



openawards

Open Awards Level 2 Award, Certificate and Diploma in IT User Skills (RQF)

Award (600/5640/X)

Certificate (600/5670/8)

Diploma (600/5642/3)



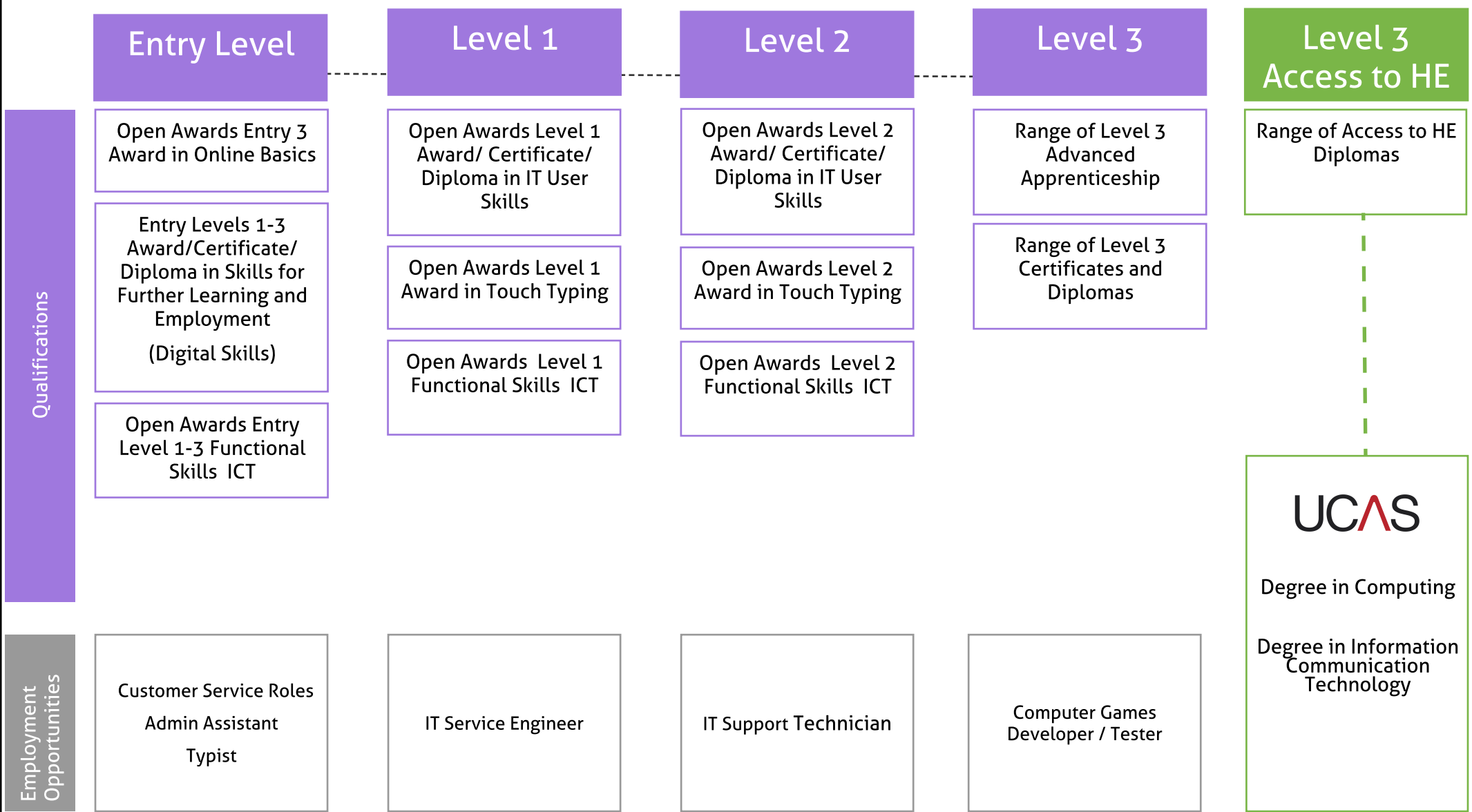
QUALIFICATION GUIDE

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Pathways to Employment

IT User Skills



About the Qualification

Title	Open Awards Level 2 Award in IT User Skills (RQF) Open Awards Level 2 Certificate in IT User Skills (RQF) Open Awards Level 2 Diploma in IT User Skills (RQF)
Qualification Codes	Award: 600/5640/x Certificate: 600/5670/8 Diploma: 600/5642/3
Sector	6.2 ICT for Users
Level	Two
Funding	Please click here for more information
Pricing Information	Please click here for more information
Review Date	31/08/2019

