

Functional Skills

Information and Communication Technology

Functional Skills qualification in Information and Communication Technology (ICT) at
Entry 1, Entry 2, Entry 3

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1 Introduction

This Centre Handbook provides information for centre staff involved in the planning, delivery and assessment of the following qualifications which have been accredited onto the National Qualifications Framework (NQF) at Entry level:

OCR Functional Skills qualification in Information and Communication Technology (ICT) at Entry 1 (QAN 500/8503/7)

OCR Functional Skills qualification in Information and Communication Technology (ICT) at Entry 2 (QAN 500/8502/5)

OCR Functional Skills qualification in Information and Communication Technology (ICT) at Entry 3 (QAN 500/8473/2)

It is important that centre staff involved in the delivery of the above qualifications understand the requirements laid down in this handbook. Centres should therefore ensure that staff have access to this publication.

Further copies are available to download from our website www.ocr.org.uk/functionalskills

1.1 The OCR Functional Skills suite of qualifications

Functional skills are practical skills in English, mathematics and Information and Communication Technology (ICT) that allow individuals to work confidently, effectively and independently in life.

OCR Functional Skills qualifications are offered at Entry level, level 1 and level 2 and meet the functional skills criteria approved by Ofqual.

OCR Functional Skills assessments are based primarily on task-based scenarios with a limited duration and must be undertaken under controlled assessment conditions. The assessments use and reinforce skills-based, problem-solving learning techniques. There is more information on assessment in Section 3.

OCR Functional Skills qualifications in English, mathematics and ICT are designed to develop and assess functional skills as determined by a set of skills standards. The skills standards contained within each qualification provide learners with knowledge, skills and a problem-solving approach that can be used in work, life and further learning.

These qualifications will encourage learners to develop their English, mathematics or ICT skills and transfer skills in ways that are appropriate to their situation.

1.2 Administration arrangements for these qualifications

A separate publication, the *OCR Admin Guide: Functional Skills*, provides details of the administration arrangements for these qualifications. The Admin Guide is issued free on centre approval and is available on our website: www.ocr.org.uk.

1.3 If centre staff have queries

This Centre Handbook and the Admin Guide contain all the information needed to deliver and administer these qualifications. If centre staff have any queries about these qualifications that are not answered in these publications, they should refer to the section [Further support and information](#) for details of who to contact. Support is also available on the dedicated OCR Functional Skills pages of the OCR website www.ocr.org.uk/functionalskills

1.4 Documentation updates

The information provided in this handbook was correct at the time of production. Occasionally OCR may update this information. Please refer to the qualification home pages on our website www.ocr.org.uk for details regarding updates to these qualifications. For your convenience, the latest amended version of this handbook is available to download from the OCR website.

2 General information

2.1 Qualification profile

Title	OCR Functional Skills qualification in Information and Communication Technology (ICT) at Entry 1, Entry 2, Entry 3			
OCR code	Entry 1 09873, Entry 2 09874, Entry 3 09875			
Level	Entry level			
Qualification structure	The OCR Functional Skills qualification in ICT at Entry level contains three sub levels: Entry 1, Entry 2 and Entry 3. Assessment material is available for Entry 1, Entry 2 and Entry 3. Learners need to complete one of the sub levels to achieve an Entry level qualification.			
QAN	Entry 1 500/8503/7 (Qualification Accreditation Number)			
	Entry 2 500/8502/5 (Qualification Accreditation Number)			
	Entry 3 500/8473/2 (Qualification Accreditation Number)			
Age group approved	Pre-16	16-18	18+	19+
	✓	✓	✓	✓
This qualification is suitable for	These qualifications recognise achievement of functional skills in ICT at Entry level. Learners who achieve at Entry 1 will have ICT abilities that range from the most elementary of achievements to beginning to make use of skills, knowledge or understanding that relate to the immediate environment. Learners who achieve at Entry 2 will have ICT skills, knowledge and understanding to carry out simple, familiar tasks with guidance. Learners who achieve at Entry 3 will have ICT skills, knowledge and understanding to carry out structured tasks in familiar contexts, with appropriate guidance where needed. It is also for learners who want to progress to level 1 but currently need greater support to achieve level 1.			
Entry requirements	There are no formal entry requirements for this qualification.			
Assessment and grading	These qualifications are internally assessed by the centre staff (eg teachers, trainers, support workers, carers, assessors) and externally moderated by OCR. Assessments are set by OCR. Units will be graded Pass or Fail.			
Funding	When seeking public funding, centres will need to provide the Qualification Accreditation Number (QAN) shown above. For information on funding for learners aged 14 – 19, please refer to the Young People's Learning Agency (YPLA) via http://www.dcsf.gov.uk . For more information on funding for learners aged 19 and above, please refer to the Skills Funding Agency (SFA) at http://skillsfundingagency.com			
Performance figures	For information on this qualification's contribution to performance measurement please see the National Database of Accredited Qualifications (NDAQ): http://www.accreditedqualifications.org.uk			

2.2 Target market

The OCR Functional Skills qualifications in ICT at Entry level is suitable for both young people and mature learners who wish to be recognised for their achievement of a wide range of practical ICT skills for use in every day life. The qualification is also suitable for those preparing to progress to level 1 Functional Skills ICT qualifications.

