

ICT Entry 3 Set 3

Guidance to assessors

Task specific instructions

- To complete this assessment, learners have to undertake the task.
- Learners should be allowed up to 2 hours to complete the task.
- On completion of the task, an authentication sheet must be completed.
- Internet and email must be accessible during this task.
- At the start of the assessment the computer system can be switched on but learners must use a password to access the computer system.
- The default software settings for page orientation in any word processed documents should be set as portrait.
- The task materials (data files) must be available to all learners on portable media, such as a USB memory stick (e.g. pen drive), flash memory card, CD or DVD.
- The assessor must prepare the task materials, and make them available to the learners via portable media. The portable media (e.g. USB memory stick) must be given to the learners at the start of the task.
- Each learner must be given their own copy of the portable media which they will use for the duration of the assessment (i.e. USB memory stick must not be shared between learners). The portable media given to each learner should contain no data other than the 'clean' data files provided for the purpose of the assessment.

*(See note on page 3 about the use of portable media)

- The assessor must prepare a contacts list. **Contacts12E3Set3** contains an incomplete contacts list. The assessor must complete this list by adding authentic email addresses. They may change the names on the list if they wish but the roles must not be changed. Learners must send an email to one or more of the people listed in the contacts list.
- The assessor must password protect the contacts list (do not password protect any of the other data files).
- The assessor must send this email message to the learners with the password to open the contacts list.

Content of email

Hi.

The password for the file **Contacts12E3Set3** is:

EL3OPEN

- The assessor must reply to the learner's email. Where possible, the reply should include the learner's original message. An email rule can be used to send an automatic response.
- Assessors must mark the task on completion.

Interpretation

The assessor may read the task to learners.

A medium level of control for task taking means that assessors may respond to questions to explain difficult words and phrases for learners by paraphrasing and redefining. Assessors must not give learners solutions to any part of the task.

Materials required for the task

Data files:

1. TripCosts12E3
2. AngelFlyer12E3
3. BookingForm12E3
4. Email12E3Set3
5. Contacts12E3Set3

Adaptation

This task is designed to be adaptable in order to meet local needs. Therefore, the assessor may wish to amend task materials to make them more appropriate to learners. Questions may also be re-phrased to take into account learner needs.

The assessor is permitted to change the context and use an alternative type of form for a different destination.

An alternative context is given below.

[Travel company] need a [type of] form.
The design of the [type of] form has been started.
You must complete the design.

The assessor is allowed to change the task materials to reflect the context, but **must** maintain the same level of assessment and provide appropriate information for learners to complete the given activities.

The assessor may use the task materials provided if these are suitable for learners. If this is not the case, the assessor must prepare a file (leaflet / poster / flyer) for the destination / attraction, which includes the following items:

- a) the name of the destination / attraction
- b) a logo that can be clearly identified as belonging to the travel company
- c) the address of the travel company. This must include a postcode
- d) the name of the person to contact for more information / help
- e) the contact phone number.

The assessor must prepare a spreadsheet, which provides some basic costs for the calculation of the total cost of the tour / trip / visit. The spreadsheet must allow learners to manipulate and use numerical data. Learners will need to total a group of values. Formulae for other calculations, such as the calculation of the booking fee as a proportion/percentage of the total cost, should be included in the spreadsheet prepared for learners. Learners will be required to extract numerical data from the spreadsheet and insert it in the form.

The assessor must prepare a word processed document that contains a basic version of the form. It must include the address of the travel company without the postcode. It must also include text with a space for the booking fee and for the name and phone number of the person to contact for more information.

The assessor must produce a list of job roles, names and email addresses of those involved in running the travel company (contacts list). The contacts list (Contacts12E3Set3) should contain between 3 and 6 contacts. Although the names can be fictional, the email addresses must all be authentic (i.e. 'live').

The assessor must prepare a word processed document containing the text of a message that can be copied into an email. Learners must send an email (containing the prepared text) to a named person / role on the contacts list.

The assessor must reply to the learner's email. Where possible, the reply should include the learner's original message. An email rule can be used to send an automatic response.

Working safely

The assessor must ensure that learners work safely and follow relevant safe and secure practices throughout the task. For example, learners must ensure they are sitting comfortably, and the workstation area and environment is safe and free from hazards. Health and safety guidelines must be followed at all times. The assessor is allowed to provide health and safety support and assistance during the assessment.

***The use of portable media**

The assessor must prepare the task materials, and make them available to the learners via portable media. The portable media (e.g. USB memory stick) must be given to the learners at the start of the task. However, **where this is impractical due to the size of the cohort**, then files needed for the tasks can be made available to candidates on a clean area of a hard drive or network drive, dedicated solely to the users of those materials. However, if this is the case, candidates will have to demonstrate in some other way that they know how to insert and remove portable media. The assessor may witness this or establish by questioning that the candidates know how to do this.

Where portable media is used, then each learner must be given their own copy of the portable media which they will use for the duration of the assessment (i.e. USB memory stick must not be shared between learners). The portable media given to each learner should contain no data other than the 'clean' data files provided for the purpose of the assessment.