

Admin Guide

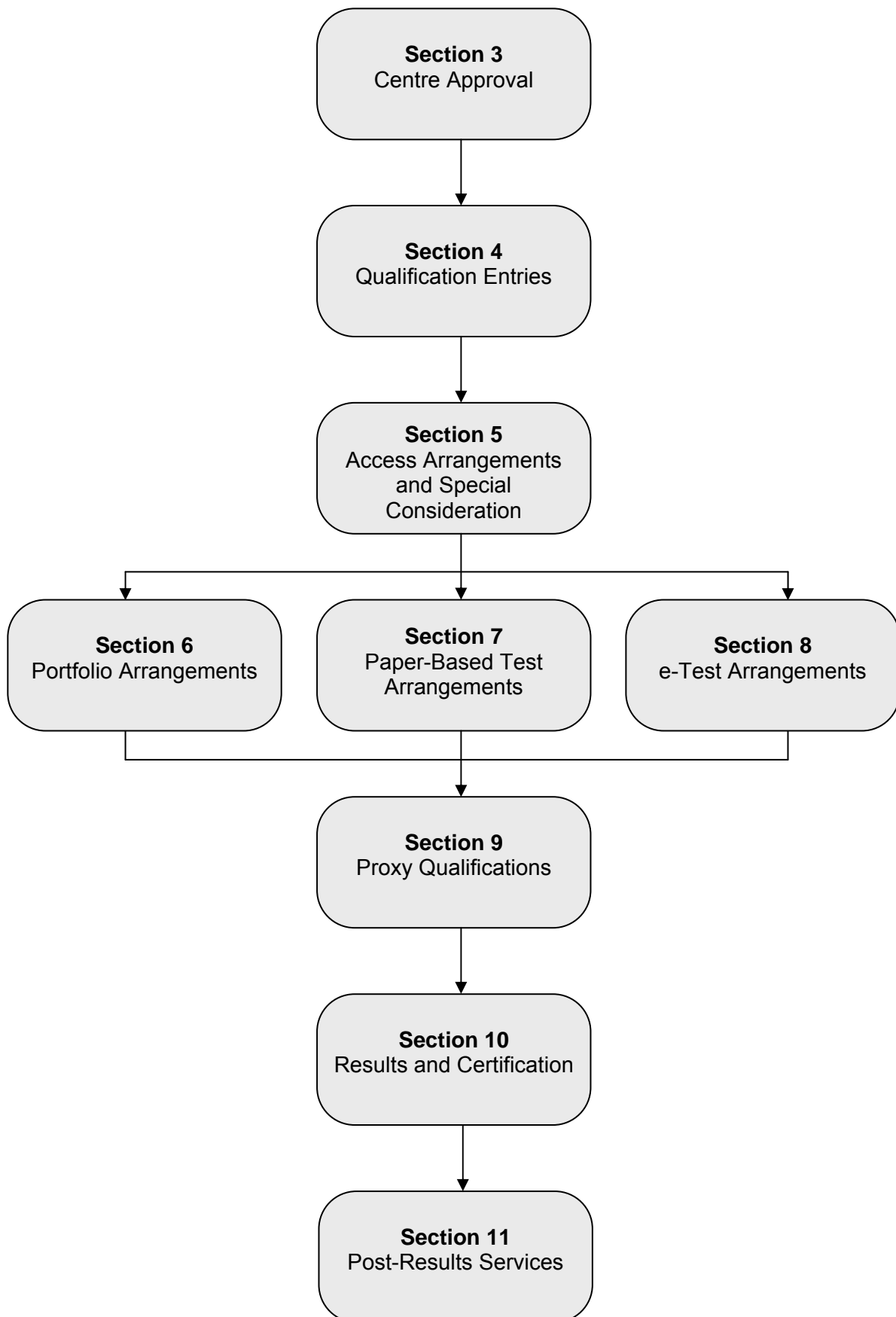
Skills for Life – Key Skills

2011/12



Overview

This document is structured in chronological order of activity. Each box in the flow chart below corresponds to a section in this *Guide*.



Contents

1	Introduction	1
1.1	What are Key Skills?	1
1.2	Accreditation update	2
1.3	Obtaining further support and information	3
1.4	Contacting OCR	4
2	Key Dates	5
3	Centre Approval	7
3.1	What is centre approval?	7
3.2	Applying for centre approval	7
3.3	Credit checking	7
4	Qualification Entries	8
4.1	What are Key Skills qualification entries?	8
4.2	Qualification entry deadlines	9
4.3	Qualification entry fees	9
4.4	Information required to make qualification entries	9
4.5	Methods of submitting entries	12
4.6	Making qualification entries via Interchange	12
4.7	Making entries via EDI	13
4.8	On receipt of your qualification entries	14
4.9	Amending candidates' personal details	15
5	Access Arrangements and Special Consideration	16
5.1	Access arrangements and reasonable adjustments	16
5.2	Special consideration	17
6	Portfolio Arrangements	18
6.1	Scheduling moderation visits	18
6.2	Evidence	18
6.3	Assessment	19
6.4	Internal moderation	19
6.5	Making a portfolio claim (non-ACS centres)	20
6.6	Preparing for the moderation visit (non-ACS centres)	22
6.7	The moderation visit (non-ACS centres)	23
6.8	Outcomes of the visit	23
6.9	Accredited centre status (ACS)	24
6.10	The moderation visit (ACS centres)	24
7	Paper-Based Test Arrangements	26
7.1	What are Key Skills tests?	26
7.2	Making paper-based test entries	26
7.3	Making paper-based test entries via Interchange	26
7.4	Making named paper-based test entries via EDI	27
7.5	Test entry fees	28
7.6	Deadlines for submitting test entries	28
7.7	Test dates	28
7.8	Length of tests	29
7.9	Despatch of materials from OCR	29
7.10	Centre responsibilities	30
7.11	Test resources	30
7.12	Absent candidates	32
7.13	Submitting tests for marking	32

7.14	Malpractice	32
8	e-Test Arrangements	33
8.1	About e-tests	33
8.2	Signing up for e-testing	33
8.3	Practice e-tests	34
8.4	Entering for e-tests	34
8.5	Scheduling e-tests	35
8.6	e-Test fees	36
8.7	Preparing candidates for e-tests	36
8.8	Conducting e-tests	36
8.9	Security	38
9	Proxy Qualifications	39
9.1	What are proxy qualifications?	39
9.2	Making a proxy claim	39
9.3	Details of proxy qualifications to act as exemptions	40
10	Results and Certification	43
10.1	Completion of portfolios	43
10.2	Test results (England and Northern Ireland only)	43
10.3	Certification	44
10.4	Certificates	44
10.5	Replacement certificates	45
11	Post-Results Services	46
11.1	Missing or incomplete results	46
11.2	Enquiries about results	46
11.3	Access to scripts	48
12	Entry Codes	50
12.1	Key Skills: England and Northern Ireland	50
12.2	Key Skills: Wales	51
13	Reference	52
13.1	Glossary	52
13.2	Documents referred to in the text	53
13.3	Useful websites	53

1 Introduction

The purpose of this *Admin Guide* is to assist exams officers and teachers in registered OCR centres with the administration of OCR Skills for Life (Key Skills). This document should be read in conjunction with the JCQ *Instructions for conducting examinations*, the JCQ *General Regulations for Approved Centres* and the QCDA *Key skills qualifications standards and guidance*.

This *Admin Guide* is also available to download from the OCR website (www.ocr.org.uk). We will notify centres of any amendments to the *Admin Guide* in a circular or Notice to Centres.

1.1 What are Key Skills?

Key Skills qualifications allow learners to prove their ability to use certain transferable skills, equipping them for the workplace and further education. There are six Key Skills qualifications, which are all available at Levels 1 to 4:

- Application of Number
 - Communication
 - Information and Communication Technology (ICT)
 - Improving Own Learning and Performance
 - Problem Solving
 - Working with Others
- } Wider Key Skills

The qualifications are targeted at pre- and post-16 learners and are designed to improve students' motivation, progression and achievement.

Form of assessment

To gain Application of Number, Communication and ICT, candidates must successfully complete a portfolio of evidence and pass a test (candidates in Wales are not required to pass the test). The portfolio is internally assessed and moderated, and then externally moderated by OCR. The test can be either a written paper test or an e-test and is taken under supervised conditions and externally set and marked.

The Wider Key Skills are assessed through an internally assessed portfolio.

UCAS points

Key Skills are included in the UCAS tariff as follows:

Level	UCAS points
Level 2	10 points
Level 3	20 points
Level 4	30 points

1.2 Accreditation update

Key Skills have been extended in England for use in Apprenticeship Frameworks until September 2012. This means learning providers can offer a choice of either Functional Skills (see the *OCR Admin Guide: Functional Skills*) or Key Skills. Providers who prefer to deliver Functional Skills can go ahead, as this is not a postponement of Functional Skills but rather a period of dual running alongside Key Skills.

Accreditation for Key Skills in Northern Ireland and Wider Key Skills (Problem Solving, Working with Others and Improving Own Learning and Performance) has also been extended. Please note: this extension does not apply to Wales. Centres in Wales are required to use Essential Skills Wales in Apprenticeship frameworks (please see the *OCR Admin Guide: Essential Skills Wales* for details).

The accreditation dates are as follows:

Qualification	Last qualification entry date	Last certification date
Key Skills in England (for use in Apprenticeship Frameworks)	30 September 2012	30 September 2013
Key Skills in Northern Ireland	31 August 2012	31 August 2014
Wider Key Skills	31 August 2012	31 August 2014

Apprenticeships

Currently, we offer the component qualifications for the following Apprenticeship Frameworks:

- Active Leisure and Learning (Levels 2 and 3)
- Business Administration (Levels 2 and 3)
- Children and Young Peoples Workforce (Levels 2 and 3)
- Creative and Digital Media (Level 3)
- Customer Service (Levels 2 and 3)
- Driving Goods Vehicles (Level 2)
- Exercise and Fitness (Levels 2 and 3)
- Health and Social Care (Levels 2 and 3)
- IT, Software, Web and Telecoms Professionals (Levels 2 and 3)
- IT User (Levels 2 and 3)
- Logistics Operations Management (Level 3)
- Management (Levels 2 and 3)
- Retail (Levels 2 and 3)
- Supporting Teaching and Learning in Schools (Levels 2 and 3)
- Warehousing and Storage (Level 2).

Apprenticeships are made up of a number of parts or components. During 2011, Sector Skills Councils (SSCs) have been updating Apprenticeship frameworks. This is to comply with the Specification of Apprenticeship Standards for England (SASE) and Wales (SASW).

Apprenticeships are currently made up of the following components:

- **Competence** – Was covered by an NVQ; now QCF competence equivalent.
- **Knowledge** – Was the Technical Certificate; now QCF knowledge equivalent.
- **Transferable skills** (Key Skills/Functional Skills/Essential Skills for Wales) – Key Skills has been extended in England for use until the end of September 2012. This means that learning providers in England can offer a choice of either Functional Skills or Key Skills until this date. From September 2010, centres in Wales have been required to use Essential Skills Wales in Apprenticeship frameworks.

- **Employee Rights and Responsibilities (ERR)** – This must now be formally assessed.
- **Personal, Learning and Thinking Skills (PLTS)** – In England, PLTS have been introduced to the framework and must be formally assessed.

For further information on OCR's Apprenticeships, please see the OCR website at www.ocr.org.uk/apprenticeships. Our *Admin Guide: Apprenticeships* is also available to download from the OCR website. For more information on Apprenticeship Frameworks, please see the National Apprenticeship Service website at www.apprenticeships.org.uk.

1.3 Obtaining further support and information

A glossary of common terms is provided at the end of this *Admin Guide*, together with a list of where to obtain copies of documents referred to within the *Guide*.

OCR website

The best way to obtain up-to-date information is via the OCR website at www.ocr.org.uk. The website provides essential support materials, including model assignments, sample and past question papers, brochures and datasheets, together with details about entries (including basedata), results and fees. New administrative and qualification information is added regularly.

Interchange

Interchange (<https://interchange.ocr.org.uk>) is a free, secure website that has been developed to help exams officers and teachers carry out day-to-day administrative functions online quickly and efficiently. The site allows you to check your approval status, make and view entries and claims, and view achievements. As Interchange is updated daily, it is always the place to view the most accurate information. In order to use Interchange for the first time, you just need to register your centre by returning the Interchange Agreement, which can be downloaded from the OCR website.

OCR support and training

OCR's Customer Admin Support Team (CAST) offers training specifically for groups of exams officers, as well as attending network meetings. To find out more about the training we can offer to give you more confidence in administering OCR qualifications, or to invite us to your network meetings, please email the team at cast@ocr.org.uk.

