

ITQ 2009

Level 1 ITQ Award in IT User Skills

Scheme code 03991

Level 1 ITQ Certificate in IT User Skills

Scheme code 03992

Level 1 ITQ Diploma in IT User Skills

Scheme code 03993

Level 2 ITQ Award in IT User Skills

Scheme code 03994

Level 2 ITQ Certificate in IT User Skills

Scheme code 03995

Level 2 ITQ Extended Certificate in IT User Skills

Scheme code 13995

Level 2 ITQ Diploma in IT User Skills

Scheme code 03996

Level 3 ITQ Award in IT User Skills

Scheme code 03997

Level 3 ITQ Certificate in IT User Skills

Scheme code 03998

Level 3 ITQ Diploma in IT User Skills

Scheme code 03999

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1 Introduction

This Centre Handbook provides information for centre staff involved in the planning, delivery and assessment of the following qualifications which have been accredited onto the Qualifications and Credit Framework (QCF) at Level 1, 2 and 3:

Scheme code 03991	Level 1 ITQ Award in IT User Skills	500/6684/5
Scheme code 03992	Level 1 ITQ Certificate in IT User Skills	500/6683/3
Scheme code 03993	Level 1 ITQ Diploma in IT User Skills	500/6742/4
Scheme code 03994	Level 2 ITQ Award in IT User Skills	500/6685/7
Scheme code 03995	Level 2 ITQ Certificate in IT User Skills	500/6743/6
Scheme code 13995	Level 2 ITQ Extended Certificate in IT User Skills	600/1062/9
Scheme code 03996	Level 2 ITQ Diploma in IT User Skills	500/6744/8
Scheme code 03997	Level 3 ITQ Award in IT User Skills	500/6588/9
Scheme code 03998	Level 3 ITQ Certificate in IT User Skills	500/6758/8
Scheme code 03999	Level 3 ITQ Diploma in IT User Skills	500/6757/6

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

Candidates can achieve ITQ qualifications using evidence from OCR CLAiT assessment activities.

1.1 The OCR ITQ 2009 qualifications

To meet employer demands, IT Users not only need increased levels of skills in basic desktop technology; they also increasingly need to be skilled in security management and IT support processes and tools, and the use of communications and mobile technologies.

The aim of OCR's ITQ 2009 qualifications is to recognise the application of a range of IT user skills, knowledge and understanding. These qualifications provide increased flexibility and choice for learners and centres, allowing them the opportunity to use any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met by candidates. **It is, however, important that learners submit actual work and that professional discussion and tutor observation are only used to support actual work.**

The qualifications also allow contributing qualifications, for example OCR CLAiT, to be recognised towards the overall achievement of the qualification, building on individuals' previous achievements and learning.

The qualifications will allow for progression to and from OCR's existing portfolio of IT qualifications and will complement other vocational qualifications.

1.2 Administration arrangements for these qualifications

A separate publication, the *Admin Guide: Vocational Qualifications* (code A850), provides details of the administration arrangements for these qualifications. The Admin Guide is issued free on centre approval and is available on our website: [Admin Guide](#)

1.3 What is the Qualifications and Credit Framework (QCF)?

The QCF is a unit and credit-based regulatory framework which will replace the National Qualifications Framework (NQF). It is a way of recognising skills and qualifications by awarding credit for qualifications and units achieved.

1.4 If centre staff have queries

This Centre Handbook and the Admin Guide contain all the information needed to deliver and administer these qualifications. If centre staff have any queries about these qualifications that are not answered in these publications, they should refer to the section [Further support and information](#) for details of who to contact. Support is also available on the dedicated OCR qualification page [ITQ Home Page](#)

1.5 Documentation updates

The information provided in this handbook was correct at the time of production. **When OCR updates documentation or information for ITQ, it is always uploaded onto the ITQ web pages.** Please refer **regularly** to the ITQ home page on our website [ITQ Home Page](#) for details regarding updates to these qualifications.

Evidence Checklists are currently being updated and will be uploaded in the next few months – some evidence requirements may change.

2 General information

2.1 Qualification profile

Title	OCR Level 1 ITQ Award in IT User Skills			
OCR code	03991			
Level	This qualification has been accredited on to the Qualifications and Credit Framework (QCF) at Level 1			
QAN	Qualification Accreditation Number: 500/6684/5			
Age group approved	Pre-16	16-18	18+	19+
	✓	✓	✓	✓
This qualification is suitable for	all age groups who wish to access and develop their skills in ICT for education, employment and recreation.			
Entry requirements	There are no formal entry requirements for this qualification.			
Qualification structure	<p>To achieve this qualification, candidates must achieve 9 credits made up of the following:</p> <ul style="list-style-type: none"> • a minimum of 6 credits must be achieved at Level 1 • up to 3 credits can be taken at Entry level • there is no mandatory unit • the remaining credits can be at Level 1, 2 or 3. <p>For details of exemptions and equivalencies please see Appendix.</p>			
Assessment and grading	<p>All ITQ units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met.</p> <p>Assessments must also take into account the additional information provided in the unit purpose and aims relating to the level of demand of:</p> <ul style="list-style-type: none"> • the activity, task, problem or question and the context in which it is set; • the information input and output type and structure involved; and • the IT tools, techniques or functions to be used. 			
Funding	<p>For details on eligibility for public funding please refer to the following websites:</p> <p>http://www.dcsf.gov.uk/section96/</p> <p>http://skillsfundingagency.bis.gov.uk/</p>			
Performance figures	<p>For information on this qualification's contribution to performance measurement please view the Register of Regulated Qualifications:</p> <p>http://register.ofqual.gov.uk/</p>			
Last entry date*	31/12/2013	Last certification date*	31/12/2014	

*OCR will inform centres of changes to these dates. Please refer to our website [ITQ Home Page](#) for current dates. All centre records must be updated accordingly.

Title	OCR Level 1 ITQ Certificate in IT User Skills			
OCR code	03992			
Level	This qualification has been accredited on to the Qualifications and Credit Framework (QCF) at Level 1			
QAN	Qualification Accreditation Number: 500/6683/3			
Age group approved	Pre-16	16-18	18+	19+
	✓	✓	✓	✓
This qualification is suitable for	all age groups who wish to access and develop their skills in ICT for education, employment and recreation.			
Entry requirements	There are no formal entry requirements for this qualification.			
Qualification structure	<p>To achieve this qualification, candidates must achieve 13 credits made up of the following:</p> <ul style="list-style-type: none"> one mandatory unit 'Improving productivity using IT' (unit 1 T/502/4153) must be achieved at Level 1 (3 credits) <p>Candidates must select 10 credits from optional units of which:</p> <ul style="list-style-type: none"> 5 credits must be at Level 1 or above (excluding sector specific units) up to 3 credits can be taken at Entry level a QCF or SCQF accredited unit from another sector may be included (sector specific unit or SSU), with the following constraints: <ul style="list-style-type: none"> the SSU may be at any level the SSU must be at least 3 credits only 3 credits will contribute to the overall qualification the credit value of the SSU does not count towards the requirement for half the optional unit credits to be at the same level as the qualification. <p>For details of exemptions and equivalencies please see Appendix.</p>			
Assessment and grading	<p>All ITQ units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met.</p> <p>Assessments must also take into account the additional information provided in the unit purpose and aims relating to the level of demand of:</p> <ul style="list-style-type: none"> the activity, task, problem or question and the context in which it is set; the information input and output type and structure involved; and the IT tools, techniques or functions to be used. 			
Funding	<p>For details on eligibility for public funding please refer to the following websites:</p> <p>http://www.dcsf.gov.uk/section96/</p> <p>http://skillsfundingagency.bis.gov.uk/</p>			
Performance figures	<p>For information on this qualification's contribution to performance measurement please view the Register of Regulated Qualifications:</p> <p>http://register.ofqual.gov.uk/</p>			
Last entry date*	31/12/2013	Last certification date*	31/12/2014	

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Title	OCR Level 1 ITQ Diploma in IT User Skills			
OCR code	03993			
Level	This qualification has been accredited on to the Qualifications and Credit Framework (QCF) at Level 1			
QAN	Qualification Accreditation Number: 500/6742/4			
Age group approved	Pre-16	16-18	18+	19+
	✓	✓	✓	✓
This qualification is suitable for	all age groups who wish to access and develop their skills in ICT for education, employment and recreation.			
Entry requirements	There are no formal entry requirements for this qualification.			
Qualification structure	<p>To achieve these qualification, candidates must achieve 37 credits made up of the following:</p> <ul style="list-style-type: none"> one mandatory unit 'Improving productivity using IT' (unit 1 T/502/4153) must be undertaken at Level 1 (3 credits) <p>Candidates must select 34 credits from optional units of which:</p> <ul style="list-style-type: none"> 17 credits must be at Level 1 or above (excluding sector specific units) up to 5 credits can be taken at Entry level a QCF or SCQF accredited unit from another sector may be included (sector specific unit or SSU), with the following constraints: <ul style="list-style-type: none"> the SSU may be at any level the SSU must be at least 3 credits only 3 credits will contribute to the overall qualification the credit value of the SSU does not count towards the requirement for half the optional unit credits to be at the same level as the qualification. <p>For details of exemptions and equivalencies please see Appendix.</p>			
Assessment and grading	<p>All ITQ units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met.</p> <p>Assessments must also take into account the additional information provided in the unit purpose and aims relating to the level of demand of:</p> <ul style="list-style-type: none"> the activity, task, problem or question and the context in which it is set; the information input and output type and structure involved; and the IT tools, techniques or functions to be used. 			
Funding	<p>For details on eligibility for public funding please refer to the following websites:</p> <p>http://www.dcsf.gov.uk/section96/</p> <p>http://skillsfundingagency.bis.gov.uk/</p>			
Performance figures	<p>For information on this qualification's contribution to performance measurement please view the Register of Regulated Qualifications:</p> <p>http://register.ofqual.gov.uk/</p>			
Last entry date*	31/12/2013	Last certification date*	31/12/2014	

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Title	OCR Level 2 ITQ Award in IT User Skills			
OCR code	03994			
Level	This qualification has been accredited on to the Qualifications and Credit Framework (QCF) at Level 2			
QAN	Qualification Accreditation Number: 500/6685/7			
Age group approved	Pre-16	16-18	18+	19+
	✓	✓	✓	✓
This qualification is suitable for	all age groups who wish to access and develop their skills in ICT for education, employment and recreation.			
Entry requirements	There are no formal entry requirements for this qualification.			
Qualification structure	<p>To achieve this qualification, candidates must achieve 10 credits made up of the following:</p> <ul style="list-style-type: none"> a minimum of 7 credits must be achieved at Level 2 there is no mandatory unit the remaining credits can be at Level 1, 2 or 3. <p>For details of exemptions and equivalencies please see Appendix.</p>			
Assessment and grading	<p>All ITQ units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met.</p> <p>Assessments must also take into account the additional information provided in the unit purpose and aims relating to the level of demand of:</p> <ul style="list-style-type: none"> the activity, task, problem or question and the context in which it is set; the information input and output type and structure involved; and the IT tools, techniques or functions to be used. 			
Funding	<p>For details on eligibility for public funding please refer to the following websites:</p> <p>http://www.dcsf.gov.uk/section96/</p> <p>http://skillsfundingagency.bis.gov.uk/</p>			
Performance figures	<p>For information on this qualification's contribution to performance measurement please view the Register of Regulated Qualifications:</p> <p>http://register.ofqual.gov.uk/</p>			
Last entry date*	31/12/2013	Last certification date*	31/12/2015	

*OCR will inform centres of changes to these dates. Please refer to our website [ITQ Home Page](#) for current dates. All centre records must be updated accordingly.

