

Centre Handbook

Certificate/Diploma for IT Professionals 06298

Level 3

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1 Introduction

This Centre Handbook provides information for centre staff involved in the planning, delivery and assessment of the following qualification which has been accredited onto the National Qualifications Framework (NQF) at Level 3:

OCR Level 3 Certificate/Diploma for IT Professionals

Scheme Code 06298

It is important that centre staff involved in the delivery of the above qualification understand the requirements laid down in this handbook. Centres should therefore ensure that staff have access to this publication.

A copy of this handbook is provided free to all centres on centre approval. Further copies are available to download from our website www.ocr.org.uk or, where preferred, centres may purchase additional copies from OCR Publications (0870 770 6622).

1.1 The OCR Level 3 Certificate/Diploma for IT Professionals

The OCR Level 3 Certificate/Diploma for IT Professionals provides candidates with a high quality, industry-recognised award. It is a vocationally-related qualification that provides valuable opportunities for individuals to develop skills and gain underpinning knowledge and understanding which will support entry into the IT industry. It supports achievement of Key Skills and relates to national occupational standards thereby providing an ideal progression to National Vocational Qualifications (NVQs) once individuals are in suitable employment.

1.2 Administration arrangements for this qualification

A separate publication, The Administrative Guide to Vocational Qualifications (reference code A850), provides full details of the administration arrangements for this qualification. The administration catalogue is issued free on centre approval and is available on the OCR website.

1.3 If centre staff have queries

This Centre Handbook and the Administrative Guide contain all the information needed to deliver and administer this qualification. If centre staff have any queries about this qualification that are not answered in these publications, they should refer to the section **Further support** and information for details of who to contact for further support.

1.4 Documentation updates

The information provided in this handbook was correct at the time of print. Occasionally OCR may update this information. Please refer to our website www.ocr.org.uk for details regarding updates to this qualification. For your convenience, the latest amended version of this handbook is available to download from the OCR website.

2 General information

2.1 Qualification Profile: Certificate

This qualification is available as a Certificate and a Diploma and each offers three pathways; a general pathway and two specific user-selected pathways of either ICT Systems Support or Software Development. Endorsements will appear on certification of the full award.

Title	OCR Level 3 Certificate for IT Professionals	
OCR code	Scheme Code 06298	
Level	This qualification has been accredited on to the National Qualifications Framework (NQF) at Level 3	
QAN	100/6106/X (Qualification Accreditation Number)	
This qualification is suitable for	Those who already possess basic knowledge and understanding of ICT system and who wish to extend their knowledge and skills. It is suitable for those who are already employed in roles in the IT industry and who wish to develop further knowledge and skills to support and/or extend their work activities.	
Entry requirements	There are no formal entry requirements for this qualification	
Qualification structure	To achieve the general Certificate, candidates must complete 3 mandatory units (and 3 optional units). There are two endorsed pathways available; Software Development, candidates must complete 2 mandatory units (and 4 optional units) and ICT Systems Support, candidates must complete 3 mandatory units (and 3 optional units).	
Assessment and grading All units will be graded Pass or Fail	<p>Units 1 and 29 are OCR-set and marked on demand assignments. Unit 31 is an OCR set e-assessment timetabled examination.</p> <p>Units 2 to 10, 30, 32 and 33 are centre assessed and externally moderated by OCR.</p> <p>Units 11, 12, 19, 20, 21, 27, 28 and 36 to 41 are externally assessed electronic tests set by Microsoft</p> <p>Units 13, 14, 15, 16, 17, 25, 34 and 35 are externally assessed electronic tests set by Cisco</p> <p>Units 18, 22, 23, 24 and 26 are externally assessed electronic tests set by CompTIA</p> <p>Units 42, 43, 44 and 45 are externally assessed electronic tests set by Oracle</p>	
Funding	This qualification has been accredited on to the NQF and, as such, is eligible for public funding. When seeking public funding, centres will need to provide the Qualification Accreditation Number (QAN) shown above	
National occupational standards	This qualification relates to Level 3 for IT Professionals	
Key Skills	Signposting to Key Skills is provided within the Centre Handbook	
Last entry date*	31/08/2009	Revised date:
Last certification date*	31/08/2012	Revised date:

*OCR will inform centres of changes to these dates. All centre records must be updated accordingly.

Qualification Profile: Diploma

Title	OCR Level 3 Diploma for IT Professionals	
OCR code	Scheme Code 06298	
Level	This qualification has been accredited on to the National Qualifications Framework (NQF) at Level 3	
QAN	100/6115/0 (Qualification Accreditation Number)	
This qualification is suitable for	Those who already possess basic knowledge and understanding of ICT system and who wish to extend their knowledge and skills. It is suitable for those who are already employed in roles in the IT industry and who wish to develop further knowledge and skills to support and/or extend their work activities.	
Entry requirements	There are no formal entry requirements for this qualification	
Qualification structure	To achieve the general Diploma, candidates must complete 3 mandatory units (and 5 optional units). There are two endorsed pathways available; Software Development, candidates must complete 2 mandatory units (and 6 optional units) and ICT Systems Support, candidates must complete 3 mandatory units (and 5 optional units).	
Assessment and grading All units will be graded Pass or Fail	<p>Units 1 and 29 are OCR-set and marked on demand assignments. Unit 31 is an OCR set e-assessment timetabled examination. Units 2 to 10, 30, 32 and 33 are centre assessed and externally moderated by OCR. Units 11, 12, 19, 20, 21, 27, 28 and 36 to 41 are externally assessed electronic tests set by Microsoft Units 13, 14, 15, 16, 17, 25, 34 and 35 are externally assessed electronic tests set by Cisco Units 18, 22, 23, 24 and 26 are externally assessed electronic tests set by CompTIA Units 42, 43, 44 and 45 are externally assessed electronic tests set by Oracle</p>	
Funding	This qualification has been accredited on to the NQF and, as such, is eligible for public funding. When seeking public funding, centres will need to provide the Qualification Accreditation Number (QAN) shown above	
National occupational standards	This qualification relates to Level 3 for IT Professionals	
Key Skills	Signposting to Key Skills is provided within the Centre Handbook	
Last entry date*	31/08/2009	Revised date:
Last certification date*	31/08/2012	Revised date:

*OCR will inform centres of changes to these dates. All centre records must be updated accordingly.

2.2 Target market

The OCR Level 3 Certificate/Diploma for IT Professionals will be appropriate for those who need or wish to extend their existing skills within the IT industry to support their work activities. The qualification will also meet the needs of those who are studying in preparation for roles that will involve system support and/or software development activities.

2.3 Qualification aims

This qualification is available as a Certificate and a Diploma and each offers three pathways; a general pathway and two specific user-selected pathways of either ICT Systems Support or Software Development.

- OCR Level 3 Certificate for IT Professionals
Specialist Endorsements are available:
 - OCR Level 3 Certificate for IT Professionals (ICT Systems Support)
 - OCR Level 3 Certificate for IT Professionals (Software Development)
- OCR Level 3 Diploma for IT Professionals
Specialist Endorsements are available:
 - OCR Level 3 Diploma for IT Professionals (ICT Systems Support)
 - OCR Level 3 Diploma for IT Professionals (Software Development)

The qualification has been designed to develop knowledge, understanding and skills in the full range of functions involved in the planning and control, hardware, software and systems installation, software solutions and the production of customer support materials. If preferred the endorsed options have been designed to further focus knowledge, skills and understanding in EITHER system support including service delivery (the ICT Systems Support endorsement), planning and control, the installation of networks and operating systems, the installation and maintenance of applications and the testing of systems; OR software creation (the Software Development endorsement) including the design of software and the testing of software.

The qualification has been designed to develop knowledge, understanding and skills in the full range of functions involved in software creation including the design of software, the testing of software and the production of customer support materials, system support including service delivery, planning and control, the installation of networks and operating systems, the installation and maintenance of applications, the testing of systems and the production of customer support materials. The qualification provides opportunities for learners to specialise in one or more specific programming languages and study towards system and network management in addition to being able to take units that are vendor specific. The qualification provides opportunities for learners to take units that are vendor specific.

The qualification contains forty five units. In order to achieve a general OCR Level 3 Certificate for IT Professionals, candidate are required to achieve six units – three mandatory and three optional units from the remaining units. Candidates may alternatively choose to follow an endorsed route of either the ICT Systems Support or Software Development. However, each unit represents a worthwhile achievement in its own right, and certification is also available at unit level. Candidates have the option of achieving either the full certificate or diploma or one or more individual units depending upon their own learning needs or employment.