OCR Training also offers a programme of training for teachers to provide essential support in the delivery and assessment of a full range of OCR qualifications. Details of our programme are mailed to your centre and you can find a full A to Z list of courses on the OCR website at www.ocr.org.uk/training. You can also find training and book online using OCR EventBooker – visit www.ocreventbooker.org.uk. If you would like more information please contact us at training@ocr.org.uk.

Community

Our social network site enables teachers to share best practice, offer guidance and upload and access a range of support materials such as lesson plans, presentations, videos and links to other helpful sites. Visit www.social.ocr.org.uk to find out more.

OCR Publications

The OCR Publications Service offers support to OCR centres, parents and candidates. It offers a wide range of up-to-date materials for sale which relate to our key qualifications. These materials include specifications and a range of support materials.

The OCR Publications Catalogue, which can be downloaded from the OCR website, holds the full list of materials currently available to order. There are several ways to place an order:

- **Online:** <http://publications.ocr.org.uk>
- **Email:** publications@ocr.org.uk
- **Telephone:** 0870 7706622.

1.4 Contacting OCR

For general enquiries, please contact the OCR Customer Contact Centre:

- **Telephone:** 02476 851509 (08:00–17:30 Monday to Friday)
- **Fax:** 02476 851633
- **Email:** vocational.qualifications@ocr.org.uk
(Please include centre name and number in the email.)
- **Post:** OCR, Westwood Way, Coventry, CV4 8JQ

As part of our quality assurance programme, calls may be recorded or monitored for training purposes. Please note that we may not be able to provide specific information if a centre email address is not used.

2 Key Dates

This table shows the key dates of the assessment year 2011/12 month by month.

	Date	Action
August	12	Paper-based test entry deadline for September 2011 series
September	5	Application of Number Levels 1 and 2 paper-based test date
	6	Communication Levels 1 and 2 paper-based test date
	7	ICT Levels 1 and 2 paper-based test date
	12	Application of Number Level 3 paper-based test date
	13	Communication Level 3 paper-based test date
	14–16	ICT Level 3 paper-based test dates
	30	Levels 1 and 2 paper-based test results issued for September 2011 series
November	11	Level 3 paper-based test results issued for September 2011 series
	11	Paper-based test entry deadline for December 2011 series
December	2	Paper-based test entry deadline for January 2012 series
	5	Application of Number Levels 1 and 2 paper-based test date
	6	Communication Levels 1 and 2 paper-based test date
	7	ICT Levels 1 and 2 paper-based test date
January	4	Application of Number Levels 1 and 2 paper-based test date
	5	Communication Levels 1 and 2 paper-based test date
	6	ICT Levels 1 and 2 paper-based test date
	6	Levels 1 and 2 paper-based test results issued for December 2011 series
	27	Levels 1 and 2 paper-based test results issued for January 2012 series
February	10	Paper-based test entry deadline for March 2012 series
March	5	Application of Number Levels 1 and 2 paper-based test date
	5	Application of Number Level 3 paper-based test date
	6	Communication Levels 1 and 2 paper-based test date
	6	Communication Level 3 paper-based test date
	7	ICT Levels 1 and 2 paper-based test date
	7–9	ICT Level 3 paper-based test dates
	30	Levels 1 and 2 paper-based test results issued for March 2012 series
April	13	Paper-based test entry deadline for May 2012 series

	Date	Action
May	4	Level 3 paper-based test results issued for March 2012 series
	9	Application of Number Levels 1 and 2 paper-based test date
	10	Communication Levels 1 and 2 paper-based test date
	11	ICT Levels 1 and 2 paper-based test date
	11	Paper-based test entry deadline for June 2012 series
	14	Application of Number Level 3 paper-based test date
	15	Communication Level 3 paper-based test date
	16–18	ICT Level 3 paper-based test dates
June	1	Levels 1 and 2 paper-based test results issued for May 2012 series
	11	Application of Number Levels 1 and 2 paper-based test date
	11	Application of Number Level 4 paper-based test date
	12	Communication Levels 1 and 2 paper-based test date
	12	Communication Level 4 paper-based test date
	13	ICT Levels 1 and 2 paper-based test date
	13–15	ICT Level 4 paper-based test dates
July	6	Levels 1 and 2 paper-based test results issued for June 2012 series
	13	Level 3 paper-based test results issued for May 2012 series
August	10	Level 4 paper-based test results issued for June 2012 series
	10	Paper-based test entry deadline for September 2012 series
September	5	Application of Number Levels 1 and 2 paper-based test date
	6	Communication Levels 1 and 2 paper-based test date
	7	ICT Levels 1 and 2 paper-based test date
	10	Application of Number Level 3 paper-based test date
	11	Communication Level 3 paper-based test date
	12–14	ICT Level 3 paper-based test dates
28	Levels 1 and 2 paper-based test results issued for September 2012 series	
November	9	Level 3 paper-based test results issued for September 2012 series

3 Centre Approval

3.1 What is centre approval?

If you want to offer Key Skills qualifications, you must first gain approval from OCR. Approval is subject to continued centre activity; if there are no entries or certifications for a qualification for three consecutive years, centre approval will automatically lapse for that qualification.

If you wish to offer e-tests, you will need to be approved for these – please see Section 8.2 for details of how to obtain this approval.

3.2 Applying for centre approval

To apply for centre approval, you need to complete an application form. The form, together with guidance on completing it, can be downloaded from the centre approval section of the OCR website. The form asks for general information about the centre and for more specific details about the way the centre will deliver the qualifications for which it seeks approval. Completed forms should be returned to OCR Operations, Coventry.

For many qualifications, OCR will approve the application on the basis of an approval form; however, a visit from an OCR representative may be required and we will contact you to arrange this.

If your centre requires an inspection visit, you will be required to pay a visit fee which will be invoiced to your account. All centre approval fees are provided in the OCR Fees List, which is available on the OCR website.

If a visit is required, please allow six weeks for your application to be approved. If a visit is not required, your application should be approved within five working days.

When OCR approves each application, you will receive a letter of confirmation. You can then enter candidates for the qualifications that you are approved to offer (see Section 4).

All changes of centre address should be sent to the Allocations Team, Coventry, on centre-headed paper. If a visit is required, we will contact you to arrange this.

3.3 Credit checking

If you are a company, sole trader or partnership, we have a credit checking process in place to help us verify your credit worthiness. You need to have been established, and trading on credit terms, for a minimum of six months and be able to supply us with two credit references (banks, solicitors and accountants are not considered as trade creditors and cannot be used as referees).

If you cannot satisfy these requirements then we will be unable to process your application; however, we can review your application after six months of trading. If you cannot satisfy these requirements but think there are extenuating circumstances, please email the details to the Customer Contact Centre at vocational.qualifications@ocr.org.uk.

4 Qualification Entries

Key points

- It is essential that entry information is correct to ensure that candidates receive their certificates.
- Please ensure that all candidates are entered for these qualifications before the final qualification entry date and that all certificates are claimed by the last certification date.

4.1 What are Key Skills qualification entries?

In order to let OCR know which qualifications your candidates wish to take, you need to make **qualification entries**. Note that the term 'registration' has been replaced by the term 'qualification entry'.

Candidates must be entered for the key skill qualification before they are entered for a specific test (paper-based or e-test) or they make a portfolio or proxy claim. Please note that entering a candidate for a test does not create an automatic qualification entry for their chosen key skill.

Qualification entries are valid for three years or until certification for that key skill, whichever is sooner.

Candidates wishing to achieve a higher level after certification will require a new qualification entry.

Qualification entry types

There are two types of qualification entry.

You can enter for **all six Key Skills qualifications** using one overarching entry code. This entitles a candidate to:

- Take each of the six Key Skills qualifications
- Enter each qualification at any one level (Levels 1–4)
- Enter the tests for Application of Number, Communication and ICT
- Moderation of portfolio evidence
- Certification.

Alternatively, you can enter for **each Key Skill qualification individually**. This entitles a candidate to:

- Enter that individual qualification at any one level (Levels 1–4)
- Enter for a test for that qualification at any level (Levels 1–4), where applicable
- Moderation of portfolio evidence
- Certification.

4.2 Qualification entry deadlines

As long as the qualification is accredited (see Section 1.2), candidates can be entered at any time of the year and in any number. Candidates wishing to sit a test in Application of Number, Communication or ICT must be entered at least two weeks before the relevant paper-based test entry deadline (see Section 7.6).

4.3 Qualification entry fees

Details of the entry fees for Key Skills qualifications can be found in the OCR Fees List, which can be downloaded from the OCR website. Invoices will be sent (normally via email) to your accounts contact once you have made your entries.

Querying a fees invoice

To query an invoice, please forward a copy of the invoice and supporting documentation (quoting your centre number and invoice number in all correspondence) to OCR Sales Ordering, Finance Division, OCR, 1 Hills Road, Cambridge, CB1 2EU. Alternatively, you can fax 01223 553048 or email creditcontrol@cambridgeassessment.org.uk.

4.4 Information required to make qualification entries

Qualification details

Centres should use the correct OCR entry codes when entering candidates for Key Skills. For qualification entry codes, please see Section 12.

Candidate personal details

Centres provide candidate names and dates of birth. You should enter candidates under names that can be verified by the presentation of suitable identification, such as a birth certificate, passport or driver's licence. This ensures that there will be no delay or confusion when candidates subsequently present their results documentation to employers or tertiary institutions. Also, if candidates apply to OCR for additional or replacement copies of their results, they must be able to provide identification that matches the archived information.

Centre candidate number

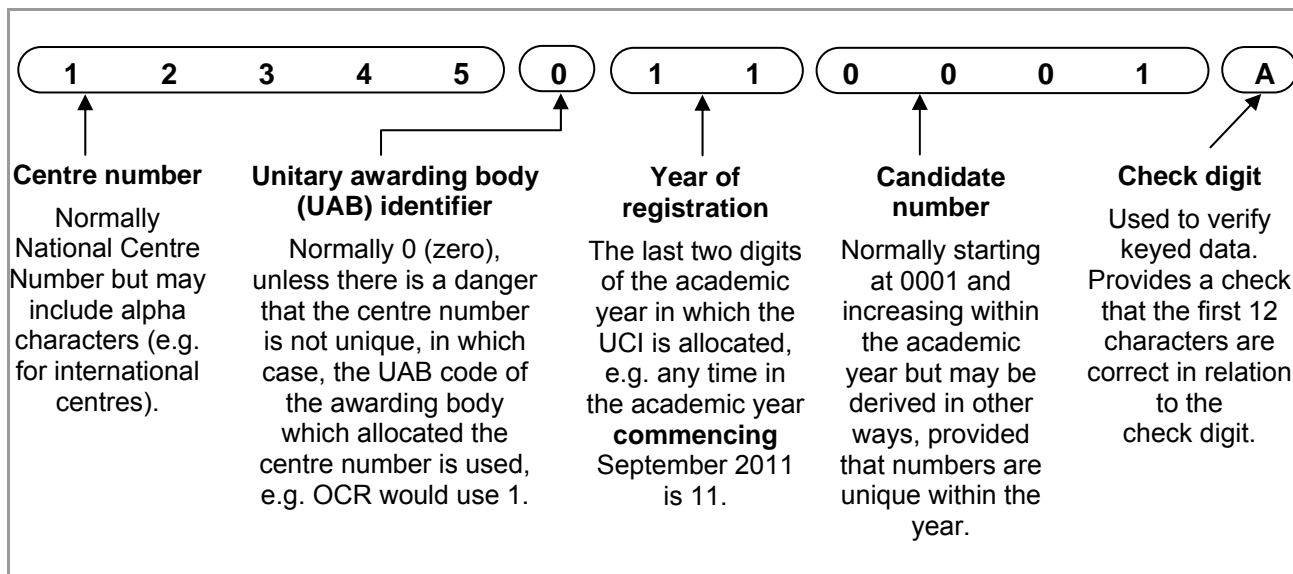
An optional field for named qualifications, this number can be allocated by a centre if you wish to add an additional reference; it can be up to four digits long.

OCR candidate number

This is an eight-digit number allocated by OCR which allows candidates' units to be linked together when claiming for multiple units or full awards. For candidates entering for OCR qualifications for the first time, this should be left blank. If the candidate has a previous OCR candidate number, you should provide this number to avoid additional numbers being generated.

Unique candidate identifier (UCI)

Though optional for Key Skills (unlike for GCSEs and A Levels), the UCI must accompany a candidate's entry if centres wish to receive Key Skills results via EDI. The following diagram shows the components of the UCI:



Examination administration software packages will usually be able to generate UCIs. Please check with your software provider.

Unique learner number (ULN)

The unique learner number (ULN) is a personal ten-digit number, which is essential for candidates taking a 14–19 Diploma programme of study. It is used to link the Diploma component results together for Diploma certification. The ULN must accompany a candidate's entry for any qualification which they intend to count towards their Diploma. Where a candidate is not working towards a 14–19 Diploma, a ULN is not mandatory; however, it is good practice to provide a ULN.