Title	OCR Level 2 Certificate in IT User Skills			
OCR code	03995			
Level	This qualification has been accredited on to the Qualifications and Credit Framework (QCF) at Level 2			
QAN	Qualification Accreditation Number: 500/6743/6			
Age group approved	Pre-16	16-18	18+	19+
	✓	✓	✓	✓
This qualification is suitable for	all age groups who wish to access and develop their skills in ICT for education, employment and recreation.			
Entry requirements	There are no formal entry requirements for this qualification.			
Qualification structure	<p>To achieve this qualification, candidates must achieve 16 credits made up of the following:</p> <ul style="list-style-type: none"> one mandatory unit 'Improving productivity using IT' (unit 2 J/502/4156) must be achieved at Level 2 (4 credits) <p>Candidates must select 12 credits from optional units of which:</p> <ul style="list-style-type: none"> 6 credits must be at Level 2 or above (excluding sector specific units) a QCF or SCQF accredited unit from another sector may be included (sector specific unit or SSU), with the following constraints: <ul style="list-style-type: none"> the SSU may be at any level the SSU must be at least 4 credits only 4 credits will contribute to the overall qualification the credit value of the SSU does not count towards the requirement for half the optional unit credits to be at the same level as the qualification. <p>For details of exemptions and equivalencies please see Appendix.</p>			
Assessment and grading	<p>All ITQ units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met.</p> <p>Assessments must also take into account the additional information provided in the unit purpose and aims relating to the level of demand of:</p> <ul style="list-style-type: none"> the activity, task, problem or question and the context in which it is set; the information input and output type and structure involved; and the IT tools, techniques or functions to be used. 			
Funding	<p>For details on eligibility for public funding please refer to the following websites:</p> <p>http://www.dcsf.gov.uk/section96/</p> <p>http://skillsfundingagency.bis.gov.uk/</p>			
Performance figures	<p>For information on this qualification's contribution to performance measurement please view the Register of Regulated Qualifications:</p> <p>http://register.ofqual.gov.uk/</p>			
Last entry date*	31/12/2013	Last certification date*	31/12/2015	

*OCR will inform centres of changes to these dates. Please refer to our website [ITQ Home Page](#) for current dates. All centre records must be updated accordingly.

Title	OCR Level 2 Extended Certificate in IT User Skills			
OCR code	13995			
Level	This qualification has been accredited on to the Qualifications and Credit Framework (QCF) at Level 2			
QAN	Qualification Accreditation Number: 600/1062/9			
Age group approved	Pre-16	16-18	18+	19+
	✓	✓	✓	✓
This qualification is suitable for	all age groups who wish to access and develop their skills in ICT for education, employment and recreation.			
Entry requirements	There are no formal entry requirements for this qualification.			
Qualification structure	<p>To achieve this qualification, candidates must achieve 25 credits made up of the following:</p> <ul style="list-style-type: none"> one mandatory unit 'Improving productivity using IT' (unit 2 J/502/4156) must be achieved at Level 2 (4 credits) <p>Candidates must select 21 credits from optional units of which:</p> <ul style="list-style-type: none"> 11 credits must be at Level 2 or above (excluding sector specific units) a QCF or SCQF accredited unit from another sector may be included (sector specific unit or SSU), with the following constraints: <ul style="list-style-type: none"> the SSU may be at any level the SSU must be at least 4 credits only 4 credits will contribute to the overall qualification the credit value of the SSU does not count towards the requirement for half the optional unit credits to be at the same level as the qualification. <p>For details of exemptions and equivalencies please see Appendix.</p>			
Assessment and grading	<p>All ITQ units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met.</p> <p>Assessments must also take into account the additional information provided in the unit purpose and aims relating to the level of demand of:</p> <ul style="list-style-type: none"> the activity, task, problem or question and the context in which it is set; the information input and output type and structure involved; and the IT tools, techniques or functions to be used. 			
Funding	<p>For details on eligibility for public funding please refer to the following websites:</p> <p>http://www.dcsf.gov.uk/section96/</p> <p>http://skillsfundingagency.bis.gov.uk/</p>			
Performance figures	<p>For information on this qualification's contribution to performance measurement please view the Register of Regulated Qualifications: http://register.ofqual.gov.uk/</p>			
Last entry date*	31/12/2013	Last certification date*	31/12/2015	

*OCR will inform centres of changes to these dates. Please refer to our website [ITQ Home Page](#) for current dates. All centre records must be updated accordingly.

Title	OCR Level 2 Diploma in IT User Skills			
OCR code	03996			
Level	This qualification has been accredited on to the Qualifications and Credit Framework (QCF) at Level 2			
QAN	Qualification Accreditation Number: 500/6744/8			
Age group approved	Pre-16	16-18	18+	19+
	✓	✓	✓	✓
This qualification is suitable for	all age groups who wish to access and develop their skills in ICT for education, employment and recreation.			
Entry requirements	There are no formal entry requirements for this qualification.			
Qualification structure	<p>To achieve these qualification, candidates must achieve 38 credits made up of the following:</p> <ul style="list-style-type: none"> one mandatory unit 'Improving productivity using IT' (unit 2 J/502/4156) must be undertaken at Level 2 (4 credits) <p>Candidates must select 34 credits from optional units of which:</p> <ul style="list-style-type: none"> 17 credits must be at Level 2 or above (excluding sector specific units) a QCF or SCQF accredited unit from another sector may be included (sector specific unit or SSU), with the following constraints: <ul style="list-style-type: none"> the SSU may be at any level the SSU must be at least 4 credits only 4 credits will contribute to the overall qualification the credit value of the SSU does not count towards the requirement for half the optional unit credits to be at the same level as the qualification. <p>For details of exemptions and equivalencies please see Appendix.</p>			
Assessment and grading	<p>All ITQ units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met.</p> <p>Assessments must also take into account the additional information provided in the unit purpose and aims relating to the level of demand of:</p> <ul style="list-style-type: none"> the activity, task, problem or question and the context in which it is set; the information input and output type and structure involved; and the IT tools, techniques or functions to be used. 			
Funding	<p>For details on eligibility for public funding please refer to the following websites:</p> <p>http://www.dcsf.gov.uk/section96/</p> <p>http://skillsfundingagency.bis.gov.uk/</p>			
Performance figures	<p>For information on this qualification's contribution to performance measurement please view the Register of Regulated Qualifications:</p> <p>http://register.ofqual.gov.uk/</p>			
Last entry date*	31/12/2013	Last certification date*	31/12/2015	

*OCR will inform centres of changes to these dates. Please refer to our website [ITQ Home Page](#) for current dates. All centre records must be updated accordingly.

Title	OCR Level 3 ITQ Award in IT User Skills			
OCR code	03997			
Level	This qualification has been accredited on to the Qualifications and Credit Framework (QCF) at Level 3			
QAN	Qualification Accreditation Number: 500/6588/9			
Age group approved	Pre-16	16-18	18+	19+
	✓	✓	✓	✓
This qualification is suitable for	all age groups who wish to access and develop their skills in ICT for education, employment and recreation.			
Entry requirements	There are no formal entry requirements for this qualification.			
Qualification structure	<p>To achieve this qualification, candidates must achieve 12 credits made up of the following:</p> <ul style="list-style-type: none"> • a minimum of 8 credits must be achieved at Level 3 • there is no mandatory unit • the remaining credits can be at Level 1, 2 or 3. <p>For details of exemptions and equivalencies please see Appendix.</p>			
Assessment and grading	<p>All ITQ units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met.</p> <p>Assessments must also take into account the additional information provided in the unit purpose and aims relating to the level of demand of:</p> <ul style="list-style-type: none"> • the activity, task, problem or question and the context in which it is set; • the information input and output type and structure involved; and • the IT tools, techniques or functions to be used. 			
Funding	<p>For details on eligibility for public funding please refer to the following websites:</p> <p>http://www.dcsf.gov.uk/section96/</p> <p>http://skillsfundingagency.bis.gov.uk/</p>			
Performance figures	<p>For information on this qualification's contribution to performance measurement please view the Register of Regulated Qualifications:</p> <p>http://register.ofqual.gov.uk/</p>			
Last entry date*	31/12/2013	Last certification date*	31/12/2016	

*OCR will inform centres of changes to these dates. Please refer to our website [ITQ Home Page](#) for current dates. All centre records must be updated accordingly.

Title	OCR Level 3 ITQ Certificate in IT User Skills			
OCR code	03998			
Level	This qualification has been accredited on to the Qualifications and Credit Framework (QCF) at Level 3			
QAN	Qualification Accreditation Number: 500/6758/8			
Age group approved	Pre-16	16-18	18+	19+
	✓	✓	✓	✓
This qualification is suitable for	all age groups who wish to access and develop their skills in ICT for education, employment and recreation.			
Entry requirements	There are no formal entry requirements for this qualification.			
Qualification structure	<p>To achieve this qualification, candidates must achieve 25 credits made up of the following:</p> <ul style="list-style-type: none"> one mandatory unit 'Improving productivity using IT' (unit 3 L/502/4157) must be achieved at Level 3 (5 credits) <p>Candidates must select 20 credits from optional units of which:</p> <ul style="list-style-type: none"> 10 credits must be at Level 3 (excluding sector specific units) a QCF or SCQF accredited unit from another sector may be included (sector specific unit or SSU), with the following constraints: <ul style="list-style-type: none"> the SSU may be at any level the SSU must be at least 5 credits only 5 credits will contribute to the overall qualification the credit value of the SSU does not count towards the requirement for half the optional unit credits to be at the same level as the qualification. <p>For details of exemptions and equivalencies please see Appendix.</p>			
Assessment and grading	<p>All ITQ units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met.</p> <p>Assessments must also take into account the additional information provided in the unit purpose and aims relating to the level of demand of:</p> <ul style="list-style-type: none"> the activity, task, problem or question and the context in which it is set; the information input and output type and structure involved; and the IT tools, techniques or functions to be used. 			
Funding	<p>For details on eligibility for public funding please refer to the following websites:</p> <p>http://www.dcsf.gov.uk/section96/</p> <p>http://skillsfundingagency.bis.gov.uk/</p>			
Performance figures	<p>For information on this qualification's contribution to performance measurement please view the Register of Regulated Qualifications:</p> <p>http://register.ofqual.gov.uk/</p>			
Last entry date*	31/12/2013	Last certification date*	31/12/2016	

*OCR will inform centres of changes to these dates. Please refer to our website [ITQ Home Page](#) for current dates. All centre records must be updated accordingly.

