

Centre Instructions

Module No: 7.

Module Name: Information and Communication.

Time Allowed: 45 minutes.

Pass Mark: 75%.

Introduction

All candidates must be registered with BCS before being permitted to sit any tests. If the test for the module is successfully passed, the Approved Centre will record that the candidate has passed.

The Test

A registered exam invigilator must be present throughout the test to ensure that it is delivered in an appropriate manner.

The exam invigilator must confirm the identity of candidates before allowing testing to commence.

The Approved Centre will select one test to be issued to a candidate. This must be selected at random from the bank of available tests. Tests must not be pre-selected in advance of the testing day. The test stream number attempted by each candidate must be recorded. If the candidate is not successful, the same test stream must not be re-issued at a repeat exam. If a candidate is not successful they are not allowed to retake another test stream from the same module on the same day. If a Candidate fails all four test streams, centres should contact BCS Qualifications Customer Service Team for further advice.

Centres must ensure that candidates have access to their registration (logbook) number. Centres must also record the Start and Finish times of tests in accordance with the requirements of the current Operations Manual.

The candidate will either:

- Complete an OMR form which will be sent to BCS for marking.
- Complete the test using the BCS online test system.

At the end of the test, all test material must be returned to the Approved Centre's secure storage area. The test material and documentation must be securely handled at all times.

Centre Instructions

The following information should be given to test candidates:

- No part of the exam materials may be taken away from an examination room after a test.
- Candidates must return all materials to the exam invigilator before leaving the room.
- Candidates may only use a Candidate Disk provided by the Approved Centre.
- No books or other help can be used during the test.
- Candidates are forbidden to talk to each other or to the exam invigilator for the duration of the test.
- If a Candidate needs to leave the examination room for any appropriate reason during the test, they must be supervised until they return.

The duration of a test is 45 minutes unless additional time has been approved in advance by BCS.

<p>In case of any infringement of the regulations the examination must be immediately terminated.</p>
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Marking Instructions

The assessment of answers must be done with some degree of tolerance. Minor spelling errors should not be penalised unless they relate to spelling-dependent areas such as URLs, filenames, e-mail addresses or similar. Ignore title case, upper case, lower case errors unless relevant to the question. Please refer to the Marking Philosophy document for more detail.

For a 1 Mark task, deduct 0.5 marks for each error. If more than one error made, award 0 Mark (even if correct tool has been used).

Answerfile Instructions

For questions where the candidate is asked to describe an operation or procedure or to give factual information, an **answerfile** document is provided in the **answer** folder in the Candidate Disk.

Centre Instructions

Module Specific Instructions

For the Communication section of the Module 7 test the Approved Centre is required to create an e-mail account to which candidates may Send responses which form part of the Communication test. The generic address scheme “____@____” is provided in the test papers. **The Approved Centre must replace this with the e-mail address to which candidate e-mails will be sent.**

The Approved Centre is also required to create a second e-mail account to which candidates may CC or BCC responses. The generic address scheme “____@____” is provided in the test papers. **The Approved Centre must replace this with the e-mail address to which candidates may CC or BCC e-mail. Approved Centres should ensure that the BCC feature is activated in the e-mail application, where appropriate.**

The Approved Centre is also required to create a third e-mail account to which candidates may Forward responses. The generic address scheme “____@____” is provided in the test. **The Approved Centre must replace this with the e-mail address to which candidates may Forward e-mail.**

To carry out the test all candidates must be issued with their own e-mail accounts. The Approved Centre is required to give details of these accounts to candidates in advance of the test.

The centre must ensure that they use an email application which allows the candidate to select both High and Low priority status for e-mails.

The Approved Centre is to have e-mailed **all** of the following messages to each candidate prior to the commencement of each test.

All e-mails are provided by BCS for use by the Approved Centre. The e-mails are located in the **Tutor emails** folder. E-mails are supplied in Microsoft Outlook and Microsoft Outlook Express formats.

For centres that do not use Microsoft products, we have provided the required e-mail attachments in the **Tutor emails** folder. The email structure and content is listed below:

Centre Instructions

Test: 7.1.1

Subject: Dietary Needs

The message is to contain the following text:

Dear Mr Brown

Thank you for your message. I have attached the contact details for our tour to this message. You should be able to contact me at any of the venues listed.

Can the airlines cater for people with specific dietary needs on the flights?

Yours sincerely,

***Graham Halliwell
London Orchestra***

This message is to contain the attachment ***contact.doc*** that is provided as an attachment file within the tutor pack.

Test: 7.1.2

Subject: Holiday

The message is to contain the following text:

Dear Mr Brown,

This is just a note to inform you that our holiday resort Agua Caliente in Spain will be closed for the week 14/4/03 to the 20/4/03.

Yours sincerely,

Hugo Sanchez
Agua Caliente

Centre Instructions

Test: 7.2.2

Subject: History

The message is to contain the following text:

Dear John,

I have a medieval history book that you might be interested in buying. Please give me a call at the shop.

Yours sincerely,

Maria

Test: 7.2.2

Subject: College

The message is to contain the following text:

Dear Mr Smith,

There are 40 places available on the History course and students must register by April.

Yours sincerely,

J Stanley
Principal

This message is to contain the attachment **classes.doc** that is provided as an attachment file within the tutor pack.

Test: 7.2.2

Subject: Author-Morton

The message is to contain the following text:

Hello Jean

I think I have managed to locate the book you want on the internet. The ISBN number is 2356-829572. The full name of the author is Paul Andrew Morton.

I hope this helps?

Charles
Brilliant Books Ltd.

Centre Instructions

Test: 7.3.2

Subject: Tickets

The message is to contain the following text:

Dear Frank,

I have got you two tickets for the match next week.

Yours sincerely,

Jim

This message is to contain the attachment **season.doc** that is provided as an attachment file within the tutor pack.

Test: 7.3.2

Subject: Plans

The message is to contain the following text:

Dear Frank,

It has been a very good season for the team. With the big increase in the number of goals scored and the rise in attendance at each game, I think we should expedite our development plans.

Yours sincerely,

Jim

Test: 7.4.2

Subject: Concert

The message is to contain the following text:

Dear Cathy,

The rock band **First Call** are playing in the concert next week. Should be fun!

Yours sincerely,

Mary

This message is to contain the attachment **venues.doc** that is provided as an attachment file within the tutor pack.

Centre Instructions

Test: 7.4.2

Subject: Skylight

The message is to contain the following text:

Dear Cathy,

Would you like to hear the Skylight Orchestra play in the Zenith auditorium next month?

Yours sincerely,

Mary

Test: 7.4.2

Subject: Call Off

The message is to contain the following text:

Dear Mary,

I am not going to the concert next week, as I do not like First Call.

Yours sincerely,

Cathy

Test: 7.4.2

Subject: International College

The message is to contain the following text:

Dear Mr Smith,

There are 40 places available on the History course and students must register by April.

Yours sincerely,

J Stanley
Principal

This message is to contain the attachment **registration.zip** that is provided as an attachment file within the tutor pack.

Centre Instructions

Test: 7.4.2

Subject: Formatting

The message is to contain the following text:

Hello Richard

The registration file now contains information with the background images amended.

Yours sincerely,

Pamela

This message is to contain the attachment **registration.zip** that is provided as an attachment file within the tutor pack.