



City & Guilds Level 1 Award/Certificate/Diploma for IT Users (7574-01)

Version 8.1 (September 2024)

Qualification Handbook

Qualification at a glance

Subject area	ICT for users
City & Guilds number	7574
Age group approved	14+
Entry requirements	none
Assessment	Portfolio, assignment, centre devised assignment
Grading	Pass/Fail
Approvals	Full approval required
Support materials	Assessor guide, example candidate files, candidate pack, recording forms, unit recording document, SmartScreen
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds qualification number	Regulatory reference number	GLH	TQT
City & Guilds Level 1 Award for IT Users	7574-01	500/6805/2	60	90
City & Guilds Level 1 Certificate for IT Users	7574-01	500/6759/X	85	130
City & Guilds Level 1 Diploma for IT Users	7574-01	500/6903/2	280	370

Version and date	Change detail	Section
5.0 Apr 2013	Corrected Unit info for – “Using a computer keyboard” – J/502/9311 – changed unit number to 134 and credit value to 1	Qualification Structure
6.0 January 2015	Addition of the following: Level 1 units – 137, 138, 139 Level 2 units – 237, 238, 239 Level 3 units – 337, 338, 339	Units
7.0 December 2015	Sector specific units guidance	Introduction to the qualifications
8.0 February 2022	TQT/GLH added City & Guilds added to qualification title References to QCF removed	Introduction to the qualifications Throughout Throughout
8.1 September 2024	Handbook reviewed and updated to the new template	Throughout

Contents

Qualification at a glance	2
Contents	4
1 Introduction	6
Structure	7
Total Qualification Time (TQT)	14
2 Centre requirements	15
Approval	15
Resource requirements	15
Quality assurance	16
Learner entry requirements	17
Age restrictions	17
Access arrangements and reasonable adjustments	17
3 Delivering the qualification	18
Initial assessment and induction	18
Inclusion and diversity	18
Sustainability	18
Support materials	19
4 Assessment	20
Assessment of the qualification	20
Assessment strategy	28
Portfolio of evidence	29
Evidence sources	29
Unit requirements	30
Time constraints	30
5 Units	32
Availability of units	32
Structure of units	32
Guidance for delivery of the units	32
Appendix 1 Relationships to other qualifications	33
Appendix 1 Relationships to other qualifications	Error! Bookmark not defined.
Appendix 2 Data protection and confidentiality	37
City & Guilds Level 1 Award/Certificate/Diploma for IT Users (7574-01)	4

1 Introduction

This document tells you what you need to do to deliver the qualifications:

Area	Description
Who are the qualifications for?	These qualifications are designed for those with little or no experience in computing for the underpinning knowledge that could aid progress to further education or employment.
What do the qualifications cover?	These qualifications provide basic level skills and knowledge that could lead to further education in IT or related areas, as well as underpinning other educational sectors. It can offer those moving into their first job roles the confidence to work effectively with ICT and deal with tasks that are straightforward or routine.
What opportunities for progression are there?	<p>On completion of these qualifications learners may progress into employment or to the following City & Guilds qualifications:</p> <ul style="list-style-type: none">• City & Guilds Level 2 Award/Certificate/Diploma for IT Users – ITQ (7574-02)• City & Guilds Level 3 Award/Certificate/Diploma for IT Users – ITQ (7574-03)• related qualifications in the IT adjacent sectors (e.g. IT Practitioner/Professional and Contact Centres) <p>Candidates may carry forward credits for a period of 3 years to support progression from ITQ Award to ITQ Certificate, and from ITQ Certificate to ITQ Diploma or from Level 1 to 2, or Level 2 to 3.</p>
Is it part of an apprenticeship framework or initiative?	The qualification is accredited to be part of Foundation Learning Tier and Additional Specialist Learning for the Diplomas. It also forms part of a Pre-Employment ITQ for Life apprenticeship style package.

Structure

To achieve the City & Guilds Level 1 Award for IT Users, learners must gain **9** credits from any units with a minimum of **6** credits at Level 1.

To achieve the Level 1 Certificate for IT Users, learners must gain **13** credits of which **3** credits must come from the mandatory unit and a minimum of **5** credits from the optional units at Level 1 or above plus **5** credits from any optional units available.

To achieve the Level 1 Diploma for IT Users, learners must gain **37** credits of which **3** credits must come from the mandatory unit and a minimum of **17** credits from the optional units at Level 1 plus above and **17** credits from any optional units available.

