

Introduction

The OCR Level 2 Certificate/Diploma for IT Practitioners has been developed to address the needs of candidates wanting to gain employment in the IT industry and those already employed in the IT industry who want to improve their skills. This new qualification links closely to a candidate's professional development and reflects the needs of employers.

The OCR Level 2 Certificate/Diploma for IT Practitioners qualification has been designed to develop knowledge, understanding and skills in the full range of functions involved in system support including the maintenance of computer systems, the installation of hardware and software, the testing of systems and the production of customer support materials. The range of units reflects the range of skills and understanding required by employers. The qualification provides opportunities for learners to take units that are vendor specific.

Five units are assessed via electronic vendor tests: Unit 7 and 11 are offered in partnership with Cisco, Unit 8 is offered in partnership with CompTIA and Unit 9 and Unit 10 are offered in partnership with Microsoft.

The qualification is accredited by QCDA as the OCR Level 2 Certificate/Diploma for IT Practitioners, at Level 2 of the National Qualifications Framework. It has been developed to recognise the skills, knowledge and understanding of IT Practitioners whether in employment, education or training.

Qualification Structure

- Unit 1 Providing Customer Support
- Unit 2 Maintaining Equipment and IT Systems
- Unit 3 Installing Hardware/Equipment and Systems
- Unit 4 Installing and Maintaining Applications and Systems Testing
- Unit 5 Supporting System Operation
- Unit 6 Contributing to Repair Centre Procedure and Decommissioning ICT Equipment
- Unit 7 IT Essentials I: PC Hardware and Software
- Unit 8 Computer Maintenance and Installation (A+)
- Unit 9 Supporting Users and Troubleshooting Microsoft Windows Desktop Operating Systems
- Unit 10 Supporting Users and Troubleshooting Applications on a Microsoft Windows Desktop Operating Platform
- Unit 11 Panduit Network Infrastructure Essentials (PNIE)
- Unit 12 Software components – Theory
- Unit 13 Design Software Components
- Unit 14 Test Software Components
- Unit 15 Create Software Components – Visual Basic
- Unit 16 Create Software Components – Java
- Unit 17 Create Software Components – C++

The qualification contains seventeen units. In order to achieve an OCR Level 2 Certificate for IT Practitioners, candidates are required to achieve:

Certificate for IT Practitioners

To achieve a full general Certificate the candidate must achieve a total of four units made up of **Mandatory unit 1** and **three** optional units. (4 units)

A specialist endorsement is available to candidates taking this qualification if they achieve the **Mandatory unit 1, Unit three** and **one** of the optional units from the Software Development specialist pathway (ie one unit from units 15-17) and one other unit. (4 units)

An endorsement will appear on the full award certificate as follows:

OCR Level 2 Certificate for IT Practitioners (Software Development)

A specialist endorsement is available to candidates taking this qualification if they achieve the **Mandatory unit 1** and **two** of the optional units from the ICT Systems Support specialist pathway (ie **one** unit from units 2, 7 or 8, one from units 3-6 or 9-11). (3 units)

An endorsement will appear on the full award certificate as follows:

OCR Level 2 Certificate for IT Practitioners (ICT Systems Support)

The qualification contains seventeen units. In order to achieve an OCR Level 2 Diploma for IT Practitioners, candidates are required to achieve:

Diploma for IT Practitioners

To achieve a full general Diploma the candidate must achieve a total of six units made up of **Mandatory unit 1** and **five** optional units. (6 units)

A specialist endorsement is available to candidates taking this qualification if they achieve the **Mandatory unit 1, Unit 3, one** of the optional units from the Software Development specialist pathway (ie one unit from units 15-17) and three other unit (6 units)

An endorsement will appear on the full award certificate as follows:

OCR Level 2 Diploma for IT Practitioners (Software Development)

A specialist endorsement is available to candidates taking this qualification if they achieve the **Mandatory unit 1** and **four** of the optional units from the ICT Systems Support specialist pathway (ie **one** unit from units 2, 7 or 8, three from units 3-6 or 9-11). (5 units)

An endorsement will appear on the full award certificate as follows:

OCR Level 2 Diploma for IT Practitioners (ICT Systems Support)

Unit 1, Providing Customer Support, designed to provide candidates with an introduction to the support which may be required by the end-users of ICT. These end-users may include users of stand-alone and networked ICT systems who may be either external or internal to an organisation. This unit will be delivered through the use of an externally set simulated exercise which will include problems and faults to be diagnosed, these then being recorded with the solutions to these problems presented and actioned. The unit is a practical unit with the practical problem-solving skills of candidates being developed and refined. **This is a mandatory, externally set and marked unit.**

Unit 2, Maintaining Equipment and IT Systems, designed to accredit competence in routine maintenance of hardware/equipment and systems. Candidates will need to have an understanding of the basic technical details of ICT hardware/equipment, systems and procedures, including connections and basic installation, along with a sound understanding of the Operating System and its user-configurable components.