This qualification meets the requirements of the QCA Common Criteria for qualifications and the QCA Criteria for Vocationally-related qualifications.

Thirty units within the qualification are offered in partnership with vendors, (see section 3.1).

This qualification meets the requirements of the QCA Common Criteria for qualifications and the QCA Criteria for Vocationally-related qualifications.

This qualification aims to:

- 1 develop understanding of the ICT industry and its environment
- 2 develop understanding of the process of software creation from the point of investigation of customer requirements through to the testing of the completed product
- 3 develop understanding of the process of system support from the point of investigation of customer requirements through to the testing of the completed product
- 4 develop practical skills in creating and testing software
- 5 develop the skills needed to manage an ICT system and network
- 6 develop practical skills in installation, maintenance and testing of ICT systems • develop generic, non-technical skills that will support personal effectiveness in the workplace
- 7 encourage progression by assisting in the development of skills and knowledge which learners will need to undertake further study
- 8 provide candidates with the knowledge, expertise and practical skills for the IT workplace.
- 9 develop candidates broad understanding of the issues and importance surrounding customer support procedures and its symbiotic relationship for IT Professionals
- 10 develop the professional competence of candidates for the maintenance, management, support and development of systems or databases/web and server applications

2.4 Statement of level

The OCR Level 3 Certificate/Diploma for IT Professionals will assess skills at Level 3 of the National Framework of Qualifications.

This qualification has been designed to assess skills and knowledge at Level 3 of the National Framework of Qualifications. The qualification has been designed to be comparable in demand to NVQs at Level 3 and A Levels.

2.5 Entry requirements

This qualification is available to anyone who is capable of reaching the required standards. It has been developed free from any barriers that restrict access or progression thereby promoting equal opportunities. There are no formal entry requirements for this qualification.

All centre staff involved in the assessment or delivery of this qualification should understand the requirements of the qualification and match them to the needs and capabilities of individual learners before entering them as candidates for this qualification. Although candidates may find it helpful to draw on previous experience and learning in the area of IT User skills and/or OCR Level 2 Certificate/Diploma for IT Practitioners, this learning is not a pre-requisite.

2.6 Entry restrictions

There are no restrictions for entry for this qualification.

2.7 Progression opportunities

A candidate achieving a Level 3 Certificate/Diploma for IT Professionals has the following progression routes available:

Level 3 NVQ for IT Professionals and Level NVQ for IT Professionals

- enter employment at an supervisory level
- develop a more in-depth understanding of the ICT industry and its environment.
- encourage progression by assisting in the development of skills and knowledge which learners will need to undertake higher level qualifications part-time or full-time in further or higher education, eg HNC, HND, degree.

2.8 Supporting candidates

Centres should ensure that candidates are informed of the title and level of the qualification they have been entered for and that Oxford Cambridge and RSA Examinations (OCR) is the awarding body for their chosen qualification.

Candidates should be offered the opportunity to select their pathway based on their experiences and wider areas of expertise.

2.9 Wider issues

This qualification provides potential for centres to develop candidates' understanding of spiritual, moral, ethical, social and cultural issues and heighten candidates' awareness of environmental issues, health and safety considerations and European developments.

Spiritual, moral, ethical, social and cultural issues

Teachers and tutors delivering a course in OCR Level 3 Certificate/Diploma for IT Professionals that supports this specification would have opportunities to address ethical, social and moral values throughout all units.

- social and cultural values could be addressed through the exploration of the way in which IT Professionals interact with end-users
- social, cultural and ethical issues could be explored through the way in which companies use IT
- ethical and moral issues could be explored through a review of confidentiality and security issues in relation to the use of IT

- ethical and moral issues could be explored in relation to the responsibilities of those who work with data to ensure that information is accurate and provides an accurate and honest representation of facts.

Environmental issues, health and safety considerations and European Developments

Teachers and tutors delivering a programme of study that supports this specification would have opportunities to address these issues throughout the programme.

Specific examples of the way in which these issues could be addressed include:

- health and safety issues could be explored in relation to the use of equipment and the importance of ensuring the safety of people, equipment and premises
- health and safety could also be addressed through the review of working practices and through consideration of relevant legislation and procedures
- environmental issues could be addressed through the exploration of the way in which resources are used and disposed of
- european developments could be explored through discussion of regulations in areas such data security, health and safety and environmental issues.

2.10 Guided learning hours

The time it will take a candidate to complete one of these units will depend on a number of things, for instance, mode of study (i.e. whether full-time or part-time) and level of knowledge or experience on entry onto the programme of study. As a general guide the units in this qualification are likely to require the following numbers of guided learning hours (GLH).

Title	GLH
1 Customer Support Provision	75
2 Service Delivery, Planning & Control	75
3 Hardware/Equipment and Systems Installation	75
4 Principles of Planning Telecoms Services	75
5 Software Installation	75
6 System Testing	75
7 Systems and Network Management	75
8 Maintain Equipment and Systems	75
9 Support ICT Acquisition	75
10 Repair Centre Procedures	75
11 Installing, Configuring and Administering Microsoft Windows Professional	75
12 Installing, Configuring and Administering Microsoft Server	75
13 IT Essentials II: Network Operating Systems	75
14 Network Fundamentals	75
15 Routing Protocols and Concepts	75
16 LAN Switching and Wireless	75
17 Wide Area Network Technologies	75

18	Network+	75
19	Managing and Maintaining a Microsoft Windows Server Environment	75
20	Implementing, Managing and Maintaining a Microsoft Windows Server network infrastructure	75
21	Installing, Configuring and Administering Microsoft Windows	75
22	Server+	75
23	Security+	75
24	Linux+	75
25	Wireless LANs	75
26	DHTI+	75
27	Planning and Maintaining a Microsoft Windows Server Network Infrastructure	75
28	Planning, Implementing and Maintaining a Microsoft Windows Server Infrastructure	75
29	Investigate Requirements for Software Solutions	75
30	Create Designs for Software	75
31	Create Software Components – Generic	75
32	Create Software – Programming Constructs	75
33	Test Software Systems	75
34	Creating Software Components – Fundamentals of Java	75
35	Creating Software Components – Fundamentals of Unix	75
36	Developing and Implementing Web Applications with Microsoft Visual Basic .NET and Microsoft Visual Studio .NET	75
37	Developing Web Services and Server Components with Microsoft Technologies	75
38	Developing and Implementing Windows-based Applications with Microsoft Visual Basic .NET and Microsoft Visual Studio .NET	75
39	Developing and Implementing Web Applications with Microsoft Visual C# .NET and Microsoft Visual Studio .NET	75
40	Developing and Implementing Windows-based Applications with Microsoft Visual C# .NET and Microsoft Visual Studio .NET	75
41	Designing and Implementing Databases with Microsoft Server Technologies	75
42	Database Design	75
43	Programming with SQL	75
44	Introduction to Java	75
45	Java Programming	75

2.11 Mode of delivery

OCR does not specify the mode of study or specify a time limit for the achievement of this qualification other than the expiry dates for entry and certification laid down by the regulatory authorities detailed in the qualification profiles.

Centres are free to deliver this qualification using any mode of delivery that meets the needs of their candidates. Whatever mode of delivery is used, centres must ensure that learners have appropriate access to the resources identified below.

Centres should consider the candidates' complete learning experience when designing learning programmes. This is particularly important in relation to candidates studying part time alongside real work commitments where candidates may bring with them a wealth of experience that should be utilised to maximum effect by tutors and assessors.

2.12 Resources

OCR strongly advises that teaching and development of subject content and associated skills be referenced to real vocational situations, through the utilisation of appropriate industrial contact, vocationally experienced delivery personnel, and real life case studies.

Candidates should be encouraged to read around the subject and have an appropriate knowledge of the application of the appropriate legislation.

Centres will need to provide appropriate assessment facilities for candidates that complies with the regulations laid down by OCR (*The Administrative Guide to Vocational Qualifications* – reference code A850).

Centres will need to meet the above requirements when they seek centre approval from OCR.

2.13 Delivery in Wales and Northern Ireland

The specification for this qualification has been approved by ACCAC for use by centres in Wales and by CCEA for use by centres in Northern Ireland.

Candidates in Wales or Northern Ireland should not be disadvantaged by terms, legislation or aspects of government that are different from those in England. Where such situations might occur, including in the external assessment, the terms used have been selected as neutral so that candidates may apply whatever is appropriate to their own situation.

We will provide specifications, assessments and supporting documentation in English.

Further information concerning the provision of assessment materials in Welsh and Irish may be obtained from the OCR Information Bureau: 024 76 851509.

