

A young man and woman are looking at a document together. The man is on the left, wearing a blue t-shirt, and the woman is on the right, wearing a blue jacket and a necklace. They are both looking down at a document held by the woman. The background shows a window with white blinds. A white text box is overlaid on the bottom left of the image.

Instructions for Conducting Exams

Digital Functional Skills
Entry Level 3 and Level 1

2024-25

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Introduction

This document **must** be read in conjunction with the current version of the JCQ document *Instructions for Conducting Examinations (ICE)* and any awarding body specific documentation. Where there are differences between this document and the JCQ Instructions for Conducting Examinations (ICE), the instructions in this document should prevail.

This document is intended for schools, colleges, training providers etc conducting Digital Functional Skills at Entry Level 3 and Level 1. The Head of Centre and the examinations officer **must** familiarise themselves with the entire contents of this document.

For information about registration, entry and certification processes, this is available in the Pearson Information Manual which can be accessed on our website.

Each centre **must** have a designated manager who is responsible for system security, the quality of provision and resources within the centre. The Head of Centre and Examination Officer **must** familiarise themselves with the entire contents of this document.

All centres running Entry Level 3 and Level 1 Digital Functional Skills qualifications **must** be approved by Pearson. Centres **must** have an official email address. Personal email addresses such as yahoo, hotmail and gmail **are not** acceptable. Emergency contact details **must** also be provided. These may be a mobile telephone number or a personal email address.

Pearson reserves the right to conduct audits to ensure assessments are being administered correctly. For on-screen assessments, centres will be given advance notification of a potential audit*.

Centres **must** ensure that the JCQ Information for Candidates documents (on-screen tests, social media and written examinations) are distributed to all candidates either electronically or in hard copy format prior to the assessments taking place. These documents may be found at:

<https://www.jcq.org.uk/exams-office/information-for-candidates-documents>

Centre roles and Responsibilities

Examinations officer

The examinations officer is responsible for:

- the safe and secure storage of all assessments;
- allocating invigilators;
- managing the security arrangements following receipt and completion of the assessments.

Head of Centre/test manager

The head, principal or chief officer of a centre, approved by the awarding body, is defined for the purposes of this document as the Head of Centre.

The Head of Centre is the individual who is accountable to the awarding bodies for ensuring that the centre is always compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the assessments.

Tutor

Anyone familiar with the Functional Skills subject content and the awarding body's specification, who uses these to prepare candidates for assessments, is classed as a tutor.

This will include anyone involved in the following activities:

- preparing and delivering Functional Skills learning;
- conducting formative assessment, including the use of Functional Skills sample tests;
- providing feedback on candidate progress;
- providing guidance to candidates on how to attempt questions in Digital Functional Skills assessments;
- making decisions about a candidate's readiness for Digital Functional Skills assessments;
- carrying out internal quality assurance for Digital Functional Skills qualifications.

A tutor may also be described as an assessor, a lecturer, a supervisor, a teacher or a trainer.

Quality Nominee

The Quality Nominee **must** ensure that suitably qualified and experienced adults carry out invigilation. The Quality Nominee **must** ensure that appropriate arrangements are in place to enable all invigilators to carry out adequate checks on the identity of all candidates.

General instructions

Administration of assessments

A tutor of a Functional Skills qualification **must not** be involved in the administration of the assessment materials for that subject, regardless of the level they teach.

'Administration' includes registration, secure storage, initial receipt of confidential materials, movement and preparation of materials for scheduled assessments and the return of materials to Pearson after the scheduled assessments have been conducted.

Invigilation arrangements

Invigilators are the people in the assessment room(s) responsible for conducting the assessment in the presence of the candidates.

The Head of Centre **must** ensure that suitably qualified and experienced adults act as invigilators. Whilst the Head of Centre has discretion to decide who is suitably qualified and experienced, any friend, relative or peer of a candidate in the assessment room **must not** be the sole invigilator.

The following staff may invigilate:

- staff who solely carry out initial and diagnostic assessments;
- staff who direct candidates to online/e-learning programmes, who set up online/e-learning programmes for candidates and/or support candidates to access e-learning;
- vocational staff who incorporate English and maths into lessons where they occur in vocational programmes, but are not responsible for preparing candidates for Digital Functional Skills assessments;
- staff who administer Digital Functional Skills assessments.

The following staff **must not** invigilate:

- staff who directly support candidates working towards Digital Functional Skills assessments, even if they are not the candidates' main Digital Functional Skills tutor;
- staff supporting candidates using online/e-learning programmes where these include Digital Functional Skills assessment preparation.

