

Vocational Qualifications

ITQ Levels 1 - 3 in IT User Skills - 03991-03999,13995

Moderators' report 2021/2022

About this Moderators' report

This report on the 2021/22 assessments aims to highlight:

- areas where students were more successful
- main areas where students may need additional support and some reflection
- points of advice for future assessments.

It is intended to be constructive and informative and to promote better understanding of the specification content, of the operation of the scheme of assessment and of the application of assessment criteria.

Would you prefer a Word version?

Did you know that you can save this PDF as a Word file using Acrobat Professional?

Simply click on **File > Export to** and select **Microsoft Word**

(If you have opened this PDF in your browser you will need to save it first. Simply right click anywhere on the page and select **Save as . . .** to save the PDF. Then open the PDF in Acrobat Professional.)

If you do not have access to Acrobat Professional, there are a number of **free** applications available that will also convert PDF to Word (search for PDF to Word converter).

CONTENTS

Content	Page
Overview	4
General comments.....	5
Comments on individual units	6
Sector update.....	6

Overview

It has been confirmed that OCR have decided to withdraw all ITQ qualifications. The final date for entries will be **31 December 2023**. The final certification date for levels 1 and 2 will be **31 December 2024** and for level 3 **31 December 2025**. For more detailed information please refer to the [ITQ withdrawal](#) notice.

Entry Code	Qualification Title	Qualification Number
3991	Level 1 Award in IT User Skills (ITQ)	500/6684/5
3992	Level 1 Certificate in IT User Skills (ITQ)	500/6683/3
3993	Level 1 Diploma in IT User Skills (ITQ)	500/6742/4
3994	Level 2 Award in IT User Skills (ITQ)	500/6685/7
3995	Level 2 Certificate in IT User Skills (ITQ)	500/6743/6
13995	Level 2 Extended Certificate in IT User Skills (ITQ)	600/1062/9
3996	Level 2 Diploma in IT User Skills (ITQ)	500/6744/8
3997	Level 3 Award in IT User Skills (ITQ)	500/6588/9
3998	Level 3 Certificate in IT User Skills (ITQ)	500/6758/8
3999	Level 3 Diploma in IT User Skills (ITQ)	500/6757/6

The ITQ centre handbook and CLAIT and CLAIT plus handbooks have all been updated with any changes highlighted. The ITQ webpages now contain the new updated centre handbooks and CLAIT and CLAIT Plus marking handbooks. Centres should be aware of the changes and use these when marking CLAIT and CLAIT Plus and assessing ITQ.

There are new examples of mandatory units, centre assignments, real work and CLAIT/CLAIT Plus assignments showing good practice and moderators' comments. <http://ocr.org.uk/itq>

PLEASE BE AWARE [Level 1 CLAiT 2005-2006 Set A and B](#), [Level 2 CLAiT Plus 2005-2006 Set A and B](#) have now been withdrawn as live assessments for ITQ – candidates should now only complete 2006-2010 assignments as live assessments.

General comments

The qualification is vocational and assessed in a variety of ways – OCR set assignments including CLAIT and CLAIT Plus, centre-set assignments, OCR example assignments, BBC WebWise assessments and real work. All of the information regarding the ITQ is available electronically on www.ocr.org.uk/itq except the CLAIT and CLAIT Plus and WebWise assessments which are stored securely on OCR Interchange.

In September 2022 OCR released updated handbooks for ITQ and CLAIT marking handbooks along with example work and commentaries for all types of evidence including the mandatory unit.

Assessment materials used by centres are mainly CLAIT assignments which are from 2006-2010. There are a couple of tasks on assessments for which there is extra guidance on the ITQ website, unit 81 and 31 as the software updates may mean candidates cannot complete parts of these assessments as expected. Most centres are very familiar with the assignments and marking criteria, so they are usually marked to a high standard. The most popular units are 18,19,30,31,33,39,58,59,69,70,77 and 78.

A few centres do not seem to make full use of the CLAIT and CLAIT Plus tutor marking scheme when marking assignments and some moderators have found numerous errors within a batch, which can sometimes result in the withdrawal of a unit if it has more than the permitted error tolerance. Assessors should mark all the errors and use the tutor handbook as guidance.

CLAIT 2005/2006 a and b assignments were used for adapted assessments due to Covid circumstances and should no longer be used as live assessments which is fed back to centres and most centres now comply with this.

