

Level 2 Diploma for IT Users (7266-02/52)

Qualification handbook

500/1864/4 (7266-02)

500/1861/9 (7266-52)

www.cityandguilds.com
February 2010
Version 2.0



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1 About this document

This document contains the information that centres need to offer the following diploma

Level 2 Diploma for IT Users (7266-02/52)

QCA accreditation number	500/1864/4 (7266-02)
	500/1861/9 (7266-52)

This document includes details and guidance on:

- centre resource requirements
- candidate entry requirements
- information about links with, and progression to, other qualifications
- qualification standards and specifications
- assessment requirements

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2 About the qualification

2.1 Aim of the qualification

This qualification was developed to keep pace with the fast changing information technology sector and for candidates who

- do not have access to an N/SVQ
- wish for career progression within the Information and Communication Technology (ICT) industry
- wish to develop the skills learnt from NVQs and other qualifications
- require evidence towards the underpinning knowledge of the N/SVQ.

Accreditation details

This qualification is accredited by the Qualifications and Curriculum Authority at Level 2 of the NQF.

For further details about accreditation, national qualification frameworks and level descriptors please refer to Appendix 1.

The aims of this qualification are to:

- meet the needs of candidates who use or want to use ICT in a variety of sectors
- allow candidates to learn, develop and practise the skills required for employment and/or career progression in the sector
- contribute to the knowledge and understanding of the related N/SVQs for IT Users, whilst containing additional skills and knowledge which go beyond the scope of the NOS. See the N/SVQ Relationship mapping in 6.1 for further details.
- contribute to skills and/or knowledge towards National Curriculum for ICT Key Stage 4 whilst also providing additional skills and knowledge. See the City & Guilds web site for further details.
- replace the City & Guilds Level 2 Diploma for IT Users, which expired on 31/08/2007.
- provide valuable accreditation of skills and/or knowledge for candidates not following N/SVQ and Apprenticeship programmes, without requiring or proving occupational competence.

2 About the qualification

2.2 The structure of the qualification

This section provides information about the structure of the qualification and unit combinations required for the qualification.

Full qualifications

The qualification will be awarded to candidates on successful completion of the assessments for one core unit plus optional units from the choice as shown below.

For the standard e-Quals 07, learners must achieve one core unit and two optional units with at least one of the optional units at Level 2. For the enhanced e-Quals 07, learners must achieve one core unit and four optional units with at least two of the optional units at Level 2.

Level 2 units

QCA unit reference	City & Guilds unit number	Unit title
F/500/6013	021	IT Principles 2
M/500/9859	022	Using word processing software to adapt and merge documents
M/500/9862	023	Designing and creating spreadsheets
R/500/9868	024	Designing and creating databases
K/500/9861	025	Using the Internet for advanced finding, selecting and receiving information
T/500/9863	026	Designing and creating presentations
H/500/6019	027	Working with computerised accounting software
F/500/9865	028	Designing and creating multi-page documents using desktop publishing software
D/500/6021	029	Combining word processing, spreadsheet and database applications to present information
M/500/9864	030	Design and create multimedia presentations
K/500/6023	031	Electronic communication using Outlook
M/500/6024	032	Combining applications to create presentations
L/500/9867	033	Using digital imaging to create and design presentations
A/500/6026	034	Creating combined presentation design using ICT
H/500/9860	035	Designing and creating multi-page websites
J/500/6028	081	Word Core (Microsoft)
L/500/6029	082	Excel Core (Microsoft)
F/500/6030	083	Access Core (Microsoft)
M/500/8999	084	PowerPoint Core (Microsoft)
R/500/9000	085	Outlook Core (Microsoft)

Level 1 units available in the e-Quals 07 Level 2 Diploma for IT Users*

QCA unit reference	City & Guilds unit number	Unit title
D/500/9856	002	Producing simple word processed documents
L/500/9853	003	Producing simple spreadsheets
A/500/9850	004	Producing simple databases
Y/500/9855	005	Using the Internet for finding and receiving information
J/500/9852	006	Creating simple presentations
R/500/9854	007	Sending and receiving e-mails
F/500/9851	008	Working with desktop publishing applications
H/500/9857	009	Creating simple web pages
T/500/6011	012	Key Applications (IC3)
A/500/6012	013	Living online (IC3)
K/500/6006	014	Creating presentations using word processing, spreadsheet and software applications
M/500/6007	015	Using ICT to communicate
A/500/6009	102	Dismantle, assemble, install and maintain a desktop computing system
T/500/6008	111	Fundamentals of computing systems and customer care

