

OCR LEVEL 1/2/3 AWARD/CERTIFICATE/DIPLOMA IN IT USER SKILLS (ITQ)

(03991, 03992, 03993, 03994, 03995, 13995, 03996,
03997, 03998, 03999)

ITQ Apprenticeships (13996, 13999)

FREQUENTLY ASKED QUESTIONS (FAQs)

These FAQs will be updated on a regular basis to reflect the questions being asked by centres.

Centres should ensure that staff involved in the delivery of these qualifications have access to the OCR ITQ Centre Handbook and related documentation, which are updated regularly and available on the

OCR ITQ web pages www.ocr.org.uk/itq

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1. What are the scheme codes and titles for ITQ?

The scheme codes, titles and qualification numbers for the OCR ITQ Qualifications are:

OCR Entry code	Qualification Title	Qualification Number
03991	OCR Level 1 ITQ Award in IT User Skills	500/6684/5
03992	OCR Level 1 ITQ Certificate in IT User Skills	500/6683/3
03993	OCR Level 1 ITQ Diploma in IT User Skills	500/6742/4
03994	OCR Level 2 ITQ Award in IT User Skills	500/6685/7
03995	OCR Level 2 ITQ Certificate in IT User Skills	500/6743/6
13995	OCR Level 2 Extended Certificate in IT User Skills *	600/1062/9
03996	OCR Level 2 ITQ Diploma in IT User Skills	500/6744/8
03997	OCR Level 3 ITQ Award in IT User Skills	500/6588/9
03998	OCR Level 3 ITQ Certificate in IT User Skills	500/6758/8
03999	OCR Level 3 ITQ Diploma in IT User Skills	500/6757/6
13996	OCR Level 2 Diploma in IT User Skills (Apprenticeship only)	600/1955/4
13999	OCR Level 3 Diploma in IT User Skills (Apprenticeship only)	600/1958/X

These are listed on the Ofqual Register of Regulated Qualifications <https://register.ofqual.gov.uk/>.

2. Is ITQ the only IT route that OCR offers?

Along with ITQ we offer a range of IT qualifications including:

- [Cambridge Technical qualifications in IT at Level 2 and 3](#)
- [Cambridge Nationals in ICT](#)
- [Cambridge National in Information Technologies](#)
- [Digital Employability qualifications at Entry Level \(Entry1, 2, 3\) and Level 1](#)
- [Using ICT Award at Entry Level 3.](#)

3. Does OCR still offer the CLAiT suite?

No. However, the Level 1 and Level 2 CLAiT units have been mapped against the ITQ units and centres can continue to use the CLAiT assessments to provide evidence towards ITQ optional units. OCR-set Level 1 and Level 2 CLAiT assignments for use with ITQ are free to download from the OCR Interchange site.

4. What qualification does the assessor have to hold to teach ITQ?

To ensure the quality of assessment decisions, it is expected that assessors have the necessary IT skills and experience to assess the units at the level they are making judgements on, for example, they may be able to demonstrate this by holding an ITQ qualification at Level 3. Centres must maintain a current register of Curriculum Vitae (CVs), including reference to continuing professional development.

Assessors are NOT required to hold assessor qualifications e.g. A1.

5. How do I enter candidates for ITQ?

Entries are processed electronically through OCR Interchange. You may purchase unit entries or full qualification entries. There is no minimum purchase required.

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

6. How does full qualification entry work for ITQ?

As the centre can vary the amount of units that it will claim depending on the Unit credit value, we will accept any amount of units as long as the total credit value is not too far over the required amount for that Award/Certificate/ Diploma.

As an example, if the centre enters for the Level 2 ITQ Certificate, they will need 16 Credits, however, may find that they have submitted units to the value of 18 credits.

7. What are the financial implications of purchasing individual units separately as opposed to purchasing the full qualification at one time?

It is more expensive. Centres can buy full qualifications and then claim one unit at a time for the candidate. The centre would need to know that the candidate was going to complete, as unused units are not refundable e.g. if a centre buys a Diploma and the candidate only gets enough credits for a Certificate, the centre will not be refunded the difference in price.