A centre **must** ensure that it has suitable invigilators available for all Entry Level 3 and Level 1 Digital Functional Skills assessments.

There are no automatic exceptions to this rule. In exceptional circumstances, where only a tutor can access the assessment location and/or the candidates, an adjustment may be granted by prior arrangement with, and at the discretion of Pearson. These exceptional circumstances may include:

- restrictions within the centre on the grounds of security or safeguarding; **or**
- the remote location of the candidate's workplace/assessment location; **or**
- as part of a reasonable adjustment for an individual candidate.

Any exception on these grounds **must** be agreed by Pearson in advance of the assessment date. An exception may also require the centre to agree to additional measures to ensure the security of the assessment materials and additional monitoring by Pearson.

Invigilators **must** give their whole attention to the proper conduct of the assessment. Invigilators **must not** perform any additional task, e.g. marking, in the assessment room.

Sufficient invigilators **must** be appointed to ensure that the assessment is conducted in accordance with the following requirements:

- at least one invigilator **must** be present for every 30 candidates;
- invigilators may be changed during the assessment, provided that the number present in the assessment room does not fall below the prescribed number;
- when only one invigilator is present, he/she **must** be able to summon assistance easily, without leaving the room and without disturbing the candidates;
- an invigilator **must** be able to observe every candidate in the room at all times.

The following documents **must** be available to every invigilator in the assessment room:

- JCQ Instructions for conducting examinations;
- Instructions for Conducting Exams – Digital Functional Skills.

The current JCQ *Warning to Candidates* and *Unauthorised items posters* **must** be displayed outside the assessment room.

Display materials (e.g. diagrams, wall charts) that might assist candidates in answering questions **must** be removed.

Possession of unauthorised items is an infringement of the regulations and could result in disqualification from the assessment. Unauthorised materials, in particular mobile phones, whether or not switched on or within reach, **must not** be in candidates' possession.

An invigilator **must not**:

- re-phrase a question for a candidate;
- explain any subject-specific or technical terms to a candidate;

Seating plans

A seating plan is required for every assessment even if there is just one candidate present. The seating plan **must** clearly show how candidates were seated during the assessment and provide an accurate record of how the assessment room was set up.

This is to ensure:

- the assessment is being conducted as per the published regulations;
- invigilation is not intrusive;
- the candidate has appropriate space to complete the assessment.

Centres **must** keep signed records of the seating plan and invigilation arrangements for each assessment session for six months after the date of the assessment. Pearson may request these records at any time during that six-month period for the purpose of enquiries about results, appeals or investigations.

Identification of candidates

Centres **must** check the identity of candidates at enrolment and record the item(s) of identification seen.

It is the centre's responsibility to check candidate identity and confirm that candidates have taken the correct assessments. To ensure this:

- for on-screen assessments, the invigilator **must** check the identity of each candidate to ensure that the correct Learner Number and Order Number are issued.

A candidate who is not known to the centre **must** present photographic documentary evidence that they are the same person who was entered for the assessment. This check **must** take place at each assessment session and before the assessment is taken.

Appropriate photographic evidence would **include**, for example, a valid passport, a national ID card, or a photo card driving licence.

If a candidate sits an assessment in another candidate's name (whether it is intentional or not), this may constitute malpractice and **must** be reported to Pearson immediately.

The people present

Only candidates taking the assessment(s) and persons authorised by the Head of Centre are allowed in the assessment room.

Pearson reserves the right to visit centres at any time to inspect the arrangements made for the security of confidential assessment material and the conducting of the assessments.

Supervision of candidates

Invigilators **must** supervise the candidates throughout the whole time the assessment is in progress and give their complete attention to this requirement at all times.

Candidates with disabilities and learning difficulties

In some circumstances, candidates with particular requirements may be given additional time to complete the examination.

Please refer to the [JCQ Regulations and Guidance](#) relating to candidates who are eligible for adjustments in examinations for further information. For information on how to apply for access arrangements for candidates with particular requirements, please refer to the [Pearson website](#).

Malpractice

Functional Skills assessments rely on the integrity of the candidates. Where malpractice occurs, or is thought to have occurred, this will be investigated by Pearson. This may lead to candidates having their result withheld.

The Head of Centre **must** ensure that all cases of suspected or actual candidate malpractice or any infringement of the regulations are reported to Pearson within 48 hours of incidence by contacting us via the [Pearson Support Portal](#).

Centres should provide as much information as possible, including:

- full details of the incident;
- names and roles of individuals involved;
- signed statements.

Specific details of question(s) within a live assessment **must not** be included. Following receipt of your email, further guidance will be provided by Pearson's Investigations Team.