2.14 Arrangements for candidates with access-related needs

We aim to make sure that all candidates are given equal opportunity to demonstrate their abilities and competence at a professional level within the IT industry.

OCR recognises that there are some candidates who can demonstrate attainment in the skills being assessed, but who may be disadvantaged by standard assessment arrangements. For these candidates standard assessment arrangements may be adjusted to enable them to compete on an equal basis with other candidates, provided that the adjustments do not compromise the integrity of the qualification.

Adjustments to standard assessment arrangements are made on the basis of the individual needs of candidates. This is to ensure that the adjustment will only compensate candidates for their particular difficulty without giving them an advantage over others.

It is important, therefore, that centres identify as early as possible whether candidates have disabilities or particular difficulties that will put them at a disadvantage in the assessment situation and select an appropriate qualification or adjustment that will allow them to demonstrate attainment.

The responsibility for providing adjustments to assessment is one which is shared between OCR and the centre. Centre staff should consult the OCR publication *Access to Assessment: NVQs, Vocationally-related Qualifications (VRQs) and other Vocational Qualifications - Regulations and Guidance Relating to Candidates with Particular Requirements* (item code L016) for a description of their responsibilities and the procedures by which adjustments can be made.

For further guidance on specific assessment requirements of individual qualifications and appropriate adjustments to assessment, centres are advised to contact the relevant Qualifications Team at OCR's Coventry office.

For units 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 34, 35, 36, 37, 38, 39, 40, 41, 43, 44 and 45 which are assessed via vendor tests, the arrangements for candidates with special assessment needs are as follows. For units 11, 12, 18-24, 27, 28, and 36-41 Centres will need to contact their test Delivery Agent (TDA), either Pearson VUE or Thomson Prometric, directly with evidence of the candidates special assessment needs at least 10 days before the candidate is due to sit the test. The TDA will then supply the centre with an adapted test for the candidate. Evidence of the candidates special assessment needs will also need to be submitted with their Assessment Record Folder (ARF) for that unit along with the temporary result sheet. For units 13-17, 25, 26, centres should follow the guidance provided as part of their Cisco Academy status. For units 43-45, centres should follow the guidance provided as part of their Oracle Internet Academy status.

2.15 Funding

The OCR Level 3 Certificate for IT Professionals is accredited at Level 3 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.

2.16 Results enquiries and appeals

Please refer to the *Administrative Guide to Vocational Qualifications* (reference code A850).

2.17 Centre malpractice guidance

It is the responsibility of the Head of Centre* to report (in writing) all cases of suspected malpractice involving centre staff or candidates, to the OCR Quality and Standards division.

When asked to do so by OCR, Heads of Centres are required to investigate instances of malpractice promptly, and report the outcomes to the OCR Quality and Standards division.

Further information is contained in the publication *Guidelines for Dealing with Cases of Malpractice* (R322) which is available from the OCR Information Bureau: 024 76 851509.

* The Head of Centre is defined as the most senior officer in the organisation, directly responsible for the delivery of OCR qualifications, eg the Principal of a College, the Head Teacher of a school, the Managing Director of a private Training Provider or the Group Training Manager of a major company.

3 Assessment and moderation

3.1 Assessment

Each unit within the specification is designed around the principle that candidates will build a portfolio of evidence relating to progression towards meeting the unit assessment objectives.

The unit assessment objectives reflect the demands of the learning outcomes for each unit.

In order for candidates to be able to effectively progress towards meeting the requirements of each assessment objective, tutors must make sure that the supporting knowledge, understanding and skills requirements for each objective are fully addressed. The identified knowledge, understanding and skills are not exhaustive and may be expanded upon or tailored to particular contexts to which the unit is being taught and the assessment objective applied.

We recommend that teaching and development of subject content and associated skills be referenced to real vocational situations, through the utilisation of appropriate industrial contact, vocationally experienced delivery personnel, and real life case studies.

Assessment of this qualification will be conducted in accordance with the appropriate codes of practice approved and published by the regulatory authorities.

Key features of the assessment of this qualification are:

- Externally assessed by OCR
- Locally assessed and externally moderated
- Externally assessed electronic tests set by Microsoft, Cisco, CompTIA and Oracle

Full details of the assessment requirements for each unit are provided as part of the unit content.

Externally assessed vendor units

The following units take the form of externally assessed electronic tests in partnership with Microsoft, Cisco, CompTIA and Oracle

Unit	Title	In Partnership with
Unit 11	Installing, Configuring and Administering Microsoft Windows Professional	Microsoft
Unit 12	Installing, Configuring and Administering Microsoft Server	Microsoft
Unit 13	IT Essentials II: Network Operating Systems	Cisco
Unit 14	Network Fundamentals	Cisco
Unit 15	Routing Protocols and Concepts	Cisco
Unit 16	LAN Switching and Wireless	Cisco
Unit 17	WAN Technologies	Cisco
Unit 18	Network+	CompTIA
Unit 19	Managing and Maintaining a Microsoft Windows Server Environment	Microsoft

Unit 20	Implementing, Managing and Maintaining a Microsoft Windows Server network infrastructure	Microsoft
Unit 21	Installing, Configuring and Administering Microsoft Windows	Microsoft
Unit 22	Server+	CompTIA
Unit 23	Security+	CompTIA
Unit 24	Linux+	CompTIA
Unit 25	Wireless LANs	Cisco
Unit 26	DHTI+	CompTIA
Unit 27	Planning and Maintaining a Microsoft Windows Server Network Infrastructure	Microsoft
Unit 28	Planning, Implementing and Maintaining a Microsoft Windows Server Infrastructure	Microsoft
Unit 34	Creating Software Components – Fundamentals of Java	Cisco
Unit 35	Creating Software Components – Fundamentals of Unix	Cisco
Unit 36	Developing and Implementing Web Applications with Microsoft Visual Basic .NET and Microsoft Visual Studio .NET	Microsoft
Unit 37	Developing Web Services and Server Components with Technologies	Microsoft
Unit 38	Developing and Implementing Windows-based Applications with Microsoft Visual Basic .NET and Microsoft Visual Studio .NET	Microsoft
Unit 39	Developing and Implementing Web Applications with Microsoft Visual C# .NET and Microsoft Visual Studio .NET	Microsoft
Unit 40	Developing and Implementing Windows-based Applications with Microsoft Visual C# .NET and Microsoft Visual Studio .NET	Microsoft
Unit 41	Designing and Implementing Databases with Microsoft Server Technologies	Microsoft
Unit 42	Database Design	Oracle
Unit 43	Programming with SQL	Oracle
Unit 44	Introduction to Java	Oracle
Unit 45	Java Programming	Oracle

Centre-assessed units

Units 2 to 10, 30, 32 and 33 are locally assessed by the centre and externally moderated by OCR.

Candidates will be required to demonstrate that they can meet all of the assessment objectives as stated in the specification. Assessment activities will take the form of practical activities that are locally devised and should enable candidates to work at a pace appropriate to their needs and the requirements of the task in hand.

Centres will need to devise activities/assignments that enable candidates to meet all of the assessment objectives in these units. To help centres with this, OCR has produced specific assessment requirements for each unit. These can be found within each unit. There are no time constraints on centre-assessed units.

When candidates complete an assignment/activity, the centre assessor (usually the teacher/tutor) assesses their work. Centres will need to identify staff who will act as assessors. Assessors will need to have experience in making judgments about candidates' progress.

Assessors must:

- judge candidate work against the standard identified in the Assessment Guidance
- identify valid and sufficient evidence
- identify gaps in evidence
- give feedback to candidates
- liaise with other assessors in the centre to ensure standards
- verify candidate achievement by completing and signing OCR documentation (ie Witness Statement Forms, Candidate Evidence Sheets, Evidence Checklists)
- maintain records of candidates' achievements.

OCR-set on-demand assignment

Units 1 and 29 are externally assessed by OCR. The assessment will take the form of an externally set and marked on demand assignment.

Full details of the administration arrangements associated with this qualification are included in *Administrative Guide to Vocational Qualifications* (reference code A850) and outlined in the section **Administration arrangements** of this handbook.

OCR-timetabled assessment

Unit 31 is externally assessed by OCR. The assessment will take the form of a timetabled electronic test

A timetabled examinations entry form will be sent to centres approximately 6 weeks before each examination session, for assessment of the OCR timetable units. Centres may choose to enter candidates by either the named or unnamed route.

