BCS Digital Modular Programme (DMP/HTQ) Operations Manual

Date: May 2023

Version: 1.0

Contents

1. Introduction

The purpose of this manual is to explain the BCS operational requirements which our approved centres must follow to deliver BCS Digital Modular Programme (DMP/HTQ).

1.1. Higher Technical Qualifications

The BCS Digital Modular Level 4 qualifications, Data Analyst and Software Developer have been approved as Higher Technical Qualifications with delivery from September 2023.

Higher Technical Qualifications are either new or existing Level 4 and 5 qualifications approved by the Institute for Apprenticeships and Technical Education (IfATE) as meeting occupational standards for the relevant sector.

Find out more about HTQ's

It is for both the approved centre and BCS, is to ensure our part in supporting high quality qualifications. We take this responsibility very seriously to ensure consistency of quality in the delivery and exams.

- BCS Digital Modular Programme is regulated by Ofqual and work to Ofqual's General Conditions of Recognition

Quality assurance
Organisations that meet the BCS requirements to be an 'approved centre' can deliver and administer BCS DMP. The approval process is detailed in a separate manual which will have been given to you. The approval process meets Ofqual's requirements.

BCS is continuously improving its internal quality assurance methods. The key elements are:
- Robust recruitment and training of assessors
- Assessor professional code of conduct
- Tracked assessor continuous professional development
- Assessment moderation
- Assessment standardisation to support consistent assessment and grading
- Clearly documented review and appeals policy, and other quality policies

1.2. HTQ Brand Guidelines

BCS Approved centres can use the HTQ Brand logo against specific HTQ approved certifications. Centres are not recognised as being '*approved HTQ centres*', as the branding is only relevant to specific approved certifications.

1.3   Useful things to know before using this manual

Approved Centre Manager
It is important that approved centres have a registered 'Centre Manager' who is responsible for ensuring the centre is compliant with the requirements in this manual. Key responsibilities of the centre manager include
- Ensuring the content of this manual is shared, understood, and followed by all its members of staff involved in delivering and administering BCS DMP & HTQs.
- Informing BCS of any changes to contact details
- Ensuring the security of all assessment materials, including exam banks

Updates to the manual
This manual is accessible on the BCS DMP Portal - <u>DMP - Resources for Approved Centres</u>

 If any updates are made to it, approved centres will be notified via an email to the centre manager.

Please note that not following the requirements and guidance in this manual may negatively impact a candidates' results and could lead to sanctions being applied to the approved centre.

Where to get help	
The Channel Partner Quality Team	**Service Delivery Team**
• Centre approval • Annual Renewal of Approval • Staff training • Access to E-Pro • Audits • Audit actions • Breaches of requirements • DMP quality matters • Trademark and use of logos	• DMP registrations • Exam bookings • Exam certifications • Project upload & Marking • Exams Results • Reasonable adjustments • Special Considerations • Appeals • Resits/Retakes
cpqt@bcs.uk	eprofessional@bcs.uk
01793 417560 Open from 9.00am – 5.00pm Monday to Friday	01793 417441 Open from 9:00am – 5:00pm pm Monday to Friday

2. BCS approved centre status

Organisations that deliver BCS DMP/HTQ, must achieve **'approved centre'** status. BCS defines an approved centre as '*an organisation, such as a training provider or employer approved for the delivery of BCS DMP.'*

3. Legal Obligations

BCS are required to comply with our regulators and in doing so we are required to ensure our approved centres are compliant too. The following sections explains these requirements.

3.1 Regulators
As an Ofqual approved awarding organisation, how BCS quality assures the delivery of our qualifications is governed by the General Conditions of Recognition. This document is available from <u>Ofqual Handbook: General Conditions of Recognition - Guidance - GOV.UK (www.gov.uk)</u>

3.2 Trademark and logos
Approved centres are permitted to use approved centre logos. The BCS brand guidelines can be found in <u>DMP - Resources for Approved Centres</u>

3.3 Data Protection
The centre manager must ensure the centre has the relevant data protection notices in place for candidates, so they know what will happen with their data.

3.4 Health and safety

The approved centre must meet current the requirements for Health and Safety legislation before commencing any activities to deliver and administer BCS DMP. The centre manager should obtain the requirements from its Health and Safety representative / Health and Safety Executive.

3.5 Disabled access

The centre manager must ensure there is an environment which will allow access by a disabled candidate at every site where BCS DMP are to be offered. If this is not possible, the centre manager must make alternative arrangements such as a different venue suitable for the candidate.

