



OCR LEVELS 1, 2 and 3 CERTIFICATE/DIPLOMA FOR IT USERS CLAiT INTERNATIONAL

CHIEF CO-ORDINATOR'S REPORT 2011-2012

Since the NQF suite of CLAiT qualifications reached the end of the accreditation period, there has been a rise in the popularity of CLAiT International.

Whilst previously achieved units using CLAiT scheme codes can be used towards ITQ credits, CLAiT International units cannot as the qualification is an unaccredited and unfunded option. The CLAiT International scheme codes are:

Level	Scheme Code	Qualification
1	04636	New CLAiT International
2	04637	CLAiT Plus International
3	04638	CLAiT Advanced International

The CLAiT International qualifications are almost identical to the previous NQF CLAiT suite. The live assessments, unit numbers and unit titles, assessment rulings etc remain exactly the same. The CBA method of assessment is not available currently for CLAiT International. There are some advantages to centres in CLAiT International which were not available in the NQF CLAiT qualifications:

- Centres may submit work electronically e.g. via email, or on CD. However there must be evidence of assessor marking e.g. in a separate tracking, marking checklist or hard copies may be marked and then scanned. The guide below outlines the process:
- <http://www.ocr.org.uk/images/68446-notice-to-centres-submitting-evidence-electronically.pdf>
- Tutor's worked copies only need to be sent the first time the centre submits work to the allocated examiner-moderator or the first time a particular set of live assessments or units is submitted.

The New CLAiT International scheme 04636 units are:

Unit 1	File Management and e-Document Production
Unit 2	Creating Spreadsheets and Graphs
Unit 3	Database Manipulation
Unit 4	e-Publication Creation
Unit 5	Create an e-Presentation
Unit 6	e-Image Manipulation
Unit 7	Web Page Creation
Unit 8	Online Communication

OCR recommends 20 guided learning hours for each Level 1 unit.

For Level 1, candidates may be assessed using the OCR-set live assessments or using centre-devised assessments. (Refer to the sections below for more information on live assessments and centre-devised assessments.)

The CLAiT Plus International scheme 04637 units are listed below.

Unit 1	Integrated e-Document Production
Unit 2	Manipulating Spreadsheets and Graphs
Unit 3	Creating and Using a Database
Unit 4	e-Publication Design
Unit 5	Design an e-Presentation
Unit 6	e-Image Manipulation
Unit 7	Website Creation
Unit 8	Electronic Communication

OCR recommends 30 guided learning hours for each Level 2 unit.

For CLAiT Plus International, Centres use the same units and assessment methods that were available for CLAiT Plus. In addition, previously achieved certificates from four new Adobe units may be used as evidence for Units 9-12:

Unit 9	Adobe Flash
Unit 10	Adobe Photoshop
Unit 11	Adobe Dreamweaver
Unit 12	Adobe Premier

Microsoft Office Specialist tests can be used by Centres as an alternative assessment method towards the following units:

Microsoft Office Specialist Test	OCR Unit to be claimed
Word Core	Integrated e-Document Production
Excel Core	Manipulating Spreadsheets and Graphs
Access Core	Creating and Using a Database
PowerPoint Core	Design an e-Presentation
Outlook Core	Electronic Communication

- OCR strongly advises centres intending to offer the Microsoft Office Specialist tests to visit www.certipoint.com in order to obtain current up to date assessment objectives for the individual tests for all versions available.
- Centres need to send verified copies of the digital transcripts or certificates as evidence for these units.

For Level 2, candidates may be assessed using the OCR-set live assessments or using centre-devised assessments. (Refer to the sections below for more information on live assessments and centre-devised assessments.)

The CLAiT Advanced International scheme 04638 units are:

Unit 1	Creating an IT Solution
Unit 2	Analysing Spreadsheets and Graphs
Unit 3	Relational Databases
Unit 4	e-Publication Production
Unit 5	Professional e-Presentation
Unit 6	e-Image Production
Unit 7	Website Authoring

OCR recommends 60 guided learning hours for each Level 3 unit.

