

ICT Systems and Principles for IT Professionals (PROCOM-Technical)

Centre Handbook

OCR Level 2 Award in ICT Systems and Principles for IT Professionals (PROCOM-Technical)

Entry code 04818

OCR Level 3 Certificate in ICT Systems and Principles for IT Professionals (PROCOM-Technical)

Entry code 04819

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1 Introduction to these qualifications

The information provided in this handbook is correct at the time of production. Occasionally we may update this information. Please refer to the qualification [webpages](#) for the most up-to-date information.

Staff involved in the delivery of these qualifications must have access to and understand the requirements in this handbook.

You should read this document in conjunction with the [Admin guide: Vocational Qualifications](#).

You should ensure 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 body for their chosen qualification.

1.1 Why choose these qualifications?

The aim of these qualifications is to give candidates, who are in work, the opportunity to:

- develop their skills and knowledge to become competent in their chosen job roles in the IT and Telecoms sector
- develop an appropriate set of skills to operate in today's IT & Telecoms job roles
- achieve a nationally recognised qualification
- work towards the IT, Software, Web & Telecoms Professionals apprenticeship by combining this qualification with the OCR Diploma in ICT Professional Competence
- progress to further study in Further Education (FE) or Higher Education (HE)
- improve employability and continue professional development.

These qualifications:

- are vocationally-related and credit based
- provide the knowledge (technical) component of the Apprenticeship Framework for IT, Software, Web & Telecoms Professionals
- support development of Functional Skills
- consist of units based on the National Occupational Standards (NOS) developed by e-skills, the Sector Skills Council for the IT and Telecoms sector
- are regulated in the Qualifications and Credit Framework (QCF) and included on the Register of Regulated Qualifications <http://register.ofqual.gov.uk/>
- are supported by e-skills, the sector body for IT and Telecoms
- are internally assessed by your assessors and externally moderated by OCR.

1.2 Entry requirement

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

These qualifications have been developed so they are free from any barriers that restrict access or progression and therefore promote equal opportunities.

There are no formal entry requirements for the qualifications.

There is no requirement for any specific prior learning. We recommend that an initial assessment should take place to ensure the candidate is capable of reaching the required standards.

Apprentices entered for this qualification will be working in the IT and Telecoms sector and may need to meet specific legal or physical requirements.

1.3 Funding

These qualifications may be eligible for funding. For further details regarding approval and funding eligibility you should refer to the following websites:

[Skills Funding Agency](#) for public funding in England

DAQW – [Database of Approved Qualifications](#) for public funding in Wales

[Department for Employment and Learning](#) for public funding in Northern Ireland

[Education Funding Agency](#) for public funding information for 16-19 learners in England

You should use the Qualification Number (QN) when looking for public funding for candidates. Each unit within a qualification will also have a unit reference number.

If you have any queries regarding funding for this qualification contact us by email at funding@ocr.org.uk.

1.4 Guided learning hours (GLH)

Guided learning hours indicate the approximate time (in hours) the tutor will spend supervising or directing study time and assessment.

Each qualification requires the following guided learning hours:

Level 2 Award in ICT Systems and Principles for IT Professionals (Technical) – 70 GLH.

Level 3 Certificate in ICT Systems and Principles for IT Professionals (Technical) – 150 GLH.

2 Structure and content

2.1 Qualification structure and rule of combination

Each qualification in the Qualifications and Credit Framework (QCF) has a Rule of Combination (ROC).

The ROC specifies how units can be combined and the overall number of credits to be achieved for the qualification to be awarded.

Candidates do not have to achieve units in any particular order and learning programmes should be tailored to meet individual needs. It is recommended that, wherever possible, you deliver these qualifications holistically by identifying opportunities to link the units.

If a candidate is not able to complete the full qualification, we will issue unit certificates listing the unit(s) and credit achieved.

When combining units for the chosen qualification, it is your responsibility to ensure the rule of combination is followed.

The list of units included in these qualifications is provided in section 2.3, the complete units are available to download from our qualification [webpage](#).

2.2 Rule of combination

A candidate must achieve the following credits to achieve the qualification:

OCR Level 2 Award in ICT Systems and Principles for IT Professionals (PROCOM-Technical) Entry code 04818, Ofqual code 600/0785/0

- There are no Mandatory units required for the Level 2 Award. Candidates must achieve a minimum of 12 credits from any of the units in Group A or Group B.

OCR Level 3 Certificate in ICT Systems and Principles for IT Professionals (PROCOM-Technical) Entry code 04819, Ofqual code 600/1317/5

- Minimum of 24 credits in total
- 8 credits from Group A: Mandatory unit
- Minimum of 16 credits from Group B: Optional units, of which at least 7 credits must be at Level 3 or above.

Refer to section 2.3 for the list of units available in each group and section 2.4 for the list of barred combinations and exemptions.

2.3 Table of units

The following table provides details of the units included in the

OCR Level 2 Award in ICT Systems and Principles for IT Professionals (PROCOM-Technical)

OCR Level 3 Certificate in ICT Systems and Principles for IT Professionals (PROCOM-Technical)