2.3 Qualification aims

The OCR Functional Skills qualifications in ICT at Entry level aim to:

- Provide accreditation of achievements of a range of Information and Communication Technology skills in real life settings so that learners can use ICT skills in a functional way throughout life
- Provide a flexible assessment structure that can be adapted to meet the needs of individual learners
- Provide a progression route to achievement at higher levels.

2.4 Entry requirements

These qualifications are available to anyone who is capable of reaching the required standards. They have been developed free from any barriers that restrict access or progression thereby promoting equal opportunities.

All centre staff involved in the assessment or delivery of these qualifications should understand the requirements of each qualification and match them to the needs and capabilities of individual learners before entering them as learners for one of these qualifications.

There are no formal requirements for entry to the assessments. Learners will be expected to have the potential to achieve the level of knowledge and skills appropriate for a person working at the level at which they will be assessed.

2.5 Unique learner number (ULN)

The unique learner number (ULN) is a personal 10-digit number which is essential for learners taking a Diploma programme of study. It is used to link the Diploma component results together for Diploma certification. The ULN must accompany a learner's entry for Functional Skills. Where a ULN is included with an entry, OCR will check the ULN and learner details with the Learner Registration Service (LRS). Learner details submitted to OCR need to match those held on the LRS exactly. If there are any differences, we will be unable to validate the ULN. This will not prevent entries from being processed, but OCR will not be able to send Diploma component results to the Diploma Aggregation Service until the ULN and learner details held by OCR match the records held by LRS.

2.6 Entry restrictions

There are no entry restrictions for OCR's Functional Skills qualifications.

2.7 Progression opportunities

The OCR Functional Skills qualifications in ICT at Entry level have been designed to encourage progression through each of the entry sub-levels. In addition, the Entry level 3 assessment is structured to assist in a learner's progression to level 1 Functional Skills ICT qualifications. However, it is not assumed that learners will achieve the lower level qualifications before progressing on to the higher level qualifications.

2.8 Supporting learners

Centres should ensure that learners are informed of the title and level of the qualification they have been entered for and that Oxford Cambridge and RSA Examinations (OCR) is the awarding body for their chosen qualification.

Centres should ensure that learners are fully prepared for functional skills assessments through appropriate teaching and learning strategies. Centres are encouraged to ensure that learners have the opportunity to practise their skills in real life contexts prior to taking the assessment.

2.9 Wider issues

These qualifications provide the potential for centres to develop learners' understanding of spiritual, moral, ethical, social and cultural issues and heighten learners' awareness of environmental issues, health and safety considerations and European developments.

Spiritual, moral, ethical, social and cultural issues

Although there are no specific requirements in relation to spiritual, moral, ethical, social and cultural issues, teachers delivering OCR Functional Skills qualifications have opportunities to address all of these issues through their choice of teaching materials.

The texts used in these qualifications may relate to social and cultural issues and may, therefore, provide an opportunity for teachers to address these issues. For example, the source material used to extract numerical information may relate to social and cultural issues and may therefore provide an opportunity for teachers to address these issues. Alternatively, the rights of an individual to be informed of and to have access to, data held about them by an organisation (Data Protection Act) could be addressed.

Environmental issues, health and safety considerations and European developments

Teachers may have opportunities to address all of these issues through their choice of teaching materials. The exploration of examples such as correct procedures for working with Information and Communication Technology equipment or repetitive strain injury may address some of the health and safety issues.

2.10 Guided learning hours

The time it will take a learner to complete their qualification will depend on a number of things, for instance, mode of study (ie whether full-time or part-time) and level of knowledge or experience on entry onto the programme of study.

OCR recognises that the needs of learners following courses of study leading to their chosen qualification are particularly diverse and that this will result in a wide range of approaches to learning, therefore OCR provides indicative guided learning hours only.

As the guided learning hours (glh) needed by learners will differ significantly between individual learners, OCR encourages teachers to determine individual needs on a learner by learner basis.

Title	GLH (Indicative)
OCR Functional Skills qualification in ICT at Entry level 1	45
OCR Functional Skills qualification in ICT at Entry level 2	45
OCR Functional Skills qualification in ICT at Entry level 3	45

2.11 Funding

Should you require any more information on funding please contact the Young People's Learning Agency (YPLA) via www.dcsf.gov.uk or the Skills Funding Agency (SFA) at www.skillsfundingagency.com for adult learning.