*see the Level 1 Certificate for IT Users Scheme Handbook for full details

Level 3 units available in the e-Quals 07 Level 2 Diploma for IT Users*

QCA unit reference	City & Guilds unit number	Unit title
F/501/0174	042	Designing and producing documents and templates
J/501/0175	043	Designing and producing spreadsheets to analyse information
Y/500/9869	044	Designing and creating advanced layouts using desktop publishing software
L/500/6144	045	Integrating applications to create advanced presentations
L/501/0176	046	Designing and creating advanced websites
R/501/0177	047	Designing and creating relational databases
A/501/3607	048	Visual Communication using Adobe Photoshop
K/501/3182	049	Designing and creating websites using Macromedia (Adobe) Dreamweaver
H/501/3187	050	Designing and creating websites using Macromedia (Adobe) Flash
K/500/6149	091	Word Expert (Microsoft)
H/500/6151	092	Excel Expert (Microsoft)

*see the Level 3 Advanced Diploma for IT Users Scheme Handbook for full details

Rules of combination

Candidates cannot do the same software subject at different levels to achieve a full qualification – where this occurs only the highest level will count

Candidates can only do one of the following pairs:

- (022 and 081), (042 and 091)
- (023 and 082), (043 and 092)
- (024 and 083)
- (031 and 085)

Certificates of unit credit

Certificates of unit credit (CUC) will be issued to candidates for each successfully completed unit, even if the full qualification is not attempted.

Candidates who do complete a full qualification will receive, in addition to their full certificate/diploma, a CUC for each unit achieved.

2 About the qualification

2.3 Sources of information and assistance

Related publications

City & Guilds also provides the following documents specifically for this qualification:

Publication	Available from
Sample test papers	www.cityandguilds.com/e-quals07
Assignment guide for centres	www.cityandguilds.com/e-quals07
Assignment guide for candidates	www.cityandguilds.com/e-quals07
Information for centres	www.cityandguilds.com/e-quals07
Information for employers	www.cityandguilds.com/e-quals07
Information for learners	www.cityandguilds.com/e-quals07
Qualification handbook (SP-02-7266)	www.cityandguilds.com/e-quals07

Other essential City & Guilds documents

There are other City & Guilds documents which contain general information on City & Guilds qualifications:

- **Providing City & Guilds qualifications – a guide to centre and qualification approval**
contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification.
- **Ensuring quality**
contains updates on City & Guilds assessment and policy issues.
- **Centre toolkit**
contains additional information on *Providing City & Guilds qualifications*, in a CD-ROM, which links to the internet for access to the latest documents, reference materials and templates. The *Centre Toolkit* is sent to centres when they receive approved centre status. It is also available from to order at an additional cost.
- **Online catalogue**
contains details of general regulations, registration and certification procedures and fees. This information is also available online.

For the latest updates on our publications and details of how to obtain them and other City & Guilds resources, please refer to the City & Guilds website.

City & Guilds websites

Website	Address	Purpose and content
City & Guilds main website	www.cityandguilds.com	This is the main website for finding out about the City & Guilds group, accessing qualification information and publications.
SmartScreen	www.smartscreen.co.uk	SmartScreen is the City & Guilds online learning support website. It gives registered subscribers access to qualification-specific support materials.
Walled Garden	www.walled-garden.com	The Walled Garden is a qualification administration portal for approved centres, enabling them to register candidates and claim certification online.

Contacting City & Guilds by e-mail

The following e-mail addresses give direct access to our Customer Relations team.

e-mail	Query types
learnersupport@cityandguilds.com	all learner enquiries, including <ul style="list-style-type: none">• requesting a replacement certificate• information about our qualification• finding a centre.
centresupport@cityandguilds.com	all centre enquiries
walledgarden@cityandguilds.com	all enquiries relating to the Walled Garden, including <ul style="list-style-type: none">• setting up an account• resetting passwords.

3 Candidate entry and progression

Candidate entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to successfully gain the qualification.

Please see section 5 of this document, Course design and delivery, which offers guidance on initial assessment.

Age restrictions

There are no age limits attached to candidates undertaking the qualification unless this is a legal requirement of the process or the environment.

Progression

The qualification provides knowledge and practical skills related to the N/SVQ Level 2 for IT Users.

On completion of this qualification, candidates may progress into employment or to the following City & Guilds qualifications:

- Level 3 Advanced Diploma for IT Users (7266-03/53)
- City & Guilds level 2 N/SVQ for IT Users (4322-02/12)
- City & Guilds level 3 N/SVQ for IT Users (4322-03/13).

4 Centre requirements

4.1 Centre, qualification and fast track approval

Centres not yet approved by City & Guilds

To offer this qualification, new centres will need to gain both **centre and qualification approval**. Please refer to Appendix 2 for further information.

Existing City & Guilds centres

To offer this qualification, centres already approved to deliver City & Guilds qualifications will need to gain **qualification approval**. Please refer to Appendix 2 for further information.

Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the Level 2 Diploma for IT Users, 7262-02, and who have been active within the 2006-2007 academic year, will receive automatic approval to offer this qualification, this process will be coordinated internally by City & Guilds.

Centres that are approved to offer the N/SVQ for IT Users (4322-02/12) at level 2 may apply to offer the new qualification using the fast track form

- providing there have been no changes to the way the qualifications are delivered, and
- if they meet all of the approval criteria specified in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After this time, the qualification is subject to the **standard** Qualification Approval Process. It is the centre's responsibility to check that fast track approval is still current at the time of application.

4 Centre requirements

4.2 Resource requirements

Physical resources

Centres must provide access to sufficient equipment in the centre or workplace to ensure candidates have the opportunity to cover all of the practical activities.

Human resources

To meet the quality assurance criteria for this qualification, the centre must ensure that the following internal roles are undertaken:

- quality assurance co-ordinator
- trainer / tutor
- assessor
- internal verifier/moderator
- examinations secretary
- invigilator.

Staff delivering the qualifications

Staff delivering this qualification must be able to demonstrate that they are technically competent in the area for which they are delivering training and/ or have experience of providing training. This knowledge must be at least to the same level as the training being delivered.

Centre staff may undertake more than one role eg tutor and assessor or internal verifier, but must never internally verify their own assessments.

Trainer / tutors must

- be occupationally knowledgeable in the area for which they are delivering training. This knowledge must be at least to the same level as the training being delivered.
- have credible experience of providing training.

Assessors internal verifiers

While the Assessor/Verifier (A/V) units are valued as qualifications for centre staff, they are not currently a requirement for the qualification.

Please note: Centre staff may undertake more than one role eg tutor and assessor but must never internally verify their own assessments.

Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge of the occupational area and of best practice in delivery, mentoring, training, assessment and verification remains current, and takes account of any national or legislative developments.

4 Centre requirements

4.3 Registration and certification

Administration

Full details of City & Guilds' administrative procedures for this qualification is provided in the *Online Catalogue*. This information includes details on:

- registration procedures
- enrolment numbers
- fees
- entry for examinations
- claiming certification.

Centres should be aware of time constraints regarding the registration and certification periods for the qualification, as specified in the City & Guilds *Online Catalogue*.

Centres should follow all administrative guidance carefully, particularly noting that fees, registration and certification end dates for the qualification are subject to change. The latest News are available on the website (www.cityandguilds.com).

Regulations for the conduct of examinations

Regulations for the conduct of examinations for online and written examinations are given in *Providing City & Guilds qualifications - a guide to centre and qualification approval* and in the *Online Catalogue*. Centres should ensure they are familiar with all requirements prior to offering assessments.

Retaining assessment records

Centres must retain copies of candidate assessment records for at least three years after certification.

Notification of results

After completion of assessment, candidates will receive, via their centre, a 'notification of candidate results', giving details of how they performed. It is not a certificate of achievement.

Certificate of unit credit (CUC)

A certificate of unit credit records the successful completion of a unit. Centres can apply for CUCs on behalf of a candidate at any time after they have achieved the unit. They do not need to wait until the full programme of study has been completed.

Full certificates

Full certificates are only issued to candidates who have met the full requirements of the qualification, as described in section 2.2, 'The structure of the qualification'.

4 Centre requirements

4.4 Quality assurance

This information is a summary of quality assurance requirements.

Providing City & Guilds qualifications and in the *Centre toolkit* provide full details and guidance on:

- internal quality assurance
- external quality assurance
- roles and responsibilities of quality assurance staff.

Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

External quality assurance

External quality assurance for the qualification will be provided by City & Guilds external verification process.

External verifiers are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External verification is carried out to ensure that assessment is valid and reliable, and that there is good assessment practice in centres.

To carry out their quality assurance role, external verifiers must have appropriate occupational and verifying knowledge and expertise. City & Guilds external verifiers attend training and development designed to keep them up-to-date, facilitate standardisation between verifiers and share good practice.

City & Guilds External Verifiers use electronically scannable report forms designed to provide an objective risk analysis of individual centre assessment and verification practice.

External verifiers:

The role of the external verifier is to:

- provide advice and support to centre staff
- ensure the quality and consistency of assessments within and between centres by the use of systematic sampling
- regularly visit centres to ensure they continue to meet the centre and qualification approval criteria
- provide feedback to centres and to City & Guilds.

5 Course design and delivery

5.1 Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Further guidance about initial assessment and induction, as well as a learning contract that centres may use, are available in the *Centre toolkit*.

5 Course design and delivery

5.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Centres may design course programmes of study in any way that

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualification.

In particular, staff should consider the skills and knowledge related to the national occupational standards.