Unit 3, Installing Hardware/Equipment and Systems, designed to provide candidates with the knowledge and skills needed to assemble hardware components. This involves effective use of tools and techniques, setting configuration options and following the correct sequence of assembly. Candidates will need to show that they can competently load and use the software associated with hardware products. This includes setting logical configuration options and running diagnostic software to test the operation of assembled hardware. Candidates will need to show that they can competently complete the installation of hardware. This involves positioning the assembled hardware in the site where it will be used, making any final adjustments and managing cable runs. It also covers labelling and recording of assembled hardware.

Unit 4, Installing and Maintaining Applications and Systems Testing, designed to allow candidates to develop knowledge, understanding and skills to install applications and carry out routine maintenance.

Unit 5, Supporting System Operation, designed to accredit competence in applying system operation techniques. The unit focuses on the generic knowledge and understanding required of a computer service technician.

Unit 6, Contributing to Repair Centre Procedure and Decommissioning ICT Equipment, designed to provide candidates with the ability to identify a problem with ICT equipment and conduct a repair on that equipment. The candidates will need to be aware of the health and safety regulations and develop research methods to find information about the equipment. If the equipment is not repairable, candidates need to know the procedures and regulations for decommissioning ICT equipment. The unit is a practical unit with candidates making repairs to equipment.

Unit 7, IT Essentials I: PC Hardware and Software, designed to allow candidates to demonstrate understanding of the processes involved in installing, configuring and upgrading computer systems both hardware and software. They demonstrate an awareness of health & safety issues

surrounding the maintenance and installation of computer systems. In addition, candidates will recognise techniques for effective communication with others to support their role as a computer service technician. **This unit is tested via an electronic Cisco-set online test.**

Unit 8, Computer Maintenance and Installation (A+), designed to allow candidates to demonstrate understanding of the processes involved in installing, configuring and upgrading computer systems both hardware and software. They demonstrate an awareness of health & safety issues surrounding the maintenance and installation of computer systems. In addition, candidates will recognise techniques for effective communication with others to support their role as a computer service technician. **This unit is tested by two electronic CompTIA-set online tests.**

Unit 9, Supporting Users and Troubleshooting Microsoft Windows Desktop Operating Systems, designed to provide candidates with the ability to support end users who run Microsoft Windows® in a corporate or home environment. Candidates should have experience using applications that are included with the operating system, such as Microsoft Internet Explorer and Microsoft Outlook Express, as well as the productivity applications used in a corporate environment, such as Microsoft Office applications. **This unit is tested via an electronic Microsoft online test.**

Unit 10, Supporting Users and Troubleshooting Applications on a Microsoft Windows Desktop Operating Platform, designed to provide candidates with the ability to support end users who run Microsoft Windows® in a corporate or home environment. Candidates should have experience using applications that are included with the operating system, such as Microsoft Internet Explorer and Microsoft Outlook Express, as well as the productivity applications used in a corporate environment, such as Microsoft Office applications. **This unit is tested via an electronic Microsoft online test.**

Unit 11, Panduit Network Infrastructure Essentials (PNIE), designed to provide candidates with the ability to demonstrate knowledge of the physical aspects of voice and data network cabling and installation. Candidates will focus on cabling issues related to data and voice connections and will be provided with an understanding of the industry and its worldwide standards, types of media and cabling, physical and logical networks, as well as signal transmission. **This unit is tested via an electronic Cisco-set online test.**

Unit 12, Software Components – Theory, designed to allow candidates to develop knowledge, understanding and skills in order to plan and construct software components for stand alone machines using common programming languages. There is no set language for this module and candidates may select the most appropriate one for the task. **This unit is tested via an on-line timetabled multiple choice test.**

Unit 13, Design Software Components, designed to allow candidates to develop knowledge, understanding and skills in order to competently develop software for stand alone machines using common programming languages. There is

no set language for this module and candidates may select the most appropriate one for the task.

Unit 14, Test Software Components, designed to allow candidates to plan for functional software testing, implement and document software testing, and analyse and respond to the results of testing.

Unit 15, Create Software Components – Visual Basic, designed to allow candidates to develop knowledge, understanding and skills in order to competently develop software for stand alone machines using Visual Basic. At least one programming task should be used as evidence of meeting the assessment objectives.

Unit 16, Create Software Components – Java, designed to allow candidates to develop knowledge, understanding and skills in order to competently develop software for stand alone machines using Java. At least one programming task should be used as evidence of meeting the assessment objectives.

Unit 17, Create Software Components – C++, designed to allow candidates to develop knowledge, understanding and skills in order to competently develop software for stand alone machines using C++. At least one programming task should be used as evidence of meeting the assessment objectives.

Form of assessment

Assessment for Unit 1 takes the form of an OCR-set and marked assignment. This assignment is available on demand.

Assessment for Unit 12 takes the form of an on-line timetabled multiple choice examination. Please see Administration Handbook for details.