3.6 Policies

The approved centre must ensure that policies are in place to deliver and administer BCS DMP. BCS provides a full set of exemplar policies which may be reviewed, adapted, and incorporated into the approved centre's own policies. The approved centre may be asked to submit these to BCS prior to audit. BCS & exemplar policies can be found: DMP - Resources for Approved Centres

The policies that approved centres are required to have are summarised below:

Policy or procedure	What it contains
Equalities policy	Details the approved centre's commitment to provide equal opportunities and how this is demonstrated through working practices
Reasonable adjustment policy	Details how candidate requirements are met within the approved centre May also include Special Considerations policy
Quality assurance policy	Details the approved centre's commitment to quality assurance and references processes that support this
Safeguarding policy	Details the approved centre's commitment to safeguarding candidates
Complaints procedure	Details how candidate complaints are managed within the approved centre prior to submitting any complaint to BCS
Candidate appeals procedure	Details how candidate appeals are managed within the approved centre prior to submitting any appeal to BCS
Malpractice and maladministration procedure	Details how malpractice and maladministration is managed within the approved centre
Assessment Security Policy	Details the approved centres commitment to ensure the security of all assessment materials, including exams, projects and supporting documents
Identification Check Procedure	Details the approved centres process for checking candidate identification

3.7 Financial Obligations

BCS require invoices issued to our approved centres to be paid within our standard term of 30 days. Sanctions may be applied if invoices are not paid on time.

3.8 Insurance

Employee and public liability insurance documents are required to be displayed either in hard copy at the centre or available in electronic format.

3.9 Confidentiality

BCS and approved centres will keep in confidence all correspondence and documentation it receives, as stated within the approved centre / BCS contractual agreement.

4. Notification of changes

4.1 Change of details

If the approved centres name and/or address changes, the centre manager must complete the Organisational Detail Change Request Form available on the DMP - Resources for Approved Centres and send to the Channel Partner Quality Team (cpqt@bcs.uk).

In the case that the approved centre name changes, it must sign a new contract, or an addendum to the current contract.

4.2 Approved centre withdrawal/closure

If the approved centre wishes to withdraw from approved centre status or has ceased trading, the centre manager must complete the 'Notice of Closure' form available on the DMP - Resources for Approved Centres portal and send to the Channel Partner Quality Team (cpqt@bcs.uk).

BCS reserves the right to terminate approved centre status if it fails to pay any sum owing to BCS within the standard payment period 30 days from invoice.

5. Staff roles and responsibilities

5.1 Staff Requirements

All staff members who are involved in the management, delivery, administration or invigilation of BCS DMP must be registered with us. Staff may be registered in one or more roles.
As a minimum, approved centres must have;
- One Centre Manager
- Two Invigilators
- *One Trainer per module that you are delivering

*It is recommended that to effectively deliver this certification, trainers should possess:
• 10 days training experience or have a train the trainer qualification
• A minimum of 3 years practical experience in a Data related role

5.2 How to register staff with BCS

The centre manager is required to email BCS on cpqt@bcs.uk to:
- Register a member of staff
- Amend the details for any member of staff

5.3 Deregistering staff

If a member of staff leaves the approved centre or is no longer involved in the delivery of BCS DMP, the centre manager must send notification to cpqt@bcs.uk to deactivate the individual's access to BCS systems.

5.4 Centre manager responsibilities

The centre manager is the single main point of contact for BCS and is required to have an excellent working knowledge of the DMP qualification offered by the approved centre.

The centre manager's responsibilities in relation to staff are as follows:
- Ensure all staff involved with BCS DMP are registered with BCS
- Ensure staff details are kept up to date
- Retain a workforce of an appropriate size and with the appropriate levels of competence in relation to the DMPs being delivered and administered
- Ensure all staff have access to the current BCS DMP operations manual
- Ensure all staff have completed relevant BCS training appropriate to their roles
- Evidence sufficient management controls of all operational activities relating to BCS DMP, including overseeing the management of staff registered with BCS

The centre manager's responsibilities in relation to the delivery and administering of BCS DMP:
- Ensure the quality of training, testing and assessment of the candidate is in line with the qualification being delivered
- Ensure the security of all assessment materials, including exam banks
- Ensure conflicts of interest are managed and recorded (see section 7, Conflict of Interest and Personal Interest Policy)
- Take all reasonable steps to protect the interests of candidates in the case of the withdrawal of the approved centre delivering BCS DMP
- Maintain a sound knowledge of all policies and procedures that the approved centre must adhere to

The Centre manager's responsibilities in relation to communicating with BCS:
- Respond to enquiries within a timely fashion
- Notify BCS immediately of any suspected malpractice or maladministration by email to Channel Partner Quality Team (cpqt@bcs.uk)
- Assist BCS in carrying out any reasonable monitoring activities and required investigations
- Provide BCS with reports to outlining testing anomalies as identified
- Ensure BCS is notified prior to the change of centre manager and a comprehensive handover is completed

5.5 Centre management controls

The centre manager is responsible for ensuring that there are appropriate internal quality assurance arrangements in place to safeguard the delivery of BCS DMP.