Unit accreditation reference	City & Guilds unit number	Unit title	Credit value
Mandatory unit:			
T/502/4153	101	Improving productivity using IT	3
Optional units:			
J/502/4206	102	IT User fundamentals	3
Y/502/4209	103	Setting up an IT system	3
D/502/4244	104	Optimise IT system performance	2
R/502/4256	105	Security for IT users	1
Y/502/4291	106	IT communication fundamentals	2
T/502/4296	107	Using the Internet	3
J/502/4299	108	Using email	2
A/502/4378	109	Using collaborative technologies	3
H/502/4374	110	Using mobile IT devices	2
Y/502/4369	111	Personal information management software	2
L/502/4384	112	IT software fundamentals	3
K/502/4389	113	Audio software	2
K/502/4392	114	Video software	2

Unit accreditation reference	City & Guilds unit number	Unit title	Credit value
A/502/4395	115	Bespoke software	2
L/502/4398	116	Specialist software	2
F/502/4401	117	Computer accounting software	2
F/502/4558	118	Data management software	2
H/502/4553	119	Database software	3
M/502/4572	120	Design software	3
J/502/4612	121	Imaging software	3
Y/502/4565	122	Desktop publishing software	3
J/502/4609	123	Drawing and planning software	2
Y/502/4615	124	Multimedia software	3
K/502/4621	125	Presentation software	3
K/502/4618	126	Project management software	3
A/502/4624	127	Spreadsheet software	3
L/502/4630	128	Website software	3
L/502/4627	129	Word processing software	3
J/502/9311	134	Using a computer keyboard	1
H/502/9154	135	Internet safety for IT users	3
A/506/6386	137	3D Drawing and planning software	3
J/506/6388	138	3D Design software	3
L/506/6392	139	3D Animation software	3

Unit accreditation reference	City & Guilds unit number	Unit title	Credit value
Optional			
Special units:			
N/A	801	SSU: Sector Specific Unit	1
N/A	802	SSU: Sector Specific Unit	2
N/A	803	SSU: Sector Specific Unit	3
N/A	804	SSU: Sector Specific Unit	4
N/A	805	SSU: Sector Specific Unit	5
N/A	851	FS: ICT Functional Skills (Entry Level 3)*	3
N/A	852	FS: ICT Functional Skills (Level 1)*	5
N/A	853	FS: ICT Functional Skills (Level 2)*	5
N/A	854	SFL: ICT Skills for Life (Entry Level3)	3
N/A	855	KS: ICT Key Skills/ICT Essential Skills	5
N/A	856	CS: ICT Core Skills (Level 3) (Scotland)*	3
N/A	857	CS: ICT Core Skills (Level 4) (Scotland)*	5
N/A	858	CS: ICT Core Skills (Level 5) (Scotland)*	5
N/A	859	CS: ICT Core Skills (Level 6) (Scotland)*	5

* This Unit is no longer available and has been provided for reference purposes only

X= 2 or 3 for the level	Unit title	Credit value	Credit value
		Level 2	Level 3
Other units (Level 2 and Level 3):			
X02	IT User fundamentals	3	N/A
X03	Setting up an IT system	4	5
X04	Optimise IT system performance	4	5
X05	Security for IT users	2	3
X06	IT communication fundamentals	2	N/A
X07	Using the Internet	4	5
X08	Using email	3	3
X09	Using collaborative technologies	4	6
X10	Using mobile IT devices	2	N/A
X11	Personal information management software	2	N/A
X12	IT software fundamentals	3	N/A
X13	Audio software	3	4
X14	Video software	3	4
X15	Bespoke software	3	4
X16	Specialist software	3	4
X17	Computer accounting software	3	5
X18	Data management software	3	4
X19	Database software	4	6
X20	Design software	4	5
X21	Imaging software	4	5

X22	Desktop publishing software	4	5
X23	Drawing and planning software	3	4
X= 2 or 3 for the level	Unit title	Credit value	Credit value
X24	Multimedia software	4	6
X25	Presentation software	4	6
X26	Project management software	4	5
X27	Spreadsheet software	4	6
X28	Website software	4	5
X29	Word processing software	4	6
X34	Understand the potential of IT	8	8
X35	Developing personal and team effectiveness using IT	4	4
X37	3D Drawing and planning software	4	5
X38	3D Design software	4	5
X39	3D Animation software	4	5

City & Guilds unit number	Unit title	Credit value
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Other units (Entry Level 3):