Full details of the administration arrangements associated with this qualification and the dates for timetabled examinations are included in *Administrative Guide to Vocational Qualifications* (reference code A850) and outlined in the section **Administration arrangements** of this handbook.

External moderation

External moderation ensures centres' internal assessments meet the national requirements of this qualification.

OCR Examiner-moderators are appointed by OCR to moderate centre assessment decisions.

OCR requires centres to submit only the appropriate documentation for specific units for moderation. OCR does not require centres to submit for moderation additional evidence produced by the candidate in the course of an activity. OCR, however, anticipates that centres will wish to create programmes of learning for candidates towards the completion of these units that will generate additional items of evidence. Centres are free to do this, but OCR does not require these items for accreditation of unit achievement.

OCR requires that all Evidence Checklists submitted in support of achievement are signed by the tutor prior to submission for moderation.

Tutors must check that each aspect of the criteria has been successfully met by the candidate before work is signed and sent for external moderation.

Centres must use candidates' Assessment Record Folders (ARF) to send to the OCR-appointed Examiner-moderator only those items required as evidence for the unit(s) concerned.

External moderation of a centre's assessment decisions is achieved through systematic sampling. The assessment decisions of each assessor submitting work will be sampled. The outcomes of moderation will apply to all work submitted in each batch for moderation. No substitution of candidates' work will be allowed unless prior agreement of the OCR Examiner-moderator has been obtained.

The Examiner-moderator will complete a Centre Feedback Report Form (NQF6 or eNQF6) for the batch. If the centre assessment is satisfactory, arrangements will be made for certification.

If the centre assessment is inaccurate, the necessary amendments to candidates' achievements will be recorded on the Centre Feedback Report Form (NQF6/eNQF6), and certification will reflect these amendments.

Examiner-moderators are not empowered to enter into direct contact with centres. In no circumstances must centres attempt to contact their Examiner-moderator in any way other than through posting candidate work to the address provided to them by OCR. Any queries concerning the units or assessment must be directed to OCR, Coventry.

3.2 Allocation of resources

Centres should ensure that appropriate physical resources are available in line with guidance provided in this handbook.

4 Certification

Candidates who reach the required level to pass the moderation/examination for all units that make up a full award will receive:

- a certificate for each achieved unit and
- a certificate giving the full qualification title and any endorsement

OCR Level 3 Certificate for IT Professionals

OCR Level 3 Certificate for IT Professionals (Software Development)

OCR Level 3 Certificate for IT Professionals (ICT Systems Support)

OCR Level 3 Diploma for IT Professionals

OCR Level 3 Diploma for IT Professionals (Software Development)

OCR Level 3 Diploma for IT Professionals (ICT Systems Support)

Candidates achieving one or more units but who do not meet the requirements for a full certificate, will receive a certificate listing the units they have achieved. Units will be graded Pass or Fail only.

4.1 Claiming certificates

Certificates will be issued with results for successful candidates. In order to ensure that these are automatically issued centres must ensure that the OCR candidate number is **always** used where a candidate has already achieved one or more units. See *Administrative Guide to Vocational Qualifications* (reference code A850) for full details. Centres should retain copies of candidates' work until they receive their certificates.

4.2 Replacement certificates

If a replacement certificate is required a request must be made to the OCR Operations Division on 024 76 470033, or in writing to the Coventry office, and an application form with further instructions will be sent. A charge will be made for a replacement certificate.

5 Qualification structure and units

5.1 Qualification structure

Candidates do not have to achieve units in any particular order and tutors should tailor learning programmes to meet individual candidate needs. It is recommended that, wherever possible, centres adopt an holistic approach to the delivery of the qualification and identify opportunities to link the units. For example, when delivering the mandatory unit Customer Support Provision, centres may choose to base additional locally set assignments around the theme to provide continuity and a wider exploration of the scenario for candidates.

If a candidate is not able to complete a full award, their achievements will be recognised through the issue of a unit certificate listing the units achieved.

Certificate for IT Professionals

The combination of Unit 34; Creating Software Components – Fundamentals of Java and Unit 44; Introduction to Java is **NOT ALLOWED**.

To achieve the OCR Level 3 Certificate for IT Professionals the candidate must achieve a total of 6 units: mandatory Unit 1 and Unit 3, Unit 29 and 3 optional units from the remaining units.

A specialist endorsement of Software Development is available to candidates taking this qualification if they achieve mandatory Unit 1 and Unit 29 and any 4 of the optional units from the Software Development specialist pathway; Units 30 to 45.

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

OCR Level 3 Certificate for IT Professionals (Software Development)

A specialist endorsement of ICT Systems Support is available to candidates taking this qualification if they achieve mandatory Unit 1, and Unit 3, Unit 8 and any 3 of the optional units from the ICT Systems Support specialist pathway Units 2 to 28.

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

OCR Level 3 Certificate for IT Professionals (ICT Systems Support)

Diploma for IT Professionals

The combination of Unit 34; Creating Software Components – Fundamentals of Java and Unit 44; Introduction to Java is **NOT ALLOWED**.

To achieve the OCR Level 3 Diploma for IT Professionals, candidates must achieve **8** units: mandatory **Unit 1** and **Unit 3, Unit 29** and **5** optional units from the remaining units.

A specialist endorsement of Software Development is available to candidates taking this qualification if they achieve mandatory **Unit 1** and **Unit 29** and any **6** of the optional units from the Software Development specialist pathway; units 30 to 45.

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

OCR Level 3 Diploma for IT Professionals (Software Development)

A specialist endorsement of ICT Systems Support is available to candidates taking this qualification if they achieve mandatory **Unit 1**, and **Unit 3, Unit 8** and any **5** of the optional units from the ICT Systems Support specialist pathway units 2 to 28.

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

OCR Level 3 Diploma for IT Professionals (ICT Systems Support)

Units

This qualification contains one mandatory unit and groups of units from which candidates select to achieve the qualification for their chosen pathway:

Unit 1 Customer Support Provision

Completing Unit 1 will contribute towards the knowledge required by candidates in order to identify requirements and provide a service to the end-user.

A full list of the units is provided below:

New Unit No	Unit Title	QCA Accreditation No
1	Customer Support Provision	K/101/9538
2	Service Delivery, Planning & Control	D/101/9536
3	Hardware/Equipment and Systems Installation	H/101/9537
4	Principles of Planning Telecoms Services	M/101/9539
5	Software Installation	H/101/9540
6	System Testing	K/101/9541
7	Systems and Network Management	M/101/9542
8	Maintain Equipment and Systems	T/101/9543
9	Support ICT Acquisition	A/101/9544
10	Repair Centre Procedures	J/101/9543
11	Installing, Configuring and Administering Microsoft Windows Professional	L/101/9547
12	Installing, Configuring and Administering Microsoft Server	R/101/9548
13	IT Essentials II: Network Operating Systems	Y/101/9549
14	Network Fundamentals	L/101/9550
15	Routing Protocols and Concepts	R/101/9551
16	LAN Switching and Wireless	Y/101/9552
17	Wide Area Network Technologies	D/101/9553
18	Network+	H/101/9554
19	Managing and Maintaining a Microsoft Windows Server Environment	K/102/7056
20	Implementing, Managing and Maintaining a Microsoft Windows Server network infrastructure	M/102/7057
21	Installing, Configuring and Administering Microsoft Windows	T/102/7058
22	Server+	A/102/7059

23	Security+	M/102/7060
24	Linux+	T/102/7061
25	Wireless LANs	A/102/7062
26	DHTI+	R/500/1625
27	Planning and Maintaining a Microsoft Windows Server Network Infrastructure	Y/500/1626
28	Planning, Implementing and Maintaining a Microsoft Windows Server Infrastructure	D/500/1627
29	Investigate Requirements for Software Solutions	F/101/9562
30	Create Designs for Software	J/101/9563
31	Create Software Components – Generic	L/101/9564
32	Create Software – Programming Constructs	R/101/9565
33	Test Software Systems	Y/101/9566
34	Creating Software Components – Fundamentals of Java	K/101/9569
35	Creating Software Components – Fundamentals of Unix	D/101/9570
36	Developing and Implementing Web Applications with Microsoft Visual Basic .NET and Microsoft Visual Studio .NET	H/101/9571
37	Developing Web Services and Server Components with Technologies	K/101/9572
38	Developing and Implementing Windows-based Applications with Microsoft Visual Basic .NET and Microsoft Visual Studio .NET	F/102/7063
39	Developing and Implementing Web Applications with Microsoft Visual C# .NET and Microsoft Visual Studio .NET	J/102/7064
40	Developing and Implementing Windows-based Applications with Microsoft Visual C# .NET and Microsoft Visual Studio .NET	L/102/7065
41	Designing and Implementing Databases with Microsoft Technologies	R/102/7066
42	Database Design	F/102/9363
43	Programming with SQL	L/102/9365
44	Introduction to Java	D/102/9368
45	Java Programming	Y/102/9370

5.2 Unit format

Learning outcomes

This section describes the learning outcomes that a candidate will achieve when meeting the assessment objectives associated with the unit.