OCR Unit No	Group A: Mandatory units Unit Title	Unit reference Number (URN)	Unit Level	Credit	GLH	Level 2 Award	Level 3 Certificate
4	Management and prioritisation of own schedule	Y/601/8730	3	8	45	n/a	✓
OCR Unit No	Group B: Optional units Unit Title	Unit reference Number (URN)	Unit Level	Credit	GLH	Level 2 Award	Level 3 Certificate
1	Customer care	R/601/8726	2	6	40	✓	✓
2	Customer care	D/601/8728	3	7	45	✓	✓
3	Organisation and planning of workload	D/602/0611	2	4	25	✓	X
5	Asset management	K/601/9543	2	6	45	✓	✓
6	Asset management	L/602/0605	3	7	55	✓	✓
7	Computer forensics	R/602/0606	2	5	45	✓	✓
8	Computer forensics	Y/602/0607	3	8	60	✓	✓
9	Hardware installation	D/602/0608	2	4	30	✓	✓
10	Hardware installation	T/601/9545	3	7	50	✓	✓
11	Information management	H/601/8732	2	5	40	✓	✓
12	Information management	H/602/0609	3	7	50	✓	✓
13	Maintaining equipment and IT systems	Y/602/0610	2	9	70	✓	✓
14	Maintaining equipment and IT systems	J/601/9548	3	9	70	✓	✓
15	Service delivery	F/601/9547	2	6	45	✓	✓
16	Service delivery	L/601/8742	3	8	60	✓	✓
17	Supplier management	H/602/0612	2	7	55	✓	✓
18	Supplier management	K/602/0613	3	11	90	✓	✓
19	Systems architecture	M/601/3503	2	6	50	✓	✓
20	Systems architecture	T/601/3504	3	10	80	✓	✓
21	Telecommunications principles	J/601/3295	2	7	60	✓	✓
22	Telecommunications principles	D/601/3254	3	10	80	✓	✓
23	Networking principles	T/601/3289	2	6	45	✓	✓
24	Networking principles	J/601/3250	3	10	75	✓	✓
25	Principles of ICT system and data security	L/601/3508	2	6	45	✓	✓
26	Principles of ICT system and data security	R/601/3509	3	9	75	✓	✓
27	Software testing	J/601/3510	2	6	30	✓	✓
28	Software testing	L/601/3511	3	9	50	✓	✓
29	Data representation and manipulation for IT	D/601/3206	2	7	60	✓	✓
30	Advanced data representation and manipulation for IT	F/601/3246	3	7	60	✓	✓
31	Web fundamentals	R/601/3512	2	7	60	✓	✓
32	Web development	K/601/3256	3	10	80	✓	✓
33	Software design fundamentals	L/601/3251	3	10	80	✓	✓

2.4 Barred combinations, equivalencies and exemptions

2.4.1 Barred combinations

Barred combinations are units that cannot be counted together as part of the rule of combination for a qualification.

The following table lists the units in these qualifications that are barred with other units.

	Unit No	URN	Unit Level	Unit Title
One of	1	R/601/8726	Level 2	Customer care
	2	D/601/8728	Level 3	Customer care
One of	3	D/602/0611	Level 2	Organisation and planning of workload
	4	Y/601/8730	Level 3	Management and prioritisation of own schedule
One of	5	K/601/9543	Level 2	Asset management
	6	L/602/0605	Level 3	Asset management
One of	7	R/602/0606	Level 2	Computer forensics
	8	Y/602/0607	Level 3	Computer forensics
One of	9	D/602/0608	Level 2	Hardware installation
	10	T/601/9545	Level 3	Hardware installation
One of	11	H/601/8732	Level 2	Information management
	12	H/602/0609	Level 3	Information management
One of	13	Y/602/0610	Level 2	Maintaining equipment and IT systems
	14	J/601/9548	Level 3	Maintaining equipment and IT systems
One of	15	F/601/9547	Level 2	Service delivery
	16	L/601/8742	Level 3	Service delivery
One of	17	H/602/0612	Level 2	Supplier management
	18	K/602/0613	Level 3	Supplier management
One of	19	M/601/3503	Level 2	Systems architecture
	20	T/601/3504	Level 3	Systems architecture
One of	21	J/601/3295	Level 2	Telecommunications principles
	22	D/601/3254	Level 3	Telecommunications principles
One of	23	T/601/3289	Level 2	Networking principles
	24	J/601/3250	Level 3	Networking principles
One of	25	L/601/3508	Level 2	Principles of ICT system and data security
	26	R/601/3509	Level 3	Principles of ICT system and data security
One of	27	J/601/3510	Level 2	Software testing
	28	L/601/3511	Level 3	Software testing
One of	29	D/601/3206	Level 2	Data representation and manipulation for IT
	30	F/601/3246	Level 3	Advanced data representation and manipulation for IT

2.4.2 Exemptions

Exemptions are based on certificated achievement outside the QCF which is judged to be of equal value to a QCF unit or units.

This means a candidate is exempt from the requirement to achieve credit for one or more units identified in the rule of combination.

Only candidate achievement in the last 3 years will be accepted as evidence towards these qualifications.

The following table lists the units in the Level 2 and Level 3 Systems and Principles for IT Professionals qualifications where there are exemptions.

OLD Unit Title	Old Unit Reference	Unit Level	New QFC Reference	New Unit No.	New Unit Title
Providing customer support	J/101/9529	2	R/601/8726	1	Customer Care
Maintaining equipment and IT systems	F/101/9528	2	Y/602/0610	13	Maintaining equipment and IT systems
Installing hardware/Equipment and systems	A/101/9530	2	D/602/0608	9	Hardware Installation
Supporting system operation	J/101/9532	2	F/601/6547	15	Service delivery
Test software components	T/101/9557	2	J/601/3510	27	Software Testing
Customer support provision	K/101/9538	3	D/601/8728	2	Customer Care
Service, delivery, planning and control	D/101/9536	3	L601/8742	16	Service Delivery
Hardware, equipment and systems installation	H/101/9537	3	T/601/9545	10	Hardware Installation
Maintain equipment and systems	T101/9543	3	J/601/9548	14	Maintaining equipment and IT systems
Create designs for software	J/101/9563	3	L/601/3251	33	Software design fundamentals
Test Software systems	Y/101/9566	3	L/601/3511	28	Software testing

3 Apprenticeship information

3.1 How do I get a certificate for the apprenticeship?

The IT, Software, Web and Telecoms Professionals Apprenticeship is certificated by e-skills. For full details of this see [apprenticeship framework](#) on the e-skills website.

OCR offers all of the qualifications required for the IT, Software, Web and Telecoms Professionals Apprenticeships.

3.2 About the apprenticeships

The IT, Software, Web and Telecoms Professionals Apprenticeship Framework allows the apprentice to gain the technical knowledge and real practical experience, along with functional and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off-the-job training and embedding new skills in a real work context. This broader mix differentiates the apprenticeship experience from training delivered to meet narrowly focused job needs.

Working in the IT and Telecoms sector not only calls for technical know-how but also for other skills, from business to interpersonal, and this Apprenticeship is designed to provide knowledge and skills across all of these aspects.

The Knowledge qualifications in the Apprenticeship Framework provide broad underpinning knowledge for apprentices and are designed to be suitable for all job roles in the sector.

The Competence qualifications in the Apprenticeship Framework are assessed in the workplace and are based on a candidate's competence specific to a work role. These qualifications include a wide range of units that can be selected by employers, apprentices and training providers to match any of the job roles required in the sector. In addition to generic IT units, the Competence qualifications include 'vendor' units with industry recognised content from Microsoft, Cisco, Oracle VMware and CompTIA.