Any infringement of the regulations may lead to the disqualification of the candidate. The decision to disqualify a candidate rest solely with Pearson.

The invigilator should remove and retain any unauthorised material discovered in the candidate's possession and make a note of the circumstances.

The Head of Centre may remove a candidate from the assessment room, however, this should only occur where considered essential or where the continued presence of the candidate would cause disruption to others in the room


General environment/layout

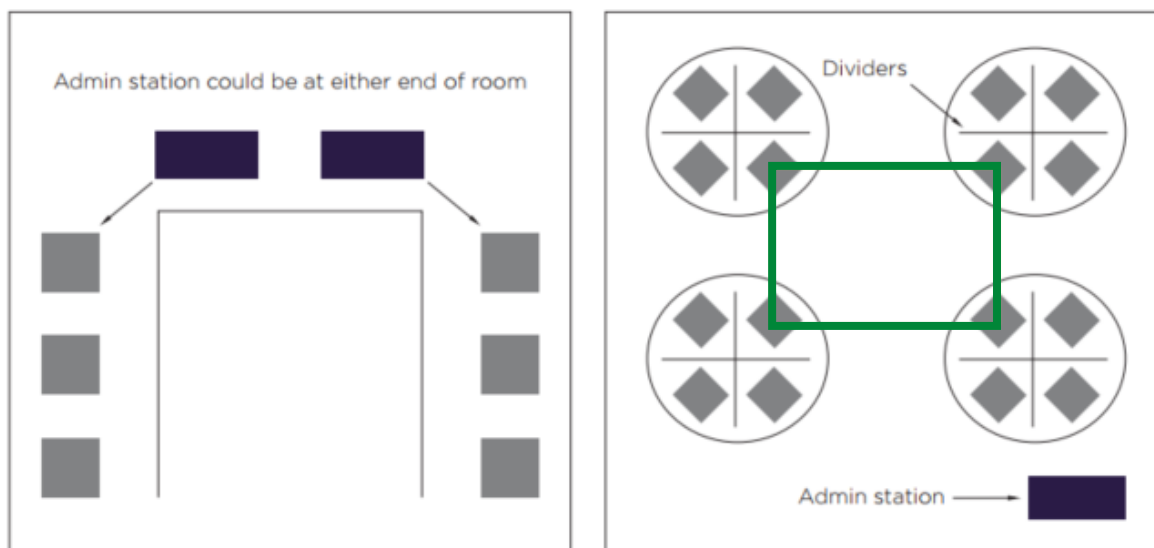
To ensure an appropriate assessment environment, centres **must** ensure that:

- the accommodation is suitable for use as an assessment room;
- the area is quiet and free from external disturbances;
- attention has been paid to such matters as heating, lighting and ventilation;
- the workspace provided for the candidate is sufficient and allows them to access the equipment easily;
- the arrangement of the workstations and the position of the Invigilator's desk facilitates detection of any unauthorised activity by candidates, e.g. communication with others or use of unauthorised material.

It is advised that the workstations are isolated by at least a space of 1.25m measured from the nearest outer edge of one screen to the next or separated by a partition to ensure candidates cannot see one another's screens. The diagrams below are examples of appropriate layouts.

Computer suite set in test centres

People in  areas could do different tests or workstations might not be used.



Accommodation for on-screen assessments

The way in which your IT technician has installed the system will determine how many candidates can sit an assessment at one time. Spare PCs should always be available.

The assessment room **must** be set up with all PCs logged on and the assessment software open **before** candidates enter the room.

Each workstation **must** be tested on completion of installation of assessment software.

The assessment time will be determined by the clock on the candidate's PC. However, a reliable clock **must** be visible to each candidate in the assessment room.

Another assessment may be held in the assessment room at the same time, provided this does not cause any disturbance. The centre **must** ensure that candidates are not interrupted whilst taking an assessment.

Invigilators **must** pay particular attention to minimising disturbance through candidates entering or leaving the assessment room whilst other candidates are still completing their assessment.

Hardware and software

There **must** be adequate back-up provision in case of equipment failure.

Provision can include:

- spare workstations (of the required specification)
- spares of easily replaced items (e.g. mouse, screen)

Hardware **must** be maintained to minimise the likelihood of failure during an assessment.

Up-to-date virus protection measures **must** be in place.

Emergencies

In an emergency, such as a fire alarm or a bomb alert, the invigilator **must** take the following action:

- stop examinations immediately;
- collect the attendance register (in order to ensure all candidates are present) and evacuate the examination room in line with the instructions given by the appropriate authority;
- ensure candidates leave the room in silence

- ensure candidates supervised as closely as possible while they are out of the examination room so that there is no discussion about the assessment;
- make a note of the time of the interruption and how long it lasted; allow the candidates the full working time set for the examination make a full report of the incident via the [Pearson Support Portal](#) including your centre details and the candidates' details.