Title	OCR Level 3 ITQ Diploma in IT User Skills			
OCR code	03999			
Level	This qualification has been accredited on to the Qualifications and Credit Framework (QCF) at Level 3			
QAN	Qualification Accreditation Number: 500/6757/6			
Age group approved	Pre-16	16-18	18+	19+
	✓	✓	✓	✓
This qualification is suitable for	all age groups who wish to access and develop their skills in ICT for education, employment and recreation.			
Entry requirements	There are no formal entry requirements for this qualification.			
Qualification structure	<p>To achieve these qualification, candidates must achieve 39 credits made up of the following:</p> <ul style="list-style-type: none"> one mandatory unit 'Improving productivity using IT' (unit 3 L/502/4157) must be undertaken at Level 3 (5 credits) <p>Candidates must select 34 credits from optional units of which:</p> <ul style="list-style-type: none"> 17 credits must be at Level 3 (excluding sector specific units) a QCF or SCQF accredited unit from another sector may be included (sector specific unit or SSU), with the following constraints: <ul style="list-style-type: none"> the SSU may be at any level the SSU must be at least 5 credits only 5 credits will contribute to the overall qualification the credit value of the SSU does not count towards the requirement for half the optional unit credits to be at the same level as the qualification. <p>For details of exemptions and equivalencies please see Appendix.</p>			
Assessment and grading	<p>All ITQ units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met.</p> <p>Assessments must also take into account the additional information provided in the unit purpose and aims relating to the level of demand of:</p> <ul style="list-style-type: none"> the activity, task, problem or question and the context in which it is set; the information input and output type and structure involved; and the IT tools, techniques or functions to be used. 			
Funding	<p>For details on eligibility for public funding please refer to the following websites:</p> <p>http://www.dcsf.gov.uk/section96/</p> <p>http://skillsfundingagency.bis.gov.uk/</p>			
Performance figures	<p>For information on this qualification's contribution to performance measurement please view the Register of Regulated Qualifications:</p> <p>http://register.ofqual.gov.uk/</p>			
Last entry date*	31/12/2013	Last certification date*	31/12/2016	

*OCR will inform centres of changes to these dates. Please refer to our website [ITQ Home Page](#) for current dates. All centre records must be updated accordingly.

2.2 Target market

The OCR ITQ 2009 qualifications are designed to reflect the various IT skills that are used for different purposes in their day to day roles, and recognise skills and knowledge already acquired through other qualifications.

Individuals need IT skills to maximise efficiency in their productivity. Using IT can range from routine word/transaction processing, to the use of powerful application packages that are available.

2.3 Qualification aims

The aim of these qualifications is to recognise the application of a range of IT user skills, knowledge and understanding. OCR's new ITQ provides increased flexibility and choice for learners and centres, allowing them the opportunity to use any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met by candidates. **It is, however, important that learners submit actual work and that professional discussion and tutor observation are only used to support actual work.**

These qualifications also allow contributing qualifications, for example CLAiT, to be recognised towards the overall achievement of a qualification, building on individuals' previous achievements and learning.

These qualifications will allow for progression to and from OCR's existing portfolio of IT qualifications and will complement other vocational qualifications.

2.4 Statement of level

The OCR ITQ 2009 qualifications assess skills at Level 1, Level 2 or Level 3 of the Qualifications and Credit Framework.

The qualifications relate to the revised IT User National Occupational Standards developed by e-skills.

2.5 Entry requirements

These qualifications are available to anyone who is capable of reaching the required standards. They have been developed free from any barriers that restrict access or progression thereby promoting equal opportunities.

All centre staff involved in the assessment or delivery of these qualifications should understand the requirements of each qualification and match them to the needs and capabilities of individual learners before entering them as candidates for these qualifications.

There are no formal requirements for entry to these qualifications. **Candidates will be expected to have a standard of literacy and numeracy appropriate to the level at which they are working.**

2.6 Unique Learner Number (ULN)

Whilst a ULN is not mandatory; if you are entering for qualifications on the Qualifications and Credit Framework (QCF), it is good practice to provide a ULN to take advantage of the flexibility of the new QCF qualifications. Where a candidate has a ULN, you should enter their number in the ULN field when claiming certification on behalf of the candidate. For candidates who do not have a ULN, a claim will still be accepted if you leave this field blank.

For more information, and to generate a ULN, please refer to the Learner Registration Service: www.miap.gov.uk/lrs

2.7 Entry restrictions

There are no entry restrictions for OCR's ITQ 2009 qualifications.

2.8 Progression opportunities

These qualifications have been designed to develop the skills, knowledge and understanding required to enable progression to and from qualifications along the vertical and horizontal planes in the Qualifications and Credit Framework (QCF) and the National Qualifications Framework (NQF).

An example of vertical progression could be a candidate who has achieved an OCR Level 1 ITQ Certificate in IT User Skills (QCF) then widens their specialist skills by undertaking the OCR Level 2 Certificate for IT Practitioners which could include vendor specialist units such as Cisco or Microsoft.

An example of horizontal progression could be a candidate who has achieved an OCR Level 1 ITQ Certificate in IT User Skills (QCF) then moves to OCR Level 1 Certificate for Creative iMedia (QCF).

2.9 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 organisation for their chosen qualification.

2.10 Wider issues

These qualifications provide potential for centres to develop candidates' understanding of moral, ethical, social and cultural issues and heighten candidates' awareness of environmental issues, health and safety considerations, please see below for further details.

Moral, ethical, social and cultural issues

Teachers/Tutors delivering a programme of learning leading towards these qualifications would have opportunities to address ethical, social, cultural and moral issues in some of the units, such as:

- the rights of an individual to be informed of and to access data held about them by an organisation (Data Protection Act)
- the copyrights of individuals and organisations over published electronic data
- confidentiality of information (employer and clients); the need to ensure data security
- computer misuse
- responsibility of honesty and accuracy in recording, manipulating and presenting data.

Environmental issues, health and safety considerations and European developments

Teachers/Tutors delivering a programme of learning leading towards these qualifications would have opportunities to address health and safety issues, environmental issues and European developments in some units such as:

- correct procedures for working with IT equipment
- print consumables
- energy saving software.

2.11 Guided learning hours

The table below indicates the range of guided learning hours (GLH) applicable to the ITQ 2009 qualifications.

OCR Scheme code	OCR Title	GLH
03991	Level 1 ITQ Award in IT User Skills	60-70
03992	Level 1 ITQ Certificate in IT User Skills	100-110
03993	Level 1 ITQ Diploma in IT User Skills	250-275
03994	Level 2 ITQ Award in IT User Skills	70-80
03995	Level 2 ITQ Certificate in IT User Skills	120-130
13995	Level 2 ITQ Extended Certificate in IT User Skills	185-195
03996	Level 2 ITQ Diploma in IT User Skills	280-285
03997	Level 3 ITQ Award in IT User Skills	85-90
03998	Level 3 ITQ Certificate in IT User Skills	185-200
03999	Level 3 ITQ Diploma in IT User Skills	300-320
<p>Two new Apprenticeship Diplomas will be launched shortly at Level 2 and Level 3.</p> <p>There will be two new mandatory units – one knowledge based and the other a mixture of competence and knowledge.</p>		

2.12 Funding

These qualifications are accredited onto the Qualifications and Credit Framework (QCF) and are eligible for funding. For full details on eligibility for public funding please refer to the following websites:

<http://www.dcsf.gov.uk/section96/>

<http://skillsfundingagency.bis.gov.uk/>

2.13 Mode of delivery

OCR does not specify the mode of study or specify a time limit for the achievement of these qualifications other than the expiry dates for entry and certification laid down by the regulatory authorities. These are detailed in the qualification profiles in section 2.1.

Centres are free to deliver these qualifications 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.

Candidates can achieve ITQ qualifications, in full, using evidence from OCR-set CLAiT assignments. With the exception of the ITQ Award qualifications, all candidates wanting to achieve a full ITQ Certificate or Diploma qualification are required to complete the ITQ Mandatory Unit. An Evidence Review Form (ERF), is available for use with the ITQ Mandatory Units at Level 1 and Level 2 for all candidates (including those following the CLAiT Level 1 and Level 2 pathway). This form should be completed electronically. These forms were updated in April 2011.

There is no ERF for the Level 3 Mandatory unit. Candidates must complete the Unit 3 Evidence Checklist.

Candidates will be able to base their ERF on one of the following options:

1. A real work task
- or
2. A CLAiT assignment
- or
3. A centre-set assignment
- or
4. A practice task(s) or assignment that you have undertaken whilst learning the skills for your IT qualification. It must be straightforward, however, detailed enough to allow you to answer the questions below.

N.B. All tasks/unit evidence or assignments used must be included with the form. If candidates have previously achieved a unit, upon which they are basing the ERF, a marked copy of the work produced must be submitted with the ERF.

If candidates are claiming other ITQ units they could cross-reference the task(s) or unit evidence they have used for this unit.

The Pro-forma for the ITQ Mandatory Units, which was replaced by the ERF in May 2010, was only acceptable as evidence until 31 December 2010.

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 could be utilised to effectively by teachers/tutors and assessors.

All centres are subject to the rigour of OCR centre inspections where a consistent approach to assessment will be examined.

2.14 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 work-based activities, vocationally experienced delivery personnel, and real life case studies.

Centres must provide suitable IT equipment with the appropriate software for candidates and ensure they comply with current health and safety legislation. Centres will need to provide appropriate assessment facilities for learners that comply with the regulations laid down by OCR in the *Admin Guide: Vocational Qualifications* (code A850).