There are mandatory quality assurance processes, described within this manual, but there are additional measures a centre manager might take to further assure themselves of quality, such as:
- Regular quality meetings with staff
- Site visits to review quality measures
- Reviews of approved centre outputs, such as exam data, which may be measured against expected results, or the programme of delivery
- Collecting and acting on candidate feedback.

5.6 Second Centre manager (Optional)

The second centre manager can assist or deputise for the centre manager.
The second centre manager is required to have the same level of knowledge as the centre manager and carry out the same responsibilities.

5.7 Invigilator responsibilities

Approved centres must have a minimum of two registered invigilators to conduct BCS exams. An invigilator is responsible for monitoring exam sessions to ensure our test requirements are met.

The centre manager must ensure invigilators:
- Are registered with BCS
- Complete the BCS invigilator training before being permitted to invigilate
- Are observed at their first live exam session, by a BCS registered member of staff, and the invigilator observation report is signed by both the invigilator and the observer
- Are observed annually, by a BCS registered member of staff, to ensure test regulations are being followed, and the invigilator observation report is signed by both the invigilator and the observer, see next section 'Observations of invigilation'
- Do not receive any financial incentive, such as bonuses or performance related incentives for their invigilation, regardless of the exam outcome, although they may receive standard fees for their invigilation
- If supplied by an organisation, that organisation must not receive any financial incentive for the invigilation, regardless of the exam outcome

Invigilators are responsible for ensuring all our requirements are met when preparing for, delivering, and following an exam session. Please refer to section 22, Knowledge Modules / Units, for full details of these requirements.

To comply with the BCS conflict of interest policy (see section 7, Conflict of Interest and Personal Interest Policy), invigilators are not permitted to be involved in any invigilation activity if they have had any prior involvement with the training of the candidates undertaking the test or if the candidate is known personally to them.

5.8 Observation of invigilation
BCS requires observations of invigilation to be carried out for all invigilators. This is to ensure that exam regulations are being met, and corrective action can be taken where there are non-compliances.

To document the quality assurance of invigilation, centre managers must:

- Ensure all new invigilators are observed at their 1st live exam session they are observing
- All invigilators are observed annually
- Ensure the observations are completed by an approved centre representative who is registered with BCS
- Ensure the observer observes the whole exam session
- Ensure the invigilator observation reports (available on the DMP - Resources for Approved Centres) are completed and signed at the time of the observation
- Retain the completed reports as these will be required for audit, or on request by BCS

If issues are identified with any of the observations, feedback must be provided to the invigilator, and corrective action taken. This may include identifying the need for, and delivering, further training.

5.8.1 What feedback may be appropriate for the invigilator?
When conducting the observation, and while completing the invigilator observation report, the observer could highlight aspects of good practice seen during the exam session along with any areas that require improvement.

5.10 Administrators
Staff who are involved with registering candidates and booking BCS exams may wish to register with BCS as an administrator. Once registered it will allow them to access the e-Professional portal and DMP - Resources for Approved Centres

6. Approved centre training

6.1 The purpose of the training session
The purpose of the training is to ensure that staff in the approved centre fully understand the operational requirements. The training covers all of the requirements outlined in this manual, as well as give an insight to registering candidates and booking exams.

6.2 Centre manager training
It is a mandatory requirement that all centre managers must complete the BCS training in order to gain access to the required systems or begin to register candidates for BCS DMP. Administrators & 2nd Centre Managers are also required to complete this training.

To view the centre manager training presentation please click here or go to
https://register.gotowebinar.com/recording/2597889070612572419.

6.3 Invigilator training
It is a mandatory requirement that all invigilators complete the BCS invigilator training in order to gain access to the required systems.

To view the invigilator training presentation please click here or go to
https://register.gotowebinar.com/recording/2624285045216314370.

A copy of the invigilator guidelines is available on the DMP - Resources for Approved Centres

(Invigilators should download a copy of this guidance to support their training).

Once the invigilator has completed the training, they can be added to the E-Pro system by the superuser, where this will be reviewed for approval by the CPQ Team. Please allow 5 working days to receive approval for new staff added to the E-Pro system.

7. Conflict of Interest and personal interest policy

BCS apply strict requirements to avoid and remove any potential conflict of interest. Not only does this help us to meet our regulatory requirements, but it also helps protect approved centre staff.

