

OCN LONDON

QUALIFICATION GUIDE

Qualifications in IT User Skills (ITQ)
– Level 1, Level 2 and Level 3



OCN London Qualification Guide

OCNLR Level 1 Award in IT User Skills (ITQ)
Qualification No: 600/9333/X

OCNLR Level 1 Certificate in IT User Skills (ITQ)
Qualification No: 600/9760/7

OCNLR Level 1 Diploma in IT User Skills (ITQ)
Qualification No: 600/9387/0

OCNLR Level 2 Award in IT User Skills (ITQ)
Qualification No: 600/9338/9

OCNLR Level 2 Certificate in IT User Skills (ITQ)
Qualification No: 600/9339/0

OCNLR Level 2 Diploma in IT User Skills (ITQ)
Qualification No: 600/9340/7

OCNLR Level 3 Award in IT User Skills (ITQ)
Qualification No: 600/9395/X

OCNLR Level 3 Certificate in IT User Skills (ITQ)
Qualification No: 600/9398/5

OCNLR Level 3 Diploma in IT User Skills (ITQ)
Qualification No: 600/9400/X3

OCN London aims to support learning and widening opportunities by recognising achievement through credit-based courses and qualifications, promoting high standards of excellence and inclusiveness.

We are proud of our long-term role and unique history in providing innovative learning solutions for a wide range of learners and particularly those who have not previously benefitted from education.

At the heart of what OCN London offers is:

- a commitment to inclusive credit-based learning;
- the creative use of credit with responsive, demand-led qualification development;
- high quality service and support;
- respect for and encouragement of diversity – in learners and learning approaches, partners and settings;
- the development of people, capacity and resources that will ensure effective business partnerships.

To navigate within this Qualification Guide

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General Information

This qualification guide contains details of everything you need to know about the [OCNLR Qualifications in IT User Skills \(ITQ\)](#). It makes reference to the curriculum areas covered, identifies the learners for whom the qualifications have been developed and specifies the rules of combination for achievement of the qualifications. The guide also covers important aspects of assessment and moderation that are particular to the qualifications. The guide should be used by all involved in the delivery and assessment of the qualifications.

The Curriculum and Relationship Development Manager (CRDM) for your Centre will provide support and advice on how to seek approval to offer these qualifications. Please contact the main switchboard for the name of your CRDM if you do not already know it. If you are not yet an OCN London Approved Centre but wish to use these qualifications, please contact the administrative team at OCN London for details of the Centre Approval application process.

Qualification Overview

The **OCNLR Qualifications in IT User Skills (ITQ)** are aligned to the National Occupational Standards (NOS) for IT users, the nationally recognised standards for IT use.

The qualifications are intended to provide a significant amount of the relevant knowledge, understanding and skills development that underpins occupational competence for IT users.

The **OCNLR Qualifications in IT User Skills (ITQ)** are regulated by Ofqual, the qualifications regulator for England, and are registered on the Regulated Qualifications Framework (RQF).

Qualification details

The **OCNLR Qualifications in IT User Skills (ITQ)** are available at Levels 1, 2 and 3.

OCNLR Level 1 Award

- Qualification Number: 600/9333/X
- Qualification credit value: 9
- Operational start date: 1st June 2013
- Review date: 31st December 2021
- Guided Learning Hours (GLH): 60
- Total Qualification Time (TQT): 90 hours
- Assessment requirements: internally assessed, internally and externally moderated.

OCNLR Level 1 Certificate

- Qualification Number: 600/9760/7
- Qualification credit value: 13
- Operational start date: 1st July 2013
- Review date: 31st December 2021
- Guided Learning Hours (GLH): 85
- Total Qualification Time (TQT): 130 hours
- Assessment requirements: internally assessed, internally and externally moderated.

OCNLR Level 1 Diploma

- Qualification Number: 600/9387/0
- Qualification credit value: 37
- Operational start date: 1st June 2013
- Review date: 31st December 2021
- Guided Learning Hours (GLH): 240
- Total Qualification Time (TQT): 370 hours
- Assessment requirements: internally assessed, internally and externally moderated.

OCNLR Level 2 Award

- Qualification Number: 600/9338/9
- Qualification credit value: 10
- Operational start date: 1st June 2013
- Review date: 31st December 2021
- Guided Learning Hours (GLH): 70
- Total Qualification Time (TQT): 100 hours
- Assessment requirements: internally assessed, internally and externally moderated.