On completion of the Level 2 Intermediate Apprenticeship, apprentices will have the skills, knowledge and competence required to undertake job roles such as Support Technician, Website Administrator, Helpdesk Professional or Field Operator (line installer and repairer).

On completion of the Level 3 Advanced Apprenticeship, apprentices will have the skills, knowledge and competence required to undertake job roles such as Software or Web Developer, Desktop Support Engineer, Network Planner, Database Administrator, Network Engineer or Software Tester.

Whether people are new to IT, want to progress, re-skill or up-skill, this Apprenticeship will provide progression opportunities in employment or to Further/Higher Education.

3.3 What makes up an apprenticeship?

The Level 2 Intermediate Apprenticeship is approximately 310 guided learning hours (GLH).

The Level 3 Advanced Apprenticeship is approximately 539 guided learning hours (GLH).

There is no maximum time frame for the IT Software, Web and Telecoms Professionals Apprenticeships. Individual circumstances such as significant prior learning or the requirement to deliver some basic skills training first will result in a shorter or longer period of learning. The amount of time the apprenticeship takes will also be influenced by the opportunities available within the workplace and the level of support given by employers and learning providers.

For apprentices without the required level of functional skills there is an additional 135 GLH per functional skill.

Each apprenticeship includes the following OCR qualifications. Apprentices need to achieve the Competence Diploma, one of the Knowledge qualifications, ERR and Functional Skills. Details of the Cambridge Technical IT qualifications can be found on the [Cambridge Technicals webpage](#).

Level 2 Intermediate IT, Software, Web and Telecoms Professionals Apprenticeship

Competence qualification: OCR Level 2 Diploma in ICT Professional Competence (PROCOM)

Knowledge qualifications (one of the following):

- OCR Level 2 Award in ICT Systems and Principles for IT Professionals (Technical)
- OCR Level 2 Cambridge Technical Certificate in IT
- OCR Level 2 Cambridge Technical Extended Certificate in IT
- OCR Level 2 Cambridge Technical Diploma in IT

Level 3 Advanced IT, Software, Web and Telecoms Professionals Apprenticeship

Competence qualification: OCR Level 3 Diploma in ICT Professional Competence (PROCOM)

Knowledge qualifications (one of the following):

- OCR Level 3 Certificate in ICT Systems and Principles for IT Professionals (Technical)
- OCR Level 3 Cambridge Technical Certificate in IT
- OCR Level 3 Cambridge Technical Introductory Diploma in IT
- OCR Level 3 Cambridge Technical Subsidiary Diploma in IT
- OCR Level 3 Cambridge Technical Diploma in IT
- OCR Level 3 Cambridge Technical Extended Diploma in IT

Transferrable skills for Level 2 and Level 3 Apprenticeships:

- Employee Rights and Responsibilities
- Functional Skills.

Functional Skills:

Apprentices who have achieved a GCSE grade A*-C in Maths, English and ICT will be exempt from completing the corresponding Functional Skills, if these were gained within 5 years of beginning the Apprenticeship programme.

4 Centre assessor and internal standardisation requirements

This section provides information on centre assessor and internal standardisation requirements for postal/electronically moderated qualifications.

4.1 Assessment centre requirements

Tutors should have the relevant subject expertise, knowledge and industry experience to deliver these qualifications.

Tutors must make sure that the supporting knowledge, understanding and skills requirements for each learning outcome are fully addressed, so that candidates can effectively progress towards meeting the requirements of each assessment criterion.

The teaching content/exemplification contained within each unit is not exhaustive. This may be expanded or tailored to particular contexts in which the unit is being taught or to meet the interests and needs of the candidates.

We recommend that teaching and development of subject content and associated skills be referenced to real life situations, using appropriate work-based contact, vocationally experienced delivery personnel, and real life case studies.

4.2 Centre Assessor responsibilities

The centre assessor is normally the course tutor and is responsible for assessing candidates' evidence.

If you have more than one centre assessor we expect you to make sure that the quality and standard of assessment is consistent (see section 4.3).

Your centre is responsible for identifying staff that are able to act as assessors. We require assessors to have the relevant subject expertise and knowledge and skills/industry experience to deliver these qualifications and to assess candidates' work in accordance with the unit specifications and any assessment requirements. Where centre assessment fails to meet national requirements, as determined by the learning outcome and assessment criteria of the unit(s), the unit or claim may be withdrawn.

Assessors must:

- judge candidates' work against the assessment criteria identified in the units
- identify valid and sufficient evidence (by annotating the evidence)
- ensure candidates' work is authentic (see section 5.6)
- identify gaps in evidence and ensure gaps are filled before the unit is sent to the OCR moderator
- give feedback to candidates

- liaise with other assessors in the centre to ensure assessment decisions are to the required standard
- confirm candidate achievement by completing and signing the required OCR documentation ie. Evidence Checklists and Submission Cover Sheets
- ensure copies of candidates' work are saved before submission in case work is lost in the post. Please note we do not return work
- maintain records of candidates' achievements which would be needed in the event of any submission or results enquiries.

Centre-assessed work is posted or submitted electronically to the OCR moderator for moderation so that we can sample it, in order to ensure that standards are met.

4.3 Centre standardisation for multiple assessors

If your centre has a number of assessors for these qualifications we recommend best practice is to carry out internal quality assurance and standardisation to ensure all work is assessed to the required standard.

If you are the only assessor in your centre for this qualification then best practice is to ensure that your assessment decisions are standardised. An example would be to ask another assessor for a different qualification or a suitably experienced colleague in your centre to review a sample of your assessment decisions.

In order to maintain a consistent approach to internal standardisation, a centre co-ordinator **could** be nominated. The centre co-ordinator would then be responsible for:

- ensuring that all assessors are assessing to the required standard
- arranging regular standardisation meetings
- ensuring cross-moderation of work between assessors
- maintaining records of the outcome of cross-moderation activities
- advising centre assessors of any discrepancies in assessment
- suggesting ways in which assessment may be brought into line to meet the required standard.

5 Assessment and postal moderation

5.1 Initial assessment of candidates

It is important that you carry out an initial assessment to identify candidates' level of competence, knowledge and understanding and any potential gaps that need to be addressed. This will also help you and candidates identify the most appropriate optional units.