BCS classifies any of the following as examples of potential conflicts of interest:
- A trainer having any involvement with invigilation for an candidate who they have taught for that module
- An invigilator invigilating an candidate personally known to them (i.e., outside of the working environment)
- An observer conducting an observation of invigilation on an invigilator personally known to them.
- A trainer, line manager or observer monitoring a controlled assessment on an candidate personally known to them

Where a conflict of interest exists, such as one of the examples above, the centre manager must ensure it is identified and recorded on the conflict of interest record. This must be retained at the centre for audit purposes. The Conflict of Interest document can be found: DMP - Resources for Approved Centres

8. Staff testing

Staff testing is defined as any member of staff who works for the approved centre taking a BCS exam or assessment at the centre where they work. For BCS and our centres to remain compliant with our regulators we require additional measures to be put in place whenever any centre staff are being tested:

- The centre manager must request permission to test staff prior to any live assessment taking place
- Only staff who have NEVER had any access or involvement with the teaching, invigilation, or administration of the assessment that they wish to be registered for can complete the assessment
- Staff are required to take their assessment with other candidates registered at the centre i.e., non-staff (if this is not possible, e.g., the centre only test internal staff, please contact the Channel Partner Quality Team for advice)
- Any exam session which includes staff testing must have two invigilators, and the two invigilator names must be recorded in the central recording system, along with a record of their signature

If there are any staff at the centre who may wish to take a BCS assessment in the future, they should not be allowed to be involved in any aspect of BCS teaching, assessment, or administration until they have completed their qualification to ensure they are not given an unfair advantage over other candidates. Their results may be invalidated if it is found that they have had an advantage.

9. Record keeping

Approved centres are required to maintain a range of records relating to candidates that have undertaken BCS DMP. It is important that staff record the information required, as it will help BCS and the centre manager with queries, either during an audit or when certificate validation checks are completed.

9.1 Central recording system
Approved centres must have a central recording system in place to record details of candidates, assessments, and certification. If the approved centre has satellite sites, it must be able to access and collate all records in relation to BCS DMP.

Approved centres must ensure all data requested in the table below is recorded and available for checking at audit.

Candidate details	Exam / Assessment details
Title	Date
Forename	Start time
Surname	Finish time
House number or name	Duration (this may be a calculated field)
Postcode	Exam version number (if applicable)
Proof of identification **see Section 15**	Outcome (pass/fail, percentage, or grade)
Date of birth	Invigilator names (if applicable)
Gender	Proof of identification at exam / assessment
Ethnicity	
Standard registered for	
Registration date	
ULN Number	
Reasonable adjustments made	

9.2 Data backups

The centre manager must ensure all data is backed up and is available to BCS on request. The central recording system must be retained for the duration of the centre's approval period. Data may be archived on secure servers but must be accessible if required.

Approved centres should keep fully auditable records for three years after completion. The centre manager should ensure, prior to secure disposal of the data records, that no external organisations, such as regulators or funding agencies, require access.

10. Audit

Approved centres are audited to ensure that BCS requirements are successfully met in accordance with Ofqual regulations. The BCS approach to auditing is risk based, and takes account of the approved centre structure, examination result profile and history.

Audits are undertaken with the centre manager, by any of the following methods:
- Physical visit with an auditor
- Remote (videoconferencing or telephone) audit with an auditor or channel partner quality officer
- Unannounced physical visit with an auditor (where serious concerns have been raised regarding potential malpractice)
- Physical visit to a satellite site with an auditor

Audits may additionally include:
- Observation of an exam or assessment taking place at any of the approved centre's venues
- Interviews with BCS registered staff
- Discussions with candidate for their feedback (BCS will not contact candidates under the age of 18 without prior consent)

More than one auditor may undertake the audit and may be accompanied by BCS staff.

10.1 Organising an audit

A BCS auditor or channel partner quality officer will contact the centre manager to advise that an audit is due and will offer a range of dates and times for the audit to take place. The centre

manager is required to confirm an appropriate date and time or inform BCS if alternatives are needed.

Should the centre manager not respond to an audit request, BCS may inform the centre manager of a date that a mandatory audit will take place on. The approved centre status is at risk if audit requests are not adhered to.

10.2 Who should be present at an audit?
It is a requirement that the audit is conducted with the centre manager.

It may also be appropriate to include other members of staff who know about approved centre processes for BCS DMP. For example, a trainer to explain about teaching materials and delivery methods, an invigilator to explain the exam processes, and an administrator to discuss candidate registration and certification. BCS may also request interviews with registered members of staff and / or candidates.

10.3 What may be covered in the audit?
The auditor or channel partner quality officer will ask a range of questions to determine the compliance and level of risk to BCS. The auditor may ask to see evidence of compliance, such as a demonstration of the central recording system or a visit to the test rooms being used.