For the latest fees see <https://www.ocr.org.uk/administration/stage-1-preparation/fees-lists/>

8. What do centres receive on ITQ entry; do we receive any paperwork or confirmation of these entries?

There is no confirmation, although the centre will receive an invoice.

Centres will not receive anything through the post having purchased electronic entries for any qualification within the ITQ suite.

All documents, including the Candidate Submission Cover Sheets for completion for each candidate's evidence submitted (regardless on the number of units), are available for download from the OCR ITQ web page.

Claims are also made via Interchange and therefore no paper work is sent out to you.

9. We are a high-security prison and do not have access to the internet. If the iTQ administration and documentation are electronic, will we be unable to access it?

All entries and claims must be completed electronically and all supporting documentation is available electronically. Your centre will require at least one member of staff who has access to the OCR website and Interchange in order to offer ITQ.

10. Who can I contact about unit evidence or specific assessment queries?

OCR has an extensive support network. Detailed information on who to contact can be found in the 'Contacting us' section of the ITQ Centre Handbook. For assessment queries about any of the ITQ units or CLAiT papers contact vocational.qualifications@ocr.org.uk. Please indicate which ITQ unit or CLAiT paper your query relates to e.g. Level 1/05-06B. :

11. What does a candidate need to complete in order to claim the ITQ Mandatory Unit?

For either Level 1 or Level 2, candidates need to complete an Evidence Review Form. There are four options on the form and the candidate needs to choose one option to allow them to answer all sections of the form.

For Level 3, candidates must produce evidence according to the assessment criteria on the ITQ Unit 3 Evidence Checklist.

12. Can a CV and cover letter be used to evidence ITQ Unit 1 if it meets the required criteria? We have lots of unemployed learners and this may help them.

Potentially yes, if they are able to provide evidence for the rest of the requirements on the Evidence Review Form for the mandatory unit.

13. Option 1 on the Evidence Review Form for the Mandatory Unit asks for 'real work'. Our candidates are unemployed, so what types of evidence can we use as real work?

This list of possible types of evidence is not exhaustive and the evidence would have to meet the criteria for the Mandatory Unit:

- Looking for jobs (e.g. CVs, job applications, job search, interview preparation, business plans)
- Hobbies (e.g. membership databases, posters and websites)
- Household tasks (e.g. budgets, paying bills online, finding car insurance, etc.)
- Voluntary work (e.g. letters, fundraising promotions, budgets and newsletters)
- From other areas of learning (e.g. internet research for a hairdressing assignment, reports/dissertations and presentations)

14. Can candidates using CLAiT assignments submit any unit for the Mandatory Unit 'Improving Productivity using IT'; or is it Word Processing only?

Candidates can submit any unit, please view the Evidence Record Form examples on the OCR website for the 'Improving Productivity using IT' Level 1 and Level 2 Mandatory Unit(s).

However, they must complete an Evidence Review Form (ERF) for the mandatory unit at Level 1 or Level 2 and submit this with the marked CLAiT paper that has been reviewed.

15. Some of my candidates' spelling is very poor, will this affect their achievement?

If candidates are using OCR-set CLAiT assignments for ITQ then spelling, grammar and punctuation are reflected in the assessment criteria.

For other types of evidence, we expect that the quality of spelling, grammar and punctuation will be assessed, within units, as being fit for purpose in the workplace.

The OCR ITQ qualifications aim to provide a nationally recognised standard in the use of IT which is consistent and fits the needs of employers.

16. Do the assignments have to be done under exam conditions?

OCR-set CLAiT assignments must be carried out under the CLAiT criteria guidelines.

Centres may apply their own criteria to any ITQ assignments they set themselves. They must, however, meet all the ITQ assessment criteria detailed in the ITQ Evidence Checklists.

17. Can signposting to work-based evidence be used, if so, how can the Examiner-moderator 'check' the document if it is not sent to them?

The ITQ Examiner-moderator needs evidence of all work, however, this can include some observations and expert witness statements for pieces of evidence that are confidential. This should be done by referencing the evidence on the ITQ Evidence Checklist(s), downloadable from the OCR ITQ webpage.

However, evidence cannot be 100% observations and/or witness statements. The ITQ Examiner-moderator must see some candidate evidence.

