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Qualification Guide

Open Awards Level 2 Award in IT User Skills (QCF)

600/5640/X

Open Awards Level 2 Certificate in IT User Skills (QCF)

600/5670/8

Open Awards Level 2 Diploma in IT User Skills (QCF)

600/5642/3

Open Awards
17 De Havilland Drive,
Estuary Commerce Park
Speke
Liverpool
L24 8RN

Tel: **0151 494 2072**

Email: info@openawards.org.uk

Website: www.openawards.org.uk

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Open Awards

Set up in 1981 as OCNNWR and now trading as Open Awards, we have been in business for over 30 years. During that time we have helped thousands of learners get started on the education ladder, return to learning, achieve qualifications to help their careers and progress into University.

We were the first to design qualifications and courses based on credit accumulation so that learners could achieve in "bite sized" chunks. We designed the units and qualifications that are now the basis of the Qualification and Credit Framework (QCF). As pioneers and champions of credit we are the experts in the field and we use this expertise to design new qualifications.

We are more than just another Awarding Organisation. Uniquely, we have deep roots in the education sector as forward thinking organisations, FE Colleges and LAs, created OCNs to promote education and achievement. We have a governance structure, which is drawn from the people who use our services – our providers and centres – so that we can truly say we are "of the sector and for the sector". Our purpose is to meet the needs of our provider organisations and their learners. We are a not for profit organisation and a registered charity and we use our funds to invest in our products and services to support the very organisations that use our products.

Open Awards qualifications are approved by the regulators (England, Northern Ireland and Wales) and are designed to meet the needs of learners and employers. The range of qualifications we offer is designed to meet the aspirations of learners who are seeking a stepping stone to their career, returning to learn or wishing to progress and build their skills and experience. We are constantly adding to our qualification portfolio to ensure that it is fresh and up to date.

Qualification and Credit Framework

The QCF is a framework that awards credit for qualification and unit achievement and aims to present qualifications in a way that is easy to understand and measure. It enables learners to gain qualifications at their own pace.

There are three sizes of qualification in the QCF:

Award	Certificate	Diploma
1 to 12 Credits	13 to 36 Credits	37 Credits and above

For the specific credits related to this suite of qualifications please refer to the Rules of Combination within this guide.

Every unit and qualification in the framework is structured in the following way:
- Unit title
- Level
- Credit value
- Learning outcomes
- Assessment criteria

The credit value of a unit specifies the number of credits that will be awarded to a learner who has achieved the learning outcomes of the unit. The credit value of a unit is based on:
- One credit for those learning outcomes that a learner can achieve in 10 hours of learning.
- Learning time is defined as the time taken by learners at the level of the unit, on average, to complete the learning outcomes of the unit, not only guided learning hours. For example if a unit is worth 3 credits then it will take on average 30 hours for the learner to complete

The terms Award, Certificate and Diploma **do not** describe the qualification levels. It is possible to have an Award at level 4 and a Diploma at level 2.

QCF Level Descriptors

Level 1
Summary
Achievement at Level 1 reflects the ability to use relevant knowledge, skills and procedures to complete routine tasks. It includes responsibility for completing tasks and procedures subject to direction or guidance.
Knowledge and Understanding
Use knowledge of facts, procedures and ideas to complete well-defined, routine tasks.

Be aware of information relevant to the area of study or work.

Application and Action

Complete well-defined routine tasks.

Use relevant skills and procedures.

Select and use relevant information.

Identify whether actions have been effective.

Autonomy and Accountability

Take responsibility for completing tasks and procedures subject to direction or guidance as needed.

Level 2

Summary

Achievement at Level 2 reflects the ability to select and use relevant knowledge, ideas, skills and procedures to complete well-defined tasks and address straightforward problems. It includes taking responsibility for completing tasks and procedures and exercising autonomy and judgment subject to overall direction or guidance.

Knowledge and Understanding

Use understanding of facts, procedures and ideas to complete well-defined tasks and address straightforward problems.

Interpret relevant information and ideas.

Be aware of the types of information that are relevant to the area of study or work.

Application and Action

Complete well-defined, generally routine tasks and address straightforward problems.

Select and use relevant skills and procedures.

Identify, gather and use relevant information to inform actions.

Identify how effective actions have been.

Autonomy and Accountability

Take responsibility for completing tasks and procedures.

Exercise autonomy and judgment subject to overall direction.