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

2.15 Delivery in Wales and Northern Ireland

The specification for these qualifications has been approved by QCA for delivery in England/Wales/Northern Ireland during the life of the qualifications.

The specification for these qualifications has been approved by the Department for Children, Education, Lifelong Learning and Skills (DCELLS) for use by centres in Wales and by the Council for the Curriculum Examinations and Assessment (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.

2.16 Arrangements for candidates with access-related needs

We aim to make sure that all candidates are given equal opportunity to demonstrate their skills.

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(s).

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 JCQ publication . [JCQ Access arrangements](#).

[reasonable adjustments and special consideration](#) 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.

Centres should ensure that all candidates are given equal opportunity to demonstrate their competence for the qualifications against specified criteria. All of the specified criteria must be met by all candidates independently and may not be reworded or omitted in any circumstances. However, candidates may use mechanical, electronic and other aids in order to demonstrate competence so long as the aids are generally commercially available and can feasibly be used on employers' premises; software must not perform tasks for which credit is given to the candidate. OCR's website provides further advice on assessment arrangements for candidates with particular assessment requirements in the Administration/Vocational Qualifications/Special Requirements area.

2.17 Results enquiries and appeals

Please refer to the *Admin Guide: Vocational Qualifications* (code A850) which can be downloaded from the OCR website [Admin Guide](#).

2.18 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 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 Standards division.

Further information is contained in the publication which is available from the OCR Customer Contact Centre: 024 7685 1509. [OCR Malpractice Procedures - A Guide for Centres](#)

* The Head of Centre is defined as the most senior officer in the organisation, directly responsible for the delivery of OCR qualifications e.g. 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 Internal Assessment

All ITQ units will be postally moderated or electronically moderated. Centre assessors and internal verifiers are not required to hold an Assessor or Verifier qualification.

The units will be locally assessed and externally moderated. Candidates will be required to meet all the assessment objectives as stated in the unit specifications. Assessment activities will take the form of practical activities that are locally devised or OCR-set. There is no set number of tasks to be performed unless otherwise specified within the unit.

The work that a candidate produces must be their own individual and authentic work. Any information they use from other sources (e.g. the internet) must be clearly identified and not presented as their own work. They must not copy the work of other candidates or allow other candidates to copy from them.

The OCR ITQ qualification aims to provide a nationally recognised standard in the use of IT which is consistent and fits the needs of employers. As such, we expect that the quality of grammar, punctuation and spelling will be assessed within units, as being fit for purpose in the workplace.

Tutor worked copies

In advance of the assessment, the centre assessor(s) must work through the submitted centre-set or OCR-set CLAiT assignments to be used and generate a correct worked copy for marking purposes. This serves a number of purposes:

- to ensure the hardware/software to be used will enable candidates to achieve all of the assessment objectives
- to ensure that all the terminology used in the assignments has been covered in tuition to produce a correct worked copy from which the centre assessor will mark candidates' work
- to provide the OCR Examiner-moderator with an example of the expected system output.

OCR does not offer the service of checking or approving worked copies.

The assessor's worked copy must be submitted to the OCR ITQ Examiner-moderator with the candidates' work. A separate worked copy must be provided for each centre assessor who has marked work in the batch, unless an Internal Standardisation Form is included (see Appendix). The worked copies only need to be submitted once, to your allocated ITQ Examiner-moderator, preferably in electronic format.

Failing to submit worked copies places candidates at a disadvantage in the moderation process, as the worked copy can often assist the moderator in explaining unusual assessment output.

Marking the work

The centre assessor must indicate all errors on the printouts. All candidate printouts, including those where there are no errors, must show evidence of the centre assessor's marking. If there are no errors on a printout, then a tick and/or a comment such as 'no errors' will suffice. If the candidate work is submitted electronically, the centre can submit a marking tracking spreadsheet or can submit scanned copies of marked work.

Failure to identify errors or to provide evidence of marking may result in work being returned to centres.

Assessing the Mandatory unit

Candidates can achieve ITQ qualifications, in full, using evidence from OCR-set CLAiT assignments. With the exception of the ITQ Award qualifications, all candidates wanting to achieve a full ITQ Certificate or Diploma qualification are required to complete the ITQ Mandatory Unit. An Evidence Review Form (ERF), is available for use with the ITQ Mandatory Units at Level 1 and Level 2 for all candidates (including those following the CLAiT Level 1 and Level 2 pathway). **This form should be completed electronically. These forms were updated in April 2011.**

There is no ERF for the Level 3 Mandatory unit. Candidates must complete the Unit 3 Evidence Checklist.

Candidates will be able to base their ERF on one of the following options:

1. A real work task
- or
2. A CLAiT assignment
- or
3. A centre-set assignment
- or
4. A practice task(s) or assignment that you have undertaken whilst learning the skills for your IT qualification. It must be straightforward, however, detailed enough to allow you to answer the questions below.

N.B. All tasks/unit evidence or assignments used must be included with the form. If candidates have previously achieved a unit, upon which they are basing the ERF, a copy of the work produced must be submitted with the ERF.

If candidates are claiming other ITQ units they could cross-reference the task(s) or unit evidence they have used for this unit.

The Pro-forma for the ITQ Mandatory Units, which was replaced by the ERF in May 2010, **was** only acceptable as evidence until 31 December 2010.

All centres are subject to the rigour of OCR centre inspections where a consistent approach to assessment will be examined.

Evidence checklists

OCR provides evidence checklists which are available to download from [Evidence Checklists \(Forms\)](#). Evidence checklists are not required if live OCR-set CLAiT assignments are submitted, **or when the ERF is submitted for the Mandatory Unit at Level 1 and Level 2.**

In the Evidence Checklists, the examples given are indicative of the learning context at each level and are not intended to form a prescriptive list for the purpose of assessment.

Evidence Checklists are currently being updated and will be uploaded in the next few months – some evidence requirements may change.

Internal standardisation

Internal standardisation is an important part of the local assessment process. It is important that all internal assessors, working in the same subject area, work to common standards. Centres must ensure that the internal standardisation of marks across assessors takes place using an appropriate procedure.

As a guide to maintaining a consistent approach to internal standardisation, centres are encouraged to nominate a centre co-ordinator. The centre co-ordinator will be responsible for:

- maintaining a list of current assessors
- ensuring that all current assessors are working to the same standard
- arranging regular meetings
- ensuring cross-moderation of work between assessors
- maintaining records of the outcome of cross-moderation activities
- regularly sampling the assessment of all assessors and documenting the outcome
- advising assessors of any discrepancies in assessment and suggesting ways in which assessment may be brought into line with the work of other assessors.

External moderation

External moderation ensures centres' internal assessments meet the national requirements of these qualifications.

OCR allocates Examiner-moderators to moderate centre assessment decisions. Centre should submit only the appropriate documentation for specific units for moderation. **We do not require centres to submit additional evidence produced by the candidate in the course of an activity for moderation.**

OCR requires that all Evidence Checklists submitted in support of achievement are signed by the teachers/tutor prior to submission for moderation. **Where the Evidence Checklist is submitted electronically, the insertion of the teacher/tutor's name fulfils the same purpose.**

Note: Evidence checklists must be produced for all units being claimed EXCEPT for those where the OCR-set CLAiT assignments are used as evidence and when the Evidence Review Form is used for ITQ Mandatory Units 1 or 2.

Teachers/tutors must check that each aspect of the criteria, as detailed in the unit or evidence checklists, has been successfully met by the candidate before work is signed and sent for external moderation.

Centres must complete a Submission Cover Sheet, downloadable from the OCR ITQ 2009 qualifications' webpage, for each candidate, indicating which units are being claimed. Centres must send the Submission Cover Sheet and only those items required as evidence for the unit(s) concerned to their allocated OCR Examiner-moderator.

Note: If candidates have previously achieved CLAiT units, or another OCR qualification listed in the appendix, you do not need to indicate these on the Submission Cover Sheet, as the OCR system will automatically recognise the credits already achieved, in order for the candidate to claim the full ITQ qualification. If you do tick previously achieved Units, your centre will be charged for each Unit. Please ensure that the candidate's details match exactly those previously submitted. If the candidate number is different, Centres need to ask Operations to merge the candidate's achievements.

Centres must ensure the currency of any previously achieved qualifications (achieved within the last 3 years).

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.

The ITQ Examiner-moderator will complete an electronic Centre Feedback Report Form for the work that has been moderated; this will be available to view on Interchange. 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 electronic Centre Feedback Report Form and certification will reflect these amendments.

OCR 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 or emailing candidate work to the address provided to them by OCR. Any queries concerning the units or assessment must be directed to the Customer Contact Centre at OCR, Coventry.

4 Certification

Learners who achieve the full qualification will receive:

- a certificate giving the full qualification title
- a certificate listing all the units achieved with their related credit value.

Candidates achieving one or more units but who do not meet the credit requirements for a full qualification, will receive a certificate listing the units they have achieved along with their credit value.

4.1 Claiming certificates

Certificates will be issued directly to the centre 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 the *Admin Guide: Vocational Qualifications* (code A850). [Admin Guide](#)

Replacement certificates

If a replacement certificate is required a request must be made to the OCR Operations Division by writing to the Coventry office (see section 9.3) and an application form with further instructions will be sent. A charge will be made for a replacement certificate, please ask for further details.

5 Qualification structure and units

5.1 Unit format

Each unit contains:

Unit title

This is a summary of the content of the unit.

Level

This advises the QCF level on which the unit is accredited.

Credit value

This advises how many credits the candidate will achieve for successful achievement of the unit.

Guided learning hours

This specifies the amount of time that the average candidate would be expected to take to complete all requirements of the unit.

Learning outcomes

These set out what the candidate is expected to know, understand and be able to do as a result of the learning process.

Assessment criteria

These detail the requirements that the learner will be assessed against in order to evidence the learning outcomes.

Knowledge, understanding and skills

This details 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 criteria. Teachers/tutors should cover all of the knowledge, understanding and skills requirements fully, prior to entering candidates for assessment.

Unit purpose and aim

This section specifies the overall purpose and aim of the unit.

Unit expiry date

This section specifies the end accreditation date of the unit on the QCF. After this date, no more entries can be made.

Details of the relationship between the unit and the national occupational standards

This section specifies any signposting to the relevant national occupational standards.

Assessment

This specifies the requirements in relation to assessment of the unit. It details the way in which the assessment criteria will be assessed. All units will be internally assessed and externally moderated by OCR Examiner-moderators.

Evidence requirements

These provide specific detail to amplify the knowledge or understanding required to meet the assessment criteria.

