

Functional Skills ICT invigilation guidance

Onscreen Functional Skills ICT exams

Invigilators should adhere to the following additional guidance when invigilating onscreen Functional Skills ICT exams.

1. Before the exam

- 1.1. It is the invigilators responsibility to ensure that:
 - a. previously used “dummy” email accounts have been cleared of previous learner data, before providing this account to another learner
 - b. **all** previous learners work (their answers) has been deleted from the computer on which the exam is going to be sat on
 - c. internet history of the web browser has been deleted from the computer on which the exam is going to be sat on
 - d. learners download the data files available on the introduction page
- 1.2. Whilst Skillsfirst do not specify which software should be used during the exam, learners must not create work in software that is not available to the public and no longer supported by the manufacturer (i.e. Microsoft Works)
- 1.3. Learners **must** be instructed to click on the exclamation mark on the introduction page to view guidance on how to upload their work at the end of each task
- 1.4. Learners **must** be instructed to attach/upload **ALL** of their work (the answers to the questions) **BEFORE** they press ‘FINISH’. If they do not do this we will not have all of the information we need to mark their exam. This will mean they will not achieve the mark they deserve and could result in them having to re-sit
- 1.5. Some ICT exams require learners to complete a task using an email account, we would therefore strongly recommend creating “dummy” email accounts for learners to use during this task. For example, student1@gmail.com, student2@gmail.com these should be prepared and ready for use prior to the start of the exam. If you require any support to set this up please contact secureassess@skillsfirst.co.uk

2. During the exam

- 2.1 The duration of Functional Skills ICT examinations is 2 hours. **The exam does not carry an automatic timer in SecureClient**, therefore it is important to note, it is the invigilators responsibility to manage the duration of the on-screen exam, as they would with a paper based exam. **Learners must not spend longer than 30 minutes on Section A and 90 minutes on Section B.** All ICT exams will be monitored by Skillsfirst to ensure this guidance is adhered to. Should an exam be identified as not being compliant it will be voided, resulting in a fail
- 2.2 Internet access is required for Section A **only** and is **not permitted** for Section B. Internet access **must be disabled prior to learners commencing Section B.** All ICT exams will be monitored by Skillsfirst to ensure this guidance is adhered to. Should an exam be identified as not being compliant it will be voided, resulting in a fail and will be dealt with in line with Skillsfirst's Malpractice and Maladministration Policy which can be located on our website www.skillsfirst.co.uk
- 2.3 A comfort break is **not** permitted between the two sections of the exam. A short pause may take place in order for the invigilator to ensure that internet access is disabled during Section B. **Learners are not permitted to leave the exam room unaccompanied at any point during the exam, normal exam conditions must be applied**
- 2.4 Learners should minimise SecureClient when required to complete tasks outside of the software. SecureClient should not be closed at any time during the exam
- 2.5 Only one version of SecureClient should be open at any given time. Launching the SecureClient more than once could result in the loss of exam data
- 2.6 When saving work, learners should ensure that they have made a note of the file type (e.g. '.docx', '.xls', '.jpg') as the learner will need to select this when uploading their work to the exam in SecureClient. The exclamation mark appears on each question as a reminder if the learner has trouble completing this
- 2.7 Learners should upload their work whenever prompted. Learners will **not** be able to upload their work unless the file is closed in the program it was created in first
- 2.8 Ensure all learners upload their work after completing each task (please refer to 1.4 for further information)

3. Before a learner selects the 'Finish' button

- 3.1. It is the invigilators responsibility to ensure the learner is aware he/she has to upload (attach) all relevant work to each task before they click on the 'Finish' button

To check work has been attached to the learners' exam, learners should complete the following steps:

1. Navigate your way through the exam, checking each question as you go along. They can do this by using the 'next' and 'previous' button



2. Click on the 'attach file' button



3. Here they will see the upload manager, in here is where their work will appear

Upload Manager

Upload The maximum file upload size is 500MB

File Name	File Type	Date Uploaded	
Test Document	.docx	08/06/2015	Rename Replace ↓ ✕

In the event that there is a problem with uploading the work, Skillsfirst should be contacted **immediately** on 0121 270 5100. If this is not possible, the learner should click on the 'Finish' button and the invigilator **must** contact Skillsfirst within 24 hours of the exam taking place to arrange for the work to be sent for marking. Failure to abide by these timescales could potentially disadvantage the learner and affect their result. Under no circumstances should the exam be left open on screen once the learner has left the room

- 3.2. **Before leaving the examination room**, the invigilator must ensure that the exam is uploaded to Skillsfirst to be marked. The success of the upload can be monitored in SecureAssess by navigating to the 'Invigilation' tab and searching for the exam. A successfully uploaded exam will show a **green** tick in the 'State' column

State	PIN	Exam Name
✔	5j6f	Functional Skills Qualification in English Writing Level 1
✔	4f4h	Functional Skills Qualification in English Reading Level 2

If the exam has failed to upload, please refer to the guidance document "uploading exams in SecureAssess" Appendix A

- 3.3 You must ensure learners who are using the “dummy” email accounts have been cleared from learner data before providing this account to another learner
- 3.4 The invigilator must ensure that learners work (their answers) is saved to a secure storage location or device for a minimum period of six months after the exam has taken place and **deleted from the computer on which the exam was sat on. The storage location must not be accessible to other learners who are registered for Skillsfirst Functional Skills ICT qualifications**
- 3.5 The invigilator must ensure that the **internet history of the web browser has been deleted** following each exam. If there is more than one web browser on the computer, the history of each web browser should be deleted

Paper based Functional Skills ICT exams

Invigilators should adhere to the following additional guidance when invigilating paper based Functional Skills ICT exams.

