

Qualification Guide

OCNLR Level 2 Qualifications in IT User Skills (ITQ)

OCN London Qualification Guide

OCNLR Level 2 Award in IT User Skills (ITQ)
Qualification No: 600/9338/9

OCNLR Level 2 Certificate in IT User Skills (ITQ)
Qualification No: 600/9339/0

OCNLR Level 2 Diploma in IT User Skills (ITQ)
Qualification No: 600/9340/7

OCN London aims to support learning and widening opportunities by recognising achievement through credit-based courses and qualifications, promoting high standards of excellence and inclusiveness. We are proud of our long-term role and unique history in providing innovative learning solutions for a wide range of learners and particularly those who have not previously benefitted from education.

At the heart of what OCN London offers is:

- a commitment to inclusive credit-based learning;
- the creative use of credit with responsive, demand-led qualification development;
- high quality service and support;
- respect for and encouragement of diversity – in learners and learning approaches, partners and settings;
- the development of people, capacity and resources that will ensure effective business partnerships.

To navigate within this Qualification Guide

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General Information

This qualification guide contains details of everything you need to know about the **OCNLR Level 2 Qualifications in IT User Skills (ITQ)**. It makes reference to the curriculum areas covered and identifies the learners for whom the qualification has been developed. The guide also covers important aspects of assessment and moderation that are particular to the qualification. The guide should be used by all involved in the delivery and assessment of the qualification. The Account Manager for your Centre will provide support and advice on how to seek approval to offer the qualification.

If you are not yet an OCN London Approved Centre but wish to use these qualifications, then please contact us on enquiries@ocnlondon.org.uk for details of the Centre Approval application process.

Qualification Overview

The **OCNLR Level 2 Qualifications in IT User Skills (ITQ)** are aligned to the National Occupational Standards (NOS) for IT users, the nationally recognised standards for IT use.

The qualifications are intended to provide a significant amount of the relevant knowledge, understanding and skills development that underpins occupational competence for IT users.

Since these qualifications were launched, the Department for Education developed [National Standards for Essential Digital Skills](#) which resulted in Entry 3 and Level 1 Awards. Centres should consider using the OCN London E3 or L1 Essential Digital Skills in Everyday Life qualifications, which have entitlement funding status.

The **OCNLR Level 2 Qualifications in IT User Skills (ITQ)** are regulated by Ofqual, the qualifications regulator for England, and are registered on the Regulated Qualifications Framework (RQF). It is not a licence to practise.

Qualification details

This qualification is also available at Level 1 and Level 3.

Level 2 Award in IT User Skills (ITQ)

- Qualification Number: 600/9338/9
- Qualification credit value: 10
- Operational start date: 1st June 2013
- Review date: 31st December 2026
- Total Qualification Time (TQT): 100 hours
- Guided Learning Hours (GLH): 70
- Assessment requirements: internally assessed, internally and externally moderated.

Level 2 Certificate in IT User Skills (ITQ)

- Qualification Number: 600/9339/0
- Qualification credit value: 16
- Operational start date: 1st June 2013
- Review date: 31st December 2026
- Total Qualification Time (TQT): 160 hours
- Guided Learning Hours (GLH): 110
- Assessment requirements: internally assessed, internally and externally moderated

Level 2 Diploma in IT User Skills (ITQ)

- Qualification Number: 600/9340/7
- Qualification credit value: 38
- Operational start date: 1st June 2013

- Review date: 31st December 2026
- Total Qualification Time (TQT): 380 hours
- Guided Learning Hours (GLH): 260
- Assessment requirements: internally assessed, internally and externally moderated

Purpose of the qualifications

The purpose of the **OCNLR Level 2 Qualifications in IT User Skills (ITQ)** is to equip individuals with the IT user skills needed for full participation in employment and society. The suite of IT User Skills qualifications recognises employers' needs for ICT qualifications that reflect real-world skills, and the challenges of workplace learning. IT User Skills units can be used in a range of situations and can be taken by learners from school to college, from training programmes to the workplace.

Who the qualifications are for

The **OCNLR Level 2 Qualifications in IT User Skills (ITQ)** are suitable for all learners who may be using computers in their work, study, home or community.