Level 3

Summary

Achievement at level 3 reflects the ability to identify and use relevant understanding, methods and skills to complete tasks and address problems that, while well defined, have a measure of complexity. It includes taking responsibility for initiating and completing tasks and procedures as well as exercising autonomy and judgment within limited parameters. It also reflects awareness of different perspectives or approaches within an area of study or work.

Knowledge and Understanding

Use factual, procedural and theoretical understanding to complete tasks and address problems that, while well defined, may be complex and non-routine.

Interpret and evaluate relevant information and ideas.

Be aware of the nature of the area of study or work.

Have awareness of different perspectives or approaches within the area of study or work.

Application and Action

Address problems that, while well defined, may be complex and non-routine.
Identify, select and use appropriate skills, methods and procedures.

Use appropriate investigation to inform actions.

Review how effective methods and actions have been.

Autonomy and Accountability

Take responsibility for initiating and completing tasks and procedures, including, where relevant, responsibility for supervising or guiding others.

Exercise autonomy and judgment within limited parameters.

Further information on the QCF can be found at **http://www.openawards.org.uk**

Title(s) of the Qualification(s) within this Guide

The Qualifications in this guide include:
- Open Awards Level 2 Award in IT User Skills(QCF)
- Open Awards Level 2 Certificate in IT User Skills (QCF)
- Open Awards Level 2 Diploma in IT User Skills (QCF)

Qualification(s) Rationale and Regulatory Purpose

Rationale

The IT User Skills qualifications have been designed for people using technology in various situations: at work; in education; when looking for work; for leisure. They provide up-to-date, nationally recognised IT user qualifications which are tailored to business and individual needs. More than three-quarters (77%) of the UK workforce use IT in their jobs, however, businesses report gaps in the IT skills they need. The qualifications help to fill these gaps by supporting employers' investment in employees' IT skills.

For employers the IT User Skills qualifications develop employees' IT skills and contribute to improved productivity, effectiveness and the capability to participate in the digital economy. The nationally recognised qualifications may be used to assess prospective employees and to exploit IT for innovation, service, competitiveness and meeting business goals.

The IT User Skills qualifications may be studied at school, college or in the workplace. The majority of jobs require IT user skills whether for the use of computers and mobile IT devices or other ICT systems, including those used in engineering, manufacturing and teaching. The qualifications support voluntary and charity work, for example with bookkeeping and fund-raising.

The qualifications are based on National Occupational Standards (NOS) for IT Users 2009. Each unit corresponds to an area of competence in the NOS and each learning outcome corresponds to an element of competence defined in the NOS. Each assessment criteria corresponds to a knowledge statement or performance criteria

Using the qualifications may be used to develop programmes of study for individuals, specific types of learners or to meet employers' needs and may include bespoke software, specialist software or sector specific unit. The qualifications offer clear and flexible progression routes within the suite of qualifications and into employment.

Purpose and Sub-purpose

The Open Awards Level 2 Qualifications in IT User Skills (QCF) have the following:

Purpose:
B. Prepare for further learning or training and/or develop knowledge and/or skills in a subject area

Sub Purpose:
B1. Prepare for further learning or training (for Award and Certificate only)
B2. Develop knowledge and/or skills in a subject area (for Diploma only)

Operational Details

Operational Dates

The Open Awards Level 2 Qualifications in IT User Skills (QCF) are due for review 31-Dec-2018.

Open Awards will notify centres prior to the review to enable a smooth progression from the current version to the new version.

Nationally Recognised Accreditation Number(s)

The suite of Qualifications is accredited by Qfqual and all Qualifications are on the QCF (Qualifications and Credit Framework). The table below outlines the full and official name* of the Qualification with the regulative QAC code.

Qualification Name	QAC Code
Open Awards Level 2 Award in IT User Skills (QCF)	600/5640/X
Open Awards Level 2 Certificate in IT User Skills (QCF)	600/5670/8
Open Awards Level 2 Diploma in IT User Skills (QCF)	600/5642/3

*Qualification names may differ in this guidance to those reflected above, however, when searching the QCF Register use the full official names of the qualification or QAC codes to ensure you obtain the correct information.

Qualification Overview

Who is the Qualification for?

The Open Awards suite of IT User Skills qualifications is aimed at all learners who may be using computers in their work, study, home or community. The qualifications are particularly suitable for those in employment who may be using IT as a significant part of their role or developing new skills to meet the demands of a changing workplace.
For those seeking a return to employment the qualifications may be combined with other vocational qualifications offered by Open Awards.