A full report of the incident **must** be produced and retained on file and made available to Pearson if required.

Any breach of question paper security or malpractice **must** be reported to Pearson **immediately**.

As each incident will be different, advice **must** be sought from Pearson as soon as it is safe to do so. For example, where the centre is concerned about the security of the assessment or where candidates are unable to return to the building to complete the assessment.

Where a candidate is present for an on-screen assessment but disadvantaged. Pearson's special consideration policy should be referred to.

Before the examination session

An examination is deemed to be in progress from the time the candidates enter the room until all candidates have completed the examination and left the room.

Arranging the examination room

- The seating arrangements **must** prevent candidates from overlooking (intentionally or otherwise) the work of others
- Make sure that a wall clock is clearly visible to all candidates
- Display a board showing the examination start and finish times
- Make sure that the room is quiet and well lit. The room should also be well ventilated and at a reasonable temperature with sunlight glare blocked out
- Follow any subject-specific invigilation instructions
- Ensure candidates are seated ten minutes before the start of the test.

Before the examination

- Place a notice on the door of the room that says 'Quiet please - examination in progress. No admittance'
- Check that candidates have not brought into the examination any material they are not allowed such as revision notes, mobile phones, smart watches or electronic dictionaries
- Read out the Warning to Candidates
- Tell candidates to read the instructions on the front of the question paper

- Tell candidates when they may begin and how much time they have to complete the examination
- Make provision for candidates to securely store their personal belongings outside the examination room if possible or out of reach

Before candidates are permitted to start the invigilator **must**:

- ensure that candidates are seated in accordance with the prescribed seating arrangements
- inform the candidates that they are now subject to the regulations of the examination and read out the relevant notices and warnings
- warn candidates that any unauthorised material **must** be handed in (this should also include any food or drinks, which may only be allowed at the express discretion of the Head of Centre)
- check that candidates have all the necessary material to enable them to complete the examination
- remind candidates that they are forbidden to communicate in any way with, seek assistance from, or give assistance to, another candidate whilst they are in the examination room
- ensure candidates have been given the correct paper as each candidate may be assigned a different test paper and we may not accept scripts completed for an incorrect test version.

During the examination

- The invigilator **must** not offer any advice or comment on the work of the candidate(s)
- Candidates may only take pens into the examination room and any pencil cases **must** be transparent
- Mobile phones and other electronic equipment are not permitted
- Be aware that candidates who arrive after the start of the examination should be allowed the full time for the examination, depending on your centre's organisational arrangements and provided that adequate supervision arrangements are in place
- Once the test has started candidates may not ask questions about the test
- Invigilators **must** not talk to or distract candidates during the test
- Be vigilant and supervise the candidates at all times to prevent cheating
- No requests for help from candidates in relation to the test can be dealt with during the test
- If you discover cheating, take away any unauthorised material and allow the candidate(s) to continue. This should be reported as malpractice on the invigilation report which **must** be submitted to us via the [Pearson Support Portal](#)
- Make sure that a responsible adult is available to accompany any candidates who need to leave the room temporarily. They **must** remain with the candidates at all times and ensure that they cannot access restricted material. The candidates remaining in the exam room **must** continue to be invigilated
- Candidates **must** be reminded verbally when there are only ten minutes of the test remaining

- Ensure that candidates who have finished their work and have been allowed to leave the examination room early hand in their work before they leave the examination room. Those candidates **must** not be allowed back into the examination room.

After the examination

- Collect any notes before candidates leave the examination room
- Sign the invigilation report and record any late arrivals, disturbances or malpractice.

Subject Specific Instructions

All general instructions apply. For more details, please refer to the [invigilation arrangements section](#).

Instructions

Due to the nature of these assessments, confidential materials are released to centre staff 24 hours prior to candidates sitting the assessment. Centre staff **must** read this document in advance, before running any live assessment. Centre staff **must** ensure the correct materials are downloaded for each learner as different test versions may be allocated to each learner taking an assessment.

Security of assessment materials

Testing software **must** be securely managed at all times so that no unauthorised person has access. The centre **must** be able to demonstrate that appropriate security systems and processes are in place to prevent unauthorised access to the assessments on the computer system.

The security and confidentiality of the assessments **must** be maintained at all times. Assessment content and Data files **must** be protected from unauthorised access, i.e. before and after the assessment session.

The centre **must** ensure that:

- only administrators have access to passwords which allows access to the on-screen assessments;
- only candidates who have been entered to take assessments are permitted to do so.

