

Atom School Frequently Asked Questions

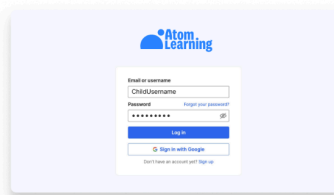
Why does my child have a padlock next to their homework?

A padlock next to your child's work indicates that your parent account hasn't been activated.

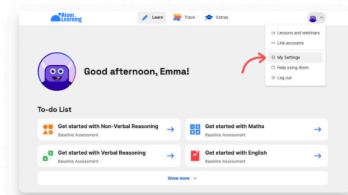
To activate your parent account, please follow the steps outlined below. Once activated, your child will be able to complete the work set by their teacher.



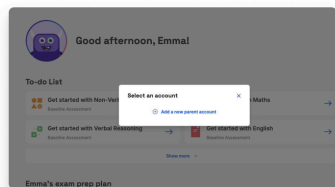
① Go to app.atomlearning.com.



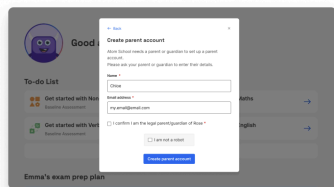
② Login with your child's username and password.
(Your child should have this from their tutor)



③ Select 'Settings'



④ Select 'Add a new parent account'



⑤ Fill in your name and email address.
Click 'Create parent account'

If you have already activated your parent account and the lock is still appearing, please reset your password [via this link](#), which should resolve the issue.

Where can I review my child's transcripts?

You can review transcripts of the work your child has completed on Atom School via your Parent account. Simply [sign in](#) using your registered email address and password, then click on the Track page. Click on the subject you'd like to view, then scroll to the results section at the bottom of the page. Please [watch this short video](#) for more guidance!

My child has completed a mock test at school, but there's no transcript, why is this?

Mock test transcripts can only be reviewed once they've been released by your child's teacher. If you know that your child has completed a mock test but you can't locate the transcript, we'd recommend reaching out to your child's teacher directly. Alternatively, you can email the Atom team at support@atomlearning.co.uk, who will be happy to support you. You can also access a video guide [here](#).

What is a Student Score, and how is it calculated?

When your child completes an activity on Atom School, they will achieve a student score. These scores can be reviewed from your parent account, via the Track page.

Maths scorecard				
<div>Schoolwork Mock test</div>				
Title	Type	Score ⓘ	Date completed ⓘ	Transcript
Homework 4 Marius	Homework	91.26	23/02/2022	View
Homework 4 Marius	Homework	66.50	18/02/2022	View

Your child's student score is out of 100 (effectively a percentage), and it represents the percentage chance that your child has of answering an average difficulty question correctly.

Your child's student score is calculated based on their accuracy and the difficulty of the questions answered. We provide this statistic because, due to the platform being adaptive, it is necessary to differentiate between two pupils who may have both got 70% of questions correct, but one may have only seen hard questions and the other may have seen easier questions.

How are Atom's mock test Standardised Age Scores (SAS) calculated?

Standardised age scoring (SAS) is used in most 11+ exams. It's a way to remove variables from test scores to compare results fairly. SAS ensures children aren't disadvantaged based on when they were born in the year. For more information about Atom's Standardised Age Scores, what they mean and how they're calculated, please see this [in-depth parent guide](#).

Each child's SAS is calculated from:

- The number of questions they answered correctly
- The difficulty of the questions they answered
- Their age in years and months (e.g. 10 years and 9 months)

My child's SAS is lower than the score they achieved in their CAT4 assessment. Why is this?

You may notice a slight difference between the scores that your child achieves in Atom mock tests vs the scores they achieve in national assessments such as the CAT4. Atom Learning SAS and CAT4 SAS are calculated and verified in exactly the same way; however, you can expect Atom's SAS to be 8-10 points below a CAT4 or other national test scores.

A SAS achieved on an Atom mock test can often be lower than a CAT4 SAS because the Atom test has been standardised by, on average, higher-ability students. The 'average' performance for students using Atom Learning is higher than the national average.

As an example, if a student completes an Atom mock test and a CAT4 test and achieves the same raw score (performing exactly the same in each test), their SAS on Atom will likely be around 8-10 points lower than their CAT4. If they achieved a SAS of 108 in the CAT4, their score on Atom would likely be ~100. This is because the majority of students using Atom are performing *above the national average*, therefore a student who is performing just above the national average (indicated by a CAT4 score of 108) is likely to be performing at an average level against the cohort of students using Atom.

What is Atom Home and how is it different to Atom School?

[Atom Home](#) is the leading 11+ preparation and Key Stage 2 learning platform for children and parents. Atom Home gives students access to over 100,000 practice questions, teacher-written learning resources and mock tests for ISEB Pre-test, Quest Admissions, CAT4 and grammar school exam preparation.

Atom School is a free learning platform for teachers to assign homework throughout the academic year.

You can upgrade your child's free Atom School account to include Atom Home at any time. Follow [these instructions](#) to try Atom Home for free.

What is my child's exam prep plan, and why is it locked?

The exam prep plan is a bespoke, test-specific learning plan available to Atom Home subscribers. The exam prep plan gives your child access to test-specific practice questions, teacher-written help sheets, videos and unlimited mock tests.

You can unlock your child's exam prep plan with a [free trial of Atom Home](#).

How can I change my child's password?

1. [Sign in to Atom](#) using your registered email address and password.
2. Click on the profile icon in the top right-hand corner of the page and scroll down to 'Settings'.
3. Select the 'Student details' tab and select the profile you'd like to edit.
4. Scroll down to your child's login details and select 'edit'.
5. Change your child's password.
6. Click 'Save'.

How can I contact Atom?

If you have any questions about your Atom School account, our team will be happy to help. Email us at support@atomlearning.co.uk, speak to us via our Livechat function Monday-Friday, or call us on **0204 586 7744**.