Assessment objectives

This section describes the objectives that candidates will be assessed against. It is a mandatory requirement of this qualification that candidates provide evidence of their skills, knowledge and understanding in relation to each assessment objective.

Knowledge, understanding and skills

This section sets out the underpinning, knowledge, understanding and skills which candidates will need in order to be able to undertake the assessment for the unit and to meet the requirements of the assessment objectives. Tutors should cover all of the knowledge, understanding and skills requirements fully prior to entering candidates for assessment.

Assessment

This section specifies the requirements in relation to assessment of the unit. It details the way in which the assessment objectives will be assessed. All units will be externally assessed through OCR timetabled examinations which are marked by OCR examiners.

Signposting to Key Skills

Links to the Levels 3 and 4 NVQs for IT Professionals are signposted with the specification for individual units.

For detailed breakdown of the Key Skills specifications please see section 9.

Resources

Resources available include:

Support Materials packs available to order from our publications catalogue.

Vendor specific books relating to their individual qualifications

Vendor web sites

Sample materials published on our website www.ocr.org.uk.

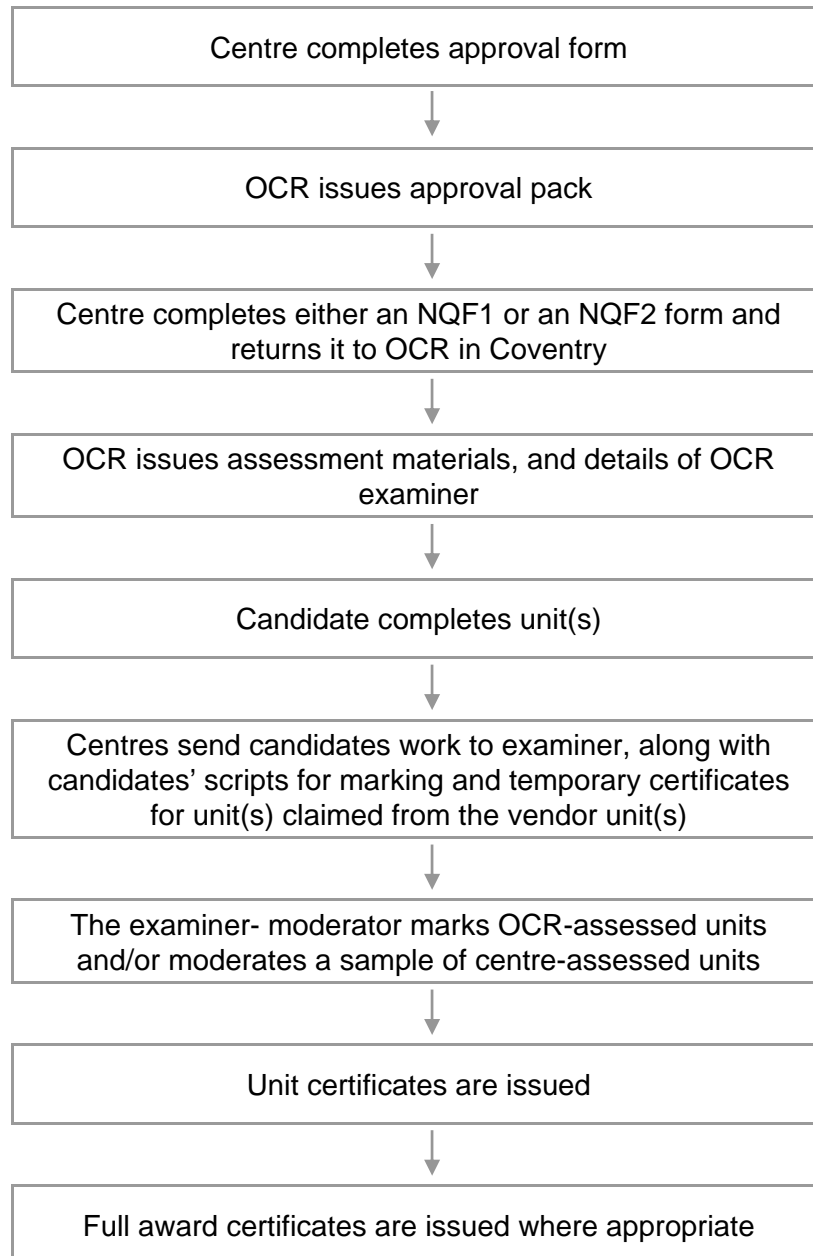
The list is neither prescriptive nor exhaustive, and candidates should be encouraged to gather information from a variety of sources.

6 Administration arrangements

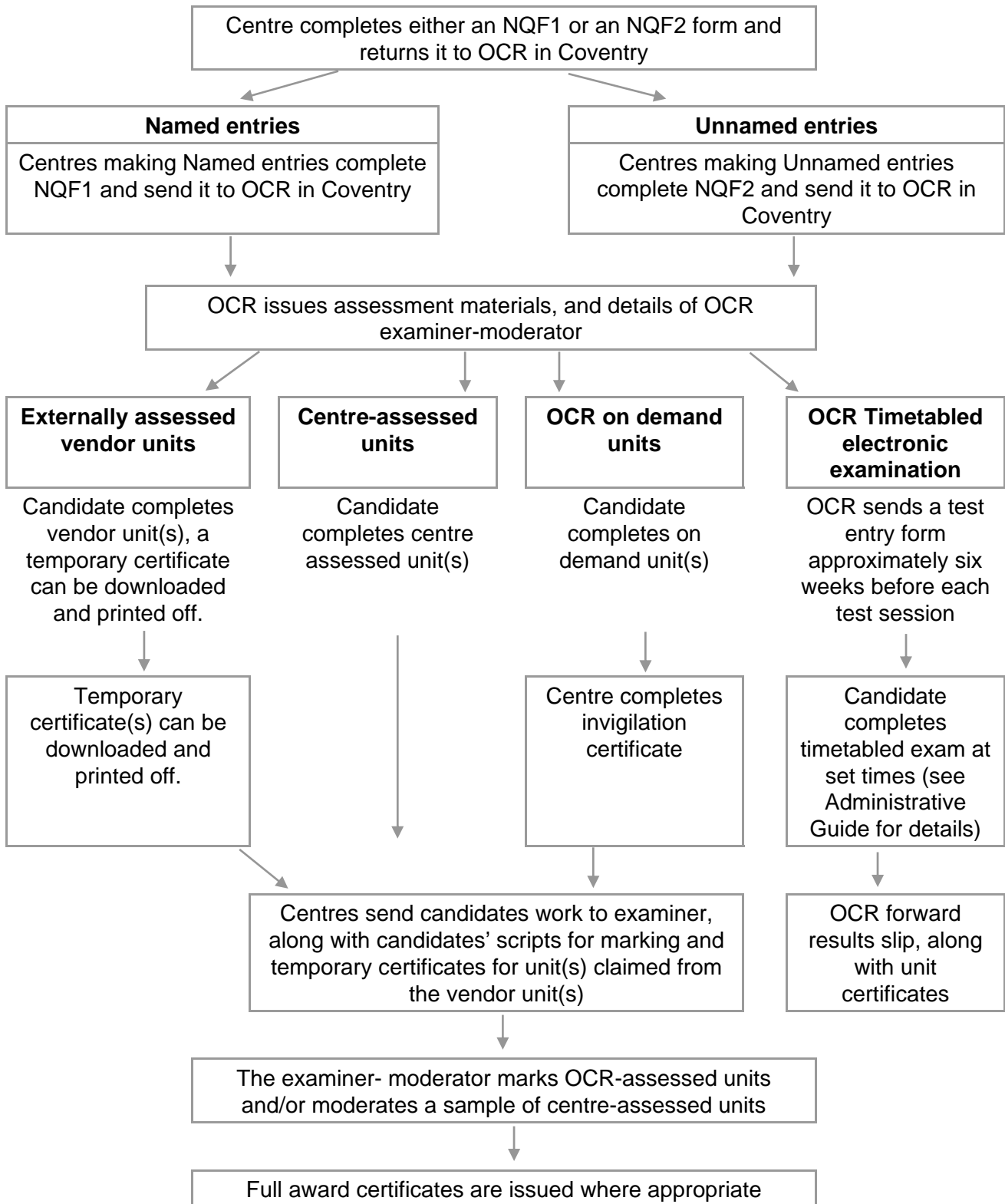
This section provides a brief overview of the administration arrangements operating for this qualification. Please refer to the *Administrative Guide to Vocational Qualifications* (reference code A850)