The centre **must** have the available expertise to:

- administer and access the assessments using secure uploading and downloading;
- deal with any issues or technical difficulties that may arise during an assessment.

Pearson **must** be informed immediately if the security of the assessment material is put at risk or has been breached (e.g. by fire, theft, damaged or through malpractice).

Starting times for assessments

When more than one candidate is taking an assessment in the same room, the assessment **must** be scheduled with the same starting time to cause the least disruption to candidates.

Where more than one candidate is taking the test at the same time, the candidates may be assigned different versions of the question paper. Centres **must** ensure that candidates sit the correct assessment at the correct level by ensuring the seating plan is followed

correctly. If candidates are given the incorrect assessment, we may not be able to issue a result for the test or award the candidate the qualification.

The Centre **must** inform each candidate of the starting time of the assessment session.

Before the assessment

The FS Digital Test Player **must** be downloaded and saved onto the desktop for each computer intended to be used for each assessment/learner.

Centres **must** ensure that the seating plan is followed accurately when setting up the examination room as candidates could be assigned different versions of the test. It is the centres responsibility to ensure the correct Data files have been downloaded and are available to only the registered learner for that test.

Centres have up to 24 hours to download Data files prior to candidates sitting the assessment. Candidates should only sit the assessment at the time scheduled. The Data files will not be available to download earlier than 24 hours ahead of the scheduled assessment date.

Centres **must** set up an assessment folder (on computers or servers used by candidates) for each candidate sitting the test and the data files must be extracted. The assessment folders **must not** be accessible to candidates at any time outside, the official time allocated for the assessment.

Centres **must** ensure the assessment folders are accessible prior to the test.

The instructions for Section B are available on screen within the assessment.

The Data files are accessible through the secure site via Edexcel Online. To access the materials through the secure site, centres will need to be given additional user privileges on Edexcel Online by an authorised member of staff in the centre. Once access has been granted, the Data files can be downloaded from our secure site.

A step-by-step walk-through is available, detailed guidance can be found [here](#).

Candidates are required to have access to email software. They will not be required to send an email but **must** have access to suitable software which allows them to create an email, copy to more than one recipient and add attachment(s). The email account used must be solely for testing purposes and must not contain any information that could be used by candidates during the test. Candidates are **not** permitted to use their own email accounts for the assessment.

Centres **must** ensure a clean and empty email account is used prior to each assessment. Email contacts and drafts **must** be deleted, and trash/bin folder **must** be emptied. All other email folders **must** be checked to make sure they do not contain any content that could be used by candidates.

You **must** ensure that .html files are set to open by default in a web browser, and that JavaScript is enabled in that web browser, as this is required for some functions of Section B which require candidates to submit details via an online form.

Please note: the completed .html form will save in the 'Downloads' folder by default unless the browser has been set up to ask where to save downloaded files. It is the responsibility of the centre to ensure that all files are correctly uploaded to Pearson, as missing learner work will not be marked.

Resources for assessments

Candidates **must not** have access to any materials, including books and unauthorised software, whilst they are sitting the assessment.

Candidates **must** be warned that the possession of any unauthorised material will be considered as an infringement of regulations in the same way as the possession of any other unauthorised items.

If unauthorised items are present in the assessment room, whether or not the candidate intend to use them, this may constitute malpractice. The candidate(s) could be subject to penalties as detailed in the JCQ document *Suspected Malpractice: Policies and Procedures*.

The Head of Centre **must** ensure that the Data files are in a format accessible to each candidate before the test. The files should be tested for compatibility with the software to be used by candidates and then copied into their test folders.

Specific instructions for Digital Functional Skills

- Digital Functional Skills contains two sections, Section A and Section B.
- Centres **must** ensure candidates do not access the internet in **Section A**.
- Candidates **must not** move on to Section B before the 15 minutes for Section A has ended.
- Once candidates have moved onto Section B, they will **not** be able to return to Section A.

Duration of tests

Digital Functional Skills Entry Level 3

- Section A – 15 minutes
- Section B – 75 minutes

Digital Functional Skills Level 1

- Section A – 15 minutes
- Section B – 90 minutes

No extra time can be allowed for slow machines or networks which run slowly. It is the responsibility of the centre to ensure that appropriate hardware and software is available to candidates.

During the assessment

The test player **must not** be closed at any point during the assessment. If a learner closes the test player, the test cannot be recovered. The player only allows for continuation if there is a loss of internet connection or if the test is paused. However, in both cases the test player must not be closed. If this happens then the test must be rebooked.

Invigilators **must** monitor candidates to ensure learners do not access the internet for **section A**. Candidates may have access for Section B.

