

Digital Employability

Qualification Handbook

These qualifications close for entries 31/12/2021

Last certification will be 31/12/2022

This is the handbook for the following qualifications.

Entry code	Title	Qualification Number (QN)
05807	OCR Entry Level Award in Digital Employability (Entry 1)	601/6295/8
05808	OCR Entry Level Award in Digital Employability (Entry 2)	601/6296/X
05809	OCR Entry Level Award in Digital Employability (Entry 3)	601/6297/1
05810	OCR Level 1 Award in Digital Employability	601/6298/3

This is version 3, created March 2021.

The latest issue can be found on our website: www.ocr.org.uk

Key updates to this handbook

Section & title	Change	Version and date issued
Front cover	Added last entry date and last certification date.	Version 3 March 2021
About us (page 3) A new suite of qualifications (page4)	Pages deleted	
All sections	Hyperlinks refreshed References to e-assessment or online amended to on-screen.	
2 Professional Development	Updated	
4 Assessment	Reporting suspected malpractice updated	
9 Other useful information	Section deleted. Avoidance of bias moved to Section 4 Assessment Delivery in Wales and NI moved to Section 4 Assessment	
New section 9 Contacting us	Customer support centre details updated	
All sections	Amended references to the Admin Guide to the new Administration area on the OCR website VRQ' removed from qualification titles References to MAPS removed. - Alternative methods to MAPs detailed in sections 6, 8 and 11	Version 2 March 2018
1 About these qualifications <ul style="list-style-type: none">• Qualification size• Are there any entry requirements?• Funding	Guided Learning Hours (GLH) and Total Qualification Time (TQT) have been added	
11 Qualification Summary Sheets	'Pre-16' age group now included.	

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1 About these qualifications

Introduction	<p>The information provided in this handbook is correct at the time we produced it. Occasionally we may update it so please check the qualification webpages for the most up-to-date information.</p> <p>This handbook contains what you need to know about the planning, delivery and assessment of these qualifications. Staff involved in the delivery of these qualifications must have access to and understand the requirements in this document.</p> <p>To access information on how to administer these qualifications please follow the link to the Administration area https://www.ocr.org.uk/administration/.</p>
Qualification aim	<p>The aim of these qualifications is to give learners the opportunity to:</p> <ul style="list-style-type: none">• Develop and expand their understanding of digital technologies• Develop their skills and competence in using digital devices.
What are the progression opportunities for learners?	<p>These will give learners the opportunity to:</p> <ul style="list-style-type: none">• Prepare for employment• Develop skills and competence needed in the workplace• Progress to employment• Progress in employment• Go on to further study in Further Education (FE). For example, a learner achieving the Level 1 Award may wish to progress onto the Level 2 Certificate in IT User Skills (ITQ) or onto other OCR qualifications.
Qualification size	<p>The size of the qualification is described in terms of Guided Learning Hours (GLH) and Total Qualification Time (TQT).</p> <p>GLH indicates the approximate time (in hours) that the candidate will be supervised during any teaching, learning or assessment activities. We have worked with people who are experienced in delivering these qualifications to determine what content needs to be taught and how long it will take to deliver.</p>

TQT is comprised of two elements: GLH, and an estimate of the number of hours a candidate will reasonably spend on any unsupervised learning or assessment activities (including homework) so they can successfully achieve their qualification.

Each qualification requires the following GLH and TQT:

Entry Level Award in Digital Employability (Entry 1) 60 GLH and 60 TQT.

Entry Level Award in Digital Employability (Entry 2) 60 GLH and 60 TQT.

Entry Level Award in Digital Employability (Entry 3) 60 GLH and 60 TQT.

Level 1 Award in Digital Employability 70 GLH and 77 TQT.

Are there any entry requirements?

No, learners don't need any specific knowledge or skills related to the qualification.

They are designed for learners aged 14-16 and 16+.

Do learners need specific prior learning?

No, learners don't need specific prior learning.

We do recommend you carry out an initial assessment to make sure they're capable of reaching the required standards of the qualification they intend to work towards.

How are these qualifications delivered?

You're free to deliver these qualifications using any mode of delivery that meets the needs of your learners. Whichever mode you decide to use, you must make sure learners have appropriate access to the resources they will need to develop the skills, understanding and knowledge and to complete the assessments.

You should consider the learners' complete learning experience when you're designing learning programmes. They may have already gained a lot of relevant knowledge and experience that you should take into account. This is particularly important where learners are studying part-time alongside their employment.

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

Subject knowledge requirements for centre staff

Teachers must have the relevant level of subject knowledge and skills to deliver these qualifications.

Are there resource requirements for my centre?

Yes.

Learners will need individual access to a digital device, for example a computer, tablet or smart phone. Access to a shared printer is necessary for Entry Level 3 and Level 1 learners.

Learners will need software or Apps that let them complete the assessment criteria in line with the unit and assessment guidance. We don't recommend specific software for any units.

Please also make sure your learners are provided with appropriate physical resources.

Learners taking the on-screen multiple-choice tests will need individual access to a computer throughout the tests. For further information, please refer to the Surpass System Requirements on the on-screen test area of our website.

These qualifications have been designed so that teaching and assessment can be undertaken by a non-specialist centre.

Learners will have to carry out practical tasks. The learning and assessment of internally assessed units can be delivered using a context you have identified.

Health and safety

The centre-assessed units take a practical approach to learning and assessment.

You and your centre must take care and follow all health and safety requirements and quality assurance procedures specific to each practical activity. You must make sure the appropriate health-and-safety policies are in place for equipment used by learners, even if the equipment is not specified in the unit content.

Please also make sure your learners are provided with appropriate physical resources, such as protective equipment and/or clothing, wherever this is appropriate.