OCNLR Level 2 Certificate

- Qualification Number: 600/9339/0
- Qualification credit value: 16
- Operational start date: 1st June 2013
- Review date: 31st December 2021
- Guided Learning Hours (GLH): 110
- Total Qualification Time (TQT): 160 hours
- Assessment requirements: internally assessed, internally and externally moderated.

OCNLR Level 2 Diploma

- Qualification Number: 600/9340/7
- Qualification credit value: 38
- Operational start date: 1st June 2013
- Review date: 31st December 2021
- Guided Learning Hours (GLH): 260
- Total Qualification Time (TQT): 380 hours
- Assessment requirements: internally assessed, internally and externally moderated.

OCNLR Level 3 Award

- Qualification Number: 600/9395/X
- Qualification credit value: 12
- Operational start date: 1st June 2013
- Review date: 31st December 2021
- Guided Learning Hours (GLH): 85
- Total Qualification Time (TQT): 120 hours
- Assessment requirements: internally assessed, internally and externally moderated.

OCNLR Level 3 Certificate

- Qualification Number: 600/9398/5
- Qualification credit value: 25
- Operational start date: 1st June 2013
- Review date: 31st December 2021
- Guided Learning Hours (GLH): 185
- Total Qualification Time (TQT): 250 hours
- Assessment requirements: internally assessed, internally and externally moderated.

OCNLR Level 3 Diploma

- Qualification Number: 600/9400/X
- Qualification credit value: 39
- Operational start date: 1st June 2013
- Review date: 31st December 2021
- Guided Learning Hours (GLH): 290
- Total Qualification Time (TQT): 390 hours
- Assessment requirements: internally assessed, internally and externally moderated.

Purpose of the qualifications

The purpose of the qualifications is to equip individuals with the IT user skills needed for full participation in employment and society. The suite of IT User Skills qualifications recognises employers' needs for ICT qualifications that reflect real-world skills, and the challenges of work-place learning. IT User Skills units can be used in a range of situations and can be taken by learners from school to college, from training programmes to the workplace.

Who the qualifications are for

The [OCNLR Qualifications in IT User Skills \(ITQ\)](#) are aimed at all learners who may be using computers in their work, study, home or community.

Entry guidance

Levels 1 and 2 qualifications are suitable for learners of all ages however; centres must determine the suitability of units when delivering the qualification to learners aged pre-16. The Level 3 qualifications are suitable for 16+.

To allow for a 'spiky profile', learners aged 14-16 years will still be able to achieve Level 3 units as part of the [Level 1/ Level 2 qualifications in IT User Skills \(ITQ\)](#) qualifications and then accumulate these credits towards a [Level 3 qualification in IT User Skills](#) once they reach 16.

Progression and related qualifications

The [OCNLR Qualifications in IT User Skills \(ITQ\)](#) enable learners to progress to employment, to further learning opportunities within employment, or to further study. Learners can gain units from a range of environments such as school, workplace or college that are gained in a practical context and contribute to the achievement of a full ITQ qualification using the appropriate Rules of Combination. The use of units from different levels will allow an individual to build on their learning in preparation for moving on to the next level, including higher level qualifications within this suite.

Structure of the Qualifications

Rules of combination for achievement

The **OCNLR Qualifications in IT User Skills (ITQ)** are available at Level 1, Level 2 and Level 3 and as an Award, Certificate or Diploma, making 9 qualifications in all. They contain a range of parallel units with the same title at each of the three levels plus some at Level Entry 3. These cannot be taken together in the same qualification. The rules of combination for each qualification are detailed below.

Level 1 Award

Learners must achieve 9 credits in total:

- 3 credits must be at Level 1;
- Units with the same title at different levels are barred.

Level 1 Certificate

Learners must achieve 13 credits in total:

- 8 credits must be at Level 1, of which, 3 credits must be from the mandatory unit 'Improving Productivity Using IT';
- A maximum of 3 credits may be taken at Level Entry 3;
- Units with the same title at different levels are barred.

Level 1 Diploma

Learners must achieve 37 credits in total:

- 21 credits must be at Level 1, of which, 3 credits must be from the mandatory unit 'Improving Productivity Using IT';
- A maximum of 5 credits may be taken at Level Entry 3;
- Units with the same title at different levels are barred.

Level 2 Award

Learners must achieve 10 credits in total:

- 7 credits must be at Level 2;
- Units with the same title at different levels are barred.

Level 2 Certificate

Learners must achieve 16 credits in total:

- 10 credits must be at Level 2, of which, 4 credits must be from the mandatory unit 'Improving Productivity Using IT';
- Units with the same title at different levels are barred.

