

Structure

The ITQ Suite comprises 12 separate qualifications: with Award, Certificate and Diplomas at each of Level 1, 2 and 3. The qualification titles all take the same form. For example:

Level 1 ITQ 2009 Award in IT User Skills (QCF)
Level 2 ITQ 2009 Certificate in IT User Skills (QCF)
Level 3 ITQ 2009 Diploma in IT User Skills (QCF)

Three new schemes were introduced last year: 13995 Extended Certificate in ITQ at level 2 which has 92 performance points and the Apprenticeship Diplomas level 2 and level 3 - 13996 and 13999.

There are now a total of 92 units including level 1 *Using a keyboard* worth 1 credit and *Internet Safety for IT users* worth 3 credits introduced last year. There are also 2 mandatory units at level 2 and 2 at level 3 for the apprenticeships these units are not available for use other than in the apprenticeship route. The units for ITQ 2009 are QCF shared units, developed by e-skills UK in partnership with all the Awarding Organisations. Each unit is assigned a Level and a Credit value in the ITQ framework. There is a sector specific unit at each level (which can be taken from any relevant QCF qualification) and 4 units at entry level from OCR ICT qualifications, of which credits can be used towards the Certificate and Diploma at Level 1.

Some ITQ units can be used as evidence in the following QCF qualifications:
Business Skills, Business and Administration, Level 2 and 3 Diploma in ICT Professional Competence (PROCOM)

Last registration for ITQ at all 3 levels is 31/12/2013
(the qualification will shortly be reviewed and the dates extended)
Last certification for ITQ at level 1 is 31/12/2014
Last certification for ITQ at level 2 is 31/12/2015
Last certification for ITQ at level 3 is 31/12/2016

Assessment methods

As with previous versions of the ITQ, there is no single way to assess ITQ units. We recognise a number of contributing units and qualifications which can be mapped to one or more ITQ units. Candidates can achieve ITQ qualifications, in full, using evidence from

- OCR-set CLAiT/CLAiT Plus Assignments which are exempted qualifications for candidates who have already achieved the units. For those wanting to use CLAiT assignments the assignments, tutor handbook and sample papers are all available through OCR website and Interchange. However, with the exception of the Award qualifications, all candidates wanting to achieve a full Certificate or Diploma qualification are required to complete the ITQ Mandatory Unit. CLAiT/CLAiT Plus assignments must be marked to the appropriate tutor handbook.
- CLAiT Computer based assessment at level 1 and 2 is available for ITQ candidates in certain units.
- BBC WebWise covers unit 33 - Email level 1, unit 39 – Internet level 1, unit 91 Internet safety for IT users level 1 and unit 45 - Using Mobile technology level 1. Learners can do all units or individual units.
- Exempted qualification include: MOS/MCAS units, NVQ iTQ units, Comptia Strata, OCR Entry Award in Digital Literacy, OCR Entry Award in ICT, Adobe Flash, Premier, Dreamweaver and Photoshop Equivalent unit qualifications for OCR ITQ units include: ITQ Test and Trials and ITQ units from other Awarding Organisations.
- There are currently no ITQ OCR-set assignments but centres are able to submit centre-set assignments which must meet the requirements on the evidence checklists and include tutor worked copies and marking schemes where appropriate.
- Real work which must meet the requirements on the evidence checklists for each unit submitted.

The ITQ centre handbook includes the exemption lists for CLAiT, NVQ and other qualifications. The exemption list for other awarding body qualifications is on the e-skills website and is continually updated. Centres need to check this information regularly. Centres also need to be aware of the mapping documents that underpin the lists to ensure they are aware whether the unit is FULL or PARTIAL exemption.

Candidate work can be submitted as hard copy, in an e-portfolio, as an e-mail attachment, on CD or memory stick or as a previously achieved certificate.