Assessment

Your centre must provide appropriate examination/assessment facilities for learners that comply with our regulations stated in the Administration area at <https://www.ocr.org.uk/administration/>

How are these qualifications assessed?

For Entry Level 1 and 2
Learners complete evidence booklets that are centre-assessed and externally moderated by us.

For Entry Level 3 and Level 1
The mandatory unit 1, Know the basics of using digital technologies, is assessed by an on-screen multiple-choice test, marked by us.

All of the other units are internally assessed using OCR set assignments, marked by centre staff and externally moderated by us.

How are these graded?

Every unit achieved will be graded as Pass.

A learner must get at least a pass for every unit to be awarded the qualification they have entered for.

Full details about the rules for achieving a qualification are in the sections about the qualification structure.

Funding

These qualifications are recommended for delivery for learners aged 14-16, 16-18 and 19+.

Funding arrangements can be subject to change. For the latest details about approval and funding eligibility, we recommend you visit the following websites:

[Register of Regulated Qualifications](#) – Ofqual's register of regulated qualifications

[Education and Skills Funding Agency](#) for funding education and training for learners 14-19 years in England. This list was formerly known as the section 96.

[Department for the Economy](#) for public funding in Northern Ireland

[Qualifications in Wales](#) database (QiW) for public funding in Wales

[NIEFQAN](#) – Approval of qualifications by the Department of Education in Northern Ireland.

Use the Ofqual Qualification Number (QN) when you're looking for information on qualification eligibility for public funding.

If you have any queries about funding for these qualifications email us at funding@ocr.org.uk.

Support	<p>Our aim is to provide you with all the information and support you need to deliver these qualifications.</p> <p>All the documents you'll need to refer to are on our website www.ocr.org.uk.</p>
Last entry date	<p>We don't specify the mode of study or a time limit for achieving these qualifications other than the last entry/last certification dates.</p> <p>If we're going to withdraw a qualification, we'll set an end date for entries and certification and we'll tell you what the arrangements are for the last date to enter learners and make claims for certificates.</p>

2 Resources and useful links

Qualification resources

Our aim is to provide you with all the information and support you need to deliver these qualifications. You'll find all these useful materials on our website at www.ocr.org.uk:

Key documents	This qualification handbook The units
Assessment material	Evidence booklets for Entry Level 1 and Entry Level 2
Forms	Submission Cover Sheets
On-screen test for Unit 1 (Entry Level 3)	Notice to candidates SecureClient Install Guide Surpass System Requirements https://www.ocr.org.uk/administration/other-vocational-qualifications/assessment/on-screen-tests/

Sample assessment material

Sample assessment material is available for all of the Entry Level 3 and Level 1 units. You may use these assignments for practice assessment. They must not be used for formative or summative assessment of learners.

Assessment materials

The Entry Level 1 and Entry Level 2 units have evidence booklets which are available to download from our website.

Unit 1 (Entry Level 3), Know the basics of using digital technologies, is assessed using an on-screen test.

All of the other Entry Level 3 and level 1 units have set-assignments which are available to download from Interchange.

Interchange

OCR Interchange is a free, secure website which offers a variety of services for exams officers and teachers.

Interchange supports every stage of the teaching and exams cycle, allowing you to complete day-to-day administrative functions, e.g. make entries and claims, submit internal assessment marks, view results and assessor reports, and submit post-results service requests.

It also provides access to Active Results, our free results analysis service, the OCR Repository, a secure portal where candidate work can be uploaded and submitted, and much more.

To find out more see the [Administration page](#).

Useful documents and links

OCR	OCR's Administration area www.ocr.org.uk/administration/ What is malpractice?
JCQ	Publications at www.jcq.org.uk/ <i>Access arrangements and reasonable adjustments</i> <i>Suspected Malpractice in Examinations and Assessments</i>
Ofqual	www.gov.uk/guidance/ register.ofqual.gov.uk/
QiW	www.qiw.wales/
CCEA	ccea.org.uk/

Professional Development

As part of our teacher training we offer a broad range of courses. We are constantly looking for ways to improve the support we offer you and to make our professional development programme more accessible and convenient to all.

To find out more about professional development, please visit our website.

3 How these qualifications are structured

It is not a requirement that learners achieve the units in any particular order. The content in mandatory unit 1 for the Entry Level 3 and Level 1 Award underpins the learning in the other units. You should consider the relationship between the mandatory unit and the others and how the learning programme is planned.

We strongly recommend that learners achieve the Entry Level 3 Level 1 Unit before being assessed in other units.

If a learner can't complete the full qualification, we'll issue unit certificates listing the unit(s) they've achieved.

When combining units for the chosen qualification, it's your responsibility to make sure the rules are followed.

You can download the units from our qualification webpage.

OCR Entry Level Award in Digital Employability (Entry 1) (60 glh)

Entry code 05807

For this qualification learners must achieve the mandatory unit.

OCR Unit No	Unit title	Unit Reference No (URN)	Level	glh
Mandatory unit				
1	Become familiar with digital devices to find information, receive and reply to messages	J/507/2868	Entry 1	60

OCR Entry Level Award in Digital Employability (Entry 2) (60 glh)

Entry code 05808

For this qualification learners must achieve the mandatory unit.

OCR Unit No	Unit title	Unit Reference No (URN)	Level	glh
Mandatory unit				
1	Use digital devices to find and request information, send and reply to messages and emails	F/507/2867	Entry 2	60

OCR Entry Level Award in Digital Employability (Entry 3) (60 glh)

Entry code 05809

For this qualification learners must achieve 4 units; the mandatory unit and three optional units.