001	IT User fundamentals	2
002	Database software	2
003	Desktop publishing software	2
004	Audio and video software	2
005	Design and imaging software	2
006	Using email	1

City & Guilds unit number	Unit title	Credit value
007	Using the Internet	1
008	Using mobile IT devices	1
009	Presentation software	2
010	Spreadsheet software	2
011	Word processing software	2
012	Personal information management software	1
013	Specialist/bespoke software	2
014	Data management software	2
015	Online Basics	1
091	Computer Basics	1
092	The Internet and World Wide Web	1
093	Productivity Programmes	1
094	Computer Security and Privacy	1
095	Digital Lifestyle	1

Certificate claims

To claim the Award, Certificate or Diploma once assessment is successfully achieved, the following units should be used.

Unit	Title
901	Level 1 AWARD claim unit
902	Level 1 CERTIFICATE claim unit
903	Level 1 DIPLOMA claim unit

Excluded combination of units

Qualification	Barred Combinations	Using Sector Specific Units	Credits Entry Level 3 Units
Award	FS: Functional Skills ICT excludes at all levels the use of:	None	Up to 3 Credits
Certificate	<ul style="list-style-type: none"> ▪ IUF: IT user fundamentals ▪ ICF: IT communication fundamentals 	Maximum 3 credits SSU at any relevant level	Up to 3 Credits
Diploma	<ul style="list-style-type: none"> ▪ ISF: IT software fundamentals 	Maximum 3 credits SSU at any relevant level	Up to 5 Credits

As the qualification allows a 'spiky profile' candidates may not include the same unit at more than one level in any qualification, where a learner takes the same module at different levels only the highest level will be counted. Thus a candidate who has completed, for example, both Word Processing at Level 1 (3 credits) and Word Processing at Level 2 (4 credits) may only count credits from the higher level towards the qualification.

Where this occurs it may result in the learner not achieving enough credits to be awarded any form of certification.

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, a CUC for each unit achieved.

Europass Certificate Supplement

A Europass Certificate Supplement is available for the Level 1 iTQ Certificate for IT Users.

The Certificate Supplement is part of a European initiative called Europass which aims at facilitating mobility by making it easier to understand skills and qualifications, especially outside the issuing country.

The Certificate Supplement can be used to help learners find a job, get experience or enrol in an education or training programme abroad. It may also assist employers to identify the best applicant to work for their organisation.

The Certificate Supplement sits alongside the official certificate and is supplied by the awarding body which develops the qualification.

For more information on Europass and to download the Certificate Supplement for free, please visit <https://europa.eu/europass/en>

Total Qualification Time (TQT)

Total Qualification Time (TQT) is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected for a learner to demonstrate the achievement of the level of attainment necessary for the award of a qualification.

TQT comprises of the following two elements:

- 1) the number of hours that an awarding organisation has assigned to a qualification for guided learning
- 2) an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by – but, unlike guided learning, not under the immediate guidance or supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

Title and level	GLH	TQT
City & Guilds Level 1 Award for IT Users – ITQ	60	90
City & Guilds Level 1 Certificate for IT Users – ITQ	85	130
City & Guilds Level 1 Diploma for IT Users – ITQ	280	370

2 Centre requirements

Approval

Full approval

To offer these qualifications, new centres will need to gain both centre and qualification approval. Please refer to the document **Centre Approval Process: Quality Assurance Standards** for further information.

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

Resource requirements

Physical resources and site agreements

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.

It is acceptable for centres to use specially designated areas within a centre to assess, for example, the installation of network, applications software, operating systems, setting up ICT equipment, etc. especially where the normal learning environment does not allow this to happen. The equipment and systems must meet industrial or business standards and be capable of being used under normal working conditions.

Centre staffing

To ensure the quality of assessment decisions, it is expected that centres will have in place methods to:

- ensure that assessors and internal verifiers have the necessary IT skills and experience to assess the units and qualifications they are making judgements on, such as demonstrated by holding an ITQ at level 3 or equivalent
- maintain a current register of curriculum vitae (CVs), including reference to continuing professional development
- access training and certify assessors and internal verifiers to hold assessor qualifications that may be required by City & Guilds or regulatory body should these become necessary.

Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area(s) for which they are delivering training and/or have experience of providing training (this knowledge must be to the same level as the training being delivered)
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

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

Assessors and internal verifiers

The new ITQs are not NVQs and while the Assessor/Verifier (A/V) units are valued as qualifications for centre staff, there is no need for assessors to hold the A1 qualification, or for verifiers to hold the V1 qualification, or indeed to be working towards these qualifications.