The audit is also an ideal opportunity for approved centre staff to raise any questions or issues. It may be helpful to have these written down in advance of the audit.

10.4 What happens after an audit?
Following completion of the audit, the centre manager will be provided with a report and, as necessary, an action plan including the timescales for completing each of the actions. The auditor or channel partner quality officer will also offer guidance to the approved centre if it is not fully compliant. The level of non-compliance at the approved centre will determine the risk rating to BCS.

BCS reserves the right to suspend an approved centre from registering candidates and delivering and administering BCS DMP, or to withdraw approved centre status, if it does not meet the operating requirements or is in breach of contract. Further information can be found in the BCS sanctions policy.

11. Malpractice and maladministration

Approved centres must have arrangements in place to prevent instances of malpractice and maladministration. Any adverse effects arising from malpractice or maladministration will be reported to Ofqual.

To remain compliant with Ofqual, centre managers must:
- Have a malpractice and maladministration policy / procedure in place
- Immediately report suspected malpractice or maladministration to BCS
- Assist BCS with any investigations

Failure to report suspected or actual malpractice or maladministration to BCS constitutes malpractice.

To report any instance of malpractice or maladministration, please email cpqt@bcs.uk.

12. Complaints and appeals

12.1 Complaints

If you believe BCS has delivered a level of service that is below your expectations, we would like to know about it. Please contact the Channel Partner Quality Team on cpqt@bcs.uk.

Our complaints policy is available on DMP - Resources for Approved Centres

12.2 Approved centre appeals
Approved centres can appeal any decision made by BCS within 20 working days from the date of being notified of the decision. The Appeals Policy can be found on DMP - Resources for Approved Centres

12.3 Candidate appeals
BCS has a candidate appeals policy and this can be found on DMP - Resources for Approved Centres

13. Non-compliance and sanctions

This manual explains the requirements for approved centres to deliver and administer BCS DMP and offers examples throughout of what constitutes good practice to help meet them. It is only by meeting all the requirements that the approved centre will be fully compliant.

There may be occasions when approved centres do not meet the necessary requirements to deliver and administer BCS DMP and in some cases, depending on the level of non-compliance, sanctions being applied. If BCS needs to apply a sanction, a member of the Channel Partner Quality Team will notify the centre manager to explain the sanction and what will happen next.

For full details of sanctions, please refer to DMP - Resources for Approved Centres Portal for the BCS Malpractice, Maladministration Policy and Procedure, includes Sanctions.

14. Registering candidates – Non Apprentices

A centre will register their candidate at the point they are ready to upload the synoptic project to BCS.

The completion of the 3 forms listed below are required for the project submissions:
- Candidate Registration form
- Authenticator form
- Synoptic project

The above forms can be found at DMP - Resources for Approved Centres

15. Reasonable adjustments and special considerations

BCS seeks to provide reasonable adjustments and/or special considerations for all candidates and ensure that there are no unnecessary barriers. We also seek to ensure that any reasonable adjustments made for candidates preserve the validity, reliability, and integrity of the qualification. All documentation relating to equal access can be found in our Access Arrangements, Reasonable

Adjustments and Special Considerations Policy and the request form which can be found on DMP - Resources for Approved Centres

Approved centres have a responsibility to ensure effective internal procedures are in place for identifying any such candidate need. These procedures must also comply with the requirements of the Equality Act 2010.

Information about the physical or mental health or condition of a person is 'sensitive personal data', therefore as required by the Data Protection Act it is important to take the necessary precautions when dealing with such data ensuring it is securely retained by the approved centre. In all cases the information and/or supporting evidence should only be sent to BCS if requested and if the candidate's written consent has been obtained. The centre manager should securely retain a copy of the supporting evidence documentation until the candidate completes the qualification or leaves the approved centre. BCS may request to see this evidence (with the candidate's permission) as part of an audit.

Reasonable adjustment request form
Requests for reasonable adjustments for exams/assessments must be made by the approved centre, by completing the Candidate Reasonable Adjustments Form, available on the DMP - Resources for Approved Centres and submitted to the Service Delivery Team (eprofessional@bcs.uk) a minimum of 10 working days prior to the assessment.

BCS will review the reasonable adjustment request and will notify the centre manager of the decision within two working days. If the response is going to take longer, the approved centre will be advised, and in some cases BCS may request supporting evidence. The request must be approved by BCS before the candidate sits the assessment.

Special Considerations
Centres must submit the request no later than five working days after the assessment. Requests for special consideration may only be accepted after the results of assessment have been released in the following circumstances:
- The application has been overlooked at the approved centre and the oversight is confirmed by the centre manager.
- Medical evidence comes to light which confirms that the candidate was affected by a condition at the time of the exam, even though it was not revealed until after it had ended

BCS will respond to all requests within two working days of receipt. If we are unable to respond within two working days, we will provide you with an estimated response date.