Entry guidance

These qualifications are suitable for learners of all ages. However, centres must determine the suitability of units when delivering the qualification to learners aged pre-16.

To allow for a 'spiky profile', learners aged 14-16 years will still be able to achieve Level 3 units as part of the **Level 2 qualifications in IT User Skills (ITQ)** and then accumulate these credits towards a **Level 3 qualification in IT User Skills** once they reach 16.

Progression and related qualifications

The **OCNLR qualifications in IT User Skills (ITQ)** enable learners to progress to employment, to further learning opportunities within employment, or to further study. Learners can gain units from a range of environments such as school, workplace or college that are gained in a practical context and contribute to the achievement of a full ITQ qualification using the appropriate Rules of Combination. The use of units from different levels will allow an individual to build on their learning in preparation for moving on to the next level, including higher level qualifications within this suite.

Structure of the qualifications

Rules of combination for achievement

The **OCNLR Level 2 Award in IT User Skills (ITQ) qualification** comprises mandatory and optional units. Learners must achieve 10 credits in total.

- 7 credits must be taken at Level 2

The **OCNLR Level 2 Certificate in IT User Skills (ITQ) qualification** comprises mandatory and optional units. Learners must achieve 16 credits in total.

- 10 credits must be at Level 2, of which, 4 credits must be from the mandatory unit 'Improving Productivity Using IT'

The **OCNLR Level 2 Diploma in IT User Skills (ITQ) qualification** comprises mandatory and optional units. Learners must achieve 38 credits in total.

- 21 credits must be at Level 1, of which, 3 credits must be from the mandatory unit 'Improving Productivity Using IT'
- A maximum of 5 credits may be taken at Level Entry 3

Qualification units

Ofqual Unit Reference Number	OCNLR Unit Code	Unit Title	Level	Credit Value	GLH
Mandatory					
T/502/4153	CN0/1/LQ/001	Improving Productivity Using IT	1	3	20
J/502/4156	CN0/2/LQ/001		2	4	30
L/502/4157	CN0/3/LQ/001		3	5	40
Optional					
K/502/4389	CQ6/1/LQ/001	Audio Software	1	2	15
D/502/4390	CQ6/2/LQ/001		2	3	20
H/502/4391	CQ6/3/LQ/001		3	4	30
A/502/4395	CP4/1/LQ/004	Bespoke Software	1	2	15
F/502/4396	CP4/2/LQ/004		2	3	20
J/502/4397	CP4/3/LQ/001		3	4	30
Y/502/0189	CN1/E3/LQ/001	Computer Basics	E3	1	5
Y/502/0192	CN0/E3/LQ/001	Computer Security and Privacy	E3	1	5

F/502/4401	CP7/1/LQ/001	Computerised Accounting Software	1	2	15
J/502/4402	CP7/2/LQ/001		2	3	20
L/502/4403	CP7/3/LQ/001		3	5	35
J/502/0169	CP2/E3/LQ/001	Database Software	E3	2	15
H/502/4553	CP2/1/LQ/001		1	3	20
M/502/4555	CP2/2/LQ/001		2	4	30
T/502/4556	CP2/3/LQ/001		3	6	45
R/502/2216	CM3/E3/LQ/001	Data Management Software	E3	2	15
F/502/4558	CM3/1/LQ/001		1	2	15
J/502/4559	CM3/2/LQ/001		2	3	20
A/502/4560	CM3/3/LQ/001		3	4	30
L/502/0173	CQ5/E3/LQ/001	Design and Imaging Software	E3	2	15
M/502/4572	CQ5/1/LQ/001	Design Software	1	3	20
T/502/4573	CQ5/2/LQ/001		2	4	30
A/502/4574	CQ5/3/LQ/001		3	5	40
Y/502/0175	CQ2/E3/LQ/001	Desktop Publishing Software	E3	2	15
Y/502/4565	CQ2/1/LQ/001		1	3	20
D/502/4566	CQ2/2/LQ/001		2	4	30
H/502/4567	CQ2/3/LQ/001		3	5	40
D/502/0193	CP5/E3/LQ/001	Digital Lifestyle	E3	1	5
J/502/4609	CQ5/1/LQ/004	Drawing and Planning Software	1	2	15
A/502/4610	CQ5/2/LQ/004		2	3	20
F/502/4611	CQ5/3/LQ/004		3	4	30
J/502/4612	CQ5/1/LQ/002	Imaging Software	1	3	20
L/502/4613	CQ5/2/LQ/002		2	4	30
R/502/4614	CQ5/3/LQ/002		3	5	40
Y/502/4291	CP4/1/LQ/001	IT Communication Fundamentals	1	2	15
D/502/4292	CP4/2/LQ/001		2	2	15
R/502/4256	CP1/1/LQ/001	IT Security for Users	1	1	10
Y/502/4257	CP1/2/LQ/001		2	2	15
D/502/4258	CP1/3/LQ/001		3	3	20