The invigilator should be conversant with the software and system to be used by candidates to deal with technical difficulties that may arise. This should not be the Digital Functional Skills tutor unless there is no one else available, and they **must** leave the room once assistance has been given. The Digital Functional Skills tutor **must not** be the sole invigilator.

Candidates may **not** bring portable storage media (e.g. memory sticks, CDs, etc) in to the assessment.

Candidates **must not** have access to pre-prepared templates or other files during the assessment.

Once the assessment has started, candidates **must not** ask questions about the assessment.

Invigilators **must not** talk to or distract candidates during the assessment.

Invigilators **must** be vigilant and supervise candidates at all times to prevent cheating or breaches of test security.

If an invigilator discovers cheating, any unauthorised material should be taken away, with the candidate continuing the assessment.

The invigilator **must** record this as malpractice on the invigilation report which **must** be submitted to Pearson.

Technical problems

If there are technical difficulties with individual computers or the whole centre system during the assessment, and if the failure cannot be rectified within 30 minutes, the on-screen assessment should be abandoned. A further set of on-screen assessments should be scheduled when the fault has been rectified and the system tested. It is recommended that technical help is available during the test.

If the system is not up and running successfully at the scheduled start time, the assessment should be delayed by no more than 15 minutes for the problem to be resolved. After this time, the on-screen assessment should be rescheduled when the fault has been rectified and the system tested.

After the assessment

The assessment will close down either when the allocated time has elapsed, or when the candidate completes the assessment earlier than the allocated time.

Centres **must** ensure that all candidate work is saved securely to prevent unauthorised access. Candidates' user folders **must** be labelled as:

CandidateName_RegistrationNumber_CentreNumber

Particular care must be taken to ensure the completed .html form is present in the candidate's named user folder before upload. The .html form will save by default in the 'Downloads' folder unless it has been set up to ask where to save downloaded files. It is the centres responsibility to ensure that all files are correctly uploaded to Pearson, as missing learner work will not be marked.

All candidate work saved in their assessment folder needs to be zipped and uploaded onto the secure site. All assessments **must** be uploaded **on the day of the assessment** to Pearson. If an assessment is not uploaded, it will not be marked, and the candidate will not receive a result.

Centre **must** ensure that all candidate evidence is uploaded against the correct candidate. Failure to do this will result in a delay to results. Please note that the bookings might be grouped within an order containing different candidates. If a candidate is absent, ensure that the absence is marked against the correct candidate.

Upon uploading the assessment files, the centre **must** ensure that work uploaded can be accessed, e.g. the folder is not a shortcut. If the folder is a shortcut, this will delay the issuing of results.

Centres should safeguard this work for **two months** in case it is required to be re-submitted. After the assessment, all candidate work should be copied to a storage medium and kept secure by the Examinations Officer.

Centres **must** ensure that Data files are not used as practice material once the candidate has sat the exam. Assessments are live for over twelve months and sharing them will jeopardise the integrity of the qualification.

The centre **must** keep all evidence of the attendance sheets that are produced at the end of the assessment for every candidate present. These are to be used as proof of attendance and **must** be stored in the centre for two months after the assessment. These may be requested at any time during this period by Pearson.

If a candidate is absent this must be reported to us via the DFS Portal. Please **do not** upload data files for absent learners as this causes delays and may prevent future test bookings for this candidate.

Any scrap paper used by candidates during the assessment **must** be collected by the invigilator and securely destroyed. Candidates **must not** take any notes out of the room at the end of the assessment.

Leaving the assessment room

Candidates who have completed the assessment may leave the room at the discretion of the Invigilator, subject to ensuring that no disturbance is caused to other candidates.

The invigilator **must** turn off the computer screens to ensure other candidates cannot see them. The candidates **must not** be allowed back into the room.

FAQs

Question 1. How can I access and download the assessments?

Answer 1. The Data files can be accessed through the secure site via Edexcel Online. You will need to be given additional user privileges on Edexcel Online by an authorised member of staff in your centre. Access needed, **Access to run on-demand paperbased tests**. Once access has been granted, the Data files can be downloaded from the secure site.

Question 2. When will the Data files be available?

Answer 2. The Data files will be available to download from Edexcel Online 24 hours prior to the scheduled time for candidate's sitting the assessment. The Data files will also be available 4 hours after the scheduled test booking time.

Question 3. What do I do when I have downloaded the Data files?

Answer 3. It is the centre's responsibility to ensure the correct Data files are downloaded and saved in an assessment folder (server). Centres **must** ensure that candidates sit the correct version of the assessment at the correct level. Further detailed guidance for Digital Functional Skills, can be found [here](#).