City & Guilds recommends that centres address the wider curriculum, where appropriate, when designing and delivering the course. Centres should also consider links to the National Occupational Standards, Key/Core Skills and other related qualifications. Relationship tables are provided in Section 6 'Relationships to other qualifications' to assist centres with the design and delivery of the qualification.

Centres may wish to include topics as part of the course programme which will not be assessed through the qualification.

For further information to assist with the planning and development of the programme, please refer to the City & Guilds SmartScreen portal at www.smartscreen.co.uk.

5 Course design and delivery

5.3 Data protection, confidentiality and legal requirements

Data protection and confidentiality

Data protection and confidentiality must not be overlooked when planning the delivery of this qualification.

Centres offering this qualification may need to provide City & Guilds with personal data for staff and candidates. Guidance on data protection and the obligations of City & Guilds and centres are explained in *Providing City & Guilds qualifications*.

Protecting identity

It is extremely important to protect the identity of the individuals encountered by candidates in the work setting, eg customers and clients.

Confidential information must not be included in candidate portfolios or assessment records. Confidential information should remain in its usual location, and a reference should be made to it in the portfolio or assessment records.

Images of minors being used as evidence

If videos or photographs of minors (those under 18) are used as the medium to present evidence as part of the qualification, **both centre and candidate** have responsibilities for meeting child protection legislation.

It is the responsibility of the centre to inform the candidate of the

- need to obtain permission from the minor's parent/guardian prior to collecting the evidence
- reasons and restrictions for using photographs or video recordings as evidence
- period of time for which the photographs or video recordings may be kept
- obligation to keep photographs or video recordings secure from unauthorised access
- secure electronic storage requirements of photographs or video recordings
- associated child protection legislation.

5 Course design and delivery

5.4 Learning and support resources

City & Guilds will provide the following learning and support resources which will be posted on our website.

Resource	How to access
SmartScreen	www.smartscreen.co.uk
Candidate assessment guide	www.cityandguilds.com/e-quals07
Assessors' guide to assignments	www.cityandguilds.com/e-quals07
Sample assessments	www.cityandguilds.com/e-quals07

6 Relationships to other qualifications

6.1 Links to National Occupational Standards and N/SVQs

City & Guilds has identified the connections to linked NVQs and National Occupational Standards. This mapping is provided as guidance and suggests areas of overlap and commonality between the qualifications. It does not imply that candidates completing units in one qualification are automatically covering all of the content of the qualifications listed in the mapping.

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications. For example, a qualification may provide knowledge towards an N/SVQ, but centres are responsible for ensuring that the candidate has met all of the knowledge requirements specified in the N/SVQ standards.

This qualification has connections to the

- Level 1 Certificate for IT Users
- Level 2 N/SVQ for IT Users
- Level 3 Advanced Diploma for IT Users
- National Curriculum for ICT Key Stage 4

Relationship between the Vocational Qualification and the Level 2 N/SVQ for IT Users

This qualification	Outcome	Level 2 N/SVQ for IT Users (4322)
Unit Number/Title		Related units
021 IT Principles 2	3 1, 2, 3, 5 1, 2 1, 2, 3 1, 2, 3, 4, 5 1, 2, 3, 4, 5 1, 2, 3	201 Make selective use of IT 2 202 Operate a computer 2 203 IT troubleshooting for users 2 204 IT maintenance for users 2 215 Evaluate the impact of IT 2 217 Use IT systems 2 218 Use IT to exchange information 2
022 Using word processing software to adapt and merge documents	1, 2, 3 1, 2, 3, 4 1, 2 1, 2, 3, 4 1 1, 2 1, 2, 3, 4, 5	201 Make selective use of IT 2 202 Operate a computer 2 208 Word processing software 2 212 Artwork and imaging software 2 213 Presentation software 2 216 General uses of IT 2 217 Use IT systems 2
023 Designing and creating spreadsheets	1, 2, 3 1, 2, 3, 4 1, 2, 3 1, 2, 3 1, 2, 3, 4, 5	201 Make selective use of IT 2 202 Operate a computer 2 208 Word processing software 2 209 Spreadsheet software 2 217 Use IT systems 2
024 Designing and creating databases	1, 2, 3 1, 2, 3, 4 1, 2, 3, 4, 5, 6, 7 1, 2, 3, 4, 5, 6, 7	201 Make selective use of IT 2 202 Operate a computer 2 210 Database software 2 217 Use IT systems 2