5.2 How these qualifications are assessed

All units are centre-assessed and externally moderated by our moderator. Assessment and moderation can take place at any time.

Please note we use the term moderator throughout this handbook. On Interchange you will see the term examiner-moderator.

Achievement at unit level is Pass or Fail.

5.3 Suitable to the needs of the candidate

We have tried to make sure that achievement of these qualifications is free from constraints outside the requirements of the units.

For candidates who have access requirements see 'Access arrangements including special consideration' (see Section 10.11).

If you think that any aspect of these qualifications unfairly restricts access and progression, please contact our Customer Contact Centre by phone: 024 76 851509 or by email at vocational.qualifications@ocr.org.uk.

5.4 Evidence

Tutors must assess the evidence for these qualifications and check that each assessment criterion has been successfully met by the candidate before work is accepted and sent for external moderation.

You are reminded that evidence of knowledge must be explicit and cannot be implicit within other forms of evidence. If candidates are required to "describe", "explain" etc, you must provide evidence that actually shows they have done this. Assumptions of knowledge cannot be accepted based on performance evidence.

Where permitted by the unit specification, the work of individual candidates may be informed by working with others, for example, in undertaking research, but candidates must provide an individual response as part of any task outcome.

The evidence must be accompanied by signed candidate Evidence Checklists detailing where the appropriate evidence can be found and the requirements have been met.

Candidate evidence checklist

We have designed an Evidence Checklist for each unit and they are available to download from the [qualification page](#) of our website. This should be submitted with the candidate's unit evidence to show that all assessment criteria have been met. The use of this document is mandatory.

The Evidence Checklists have been designed to cover all assessment criteria and evidence requirements contained within the units. The checklist needs to be completed and signed to confirm the candidate has met all of the evidence requirements for that unit. Where the evidence checklist is submitted electronically, the insertion of the tutor's name fulfils the same purpose.

Amount of evidence needed

It is difficult to give detailed guidance regarding the amount of evidence needed, as it depends on the type of evidence collected and the judgement of the tutor.

The quality and breadth of evidence presented should enable the tutor to confirm the candidate has the required knowledge, understanding and skills, and satisfies all the assessment criteria.

It is anticipated that your centre will create programmes of learning for candidates to enable the completion of these units. This may generate additional items of evidence. Your centre is free to do this but should only include the specific evidence required for each unit submitted for moderation.

5.5 Witness statements / Tutor observation

A witness statement is used to support work or to support evidence sourced from confidential or sensitive material, e.g. personal information, information on individuals. It should not be used to evidence achievement of a whole unit.

Witness statements can be made verbally to the centre assessor, transcribed or recorded and submitted as evidence.

The witness must not be an individual related to the candidate and must be in a position to make valid comments about their performance, e.g. tutors, assessors or workplace supervisors.

It is not acceptable for the candidate to produce written witness statements for witnesses to sign.

It is not appropriate for a witness statement to contain a list of the skills to which it relates. Witnesses must direct the information in the statements to describing what the candidate did. The centre assessor will then judge whether the candidate's activities demonstrate they meet the standards.

Witness statements must include the following:

- the candidate's name
- the date, time and venue of the activity
- a description of the activities performed by the candidate
- the date the statement was written
- a description of their relationship to the candidate
- the witness' signature and job title.

A witness statement template is available to download from the [qualification page](#) in the Forms section. Your centre may use this form or a suitable alternative.

5.6 Authentication

Tutors/assessors must be confident that the work they mark is the candidate's own. This does not mean that a candidate must be supervised throughout the completion of all work but the tutor/assessor must exercise sufficient supervision, or introduce sufficient checks, to be in a position to judge the authenticity of the candidate's work.

Wherever possible, the tutor/assessor should discuss work-in-progress with candidates. This will not only ensure that work is underway in a planned and timely manner but will also provide opportunities for tutors/assessors to check authenticity of the work and provide general feedback.

Candidates must not plagiarise. Plagiarism is the submission of another's work as one's own and/or failure to acknowledge a source correctly. Plagiarism is considered to be malpractice and could lead to the candidate being disqualified. Plagiarism sometimes occurs innocently when candidates are unaware of the need to reference or acknowledge their sources. It is therefore important that you ensure candidates understand:

- the work they submit must be their own
- the meaning of plagiarism and what penalties may be applied.

Candidates may refer to research, quotations or evidence but they must list their sources.

If the qualification allows for candidates to work in groups or with others, for example, in undertaking research, individual responses must be provided as part of any task outcomes.

Please note: You must confirm to us that the evidence produced by candidates is authentic by signing the Evidence Checklist (see section 5.4) which is available from the qualification [webpages](#).

5.7 Submitting claims

There are no specific deadlines for making certification claims; however, it is important only to make claims when you are confident that the requirements for the unit have been met.

Claims should not be made unless, in the opinion of your centre, the evidence meets the requirements for certification.

5.7.1 Postal submissions

When sending the work by post you **must** include:

- a printout of the full claim from Interchange
- a submission cover sheet for each candidate which can be downloaded from the [qualification pages](#)
- all relevant evidence.

Your centre should:

- clarify any assessment queries with OCR before submitting claims for centre-assessed work
- make sure that work for each claim is packaged separately.

You **must** send the work to the moderator within 24 hours of submitting the claim via Interchange.

You should **not** submit:

- centre assessed units to the moderator unless your assessor is satisfied that all the necessary criteria for an award of the unit have been met by the candidate.
- evidence in folders or plastic pockets but staple together evidence sheets in an appropriate order
- work for more than one claim in the same package.

The moderation process must not be used as a means of obtaining a second opinion on assessment decisions.

We recommend that you use a secure form of delivery to send the candidates' portfolios to your allocated moderator.

After submitting your candidates work, the moderator will sample the centre's assessment decisions. If the decisions are correct we will normally issue certificates 21 working days after your submission.

Please note we:

- **cannot take responsibility for any work lost in transit**
- **are unable to return candidate work to your centre, so we strongly recommend that you take a copy before submitting evidence**
- **will not return originals or copies of portfolios and they will be destroyed after six months.**

5.7.2 Electronic submissions (email)

When sending the work electronically you **must** include:

- a copy of the full claim from Interchange
- a submission cover sheet for each candidate which can be downloaded from our qualification [webpages](#)
- the Evidence Checklist
- all relevant evidence.

You should clarify any assessment queries with OCR before making claims for centre assessed work.