For Level 3, there are no OCR-set assessments. Candidates must be assessed using centre-devised assessments.

Certificate and Diploma option

Candidates who achieve three units will be awarded a Certificate for IT Users at the relevant level. Candidates who achieve five units will be awarded a Diploma for IT Users at the relevant level. For all levels, unit 1 is mandatory for the Certificate or Diploma.

Certification

Candidates receive a single unit certificate for each unit achieved. When candidates have achieved three units (including unit one), OCR's system will automatically trigger a Full Award Certificate - the candidate receives a total of four certificates. When candidates have achieved five units (including unit one), OCR's system will automatically trigger a Full Award Diploma - the candidate receives a total of seven certificates.

Entering Candidates and Submitting Work

Single unit, unnamed entries can be purchased at any time of the academic year.

Centres have the option to use the Submission Cover Sheet which may be downloaded from the OCR website. This Submission Cover Sheet should be completed electronically.

Centres that do not wish to provide a Submission Cover Sheet should:

- ensure all the correct centre assessor initials are entered on Interchange for each unit
- supply a print out of the claim on Interchange
- indicate which CLAiT exam and unit is being submitted
- ensure that the evidence for each candidate unit is stapled together and that it is clear for which candidate and unit the work belongs.

Further guidance will be found on the new OCR website which is soon to go live.

Guides are available to explain how to make entries and claims using Interchange. The guides can be accessed by following the links below:

<http://www.ocr.org.uk/ocr-for/exams-officers/interchange/>

<http://www.ocr.org.uk/images/16315-making-entries-for-vocational-qualifications-via-interchange.pdf>

<http://www.ocr.org.uk/Images/21651-making-online-claims-for-vocational-qualifications.pdf>

Other useful documents for CLAiT International can be found on the CLAiT International pages at:

<http://www.ocr.org.uk/qualifications/vocationally-related-qualifications-ngf-it-users-level-1-certificate-diploma-new-clait-international-04636/>

<http://www.ocr.org.uk/qualifications/vocationally-related-qualifications-ngf-it-users-level-2-certificate-diploma-clait-plus-international-04637/>

<http://www.ocr.org.uk/qualifications/vocationally-related-qualifications-ngf-it-users-level-3-certificate-diploma-clait-advanced-international-04638/>

Previously achieved CLAiT units can be used towards the CLAiT International award. Achievements will automatically be pulled through by OCR's systems once a candidate has been entered for CLAiT International. Centres therefore do not need to claim the unit again.

Resources

There is a variety of resources endorsed by OCR available for the CLAiT suite. These include resources for **students** covering the teaching of skills required for each unit as well as build-up and practice tasks. There are also resources for **tutors** which include lesson plans, schemes of works, full practice assignments and solutions, tracking documents etc. Centres should be aware that resources without the OCR logo or those that do not explicitly state 'Endorsed by OCR' have not been approved by OCR.

Live Assessments

There are six sets of current live assessments available for use with levels 1 and 2 which are:

2005-06 Set A

2005-06 Set B

2006-07

2007-08

2008-09

2009-10

There will not be any new sets of live assessments. All the assessments listed above remain live for the duration of the qualification and cannot be used as practice

assignments. Centres may mix and match any of the above live assessments. OCR provide two sets of sample assessments, the associated datafiles and exemplar worked copies which are available to download from the OCR website. Many centres find it useful to use these as 'mock exams'.

The BBC WebWise assessments may be used as an alternative method of assessing unit 8 for Level 1. The new WebWise has 4 separate assessments and the scorecards for **2** of these assessments, **Using the Internet** and **Using Email**, can be used together as 100% evidence for CLAiT International Level 1, Unit 8. From 1 August centres who want to use BBC WebWise tests as evidence for CLAiT International Level 1 unit 8, will access the new BBC WebWise site:

<http://www.stage.bbc.co.uk/webwise/accredited-courses/level-one>

Letters about passwords have been sent to Centre but if these have not been received Centres should contact the OCR Customer Contact Centre.

