Administrative Support Guide

BTEC Level 3 Nationals in **Information Technology**

Unit 14: IT Service Delivery (20161K)

This Admin Support Guide has been created for customers to keep, please note this document will not be reviewed each year. This ASG should be read in conjunction with the BTEC ICEA.

Table of Contents

Glossary of Terms

Definition of conditions

The level of control will depend on the individual external assessment, and you'll find arrangements specific to each one detailed in the relevant BTEC specification and sample assessment material.

Non-supervised conditions - Many of the set tasks include a period during which learners can conduct research, plan, prepare and develop their response to the task. During this period, learners follow the non-supervised conditions.

Supervised conditions - In many cases the set tasks include a period during which learners write up the final version of their work ready for submission. During this period, learners follow the supervised conditions

Levels of control

Each external assessment has a defined degree of control under which it must take place. Some external assessments may have more than one part and each part may have a different degree of control. We define degrees of control as follows.

High control - This is the completion of assessment in formal invigilated examination conditions.

Medium control - This is completion of assessment, usually over a longer period of time, which may include a period of controlled conditions. The controlled conditions may allow learners to access resources, prepared notes or the internet to help them complete the task.

Low control - These are activities completed without direct supervision. They may include research, preparation of materials and practice. The materials produced by learners under low control will not be directly assessed.

There is no requirement for BTEC examinations to be held in an exam hall. You can use a classroom setting as long as the room is appropriately set up. Please see the BTEC ICEA for further guidance.

Methods of dispatch

Secure web release – these documents will be made available Exams staff to on the date specified by Pearson in the timetable.

Secure dispatch – these documents will be sent securely to the centre in the same way as an Exam Paper, ahead of the release date in the BTEC Timetable.

Timetabling

Set tasks and performance tasks will usually have either:
• timetabled period during which the task must be completed
• a deadline for submission of work.
You are free to decide when and how to complete the tasks within the particular parameters set for each relevant unit.
Where this document references centre-timetabled, this indicates you must schedule time for your learners within the Pearson timetabled window.

For pre-release materials which are released ahead of a Christmas break, Easter or half term, we have accommodated for this within the window. This will mean a January window and a Summer window might have different lengths of time depending on when they are released.

Summary of assessment conditions for BTEC external assessments

	Paper-based/ Written and onscreen tests	Set tasks and performance tasks	
Control Type	**Exam Conditions**	**Supervised Conditions**	**Non-supervised Conditions**
Authenticity	Learners complete all work under the direct supervision of an invigilator. Learners are within direct sight of the invigilator(s) throughout the assessment.	Learners complete work under direct supervision. Learners are within direct sight of the supervisor(s) throughout the assessment.	Learners do not need to be directly supervised at all times, but there is sufficient supervision to ensure that work submitted for assessment can be authenticated to confirm it is the learner's own.
Time	Learners have a limited amount of time in which to complete all work; the duration is specified by Pearson.		Learners may use as much time as they wish to work on the task up until the deadline for submission or start of the supervised conditions (depending on specific unit)
Resource	The use of resources is tightly prescribed, and if appropriate, restricted to material provided by Pearson (supplemented by preparatory notes if allowed). The centre must ensure that there is no access to internet (or mobile phones) or e-mail; display materials which might provide assistance are removed or covered.	Clearly specified in the task paper. The centre must ensure that learners only have access to materials and resources as defined in the task paper; display materials which might provide assistance are removed or covered.	The use of resources, including the internet or prepared notes, is not tightly prescribed.
Collaboration	Learners complete their work independently; there is no interaction with other learners.	Learners complete their work independently; there is no interaction with other learners.	Whilst interaction with other learners is not prohibited, the work that an individual learner submits for assessment must be their own.
Feedback	There must be no assistance of any description provided to the learner during the assessment.		General advice may be given unless BTEC specification or task instructions say otherwise.

Unit Information

This assessment is to be completed on a date or window set by Pearson. This date can be found in our [BTEC timetable](#).
The table below shows information specific to this unit.

Part	Guidance	Level of Supervision and Control	How to access
A	The 3-hour Part A research/ preparation can be undertaken in more than one session, and it should be issued to learners at least 2 weeks before taking Part B of the assessment.	Non supervised, Low control, not assessed.	[Web release](#)
B	The 8-hour Part B examination can be undertaken in more than one supervised session provided that they are under the level of control specified.	Supervised, High control	[Web release](#)

The Part A Web release archive contains:

Item	What it is	What to do with it
Part A pdf	Task Paper	Print or place in each learner's user area.

The part B Web release archive contains:

Item	What it is	What to do with it
Define_IT_Services_Catalogue.rtf	Template	Place one copy in each learner's user area, you are permitted to convert to a more useable format so long as you retain layout.
IT_Service_Management_Implications.rtf	Template	Place one copy in each learner's user area, you are permitted to convert to a more useable format so long as you retain layout.
Outline_Service_Strategy.rtf	Template	Place one copy in each learner's user area, you are permitted to convert to a more useable format so long as you retain layout.
Part B pdf	Task Paper	Print or place in each learner's user area.