Centre assessed units should not be submitted to the moderator unless your centre assessor is satisfied that all the necessary criteria for an award of the unit have been met by the candidate.

The moderation process must not be used as a means of obtaining a second opinion on assessment decisions.

You **must** make the work electronically accessible to the moderator within 24 hours of submitting the claim via Interchange.

After submitting your candidates work, the moderator will sample the centre's assessment decisions. If the decisions are correct we will normally issue certificates 21 working days after your submission.

Electronic submissions (email) - step-by-step guide

To submit work electronically to your moderator you need the 4 digit OCR mailbox address e.g. ocremxxxx@ocr.org.uk.

When you make entries for the qualification, see section 7.3, we will send a letter to your named contact (usually your exams officer) with the name, postal address and OCR mailbox address of your assessor. If you are unable to locate this information please contact our customer contact centre by phone: 024 76 851509 or by email at vocational.qualifications@ocr.org.uk.

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

The subject heading should include the **centre number, scheme/entry code and claim number** as indicated on Interchange. Each email should only contain the evidence of one claim number (see point 8 below/overleaf about size limitations).

Follow these guidelines:

1. You need to include a copy of the whole claim from Interchange.
2. Create one folder for each candidate and include:
 - the Submission Cover Sheet
 - the Evidence Checklist
 - the relevant evidence files.
3. If you are submitting more than one unit, create a sub-folder for each unit and include the Submission Cover Sheet in the main folder. The Evidence Checklist, where required, should also be included in the sub-folder for each unit.
4. Ensure all files show evidence of the assessor's marking. Evidence can be scanned to show marking or a tracking/marketing spreadsheet can be used.
5. If evidence is scanned, scan all pages the correct way (it is difficult to view pages on screen if they are scanned upside down). Also, scan prints in the correct sequence.
6. Hyperlinks can be incorporated into the Evidence Checklists in order to make it easier for the moderator to find which part of the evidence maps to the assessment criteria. Ensure that the links are relative, not absolute.
7. We accept any pdf, rar, zip, MS Office files (any version).
8. 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.
9. Not all software packages are available to moderators; therefore, you can provide a screen shot of candidate evidence and put it into a word document. For a graphics unit you should save images as a .jpg.

5.7.3 Submissions using e-portfolios

To submit work electronically to your moderator you need the 4 digit OCR mailbox address e.g. ocremxxxx@ocr.org.uk.

When you make entries for the qualification, see section 7.3, we will send a letter to your named contact (usually your exams officer) with the name, postal address and OCR mailbox address of your assessor. If you are unable to locate this information please contact our

customer contact centre by phone: 024 76 851509 or by email at vocational.qualifications@ocr.org.uk.

If your centre is using an e-portfolio to organise the candidate's work, you can email your moderator's OCR mailbox, giving them login details and instructions on how to navigate around the site. It is important to send the moderator this information each time you make a claim. The login details will also be required to make access available to other individuals, as advised by us, for quality assurance purposes. You **must** ensure that the work in the portfolio is accessible for a minimum of six months for quality assurance and in the event of a results enquiry. After this time the portfolios can be removed.

Follow these guidelines:

- Ensure that the Submission Cover Sheet, where used, the Evidence Checklist, if required, are included in the portfolio.
- You can use your own centre documentation for candidate feedback; however, this cannot replace our documentation as detailed above.
- Ensure that final candidate evidence is easy to find. Moderators will not have time to read through practice tasks in order to identify the final version.
- Ensure that all candidate evidence for each unit is contained within the same folder.

Please follow points 4-7 and 9 in the section on Electronic Submissions:

- Size should be restricted to 10mb per file as otherwise it takes too long for the moderator to download.

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

For enquiries relating to these qualifications, contact our Customer Contact Centre by phone: 024 76 851509 or by email at vocational.qualifications@ocr.org.uk .

5.8 External moderation – how it works

Candidate work is submitted to the allocated OCR moderator who will moderate your centre assessment decisions in order to ensure that standards are being met. This is achieved through systematic sampling and the assessment decisions of each centre assessor submitting work will be sampled.

The moderation works on a process of sampling. If we identify any errors in your assessment decisions we then check that decision against all of your candidates. This system is well established as a highly accurate method of moderation. If, however, substantial errors are found in your assessment, the accuracy of the sampling procedure may become questionable, in which case we extend the sample and will potentially moderate all evidence within the claim.

A sanction will be applied where the work submitted does not meet the required standards. Any units which have not met the standards will be withdrawn.

The moderator will complete a centre feedback report for the claim; this will be available to view on Interchange, unless the whole claim is withdrawn. If our moderator has withdrawn the whole claim, rather than just individual candidates, we will send you the report directly (not via Interchange). If your centre assessment is satisfactory, arrangements will be made for certification.

If a moderator is unable to process a unit because work is missing, or it has not been claimed on Interchange, or the documentation is incorrect, a Centre Request Letter is forwarded to your centre by OCR Operations. You should provide the information on receipt of this letter so that moderation can take place. If you do not respond promptly it may result in withdrawal of all, or part of the claim. A delayed response may also result in certificates not being received within the published timescales.

If the unit is withdrawn a new claim will need to be made when the evidence is re-submitted. Please note we will not return originals or copies of portfolios. They will be retained for six months for quality assurance purposes or for reference in the event of a results enquiry. After this time the portfolios will be destroyed.

Moderators are not permitted to enter into direct contact with your centre. In no circumstances must your centre attempt to contact your moderator in any way other than through posting or emailing candidate work to the address provided to you by OCR. Any queries concerning the units or assessment must be directed to vocational.qualifications@ocr.org.uk or contact us by phone on 024 76 851509.

5.9 Centre feedback reports

Once moderation is complete, the moderator will produce a centre feedback report for each claim. This form is a multi-purpose document which is used to:

- record any adjustments to your centre's assessment or administration
- provide feedback to your centre on possible issues with your centre's assessment or administration.

To view the report, log in to Interchange. Hover over 'Centre information' and then click on 'examiner-moderator reports'.

The content of this report is intended to be a constructive and essential part of the standardisation process designed to ensure consistent assessment nationally. This report will detail any changes to the results awarded by your centre, giving reasons and examples where appropriate for all units. If your centre assessment is satisfactory, arrangements will be made for certification.

Where several claims have been submitted for the same entry code, on the same day, a single report may cover all claims.

