

Introduction

The OCR Level 3 Certificate/Diploma for IT Professionals has been designed to provide accreditation for the full breadth of essential knowledge, understanding and skills that would be needed by a competent employee engaged in the process of supporting ICT systems or developing software.

The qualification has been designed to develop knowledge, understanding and skills in the full range of functions involved in system support and software creation including service delivery, planning and control, the installation of networks and operating systems, the installation and maintenance of applications, the testing of systems, design of software and testing of software and the production of customer support materials.

The qualification provides opportunities for learners to follow a generic pathway giving them a solid foundation across the range of expertise, with the diploma allowing for further experience and skills to be gained within the sector. Alternatively learners may choose to study towards system and network management along the ICT Systems Support Endorsement pathway or for learners to specialise in one or more specific programming languages along the Software Development Endorsement pathway. All pathways provide the opportunity for learners to take units that are vendor specific.

In total 30 of the 45 units being offered are offered in partnership with vendors:

Microsoft - 13 units are offered

Unit 11, Installing, Configuring and Administering Microsoft Windows Professional,

Unit 12, Installing, Configuring and Administering Microsoft Windows Server

Unit 19, Managing and Maintaining a Microsoft Windows Server Environment

Unit 20, Implementing, Managing and Maintaining a Microsoft Windows Server Network Infrastructure

Unit 21, Installing, Configuring and Administering Microsoft Windows

Unit 27, Planning and Maintaining a Microsoft Windows Server Network Infrastructure

Unit 28, Planning, Implementing and Maintaining a Microsoft Windows Server Infrastructure

Unit 36, Developing and Implementing Web Applications with Microsoft Technologies

Unit 37, Developing Web Services and Server Components with Microsoft Technologies

Unit 38, Developing and Implementing Windows-based Applications with Microsoft Technologies

Unit 39 Developing and Implementing Web Applications with Microsoft Visual C#.NET and Microsoft Visual Studio.NET,

Unit 40, Developing and Implementing Windows based

Applications with Microsoft Visual C#.NET and Microsoft Visual Studio.NET

Unit 41, Designing and Implementing Databases with Microsoft Server Technologies

Cisco - 8 units are offered

- Unit 13, IT Essentials II: Network Operating Systems
- Unit 14, Network Fundamentals
- Unit 15, Routing Protocols and Concepts
- Unit 16, LAN Switching and Wireless
- Unit 17, WAN Technologies
- Unit 25, Wireless LANs
- Unit 34, Creating Software Components – Fundamentals of JAVA
- Unit 35, Creating Software Components – Fundamentals of Unix

CompTIA - 5 units are offered

- Unit 18, Network+
- Unit 22, Server+
- Unit 23, Security+
- Unit 24, Linux+
- Unit 26, DHTI+

Oracle - 4 units are offered

- Unit 42, Database Design
- Unit 43, Programming with SQL
- Unit 44 Introduction to JAVA
- Unit 45 JAVA Programming.

Qualification Structure

- Unit 1 Customer Support Provision
- Unit 2 Service Delivery, Planning and Control
- Unit 3 Hardware/Equipment and Systems Installation
- Unit 4 Principles of Planning Telecom Services
- Unit 5 Software Installation
- Unit 6 System Testing
- Unit 7 System and Network Management
- Unit 8 Maintain Equipment and Systems
- Unit 9 Support ITC Acquisition
- Unit 10 Repair Centre Procedures
- Unit 11 Installing, Configuring and Administering Microsoft Windows Professional
- Unit 12 Installing, Configuring and Administering Microsoft Windows Server
- Unit 13 IT Essentials II: Network Operating Systems
- Unit 14 Network Fundamentals
- Unit 15 Routing Protocols and Concepts
- Unit 16 LAN Switching
- Unit 17 WAN Technologies
- Unit 18 Network +
- Unit 19 Managing and Maintaining a Microsoft Windows Server Environment
- Unit 20 Implementing, Managing and Maintaining a Microsoft Windows Server Network Infrastructure
- Unit 21 Installing, Configuring and Administering Microsoft Windows
- Unit 22 Server +
- Unit 23 Security +
- Unit 24 Linux +
- Unit 25 Wireless LANs

