

### **Key features**

- *gives candidates the opportunity to acquire industry recognised IT skills and knowledge*
- *contains a wide range of units that can be selected to match the range of job roles available in the IT and Telecoms sector*
- *provides the competence element of the Level 4 IT, Software, Web and Telecoms Professionals Higher Apprenticeship*
- *can be taken in conjunction with the OCR Level 4 Cambridge Technical Diploma in IT to achieve the Higher Apprenticeship*
- *is assessed in the workplace by the centre assessors and quality assurance personnel and externally verified by OCR.*

### **Introduction**

The OCR Level 4 Diploma in Professional Competence for IT and Telecoms Professionals provides candidates with a high quality, nationally recognised qualification. It is a vocationally-related, credit-based qualification that provides valuable opportunities for individuals to develop skills gain underpinning knowledge and understanding and demonstrate competence in the workplace.

Units in the qualification are based on the national occupational standards (NOS) developed by e-skills, the Sector Skills Council for Business and Information Technology. The wide range of units available in the qualification cover the skills required for job roles in the IT and Telecoms sector.

This qualification provides the competence component of the Higher Apprenticeship Framework for IT, Software, Web and Telecoms Professionals. It can be taken in conjunction with the OCR Level 4 Cambridge Technical Diploma in IT which provides the knowledge component of the apprenticeship.

## Target market

This level 4 competence qualification is suitable for candidates working in the IT and Telecoms sector who are:

- taking a level 4 IT, Software, Web and Telecoms Higher Apprenticeship
- studying for career development in the IT and Telecoms sector
- Wishing to gain a level 4 qualification in Further or Higher Education in the IT and Telecoms sector.

Potential apprentices should bear in mind that a Higher Apprenticeship combines the challenges of higher-level education with full time employment and should be prepared for the greater volume and level of study than the Advanced Apprenticeship or another Level 3 qualification.

## Qualification content

### OCR Level 4 Diploma in Professional Competence for IT and Telecoms Professionals (Qualification Number 601/1690/0)

In order to be awarded the qualification the following credits need to be achieved:

- A minimum of 80 credits in total are required for the qualification
- A minimum of 15 mandatory credits must come from core mandatory group (unit 221 and one of either unit 3 or unit 222)
- A minimum of 65 credits from the optional group, of which 48 credits must be at Level 4
- Unit achievement at one level only will count towards the full qualification, the higher level unit will always contribute.

The following units, listed in order of level, are available in the qualification.

#### Core Mandatory Group

OCR Unit No	Unit Title	Unit reference Number (URN)	Level	Credit	GLH
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**Note: Unit 221 is mandatory, a second mandatory unit must be chosen from either unit 3 or unit 222**

221	Develop own effectiveness and professionalism	K/601/3502	4	12	60
3	Health and Safety in ICT	Y/500/7183	1	3	45
222	Health and Safety in ICT	H/602/2943	3	12	90

#### Optional Group

195	Customer care in ICT	T/500/7157	1	6	50
4	Computer games development	A/601/3164	2	4	28
6	Creating a procedural computer program	L/601/3167	2	7	60
9	Creating an event-driven computer program	T/601/3177	2	7	60
12	Creating an object-oriented computer program	A/601/3181	2	7	60
15	Customer care in ICT	A/500/7158	2	9	45
17	Data modelling	A/601/3200	2	6	45

## Forms of assessment

This qualification is competence-based. This means that it is linked to a person's ability to competently perform a range of tasks connected with their work. The units are assessed in the workplace therefore candidates must be working in the IT and Telecoms sector in order to undertake this qualification.

This qualification is internally assessed and internally verified by centre staff and externally verified by OCR Assessors.

## Certification

There will be opportunities for candidates to claim both full award and unit certification. The full award certificate will show the qualification title and qualification number/ accreditation information. The unit certificate will also show the credit value of the unit achieved.