OCR Unit No	Unit title	Unit Reference No (URN)	Level	glh
Mandatory unit				
1	Know the basics of using digital technologies	K/507/2751	Entry 3	30
Optional units				
2	Use digital technologies to organise documents	M/507/2752	Entry 3	10
3	Use digital technologies to produce documents from templates	T/507/2753	Entry 3	10
4	Use digital technologies to process data	A/507/2754	Entry 3	10
5	Use digital technologies to process images to make graphics	F/507/2755	Entry 3	10
6	Use digital technologies to send and reply to emails	J/507/2756	Entry 3	10
7	Use digital technologies to find information	L/507/2757	Entry 3	10

OCR Level 1 Award in Digital Employability (70 glh)

Entry code 05810

For this qualification learners must achieve 5 units; the mandatory unit and four optional units.

OCR Unit No	Unit title	Unit Reference No (URN)	Level	glh
Mandatory unit				
1	Know the basics of using digital technologies	K/507/2751	Entry 3	30
Optional units				
2	Use digital technologies to manage files and folders	R/507/2758	Level 1	10
3	Use digital technologies to create documents	Y/507/2759	Level 1	10
4	Use digital technologies to work with data	L/507/2760	Level 1	10
5	Use digital technologies to work with graphics	R/507/2761	Level 1	10
6	Use digital technologies to manage emails	Y/507/2762	Level 1	10
7	Use digital technologies to find and share information	D/507/2763	Level 1	10

4 Assessment

How these qualifications are assessed?

Unit 1 of the Entry Level 3 and Level 1 qualifications is a mandatory tested unit, see section 5 for more information.

The remaining units are centre-assessed and externally moderated by our moderator, see section 6 for more information.

Initial assessment of learners

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

You should make sure learners are informed of the title and level of the qualification they've been entered for and that Oxford Cambridge and RSA Examinations (OCR) is the awarding body for their chosen qualification.

Accessibility

There can be adjustments to standard assessment arrangements on the basis of the individual needs of candidates.

It is important, therefore, that centres identify 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 shared between the centre and OCR. Please read the JCQ booklet *Access Arrangements and Reasonable Adjustments* at www.jcq.org.uk.

For further guidance on access arrangements and special consideration refer to the Administration area of the [OCR website](#).

If the teacher/assessor thinks any aspect of these qualifications unfairly restricts access and progression, please email or call the OCR Customer Support Centre.

Delivery of teaching

As a teacher, you'll need relevant level of subject knowledge and skills to deliver these qualifications.

You must make sure you cover the teaching content for each learning outcome, so you give your learners every opportunity to meet all the assessment criteria.

The teaching content in each unit is comprehensive. You might decide to expand or tailor it to particular contexts in which you're teaching the unit, to include new and evolving technology or to meet the interests and needs of your learners.

You can deliver the teaching for Entry Level 1 and Entry Level 2 or Entry Level 3 and Level 1 at the same time. To help you we have underlined text in the teaching content at Entry Level 2 and Level 1 to identify the increased breadth and depth of teaching.

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, we have used neutral terms so that candidates may apply whatever is appropriate to their own situation.

We provide handbooks, assessments and supporting documentation in English. Only answers provided in English will be assessed.

Avoidance of bias

We've taken great care in preparing these qualifications to avoid bias of any kind. We've given special focus to eight strands of the Equality Act with the aim of making sure both direct and indirect discrimination is avoided.

Suitable to the needs of the learner

We've tried to make sure that achieving these qualifications is free from constraints outside the requirements of the units.

If you have candidates with access requirements, see the section on accessibility.

If you think anything about these qualifications unfairly restricts access and progression, please contact our Customer Support Centre by phone on 01223 553998 or by email at support@ocr.org.uk.

Reporting suspected malpractice

It is the responsibility of the Head of Centre¹ to report all cases of suspected malpractice involving centre staff or candidates. A JCQ Report of Suspected Malpractice form (JCQ/M1 for candidate suspected malpractice or JCQ/M2a for staff suspected malpractice) is available to download from the [JCQ website](#) and should be completed as soon as possible and emailed as follows:

¹ This is the most senior officer in the organisation, directly responsible for the delivery of OCR qualifications, e.g. the Head Teacher or Principal of a school/college. The Head of Centre accepts full responsibility for the correct administration and conduct of OCR exams

- **Internal assessments and paper-based examined tests –** malpractice@ocr.org.uk.
- **On-screen tests –** etest@ocr.org.uk. You should title your email '[Qualification name] Suspected Malpractice Notification' as the subject, inserting the qualification name where indicated.

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

Further information regarding reporting and investigating suspected malpractice and the possible sanctions and penalties which could be imposed, is contained in the JCQ publication: *General and Vocational Qualifications – Suspected Malpractice in Examinations and Assessments*; this is available from the [JCQ website](#). Centres may also like to refer to the [OCR Website](#) for more details.

5 Assessment and the on-screen test

Unit 1, Know the basics of using digital technologies, is assessed by an on-demand, multiple choice test.

The test:

- is on-screen
- contains 24 questions, each worth 1 mark
- is 30 minutes long.

The tests will be graded pass or fail.

There will be a number of tests available to a learner and the system will only allow one attempt at each test. For a re-sit, they will receive a different test. The test results will appear in Interchange and will display as Know the basics of using digital technologies (E-test) 05870.

Delivery requirements for the on-screen test

You must make sure you fully cover the teaching content for each learning outcome so you give your learners every opportunity to meet all the assessment criteria.

Centre resources and requirements

To access information on how to administer these qualifications please follow the link to the Administration area <https://www.ocr.org.uk/administration/>.

You must make sure that all candidates have access, in the examination room, to the required electronic resources for each examination.

In order to deliver the on-screen test for this unit, centres will need to meet minimum system requirements as specified in the Surpass System Requirements. This document is available from the [on-screen tests area](#) of our website.

Your centre should ensure that appropriate physical resources are made available to candidates.

