A Guide for Centres

Functional Skills ICT Level 1 and 2

for On-screen Tests

Contents

Introduction

The purpose of this Guide for Centres is to assist exams officers and teachers in registered OCR centres with the administration of OCR Functional Skills ICT on-screen tests. This document must be read in conjunction with the Functional Skills admin overview and the OCR Instructions for conducting examinations (OCR ICE). This document has been updated to support the new HTML tests.

Qualifications

Code	Description	Reference
Level 1 Award		
09876	**OCR Functional Skills qualification in Information and communication technology (ICT) at Level 1**	**500/8505/0**
Unit 2	OCR Functional Skills qualification in Information and communication technology (ICT) at Level 1	**M/601/2349**
Level 2 Award		
09877	**OCR Functional Skills qualification in Information and communication technology (ICT) at Level 2**	**500/8509/8**
Unit 2	OCR Functional Skills qualification in Information and communication technology (ICT) at Level 2	**K/601/2284**

Overview of the process of delivery

Please see below for an overview of the process for the delivery of OCR Functional Skills ICT on-screen assessment. Please refer to the relevant sections of the [Functional Skills admin overview](#) for the process of delivery.

Centre approval and sign up

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Setup account in Surpass and login

↓

Register candidates in Surpass

↓

Schedule tests for candidates in Surpass

↓

Candidates sit tests in a web browser

↓

Tutor marks practice tests, OCR mark live tests

↓

OCR awarding and results release

↓

Receive results in Surpass and OCR Interchange

↓

Receive certificates

↓

Request post-results services (if required)

Frequently asked questions

General

1.   What is Surpass?

Surpass is the online administration system made available to users at centres to administer tests for their learners.

2.   How do I get an account for Surpass?

You will be setup with an account when you receive approval to deliver the Functional Skills ICT qualifications and complete the sign-up form to request access to Surpass.

3.   How do I login to Surpass?

When we setup your account you will receive a link to set a password and secret details. You will then be able to login to Surpass using your account details.

4.   Are there any minimum system requirements for using Surpass?

Yes. The minimum system requirements for both users carrying out their administration in Surpass and learners sitting their tests can be found in the Surpass section of the System Requirements page of the Help Site.

You can access Surpass and deliver tests using a web browser, such as Chrome, Firefox, or Microsoft Edge. A screen resolution of 1280 x 768 pixels is recommended for both administration and test delivery. A reliable Internet connection is required for the duration of each test sitting with a speed of at least 512 Kbps for each test being sat at the same time.

5.   When can tests be taken?

Tests can be taken any time to suit you, i.e., 24/7. You can schedule tests on the day or up to 42 days in advance. However, the live tests must be scheduled within the two-week window they are available in (Monday of week 1 to Sunday of week 2).

6.   What fields do I need to complete when registering a candidate in Surpass?

The mandatory fields are First Name, Last Name and Date of Birth. These three fields **must** be completed for every learner registered as a candidate. We also require you to enter a Gender and **not** leave the selection as "Not specified".

The other fields are optional, but you can add a Middle Name (up to three) and a Candidate Ref that can be the OCR candidate number, an internal reference, or an auto-generated string. You can also add the ULN and **must** select the Reasonable Adjustments checkbox if the candidate is eligible for extra time. If you tick this checkbox 25% extra time is automatically added to the candidate's test.

7.   What subjects should I associate with my candidates in Surpass?

The new HTML tests are contained within new subjects that are associated with your centre and its users. In turn you must associate your candidates with these new subjects to schedule their tests. The new subjects are:

- **HTML OCR Functional Skills in ICT Level 1**

- **HTML OCR Functional Skills in ICT Level 1 Practice**
- **HTML OCR Functional Skills in ICT Level 2**
- **HTML OCR Functional Skills in ICT Level 2 Practice**

8. How do I create a keycode for a candidate to sit their test?

All tests are scheduled in Surpass using the Schedule screen using the **Schedule Test Wizard**. The Schedule Test Wizard takes you through four steps to schedule the tests:

- **1. Centre, Subject, Test & Date** – select centre, subject, test, and date(s)
- **2. Candidates** – select one or more candidates
- **3. Delivery & Administration** – select whether to use a pin in addition to a keycode
- **4. Review** – review schedule and finalise

Each schedule created locks 24 hours before the start date. At this point a keycode is created for each candidate test scheduled and is available in the Invigilate screen.

