Vocational Qualifications

ITQ Levels 1-3 in IT User Skills - 03991-03999
ITQ Level 2 Extended Certificate in IT User Skills - 13995

Moderators' report 2022/2023

About this Moderators' report

This report on the 2022/23 assessments aims to highlight:

- areas where students were more successful

- main areas where students may need additional support and some reflection

- points of advice for future assessments.

It is intended to be constructive and informative and to promote better understanding of the specification content, of the operation of the scheme of assessment and of the application of assessment criteria.

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Overview

OCR have decided to withdraw the ITQ qualifications. The final date for entries will be **31 December 2023**. The final certification date for levels 1 and 2 will be **31 December 2024** and for level 3 **31 December 2025**. Please refer to the ITQ withdrawal notice. It is important centres enter any candidates before 31 December if they will be claiming certification after this date.

ITQ qualifications were launched in 2009 and were designed to be flexible and used in work places and in centres, they relaced NVQs and CLAiT/CLAiT Plus qualifications. ITQ has a broad range of units and can also include credit from other sector qualifications, making it possible for centres to develop programmes that will suit the needs of all types of learners. OCR has built a versatile ITQ assessment model that offers a range of assessment options, including the ability to use OCR CLAiT/CLAiT Plus as 100% evidence towards ITQ, the use of centre-set assignments, real work options and vendor units from Microsoft, Adobe and CompTIA. Very rarely now do candidates use sector specific units, or vendor units or the OCR set assignments.

ITQ has been a very popular qualification and now entries are coming to an end many centres are no longer offering ITQ. Those centres that are still offering ITQ are mainly using the CLAiT/CLAiT Plus assessments with some using centre based assessments. There are very few using real work evidence. Most submitted claims are for the Level 1 and 2 qualification suites.

The ITQ webpages were updated last year with new updated centre handbooks and CLAiT and CLAiT Plus marking handbooks. There are also new examples of mandatory units, centre assignments, real work and CLAiT/CLAiT Plus assignments showing good practice and moderators' comments.

Level 1 CLAiT 2005-2006 Set A and B, Level 2 CLAiT Plus 2005-2006 Set A and B have been withdrawn as live assessments for ITQ – candidates should complete 2006-2010 assignments now as live assessments. Most centres are aware of this and using the correct assessments.

The WebWise assessments continue to be available on Interchange, but as the WebWise course resources were withdrawn by the BBC, resource links can now be found on the OCR ITQ webpage.

If centres have an assessment query about any of the ITQ units including units where CLAiT assessments are submitted for evidence they can contact support@ocr.org.uk. The frequency of these queries has decreased over the past 12 months with very few queries in the last year.

Further guidance is available for centres on the OCR ITQ web page.

General comments

Centres can submit work electronically or using hard copy. Those using electronic evidence should ensure the evidence is accessible to the moderator. When using real work or centre based assessments they should check they have met the evidence requirements on the OCR checklist as well as the criteria and that the work is well referenced and marked. Those submitting hard copies should ensure work is marked and packaged securely. For more information on submitting work see ITQ tutor handbook. Most centres submit work following the guidance and timely.

Level 1 and Level 2

Candidates generally perform well and complete the CLAiT/CLAiT Plus assignments to required standards. The evidence review form for the mandatory units at Level 1 and 2 are often completed well with sufficient detail and a vocational application. Occasionally they are very brief and contain errors even though it clearly states on the form 'N.B. To ensure the quality of the grammar, punctuation and spelling can be assessed effectively, candidates may wish to complete their answers in a separate word processed document to grammar and spell check before copying and pasting into this form. Please send the final accurate submission of this form, to the Examiner-moderator, with the evidence being reviewed.'
So occasionally units are withdrawn when they do not meet the criteria. Candidates can then amend the evidence review form and resubmit.

Most candidates complete software units e.g. Units 18 or 19 Database Software, Units 30 or 31 Desktop Publishing, Units 33 and 39 or 34 Email and Internet, Units 59 or 60 Presentation software, Units 69 or 70 Spreadsheet software and Units 77 or 78 Wordprocessing using CLAiT or CLAiT Plus assignments and these are usually marked well by assessors. Occasionally there are additional accuracy errors or critical errors that are missed by assessors which can lead to feedback on the NQF6 centre feedback report and could also lead to withdrawn units. Candidates then have to complete a different CLAiT/CLAiT Plus assignment and can then resubmit. Where centres have had feedback and units withdrawn, most are able to apply feedback, however a few centre assessors do not appear to apply the feedback and on occasion OCR will contact the centre to provide further advice and support. It is important that these feedback reports are read by the centre and shared with all assessors.

Level 3

Very few candidates have completed level 3 this year. Candidates typically use centre based 'work' assignments which are usually to a high standard and meet criteria well. The mandatory unit is usually a written description which is well completed.

Comments on individual units

Centres should refer to the ITQ website and the CLAiT and CLAiT Plus tutor marking scheme which provides guidance when marking assignments. Assessors should mark all the errors and use the tutor handbook as guidance. There are a couple of tasks on assessments for which there is extra guidance on the ITQ website, Unit 81 and 31 as the software updates may mean candidates cannot complete parts of these assessments as expected. There are tutor examples of units at all levels including CLAiT/CLAiT Plus, Mandatory units and real work tasks on the OCR website which show good practice evidence and marking. Centres should refer to these to support their own assessments and assessors.

Sector update

The IT industry is one of the fastest-growing industries in the UK and it is at the heart of our economy. According to Comptia.org over 1.9 million people are employed by the tech sector, yet there remains a shortage of skilled IT engineers and IT technicians. According to Microsoft, there will be an additional three million tech jobs in the UK by 2025 but there is concern that the UK do not have the functional ICT skills to meet this demand.

The UK Government have introduced free digital skills courses for candidates over 19 [Free qualifications for adults with low digital skills - GOV.UK (www.gov.uk)](). The statutory digital entitlement, introduced on 1 August 2020, provides free study for adults with low digital skills on our new essential digital skills qualification offer.

The new [national standards for essential digital skills]() replaced the national ICT standards. The new standards set out the full range of essential digital skills that adults need to fully participate in life, to undertake most jobs, and to engage in further study and are divided into essential digital skills and digital functional skills.

The Government also removed funding approval from the following qualifications in the Education and Skills Funding Agency (ESFA) funded qualification offers for adults:

- all entry level and level 1 ICT User and related qualifications that are not Essential Digital Skills Qualifications (EDSQs) – from 1 August 2021
- all level 2 ICT User and related qualifications which do not offer entry into a specific level 2 job role – from 1 August 2022
- all level 2 ICT FSQs – from 1 August 2022
- all entry level and level 1 ICT Functional Skills Qualifications (FSQs) – from 1 August 2023.

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Whether you already offer OCR qualifications, are new to OCR or are thinking about switching, you can request more information using our Expression of Interest form.

Please get in touch if you want to discuss the accessibility of resources we offer to support you in delivering our qualifications.