Ofqual Purpose	Prepare for further learning and/or training and/or develop knowledge and/or skills in a subject area
Ofqual Sub-Purpose	Prepare for further learning or training

Rules of Combination	
Award	
Credit Value of the Qualification:	10 credits
Minimum Credits to be achieved at the Level of the Qualification:	A minimum of 7 credits to be achieved at level 2
Mandatory Units:	There are no mandatory units
Group A:	A minimum of 10 credits to be achieved – (units with the same title at different levels are barred)
Certificate	
Credit Value of the Qualification:	16 credits
Minimum Credits to be achieved at the Level of the Qualification:	A minimum of 10 credits to be achieved at level 2
Mandatory Units:	4 credits to be achieved
Optional Group B:	A minimum of 12 credits to be achieved – (units with the same title at different levels are barred)
Diploma	
Credit Value of the Qualification:	38 credits
Minimum Credits to be achieved at the Level of the Qualification:	A minimum of 21 credits to be achieved at level 2
Mandatory Units:	16 credits to be achieved
Optional Group B:	A minimum of 22 credits to be achieved – (units with the same title at different levels are barred)

Total Qualification Time/Guided Learning	
Award	
Total Qualification Time (hours)	100
Guided Learning (hours)	70
Certificate	
Total Qualification Time (hours)	160
Guided Learning (hours)	115
Diploma	
Total Qualification Time (hours)	380
Guided Learning (hours)	270

Age Range and Restrictions:	
Pre -16	✓
16 – 18	✓
19+	✓
Any other restrictions specific to the qualification(s)	None

Any specified entry requirements
<p>There are no age restrictions for working towards this qualification and no specific prior achievements required.</p> <p>Your tutor or teacher should complete an assessment of your English language skills to ensure you are able to complete this requirement and put in place an action plan to support you were required or discuss reasonable adjustments.</p>

Recommended Assessment Method
<p>The recommended assessment method is a Portfolio of evidence.</p> <p>Candidates must provide sufficient evidence that they have the required knowledge, skills and understanding of the assessment criteria and that it is their own work. Types of evidence could include:</p> <ul style="list-style-type: none"> a) Observation of performance b) Questioning (written or oral) c) Practical Activities d) Photographs/videos e) Personal statements f) Project work g) Witness testimonies h) Group discussion i) Recognition of Prior Learning <p>Assessment practices must reflect <u>the Equality and Diversity Policy</u> of Open Awards. Reasonable adjustments may be required for individual learners to enable them to undertake assessments fairly.</p> <p>Please see our <u>Access to Fair Assessment Policy</u>, which includes our Reasonable Adjustments</p>

guidance, for applying for Access to Fair Assessment .

Related Qualifications

Open Awards Level 1 Award in IT User Skills (RQF)
Open Awards Level 1 Certificate in IT User Skills (RQF)
Open Awards Level 1 Diploma in IT User Skills (RQF)

Purpose Statement



Open Awards Level 2 Award, Certificate and Diploma in IT User Skills (RQF)

The primary purpose of this qualification is to recognise development of employability skills and/or knowledge. The practical nature of the units will introduce you to specific IT-related skills which can be learnt anew or used to build upon existing knowledge and competencies. Ultimately this qualification serves to build learner confidence and provide learning opportunities which are stimulating and engaging.



Who is it for?

- Learners who may be using computers in their work, study, home or community.
- Learners who want to develop their skills and knowledge to meet the demands of a changing workplace.



What does this qualification cover?