Other additional information regarding the unit

Units can be downloaded from the OCR website [ITQ Units](#) including associated evidence checklists for use with all units.

5.2 Qualification structure

Candidates do not have to achieve units in any particular order and teachers/tutors should tailor learning programmes to meet individual candidate needs. It is recommended that, wherever possible, centres adopt a holistic approach to the delivery of these qualifications and identify opportunities to link the unit subjects and levels.

If a candidate is not able to complete a full qualification they will be issued with a unit certificate listing the units and credits achieved.

To achieve a full qualification in the OCR ITQ 2009 qualifications there is a minimum credit requirement which is indicated in the following table:

Title	QCF Level 1 Minimum Credit Value	QCF Level 2 Minimum Credit Value	QCF Level 3 Minimum Credit Value
Award	9	10	12
Certificate	13	16	25
Extended Certificate	---	25	---
Diploma	37	38	39

Please note there are additional requirements regarding the units that can contribute to each qualification, see overleaf for specific information.

Rules of combination for ITQ AWARD qualifications

Level	QCF Level 1	QCF Level 2	QCF Level 3
Credit value (min)	9	10	12
Mandatory Unit	n/a	n/a	n/a
Optional units Two thirds of optional unit credits at qualification level	Minimum 6 credits at the level of the qualification Up to 3 credits at E3	Minimum 7 credits at the level of the qualification No credits at E3	Minimum 8 credits at the level of the qualification No credits at E3
Sector Specific Units (SSU)	n/a	n/a	n/a

Rules of combination for ITQ CERTIFICATE qualifications

Level	QCF Level 1	QCF Level 2	QCF Level 3
Credit value (min)	13	16	25
Mandatory Unit at the level of the certificate	Unit 1 Improving Productivity using IT (3 credits)	Unit 2 Improving Productivity using IT (4 credits)	Unit 3 Improving Productivity using IT (5 credits)
Optional units At least half of optional unit credits at or above qualification level	10 credits or more Minimum 5 credits at L1 or above Up to 3 credits at E3	12 credits or more Minimum 6 credits at L2 or above No credits at E3	20 credits or more Minimum 10 credits at L3 No credits at E3
Sector Specific Units (SSU) may also be included	Maximum 3 credits SSU at any relevant level	Maximum 4 credits SSU at any relevant level	Maximum 5 credits SSU at any relevant level

Rules of combination for ITQ Extended CERTIFICATE qualification

Level		QCF Level 2	
Credit value (min)		25	
Mandatory Unit at the level of the certificate		Unit 2 Improving Productivity using IT (4 credits)	
Optional units At least half of optional unit credits at or above qualification level		21 credits or more Minimum 11 credits at L2 or above No credits at E3	
Sector Specific Units (SSU) may also be included		Maximum 4 credits SSU at any relevant level	

Rules of combination for ITQ DIPLOMA qualifications

Level	QCF Level 1	QCF Level 2	QCF Level 3
Credit value (min)	37	38	39
Mandatory Unit at the level of the diploma	Unit 1 Improving Productivity using IT (3 credits)	Unit 2 Improving Productivity using IT (4 credits)	Unit 3 Improving Productivity using IT (5 credits)
Optional units At least half of optional unit credits at or above qualification level	34 credits or more Minimum 17 credits at L1 or above Up to 5 credits at E3	34 credits or more Minimum 17 credits at L2 or above No credits at E3	34 credits or more Minimum 17 credits at L3 No credits at E3
Sector Specific Units (SSU) may also be included	Maximum 3 credits SSU at any relevant level	Maximum 4 credits SSU at any relevant level	Maximum 5 credits SSU at any relevant level

Please see important information in the Appendix relating to exemptions, equivalencies, and the use of OCR-set CLAiT assignment model, to contribute towards the achievement of qualifications in the ITQ 2009 qualifications.

ITQ Unit credit values

OCR Unit No	Unit Title	QCA Accreditation Number	Level	Credit value	GLH
1	Improving productivity using IT	T/502/4153	1	3	20
2	Improving productivity using IT	J/502/4156	2	4	30
3	Improving productivity using IT	L/502/4157	3	5	40
4	Audio software	K/502/4389	1	2	15
5	Audio software	D/502/4390	2	3	20
6	Audio software	H/502/4391	3	4	30
7	Bespoke software	A/502/4395	1	2	15
8	Bespoke software	F/502/4396	2	3	20
9	Bespoke software	J/502/4397	3	4	30
10	Computerised accounting software	F/502/4401	1	2	15
11	Computerised accounting software	J/502/4402	2	3	20
12	Computerised accounting software	L/502/4403	3	5	35
13	IT communication fundamentals	Y/502/4291	1	2	15
14	IT communication fundamentals	D/502/4292	2	2	15
15	Using collaborative technologies	A/502/4378	1	3	20
16	Using collaborative technologies	F/502/4379	2	4	30
17	Using collaborative technologies	T/502/4380	3	6	45
18	Database software	H/502/4553	1	3	20
19	Database software	M/502/4555	2	4	30
20	Database software	T/502/4556	3	6	45
21	Data management software	F/502/4558	1	2	15
22	Data management software	J/502/4559	2	3	20
23	Data management software	A/502/4560	3	4	30
24	Drawing and planning software	J/502/4609	1	2	15
25	Drawing and planning software	A/502/4610	2	3	20
26	Drawing and planning software	F/502/4611	3	4	30
27	Design software	M/502/4572	1	3	20
28	Design software	T/502/4573	2	4	30
29	Design software	A/502/4574	3	5	40
30	Desktop publishing software	Y/502/4565	1	3	20
31	Desktop publishing software	D/502/4566	2	4	30
32	Desktop publishing software	H/502/4567	3	5	40
33	Using email	J/502/4299	1	2	15
34	Using email	M/502/4300	2	3	20
35	Using email	T/502/4301	3	3	20
36	Imaging software	J/502/4612	1	3	20
37	Imaging software	L/502/4613	2	4	30
38	Imaging software	R/502/4614	3	5	40
39	Using the Internet	T/502/4296	1	3	20
40	Using the Internet	A/502/4297	2	4	30
41	Using the Internet	F/502/4298	3	5	40
42	IT security for users	R/502/4256	1	1	10
43	IT security for users	Y/502/4257	2	2	15
44	IT security for users	D/502/4258	3	3	20
45	Using mobile IT devices	H/502/4374	1	2	15
46	Using mobile IT devices	K/502/4375	2	2	15
47	Multimedia software	Y/502/4615	1	3	20
48	Multimedia software	D/502/4616	2	4	30
49	Multimedia software	H/502/4617	3	6	45

OCR Unit No	Unit Title	QCA Accreditation Number	Level	Credit value	GLH
50	Optimise IT system performance	D/502/4244	1	2	15
51	Optimise IT system performance	H/502/4245	2	4	30
52	Optimise IT system performance	K/502/4246	3	5	40
53	Personal information management software	Y/502/4369	1	2	15
54	Personal information management software	L/502/4370	2	2	15
55	Project management software	K/502/4618	1	3	20
56	Project management software	M/502/4619	2	4	30
57	Project management software	H/502/4620	3	5	40
58	Presentation software	K/502/4621	1	3	20
59	Presentation software	M/502/4622	2	4	30
60	Presentation software	T/502/4623	3	6	45
61	IT software fundamentals	L/502/4384	1	3	20
62	IT software fundamentals	R/502/4385	2	3	20
63	Set up an IT system	Y/502/4209	1	3	20
64	Set up an IT system	L/502/4210	2	4	30
65	Set up an IT system	R/502/4211	3	5	40
66	Specialist software	L/502/4398	1	2	15
67	Specialist software	R/502/4399	2	3	20
68	Specialist software	A/502/4400	3	4	30
69	Spreadsheet software	A/502/4624	1	3	20
70	Spreadsheet software	F/502/4625	2	4	30
71	Spreadsheet software	J/502/4626	3	6	45
72	IT user fundamentals	J/502/4206	1	3	20
73	IT user fundamentals	L/502/4207	2	3	20
74	Video software	K/502/4392	1	2	15
75	Video software	M/502/4393	2	3	20
76	Video software	T/502/4394	3	4	30
77	Word processing software	L/502/4627	1	3	20
78	Word processing software	R/502/4628	2	4	30
79	Word processing software	Y/502/4629	3	6	45
80	Website software	L/502/4630	1	3	20
81	Website software	R/502/4631	2	4	30
82	Website software	Y/502/4632	3	5	40
Sector Specific units					
83	Sector specific units contributing to level 1	N/A	Any	3	N/A
84	Sector specific units contributing to level 2	N/A	Any	4	N/A
85	Sector specific units contributing to level 3	N/A	Any	5	N/A
Entry Level units					
See Appendix for details on how to claim Entry Level units					

Barred combinations

Units with the same title, at different levels, cannot be combined in the same qualification. See Appendix.

5.3 Additional unit information

Evidence checklists

Evidence Checklists can be downloaded from the OCR website [Evidence Checklists \(Forms\)](#) and must be completed by the candidate for each unit unless they are submitting evidence produced by completing an OCR-set CLAiT assignment. **Evidence Checklists are currently being updated and will be uploaded in the next few months – some evidence requirements may change.**

An Evidence Review Form (ERF), is available for use with the ITQ Mandatory Units at Level 1 and Level 2 for all candidates (including those following the CLAiT Level 1 and Level 2 pathway). This form should be completed electronically. These forms were updated in April 2011.

There is no ERF for the Level 3 Mandatory unit. Candidates must complete the Unit 3 Evidence Checklist.

Candidates will be able to base their ERF on one of the following options:

1. A real work task
- or
2. A CLAiT assignment
- or
3. A centre-set assignment
- or
4. A practice task(s) or assignment that you have undertaken whilst learning the skills for your IT qualification. It must be straightforward, however, detailed enough to allow you to answer the questions below.

N.B. All tasks/unit evidence or assignments used must be included with the form. If candidates have previously achieved a unit, upon which they are basing the ERF, a copy of the work produced must be submitted with the ERF. If candidates are claiming other ITQ units they could cross-reference the task(s) or unit evidence they have used for this unit.

The Pro-forma for the ITQ Mandatory Units, which was replaced by the ERF was May 2010, **was** only acceptable as evidence until 31 December 2010.

Where candidates are using OCR-set CLAiT assignments as evidence to achieve units within ITQ they **DO NOT NEED** to submit evidence checklists.

CLAiT paper-based assessment model

CLAiT units have been fully mapped against the new ITQ units and can be used by centres as an assessment method for candidates to achieve units from the ITQ 2009 qualifications. OCR-set CLAiT assignments are free to download from the OCR Interchange site at www.ocr.org.uk/interchange

CLAiT Assessment procedures and marking criteria must be followed – see section 7.