Before the Assessment

You must ensure that:

• an examination user area should be set up for Part B, this user area can have all the normal tools that the learner might use or might have used during the teaching and learning, but no internet connection is permitted.

• You have read the instructions for delivery provided on the live assessment material, as well as any publication or communication from Pearson, to ensure you have the most relevant guidance to deliver this unit.

• You have understood the delivery of the assessment and read the JCQ 'Instructions for Conducting Examinations (ICE)' document and Pearson's 'Instructions for Conducting External Assessments (ICEA)' document.

• Materials received from Pearson are kept secure until the start of the assessment window.

• Centre staff must not discuss the details of the examination content with learners.

• Learners have been registered onto the correct course and entered for the correct assessment and series.

• Learners due to sit the assessment are made aware of the timetabled session for the supervised assessment and any prior preparatory work.

During the Assessment

Any planned sessions for Part B which are 3 hours or longer can include a scheduled supervised rest breaks. This time is in addition to the time allocated for the session for the task. For example if one of the Part B sessions is planned to be 3 hours and starts at 09:00 you could take a 15min break at 10:30 recommencing the 3 hour session at 10:45 and completing the 3 hour session at 12:15.

The invigilator must not be the class teacher or a member of the of the IT/ Computing department who could provide assistance with completing the assessment. If circumstances require that technical assistance is provided during a session and the only person capable of providing this is the classroom teacher then they are permitted to provide assistance so long as they are never on their own and they leave immediately their assistance is completed, this assistance must only be related to the operation of the hardware or software and not be related to any of the assessment tasks.

Centres must display and follow the JCQ 'Warning to Candidates' and the 'No Mobile Phones' notices, which can be found here.

Invigilators may clarify the wording that appears in this task but cannot provide any guidance in completion of the task.

Invigilators should note that they are responsible for maintaining security and for reporting issues to Pearson.

Learners are not allowed to remove anything from the assessment room between Part B sessions. Any unwanted documents produced during any session should be collected and stored under secure conditions until the end of the assessment window, at which time they should be destroyed.

Learners must only be allowed access to their assessment user area during the completion of Part B.

Learners must not have access to email or internet during the Part B sessions (this includes mobile and other smart devices capable of recording audio, image or video). Communication between learners during

the completion of each Part B session is not allowed.

Preparatory work (Part A)

The 3-hour Part A research can be undertaken in more than one session, and it should be issued to learners at least 2 weeks before taking Part B of the assessment.

Learners will be expected to conduct preparatory research and can take up to two sides of individually prepared hard copy A4 research notes (minimum font size 12 if typed) into Part B of the set task.

Research is expected to be carried out over a maximum of 3 hours and access to the Internet is expected. There are no marks awarded for Part A.

Part A must be completed before Part B is begun.

Centres must issue the Part A booklet at the appropriate time and advise learners of the timetabled sessions during which they can prepare. It is expected that scheduled lessons or other timetable slots will be used for some or all the preparation. There is no requirement for supervision during this period.

The set task (Part B)

During the Part B sessions, learners are not allowed access to any work they may have created prior to the start of Part B or to materials they may have created outside Part B exam conditions between the Part B sessions. Except for the Part A notes as described later in this document.

The 8-hour Part B set task can be undertaken in more than one supervised session provided that they are under the level of control specified, and in accordance with the conduct procedures.

For Part B, centres can print off copies of the set task paper for learners to use within each session.

Electronic templates for Activities 1, 2 and 5 are provided as part of the Web Release assessment materials. The templates are also available on the website for centres to download for use outside of the formal assessment in either the teaching and learning or practise assessment or mocks.

Learners can take up to a maximum of two sides hard copy individually prepared A4 research notes into Part B, as stated in Part A. Learners are not allowed access to any other work they may have created prior to the examination or between sessions. Examination papers and learners' notes must be collected at the end of each session, stored under secure conditions and re-issued at the start of the next session.

Learners must complete this task on a computer using the templates provided and appropriate software.

All work must be saved as PDF documents for submission.

After the Assessment

You must ensure that a learner's work is submitted to Pearson for marking in the format in which the learner completed it. A learner's work cannot be amended or changed by anyone once the Assessment has been completed.

Part	Act	Item	Filename	Number to be sent
B	1	Strategy	activity1strategy_[Registration number #]_[Surname]_[firstletter of first name]	One per learner
B	2	Catalogue	Activity2catalogue_[Registration number #]_[Surname]_[firstletter of first name]	
B	3	Solution	activity3solution_[Registration number #]_[Surname]_[firstletter of first name]	
B	4	Evaluation	activity4evaluation_[Registration number #]_[Surname]_[firstletter of first name]	
B	5	Implications Report	activity5implications_[Registration number #]_[Surname]_[firstletter of first name]	

Submission of work

Methods for returning the work to Pearson can be found on our submitting assessment evidence webpage. Centres do not need to complete a paper copy of the attendance register for their learners.

Work must be submitted to Pearson for marking on the submission deadline as stated in the Pearson Timetable for the relevant series.

Authentication forms

An authentication form is required for every learner completing the Assessment and **must be retained in centre until results have been issued**.

The authentication form can be found on our submitting set-task work webpage, previously published versions of the form are also acceptable.