9. Why can't I select a candidate when scheduling a live test?

The live tests are available in two-week windows from Monday of week 1 to Sunday of week 2 and must be scheduled within this period.

If your candidates are greyed out in step **2. Candidates** of the schedule wizard and you see the reason column showing "There is no exam available for the candidate", it is because the end date selected has spanned two fortnightly windows.

Go back to step **1. Centre, Subject, Test & Date** of the schedule wizard and bring the end date forward before trying again.

10. Why can't I find my candidate's keycode in the Invigilate screen?

The keycodes are only created when the schedule locks which is 24 hours before the start date selected when scheduling the tests. Find the relevant schedule in the Schedule screen to check its Status (second column from the right of the screen). If the Status is locked, then the keycode will be available in the Invigilate screen. If the Status is editable, then the keycode will not have been created and will not be available in the Invigilate screen.

11. How are tests taken?

Tests are taken in a web browser such as Chrome, Firefox, or Microsoft Edge.

12. Can the size of the test delivery window be changed?

Yes, depending on the size of the monitor and the screen resolution the test delivery window may only occupy the central portion of the browser. Use the browser's zoom controls or Ctrl + (plus)/Ctrl – (minus) to increase or decrease the size of the test delivery window.

Functional Skills ICT on-screen tests

13. What's different about Functional Skills ICT on-screen tests?

Functional Skills ICT on-screen tests use 'in-app' technology. In-App tests allow candidates to use commonly used Office applications to produce their work and upload it into their test. The new HTML tests are delivered through Surpass in a web browser.

14. How do I start a test?

The Enter Keycode screen is launched in a web browser using any of the following URLs.

- https://ocr.surpass.com/launchtest - select English (UK) from the **Choose language** list and select Launch.

- https://ocr.surpass.com/secureassess/htmldelivery

- https://ocr.surpass.com/takeatest

15. Is an Internet connection required throughout the test?

Yes, the Functional Skills ICT on-screen tests are delivered in a browser and require a consistent Internet connection, above the minimum requirement of 512 Kbps, throughout the duration of the test for each candidate sitting.

You can check your Internet connection from the Enter Keycode screen, from either of the first two URLs above, to ensure it meets the minimum requirement. Click the **System Check** button and the **Internet** option.
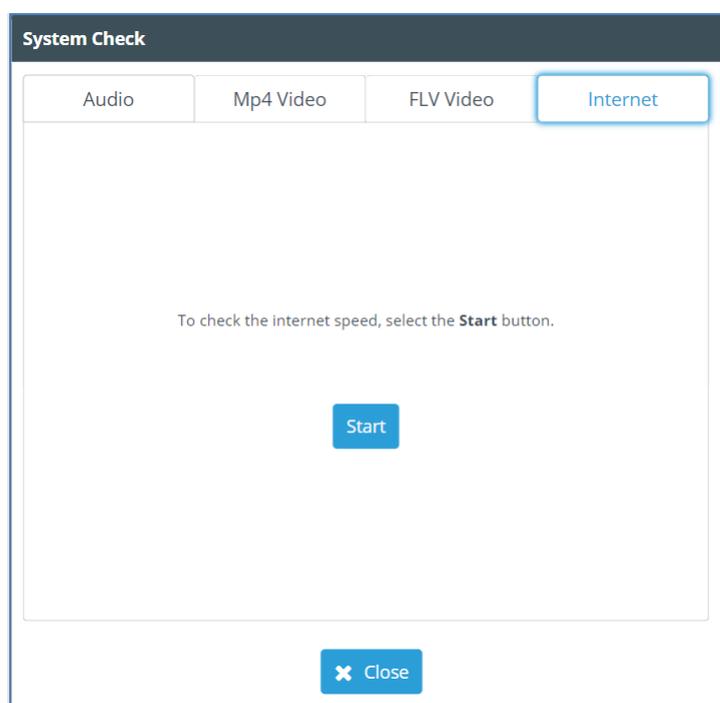
Click **Start** to run the test. A visual indication will be displayed for both the download and upload speeds against the minimum requirement.
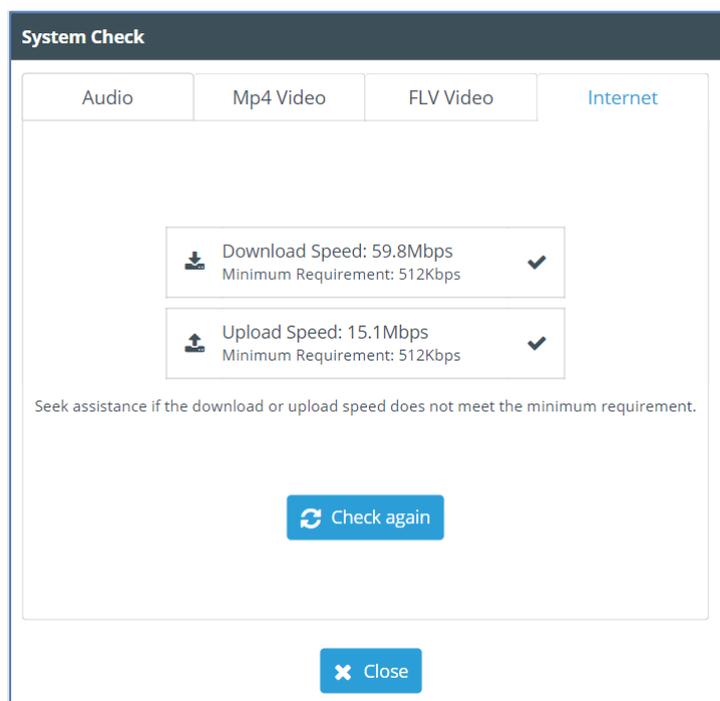
16. Is an offline delivery option available?