Where a ULN is included with an entry, OCR will check the ULN and candidate details with the Learning Records Service (LRS). Candidate 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 your entries from being processed, but OCR will be unable to send Diploma component results to the Diploma Aggregation Service until the ULN and candidate details held by OCR match the records held by the LRS.

For more information, and to generate a ULN, please refer to the Learning Records Service – Learner Registration area: www.learningrecordsservice.org.uk.

Cohort

This optional reference allows you to group candidates so that their results are issued together rather than alphabetically.

LSC codes

When entering candidates funded by Learning and Skills Councils (LSCs), the appropriate three-digit LSC code must be provided for each candidate. This will allow OCR to notify the appropriate LSC of candidates' achievements. The list below gives the codes for all LSCs in England and Wales:

Regional ID	LSC	Code
Derbyshire	EM	010
Nottinghamshire	EM	020
Lincolnshire and Rutland	EM	030
Leicestershire	EM	040
Northamptonshire	EM	050
Norfolk	EE	060
Cambridgeshire	EE	070
Suffolk	EE	080
Bedfordshire	EE	090
Hertfordshire	EE	100
Essex	EE	110
London North	GL	120
London West	GL	130
London Central	GL	140
London East	GL	150
London South	GL	160
Northumberland	NE	170
Tyne and Wear	NE	180
County Durham	NE	190
Tees Valley	NE	200
Cumbria	NW	210
Lancashire	NW	220
Greater Merseyside	NW	230
Greater Manchester	NW	240
Cheshire and Warrington	NW	250
Oxford, Milton Keynes, Buckinghamshire	SE	260
Bracknell Forest/West Berkshire	SE	270

Regional ID	LSC	Code
Hampshire and Isle of Wight	SE	280
Isle of Wight Satellite	SE	281
Surrey	SE	290
Sussex	SE	300
Kent and Medway	SE	310
Devon and Cornwall	SW	320
Truro Satellite	SW	321
Somerset	SW	330
Dorset	SW	340
Avon	SW	350
Wiltshire	SW	360
Gloucestershire	SW	370
Shropshire	WM	380
Staffordshire	WM	390
Black Country	WM	400
Birmingham and Solihull	WM	410
Herefordshire and Worcestershire	WM	420
Coventry and Warwickshire	WM	430
North Yorkshire	YH	440
West Yorkshire	YH	450
South Yorkshire	YH	460
Humberside	YH	470
Mid Wales Region	–	604
South West Wales Region	–	607
North Wales Region	–	608
South East Wales Region	–	609

Order number

The order number will be quoted on your centre's invoice. It can be either an official order number or simply a reference, e.g. a tutor's name. It is good practice to provide an order number as this enables invoices to be matched to your entries easily.

4.5 Methods of submitting entries

There are two methods of entering candidates for Key Skills. If you cannot make entries via either of these methods, please call the Customer Contact Centre.

- **Interchange** – OCR's secure extranet (<https://interchange.ocr.org.uk>). If your centre is new to Interchange and does not currently have an Interchange account, please complete and return the Interchange Agreement, which can be downloaded from the OCR website, to receive your login details. If your centre has an account but you are a new user, or your existing account needs to be updated, please contact your Centre Administrator (usually the exams officer). If you are unsure whether your centre is registered or you cannot locate your Centre Administrator, please email the Customer Admin Support Team at cast@ocr.org.uk.
- **EDI (electronic data interchange)** – An electronic method of transmitting entry and results data to and from OCR using a third party carrier (see Section 4.7).

4.6 Making qualification entries via Interchange

To make qualification entries using Interchange for qualifications listed in this guide, once you are logged in, hover over 'Skills for Life' in the left-hand menu and then click on 'Make entries'. You then have a choice: you can either upload a spreadsheet or use a web-based entry form.

Uploading a spreadsheet

This method is ideal if you have large numbers of candidates. Under the Key Skills qualifications entries heading, click on 'Upload Key Skills entries spreadsheet' and then download and save the spreadsheet template. Read the instructions by clicking on the help link and then populate the spreadsheet with the information described in Section 4.4 – either manually or by importing data from your management information system.

When you are ready to make your qualification entries, click on 'Browse' to find your saved spreadsheet, add an order number or reference in the box provided and then click on 'Submit entries spreadsheet'.

Using the web-based form

This method is useful if your candidates already exist on Interchange or you only have a few candidates to enter. Click on 'Use Key Skills web-based entry form'.

You will be asked to select your assessment. You should choose either the individual Key Skill qualification or the overarching 'Key Skills Certificate' (see Section 4.1). Select the qualification you require and click 'OK'.

Next, you need to select your candidates. You should select existing candidates rather than creating new ones; however, if you cannot find a candidate, you can enter their details.

When searching for existing candidates, you can restrict the search to show only candidates added during a given time period, from 'today' to 'in the last five years'.

You will then be asked to specify your entry details – if you wish, you can add the cohort and/or the LSC code (see Section 4.4). You should then add an order number and click 'Submit entries' to confirm your entries.

Data is transferred between Interchange and our internal systems several times a day. Entry information can also be viewed on Interchange if entries are made using EDI.

4.7 Making entries via EDI

To make entries using EDI, electronic entry files need to be created. To do this, you should load OCR's basedata to your system. The basedata is available to download from the OCR website. Qualification entry basedata is published on 1 September to cover the coming academic year.

How you load the basedata will depend on your examination administration software. All electronic entry and amendment files must conform to a common file structure and format. These are defined in the *JCQ Formats for the Exchange of Examination Related Data*.

Unlike for general qualifications such as GCSEs and A Levels, please ensure that for Key Skills you use the awarding body identifier of **72 (OCR Coventry Office)**. In addition, qualification entries should come under the **September series**, which may need to be created.

You must not send qualification entries and test entries (see Section 7.4) in the same EDI file.

EDI entry codes and option titles

The following is a full list of all the options included in the 2011/12 basedata along with a complete description relating to that option code.

You can either enter for all six Key Skills qualifications using one overarching entry code or for each Key Skill qualification individually.

Candidates should not have both an overarching entry and individual qualification entries.

Entry code	Option title	Full description
171000	KEY SKILLS QUALIFICATION	Qualification entry for all six Key Skills qualifications
171100	SINGLE UNIT COMMUNICATION	Communication qualification entry
171200	SINGLE UNIT APPLICATION OF NUMBER	Application of Number qualification entry
171300	SINGLE UNIT INFORMATION TECHNOLOGY	ICT qualification entry
390400	SINGLE UNIT WORKING WITH OTHERS	Working with Others qualification entry
390500	SINGLE UNIT IMPROVING OWN LEARNING	Improving Own Learning and Performance qualification entry
390600	SINGLE UNIT PROBLEM SOLVING	Problem Solving qualification entry

Who to contact if experiencing problems with EDI entries

Each set of basedata includes a help file (.txt suffix) containing a description of the contents of the basedata and other helpful advice. Please consult this help file first if you have any queries.

Technical support for the examination software packages used by centres is not available from OCR; please contact your software supplier. However, if you have any queries relating to the receipt of entry files, please contact the Customer Contact Centre.

How to submit your EDI entry file to OCR

You will need to be signed up to one of the approved EDI carriers: AVCO, Redstone (formerly DIALnet) or RM. Upon installation of the software, instruction on the use of the application will be issued and should be referred to for guidance.

Contact details:

AVCO Systems Ltd

Software: Exam Service
Tel: 01753 213700
Fax: 01753 213701
Email: examsupport@avcosystems.com
Website: www.avcosystems.com/Products/ExamCentre/

Redstone Managed Solutions Ltd

Service: webXchange
Tel: 0845 200 2000 (Support)
Fax: 0845 2010 271
Email: sales@webxchange.co.uk
Website: www.webxchange.co.uk

RM

Service: RM SecureNet
Tel: 08453 077 855 (Technical Support)
Email: support@rm.com
Website: www.rm.com/support

EDI entry amendments

Once you have sent your first EDI entry file, any additional entry files must be sent as **amendment** files. It is possible to send EDI amendment files with:

- Entries for new candidates
- New entries for existing candidates.

However, you **must not** send changes to candidates' **personal details** (see Section 4.9) or changes to candidates' **existing entries** via EDI.

Acknowledgements of EDI files

Once OCR has downloaded your entry or amendment file, you will receive an acknowledgement in your EDI inbox. An acknowledgement does not mean that the file has been successfully loaded to our system as, at this point, no validation checks have been performed.

4.8 On receipt of your qualification entries

Qualification entries will be confirmed by OCR within six working days of being processed. Centres will be sent:

- Confirmation/portfolio attendance list
- Certification record form (CRF)
- Certification record summary sheet (D50).

4.9 Amending candidates' personal details

If you need to update candidates' personal details, e.g. name or date of birth (see Section 4.4), you can make the changes via Interchange (but not via EDI). If you wish to change a candidate's whole name (rather than correct a spelling mistake), you will also need to send proof of the candidate's name change to OCR Operations, Coventry.

5 Access Arrangements and Special Consideration

5.1 Access arrangements and reasonable adjustments

Access arrangements and reasonable adjustments are made prior to an assessment to enable a candidate with particular requirements to demonstrate attainment. They must not, however, affect the reliability or validity of assessment outcomes; nor must they give the learner an assessment advantage over other learners taking the same or similar assessments.

Applications for alternative assessment arrangements and reasonable adjustments must only be made by the centre and cannot be made by parents or candidates.

Depending on the type and level of the assessment, centres will need to do one of the following:

- Apply to the OCR Special Requirements Team (OCR, 1 Hills Road, Cambridge, CB1 2EU).
- Make the arrangement without consulting OCR and keep a record on file.
- Make the arrangement without consulting OCR; evidence is not required on file.

Specific information and guidance for each qualification can be found in the *JCQ Access Arrangements, Reasonable Adjustments and Special Consideration*.

Modified papers

If you require modified papers as part of an access arrangement or reasonable adjustment, you must make applications for Braille question papers at least ten weeks before the chosen test date; all other applications for paper-based tests must be submitted at least six weeks before the chosen test date.

e-Tests

If your candidate requires extra time for e-tests, you must first check whether you need to apply to the OCR Special Requirements Team for permission, as described above.

In addition, the extra time needs to be added to the candidate's access token before the test is taken. To submit a request for this, use the Support Request Form within the Support section of the e-test online administration website at www.etest.ocr.org.uk, giving the candidate's name, the test being taken and the date of the test. This must be done at least 72 hours prior to the test date.

Once you receive confirmation that this has been set up, you can save your access token to floppy disk/memory stick or download it onto your SNA machine (see Section 8). The test can then be taken and uploaded as normal.

5.2 Special consideration

Special consideration is a post-assessment adjustment reflecting temporary injury, illness or other indisposition at the time the assessment was taken. It is important to note that it may not be possible to apply special consideration where:

- An assessment requires the demonstration of a practical competence
- The assessment criteria have not been fully met
- Units/qualifications confer licence to practise.

Where an assessment has been missed or is in the form of an on-demand test, such as an electronic test set and marked by a computer, the centre should offer the learner an opportunity to take the assessment at a later time.

A learner will not be eligible for special consideration where:

- Evidence is not supplied by the centre that the learner has been affected at the time of the assessment by a particular condition
- Any part of the assessment is missed
- Preparation for a component is affected by difficulties during the course such as disturbances through building work, lack of proper facilities, changes in or shortages of staff or industrial disputes.

Under the above circumstances, OCR will not award an aegrotat (an award made on the basis of partial achievement to a candidate who is unable, through temporary illness, injury or indisposition, to complete all the usual assessment requirements).

Obtaining special consideration

Applications for special consideration must be submitted to OCR within seven days of the affected assessment having taken place using the appropriate JCQ form (available from the JCQ website). Applications cannot be accepted after results have been issued (see Section 10).

Forms should be sent to the Special Requirements Team, OCR, 1 Hills Road, Cambridge, CB1 2EU.

Further details can be found in the JCQ booklet, *Access Arrangements, Reasonable Adjustments and Special Consideration*.

6 Portfolio Arrangements

All of the Key Skills units have a portfolio component (this is the only component available in Wales). Candidates' work is assessed and moderated by centre staff and then externally moderated by the OCR moderator. Assessment and moderation can take place at any time. External moderation ensures that a centre's internal assessment of candidate work is reliable, fair and consistent with required standards.

6.1 Scheduling moderation visits

Once you have made your qualification entries (see Section 4), we will allocate an OCR moderator to your centre. The OCR moderator will contact you to provisionally agree a mutually convenient date for their visit. Approved centres are entitled to one free visit per academic year. Centres may request additional moderation visits. Any additional visits will be charged at the standard visit fee, as described in the OCR Fees List.

If candidates require their Key Skills results in time for university entrance, we recommend that the latest date for a moderation visit is 20 July so that results can be passed to UCAS in time.