2.12 Mode of delivery

OCR does not specify the mode of study or specify a time limit for the achievement of these qualifications other than the expiry dates for entry and certification laid down by the regulatory authorities and detailed in the qualification profile on page 6.

Centres should consider the learners' complete learning experience when designing learning programmes. This is particularly important in relation to learners studying part time alongside real work commitments where learners may bring with them a wealth of experience that should be utilised to maximum effect by teachers and assessors.

2.13 Resources

OCR strongly advises that teaching and development of subject content and associated skills be referenced to real life situations, to ensure that learners are operating functionally within different contexts. The practical skills prescribed in the functional skills criteria should form the basis of the individualised learner programme.

A number of bodies have been tasked with producing support for functional skills. It is recommended that centres attend relevant training events and visit support sites to help with the delivery of these qualifications. A list of appropriate support websites is available on the OCR website www.ocr.org.uk/functionalskills

Centres will need to provide appropriate assessment facilities for learners in line with the requirements and guidance laid down by OCR (the *OCR Admin Guide: Functional Skills*) and the *JCQ Instructions for conducting coursework*. (JCQ publications are available to download from www.jcq.org.uk.) Centres should ensure that, for each unit, basic workplace equipment should be available to include a PC with access to the internet and email software.

2.14 Wales and Northern Ireland

These qualifications have only been approved by Ofqual for delivery in England.

Centres in Wales or Northern Ireland should contact the regulators for Wales (DCELLS) or Northern Ireland (CCEA) for requirements in relation to delivery of Functional Skills qualifications.

2.15 Access to Entry level Functional Skills

Arrangements for learners with special needs for Entry level specifications are based on the principle that the centre is best able to assess the needs of the learner and the appropriateness of the arrangement required. Arrangements for learners with special needs should neither advantage nor disadvantage a particular learner, nor should they reduce the reliability and validity of the assessment.

The arrangements available at Entry level are more flexible than those at Functional Skills level 1 and level 2. As such it should not be assumed that any arrangements made at Entry level will automatically be available at levels 1 and 2. Please also be aware that at Entry level centres do not need to apply to OCR for Access Arrangements; however, at level 1 and level 2 this is not the case. Please consult the *Entry level* chapter in the JCQ booklet *Access Arrangements, Reasonable Adjustments and Special Consideration* for further guidance. Forms are available on the JCQ website, www.jcq.org.uk (Forms 11-13).

The table below summarises arrangements to which learners can have access in meeting the requirements of Functional Skills ICT qualifications:

Access arrangements	Yes/No	Type of assessment
Reader/screen reader	Yes	
Scribes	Yes	
Practical assistants	Yes	For assessment of the application of the skills described by the skills standards, a practical assistant may switch on the computer and insert a disk at the learner's instruction but must not perform any skill for which marks are credited. Assistants can be used in written assessments.
Word processors	Yes	
Transcripts	Yes	
BSL interpreters	Yes	
Oral language modifiers	Yes	
Modified question papers (including Braille)	Yes	
Extra time	Yes	
External device to load personal settings	Yes	

2.16 Centre malpractice guidance

It is the responsibility of the Head of Centre* to report (in writing) all cases of suspected malpractice involving centre staff or learners, to the OCR Standards division.

When asked to do so by OCR, Heads of Centres are required to investigate instances of malpractice promptly, and report the outcomes to the OCR Standards division.

Further information is contained in the publication JCQ publication: *Suspected Malpractice in Examinations and Assessment* which is available from www.jcq.org.uk.

* The Head of Centre is defined as the most senior officer in the organisation, directly responsible for the delivery of OCR qualifications, eg the Principal of a College, the Head Teacher of a school, the Managing Director of a Private Training Provider or the Group Training Manager of a major company.

3 Qualification structure

3.1 Qualification structure

Wherever possible, teachers should tailor learning programmes to meet individual learner needs. It is recommended that centres should adopt a holistic approach to the delivery of this qualification and identify opportunities to link Functional Skills (ICT) to other areas of the curriculum.

At Entry level there are three sub-levels:

OCR Functional Skills qualification in Information and Communication Technology (ICT) at Entry 1 (Qualification Accreditation Number 500/8503/7)

OCR Functional Skills qualification in Information and Communication Technology (ICT) at Entry 2 (Qualification Accreditation Number 500/8502/5)

OCR Functional Skills qualification in Information and Communication Technology (ICT) at Entry 3 (Qualification Accreditation Number 500/8473/2)

Each sub-level contains one mandatory unit:

Unit 1 = Entry level 1 (QCDA Unit Number J/601/2292)

Unit 2 = Entry level 2 (QCDA Unit Number R/601/2344)

Unit 3 = Entry level 3 (QCDA Unit Number L/601/2343)

The ICT standards are essentially concerned with developing and recognising the ability of learners to apply and transfer skills in ways that are appropriate to their situation. For ICT to be useful, learners must have the skills and confidence to apply, combine and adapt their ICT knowledge to new situations in their life and work. The capacity to identify and understand the role that ICT plays in the world is crucial in enabling learners to function as effective citizens.

