



# **City & Guilds Digital Functional Skills Guidance for Delivery**

4748-05 City & Guilds Digital Functional Skills  
Qualification at Entry Level 3

4748-06 City & Guilds Digital Functional Skills  
Qualification at Level 1

**September 2023  
Version 1.0**

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Version and date	Change detail	Section
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# 1 Introduction

This document is intended to support tutors and invigilators with the delivery of the Digital Functional Skills Qualifications (DFSQs) examinations at Entry Level 3 and Level 1 and must be read in conjunction with:

- City & Guilds Digital Functional Skills Qualification Handbook
- Functional Skills 4748: Instructions for Conducting Examinations

The subject content, upon which the Digital Functional Skills Qualifications are based, reflects the skills set out in the essential digital skills framework [Essential Digital Skills Framework \(publishing.service.gov.uk\)](https://publishing.service.gov.uk) and the Department for Education's Digital Functional Skills qualifications: subject content [Digital Functional Skills qualifications: subject content \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

## 2 Assessment

### Teaching and delivery

The five skills areas covered in the assessments are:

- Using devices and handling information
- Creating and editing
- Communicating
- Transacting
- Being safe and responsible online.

The tasks within the assessments at each level are authentic and relevant to the workplace and everyday life as well as requiring learners to make connections between the skills areas set out in the content. Tutors are encouraged to emphasise the interconnectedness of these skills areas – for example, that being safe and responsible online is a consideration across all the other skills areas.

Some Entry Level learners with little or no prior experience of using digital devices or the internet may need support to handle and use digital devices, such as turning on a device and using a mouse or keyboard, before progressing on to the knowledge and skills set out in the subject content.

### Assessment structure

There is a single assessment at each level. The assessments are structured as follows:

Level	Delivery method	Content
Entry Level 3	Onscreen assessment	Section 1: Practical tasks Section 2: Practical tasks Section 3: Multiple choice questions
Level 1	Onscreen assessment	Section 1: Practical tasks Section 2: Practical tasks Section 3: Multiple choice questions

## Assessment coverage

All five skills areas in the DFSQ Subject Content are covered in the assessment. The weightings are broken down as follows:

Skills Area	Entry Level 3	Level 1
Skills Area 1 Using devices and handling information	30-40%	20-30%
Skills Area 2 Creating and editing	20-30%	34-44%
Skills Area 3 Communicating	20-30%	10-20%
Skills Area 4 Transacting	10-20%	10-20%
Skills Area 5 Being safe and responsible online	10-20%	6-10%

Each assessment:

- will sample 70-80% of the subject content
- will cover at least 70% practical (maximum 30% knowledge).

The assessment specifications and subject content can be found in **Sections 5 and 6** of the **Digital Functional Skills Qualification Handbook**.

## Administering the onscreen examinations

Centres must adhere to the rules documented in the **Functional Skills 4748: Instructions for Conducting Examinations**.

The onscreen exams:

- **must** be taken under invigilated conditions. Candidates **must** be supervised at all times
- are summative and should be taken when the candidate is ready and deemed to have the skills and knowledge necessary to achieve
- are delivered via our e-volve testing platform and must be taken in one session
- **must** be taken with a live internet connection.

Candidates use commercial software applications (MS Office) to complete tasks and upload these for marking via the e-volve platform. See **Section 3** for further information.

## Resources and permitted equipment

A computer (desktop or laptop) is needed at both levels for conducting the onscreen examination. The device must have the following software/applications pre-installed and accessible to candidates:

- email (including address book/contacts)
- word processing
- presentation
- PDF viewer
- spreadsheet (Level 1 only).

Access to the internet is **not** permitted during the exam, **apart from in Task 2** (at each level), where internet access is required to meet the subject content requirements. Therefore, centres **must** ensure that the above software/applications are installed on the candidate's device, as browser versions of these apps will **not** be permitted for any tasks apart from Task 2.

Dictionaries, including bilingual dictionaries are permitted.