6.2 Evidence

Candidates generate evidence which must be assessed against the requirements stated in Part B of the QCDA *Key skills qualifications standards and guidance* for each key skill level. The evidence can be:

- Embedded in academic or vocational work
- Generated from activities outside the candidate's main curriculum.

All portfolio evidence must:

- Be fully completed for each key skill
- Be assessed by the centre and meet the evidence requirements and be in line with the current regulatory authorities' guidance
- Be included in the centre's internal moderation process to ensure the assessment decisions are consistently accurate.

Evidence used from other qualifications

If evidence is used to meet the requirements of another qualification (e.g. an OCR National, NVQ, GCSE, AS or A Level) as well as the key skill, two copies are not required unless it has to leave the centre. It must, however, be clearly cross-referenced in the Key Skills portfolio.

Centres with candidates who have been certificated for the GCSE Short Course in Information Systems may claim a proxy (see Section 9) against one of the two specified purposes for ICT. For these candidates, centres must include a copy of the candidate's certificate.

Centres should also indicate on the unit summary sheet (or equivalent) that the second purpose is being claimed by proxy. The OCR moderator will expect to see the certificate within the portfolio if it is sampled.

Recording documents

Key Skills portfolio recording documents, which can be downloaded from the OCR website, have been produced by OCR to help assessors and candidates record assessment and track evidence. Since centres must use standard tracking and assessment recording documents for accredited centre status (ACS) (see Section 6.9), we recommend that these are used.

Example portfolios

Our example portfolios, which can be ordered from OCR Publications, are based on the QCDA *Key skills qualifications standards and guidance* and provide practical guidance on:

- The type of work used to provide evidence for Key Skills
- The amount of evidence needed
- How to organise and reference evidence
- How to record assessment decisions and assessor feedback.

Each portfolio contains real work from real candidates and includes commentaries written by OCR's principal moderators to describe the context and clarify assessment.

6.3 Assessment

Centre assessors are required to have appropriate specialist expertise and knowledge in the Key Skills qualifications they are assessing to enable them to make accurate assessment decisions in line with the national standards, although they do not need to hold an assessor qualification.

Assessors must assess the portfolio evidence against the relevant assessment criteria. Where a candidate's work has been initially assessed against other specific NVQ, GCSE, AS or A Level specifications, it must be assessed separately for Key Skills and appropriate feedback should be provided to the candidate. Assessors must provide a clear record of this assessment and feedback using standard assessment recording documents.

6.4 Internal moderation

Internal moderation is the process that checks assessment decisions are consistently accurate within a centre and must be completed before portfolio achievements can be claimed. Internal moderators must have a full understanding of the national standards and OCR's systems and documentation, although they do not have to hold an internal moderator qualification.

Where internal moderators also act as assessors, the centre must have at least two internal moderators and they must not internally moderate any evidence that they have assessed.

Choosing an assessment sample

It is not normally necessary to check every single assessment decision, so the internal moderator should select a sample. Sampling should take place well before the moderation visit so that assessors and candidates have sufficient time to resolve any problems.

The minimum requirement when choosing the sample is to include:

- All assessors in the internal moderator's team (each assessor must be sampled once in a 12-month period)
- All Key Skills qualifications assessed by each assessor
- Welsh medium and dual language (English and Welsh) portfolios, where applicable.

In choosing the sample, you should consider other factors that influence assessment. For example:

- The experience of the assessors
- The number of portfolios assessed by each assessor
- The language used to present the portfolio evidence, i.e. English, Welsh medium, dual language (English and Welsh)
- The number of different candidate cohorts allocated to each assessor
- The number of different assignment briefs/tasks used by the assessor
- The centre's experience in delivering the different Key Skills qualifications
- Any problems that may have already been identified, e.g. in interpreting the Key Skills national standards.

Recording assessment decisions

The feedback to the assessor and any actions must be recorded. We have created a Key Skills internal moderation sampling record and a Key Skills internal moderator's report on assessment decisions to help internal moderators record their internal moderation sample and monitor assessment practice. These can be downloaded from the OCR website. Since centres must use standard tracking and assessment recording documents for accredited centre status (ACS) (see Section 6.9), we recommend that these documents are used.

Where action for the assessor is identified, the internal moderator is responsible for checking that the actions have been completed before the moderation visit. Confirmation that the actions have been completed must be recorded and dated.

All centres should keep records of assessment decisions and outcomes of internal moderation for at least two years after certification has been claimed.

Centres should also keep a representative sample of candidates' work to ensure that assessment decisions remain consistent over time (this can be a photocopy).

6.5 Making a portfolio claim (non-ACS centres)


When you have assessed and internally moderated candidates' portfolio evidence and are ready to make a claim, a list of all the candidates to be moderated must be forwarded to the OCR moderator. This should be done at least four weeks before the planned moderation visit. Centres can use either an OCR confirmation/portfolio attendance list (PAL) or a centre-devised portfolio attendance list, keeping one copy of the completed list for your own records.

OCR confirmation/portfolio attendance list

If you use the OCR confirmation/portfolio attendance list (PAL), you should:

- Keep a blank photocopy for use at future visits
- Delete names of any candidates who have been permanently withdrawn from the programme
- Complete the level at which candidates are being entered for each key skill
- Leave the row blank for each candidate not being entered for any Key Skills at this visit
- Not add additional candidates; if any candidates do not appear on the PAL, please contact the Customer Contact Centre to check that the candidates have been entered.

For example:

KEY SKILLS CONFIRMATION / PORTFOLIO ATTENDANCE LIST										OCR 				
Centre Number		Centre Name												
Cohort										RECOGNISING ACHIEVEMENT				
Surname	Forename	OCR Candidate Number	Candidate UID	Centre Candidate Number	Date of Birth	M / F	Com	AoN	ICT	WWO	IOLP	PS	VSM SAMPLE	
							ENTER LEVEL						P	A
ANDERSON	DAVID	09127501		3006604	21/08/1981	M	2	1	2		2			
Scheme Code		01711 01712	01713 03904 03905 03906											
ATKINS	TRACY	05680724	8695	3001638	14/04/1981	M								
Scheme Code		01711 01713	03904 03905 03906											
BOWER	SEAN	05407832		3001758	26/10/1981	M	2	3	3	3	3			
Scheme Code		01712 03904	03905 03906											
COLE	KIRSTY	05180736		3006770	01/09/1981	F								
Scheme Code		03904 03905 03906	<i>withdrawn from course</i>											

The OCR moderator will use the PAL to select an initial sample of candidates for each key skill. This sample will be drawn from the entire group of candidates that you wish to claim for and will represent all Key Skills and all levels. The sample size will be dependent on the number of candidates entered.

The OCR moderator will return the PAL indicating the portfolios selected for the sample. No substitutions can be made without the prior permission of the OCR moderator.

Centre-devised portfolio attendance list

If you prefer to use your own format for the portfolio attendance list (instead of using OCR's pre-printed PAL), it must include:

- Your centre name and number
- The names and OCR candidate numbers of all candidates being entered for moderation at that visit
- For each candidate, the Key Skills qualification(s) and the level(s)
- The total number of candidates being entered for moderation at that visit
- A space for the OCR moderator to indicate which candidates have been selected for the sample.

Only candidates who have been entered for Key Skills with OCR can be entered for moderation.


6.6 Preparing for the moderation visit (non-ACS centres)


You must ensure that the following are available for the OCR moderator:

- **A quiet base room** – This should include facilities for:
 - Accessing Interchange
 - Moderating electronic portfolios (if applicable)
 - Replaying audio and/or video recordings (if applicable).
- **The moderation sample**
- **All centre assessment and internal moderation records** – These should be separately available. Copies of assignments/activities/tasks set by the centre.
- **Evidence that shows how Key Skills information is disseminated** – Up-to-date information provided by OCR and the regulatory authorities should be distributed to all centre staff involved in the assessment and internal moderation.

You should complete the following forms (sent to you on the basis of your qualification entries):

- **Certification record form (CRF)** – Complete one form per candidate before the relevant moderator visit:
 - Tick the relevant box to indicate the key skill(s) and level(s) being claimed.
 - Each CRF must be signed and then ordered alphabetically. In the case of very large numbers of candidates, only the first and last CRFs need to be signed.
- **Certification record summary sheet (D50)** – This form summarises the total number of units being claimed at any one time and should be completed with each batch of certification record forms:
 - Complete the centre, qualification and candidate details.
 - Include the names of the first and last candidates in the batch.

KEY SKILLS QUALIFICATION Certification Record Form (CRF) - UBK00			
			
Name of Centre: A Centre			
Candidate Name: ARMSTRONG PAUL			
Centre Candidate Number:			
Scheme Group	Centre Number	OCR Candidate Number	Date of Birth
KS20	00001	07854321	07/08/1980
Please put a tick (✓) in the boxes according to the level(s) being claimed. Use correction fluid to correct any errors.			
		Level 1	Level 2
01711	Communication	<input type="checkbox"/>	<input checked="" type="checkbox"/>
01712	Application of Number	<input type="checkbox"/>	<input checked="" type="checkbox"/>
01713	Information and Communication Technology	<input type="checkbox"/>	<input checked="" type="checkbox"/>
03904	Working with Others	<input type="checkbox"/>	<input checked="" type="checkbox"/>
03905	Improving own Learning and Performance	<input type="checkbox"/>	<input checked="" type="checkbox"/>
03906	Problem Solving	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Total units claimed on this form: <input type="text" value="6"/>			
Name of Internal Verifier (Block Capitals) <u>INTERNAL VERIFIER</u>			
Signature <u>J. Verifier</u>		Date: <input type="text" value="100904"/>	
Name of Visiting Standards Moderator (Block Capitals) <u>STANDARDS MODERATOR</u>			
Signature <u>S. Moderator</u>		Date: <input type="text" value="100904"/>	
For use of OCR Received by Operations _____ Checked by _____			

D50 Certification Record Summary Sheet for Key Skills	
	
Please read the instructions below before completion	
Centre Number <input type="text" value="000011"/>	Centre Name & Address (BLOCK LETTERS)
Instructions Consult your Key Skills Administration Catalogue for codes and scheme titles. The OCR Moderator will return the original copy to OCR Operations with the CRFs. Please photocopy this form for your records.	
A CENTRE ANY ROAD ANY TOWN ZCL R22	
OCR Scheme Code	Schema Title (Please print in block capitals the full title and level)
01711	COMMUNICATION LEVEL TWO
03905	IMPROVING OWN LEARNING AND PERFORMANCE LEVEL THREE
10 Total Candidates/CRFs	
20 Total Units Claimed	
I confirm that I have sampled sufficient candidate portfolios and signed the first and last CRFs in the batch (as identified below)	
Centre Contact Name <u>K.S. COORDINATOR</u>	
VSM Name <u>A. MODERATOR</u>	
Telephone No. <u>02222 456789</u> Ext. <u>122</u>	
Telephone <u>0111 234567</u> Ext. _____	
Signature <u>A. Moderator</u>	
Signature <u>K. Coordinator</u>	
Visit Date <u>2/9/04</u>	
Date <u>2/9/04</u>	
Name of First Candidate in Batch <u>ALI</u>	
Name of Last Candidate in Batch <u>YOUNG</u>	
OCR USE: Received by Operations _____ Checked by _____	
OCR, Progress House, Westwood Way, Westwood Business Park, Coventry, CV4 8JQ	
Tel: (024) 76 470033 Fax: (024) 76 488080	
D50 0406/A650/0406/proof	

6.7 The moderation visit (non-ACS centres)

The OCR moderator will not need to see any candidates during the visit and centre staff do not need to be present until the OCR moderator is ready to discuss the outcomes (see Section 6.8).

The OCR moderator will assess the portfolio evidence in the sample and judge whether the evidence meets the agreed national standards.

If it is deemed to be unacceptable, this could be for one or more of the following reasons:

- Work does not meet the required standard in line with the current regulatory authorities' guidance.
- Important aspects of the evidence requirements are being misinterpreted.
- Assessment in the sample is inconsistent.
- Some evidence is missing or has not been cross-referenced to the evidence requirements, so cannot be found by the OCR moderator.

If the internal moderation is not acceptable, or portfolio evidence has been withdrawn, candidates may be resubmitted for moderation when the OCR moderator's actions have been carried out. This moderation will take place at a separate visit.

6.8 Outcomes of the visit

At the end of each moderation visit, the OCR moderator will discuss the outcomes of their moderation with centre staff and agree any action required by the centre. The outcome will apply to all candidates entered for moderation on that occasion for that key skill by the centre – not just the candidates sampled. A centre report will be completed and signed by the OCR moderator and the centre representative and a copy left with the centre. This report is designed to be supportive and will include comments on the accuracy of the centre's assessment, advice to the centre and action to be taken by the centre.