Supporting Evidence
If supporting evidence is required before a final decision can be made, BCS will inform the centre manager. The supporting evidence (if authorised by the candidate) should be sent to the Service Delivery Team (eprofessional@bcs.uk as an email attachment and should be a password protected zip file.

Evidence is not required when the implications of the disability or difficulty are clear, such as for candidate who are registered as blind or partially sighted, or with physical difficulties or a profound hearing impairment.

Where the implications of the disability or need are not apparent, BCS will require supporting evidence of the effect of the impairment on the candidate's performance in the exam.

This could cover requests such as:

- A specific learning difficulty, e.g., dyslexia
- English as a Foreign Language (EFL)
- A temporary illness or injury

The Access Arrangements, Reasonable Adjustments and Special Considerations Policy available on the DMP - Resources for Approved Centres, outlines further examples of acceptable forms of supporting evidence.

16. Assessment security

It is the responsibility of the centre manager and all its staff to keep the specific content of all BCS assessments confidential.

Throughout this manual there are specific instructions that must be followed to protect the assessment content. The general principles that must be adhered to are:
- Locations used for storing need to be secure
- Project overviews should remain secure when in transit
- Only staff that need access should have it
- Staff who have knowledge of the assessment content must not share this information
- Procedures for issuing passwords to staff and candidates, that provide access to systems that hold the test questions, must be secure
- All users, invigilators, and candidates, of the automated assessment system must have individual logins with passwords only known to them
- Staff are not permitted to view the live assessments for teaching purposes.

Any breaches in the security of the tests must be reported immediately to BCS.

17. Assessments in Alternative Sites

Approved centres are permitted to deliver and administer exams /assessments in alternative locations which BCS defines as either *Satellite* or *Off-site* depending on the status of the venue.

Satellite sites
A satellite is any site that is not the lead site, where BCS DMP exams regularly take place. Satellite sites must be registered with BCS and have a minimum of two registered invigilators.

Satellite sites are covered by the approval awarded to the main approved centre. The centre manager is responsible for ensuring that
- delivery and administration of BCS exams & assessments at satellite sites are centrally managed
- all records of candidates and exams, assessments, and central recording, are held at the lead site

If it is not appropriate for the approved centre to register independent organisations as satellite sites, please see section below (Off-Site).

Off-site
The approved centre may offer BCS DMP at other locations that are not owned and/or managed by the approved centre, for example a candidate's place of work, providing that the exam conditions set out in this manual are met.

The following conditions must also be adhered to:
- All staff conducting BCS exams at an off-site location must be registered with BCS

- The candidate Off-Site Venue form must be completed every time an exam takes place at an off-site location and sent to the Channel Partner Quality Team (cpqt@bcs.uk) within five working days of the exam. The approved centre must also retain a copy for audit purposes
- Full details of the venue must be added to the e-Professional booking system when booking the exam
- Each venue that is used to conduct DMP exams will be subject to monitoring from BCS. If an onsite visit is required to one of these sites, an audit fee may be payable by the lead site.

18. Supporting Documents

BCS provide project guidance, assessment information, syllabus & sample papers for each module that can be found in the 'Key Documents' section of the BCS webpage here.

19. Digital Modules

e-Professional
The e-Professional portal is a web-based interface enabling approved centre staff, registered with BCS, to carry out administration activities such as the booking and management of exams.

For further information regarding the e-Professional portal and full instructions on how to use, please refer to the e-Professional User Guide for approved centres which can be found on the DMP - Resources for Approved Centres

Who Needs e-Professional Access?
- The centre manager
- Administrators, or anyone who books exam sessions
- Invigilators

How to Access e-Professional
As part of the approval process, an account will be created for the centre manager. An email will be sent containing the username and a link to set up a password.

The username for all accounts is the staff member's email address.

Once the centre manager has accessed the portal, they can create accounts for administrators and invigilators. Full instructions on how to do this is in the e-Professional user guide.

20. Candidate Identification

Essential & Accepted ID
Accepted ID documents include - passport, driving licence or Validate UK as a form of ID. We do not accept any other forms of ID e.g., work pass or bus pass. If the candidate attends an exam without the photo ID, the exam will be cancelled and rearranged.

All candidates must provide identification in order to register for an exam which can be either one item from List 1, or two items from List 2 below.

Identification seen for each candidate must be recorded on the central recording system, see section 9 Record Keeping as this information is required for compliance and audit purposes.