## Duration of the assessments

The assessments at each level are timed as follows:

Level	Duration
Entry Level 3	1 hour 30 minutes (excluding break)
Level 1	2 hours (excluding break)

The onscreen exams at each level comprise three timed sections, these are set up as follows:

Level	Duration	Section	Duration
Entry Level 3	1 hour 30 minutes (excluding break)	Section 1	55 minutes
		Optional break	(Up to) 15 minutes
		Section 2	20 minutes
		Section 3	15 minutes
Level 1	2 hours (excluding break)	Section 1	1 hour
		Optional break	(Up to) 15 minutes
		Section 2	45 minutes
		Section 3	15 minutes

Suggested timings for the individual tasks are given in the introduction screen within the e-volve exams so that candidates have an idea of how long to spend on each task.

A 15-minute break has been built into the onscreen assessment. The break will occur at the end of Section 1. The break is optional; candidates may move directly onto Section 2 before the 15 minutes is up if they wish.

Breaks **must** be supervised at all times.

**Important** - once the candidate finishes a section and moves on to the next section, they will **not** be able to go back to any of the previous sections. Several warnings will appear onscreen to remind candidates of this and it is also explained in the introduction screens within the assessments.

## Sample assessments

Candidates should be familiar with the sample assessments, which are indicative of content, before being entered for the live examination.

The assessment tasks require navigation between the various screens, such as the exam screen, the downloadable data files and their own local folders. It is therefore imperative that candidates are given the opportunity to practise taking the onscreen samples before attempting the live exam. Candidates should be secure in their ability to navigate their workstation, including being able to locate their evidence folder, finding where their downloads have been saved to, and being able to minimise/maximise the exam window in order to locate their applications and folders.

Sample assessments are hosted on the Open Assess platform. Open Assess is City & Guilds' onscreen practice tool which is separate to Secure Assess which hosts the live assessments. The Open Assess platform allows candidates to take practice tests in an environment which

replicates the live experience as well as allowing centres to mark candidates work and schedule feedback sessions with the candidate to review areas of performance\*. Please see our dedicated website for further information on how your centre can learn more about Open Assess: [Open Assess - Maths & English | City & Guilds \(cityandguilds.com\)](https://www.cityandguilds.com/en/qualifications/functional-skills/entry-level-3-and-level-1-digital-functional-skills/open-assess)

The marking schemes for the sample assessments can be found on the 4748 page of the City & Guilds website: [Functional Skills qualifications and training courses | City & Guilds \(cityandguilds.com\)](https://www.cityandguilds.com/en/qualifications/functional-skills/entry-level-3-and-level-1-digital-functional-skills/open-assess).

Please note that the pass marks will be added to the sample assessments in Open Assess once the initial standard setting activity has taken place. Until then, all sample assessments in Open Assess will show as 'Pass' as the pass boundary is currently set to 0 marks.

\*Note – the live assessments are hosted in Secure Assess and will be marked by City & Guilds examiners. Centres will **not** have access to any of the scripts held in Secure Assess. Feedback on candidate performance will be available via the Score Report.

## 3 Onscreen testing using e-volve

### Delivering the onscreen examinations

Centres must adhere to the rules documented in the **Functional Skills 4748: Instructions for Conducting Examinations**.

The exams

- are delivered via our onscreen testing platform, e-volve
- are self-contained within the secure e-volve platform
- enable candidates to use familiar MS Office applications (e.g., Word and Excel)
- can be scheduled on-demand and booked just 30-minutes prior to the exam taking place
- will be marked by City & Guilds examiners, not by the centre.

Please note:

- any computer or laptop used to deliver the exams must meet the minimum technical requirements (See **Appendix 1**)
- the exams are **not** compatible with Apple Macs. The e-volve platform will only work with Microsoft operating systems. For further details on the technical specifications, please see **Appendix 1** of this document or the [E-volve support hub](#) for further details
- the exams require an internet connection due to the nature of the tasks. Centres cannot use the 'Download to take offline' functionality on e-volve. The 'Download test to take later' option can be used, providing the exam is sat online.