Successful outcomes

Where the outcome of the moderation for each key skill unit is successful, the OCR moderator will sign the certification record summary sheet (see Section 6.6) and sign the first and last certification record forms in the batch. The moderator will send these to OCR; however, the centre should take a copy for its records.

If this visit is the second consecutive successful visit, the OCR moderator will also confirm the centre's eligibility for accredited centre status on the front of the centre report (see Section 6.9).

Unsuccessful outcomes

Where the outcome of the moderation process for any key skill is not successful or where the centre has withdrawn portfolios, the OCR moderator will provide action points and amend the candidates' certification record forms. This will ensure that any affected Key Skills are not claimed. The certification record summary sheet and certification record forms will be left in the centre until the next moderation visit.

If a centre wishes to make an enquiry about results following a moderation visit (see Section 11.2), it must retain all those portfolios sampled at the moderation visit.

6.9 Accredited centre status (ACS)

Accredited centre status (ACS) enables centres which have demonstrated consistently accurate assessment standards to claim Key Skills portfolio achievements directly.

Achieving accredited centre status

To be eligible for ACS, your centre's two most recent moderation visits must have been successful (i.e. no portfolios should have been withdrawn by the centre or rejected by the OCR moderator). At the second visit, the OCR moderator confirms that your centre is eligible for ACS and records this on the centre report. OCR will then send you two copies of the ACS offer letter which outlines OCR's conditions of ACS.

You should nominate an **ACS officer**, who will be responsible for managing the internal moderation of OCR's Key Skills qualifications effectively. The ACS officer will therefore normally hold a senior position, e.g. Senior Manager, Key Skills Co-ordinator or Head of Centre. Whilst the ACS officer is responsible for managing the internal moderation process, this does not mean that they are expected to authorise each individual portfolio achievement claim.

The ACS officer should sign and return one copy of the offer letter to OCR. We will then email the ACS officer to confirm your centre's ACS status.

Making portfolio achievement claims (ACS centres)

There are two ways to make a claim if you have accredited centre status:

- **Via Interchange** – Just log in to Interchange, hover over 'Skills for Life' in the left-hand menu and click on 'Key Skills portfolio claims', then follow the on-screen instructions.
- **Via a paper form** – Complete a certification record form and return this directly to OCR with a certification record summary sheet (see Section 6.6).

6.10 The moderation visit (ACS centres)

Once centres have been awarded accredited centre status, they must have a visit within six months. If this visit is successful, the ACS status will be confirmed until the date of the next visit. This visit must then take place within 12 months or ACS approval will lapse.

In addition to making the preparations in Section 6.6, centres with accredited centre status must ensure that the following are available:

- **A sample of candidates' portfolios** for which portfolio claims have been made since the last visit. Every three months, the OCR moderator will contact the ACS officer to let them know which portfolios must be retained. Once the OCR moderator has confirmed which portfolios are to be retained, the centre can return the remaining portfolios to candidates. For the three-month period immediately prior to the visit, the centre must retain all portfolios for which claims have been made in this three-month period. During the ACS visit, the OCR moderator will reassess the sample and judge whether the evidence meets the agreed national standards. Following the ACS visit, the centre can return all portfolios to candidates.
- **Internal moderation process** and records of the centre's internal moderation activities (see Section 6.4).
- **Evidence of the centre's progress in completing the action points identified at the last visit.**

Outcomes of the visit and feedback

On the basis of the visit, the OCR moderator will confirm whether the centre can continue to have accredited centre status. The OCR moderator will complete a written report which will give feedback on both the assessment decisions and the internal moderation process and activities within the centre. The OCR moderator will discuss the outcomes with the centre's ACS officer and agree any action required by the centre. The action points must be completed by the date of the next visit. The centre report will be signed by the OCR moderator and the centre's ACS officer.

Suspending ACS

The OCR moderator will suspend ACS for one or more of the following reasons:

- Work does not meet the required standard in line with the current regulatory authorities' guidance.
- Important aspects of the evidence requirements are being misinterpreted.
- Assessment in the sample is inconsistent.
- Some evidence is missing or has not been cross-referenced to the evidence requirements and cannot be found by the OCR moderator.
- Action points identified at the previous visit have not been addressed.

Please note that, if ACS is suspended, it will be suspended for all Key Skills and the centre will not be permitted to make portfolio achievement claims directly.

Reinstating ACS

Once the centre is confident that all the action points in the centre report have been addressed, they should arrange an ACS 'reinstatement visit'. At this visit, the OCR moderator will check that action points have been addressed. If this is successful, the OCR moderator will confirm that ACS is reinstated. If the OCR moderator does not confirm reinstatement, they will provide further action points for the centre.

The reinstatement visit is free of charge; however, if the OCR moderator does not confirm reinstatement, the centre will be charged for subsequent visit(s).

7 Paper-Based Test Arrangements

Key point

Only candidates who have qualification entries can be entered for the Key Skills tests (see Section 4).

7.1 What are Key Skills tests?

Key Skills paper-based tests are set externally and marked by OCR:

- At Levels 1 and 2, the test is a multiple-choice test, available every month (see Section 8 for e-test arrangements).
- At Levels 3 and 4, it is a short answer test. Level 3 tests are available six times a year and Level 4 tests are available twice a year.

Centres have great flexibility, therefore, when scheduling suitable test opportunities.

7.2 Making paper-based test entries

Once you have made your qualification entries (see Section 4), you can make paper-based test entries. Centres make paper-based test entries via Interchange or EDI approximately three weeks before the test entry deadline for their chosen test series (see Section 7.6). **Without test entries, your candidates will not be entered for the specific exam.** There are two types of test entry:

- **Named test entry** – This is where you provide specific candidate information (e.g. name and date of birth) for each qualification. Advantages of named entry are that all materials that we supply are personalised, requiring less manual work. In general, this is OCR's preferred entry route.
- **Unnamed test entry** – This allows you to order a number of units or qualifications in bulk, without specifying who will be taking them.

You can make named entries for paper-based tests via either Interchange or EDI. Unnamed test entries must be made via Interchange (you cannot make unnamed test entries via EDI). If you cannot make entries via either of these methods, please call the Customer Contact Centre.

7.3 Making paper-based test entries via Interchange

Making named test entries

To make named test entries using Interchange, once you are logged in, hover over 'Skills for Life' in the left-hand menu and click on 'Make entries'.

Under the Key Skills test entries heading, click on 'Upload named Key Skills test entries spreadsheet'. You should then download and save the spreadsheet template you require.

You have a choice of two templates:

- **Pre-populated spreadsheet** – This contains details of the forthcoming series, tests and levels together with a list of candidates with qualification entries. You should identify the candidates that you would like to enter for the tests by inserting an 'X' in the entry field that corresponds to the candidate's name.
- **Blank spreadsheet** – This contains no pre-populated information, allowing you to import your own data. You should complete this spreadsheet with your centre details and candidate details, identifying the candidates that you would like to enter for the tests by inserting an 'X' in the entry field that corresponds to the candidate's name.

Read the instructions by clicking on the help link and then populate the spreadsheet. When you are ready to make your test entries, click on 'Browse' to find your saved spreadsheet, add an order number or reference in the box provided and then click on 'Submit entries spreadsheet'.

Making unnamed test entries

To make named test entries using Interchange, once you are logged in, hover over 'Skills for Life' in the left-hand menu and click on 'Make entries'.

Under the Key Skills test entries heading, click on 'Use unnamed Key Skills web-based test entry form'. Select the assessment you require from the list that appears and click 'OK'. Select the level you require and add the number of candidates with qualification entries that you wish to enter for the key skill and level and then click on 'Add'. You will then be given the opportunity to make more test entries before you submit this entry order. Once you have added all the entries you wish to make, click 'Next »'. You should then add an order number and click 'Submit entries' to confirm your entries.

7.4 Making named paper-based test entries via EDI

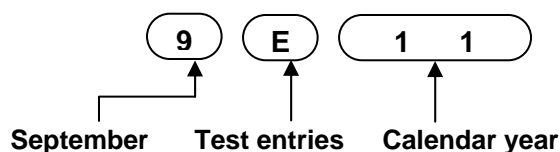
Qualification and test entries **must not be sent in the same file**; two separate files must be submitted.

The test entry basedata for each test series will be available approximately five to six weeks before the date of the tests. (This may vary from time to time due to public holidays – please check the OCR website regularly.)

To make test entries, the qualification entry code without the leading zero is followed by the level. You must make sure that the level is indicated as failure to do so could result in your entries being delayed. The following is a list of all the EDI entry codes:

EDI entry code	Test
171101	Communication Test Level 1
171102	Communication Test Level 2
171103	Communication Test Level 3
171201	Application of Number Test Level 1
171202	Application of Number Test Level 2
171203	Application of Number Test Level 3
171301	Information Technology Test Level 1
171302	Information Technology Test Level 2
171303	Information Technology Test Level 3

Please ensure that the correct series code and series year are submitted in the entries file. Failure to include this code correctly could result in your entries being delayed. For example, the series and year code for the September 2011 series is shown below:



7.5 Test entry fees

Details of the fees for Key Skills test entries can be found in the OCR Fees List (available from the OCR website). Invoices will be sent (normally via email) to your accounts contact once you have made your entries.

7.6 Deadlines for submitting test entries

Test entries must be made by the following deadlines (we reserve the right to reject entries made after the deadline):

Test series	Test entry deadline
September 2011	12 August 2011
December 2011	11 November 2011
January 2012	2 December 2011
March 2012	10 February 2012
May 2012	13 April 2012
June 2012	11 May 2012
September 2012	10 August 2012

7.7 Test dates

Levels 1 and 2 multiple-choice tests

Test series	Application of Number	Communication	ICT
September 2011	5 September	6 September	7 September
December 2011	5 December	6 December	7 December
January 2012	4 January	5 January	6 January
March 2012	5 March	6 March	7 March
May 2012	9 May	10 May	11 May
June 2012	11 June	12 June	13 June
September 2012	5 September	6 September	7 September

Level 3 short answer tests

Test series	Application of Number	Communication	ICT
September 2011	12 September	13 September	14–16 September
March 2012	5 March	6 March	7–9 March
May 2012	14 May	15 May	16–18 May
September 2012	10 September	11 September	12–14 September

Level 4 short answer tests

Test series	Application of Number	Communication	ICT
June 2012	11 June	12 June	13–15 June

7.8 Length of tests

Key Skill	Level 1	Level 2	Level 3	Level 4
Application of Number	1 ¼ hours	1 ¼ hours	1 ½ hours	2 ½ hours
Communication	1 hour	1 hour	1 ½ hours	2 ½ hours
ICT	1 hour	1 hour	1 ½ hours	2 ½ hours

7.9 Despatch of materials from OCR

If centres make correctly completed entries by the test entry closing date, OCR will despatch the materials listed below. Assessment material is highly confidential and it is the Head of Centre's personal responsibility to see that security is maintained (see the *JCQ Instructions for conducting examinations* for details).

Item	Notes
Packing note/checklist	This is combined for Levels 1 to 4.
Attendance list	Named entries only: this lists your candidates by cohort (where specified), test and level; please do not return to OCR.
Attendance summary sheet	A separate sheet for each qualification and level must be completed, listing the total numbers of candidates present and absent.
Test paper	For each candidate entered.
Multiple-choice answer sheet	Levels 1 and 2 only: one for each candidate entered. If you made named entries, these will have candidates' details specified.
Answer book/cover sheet	Levels 3 and 4 only: separate answer book for Communication and Application of Number, or answer cover sheet for ICT
Blank mark sheets	Levels 3 and 4 unnamed test entries only. The mark sheet must be completed in full before submitting to the allocated examiner, including the OCR candidate number. The mark sheet must also include the details of absent candidates. Incomplete mark sheets will be returned to the centre and may lead to a delay in the issue of results.

Item	Notes
Resource booklet	Communication Levels 3 and 4 only.
Cardboard	Levels 1 and 2 only: to pack the multiple-choice answer sheets for return to OCR.
Plastic envelopes	To return candidates' scripts.
Address label	To return candidates' scripts.
Examiner's address	Levels 3 and 4 only.

7.10 Centre responsibilities

When offering Key Skills paper-based tests, centres must undertake certain responsibilities to ensure the proper conduct of examinations, including how the room should be set up and invigilation. Please see the JCQ *Instructions for conducting examinations* for more details.

7.11 Test resources

The Head of Centre is responsible for ensuring candidates have or are provided with any equipment required to take the test, as well as for taking all reasonable steps to prevent candidates from having access to any unauthorised equipment or resources.

Candidates should only have access to items specified on the front page of the test paper, and must not have access to anything that could compromise the integrity of the test.