6 Assessment and centre moderation

Entry Level 3 Unit 1 is the mandatory tested unit in the Entry Level 3 and Level 1 qualifications, see section 5 for more information.

All of the other units are centre-assessed and externally moderated by our moderator.

Learners must complete the OCR evidence booklets for Entry Level 1 and Entry Level 2 units.

Learners must use the OCR set assignments for Entry Level 3 and Level 1 units. These are centre marked and OCR moderated. The assignments are available to download from Interchange; they are located under Coursework and Tests, Entry Level tasks. .

Achievement at unit level is Pass or Fail.

Assessment and moderation can take place at any time.

Moderated work can be submitted by post or email to your moderator.

We will assess these qualifications in accordance with the regulator's General Conditions of Recognition.

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

Centre assessor responsibilities

The centre assessor is normally the course teacher and is responsible for assessing learners' evidence.

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

Your centre is responsible for identifying staff who can act as assessors. Your assessors must have the relevant level of subject knowledge and skills to deliver these qualifications and to assess learners' work in line with the unit specifications and assessment requirements. Where centre assessment fails to meet national requirements, as determined by the learning outcome and assessment criteria of the unit(s), we may withdraw the unit or claim.

Assessors must:

- Judge learners' work against the assessment criteria identified in the units and the requirements identified in the Evidence Booklets for Entry Level 1 and Entry Level 2
- Judge learners' work against the assessment criteria identified in the units and the requirements identified in the OCR set-assignments for Entry Level 3 and Level 1
- Make sure they follow marking guidance when making assessment decisions
- Identify valid and sufficient evidence (by annotating the evidence)
- Make sure learners' work is authentic (see the section on Authentication)
- Identify gaps in evidence and make sure these are filled before the evidence is sent to our moderator

- Give feedback to learners
- Liaise with other assessors in your centre to make sure assessment decisions are to the required standard
- Confirm learner achievement by completing and signing our required documentation, e.g. the Evidence Booklets or the set assignments
- Make sure copies of learners' work are saved regularly to avoid lost work
- Make sure a copy is saved before submitting them in case work is lost in the post. Please note we don't return work.
- Maintain records of learners' achievements as they would be needed for any submission or results enquiries
- Confirm the use of a scribe where relevant.
- Post or email centre-assessed work to our moderator so we can sample it to make sure standards are met.

Centre standardisation

If you're the only assessor in your centre for these qualifications then best practice is to make sure your assessment decisions are standardised. So, for example, you might ask another assessor in your centre to review a sample of your assessment decisions.

If your centre has a number of staff acting as assessors for these qualifications, we recommend you carry out internal standardisation to make sure all work is assessed to the required standard.

So there's a consistent approach to internal standardisation, you might decide to nominate an assessor as a centre co-ordinator.

They would then be responsible for:

- Making sure 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
- Confirming where internal standardisation has happened by signing our required documentation in the appropriate place, e.g. the internal standardisation signatory area of the Evidence Booklet.

Assessment and the Data Protection Act

It's the centre's responsibility to make sure learners comply with the Data Protection Act 2018 and the UK General Data Protection Regulation (GDPR) when producing evidence for summative assessment. More information about the learner's responsibility is available in the next section.

Evidence

The evidence for these qualifications must be assessed to confirm that a learner has successfully met each criterion before work is signed and sent for external moderation.

Learners mustn't reference another individual's personal details in any evidence produced for summative assessment. It's the learner's responsibility to make sure any evidence that includes another individual's personal details is anonymised to comply with the [Data Protection Act 2018 and the UK General Data Protection Regulation \(GDPR\)](#).

Units include a 'Teaching content' column to help those delivering the qualification. Where 'e.g.' has been used, these are suggestions for coverage. Where 'i.e.' has been used, these items must be covered in your teaching and in the assessment.

When you are satisfied that the learner has met all of the requirements for the unit, you must confirm the assessment process is complete by signing:

- the learner Evidence Booklet for the Entry Level 1 and 2 qualifications
- the learner's mark sheet for each unit for Entry Level 3 and Level 1 qualifications.

Evidence booklets for Entry Level 1 and Entry Level 2 units

We've created evidence booklets for each qualification and they are available to download from the qualification page of our website. These can be completed by the learner or assessor, assessed and submitted to show that all the assessment criteria have been met. Use of these documents is mandatory.

These have been designed to cover all assessment criteria and evidence requirements contained in the units. Therefore, if they're completed, we don't need any further evidence.

How much evidence is needed?

It's difficult to give detailed guidance about the amount of evidence needed.

The quality and breadth of evidence produced should enable the assessor to confirm the learner has the required knowledge, understanding, and skills and meets the assessment requirements and assessment criteria.

We expect that your centre will choose to create programmes of learning for all your learners so they can complete these units. This may generate evidence that isn't needed for assessment. Your centre is free to do this but should only include the specific evidence required for each unit submitted for moderation.

Witness statements / Assessor observation

Witness statements are a record of what someone has observed the learner doing and can also be used to support work or evidence sourced from confidential or sensitive material, e.g. personal information. Please don't use it to evidence achievement of a whole unit.

The witness mustn't be related to the learner and must be in a position to make valid comments about their performance, so for example, they could be assessors or workplace supervisors.

Learners shouldn't produce written witness statements for witnesses to sign.

Witness statements:

- Must describe what they witnessed the learner doing
- Can be written or verbal accounts of the learner's performance
- Don't have to be written by the witness – they may be recorded by the assessor after discussion with the witness and confirmed as accurate by the witness
- Can be used to directly support work or as evidence of work based on confidential or sensitive sources e.g. data protection
- Shouldn't contain a list of skills
- Shouldn't be used as evidence of achievement for a whole unit.

Where a witness provides a written statement, they should include the following:

- The learner's name
- The date, time and venue of the activity
- A description of the activities performed by the learner
- The date the statement was written
- A description of their relationship to the learner
- The witness' signature and job title
- The witness' contact details, e.g. telephone number.