No. The new HTML tests are delivered online in a browser and require an active Internet connection throughout the test. Also, candidates must perform a web search, to find information from the Internet, in Part A of the test.

17. Are there any minimum software requirements?

Yes. Candidates must have access to Office applications including word processing, spreadsheet, presentation, email, and Internet to complete the tasks in the tests.

18. How can I find the data files?

The data files are provided in the questions in the test. They are supplied in the following formats:

- **Word processing files**: supplied as Microsoft Word document .doc
- **Portable document format files**: supplied as PDF files .pdf
- **Image files**: supplied as .jpg

The candidate can download the data files to their secure folder before using them in the tasks in their test.

19. Where can I find the resource documents?

The resource documents are provided in the questions in the test and can be opened in a pop-up window.

20. Where does a candidate download their data files to and save the work they create during the test?

Each candidate needs access to a secure area where they can save their data files and the work they create during the test. This can be on the test computer itself or on the network but must be secure to the candidate. Once the test has finished these files must be removed from the computer or network, so they are not available to any other candidate sitting the test at the same time or later.

The secure folder can be created for the candidate, or the candidate can be instructed to create it themselves before they sit the test. It may be created in a location linked to the candidate's login profile to ensure it is only available to them.

The candidates will need to be taught how to save files to their secure folder and how to open the files saved there in the applications they are using.

21. How should candidates name their files?

We recommend that candidates use meaningful file names that are as short as possible. These must not include any special characters as it will not be possible to upload these to a question.

22. Do candidates have to put their name on their work as they do with paper-based tests?

This is recommended but is not strictly necessary as the work is uploaded into the candidate's own test.

23. Do candidates need to take screen shots?

Yes, candidates will need to take screen shots and upload these as evidence within the test. The screen shots can be uploaded as image files in jpg format or can be copied and pasted into a Word document for example which can then be uploaded.

24. Are there acceptable file types for upload within a test?

Yes, OCR does not specify which applications a candidate should use when creating their work, but the files created must be in a format that can be uploaded to the questions in the test. Many file formats are supported as listed below.