At **Entry level** 'real life' contexts can appear complex. This should be approached by identifying familiar aspects. Entry level learners need to be able to;

- apply their basic knowledge and understanding to produce an appropriate solution to a complex problem
- apply their understanding within a routine and familiar context
- apply a limited range of techniques to simple activities
- solve problems that are essentially instructor/teacher led

3.2 Unit format

Skills standards

The skills standards describe the criteria against which learners will be assessed. At each level, the skills standards subsume the previous level's skills standards and coverage and range, supporting a progression-based suite of qualifications.

The Entry level Award in Functional Skills Information and Communication Technology assesses all of the skills standards and samples the coverage and range.

Coverage and range

The coverage and range provides the knowledge and techniques that learners would be expected to apply at each level. These sections are not intended as exhaustive lists to which learners should be confined but are intended as a guide to the minimum type of content that learners will need to demonstrate and apply to meet the requirements of the skills standards.

Assessment weightings

The assessment weightings indicate the percentage of the overall assessment that must be covered in relation to the individual skills standards. All assessments reflect the assessment weightings as outlined in the skills standards.

3.3 Units

The OCR Functional Skills qualification in ICT at Entry level contains three sub levels: Entry 1, Entry 2 and Entry 3. Assessment material is available for Entry 1, Entry 2 and Entry 3. Learners need to complete one of the sub levels to achieve an Entry level qualification.

Entry 1 (Unit 1)

In successfully achieving the criteria below the use of ICT is implicit and is therefore not separately specified.

Skill standards and assessment weightings	Coverage and range
<p>Using ICT Assessment weighting: 20-30%</p> <ul style="list-style-type: none"> • (E1.1) interact with ICT for a given purpose • (E1.2) follow recommended safe practices 	<ul style="list-style-type: none"> • (E1.1.1) recognise and use interface features • (E1.2.1) minimise the physical stress of seating, lighting and hazards • (E1.2.2) keep access information secure by using password
<p>Finding and selecting information Assessment weighting: 10-20%</p> <ul style="list-style-type: none"> • (E1.3) find given information from an ICT-based source 	<ul style="list-style-type: none"> • (E1.3.1) text message, voicemail and on-screen information
<p>Developing, presenting and communicating information Assessment weighting: 50-70%</p> <ul style="list-style-type: none"> • (E1.4) enter and edit single items of information • (E1.5) use ICT-based communication 	<ul style="list-style-type: none"> • (E1.4.1) identify and correct simple errors • (E1.4.2) label an image • (E1.5.1) receive and open electronic messages

Entry 2 (Unit 2)

Skill standards and assessment weightings	Coverage and range
<p>Using ICT Assessment weighting: 20-30%</p> <ul style="list-style-type: none"> • (E2.1) interact with ICT for a purpose • (E2.2) follow recommended safe practices 	<ul style="list-style-type: none"> • (E2.1.1) use computer hardware • (E2.1.2) use software applications for a purpose • (E2.1.3) recognise and use interface features • (E2.2.1) minimise physical stress • (E2.2.2) keep access information secure by using password • (E2.2.3) understand the need to stay safe
<p>Finding and selecting information Assessment weighting: 10-20%</p> <ul style="list-style-type: none"> • (E2.3) use ICT-based sources of information • (E2.4) find specified information from ICT-based sources 	<ul style="list-style-type: none"> • (E2.4.1) use simple search facilities
<p>Developing, presenting and communicating information Assessment weighting: 50-70%</p> <ul style="list-style-type: none"> • (E2.5) enter and edit information for a simple given purpose • (E2.6) bring together two given types of information • (E2.7) use ICT-based communication 	<ul style="list-style-type: none"> • (E2.5.1) use simple editing and formatting techniques • (E2.6.1) for print and for viewing on screen • (E2.6.2) identify and correct simple errors • (E2.7.1) read, send and receive electronic messages

Entry 3 (Unit 3)

