USER GUIDE · VERSION 1

Competency test

Product knowledge and skills certification for retail staff. Staff sit online tests on their phone, and examiners build the tests, mark written answers and read the results.

1. What it is for
2. Take a test
3. See your result
4. Add questions to the question bank
5. Build and publish a test
6. Mark answers and release results
7. Read the results and reports
8. Give someone examiner or viewer access

What it is for

For: Everyone

Competency test checks what your staff know: product knowledge, customer service, cash handling, or anything else your company trains them on. An examiner keeps a bank of questions, puts tests together from it and sends staff the link to each test. Staff take the test on their phone, one question at a time. Most answers are scored by the system; written answers are marked by an examiner. Staff see their score once the examiner releases it.

Who uses it

- **Staff** (on screen, the test calls them a candidate) open a test link, answer the questions and later see their result. Staff need no role.
- **Examiner** writes questions, builds and publishes tests, marks written answers, releases results and reads the reports. An Examiner can also give other people a role.
- **Viewer** can open the reports and lists but cannot change anything or mark answers. This suits a manager who only reads results.
- A full-access role exists for the IT team. It cannot be given from the screens.

What it needs from other modules

- Sign-in uses your company's shared sign-in service: the same phone number and password you use for the Portal.
- Staff do not come from Master data. A person appears in Competency test the first time they sign in to it, or when an examiner adds them under **Users**.
- There is no message or email when a test is ready or a result is released. The examiner sends staff the test link and tells them when results are out.

COMPETENCY TEST

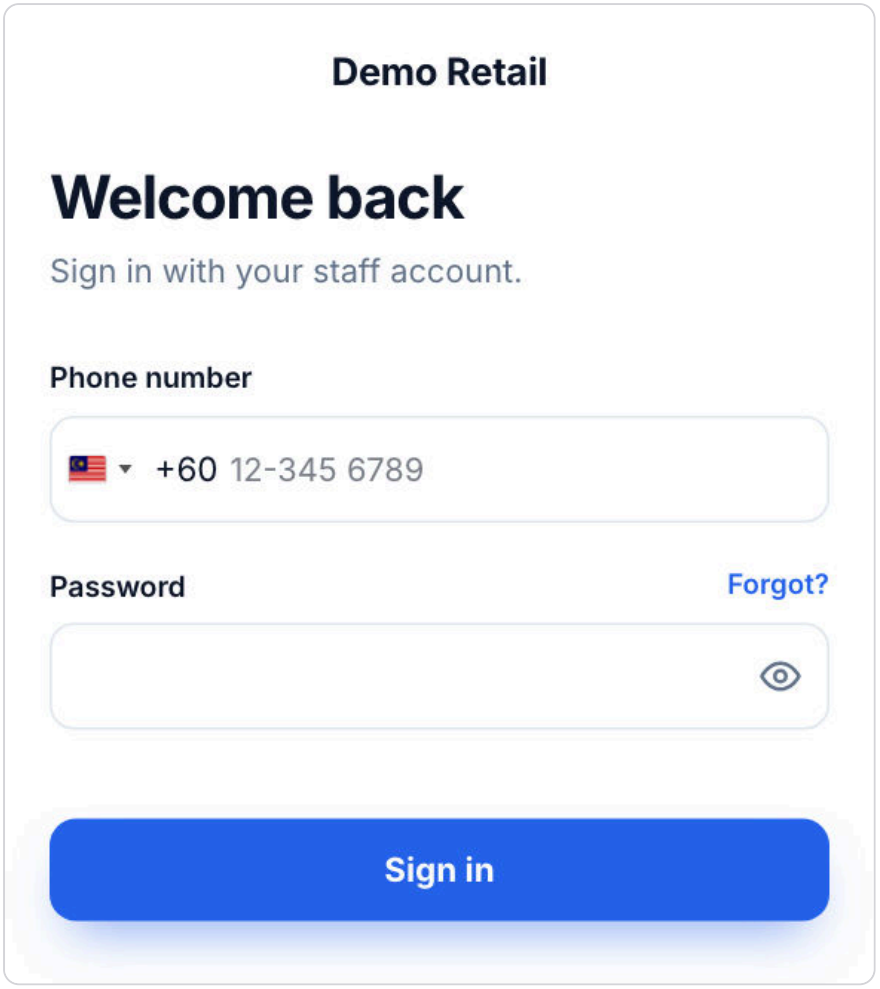
Take a test

For: Staff

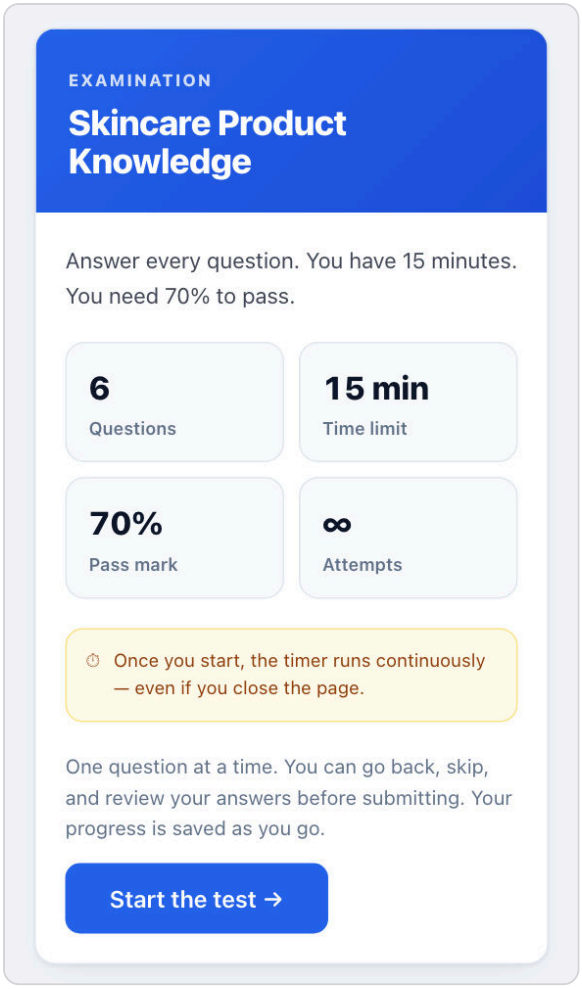
Each test has its own link. Your examiner sends it to you, for example in a chat message. There is no list of tests to choose from: if you open Competency test from the Portal without a link, you see a "You're signed in" page and nothing else.

Open the test

1. Tap the test link your examiner sent you.
2. If the sign-in page appears, type your **Phone number** and **Password** (the same ones you use for the Portal) and tap **Sign in**. You land on the test after signing in.



3. Read the start screen. It shows the number of **Questions**, the **Time limit**, the **Pass mark** and the number of **Attempts** you are allowed. On a test that allows one try only, the **Attempts** box still shows ∞ today. Trust what your examiner told you: you get one try.
4. Tap **Start the test →** when you are ready. If the test has a time limit, the clock starts now and keeps running even if you close the page.

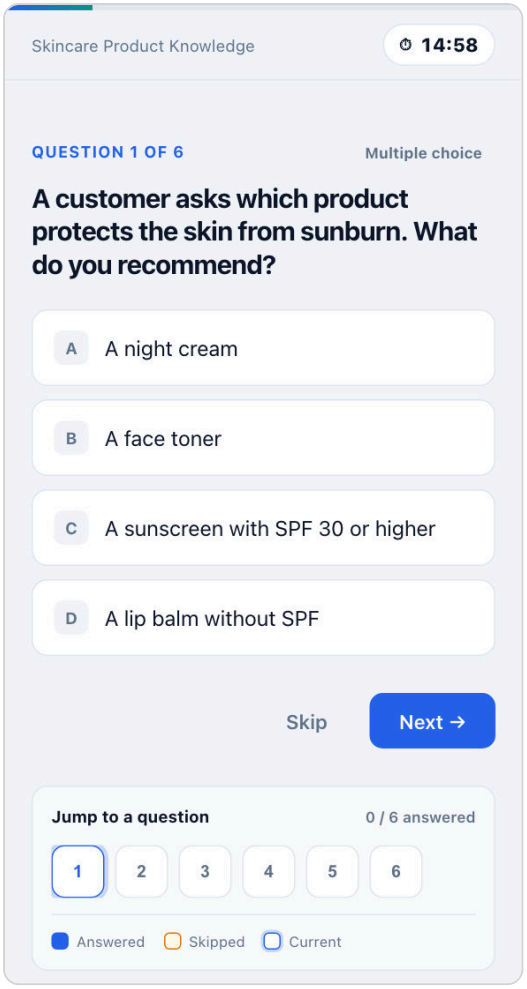


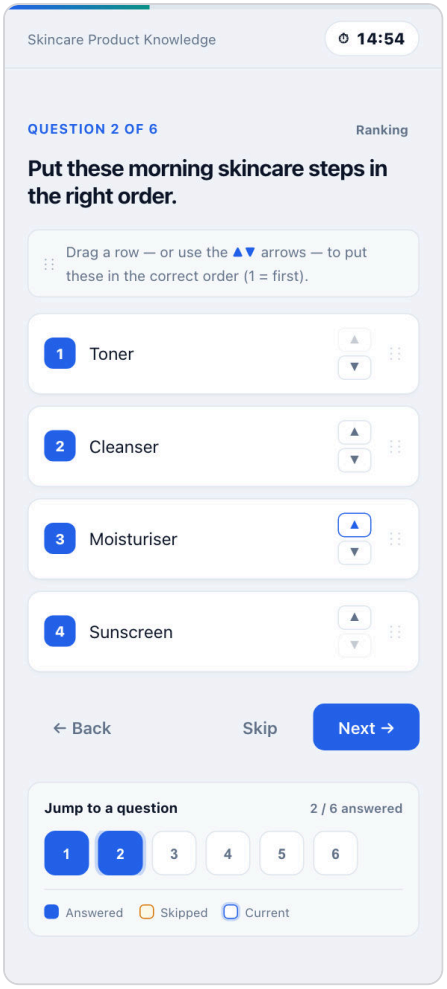
If the test is offered in more than one language, you choose your language on this screen first. You cannot change it after you start.

Answer the questions

You see one question at a time. The clock at the top right counts down when there is a time limit.

- **Multiple choice**: tap one answer. The next question opens by itself.
- **True / False**: tap **TRUE** or **FALSE**. The next question opens by itself.
- **Ranking**: put the rows in the right order, 1 first. Drag a row, or tap the ▲ and ▼ arrows on the right of each row. Then tap **Next →**.
- **Open-ended**: type your answer in the box, then tap **Next →**. An examiner marks this answer after the test.

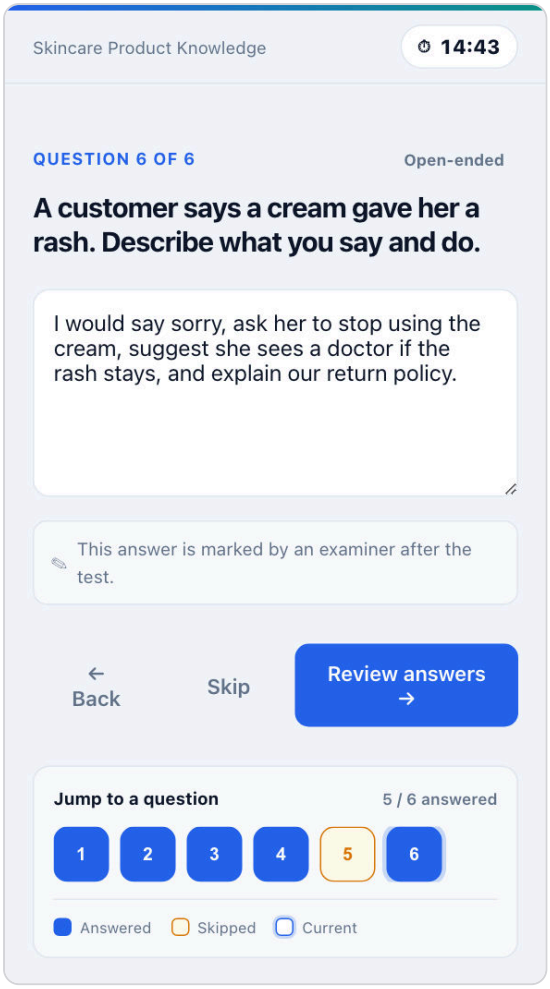

Skincare Product Knowledge
14:58
QUESTION 1 OF 6
Multiple choice
A customer asks which product protects the skin from sunburn. What do you recommend?
A A night cream
B A face toner
C A sunscreen with SPF 30 or higher
D A lip balm without SPF
Skip
Next →
Jump to a question
0 / 6 answered
1 2 3 4 5 6
Answered
Skipped
Current



Other buttons under each question:

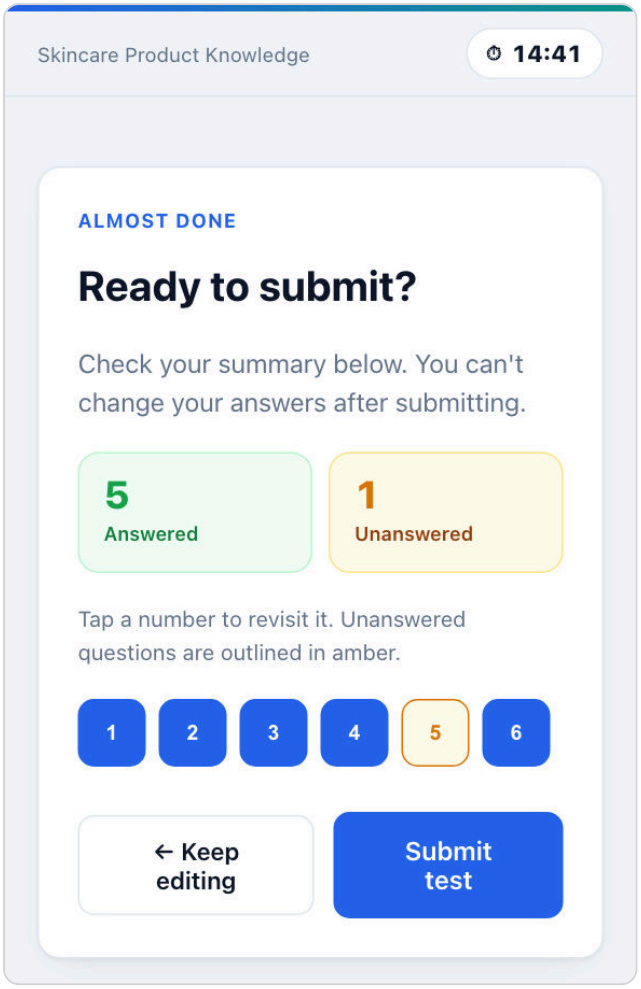
- **← Back** goes to the previous question.
- **Skip** leaves a question for later. It only shows when the examiner allows skipping.
- **Jump to a question** shows a numbered box for every question. Blue means answered, amber means skipped. Tap a number to go to that question.

