

NEA Support

FAQs on Digital NEA samples

Version 1

1. How can I contact for support with online NEA sample submissions?

You can email our support team at info@oxfordaqa.com or call them on +44 (0)161 696 5995.

2. How many files can I upload at once?

File type	Number of files per batch
Candidate media	Up to 10 files can be uploaded at once.
Centre documentation	Up to 5 centre documents can be uploaded at once.

You can upload candidate media files or centre documentation files, but not both at the same time.

You must select whether your files are candidate media or centre documentation at the time of upload.

Please note: if both the Upload Media File and Upload Centre Documentation buttons are greyed out, this may be because you have submitted your sample and your candidates are now locked. To amend your sample, see Section 9 Amending submissions in the [Sampling arrangements guidance](#).

3. What is the maximum file size limit?

There is no limit on individual file size, but uploads are capped at 50Gb per batch.

Please note: the larger the files, the longer the upload will take to process.

4. How long will it take to upload my sample?

This depends on the number of files being uploaded at once, internet connection speed, and wired versus wireless connections, among other factors. An upload progress bar will display the file upload percentage for each file.

Once uploaded, files are scanned for viruses and verified (audio and video files are also transcoded).

5. Why can't I use the Digital Media Portal to upload my sample?

Centre marks submission online sample submissions is for the submission of centre marked NEA sample files. It is different to the Digital Media Portal, which is for the submission of examined assessment files (e.g. English as a Second Language speaking tests).

6. Why can't I access my sample through Centre Services top level navigation?

Samples are only generated once marks or grades are input and submitted for all candidates in a component.

You can access your sample from the 'Dashboard' and 'Marks and Samples' screens once your sample is generated and the sample links become active.

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7. Can I still send my sample materials through the post?

For components now using online NEA sample submissions, we no longer accept samples sent through the post.

All other components will submit NEA sample material in the same way as previous years.

8. Can I upload sample files from the cloud?

Centre marks sample submissions does not currently allow files to be uploaded directly from cloud-based platforms such as ShareFile. ShareFile links may be pasted into a document and uploaded as a workaround if required. Files should be saved locally

9. Can I upload a password protected file?

Centre marks sample submissions does not prevent password protected files from being uploaded, but we would ask centres not to password protect their files so that they can be opened by moderators.

10. Can I upload an encrypted file?

Centre marks sample submissions does not currently allow encrypted files to be uploaded. For more information on valid file types please see Section 2 in the [Sampling arrangements guidance](#).

11. What browsers work for online submission of NEA samples?

We recommend you use the latest version of either Chrome or Edge.

If you're using an older browser version or a different browser to those listed above, some features may not work as you expect, or at all. We recommend you upgrade to the latest version for the best online experience.

12. There was a problem with my upload. What should I do?

If an upload fails, you can either resume the upload and select and re-upload the same file or delete the failed upload and try again. If you uploaded multiple files, where part of the batch uploaded successfully you only need to re-upload the ones that failed.

Please note: files with a failed upload status must be resolved or deleted before finalising your sample submission.

13. All of my candidates have files uploaded. Why can't I submit my sample?

There are certain criteria that need to be met before the system will allow a sample to be submitted.

Before submitting make sure that:

- a. all candidates in the sample are tagged to at least one file.

Tip: on the View and upload sample screen, ensure each sample candidate has at least one file type listed in the 'Media type' column of the 'Candidate Media' table.

- b. all uploaded files are tagged to candidates.

Tip: On the Upload and manage files screen, the 'Associated Candidates' column of the 'Candidate Media' table should not show any files as having 'No candidates tagged'.

- c. all uploaded files have fully processed.

Tip: on the Upload and manage files screen, the 'Upload status description' should show 'Media file is successfully uploaded' for all files.

The tick box at the bottom of the screen must also be ticked to confirm that all files for the sample have been uploaded. The Submit button turns blue once you have met the above criteria and you can then click to finalise your online NEA sample submission.

14. How can I correct my sample after submission?

Once you click submit, your sample uploads will be locked and you will not be able to make changes.

If you have made an error in your submission, email our Support team at info@oxfordaqa.com or call on +44 (0)161 696 5995 to ask for your submission to be unlocked, see 9. Amending submissions in the [Sampling arrangements guidance](#).

You can then add to or edit your sample files before re-submitting your sample.

Please note: you can still upload sample files for non-sample candidates after submission.

15. I have made a late entry. Do I need to submit a sample for this candidate?

First, input and submit a mark or grade for your late entry candidate as normal. Then, if they are added to the sample (they will show on the sample list in red) you will need to upload a sample file for them and click Submit to finalise your submission again.

16. Why aren't all my candidates showing in the sample list?

Certain candidates are not included in sample lists, e.g. absent candidates, candidates with a carry forward request, candidates with lost coursework, candidates with a Not Classified grade, candidates withdrawn before mark or grade submission.

17. I have submitted my sample. Why is the Dashboard still showing a ‘Pending’ status?

If you have already submitted your sample, the most likely reason is because your cohort has been re-sampled and a new candidate has been added to the sample. This can happen if a late entry is made. You will need to upload a file for the added candidate and submit your sample again.

18. Why is my moderator chasing me for my sample even though I have uploaded it?

If you have uploaded at least one file for all of the candidates in your sample, the most likely reason is that you have not clicked Submit to finalise your submission. Once you have done this, your moderator should be able to view and moderate your sample.

19. Why can't I see my moderator's address on the view and upload sample screen?

Moderator addresses are no longer displayed for components requiring online NEA sample submissions. They are only shown for components where samples are still being sent by post.

20. Is the transcoded version of my media file the same as the original?

No, when you upload your media file a process called transcoding converts your file into a format that is suitable for streaming online. If you download your file after it has been uploaded, the transcoded version will not be the same as the original.

Please note: we recommend you retain a local copy of the original file in case you need this at a later stage, e.g. Post-Results.

21. What are the different types of centre user permissions?

Role	Permissions
Exams Officer (centre admin)	View marks and grades Input marks and grades Submit marks and grades Request extensions View and upload samples Submit samples.
Teacher (centre user)	View marks and grades Input marks and grades View and upload samples.

22. How long will you keep my files?

Candidate media and centre documentation files will be retained for 12 months from the date of upload. Once the retention period is over these will be purged in accordance with General Data Protection Regulation (GDPR).

23. Can you send me a copy of my files?

Please retain a local copy of your sample files as we are unable able to return digital media to centres.

24. When will other subjects be available for online sample submissions?

We are hoping to expand the list of components in scope for online sample submissions in the future and are currently considering all components for suitability and timescales.