To achieve the Award, you will need to complete 9 credits and commit to 90 hours of learning. To achieve the Certificate, you will need to complete 13 credits and commit to 130 hours of learning. To achieve the Diploma, you will need to complete 37 credits and commit to 370 hours of learning.

For the Award, this is no mandatory unit. For the Certificate and the Diploma, you will be required to complete the following unit in order to achieve the qualification in full:

- Improving Productivity Using IT

You will then have a choice of units from a range of Optional Unit Groups all of which cover different types of IT skills. They range from Level 1 to Level 3 so you can ensure you are learning at the correct level and developing on knowledge already acquired previously. Examples of units include:

- Multimedia Software
- Presentation Software
- IT Security for Users
- Using Collaborative Technologies



What are the Entry Requirements?

This qualification is suitable for learners aged 11+
There are no other restrictions on learner entry and no specific prior achievements required.

What are the Progression Opportunities?

The Open Awards Level 2 Award, Certificate and Diploma been specifically developed to enable progression to further learning and/or employment. The qualification is flexible as such that it allows for specific development of skills v be evidenced using a wide range of assessment methods.

You have the opportunity to combine this qualification with other Open Awards vocational qualifications to enable sector specific learning combined with IT including for example:

- Level 2 Award/Certificate/Diploma in Skills for Further Learning and Employment (RQF)

You may also choose to progress onto an **Apprenticeship**.

An Apprenticeship is a practical programme designed to support progression into sustainable employment and includes:

- Paid employment
- Work related training
- Maths/English



What are the Assessment Methods?

You will be required to complete a portfolio of evidence to achieve this qualification. Types of evidence included in your portfolio could include:

- Questions/answers
- Worksheets
- Recorded discussions with your tutor
- Screenshots



Who supports this qualification?

This qualification has been reviewed and is in line with the standards of The Chartered Institute for IT.

Qualification Units

Level 2 IT User Skills Units – Award

A/506/3214	Audio Software	2	Level One
R/615/5200	Audio Software	3	Level Two
M/616/0789	Audio Software	4	Level Three
F/615/8531	Bespoke Software	2	Level One
D/616/0786	Bespoke Software	3	Level Two
A/616/0830	Bespoke Software	4	Level Three
F/616/0747	Computerised Accounting Software	2	Level One
T/506/3471	Computerised Accounting Software	3	Level Two
F/616/0831	Computerised Accounting Software	5	Level Three
D/616/0769	Data Management Software	2	Level One
D/615/9735	Data Management Software	3	Level Two
F/616/1008	Data Management Software	4	Level Three
M/615/8640	Database Software	3	Level One
R/616/1093	Database Software	4	Level Two
L/616/0833	Database Software	6	Level Three
F/616/0764	Design Software	3	Level One
J/506/3474	Design Software	4	Level Two
R/616/0834	Design Software	5	Level Three
K/506/3211	Desktop Publishing Software	3	Level One
D/506/3416	Desktop Publishing Software	4	Level Two
D/616/0836	Desktop Publishing Software	5	Level Three
F/616/1090	Drawing and Planning Software	2	Level One
M/506/3422	Drawing and Planning Software	3	Level Two
K/616/0998	Drawing and Planning Software	4	Level Three
H/615/8117	Imaging Software	3	Level One
T/506/3423	Imaging Software	4	Level Two
M/616/0839	Imaging Software	5	Level Three
F/506/3232	Improving Productivity Using IT	3	Level One
F/506/3425	Improving Productivity Using IT	4	Level Two
H/616/0840	Improving Productivity Using IT	5	Level Three
A/506/3200	IT Communication Fundamentals	2	Level One
J/506/3426	IT Communication Fundamentals	2	Level Two
J/616/1026	IT Security for Users	1	Level One
J/616/0832	IT Security for Users	2	Level Two
K/616/0841	IT Security for Users	3	Level Three
H/506/3188	IT Software Fundamentals	3	Level One
Y/506/3429	IT Software Fundamentals	3	Level Two
L/616/0766	Multimedia Software	3	Level One
F/615/9856	Multimedia Software	4	Level Two
M/616/0842	Multimedia Software	6	Level Three
F/506/3215	Optimise IT System Performance	2	Level One
F/506/3375	Optimise IT System Performance	4	Level Two
T/616/0843	Optimise IT System Performance	5	Level Three
J/616/1091	Personal Information Management Software	2	Level One
A/506/3455	Personal Information Management Software	2	Level Two