Full-time students and under 16s:
All the learning and assessment for the units can be undertaken in school or college. Assessment of the units can be linked to work experience or work placement, giving the young person the opportunity to use evidence arising naturally from workplace tasks and activities.
Please note that the Open Awards IT User Skills qualifications are available to learners aged 14 + but do not cover the full programme of study for ICT at Key Stage 4 and would not be sufficient to cover the programme of study in the same way as a GCSE in ICT.

Restrictions on Learner Entry
The minimum age for access to the Open Awards IT User Skills qualifications at both Level 1 and Level 2 is 14 years.

Please note that the Open Awards IT User Skills qualifications are available to learners aged 14 + but do not cover the full programme of study for ICT at Key Stage 4 and would not be sufficient to cover the programme of study in the same way as a GCSE in ICT.

There are no restrictions on learner entry for these qualifications.
Recommended Prior Learning
There is no recommended prior learning for these qualifications.

The Qualifications serve to:

- Engage learners and support progression to further learning and/or employment.
- Provide opportunities in learning which enable learners to realise their potential.
- Build learner confidence and broaden horizons.
- Provide learning opportunities which are stimulating and engaging.

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Benefits to Learners

- The suite of qualification offers flexible learning in a range of sizes - Award, Certificate and Diploma.
- Learners achieve a nationally recognised Qualification.
- Learners develop career, social and personal development skills.
- Units are transferable and may be achieved over a period time.
- A wide range of assessment methods to suit learner needs.

Benefits to Centres

- These QCF qualifications are nationally recognised and accredited by Ofqual and may therefore be eligible for funding in England, Wales and Northern Ireland. See Funding, Fees and Charges in this guide for more information.
- The opportunity to design a programme of study which combines the IT User Skills qualification with Open Awards vocational qualifications.
- A varied range of assessment methods enabling innovative delivery to suit learner needs.
- Clear progression routes for learners.

Progression Opportunities

- The qualifications may be combined with Open Awards vocational qualifications to enable sector specific learning combined with IT and enabling progression into employment in a vast range of sectors.
- Progression to further learning within and outside of the IT sector.
- Progression within employment.

Qualification Structure

Learning Time

The Minimum GLH (Guided Learning Hours) and Recommended Learning Hours for each Qualification is outlined in the table below.

Qualification	Minimum GLH	Learning Hours
Open Awards Level 2 Award in IT User Skills (QCF)	70	100
Open Awards Level 2 Certificate in IT User Skills (QCF)	115	160
Open Awards Level 2 Diploma in IT User Skills (QCF)	270	380

Rules of Combination

To achieve this Open Awards Qualification each learner must fulfil a particular set of Rules of Combination. Each Qualification Rules of Combination and unit requirements are noted below under the relevant headings.

Rules of Combination for the Open Awards Level 2 Award in IT User Skills (QCF)

Credit value of the Qualification:	10 credits
Credits to be achieved at the level of the Qualification:	A minimum of 7 credits to be achieved
Mandatory Unit Group:	There are no Mandatory units
Optional Unit Groups A to Z1:	Minimum of 10 credits to be achieved – only 1 unit allowed from each chosen optional group

Units in the Open Awards Level 2 Award in IT User Skills (QCF)

QAC Code	Unit Name	Level:	Credit Value:
Group A			
K/502/4389	Audio Software	Level One	2
D/502/4390	Audio Software	Level Two	3
H/502/4391	Audio Software	Level Three	4
Group B			
A/502/4395	Bespoke Software	Level One	2
F/502/4396	Bespoke Software	Level Two	3
J/502/4397	Bespoke Software	Level Three	4
Group C			
F/502/4401	Computerised Accounting Software	Level One	2
J/502/4402	Computerised Accounting Software	Level Two	3
L/502/4403	Computerised Accounting Software	Level Three	5
Group D			
Y/502/4291	IT Communication Fundamentals	Level One	2
D/502/4292	IT Communication Fundamentals	Level Two	2
Group E			
A/502/4378	Using Collaborative Technologies	Level One	3
F/502/4379	Using Collaborative Technologies	Level Two	4
T/502/4380	Using Collaborative Technologies	Level Three	6
Group F			
H/502/4553	Database Software	Level One	3
M/502/4555	Database Software	Level Two	4
T/502/4556	Database Software	Level Three	6
Group G			
A/502/4560	Data Management Software	Level Three	4
F/502/4558	Data Management Software	Level One	2
J/502/4559	Data Management Software	Level Two	3
Group H			
Y/502/4565	Desktop Publishing Software	Level One	3