### Equipment and software

Candidates must have access to a computer (PC or laptop) with the Windows operating system (O/S) and MS Office installed (minimum O/S requirement is Windows 8.1). It is the centre's responsibility to ensure that any equipment used during the exam is fit for purpose and correctly configured.

### Saving and accessing files and folders

At the start of the exam, candidates are instructed to create a folder/folders into which they will save all of the files they download, as well as their completed files for upload.

It is important to note that creating and managing the evidence folder is part of the assessment task and, therefore, **must not** be done in advance by the invigilator. However, the invigilator will need to advise the candidate on a suitable and easily accessible location within the hard drive to create this folder (e.g., desktop/local drive). They must do this before the examination begins.

The e-volve platform does not restrict access to any folder that can be ordinarily accessed by a candidate with the necessary permissions to the local machine or network, but it is important to ensure that the candidate has full access to the folder or location within the network or hard drive where their work will be stored. It is important



to bear in mind too that access to certain parts of a machine's hard drive, specifically the C:\ drive, can be restricted to users with administrator rights only. Similarly, the person logged on to the machine used – whether invigilator or candidate – may have restricted access to certain other drives so again these too should be avoided.

When creating and accessing a folder linked to the **desktop**, note that different users may see or have access to different folders that may appear the same. For example, a typical networked machine will have its own 'desktop' folder, but the person logged on – again whether invigilator or candidate – will also have their own 'desktop' folder linked to their user profile. There is no reason that either cannot be accessed, but it is possible that candidates may inadvertently go to the 'wrong' desktop location, i.e., go to the machine's desktop rather than that linked to their profile. If in doubt, using the 'Recent Places' link in Windows Explorer should show those folder(s) the candidate has most recently accessed.

## Internet access

Internet access is only permitted for **Task 2** of the exam.

Candidates are **not** permitted to access the internet at any other points during the exam and invigilators must remain vigilant in this regard. See **Section 4.4** of the **Functional Skills 4748: Instructions for conducting examinations** for further details.

## Secure Client window

Unlike most other City & Guilds onscreen exams, Sections 1 and 2 of the Digital Functional Skills exams are **not** 'locked down' in Secure Client (the programme used to run the assessment) as candidates are required to access folders and files contained on the PC/laptop's hard drive.

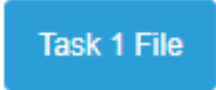
As the secure client window is **not** locked down in these sections, it is possible to inadvertently close the window. If this occurs, simply re-launch the Secure Client programme and re-enter the original keycode for that candidate. The examination will resume where it was at the point where the window was closed, with the same time left to complete the examination remaining.

Note - this applies only to the unintentional closing of the window. If the candidate exits the exam in the conventional manner, i.e., by pressing 'Finish' on completion of all tasks, the exam cannot be recommenced.

Note - the above does not apply to Section 3 of the exam, the multiple-choice questions, as this section will be 'locked down'.

## Accessing a file during the assessment

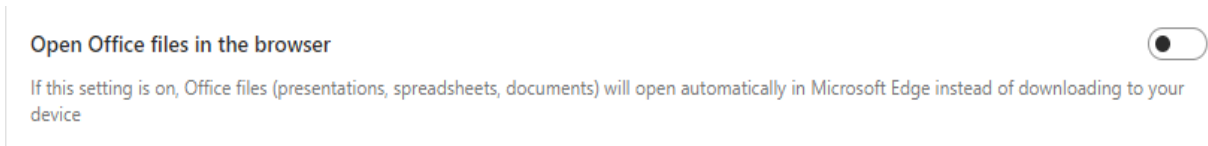
For certain tasks, candidates will need to download and save the data files provided in order to complete the task. To do this, candidates need to click on the file they wish to download by pressing the button at the bottom of the screen e.g.,



In the live assessments the file will automatically open in the relevant application. Candidates will need to use the 'save as' function to save the file into their evidence folder, so that it can easily be found again should the file be closed unintentionally.

It is highly recommended that candidates save the file to their evidence folder **before** they start to make any amendments as part of the task. The task instructions will remind candidates of this, but it is worth tutors/invigilators reminding candidates of the importance of saving their work at regular points.