Skill standards and assessment weightings	Coverage and range
<p>Using ICT Assessment weighting: 20-30%</p> <ul style="list-style-type: none"> • (E3.1) interact with and use an ICT system to meet given needs • (E3.2) store information • (E3.3) follow safety and security practices 	<ul style="list-style-type: none"> • (E3.1.1) use correct procedures to start and shut down an ICT system • (E3.1.2) use input and output devices • (E3.1.3) use software applications to meet needs and solve given problems • (E3.1.4) recognise and use interface features • (E3.1.5) change simple software settings • (E3.2.1) open and save files • (E3.2.2) know how to insert and remove media • (E3.3.1) use and change passwords • (E3.3.2) minimise physical stress
<p>Finding and selecting information Assessment weighting: 10-20%</p> <ul style="list-style-type: none"> • (E3.4) use simple searches to find information • (E3.5) select relevant information that matches requirements of given task 	<ul style="list-style-type: none"> • (E3.4.1) search stored information • (E3.4.2) search web-based sources of information
<p>Developing, presenting and communicating information Assessment weighting: 50-70%</p> <ul style="list-style-type: none"> • (E3.6) enter and develop different types of information to meet given needs • (E3.7) bring together different types of information for a given purpose • (E3.8) use ICT-based communication 	<ul style="list-style-type: none"> • (E3.6.1) enter, edit and format information, including text, graphics, numbers or other digital content, to achieve the required outcome • (E3.6.2) insert and position graphics or other digital content to achieve a purpose • (E3.6.3) process numbers to meet needs • (E3.7.1) for print and for viewing on screen • (E3.7.2) check for accuracy and meaning • (E3.7.3) check suitability of information • (E3.8.1) read, send and receive electronic messages • (E3.8.2) use contacts • (E3.8.3) understand the need to stay safe and to respect others when using ICT-based communication

4 Assessment and moderation

4.1 Internal assessment

These qualifications are designed around the principle that learners will build evidence towards the achievement of a level within a prescribed period of time under controlled assessment conditions. Once all skills standards have been met, for the level, the evidence is then submitted to OCR for external moderation.

In order for learners to be able to effectively progress towards meeting the requirements of each assessment criterion, teachers must make sure that the coverage and range requirements for each standard are fully addressed. The identified coverage and range are not exhaustive and may be expanded upon or tailored to particular contexts to which the qualification is being taught and the skills standards applied.

We recommend that teaching and development of subject content and associated skills be referenced to real life situations, through the utilisation for example, of appropriate work-based contact and vocationally-experienced delivery personnel.

Assessment of these qualifications will be conducted in accordance with the controlled assessment regulations for functional skills (see section 4.2).

Centre-assessed unit

The OCR Functional Skills qualifications in ICT at Entry level are assessed in the centre and are then externally moderated by OCR.

When learners complete an assessment, the centre assessor (usually the teacher) assesses their work. Centres will need to identify staff who will act as assessors. Centres must ensure that its assessors have the appropriate expertise and are adequately informed and supported to fulfil their responsibilities including providing suitable training.

Assessors must:

- ensure that summative assessment complies with the controlled assessment conditions specified by OCR for the qualification
- judge learners' work against the standard identified in the skills standards
- identify valid and sufficient evidence
- identify gaps in evidence
- give feedback to learners and ensure it is in line with requirements for controlled assessment
- liaise with other assessors in the centre to ensure assessment decisions are standardised
- verify learner achievement by completing and signing OCR documentation (i.e. Witness Statement forms, Assessment Record Forms)
- maintain records of learners' achievements.

4.2 Controlled assessment

Controlled assessment is a new form of internal assessment. Controls are set for each of the three stages in the assessment process: task setting, task taking and task marking. Controls are set within assessments so that validity and reliability are ensured and that assessors can confidently authenticate learners' work. Controls will also make assessments more manageable for teachers and learners. Within each of the stages the level of control will vary. Unlike GCSEs and Principal Learning, where controlled assessment also applies, the level of controls for Functional Skills are not described as limited, medium or high but are defined by what this means in terms of practical application within the assessment.

This section sets out the overall OCR approach for the OCR Functional Skills qualifications in ICT at Entry level.

Centre staff involved in the assessment of Functional Skills controlled assessments should also familiarise themselves with the JCQ document *Instructions for conducting coursework*. This document is reviewed annually and republished each September and can be downloaded from www.jcq.org.uk.

4.3 Task setting

The OCR approach

For these qualifications OCR will set the assessment tasks. The assessment tasks are designed so that they can be used as they are or centres can contextualise or adapt them. Assessment materials will be issued on a bi-annual basis for use within the 12 months following the issue date.

The OCR assessments have been designed to meet the full assessment requirements of the unit. Learners will need to take part in a planned learning programme that covers the underpinning knowledge and skills of the unit in preparation for completing the designated assessment tasks.

Using the assessment material

Centres have the option of adjusting some aspects of the assessment tasks to best suit their learners. The assessment tasks can be altered in terms of the context to ensure that the learner is not disadvantaged, and to ensure that tasks can be delivered using the centre resources available. However, the context must still meet the prescribed skills standards, be set within a real life context and must have a clear purpose that their learners will find meaningful, relevant and engaging.

The assessment tasks form a coherent whole addressing all the skills standards. **No changes to the skills standards are permitted.**

The assessment includes information on which aspects of the task can be adapted. If adaptations are made to the task contexts it is up to the centre to ensure that all skills standards are adequately covered.