The requirements for each paper are as follows:

Item	Application of Number				Communication				ICT			
	1	2	3	4	1	2	3	4	1	2	3	4
2mm/5mm graph paper	n/a	n/a	✓	✓	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Pen(s) with black/blue ink	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Pencils	~	~	✓	✓	~	~	x	x	~	~	x	x
Eraser	~	~	✓	✓	~	~	n/a	n/a	~	~	n/a	n/a
Ruler marked with mm/cm	✓	✓	✓	✓	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bilingual dictionary	↔	↔	↔	↔	x	x	x	x	↔	↔	↔	↔
PC with appropriate software and printer	x	x	x	x	x	x	x	x	x	x	✓	✓
Data files	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	✓	✓
Scientific calculator	x	x	✓	✓	x	x	x	x	x	x	x	x

Key to symbols:

✓	Must be available for use
×	Must not be used

⇔	May be used if required
~	Can be made available but answer sheets must be completed in pen

Candidates **must not** have access to the following:

- Dictionary
- Internet
- Other electronic devices
- Textbook or similar.

Levels 3 and 4 ICT data files

Candidates entering for the Levels 3 and 4 ICT tests will require access to data files that need to be downloaded from the OCR website. Full details on downloading the data and the data files themselves can be found at www.ocr.org.uk/qualifications/type/ks/ict/ict.

Scientific calculators

Candidates must have access to a non-programmable scientific calculator for the Levels 3 and 4 Application of Number tests. Specifications must be as follows:

Required functions	Functions which are not permitted
<ul style="list-style-type: none"> • Add, subtract, multiply, divide • Factorial • π • ${}^n C_r$ • Brackets • Standard deviation • Square, square root • Sign change • n^{th} power and root • Memory • Reciprocal • Execute/enter • Sin, Cos, Tan and their inverses • Cancel • Degrees and radians • Clear all • Logarithms and exponential • Standard index notation 	<ul style="list-style-type: none"> • Graph plotting • Equation solving • Symbolic manipulation • Numerical integration • Memory capable of storing formulae • Complex numbers • Memory capable of storing expressions • Capability of remote communication with other machines or the World Wide Web • Vector and Matrix handling

7.12 Absent candidates

Absent candidates should be dealt with as follows:

- **For Levels 1 and 2 tests**, answer sheets for absent candidates must be completed by placing an 'X' in the column marked 'Abs' next to the absent candidate's name. The answer sheet should be returned to OCR.
- **For Levels 3 and 4 tests**, an 'X' should be placed against the candidate's name on the mark sheet before sending to the OCR examiner.

These will be classed as test attempts.

7.13 Submitting tests for marking

Responsibility for the candidates' work remains with the centre until it is received by OCR. Work should be sent by a traceable method.

Levels 1 and 2 multiple-choice tests

The completed answer sheets and the attendance summary sheet must be securely sealed in the envelopes provided and returned to OCR within 24 hours of each test.

Answer sheets must not be folded; please sandwich the answer sheets (and the attendance summary sheet for that test) between the cardboard sheets provided.

Levels 3 and 4 short answer tests

Please ensure that candidates complete the front of the answer book or the answer cover sheet fully, writing their names as they appear on the attendance list.

Completed scripts must be sealed together with the Level 3 and 4 attendance summary sheet (and completed mark sheets if you made unnamed test entries) and sent to the allocated examiner.

For ICT, if you are sitting separate groups over the test period, you must send the scripts for each group of candidates to the examiner within 24 hours of each test. Please create additional attendance summary sheets and examiner labels to cater for these separate groups.

7.14 Malpractice

The Head of Centre must report all cases of suspected or actual malpractice in connection with the examination as soon as possible to OCR. A report of suspected malpractice form (available on the OCR website) should be completed and returned to malpractice@ocr.org.uk. The Head of Centre has the authority to remove a candidate from the examination room, but should do so only if the candidate would disrupt others by remaining in the room.

The Head of Centre has a duty to monitor and report potential malpractice by invigilators.

If candidates commit malpractice, OCR may decide to penalise or disqualify them. For more details, please see the JCQ *Suspected Malpractice in Examinations and Assessments* together with the OCR *Malpractice Procedures – A Guide for Centres*.

8 e-Test Arrangements

Key points

- Only candidates who have qualification entries can take Key Skills e-tests.
- Entering a candidate for an e-test does not trigger a qualification entry.

8.1 About e-tests

Key Skills e-tests are computer-based tests which can be run at any time to suit the needs of the centre and candidate. Results are instantaneous and a diagnostic report is provided with item-level feedback on each candidate's performance.

OCR's e-testing system comprises two parts: e-testing software to be installed at your centre and an online administration website.

The **e-testing software** is available to download from the OCR website in two versions:

- **Network version** – This is aimed mainly at larger centres with many test computers all connected to a network with an Internet connection.
- **Offline version** – This is aimed mainly at smaller centres with smaller numbers of test computers (or laptops) that may not be connected to a network or the Internet. With this version, tests can be run from either floppy disks or USB memory sticks.

The e-testing software is easy to install and, for the network version, there is no need for a dedicated server. There is no setup fee charged for the use of OCR's e-testing system.

The **online administration website** is available at www.etest.ocr.org.uk and is used to register candidates, book tests by creating access tokens, view results and produce reports.

8.2 Signing up for e-testing

To sign up for OCR's e-testing, you need to provide the information requested on the 'Sign up for e-Tests' page of the OCR website at www.ocr.org.uk/eassessment/etesting/signup. We will send:

- Login details for OCR's e-testing system
- Full details of how to complete the 'approval installation task'.

Approval installation task

Once you have installed the e-testing software and have access to the online administration website, you must complete an 'approval installation task'. This involves the following stages:

- Registering a dummy candidate
- Booking an access token for a dummy test (Sample Navigation Test)
- Sitting the test
- Uploading the result to OCR.

This installation task must be completed for each version of the software installed (network or offline) and is used to ensure the software is installed correctly and that you understand the end-to-end process before you attempt any live testing.

Once you have completed the approval installation task, email etest@ocr.org.uk to inform us you have finished. You can also provide us with the details (username/password) of up to three additional users which we will set up for you. We will provide full access to the live tests as detailed below within three working days of receiving your email.

8.3 Practice e-tests

Practice tests, which have been designed to replicate the live testing experience for the candidate, are provided free of charge by OCR.

If you do not carry out the installation and the approval installation tasks yourself, and you plan to administer the e-tests in your centre, please ensure that you are familiar with how the system operates before attempting any live e-tests. The practice tests can be used for this purpose.

There are two ways of accessing these practice tests.

Online practice tests

The online practice tests can be accessed at any time by candidates at home or whilst at the centre.

There are links to the practice tests from the e-testing pages of the OCR website at www.ocr.org.uk/eassessment/etesting. The percentage score is displayed at the end of the test along with the result.

Practice tests within the e-testing software

The same practice tests are available within both versions (network and offline) of the e-testing software and are allocated to a centre when access is given to OCR's e-testing system (see Section 8.2).

These practice tests use the same process as the live tests so can only be accessed by candidates whilst at the centre. This means that the centre requires access to the online administration website and has to install the e-testing software for the specific qualification. This involves registering each candidate, booking an access token for a practice test, sitting the test and uploading the result to OCR.

The results are instantaneous and a diagnostic report is provided with item-level feedback on each candidate's performance.

8.4 Entering for e-tests

Once your centre has access to OCR's e-testing system (see Section 8.2), your candidates can be registered within the online administration website. All candidates with a qualification entry (see Section 4) are automatically registered. If you do not want OCR to register your candidates automatically then please contact us to opt out of this service.

If you opt out of the automatic registration then you will need to register your candidates manually in the online administration website. To do this, you should log in to the online administration website (details of how to do this are provided when access is given to OCR's e-testing system) and enter the following details:

- Student ID – A unique candidate identifier. This should be the OCR candidate number, if available, or another centre identifier.
- Date of birth
- Category – Links a candidate to a qualification. One or more categories can be selected.
- First name
- Surname
- One middle initial
- Gender.

The Student ID, date of birth, category, first name and surname fields are mandatory; all other fields are optional. Care should be taken when entering the candidate's name as, in most cases, the details entered will be used on the candidate's certificate. The surname and student ID will be used by the candidate to log in to their test.

8.5 Scheduling e-tests

To schedule an e-test for a candidate, you need to create an access token in the online administration website. An access token links a candidate to a specific test for a qualification and is valid for a period of time during which the test can be sat. Please ensure that you create an access token for the correct test for your candidate. Key Skills e-tests are:

- Application of Number at Levels 1 and 2
- Communication at Levels 1 and 2
- ICT at Levels 1 and 2.

If your candidate completes the wrong test, the test result cannot be transferred and your candidate will be required to complete the test again. You will also be charged the appropriate fee before OCR will issue a control report/certificate.

If your candidate completes a test but does not have a qualification entry (see Section 4), OCR cannot process the result until a qualification entry has been made.

An access token can be created at any time and up to four weeks in advance as, by default, the access token is valid for four weeks. The e-test session can be scheduled for any point during this four-week period to suit the needs of the centre and candidate.

Scheduling re-sits

Re-sits should not be scheduled for at least one week after a failed attempt in order to allow learners time to prepare adequately. The diagnostic report available in the online administration website provides item-level feedback on each candidate's performance which can be used to identify areas of the specification that may require extra tuition.

8.6 e-Test fees

The first attempt at a Key Skills e-test is included in the Key Skills qualification entry fee (see Section 4.3).

Additional attempts will be charged per e-test; please see the OCR Fees List for details. You will only be charged at the point of uploading the result to OCR.

8.7 Preparing candidates for e-tests

All candidates should be given as many opportunities as possible to access the practice e-tests (see Section 8.3). A sample navigation test is also available. This is intended to familiarise candidates with the e-test environment and the use/functions of the on-screen buttons.

Candidates should be made aware of the use of the on-screen buttons for the test (e.g. Previous, Next, Clear, End) as well as the use of the 'Jump to' list. This allows candidates to see a list of all the questions within the test and move to any question in any order. Should a candidate wish to change an answer, he/she should move to the question and click on the newly selected answer or click 'Clear' and re-enter the new answer.

It is good practice for candidates to use the 'Jump to' list before ending the test to ensure all questions have been answered. There is an asterisk against each question number which disappears once a question has been answered.

8.8 Conducting e-tests

When offering OCR e-tests, centres must undertake certain responsibilities to ensure proper conduct. Please see the *JCQ Instructions for conducting examinations*. This includes instructions for conducting on-screen tests, which should be read in conjunction with the instructions below.

Before each test session, and for the duration of the test session, you must ensure that no other applications (e.g. Word, Excel, etc.) are open on the testing machines and candidates must not attempt to access other applications.

Rough note paper is permitted on the candidate's desk. This must not be removed from the test room and should be collected in at the end of the test by the invigilator/test administrator.

If you are operating the offline version, the invigilator/test administrator may decide if candidates put the floppy disk/USB memory stick into the test computer or if this is done before the candidates arrive. After completing the test, the invigilator/test administrator can decide if candidates remove the floppy disk/USB memory stick from the test computer or if this is done by the invigilator/test administrator.

At the start of each test session, the invigilator/test administrator is required to read to the candidates the generic instructions below. A copy of these instructions should be available to all invigilators/test administrators in each test room.

Suggested wording for announcement at the beginning of an e-test

You must now follow the regulations of the examination.

Communication tests will last 1 hour.

Application of Number tests will last 1 hour and 15 minutes.

ICT tests will last 1 hour.

Dictionaries **are not** permitted in Communication tests.

Calculators **are not** permitted in Application of Number tests.

Bilingual dictionaries are permitted in Application of Number/ICT tests.

The only other material you may have on your desk (apart from your computer) is some rough working paper and a pencil or pen.

Check now in your pockets that you do not have on you any unauthorised material such as notes, books, papers, calculator case or lid, calculator instruction leaflets, reading pens, instruments which can capture a digital image and electronic communication or storage devices – including iPods or mobile phones.

If you are found to have any unauthorised item with you, **even if you did not intend to use it**, this will be reported to OCR. The normal practice in these circumstances is to award zero marks for the examination, and you could be disqualified from all of your examination subjects.

If you have any unauthorised items in your possession, you must hand them in to an invigilator now. **This is your last opportunity to hand in unauthorised items, including mobile phones, without penalty.**

Check that your chair is comfortably positioned – adjust it if necessary.

Check that your computer is appropriately positioned so that you can see the screen clearly.

You may not communicate in any way with another candidate. You may not give help to another candidate or ask for help from another candidate. You should put up your hand to attract the invigilator's attention.

In the unlikely event of the fire alarm going off, please stay seated and wait for instructions from the invigilator.

(Only applicable if your centre is running the offline version). You will need to insert your floppy disk/USB memory stick into your computer. *(Not applicable if you have done this before the candidates have arrived.)*

To launch your test, click either:

- Network version – Start | Programs | *[location of test]* or
- Offline version – Start | Programs | *[location of test]*.

Read the on-screen instructions.

