Functional Skills ICT Levels 1 and 2 Invigilation Guidance

August 2020
v5

All Functional Skills ICT exams are to be taken using Google Chrome, **not** Safe Exam Browser. This is to allow learners to minimise Google Chrome and work in the software needed to complete the tasks. Functional Skills ICT exams **must not** be taken in any other browser.

Google Chrome **must not** be closed at any point during a learners exam.

The URL required for learners to log in to the Functional Skills ICT exam is
https://player.xams.co.uk/clients/skillsfirst

Invigilators and learners must adhere to the following additional requirements when invigilating onscreen Functional Skills ICT exams.

Before the exam

It is the invigilators responsibility to ensure that:

- Google Chrome is installed on the machine prior to the exam

- learners are provided with the URL needed to log in to the exam (see above)

- previously used "dummy" email accounts have been cleared of previous learner data, before providing this account to another learner.

- **all** previous learners work (their answers) has been deleted from the computer on which the exam is going to be sat on, including any shared drives

- internet history of the web browser has been deleted from the computer on which the exam is going to be sat on

- "dummy" email accounts should be prepared and ready for learners to use during tasks where they are required to create an email. For example, learner1@gmail.com, learner2@hotmail.com.

The invigilator must also ensure learners are aware of the following:

- Learners **must** read the onscreen instructions prior to starting the exam. This gives the learner guidance on how to download the resources they need in order to complete the exam, as well as how to upload their work for marking

- 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

- learners **must** attach / upload **ALL** of their work (their answers) **BEFORE** they press 'FINISH'. If they do not do this, we will not have all of the information we need to mark their exam. We will be unable to upload any additional work once 'FINISH' is selected. This will mean the learner will not achieve the mark they deserve and could result in them having to re-sit

- learners **must not** use their personal / business email accounts when attempting email related questions. Failure to abide by this, will result in the learners exam being void

- whilst Skillsfirst do not specify which software learners should use when answering the questions in the exam, they must not create work in software that is not commonly available to the public, or no longer supported by the manufacturer (i.e. Microsoft Works).

During the exam

The duration of Functional Skills ICT examinations is 2 hours. The exam does carry an automatic timer for the 2 hour duration, however it is important to note, it is the invigilators responsibility to manage the time permitted for Section A and Section B.

Learners must not spend any longer than 30 minutes on Section A and **90 minutes on Section B**. All Functional Skills 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.

Internet usage is required for Section A **only** and is **not permitted** for Section B.

When a learner proceeds to Section B, it is not necessary to disable internet access, however it is the invigilators responsibility to ensure that learners only have the internet open for the XAMS exam platform, and that no other tabs / windows are open at any time during Section B.

If Skillsfirst receives an alert identifying that more than one internet tab / window was open during Section B, the learners exam will be void, 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.

A comfort break is **not** permitted between the two sections of the exam.

To check work has been attached to the learners' exam, learners should ensure that they double check that their file names are listed in the panel on the right-hand side of their screen (shown below).
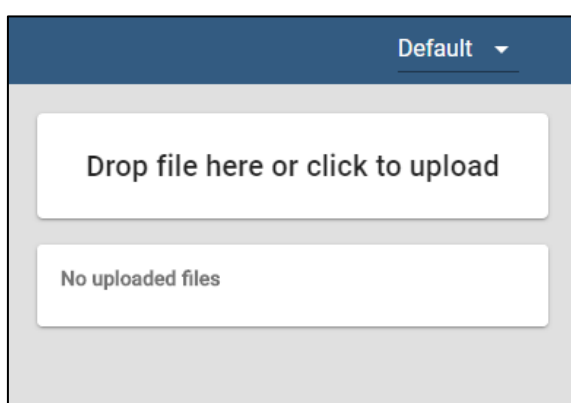
In the event that there is a problem with uploading the work, Skillsfirst should be contacted **immediately** on 0121 270 5100. Under no circumstances should the exam be left open on screen once the learner has left the room

Following the exam

The invigilator must ensure:

- Any "dummy" email accounts have been cleared of learner / exam data

- learners work 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**

- the **internet history of the web browser has been deleted.**

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