Additional information and FAQs can be accessed through the following links:

<http://www.ocr.org.uk/Images/68553-bbc-webwise-additional-information-2012.pdf>

<http://www.ocr.org.uk/Images/77420-bbc-webwise-faqs.pdf>

Attempts at live assessments

Candidates are permitted one attempt at each live assignment. Candidates who do not pass at the first attempt may be given further attempts at the same unit using a different live assignment. As there are six live assessments candidates may be given six attempts at each unit.

Centre-devised assessments

Candidates have the option of producing their own evidence for each unit instead of using the OCR-set assignment. If doing so, candidates **MUST** also complete the OCR Evidence Checklist for the relevant unit. The Evidence Checklist details the requirements for each assessment objective. Evidence Checklists are available on the OCR website and in the Centre Handbooks. There is no time limit to complete a centre-devised assignment (unlike the OCR-set assignments which have a prescribed time for completion). The other advantage is that a centre-devised assignment may be completed 'remotely'; however, this must be authenticated by the assessor.

Assessment

The assessment rulings apply to both the OCR-set live assessments as well as to centre-devised assessments. Candidates are required to complete each assignment with no critical errors, and no more than the prescribed number of accuracy errors for each level. Accuracy errors may be errors in completing an assessment objective or errors in keying in data.

New CLAiT International Level 1	4 accuracy errors allowed
CLAiT Plus International Level 2	6 accuracy errors allowed
CLAiT Advanced International Level 3	9 accuracy errors allowed

All OCR units must be assessed by a centre assessor and only work that candidates have passed should be submitted for certification. Centre assessors should refer to the section Centre Assessment in each of the Centre Handbooks.

The Centre Handbook contains detailed marking guidelines as well as a Marking Reference Grid for each unit summarising, at a glance, the type of error incurred for each assessment objective. Further guidelines, including assignment specific rulings where appropriate, can be found in the Additional Assessment and Guidance Notes for each level. There are two sets of Additional Guidance Notes available for each level. Centre assessors must ensure they refer to both sets including the Centre Handbook when assessing candidates' work.

The Centre Handbook is to be updated to reflect the Additional Guidance Notes. This will be available on the new OCR website which is soon to be live. The previous CLAiT scheme resources will also be available on the updated CLAiT International web pages.

A CLAiT Administration guide is also available which details all the administrative procedures.

Feedback to Centres

Centre assessors are advised to refer to the electronic report produced by the Examiner-moderator for each batch of work processed. The report, referred to as a Centre Feedback Report, eNQF6, is available to download from OCR Interchange. Every centre has been provided with a unique user name and password to logon to Interchange. Assessors should contact their centre administrator (eg Examinations Officer or equivalent) for the Interchange logon details.

To access the Centre Feedback Report, log on to Interchange, **select Centre Information**, select **Examiner-moderator reports** and enter **Centre number**, **Scheme Code** and **Batch Number**.

Marking query mailboxes

OCR have set up dedicated mailboxes to answer marking questions from centre assessors – this is a free service which allows assessors to seek guidance on marking issues before sending work in for moderation. Queries are normally answered within 72 hours.

New CLAiT International Level 1	markingquery05538@ocr.org.uk
CLAiT Plus International Levels 2 and 3	markingquery05539@ocr.org.uk

Please note that the Level 2 and Level 3 mailbox has now been combined.

These mailboxes remain active for CLAiT assessments which are still valid for CLAiT International and ITQ.

Inset

OCR holds full day training workshops nationally, aimed at tutors and local assessors. Training workshops may also be delivered in-house. Exemplar worked copies for the live assessments are provided at these training days. Centre assessors are encouraged to attend a Training Workshop.

LEVEL 1 common errors made by candidates and/or missed by centre assessors and how they would be penalised are listed below.

Unit 1 File Management and e-Document Production

- Capitalising the first letter of each item in the bulleted list (2005/06 Set B assignment) (3d) = one accuracy error.
- A tooltip obscuring a file or folder name on the screen print (2a-e) = one accuracy error for each file management instruction not evidenced.
- Incorrectly renaming the folder (deleting part of the existing folder name and entering only the candidate's own name) (2b) = one accuracy error.
- Unspecified amendments to the existing formatting of the provided document to be edited (1c) = one accuracy error for any number of unspecified amendments to the formatting.
- Saving over the provided document instead of using save as to save it with a new filename (1d) = one accuracy error.