Some assessment materials are centre based and are usually of suitable quality.

Some of the evidence supplied by centres needs clarifying/additional information and we use the centre request letter or feedback to centres for this e.g., screenshots need to be large enough to read and reminding centres to include a printout of the Interchange claim (and ideally use it a check to ensure that all the work has been sent and that the correct units have been claimed).

Centres submit work using electronic portfolios or hard copy. Those using online portfolios should check they have met the evidence requirements on the OCR checklist as well as the criteria and that the work is well referenced and marked. Those submitting hard copies should ensure work is marked and packaged securely. For more information on submitting work see ITQ tutor handbook.

Centres can use Webwise as assessments for 4 units however very few still use this option. Resources for BBC WebWise - The WebWise assessments will continue to be available on Interchange, but as the WebWise course resources have been withdrawn by the BBC, resource links can now be found on the ITQ webpage: <http://ocr.org.uk/itq>

Assessment queries can be sent to vocational.qualifications@ocr.org.uk and this is being used regularly by centres to clarify interpretation issues on units and evidence requirements.

Further guidance on OCR ITQ website under <https://ocr.org.uk/qualifications/vocational-qualifications/vocational-qualifications-qcf-itq-2009-levels-1-3-in-it-user-skills-03991-03999-1399>

Moderators' report – 2021/22

Moderators process the claim on Interchange and complete a centre feedback report which is stored on Interchange – most centres check these regularly and respond appropriately to any actions set by the moderator. It is important that these are checked and shared with all assessors.

Comments on individual units

For the mandatory units 1 and 2 it is important that the up-to-date OCR evidence review form is used (stored on the OCR ITQ website). It should be signed and dated (electronic or wet signatures are both acceptable) by assessor and candidate.

The units are worth 3 credits at level 1 and 4 at level 2 so it is important they are completed to reflect this. There are examples in the new guides showing good practice and moderators' comments. <http://ocr.org.uk/itq>

Sector update

The qualification was written in 2009 and was designed to be future-proof. The end dates for ITQ schemes 03991-03999, 13995 are 31 December 2023 in England and Northern Ireland. (Please refer to Qualifications in Wales for the latest information in Wales). OCR have updated the handbooks and produced some further guidance to support centres using assessments and marking. This will also hopefully encourage centres to continue to work with OCR and encourage new centres to try ITQ with OCR.

Please note – web links are correct at date of publication but other websites may change over time. If you have any problems with a link you may want to navigate to that organisation’s website for a direct search.



We'd like to know your view on the resources we produce. Click '[Like](#)' or '[Dislike](#)' to send us an auto generated email about this resource. Add comments if you want to. Let us know how we can improve this resource or what else you need. Your email will not be used or shared for any marketing purposes.

Looking for another resource? There is now a quick and easy search [tool to help find free resources](#) for your qualification.

OCR is part of Cambridge University Press & Assessment, which is itself a department of the University of Cambridge.

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

Oxford Cambridge and RSA Examinations is a Company Limited by Guarantee. Registered in England. Registered office The Triangle Building, Shaftesbury Road, Cambridge, CB2 8EA. Registered company number 3484466. OCR is an exempt charity.

OCR operates academic and vocational qualifications regulated by Ofqual, Qualifications Wales and CCEA as listed in their qualifications registers including A Levels, GCSEs, Cambridge Technicals and Cambridge Nationals.

OCR provides resources to help you deliver our qualifications. These resources do not represent any particular teaching method we expect you to use. We update our resources regularly and aim to make sure content is accurate but please check the OCR website so that you have the most up to date version. OCR cannot be held responsible for any errors or omissions in these resources.

Though we make every effort to check our resources, there may be contradictions between published support and the specification, so it is important that you always use information in the latest specification. We indicate any specification changes within the document itself, change the version number and provide a summary of the changes. If you do notice a discrepancy between the specification and a resource, please [contact us](#).

© OCR 2023 - You can copy and distribute this resource freely if you keep the OCR logo and this small print intact and you acknowledge OCR as the originator of the resource.

OCR acknowledges the use of the following content: N/A

Whether you already offer OCR qualifications, are new to OCR or are thinking about switching, you can request more information using our [Expression of Interest form](#).

Please [get in touch](#) if you want to discuss the accessibility of resources we offer to support you in delivering our qualifications.