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QAC Code	Unit Name	Level:	Credit Value:
D/502/4566	Desktop Publishing Software	Level Two	4
H/502/4567	Desktop Publishing Software	Level Three	5
Group I			
A/502/4610	Drawing and Planning Software	Level Two	3
J/502/4609	Drawing and Planning Software	Level One	2
F/502/4611	Drawing and Planning Software	Level Three	4
Group J			
M/502/4572	Design Software	Level One	3
T/502/4573	Design Software	Level Two	4
A/502/4574	Design Software	Level Three	5
Group K			
J/502/4299	Using Email	Level One	2
M/502/4300	Using Email	Level Two	3
T/502/4301	Using Email	Level Three	3
Group L			
J/502/4612	Imaging Software	Level One	3
L/502/4613	Imaging Software	Level Two	4
R/502/4614	Imaging Software	Level Three	5
Group M			
T/502/4296	Using the Internet	Level One	3
A/502/4297	Using the Internet	Level Two	4
F/502/4298	Using the Internet	Level Three	5
Group N			
L/502/4157	Improving Productivity Using IT	Level Three	5
T/502/4153	Improving Productivity Using IT	Level One	3
J/502/4156	Improving Productivity Using IT	Level Two	4
Group O			
R/502/4256	IT Security for Users	Level One	1
Y/502/4257	IT Security for Users	Level Two	2
D/502/4258	IT Security for Users	Level Three	3

QAC Code	Unit Name	Level:	Credit Value:
Group P			
H/502/4374	Using Mobile IT Devices	Level One	2
K/502/4375	Using Mobile IT Devices	Level Two	2
Group Q			
Y/502/4615	Multimedia Software	Level One	3
H/502/4617	Multimedia Software	Level Three	6
D/502/4616	Multimedia Software	Level Two	4
Group R			
K/502/4246	Optimise IT System Performance	Level Three	5
D/502/4244	Optimise IT System Performance	Level One	2
H/502/4245	Optimise IT System Performance	Level Two	4
Group S			
Y/502/4369	Personal Information Management Software	Level One	2
L/502/4370	Personal Information Management Software	Level Two	2
Group T			
K/502/4618	Project Management Software	Level One	3
M/502/4619	Project Management Software	Level Two	4
H/502/4620	Project Management Software	Level Three	5
Group U			
T/502/4623	Presentation Software	Level Three	6
K/502/4621	Presentation Software	Level One	3
M/502/4622	Presentation Software	Level Two	4
Group V			
L/502/4384	IT Software Fundamentals	Level One	3
R/502/4385	IT Software Fundamentals	Level Two	3
Group W			
L/502/4210	Set Up an IT System	Level Two	4
R/502/4211	Set Up an IT System	Level Three	5
Y/502/4209	Set Up an IT System	Level One	3

QAC Code	Unit Name	Level:	Credit Value:
Group X			
L/502/4398	[Specialist Software](#)	Level One	2
R/502/4399	[Specialist Software](#)	Level Two	3
A/502/4400	[Specialist Software](#)	Level Three	4
Group Y			
A/502/4624	[Spreadsheet Software](#)	Level One	3
F/502/4625	[Spreadsheet Software](#)	Level Two	4
J/502/4626	[Spreadsheet Software](#)	Level Three	6
Group Z			
L/502/4627	[Word Processing Software](#)	Level One	3
R/502/4628	[Word Processing Software](#)	Level Two	4
Y/502/4629	[Word Processing Software](#)	Level Three	6
Group Z1			
Y/502/4632	[Website Software](#)	Level Three	5
L/502/4630	[Website Software](#)	Level One	3
R/502/4631	[Website Software](#)	Level Two	4

Rules of Combination for the Open Awards Level 2 Certificate in IT User Skills (QCF)

Credit value of the Qualification:	16 credits
Credits to be achieved at the level of the Qualification:	A minimum of 10 credits to be achieved
Mandatory Unit Group:	4 credits to be achieved
Optional Groups B – ZZ2	Minimum of 12 credits to be achieved – only 1 unit from each chosen optional group

Units in the Open Awards Level 2 Certificate in IT User Skills (QCF)