OCR has ensured that, in the language used and tasks provided, we have avoided discrimination, bias and stereotyping and support equality and diversity. In the development of qualifications and assessments we use the guidance given in the Ofqual publication *Fair access by design*, notably this includes:

- using language and layout in assessment materials that does not present barriers to learners
- using stimulus and source materials in assessment materials (where appropriate) that do not present barriers to learners.

If centres wish to adapt the assessment task we strongly advise that staff responsible for modifying the and quality assuring assessment it refer to the publication *Fair access by design*.

Any assessment material that is used by learners as practice material must not be given to them again for use as live assessment material.

An Assessment Record Form will be provided as part of the assessment handbook and will also be available to download from the OCR website. The record is designed to be used as a summative record of a learner's assessment, and identifies the criteria the learner needs to achieve in order to pass the Entry level 1 assessment. The Assessment Record Form must be submitted to OCR as evidence of achievement for the learner, together with supporting evidence.

The Assessment Record Form has been designed so that it can also be used as a contents page by inserting references/page numbers in the boxes provided.

4.4 Task taking

The OCR approach

Under the process of task taking, levels of control are set for the unit under the key aspects of authenticity, time, resources and collaboration

Definitions of the controls

(a) **Authenticity control:** Assessors/teachers must be confident that the work they mark is the learner's own. Within functional skills ICT OCR expects assessors to supervise and guide learners who are undertaking work for internal assessment.

Learners must complete all work for assessment under formal supervision, that is, in direct sight of the teacher/supervisor at all times. It is acceptable for any preparatory work for assessment to be under limited supervision. For example, learners may wish to practice labelling an image or searching for information using the internet.

With all internally assessed work, the teacher must be satisfied that the work submitted for assessment is the learner's own work and be able to authenticate it – they can insist on acknowledgement and referencing of any sources used. The centre must ensure for all learners who participate in the assessment; that plagiarism does not take place; sources used by learners are clearly recorded and each learner's preparation for the final production of work is the learner's own.

When supervising tasks, assessors are expected to:

- Offer learners advice about how best to approach such tasks
- Exercise continuing supervision of work in order to monitor progress and to prevent plagiarism
- Exercise continuing supervision of practical work to ensure essential compliance with Health and Safety requirements

- Ensure that the work is completed in accordance with the qualification requirements and can be assessed in accordance with the specified marking criteria and procedures.

Learners must not plagiarise. Plagiarism is the submission of another's work as one's own and/or failure to acknowledge the source correctly. Plagiarism is considered to be malpractice and could lead to learners being disqualified. Plagiarism sometimes occurs innocently when learners are unaware of the need to reference or acknowledge their sources. It is therefore important that centres ensure that learners understand that the work they submit must be their own and that they understand the meaning of plagiarism and what penalties may be applied. Learners may refer to quotations or evidence, but they must list their sources. The rewards from acknowledging sources, and the credit they will gain from doing so, should be emphasised to learners as well as the potential risks of failing to acknowledge such material. Learners may be asked to sign a declaration to confirm that the work they submit is their own. Centres should reinforce this message to ensure learners understand what is expected of them.

Please note: Centres must confirm to OCR that the evidence produced by learners is authentic. The Centre Authentication Form which can be downloaded from our website (www.ocr.org.uk) includes a declaration for assessors to sign. It is a requirement of the Ofqual Common Criteria for all Qualifications that proof of authentication is received.

(b) **Feedback control:** The degree of assessor guidance in learners' work will vary according to the kinds of work being undertaken. It should be remembered, however, that learners are required to reach their own judgements and outcomes. Whilst feedback that remains at the general level may be provided to learners, centres **must** ensure that the work submitted for final assessment is the learner's own work. It is not acceptable for assessors to provide model answers or to work through answers in detail. For more information and advice on giving feedback to learners on the work they have produced for assessment centres should refer to JCQ document *Instructions for conducting coursework*.

Any advice to individual learners over and above that given to the class as a whole and that is not of a general nature should be recorded on the OCR Assessment Record Form and a Centre Authentication Form must be signed.

(c) **Time control:** The time available to learners to complete the assessment task varies according to the level of the assessment. There is no requirement to complete the whole assessment in one sitting. Guidance within the OCR assessment materials indicates suitable ways in which to split the tasks, however, any attempt by the learner at a task that is used for summative assessment must be completed under controlled assessment conditions.

There is no time limit for any preparatory work so this will be over and above the guided learning hours designated for the assessment.

(d) **Resource control:** Access to resources will be limited to those appropriate to the learning and assessment and as required by the unit. Learners will need to be provided with the most appropriate materials and equipment to allow them full access to the assessment. For each unit, basic workplace equipment should be available to include a PC with access to the internet and email software.