Question 4. How do I set up an assessment folder?

Answer 4. The Head of Centre is responsible for ensuring that an assessment folder is set up (on computers or servers used by candidates) for **each** candidate sitting the assessment. These assessment folders **must not** be accessible to the candidates prior to the scheduled date/time of the assessment, as this would risk the integrity of the test(s).

Question 5. What do I do if I have downloaded incorrect Data files?

Answer 5. If the assessment has started, pause the assessment on the PAD dashboard. Download the correct Data files for the candidate and continue with the assessment.

Question 6. What do I do when the candidate has finished the assessment?

Answer 6. Centres **must** ensure that all candidates' work is saved and is kept secure from unauthorised access. After the assessment, the candidates' work saved in their assessment folder needs to be zipped and uploaded onto the secure site. Centres should safeguard this work for two months in case it is required to be re-submitted. After the assessment the candidates' work should be copied to a storage medium and kept secure by the Examinations Officer.

Question 7. How do I mark a candidate absent?

Answer 7. Log into Pearson Assessor Dashboard (PAD), select **FS Digital Bookings** tab. Locate the **Order Number** and **Learner Number** then click onto **Mark as absent** at the bottom of the page. Further detailed guidance can be found [here](#).

Question 8. Where can I find a step-by-step guide to administer the assessment?

Answer 8. A step-by-step walk guide is available on the Pearson Qualification website. Detailed guidance can be found [here](#).

Pearson contact list

For any assessment-based queries please [contact us via the online portal](#) - for issues with the content of assessment paper questions, mark schemes, general assessment queries, emergencies or incidents during assessments.

Please note: The content of the assessments is secure and emailing any part of it is considered a breach of security. If you have a query about the content of an assessment or the allocation of marks for a particular question/task, contact us via the online portal, stating your name and contact details, asking for one of the team to contact you directly via phone.

Curriculum Development Managers

Each centre has a Curriculum Development Manager who can provide general qualification advice and guidance across all qualifications. Your Curriculum Development Manager details can be obtained via the [contact us online portal](#)

If you have a question, please contact
FS Assessment or your Vocational Quality Assurance Manager via
[The Pearson Contact Portal](#).

In addition, you will find further information on our
[Quality Assurance webpages](#).

Appendix 1: Warning to Candidates poster



| | | | | | |
|-----|---------------|------|-----|---------|------|
| AQA | City & Guilds | CCEA | OCR | Pearson | WJEC |
|-----|---------------|------|-----|---------|------|

Warning to Candidates

1. You **must** be on time for all your examinations.
2. **Possession of a mobile phone** or other unauthorised material **is not allowed** even if you do not intend to use it. You will be subject to penalty and possible disqualification from the exam/qualification.
3. You **must not** talk to, attempt to communicate with or disturb other candidates once you have entered the examination room.
4. You **must** follow the instructions of the invigilator.
5. You **must not** sit an examination in the name of another candidate.
6. You **must not** become involved in any unfair or dishonest practice in any part of the examination.
7. If you are confused about anything, only speak to an invigilator.

The *Warning to Candidates* must be displayed in a prominent place outside each examination room. This may be a hard copy A3 paper version or an image of the poster projected onto a wall or screen for all candidates to see.

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Appendix 2: Unauthorised items poster



AQA

City & Guilds

CCEA

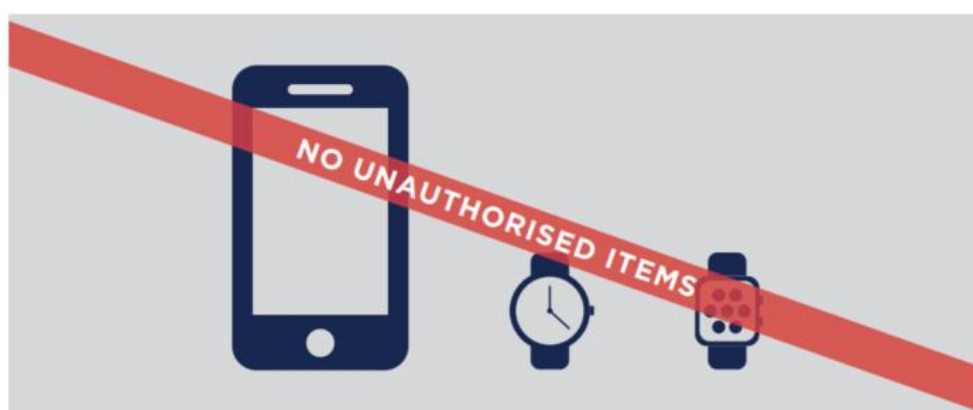
OCR

Pearson

WJEC

NO MOBILE PHONES NO WATCHES

NO POTENTIAL TECHNOLOGICAL/WEB
ENABLED SOURCES OF INFORMATION



Possession of unauthorised items, such as a mobile phone
or any watch, is a serious offence and could result in

DISQUALIFICATION

from your examination and your overall qualification.