There is an updated form for the mandatory unit on www.ocr.org.uk which clearly states grammar, spelling and punctuation must be checked and marked and only the final accurate copy sent to the moderator. Generally these are well completed and well-marked with detailed feedback. The mandatory unit is a unit worth the same credits as many of the software units yet a few centres seem to be accepting very brief evidence review forms. There are examples on the OCR website to show the quantity and quality of evidence acceptable. Assessors need to ensure they encourage learners to present evidence that is appropriate and to a suitable

vocational level and the final accurate copy is sent to the moderator along with the task.

Candidates have achieved some of the units through CLAiT assessments, there are many candidates using real work and they appear to be employed (or on placement) at the appropriate level. A few centres have submitted centre based scenarios and some of these are good scenarios that meet the criteria, others have written assessments that do not allow learners to achieve the unit as some of the requirements are missing or the assignments are too prescriptive. Some centres are still allowing too many resubmissions on centre based assessments. The awarding of the qualification is based on the vocational competence of the candidate.

The new BBC Webwise has been available for a year and covers unit 33 - Email level 1, unit 39 – Internet level 1, unit 91 Internet safety for IT users level 1 and unit 45 - Using Mobile technology level 1. This can give learners an Award at level 1 worth 10 credits or they can just choose individual units. Many centres are using the assessments and submitting the certificates as evidence - there are still some issues with certificates printing and moderators and OCR are advising centres to liaise with the BBC to resolve these issues.

www.bbc.co.uk/webwise. There was a previous assessment in WebWise which expired in July 2012.

Most centres have good practices in place and have good systems in place for assessment and internal verification. Nearly all centres are following the administration procedure correctly now for this qualification - registration, assessment and certification. There has been a large improvement in the majority of centres for following the guidelines for making claims, printing the list of candidate names, making the claims and submitting work in a timely manner. Some centres do not despatch postal batches as instructed in the ITQ handbook within 24 hours of the Interchange claim being made – therefore delaying certification. Some centres forward work without uploading to Interchange, which results in a delay in turning round the moderation or they make a claim on Interchange and do not send the evidence. Some centres are very well organised and submit high quality and well documented work and portfolios particularly at the higher levels. Most centres submit work in the order that candidates are listed on the claim which is very helpful when selecting a sample.

There are a number of centres using real work, which is usually of good quality and meets the evidence requirements. Some centres are using centre based scenarios some are very well written and well-marked. Occasionally centre based scenarios are not well marked and can lead to candidates not meeting all evidence requirements. Centre assessors need to mark literacy errors in work. Some candidates focus on the finished product with not enough attention to how that has been reached. Centres need to ensure work is annotated well. Sometimes the evidence to cover the 'describe, explain' particularly at level 3 is not sufficient.

Relevance of the qualification

e-skills UK published Technology Insights 2012, which highlights:

- *one in twenty UK workers are employed in IT & Telecoms*
- *the sector is still expected to grow with the employment of IT professionals through to 2020, forecast to rise at 1.62% per annum - nearly twice as fast as the UK average*
- *47% of IT & Telecoms professionals are now aged 40+ years old whilst the proportion of 16 – 29 year olds has declined from 32% to 19% between 2001 and 2011, following an upward trend as the sector favours experienced workers from other sectors over young recruits from the education system*
- *in 2011, just 18% of IT & Telecoms professionals were female compared with an overall figure of 48% for the UK workforce as a whole*
- *despite continued economic uncertainty, over half of UK firms predict an improvement in company finances, profitability, customer numbers, turnover and sales over the coming year*
- *the proportion of IT & Telecoms staff receiving education/ training each quarter has been in decline since 2008 and is below the average for UK workers as a whole*
- *the number of IT & Telecoms related Further Education apprenticeship starts rose by 43% over the 2008/09 to 2009/10 period, compared with an increase of 17% for all FE apprenticeships. Nearly two thirds (63%) of IT & Telecoms related programme starts in 2009/10 were onto 'IT & Telecoms Professional' apprenticeships, the remaining 34% being onto 'IT User' apprenticeships – representing an increase of 76% on the previous year. The number of achievements also grew by 36% over the same time period.*
- *IT & Telecoms related NVQ/SVQs awards accounted for 3.5% of all respective qualification awards in the UK whilst IT & Telecoms VRQs accounted for 18% of the total. In both instances, the majority of awards were at level 2.*
- *In 2010/11 there were 176,000 ITQ registrations (58% at Level 2) and 114,000 certifications, an increase of 310% and 302% respectively on the previous year's totals.*