1. Before the exam

1.1. It is the invigilators responsibility to ensure that:

- a. previously used “dummy” email accounts have been cleared of previous learner data, before providing this account to another learner
- b. previous learners work (their answers) has been deleted from the computer on which the exam is going to be sat on
- c. internet history of the web browser has been deleted from the computer on which the exam is going to be sat on
- d. the data files emailed to them by Skillsfirst are available to the learners at the start of the exam

2. During the exam

2.1 Internet access is required for Section A **only** and is **not permitted** for Section B. Internet access **must be disabled prior to learners commencing Section B**. All ICT exams will be monitored by Skillsfirst to ensure this guidance is adhered to. Should an exam be identified as not being compliant it will be voided, resulting in a fail and will be dealt with in line with Skillsfirst’s Malpractice and Maladministration Policy which can be located on our website www.skillsfirst.co.uk

2.2 A comfort break is **not** permitted between the two sections of the exam. A short pause may take place in order for the invigilator to ensure that internet access is disabled during Section B. **Learners are not permitted to leave the exam room unaccompanied at any point during the exam, normal exam conditions must be applied**

3. Following the exam

3.1 The invigilator must ensure that learners work (their answers) is saved to a secure storage location or device for a minimum period of six months after the exam has taken place and **deleted from the computer on which the exam was sat on. The storage location must not be accessible to other learners who are registered for Skillsfirst Functional Skills ICT qualifications.**

3.2 The invigilator must ensure that the **internet history of the web browser has been deleted** following each exam. If there is more than one web browser on the computer, the history of each web browser should be deleted.

3.3 The invigilator must ensure learners which are using the “dummy” email accounts have been cleared from learner data before providing this account to another learner

APPENDIX A

Checking exams have been uploaded into SecureAssess

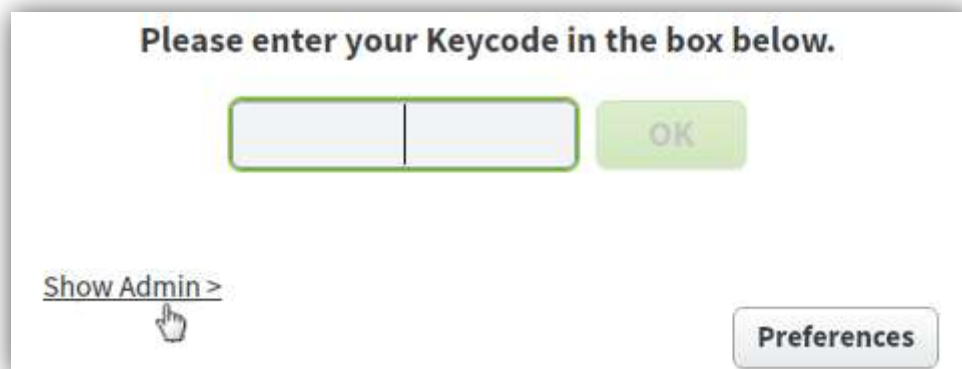
If your exams have been taken offline, they must be uploaded back to SecureAssess once you are connected to the internet. Failure to do this will delay the marking of the exam and could result in the exam being lost and the learner being forced to re-sit

To upload your learners work back to SecureAssess to be marked, please complete the following steps:

1. Open Skillsfirst SecureClient



2. Click on the 'Show Admin' link and enter your login details for SecureAssess

The screenshot shows a login window with the title 'Please enter your Keycode in the box below.' There is a text input field divided into two sections, followed by an 'OK' button. Below the input field, there is a link labeled 'Show Admin >' with a mouse cursor pointing at it, and a 'Preferences' button.

3. Select the exams you wish to upload (to highlight more than one exam, hold down the 'CTRL' key whilst clicking on each exam) and click 'Upload Results'
4. A message will appear to confirm your exam has successfully uploaded
5. You will know an exam has uploaded back to Skillsfirst as it will no longer appear in the list of exams in the 'Show Admin' section

We also highly recommend logging into the SecureAssess website to check that the exam has uploaded successfully

1. In order to do this, you will need to navigate to the Skillsfirst website www.skillsfirst.co.uk
2. Click on the login drop down box at the top, right hand side of the home page and click 'SecureAssess'



3. A new window will appear, please enter your login details here to access SecureAssess

4. Click on the 'Invigilation' tab
5. The state of the exam should appear as 'Finished', this will be represented by a green 'tick', demonstrated in the screenshot below.

State	Pin	Exam Name	Keywords	Centre Name	Candidate	Candidate ref.	Start Date	End Date	Start Time	End Time	Duration
✔	8084	Practice ICT Functional Skills	PLF028204	Skillsfirst (Died centre name)	888 Test	1029481	19/11/2014	11/12/2014	09:00:00	11:00:00	Default

It is **extremely** important to check every exam following completion to ensure that it has been uploaded to Skillsfirst

Not uploading an exam straight away will result in a delay to the results being released. If you experience difficulties uploading an exam, please contact secureassess@skillsfirst.co.uk or the exams team on **0121 270 5100**