6.1 Overview of full process

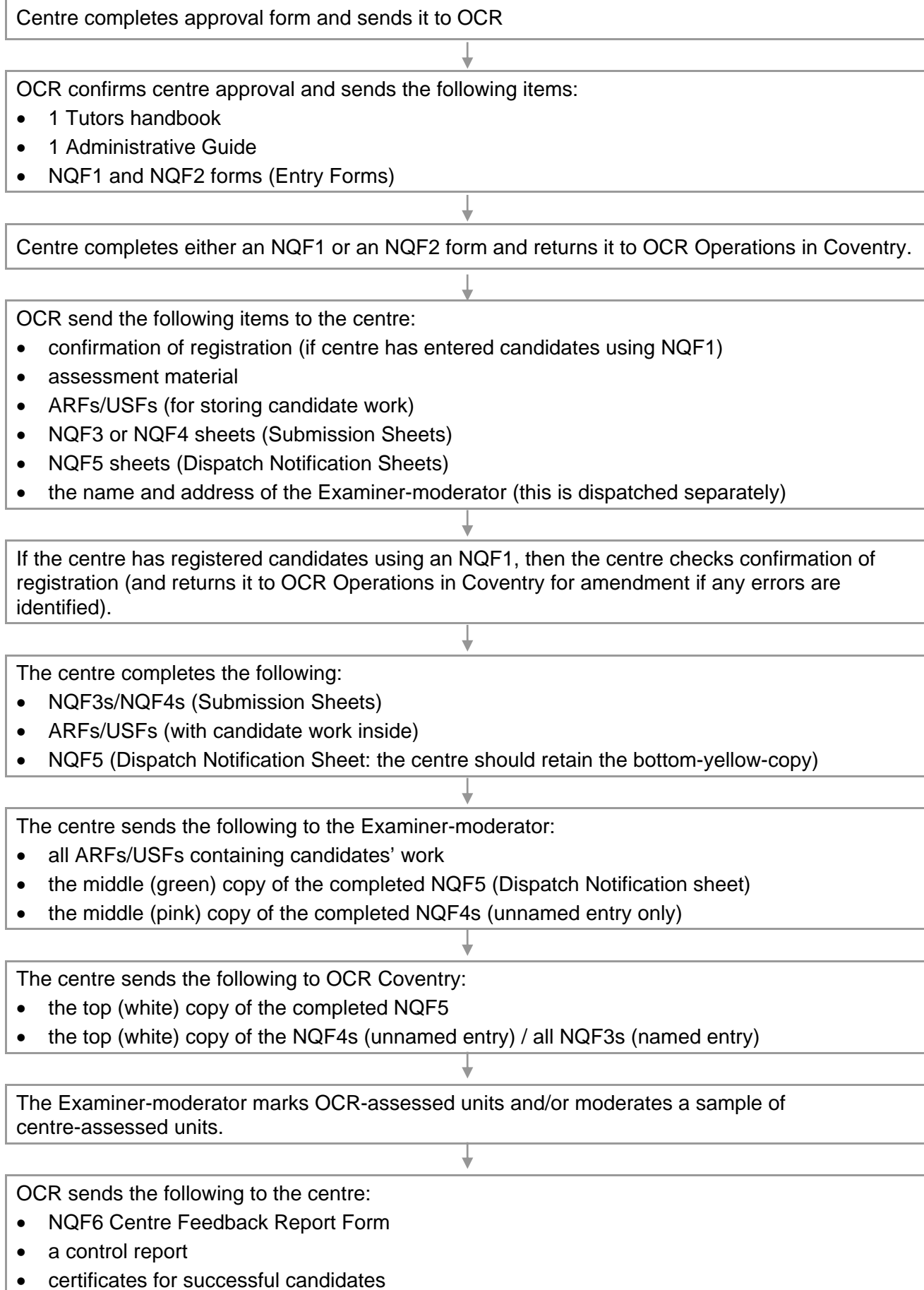
Centre completes centre approval form and sends it to OCR.



Administration Flowchart for named and unnamed entry



Administration Flowchart for on demand units

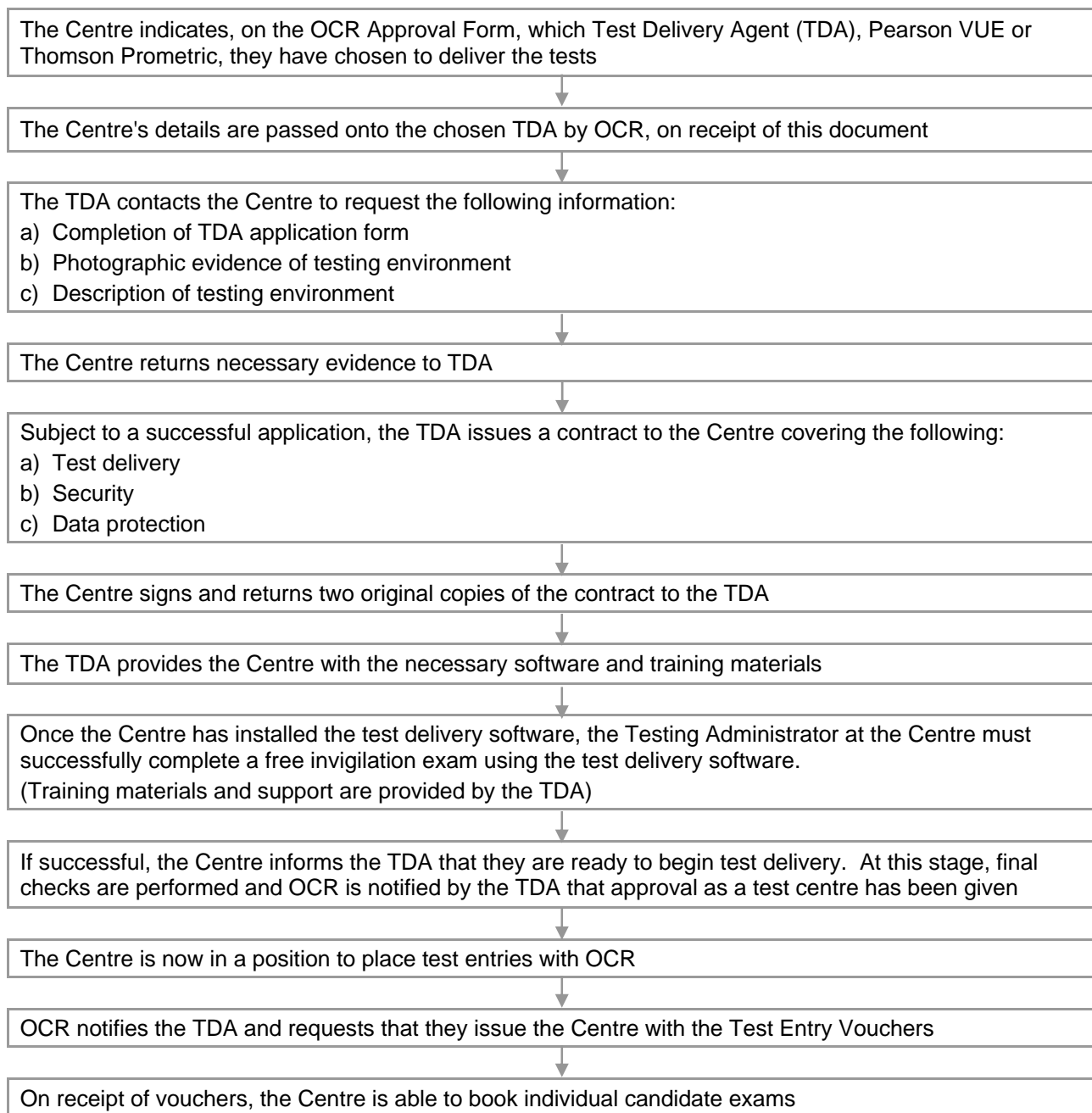


6.2 How to gain centre approval

Complete the Centre Approval Form for this qualification and return it to OCR Operations. A blank copy of this form is provided at the end of this handbook for you to photocopy and use. Alternatively copies are available on the OCR website or by calling the OCR Customer Contact Centre on 024 76 851509.