Continuing professional development (CPD)

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

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. All external quality assurance processes reflect the minimum requirements for verified and moderated assessments, as detailed in the Centre Assessment Standards Scrutiny (CASS), section H2 of Ofqual's General Conditions. For more information on both CASS and City and Guilds Quality Assurance processes visit: the [What is CASS?](#) and [Quality Assurance Standards](#) documents on the City & Guilds website.

Standards and rigorous quality assurance are maintained by the use of:

- Internal quality assurance
- City & Guilds external quality assurance.

In order to carry out the quality assurance role, Internal Quality Assurers must

- have appropriate teaching and vocational knowledge and expertise
- have experience in quality management/internal quality assurance
- hold or be working towards an appropriate teaching/training/assessing qualification
- be familiar with the occupation and technical content covered within the qualification.

External quality assurance for these qualifications will be provided by City & Guilds EQA process. EQAs are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External quality assurance is carried out to ensure that assessment is valid and reliable, and that there is good assessment practice in centres.

The role of the EQA is to:

- provide advice and support to centre staff
- ensure the quality and consistency of assessments and marking/grading within and between centres by the use of systematic sampling
- provide feedback to centres and to City & Guilds.

Learner entry requirements

City & Guilds does not set entry requirements for these qualifications. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

Other legal considerations may apply to this qualification, such as Health and Safety using IT equipment and accessibility for all learners. It is the responsibility of centres to ensure compliance with all local, regional and national legislation which may affect delivery of the qualification, and to ensure that candidates are fully aware of any requirements.

Age restrictions

These qualifications are approved for learners aged 14 or above.

Access arrangements and reasonable adjustments

City & Guilds has considered the design of these qualifications and its assessments in order to best support accessibility and inclusion for all learners. We understand however that individuals have diverse learning needs and may require reasonable adjustments to fully participate. Reasonable adjustments, such as additional time or alternative formats, may be provided to accommodate learners with disabilities and support fair access to assessment.

Access arrangements are adjustments that allow candidates with disabilities, special educational needs, and temporary injuries to access the assessment and demonstrate their skills and knowledge without changing the demands of the assessment. These arrangements must be made before assessment takes place.

Equality legislation requires City & Guilds to make reasonable adjustments where a disabled person would be at a substantial disadvantage in undertaking an assessment.

It is the responsibility of the centre to ensure at the start of a programme of learning that candidates will be able to access the requirements of the qualification.

Please refer to the Joint Council for Qualifications (JCQ) access arrangements and reasonable adjustments and access arrangements - when and how applications need to be made to City & Guilds. For more information documents are available on the City & Guilds website.

3 Delivering the qualification

Initial assessment and induction

An initial assessment of each learner should be made before the start of their programme to identify:

- if the learner has any specific training needs
- support and guidance they may need when working towards their qualifications
- any units they have already completed or credit they have accumulated which is relevant to the qualification
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the learner fully understands the requirements of the qualifications, their responsibilities as a learner and the responsibilities of the centre. This information can be recorded on a learning contract.

Inclusion and diversity

City & Guilds is committed to improving inclusion and diversity within the way we work and how we deliver our purpose which is to help people and organisations develop the skills they need for growth.

More information and guidance to support centres in supporting inclusion and diversity through the delivery of City & Guilds qualifications can be found here:

[Inclusion and diversity | City & Guilds \(cityandguilds.com\)](https://www.cityandguilds.com/uk/qualifications/inclusion-and-diversity)

Sustainability

City & Guilds are committed to net zero. Our ambition is to reduce our carbon emissions by at least 50% before 2030 and develop environmentally responsible operations to achieve net zero by 2040 or sooner if we can. City & Guilds is committed to supporting qualifications that support our customers to consider sustainability and their environmental footprint.

More information and guidance to support centres in developing sustainable practices through the delivery of City & Guilds qualifications can be found here:

[Our Pathway to Net Zero | City & Guilds \(cityandguilds.com\)](https://www.cityandguilds.com/uk/qualifications/our-pathway-to-net-zero)

Centres should consider their own carbon footprint when delivering these qualifications and consider reasonable and practical ways of delivering this qualification with sustainability in mind. This could include:

- reviewing purchasing and procurement processes (such as buying in bulk to reduce the amount of travel time and energy, considering and investing in the use of components that can be reused, instead of the use of disposable or single use consumables)

- reusing components wherever possible
- waste procedures (ensuring that waste is minimised, recycling of components is in place wherever possible)
- minimising water use and considering options for reuse/salvage as part of plumbing activities wherever possible.