Authentication

As a teacher or an assessor, you must be confident the work you mark is the learner's own. This doesn't mean you must supervise a learner throughout the completion of all work but you must use enough supervision or introduce enough checks to make sure the learner's work is authentic.

Wherever possible, you should discuss work-in-progress with learners. This will not only make sure work is being done in a planned and timely manner but will also provide opportunities for you to check authenticity of the work and provide general feedback.

Learners mustn't plagiarise. This is the submission of another's work as their own and/or copying from a published text and failing to acknowledge the source correctly.

Learners may refer to and use quotes from published works. However the work they produce must be in their own words. Plagiarism is considered to be malpractice and could lead to the learner being disqualified. Of course, sometimes it occurs innocently when learners don't know they must reference or acknowledge their sources.

It's therefore important to make sure your learners understand:

- That the work they submit must be their own
- They may refer to research, quotations or evidence but they must list their sources.
- The meaning of plagiarism and what penalties may be applied.

If learners work in groups or with others, for example, in undertaking research, their own contribution must be clearly identified as part of any task outcomes.

While there are no restrictions on how many times your learner can resubmit evidence, it's up to you, as the assessor, to make sure the details of any feedback and guidance are clearly recorded.

Please note: You must confirm to us that the evidence produced by learners is authentic. You do this by signing the evidence booklet or the Submission Cover Sheet. The assignments are available on [Interchange](#).

Submitting claims

There are no specific deadlines for making claims; however, we do ask you to only make claims when you're confident the requirements for the unit have been met.

There are two methods available for the submission of work for Digital Employability, by post or electronically:

Submitting work by post

1. Print and/or save work

- i. Print out and/or save to a DVD, CD or memory stick* all candidate work, **including any you may have previously added to MAPS but not submitted.**
- ii. If you're saving work on a DVD, CD or memory stick, make sure the folder structure clearly shows candidate and unit details.

*We are unable to return DVDs, CDs or memory sticks to centres.

2. Make your claim

- i. Log in to [Interchange](#) and make and submit your claim in the normal way.
- ii. When you submit your claim, either print a copy and post to the moderator with your candidate work, or save it as a PDF and add it to your DVD, CD or memory stick.

3. Post the work to your moderator

- i. To find your moderator address details on [Interchange](#), log in and hover over 'Centre information' in the left-hand menu.
- ii. Click 'Examiner/moderator'.

- iii. Enter the qualification information and a list of the moderators will be produced.
- iv. Click on the ‘magnifying glass’ for each qualification to view the address details.
- v. Complete a submission cover sheet for each candidate.
- vi. Pack and post the work to your moderator, making sure you obtain proof of postage.

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

- A printout of the full claim from Interchange
- A mark sheet for each unit which you can download from Interchange
- A submission cover sheet for each learner which you can download from our qualification page
- All relevant evidence.

You should:

- Clarify any assessment queries with us before submitting claims for centre-assessed work
- Make sure work for each claim is packaged separately.

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

You should **not** submit:

- Centre-assessed units to the moderator unless you are satisfied that the learner has met all the necessary criteria for an award of the unit
- Evidence in folders or plastic pockets
- Work for more than one claim in the same package.

You must not use the moderation process to obtain a second opinion on assessment decisions.

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

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

Please note we:

- **Cannot take responsibility for any work lost in transit**
- **Will not return originals or copies of portfolios and they'll be destroyed after six months.**

Submitting work electronically

Candidate work can be emailed to your moderator. Contact the Customer Support Centre on 01223 553998 and we will provide your moderator email address.

1. See [submitting candidate work by email](#) for instructions and further guidance on submitting work electronically.
2. Log in to [Interchange](#) and make your claim in the normal way (see above).
3. Make sure the subject of your email to your moderator includes centre number, entry code and claim number.
4. Attach your file and email to your moderator.

7 About external moderation

Submit your learner work to your allocated OCR moderator who will moderate your centre assessment decisions to make sure standards are being met. They'll do this through systematic sampling, and the assessment decisions of each centre assessor submitting work will be sampled.

How the sampling process works

If we identify any errors in your assessment decisions, we then check that decision against all your learners. This system is well established as a highly accurate method of moderation. If, however, we find substantial errors in your assessment, the accuracy of the sampling procedure may become questionable. If so, we extend the sample and will potentially moderate all the evidence in the claim.

We apply a sanction where the work submitted doesn't meet the required standards. Any units that haven't met the standards will be withdrawn.

The moderator will complete a centre feedback report for the claim; you'll be able to look at this on Interchange, unless the whole claim is withdrawn. If our moderator has withdrawn the whole claim rather than just individual learners, we'll send you the report directly (not through Interchange). If your centre assessment is satisfactory, we'll arrange for certification.

If a moderator can't process a unit because some work is missing, it hasn't been claimed on Interchange or the documentation is incorrect, we'll send a Centre Request Letter to your centre. Please provide the information as soon as you receive this letter so moderation can take place. If you don't respond promptly, we may withdraw 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, you'll need to make a new claim when you re-submit the evidence. **Please note we won't return originals or copies of learners' work. It will be kept for six months for quality assurance purposes or for reference in case of a results enquiry. After this time, the evidence 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 learner work to the address we provide. If you have any queries about the units or assessment, please email or call our Customer Support Centre.

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 that 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 aim of the report is to be a constructive and is an essential part of the standardisation process. This process is designed to make sure there is consistent assessment nationally. The report will detail any changes to the results awarded by your centre, giving reasons and providing examples where appropriate. If your centre assessment is satisfactory, we'll make arrangements for certification.

Where you've submitted several claims for the same scheme code, on the same day, a single report may cover all claims.