18. What is the recommended format for evidence if a centre uses observation and oral questioning?

If centres want to use observation and oral questioning, then the recommended format for evidence would be video, MP3 and .WAV files. Other forms of evidence would be considered.

19. We have created locally devised assignments for the ITQ qualifications; can OCR review these to ensure that all required aspects are covered?

Unfortunately, this is not possible.

20. I am told that units from New CLAiT/CLAiT Plus have been mapped to ITQ Level 1 and Level 2 units – is this correct?

Yes. Where candidates use OCR-set CLAiT assignments as evidence to achieve units within ITQ they DO NOT NEED to submit evidence checklists. However, they must complete an Evidence Review Form (ERF) for the mandatory unit at Level 1 or Level 2 and submit this with the marked CLAiT paper that has been reviewed.

Please refer to the section 'Using CLAiT assignments' in the [ITQ Centre Handbook](#).

21. Where are the Level 1 and Level 2 CLAiT Marking Handbooks and sample assignments on the website? Are the live assignments available on the website too?

The CLAiT Handbooks and assignments have been updated for use with ITQ. Whilst the assignment tasks remain the same, the front cover and the handbooks have been updated, to incorporate the Additional Guidance Notes, to support the use of evidence for ITQ.

Level 1 and Level 2 CLAiT Assessment Marking Handbooks and Sample assignments can be found on the ITQ webpages www.ocr.org.uk/itq under the heading 'Support Materials'.

The OCR-set CLAiT Level 1 and Level 2 live assignments are free to download from OCR Interchange.

22. How do I submit CLAiT units as evidence for ITQ?

If submitting Level 1 and/or Level 2 CLAiT units as evidence for ITQ optional units, you would mark them according to CLAiT criteria; however, submit these to your nominated ITQ Examiner-moderator using the ITQ unit number. Do not submit failed attempts.

23. Does New CLAiT Unit 8 Online Communication count as 5 credits towards the ITQ Level 1 Award?

Yes, New CLAiT Unit 8 'Online Communication' can be counted towards ITQ Unit 33 'Using email' (2 credits) and ITQ Unit 39 'Using the Internet' (3 credits).

24. Can I split the assignment tasks within Level 1 New CLAiT Unit 8 Online Communication so the candidate only achieves the 'Using email' unit?

No. The Level 1 CLAiT Unit 8 'Online Communication' cannot be part-completed to claim ITQ Unit 33.

Successful completion of all of Level 1 CLAiT Unit 8 'Online Communication' can be used as evidence to claim ITQ Unit 33 'Using email' (2 credits) or ITQ Unit 39 'Using the Internet' (3 credits) or both units can be claimed.

25. Can a candidate complete live CLAiT exams for some Level 1 or Level 2 units but evidence other units with real work to achieve an ITQ qualification?

Yes they can, however, live OCR-set CLAiT exams must be taken under controlled conditions.

26. Is it still possible to use CLAiT Sample/Practice papers as evidence, or do candidates need to sit the real paper?

Sample/practice papers cannot be submitted as evidence unless they are being used as a basis for the Evidence Review Form for the Mandatory Units at Level 1 or Level 2.

27. How many worked copies do we need to submit and when? (we are using the CLAiT units as evidence for ITQ)

Please view 'Tutor Worked Copies' in the 'Assessment and Moderation' section of the ITQ Centre Handbook.

28. Are there other qualifications which can contribute to ITQ?

There are exemptions. Exemptions are based on certificated achievement outside the qualification, which is judged to be of equal value to a unit or units of credit in the ITQ qualifications.

This means a candidate is exempt from the requirement to achieve credit for one or more units. Only candidate achievement in the last 5 years will be accepted as evidence towards these qualifications.

Please see the ITQ centre handbook for more information of contributing qualifications and how to claim them.

29. What is a sector specific unit?

An example of a Sector Specific Unit (SSU) is a unit, which has credit, from another sector such as Retail, Customer Service or Administration. However, for example at Level 1, even if the unit chosen has 4, 5 or 6 credits attached to it, you can only use a maximum of 3 credits – see further detail below:

*A (credit bearing) regulated **unit from another sector** may be included (sector specific unit or SSU), with the following constraints. The SSU may only contribute a **limited number of credit points** (e.g. for a Level 1 Certificate, no more than 3 credits, for Level 2; the maximum is 4 credits; and Level 3, the maximum is 5 credits). The SSU may be **at any level**, however, the credit value of the SSU **does not count** towards the requirement for half the optional unit credits to be at the same level as the qualification.*

30. At what point is an Examiner-moderator allocated?

Once you have purchased at least one entry for an ITQ scheme code, you will be advised of your ITQ Examiner-moderator's postal address and their OCR mailbox address.