QAC Code	Unit Name	Level:	Credit Value:
Mandatory Unit			
J/502/4156	Improving Productivity Using IT	Level Two	4
Group B			
K/502/4389	Audio Software	Level One	2
D/502/4390	Audio Software	Level Two	3
H/502/4391	Audio Software	Level Three	4
Group C			
A/502/4395	Bespoke Software	Level One	2
F/502/4396	Bespoke Software	Level Two	3
J/502/4397	Bespoke Software	Level Three	4
Group D			
F/502/4401	Computerised Accounting Software	Level One	2
J/502/4402	Computerised Accounting Software	Level Two	3
L/502/4403	Computerised Accounting Software	Level Three	5
Group E			
Y/502/4291	IT Communication Fundamentals	Level One	2
D/502/4292	IT Communication Fundamentals	Level Two	2
Group F			
A/502/4378	Using Collaborative Technologies	Level One	3

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QAC Code	Unit Name	Level:	Credit Value:
F/502/4379	Using Collaborative Technologies	Level Two	4
T/502/4380	Using Collaborative Technologies	Level Three	6
Group G			
H/502/4553	Database Software	Level One	3
M/502/4555	Database Software	Level Two	4
T/502/4556	Database Software	Level Three	6
Group H			
A/502/4560	Data Management Software	Level Three	4
F/502/4558	Data Management Software	Level One	2
J/502/4559	Data Management Software	Level Two	3
Group I			
Y/502/4565	Desktop Publishing Software	Level One	3
D/502/4566	Desktop Publishing Software	Level Two	4
H/502/4567	Desktop Publishing Software	Level Three	5
Group J			
A/502/4610	Drawing and Planning Software	Level Two	3
J/502/4609	Drawing and Planning Software	Level One	2
F/502/4611	Drawing and Planning Software	Level Three	4
Group K			
M/502/4572	Design Software	Level One	3
T/502/4573	Design Software	Level Two	4
A/502/4574	Design Software	Level Three	5
Group L			
J/502/4299	Using Email	Level One	2
M/502/4300	Using Email	Level Two	3
T/502/4301	Using Email	Level Three	3
Group M			
J/502/4612	Imaging Software	Level One	3
L/502/4613	Imaging Software	Level Two	4
R/502/4614	Imaging Software	Level Three	5

QAC Code	Unit Name	Level:	Credit Value:
Group N			
T/502/4296	Using the Internet	Level One	3
A/502/4297	Using the Internet	Level Two	4
F/502/4298	Using the Internet	Level Three	5
Group O			
R/502/4256	IT Security for Users	Level One	1
Y/502/4257	IT Security for Users	Level Two	2
D/502/4258	IT Security for Users	Level Three	3
Group P			
H/502/4374	Using Mobile IT Devices	Level One	2
K/502/4375	Using Mobile IT Devices	Level Two	2
Group Q			
Y/502/4615	Multimedia Software	Level One	3
H/502/4617	Multimedia Software	Level Three	6
D/502/4616	Multimedia Software	Level Two	4
Group R			
K/502/4246	Optimise IT System Performance	Level Three	5
D/502/4244	Optimise IT System Performance	Level One	2
H/502/4245	Optimise IT System Performance	Level Two	4
Group S			
Y/502/4369	Personal Information Management Software	Level One	2
L/502/4370	Personal Information Management Software	Level Two	2
Group T			
K/502/4618	Project Management Software	Level One	3
M/502/4619	Project Management Software	Level Two	4
H/502/4620	Project Management Software	Level Three	5
Group U			
T/502/4623	Presentation Software	Level Three	6
K/502/4621	Presentation Software	Level One	3

QAC Code	Unit Name	Level:	Credit Value:
M/502/4622	Presentation Software	Level Two	4
Group V			
L/502/4384	IT Software Fundamentals	Level One	3
R/502/4385	IT Software Fundamentals	Level Two	3
Group W			
L/502/4210	Set Up an IT System	Level Two	4
R/502/4211	Set Up an IT System	Level Three	5
Y/502/4209	Set Up an IT System	Level One	3
Group X			
L/502/4398	Specialist Software	Level One	2
R/502/4399	Specialist Software	Level Two	3
A/502/4400	Specialist Software	Level Three	4
Group Y			
A/502/4624	Spreadsheet Software	Level One	3
F/502/4625	Spreadsheet Software	Level Two	4
J/502/4626	Spreadsheet Software	Level Three	6
Group Z			
J/502/4206	IT User Fundamentals	Level One	3
L/502/4207	IT User Fundamentals	Level Two	3
Group ZZ1			
L/502/4627	Word Processing Software	Level One	3
R/502/4628	Word Processing Software	Level Two	4
Y/502/4629	Word Processing Software	Level Three	6
Group ZZ2			
Y/502/4632	Website Software	Level Three	5
L/502/4630	Website Software	Level One	3
R/502/4631	Website Software	Level Two	4