Further guidance on completion of the Centre Approval Form is provided in *Administrative Guide to Vocational Qualifications* (reference code A850).

For Centres wishing to gain approval as a testing centre for the CompTIA and Microsoft units, the flow diagram below shows the steps involved when applying for TDA enhanced approval, and the involvement of both OCR and the centre during this process.



6.3 How to enter candidates

Centres should enter candidates by completing the NQF1 Named Entry form, NQF2 Unnamed Entry form and/or the Test Entry form for Microsoft/CompTIA. Entry Forms will be issued to you after you have been approved to offer this qualification.

6.4 How to make an enquiry about results or appeal against a result

Full details of the results enquiries and appeals procedures are contained in *Administrative Guide to Vocational Qualifications* (reference code A850).

6.5 Administrative documentation

Copies of example documentation may be found in *Administrative Guide to Vocational Qualifications* (reference code A850). Copies of supporting documentation for tutors may also be found in the section **Supporting documentation** in this publication.

7 Supporting Documentation

7.1 OCR sample assessment material

OCR sample assessment material is available for some units. Centres may choose to:

- use these assignments for formative assessment of candidates
- tailor these assignments for formative or centre assessed summative of candidates
- use these assignments as a benchmark for devising their own assessments to aid candidate preparation.

OCR sample assessment material is available to download from our website www.ocr.org.uk.

8 Guidance For Candidates

8.1 What is the OCR Level 3 Certificate/Diploma for IT Professionals?

This qualification aims to:

- 1 develop understanding of the ICT industry and its environment
- 2 develop understanding of the process of software creation from the point of investigation of customer requirements through to the testing of the completed product
- 3 develop understanding of the process of system support from the point of investigation of customer requirements through to the testing of the completed product
- 4 develop practical skills in creating and testing software
- 5 develop the skills needed to manage an ICT system and network
- 6 develop practical skills in installation, maintenance and testing of ICT systems • develop generic, non-technical skills that will support personal effectiveness in the workplace
- 7 encourage progression by assisting in the development of skills and knowledge which learners will need to undertake further study

The qualification has been designed to develop knowledge, understanding and skills in the full range of functions involved in the planning and control, hardware, software and systems installation, software solutions and the production of customer support materials. If preferred the endorsed options have been designed to further develop knowledge, skills and understanding in EITHER system support including service delivery (the ICT Systems Support endorsement), planning and control, the installation of networks and operating systems, the installation and maintenance of applications and the testing of systems; OR software creation (the Software Development endorsement) including the design of software and the testing of software.

The qualification provides opportunities for learners to study towards system and network management, to specialise in one or more specific programming languages in addition to being able to take units that are vendor specific.

8.2 What do I have to do to achieve this qualification?

To achieve this qualification you must achieve the required combination of units from those listed below.

OCR Level 3 Certificate for IT Professionals

To achieve the general Certificate, candidates must complete 3 mandatory units (and 3 optional units).

There are two endorsed pathways available; Software Development, candidates must complete 2 mandatory units (and 4 optional units) and ICT systems support, candidates must complete 3 mandatory units (and 3 optional units).

OCR Level 3 Diploma for IT Professionals

To achieve the general Diploma, candidates must complete 3 mandatory units (and 5 optional units).

There are two endorsed pathways available; Software Development, candidates must complete 2 mandatory units (and 6 optional units) and ICT systems support, candidates must complete 3 mandatory units (and 5 optional units).

8.3 What if I cannot complete enough units for a full award?

This qualification is very flexible and allows you to achieve recognition for what you have already achieved even if you do not finish the full qualification. OCR has systems in place which allow you to be awarded a certificate listing the unit (or units) you have achieved even if you are unable to complete the full qualification.

8.4 How do I know that this qualification is right for me?

This qualification is designed for candidates wishing to gain an appropriate qualification for the purposes of developing a career in the maintenance, management and support of systems or to assess the development and implementation of databases/web and server applications and /or software components and constructs.

This qualification may also form a progression route to Level 3 and 4 NVQ for IT Professionals.

8.5 How are the units tested?

Units assessment is carried out in a number of ways:

External Assessment – Units 11 to 28 and 34 to 45

Centre Assessment - 2 to 10, 30, 32 and 33

OCR Set and On Demand Assignments - Units 1 and 29

OCR timetabled assignment - Unit 31

8.6 Do I need to pass all of the units?

Yes. To achieve the OCR Level 3 Certificate/ Diploma for IT Professionals you must achieve the required units. If you cannot finish all of the units for the full qualification, you may claim a unit certificate. Each unit represents a worthwhile achievement in its own right.

8.7 How do I keep track of my achievements?

We have designed a **Record of Achievement** form for you to use to keep track of your achievements. This form is optional (you do not have to use it if you do not want to).

8.8 Can my work for this qualification count towards Key Skills?

The work you produce whilst being taught for this qualification may prove you have the skills required for the Key Skills units. Your tutor will help you decide if your work can be considered for assessment against any of the Key Skills units.

8.9 Finally

To gain a full OCR Level 3 Certificate/Diploma for IT Professionals you must achieve all of the required units. If you do not achieve all of the units for the full qualification, you will be issued with a 'unit certificate' which lists the unit or units which have been passed.

OCR wishes you every success in your achievement of this qualification.

9 Key Skills Signposting

To assist centres in cross-mapping evidence for these qualifications and Key Skills, the following table signposts where evidence from these awards may provide opportunities to evidence the Part B specification requirements of the following Key Skills:

- Communication
- Application of Number
- IT

This signposting gives an indication of where evidence might be available for assessment against the Key Skills requirements. It does not claim to guarantee that evidence will meet the Key Skills requirements and all evidence put forward for Key Skills must be assessed against the Key Skills specification.

The following table indicates where a course of study leading to the OCR Level 3 Certificate for IT Practitioners would provide candidates with opportunities to develop the skills and knowledge necessary for the production of some or all of the evidence required to meet the references in Part B of the Key Skills specifications.

Key Skills Unit	Key Skill	Communication Level 3			Working With Others Level 3			Improving Own Learning and Performance Level 3			Problem Solving Level 3			Application of Number Level 3			Information Technology Level 3			
		Evidence Reference	C3.1a	C3.1b	C3.2	C3.3	WO3.1	W3.2	W3.3	LP3.1	LP3.2	LP3.3	PS3.1	PS3.2	PS3.3	N3.1	N3.2	N3.3	IT3.1	IT3.2
OCR Level 3 Certificate for IT Practitioners	1	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	2	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	3	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	4	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	5	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	6	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	7	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	8	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	9	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	10	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	11	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	12	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	13	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	14	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	15	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	16	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	17	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	18	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	19	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	20	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	21	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	22	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	23	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	24	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	25	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓
	26	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓				✓	✓	✓

27	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
28	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
29	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓	
30	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓	
31	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓	
32	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
33	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓				✓	✓	
34	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓	
35	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓	
36	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓	
37	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓	
38	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓	
39	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓	
40	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓	
41	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓	
42	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
43	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
44	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
45	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

10 Mapping

10.1 Mapping to National Occupational Standards

This qualification provides a key progression route between education and employment (or further study/training leading to employment). It is directly relevant to the needs of employers and relates to national occupational standards in Information and Communication Technologies and Contact Centres.

The following table indicates where units within this qualification contain knowledge and understanding that map against the above national occupational standards.

This mapping provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards. It does not claim to guarantee that evidence will meet the NVQ requirements. This information is also available within the units themselves.