Your answers are saved as you go. If your phone dies or you close the page, open the test link again: you continue where you stopped.

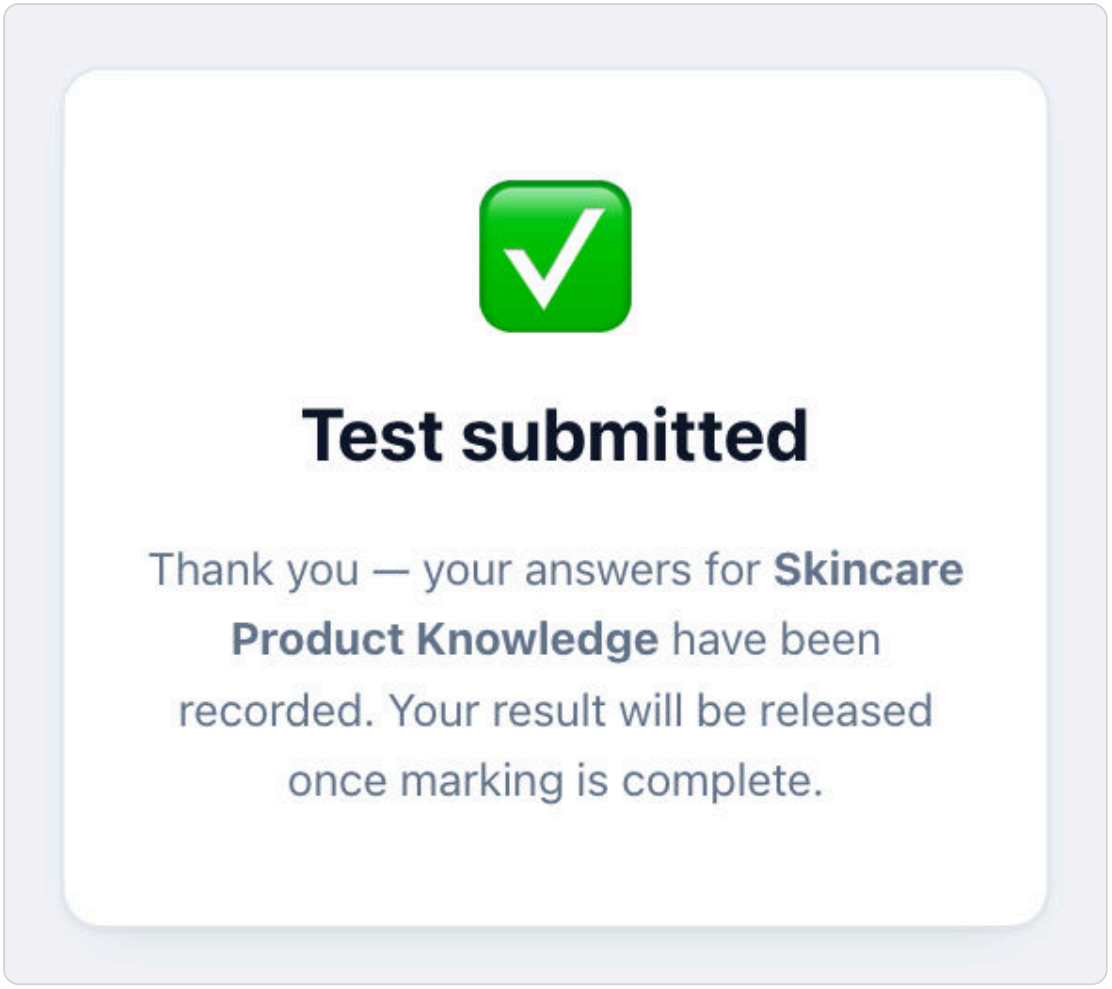


Submit

1. On the last question, tap **Review answers →**.
2. Check the summary: how many questions are **Answered** and **Unanswered**. Unanswered questions are outlined in amber. Tap a number to go back to it, or tap **← Keep editing**.
3. Tap **Submit test**, then confirm. You cannot change your answers after this.



You see **Test submitted**. Your score does not show yet. It appears once the examiner has marked any written answers and released the results.



If time runs out before you submit, the test is submitted for you with the answers you gave.

COMPETENCY TEST

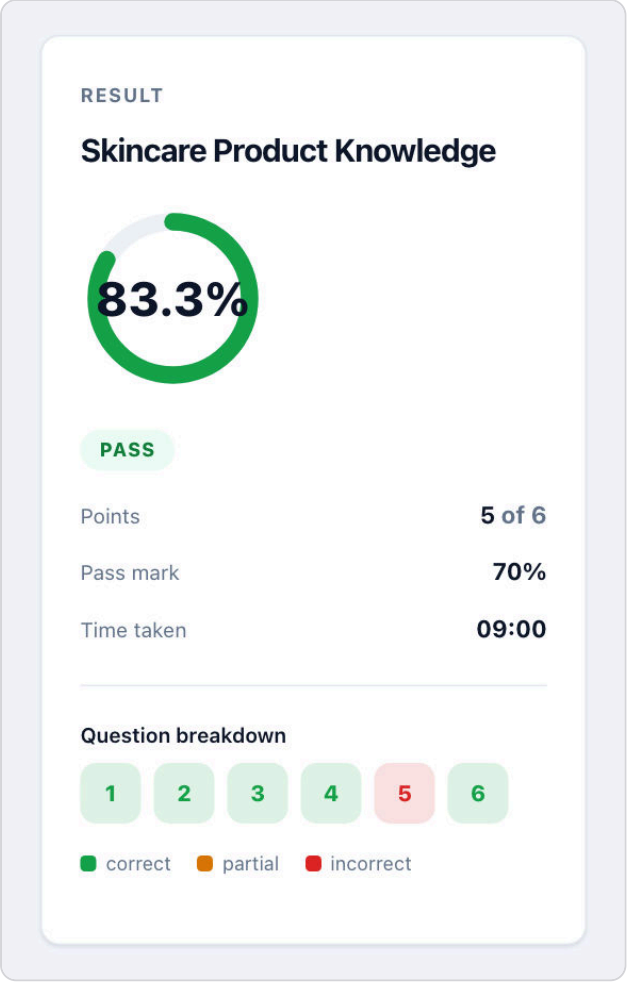
See your result

For: Staff

Your result shows only after the examiner releases it. You get no message when that happens; your examiner tells you.

1. Open the same test link you used to take the test.
2. Sign in if asked.

If the result has been released, you see your score, **PASS** or **FAIL**, your **Points**, the **Pass mark** and the **Time taken**.

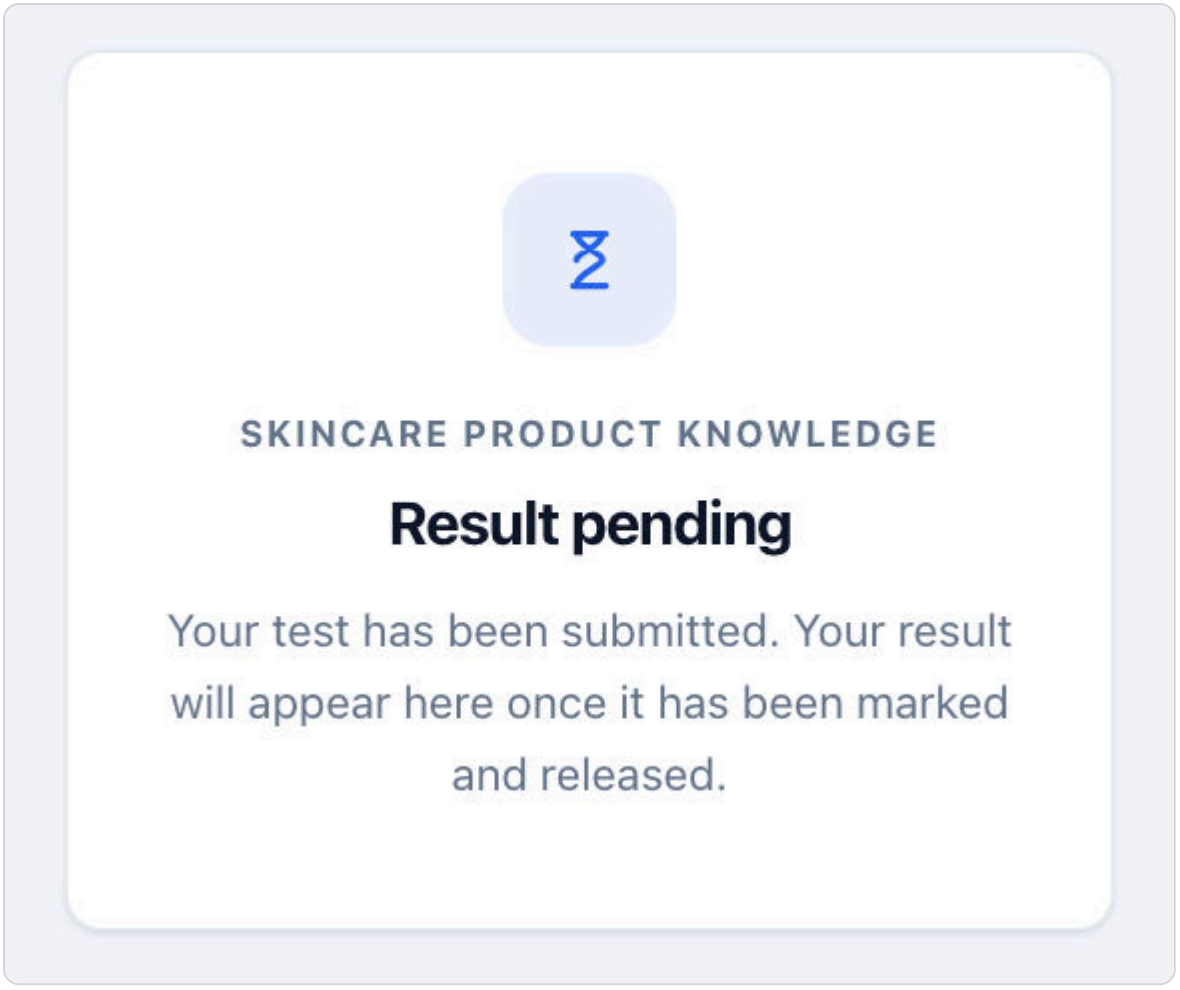


Question breakdown shows one box per question: green for correct, amber for partly correct, red for wrong. It does not show the right answer.

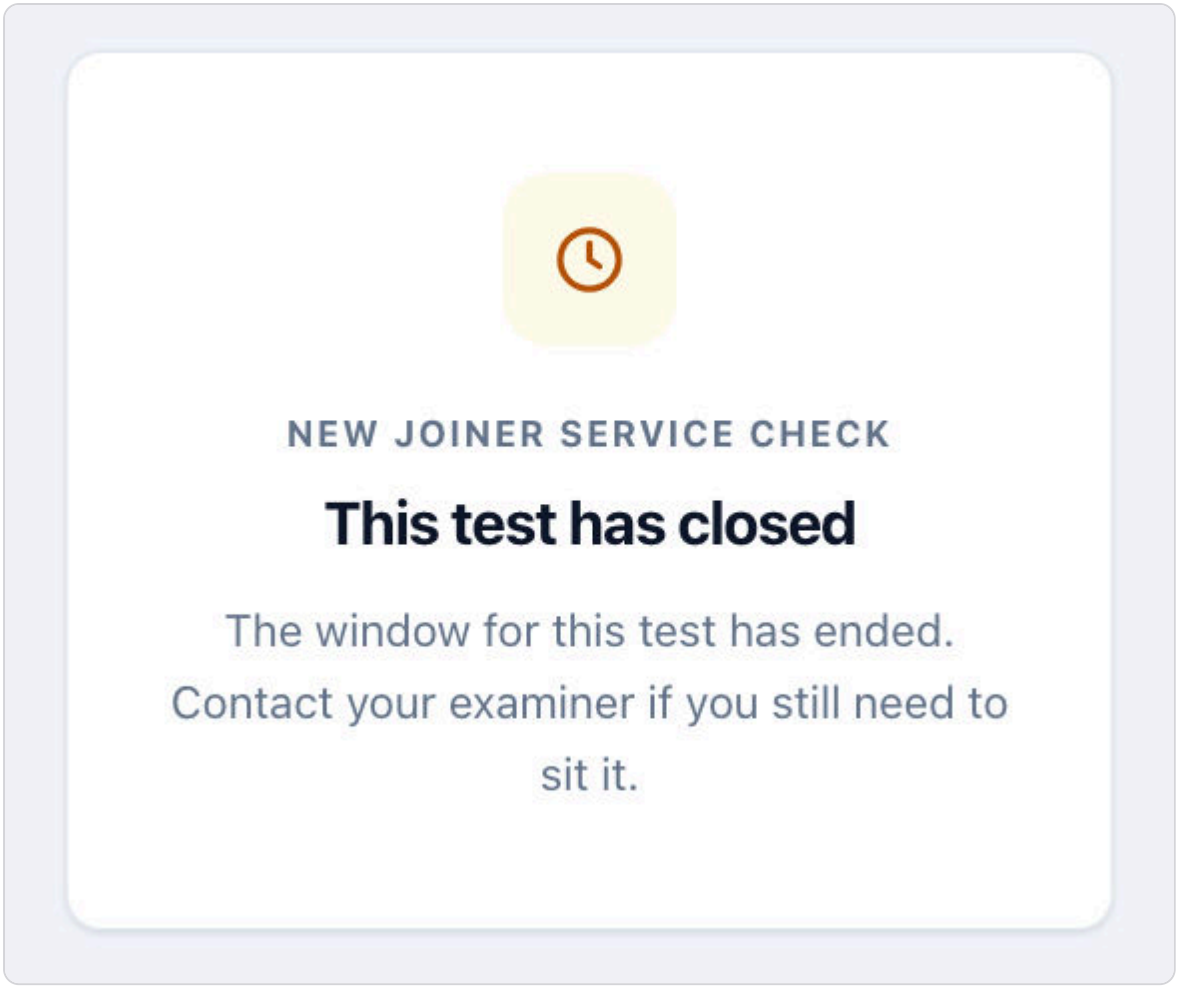
A ranking question can be partly correct: you get part of the point for each row in the right place. A written answer can get full, half or no marks.

