



Functional Skills ICT Assessment

Level 1 - Tutors' notes

'Customers'

Saving candidates' work

It is expected that each candidate will have access to an empty USB memory stick to which all work must be saved. These will be supplied by VTCT.

Data files

The required data files will be pre-loaded onto the USB sticks. The file **screen captures.bmp** is an empty bitmap file that candidates use to save screen grabs. The file **information sources.txt** is an empty text file. Candidates must not have access to data files before the assessment starts.

Email

An email must be available to each candidate in the Inbox of an email client application. This email must be created by centres with the following content.

To:
Candidate

Subject:
Customer Care Logo

Body:
Empty

Attachment:
File **care logo.png**

It must be possible for candidates to save the attached file to the memory stick.

Candidates must be able to send an email.

Pre-release material

Pre-release material will be available to download from a secure section of the VTCT website from four weeks prior to the assessment. It provides candidates with sufficient time to understand the nature of particular assessment contexts or scenarios.

Pre-release material is provided for this assessment. It does not relate directly to the assessment, nor is it expected that substantial parts of the content will appear in candidates' assessment work. The material is intended to prompt candidates to become familiar with the topic and perhaps discover some relevant websites.

It is expected that tutors will use the pre-release material as part of an activity in their teaching, assisting learners to become familiar with the topic and terminology.

The document

VTCT 0501_VT145 L2 ICT 'Customers' pre-release.doc provides background information on customer care.

Candidates will need paper and a pen or pencil to make notes during the tasks.