- Unit 26 DHTI+
- Unit 27 Planning and Maintaining a Microsoft Windows Server Network Infrastructure
- Unit 28 Planning, Implementing and Maintaining a Microsoft Windows Server Infrastructure
- Unit 29 Investigate Requirements for Software Solutions
- Unit 30 Create Designs for Software
- Unit 31 Create Software (Generic)
- Unit 32 Create Software (Programming Constructs)
- Unit 33 Test Software Systems
- Unit 34 Creating Software Components – Fundamentals of Java
- Unit 35 Creating Software Components – Fundamentals of Unix
- Unit 36 Developing and Implementing Web Applications with Microsoft Technologies
- Unit 37 Developing Web Services and Server Components with Microsoft Technologies
- Unit 38 Developing and Implementing Windows-based Applications with Microsoft Technologies
- Unit 39 Developing and Implementing Web Applications with Microsoft Visual C#.NET and Microsoft Visual Studio.NET
- Unit 40 Developing and Implementing Windows-based Applications with Microsoft Visual C#.NET and Microsoft Visual Studio.NET
- Unit 41 Designing and Implementing Databases with Microsoft Technologies
- Unit 42 Data Modelling and Relational Database Design
- Unit 43 SQL Programming
- Unit 44 Introduction to Java
- Unit 45 Java Programming

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 a full general Certificate the candidate must achieve a total of six units: **mandatory unit 1 & unit 3, unit 29** and **three** optional units.

A specialist endorsement is available to candidates taking this qualification if they achieve **mandatory unit 1 & unit 29** and any **four** of the optional units from the Software Development specialist pathway units 30-45).

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

OCR Level 3 Certificate for IT Professionals (Software Development)

A specialist endorsement 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 (ie Unit units from 2-28).

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

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 a full general Diploma the candidate must achieve a total of 8 units: **mandatory unit 1 & unit 3, unit 29 and 5** optional units.

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

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

OCR Level 3 Diploma for IT Professionals (Software Development)

A specialist endorsement 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 (ie Unit units from 2-28).

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

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

Unit structure

Unit 1, Customer support provision, designed to provide candidates with the knowledge, skills and understanding to provide the technical support which may be required by the end-users of ICT and understanding of the processes involved in improving the way in which the end-users use ICT systems. These end-users may include users of stand-alone and networked ICT systems who may be either external or internal to an organisation. Candidates will also be able to identify ways of improving customer utilisation of ICT.

Unit 2, Service delivery, planning and control, designed to accredit competence in planning for and controlling the delivery of ICT services.

Candidates will need to have developed familiarity with the hardware and software to be used.

Unit 3, Hardware/equipment and systems installation, designed to allow candidates to develop knowledge, understanding and skills to competently undertake an installation of hardware devices, the software to use the devices and then test the installation. The hardware ranges from an additional card in a PC through to network

components, peripherals, such as a scanner or network printer, and a server up to a number of PCs.

Unit 4, Principles of planning telecoms services, designed to provide candidates with an introduction to the principles of planning telecoms services within an organisation. The telecoms services may include voice or data services and the organisation may be looking at putting in a new system or upgrading an existing one. This unit may be delivered through the use of a case study. The unit is a practical unit with the analytical skills of candidates being developed and refined.

Unit 5, Software Installation, designed to allow candidates to develop knowledge, understanding and skills to install applications and carry out routine maintenance. Candidates need to show they can competently undertake the necessary preparation activities prior to actually installing software. The ability to take effective corrective actions to deal with defective software is also included. Candidates will need to show they can load and configure software (both system and application). This involves setting configuration options and following the correct sequence of installation. They must also be able to resolve errors occurring during installation and deal with problems that may arise. Candidates will need to show that they can competently complete the installation of software. This involves identifying and dealing with any detrimental effects on the system of the installation.

It also covers informing relevant persons of the completion of the installation and recording of installed software.

Unit 6, System testing, designed to allow candidates to develop knowledge, understanding and skills to competently undertake the necessary preparation activities prior to actually testing the system. This involves ensuring that all necessary steps have been taken to preserve the integrity of the system, selecting appropriate test types and test data and preparing plans (involving timescales and sequence) for the work and ensuring that the necessary resources are available and capable of carrying out the testing. Candidates will need to show that they can competently test Information Technology systems (involving both hardware and software). This involves establishing what the expected results of the tests should be, safely carrying out the tests and recording the actual results. They will also need to show that you can competently analyse and respond to the results of testing.

Unit 7, System and network management, designed to accredit competence in monitoring and controlling ICT system operations. Candidates are required to monitor the performance of ICT systems using appropriate network monitoring tools and make valid assessments of performance, based on appropriate performance criteria. In addition, candidates are able to demonstrate an understanding of administering system resources and controlling user profiles as well as identifying potential improvements to ICT systems.

Unit 8, Maintain equipment and systems, designed to accredit competence in maintaining hardware/equipment and systems as a resource for other IT users. Such hardware/equipment and systems could include, for example, a substantial network, or multi-user system, or a situation where there are a large number of workstations or an independent sub-system. Candidates will need to have developed familiarity with the hardware and software to be used, including connection and basic information, along with a sound understanding of the Operating System and its user-configurable components.

