

Frequently Asked Questions about the National Numeracy Challenge

What if I don't have access to a computer?

If you have a smartphone or a tablet, then you can use that to access the National Numeracy Challenge. All you need to do is open your internet browser and type in the unique link.

If you don't have a phone or tablet, are there any work computers you can use? Or could you visit the local library to use a computer there?

Can't I just Google it rather than typing in the link?

It's very important that you use the unique link you are given. If you Google it, you won't find the correct version of the learning resource and your activity won't be included in any reports back to the organisation. If you don't use the right link, your employer won't be able to see when you've had a go at the National Numeracy Challenge.

What email address should I use?

Ideally, you should register using your workplace email address. If you don't have a workplace email address, then you can use your own personal email address. It's important to remember which one you have used so that you can log back in and pick up where you left off. You should always use the same email address when you log back in – don't create a new account with a new email address!

What if I've forgotten my password?

You can easily reset your password by going to the National Numeracy Challenge login screen and clicking the text under the password box that says "Forgotten password." You'll be emailed a link, which you can follow to set up a new password.

What if the initial assessment takes me too long?

You can log in and out while doing the quick check or check-up assessment by clicking "Save & Log out" before you leave the page. When you log back in, you'll then start from where you left off. The assessment isn't timed, so you can take as long as you need to complete it.

What if it's too hard?

The quick check and check-up assessments are adaptive, meaning you will get questions of varying difficulty depending on how you answer. So, if a couple of questions are too difficult for you, the questions will get easier. Or, if you are getting lots of answers right, you'll be given harder questions. Some of the questions might stretch you a little bit, but the way the assessment works means it should never be completely beyond your level.

If you don't know the answer, it's better to choose the "I don't know" option than to guess. This means you will be given the learning resources on your Home Screen at the end of the assessment to help you with this area of numeracy.

If you're worried about finding it hard, it's worth remembering that making mistakes is part of the learning process and that the assessment is there to help you understand your starting point – it's not a test!

Can I use a calculator?

Yes – using a calculator is not cheating! It's absolutely fine to use a calculator when learning or during the assessment, just as you would in everyday life. Numeracy isn't all about being able to do sums in your head – it's just as important to be comfortable knowing what to enter on a calculator and estimating if the answer is correct.

What if I'm not feeling very confident?

Everyone can improve their numeracy. If you're not feeling confident, talking to people about how you are getting on can really help. Try talk to a colleague who is also using the National Numeracy Challenge or get in touch with your organisation's Numeracy Champion. The "Learning Resources" on the Home Screen might also help you think about the value of maths in your life and you can find resources to help you build your confidence with numbers.

Does it tell me which questions I didn't get right?

Yes – when you've finished the quick check or check-up assessment, your Home Screen will list the questions you didn't get right. You'll be pointed towards resources to help you improve your skills and understanding in these areas of numeracy.

What if I've retaken the quick check or check-up but my score hasn't improved?

You can retake the quick check or check-up as many times as you need, but it's best to not retake it until you have looked at some of the learning resources. The best thing to do is to work through the learning resources for the questions you previously got wrong until you feel you understand the numeracy involved. This should help you to improve your score when you take the quick check or check-up again.

How long will it take me to improve?

This depends on how often you visit the learning pages, but you will be surprised by how much you can improve just by doing a little bit of learning every day. Allow yourself time to learn at a steady pace – don't leave it to the last minute if you've been given a target!