



# **Assessor Instructions and Guidance ICT Functional Skills Controlled Assessments**

Version 1.1 1 February 2022

- NCFE Functional Skills  
Qualification in Information and  
Communication Technology (ICT) at  
Entry Levels 1, 2 and 3

## **Contents**

Each section will have specific instructions for the subject identified if there are different requirements.

## **Introduction**

---

### **Section one**

Method of Assessment

---

### **Section two**

Resources

Authentication

Can I use ICT?

Contextualising

---

### **Section three**

Controlled Assessment – Assessment Conditions and Instructions for Assessors

---

### **Section four**

What level of support can I give my candidate?

---

### **Section five**

How should the assessments be marked?

---

### **Section Six**

What do I need to complete?

---

### **Section Seven**

What does the paperwork look like?

---

## Introduction

This document is designed to assist centres in the delivery and assessment of the controlled assessment component(s) of NCFE ICT Functional Skills qualifications. Assessors **must** familiarise themselves with this document before conducting the summative assessment for all Entry Level ICT assessments.

As well as the instructions in this document, centres **must** adhere to **the NCFE Regulations for Conduct of Controlled Assessments (Functional Skills Qualification in Information and Communication Technology (ICT))** when carrying out controlled assessments, available from the NCFE website or on request from the Centre Support team.

Following registration, your named programme contact will be able to access assessment material directly in the NCFE Portal by booking learners onto their chosen qualification and topic within 6 weeks of their planned assessment date.

## Section 1

### Method of Assessment

#### Controlled Assessment – Information for Assessors

The NCFE Functional Skills Entry Level ICT assessments are internally assessed through a controlled, summative assessment. Centres will choose the appropriate time, location and date. NCFE does not need to be advised.

Each candidate will complete the assessment set by NCFE to create evidence which demonstrates achievement of all the skills standards and coverage and range statements associated with the relevant NCFE Functional Skills Level Qualification standards.

Sample materials are available from the NCFE website.

The controlled assessment is internally marked by the centre. Candidate evidence is then internally moderated by the centre and then externally moderated by NCFE.

Each candidate will be given a single Achieved or Not Yet Achieved result for their assessment. Each assessment has a pass mark which is indicated in the Mark Scheme provided by NCFE in the assessment packs received on registration. Candidates must achieve the required mark in order to achieve.

#### Subject specific assessment information

Subject	Assessment information
Entry Level ICT – All Levels	<b>One</b> mandatory component – task is set by NCFE Maximum 2 hours

## Section 2

### Resources

In order for candidates to gain the greatest benefit from their Functional Skills ICT assessment, centres are encouraged to provide any realistic resources suggested within Assessors Instructions and Guidance document included with each task set. If appropriate, simulated resources will be provided with the task set.

### Authentication

Candidate's work must be authenticated by the centre on the Candidate Mark Sheet. Centres are also able to provide supporting evidence where appropriate in the form of visual/audio recordings and should record this on the Candidate Mark Sheet.

**All documentation used by Assessors to record candidate responses must be clearly marked with the candidate's name and details of assessment i.e. Entry Level 2 ICT, and signed in the appropriate place.**

### Can we use ICT?

Candidates are permitted to use ICT equipment to complete their tasks. Centres are responsible for ensuring that there are no pre-prepared materials on the hard drive or otherwise that can be accessed by the candidate.

---

If ICT is used to complete the assessment, electronic copies of the work produced by each candidate (on a USB stick/CD/DVD or saved in a secure area) must be available for External Quality Assurance.

---

### Assessment information

---

**Entry Level ICT** – Candidates are required to use ICT equipment to complete their task

---

## **Contextualisation**

The scenario provided may be amended to use other contexts that you identify as more engaging for your candidates.

Additional information to support contextualisation for specific task sets can be provided on request to the Quality Assurance team.

**Note: If alternative contexts are used, details of these must be inserted into the appropriate tasks.**

**Centres must also ensure that any changes to contexts or scenarios cover the Skills Standard and Coverage and Range, for each task, as identified in the Mark Scheme.**

If using a context and/or source materials other than those given by NCFE, these materials, and any information contained within must be very familiar to the candidate and use appropriate language. The tasks **must** also be approved by NCFE before use with candidates. For more information please contact the Quality Assurance team at NCFE.