If you see a different screen

- **Result pending**: you have submitted, but the examiner has not finished marking or has not released the results yet. Check again later.



- **This test has closed**: the test's time window is over. Once a test has closed, its link shows this message instead of your result, even if your result was released. Ask your examiner for your score.



- If you are allowed more than one try, opening the link again shows the start screen so you can take the test again. Your best try counts.

Add questions to the question bank

For: Examiner

Every test is built from the question bank. Write each question once; you can use it in many tests.

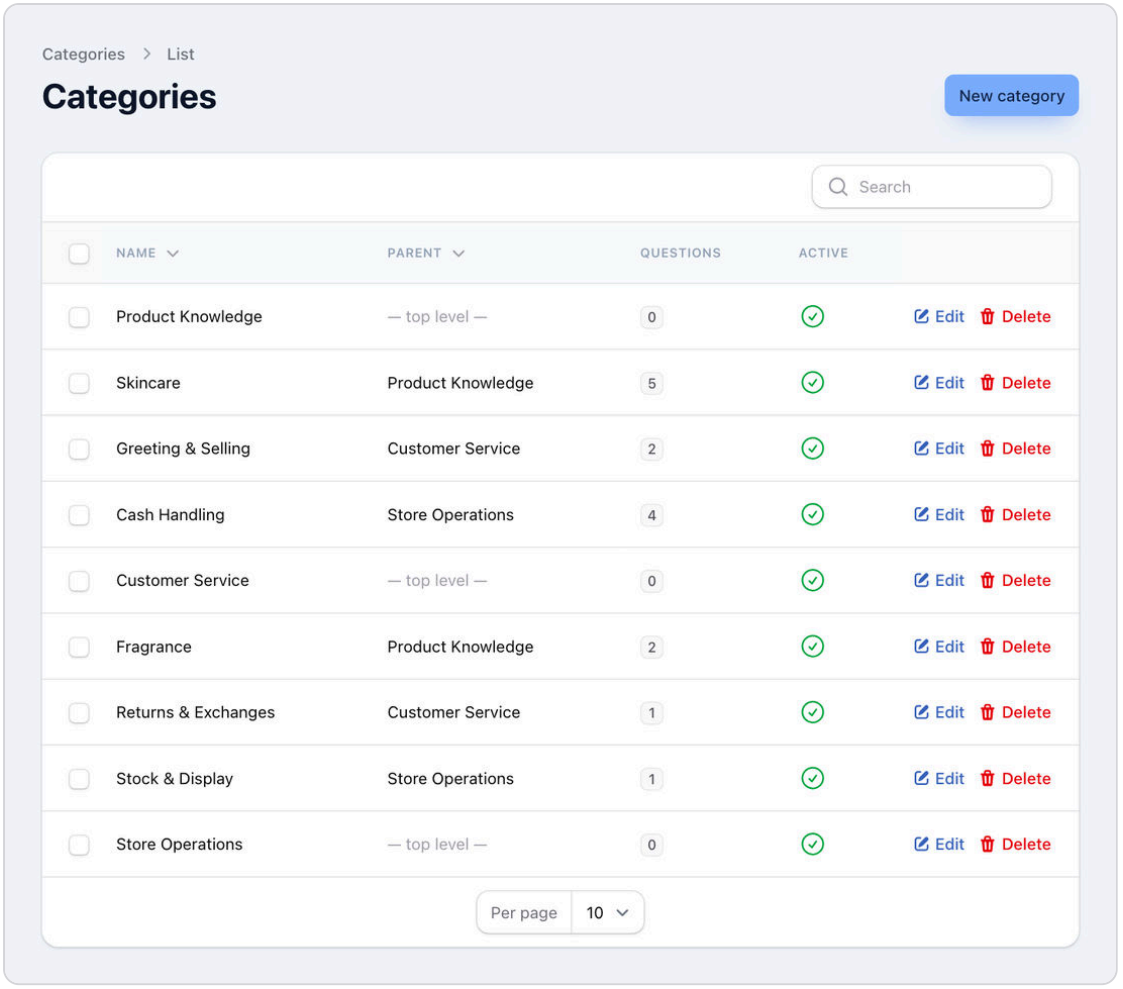
To reach the examiner screens, open Competency test and sign in. If you have a role, tap **Go to dashboard**. The menu is on the left.

Set up categories first

Categories group your questions, for example **Product Knowledge**, with sub-categories such as **Skincare** and **Fragrance** under it. A test can draw questions at random from a category, so file each question in the most specific one.

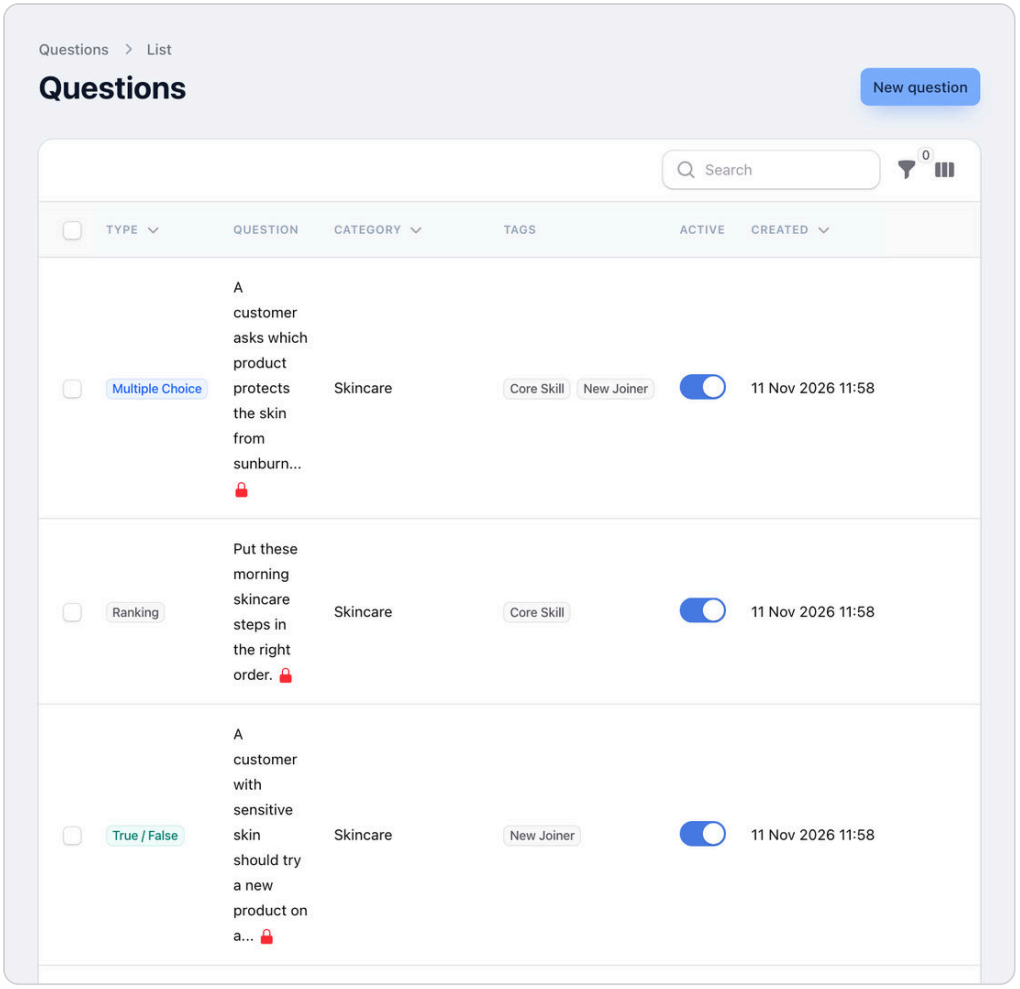
1. Open **Categories** under **QUESTION BANK** in the menu.
2. Press **New category**.
3. Type the **Name**. To make a sub-category, choose its **Parent category**. Leave it empty for a top-level category.
4. Press **Create**.

Categories go two levels deep: a category and its sub-categories.

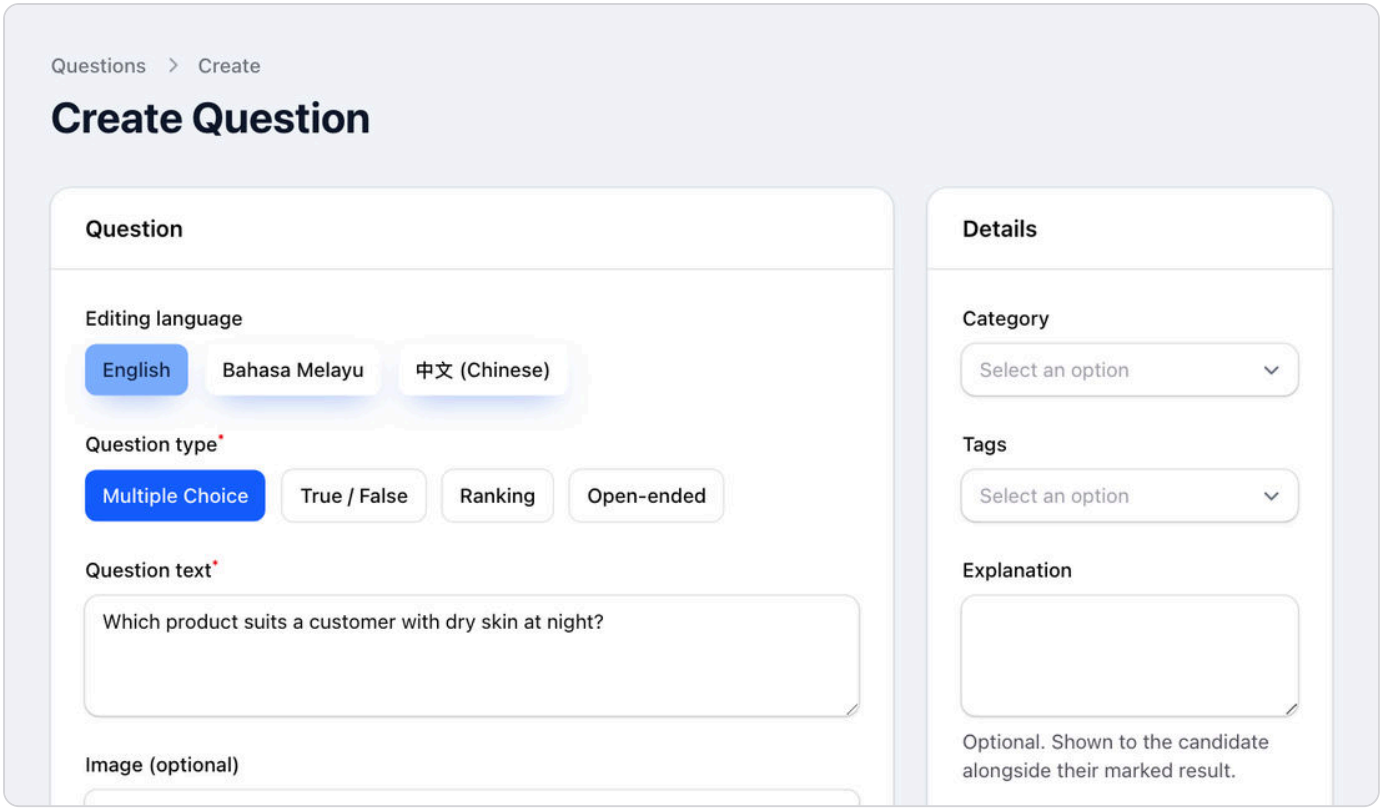


Write a question

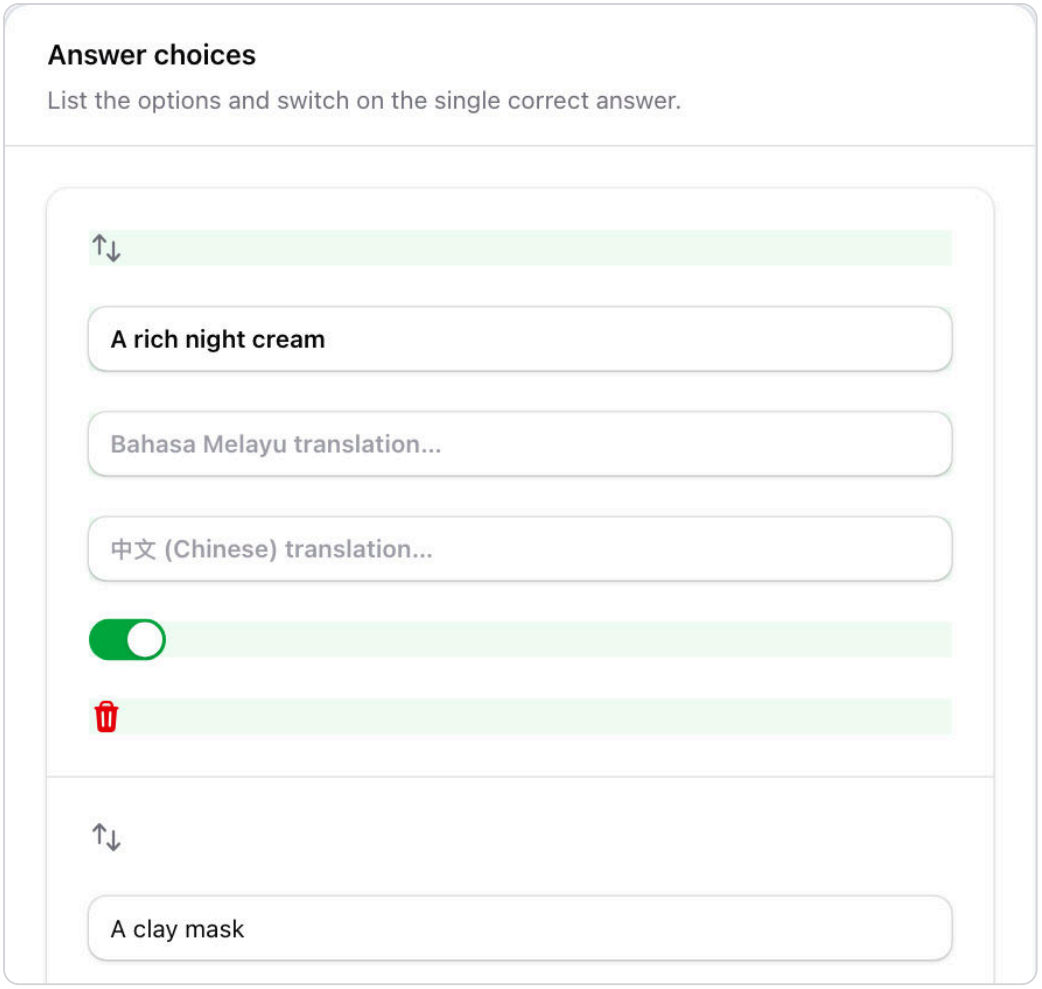
1. Open **Questions** under **QUESTION BANK**.
2. Press **New question** at the top right.