Important - when sitting the sample assessments through Open Assess the platform is delivered through an internet browser and not in Secure Client. This means that the file will **not** automatically open in the relevant application. Instead, it will either a) go into the candidate's downloads folder or b) open automatically in the browser, but this will depend on the individual browser settings on the device. It is strongly advised that centres switch off the following setting to ensure that the files download to the candidate's device:

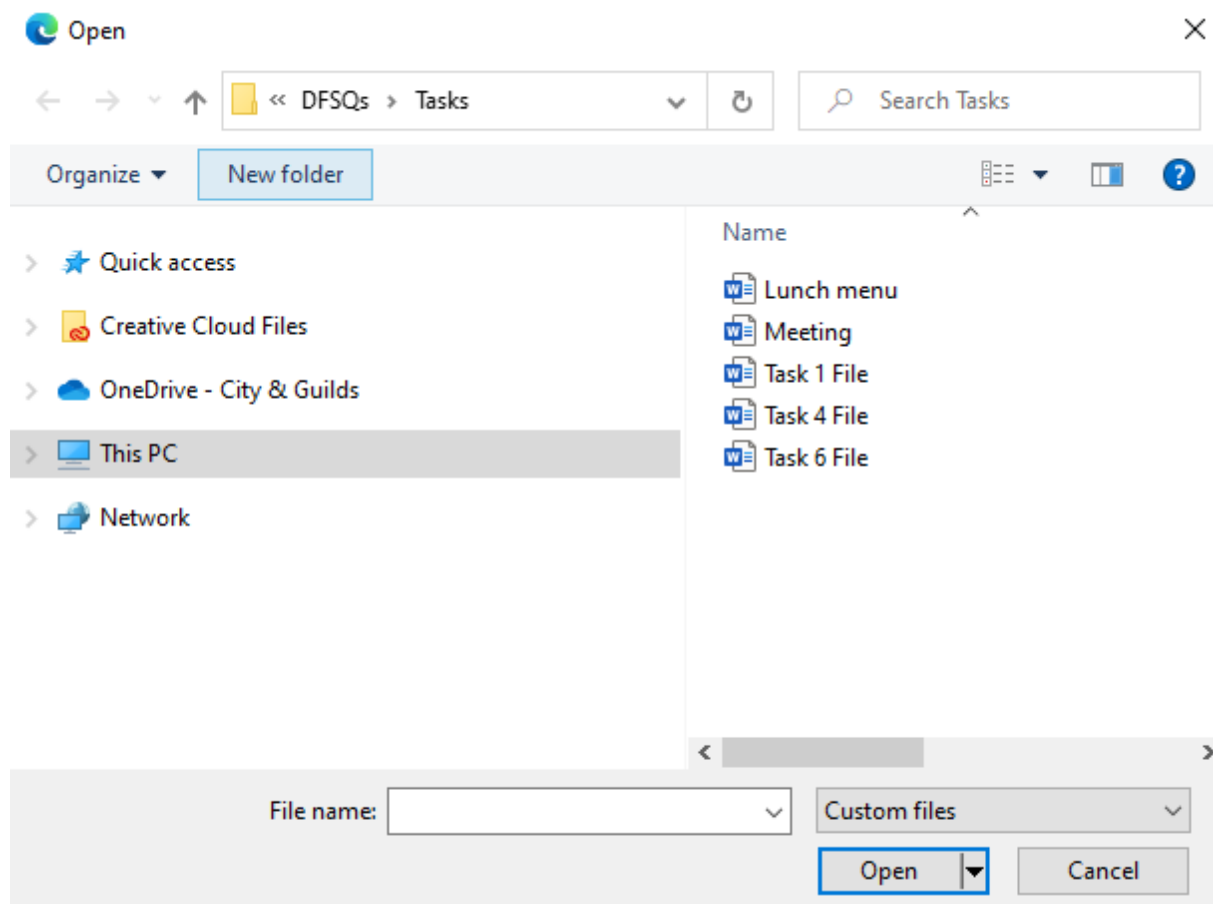


## Uploading a completed file

Where required, candidates will be instructed to upload a completed file/files as evidence of their work. To do this click on the 'Upload' button at the bottom of the screen, e.g.,