(e) **Collaboration control:** Learners must provide evidence of their own individual work. The work of individual learners can be informed by working with others **during preparatory work** for formal discussion, for example, but all learners must be assessed on their own performance.

General guidance on completing the tasks

Centres are free to deliver assessment tasks in any order appropriate to the learner, as long as the clear purpose is still maintained.

Learners should be allowed sufficient time to complete all of the tasks. It is suggested that evidence is produced in several sessions, each focussing on a specific task within the overall task or scenario. These may be interspersed with opportunities to gain knowledge and develop appropriate practical skills. The OCR assessment materials give guidance on appropriate ways in which to split the assessment into manageable sections for the learner.

Each learner must produce individual and authentic evidence for each of the tasks. Centre staff may give support and guidance to learners. This support and guidance should focus on checking that learners understand what is expected of them. It is not acceptable for assessors to provide model answers or to work through answers in detail.

Learners may use information from any relevant source to help them with producing evidence for the tasks unless there are any restrictions on any evidence or resources to be used, if this is the case it will be clearly identified within the unit.

Where a dataset or case material is provided it is acknowledged that learners in their responses will refer to situations in the assessment material but as this is fictitious this does not break any rules of confidentiality or copyright. However, in general, learners must be guided on the use of information from other sources to ensure that confidentiality and intellectual property rights are maintained at all times. It is essential that any material directly used from a source is appropriately and rigorously referenced.

Presentation of work

Centres should discourage learners from excessive use of plastic wallets for presentation of their evidence as this may hinder the assessment process. Instead centres may wish to encourage learners to present their work so that it is easily accessible, eg spiral bound, stapled booklet, treasury tag.

4.5 Task marking

The OCR approach

All internally assessed units will be marked by the centre assessor(s) using OCR marking schemes or guidance and the Assessment Record Form and moderated by the OCR external moderator. External moderation will take the form of postal moderation.

Applying the skills standards

The starting point for marking the tasks is the Assessment Record Form within each assessment. Centres should use the marking scheme provided.

Use of 'best fit' approach to mark scheme

A mark scheme is provided in the OCR assessment materials and the assessment task(s) should be marked by the assessor according to the given mark scheme. Where it is possible to choose from a range of marks assessors must award marks using a 'best fit' approach, choosing the descriptor that most closely describes the work being marked.

Marking should be positive, rewarding achievement rather than penalising failure or omissions. The award of marks **must be** directly related to the mark scheme.

4.6 Quality assuring the controls

It is the responsibility of the Head of Centre to ensure that the controls set out in this section of this centre handbook are imposed. OCR will quality assure this through a system of centre inspection which will include assuring the centre processes and observing some local assessment on a sampling basis. For this reason centres may be asked to notify OCR of dates and times when learners are undertaking the tasks which comprise the assessment of the locally assessed units.

4.7 Quality assuring assessment

Each centre is required to provide evidence of its quality assurance process that ensure its assessment decisions are accurate and consistent across all assessors.

Centres must identify an individual who is accountable to OCR for the centre's assessment decisions. This individual will be responsible for:

- maintaining a list of current assessors
- ensuring that the assessment decisions of all current assessors are accurate
- ensuring standardisation of assessment decisions across all assessors
- maintaining records of the outcome of standardisation activities
- regularly sampling the assessment decisions of all assessors and recording the outcome
- recording advice and actions given to assessors in relation to any discrepancies in assessment..

Centres are required to keep evidence of moderation and records of any decisions/issues for a minimum of one year.

External moderation

External moderation ensures centres' assessment decisions are accurate and meet the national requirements of these qualifications.

OCR Moderators are appointed by OCR to quality assure centre assessment decisions.

OCR requires centres to submit only the appropriate documentation for external moderation. OCR anticipates that centres will wish to create programmes of learning for learners towards the completion of this qualification that will generate additional items of evidence. However, OCR does not require centres to submit for moderation additional evidence produced by the learner in the course of an activity.

OCR requires that all Assessment Record Forms submitted in support of achievement are signed by the teacher and learner prior to submission for external moderation.

Teachers must check that each aspect of the skill standard has been successfully met by the learner before work is signed and submitted for external moderation.

Centres must send learners' work and assessment records to the OCR external moderator.

External moderation of a centre's assessment decisions is achieved through systematic sampling. The assessment decisions of each assessor submitting work will be sampled. The outcomes of external moderation will apply to all work submitted in each batch for moderation. No substitution of learners' work will be allowed unless prior agreement of the OCR external moderator has been obtained.

The moderator will complete a Centre Feedback Report Form for the batch. If the centre assessment is inaccurate, the centre will be notified of the necessary amendments to the learners' achievements, and certification will reflect these amendments.