3. Choose the **Question type**: **Multiple Choice**, **True / False**, **Ranking** or **Open-ended**.
4. Type the **Question text**. You can add a picture under **Image (optional)**.
5. On the right, choose the **Category** and, if you use them, the **Tags** (labels such as "New Joiner" that cut across categories).



6. Fill in the answer part, which changes with the type:
    - **Multiple Choice**: type each choice under **Answer choices** and switch on the one correct answer. Press **Add choice** for more.
    - **True / False**: under **Correct answer**, choose **TRUE** or **FALSE**.
    - **Ranking**: type each item under **Answer choices** and set its **Correct position** (1 = first). Staff see the items mixed up.
    - **Open-ended**: write a **Model answer** and **Marking notes (for examiners)**. These help whoever marks the answers; staff never see them.
7. Press **Create**, or **Create & create another** to start the next question straight away.



Each choice also has boxes for a Bahasa Melayu and a Chinese translation. Leave them empty if you only test in English. To translate the question text, tap **Bahasa Melayu** or **中文 (Chinese)** under **Editing language**. A translated question is only used when every part of it is translated; otherwise staff see it in English.

Things to know

- The **Explanation** box says it is shown to the candidate with their result. It is not shown today: the result page staff see has no explanations.
- Switch off **Active** to stop a question being added to new tests without deleting it.
- A red padlock next to a question means staff have already answered it. Its wording and answers can no longer be changed, so old scores stay correct. Write a new question instead.

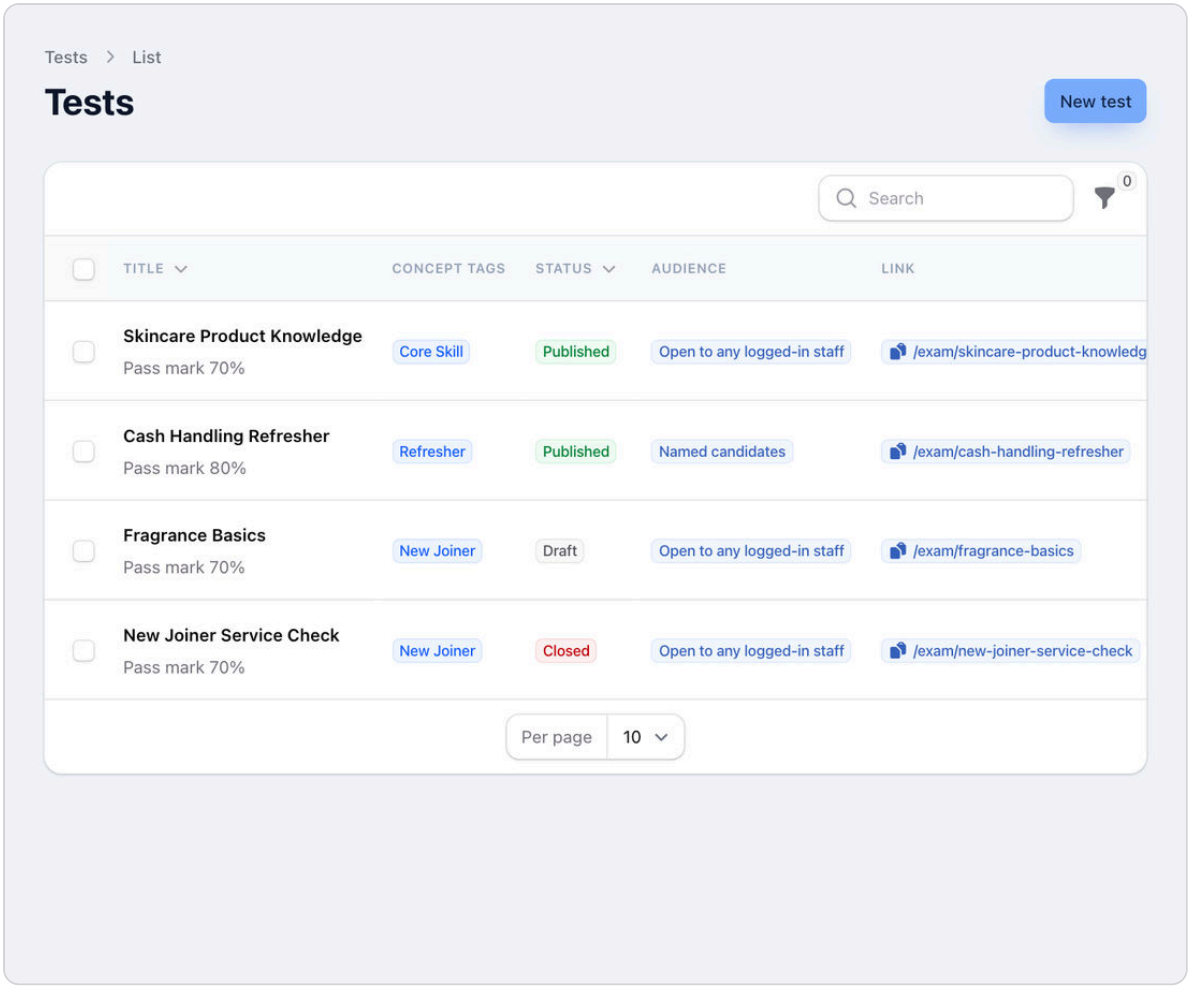
COMPETENCY TEST

Build and publish a test

For: Examiner

A test goes through three states: **Draft** while you build it, **Published** while staff can take it, and **Closed** when it is over.

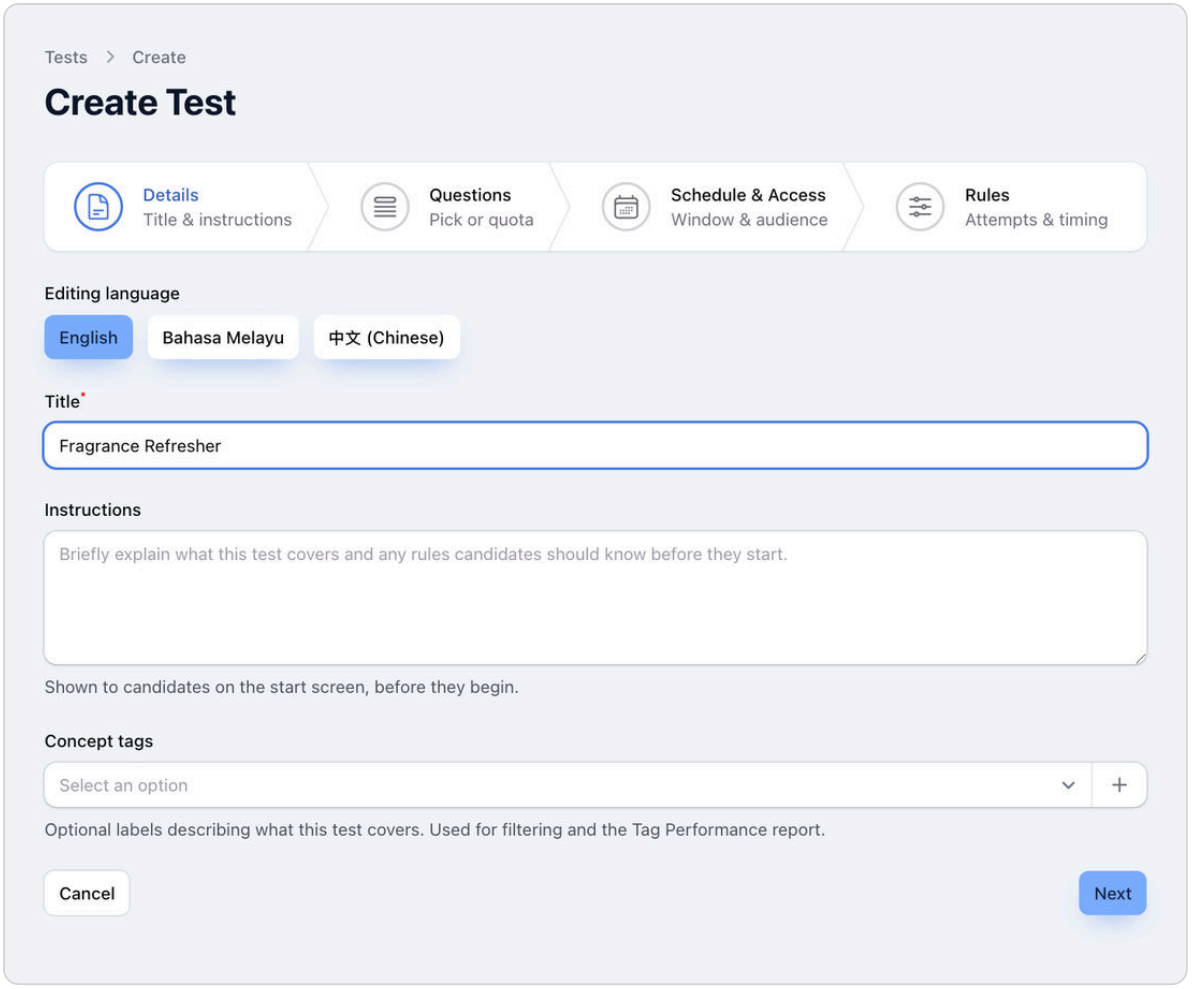
1. Open **Tests** under **EXAMS** in the menu.
2. Press **New test** at the top right.



The form has four steps along the top: **Details**, **Questions**, **Schedule & Access** and **Rules**. Press **Next** to move on, or tap a step to go back to it.

Step 1: Details

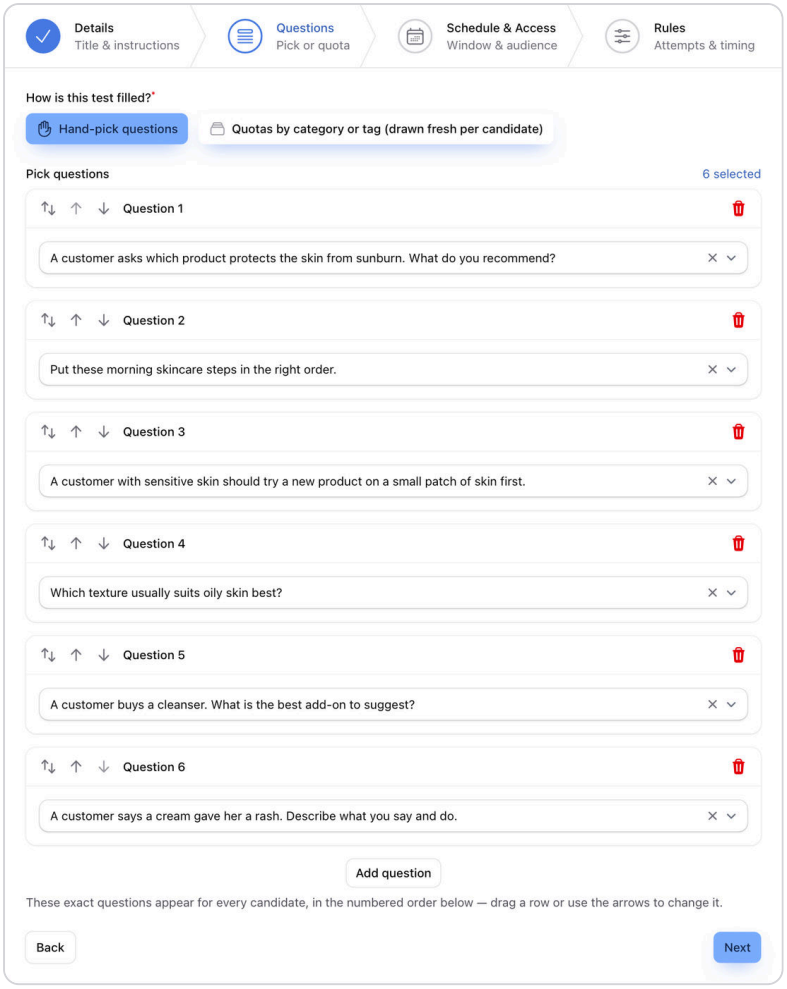
Type the **Title**. Under **Instructions**, write what staff should know before they begin; they see it on the start screen. **Concept tags** are optional labels for the **Tag Performance** report.