This qualification	Outcome	Level 2 N/SVQ for IT Users (4322)
Unit Number/Title		Related units
025 Using the Internet for finding, selecting and sending information	1, 2, 3 1, 2, 3, 4, 5 1, 2, 3 1, 2, 3, 4, 5 1, 2, 3 1, 2, 3, 4, 5 1, 2, 3	201 Make selective use of IT 2 202 Operate a computer 2 205 IT security for users 2 206 Internets and intranets 2 207 E-mail 2 217 Use IT systems 2 218 User IT to exchange information 2
026 Designing and creating presentations	1, 2, 3 1, 2, 3, 4 1, 2 1, 2, 3, 4 1, 2, 3 1, 2 1, 2, 3, 4, 5	201 Make selective use of IT 2 202 Operate a computer 2 208 Word processing software 2 212 Artwork and imaging software 2 213 Presentation software 2 216 General uses of IT 2 217 Use IT systems 2
027 Working with computerised accounting software	1, 2, 3 1, 2, 3, 4 1, 2, 3, 4, 5 1, 2 1, 2, 3, 4, 5	201 Make selective use of IT 2 202 Operate a computer 2 209 Spreadsheet software 2 214 Specialist/Bespoke software 2 217 Use IT systems 2
028 Designing and creating multi-page documents using desktop publishing software	1, 2, 3 1, 2, 3, 4 1, 2 1, 2 1, 2, 3, 4 1, 2, 3, 4, 5 1	201 Make selective use of IT 2 202 Operate a computer 2 208 Word processing software 2 209 Spreadsheet software t 212 Artwork and imaging software 2 217 Use IT systems 2 220 Purposes for using IT 2
029 Combining word processing, spreadsheet and database applications to present information	1, 2, 3, 4 2, 3, 4 1, 2 1, 2, 3 1, 2, 3 1, 2 1, 3, 4 1, 2, 3, 4, 5	201 Make selective use of IT 2 202 Operate a computer 2 208 Word processing software 2 209 Spreadsheet software 2 210 Database software 2 214 Specialist or bespoke software 2 215 Evaluate the impact of IT 2 217 Use IT systems 2
030 Designing and creating multimedia presentations	1, 2, 3 1, 2, 3, 4, 5 1, 2, 3 1, 2, 3 1, 2, 3 1, 2, 3, 4, 5 1, 2 1, 2, 3, 4, 5 1, 2, 3, 4	201 Make selective use of IT 2 202 Operate a computer 2 203 IT troubleshooting for users 2 204 IT maintenance for users 2 205 IT security for users 2 206 Internets and intranets 2 208 Word processing software 2 211 Website software 2 212 Artwork and imaging software 2
031 Electronic communication using Outlook	1, 2, 3 1, 2, 3 1, 2 1, 2, 3, 4 1, 2, 3, 4 1, 2, 3	202 Make selective use of IT 2 202 Operate a computer 2 206 Internets and intranets 2 207 E-mail 2 217 Use IT systems 2 218 User IT to exchange information 2
032 Combining applications to create presentations	1, 2, 3 1, 2, 3, 4, 5 1, 2 1, 2, 3 1, 2, 3 1, 2, 3, 4, 5	201 Make selective use of IT 2 202 Operate a computer 2 208 Word processing software 2 209 Spreadsheet software 2 213 Presentation software 2 217 Use IT systems 2

This qualification	Outcome	Level 2 N/SVQ for IT Users (4322)
Unit Number/Title		Related units
033 Using digital imaging to create and design presentations	1, 2, 3 1, 2, 3, 4, 5 1, 2, 3 1, 2, 3 1, 2 1, 2, 3, 4, 5 1, 2, 3, 4 1, 2, 3 1, 2, 3, 4, 5	201 Make selective use of IT 2 202 Operate a computer 2 203 IT troubleshooting for users 2 205 IT security for users 2 208 Word processing software 2 211 Website software 2 212 Artwork and imaging software 2 213 Presentation software 2 217 Use IT systems 2
034 Creating combined presentation design using ICT	1, 2, 3 1, 2, 3, 4, 5 1, 2, 3 1, 2, 3 1, 2, 3, 4, 5 1, 2, 3, 4, 5 1, 2, 3, 4 1, 2, 3 1, 2 1, 2, 3, 4, 5 1, 2, 3, 4, 5 2, 3	201 Make selective use of IT 2 202 Operate a computer 2 203 IT troubleshooting for users 2 205 IT security for users 2 206 Internets and intranets 2 211 Website software 2 212 Artwork and imaging software 2 213 Presentation software 2 214 Specialist or bespoke software 2 215 Evaluate the impact of IT 2 217 Use IT systems 2 218 Use IT to exchange information 2
035 Designing and creating multi-page websites	1, 2, 3, 4, 5, 6 1, 3, 4, 5, 6	201 Make selective use of IT 2 216 General uses of IT 2

6 Relationships to other qualifications

6.2 Relationship to previous versions of the qualification

City & Guilds has identified the connections to qualifications previously offered by City & Guilds in this subject area.

This mapping is provided as guidance and suggests areas of overlap and commonality between the qualifications. It does not imply that candidates completing units in one qualification are automatically covering all of the content of the qualifications listed in the mapping.