Unit 9, Support ICT acquisition, designed to provide candidates with an introduction to actions that need to be taken to ensure that the customer ends up with a system that is appropriate and meets their requirements. The system may be hardware, software or a combination of both. This unit may be delivered through the use of a simulated exercise. The unit is a practical unit with the analytical and evaluative skills of candidates being developed and refined.

Unit 10, Repair Centre procedure, designed to accredit competence in health and safety requirements for a repair centre. Candidates will need to specify technical requirements for equipment to be held at a repair centre and specify procedures that need to be followed.

Unit 11, Installing, configuring and administering Microsoft Windows Professional, designed to measure a candidate's ability to implement, administer, and troubleshoot information systems that incorporate Microsoft Windows 2000. This could include logging on, accessing and using a computer operating system, identifying the features of a domain and of a directory service, accessing and setting permissions for user and group accounts and the ability to identify common microcomputer Network Operating Systems (NOS). This unit is assessed via an electronic Microsoft Certified Professional (MCP) test.

Unit 12, Installing, configuring and administering Microsoft Windows Server, designed to measure a candidate's ability to implement, administer, and troubleshoot information systems that incorporate Microsoft Windows Server. This could include, selecting and installing a suitable NOS and implementing required file server facilities, configuring the server, installing and configuring Protocols, testing/verifying TCP/IP configurations, managing user and group accounts, adding and sharing printers, backing up and restoring files, planning, installing and configuring terminal services and installing applications on a terminal server. This unit is assessed via an electronic Microsoft Certified Professional (MCP) test.

Unit 13, IT Essentials II: Network Operating Systems, designed to measure a candidate's ability in demonstrating an understanding of network operating systems fundamentals and network concepts and components. This could involve identifying physical components of a network, demonstrating an understanding of the concepts of TCP/IP protocols, identifying network services, demonstrating advanced Network Operating System administration and understanding and applying network security. This unit is assessed via an electronic Cisco-set test.

Unit 14, Network Fundamentals, designed to allow candidates to demonstrate knowledge, skills and understanding of the process for designing, installing, configuring and maintaining small to medium-size network infrastructures. Candidates demonstrate an awareness of health & safety issues surrounding the maintenance and installation of network infrastructure. This unit is assessed via an electronic Cisco-set test.

Unit 15, Routing Protocols and Concepts, designed to allow candidates to demonstrate knowledge, skills and understanding of how to configure, maintain and troubleshoot routers, routing and routing protocols. This unit is assessed via an electronic Cisco-set test.

Unit 16, LAN Switching and Wireless, designed to allow candidates to demonstrate knowledge, skills and understanding of the process for configuring and monitoring Novell Internet Packet Exchange (IPX) operations on a router, implementation of LAN switching, Ethernet and virtual LANs (VLANs), Access Control Lists (ACLs) and network management. This unit is assessed via an electronic Cisco-set test.

Unit 17, WAN Technologies, designed to allow candidates to demonstrate knowledge, skills and understanding in application of the Wide Area Network (WAN) technologies – Point-to-Point Protocols (PPP), Integrated Services Digital Network (ISDN), Frame Relay and network management. This unit is assessed via an electronic Cisco-set test.

Unit 18, Network +, designed to measure a candidate's ability in demonstrating an understanding of network operating systems fundamentals and network concepts and components. This could include the ability to, recognise network topologies, recognise the main features of 802.2 (LLC), 802.3 (Ethernet), 802.5 (token ring), 802.11b (wireless) and FDDI networking technologies, specify the characteristics of 802.3 (Ethernet) standards, identify the purpose, features, and functions of network components and support and trouble shoot networks. This unit is assessed via a CompTIA-set online test.

Unit 19, Managing and Maintaining a Microsoft Windows Server Environment, designed to provide candidates with the ability to manage and maintain a Microsoft Windows Server environment. This may include managing and maintaining physical and logical devices, managing users, computers, and groups, managing and maintaining access to resources, managing and maintaining a server

environment and managing and implementing disaster recovery. This unit is assessed via an electronic Microsoft Certified Professional (MCP) test.

Unit 20, Implementing, Managing, and Maintaining a Microsoft Windows Server Network Infrastructure, designed to provide a candidate with the ability to implement, manage, and maintain a Microsoft Windows Server network infrastructure. This may include implementing, managing, and maintaining IP addressing, implementing, managing, and maintaining name resolution, implementing, managing, and maintaining network security, implementing, managing, and maintaining routing and remote access and maintaining a network infrastructure.

