a href="#">SRNI 18 PT</a>	Not Started	16-01-18 16:14	
	<a href="#">Dover, Brian</a>	<a href="#">CSPA 18 PT</a>	Complete	17-01-18 12:45	
<input type="checkbox"/>	<a href="#">Feb ACSE 1_Test</a>	<a href="#">CSPA 18 PT</a> <a href="#">Feb 2018 PT CSPA</a>	Not Started	23-02-18 09:38	
<input type="checkbox"/>	<a href="#">Feb ACSE 2_Test</a>	<a href="#">CSPA 18 PT</a> <a href="#">Feb 2018 PT CSPA</a>	Not Started	23-02-18 09:38	
<input type="checkbox"/>	<a href="#">Feb ACSE 3_Test</a>	<a href="#">CSPA 18 PT</a> <a href="#">Feb 2018 PT CSPA</a>	Not Started	23-02-18 09:38	
	<a href="#">Feb ACSE 4_Test</a>	<a href="#">CSPA 18 PT</a> <a href="#">Feb 2018 PT CSPA</a>	Complete	23-02-18 10:57	
	<a href="#">Feb ACSE 5_Test</a>	<a href="#">CSPA 18 PT</a> <a href="#">Feb 2018 PT CSPA</a>	Complete	23-02-18 10:50	

## Troubleshooting

If you experience any issues using the Online Platform please notify us and include as much information as possible about the error encountered, such as:

- Context (which action was being attempted– account administration or candidate testing, if testing – information on which test form, question number, number of candidates being tested at the time etc.)
- Description of the operations that led to the error
- Operating system
- Browser and browser version
- Screen resolution
- Please provide screenshots wherever possible

It is recommended that you refer to the CSPA Test Administration Guide for details of how to generate reports as well as responses to FAQs.

For administration enquiries, please contact: [cspa@acer.org](mailto:cspa@acer.org)