L/502/4384	CP0/1/LQ/001	IT Software Fundamentals	1	3	20
R/502/4385	CP0/2/LQ/001		2	3	20
T/502/0166	CN0/E3/LQ/002	IT User Fundamentals	E3	2	15
J/502/4206	CN0/1/LQ/002		1	3	20
L/502/4207	CN0/2/LQ/002		2	3	20
Y/502/4615	CQ6/1/LQ/002	Multimedia Software	1	3	20
D/502/4616	CQ6/2/LQ/002		2	4	30
H/502/4617	CQ6/3/LQ/002		3	6	45
D/502/4244	CP0/1/LQ/002	Optimise IT System Performance	1	2	15
H/502/4245	CP0/2/LQ/002		2	4	30
K/502/4246	CP0/3/LQ/001		3	5	40
J/502/2214	CX0/E3/LQ/001	Personal Information Management Software	E3	1	10
Y/502/4369	CX0/1/LQ/001		1	2	15
L/502/4370	CX0/2/LQ/001		2	2	15
A/502/0170	CQ5/E3/LQ/002	Presentation Software	E3	2	15
K/502/4621	CQ5/1/LQ/003		1	3	20
M/502/4622	CQ5/2/LQ/003		2	4	30
T/502/4623	CQ5/3/LQ/003		3	6	45
R/502/0191	CN0/E3/LQ/003	Productivity Programmes	E3	1	5
K/502/4618	CP6/1/LQ/002	Project Management Software	1	3	20
Y/502/4209	CP4/1/LQ/003	Set Up an IT System	1	3	20
L/502/4210	CP4/2/LQ/003		2	4	30
R/502/4211	CP4/3/LQ/002		3	5	40
L/502/4398	CP4/1/LQ/002	Specialist Software	1	2	15
R/502/4399	CP4/2/LQ/002		2	3	20
A/502/4400	CP4/3/LQ/003		3	4	30
L/502/2215	CP4/E3/LQ/001	Specialist/Bespoke Software	E3	2	15
F/502/0168	CP3/E3/LQ/001	Spreadsheet Software	E3	2	15
A/502/4624	CP3/1/LQ/001		1	3	20
F/502/4625	CP3/2/LQ/001		2	4	30
J/502/4626	CP3/3/LQ/001		3	6	45

L/502/0190	CR3/E3/LQ/001	The Internet and World Wide Web	E3	1	5
A/502/4378	CP5/1/LQ/001	Using Collaborative Technologies	1	3	20
F/502/4379	CR5/2/LQ/001		2	4	30
T/502/4380	CP5/3/LQ/001		3	6	45
J/502/0172	CR3/E3/LQ/003	Using Email	E3	1	10
J/502/4299	CR3/1/LQ/001		1	2	15
M/502/4300	CR3/2/LQ/001		2	3	20
T/502/4301	CR3/3/LQ/001		3	3	20
D/502/0176	CN4/E3/LQ/001	Using Mobile IT Devices	E3	1	10
H/502/4374	CN4/1/LQ/001		1	2	15
K/502/4375	CN4/2/LQ/001		2	2	15
F/502/0171	CR3/E3/LQ/002	Using the Internet	E3	1	10
T/502/4296	CR3/1/LQ/002		1	3	20
A/502/4297	CR3/2/LQ/002		2	4	30
F/502/4298	CR3/3/LQ/002		3	5	40
K/502/4392	CQ6/1/LQ/003	Video Software	1	2	15
M/502/4393	CQ6/2/LQ/003		2	3	20
T/502/4394	CQ6/3/LQ/003		3	4	30
L/502/4630	CQ0/1/LQ/001	Website Software	1	3	20
R/502/4631	CQ0/2/LQ/001		2	4	30
Y/502/4632	CQ0/3/LQ/001		3	5	40
A/502/0167	CQ1/E3/LQ/001	Word Processing Software	E3	2	15
L/502/4627	CQ1/1/LQ/001		1	3	20
R/502/4628	CQ1/2/LQ/001		2	4	30
Y/502/4629	CQ1/3/LQ/001		3	6	45

Barred combinations

Units with the same title at different levels are barred.