Rules of Combination for the Open Awards Level 2 Diploma in IT User Skills (QCF)

Credit value of the Qualification:	38 credits
Credits to be achieved at or above the level of the Qualification:	A minimum of 21 credits to be achieved
Mandatory Unit Group A:	16 credits to be achieved
Optional Unit Groups B and C:	Minimum of 22 credits to be achieved of which a minimum of 5 credits must be taken from Optional Group C

Units in the Open Awards Level 2 Diploma in IT User Skills (QCF)

QAC Code	Unit Name	Level:	Credit Value:
Mandatory Units A			
T/503/0499	Developing Personal and Team Effectiveness Using IT	Level Two	4
J/502/4156	Improving Productivity Using IT	Level Two	4
M/503/0498	Understanding the Potential of IT	Level Two	8
Optional Units B			
K/502/4389	Audio Software	Level One	2
A/502/4395	Bespoke Software	Level One	2
F/502/4401	Computerised Accounting Software	Level One	2
F/502/4558	Data Management Software	Level One	2
H/502/4553	Database Software	Level One	3
M/502/4572	Design Software	Level One	3
Y/502/4565	Desktop Publishing Software	Level One	3
J/502/4609	Drawing and Planning Software	Level One	2
J/502/4612	Imaging Software	Level One	3
T/502/4153	Improving Productivity Using IT	Level One	3
H/502/9154	Internet Safety for IT Users	Level One	3
Y/502/4291	IT Communication Fundamentals	Level One	2
R/502/4256	IT Security for Users	Level One	1

QAC Code	Unit Name	Level:	Credit Value:
L/502/4384	IT Software Fundamentals	Level One	3
J/502/4206	IT User Fundamentals	Level One	3
Y/502/4615	Multimedia Software	Level One	3
D/502/4244	Optimise IT System Performance	Level One	2
Y/502/4369	Personal Information Management Software	Level One	2
K/502/4621	Presentation Software	Level One	3
K/502/4618	Project Management Software	Level One	3
Y/502/4209	Set Up an IT System	Level One	3
L/502/4398	Specialist Software	Level One	2
A/502/4624	Spreadsheet Software	Level One	3
J/502/9311	Using a Computer Keyboard	Level One	1
A/502/4378	Using Collaborative Technologies	Level One	3
J/502/4299	Using Email	Level One	2
H/502/4374	Using Mobile IT Devices	Level One	2
T/502/4296	Using the Internet	Level One	3
K/502/4392	Video Software	Level One	2
L/502/4630	Website Software	Level One	3
L/502/4627	Word Processing Software	Level One	3
Optional Units C			
D/502/4390	Audio Software	Level Two	3
H/502/4391	Audio Software	Level Three	4
F/502/4396	Bespoke Software	Level Two	3
J/502/4397	Bespoke Software	Level Three	4
J/502/4402	Computerised Accounting Software	Level Two	3
L/502/4403	Computerised Accounting Software	Level Three	5
A/502/4560	Data Management Software	Level Three	4
J/502/4559	Data Management Software	Level Two	3
M/502/4555	Database Software	Level Two	4
T/502/4556	Database Software	Level Three	6
T/502/4573	Design Software	Level Two	4
A/502/4574	Design Software	Level Three	5