## Section 3

### Assessment Conditions and Instructions for Assessors

<b>Important information – please read</b>
--

On receipt of the task set and related documents, Assessors should read the given scenario. Any actions for the Assessor will be provided in a grey box as above.

Assessors may change the wording/phrasing of the scenario, to assist candidate understanding, but **must not change** the meaning or give instructions which would unfairly assist candidates in completing the assessment. There are certain limitations based on the assessment subject.

Further detail can be found in Section 4 on levels of support.

#### Assessment information

---

<b>Entry Level ICT – All Levels</b>	Assessors may read out and repeat all tasks and task instructions to the candidate
-------------------------------------	--

---

Assessment outcomes must be recorded on the relevant candidate paperwork; there are examples provided at the end of this document. All paperwork will be included in the relevant task sets, sent to your programme contact on registration via email.

During an assessment candidates may ask for help or guidance. When candidates are helped or given guidance, **the marks awarded will be fewer than those where a candidate has worked independently**. Therefore, it is essential that help or guidance requested by, and given to, a candidate in an assessment is not received, overheard or seen by others.

**It is recommended that candidates are assessed on a one-to-one basis\*. Alternatively centres must ensure that the assessment conditions are such that help or guidance can be given without affecting other candidates adversely, advantageously or otherwise.**

Where a candidate has completed any elements of the assessment 'with help' or 'with guidance' Assessors must clearly note how this was done, either on the Candidate Mark Sheet or a separate document clearly marked with the candidate's details. This information should be included with all documents to be submitted for marking and moderation.

**For further details on the allocation of marks, please refer to the appropriate Mark Scheme provided in the task sets on registration.**

For more information on assessment conditions please see the following documents available from the NCFE website [www.ncfe.org.uk](http://www.ncfe.org.uk) :

- NCFE Functional Skills Entry Level ICT qualification specification
- Regulations for the Conduct of Controlled Assessment (Functional Skills Qualification in Information and Communication Technology (ICT))
- JCQ guidance on controlled assessments.

Assessment conditions should allow assessment in British/Irish Sign Language where required.

For information on the access arrangements for the NCFE Functional Skills Qualifications, please see the NCFE Reasonable Adjustments and Special Considerations policy, available on the NCFE website ([www.ncfe.org.uk](http://www.ncfe.org.uk)), or on request from the Centre Support Team at NCFE.



## Section 4

### What level of support can I give my candidates?

Assessors must be familiar with the below information as it will impact on how marks are awarded.

#### Support level information Entry Level

##### ICT

##### **Acceptable support:**

- reading the assessment to the candidate if asked
- reminding the candidate of the instructions
- help with unfamiliar vocabulary used in the task
- clarifying the requirements of the task, as necessary and appropriate
- repeating instructions to focus the candidate
- 'open' reminders e.g. 'Is there anything else you need to do?'
- reminding candidates where to find documents necessary for completing the task; i.e. source documents etc.

##### **Unacceptable support:**

- telling the candidate what to do
- repeatedly asking the candidate to try again until they meet the requirement
- giving verbal or written suggestions for candidate responses
- checking or giving feedback on the accuracy of the candidate's actions or responses.

**If Assessors have any queries in relation to these or other support levels, they should contact NCFE prior to the assessment.**

## Section 5

### How should the assessments be marked?

**You must ensure visible signs of marking are present throughout the Candidate Entry Assessment Tasks to provide an audit trail of the mark allocation. This is to evidence appropriate criteria interpretation and will support your External Moderator on their visit.**

Every task set will be issued with its own Mark Scheme that will detail how marks need to be awarded. Each Mark Scheme will contain a table for reference that details how marks are mapped to the Functional Skills standards and the relevant coverage and range statements.