Moderators are not empowered to enter into direct contact with centres. In no circumstances must centres attempt to contact their moderator in any way other than through posting learner work to the address provided to them by OCR. Any queries concerning the units or assessment must be directed to OCR, Coventry (see section 7.1).

Re-sits

There are no limits on the number of times a learner may re-sit individual assessment components, but centres must ensure that learners undertake a different assessment on each occasion.

5 Certification

At Entry level, there are three sub-levels. Each sub-level is a single unit qualification. Learners who achieve a pass for the unit will be awarded the certificate, giving the full qualification title at the appropriate sub-level, and the title of the components achieved:

OCR Functional Skills qualification in Information and Communication Technology (ICT) at Entry 1

OCR Functional Skills qualification in Information and Communication Technology (ICT) at Entry 2

OCR Functional Skills qualification in Information and Communication Technology (ICT) at Entry 3

5.1 Claiming certificates

Certificates will be issued for successful learners. In order to ensure that these are automatically issued centres must ensure that the OCR learner number is **always** used where a learner has already achieved one or more units. See the *OCR Admin Guide: Functional Skills* for full details.

5.2 Replacement certificates

Centres should formally make the request in writing on centre-headed paper. If the request is made within six months of the issue date, replacements will be provided free of charge. A fee is charged for replacement certificates more than six months after the date of issue. Please see the OCR Fees List for details of these fees. Letters should be sent to the Archives team in Coventry (see section 7 for address).

6 Administration arrangements

OCR will confirm its process for approving centres, making entries and claiming certificates in due course.

7 Further Support and Information

7.1 General enquiries

You can visit OCR's website at www.ocr.org.uk for further information on OCR qualifications. For general enquiries relating to any of OCR's vocational qualifications, please contact the OCR Customer Contact Centre on:

Telephone: 024 76 851509
Fax: 024 76 851633
Email: vocational.qualifications@ocr.org.uk

7.2 Claim forms and claim enquiries

All claim forms should be returned to:

Operations
OCR
Progress House
Westwood Way
Coventry
CV4 8JQ

If you have any queries about learner entry, please contact Operations Customer Support on 024 76 470033.

7.3 Enquiries About Results

Please refer to the *OCR Admin Guide: Functional Skills*.

Forms and current fees can be obtained from:

Results Enquiries
OCR, Progress House
Westwood Way
Coventry CV4 8JQ

Telephone 024 76 470033

7.4 Customer feedback

We welcome feedback from customers on all aspects of our provision. Comments relating to this documentation should be sent to:

The OCR Qualification Manager
Functional Skills ICT
Qualifications Division
OCR
Coventry Office
Westwood Way
Coventry
CV4 8JQ

7.5 OCR Training Events

Information on OCR's training events for centres can be found on the OCR website by going to www.ocr.org.uk, or by contacting:

OCR Training
Customer Support Division
Progress House
Westwood Way
Coventry CV4 8JQ

Telephone: 02476 496 398
Fax: 02476 496 399
Email: training@ocr.org.uk

7.6 OCR Publications

The OCR Publications Service offers support to OCR customers, centres, parents and learners. It offers a wide range of up-to-date materials for sale which relate to our key qualifications. These materials include centre handbooks, past papers, mark schemes and a range of support materials.

The OCR Publications Catalogue holds the full list of materials currently available to order. To obtain a copy of this and to order publications, please go to <http://publications.ocr.org.uk> or call our dedicated order line on 0870 770 6622.

Orders can also be emailed to publications@ocr.org.uk or posted to the address on the order form printed in the OCR Publications Catalogue.

OCR Support Materials prepare extra resources to help you deliver our qualifications. These support materials can be ordered from OCR Publications and more information about the materials can be obtained from support.materials@ocr.org.uk

7.7 Publications (related to this qualification)

OCR publications:

- *OCR Admin Guide: Functional Skills*

JCQ publications, available from www.jcq.org.uk:

- *Instructions for conducting coursework*
- *Access Arrangements, Reasonable Adjustments and Special Consideration*
- *Suspected Malpractice in Examinations and Assessment*

7.8 OCR assessment material

OCR assessment material is available for all Entry levels. Centres must use these assessments for the summative assessment of learners. OCR assessment material is available to download from our website www.ocr.org.uk.

Assessment materials

The OCR assessment materials for the OCR Functional Skills Qualifications in Information and Communication Technology (ICT) at Entry level include teacher guidance, sample assessment tasks for each entry sub-level and Assessment Record Forms. Assessment materials will be issued on a bi-annual basis for use within the 12 months following the issue date.

a six monthly basis and reviewed annually within the 12 months following the issue date.

Centres must adhere to the guidance given in the assessment materials handbook.

Assessment Record Forms

Assessment Record Forms allow centres and learners to track achievement of each part of the Entry level assessment. The Assessment Record Forms are available within the assessment and are available to download as Word documents from the OCR website www.ocr.org.uk