Unit 21, Installing, Configuring, and Administering Microsoft Windows, designed to provide a candidate with the ability to implement, administer, and troubleshoot information systems that incorporate Microsoft Windows. This may include installing windows, implementing and conducting administration of resources, implementing, managing, monitoring, and troubleshooting hardware devices and drivers, monitoring and optimising system performance and reliability configuring and troubleshooting the desktop environment, implementing, managing, and troubleshooting network protocols and services and configuring, managing, and troubleshooting security.

Unit 22, Server +, designed to provide a candidate with the ability to demonstrate advanced-level technical competency of server issues and technology, including installation, configuration, upgrading, maintenance, troubleshooting and disaster recovery.

Unit 23, Security +, designed to provide candidates with the ability to demonstrate knowledge of industry-wide topics, including communication security, infrastructure security, cryptography, access control, authentication, external attack and operational and organisation security.

Unit 24, Linux +, designed to provide candidates with the ability to demonstrate technical competency and provides a broad awareness of Linux operating systems. Those holding Linux+ certification demonstrate critical knowledge of installation, operation, administration and troubleshooting services.

Unit 25, Wireless LANs, designed to provide candidates with the ability to demonstrate knowledge in the design, planning, implementation, operation and troubleshooting of wireless networks. It covers a comprehensive overview of technologies, security, and design best practices with particular emphasis on hands-on skills in the following areas: Wireless LAN setup & troubleshooting, 802.11 a & 802.11b technologies, products and solutions, Site Surveys, Resilient WLAN design, installation and configuration, WLAN Security - 802.1x, EAP, LEAP, WEP, SSID, Vendor interoperability strategies.

Unit 26, DHTI+, designed to provide candidates the ability to: show an understanding of design considerations, understand the importance of positioning equipment and control systems and be able to identify appropriate locations, demonstrate the ability to select the appropriate hardware, understand the settings and configurations required, understand different methods of device connectivity, have knowledge of in-house and external services that can be provided and understand the relevant industry standards.

Unit 27, Planning and Maintaining a Microsoft Windows Server Network Infrastructure, designed to provide candidates with the knowledge, skills and understanding required to enable them to plan and maintain a Microsoft Windows Server infrastructure.

Unit 28, Planning, Implementing and Maintaining a Microsoft Windows Server Infrastructure, designed to provide candidates with the knowledge, skills and understanding required to enable them to plan, implement, and maintain a Microsoft Windows Server infrastructure.

Unit 29, Investigate Requirements for Software Solutions, designed to provide candidates with the knowledge and skills to understand the procedures involved in investigation and analysis of customer requirements for solutions in preparation for producing relevant software specifications. This unit will be delivered through the use of an externally set scenario. The unit is a practical unit with the practical problem-solving skills of candidates being developed and refined. This is a mandatory unit.

Unit 30, Create Designs for Software, designed to allow candidates to develop knowledge, understanding and skills to competently develop program designs using common programming languages.

Unit 31, Create Software (Generic), designed to allow candidates to develop knowledge, understanding and skills to plan and construct software components for standalone 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 32, Create Software – Programming Constructs, designed to allow candidates to develop knowledge, understanding and skills to competently develop program designs. They will use programming constructs within common programming languages.

Unit 33, Test Software Systems, designed to provide candidates with the knowledge, skills and understanding to plan for software testing, implement and document software testing and analyse and respond to the results of testing

Unit 34, Creating Software Components – Fundamentals of Java, designed to provide candidates with a conceptual understanding of Object Orientated Programming. Candidates will demonstrate understanding of the processes involved in using the Java language's object orientated

techniques to solve business problems. They will demonstrate how to create classes, objects and applications using the language. In addition, candidates will recognise techniques for effective communication with others to support their role as a software developer. This unit is assessed by an electronic Cisco-set online test.

Unit 35, Creating Software Components – Fundamentals of Unix, designed to allow candidates to demonstrate understanding of the processes involved in using the UNIX operating system. They are introduced to the CE, GNOME and KDE graphical user interface. In addition, an overview of the Sun Solaris and Linux versions of the UNIX operating system and an introduction to command-line features for basic system administration is provided will recognise techniques for effective communication with others to support their role as a computer service technician. This unit is assessed by an electronic Cisco-set online test.

Unit 36, Developing and Implementing Web Applications with Microsoft Technologies, designed to allow candidates to create user services including Web server controls, HTML server controls, user controls and HTML code to ASP.NET pages, in addition to creating and managing components and .NET assemblies. Candidates will also be able to test, debug, deploy, maintain and support a Web application. This unit is assessed by an electronic Microsoft Certified Professional (MCP) online test.