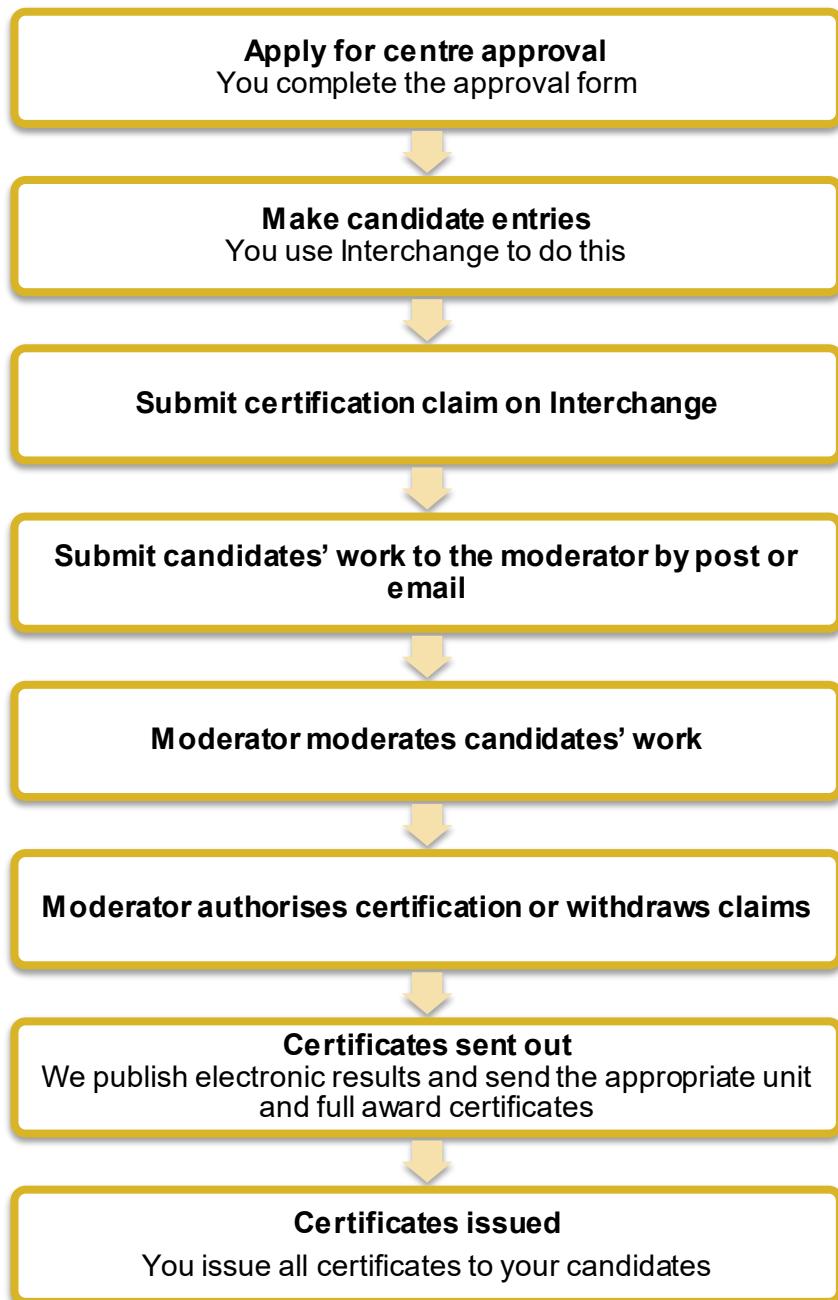
8 What do I need to know about admin, entries and certificates?

For information on how to administer these qualifications please follow the link to OCR's Administration area, www.ocr.org.uk/administration/.

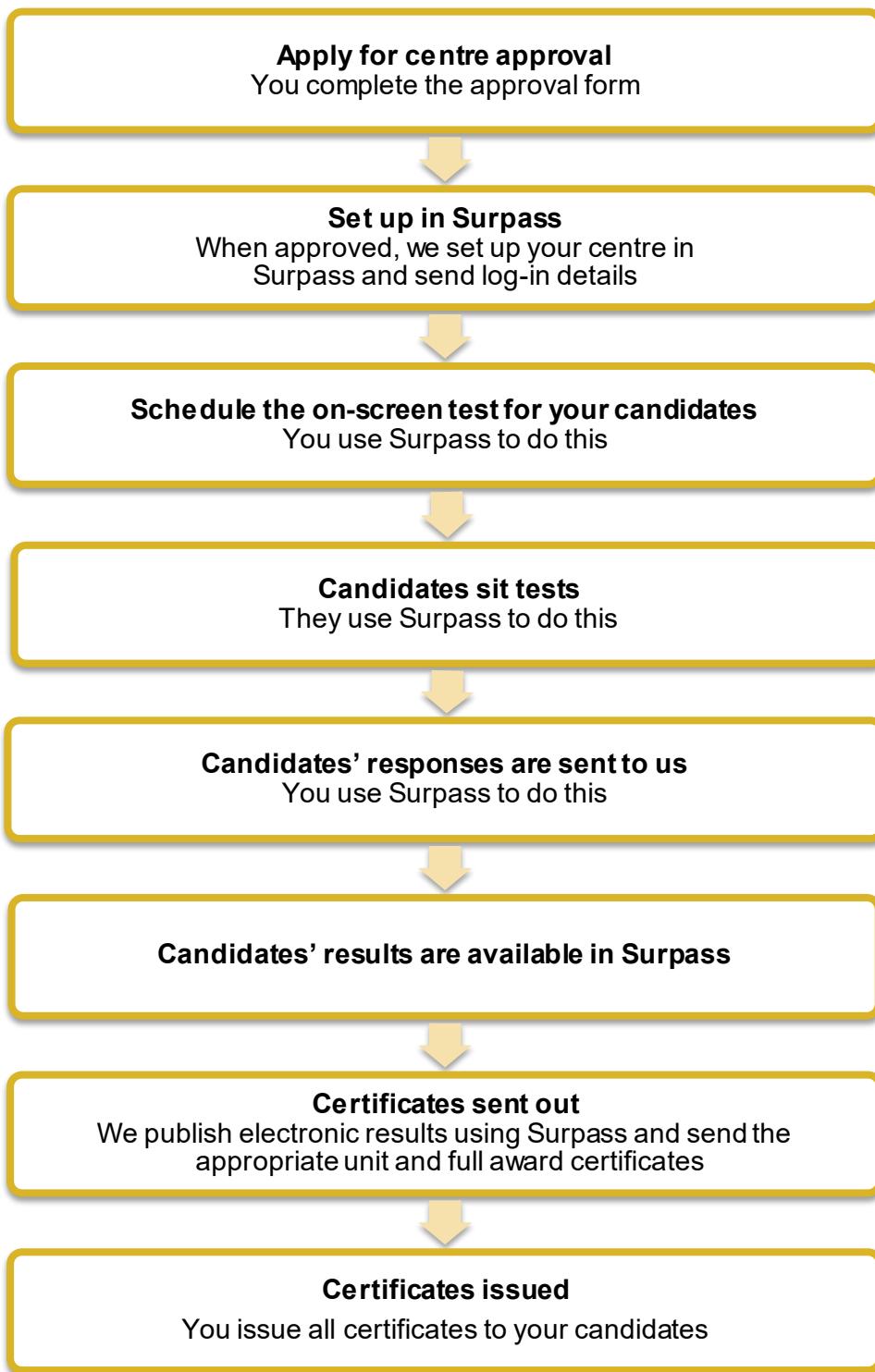
You'll find all the details about how the qualifications run, what you need to do and when. It covers everything from becoming an OCR centre, to making entries, claiming certificates, special arrangements and contacting us for advice.