Support materials

The following resources are available for these qualifications:

Description	How to access
Assessor guide	www.cityandguilds.com
Example candidate files	www.cityandguilds.com
Candidate pack	www.cityandguilds.com
Recording forms	www.cityandguilds.com
Unit recording document	www.cityandguilds.com
SmartScreen	www.smartscreen.co.uk

4 Assessment

Assessment of the qualification

Candidates must:

- successfully complete relevant assessments (assignment, portfolio or centre devised assignment) for the chosen units that make up an Award, Certificate or Diploma (see [Structure](#)).

Assessment types			
Unit	Title	Assessment method	Where to obtain assessment materials
Mandatory unit:			
101	Improving productivity using IT	Assignment or portfolio	www.cityandguilds.com
Optional units:			
102	IT User fundamentals	Assignment, centre devised or portfolio	www.cityandguilds.com
103	Setting up an IT system	Assignment, centre devised or portfolio	www.cityandguilds.com
104	Optimise IT system performance	Assignment, centre devised or portfolio	www.cityandguilds.com
105	Security for IT users	Assignment, centre devised or portfolio	www.cityandguilds.com
106	IT communication fundamentals	Assignment, centre devised or portfolio	www.cityandguilds.com

Assessment types

Assessment types		
Title	Assessment method	Where to obtain assessment materials
107	Using the Internet	Assignment, centre devised or portfolio www.cityandguilds.com
108	Using email	Assignment, centre devised or portfolio www.cityandguilds.com
109	Using collaborative technologies	Assignment, centre devised or portfolio www.cityandguilds.com
110	Using mobile IT devices	Assignment, centre devised or portfolio www.cityandguilds.com
111	Personal information management software	Assignment, centre devised or portfolio www.cityandguilds.com
112	IT software fundamentals	Assignment, centre devised or portfolio www.cityandguilds.com
113	Audio software	Assignment, centre devised or portfolio www.cityandguilds.com
114	Video software	Assignment, centre devised or portfolio www.cityandguilds.com
115	Bespoke software	Centre devised or portfolio www.cityandguilds.com
116	Specialist software	Centre devised or portfolio www.cityandguilds.com
117	Computer accounting software	Assignment, centre devised or portfolio www.cityandguilds.com

Assessment types

Title		Assessment method	Where to obtain assessment materials
118	Data management software	Assignment, centre devised or portfolio	www.cityandguilds.com
119	Database software	Assignment, centre devised or portfolio	www.cityandguilds.com
120	Design software	Assignment, centre devised or portfolio	www.cityandguilds.com
121	Imaging software	Assignment, centre devised or portfolio	www.cityandguilds.com
122	Desktop publishing software	Assignment, centre devised or portfolio	www.cityandguilds.com
123	Drawing and planning software	Assignment, centre devised or portfolio	www.cityandguilds.com
124	Multimedia software	Assignment, centre devised or portfolio	www.cityandguilds.com
125	Presentation software	Assignment, centre devised or portfolio	www.cityandguilds.com
126	Project management software	Assignment, centre devised or portfolio	www.cityandguilds.com
127	Spreadsheet software	Assignment, centre devised or portfolio	www.cityandguilds.com

Assessment types			
Title		Assessment method	Where to obtain assessment materials
128	Website software	Assignment, centre devised or portfolio	www.cityandguilds.com
129	Word processing software	Assignment, centre devised or portfolio	www.cityandguilds.com
134	Using a computer keyboard	Assignment, centre devised or portfolio	www.cityandguilds.com
135	Internet safety for IT users	Assignment, centre devised or portfolio	www.cityandguilds.com
137	3D Drawing and planning software	Centre devised or portfolio	www.cityandguilds.com
138	3D Design software	Centre devised or portfolio	www.cityandguilds.com
139	3D Animation software	Centre devised or portfolio	www.cityandguilds.com

Special units:

801	SSU: Sector Specific Unit	Sector specific	www.cityandguilds.com
802	SSU: Sector Specific Unit	Sector specific	www.cityandguilds.com
803	SSU: Sector Specific Unit	Sector specific	www.cityandguilds.com
804	SSU: Sector Specific Unit	Sector specific	www.cityandguilds.com
805	SSU: Sector Specific Unit	Sector specific	www.cityandguilds.com
851	FS: ICT Functional Skills (Entry Level 3)*	Proxy	www.cityandguilds.com
852	FS: ICT Functional Skills (Level 1)*	Proxy	www.cityandguilds.com