This table details the OCR CLAiT units that can be used towards the ITQ qualifications.

CLAiT unit Number		CLAiT unit accreditation number	ITQ unit Number	Credit Value	ITQ unit accreditation number
Level 1					
	Any CLAiT Unit + Evidence Review Form Level 1		01 Improving productivity using IT	3	T/502/4153
1	File Management and e-Document Production	T/102/9585	77 Word processing software	3	L/502/4627
2	Creating Spreadsheets and Graphs	A/102/9586	69 Spreadsheet software	3	A/502/4624
3	Database Manipulation	F/102/9587	18 Database software	3	H/502/4553
4	e-Publication Creation	J/102/9588	30 Desktop publishing software	3	Y/502/4565
5	Create an e-Presentation	L/102/9589	58 Presentation software	3	K/502/4621
6	e-Image Creation	F/102/9590	36 Imaging software	3	J/502/4612
7	Web Page Creation	J/102/9591	80 Website software	3	L/502/4630
8	Online Communication	L/102/9592	33 Using email 39 Using the Internet	2 3	J/502/4299 T/502/4296
12	e-Security	R/501/1524	42 IT security for users	1	R/502/4256
Level 2					
	Any CLAiT Unit + Evidence Review Form Level 2		02 Improving productivity using IT	4	J/502/4156
1	Integrated e-Document Production	R/102/9593	78 Word processing software	4	R/502/4628
2	Manipulating Spreadsheets and Graphs	Y/102/9594	70 Spreadsheet software	4	F/502/4625
3	Creating and Using a Database	D/102/9595	19 Database software	4	M/502/4555
4	e-Publication Design	H/102/9596	31 Desktop publishing software	4	D/502/4566
5	Design an e-Presentation	K/102/9597	59 Presentation software	4	M/502/4622
6	e-Image Manipulation	M/102/9598	37 Imaging software	4	L/502/4613
7	Website Creation	T/102/9599	81 Website software	4	R/502/4631
8	Electronic Communication	D/102/9600	34 Using email	3	M/502/4300
Level 3 *					
1	Creating an IT Solution	H/102/9601	03 Improving productivity using IT	5	L/502/4157
2	Analysing Spreadsheets and Graphs	K/102/9602	71 Spreadsheet software	6	J/502/4626
3	Relational Databases	M/102/9603	20 Database software	6	T/502/4556
4	e-Publication Production	T/102/9604	32 Desktop publishing software	5	H/502/4567
5	Professional e-Presentation	A/102/9605	60 Presentation software	6	T/502/4623
6	e-Image Production	F/102/9606	38 Imaging software	5	R/502/4614
7	Website Authoring	J/102/9607	82 Website software	5	Y/502/4632

* Unless previously achieved, CLAiT Advanced Level 3 solutions must be mapped to the new ITQ 2009 criteria.

Computer-based assessment (CBA)

If you wish to use CLAiT towards the new ITQ 2009 units, you can now access Level 1 units (ITQ unit numbers 18, 69 and 77) by submitting work containing an .inf file with the ITQ unit assignment references to the CBA marker.

A guide to using CBA for ITQ Level 1 is available on the OCR website **ITQ_Level_1_CBA_Guide**

Level 2 units have also been available since 01 December 2010 (ITQ unit numbers 19, 34, 59, 70 and 78).

Once the candidate has achieved a pass, centres should claim the ITQ unit on Interchange and then send the CBA report as evidence of a pass, together with a completed Submission Cover Sheet for each candidate, to their allocated ITQ Examiner-moderator. It is only once a Pass result is claimed on Interchange, that a unit entry is deducted.

ITQ certificates will be processed more quickly if centres do not mix CBA claims with units using alternative evidence. It would also speed certificate production if the CBA reports were sent electronically to the Examiner-moderator, clearly stating in the email subject heading, **CBA** together with the **Centre Number**, **scheme code** and **claim number** of the reports attached.

Candidates can only have 4 attempts and cannot attempt the same assignment twice.

For candidates registered for CLAiT scheme codes 05538 and/or 05539, the CBA assessment model is still available.

Please note that 2008/2009 and 2009/2010 OCR-set CLAiT assignments cannot be submitted via the CBA marker.

Towards the end of April 2011, OCR will make the offline version of the ITQ Level 2 Tutorial and Practice Assessments available as a zip file on the ITQ Level 2 CBA page of the OCR website at http://www.ocr.org.uk/eassessment/cba/itq_l2/index.html. This can be used to familiarise centre staff and candidates with the ITQ Level 2 CBA assessments and the OCR CBA system in an offline environment.

The tutorial contains information on the OCR CBA system and also contains practice tests for all five units offered for ITQ Level 2 in the CBA format.

Please ensure that the Authorware Web Player 7.0 has been installed using the administrator help tool before launching the tutorial.

To use the tutorial, save the zip file to your computer, unzip it and double click on the Start.exe file.

The same version of the ITQ Level 2 Tutorial and Practice Assessments is available online within the help section of the OCR CBA system.

Queries about CBA submissions can be sent to CBA@ocr.org.uk

Exemptions

These specify any exemption from the requirement to achieve credit for mandatory or optional units that learners can claim, based on certificated achievement outside the QCF and deemed to be of equivalent value to a QCF unit or units. In the case of OCR's ITQ 2009 qualifications, please see the Appendix for details of all qualifications that have been exempted.

Equivalencies

Equivalencies specify any opportunities to count credits from unit(s) from other qualifications within the QCF towards the qualification in place of mandatory or optional unit(s) specified in the rules of combination. In the case of OCR's ITQ 2009 qualifications, please see the Appendix for details of all specified equivalencies.

Entry Level units

ITQ Examiner-moderators do not moderate original Entry Level candidate work.

Centres MUST claim OCR Entry Level units using the following scheme codes:

- 01779 for the OCR Entry Level Award in Digital Literacy (Entry 3)
- 01679 for the OCR Entry Level Award in Using ICT (Entry 3)

Please refer to the OCR website for details of these Entry Level qualifications.

Once a candidate has been entered for an ITQ 2009 unit, then any previously achieved units from the OCR Entry Level qualifications above, will be automatically recognised by the OCR system to add to the ITQ 2009 credits claimed. Candidates do not need to claim the unit(s) again via Interchange.

Please note that Entry Level units only contribute to achievement of the:

- Level 1 ITQ Award in IT User Skills (a maximum of 3 credits)
- Level 1 ITQ Certificate in IT User Skills (a maximum of 3 credits)
- Level 1 ITQ Diploma in IT User Skills (a maximum of 5 credits).

Funding for OCR Entry Level qualifications now appears on the Learning Aims Database.

6 Administration arrangements

Please refer to the *Admin Guide: Vocational Qualifications* (code A850) for further information. [Admin Guide](#). Centres should also download the Administration Step-by-Step guide on the ITQ web pages. [Administration Step-by-Step Guide](#)

6.1 How to gain centre approval

Centres can download and complete the electronic Centre Approval Form from the OCR website and return it to OCR Operations (or complete and submit it electronically). Alternatively contact the OCR Customer Contact Centre on 024 7685 1509.

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

6.2 How to enter candidates

Making entries or registering candidates should now be carried out via OCR Interchange - OCR's secure extranet facility. For full details of the process please see [Making entries using OCR Interchange](#)

6.3 What are candidate entries?

In order to let OCR know which qualifications your candidates wish to take, you need to make entries. Note that the term 'registrations' has been replaced by the term 'qualification entry'.

There are two ways to enter candidates:

- **Full award entry** – Candidates can be entered for the full award when they are intending to complete the whole qualification rather than just individual units. This is often a more cost-effective way to make entries. Please note, however, if a candidate does not complete the full award, the remaining units cannot be transferred to another candidate. Following qualification achievement, if a candidate wishes to upgrade to the next size of qualification e.g. from an Award to a Certificate, they should claim **unit entry** for the additional units required, indicating that they are being claimed for the larger qualification.
- **Unit entry** – It is possible for candidates to build up their qualification unit by unit. This may be useful if a centre is unsure whether a candidate is intending to complete the full qualification.

Candidates should be entered either for the full award **or** individual units. They should **not** be entered for both.

6.4 Entry routes

There are two main routes for making entries:

- **Named entry** – This is where you provide specific candidate information (e.g. name and date of birth) for each qualification. The advantage of named entry is that materials we supply are personalised, requiring less manual work later. In general, this is OCR's preferred entry route.
- **Unnamed entry** – This allows you to order a number of units or qualifications in bulk, without specifying who will be taking them. Although this increases the flexibility of the administration, it may increase the administrative burden later in the process.

6.5 How to make claims

All claims should now be carried out via OCR Interchange. For full details of the process please see [Making a claim using OCR Interchange](#)

Please note that completed work must be sent to the ITQ Examiner-Moderator within 24 hours of the claim being made on Interchange.

OCR documentation, which includes the Submission Cover Sheet, Evidence checklists and the Evidence Review Form, must be used by centres unless otherwise indicated.

NB Claims using NQF4 and NQF5 forms are no longer admissible.

6.6 Electronic submissions

Candidate work can be submitted electronically to the Examiner-moderator.

All OCR Examiner-moderators have a 4 digit OCR mailbox ocremxxxx@ocr.org.uk

Candidate evidence can be emailed direct to this address, as soon as the unit(s) have been claimed on Interchange.

The subject heading should include the **centre number, scheme code and claim number** as indicated on Interchange. Each email should only contain the evidence of one claim number (please see point 11 overleaf). Please list the candidate names.

Please follow these guidelines:

1. Please create one folder for each candidate and include the Submission Cover Sheet, the Evidence Checklist for non-CLAiT submissions and the Evidence Review Forms (ERF) for Mandatory units 1 or 2, together with the relevant files in that folder.
2. If you are submitting more than one unit, please create a sub-folder for each unit and include the Submission Cover Sheet in the main folder. The Evidence Checklist for non-CLAiT submissions and the ERF for Mandatory units 1 or 2 should also be included in the sub-folder for each unit.
3. Remember to enclose tutor's worked copies for the first batch (if using OCR-set CLAiT assignments or centre-set assignments).
4. Please ensure all files show evidence of the assessor's marking. If there are no errors on a print, please tick or mark as 'no errors'.
5. Evidence can be scanned to show marking, or a tracking, marking spreadsheet can be used.
6. Evidence of printing only needs to be included if the default settings are changed e.g. when asked to print out handouts for power point slideshows, the candidate can do a screen print of the print dialogue box.
7. If evidence is scanned, please scan all pages the correct way (it is difficult to view pages on screen if they are scanned upside down). Also, please scan prints in the correct sequence, as specified in the assignment.
8. Hyperlinks can be incorporated into the Evidence Checklists in order to make it easier for the Examiner-moderator to find which part of the evidence maps to the assessment criteria. Please ensure that the links are relative, not absolute.
9. We cannot accept accounts software files.
10. We can accept any pdf, rar, zip, MS Office files (any version).
11. Size should be restricted to 10mb per email. If it is any larger, it should be split between emails and clearly labelled e.g. **email 1 of 2, email 2 of 2**, etc.
12. Not all software packages are available to Examiner-moderators, therefore, please screen shoot candidate evidence into a word document. In a graphics unit, please save images as a .jpg.