H/615/8649	Presentation Software	3	Level One
H/615/9736	Presentation Software	4	Level Two
A/616/0844	Presentation Software	6	Level Three
Y/616/0768	Project Management Software	3	Level One
L/506/3377	Project Management Software	4	Level Two
F/616/0845	Project Management Software	5	Level Three
J/506/3216	Set Up an IT System	3	Level One
R/506/3378	Set Up an IT System	4	Level Two
J/616/0846	Set Up an IT System	5	Level Three
H/616/1017	Specialist Software	2	Level One
Y/616/0835	Specialist Software	3	Level Two
Y/616/1015	Specialist Software	4	Level Three
F/615/8674	Spreadsheet Software	3	Level One
H/616/0837	Spreadsheet Software	4	Level Two
L/616/0847	Spreadsheet Software	6	Level Three
M/616/1022	Using Collaborative Technologies	3	Level One
L/506/3380	Using Collaborative Technologies	4	Level Two
Y/616/0981	Using Collaborative Technologies	6	Level Three
T/616/1247	Using Email	2	Level One
F/616/1249	Using Email	3	Level Two
D/616/0982	Using Email	3	Level Three
M/506/3193	Using Mobile IT Devices	2	Level One
Y/616/1094	Using Mobile IT Devices	2	Level Two
Y/615/8678	Using the Internet	3	Level One
Y/506/3382	Using the Internet	4	Level Two
K/616/0984	Using the Internet	5	Level Three
H/616/0773	Website Software	3	Level One
L/616/1013	Website Software	4	Level Two
J/616/1012	Website Software	5	Level Three
K/615/8684	Word Processing Software	3	Level One
J/616/1253	Word Processing Software	4	Level Two
H/616/0997	Word Processing Software	6	Level Three
F/616/1025	IT User Fundamentals	3	Level One
H/506/3370	IT User Fundamentals	3	Level Two

Level 2 IT User Skills Units – Certificate

Mandatory Unit Group A

QAC Code	Unit Name	Credits	Level
F/506/3425	Improving Productivity Using IT	4	Level Two

Optional Unit Group B

QAC Code	Unit Name	Credits	Level
A/506/3214	Audio Software	2	Level One
R/615/5200	Audio Software	3	Level Two
M/616/0789	Audio Software	4	Level Three
F/615/8531	Bespoke Software	2	Level One
D/616/0786	Bespoke Software	3	Level Two
A/616/0830	Bespoke Software	4	Level Three
F/616/0747	Computerised Accounting Software	2	Level One
T/506/3471	Computerised Accounting Software	3	Level Two
F/616/0831	Computerised Accounting Software	5	Level Three
A/506/3200	IT Communication Fundamentals	2	Level One
J/506/3426	IT Communication Fundamentals	2	Level Two
M/616/1022	Using Collaborative Technologies	3	Level One
L/506/3380	Using Collaborative Technologies	4	Level Two
Y/616/0981	Using Collaborative Technologies	6	Level Three
M/615/8640	Database Software	3	Level One
R/616/1093	Database Software	4	Level Two
L/616/0833	Database Software	6	Level Three
D/616/0769	Data Management Software	2	Level One
D/615/9735	Data Management Software	3	Level Two
F/616/1008	Data Management Software	4	Level Three
K/506/3211	Desktop Publishing Software	3	Level One
D/506/3416	Desktop Publishing Software	4	Level Two
D/616/0836	Desktop Publishing Software	5	Level Three
F/616/1090	Drawing and Planning Software	2	Level One
M/506/3422	Drawing and Planning Software	3	Level Two
K/616/0998	Drawing and Planning Software	4	Level Three
F/616/0764	Design Software	3	Level One
J/506/3474	Design Software	4	Level Two
R/616/0834	Design Software	5	Level Three
T/616/1247	Using Email	2	Level One
F/616/1249	Using Email	3	Level Two
D/616/0982	Using Email	3	Level Three
H/615/8117	Imaging Software	3	Level One
T/506/3423	Imaging Software	4	Level Two
M/616/0839	Imaging Software	5	Level Three
Y/615/8678	Using the Internet	3	Level One
Y/506/3382	Using the Internet	4	Level Two
K/616/0984	Using the Internet	5	Level Three
J/616/1026	IT Security for Users	1	Level One
J/616/0832	IT Security for Users	2	Level Two
K/616/0841	IT Security for Users	3	Level Three