QAC Code	Unit Name	Level:	Credit Value:
D/502/4566	Desktop Publishing Software	Level Two	4
H/502/4567	Desktop Publishing Software	Level Three	5
A/502/4610	Drawing and Planning Software	Level Two	3
F/502/4611	Drawing and Planning Software	Level Three	4
L/502/4613	Imaging Software	Level Two	4
R/502/4614	Imaging Software	Level Three	5
L/502/4157	Improving Productivity Using IT	Level Three	5
D/502/4292	IT Communication Fundamentals	Level Two	2
Y/502/4257	IT Security for Users	Level Two	2
D/502/4258	IT Security for Users	Level Three	3
R/502/4385	IT Software Fundamentals	Level Two	3
L/502/4207	IT User Fundamentals	Level Two	3
H/502/4617	Multimedia Software	Level Three	6
D/502/4616	Multimedia Software	Level Two	4
K/502/4246	Optimise IT System Performance	Level Three	5
H/502/4245	Optimise IT System Performance	Level Two	4
L/502/4370	Personal Information Management Software	Level Two	2
T/502/4623	Presentation Software	Level Three	6
M/502/4622	Presentation Software	Level Two	4
M/502/4619	Project Management Software	Level Two	4
H/502/4620	Project Management Software	Level Three	5
L/502/4210	Set Up an IT System	Level Two	4
R/502/4211	Set Up an IT System	Level Three	5
R/502/4399	Specialist Software	Level Two	3
A/502/4400	Specialist Software	Level Three	4
F/502/4625	Spreadsheet Software	Level Two	4
J/502/4626	Spreadsheet Software	Level Three	6
F/502/4379	Using Collaborative Technologies	Level Two	4
T/502/4380	Using Collaborative Technologies	Level Three	6
M/502/4300	Using Email	Level Two	3
T/502/4301	Using Email	Level Three	3

QAC Code	Unit Name	Level:	Credit Value:
K/502/4375	Using Mobile IT Devices	Level Two	2
A/502/4297	Using the Internet	Level Two	4
F/502/4298	Using the Internet	Level Three	5
M/502/4393	Video Software	Level Two	3
T/502/4394	Video Software	Level Three	4
Y/502/4632	Website Software	Level Three	5
R/502/4631	Website Software	Level Two	4
R/502/4628	Word Processing Software	Level Two	4
Y/502/4629	Word Processing Software	Level Three	6

Assessment, Verification and Standardisation

Assessment

Assessment practices must reflect the Equality and Diversity Policy of Open Awards. Reasonable Adjustments may be required for individual learners to enable them to undertake assessments fairly. Please see our guidance and the procedures for applying for Reasonable Adjustments. For more information see the **Quality Assurance information on our Website.**

Candidates must provide sufficient evidence against the required knowledge, skills and understanding of the assessment criteria and that the evidence provided is their own work.

Types of evidence:

Portfolio of evidence which may include all or any of the following:

- Observation of performance
- Questioning (written or oral)
- Personal statements
- Assignments or projects
- Witness testimonies
- Simulations (where allowed)
- Professional discussion
- Recognition of prior learning

Assessments are designed by centres. Assessments should be:

Valid;

- They should clearly measure the knowledge or skills that they set out to measure.

Reliable;

- They 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 demonstrate their achievement because of their individual circumstances.

Assessors must be satisfied that learners have achieved all assessment criteria relating to the unit being assessed prior to deciding the learner has completed the unit.

Verification

Verification is the process by which assessment decisions are confirmed.
Centres have a responsibility to conduct internal verification led by a trained internal verifier.
External verification is carried out by Open Awards Quality Reviewers/Open Awards External Verifiers who will confirm that the centre is assessing to standard and ensure that the centre's quality assurance systems continue to meet Open Awards centre recognition criteria.
Further guidance on **Internal Verification** and **Training Support** for centres can be found **on our website.**

Standardisation

Open Awards will undertake a process of standardisation periodically. Centres will be notified of the required sample which will be copied and collected by the Quality Reviewer. Feedback on standardisation will be available to centres. Standardisation will agree standards for each unit, identify exemplars and make recommendations for changes where appropriate. For further information, see our **Standardisation** activities.

Delivering the Qualifications

Recognised Centres

To deliver Open Awards Qualifications you must be an Open Awards Recognised Centre. For more information about becoming a Recognised Centre then please see our **website**.

Notification to Deliver Open Awards Qualifications

If you are an Open Awards Recognised Centre then you will need to alert us that you want to deliver this Qualification. For more information about this process **contact** your Business Development Advisor.

If you are familiar with the process then **proceed to** your Open Awards Secure Portal and complete and submit the New Qualification Notification Form. For help with this see the Administration and Support section of this guide.

Additional Information

Recognition of Prior Learning & Achievement

Recognition of Prior Learning (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 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:

- For achievements within the QCF it is possible to transfer credits (equivalent)
- Learners with certificated achievements outside the QCF can claim exemption from the requirement to achieve credits for designated units.

It is the responsibility of the centre to inform Open Awards at registration of any exemptions and/or equivalencies 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 **View our RPLA Policy**.

