

City & Guilds Online Basics assessment: Delivery Guide

What is the assessment?

Good Things Foundation became a City & Guilds Super Centre back in July 2012 and have been working with the Online Centres Network to support learners to get their accreditation for Online Basics.

Historically the accreditation has been a paper based assessment, however we offer the assessment online through the Learn My Way site. This is done in line with our aim of using digital tools to tackle both digital and social exclusion, and enhance the practical aspect of learners' basic online skills.

Out of 12,000 certificates, 85-90% passed first time. We really want to bridge the friendly, informal community learning aspect of what our centres do, with the chance to offer accredited qualifications.

From 1 July 2019 the **first 10 assessment voucher codes are free of charge**. If you'd like more than 10 voucher codes they will be charged at £12 per code but we may be able to reduce this slightly for bulk purchases.

Who should take this assessment?

The assessment is an Entry level 3 Online Basics (ITQ) and is part of the City and Guilds Start IT qualification - (Entry level 3 Award and Certificate). It counts as 1 credit value on the Qualifications and Credit Framework (QCF).

This accreditation is aimed at candidates that work or want to work with computers and have little or no experience of IT.

Individuals taking this assessment must be over the age of 16.

Prior to taking the assessment

The expected number of guided learning hours for an individual who is completely new to computers is 9 hours plus. However if the learner has some experience of using computers but is new to the internet then we expect the guided number of learning hours to be less.

The most important consideration is that the individual receives the right support to

become a confident internet user and successfully passes the assessment.

Assessment Specifics

- The assessment is formed of **28 Questions** from a possible 34
- To pass the assessment the learner must correctly answer **17** of the questions (60%)
- The assessment is **Pass or Fail** and results are given immediately
- The learner has 1 hour to complete the assessment, and a timer is shown on screen
- If the learner fails the assessment, they may retake it after 24 hours when it will reset
- Following a pass, the learner can expect to receive their certificate in 6 weeks at the Online Centre

Delivery

Step 1 – Quality Assurance

What Policies and procedures do centres need to have in place?

1. Equal Opportunities
2. Appeals Process
3. Malpractice procedure
4. Health and Safety
5. Fair Assessment Statement
6. Customer feedback/complaints process
7. Standardised recruitment policy and strategy

You will need to confirm that you have these policies and procedures in place before starting to deliver the assessments.

The assessment and supervision should take place at your centre and must be under exam conditions. If you ever need to change where the assessment will take place then you need to notify us.

- Do not give the assessment voucher code to the learner. The supervisor must complete this section of the online registration.
- A 'Quiet – examination in progress' notice must be displayed outside the assessment room.
- There must be 1 supervisor to 5 students for each assessment.
- Mobile phones should be turned off and be removed from the work area.
- Learners must have enough space around their area to not distract others.

The tutor or trainer can also be the supervisor. However, we would recommend where possible you have additional staff or volunteers who can also do this.

Check each learner's identity. Before any candidates take their assessment the supervisor

must check their identity. There is no requirement to take a copy.

Candidates who arrive late or leave early - any disturbance in the conduct of an examination should be notified to the Supercentre in writing/email, immediately after the examination. Unless this is done, no consideration can be given in the marking or grading of candidates.

Misconduct or Irregularity - in cases of misconduct the centre is empowered to expel a candidate from the examination room when their presence is a hindrance to other candidates.

Good Things Foundation will carry out delivery assurance checks on all partners registered to deliver the City & Guild assessment.

Any tutor delivering this accreditation must have reviewed all training material provided by Good Things Foundation prior to supporting learners. If we encounter any untrained tutors we will raise this with our centre contact.

The key types of irregularities that will cause investigation are:

- A large percentage of your learners are failing the assessment
- Learner names raising concerns around fraudulent activity
- Out of hours activity

In any cases where irregularities are identified the Head of Network will contact the centre to explain what we've found and to ask for an explanation. If their response doesn't satisfy our concerns, a centre visit will be arranged so that the findings can be discussed in more detail and improvement plans drawn up.