H/506/3188	IT Software Fundamentals	3	Level One
Y/506/3429	IT Software Fundamentals	3	Level Two
M/506/3193	Using Mobile IT Devices	2	Level One
Y/616/1094	Using Mobile IT Devices	2	Level Two
L/616/0766	Multimedia Software	3	Level One
F/615/9856	Multimedia Software	4	Level Two
M/616/0842	Multimedia Software	6	Level Three
F/506/3215	Optimise IT System Performance	2	Level One
F/506/3375	Optimise IT System Performance	4	Level Two
T/616/0843	Optimise IT System Performance	5	Level Three
J/616/1091	Personal Information Management Software	2	Level One
A/506/3455	Personal Information Management Software	2	Level Two
H/615/8649	Presentation Software	3	Level One
H/615/9736	Presentation Software	4	Level Two
A/616/0844	Presentation Software	6	Level Three
Y/616/0768	Project Management Software	3	Level One
L/506/3377	Project Management Software	4	Level Two
F/616/0845	Project Management Software	5	Level Three
J/506/3216	Set Up an IT System	3	Level One
R/506/3378	Set Up an IT System	4	Level Two
J/616/0846	Set Up an IT System	5	Level Three
H/616/1017	Specialist Software	2	Level One
Y/616/0835	Specialist Software	3	Level Two
Y/616/1015	Specialist Software	4	Level Three
F/615/8674	Spreadsheet Software	3	Level One
H/616/0837	Spreadsheet Software	4	Level Two
L/616/0847	Spreadsheet Software	6	Level Three
K/615/8684	Word Processing Software	3	Level One
J/616/1253	Word Processing Software	4	Level Two
H/616/0997	Word Processing Software	6	Level Three
H/616/0773	Website Software	3	Level One
L/616/1013	Website Software	4	Level Two
J/616/1012	Website Software	5	Level Three

Level 2 IT User Skills Units – Diploma

Mandatory Unit Group A

QAC Code	Unit Name	Credits	Level
F/506/3425	Improving Productivity Using IT	4	Level Two
D/616/0741	Understanding the Potential of IT	8	Level Two
K/616/0743	Developing Personal and Team Effectiveness using IT	4	Level Two

Optional Unit Group B

QAC Code	Unit Name	Credits	Level
A/506/3214	Audio Software	2	Level One
R/615/5200	Audio Software	3	Level Two
M/616/0789	Audio Software	4	Level Three
F/615/8531	Bespoke Software	2	Level One
D/616/0786	Bespoke Software	3	Level Two
A/616/0830	Bespoke Software	4	Level Three
F/616/0747	Computerised Accounting Software	2	Level One
T/506/3471	Computerised Accounting Software	3	Level Two
F/616/0831	Computerised Accounting Software	5	Level Three
M/615/8640	Database Software	3	Level One
R/616/1093	Database Software	4	Level Two
L/616/0833	Database Software	6	Level Three
F/616/0764	Design Software	3	Level One
J/506/3474	Design Software	4	Level Two
R/616/0834	Design Software	5	Level Three
K/506/3211	Desktop Publishing Software	3	Level One
D/506/3416	Desktop Publishing Software	4	Level Two
D/616/0836	Desktop Publishing Software	5	Level Three
H/615/8117	Imaging Software	3	Level One
T/506/3423	Imaging Software	4	Level Two
M/616/0839	Imaging Software	5	Level Three
A/506/3200	IT Communication Fundamentals	2	Level One
J/506/3426	IT Communication Fundamentals	2	Level Two
J/616/1026	IT Security for Users	1	Level One
J/616/0832	IT Security for Users	2	Level Two
K/616/0841	IT Security for Users	3	Level Three
L/616/0766	Multimedia Software	3	Level One
F/615/9856	Multimedia Software	4	Level Two
M/616/0842	Multimedia Software	6	Level Three
Y/616/0768	Project Management Software	3	Level One
L/506/3377	Project Management Software	4	Level Two
F/616/0845	Project Management Software	5	Level Three
H/616/1017	Specialist Software	2	Level One
Y/616/0835	Specialist Software	3	Level Two
Y/616/1015	Specialist Software	4	Level Three
F/615/8674	Spreadsheet Software	3	Level One
H/616/0837	Spreadsheet Software	4	Level Two
L/616/0847	Spreadsheet Software	6	Level Three