5.10 Centre malpractice guidance

It is the responsibility of the Head of Centre¹ to report (in writing) all cases of suspected malpractice involving centre staff or candidates. A JCQ Report of Suspected Malpractice form (JCQ/M1), which is available to download from the JCQ website, should be completed and emailed to malpractice@ocr.org.uk.

When asked to do so by OCR, Heads of Centres are required to investigate instances of malpractice promptly and report the outcomes to OCR.

Further information is contained in the publication: [OCR Malpractice Procedures - A Guide for Centres](#) and the JCQ publication: *General and Vocational Qualifications – Suspected Malpractice in Examinations and Assessments* which is available from www.jcq.org.uk.

¹ 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.

6 Support

6.1 Free resources

The following materials are available on the [qualification page](#):

- This centre handbook
- Units
- Structure overview of the PROCOM suite
- 'Which units can I use in which qualification' document

Forms which are used as assessment documents:

- Observation record sheet
- Witness testimony form
- Evidence checklists
- Candidate submission sheet
- Record of question and answer document
- Test Plan example

Your centre should use these documents, or you are free to design alternative recording sheets for your candidates to use. See the [Admin guide: Vocational Qualifications](#) for further details.

6.2 Assessment and administration queries

For queries about the assessment or administration of these qualifications please the Customer Contact Centre: Telephone: 024 76 851509 or email vocational.qualifications@ocr.org.uk

6.3 Interchange

Interchange has been designed to help you to carry out day-to-day administration functions online, quickly and easily. The site allows you to buy candidate entries, make claims, see the progress of your claims and read centre feedback. In addition, you will have immediate and free access to candidate information. Sign up at www.ocr.org.uk/ocr-for/exams-officers/interchange/.

6.4 Professional Development Programme

We are constantly looking for ways to improve the support we offer to tutors and to make our professional development programme more accessible and convenient to all.

To find out more about our Professional Development Programme, please visit the CPD area of our [website](#).

6.5 Documents referred to in this handbook

Our publications:

[Admin guide: Vocational Qualifications](#)

Making entries for vocational qualifications via Interchange

Making online claims for vocational qualifications

[Fees list.](#)

JCQ publications at www.jcq.org.uk

Access Arrangements, Reasonable Adjustments and Special Consideration

Suspected Malpractice in Examinations and Assessments.

Ofqual Regulatory documents at ofqual.gov.uk/how-we-regulate/regulatory-documents/

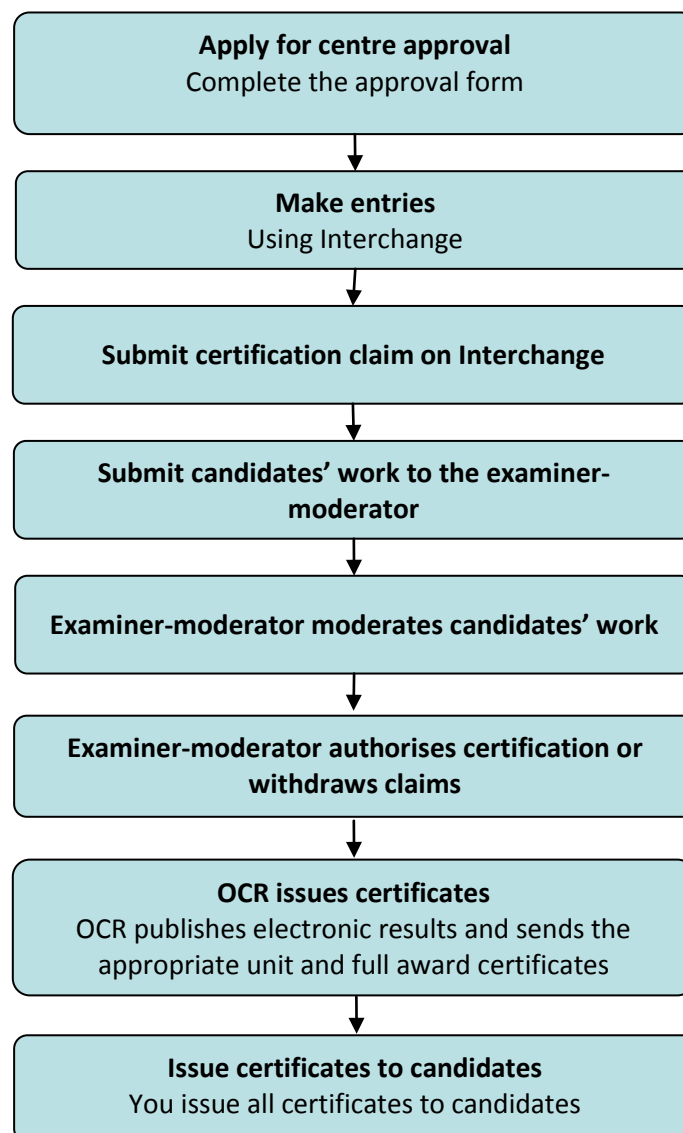
7 Administration

7.1 Overview of full process

The flow chart below provides a summary of the administration process for the qualifications. The evidence for these units is submitted electronically or by post and externally moderated by OCR.

For detailed information on the administration process you must refer to our [Admin guide: Vocational Qualifications](#).

7.1.1 Administration flowchart for moderated qualifications



7.2 How to apply for centre approval

Your centre can either complete and submit the electronic [Centre Approval Form](#) available on our website or download the form and return the paper version to OCR Operations.

If you have any queries about centre approval contact our Customer Contact Centre on 024 7685 1509.

7.3 Making entries

7.3.1 Entry codes

You can enter candidates for the full qualification or individual units using the following qualification entry codes:

The qualifications are internally assessed by centre staff and externally moderated/verified by us.

OCR entry code	Title	Qualification Number
04818	OCR Level 2 Award in ICT Systems and Principles for IT Professionals (PROCOM-Technical)	600/0785/0
04819	OCR Level 3 Certificate in ICT Systems and Principles for IT Professionals (PROCOM-Technical)	600/1317/5

The units and any supporting documentation for these qualifications can be found on our [webpage](#).

7.3.2 Making entries for moderated qualifications/units

Centres must be approved to offer these qualifications in order to make entries. We recommend your centre applies to become an approved centre well in advance of making your first entries.