This qualification has connections to the Level 2 Diploma for IT Users 7262-02

Relationship between the Vocational Qualification and the Level 2 Diploma for IT Users

This qualification	Level 2 Diploma for IT Users (7262)
Unit Number/Title	Related units
021 IT Principles 2	021 IT Principles
022 Using word processing software to adapt and merge documents	022 Wordprocessing
023 Designing and creating spreadsheets	002 Spreadsheets
024 Designing and creating databases	024 Databases
025 Using the Internet for finding, selecting and sending information	025 Using the Internet
026 Designing and creating presentations	026 Presentation graphics
027 Working with computerised accounting software	027 Computerised accounts
028 Designing and creating multi-page documents using desktop publishing software	028 Desktop publishing
029 Combining word processing, spreadsheet and database applications to present information	029 Integrated applications
030 Designing and creating multimedia presentations	030 Multimedia
031 Electronic communication using Outlook	031 Electronic communication using Outlook
032 Combining applications to create presentations	032 Office fundamentals
033 Using digital imaging to create and design presentations	033 Digital imaging
034 Creating combined presentation design using ICT	034 Design through IT
035 Designing and creating multi-page websites	208 Website design

6 Relationships to other qualifications

6.3 Key skills (England, Wales and Northern Ireland)

This qualification includes opportunities to develop and practise many of the underlying skills and techniques described in Part A of the standard for each key skills qualification. Where candidates are working towards any key skills alongside this qualification they will need to be registered with City & Guilds for the key skills qualifications.

It should not be assumed that candidates will necessarily be competent in, or able to produce evidence for, the key skills at the same level as this qualification.

The 'signposts' below identify the **potential** for key skills portfolio evidence gathering that can be naturally incorporated into the completion of each unit. Any key skills evidence needs to be separately assessed and must meet the relevant standard defined in the QCA document '*Key skills qualifications standards and guidance*'.

If this qualification is being delivered alongside an Essential Skills Communication and/or Application of Number programme in **Northern Ireland**, it is good practice to emphasise the relevance of these skills to candidates when completing their Action-Based Activities.

Unit number/ and title	Communication	Application of Number	Information Technology
021 IT Principles 2		N2.2	IT2.1, IT2.2, IT2.3
022 Using word processing software to adapt and merge documents	C1.2, C2.3		IT2.3
023 Designing and creating spreadsheets	C2.3	N1.3, N2.1, N2.2	IT2.3
024 Designing and creating databases			IT2.2
025 Using the Internet for finding, selecting and sending information	C1.2		IT2.3
026 Designing and creating presentations	C1.2		IT2.1, IT2.2, IT2.3
027 Working with computerised accounting software			
028 Designing and creating multi-page documents using desktop publishing software	C1.2		IT2.1, IT2.2, IT2.3
029 Combining word processing, spreadsheet and database applications to present information	C2.2, C2.3	N1.3, N2.2	IT2.1, IT2.2, IT2.3

Unit number/ and title	Communication	Application of Number	Information Technology
030 Designing and creating multimedia presentations	C2.3		IT2.1, IT2.2, IT2.3
031 Electronic communication using Outlook	C2.3		IT2.3
032 Combining applications to create presentations	C2, C3	N2	IT2, IT3
033 Using digital imaging to create and design presentations	C2.3		IT2.1, IT2.2, IT2.3
034 Creating combined presentation design using ICT	C2.3		IT2.1, IT2.2, IT2.3
035 Designing and creating multi-page websites	C1.2		IT1, IT2, IT3

Unit number/and title	Problem Solving	Improving own learning and performance	Working With Others
021 IT Principles 2	PS2.1		
022 Using word processing software to adapt and merge documents	PS2.1		
023 Designing and creating spreadsheets	PS2.1, PS2.2, PS2.3		
024 Designing and creating databases	PS2.1, PS2.2		
025 Using the Internet for finding, selecting and sending information	PS2.1		
026 Designing and creating presentations	PS2.1, PS2.2, PS2.3		
027 Working with computerised accounting software	PS2.1		
028 Designing and creating multi-page documents using desktop publishing software	PS2.1		
029 Combining word processing, spreadsheet and database applications to present information	PS2.1, PS2.2		
030 Designing and creating multimedia presentations	PS2.1, PS2.2		
031 Electronic communication using Outlook	PS2.1		
032 Combining applications to create presentations	PS2, PS3	LP2, LP3	WO2, WO3
033 Using digital imaging to create and design presentations	PS2, PS3	LP2, LP3	WO2, WO3
034 Creating combined presentation design using ICT	PS2, PS3	LP2, LP3	WO2, WO3
035 Designing and creating multi-page websites	PS2.1		

6 Relationships to other qualifications

6.4 The wider curriculum

Candidates taking this qualification may also have the opportunity to cover the following aspects of the wider curriculum.