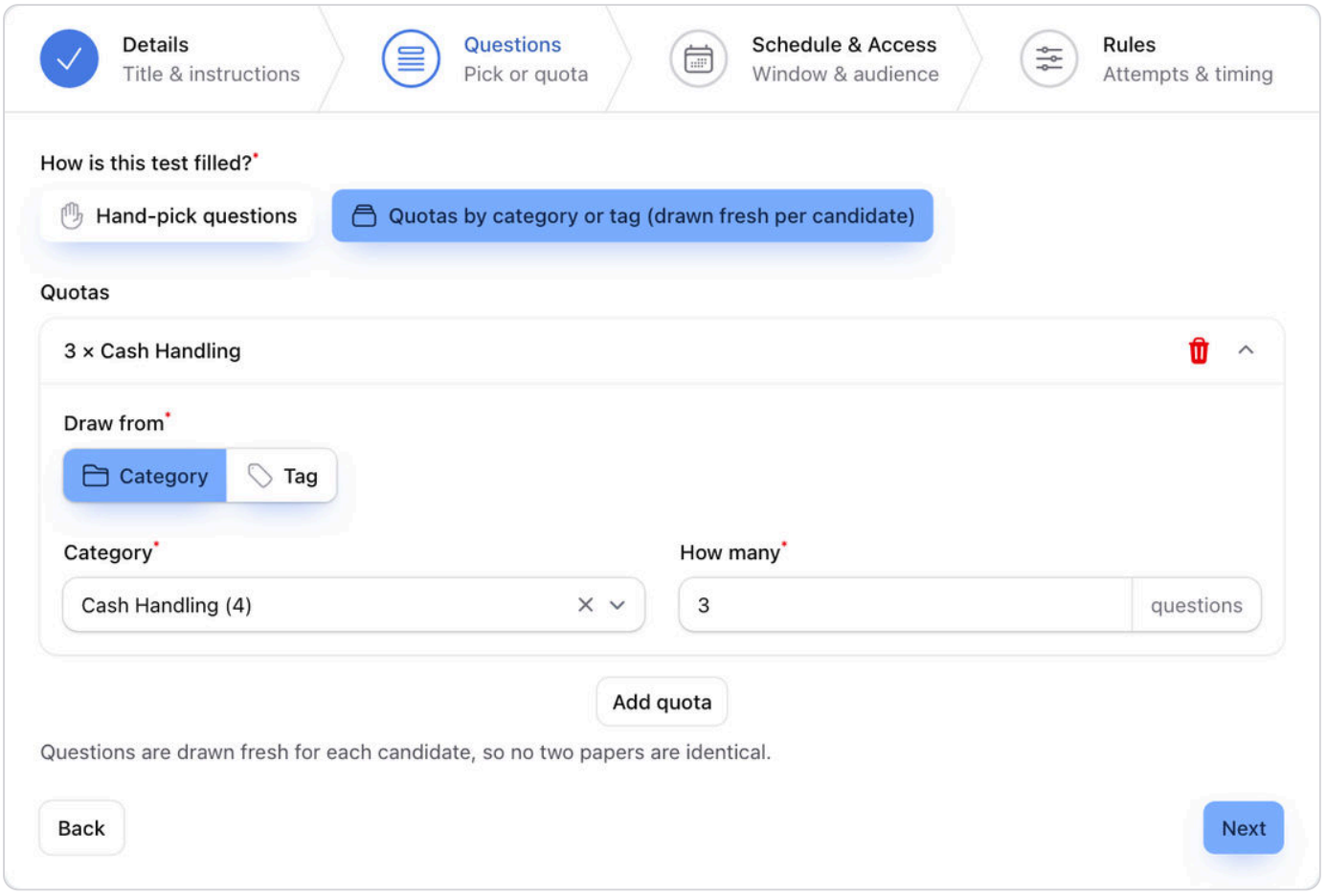


Step 2: Questions

Under **How is this test filled?** choose one:

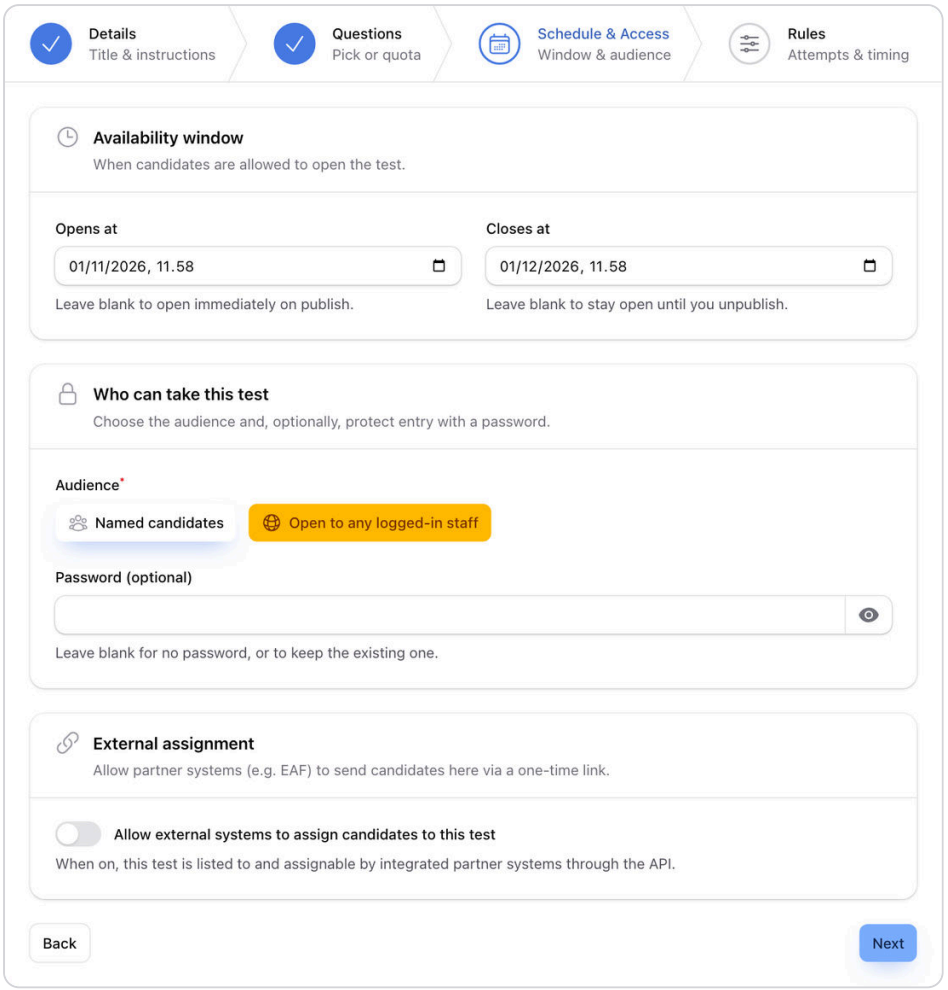
- **Hand-pick questions**: every person gets the same questions in the same order. Press **Add question** and choose each one. Use the arrows to change the order.
- **Quotas by category or tag (drawn fresh per candidate)**: the system picks questions at random for each person. Press **Add quota**, choose **Draw from Category** or **Tag**, pick which one, and type **How many** questions to take from it. The number in brackets after a category is how many questions it holds.


Details
Title & instructions
Questions
Pick or quota
Schedule & Access
Window & audience
Rules
Attempts & timing
How is this test filled?*
Hand-pick questions
Quotas by category or tag (drawn fresh per candidate)
Pick questions
6 selected
Question 1
A customer asks which product protects the skin from sunburn. What do you recommend?
Question 2
Put these morning skincare steps in the right order.
Question 3
A customer with sensitive skin should try a new product on a small patch of skin first.
Question 4
Which texture usually suits oily skin best?
Question 5
A customer buys a cleanser. What is the best add-on to suggest?
Question 6
A customer says a cream gave her a rash. Describe what you say and do.
Add question
These exact questions appear for every candidate, in the numbered order below — drag a row or use the arrows to change it.
Back
Next


Details
Title & instructions
Questions
Pick or quota
Schedule & Access
Window & audience
Rules
Attempts & timing
How is this test filled?*
Hand-pick questions
Quotas by category or tag (drawn fresh per candidate)
Quotas
3 × Cash Handling
Draw from*
Category
Tag
Category*
Cash Handling (4)
How many*
3
questions
Add quota
Questions are drawn fresh for each candidate, so no two papers are identical.
Back
Next

Step 3: Schedule & Access

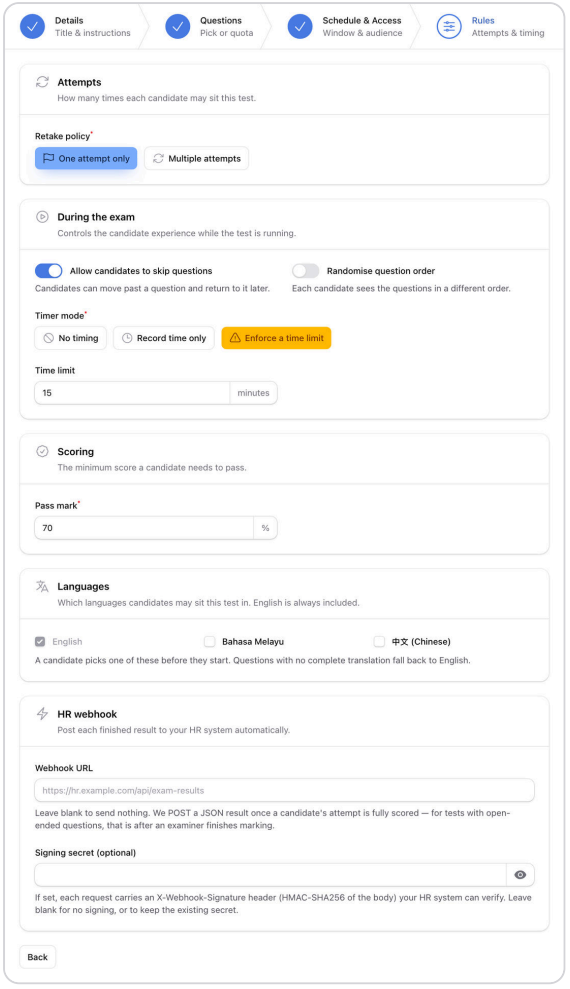
- **Opens at** and **Closes at**: when staff can open the test. Leave **Opens at** empty to open it as soon as you publish. Leave **Closes at** empty to keep it open until you close it.
- **Audience**: **Open to any logged-in staff** lets anyone with the link take it. **Named candidates** shows a **Candidates** box: only the people you pick there can take it. Anyone else who opens the link sees **You're not a candidate**. You can search by name or phone number. A person is only in this list after they have signed in to Competency test once, or after someone has added them under **Users**.
- **Password (optional)**: staff must type this password before they start. Give it to them yourself.
- **External assignment**: leave this off unless your IT team has connected another system that sends people to tests.



Step 4: Rules

- **Retake policy**: **One attempt only** or **Multiple attempts**. With multiple attempts, set **Maximum attempts** or leave it empty for no limit. The best try counts.
- **Allow candidates to skip questions** and **Randomise question order**.

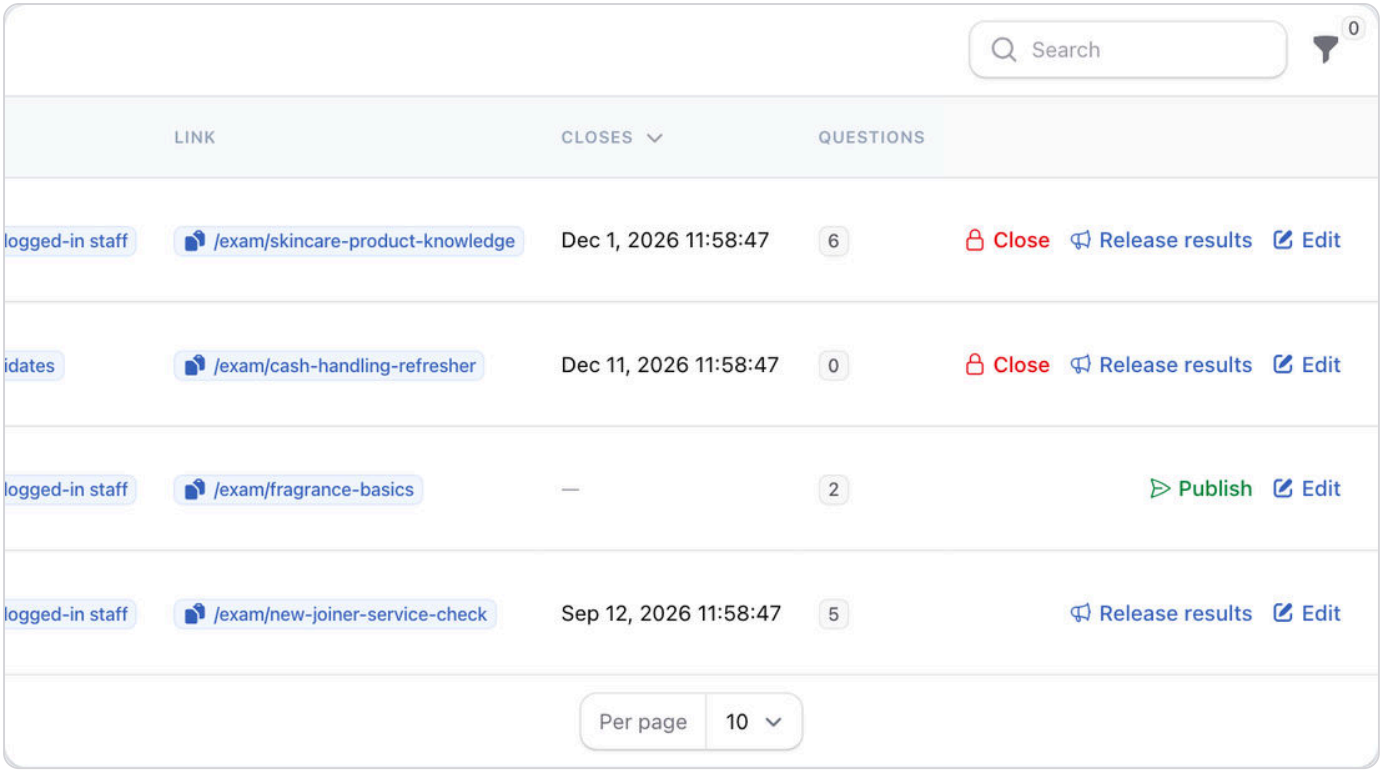
- **Timer mode**: **No timing**, **Record time only** (time is kept for the reports, no limit), or **Enforce a time limit** with a **Time limit** in minutes. When the time runs out, the test is submitted with the answers given so far.
- **Pass mark**: the score in % needed to pass. Every question is worth one point.
- **Supported languages**: English is always on. Tick **Bahasa Melayu** or **中文 (Chinese)** to let staff choose that language.
- **HR webhook**: leave it empty unless your IT team gives you an address. It sends each finished result to another system.