List 1 – One item required	List 2 – Two items required
- Passport - EC identity card - Full driver's licence with photograph	- Standard acknowledgement letter (held by people seeking asylum) - Rent book or tenancy agreement - Bank card: credit, charge, cheque guarantee, debit (in date) - Bank or building society book - Letter showing home address - Full driver's licence without photograph - Benefit letter or agreement - Services identity card - Utility bill - Original birth certificate - Marriage certificate - Travel pass with photograph - Any other form of identification

21. Booking & Sitting Exams

There are two exam methods available to deliver the exams.

Online – Centre Invigilated	Exams are delivered digitally via the e-Professional portal. candidates can attend at a fixed location or can sit their exam from another location, providing it is quiet and private. A BCS approved invigilator will be present for both methods.
Online - Remote Proctored	Exams are delivered digitally via our partner portal. candidates are required to register with our partner once BCS has confirmed the booking and need to schedule their exam date and time directly through the partner online platform. Candidates can sit their exam from any location, providing it is quiet and private. Invigilators attend virtually via the partner platform.

Booking exams
- For online classroom bookings, exams must be booked on the e-Professional portal at least seven working days before the date of the exam.
- For an online remote proctored booking, we advise that exams are booked on the e-Professional portal at least 10 working days before your candidate intends to sit the exam.
- When sitting a resit, the same assessment cannot be taken within a full calendar day. That is, "there must be at least one clear calendar day between the original test and the next attempt. For example, if a learner has taken a live test on a Monday, they are not permitted to re-sit that unit again until Wednesday".
- Please allow up to 10 working days before the date of the exam if you are applying for a reasonable adjustment.

Sitting the exam - Questionmark software
The exam is launched in e-Professional, but to sit the exam Questionmark software must be installed.

Questionmark software can easily be downloaded onto any PC or laptop which is being used for the Knowledge Module / Unit exam. Please ensure that the software is loaded and tested before the day of the exam.

Approved centres will find a user guide for administering exams on e-Professional, together with a user guide for invigilators and candidates on the DMP - Resources for Approved Centres portal.

Exam Preparations
Before the exam commences the following preparations should be made, typically by the invigilator.

Exam Environment Preparations
The approved centre must ensure that:
- A wall clock is visible to all candidate and the invigilator to ensure they are working to the same time
- The date and time are checked and accurate on all computers used for exams
- There is a minimum of 1.25 metre between the computers or candidate are sitting at alternate machines
- The room is quiet
- System checks have been completed prior to the live exam taking place
- Invigilators have logged onto the online test system with their own secure login details

Candidate Preparations
The approved centre must ensure that candidates:
- Are registered with BCS for the correct qualification prior to undertaking an exam
- Identity is checked and recorded
- Have a designated time period to complete each module unless extra time has been approved by us as part of reasonable adjustment approval. This includes any reading time the candidate requires
- Are aware of the start and finish times of the exam
- Log onto the online test system with their own secure login details
- Have ended all live tests once their duration has passed

Candidate regulations
At the start of each exam, candidates should be made aware of the following regulations:
- Books or other help cannot be used during the BCS exams
- Plain paper and a pen/pencil can be supplied by the invigilator during exam, but must be collected at the end
- All candidates must switch off mobile phones
- Candidates must not observe each other's work
- Candidates must not talk to each other or ask the invigilator about the exam questions
- Candidates may only address the invigilator in cases of hardware or software failure during the exam
- No candidate should leave the room used for the exam unaccompanied and must be accompanied by another member of staff
- The use of a calculator or other electronic devices (e.g., MP3 player, personal laptop) is only permitted if required for the exam being undertaken
- In the case of any infringement of the regulations the exam must be terminated and invalidated

Exam interruptions

All exam interruptions including technical problems, building evacuations and medical emergencies must be documented by the invigilator and reported to the centre manager. These records may be requested by BCS for audit purposes or during a candidate appeal. The interruptions report is available on e-Professional once the exam has ended and is only required to be completed should the invigilator need to report an incident or interruption.

Should you need to evacuate the room whilst candidates are taking an exam, the candidate may resume the exam after the evacuation provided that:
- All exam materials were secured
- Candidates were separated from other candidates and were not allowed to speak to anyone during the evacuation period
- Candidates were not allowed to have access to any teaching/learning or revision material

If the exam has elapsed, please contact the BCS Service Delivery team to restart the time allowance.

If the invigilator decides that the interruption is disadvantaging any candidate, one of the following actions must be undertaken:

- Candidate can resume the allocated exam, if exam conditions have been maintained and if the system permits it
- Candidates must take a new exam if the exam conditions have not been maintained
- The test must be ended if the exam cannot be resumed on that day (A live exam cannot be carried over and resumed on another day)

Professional judgement should be used as to whether the candidate should retake on the scheduled day of the exam or another agreed date. Guidance can be sought from the Channel Partner Quality Team (cpqt@bcs.uk).

