



Oxford Cambridge and RSA

## OCR Level 2 Diploma in IT User Skills (600/1955/4)

### Overview

This qualification is designed to help students progress in to assistant or junior roles in which they will be working with IT systems and software. The full apprenticeship framework offers a wide range of optional units that the Apprentice can study to match their particular organisational and job role requirements and to prepare them for one of a number of job roles that are listed under the section 'What could this qualification lead to?'

The framework is suitable for those whose main job role is to use IT applications in support of colleagues or customers in any sector or industry. This can include:

- Providing support and assistance to colleagues to make effective use of available IT systems and software.
- Developing, testing and implementing solutions to improve workplace productivity through the use of IT using the advanced features of IT Application Software in the creation and amendment of many types of formatted information, including documents, diagrams, spreadsheets and presentations.
- Maintaining simple websites, using the internet to find and exchange information.
- Using social media to disseminate information.

It is suitable for those who want to further develop their knowledge and expertise in IT User skills. As 72% of the UK workforce use IT in their jobs and 90% of new posts specifically require IT User skills\* the content was designed by employers to meet the needs of today's businesses, helping the student to acquire the IT skills they need to do a job more effectively.

In order to take this qualification student would need suitable employment and IT User skills at level 1.

This qualification has been designed so that it can be delivered in one year.

### What does this qualification cover?

Students will cover a minimum of ten topics, made up of core and optional units. All students will take three core units:

*Improving Productivity using IT* will enable students to plan and review their use of predefined or commonly used IT tools for activities that are at times non-routine or unfamiliar. As a result of reviewing their work, they will be able to identify and use automated methods or alternative ways of working to improve productivity.

*Understanding the Potential of IT* will enable students to develop an appreciation of the latest trends in technology, especially those which impact cyber security.

This unit is designed to allow IT Users to develop an understanding of the impact of IT on business, society and the individual. It has a particular emphasis on exploring the potential of new and emerging

technologies. The student will consider how IT has and could further transform an organisation and the issues around introduction of new IT solutions and organisational IT security.

### *Developing Personal and Team Effectiveness Using IT*

There are a range of IT tools and techniques that IT users can use to support their own personal and professional development. Through this unit, students will start to recognise and respect diversity, individual differences and perspectives and understand how IT can be used to support and enhance both personal and team effectiveness.

Students will consider how they use information management tools and collaborative workspaces to support personal and team activities.

The optional units cover a wide range of topics from which students must take a minimum of six units. There are units that are relevant to specific areas of skills and knowledge required by IT Users; examples include spreadsheet software, desktop publishing software, IT security for users and website software.

### **What could this qualification lead to?**

While the main role of the Apprentice on this framework is the application of IT, employment possibilities may occur in the context of a range of situations and industry sectors such as:

- Office/Business Administration
- Accounts departments
- Publishing or multimedia
- Sales and Marketing departments
- Education and training

Job roles could include IT Clerk, Website technician, Data Administrator and Digital Assistant.

This qualification will also equip students with the specialist knowledge and skills to progress to a Level 3 qualification.

This qualification is part of a larger suite of Level 2 IT User Skills. The suite consists of an Award, a Certificate, an Extended Certificate and this Diploma.

Because the Extended Certificate and the Diploma are larger sized qualifications it means students take more optional units and increase the depth and breadth of their skills and knowledge which in turn can help them choose where they would like to specialise within the industry and make informed further study or career choices.

The Diploma takes between 280 and 295 guided learning hours to deliver. This means it is a similar 2 ½ GCSEs.

\*[https://www.e-skills.com/Documents/Apprenticeships/Certificates-and-Registration/IT\\_Application\\_Specialist\\_FR00655\\_2.pdf](https://www.e-skills.com/Documents/Apprenticeships/Certificates-and-Registration/IT_Application_Specialist_FR00655_2.pdf)