Entries must be made via Interchange - OCR's secure extranet facility. For full details of the process see [Making entries for vocational qualifications via Interchange](#).

Candidates should be entered for the full award (qualification) **or** individual units; they should not be entered for both.

Options for candidate entry:

- Full award entry – Where candidates intend to complete the whole qualification, rather than just individual units, they can be entered for the full award. This is often a more cost-effective way of making entries. However if the candidate does not complete the full award, the remaining units cannot be transferred to another candidate. Following qualification achievement, if a candidate wishes to progress to the next size of qualification, e.g. from an Award to a Certificate, you could buy additional units or a full award entry. Please see the [Fees list](#) for qualification and unit fees.

- Unit entry – Candidates can build their qualification unit by unit. This entry route may be useful if your centre is unsure whether a candidate is intending to complete the full qualification.

Route for making entries:

- Named entry – You provide specific candidate information, e.g. name and date of birth, for each unit or qualification. The advantage of named entry is that any materials we supply are personalised, requiring less manual work later.
- 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, as you still have to provide the specific candidate information.

Centres must have made an entry for a qualification or a unit in order for us to provide your OCR moderator's details.

7.4 Unique Learner Numbers (ULN) and the Personal Learning Record (PLR)

Ofqual requires Awarding Organisations to capture the Unique Learner Number (ULN) for all candidates who have claimed certification for any of these qualifications. It is also a condition of funding that all candidates that claim certification for publically funded qualifications must have a valid ULN.

The Personal Learning Record (PLR) is a permanent, online record of a candidate's qualifications and achievements and supports Credit Accumulation and Transfer (CAT). Each unit and qualification in the Qualifications and Credit Framework (QCF) has a credit value. The PLR enables learners to accumulate a record of their achievements within one place and supports the transfer of credit for these units between learning providers and awarding organisations, therefore supporting learners to gain full qualifications.

Learners over the age of 14 in UK education or training can access the PLR using their ULN. Learners keep the same ULN to access their PLR throughout their lives and whatever their level of learning.

Where a candidate has a ULN, you must enter their ten digit number in the ULN field when making entries via Interchange. For candidates who do not have a ULN, a claim will still be accepted if you leave this field blank, but OCR will not be able to send these achievements to the PLR.

Further information about this can be found in the [Admin guide: Vocational Qualifications](#) and at the [Learner Records Service](#).

7.5 How to make certificate claims

All claims should be carried out via OCR Interchange. For full details of the process see [Making online claims for vocational qualifications](#).

Please note that for postally examined/moderated qualifications the work must be sent to the examiner-moderator within 24 hours of the claim being made on Interchange.

Where candidates achieve the qualifications/units we will issue certificates 21 working days after you submit your candidate work to the examiner moderator.

7.6 Enquiries about results

Please refer to the [Admin guide: Vocational Qualifications](#).

8 Certification

Candidates who achieve the full qualification will receive:

- a unit certificate listing the unit or units achieved, with their related credit value and the unit reference number(s), and
- a certificate stating the full qualification title and the qualification number.

Candidates who achieve 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.

8.1 Claiming certificates

Certificates will be issued directly to your centre for successful candidates. In order to ensure that these are automatically issued, you 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](#) for full details.

For details on how to make online claims for QCF qualifications see the step-by-step guide; [Making online claims for vocational qualifications](#).

8.2 Multiple certificates recognising candidate achievement

Your centre may receive certificates for qualifications that are part of a suite the candidate has not been entered for. For example, a candidate entered for and achieving a Diploma qualification, will also receive the Award and Certificate as they achieve the required units.

As your centre claims units for one of these qualifications, our system will, for each candidate, validate the combination of units matching the rule of combination for this qualification.

In the process we will also check against the OCR candidate number:

- for OCR qualifications/units already claimed and if these contribute to this qualification
- to identify if this claim contributes to the achievement of the rule of combination for other OCR qualifications.

If this is the case certificates will be automatically generated to recognise the candidate's achievement.

8.3 Replacement certificates

For details on replacement certificates see the [Admin guide: Vocational Qualifications](#).

9 Other information

9.1 National Occupational Standards (NOS)

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 relate to [e-Skills](#) IT and Telecoms National Occupational Standards (NOS).

9.2 Functional skills

Training provided for these qualifications may help to prepare candidates for functional skills assessment, e.g. report writing may be good preparation for English. It is likely however that further training would be needed to fully prepare candidates for functional skills assessment.

9.3 Avoidance of bias

We have taken great care in the preparation of these qualifications to avoid bias of any kind. Special focus is given to the nine strands of the Equality Act with the aim of ensuring both direct and indirect discrimination is avoided.

9.4 Regulatory requirements

These qualifications comply with Ofqual's *General Conditions of Recognition* and Ofqual's *Regulatory Arrangements for the Qualifications and Credit Framework (Ofqual, August 2008)*.

These qualifications have been regulated by Ofqual for delivery in England and Northern Ireland during the life of the qualifications and approved by the Welsh Government for use by centres in Wales.

Ofqual regulates qualifications, examinations and assessments in England and vocational qualifications in Northern Ireland. It does not regulate degrees.

CCEA regulates non-vocational qualifications in Northern Ireland.

The Welsh Government regulates qualifications, examinations and assessments in Wales. It does not regulate degrees.

9.5 Language

These qualifications and any associated assessment materials are in English only. Only answers provided in English will be assessed.

9.6 Mode of delivery

You are free to deliver these qualifications using any mode of delivery that meets the needs of your candidates. Whatever mode of delivery is used, you must ensure that candidates have appropriate access to the resources identified in this handbook and units.

You should consider the candidates' complete learning experience when designing learning programmes. This is particularly important where candidates are studying part-time alongside work commitments where candidates may bring with them a wealth of experience that should be utilised to maximum effect by your staff.

We do not specify the mode of study or a time limit for the achievement of these qualifications other than the last entry/last certification dates. We will notify you at least six months before the qualification closes for entries and this information will be available on Ofqual's register of accredited qualifications and our [last entry/certification notification](#).

9.7 Centre resources and requirements

Your centre should ensure that appropriate physical resources are made available to candidates. Each unit will contain guidance on the resources required.

Your centre must provide appropriate assessment facilities for candidates that comply with our regulations stated in the [Admin guide: Vocational Qualifications](#).

9.8 Delivery in Wales and 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 neutral terms have been used so that candidates may apply whatever is appropriate to their own situation.