- **Image files**: .jpg, .bmp, .tif, .gif, .png

- **Word processing files**: .doc, .docx, .odt

- **Spreadsheet files**: .xls, .xlsx, .ods

- **Presentation files**: .ppt, .pptx, .odp

- **Portable document format files**: .pdf

- **Compression files**: .zip

However, each question in the test is limited to allow a maximum of ten file formats. The file formats allowed for a question can be seen in the browser dialogue when the candidate browses to select a file in their secure area. In Chrome this can be seen in the Custom File List as highlighted below.
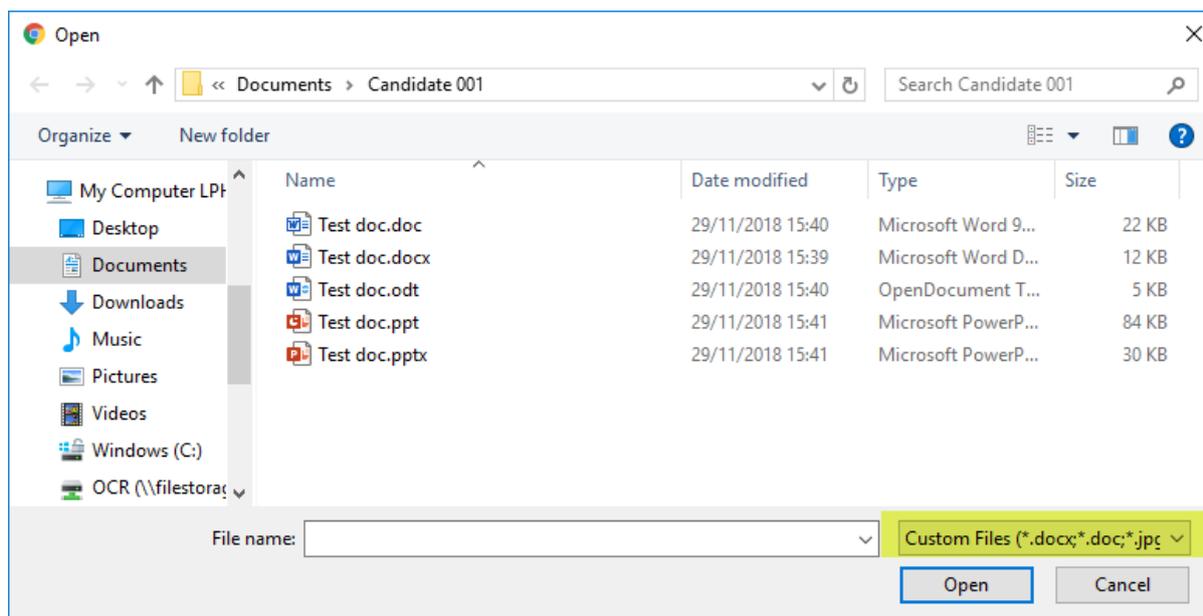
An example of the ten file formats in the Custom Files List is shown below.

Before the start of each test sitting, mae sure the candidates are fully aware which file formats they are using, e.g. .docx, so they can find and upload them easily.

25. Is there a maximum file size for upload?

Yes. The file size limit is 2 MB per file. A common way to provide evidence if an original file is greater than 2 MB is to save a screenshot of it as a .jpg file, or to paste the screenshot into one of the other accepted formats such as Microsoft Word.

26. Can candidates have help with uploading files?

Yes. You can assist the candidate with uploading their files, although you must ensure that appropriate invigilation arrangements are always in place. You should arrange for additional staff to be available to assist candidates to upload their files if required.

For candidates to upload their files successfully they must be closed (not open in the application) and the file name must not contain any specific characters. We recommend that file names only include letters, numbers, and underscores.

27. Can candidates upload files after the test has finished?

No. All files must be uploaded during the test. Candidates will be required to upload their files at specific points during the test. The test will end automatically after 2 hours, and candidates will not be able to carry out any further work including uploading files after the test ends. Candidates will receive on-screen warnings 15 and 5 minutes before the test ends.

28. How do we manage access to the Internet?

As with the paper-based test, candidate will need to access the Internet during Part A of the test. Learners must not access the Internet during Part B of the test. Learners will receive an on-screen warning when they reach Part B of the test reminding them that they should not access the Internet from that point forward. Accessing the Internet at Part B is a breach of regulations and should be

reported by the centre as suspected malpractice. We suggest that centres ensure learners understand the rules about Internet access and warn them that a breach of this regulation may result in penalties against them. Centres must provide appropriate invigilation arrangements to ensure that learners comply with this requirement.