Unit No and Title	Spiritual, moral, ethical, social and cultural issues	European dimension	Environmental education	Health and safety
021 IT Principles 2	✓	✓		✓
022 Using word processing software to adapt and merge documents	✓	✓		✓
023 Designing and creating spreadsheets	✓	✓		✓
024 Designing and creating databases	✓	✓		✓
025 Using the Internet for finding, selecting and sending information	✓	✓		✓
026 Designing and creating presentations	✓	✓		✓
027 Working with computerised accounting software	✓	✓		✓
028 Designing and creating multi-page documents using desktop publishing software	✓	✓		✓
029 Combining word processing, spreadsheet and database applications to present information	✓	✓		✓
030 Designing and creating multimedia presentations	✓	✓		✓
031 Electronic communication using Outlook	✓	✓		✓
032 Combining applications to create presentations	✓	✓		✓

Unit No and Title	Spiritual, moral, ethical, social and cultural issues	European dimension	Environmental education	Health and safety
033 Using digital imaging to create and design presentations	✓	✓		✓
034 Creating combined presentation design using ICT	✓	✓		✓
035 Designing and creating multi-page websites	✓	✓		✓

7 Assessment

7.1 Summary of assessment requirements

For this qualification, candidates will be required to complete one assignment and one on-line multiple-choice test for unit 021 and units 022-035 are assessed by assignment only.

City & Guilds provides the following assessments:

- Online, on-demand testing using multiple choice questions
- Assignments versions A, B, C, D
- A sample synoptic assignment can be downloaded from the SmartScreen section of the City & Guilds website.

Time constraints

All assignments must be completed and assessed within the learner's period of registration. Centres should advise learners of any internal timescales for the completion and marking of individual assignments.

Grading and marking

All multiple-choice on-line tests are graded pass/fail. Assignments will be graded pass, credit or distinction.

Detailed marking and grading criteria are provided in the Assessors' Guide for each assignment, these are available to download from the City & Guilds website at

www.cityandguilds.com/e-quals07. These Assessors' Guides are password protected. Existing centres will be able to get the password, from their nearest City & Guilds Regional Office or the City & Guilds Contact Centre, when they send an email from a recognised centre email address. New centres will be given the password when they receive approval from City & Guilds to run the award.

All assignments are internally marked and graded.

Sample assessments

Sample assignments are available from our Smartscreen portal at www.smartscreen.co.uk.

8 Test specifications

8.1 Test specifications

The test specifications for this qualification are below:

Test 121: Unit 021 IT Principles 2
Duration: 1 hour

Outcome number	Outcome	No of questions
1	Prepare peripheral devices and hardware for use	19
2	Maintain directory/folder structures	6
3	Use the operating environment	8
4	Identify health and safety issues and good practice	7
Total		40

9 Units

9.1 About the units

Availability of units

The units for this qualification are available to download from the City & Guilds website at www.cityandguilds.com/e-quals07.

Structure of units

The units in this qualification are written in a standard format and comprise the following:

- title
- unit reference
- rationale
- list of learning outcomes
- statement of guided learning hours
- connections with other qualifications, eg N/SVQs, key skills
- assessment details
- learning outcomes in detail expressed as practical skills and/ or underpinning knowledge

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Appendix 1 Accreditation, national frameworks and qualification level descriptors

Please visit the following websites to find information on accreditation, national frameworks and qualification level descriptors in each country.

Nation	Who to contact	Website
England	The Qualifications and Curriculum Authority	www.qca.org.uk
Scotland	The Scottish Qualifications Authority	www.sqa.org.uk
Wales	The Department for Education, Lifelong Learning and Skills Wales (DELLS)	www.wales.gov.uk
Northern Ireland	The Council for Curriculum, Examinations and Assessment	www.ccea.org.uk

Appendix 2 Obtaining centre and qualification approval

Only approved organisations can offer City & Guilds qualifications. Organisations approved by City & Guilds are referred to as **centres**.

Centres must meet a set of quality criteria including:

- provision of adequate physical and human resources
- clear management information systems
- effective assessment and quality assurance procedures including candidate support and reliable recording systems.

An organisation that has not previously offered City & Guilds qualifications must apply for approval to become a centre. This is known as the **centre approval process (CAP)**. Centres also need approval to offer a specific qualification. This is known as the **qualification approval process (QAP)**, (previously known as scheme approval). In order to offer this qualification, organisations which are not already City & Guilds centres must apply for centre and qualification approval at the same time. Existing City & Guilds centres will only need to apply for qualification approval for the particular qualification.

Full details of the procedures and forms for applying for centre and qualification approval are given in *Providing City & Guilds qualifications - a guide to centre and qualification approval*, which is also available on the City & Guilds centre toolkit, or downloadable from the City & Guilds website.