Once the **Upload** button is clicked, a new window will open showing the Windows Explorer screen (i.e., the files and folders saved on the candidate's device), e.g.,



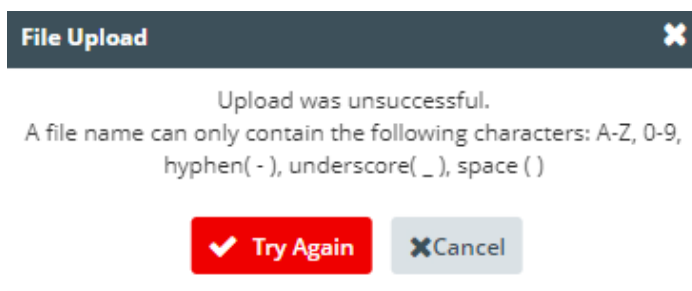
Navigate to the folder where the completed file for this task is saved. **Double-click** on the file to upload it.

When the name of the completed file is visible on the screen upload is complete:

File Name	Date Uploaded	File Size	
Task 1 File.docx	██████████	420KB	AI ⬇️ ✕

When uploading a file, please note:

- File names must **only** contain alphanumerical characters (**A-Z** and **0-9**), hyphens (-) and underscores ( \_ ). Characters can be both upper and lower case. Candidates **must not use special characters** (such as &, !, %) as these will not be uploaded and the following message will appear



- You must **save and close the file** before attempting to upload.
- The **maximum file size** for most tasks that can be uploaded is **10MB**.
- Some tasks will require more than one file to be downloaded.

## File types/extensions

All data files (the files downloaded by a candidate to help complete the task) are provided in compatibility mode so they can be opened by different versions of MS Office. Candidates are **not** required to change the file type or extension (e.g., .doc or .docx) of the files they download as part of the assessment.

The table below provides the file extensions which can be uploaded by each relevant application assessed.

Application:	File extensions allowed:
MS Excel	.xls, .xlsx, .xlt, .xltx
MS PowerPoint	.ppt, .pptx, .pot, .potx
MS Word	.doc, .docx, .dotx, docb

## Replacing an uploaded file

If candidates wish to make changes to a file which they have uploaded already, they **must ensure that the revised file is uploaded** so that it is available to mark.

To replace an uploaded file, it is suggested that the candidate:

- Rename and save the file to the original folder in which it is saved previously.
- Return to the relevant task in the exam and click on the following to remove the original file uploaded:



- Click on the Upload button and repeat the upload process with the revised file.

## Renaming an uploaded file

To rename an uploaded file, candidates should click on the following:



Note - this will **not** change the name of that file in the folder where the original file is saved, it will only change the name in the uploaded version of the file.

## Ensuring correct files are uploaded

Candidates should double-check to **ensure that the correct file has been uploaded to the relevant task for which it was created** i.e., by checking that they have uploaded the file version they have worked on, and not the original 'unedited' data file they downloaded.

## Downloading a previously uploaded file

To download a file that was previously uploaded for marking (e.g., when checking their work), candidates should click on the following:



## Submitting a completed exam

Should a candidate omit to upload a file, or upload an incorrect file, for a relevant task before exiting e-volve, it cannot be subsequently forwarded to City & Guilds and the candidate will **not** receive marks for that task.

Candidates should be encouraged to review their work and ensure they have uploaded the correct file to each relevant task within a section before moving to the next section. Once they move to the next section, they will **not** be able to go back to check their work from any of the previous sections.

## Deleting previous candidate material

Centres must **not** retain any material downloaded or produced by a candidate during their live examination.

Candidates' user areas **must** be deleted after each session. Centres **must** ensure that the user areas of those candidates who have already sat the exam cannot be accessed by candidates who are scheduled to sit the exam in a later session. This includes files created (e.g. word processing, spreadsheets, screenshots), the browser history and any emails either drafts or sent items. The Recycle Bin should also be emptied and any emails permanently deleted from the deleted items folder

Where networked stations are used, particular care should be taken to prevent work being accessible via shared folders.