This flow chart provides an at-a-glance guide to the administration process for the qualifications.

Overview of process for units or qualifications moderated by post or email



Overview of process for Entry Level 3 Unit 1 on-screen tested unit



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, email or call our Customer Support Centre.

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

Entry method for the on-screen test

The Entry Level 3 Unit 1 is the mandatory unit for the qualifications at Entry Level 3 and Level 1. The unit is assessed through an on-screen test that we set and mark.

There is no need to pre-register candidates for these qualifications. As soon as your centre is approved to deliver the qualifications, you'll be set up on Surpass and can register candidates in minutes on the administration website.

We'll send you instructions on how to access Surpass and your login details.

As soon as your centre is approved and set up on Surpass, you can register candidates there.

For full information about administering on-screen tests, submitting candidate tests and general examination arrangements, please go to the on-screen tests area of our website <https://ocr.org.uk/administration/other-vocational-qualifications/assessment/on-screen-tests/>.

Choosing an entry method for the moderated units

With the exception of the Entry Level 3 Unit 1 which is tested all the other units are moderated.

You must make entries on Interchange – our secure extranet facility. For full details of the process see [Making entries for vocational qualifications via Interchange](#).

Your candidates should be entered for the full award (qualification) or individual units; they shouldn't be entered for both.

Options for candidate entry:

Full award entry – Where candidates are planning 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 doesn't complete the full award, the remaining units can't be transferred to another candidate. 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 isn't sure whether they're planning 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, which means 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 creates more flexibility in the administration, it means there's more of it to do later in the process, as you still have to provide the specific candidate information.

Your centre must have made an entry for a qualification or a unit for us to provide the appropriate assessment material and your OCR moderator's details.

Entry codes

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

OCR entry code	Assessment model	Title	Qualification Number
05807	Each level has one mandatory unit. Learners use an Evidence Booklet which is centre-assessed and moderated by OCR	OCR Entry Level Award in Digital Employability (Entry 1)	601/6295/8
05808		OCR Entry Level Award in Digital Employability (Entry 2)	601/6296/X
05809	Unit 1 is an on-screen test and mandatory.	OCR Entry Level Award in Digital Employability (Entry 3)	601/6297/1
05810	Units 2 to 7 are optional units assessed using OCR set assignments which are centre marked and moderated by OCR	OCR Level 1 Award in Digital Employability	601/6298/3

You'll find the units and any supporting documentation for these qualifications on our [website](#).

Unique Learner Numbers (ULN)

This is a personal ten-digit number, which is used to ensure learner achievement information can be provided to their Personal Learning Record (PLR). ULNs are provided and administered by the Learning Records Service (LRS).

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.

Candidates that claim certification for publically funded qualifications must have a valid ULN.

Where a learner has a ULN, you must enter their ten digit number in the ULN field when making entries via Interchange. For learners 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.

For more information, and to generate a ULN, please refer to the [Learning Records Service](#).

Certificates

Candidates who achieve the full qualification will receive:

- A unit certificate listing the unit or units achieved 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 don't meet the requirements for a full qualification will receive a certificate listing the units they've achieved.

When will the certificates be issued?

We'll issue certificates directly to your centre for successful candidates. So that these are automatically issued, you must make sure our candidate number is **always** used where a candidate has already achieved one or more units. See the [Administration area](#) of our website for full details.

Find out how to make online claims for qualifications in the step-by-step guide [Making online claims for vocational qualifications](#).

How to make certificate claims

Use OCR Interchange to make your claims. For full details of the process, see [Making online claims for vocational qualifications](#).

You must send the work to the examiner/examiner-moderator within 24 hours of the claim being made on Interchange.

If candidates achieve the qualifications/units, we'll issue certificates 21 working days after you submit your candidate work to the examiner moderator.

How do I request replacement certificates?