You will be allocated the same ITQ Examiner-moderator for all scheme codes within the ITQ suite.

Please note that OCR Examiner-moderators are not empowered to enter into direct contact with centres. In no circumstances must centres attempt to contact their Examiner-moderator in any way other than through posting or emailing candidate work to the address provided to them by OCR.

31. Is a sample of work chosen or does all the work have to be sent to the ITQ Examiner-moderator?

ALL the work needs to be sent to the ITQ Examiner-moderator.

32. How often can work be sent to the ITQ Examiner-moderator?

Completed units can be claimed as and when you choose. The work must be sent to the ITQ Examiner-moderator within 24 hours of making the certification claim on Interchange.

Any work submitted should include the **centre number, scheme code and claim number**, as indicated on Interchange. If posting, these details should be on the front of the package. If emailing, the subject heading should contain this information.

Each email should only contain the evidence of one claim number. 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.

Please view the ITQ Centre Handbook for full details of submitting for certification.

33. Can we submit work for one unit at a time?

Yes – please see the ITQ Centre Handbook for details of submissions.

34. Can we use our own centre documentation, for example, candidate feedback form, when submitting ITQ units to the Examiner-moderator?

You can use your own candidate feedback form, however, you must use the OCR Evidence Checklists and Evidence Review Forms.

35. How can we trace the progress of the batch of work submitted, do we get a batch number from e-claims?

When a centre claims a unit(s) on Interchange, a 5-digit claim number is generated. Once the candidate(s) work has been reviewed by the ITQ Examiner-moderator, an 8-digit reference number is generated and the status changes from submitted to processed.

36. How do we access the report from our OCR Examiner-moderator?

Reports can be accessed on Interchange from the centre information menu.

Please note, if a claim has been fully withdrawn by the OCR Examiner-moderator, it cannot be uploaded onto Interchange. A hard copy of the report will be sent to your Examinations Officer.

37. Does an Evidence Checklist have to be produced for every unit?

Yes, for every unit where evidence is being submitted, except, if an OCR-set CLAiT Level 1 or Level 2 assignment is being used, then the Evidence Checklist is not required.

For the Mandatory Units 1 and 2, an Evidence Checklist is NOT required. The Evidence Review Form must be completed and submitted with candidate evidence.

38. If work is now submitted electronically, how do we evidence that the papers have been marked?

Please refer to the 'Electronic Submissions' section in the ITQ Centre Handbook.

39. To achieve a unit, can any piece of work which meets the criteria on the Evidence Checklist be submitted e.g. a centre prepared task?

Yes it can.

40. One of my candidates has failed a unit, can they resit the same unit?

If OCR-set CLAiT Level 1 or Level 2 assignments are used as evidence, the candidate must sit a completely different paper and claim the unit again. If they sat the unit using CBA, the candidate must sit a different test.

If centre-set assignments or real work are used as evidence, the candidate can re-work the evidence to bring it up to standard, however, the unit must be claimed again and a new Evidence Checklist and a Candidate Submission Cover Sheet must be completed.

If a candidate consistently requires multiple attempts to reach the standard, centres should provide a new piece of work as the final submission in order to ensure that the correct standard can be met.

In ALL cases, the work is **not** returned to the centre – the centre must keep copies of original work and re-submit the **whole** unit again, not just the section that was incorrect or missing.

41. Do candidates have to get the right amount of credits to claim an ITQ qualification or can they go over?

As an example, if the centre registers for the Level 2 ITQ Certificate, they will need 16 Credits, however, may find that they have submitted units to the value of 18 credits.

The centre can vary the amount of units that it will claim depending on the Unit credit value, we will accept any amount of units as long as the total credit value is not too far over the required amount for that Award/Certificate/ Diploma.

42. Will centres get a hard copy handbook?

No. The ITQ Handbook is available on the ITQ webpages to read or download.