Press **Create** on the last step. The test is saved as a **Draft**. Staff cannot open it yet.

Publish and share the link

1. In the **Tests** list, scroll the row to the right and press **Publish**. If something is missing, a message says what, for example that a category does not hold enough questions for its quota.
2. Tap the address under **Link** to copy it. It also opens the test in a new tab so you can check it.
3. Send the link to your staff. The system does not send it for you.



When the test is over, press **Close** on its row. Staff who open the link then see **This test has closed**. A test also stops accepting people after its **Closes at** time, even if you do not press **Close**.

For a test filled by quotas, the **Questions** column in the list shows 0. That is normal: the questions are picked when each person starts.

COMPETENCY TEST

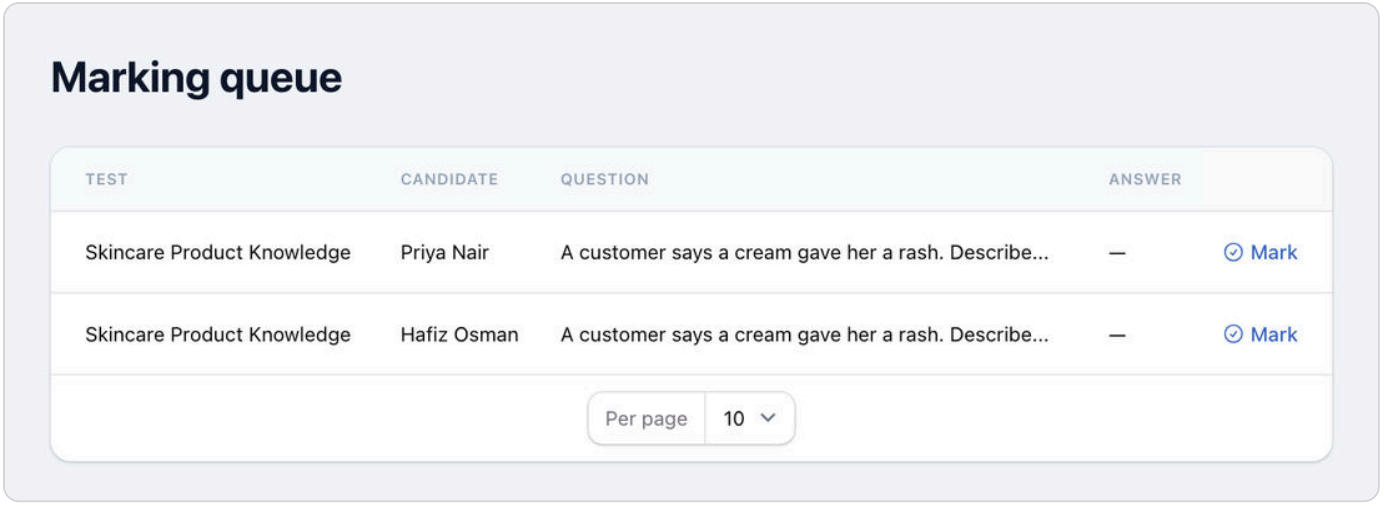
Mark answers and release results

For: Examiner

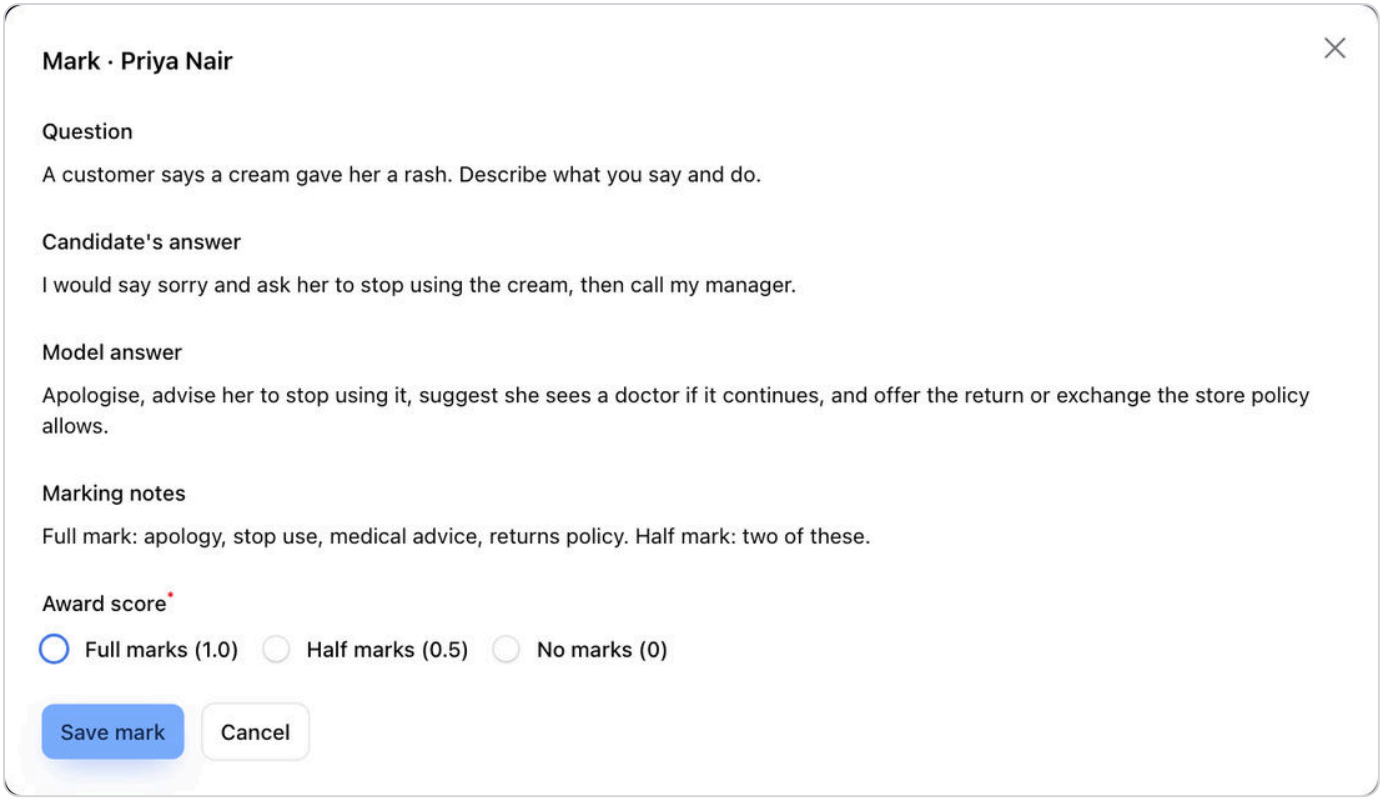
Multiple choice, True / False and ranking answers are scored by the system the moment a person submits. Open-ended (written) answers wait for you to mark them. Nobody sees a score until you release it.

Mark written answers

1. Open **Marking queue** under **EXAMS**. The number next to it is how many answers are waiting.
2. Find the answer and press **Mark** on its row. The **Answer** column in the list shows "—" today, even when the person wrote something; the answer itself shows once you press **Mark**.



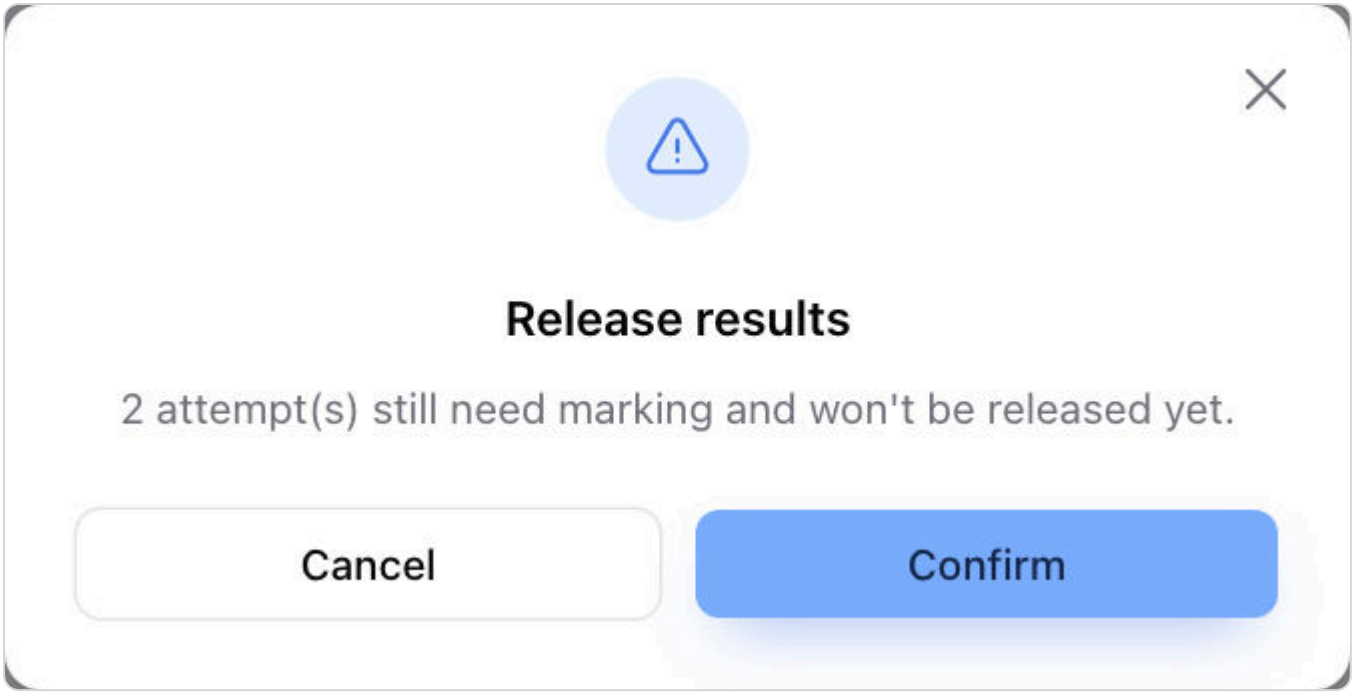
3. Read the **Candidate's answer** next to the **Model answer** and **Marking notes** you wrote with the question.
4. Under **Award score**, choose **Full marks (1.0)**, **Half marks (0.5)** or **No marks (0)**.
5. Press **Save mark**.



When every written answer in a person's test is marked, their score is final and the answer leaves the queue.

Release results

1. Open **Tests** under **EXAMS**.
2. On the test's row, press **Release results**. You may need to scroll the row to the right.
3. The window tells you if some people's answers still need marking; their results are held back. Press **Confirm**.



Every fully marked result for that test is now visible to the person on their test link. Press **Release results** again later to release results that were marked after this. Staff get no message; tell them their results are out.

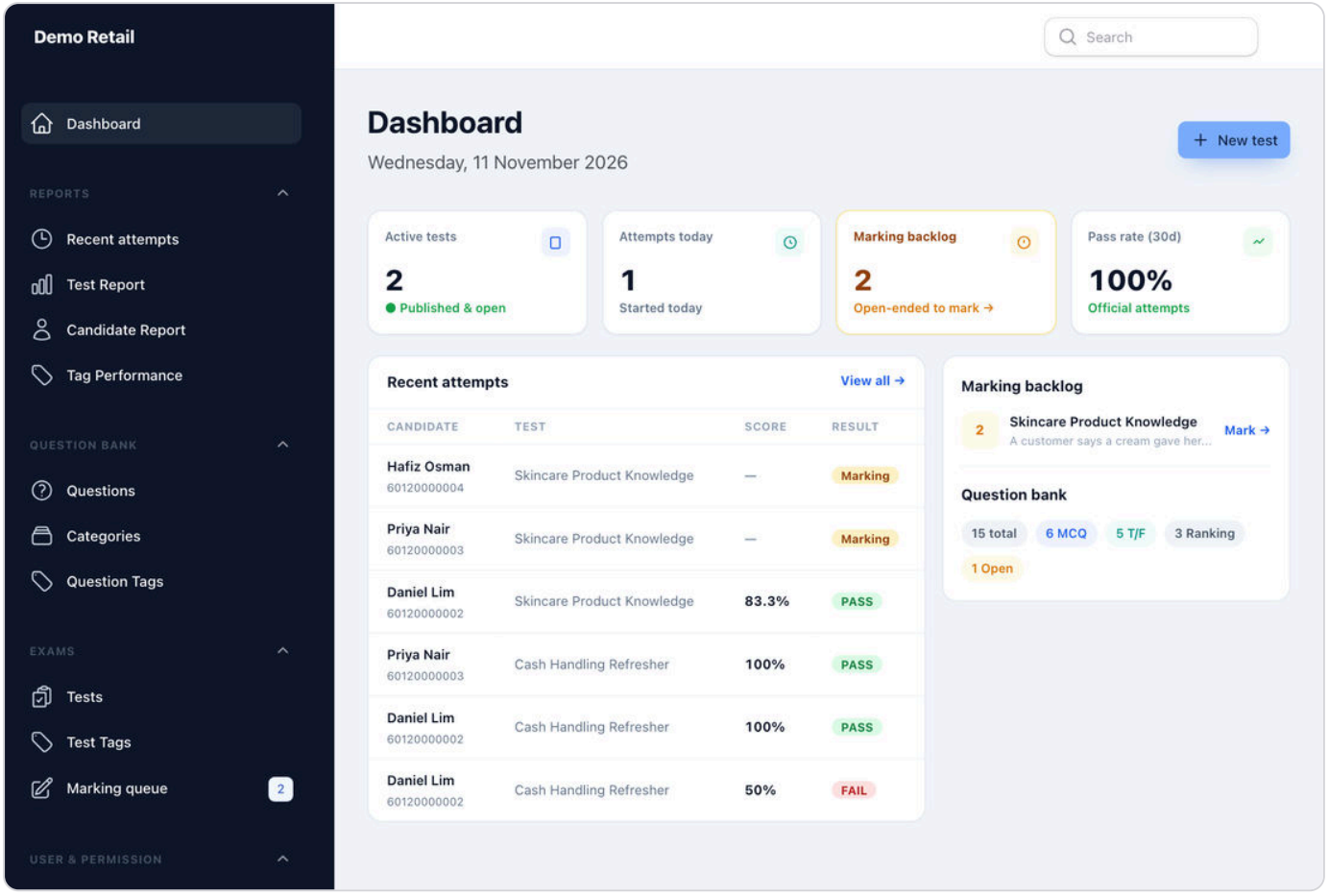
If you need to look at someone's full answer sheet before releasing, see the next page.