Assessment for Units 2, 3, 4, 5, 6, 13, 14, 15, 16 and 17 takes the form of locally devised tasks/projects for which candidates collate evidence, produce solutions and complete evidence checklists which are centre assessed and OCR moderated.

Assessment for Units 7 and 11 takes the form of a Cisco set on-line multiple choice tests.

Assessment for Unit 8 takes the form of 2 CompTIA set on-line multiple choice tests.

Assessment for Units 9 and 10 takes the form of Microsoft on-line multiple choice tests.

How do centres become CompTIA or Cisco test centres?

For centres wishing to offer CompTIA units as part of the IT Practitioner suite, evidence of E2C membership or CompTIA Associate Membership must be provided.

Those centres who wish to apply for E2C membership please email e2cuk@compbia.org or alternatively telephone the E2C UK team on 0207 743 6150. Centres wishing to apply for CompTIA Associate Membership please email Info_uk@compbia.org.

Centres who wish to provide either the CompTIA or Microsoft tests, as part of this qualification, will need to obtain enhanced approval through the Testing Delivery Agent (TDA). The TDA is responsible for providing the tests to the centre and the centre has a choice of 2 TDAs, Pearson VUE or Thomson Prometric. Information on both TDAs is provided within the approval pack for this qualification. A brief outline as to the approval process, which the TDA undertakes, forms part of the OCR approval form.

Where centres wish to offer the learning for the CompTIA or Microsoft units but do not wish to offer the tests, centres must provide the name and centre number for an alternative OCR VUE or Prometric approved testing centre.

Any centre wishing to offer the Microsoft units as part of this qualification must be a Microsoft Academy and provide their Academy number as part of the approval process.

Centres who wish to provide the Cisco tests as part of this qualification need only provide evidence of being an approved registered Cisco Academy. Details of how to become a registered Cisco Academy can be found by following the link to www.cisco.com/edu/emea.

Approval and funding

The OCR Level 2 Certificate for IT Practitioners is accredited at Level 2 of the National Qualifications Framework and is eligible for funding in 2003/2004 under Section 96 and Section 97 of the learning and Skills Act 2000.

Qualification support

The Tutor's Handbook is designed to provide 100% of the resources needed to deliver and mark the candidate's assignments, complete with examples of errors and descriptions of penalties. Centres receive a free copy on centre approval.

Our website, www.ocr.org.uk, contains an area dedicated to the support of the IT Practitioner Suite of qualifications, complete with frequently asked questions (FAQs), additional support materials, free downloads, news and updates for centres and additional administrative information.

OCR runs a regular programme of training workshops for Tutors and Centre Assessors. These are held throughout the country on a continuous basis. For more details contact the OCR Training and Customer Support Team on 024 7649 6398.

A wide range of tutor and candidate resources has been published for OCR qualifications. OCR is working with leading publishers to bring you a choice of tutor and candidate resource material for OCR Level 2 Certificate for IT Practitioners.

If in doubt over any aspect of the syllabus, assessment or administration of this qualification, please feel free to contact OCR's Customer Contact Centre, where staff will endeavour to answer your queries or redirect your call as necessary.

Fees

| | |
|------------------|--|
| Centre Approval | Free |
| Candidate Entry: | For current fees consult the OCR Fees List |

What to do next?

To seek approval to offer the qualification(s), please apply on-line following the step-by-step guide to applying for approval for vocational qualifications indicated on our 'Centre Approval' webpage.

You might be interested to know that OCR staff are available to help with any aspect of setting up a vocational assessment centre. Through an advisory telephone call or a centre visit, we can assist, not only with the completion of the form, but also provide advice on the following areas:

- identifying potential candidates and marketing opportunities
- meeting OCR requirements
- identifying resourcing levels, both in terms of staff and equipment
- the documents you might need for the benefit of the candidates and a smooth running centre operation

For further information, please get in touch with our **Customer Contact Centre** by phone: **(024 7685 1509)**; email: vocational.qualifications@ocr.org.uk; or in writing: **OCR Customer Contact Centre, OCR, Westwood Way, Coventry, CV4 8JQ.**

A summary of how the approval process works is provided in our **Admin Guide for Vocational Qualifications** (publication ref. code: A850). Our **Fees List** contains the charges for centre evaluation, candidate entries and certification. Both documents are available to download from our website www.ocr.org.uk

www.ocr.org.uk

OCR customer contact centre

Vocational qualifications

Telephone 024 76 851509

Facsimile 024 76 851633

Email vocational.qualifications@ocr.org.uk

General qualifications

Telephone 01223 553998

Facsimile 01223 552627

Email general.qualifications@ocr.org.uk

OCR

1 Hills Road, Cambridge CB1 2EU

Telephone 01223 552552

Facsimile 01223 553377



FS 27093

For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored.

© OCR 2009 Oxford Cambridge and RSA Examinations is a Company Limited by Guarantee. Registered in England.

Registered office 1 Hills Road, Cambridge CB1 2EU. Registered company number 3484466. OCR is an exempt charity.