43. How will we know about any changes to ITQ or documentation requirements?

Centres must regularly check the ITQ webpages for updates/

44. Can we use the assessment resources on Interchange as evidence for ITQ?

Yes. The assessments on Interchange are available for OCR approved centres. There are 4 separate assessments and the individual scorecards can be used as 100% evidence for each of the following ITQ units:

Unit	OCR Unit number and title	ITQ Credit value
Using email	Unit 33 – Using email	2
Using the internet	Unit 39 – Using the internet	3
Using Mobiles	Unit 45 – Using mobile IT devices	2
Keeping safe online	Unit 91 – Internet safety for IT users	3

See the OCR website for more information <https://www.ocr.org.uk/Images/177112-resource-links.pdf>

- a. **A candidate has achieved the ‘Using email’ unit, does this mean I can claim all four OCR ITQ units 33, 39, 45 and 91?**

No, if a candidate has achieved ‘Using email’ unit, you can only claim ITQ Unit 33 ‘Using email’.

- b. **Does a candidate have to achieve all 4 units before claiming the ITQ units?**

No, these tests are independent of each other. Candidates can complete one, two, three and/or four of the units. Each unit can be claimed at any time as long as the candidate has scored 100% on each.

- c. **If a candidate achieves 100% in 3 of the 4 areas can this be used as evidence towards all 4 ITQ units?**

No, you can claim the three units towards ITQ where the candidate has achieved 100%. The candidate would have to achieve 100% in the fourth area to achieve the fourth ITQ unit.

- d. **On completion of a unit, how do we claim a certificate from OCR?**

Please view the notice on the OCR website for details about the evidence required to claim an OCR ITQ unit certificate/qualification using the Assessment Resources on Interchange: <https://www.ocr.org.uk/Images/72857-assessment-resources-faqs-2019.pdf>

45. What are the scheme codes and titles for ITQ Apprenticeship Diplomas?

The scheme codes, titles and qualification numbers of the OCR ITQ Qualifications for use with Apprenticeships only are:

OCR Entry code	Qualification Title	Qualification Number
13996	OCR Level 2 Diploma in IT User Skills (for use with the Level 2 Apprenticeship)	600/1955/4
13999	OCR Level 3 Diploma in IT User Skills (for use with the Level 3 Apprenticeship)	600/1958/X

Please note these qualifications have different scheme codes, mandatory units and rules of combination from the Level 2 and Level 3 Diplomas (03996 and 03999) and are for use with the Level 2 and Level 3 Apprenticeships only.

Please view the separate [ITQ Apprenticeships webpage](#).

46. What are the mandatory units for ITQ Apprenticeship Diplomas?

These Diplomas have exactly the same number of credits as the current Diplomas, but there are **three** mandatory units:

1. **Improving Productivity using IT** - worth 4 credits at Level 2 and 5 credits at Level 3
2. **Understanding the Potential of IT** - a knowledge based unit worth 8 credits at each level
3. **Developing Personal and Team Effectiveness using IT** - half knowledge, half competence worth 4 credits at each level.

These mandatory units will only be allowed to be used with these two scheme codes (13996 and 13999).

47. Will the words 'ITQ Apprenticeship' appear on the certificates?

No. Please note that the titles on the Certificates are:

OCR Level 2 Diploma in IT User Skills (ITQ)

OCR Level 3 Diploma in IT User Skills (ITQ) which are exactly the same as the current Diplomas (03996 and 03999).

The difference is when entering scheme codes – 13996 for Level 2 and 13999 Level 3. These access the mandatory units for the ITQ Apprenticeship Diplomas. Our centre documentation shows 'for use with Apprenticeships' to differentiate.

48. Are there barred combinations within the ITQ Apprenticeship Diplomas?

Yes. Units with the same title at different levels cannot be combined in these qualifications e.g. only one of Audio Software units 4, 5 or 6.

Also, as ICT Functional Skills are now part of the ITQ Application Specialist Apprenticeship, the three Fundamentals units at Levels and 2 are barred combinations.

Please view the '[Centre Handbook – Level 2 and Level 3 Apprenticeships](#)' for full details of barred combinations, equivalencies and exemptions.