Where a PC or laptop has been used previously for Digital Functional Skills exams, the invigilator is responsible for ensuring that **all candidate material produced during a previous examination is deleted** before further exams are taken.

Similarly, no previous work completed by a candidate as part of a sample assessment, or their learning programme, should be accessible during the live examination.

Failure to delete candidate material following completion of the examination could be considered to be malpractice. Please refer to **Functional Skills 4748: Instructions for conducting examinations** for more information.

## 4 Preparing candidates for the onscreen practical tasks

### Entry Level 3 onscreen tasks

At Entry Level 3 the practical tasks will include:

- Files and folders
- Web search
- Email/contacts
- Word processing/presentations
- Transactions
- Video call/Applying system settings

Guidance for the tasks is given below, however this **must** be read in conjunction with the subject content outlined in **section 6** of the **Digital Functional Skills Qualification Handbook** as this contains the details of all the assessment criteria and the scope of study.

#### Files and folders

Candidates will only be permitted to access the folder location specified by the invigilator at the start of the examination. See **section 3** for more details.

Candidates will be required to use simple folder structures and demonstrate their ability to manage the storage of files, including appropriate naming. They will be required to take screenshots of their file and folder management and these screenshots will be saved in their **Evidence File** for the task and uploaded into the examination for marking.

#### Web search

Candidates will only be permitted to access the internet during Task 2 of the examination. Candidates will typically be asked to interact with search engines and web browsers.

Candidates at this level should be taught how to search for information, images and videos.

#### Transactions

Candidates will **not** be permitted to access the internet during this part of the examination, therefore the task will be simulated, e.g., by completing a mock up online form.

Candidates will typically be asked to interact with an online form completing details of an order, request or personal details, as well as being asked to confirm transactions with data validation such as adding passwords or completing verification checks.

## Word processing/presentations

Candidates will be assessed on their skills with text and word processing.

Candidates will need to download a partially completed data file and need to be prepared to enter, format, and edit text. At Entry Level 3 the tasks may also require basic formatting of graphics, such as resizing and repositioning.

Candidates should be taught to use a variety of presentation methods for different purposes and audiences (e.g., leaflets, adverts, presentations, social media posts, invitations) and should know how to combine different types of information (e.g., text and images) for a given purpose.

## Email/contacts

Candidates will need to be able to create and reply to emails; add a Subject; address emails correctly to individual and multiple recipients and be able to attach different file types (text, images, videos).

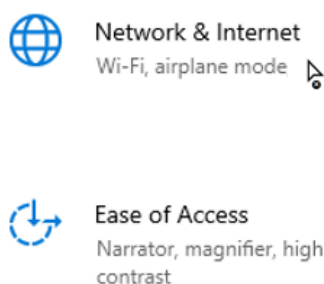
At Entry Level 3 candidates also need to be able to add and edit contact details within the contacts/address book.

Candidates will **not** be permitted to send emails during the examination, therefore they will be required to take screenshots of the completed email task. These screenshots will be saved in their **Evidence File** for the task and uploaded for marking.

## Applying system settings and video call

Candidates at Entry Level 3 need to be able to conduct video calls and apply a variety of system settings (e.g., wifi and accessibility settings). Candidates will **not** be asked to conduct calls or change settings on their device during the examination. Instead, these will be assessed by interacting with images and tools onscreen (hotspots) to simulate interaction within video call software or applying settings.

For example, a candidate may be asked to indicate how they would change their Wi-fi network. To complete this task, they would need to select the top option by clicking on it until the arrow appears:



The arrow can be moved around on the image if needed.



## Level 1 onscreen tasks

At Level 1 the practical tasks will include:

- Files and folders
- Web search
- Spreadsheets
- Charts
- Transactions
- Word processing/presentations
- Email

Guidance for the tasks is given below, however this **must** be read in conjunction with the subject content outlined in **section 6** of the **Digital Functional Skills Qualification Handbook** as this contains the details of all the assessment criteria and the scope of study.