6.7 Submissions using e-portfolios

If a centre is using an e-portfolio to organise the candidate's work, they can email their Examiner-moderator's OCR mailbox, giving them login details and instructions on how to navigate around the site. **It is important to send the Examiner-moderator this information each time you make a claim.**

Please follow these guidelines:

- Please ensure that the Submission Cover Sheet, the Evidence Checklist for non-CLAiT submissions and the Evidence Review Forms (ERF) for Mandatory units 1 or 2, are included in the portfolio.
- Centres may use their own documentation for candidate feedback; however, this cannot replace OCR documentation as detailed above.
- Please ensure that final candidate evidence is easy to find. Examiner-moderators do not have time to read through practice tasks in order to see which is the latest version.
- Please ensure that all candidate evidence for each unit is contained within the same folder.

Please follow points 3-10 and 12 in the section on Electronic Submissions:

- Feedback/marketing of candidate work can be submitted on a separate document.
- Size should be restricted to 10mb per file as otherwise it takes too long for the Examiner-moderator to download.

N.B. The Examiner-moderator's OCR mailbox can only be used to send candidate evidence, or to advise about e-portfolio login and navigation. It cannot be used to ask questions, or enter into any other dialogue. Supplementary information or explanations to the Examiner-moderator must not be provided in the email.

For assessment queries, please use the ITQ assessment query mailboxes, or the CLAiT marking query mailboxes (if the question refers to an OCR-set CLAiT live assignment).

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

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

7 CLAiT assessment activities

7.1 OCR supporting documentation

Evidence produced using OCR-set CLAiT assignments is acceptable for use towards ITQ 2009 units. These assignments must be marked with the same rigour as specified in the detailed marking criteria sections of the CLAiT Tutor's Handbooks. As such you may find it beneficial to access the CLAiT materials for use with your assessment delivery.

Please visit the OCR website at:

[New CLAiT information](#)

[CLAiT Plus information](#)

[CLAiT Advanced information](#)

In each of the above, you will find:

- Tutor's Handbook
- Sample Assignments (A and B) (*these are for practice purposes only. They can only be used as evidence for ERF option 4 in ITQ Units 1 and 2*).
- Associated Data Files for Sample Assignments (A and B)
- Worked Copies for Sample Assignments.

NB There are no OCR-set or Sample assignments for CLAiT Advanced Level 3, however, example scenarios can be found at the back of the CLAiT Advanced Tutor Handbook.

Centres can access OCR-set CLAiT assignments via Interchange - OCR's secure extranet facility.

Having accessed Interchange, all existing live OCR-set New CLAiT and CLAiT Plus assignments and associated data files can now be downloaded from the following location:

- 1 Click the link for 'CLAiT & ITQ' on the menu on the left of the screen
- 2 Click 'Computer-based assessment' in the expanded menu, underneath e-assessment.

'Additional Guidance Notes' to be used in conjunction with the Tutor handbook for the CLAiT qualifications are also available to download from Interchange by:

- 1 Clicking the link for 'CLAiT & ITQ' on the menu on the left of the screen
- 2 Clicking 'CLAiT documents' in the expanded menu, underneath Support Material.

OCR runs regular programmes of training workshops to help tutors maintain best practice in the assessment and internal moderation of the scheme(s). For more details, contact OCR Training by telephoning **024 7649 6398** or email training@ocr.org.uk

The direct links to the OCR Training booklets for ITQ are:

[OCR Award/Certificate/Diploma in IT User Skills \(ITQ 2009\) - Get started](#)

[OCR Award/Certificate/Diploma in IT User Skills \(ITQ 2009\) - Get ahead](#)

There has been heavy demand for the ITQ training workshops. If your preferred date or venue is full, please join the waiting list so that we can add extra workshops if there are sufficient delegates.

8 Mapping

8.1 Mapping to National Occupational Standards

These qualifications provide a key progression route between education and employment (or further study/training leading to employment). They are directly relevant to the needs of employers and fully map to national occupational standards in IT User Skills.

9 Further support and information

9.1 General enquiries

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

Telephone: 024 7685 1509
Fax: 024 7685 1633
Email: vocational.qualifications@ocr.org.uk

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

9.2 ITQ Assessment Queries

If you have an assessment query about any of the ITQ units, you can now contact our **new** ITQ mailboxes:

Level 1 units: itqlevel1assessmentquery@ocr.org.uk

Level 2 units: itqlevel2assessmentquery@ocr.org.uk

Level 3 units: itqlevel3assessmentquery@ocr.org.uk

You will receive a response within 72 hours.

Please note that these mailboxes are for **assessment queries only** and **cannot** be used for the following:

- General enquiries e.g. advice about using e-claims or documentation queries
- As a checking service for full assignments or tutor worked copies
- Any query that has attachments
- Any query about units that have already been processed or certificated.

N.B. If your query is about one of the CLAiT live assignments, please continue to contact the CLAiT mailboxes:

Level 1 units: markingquery05538@ocr.org.uk

Level 2 units: markingquery05539@ocr.org.uk

Level 3 units: markingquery05540@ocr.org.uk

9.3 Centre Approval, Candidate Entries and Certification

For general information regarding centre approval, candidate entry/registration and certification, please contact OCR Operations Customer Support on:

Telephone: 024 7647 0033

or at:

Operations
OCR
Progress House
Westwood Way
Coventry
CV4 8JQ

9.4 Results enquiries

Forms and current fees can be obtained from:

Results Enquiries
OCR
Progress House
Westwood Way
Coventry
CV4 8JQ

Telephone 024 7647 0033

9.5 Customer feedback

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

OCR Qualification Manager
ITQ 2009
Qualifications & Curriculum
OCR
Coventry Office
Westwood Way
Coventry
CV4 8JQ

9.6 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
Customer Relationships
Progress House
Westwood Way
Coventry CV4 8JQ

Telephone: 024 7649 6398
Fax: 024 7649 6399
Email: training@ocr.org.uk

9.7 Publications (related to these qualifications)

Admin Guide: Vocational Qualifications (code A850) [Admin Guide](#)

JCQ publication Access Arrangements and Special Consideration for General and Vocational Qualifications www.ocr.org.uk

9.8 ITQ Forum

You can discuss debate and collaborate with other centres about ITQ, by using our Social Network, available at [ITQ Forum](#). It is a straightforward and enjoyable way to connect with other deliverers of ITQ.

APPENDIX

ITQ 2009 Exemptions

These specify any exemption from the requirement to achieve credit for mandatory or optional units that learners can claim, based on certificated achievement outside the QCF; deemed to be of equivalent value to a QCF unit or units. CLAiT exemptions are detailed on page 36 of this guide.

CompTIA STRATA™ exemptions to Level 1 ITQ Units

CompTIA STRATA	Level 1 Award in IT User Skills		Credit Value	Scheme code 03991 unit accreditation number
Fundamentals of PC Functionality (FCO – U11)	72	IT User Fundamentals	3	J/502/4206
	50	Optimise IT System Performance	2	D/502/4244
Fundamentals of Technology (FCO – U21)	63	Set up an IT System	3	Y/502/4209
	42	IT Security for Users	1	R/502/4256

STRATA is equivalent to an ITQ Award at Level 1 (9 credits). Centres indicate on the [Submission Cover Sheet](#) which ITQ units the candidate is claiming. They will pay for the four ITQ units and will need to provide a copy of the candidate's STRATA certificate as evidence to the OCR ITQ Examiner-moderator.

Adobe exemptions to Level 2 ITQ Units

Adobe	ITQ Level 2 unit number		Credit Value	ITQ unit accreditation number
Flash	48	Multimedia software	4	D/502/4616
Photoshop	37	Imaging software	4	L/502/4613
Dreamweaver	81	Website software	4	R/502/4631
Premier	75	Video software	3	M/502/4393

Centres must claim the correct ITQ unit on Interchange and send a verified copy of the candidate's Adobe certificate as evidence.

iTQ NVQ Levels 1, 2 and 3 exemptions to Levels 1, 2 and 3 ITQ Units

iTQ NVQ unit Number	NVQ unit accreditation number	ITQ unit Number	Credit Value	ITQ unit accreditation number
Level 1				
1D IT Trouble-shooting for Users	T/102/5696	50 Optimise IT System Performance	2	D/502/4244
1E IT Security for Users	F/102/5698	42 IT security for users	1	R/502/4256
1G Internet and Intranets	J/102/5699	39 Using the Internet	3	T/502/4296
1H E-mail	M/102/5700	33 Using email	2	J/502/4299
1I Word Processing Software	T/102/5701	77 Word processing software	3	L/502/4627
1J Spreadsheet Software	A/102/5702	69 Spreadsheet software	3	A/502/4624
1K Database Software	F/102/5703	18 Database software	3	H/502/4553
1M Presentation Software	R/102/5706	58 Presentation software	3	K/502/4621
Level 2				
2E IT Security for Users	J/102/5718	43 IT security for users	2	Y/502/4257
2G Internet and Intranets	L/102/5719	40 Using the Internet	4	A/502/4297
2H E-mail	F/102/5720	34 Using email	3	M/502/4300
2I Word Processing Software	J/102/5721	78 Word processing software	4	R/502/4628
2J Spreadsheet Software	L/102/5722	70 Spreadsheet software	4	F/502/4625
2K Database Software	R/102/5723	19 Database software	4	M/502/4555
2M Presentation Software	H/102/5726	59 Presentation software	4	M/502/4622
Level 3				
3C IT Maintenance for Users	R/102/5737	52 Optimise IT System Performance	5	K/502/4246
3E IT Security for Users	Y/102/5738	44 IT security for users	3	D/502/4258
3G Internet and Intranets	D/102/5739	41 Using the Internet	5	F/502/4298
3H E-mail	R/102/5740	35 Using email	3	T/502/4301
3I Word Processing Software	Y/102/5741	79 Word processing software	6	Y/502/4629
3J Spreadsheet Software	D/102/5742	71 Spreadsheet software	6	J/502/4626
3K Database Software	H/102/5743	20 Database software	6	T/502/4556
3M Presentation Software	T/102/5746	60 Presentation Software	6	T/502/4623