Exam certificate
Upon successful completion of the exam, BCS will distribute e-certificates directly to candidates via the online exam platform.

If candidates require a hard copy of their certificate, BCS can provide this for a fee. Please contact the Service Delivery Team eprofessional@bcs.uk for more information.

22. Synoptic Project (Work-orientated project) - For Non Apprenticeship Candidates Only

The work-orientated project based assessments can be submitted once the tutor and the candidate deem it to be at the required point and it has met the GLH specified in the project brief.

The candidate will be required to carry out a work-oriented project that will account for 30 hours of their total qualification time. Through the undertaking of this project, the learner will be able to practically demonstrate their ability to solve a particular business problem, providing evidence of their competency within the skills and behaviours defined in the occupational standard e.g. Data Analysis. This project can be carried out in the context of their own workplace or in relation to a given scenario where the candidate is not currently working in the role. The candidate will be required to present the results of their project within a 3,500 word report. The candidate will be assessed against a set of pass and distinction criteria for the project. These criteria have been designed in line with the occupational standard.

Each learner must produce an original and authentic piece of work for their project. Centres must ensure that learners are supported appropriately through regular meetings to discuss the progress of the projects, but that all work is planned, undertaken and produced independently. The tutor may give written or verbal feedback but this needs to be logged on a project progress record ready for submission to BCS for audit purposes. Tutors should not provide re-drafting advice in the final stages of the project. Candidates will be asked to complete a declaration to say it's their own work, we will use software (such as Turnitin) to check for plagiarism prior to marking

NOTE: Each candidate will need to undertake the assessments within 12 months of each other from the date of undertaking their first assessment e.g. the Digital Core digital assessment. This should not influence the length of the learning programme, however providers should plan for when the first assessment should be undertaken to ensure all assessments are completed within 12 months.

Candidates do not have to be supervised when they complete the project work but they may wish to have a tutor available for any questions they may have.

An Authenticator will be required to complete & supply documentation to declare the project is the candidates own work.

NOTE: Candidates undertaking the DMP as part of an apprenticeship, do not have to undertake the work-oriented project, as their competence against the occupational standard will be assessed through End Point Assessment.

Uploading the synoptic project assessment
Once the candidate has completed the project, and everyone required has filled in and signed the declaration form, these documents can be emailed to the Service Delivery Team at eprofessional@bcs.uk

Important things to do -
- Once you have emailed the project to the Service Delivery Team eprofessional@bcs.uk you will receive an automated email response with a ticket number from BCS. If you do not receive a ticket number, it is likely that BCS has not received the project
- Ensure the number of hours the candidate took to complete the project is stated when uploading the project
- Ensure the declaration is fully signed by all relevant parties

Having received the project, registration form and the authenticator form, BCS will check to make sure the documents can be opened & are completed correctly.

21. Authenticator

An Authenticator will be required to complete & supply documentation to declare the synoptic project is the candidates own work.

22. Refer grades and resits / retakes

Exam resit
If a candidate fails a module, they have the option to retake it. Please see guidance below for full details regarding resits:

The same assessment cannot be taken within a full calendar day. That is, "*there must be at least one clear calendar day between the original test and the next attempt. For example, if a learner*

has taken a live test on a Monday, they are not permitted to re-sit that unit again until Wednesday". This is to ensure technical aspects of the assessment process can be undertaken. The learner will be advised to consult their Tutor and to revise before taking another test.

If the candidate does not pass resit attempt number three, please contact the Service Delivery Team eprofessional@bcs.uk to request a fourth resit. At this point, BCS will request evidence of the candidate receiving additional learning support prior to retaking the exam.

Candidates' results may be invalidated if the resit rules are not adhered to.

Referrals/Fails
If a candidate fails to demonstrate the full range of competence against the DMP qualification, the assessor will refer/fail them.

The candidate will receive feedback within the candidate's report on why they did not achieve a pass. It may be necessary for the candidate to provide further evidence or resit the failed assessment.

The approved centre can run a results report from e-Pro to view their candidates results. In the event of the candidate failing any of the assessments, the centre should discuss the outcome with the candidate and decide whether the process should be repeated

23. Qualification Expiry

To receive the full DMP Diploma certificate, the full qualification will need to be completed and passed 12 months from the date the Digital Core exam was passed.

If after 12 months from the date of the Digital Core Exam, the specialism and project has not been passed, the full qualification will expire and will need to be started again if still required.

24. DMP Diploma Certification

Upon the candidate's successful completion of the full DMP qualification, the candidate will receive a digital certificate that can be downloaded via e-Pro.