Over the next 5 years, employers are anticipating increased activity in the usage of mobile computing/applications and virtualisation, new implementation of 'Green IT', and rapid development of new technologies to support business process management. The need for increased security and data protection remain one of the key drivers for up-skilling the workforce. This all means that there will be an increasing number of jobs whose principal activity will be using IT to support their organisations' customers, people and processes. A perfect opportunity for centres to work with organisations, existing and potential employees to prepare for the future with the flexibility ITQ offers.

A recent report by The McKinsey Global Institute found the internet is also a catalyst for job creation. Among 4,800 small and medium-size enterprises (SMEs) surveyed, the internet created 2.6 jobs for each lost to technology-related efficiencies.

ITQ is very flexible with lots of optional units at 3 levels and a variety of qualification sizes. It links training and assessment so it suits candidates who need upskilling as well as those who are already competent.

The standards are still current and because they were written in consultation with many employers. They are also not too prescriptive so there should only be minor updates in the future.

Content

Most centres understand the unit values and are now familiar with the rules associated with the QCF ITQ.

- Mandatory unit must be on evidence review form
- Optional units need evidence checklists unless using CLAiT assignments or certificates from other qualifications
- The administration step by step guide

There are three mailboxes for the ITQ that centres are using to address any queries they have.

- Level 1 units itqlevel1assessmentquery@ocr.org.uk
- Level 2 units itqlevel2assessmentquery@ocr.org.uk
- Level 3 units itqlevel3assessmentquery@ocr.org.uk

and the OCR CLAiT mailboxes are still available for CLAiT marking queries

- Level 1 CLAiT markingquery05538@ocr.org.uk
- Level 2 CLAiT Plus markingquery05539@ocr.org.uk

Resources

Get started courses and Get Ahead were run in 2011/2012. There are training dates planned for half day events during 2012/2013 which will be free for delegates and which cover Getting Started with ITQ, Getting Ahead with ITQ and ITQ Apprenticeships. Each course will cover assessment of units of the ITQ and administration information.

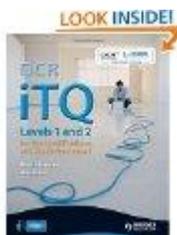
There are many different e-portfolios available and centres can devise their own. Many centres are using e-portfolios or submitting work electronically. Where evidence has been uploaded to the moderator email address or using eportfolios it can save time, resources, cost and the environment. This is the preferred method for moderation. This has caused moderators some problems navigating around the different systems to find the required paperwork and evidence. Centres need to ensure the evidence is easy to find and well referenced. Some centres still need to be reminded about letting moderators know they are using an electronic portfolio and the password details with every claim – this information is included in the ITQ centre handbook. Occasionally some candidates are not visible for moderators as centres have not set up the correct access. Centres need to ensure that OCR have the correct contact details for their centre so any queries regarding claims are dealt with timely.

With postal moderation centres should follow guidelines in the ITQ centre handbook and send the work within 24 hours of making the claim on interchange. Centres need to review how to send the work – there are many options. The centre also need to keep a backup copy of the work in case it does not arrive with the moderator or the unit does not meet the agreed standard and needs to be resubmitted.

Centres need to submit tutor worked copies for CLAiT and centre based scenarios once to moderators. Again it would be preferred if they were sent electronically, guidance on sending work electronically is in the centre handbook on section 6 of current handbook.

There is an ITQ book endorsed by OCR which is for level 2. It does have useful information and examples in for candidates and assessors.