We will provide handbooks, assessments and supporting documentation in English.

Further information about the provision of assessment materials in Welsh and Irish may be obtained from our Customer Contact Centre: 024 76 851509.

9.9 Recognition of Prior Learning (RPL)

Within the QCF, recognition of prior learning (RPL) is defined as 'A method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.' ([Regulatory arrangements for the Qualifications and Credit Framework Ofqual/08/3726](#).) We encourage the use of RPL and you should advise your learners that they can bring forward any relevant learning (gained either informally or formally) so that it can be assessed against the assessment criteria specified in the unit, or units, the learner aims to complete. It is important that you make it clear to your learners that the RPL process is concerned with how the learner has acquired the knowledge, understanding or skills; it does not mean the learner is exempt from the assessment.

The currency of knowledge and ability is often important when recognising skills and competencies. Where assessment is devolved to centres through assignments or portfolio-building, centre staff must judge the relevance of prior learning in all its aspects (including currency) to the qualification being assessed, before we will quality assure and authorise certification.

9.10 Access arrangements and special consideration

Adjustments to standard assessment arrangements are made on the basis of the individual needs of candidates.

It is important that your centre identifies, 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 your centre. Centre staff should consult the Joint Council of Qualifications' (JCQ) booklet *Access Arrangements, Reasonable Adjustments and Special Consideration* at www.jcq.org.uk.

You should also refer to this document for candidates who require a post-examination adjustment (special consideration) to reflect temporary illness, indisposition or injury at the time the assessment was taken.

For further guidance on access arrangements and special consideration refer to the [Admin guide: Vocational Qualifications](#).

9.11 Wider issues

These qualifications provide opportunities for you to develop candidates' understanding of wider issues: spiritual, moral, ethical, social, legislative, economic and cultural issues as well as an awareness of sustainable development, health and safety considerations and European developments consistent with international agreements.

Tutors delivering a programme of learning leading towards this qualification will have opportunities to develop candidates' understanding of ethical, social and moral values throughout the units, for example:

- social and cultural values could be addressed through the exploration of the way in which IT Professionals interact with end-users
- social, cultural and ethical issues could be explored through the way in which organisations use IT
- ethical and moral issues could be explored through a review of confidentiality and security issues in relation to the use of IT
- ethical and moral issues could be explored in relation to responsibilities of those who work with data to ensure that information is accurate and provides an accurate and honest representation of facts
- health and safety issues could be explored in relation to the use of equipment and the importance of ensuring the safety of people, equipment and premises
- health and safety could also be addressed through the review of working practices and through consideration of relevant legislation and procedures

Other information

- environmental issues could be addressed through the exploration of the way in which resources are used and disposed of
- European developments could be explored through discussion of regulations in areas such as data security, health and safety and environmental issues.

All practical units should be undertaken observing the relevant health and safety regulations.

10 Contacting us

10.1 Customer feedback and enquiries

If you have any comments or enquiries about the qualifications in this handbook you can contact one of our customer contact advisers. You can:

write to: Customer Contact Centre
OCR
Progress House
Westwood Way
Coventry
CV4 8JQ

email: vocational.qualifications@ocr.org.uk

telephone: 024 76 851509

fax: 024 76 421944.

You could also visit our website at www.ocr.org.uk for further information about our qualifications.

10.2 Complaints

All complaints will be handled sensitively and speedily and used to inform how we can improve our service to customers.

If you are not satisfied with a product or service we have provided please follow the process set out in our [complaints policy](#).

You can:

write to: Director of Assessment Standards
OCR
1 Hills Road
Cambridge
CB1 2EU

email: complaints@ocr.org.uk

Contact our Customer Contact Centre on:

telephone: 024 76 851509

fax: 024 76 421944

11 Qualification summary

11.1 Level 2 Award in ICT Systems and Principles for IT Professionals (PROCOM-Technical) summary

OCR entry code	04818	Qualification Number (QN)	600/0785/0	
Approved age group	Pre-16	16-18	18+	19+
		✓		✓
This qualification is suitable for	<ul style="list-style-type: none"> • candidates working in a job role the IT and Telecoms sector • candidates studying for career development and who are already in employment • candidates wishing to gain a Level 2 qualification to support further study in Further Education (FE) in the IT and Telecoms sector or another related subject area • candidates undertaking a Level 2 intermediate apprenticeship for IT, Software, Web & Telecoms Professionals 			
Entry requirements	There are no formal entry requirements for this qualification.			
Credit requirement	Minimum credit is 12			
Structure and options	0 mandatory units from mandatory group		0 credits	
	Minimum credit from optional Group		12 credits	
	Minimum credit to be achieved at level 2 or above		8 credits	
Assessment model	<p>This qualification is pass/fail</p> <p>This qualification is internally assessed by your assessors and quality assurance personnel (e.g. teachers, tutors) and externally moderated by OCR.</p>			
Last date to enter candidates	<p>This is the operational end date in the Register of Regulated qualifications. We will always provide you with advance notice when setting a last entry date and a last certification date.</p>			

11.2 Level 3 Certificate in ICT Systems and Principles for IT Professionals (PROCOM-Technical) summary

OCR entry code	04819	Qualification Number (QN)		600/1317/5
Approved age group	Pre-16	16-18	18+	19+
		✓		✓
This qualification is suitable for	<ul style="list-style-type: none"> • candidates working in a job role in the IT and Telecoms sector • candidates studying for career development and who are already in employment • candidates wishing to gain a Level 3 qualification to support further study in Further Education (FE) and Higher Education (HE) in the IT and Telecoms sector or any other related subject area • candidates undertaking a Level 3 higher apprenticeship for IT, Software, Web & Telecoms Professionals 			
Entry requirements	There are no formal entry requirements for this qualification.			
Credit requirement	Minimum credit is 24 credits			
Structure and options	Mandatory units from mandatory group		8 credits	
	Minimum credit from optional group		16 credits	
	Minimum credit to be achieved at level 3 or above		15 credits	
Assessment model	<p>This qualification is pass/fail</p> <p>This qualification is internally assessed by your assessors and quality assurance personnel (e.g. teachers, tutors) and externally moderated by OCR.</p>			
Last date to enter candidates	This is the operational end date in the Register of Regulated qualifications. We will always provide you with advance notice when setting a last entry date and a last certification date.			