Unit 2 Creating Spreadsheets and Graphs

- Formula that would not produce the correct results (formula printouts not matching the final spreadsheet results) (2a) = critical error.
- Use of the Sum function instead of the Average function (2a) = one accuracy error.
- Columns not wide enough to display text in full (5d) = one accuracy error for each data item not fully displayed.
- Failure to display the actual values (numbers) above the bars on bar charts or at the data points on line graphs (3a) = one accuracy error per assignment.
- Comparative data that is not distinctive on the printouts (4h) = critical error.
- Data labels or a legend that does not identify the data clearly (eg 1, 2, 3 etc instead of the actual days or months) (4f, g) = critical error.
- An error in a filename eg additional spaces (5a) = one accuracy error. Errors in filenames are penalised only once per assignment.

Unit 3 Database Manipulation

- Field width not wide enough to display all data in full (3c) = one accuracy error for each data item not fully displayed. Repeated instances of a data item are penalised once only per assignment. This applies to all printouts including the first print of the table.
- Amendments carried out early (data amended on the original database table printout) (1d) = one accuracy error for each amendment carried out early.
- Incorrect query criteria (2a, b) = critical error.
- Report based on the wrong query (3a) = critical error.
- A table/query print is produced instead of a database report (3a) = one accuracy error

Unit 4 e-Publication Creation

- Missing text at the end of the document on print 2, when the body text size is increased in order to balance columns (2a, d) = critical error.
- Text wrap not set to above and below the images (2d) = one accuracy error per assignment.

- Distorted images (2c) = one accuracy error per assignment.

Unit 5 Create an e-Presentation

- Using the wrong image (3a) = critical error.
- Incorrect print style (eg handouts printed instead of outline view) (4f-h) = one accuracy error.
- Moving the slide to the wrong place and subsequently printing the wrong slides (2b) = one accuracy error, however, any missing evidence is penalised under the relevant objective.
- Amendments carried out early = one accuracy error for each amendment carried out early.
- Inconsistent slide layout due to use of title slide (1b) = one accuracy error per assignment regardless of the number of resultant errors on that slide.

Unit 6 e-Image Manipulation

- Artwork printouts not in colour (4d) = critical error.
- Failure to change the resolution of the provided image (4b) = one accuracy error.

Unit 7 Web Page Creation

- On the HTML source code print, mailto: and/or http:// protocol missing from the external links (3b, c) = critical error for each incorrect link.
- Text not displayed in full on the web page printout (text is 'cut off' on the right side of the page) (2b) = critical error.

Unit 8 Online Communication

- Omission of part of the header details (mainly due to emails not being printed from the Sent items folder) (3l) = one accuracy error.
- No evidence of the attached file on the forwarded message (3h) = critical error.
- No evidence of the entire original message on the forwarded message (3h) = critical error.

LEVEL 2 common errors made by candidates and/or missed by centre assessors and how they would be penalised are listed below.

Unit 1 Integrated e-Document Production

Overall the performance of candidates for this unit was good. Most assessments submitted showed clear evidence of local assessment which was generally of a good standard. Occasionally, a few accuracy errors were missed by local assessors, but rarely resulted in a change to the award of the unit.

- Failure to protect the file as specified – some candidates set the password to open instead of modify or vice-versa. Candidates must set the protection as specified in the assignment (1c) = one accuracy error per assignment.
- Additional, missing or unrequested amendments to the text file (3a) = one accuracy error per assignment.

- Additional, missing or unrequested amendments to the data in the imported datafile (3b) = one accuracy error per assignment.
- Failure to use advanced search and replace – many candidates did not search for ‘whole words only’ resulting in additional parts of words being replaced (5c) = one accuracy error per assignment.
- Set up page layout (6b) = one accuracy error per assignment. By far the most missed accuracy errors were incurred under this assessment objective. The most common faults were:
 - incorrect top margin
 - graph and or datafile not positioned within the page margins
 - inconsistent paragraph spacing
 - additional line spaces at the top of a page.