OCR ITQ: For Office 2003 Levels 1 & 2: Software Skills by Nicola Bowman and Anne Jones



All CLAiT 6 sets of live assignments 2005–06 Set A + Set B, 2006-07, 2007-08, 2008-09, 2009-10 and assignments are live for duration of ITQ 2009 qualification. There are no new assignments. Sample A and B are on OCR website with worked

copies – so cannot be used as evidence only as base evidence for mandatory unit Evidence Review Form.

Model ITQ assignments will be produced for some units in due course. All OCR resources are on the OCR website and updated regularly including a regularly updated centre handbook (updates noted in colour), an administrative step-by-step guide, regularly updated FAQs, exemplars for the mandatory units, evidence checklists for all units and unit standards for all units.

The new BBC Webwise has been available for a year and covers unit 33 - Email level 1, unit 39 – Internet level 1, unit 91 Internet safety for IT users level 1 and unit 45 - Using Mobile technology level 1. This can give learners an Award at level 1 worth 10 credits or they can just choose individual units. Many centres are using the assessments and submitting the certificates as evidence - there are still some issues with certificates printing and moderators and OCR are advising centres to liaise with the BBC to resolve these issues.

www.bbc.co.uk/webwise. The previous version of Webwise expired on 31/07/2012.

Last year 2 new apprenticeship routes at level 2 and 2 at level 3 were introduced, which have their own scheme codes. There is now a separate Apprenticeship webpage on OCR. All of the current ITQ units can be used within these ITQ Apprenticeship Diplomas; however, there are two new additional mandatory units for each level, totalling 3 mandatory units, for use with Apprenticeships.

Additional Level 2 mandatory units, only for use with scheme code 13996:

Unit 93 - Understanding the potential of IT

Unit 94 - Developing personal and team effectiveness using IT

Additional Level 3 mandatory units, only for use with scheme code 13999:

Unit 95 - Understanding the potential of IT

Unit 96 - Developing personal and team effectiveness using IT

There is a separate Centre Handbook for use with Apprenticeships which details new rules of combination. OCR has produced examples of evidence on the mandatory units including suitable evidence and inadequate evidence.

<http://www.ocr.org.uk/qualifications/vocational-qualifications-qcf-itq-apprenticeships-13996-13999/>

Administration

The candidate submission sheet is on the website and needs to be completed for each candidate and show the correct assessor's initials which should match the assessor's details on interchange.

The Interchange system is used by centres to register and claim units. Centres can register candidates for a qualification or single units. When claiming units some centres have claimed the wrong unit please check carefully before submitting a claim. If the wrong unit is claimed, it will be withdrawn and need to be resubmitted. OCR have produced some presentations. Two guides are available to explain how to make entries and claims using Interchange.

<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>

Many centres still seem unaware of how to view claim history to check the claim and also how to access the NQF6 Centre Feedback Form.

It is very important that centres access Interchange and read the feedback before submitting further claims. Centres need to have a login for Interchange. Once moderation is complete, the examiner-moderator will produce a centre feedback report for each claim submitted. If you have made a number of small claims, only one report may be produced. To view the report, once logged into Interchange hover over 'Centre information' in the left-hand menu and click on 'Examiner-moderator reports'.

The screenshot shows the Interchange website interface. On the left is a navigation menu with a 'By task' header and several links: Entries, Coursework and tests, e-Assessment, Certification claims, Results, Post results, Centre information, Assessors, Search, Resources and materials, and Admin. The 'Centre information' link is highlighted. A dropdown menu is open under 'Centre information', showing a sub-header 'Centre information (voc quals only)' and four links: Examiner-moderator reports, External verifier reports, Centre approval, and View examiner-moderators. The 'Examiner-moderator reports' link is highlighted. An arrow points from the text above to this link. The main content area on the right has a header 'Welcome to Interchange' and a section 'What's new?' with two news items. The first item is 'Claim online for QCF qualifications' and the second is 'Making it easier for you to submit your entries and...'.