Read the results and reports

For: Examiner, Viewer

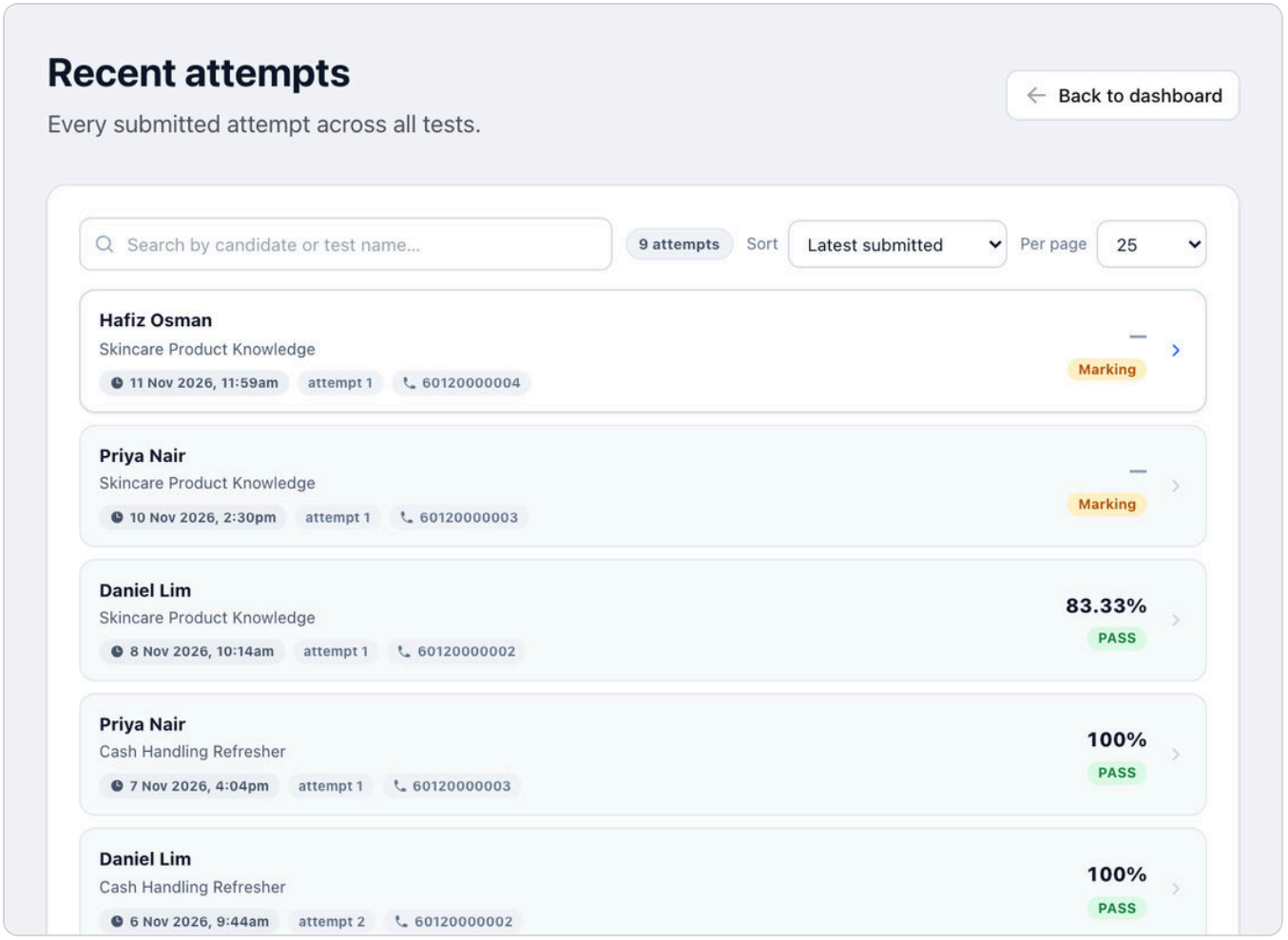
Dashboard

The **Dashboard** opens first. It shows how many tests are open now, how many attempts started today, how many written answers are waiting for marking, and the pass rate over the last 30 days. **Recent attempts** lists the latest tests taken; press **View all →** for the full list.



Every attempt, newest first

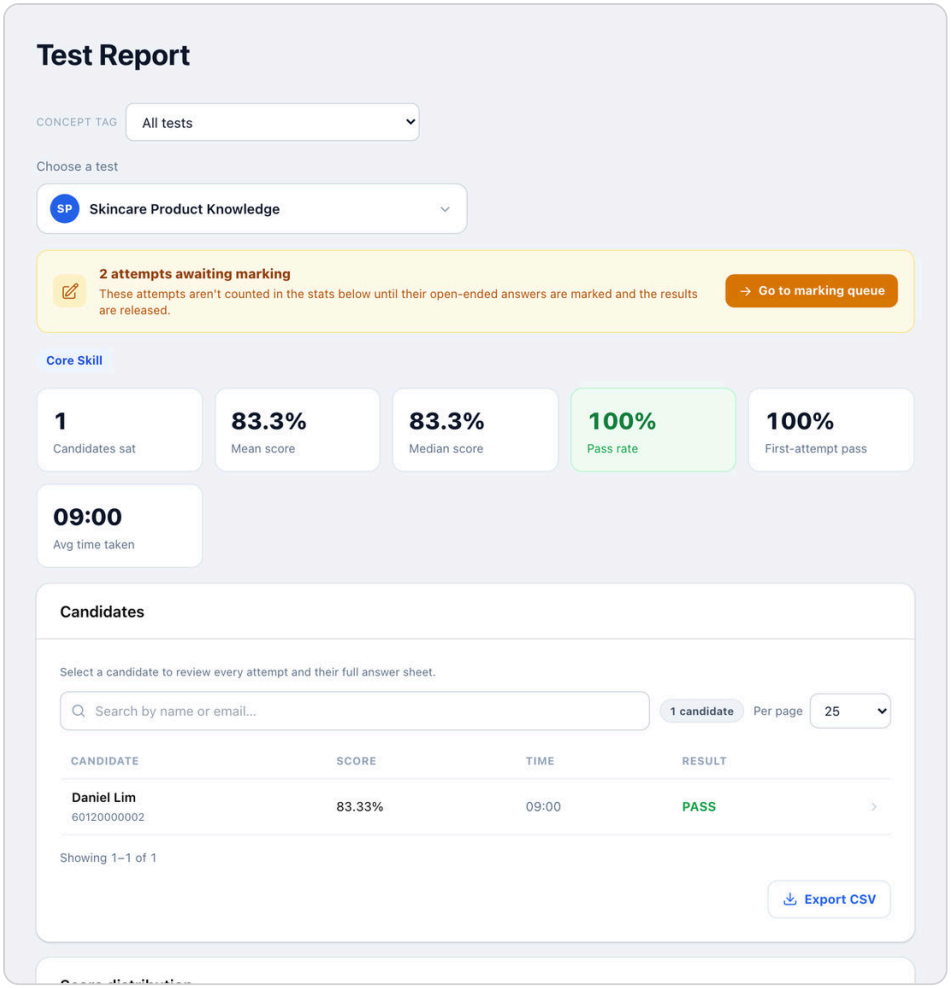
Open **Recent attempts** under **REPORTS**. Search by a person's name or a test name, and use **Sort** to order by date, score or name. An attempt that says **Marking** is waiting for written answers to be marked.



One test: how did everyone do?

1. Open **Test Report** under **REPORTS**.
2. Under **Choose a test**, pick the test. **CONCEPT TAG** above it narrows the list.

You see how many people took it (**Candidates sat**), the **Mean score**, **Median score**, **Pass rate**, **First-attempt pass** and **Avg time taken**. Results still waiting for marking or release are not counted yet; a yellow box says how many.



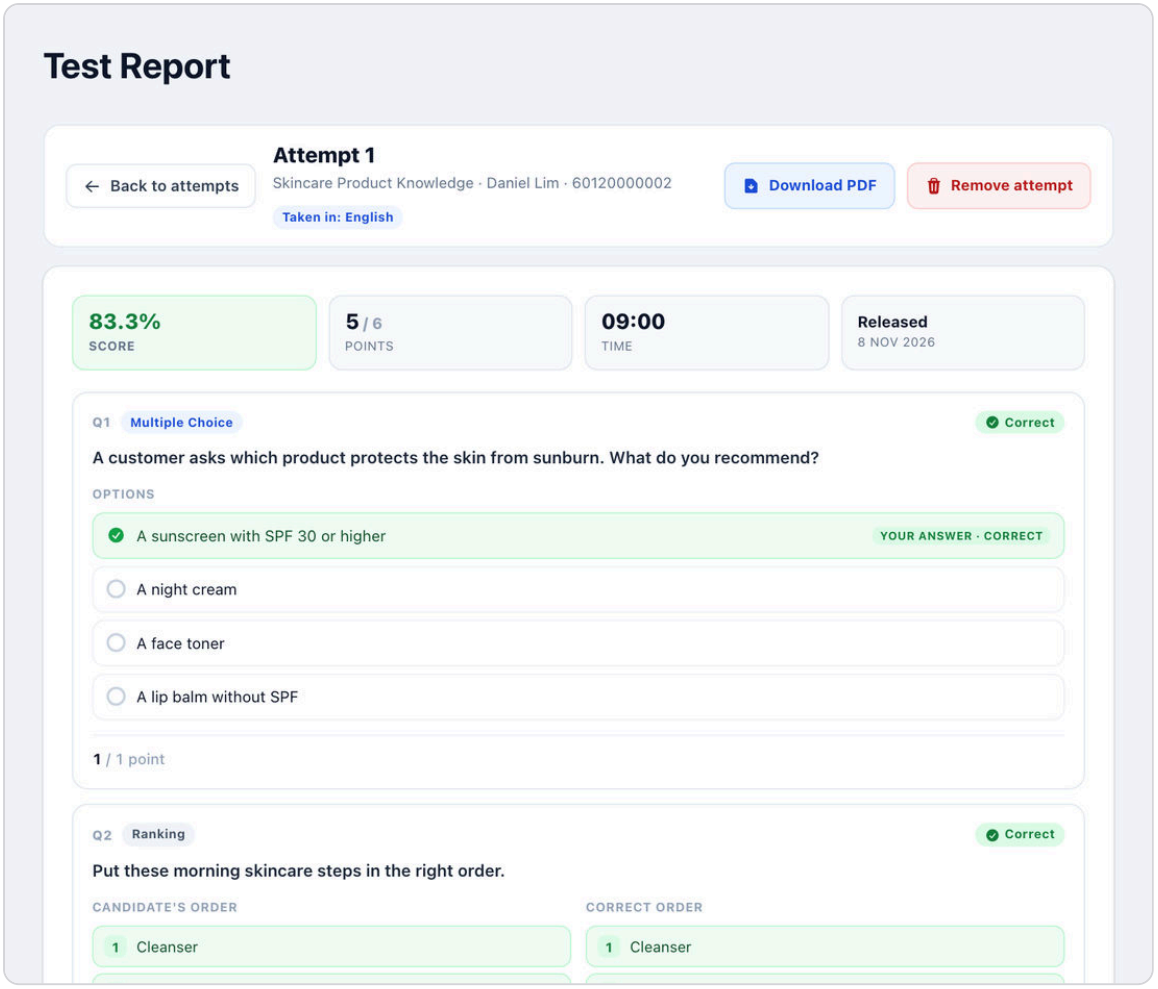
Further down the page:

- **Candidates**: each person's score, time and result. Press **Export CSV** to download the list as a spreadsheet file.
- **Score distribution**: how many people scored in each band.
- **Performance by question type** and **Topic performance**: where people are strong and where they struggle, by category and tag.
- **Item analysis**: how hard each question was. A question almost nobody gets right may have the wrong answer set.

One person's answer sheet

1. In the **Candidates** list of the Test Report, press a person's row.
2. Press the attempt you want to see.

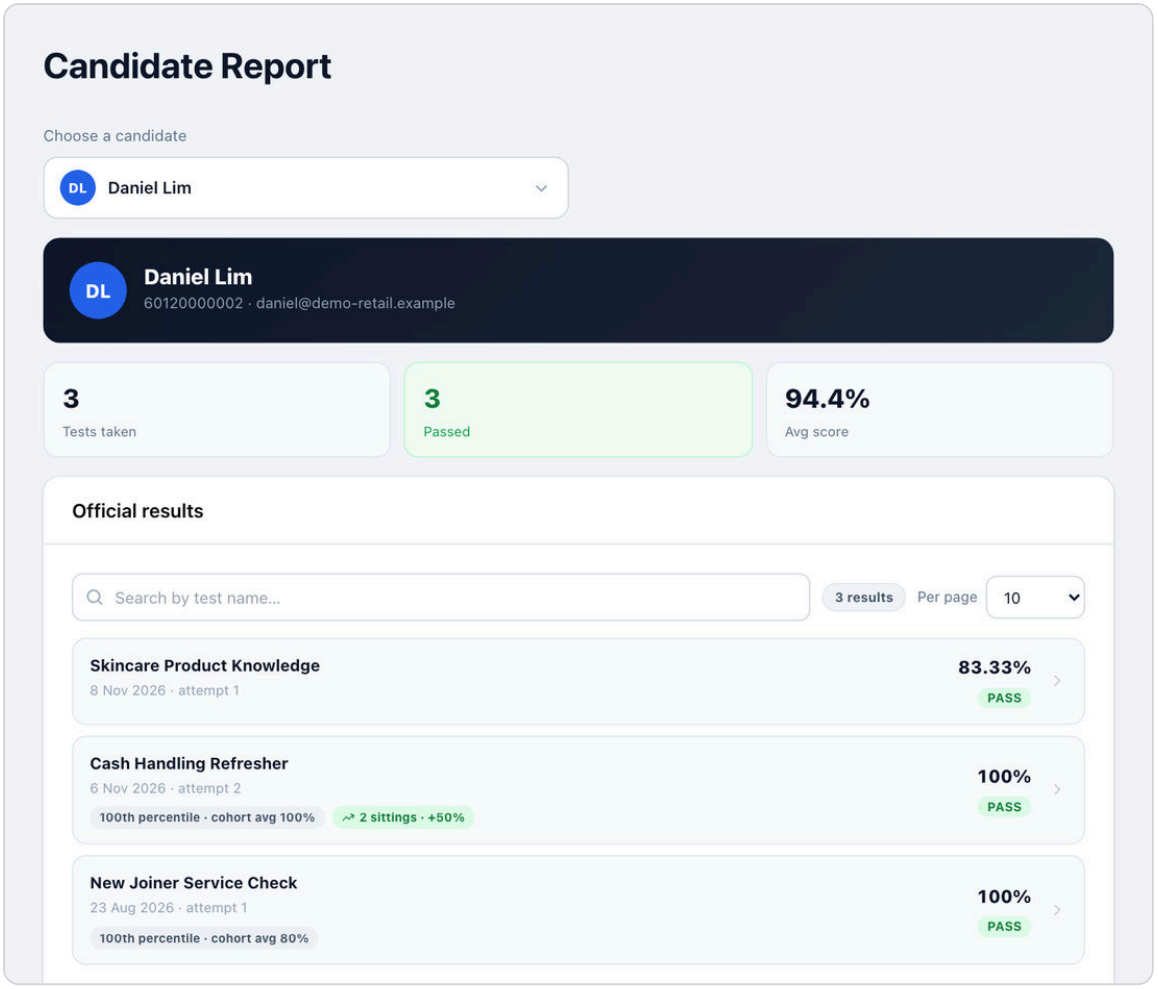
You see every question, the answer they gave and the right answer. Press **Download PDF** to save the answer sheet. **Remove attempt** deletes that attempt for good; use it only when a test has to be taken again from scratch.