Unit 2 Manipulating Spreadsheets and Graphs

This unit is one of the most popular of the optional units. Candidates generally performed well in this unit with few accuracy errors incurred. However, a number of Centre assessors failed to identify a critical error resulting in a higher number of failures than would be expected in this unit.

- Failure to enter formula that would consistently produce the correct results was the most common reason for failure of this unit. A number of candidates used numeric values instead of cell references in their formula, however, the most common error under this objective was made by candidates returning a text value (indicated by “ ”) rather than a numeric value. This formula would not consistently produce the correct results, if for example an average were to be calculated on the results returned (2a) = critical error.
- Failure to use a legend that clearly identifies the data set when printed is still a common error. This was a particular problem when candidates printed in black and white. Centres must ensure there is sufficient ink in the printer to enable candidates to meet this assessment objective (4d) = critical error.
- Failure to save the spreadsheet with the correct filename was the most commonly missed accuracy error. Many candidates inserted additional characters or spaces in the filename or did not re-save the spreadsheet using the file name specified in the assignment (5a) = one accuracy error per assignment.

Unit 3 Creating and Using a Database

Where problems were identified in unit 3 was usually due to local assessors failing to notice accuracy errors and this occasionally led to candidates failing the unit.

- There was an improvement in the assessment of this assessment objective. Where problems were found it was usually due to local assessors failing to penalise errors in entering dates as a critical error. Errors in numeric data (including dates) (1d) = critical errors.

- A number of candidates failed to modify the field properties for numeric data in such a way that, when the figures ended with a zero, the data would consistently be displayed to two decimal places (2b) = one accuracy error.
- Wild card searches proved to be a problem for some candidates. A number of candidates failed to appreciate when a wild card search was required (2d) = critical error.
- Truncated data was, by far, the most commonly missed error in this unit. Some local assessors incorrectly penalised truncated data as one accuracy error per field rather than for every item of truncated data (4a) = one accuracy error per data item.

Unit 4 e-Publication Design

Work submitted by candidates is generally of a good quality; however, the assessment of this unit by local assessors was not always consistent. Many local assessors failed to identify accuracy errors made by the candidates, fortunately, this rarely resulted in the withdrawal of the unit.

- Some candidates did not apply a special effect to the specified text. Local assessors should note that simply changing the colour of the text does not meet the requirements of this assessment objective (2g) = one accuracy error per assignment.
- In the submissions of a number of candidates the copy of the grouped items was not in the same relative position as they were in the original group, this error was frequently not identified as an error by the local assessor (2h) = one accuracy error per assignment.
- Failure to notice widows and orphans was a common error under this assessment objective. This was frequently not identified by local assessors (3c) = one accuracy error per assignment.
- A significant number of candidates incurred an accuracy error under this assessment objective. The assignments require the candidates to set the print colours for the publication as RGB (spot colours); many candidates selected CMYK (4b) = one accuracy error.

In some Centres, where the equipment did not permit the printing of colour separated copies, the instructions provided by OCR when submitting alternative evidence were not followed, resulting in the candidates incurring an accuracy error. Centres should note that no other alternative evidence is acceptable.

Where candidates do not have access to a printer that will enable them to print colour separated copies, a screen print showing that the colour printing process has been set, together with a composite copy of the publication, will be accepted.

Note: the screen print must be from the Advance Print Settings window.

These instructions are provided in the Additional Assessment Guidance Notes and are also downloadable from the OCR website.

Unit 5 Designing an e-Presentation

This remains the most popular of all the optional units. Candidates generally performed well in this unit with few accuracy errors incurred. The standard of local assessment was also very good.

