

# FAQ's for On-Demand Functional Skills ICT

## **Q1. How can we access and download the Tests?**

A1. In order to access the secure site through Edexcel Online, you will need to have additional user privileges by an authorised member of staff, at your centre. Once these privileges are given, navigate to <https://pqs.pearson.com/fsict>

## **Q2. When will the question paper/Data files be available?**

A2. The question paper and data files will be available to download from Edexcel Online **24 hours** prior to the scheduled time for learner's sitting the test.

## **Q3. What do we do when we have downloaded the files?**

A3. Centres must ensure that learners sit the test at the correct level. The question paper contained within the data files **must not** be saved in a learner's test folder. The Head of Centre must ensure that the question paper is printed and distributed to all learners sitting the test. At the end of each test session, all question papers must be collected in, accounted for and destroyed by the responsible officer.

## **Q4. How do we set up a Test Folder?**

A4. The Head of Centre must set up a test folder (on computers or servers used by learners) for each learner sitting the test. These test folders must not be accessible to learners at any time other than during the test time/session itself.

## **Q5. What do we do when the learner has finished the test?**

A5. Centres must ensure that all learners work is saved and is kept secure from unauthorised access. After the test, the learners' work saved in their test folder needs to be zipped and uploaded onto Edexcel Online by navigating to <https://pqs.pearson.com/fsict>

The Head of Centre **must ensure** that all question papers are collected in, accounted for and destroyed.

## **Q6. How do we mark a learner as absent?**

A6. A learner can be marked as absent through the site <https://pqs.pearson.com/fsict>

You will need to login as per the Edexcel Online login details. Enter the Order number and click on the red flag beside the learner(s) name. This will mark the learner(s) absent.

**Q7. How do we set up offline access to email software?**

A7. Please see options below:

- If a centre has an email package locally installed on their computers or network, such as staff or student email systems (using an intranet/extranet) – this would be acceptable.
- If the centre does not have any locally installed email software, they are able to download free email software tools, such as Pegasus – this would be acceptable.
- If the centre has Windows XP or Windows Vista – there are already email clients installed, such as Outlook Express or Message Center. This would be acceptable. Windows 7 does not have a free email client. If the centre does use Windows XP or Windows Vista – their network manager should be able to install this software on to their computer systems.
- If the centre uses web-based email, it is possible for network managers to configure their network to permit access to web-based email websites only throughout the examination. This works very much in the same way as Firewalls permit access to certain websites to certain groups of users.

**Q8. How do we switch off internet access after the first 15mins of the test?**

A8. Most account managing software allows you to apply certain protocols to users or groups of users. This might involve instructing the network administrator to remove access to the web for the selected users at a certain time. The process can be simplified by making all users part of a group and removing the access to the group. If required the users can be given temp logins to simplify further (e.g. FSUser1, FSUser2....).

These are all standard tasks in most user management software.

Alternatively, if you are running RM Tutor or equivalent in the classroom then the control can be given to the teacher in the room.

The last resort would be to leave web access on and instruct/monitor students to not use it further by increasing the number of invigilators.

**Q9. Where can I find a step by step guide to administer the test?**

A9. The Functional Skills On Demand ICT User Guide is available to download from

[http://www.edexcel.com/migrationdocuments/Functional%20skills1/Functional\\_Skills\\_ICT\\_on\\_demand\\_User\\_Guide\\_Final.pdf](http://www.edexcel.com/migrationdocuments/Functional%20skills1/Functional_Skills_ICT_on_demand_User_Guide_Final.pdf)