For details on replacement certificates see the Administration area of our website.

How to make enquiries about results

Find out how in the Administration area of our website.

9 Contacting us

Feedback and enquiries

We aim to provide consistently great customer service and your feedback is invaluable in helping us to achieve our goal. For questions about our qualifications, products and services, please contact the [Customer Support Centre](#). To leave your feedback on the OCR website, people and processes please use our [feedback form](#).

Write to: Customer Support Centre
OCR
Progress House
Westwood Way
Coventry
CV4 8JQ

Telephone: 01223 553998
Email: support@ocr.org.uk

Alternatively, you could visit OCR's website at <https://www.ocr.org.uk/> for further information about OCR qualifications.

Complaints

We are committed to providing a high quality service but understand that sometimes things can go wrong. We welcome your comments and want to resolve your complaint as efficiently as possible. To make a complaint please follow the process set out on our [website](#).

10 Qualification summary sheets

OCR Entry Level Award in Digital Employability (Entry 1)

OCR entry code	05807	Qualification Number (QN)	601/6295/8			
Approved age group	Pre-16	16-18	18+	19+		
	Yes	Yes	Yes	Yes		
Guided Learning Hours (GLH)	60	Total Qualification Time (TQT)	60			
This qualification is suitable for	<ul style="list-style-type: none"> • Learners studying in preparation for employment • Learners who are studying for career development and are already in employment • Learners wishing to gain an Entry Level qualification to support further study in this or any other subject area 					
Entry requirements	<p>There are no formal entry requirements for this qualification.</p>					
Qualification structure and requirements	<p>This is a single unit qualification. Learners need to achieve the mandatory unit to achieve the full qualification. See Section 3 of the centre handbook for details of how the qualifications in this suite are structured.</p>					
Assessment model	<p>This qualification is pass/fail. Learners complete an Evidence Booklet which is internally assessed by your assessors and quality assurance personnel (e.g. teachers, tutors) and externally moderated by us. The methods of moderation available are:</p> <ul style="list-style-type: none"> • by post • by email. 					

OCR Entry Level Award in Digital Employability (Entry 2)

OCR entry code	05808	Qualification Number (QN)		601/6296/X		
Approved age group	Pre-16	16-18	18+	19+		
	Yes	Yes	Yes	Yes		
Guided Learning Hours (GLH)	60	Total Qualification Time (TQT)		60		
This qualification is suitable for	<ul style="list-style-type: none"> • Learners studying in preparation for employment • Learners who are studying for career development and are already in employment • Learners wishing to gain an Entry Level qualification to support further study in this or any other subject area 					
Entry requirements	<p>There are no formal entry requirements for this qualification.</p>					
Qualification structure and requirements	<p>This is a single unit qualification.</p> <p>Learners need to achieve the mandatory unit to achieve the full qualification.</p> <p>See Section 3 of the centre handbook for details of how the qualifications in this suite are structured.</p>					
Assessment model	<p>This qualification is pass/fail.</p> <p>Learners complete an Evidence Booklet which is internally assessed by your assessors and quality assurance personnel (e.g. teachers, tutors) and externally moderated by us.</p> <p>The methods of moderation available are:</p> <ul style="list-style-type: none"> • by post • by email. 					

OCR Entry Level Award in Digital Employability (Entry 3)

OCR entry code	05809	Qualification Number (QN)		601/6297/1		
Approved age group	Pre-16	16-18	18+	19+		
	Yes	Yes	Yes	Yes		
Guided Learning Hours (GLH)	60	Total Qualification Time (TQT)		60		
This qualification is suitable for	<ul style="list-style-type: none"> • Learners studying in preparation for employment • Learners who are studying for career development and are already in employment • Learners wishing to gain an Entry Level qualification to support further study in this or any other subject area. 					
Entry requirements	<p>There are no formal entry requirements for this qualification.</p>					
Qualification structure and requirements	<p>This qualification has a mandatory unit and optional units. Learners need to achieve the mandatory unit and three optional units to achieve the full qualification. See Section 3 of the centre handbook for details of how the qualifications in this suite are structured.</p>					
Assessment model	<p>This qualification is pass/fail. Unit 1 is an on-screen test. Units 2 to 7 are assessed using OCR set assignments, marked by your assessors and quality assurance personnel (e.g. teachers, tutors) and externally moderated by us. The methods of moderation available are:</p> <ul style="list-style-type: none"> • by post • by email. 					

OCR Level 1 Award in Digital Employability

OCR entry code	05810	Qualification Number (QN)		601/6298/3		
Approved age group	Pre-16	16-18	18+	19+		
	Yes	Yes	Yes	Yes		
Guided Learning Hours (GLH)	70	Total Qualification Time (TQT)		77		
This qualification is suitable for	<ul style="list-style-type: none"> • Learners studying in preparation for employment • Learners who are studying for career development and are already in employment • Learners wishing to gain a Level 1 qualification to support further study in this or any other subject area. 					
Entry requirements	<p>There are no formal entry requirements for this qualification.</p>					
Qualification structure and requirements	<p>This qualification has a mandatory unit and optional units. Learners need to achieve the mandatory unit and four optional units to achieve the full qualification.</p> <p>See Section 3 of the centre handbook for details of how the qualifications in this suite are structured.</p>					
Assessment model	<p>This qualification is pass/fail.</p> <p>Unit 1 is an on-screen test.</p> <p>Units 2 to 7 are assessed using OCR set assignments, marked by your assessors and quality assurance personnel (e.g. teachers, tutors) and externally moderated by us.</p> <p>The methods of moderation available are:</p> <ul style="list-style-type: none"> • by post • by email. 					

www.ocr.org.uk

OCR Customer Support Centre

Call our customer support centre on
Telephone 01223 553998

Email support@ocr.org.uk

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