- Failing to apply the specified font style was the most common error in this unit. Many candidates did not appear to understand the difference between a serif and a sans-serif font. This was also the most commonly missed error by local assessors. Centres should note that this error is penalised **per style** and not per assignment (1b) = one accuracy error per style.
- Failure to provide evidence of timings on **each** slide was the most common reason for failure of this unit (3c) = critical error.
- A few candidates did not provide evidence that the presentation had been saved ready to view. Candidates who made this error often provided a screen print prior to saving the file rather than after the file had been saved. (4b) = one accuracy error per assignment.

Unit 6 e-Image Manipulation

This remains the least popular of all units, where Centres do offer this unit the work is generally of a good standard with few accuracy errors.

- The most common reason for failure in this unit is that candidates do not provide evidence that the animation has been saved in an appropriate format. Candidates must ensure that the file format selected will allow the animation to run independently of the software in which it was created (5a) = critical error.

Unit 7 Website Creation

This was the least well assessed of all units.

As in previous years, many local assessors did not identify inoperative links or missing images which resulted in critical errors. Centres are advised to assess the work electronically outside of the candidate user area or to carefully check the HTML to ensure that all links to images are relative and not absolute.

Common errors not identified by the Centre assessors were:

- Failure to set the input attributes for the submit button correctly which results in an inoperative form (3c) = critical error.
- Using hyperlinks to internal pages caused problems for some candidates; this was generally due to the candidate making a keying in error in the filename (4c) = critical error.
- By far the most common reasons for failure in this unit was links to images being absolute instead of relative, resulting in the images not being displayed on the webpage when submitted to the Examiner-Moderator (4e) = critical error.

Unit 8 Electronic Communication

Candidates generally performed well in this unit with few accuracy errors incurred. The standard of local assessment was also very good.

LEVEL 3 common errors made by candidates and/or missed by centre assessors and how they would be penalised are listed below.

Unit 1 -Creating an IT Solution

- The solution is not complex enough to meet Level 3 standards (3b). Within this assessment objective, the complex solution must include at least three assessment objectives from learning outcomes 1, 2 and/or 3 from the relevant unit being used for the solution. This will be penalised as an accuracy error. For example, when submitting a spreadsheet for Unit 1, the work must show evidence of 3 elements from Unit 2 Assessment Objectives 1a-1k, 2a-2n and/or 3a-3b.
- Producing only a user support document and not a maintainer support document (6b). This will now be penalised as a critical error.

Unit 2 Analysing Spreadsheets and Graphs

- Candidates must link at least spreadsheet **files** not sheets to achieve this objective (1f). This will be penalised as a critical error.
- The solution is not always complex enough to meet Level 3 standards. Within this assessment candidates must use complex formula and functions (2a, 2b, 2c, 2d). This will be penalised as accuracy errors per occasion per assessment objective.
- Complex charts are not being produced, the examples are sometimes more simple than those produced for New CLAiT (3a). We are now asking for only one chart to be produced for this objective, but the chart must display a trend line. This will be penalised as a critical error if missing.

Unit 3 Relational Databases

- Candidates do not always produce evidence of importing data from external sources. There should be screen prints to show evidence of imports (1a). This is penalised as an accuracy error.
- Failure to produce hard copy evidence of the tables (1i) – evidence must be provided to show that 100 records have been created. This can be through tables or reports. This is penalised as an accuracy error.
- Failure to show links to other applications is not always shown clearly. This is penalised as a critical error, if no printout is evidence.

Unit 4 e-Publication Production

- Candidates do not always produce evidence of 5 styles used within the document (2a). This is penalised as an accuracy error per style.

Unit 5 Professional e-Presentation

This unit is the most understood and most popular unit with few common errors.

Unit 6 e-Image Production

- Candidates must present a detailed storyboard of the proposed artwork showing the development of the artwork. This could be hand drawn/sketched, showing the placement of text and images. The final product may not be exactly as the storyboard (1a). A missing storyboard is penalised as a critical error.

Unit 7 Website Authoring

- The website URL is not always clearly identified in the work submitted (1e). The website must be published on the Internet for assessment. Hard copies of the website pages are being enclosed, these are not necessary; the only need for hard copy is for the Test Plan. Examiners/moderators will moderate from the live website, if the website cannot be accessed after two attempts, then the whole of Unit 7 is failed.