### The points below must be applied across all levels.

- All candidates should be fairly marked - Assessors must mark the first candidate to the same standard and criteria as they mark the last
- All candidates should have the best possible opportunity to attempt all the tasks. This includes support in understanding the requirements of the tasks
- Mark Schemes should be applied positively - candidates must be rewarded for what they have shown they can do rather than penalised for things they have not done
- Assessors should always award full marks if deserved, i.e. if the answer matches the Mark Scheme. Assessors should also be prepared to award zero marks if the candidate's response is not worthy of credit according to the Mark Scheme
- When Assessors are in doubt regarding the application of the Mark Scheme to a candidate's response, they should contact NCFE in the first instance
- Half marks must not be used – where partial achievement of a question can be made, fewer marks should be awarded
- The marks awarded for each individual candidate should be clearly and legibly recorded on the Candidate Mark Sheet and in the grid provided on the front sheet
- Candidates should only be awarded the full marks for each of the criteria where Assessors feel the candidate has demonstrated an effective performance with clear evidence of proficiency.

**Subject specific assessment information**

---

<b>Subject</b>	<b>Mark Scheme information</b>
<b>Entry Level ICT</b> – All Levels	<p>There are 3 levels of support for ICT that impact the allocation of marks. The full detail is provided in each Mark Scheme to support Assessors. As an overview the 3 levels are:</p> <p><b>With Help</b> – where the candidate is unable to complete an element of the task requirement</p> <p><b>With Guidance</b> – where the candidate has been asked to consider/remember how they completed the task on previous occasions</p> <p><b>Independently</b> – where the candidate needed no</p>

---

## Section 6

### What do I need to complete?

The Assessor must complete the following documents for each candidate (examples of these documents are included in Section 7).

### Subject specific assessment information

---

<b>Subject</b>	<b>Assessment information</b>
<b>Entry Level ICT</b>	<ul style="list-style-type: none"><li>• <b>Candidate Response Record Sheet</b> – use this to provide evidence (other than written) to support the assessment of the candidate.</li></ul>
<b>Entry Level ICT –</b>	<ul style="list-style-type: none"><li>• <b>Candidate Mark Sheet</b> - use this to record the marks awarded to each response, for each candidate. You will also need to use this document to record any additional information to support the candidate's actions and responses to the tasks. The Assessor must record the assessment decision and the justification for the decision here.</li><li>• <b>Health and Safety observation checklist</b> – this is incorporated within the <b>Candidate Mark Sheet</b>: Use this to record the candidate's actions and responses to questions on safe practices. This sheet should also be used to observe and record the candidate's use of safe and recommended practices throughout the assessment.</li></ul>

---

On completion of the assessment the following must also be available for internal and external moderation:

- any other evidence created during assessment activities as appropriate
- if ICT is used to complete the assessment, electronic copies of the work produced by each candidate (on a USB stick/CD/DVD or saved in a secure area).

These documents and materials will be externally moderated by NCFE.

Centres must also keep hard copies of each candidate's work, as a 'back-up' for moderation purposes.

**Note: Assessors should be familiar with the Mark Scheme before conducting the assessment.**

## **Section 7**

### **What does the paperwork look like?**

The documents in this section are representative of the documents you will need to complete for candidates and provide as evidence to your NCFE External Moderator.

XXXX indicates where the subject and level will appear when documents are provided. A line will be left if it is your responsibility to complete the information.

The following paperwork has been provided as an example only. The relevant paperwork needed to complete the live assessment/s will be sent with the task sets:

### **Entry Level Qualifications**

- **Candidate Response Record Sheet**
- **Candidate Mark Sheet and Health and Safety Observation Checklist**
- **Candidate Observation and Response**

## NCFE Functional Skills Qualification in ICT at Entry Level \_\_

### Candidate Response Record Sheet

<b>Set Number:</b>	
<b>Centre Number:</b>	<b>Centre Name:</b>
<b>Candidate Name:</b>	<b>Candidate Number:</b>

<b>Task ref. no.</b>	<b>Evidence (other than written), to support the assessment of the candidate</b>

<b>Assessor and candidate declaration</b>	
This confirms that ( <i>candidate name</i> ) took part in the ____ task(s) under controlled assessment conditions. The candidate was assessed and the following evidence is provided to support the completed Candidate Mark Sheet for Functional Skills ____ standards at Entry Level ____.	
Signed (Assessor)	_____ Date _____
Signed (Candidate)	_____ Date _____