29. What happens if the Internet connection is lost during a test sitting?

If the Internet connection is lost during a test sitting, any tests in progress will display an error.
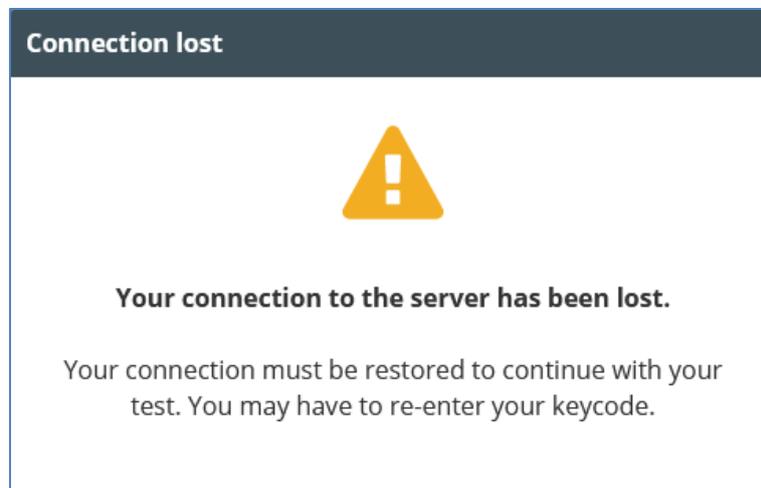
The candidates will not be able to continue their test until the Internet connection has been restored. Any responses entered up to the point the Internet was lost will be saved on the central server.

In the **Invigilate** screen the state of the candidate's test will show as **In Progress User Disconnected**

( ). To stop the time counting down, pause the impacted tests in the Invigilate screen.

When the Internet has been restored open the Enter Keycode screen again and re-enter the keycode. Confirm the candidate details and the "Test is Paused" warning is displayed. In the Invigilate screen, resume the paused test. The test will resume at the point that it was paused, and the time will start counting down again.

Ideally the tests should be sat in one go and for this reason it is important that you only schedule test sittings at a time when you expect the Internet connection to be stable for the duration of tests being sat.

However, if you do need to pause and resume a test because the Internet connection is lost then this must be done before the keycode expires. For example, if you have scheduled a test for a single day then the test would have to be resumed within the day. If you have scheduled a test for a week, then the test could be resumed within the week bearing in mind the regulations in the OCR ICE. If the test cannot be resumed before the keycode expires, then the test will fall into the **Awaiting Upload** state and will complete at midnight 24 hours later. At that point for live tests, we will mark any responses entered up to the point the Internet connection was lost.

30. Are there practice tests available?

Yes. There is one practice test per level. We recommend that candidates sit a practice test before sitting a live test. This is to allow them to become familiar with the delivery environment, the types of questions they may see in a live test and with uploading their worked files. Also, the new HTML

practice tests can be marked by a tutor to generate a result so the practice tests can also be used to determine when a candidate is ready to sit their live test or not.

There is one practice test per level, and they can be attempted as many times as required. There is no charge for sitting a practice test.

31. Can the practice tests be marked?

Yes. Once a practice test has been sat by a candidate it is available to be marked in the **Mark** screen in Surpass. The tutor can access the **Mark** screen to view the candidate's responses in their practice test. The mark scheme can be downloaded from the first question in the practice test. With reference to the mark scheme the tutor can mark the candidate's responses to each question assigning marks against each skill standard assessed. Once marked the marking progress shows as 100%. The practice test can then be submitted to the **Results** screen where a grade and percentage score will be displayed.

32. How long does it take for results to be released?

As the tests are new, they must go through an awarding process. Depending on when a test is sat within a fortnightly window the results are released in Surpass and Interchange between 17-27 working days after the test date.

33. Can I get feedback on a candidate's performance?

Yes. In addition to the candidate's grade and percentage score several reports can be run from the bottom of the Results screen.

The Candidate Report, Summary, Candidate Breakdown and Results Slip reports are candidate based whereas the Test Breakdown report is test based.

The candidate breakdown report shows the percentage marks achieved by skills standard allowing you to see where a candidate has performed well or where they may need more tuition.

The test breakdown report shows the percentage marks achieved by skills standards for a particular test allowing you to see where the candidates have performed well or where they may need more tuition.

Resources and Support

OCR website and resources

The most up to date information can be found on the [OCR website](#).

Functional Skills ICT has a specific page on the website for each level which provides essential support materials, including a range of free resources, centre handbooks, sample question papers and brochures, together with details about entries, results and fees.

[Level 1 Functional Skills ICT on the OCR website](#)

[Level 2 Functional Skills ICT on the OCR website](#)

New administrative and qualification information is added regularly.

To find out more about changes to OCR Functional Skills ICT [sign up](#) to receive important updates.

OCR Interchange

[Interchange](#) 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, and view achievements. 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 Interchange login screen.

Contacting OCR

For general enquiries regarding the delivering of OCR Functional Skills ICT or OCR interchange please contact our Customer Support Centre:

Telephone: 01223 553998 (08:00–17:00 Monday to Friday)

Email: support@ocr.org.uk (Please include centre name and number in the email.)

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.