Level 2 Diploma

Learners must achieve 38 credits in total:

- 21 credits must be at Level 2, of which, 4 credits must be from the mandatory unit 'Improving Productivity Using IT';
- Units with the same title at different levels are barred.

Level 3 Award

Learners must achieve 12 credits in total:

- 8 credits must be at Level 3;
- Units with the same title at different levels are barred.

Level 3 Certificate

Learners must achieve 25 credits in total:

- 15 credits must be at Level 3, of which, 5 credits must be from the mandatory unit 'Improving Productivity Using IT';
- Units with the same title at different levels are barred.

Level 3 Diploma

Learners must achieve 39 credits in total:

- 22 credits must be at Level 3, of which, 5 credits must be from the mandatory unit 'Improving Productivity Using IT';
- Units with the same title at different levels are barred.

Qualification units

Ofqual Unit Reference Number	OCNLR Unit Code	Unit Title	Level	Credit Value	GLH
Mandatory unit for Certificates and Diplomas (refer to Rules of Combination)					
T/502/4153	CN0/1/LQ/001	Improving Productivity Using IT	1	3	20
J/502/4156	CN0/2/LQ/001		2	4	30
L/502/4157	CN0/3/LQ/001		3	5	40
Optional Group 1					
K/502/4389	CQ6/1/LQ/001	Audio Software	1	2	15
D/502/4390	CQ6/2/LQ/001		2	3	20
H/502/4391	CQ6/3/LQ/001		3	4	30
A/502/4395	CP4/1/LQ/004	Bespoke Software	1	2	15
F/502/4396	CP4/2/LQ/004		2	3	20
J/502/4397	CP4/3/LQ/001		3	4	30
Y/502/0189	CN1/E3/LQ/001	Computer Basics	E3	1	5
Y/502/0192	CN0/E3/LQ/001	Computer Security and Privacy	E3	1	5
F/502/4401	CP7/1/LQ/001	Computerised Accounting Software	1	2	15
J/502/4402	CP7/2/LQ/001		2	3	20
L/502/4403	CP7/3/LQ/001		3	5	35
R/502/2216	CM3/E3/LQ/001	Data Management Software	E3	2	15
F/502/4558	CM3/1/LQ/001		1	2	15
J/502/4559	CM3/2/LQ/001		2	3	20
A/502/4560	CM3/3/LQ/001		3	4	30
J/502/0169	CP2/E3/LQ/001	Database Software	E3	2	15
H/502/4553	CP2/1/LQ/001		1	3	20
M/502/4555	CP2/2/LQ/001		2	4	30
T/502/4556	CP2/3/LQ/001		3	6	45
L/502/0173	CQ5/E3/LQ/001	Design and Imaging Software	E3	2	15
M/502/4572	CQ5/1/LQ/001	Design Software	1	3	20
T/502/4573	CQ5/2/LQ/001		2	4	30
A/502/4574	CQ5/3/LQ/001		3	5	40
Y/502/0175	CQ2/E3/LQ/001	Desktop Publishing Software	E3	2	15
Y/502/4565	CQ2/1/LQ/001		1	3	20
D/502/4566	CQ2/2/LQ/001		2	4	30
H/502/4567	CQ2/3/LQ/001		3	5	40
D/502/0193	CP5/E3/LQ/001	Digital Lifestyle	E3	1	5
J/502/4609	CQ5/1/LQ/004	Drawing and Planning Software	1	2	15
A/502/4610	CQ5/2/LQ/004		2	3	20
F/502/4611	CQ5/3/LQ/004		3	4	30
J/502/4612	CQ5/1/LQ/002	Imaging Software	1	3	20
L/502/4613	CQ5/2/LQ/002		2	4	30
R/502/4614	CQ5/3/LQ/002		3	5	40
Y/502/4291	CP4/1/LQ/001	IT Communication Fundamentals	1	2	15
D/502/4292	CP4/2/LQ/001		2	2	15
R/502/4256	CP1/1/LQ/001	IT Security for Users	1	1	10
Y/502/4257	CP1/2/LQ/001		2	2	15
D/502/4258	CP1/3/LQ/001		3	3	20