Assessment and Moderation

Assessment process

The assessment process for these qualifications are as follows:

- The learners are assessed through activities that are internally set by tutor assessors;
- The activities must be designed to enable learners to meet the assessment criteria of the unit;
- Learners' portfolios of assessed evidence must be internally moderated at the Centre;
- The portfolios of assessed evidence will be externally moderated by an OCN London External Moderator.

There is no additional external assessment for these qualifications.

Devising assessments

Each unit has a supplementary page with information on the types of assessment activities that can (indicated as 'Optional' or 'O') and/or must (indicated as 'Prescribed' or 'P') be used to assess learners against the unit. Tutor assessors must always refer to this page before devising assessment tasks.

OCN London assessment guidance relevant to the units in these qualifications are in the '[OCNLR Assessment Guidance and Ofqual Level Descriptors](#)' section of this qualification guide. The guidance includes a general description of the activity and the type of evidence that is appropriate. The activity or activities set must enable the learners to meet the standards detailed in the assessment criteria. Please contact OCN London for further guidance on devising appropriate assessments.

Centre devised assessments should be scrutinised by the Internal Moderator before use to ensure that they are fit for purpose. Centre devised assessments will be scrutinised by the External Moderator to ensure reliability and validity of assessment.

Marking assessment activities

Each activity must be marked against the identified assessment criteria in the unit and judged to be either achieved or not achieved.

Assessors need to ensure that the work in a learner's portfolio is:

- Authentic – it is the result of the learner's own performance or activity;
- Sufficient – enabling the assessor to make a consistent and reliable judgement;
- Adequate – appropriate to the level.

Where a series of activities are set, learners must demonstrate the achievement of the required standard identified in the assessment criteria in all activities. All of the assessment criteria in a unit must be met before the unit is deemed achieved.

The unit achievement is not graded. Units are either achieved or not achieved.

Standardisation

Standardisation is a process that promotes consistency in the understanding and application of standards in relation to assessment. It:

- compares assessment judgements from different tutor/assessors;
- promotes consistent judgements by different tutor/assessors;
- identifies good practice in assessment;
- promotes the sharing of good practice in assessment between centre staff.

Standardisation events should be held periodically within centres to ensure consistent and effective assessment practice. Standardisation events may also be held by OCN London and it is a requirement that each Centre offering units from these qualifications must contribute assessment materials and learners' evidence for standardisation, if requested.

OCN London will notify Centres of the required sample for standardisation purposes and assessment materials, learners' evidence and tutor feedback may be collected by External Moderators.

Learners with particular requirements

If learners have particular requirements the Centre should refer to the 'Access to Fair Assessment Policy and Procedure' which can be found on our website at: [Access to Fair Assessment Policy and Procedure](#) and gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty, without compromising the achievement of the assessment criteria.

Requirements for tutor/assessors

To be sufficiently competent

In addition to being qualified to make assessment decisions, each assessor must be capable of carrying out the full requirements within the competency of the units they are assessing. This competence should be maintained annually through clearly demonstrable continuing learning and professional development.

Expert witnesses can be used where they have suitable expertise for specialist areas. The use of expert witnesses should be determined and agreed by the assessor.

To be sufficiently knowledgeable

Each assessor should possess relevant knowledge and understanding of the subject and so be able to make robust and reliable assessment decisions in relation to the subject.

Assessment Guidance and Ofqual Level Descriptors

For OCN London's Assessment Guidance and Ofqual's Level Descriptor relevant to these qualifications, please click on the link below.

[Level 2 Assessment Guidance and Ofqual's Level Descriptors](#)



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