Once a candidate has been entered for an ITQ 2009 unit, **as long as the candidate number is the same**, then any previously achieved OCR NVQ iTQ units mapped above, will be automatically recognised by the OCR system to add to the ITQ 2009 credits claimed. Centres do not need to claim the unit(s) again via Interchange. **If the candidate number is different, centres need to ask Operations to merge the candidate's achievements.**

Digital Literacy

OCR Entry Level Award in Digital Literacy (Entry 3) Scheme code 01779	Unit accreditation number	ITQ unit Number	Credit Value
1 Digital Literacy	A/600/1161	86 Digital Literacy	3

ITQ Examiner-moderators do not moderate original Entry Level candidate work. Once a candidate has been entered for an ITQ 2009 unit, then **as long as the candidate number is the same**, any previously achieved OCR Digital Literacy unit, will be automatically recognised by the OCR system to add to the ITQ 2009 credits claimed. Centres do not need to claim the unit(s) again via Interchange. **If the candidate number is different, centres need to ask Operations to merge the candidate's achievements.**

Award in using ICT

OCR Entry Level Award in using ICT (Entry 3) Scheme code 01679	Unit accreditation number	ITQ unit Number	Credit Value
1 Displaying information using ICT	T/502/1141	87 Displaying information using ICT	3
2 Using ICT to find information	R/502/1194	88 Using ICT to find information	3
3 Communicating information using ICT	H/502/1197	89 Communicating information using ICT	3
4 Producing charts using ICT	K/502/1198	90 Producing charts using ICT	3

ITQ Examiner-moderators do not moderate original Entry Level candidate work. Once a candidate has been entered for an ITQ 2009 unit, then **as long as the candidate number is the same**, any previously achieved OCR Entry Level units from the above Award in using ICT, will be automatically recognised by the OCR system to add to the ITQ 2009 credits claimed. Centres do not need to claim the unit(s) again via Interchange. **If the candidate number is different, centres need to ask Operations to merge the candidate's achievements.**

Microsoft Office Test Specialist Test exemptions to Level 2 and Level 3 ITQ Units

Microsoft Office Specialist Test	OCR CLAiT Plus Unit Scheme code 05539	ITQ 2009 Unit to be claimed	Credit value
Word Core	Unit 1 Integrated e-Document Production	Unit 78 Level 2 Word Processing Software	4
Excel Core	Unit 2 Manipulating Spreadsheets and Graphs	Unit 70 Level 2 Spreadsheet software	4
Access Core	Unit 3 Creating and Using a Database	Unit 19 Level 2 Database software	4
PowerPoint Core	Unit 5 Design an e-Presentation	Unit 59 Level 2 Presentation software	4
Outlook Core	Unit 8 Electronic Communication	Unit 34 Level 2 Using email	3
Word Expert		Unit 79 Level 3 Word Processing Software	6
Excel Expert		Unit 71 Level 3 Spreadsheet Software	6

In order to achieve an ITQ Level 2 Certificate, candidates must claim sufficient units above (to add up to at least 12 credits) and submit verified copies of their Microsoft Office Certificates. They must also claim ITQ Level 2 mandatory Unit 2 'Improving Productivity using IT' and complete an Evidence Review Form as evidence.

In order to achieve the new IT Extended Level 2 Certificate (which attract the same number of performance points as two Grade B GCSEs), candidates must claim sufficient units above (to add up to at least 21 credits) and submit verified copies of their Microsoft Office Certificates. They must also claim ITQ Level 2 mandatory Unit 2 'Improving Productivity using IT' and complete an Evidence Review Form as evidence.

In order to achieve an ITQ Level 3 Certificate, (which attracts the same number of performance points as one AS level at grade C), candidates must claim units 71 and 79, the ITQ Level 3 mandatory Unit 3 'Improving Productivity using IT', and then sufficient units to add up to at least 8 **additional** credits). Evidence requirements are as for Level 2, however, Unit 3 requires an OCR Evidence Checklist.

Units with the same family name cannot be combined in the same qualification.

ITQ 2009 QCF Barred combinations

Units with the same title at different levels cannot be combined in the same qualification.

		L1	L2	L3
One of Unit	1 or 2 or 3	T/502/4153	J/502/4156	L/502/4157
One of Unit	4 or 5 or 6	K/502/4389	D/502/4390	H/502/4391
One of Unit	7 or 8 or 9	A/502/4395	F/502/4396	J/502/4397
One of Unit	10 or 11 or 12	F/502/4401	J/502/4402	L/502/4403
One of Unit	13 or 14	Y/502/4291	D/502/4292	
One of Unit	15 or 16 or 17	A/502/4378	F/502/4379	T/502/4380
One of Unit	18 or 19 or 20	H/502/4553	M/502/4555	T/502/4556
One of Unit	21 or 22 or 23	F/502/4558	J/502/4559	A/502/4560
One of Unit	24 or 25 or 26	J/502/4609	A/502/4610	F/502/4611
One of Unit	27 or 28 or 29	M/502/4572	T/502/4573	A/502/4574
One of Unit	30 or 31 or 32	Y/502/4565	D/502/4566	H/502/4567
One of Unit	33 or 34 or 35	J/502/4299	M/502/4300	T/502/4301
One of Unit	36 or 37 or 38	J/502/4612	L/502/4613	R/502/4614
One of Unit	39 or 40 or 41	T/502/4296	A/502/4297	F/502/4298
One of Unit	42 or 43 or 44	R/502/4256	Y/502/4257	D/502/4258
One of Unit	45 or 46	H/502/4374	K/502/4375	
One of Unit	47 or 48 or 49	Y/502/4615	D/502/4616	H/502/4617
One of Unit	50 or 51 or 52	D/502/4244	H/502/4245	K/502/4246
One of Unit	53 or 54	Y/502/4369	L/502/4370	
One of Unit	55 or 56 or 57	K/502/4618	M/502/4619	H/502/4620
One of Unit	58 or 59 or 60	K/502/4621	M/502/4622	T/502/4623
One of Unit	61 or 62	L/502/4384	R/502/4385	
One of Unit	63 or 64 or 65	Y/502/4209	L/502/4210	R/502/4211
One of Unit	66 or 67 or 68	L/502/4398	R/502/4399	A/502/4400
One of Unit	69 or 70 or 71	A/502/4624	F/502/4625	J/502/4626
One of Unit	72 or 73	J/502/4206	L/502/4207	
One of Unit	74 or 75 or 76	K/502/4392	M/502/4393	T/502/4394
One of Unit	77 or 78 or 79	L/502/4627	R/502/4628	Y/502/4629
One of Unit	80 or 81 or 82	L/502/4630	R/502/4631	Y/502/4632
One of Unit	83 or 84 or 85	N/A	N/A	N/A

ITQ 2009 Equivalencies

Equivalencies specify any opportunities to count credits from unit(s) from other qualifications within the QCF towards the qualification in place of optional unit(s) specified in the rules of combination.

ITQ Test and Trials Levels 1, 2 and 3 equivalencies to Levels 1, 2 and 3 ITQ Units

ITQ Test and Trials Scheme code 06611	Unit accreditation number	ITQ unit Number	Credit Value	ITQ unit accreditation number
Level 1				
07 Database Software	R/500/7294	18 Database Software	3	H/502/4553
10 Email	T/500/7286	33 Using email	2	J/502/4299
19 Internet and Intranets	R/500/7280	39 Using the Internet	3	T/502/4296
34 IT Security for Users	T/501/0785	42 IT Security for Users	1	R/502/4256
40 IT Troubleshooting for Users	H/501/0829	50 Optimise IT system performance	2	D/502/4244
28 Presentation Software	K/500/7303	58 Presentation Software	3	K/502/4621
37 Spreadsheet Software	F/500/6769	69 Spreadsheet Software	3	A/502/4624
49 Word Processing Software	J/500/7292	77 Word Processing Software	3	L/502/4627
Level 2				
08 Database Software	Y/500/7295	19 Database Software	4	M/502/4555
11 Email	F/500/7288	34 Using email	3	M/502/4300
20 Internet and Intranets	Y/500/7281	40 Using the Internet	4	A/502/4297
35 IT Security for Users	A/501/0786	43 IT Security for Users	2	Y/502/4257
29 Presentation Software	M/500/7304	59 Presentation Software	4	M/502/4622
38 Spreadsheet Software	T/500/6770	70 Spreadsheet Software	4	F/502/4625
50 Word Processing Software	H/500/6781	78 Word Processing Software	4	R/502/4628
Level 3				
09 Database Software	D/500/7296	20 Database Software	6	T/502/4556
12 Email	A/500/7290	35 Using email	3	T/502/4301
21 Internet and Intranets	D/500/7282	41 Using the Internet	5	F/502/4298
36 IT Security for Users	F/501/0787	44 IT Security for Users	3	D/502/4258
24 IT Maintenance for Users	D/500/7279	52 Optimise IT system performance	5	K/502/4246
30 Presentation Software	T/500/7305	60 Presentation Software	6	T/502/4623
39 Spreadsheet Software	A/500/6771	71 Spreadsheet Software	6	J/502/4626
51 Word Processing Software	M/500/6783	79 Word Processing Software	6	Y/502/4629

OCR ITQ AWARD/CERTIFICATE/DIPLOMA IN IT USER SKILLS

Internal Standardisation Form

Each Centre Assessor must send their worked copies to their OCR ITQ Examiner-moderator with each batch submitted, in order to ensure the Examiner-moderator is moderating from the same worked copy from which the centre assessor has marked.

This form allows centres with more than one centre assessor to submit a single worked copy to the ITQ Examiner-moderator, to represent the marking for all centre assessors. This single worked copy **must** be in use by all centre assessors as the marking copy, and the signee must take responsibility for standardisation of assessment within their centre.

In the event that work is received from a centre where it is clear that the standard differs considerably between assessors, OCR reserves the right to **withdraw those unit(s) which do not meet the standards required and to ask for individual worked copies from named assessors.**

Scheme Code:

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Centre Number:

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Claim Number:

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I confirm that this centre has performed internal standardisation on an ongoing basis to ensure consistency of assessment amongst all of the listed centre assessors, and that each assessor has used the attached worked copy as the basis of their marking.

Name (Please print): _____

Signature: _____ **Date:** _____

Local Assessors (please list):