L/502/4384	CP0/1/LQ/001	IT Software	1	3	20
R/502/4385	CP0/2/LQ/001	Fundamentals	2	3	20
T/502/0166	CN0/E3/LQ/002	IT User Fundamentals	E3	2	15
J/502/4206	CN0/1/LQ/002		1	3	20
L/502/4207	CN0/2/LQ/002		2	3	20
Y/502/4615	CQ6/1/LQ/002	Multimedia Software	1	3	20
D/502/4616	CQ6/2/LQ/002		2	4	30
H/502/4617	CQ6/3/LQ/002		3	6	45
D/502/4244	CP0/1/LQ/002	Optimise IT System Performance	1	2	15
H/502/4245	CP0/2/LQ/002		2	4	30
K/502/4246	CP0/3/LQ/001		3	5	40
J/502/2214	CX0/E3/LQ/001	Personal Information Management Software	E3	1	10
Y/502/4369	CX0/1/LQ/001		1	2	15
L/502/4370	CX0/2/LQ/001		2	2	15
A/502/0170	CQ5/E3/LQ/002	Presentation Software	E3	2	15
K/502/4621	CQ5/1/LQ/003		1	3	20
M/502/4622	CQ5/2/LQ/003		2	4	30
T/502/4623	CQ5/3/LQ/003		3	6	45
R/502/0191	CN0/E3/LQ/003	Productivity Programmes	E3	1	5
K/502/4618	CP6/1/LQ/002	Project Management Software	1	3	20
M/502/4619	CP6/2/LQ/001		2	4	30
H/502/4620	CP6/3/LQ/001		3	5	40
Y/502/4209	CP4/1/LQ/003	Set Up an IT System	1	3	20
L/502/4210	CP4/2/LQ/003		2	4	30
R/502/4211	CP4/3/LQ/002		3	5	40
L/502/4398	CP4/1/LQ/002	Specialist Software	1	2	15
R/502/4399	CP4/2/LQ/002		2	3	20
A/502/4400	CP4/3/LQ/003		3	4	30
L/502/2215	CP4/E3/LQ/001	Specialist/Bespoke Software	E3	2	15
F/502/0168	CP3/E3/LQ/001	Spreadsheet Software	E3	2	15
A/502/4624	CP3/1/LQ/001		1	3	20
F/502/4625	CP3/2/LQ/001		2	4	30
J/502/4626	CP3/3/LQ/001		3	6	45
L/502/0190	CR3/E3/LQ/001	The Internet and World Wide Web	E3	1	5
A/502/4378	CP5/1/LQ/001	Using Collaborative Technologies	1	3	20
F/502/4379	CR5/2/LQ/001		2	4	30
T/502/4380	CP5/3/LQ/001		3	6	45
J/502/0172	CR3/E3/LQ/003	Using Email	E3	1	10
J/502/4299	CR3/1/LQ/001		1	2	15
M/502/4300	CR3/2/LQ/001		2	3	20
T/502/4301	CR3/3/LQ/001		3	3	20
D/502/0176	CN4/E3/LQ/001	Using Mobile IT Devices	E3	1	10
H/502/4374	CN4/1/LQ/001		1	2	15
K/502/4375	CN4/2/LQ/001		2	2	15
F/502/0171	CR3/E3/LQ/002	Using the Internet	E3	1	10
T/502/4296	CR3/1/LQ/002		1	3	20
A/502/4297	CR3/2/LQ/002		2	4	30
F/502/4298	CR3/3/LQ/002		3	5	40

K/502/4392	CQ6/1/LQ/003	Video Software	1	2	15
M/502/4393	CQ6/2/LQ/003		2	3	20
T/502/4394	CQ6/3/LQ/003		3	4	30
L/502/4630	CQ0/1/LQ/001	Website Software	1	3	20
R/502/4631	CQ0/2/LQ/001		2	4	30
Y/502/4632	CQ0/3/LQ/001		3	5	40
A/502/0167	CQ1/E3/LQ/001	Word Processing Software	E3	2	15
L/502/4627	CQ1/1/LQ/001		1	3	20
R/502/4628	CQ1/2/LQ/001		2	4	30
Y/502/4629	CQ1/3/LQ/001		3	6	45

For unit content please click the Ofqual Unit Reference Number

Barred combinations

Units with the same title at different levels are barred.

Assessment and Moderation

Assessment process

The assessment process for these qualifications is as follows:

- the learners are assessed through activities that are internally set by tutor/assessors;
- the activities must be designed to enable learners to meet the assessment criteria of the unit;
- learners' portfolios of assessed evidence must be internally moderated at the Centre;
- the portfolios of assessed evidence will be externally moderated by an OCN London External Moderator.

There is no additional external assessment for these qualifications.