Regional / national offices will support new centres and appoint a Quality Systems Consultant to guide the centre through the approval process. They will also provide details of the fees applicable for approvals.

Assessments must not be undertaken until qualification approval has been obtained.

City & Guilds reserves the right to withdraw qualification or centre approval for reasons of debt, malpractice or non-compliance with City & Guilds' policies, regulations, requirements, procedures and guidelines, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds. Further details of the reasons for suspension and withdrawal of approval, procedures and timescales, are contained in *Providing City & Guilds qualifications*.

Approval for global online assessment (GOLA)

In addition to obtaining centre and qualification approval, centres are also required to set up a GOLA profile in order to offer online examinations to candidates. Setting up a GOLA profile is a simple process that need only be completed once by the centre.

Details of how to set up the profile and GOLA technical requirements are available on the City & Guilds website (www.cityandguilds.com/e-assessment). The GOLA section of the website also has details of the GOLA helpline for technical queries and downloads for centres and candidates about GOLA examinations.

Centres should also refer to *Providing City & Guilds qualifications - a guide to centre and qualification approval* for further information on GOLA.

Appendix 3 Summary of City & Guilds assessment policies

Health and safety

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow health and safety practice and procedures during an assessment, the assessment must be stopped. The candidate should be informed that they have not reached the standard required to successfully pass the assessment and told the reason why. Candidates may retake the assessment at a later date, at the discretion of the centre. In case of any doubt, guidance should be sought from the external verifier.

Equal opportunities

It is a requirement of centre approval that centres have an equal opportunities policy (see *Providing City & Guilds qualifications*).

The regulatory authorities require City & Guilds to monitor centres to ensure that equal opportunity policies are being followed.

The City & Guilds equal opportunities policy is set out on the City & Guilds website, in *Providing City & Guilds qualifications*, in the *Online Catalogue*, and is also available from the City & Guilds Customer Relations department.

Access to qualifications on the National Qualifications Framework is open to all, irrespective of gender, race, creed, age or special needs. The centre co-ordinator should ensure that no candidate is subject to unfair discrimination on any ground in relation to access to assessment and the fairness of the assessment.

Access to assessment

Qualifications on the National Qualifications Framework are open to all, irrespective of gender, race, creed, age or special needs. The centre co-ordinator should ensure that no candidate is subject to unfair discrimination on any ground in relation to access to assessment and the fairness of the assessment.

City & Guilds' *Access to assessment and qualifications guidance and regulations* document is available on the City & Guilds website. It provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

Access arrangements are pre-assessment adjustments primarily based on history of need and provision, for instance the provision of a reader for a visually impaired candidate.

Special consideration refers to post-examination adjustments to reflect temporary illness, injury or indisposition at the time of the assessment.

Appeals

Centres must have their own, auditable, appeals procedure that must be explained to candidates during their induction. Appeals must be fully documented by the quality assurance co-ordinator and made available to the external verifier and/or City & Guilds.

Further information on appeals is given in *Providing City & Guilds qualifications*. There is also information on appeals for centres and learners on the City & Guilds website or available from the Customer Relations department.

Appendix 4 Funding

City & Guilds does not provide details on funding as this may vary between regions.

Centres should contact the appropriate funding body to check eligibility for funding and any regional/national arrangements which may apply to the centre or candidates.

For funding regulatory purposes, candidates should not be entered for a qualification of the same type, level and content as that of a qualification they already hold.

Please see the table below for where to find out more about the funding arrangements.

Nation	Who to contact	For higher level qualifications
England	The Learning and Skills Council (LSC) is responsible for funding and planning education and training for over 26-year-olds. Each year the LSC publishes guidance on funding methodology and rates. There is separate guidance for further education and work-based learning. Further information on funding is available on the Learning and Skills Council website at www.lsc.gov.uk and, for funding for a specific qualification, on the Learning Aims Database http://providers.lsc.gov.uk/lad .	Contact the Higher Education Funding Council for England at www.hefce.ac.uk .
Scotland	Colleges should contact the Scottish Further Education Funding Council, at www.sfc.co.uk . Training providers should contact Scottish Enterprise at www.scottish-enterprise.com or one of the Local Enterprise Companies.	Contact the Scottish Higher Education Funding Council at www.shefc.ac.uk .
Wales	Centres should contact the Department for Education, Lifelong Learning and Skills (DELLS): www.wales.gov.uk	Centres should contact the Department for Education, Lifelong Learning and Skills (DELLS): www.new.wales.gov.uk
Northern Ireland	Please contact the Department for Employment and Learning at www.delni.gov.uk .	Please contact the Department for Employment and Learning at www.delni.gov.uk .

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