Click onto the next page – complete the surname and Student ID fields.

Click onto the next page – check that the title of the test is the one you are expecting to complete today. If not put up your hand and tell the invigilator.

As soon as you click on the title of the test, the test will begin and the clock will start.

Answer as many questions as you can in any order you wish.

Ten minutes before the end of test you will see a warning advising you of the time you have left.

If you complete the test before the time runs out, make sure you use the **Jump to** list to check that you have answered as many questions as you can.

If you do not complete the test before the time runs out, the answers to all the questions you have answered will be saved and will still be marked.

(Only applicable if your centre is running the offline version). When your test has finished, remove the floppy disk/USB memory stick from the computer and hand it to your invigilator/test administrator. *(Not applicable if you decide to remove the floppy disks/USB memory sticks yourself.)*

Make sure you hand in any rough working paper to your invigilator before you leave the room.

8.9 Security

Each time you upload test results to OCR, you are guaranteeing and confirming that OCR's test invigilation requirements have been observed. Your Head of Centre will be held accountable for any breach of invigilation requirements.

In the event of any suspicion of malpractice, OCR must be notified immediately in writing. You must send such notifications to etest@ocr.org.uk, with 'Key Skills – Malpractice Notification' as the subject.

In the event of any suspicion of a breach in test security, OCR must be notified immediately in writing. You must send such notifications to etest@ocr.org.uk, with 'Key Skills – Security Breach' as the subject.

9 Proxy Qualifications

Key points

- Proxy claims will only be accepted by OCR for candidates with qualification entries.
- Proxies are valid for **three years** from the date of the award of the proxy qualification to the date of the claim for the key skill qualification.

9.1 What are proxy qualifications?

A number of qualifications have been approved to act as part or full exemptions from Key Skills; these are known as 'proxy qualifications'. A list of qualifications which act as proxies is provided in Section 9.3 and full details of proxy qualifications can be found on the QCDA website. Only those qualifications that appear on the proxy list are approved; no other qualifications can be accepted.

For information on Key Skills 'relaxation' ruling for Apprenticeships and Advanced Apprenticeships, please contact the organisation responsible for the Apprenticeship frameworks (for example, NTO, Sector Skills Councils).

Proxies are valid for three years from the date of the award of the proxy qualification to the date of the claim for the key skill qualification. Centres can submit a proxy claim once they have viewed the candidate's proxy qualification certificate.

OCR has the right to request proof of proxy qualifications being claimed.

9.2 Making a proxy claim

To make a proxy claim, log in to Interchange, hover over 'Certification claims' in the left-hand menu and click on 'Key Skills proxy claims'. You can either:

- **Upload a spreadsheet** – This method is ideal if you have large numbers of candidates. You download a spreadsheet template and then populate it – either manually or by importing data from your management information system.
- **Use a web-based form** – This method is useful if you only have a few candidates.

If you are unable to use Interchange to make your proxy claim, a paper-based form can be downloaded from the OCR website. Completed proxy claim forms should be returned to OCR Operations, Coventry.

Once you have submitted your proxy claim, the results will be available to view on Interchange within six days.

9.3 Details of proxy qualifications to act as exemptions

Application of Number

Proxy qualification	Required grade	AoN test exemption
GCE A Level (including Mathematics, Pure Mathematics, Further Mathematics and Statistics)*	A–E	Level 3
GCE AS Level (including Mathematics, Pure Mathematics, Further Mathematics, Statistics, Mechanics, Applied Mathematics, Discrete Mathematics)*	A–E	Level 3
GCE AS Level Use of Mathematics	A–E	Level 3 (full Key Skill exemption)
GCSE Mathematics*	A*–C	Level 2
	D–G	Level 1
GCSE Use of Mathematics	A*–C	Level 2
	D–G	Level 1
Certificate in Adult Numeracy [§]	Pass	Level 1
	Pass	Level 2
SQA Mathematics/Applied Mathematics [§]	Advanced Higher	Level 3
SQA Mathematics [§]	Higher	Level 3
	Intermediate 2	Level 2
	Intermediate 1	Level 1
SQA Standard Grade Mathematics	Credit	Level 2
	General	Level 1
Irish Leaving Certificate Mathematics (Higher Level)	A1–C2	Level 3
	C1–D3	Level 2
Irish Leaving Certificate Mathematics (Ordinary Level)	A1–B3	Level 2
	C1–D3	Level 1

*This applies to all qualifications, whether gained through the medium of English, Gaelige or Welsh.

[§]The test is the same as the Key Skills test; therefore, candidates do not have to pass a separate Key Skills test.

Communication

Proxy qualification	Required grade	Com test exemption
GCE A Level (including English Language or Literature, English Language and Literature, Welsh)	A–E	Level 3
GCE AS Level (including English Language or Literature, English Language and Literature, Welsh)	A–E	Level 3
GCE A Level in Welsh Second Language	A–E	Level 2
GCE AS Level in Welsh Second Language	A–E	Level 2
Advanced Subsidiary VCE in Welsh Second Language	A–E	Level 2
GCSE English Language or Literature, Gaeilge, Welsh, Welsh Literature	A*–C	Level 2
	D–G	Level 1
AQA GCSE General Studies	A*–C	Level 2
	D–G	Level 1
GCSE in Welsh Second Language	A*–C	Level 1
Intermediate Award in Welsh Second Language	Pass/Merit/ Distinction	Level 1
GNVQ Intermediate Units in Welsh Second Language	Pass/Merit/ Distinction	Level 1
Certificate in Adult Literacy [§]	Pass	Level 1
	Pass	Level 2
SQA English (previously English and Communication) [‡]	Advanced Higher	Level 3
SQA English [‡]	Intermediate 2	Level 2
SQA English and Communication [‡]	Higher	Level 3
	Intermediate 1	Level 1
SQA Standard Grade English [‡]	Credit (Band 1 or 2)	Level 2
	General (Band 3 or 4)	Level 1
Irish Leaving Certificate English (Higher Level)	A1–C2	Level 3
	C1–D3	Level 2
Irish Leaving Certificate English (Ordinary Level)	A1–B3	Level 2
	C1–D3	Level 1

[§]The test is the same as the Key Skills test; therefore, candidates do not have to pass a separate Key Skills test.

[‡]Applies to qualifications gained through SQA only.

ICT

Proxy qualification	Required grade	ICT test exemption	Full ICT exemption
GCE A Level (including Computing, ICT or Applied ICT, Applied ICT (Double Award))	A–E (AA–EE)		Level 3
A Level VCE ICT/ICT (Double Award)	A–E (AA–EE)		Level 3
Advanced Subsidiary VCE ICT	A–E		Level 3
GCE AS Level Applied ICT/ICT (Double Award)	A–E (AA–EE)		Level 3
GCE AS Level Computing/ICT	A–E	Level 3	
GCSE ICT/Applied ICT (Double Award)/Information Systems/Computer Studies	A*–C (A*A*–CC)		Level 2
	D–G (DD–GG)		Level 1
GCSE Short Course Information Systems	A*–C	Level 2	
	D–G	Level 1	
GCSE Short Course ICT/IT	A*–C		Level 2
	D–G		Level 1
GNVQ Advanced (Part/Single or Double Award) ICT	Pass/Merit/Distinction		Level 3
GNVQ Intermediate (Full or Part One Award) ICT	Pass/Merit/Distinction		Level 2
GNVQ Foundation (Full or Part One Award) ICT	Pass/Merit/Distinction		Level 1
Edexcel Level 2 Award/Certificate/Diploma in Digital Applications for IT Users	Pass		Level 2
Edexcel Level 1 Award/Certificate/Diploma in Digital Applications for IT Users	Pass		Level 1
OCR Level 3 Certificate for IT Users (Advanced CLAiT)	Pass	Level 3	
OCR Level 2 Certificate for IT Users (CLAiT Plus)	Pass	Level 2	
BCS Level 2 Certificate for IT Users (ECDL)	Pass	Level 2	
SQA Information Systems/Computing [‡]	Advanced Higher/Higher	Level 3	
	Intermediate 2	Level 2	
SQA Standard Grade Computing Studies [‡]	Credit	Level 2	
	General	Level 1	
SQA Computing Studies [‡]	Intermediate 1	Level 1	

[‡]Applies to qualifications gained through SQA only.

10 Results and Certification

10.1 Completion of portfolios

Upon receipt of a batch of valid certification record forms (CRFs) (see Section 6.6), OCR will issue:

- A statement of results, showing the qualification title, for successful candidates
- A control report.

We aim to produce these within six working days of receipt of valid CRFs.

10.2 Test results (England and Northern Ireland only)

Paper-based tests

Once you have submitted candidates' scripts and they have been marked, OCR will process the candidates' results and issue:

- **Results slip** – For each candidate you have submitted, showing the Pass or Fail achieved.
- **Control report** – This lists all candidates showing the Pass or Fail achieved, for you to retain for your records. The control report includes F* and F(n) reporting:
 - F* shows a candidate who has scored between 0 and 5.
 - F(n) shows a candidate who has scored within five marks of the pass mark.

Level 1 and 2 paper-based test results will be issued on the following dates:

Test series	Results issued
September 2011	30 September 2011
December 2011	6 January 2012
January 2012	27 January 2012
March 2012	30 March 2012
May 2012	1 June 2012
June 2012	6 July 2012
September 2012	28 September 2012

Level 3 paper-based test results will be issued on the following dates:

Test series	Results issued
September 2011	11 November 2011
March 2012	4 May 2012
May 2012	13 July 2012
September 2012	9 November 2012

Level 4 paper-based test results will be issued on the following date:

Test series	Results issued
June 2012	10 August 2012

You will only receive results via EDI if you made entries via EDI (see Section 4.7).

e-Tests

Once you have uploaded candidates' tests to OCR, a results slip will be available for you to print out for each candidate. OCR will then send you a control report listing all candidates' results together with the certificates (see Section 10.3).

Proxy claims

Alternatively, a valid proxy claim for the test element of the key skill can be submitted to OCR.

10.3 Certification

Once candidates have successfully completed both parts of their key skill, i.e. portfolio and test/test proxy claim, or submitted a proxy claim for the whole key skill, OCR will issue the following within ten working days:

- A qualification certificate for each candidate (in line with regulatory requirements, individual component certificates are not issued).
- A control report, listing all candidates that have been issued with a certificate, for you to retain for your records.

Note that Key Skills candidates in Wales only need to complete the portfolio part of the qualification.

All your achievements will also be available to view on Interchange.

10.4 Certificates

What appears on the certificate?

Certificates are issued in the candidate's name at the time the award is made. Centres are advised to enter candidates in their legal name which can be supported by appropriate documentation, e.g. birth certificate. Replacements will not be provided to accommodate a subsequent change of name (including a change by deed poll).

A Qualification Accreditation Number is printed where the specification has been accredited by the regulators of external qualifications in England, Wales and Northern Ireland.

Certificate conditions of issue

A certificate is and remains the property of OCR and is issued on the following conditions:

- A certificate must be returned upon OCR's request. OCR reserves the right to replace certificates if necessary.
- It is the responsibility of the centre to forward certificates to its candidates. Certificates may be handed to the candidates, and centres should obtain proof of identity and signatures confirming receipt. Alternatively, certificates may be posted to candidates by a traceable method, e.g. **Recorded Signed For™**, at the centre's discretion and responsibility.
- Any alteration of or defacement to a certificate renders it invalid and may result in its withdrawal by OCR.
- Centres must retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue.
- Centres can destroy any unclaimed certificates after retaining them for a minimum of 12 months. They must be destroyed in a confidential manner. Centres that do not have a means of destroying certificates confidentially may return them to OCR Operations, Coventry. A record of certificates that have been destroyed should be retained for four years from their date of destruction.

10.5 Replacement certificates

For Key Skills qualifications, OCR can provide a replacement certificate in the following cases.

Lost certificates

Centres should formally make the request in writing on centre-headed paper. Candidates should use the application form which can be downloaded from the OCR website. If the request is made within six months of the certificate 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. Applications and letters should be sent to the Archives Team in Coventry.

Damaged certificates

Centres or candidates may apply for replacements for damaged certificates. The request must be made in writing to the Archives Team in Coventry and be accompanied by the original certificate. If the request is made within six months of the certificate 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.

Requests for name corrections

Although it is not possible to change names on certificates (see Section 10.4), requests to correct spelling mistakes can be made by the centre or the candidate in writing. The request must be sent to the Archives Team in Coventry and accompanied by the original certificate, highlighting the change required. If the request is made within six months of the certificate 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.

11 Post-Results Services

11.1 Missing or incomplete results

If a candidate's work was submitted, but no certificate is received, please contact the OCR Customer Contact Centre.