M/616/1022	Using Collaborative Technologies	3	Level One
L/506/3380	Using Collaborative Technologies	4	Level Two
Y/616/0981	Using Collaborative Technologies	6	Level Three
T/616/1247	Using Email	2	Level One
F/616/1249	Using Email	3	Level Two
D/616/0982	Using Email	3	Level Three
M/506/3193	Using Mobile IT Devices	2	Level One
Y/616/1094	Using Mobile IT Devices	2	Level Two
Y/615/8678	Using the Internet	3	Level One
Y/506/3382	Using the Internet	4	Level Two
K/616/0984	Using the Internet	5	Level Three
R/506/3204	Video Software	2	Level One
H/616/1096	Video Software	3	Level Two
T/616/0986	Video Software	3	Level Three
K/615/8684	Word Processing Software	3	Level One
J/616/1253	Word Processing Software	4	Level Two
H/616/0997	Word Processing Software	6	Level Three
J/506/3216	Set Up an IT System	3	Level One
R/506/3378	Set Up an IT System	4	Level Two
J/616/0846	Set Up an IT System	5	Level Three
F/616/1025	IT User Fundamentals	3	Level One
H/506/3370	IT User Fundamentals	3	Level Two
F/616/1090	Drawing and Planning Software	2	Level One
M/506/3422	Drawing and Planning Software	3	Level Two
K/616/0998	Drawing and Planning Software	4	Level Three
D/616/0769	Data Management Software	2	Level One
D/615/9735	Data Management Software	3	Level Two
F/616/1008	Data Management Software	4	Level Three
H/506/3188	IT Software Fundamentals	3	Level One
Y/506/3429	IT Software Fundamentals	3	Level Two
F/506/3215	Optimise IT System Performance	2	Level One
F/506/3375	Optimise IT System Performance	4	Level Two
T/616/0843	Optimise IT System Performance	5	Level Three
J/616/1091	Personal Information Management Software	2	Level One
A/506/3455	Personal Information Management Software	2	Level Two
H/615/8649	Presentation Software	3	Level One
H/615/9736	Presentation Software	4	Level Two
A/616/0844	Presentation Software	6	Level Three
H/616/0773	Website Software	3	Level One
L/616/1013	Website Software	4	Level Two
J/616/1012	Website Software	5	Level Three
L/615/8645	Internet Safety for IT Users	3	Level One
A/506/3195	Using a Computer Keyboard	1	Level One

Delivering this Qualification

Becoming a Centre

To deliver this qualification you must be a recognised Open Awards centre. For more information, [click here](#) or contact the team on 0151 494 2072

Already Recognised? How to Deliver

If you are already a recognised Open Awards centre, you can deliver this qualification by completing a [New Qualification Notification Form](#) via the Open Awards portal. For more information, see the [Centre Handbook](#), or contact the team on 0151 494 2072.

Registering Learners

Once you are ready to deliver this qualification, you will need to register your learners in line with the timescales below:

Short courses (15 weeks or less) within 25 working days of the course start date.

Full year long courses (over 15 weeks) within 60 working days of the course start date.