Devising assessments

Each unit has a supplementary page with suggestions for the types of assessment activities that can be used to assess learners against the unit. Tutor/assessors should refer to this page before devising assessment tasks.

OCN London assessment guidance relevant to the units in the qualifications is in the [OCNLR Assessment Guidance and Ofqual Level Descriptors](#) section of this qualification guide. The guidance includes a general description of the activity and the type of evidence that is appropriate. The activity or activities set must enable the learners to meet the standards detailed in the assessment criteria. Please contact OCN London for further guidance on devising appropriate assessments.

Centre-devised assessments should be scrutinised by the Internal Moderator before use to ensure that they are fit for purpose. Centre-devised assessments will be scrutinised by the External Moderator to ensure reliability and validity of assessment.

Marking assessment activities

Each activity must be marked against the identified assessment criteria in the unit and judged to be either achieved or not achieved.

Tutor/assessors need to ensure that the work in a learner's portfolio is:

- authentic – it is the result of the learner's own performance or activity;
- sufficient – enabling the assessor to make a consistent and reliable judgement;
- adequate – appropriate to the level.

Where a series of activities are set, learners must demonstrate the achievement of the required standard identified in the assessment criteria in all activities. All the assessment criteria in a unit must be met before the unit is deemed achieved.

The unit achievement is not graded. Units are either achieved or not achieved.

Standardisation

Standardisation is a process that promotes consistency in the understanding and application of standards in relation to assessment. It:

- compares assessment judgements from different tutor/assessors
- promotes consistent judgements by different tutor/assessors;
- identifies good practice in assessment;
- promotes the sharing of good practice in assessment between Centre staff.

Standardisation events should be held periodically within Centres to ensure consistent and effective assessment practice. Standardisation events may also be held by OCN London and it is a requirement that each Centre offering units from the qualifications must contribute assessment materials and learners' evidence for standardisation, if requested.

OCN London will notify Centres of the required sample for standardisation purposes and assessment materials, learners' evidence and tutor/assessor feedback may be collected by External Moderators.

Learners with particular requirements

If learners have particular requirements the Centre should refer to the [Access to Fair Assessment Policy and Procedure](#) which gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty, without compromising the achievement of the assessment criteria.

Requirements for tutor/assessors

To be sufficiently competent

In addition to being qualified to make assessment decisions, each tutor/assessor must be capable of carrying out the full requirements within the competency of the units they are assessing. This competence should be maintained annually through clearly demonstrable continuing learning and professional development.

Expert witnesses can be used where they have suitable expertise for specialist areas. The use of expert witnesses should be determined and agreed by the tutor/assessor.

To be sufficiently knowledgeable

Each tutor/assessor should possess relevant knowledge and understanding of the subject and so be able to make robust and reliable assessment decisions in relation to the subject.

OCNLR Assessment Guidance and Ofqual Level Descriptors

For OCN London's Assessment Guidance and Ofqual's Level Descriptors relevant to these qualifications, please click on the link(s) below.

[Entry Level Assessment Guidance and Ofqual's Level Descriptors](#)

[Level 1 Assessment Guidance and Ofqual's Level Descriptors](#)

[Level 2 Assessment Guidance and Ofqual's Level Descriptors](#)

[Level 3 Assessment Guidance and Ofqual's Level Descriptors](#)

About OCN London

OCN London is a well-established national awarding organisation with over 25 years' experience in accrediting learning. We are a not-for-profit organisation with charitable status, dedicated to widening participation in learning and training, social inclusion and employability. We are also a market leader in the recognition of achievement through credit-based units and qualifications. Based in London, we work with Centres both across the UK and abroad, offering national qualifications and accredited programmes.

Our mission is to provide opportunities for people from across society to benefit from learning, particularly those who have not previously benefitted from education.

Why work with us?

- We are agile and responsive. This means you will get a personal service with direct access to a named contact and a quick turnaround.
- We pride ourselves on our close relationships with Centres. The people we work with see us as a trusted partner, not just a supplier.
- We want to help you get the best from your learners and employees.
- We have a reputation for high quality. The OCN London brand carries national recognition and kudos.
- We are flexible and recognise the importance of accommodating the needs of different learners and different learning styles.
- We offer exceptional value for money. Just ask the people we work with.
- We are committed to the belief that learning can change lives.

OCN London is regulated by Ofqual and the Quality Assurance Agency for Higher Education.

If you would like to deliver any of these qualifications please contact our Curriculum Development Team on **020 7689 5867**.

For further information call **020 7278 5511**. E: enquiries@ocnlondon.org.uk

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