Unit 37, Developing Web Services and Server Components with Microsoft Technologies, designed to allow candidates to create, manage and deploy Microsoft Windows services, serviced components, .NET remoting objects and XML Web services. Candidates will also be able to demonstrate implementing security for a Windows service, a serviced component, a .NET remoting object and an XML Web service. This unit is assessed by an electronic Microsoft Certified Professional (MCP) online test.

Unit 38, Developing and Implementing Windows-based Applications with Microsoft Technologies, designed to provide candidates with the ability to develop and implement Windows-based applications by using Windows Forms and the Microsoft .NET Framework. This will typically include, creating user services, creating and managing components and .NET assemblies, consuming and manipulating data, testing and debugging, deploying a windows-based application, maintaining and supporting a windows-based application, and configuring and securing a windows-based application. This unit is assessed by an electronic Microsoft Certified Professional (MCP) online test.

Unit 39, Developing and Implementing Web Applications with Microsoft Visual C#.NET and Microsoft Visual Studio.NET, designed to provide candidates with the ability to develop and implement Web-based applications with Web forms, ASP.NET, and the Microsoft .NET Framework. This may include, Creating User Services, Creating and Managing Components and .NET Assemblies, Consuming and Manipulating Data, Testing and Debugging, Deploying a

Web Application, Maintaining and Supporting a Web Application, and Configuring and Securing a Web Application. This unit is assessed by an electronic Microsoft Certified Professional (MCP) online test.

Unit 40, Developing and Implementing Windows-based Applications with Microsoft Visual C#.NET and Microsoft Visual Studio.NET, designed to provide candidates with the ability to develop and implement Windows-based applications by using Windows Forms and the Microsoft .NET Framework. This may include, creating user services, creating and managing components and .NET assemblies, consuming and manipulating data, testing and debugging, deploying a windows-based application, maintaining and supporting a windows-based application, and configuring and securing a windows-based application.

Unit 41, Designing and Implementing Databases with Microsoft Server Technologies, designed to provide candidates with the ability to design and implement database solutions by using Microsoft SQL Server 2000 Enterprise Edition. This may include, developing a logical data model, implementing the physical database, retrieving and modifying data, programming business logic, tuning and optimising data access, and designing a database security plan.

Unit 42, Database Design, designed to provide candidates with the ability to analyse a business for its business rules, create and produce supporting documentation for the entity relationship diagram (ERD), to create and produce the ERD for the conceptual model and finally to create and produce a logical table diagram.

Unit 43, Programming with SQL, designed to provide candidates with the ability to create queries to retrieve information from relational databases using both ANSI standard and Oracle specific syntax, to understand the application of Data Manipulation Language to insert update and delete data held in a database, to understand the application of Data Definition Language to create, modify and remove Tables, Views, Indexes, Synonyms and Sequences and to understand the basics of user access control.

Unit 44, Introduction to JAVA, designed to provide candidates with the ability to describe the fundamentals of programming in Java, to describe the data types and operators used in Java, to describe and identify when to use the different program control statements, to demonstrate an understanding of Classes, Objects and Methods and an understanding of Inheritance.

Unit 45, JAVA Programming, designed to provide candidates with the ability to describe the use of packages and interfaces, demonstrate the understanding of exception handling, an understanding of Java's byte and character streams for input and output, an understanding of multithreaded programming and an understanding of applets, events and keywords.

Form of assessment

Assessment for Units 1 and 29 takes the form of an OCR-set and marked assignment. The assignment is available on demand.

Assessment for Unit 31 takes the form of an electronic test available January and June. The assignment is externally assessed by OCR

Assessment for Units 2 to 10, 30, 32 and 33 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. 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.

Assessment for Units 11, 12, 19 to 21, 27, 28 and 36 to 41 take the form of a Microsoft set on-line test (MCP).

Assessment for Units 13 to 17, 25, 34 and 35 takes the form externally assessed electronic tests set by Cisco.

Assessment for Units 18, 22, 23, 24 and 26 takes the form of externally assessed electronic tests by CompTIA.

Assessment for Units 42, 43, 44 and 45 takes the form of externally assessed electronic tests set by Oracle

How do centres become approved to offer CompTIA/ Microsoft or Cisco tests?

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@comptia.org or alternatively telephone the E2C UK team on 0207 743 6150. Centres wishing to apply for CompTIA Associate Membership please email Info_uk@comptia.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 3 Certificate/Diploma 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.

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 criteria. 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 6938.

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 3 Certificate for IT Practitioners (ICT Systems Support).

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.

N155/0907