You will need to register your learners via the Open Awards portal. More information can be found in our [Centre Handbook](#).

Quality Assurance

Delivery of this qualification must be done so in accordance with Ofqual regulatory guidelines and in line with Open Awards' quality assurance processes. Please [see our website](#) for more information.

Centre Staff Requirements

It is expected that centres will have occupationally competent staff with relevant sector experience for their role in the delivery of the units/qualifications being offered.

Centres are responsible for ensuring that their staff are occupationally competent and have access to appropriate training and support. They are also responsible for notifying Open Awards of staff changes.

Assessment

Open Awards units and qualifications have been designed around the principle that the learner will build evidence towards the achievement of the assessment criteria over a period of time.

Each learner is required to build a portfolio of evidence to demonstrate that all the assessment criteria associated with each unit has been met.

Tutors and Assessors need to ensure that all evidence presented in a portfolio is:

Valid: it should be clearly demonstrating the knowledge or skills that are set out in the assessment criteria. It should be clearly the work of the learner.

Reliable: which means that it will in general, produce the same range of responses from learners, as long as they are used in similar circumstances and with similar groups of learners.

Inclusive: so that no individual learner is excluded from the opportunity to show their achievement because of their individual background or experience.

Assessors are required to review and assess all learner evidence and must be satisfied that learners have achieved all learning outcomes and assessment criteria relating to the unit being

assessed prior to deciding the learner has completed the unit. Assessors will also ensure that the evidence produced by the learner is their own work.

Assessors retain records (e.g. Feedback Sheets, Individual Progress Record, Group Progress Record) on behalf of the centre which are made available and used by the centre's internal verifier / AIV and Open Awards Quality Reviewer / External Verifier.

Verification and Standardisation

Verification is the process by which assessment decisions are confirmed. Centres delivering this qualification have a responsibility to conduct internal verification led by a trained internal verifier.

Centre approval compliance monitoring and External verification is carried out by Open Awards Quality Reviewers/External Verifiers who will confirm that the centre is assessing to standard and ensure that there are robust quality assurance systems embedded.

Further guidance on Internal Verification and Training Support for centres can be found on [our website](#)

Centres are required to contribute to national standardisation as requested by Open Awards and also to carry out appropriate internal standardisation. Open Awards offers Standardisation events that are held throughout the year. Such events will also provide an opportunity to identify and share best practice. Up to date details of training and standardisation events can be found on [our website](#)

Internal standardisation involves ensuring that, where there is more than one tutor/assessor delivering Open Awards provision or more than one site, internally set tasks and the outcomes of internal assessment are consistent across the range of courses.

Recognition of Prior Learning and Achievement (RPL)

RPL is a method of assessment (leading to the award of credit) that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they may already possess. RPL enables recognition of achievement from a range of achievements and experiences whether at work, home and at leisure and is acceptable for accrediting a unit, units or a whole qualification. Evidence of learning must be sufficient, reliable and valid.

Credit based qualifications enable learners to avoid duplication of learning and assessment through equivalences or exemptions. It is the responsibility of the centre to inform Open Awards at registration of any exemptions and/or equivalences for which a claim may be made. These claims will be subject to external verification by the Open Awards Quality Reviewer for the centre. For more information, please see our [Recognition of Prior Learning Policy](#).

Health and Safety

Due to the practical requirements of some of the units within this qualification, centres must ensure that appropriate risk assessments are in place for both the activities and individual learners to ensure the learners and staff safety throughout the course. As part of this, centres must ensure that learners and staff have access to appropriate clothing and personal protective equipment (PPE).

Appendices and Links

Appendix Name
Glossary of Terms
Malpractice and Maladministration Policy
Sanctions Policy
Standardisation Policy
Marketing Your Open Awards Course
Centre Handbook
Recognition of Prior Learning Policy and Procedures
Plagiarism Policy
Invoicing Policy
Equality and Diversity Policy
Customer Service Statement
Complaints Policy and Procedures
Enquiries and Appeals Policy and Procedures
Access to Fair Assessment Policy
Report of Suspected Malpractice (M1 Form)

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