11.2 Enquiries about results

Available services

The following enquiry about results services are available:

- **Clerical re-check** – This is a re-check of all clerical procedures leading to the issue of a result. This service will include the following checks:
 - That all parts of the script have been marked
 - The totalling of marks
 - The recording of marks
 - The application of any adjustments
 - The application of any grade thresholds
 - The application of any special consideration, where applicable – please indicate on your application if special consideration was requested at the time of the examination.
- **Post-results review without report (for an individual candidate)** – This is a review of the original marking to ensure that the agreed mark scheme has been applied correctly. The service is available for both on-demand and timetabled specifications. This will include:
 - The clerical re-checks detailed above
 - A review of marking as described above.
- **Post-results review with report (for an individual candidate)** – This is a review of the original marking to ensure that the agreed mark scheme has been applied correctly. The service is available for both on-demand and timetabled specifications. This will include:
 - The clerical re-checks detailed above
 - A review of marking as described above
 - A report by the Chief Examiner – This will be an individual report detailing the candidate's performance.
- **Post-results review with report (for a group of candidates)** – This is a review of the original marking to ensure that the agreed mark scheme has been applied correctly, for a group of candidates (no more than 15 candidates per examination). The service is available for both on-demand and timetabled specifications. This will include:
 - The clerical re-checks detailed above
 - A review of marking as described above
 - A report by the Chief Examiner – This will be a group report, which will not refer to specific candidates but will report on the group as a whole.

- **Post-results review of moderation** – The original moderation is reviewed to ensure that the required assessment criteria have been fairly, reliably and consistently applied. This service should only be used when the centre disagrees with the moderator's comments. In all other cases, improvements should be agreed between the centre and the moderator and the work should be resubmitted at the next visit.

It is not possible for a centre to make this type of enquiry for individual candidates as a review of moderation will affect the results of all candidates that were put forward for external moderation at the same time, and whose claims were submitted in the same batch.

The review of moderation will be carried out either by post or through a further visit, depending on the quantity of candidates' work involved in the enquiry. If a further visit is required, the centre will be contacted by the moderator to arrange a convenient date for a review of moderation to be carried out.

Submitting enquiries about results

All enquiries about results must be submitted within three months of the receipt of results.

Before submitting a request, it is good practice for centres to obtain candidates' consent since, with these services, candidates' marks and subject grades may be lowered.

Enquiries about results should be submitted using the application form that can be downloaded from the OCR website and emailed to vq_result_enquiries@ocr.org.uk.

Application forms must be emailed by the Head of Centre, an authorised member of staff or a private candidate (with proof of ID). OCR will not accept applications submitted by any other individuals, e.g. candidates entered through a centre or parents. An emailed application form will be accepted by OCR as confirmation that the centre agrees to pay any fees applicable should the enquiry be unsuccessful.

Acknowledgements and outcomes

All applications will be acknowledged within seven working days.

The outcome of each enquiry will be confirmed in writing. You should expect to receive an outcome as follows:

- **Clerical re-check** – Within 20 days of OCR receiving the request.
- **Post-results review without report** – Within four to six weeks of OCR receiving the request.
- **Post-results review with report** – Within four to six weeks of OCR receiving the request.
- **Post-results review of moderation** – Within 40 calendar days of OCR receiving the application form. You will receive a report produced by the moderator providing feedback on the re-moderation. This feedback may be similar to that provided following the original moderation.

Where a grade changes and a certificate has already been issued, a replacement will be issued showing the revised grade once the centre returns the original to OCR.

Fees

There is no charge for a clerical re-check.

The fees associated with the post-results review services are provided in the OCR Fees List. Centres will only be charged if a subject grade does not change. Where the subject grade changes as a consequence of the enquiry, no fee will be charged.

Centres can either request to be invoiced following the outcome of the enquiry or send a cheque with the application form. If the enquiry is successful, the centre will not be invoiced for the fee. If a cheque was sent with the enquiry, this will be returned if the enquiry is successful.

Appeals

If you still have concerns following the outcome of an enquiry about results, you may appeal against it. This must be done in writing, within 14 calendar days of receipt of the outcome, and addressed to the Appeals Unit, OCR, 1 Hills Road, Cambridge, CB1 2EU. More information about appeals can be found in the *OCR Appeals Processes in Vocational Qualifications – A Guide for Centres*.

11.3 Access to scripts

Centres can request access to marked scripts for the following Key Skills examinations:

- Communication (01711) Levels 3 and 4
- Application of Number (01712) Levels 3 and 4
- Information and Communication Technology (01713) Levels 3 and 4

Centres will be sent a photocopy of the original script. This copy can be used to help you decide whether to request an enquiry about results, or to inform future teaching and learning. The original script will remain with OCR.

Submitting access to scripts requests

All access to scripts requests must be submitted within one month of the receipt of results.

Access to scripts requests should be submitted using the application form that can be downloaded from the OCR website and emailed to vq_result_enquiries@ocr.org.uk.

Application forms must be emailed by the Head of Centre, an authorised member of staff or a private candidate (with proof of ID). OCR will not accept applications submitted by any other individuals, e.g. candidates entered through a centre or parents. An emailed application form will be accepted by OCR as confirmation that the centre agrees to pay the fees applicable.

Acknowledgements and outcomes

All applications will be acknowledged within seven working days. A photocopy of the script will be sent to you by post within 20 days of OCR receiving the request.

Conditions of access

OCR will only release script copies to centres under the following conditions:

- Script copies must be seen only by teachers who are members of staff at that centre or returned directly to candidates.
- Where teachers intend to use script copies as examples for other students, prior written permission must be obtained from the candidates concerned. This permission may be sought only after the candidates have received their results. Candidates who grant their permission have the right to anonymise their scripts before use.
- Script copies used by teachers at the centre must be kept securely within the centre. When no longer required, scripts must be disposed of confidentially.
- Candidates have the right to instruct their centres not to request their scripts.

Please ensure that both you and your staff are fully aware of these conditions. Centres must make candidates aware of the arrangements for access to scripts before candidates sit any examination to which the arrangements apply.

Fees

The fees associated with the access to scripts service are provided in the OCR Fees List. Centres can either request to be invoiced following the outcome of the enquiry or send a cheque with the application form.

12 Entry Codes

The Key Skills tests were discontinued in Wales from September 2004. To reflect this, the scheme codes for Wales are listed separately from those for England and Northern Ireland.

12.1 Key Skills: England and Northern Ireland

Entry code	Description	Qualification number
01710	Access to all six Key Skills qualifications	n/a
Application of Number		
01712	Application of Number Level 1	100/0323/X
01712	Application of Number Level 2	100/0307/1
03794	Application of Number Levels 1 and 2 (e-test only)	n/a
01712	Application of Number Level 3	100/0308/3
01712	Application of Number Level 4	100/0330/7
Communication		
01711	Communication Level 1	100/0326/5
01711	Communication Level 2	100/0325/3
03795	Communication Levels 1 and 2 (e-test only)	n/a
01711	Communication Level 3	100/0324/1
01711	Communication Level 4	100/0331/9
Information and Communication Technology		
01713	Information and Communication Technology Level 1	100/0328/9
01713	Information and Communication Technology Level 2	100/0329/0
03793	Information and Communication Technology Levels 1 and 2 (e-test only)	n/a
01713	Information and Communication Technology Level 3	100/0327/7
01713	Information and Communication Technology Level 4	100/0332/0
Improving Own Learning and Performance		
03905	Improving Own Learning and Performance Level 1	100/3996/X
03905	Improving Own Learning and Performance Level 2	100/3997/1
03905	Improving Own Learning and Performance Level 3	100/3998/3
03905	Improving Own Learning and Performance Level 4	100/3999/5
Problem Solving		
03906	Problem Solving Level 1	100/4000/6
03906	Problem Solving Level 2	100/4001/8
03906	Problem Solving Level 3	100/4002/X
03906	Problem Solving Level 4	100/4003/1
Working with Others		
03904	Working with Others Level 1	100/4004/3
03904	Working with Others Level 2	100/4005/5
03904	Working with Others Level 3	100/4006/7
03904	Working with Others Level 4	100/4007/9

12.2 Key Skills: Wales

Entry code	Description	Qualification number
03900	Access to all six Key Skills qualifications	n/a
Application of Number		
03902	Application of Number Level 1	100/0323/X
03902	Application of Number Level 2	100/0307/1
03902	Application of Number Level 3	100/0308/3
03902	Application of Number Level 4	100/0330/7
Communication		
03901	Communication Level 1	100/0326/5
03901	Communication Level 2	100/0325/3
03901	Communication Level 3	100/0324/1
03901	Communication Level 4	100/0331/9
Information and Communication Technology		
03903	Information and Communication Technology Level 1	100/0328/9
03903	Information and Communication Technology Level 2	100/0329/0
03903	Information and Communication Technology Level 3	100/0327/7
03903	Information and Communication Technology Level 4	100/0332/0
Improving Own Learning and Performance		
03905	Improving Own Learning and Performance Level 1	100/3996/X
03905	Improving Own Learning and Performance Level 2	100/3997/1
03905	Improving Own Learning and Performance Level 3	100/3998/3
03905	Improving Own Learning and Performance Level 4	100/3999/5
Problem Solving		
03906	Problem Solving Level 1	100/4000/6
03906	Problem Solving Level 2	100/4001/8
03906	Problem Solving Level 3	100/4002/X
03906	Problem Solving Level 4	100/4003/1
Working with Others		
03904	Working with Others Level 1	100/4004/3
03904	Working with Others Level 2	100/4005/5
03904	Working with Others Level 3	100/4006/7
03904	Working with Others Level 4	100/4007/9

13 Reference

13.1 Glossary

Basedata	Examination data, which is used to process entries and results using EDI. Designed to be electronically imported into a centre's administration software. Basedata is series-specific and needs to be refreshed for each new series.
Centre approval	To offer OCR qualifications, you must first gain approval from OCR. You will only be able to enter candidates for the qualifications that you are approved to offer.
EDI (electronic data interchange)	An electronic method of transmitting entry and results data to and from OCR.
Enquiry about results (EAR)	A post-results service available from OCR.
Exams officer	The person appointed by the Head of Centre to act on behalf of the centre to administer examinations. OCR corresponds formally with the exams officer.
Head of Centre	This is the most senior officer in the organisation, e.g. the Headteacher or Principal of a school/college. The Head of Centre accepts full responsibility for the correct administration and conduct of OCR examinations.
Interchange	OCR's secure extranet, which allows centres to make entries and view results.
JCQ (Joint Council for Qualifications)	A forum of examining boards in England, Wales and Northern Ireland, which seeks to create common standards, regulations and guidance.
Moderator	A moderator visits centres to carry out the moderation of certain forms of work which are centre assessed. A moderator will review the centre assessment of candidates' work in accordance with the agreed assessment criteria.
Series	A group of examinations in the same range. The series is defined by a series year and name.
Session	A period in a day in which an examination may take place, i.e. am or pm.
UCI (unique candidate identifier)	Unique 13-character code allocated to a candidate by a centre that must be supplied if you wish to receive results by EDI.
ULN (unique learner number)	This a personal ten-digit number, which is required by candidates taking a 14–19 Diploma and optional for candidates taking qualifications on the Qualifications and Credit Framework.

13.2 Documents referred to in the text

The following documents are referred to within the *Admin Guide*. Additional copies can be downloaded from the relevant organisation's website.

JCQ *Access Arrangements, Reasonable Adjustments and Special Consideration*

JCQ *Formats for the Exchange of Examination Related Data*

JCQ *General Regulations for Approved Centres*

JCQ *Instructions for conducting examinations*

JCQ *Suspected Malpractice in Examinations and Assessments – Policies and Procedures*

OCR *Appeals Processes in Vocational Qualifications – A Guide for Centres*

OCR Fees List

OCR *Malpractice Procedures – A Guide for Centres*

OCR Publications Catalogue

OCR *QCF Migration Guide*

QCDA *Key skills qualifications standards and guidance* (available from the OCR website)

13.3 Useful websites

BIS (Department for Business, Innovation and Skills) – www.bis.gov.uk

DfE (Department for Education) – www.education.gov.uk

EOA (Examination Officers' Association) – www.examofficers.org.uk

Interchange – <https://interchange.ocr.org.uk>

JCQ (Joint Council for Qualifications) – www.jcq.org.uk

LRS (Learning Records Service) – www.learningrecordservice.org.uk

National Apprenticeship Service – www.apprenticeships.org.uk

OCR (Oxford Cambridge and RSA Examinations) – www.ocr.org.uk

OCR e-test online administration website – www.etest.ocr.org.uk

Ofqual (Office of Qualifications and Examinations Regulation) – www.ofqual.gov.uk

Ofqual Register of Regulated Qualifications – www.accreditedqualifications.org.uk

www.ocr.org.uk
OCR customer contact centre

Vocational qualifications

Telephone 024 76 851509

Facsimile 024 76 851633

Email vocational.qualifications@ocr.org.uk

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