### Files and folders

Candidates will only be permitted to access the folder location specified by the invigilator at the start of the examination. See **section 3** for more details.

Candidates will be required to demonstrate their ability to manage the storage of files and folders as part of the examination, including appropriate naming. They will be required to take screenshots of their file and folder management and these screenshots will be saved in their **Evidence File** for the task and uploaded into the examination for marking.

At Level 1 candidates will be required to work with more complex folder structures than at Entry Level 3 and must be able to work with folder hierarchies (i.e., be able to create and name sub-folders). Candidates also need to be able to carry out searches on file names and partial file names.

At Level 1 candidates also need to be taught how to save a file on cloud storage using one device and open it on another. However, as we cannot permit the use of a second device during the live examination, this will be assessed through knowledge for the purposes of assessment.

### Web search

Candidates will only be permitted to access the internet during Task 2 of the examination. Candidates will typically be asked to interact with search engines and web browsers.

At Level 1 candidates will be required to use more complex searches than at Entry Level 3. For example, candidates will need to be able to refine and filter searches, check for reliability and currency of information, and be able to recognise sponsored results and advertisements.

## Spreadsheets

Candidates at Level 1 will be assessed on working with spreadsheets for different purposes. Candidates will need to download a partially completed data file and should be prepared to edit and format both text and numerical data and be able to use simple formulae and basic functions such as filtering, sorting.

## Charts

Candidates at Level 1 will be assessed on using a variety of presentation methods to summarise results, including graphs and charts. Candidates will need to download the raw data and use this data to construct line graphs, bar charts and pie charts (including axes or key, labelling and titling).

## Transactions

Candidates will **not** be permitted to access the internet during this part of the examination, therefore, the task will be simulated, e.g., by interacting with mock up services (e.g., online banking, shopping).

Candidates will typically be asked to interact with online services, manage online accounts and complete online order forms, including uploading identification documents. Candidates will not be expected to supply any personal information (such as bank details) as these will be provided.

## Word processing/presentations

Candidates will be assessed on their skills with text and word processing (including presentations).

Candidates will need to download a partially completed data file and need to be prepared to layout and format both formal and informal documents for familiar and unfamiliar audiences. Candidates should be taught to use a variety of presentation methods for different purposes and audiences, e.g., leaflets, advert, presentations, social media posts, invitations.

At Level 1 the documents may include the requirement to add graphics, tables or charts and/or to edit images (e.g., resizing, changing colour or contrast or cropping).

## Email

Candidates will need to be able to create and reply to emails; add a Subject; address emails correctly to individual and multiple recipients and be able to attach different file types.

Candidates will **not** be permitted to send emails during the examination, therefore, they will be required to take screenshots of the completed email task. These screenshots will be saved in their **Evidence File** for the task and uploaded into the examination for marking.

## Appendix 1 Minimum technical requirements

**IMPORTANT:** SecureClient will not start if Microsoft Office apps are already open on the device. Microsoft Office apps (Word, Excel, Outlook, PowerPoint, and Access) must be closed before opening SecureClient.

<b>Operating system</b>	<ul style="list-style-type: none"> <li>Windows 8.1 (32-bit/64-bit)</li> <li>Windows 10 (32-bit/64-bit)</li> <li>Windows 11</li> </ul> <p>Microsoft have ceased support for Windows 7 and 8. You can continue to use SecureClient on Windows 7 or 8, but BTL are unable to fix any issues specific to Windows 7 or 8.</p>
<b>Microsoft .NET Framework</b>	4.7.2
<b>Processor speed</b>	1.80 GHz
<b>Disk space</b>	1GB
<b>Graphics memory</b>	64 MB
<b>RAM</b>	4 GB
<b>Peripherals</b>	Two-button mouse and keyboard.
<b>Screen resolution</b>	<p>1024 x 768 pixels (1280 x 1024 pixels for Surpass Test Centre Network suppliers). SecureClient should only be run on devices with a single screen.</p> <p>TIP: Some features (for example, side-by-side viewing of source material) require 1920 x 1080 pixel screen resolutions.</p> <p>NOTE: Larger screens may need their display settings reducing to 1920 x 1080 pixels to improve usability. If resolution issues persist, enable the <b>Disable display scaling on high DPI settings</b> setting in the EXE file's properties.</p>
<b>Internet speed</b>	<p>A centre connection of 2 Mbps or greater for every 30 candidate tests being sat at the same time.</p> <p>TIP: Download tests in advance if you do not want candidates to have to wait for their tests to download at the start of the session.</p> <p>3G network cards may not guarantee a constant bandwidth and might not meet the minimum requirements.</p>
<b>Additional apps</b>	Tests may contain media or attached files like text documents, PDFs, spreadsheets that require external apps to open these files.