One person across all tests

1. Open **Candidate Report** under **REPORTS**.
2. Under **Choose a candidate**, pick the person.

You see how many tests they took, how many they passed, their average score, and their counted result for each test. When someone took a test more than once, their best try is the one shown.



Results by topic label

Open **Tag Performance** under **REPORTS** to see the average score and pass rate for all tests that carry the same concept tag, for example all "New Joiner" tests.

Tag Performance

Cohort performance rolled up by the tags on each test.

Performance by tag

Each row aggregates the official (marked or released) attempts across every test carrying that tag.

TAG	TESTS	ATTEMPTS	MEAN SCORE	PASS RATE
Core Skill	1	1	83.3%	100%
New Joiner	2	3	80%	66.7%
Refresher	1	2	100%	100%

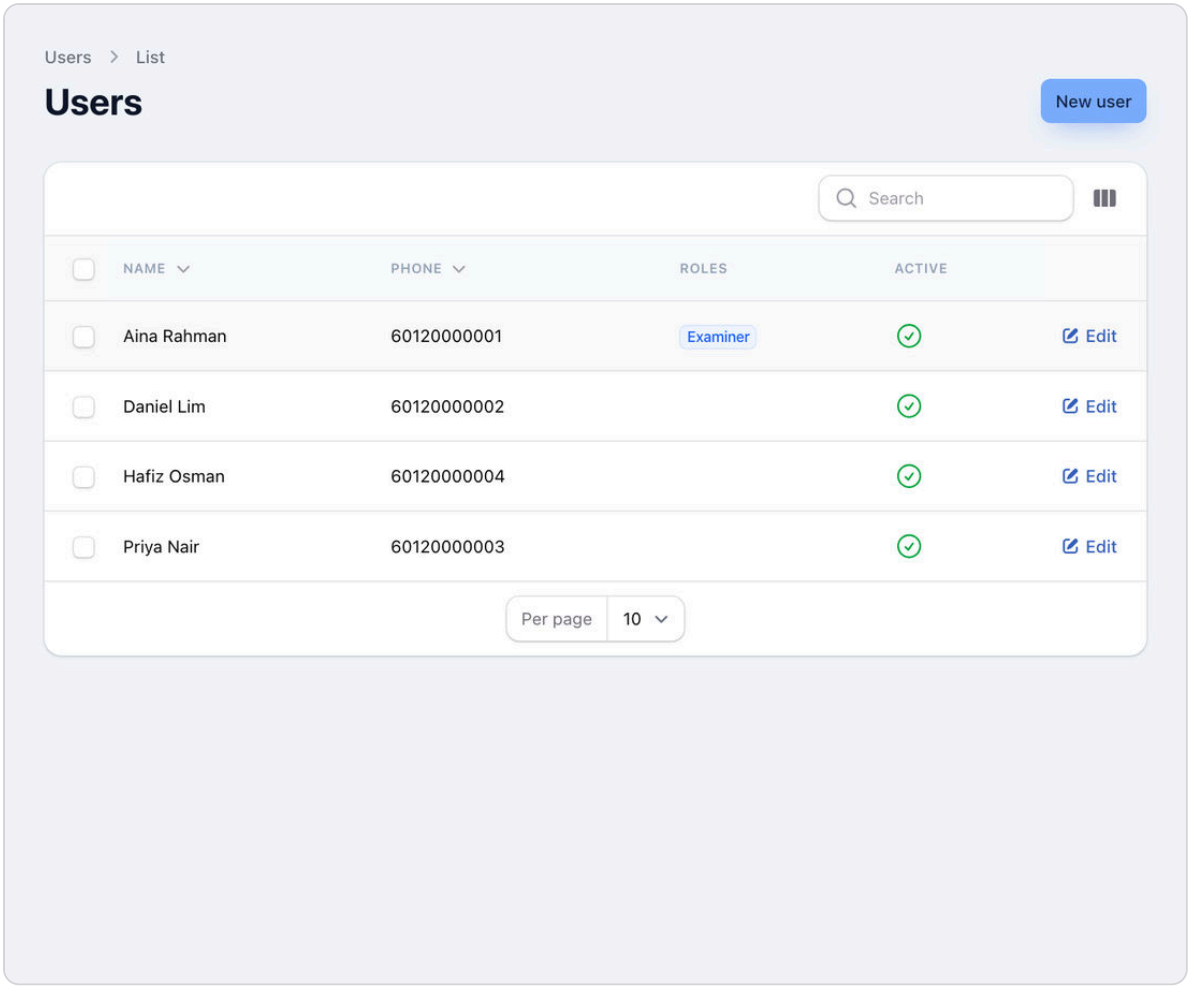
Give someone examiner or viewer access

For: Administrators

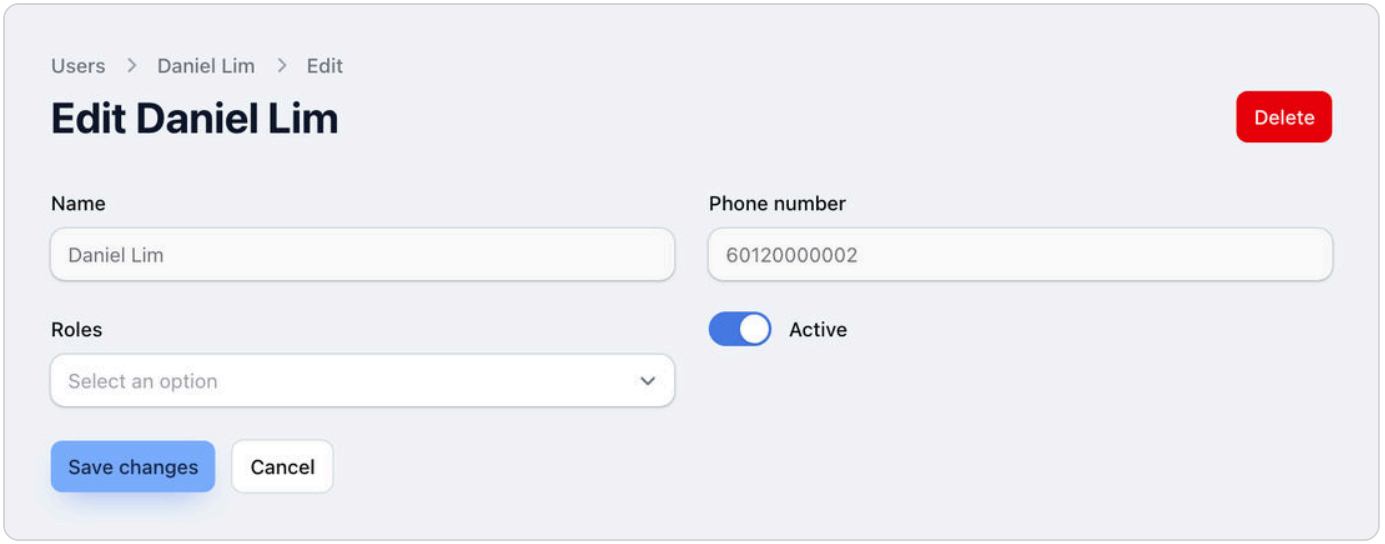
People who only take tests need no role. Give a role to the people who run tests or read results. People with the **Examiner** role can do this.

Give a role

1. Ask the person to open Competency test and sign in once. That adds them to the list.
2. Open **Users** under **USER & PERMISSION** in the menu.



3. Press **Edit** on their row.
4. Under **Roles**, choose **Examiner** or **Viewer**.
5. Press **Save changes**.



Next time they open Competency test they see **Go to dashboard**.

- **Examiner**: write questions, build and publish tests, mark answers, release results, read reports, and give roles.
- **Viewer**: read the reports and lists. Cannot change anything and cannot mark answers.

You can also add someone yourself with **New user**: type their **Name** and **Phone number**. Use the same phone number they sign in with.

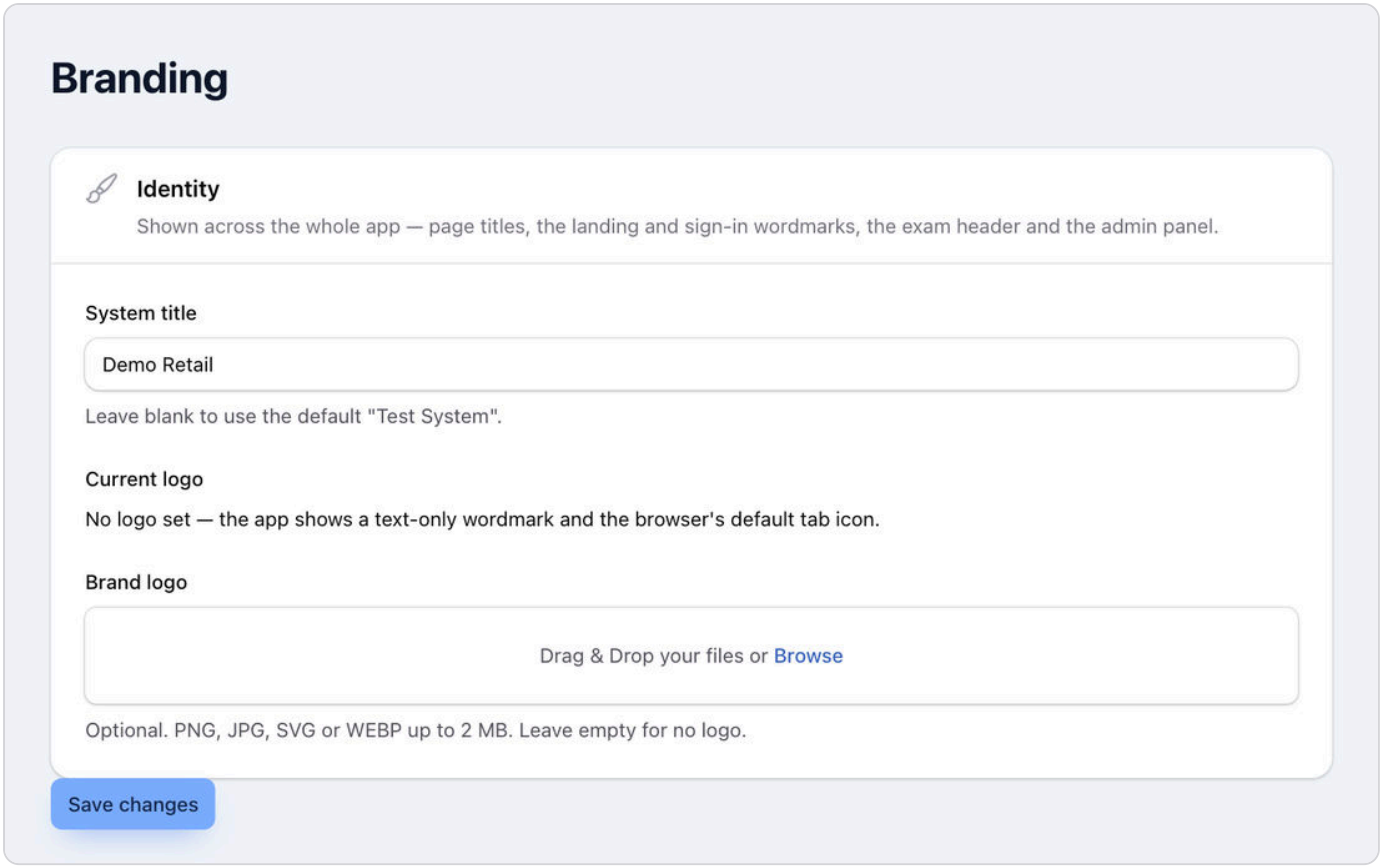
To take someone's access away, remove their role. Switching off **Active** blocks the person from the examiner screens and from taking tests.

The full-access role

The full-access role cannot be given from this screen; your IT team gives it. People with it also see **Roles**, to change what each role may do, and **Branding**.

Change the name shown on the screens

People with full access can open **Branding** under **SETTINGS**. **System title** is the name shown on the sign-in page, the test screens and the examiner screens. **Brand logo** is optional. Press **Save changes**.


Branding
Identity
Shown across the whole app — page titles, the landing and sign-in wordmarks, the exam header and the admin panel.
System title
Demo Retail
Leave blank to use the default "Test System".
Current logo
No logo set — the app shows a text-only wordmark and the browser's default tab icon.
Brand logo
Drag & Drop your files or Browse
Optional. PNG, JPG, SVG or WEBP up to 2 MB. Leave empty for no logo.
Save changes