Support for Functional Skills

The units within this qualification may provide opportunities for developing skills related to Functional Skills in Mathematics, ICT and English: Reading, Writing and Speaking, Listening and Communication.

Funding, Fees and Charges

Funding

More information about Funding can be found on the **LARA** website.

Please confirm eligibility for funding via the appropriate funding source.

Fees

Please see the Open Awards **Fees and Charges** page for further details.

Administration and Support

Full support is given to all centres along with training for administrators. You can find the Open Awards **Centre Handbook** on our website. You can also view **Training/Events** information on our website.

The Open Awards web site **http://www.openawards.org.uk** is the best source for further information with full listings of our qualifications, news, events, assessment information, policies, and details of our support services. Alternatively our experienced customer service team can be contacted on 0151 494 2072 or via email **enquiries@openawards.org.uk**.

Glossary

Assessment	The process of making judgements about the extent to which a candidate's work meets the assessment criteria for a qualification or unit, or part of a unit.
Assessment Criteria	Assessment criteria describe what a learner should be able to do in order to evidence the learning outcomes.
Authentic	Evidence must be the learner's own work.
Award	A qualification within the QCF which has a value between one and twelve credits.
Certificate	A qualification within the QCF which has a value between thirteen and thirty six credits.
Certification end date	The last date on which a certificate can be issued.
Credit value	All units have a credit value. The minimum credit value that may be determined for a unit is one, and credits can only be awarded in whole numbers. Learners will be awarded credits for the successful completion of whole unit.
D Unit	The original qualification for internal verifiers involved in NVQs: • D34 Internally verify the assessment process If you already have this qualification then you can continue to internally verify as long as you have continued your professional development.
Diversity	Acknowledging that each individual is unique and recognising individual differences, for example, culture, ability, gender, race, religion, wealth, sexual orientation, or any other individual characteristic.
EQA	External Quality Assurance
Equality	Fair treatment for all regardless of differences eg culture, wealth, race, gender, ability, sexual orientation or any other group characteristic.
Evidence	Evidence of a candidate's knowledge, understanding or skill that can be used to make a judgment of achievement against criteria.
Fair	Ensuring that everyone has an equal chance of getting an objective and accurate assessment.
Guided Learning Hours (GLH)	Guided learning hours are defined as all the times when a tutor, trainer or facilitator is present to give specific guidance towards the learning aim being studied on a programme. This definition includes

	lectures, tutorials and supervised study in, for example, open learning centres and learning workshops. It also includes time spent by staff assessing learners' achievements. It does not include time spent by staff in day-to-day marking of assignments or homework where the learner is not present.
Holistic	Holistic assessment is identifying how evidence can relate to and be cross referenced to other units rather than taking a unit by unit approach.
IQA	Internal Quality Assurance
Learning Outcomes	Learning outcomes describe what a learner should know and understand by the end of a unit.
Level	The level at which the qualification is positioned in the Qualifications and Credit Framework (QCF). Levels indicate difficulty and vary from level 1 to level 8.
NVQ	National Vocational Qualification
Operation dates	The first/last dates that learners can be registered for the qualification.
Qualification and Credit Framework (QCF)	The QCF awards credit for qualifications and units (small steps of learning). Each unit has a credit value. This value specifies the number of credits gained by learners who complete that unit. The flexibility of the system allows learners to gain qualifications at their own pace along routes that suit them best.
Reliable	Reliable evidence indicates that the learner can consistently perform at this level. A reliable method of assessment will produce consistent results for different assessors at each assessment.
Simulations	Where simulations are allowed they must replicate working activities in a realistic workplace environment. A realistic working environment is one which replicates what is likely to happen when an individual is carrying out their normal duties and activities.
Sufficient	Enough evidence as specified in Evidence Requirements or Assessment Strategy.
Units of assessment	A unit is defined as a coherent and explicit set of learning outcomes and related assessment criteria with a title, credit value and level. Within the QCF the term 'unit' refers to a unit of assessment.
V Unit	The previous unit required to quality assurance the assessment process: • V1 Conduct internal quality assurance of the assessment process If you already have this qualification then you can continue to quality assure as long as you have continued your professional development.
Valid	Evidence must be relevant to the learning outcome and assessment criteria ie capable of measuring the knowledge or skills in question.

	For example a written test cannot measure a candidate assessor's ability to provide feedback to learners.
Qualifications Accreditation Number (QAN)	Unique reference number given to the qualification by the regulatory authorities on accreditation.