

Centre Guidance for Onscreen Tests: Levels 2 & 3 BTEC Certificates in Business Administration

Issue 2
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Purpose

This document is intended to provide centres delivering the *BTEC Levels 2 & 3 Certificates in Business Administration* with information and guidance to help prepare learners for onscreen assessments.

This guidance includes information about the onscreen test delivery software and details about the format, structure and coverage of the tests - including some sample items.

Further guidance can be found at www.edexcel.org.uk/sfc/onscreen/guidance/

Approval and registration

Centres must have approval to operate the programme. Please refer to the *Information Manual* which can be found on the Edexcel website, for further information. Approved centres will be contacted regarding installation of the relevant software. Registrations will be made by Edexcel Online. Registered candidates will then need to be entered for particular testing occasions.

Centres should ensure that learners are adequately prepared before each testing attempt. Please refer to the *Schedule of Fees* for information regarding fees.

Overview of Tests

The tests will operate on a test banking system. Where a group of learners is taking a test at the same time, different learners will be presented with different tests from the bank. At the end of the year all the tests will be reviewed and updated.

Each test will have a set number of questions each worth 1 mark. For Level 2 there will be 40 questions in the test and 50 for Level 3. The main question format is to choose the correct response from one of four answers, either through answering a question or completing a statement. There is no use of questions with more than one right answer.

No questions will require specific manipulation, such as “drag and drop” and there are no videos. Some images are used and may be presented in colour.

The tests may use images both for the context of a question (eg showing a situation) or for the answer options (eg selecting the correct sign). The learner will be asked to select the correct picture for the right answer.

Onscreen Test Delivery

Tests are available through the Edexcel Onscreen Testing System, which all centres will be required to install and use for the delivery of onscreen tests.

The Edexcel Onscreen Testing System has a useful help facility; assessors and invigilators should familiarise themselves with the screen and ensure that there is time for candidates to fully explore the information on the help screen before starting the test.

Centres requiring support in the installation and use of the Edexcel Onscreen Testing System should contact our Onscreen Testing team via email Onscreentesting@edexcel.org.uk or telephone 0870 240 9819 selecting option 1 for support.

Structure of each paper

For the purposes of assessment, all the content of the published specification will be considered to be open to testing in detail against any of the related indicative assessment statements. Each test will provide a broad test of key principles and typical situations found in a Business Administration environment. Learners will be assessed across all the indicative assessment statements to provide adequate evidence of learning and achievement.

Tests need not be sequenced in the order of the criteria. No test item will rely on or directly follow on from another test item.

Candidates are advised to use the time allocated for the test carefully. All questions in the test should be attempted. Candidates are advised to use the “flag” facility to mark questions that they wish to return to when they have answered the other questions in the test.

After completing the test, each candidate will receive a score report which will show the candidate's individual strengths and weaknesses against the areas covered on the test. Unsuccessful candidates should use this information when revising to re-take the test.

Candidates who are unsuccessful will be eligible to re-take the test on the following day. However, it is strongly recommended that a period of revision against weak areas identified on the score report takes place before the test is attempted again.

Question types

The tests will be comprised of both recall and application question types.

Recall questions test the learner's knowledge of the subject area. They are typically lower level questions and as such there will be more recall questions on a Level 2 test than there will be on a Level 3 test. An example of a recall question is given below:

When should you prioritise work tasks?

Application questions test whether the learner can apply the knowledge of the subject area to a situation given in the question. These questions are higher level questions as they are testing more than just knowledge. As such, there will be more application questions on a Level 3 test than in a Level 2 test. An example of an application question is given below:

Time is running out on a project. What should you do?

Unit Content

The indicative assessment criteria can be found in *Guidance and Units Edexcel Level 2 BTEC Certificate in Business Administration* and *Guidance and Units Edexcel Level 3 BTEC Certificate in Business Administration*. The unit specification details the knowledge required in order for learners to be successful in the onscreen test. While all the knowledge can not be tested within one test, the different versions of the test will all cover this knowledge. Therefore it is essential that learners are deemed to have a full knowledge of the test specification content before being entered for the onscreen test.

To aid centres in preparing learners for the onscreen test, the test specification also contains some indicative statements against each learning outcome. These indicative statements can be used as a guide to the type of knowledge that the questions may cover in the onscreen test. However, they are indicative statements and as such are not exhaustive. They are illustrative and for guidance purposes only.

Learning Outcomes Level 2

Understanding the role of administrators	5 marks
Know how to work effectively with other people	6 marks
Understand the importance of building customer service and how to deal with customer service problems	5 marks
Understand personnel procedures and legislation related to working in administration	4 marks
Unit 1 overall	20 marks
Understand procedures to be followed when carrying out administrative tasks	8 marks
Understand techniques for managing information	4 marks
Understand basic IT applications and equipment	4 marks
Know procedures for using office equipment	4 marks
Unit 2 overall	20 marks

Learning Outcomes Level 3

Understand how to manage customer relations	7 marks
Understand how organisations manage risk and security	6 marks
Understand employees' legal responsibilities in relation to health and safety	6 marks
Understand the principles and purposes of employment and discrimination legislation and the implications for generations	3 marks
Unit 1 overall	22 marks
Understand the role of team leader	9 marks
Understand how to fulfil personal responsibilities at work	5 marks
Understand how to use feedback and learning plans	3 marks
Know how to run projects and co-ordinate events	6 marks
Know how to choose software	5 marks
Unit 2 overall	28 marks

Sample Questions

Level 2 Unit 1

L01	What is the main aspect of a business administrator's job?
L02	What is the benefit of professional behaviour in the workplace?
L03	What is an example of good customer relations?
L04	Where should you go for accurate information about workplace discrimination?

Level 2 Unit 2

L01	What is an itinerary used for?
L02	Where should confidential information about a client be stored?
L03	What is the purpose of anti-virus software?
L04	How can office waste be minimised?

Level 3 Unit 1

L01	Why is the continuous improvement cycle important in relation to customer service?
L02	What does the Data Protection Act cover?
L03	What must an employer provide for their staff?
L04	What is the importance of a written grievance procedure?

Level 3 Unit 2

L01	What is the best way to communicate targets to your team?
L02	When should financial budgets be monitored?
L03	What is the purpose of a learning plan?
L04	How can you represent the duration of a project?
L05	When should a customer relationship management system be used?