We will continue to monitor centres where an irregularity has been identified for the following 3 months to ensure that improvements have been made. If no improvements are made within the 3 month period the centre may have their City & Guilds assessment centres status suspended or removed.

Step 2 - Getting ready

In preparation for the assessment you should visit the administration section of the site.

This is found on [Learn My Way](#), on the **Learner Management** pages when logged in.

The button is located below the list of learners.



Click through to the Manage City & Guilds page.

On the Manage City & Guilds page you have 3 options: **Create vouchers**, **Manage vouchers** and **Manage assessors**.

Manage City & Guilds

[Show guidance](#)

Name	Create vouchers	Manage vouchers	Manage assessors
UK online centres Head Office	Create vouchers	Manage vouchers	Manage assessors

To create a voucher, click the link and this will take you to the next page, where you can enter how many vouchers you need. If you have any existing vouchers, this will be highlighted for you. Once they have been created they will show in the **Manage vouchers** section. You can generate 10 at a time.

Create vouchers

i Please note that you already have **10 vouchers** available. Are you sure you need to generate more?

Vouchers for **██████████**

Number of vouchers required (10 max)

Create vouchers

To manage your list of assessors, click through to the **Manage assessors** page. From here you can Enable, Disable and add assessors to the list. We suggest you take this opportunity to review the list.

To view your available codes, click **Manage vouchers**.

This will list all the voucher codes, their status and who they are assigned to.

If the learner is taking the assessment with you now, you can note down the voucher code at this time to enter into the assessment page.

Manage vouchers for UK online centres Head Office

[Show guidance](#)

[Download all vouchers as CSV](#)

Filter by status: Filter by pass/fail: Show:

Voucher	Date Purchased	Date Expired	Status	Username	Name	DOB	Mark	Score	Last Attempt	Assessor
██████████	12/8/2013	31/3/2014	Used							██████████
██████████	28/1/2014	28/1/2015	Used							██████████
██████████	28/4/2015	31/3/2017	Available							
██████████	1/2/2014	1/2/2015	Used							██████████

Step 3 – The Assessment

Once the learner is logged in you can access the assessment either by clicking the link on the Online Basics section as show below, or by typing the following into the address bar: **www.learnmyway.com/cag**

[Home](#) > [Subjects](#) > Online basics

Online basics



How to search and explore the internet, keep in touch with email, and use public services online - all while being safe and secure.

 [5 courses](#) |  [13 resources](#)

100% complete

Restart this subject **Watch the video** ▶

Scroll to bottom of page and click following link:

Did you know that you can get a City & Guilds Entry Level 3 accreditation in Online Basics?

[Get a City & Guilds accreditation](#)



Step 4 - After the assessment has taken place

If a learner fails you should discuss the feedback given on the screen and either plan further learning or set another date for their assessment - **at least 24 hours in the future for the voucher to reset.**

Please note: the learner will continue on the same voucher code until they pass, even if you try to enter a new one when they resit.

When learners pass you can advise them they will receive their certificate within 6 weeks, available from the centre. You should also discuss further learning with them such as:

- Award in Start IT (6 credits)
- Certificate in Start IT (13 credits)

Top Tips

- ★ Start your sessions early – this allows you to enter the assessment codes and prepare your learners.
- ★ Ensure you have enough assessment codes for all attendees and if needed visit the admin panel to top up the codes online.
- ★ Print screen at the end of the assessment to ensure you have a record of the result in case of any issues.
- ★ Plan for time at the end of the assessment to provide advice and guidance.
- ★ Keep a photocopy of the learners certificate for your records once it arrives.
- ★ Ensure you get in touch with us if certificates aren't received after 4 weeks.

If you have any questions about your delivery, please get in touch with the Online Centres Network Team on **0114 349 1666** or email hello@goodthingsfoundation.org.