**To be completed by the Internal Moderator**

Internal Moderator name: \_\_\_\_\_ Signed: \_\_\_\_\_

Achievement confirmed: Y / N          Date: \_\_\_\_\_

**Internal Moderator Comments:**

**To be completed by the NCFE External Moderator**

External Moderator Name: \_\_\_\_\_ Signed: \_\_\_\_\_

Achievement confirmed: Y / N          Date: \_\_\_\_\_



**NCFE Functional Skills Qualification XXXX at Entry Level X****Candidate Mark Sheet and Health and Safety Checklist**

<b>Set Number:</b>	
<b>Centre Number:</b>	<b>Centre Name:</b>
<b>Candidate Name:</b>	<b>Candidate Number:</b>

<b>Task number</b>	<b>Possible Marks</b>	<b>Marks achieved</b>
<b>1</b>	3	
<b>2</b>	9	
<b>3</b>	20	
<b>Total</b>	<b>32</b>	

Assessors should be prepared to award zero marks if the candidate's response is not worthy of credit according to the Mark Scheme. You **must** ensure that you have clearly marked the Candidate Task to evidence how marks have been awarded.

**Pass mark: 21/32**

**Is there any additional evidence Y/N**

**Assessor feedback:**

**Assessor and candidate declaration**

This confirms that (candidate name) took part in the ICT task(s) under controlled assessment conditions at Entry Level X

Candidate achieved: Yes                      No

Signed (Assessor) \_\_\_\_\_ Date \_\_\_\_\_

Signed (Candidate) \_\_\_\_\_ Date \_\_\_\_\_

**To be completed by the Internal Moderator**

Internal Moderator name: \_\_\_\_\_ Signed: \_\_\_\_\_

Achievement confirmed: Y / N                      Date:

**Internal Moderator Comments:****To be completed by the NCFE External Moderator (if sampled)**

External Moderator name: \_\_\_\_\_ Signed: \_\_\_\_\_

Achievement confirmed: Y / N                      Date:

**Assessor Health and Safety question and observation checklist**

For use with Task 1 - using ICT systems and work area - Candidates will need to work safely.

At the start of the assessment, read the statements below to the candidate.

Please do a health and safety check for your work area.  
I will observe you and then ask you some questions about this.  
Remember – you need to make sure you are comfortable when working at the computer

**Observe the candidate and tick the box when they:**

<b>a.</b> check/adjust seat height	
<b>b.</b> check/move seat position	
<b>c.</b> check/move keyboard position	
<b>d.</b> check/adjust mouse mat/cable	
<b>e.</b> check/adjust monitor	
<b>f.</b> check/adjust posture	

**Notes:**

**Candidates must demonstrate awareness of at least two of the above. This can be completed throughout the course of the assessment.**

**(x mark)**

**OR**

Where the candidate does not need to or cannot make adjustments to any of the above, i.e. area is set up perfectly, seating is not adjustable, then they should give a verbal or written response to the following question:

**Name two things which you should check to make sure you are comfortable and safe when using a computer.**

Written or verbal responses should be recorded below, additional responses must be recorded and stored with this sheet and be available during internal and external moderation.

Candidate response/action:

**Assessor Health and Safety questions and observation checklist**

Candidates should answer the questions below.

**Candidate response/actions to questions** - these can be written by candidates or Assessors can record responses on behalf of the candidate.

**(x marks)**

1. Give an example of why trailing wires or cables are a health and safety hazard.

Candidate response/action:

2. Give an example of what could happen if you spilt a cup of tea/coffee/juice on the keyboard.

Candidate response/action:

3. Give an example of why you should take a break from working at the computer.

Candidate response/action:

## Contact Us

Q6  
Quorum Business Park  
Benton Lane  
Newcastle upon Tyne  
NE12 8BT

Tel: 0191 239 8000

Fax: 0191 239 8001

Email: [externalqualityassurance@ncfe.org.uk](mailto:externalqualityassurance@ncfe.org.uk)

Website: [ncfe.org.uk](http://ncfe.org.uk)