19	IT project management 2	T/502/1110	2	4	30
21	Software installation and upgrade	D/500/7329	2	9	80
23	System management	Y/500/7331	2	6	55
25	Technical advice and guidance	F/601/3506	2	9	50
27	Technical fault diagnosis	T/601/3292	2	9	45
29	Testing ICT systems	A/500/7354	2	9	80
31	User profile administration	H/500/7378	2	6	55
33	ICT system operation	F/500/7338	2	9	45
34	Introduction to IT systems development	J/600/3247	2	6	50
40	Working with ICT hardware and equipment	K/500/7382	2	9	45
196	Interpersonal and written communication	T/500/7207	2	9	60
5	Computer games development	F/601/3165	3	10	71
7	Creating a procedural computer program	R/601/3171	3	12	90
10	Creating an event-driven computer program	F/601/3179	3	12	90
13	Creating an object-oriented computer program	L/601/3184	3	12	90
16	Customer care in ICT	F/500/7159	3	12	100
18	Data modelling	L/601/3203	3	9	75
20	IT project management 3	L/502/1114	3	10	60
22	Software installation and upgrade	R/500/7330	3	12	100
24	System management	D/500/7332	3	12	100
26	Technical advice and guidance	J/601/3507	3	12	75
28	Technical fault diagnosis	A/601/3293	3	12	75
30	Testing ICT systems	F/500/7355	3	12	100
32	User profile administration	K/500/7379	3	9	80
35	Investigating and defining customer requirements for ICT systems	R/601/3249	3	12	75
36	Quality management of ICT products and services	T/500/7210	3	12	100
37	Remote support for products and services	D/500/7217	3	12	100
38	Security of ICT systems	D/5000/7220	3	12	100
39	System operation	A/500/7340	3	12	100
197	Managing software development	T/500/6798	3	12	90
198	Interpersonal and written communication	A/500/7208	3	12	100
199	Working with ICT hardware and equipment	M/500/7383	3	12	100
8	Designing and developing procedural computer programs	T/601/3311	4	15	90
11	Designing and developing event-driven computer programs	J/601/3300	4	15	90
14	Designing and developing object-oriented computer programs	T/601/3308	4	15	90
41	Data structures and algorithms	R/601/3297	4	15	90
42	Designing and developing a website	L/601/3315	4	15	90
200	Working with ICT hardware and equipment	T/500/7384	4	15	90
201	Security of ICT systems	H/500/7221	4	15	90
223	Customer care for IT and Telecoms Professionals	H/504/5502	4	12	100
224	Remote support for ICT products or services	A/602/1264	4	15	90
225	Technical advice and guidance	Y/500/7345	4	15	90
226	Technical fault diagnosis	L/500/7391	4	15	90
227	Testing ICT & Telecoms systems	M/505/0573	4	15	90
228	Investigating and defining customer requirements for ICT systems	R/602/1772	4	15	90

## Qualification support

OCR's website, [www.ocr.org.uk](http://www.ocr.org.uk), contains an area dedicated to this qualification. The Centre Handbook, including guidance on the assessment and the units can be downloaded from this web page.

If you need clarification on any aspect of the assessment or administration of this qualification, please contact OCR's Customer Contact Centre on **024 76 851509** or at [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk).

## What to do next?

To seek approval to offer this qualification, please apply on-line following the step-by-step guide to applying for approval for vocational qualifications indicated on our 'Centre Approval' webpage.

You might be interested to know that OCR staff are available to help with any aspect of setting up a vocational assessment centre. Through an advisory telephone call or a centre visit, we can assist, not only with the completion of the form, but also provide advice on the following areas:

- identifying potential candidates and marketing opportunities
- meeting OCR requirements
- identifying resourcing levels, both in terms of staff and equipment
- the documents you might need for the benefit of the candidates and a smooth running centre operation

For further information, please get in touch with our Customer Contact Centre by phone: (024 7685 1509); email: [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk); or in writing:  
OCR Customer Contact Centre, OCR, Westwood Way, Coventry, CV4 8JQ.

A summary of how the approval process works is provided in our *Admin Guide for Vocational Qualifications* (publication ref. code: A850). Our *Fees List* contains the charges for centre evaluation, candidate entries and certification. Both documents are available to download from our website [www.ocr.org.uk](http://www.ocr.org.uk).

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[www.ocr.org.uk](http://www.ocr.org.uk)

OCR customer contact centre

### Vocational qualifications

Telephone 024 76 851509

Facsimile 024 76 851633

Email [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk)

### General qualifications

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

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