This poster must be displayed in a prominent place outside each examination room.

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Appendix 3: Checklist for invigilators

| A – Arranging the examination room | |
|---|---|
| 1 | Check that any charts, diagrams etc. have been cleared from the walls. |
| 2 | Check that desks are 1.25m apart and each candidate has a separate desk of sufficient size. |
| 3 | Check that you have the following on display in the assessment room: <ul style="list-style-type: none"> • a clock that all candidates can see clearly; • a board or display showing the; • centre number; • start and finish time of the assessment. |
| 4 | Check that you have the following on display outside the assessment room: <ul style="list-style-type: none"> • JCQ Warning to Candidate’s poster; • JCQ Unauthorised items poster. |
| 5 | Check that you have: <ul style="list-style-type: none"> • a copy of the current JCQ Instructions for Conducting Examinations; • a copy of the Pearson Instructions for Conducting Examinations; • any subject-specific instructions and/or stationery lists issued by the awarding body; • a seating plan of the examination. |
| 6 | Check that sufficient workstations are available, including at least one replacement computer. |
| 7 | Check that heating, lighting, ventilation and the level of outside noise is acceptable. |
| 8 | Check that emergency exits and fire routes are unobstructed. |
| B – identifying candidates | |
| 1 | Check the identity of each candidate. |

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| 2 | <p>Check the correct ID and password are issued to each candidate sitting the assessment.</p> <p>Oversee the input of the Learner Number and Order Number for each candidate.</p> <p>Check that the name on the computer screen matches the name of the candidate.</p> |
| C – Before the examination | |
| 1 | Check that there are sufficient invigilators for the number of candidates taking the assessment. |
| 2 | Ensure that candidates are seated comfortably, in their designated seat, with access to any assistive technology (if required) where approved by the awarding body. |
| 3 | Brief candidates about the regulations for taking the assessment, reading out loud instructions and warnings to candidates. |
| 4 | <p>Warn candidates that they must give you any unauthorised items, including technological or web-enabled sources of information such as:</p> <ul style="list-style-type: none"> • Airpods; • earphones/earbuds; • ipods; • mobile phones; • watches. |
| 5 | Check in advance with the exams officer which candidates, if any, have been granted access arrangements. |
| 6 | Tell the candidates to read the instructions at the start of the on-screen assessment. |
| 7 | Tell the candidates about any erratum notices. |
| 8 | Check that all candidates have logged on successfully or have been logged on by the centre. |
| 9 | Check that all candidates have logged on successfully or have been logged on by the centre. |

| | |
|-----------|---|
| 10 | Check that all candidates have logged on successfully or have been logged on by the centre. |
| 11 | Check that all candidates have logged on successfully or have been logged on by the centre. |
| 12 | Ensure that technical support to deal with malfunctioning equipment or software is available throughout the on-screen assessment. |

D – During the examination

| | |
|----------|---|
| 1 | Accurately complete the attendance register whether supplied in hard copy paper format or online. |
| 2 | Deal with any late arriving candidates (see section 21 of the JQC document <i>Instructions of conducting examinations</i>). |
| 3 | Supervise the candidates at all times, including any planned or unplanned breaks, to prevent cheating and distractions. |
| 4 | Do not give any information to candidates about a specific question or the requirements for answering particular questions. |
| 5 | Make sure that you are aware of the requirements for supervising candidates. |
| 6 | Make sure that an appropriate member of staff is available to accompany any candidate who needs to leave the room temporarily. |
| 7 | In an emergency, follow the procedures on the section ‘Emergencies’ of this ICE document and any centre specific instructions. |
| 8 | Record and report to Pearson any complaints from candidates relating to system delays or any other IT irregularities. |
| 9 | If not immediately resolved, record and report to Pearson all emergencies and/or technical failures. |

E – After the examination

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| 1 | Check and sign the attendance register where supplied in hard copy paper format. |
| 2 | Supervise the conclusion of the assessment, ensuring that candidates’ responses are saved and secure from unauthorised access. |

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|---|---|
| 3 | Ensure that the software is closed as necessary. |
| 4 | Check that any necessary back-ups have been made and stored securely. |
| 5 | Ensure the candidate's assessment folders are saved and zipped, and uploaded to the marking portal. |