## Appendix 2 Assessment specifications

### Entry Level 3

The way the knowledge and skills are covered in the assessment is shown in the table below:

**Assessment type:** Onscreen exam

**Assessment conditions:** Invigilated exam conditions

**Grading:** Pass/Fail

**Grade boundary:** The pass mark will be determined for each assessment version through the standard setting process. Indicative pass marks will be available once the initial versions have been awarded.

<b>4748-123 Entry Level 3 in Digital Functional Skills</b>		<b>Duration: 1 hour 30 minutes</b>
<b>Skills Area</b>		<b>Weighting</b>
1.Using devices and handling information		30-40%
2.Creating and editing		20-30%
3.Communicating		20-30%
4.Transacting		10-20%
5.Being safe and responsible online		10-20%
<b>Assessment structure</b>		
Onscreen assessment	Practical tasks	80-90%
	Knowledge questions	10-20%
Total Marks		40

## Level 1

The way the knowledge and skills are covered in the assessment is shown in the table below:

**Assessment type:** Onscreen exam

**Assessment conditions:** Invigilated exam conditions

**Grading:** Pass/Fail

**Grade boundary:** The pass mark will be determined for each assessment version through the standard setting process. Indicative pass marks will be available once the initial versions have been awarded.

<b>4748-124 Level 1 in Digital Functional Skills</b>		<b>Duration: 2 hours</b>
<b>Skills Area</b>		<b>Weighting</b>
1.Using devices and handling information		20-30%
2.Creating and editing		34-44%
3.Communicating		10-20%
4.Transacting		10-20%
5.Being safe and responsible online		6-10%
<b>Assessment structure</b>		
Onscreen assessment	Practical tasks	70-80%
	Knowledge questions	20-30%
Total Marks		50

## Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centre Document Library** on **www.cityandguilds.com** or click on the links below:

### **Centre Handbook: Quality Assurance Standards**

This document is for all approved centres and provides guidance to support their delivery of our qualifications. It includes information on

- Centre quality assurance criteria and monitoring activities
- Administration and assessment systems
- Centre-facing support teams at City & Guilds / ILM
- Centre quality assurance roles and responsibilities.

The Centre Handbook should be used to ensure compliance with the terms and conditions of the Centre Contract.

### **Centre Assessment: Quality Assurance Standards**

This document sets out the minimum common quality assurance requirements for our regulated and non-regulated qualifications that feature centre assessed components. Specific guidance will also be included in relevant qualification handbooks and/or assessment documentation.

It incorporates our expectations for centre internal quality assurance and the external quality assurance methods we use to ensure that assessment standards are met and upheld. It also details the range of sanctions that may be put in place when centres do not comply with our requirements, or actions that will be taken to align centre marking/assessment to required standards. Additionally, it provides detailed guidance on the secure and valid administration of centre-assessments.

### **Access arrangements - When and how applications need to be made to City & Guilds**

provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **Centre Document Library** also contains useful information on such things as:

- Conducting assessments
- Registering learners
- Appeals and malpractice

### **Useful contacts**

Please visit the [Contact us](#) pages on the City & Guilds website.

## City & Guilds

For over 140 years, we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life-changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We partner with our customers to deliver work-based learning programmes that build competency to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

The City & Guilds community of brands includes Gen2, ILM, Intertrain, Trade Skills 4U, Kineo and The Oxford Group.

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