Unit	Customer Care	Data Analysis and Data Structure Design	Develop personal and organisational effectiveness	Health and safety in ICT and Contact Centres	Interpersonal and written communication	Investigating and defining requirements	Managing software development	Quality management of ICT products and services	Remote support for products and services	Security of ICT Systems	Software Development – Component Creation	Software Development – Design	Software installation and upgrade	System management	System Operation	Technical Advice and guidance	Technical fault diagnosis	Technical fault remedy selection	Testing ICT Systems	User profile administration	Working with ICT hardware and equipment
1	✓		✓		✓	✓										✓					
2	✓		✓		✓	✓		✓						✓	✓						
3			✓		✓	✓		✓		✓			✓	✓		✓					
4					✓	✓			✓							✓					
5					✓	✓							✓				✓				
6					✓											✓			✓		
7						✓							✓	✓		✓				✓	✓
8					✓									✓	✓	✓	✓				
9	✓				✓	✓		✓													
10	✓			✓	✓	✓															
11										✓				✓	✓					✓	✓
12										✓			✓	✓	✓			✓	✓	✓	✓
13										✓			✓	✓	✓				✓	✓	
14													✓	✓	✓			✓			
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19										✓				✓	✓		✓	✓		✓	✓
20										✓				✓	✓		✓			✓	✓
21													✓	✓	✓		✓			✓	
22													✓	✓	✓		✓	✓	✓	✓	✓
23										✓			✓	✓	✓					✓	
24										✓			✓		✓		✓				

Unit	Customer Care	Data Analysis and Data Structure Design	Develop personal and organisational effectiveness	Health and safety in ICT and Contact Centres	Interpersonal and written communication	Investigating and defining requirements	Managing software development	Quality management of ICT products and services	Remote support for products and services	Security of ICT Systems	Software Development – Component Creation	Software Development – Design	Software installation and upgrade	System management	System Operation	Technical Advice and guidance	Technical fault diagnosis	Technical fault remedy selection	Testing ICT Systems	User profile administration	Working with ICT hardware and equipment
25													✓	✓	✓		✓			✓	✓
26															✓		✓				✓
27					✓					✓				✓	✓		✓				✓
28					✓					✓				✓	✓		✓				✓
29	✓				✓	✓								✓							✓
30	✓				✓	✓						✓									
31					✓	✓	✓					✓							✓		
32							✓					✓							✓		
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41		✓								✓	✓										
42		✓																			
43											✓	✓								✓	
44											✓	✓									
45											✓	✓									

11 Further Support and Information

11.1 General enquiries

For general enquiries relating to any of OCR's vocational qualifications, please contact the OCR Customer Contact Centre on:

Telephone: 024 76 851509
Fax: 024 76 851633
Email: cib@ocr.org.uk

Alternatively, you could visit OCR's website at www.ocr.org.uk for further information on OCR qualifications.

11.2 Entry forms and entry enquiries

All entry forms should be returned to:

Operations
OCR
Progress House
Westwood Way
Coventry
CV4 8JQ

If you have any queries about candidate entry, please contact Operations Customer Support on 024 76 470033.

11.3 Results enquiries

Forms and current fees can be obtained from:

Results Enquiries
OCR
Progress House
Westwood Way
Coventry
CV4 8JQ

11.4 Customer feedback

We welcome feedback from customers on all aspects of our provision. Comments relating to this documentation should be sent to:

The Professional Officer
Vocational Assessment
IT Education and Training
OCR
Coventry Office
Westwood Way
Coventry
CV4 8JQ

11.5 OCR Training Events

Information on OCR's training events for centres can be found on the OCR website by going to www.ocr.org.uk, or by contacting:

OCR Training
Mill Wharf
Mill Street
Birmingham
B6 4BU

Telephone: 0121 628 2950
Fax: 0121 628 2940
Email: training@ocr.org.uk

11.6 OCR Publications

OCR's *Publications Catalogue (A410)* lists all the qualifications that OCR offers, and contains more detail on how to order publications. It is available to download from the OCR website at www.ocr.org.uk, or to order from the OCR Customer Contact Centre by telephoning 024 76 851509.

If you would like to order any OCR publications, please contact:

OCR Publications
PO Box 5050
Annesley
Nottingham
NG15 0DL

Telephone: 0870 770 6622
Fax: 0870 770 6621
Email: publications@ocr.org.uk

OCR Support Materials prepare extra resources to help you deliver our qualifications. These support materials can be ordered from OCR Publications and more information about the materials can be obtained from support.materials@ocr.org.uk.

11.7 Publications (related to this qualification)

Administrative Guide to Vocational Qualifications (reference code A850)

Access to Assessment: NVQs, Vocationally-Related Qualifications (VRQs) and Other Vocational Qualifications. Regulations and Guidance Relating to Candidates with Particular Requirements (reference code L16)

12 Glossary

Analyse	to examine in detail in order to discover meaning, essential features, etc.
Apply	to devote oneself with diligence to bring into operation or use to put to practical use; utilise; employ
Assess	to judge the worth, importance, etc., of; evaluate
Calculate	to solve (one or more problems) by a mathematical procedure; compute
Carry out	to perform or cause to be implemented
Chart	to plot or outline the course of to make a detailed plan of to make a chart of
Classify	to arrange or order by classes; categorise
Collect	to gather together or be gathered together
Communicate	to impart (knowledge) or exchange (thoughts, feelings, or ideas) by speech, writing, gestures, etc.
Compare	to regard or represent as analogous or similar; liken
Compile	to make or compose from other materials or sources
Complete	to make whole or perfect to end; finish
Conduct	to do or carry out
Contrast	to distinguish by comparison of unlike or opposite qualities
Contribute	to give (support, money, etc.) for a common purpose or fund to supply (ideas, opinions, etc.) as part of a debate or discussion
Cook	to prepare (food) by the action of heat, as by boiling, baking, etc., or (of food) to become ready for eating through such a process
Define	to state precisely the meaning of (words, terms, etc.)
Deliver	to carry (goods, etc.) to a destination, esp. to carry and distribute (goods, mail, etc.) to several places to hand over, transfer, or surrender to produce or perform something promised or expected
Demonstrate	to show, manifest, or prove, esp. by reasoning, evidence, etc.
Describe	to give an account or representation of in words
Design	to work out the structure or form of (something)
Detail	to list or relate fully to include or all or most particulars
Develop	to come or bring to a later or more advanced or expanded stage; grow or cause to grow gradually
Devise	to work out, contrive, or plan (something) in one's mind
Discuss	to have a conversation about; consider by talking over; debate to treat (a subject) in speech or writing
Estimate	to form an approximate idea of (distance, size, cost, etc.); calculate roughly; gauge

Evaluate	to ascertain or set the amount or value of to judge or assess the worth of; appraise
Examine	to look at, inspect, or scrutinise carefully, or in detail; investigate
Explain	to make (something) comprehensible, esp. by giving a clear and detailed account of the relevant structure, operation, surrounding circumstances, etc.
Explore	to examine or investigate, esp. systematically
Generate	to produce or bring into being; create
Give	to present or deliver voluntarily (something that is one's own) to the permanent possession of another or others to impart or communicate Identify to prove or recognise as being a certain person or thing; determine the identity of
Illustrate	to clarify or explain by use of examples, analogy, etc.
Implement	to carry out; put into action; perform
Interact	to act on or in close relation with each other
Interpret	to clarify or explain the meaning of; elucidate
Investigate	to inquire into (a situation or problem) thoroughly; examine systematically, especially in order to discover the truth
Justify	to prove or see to be just or valid; vindicate to show to be reasonable; warrant or substantiate
Keep	to have or retain possession of
Lead	to show the way to (an individual or a group) by going with or ahead to guide or be guided by holding, pulling, etc. to phrase a question to (a witness) that tends to suggest the desired answer
Measure	to determine the size, amount, etc., of by measurement
Monitor	to observe or record (the activity or performance) of (an engine or other device)
Organise	to form (parts or elements of something) into a structured whole; co ordinate
Outline	to give the main features or general idea of
Participate	to take part, be or become actively involved, or share (in)
Perform	to carry out or do (an action)
Plan	to have in mind as a purpose to make a plan of (a building)
Prepare	to make ready or suitable in advance for a particular purpose or for some use, event etc. to put together using parts or ingredients; compose or construct to equip or outfit
Present	to show, exhibit to put forward; submit to bring or suggest to the mind
Produce	to bring (something) into existence; yield to bring forth (a product) by physical or mental effort; make
Profile	to draw, write or make a profile of

Promote	to further or encourage the progress or existence of to raise to a higher rank, status degree etc. to urge the adoption of; work for to encourage the sale of (a product) by advertising or securing financial support
Propose	to put forward (a plan, motion, etc.) for consideration or action
Provide	to put at the disposal of; furnish or supply
Recognise	to perceive (a person, creature, or thing) to be the same as or belong to the same class as something previously seen or known; know again
Recommend	to advise as the best course or choice; counsel
Research	to carry out investigations into (a subject, problem etc.)
Review	to look at or examine again to look back upon
Select	to choose (someone or something) in preference to another or others
Serve	to render or be of service to; (a person, cause, etc.); help to distribute or provide
Show	to make, be, or become visible or noticeable to indicate or explain; prove
Suggest	to put forward (a plan, idea, etc.) for consideration
Summarise	to make or be a summary of; express concisely
Understand	to know and comprehend the nature or meaning of
Undertake	to contract to or commit oneself to (something) or (to do something)
Use	to put into service or action; employ for a given purpose