Assessment types			
Title		Assessment method	Where to obtain assessment materials

853	FS: ICT Functional Skills (Level 2)*	Proxy	www.cityandguilds.com
854	SFL: ICT Skills for Life (Entry Level3)	Proxy	www.cityandguilds.com
855	KS: ICT Key Skills/ICT Essential Skills	Proxy	www.cityandguilds.com
856	CS: ICT Core Skills (Level 3) (Scotland)*	Proxy	www.cityandguilds.com
857	CS: ICT Core Skills (Level 4) (Scotland)*	Proxy	www.cityandguilds.com
858	CS: ICT Core Skills (Level 5) (Scotland)*	Proxy	www.cityandguilds.com
859	CS: ICT Core Skills (Level 6) (Scotland)*	Proxy	www.cityandguilds.com

***This unit is no longer available and has been provided for reference purposes only**

Other units:

X02	IT User fundamentals	Centre devised or portfolio	www.cityandguilds.com
X03	Setting up an IT system	Centre devised or portfolio	www.cityandguilds.com
X04	Optimise IT system performance	Centre devised or portfolio	www.cityandguilds.com
X05	Security for IT users	Centre devised or portfolio	www.cityandguilds.com
X06	IT communication fundamentals	Centre devised or portfolio	www.cityandguilds.com
X07	Using the Internet	Centre devised or portfolio	www.cityandguilds.com

X08	Using email	Centre devised or portfolio	www.cityandguilds.com
X09	Using collaborative technologies	Centre devised or portfolio	www.cityandguilds.com
X10	Using mobile IT devices	Centre devised or portfolio	www.cityandguilds.com
X11	Personal information management software	Centre devised or portfolio	www.cityandguilds.com

Assessment types

Title		Assessment method	Where to obtain assessment materials
X12	IT software fundamentals	Centre devised or portfolio	www.cityandguilds.com
X13	Audio software	Centre devised or portfolio	www.cityandguilds.com
X14	Video software	Centre devised or portfolio	www.cityandguilds.com
X15	Bespoke software	Centre devised or portfolio	www.cityandguilds.com
X16	Specialist software	Centre devised or portfolio	www.cityandguilds.com
X17	Computer accounting software	Centre devised or portfolio	www.cityandguilds.com
X18	Data management software	Centre devised or portfolio	www.cityandguilds.com
X19	Database software	Centre devised or portfolio	www.cityandguilds.com
X20	Design software	Centre devised or portfolio	www.cityandguilds.com
X21	Imaging software	Centre devised or portfolio	www.cityandguilds.com

X22	Desktop publishing software	Centre devised or portfolio	www.cityandguilds.com
X23	Drawing and planning software	Centre devised or portfolio	www.cityandguilds.com
X24	Multimedia software	Centre devised or portfolio	www.cityandguilds.com
X25	Presentation software	Assignment, centre devised or portfolio	www.cityandguilds.com
X26	Project management software	Centre devised or portfolio	www.cityandguilds.com
X27	Spreadsheet software	Assignment, centre devised or portfolio	www.cityandguilds.com
X28	Website software	Centre devised or portfolio	www.cityandguilds.com
X29	Word processing software	Assignment, centre devised or portfolio	www.cityandguilds.com
X34	Understand the potential of IT	Assignment, centre devised or portfolio	www.cityandguilds.com
X35	Developing personal and team effectiveness using IT	Assignment, centre devised or portfolio	www.cityandguilds.com
X37	3D Drawing and planning software	Centre devised or portfolio	www.cityandguilds.com
X38	3D Design software	Centre devised or portfolio	www.cityandguilds.com

Assessment types

Title	Assessment method	Where to obtain assessment materials	
X39	3D Animation software	Centre devised or portfolio	www.cityandguilds.com

Other units (Entry Level 3):

001	IT User fundamentals	Centre devised or portfolio	www.cityandguilds.com
002	Database software	Centre devised or portfolio	www.cityandguilds.com
003	Desktop publishing software	Centre devised or portfolio	www.cityandguilds.com
004	Audio and video software	Centre devised or portfolio	www.cityandguilds.com
005	Design and imaging software	Centre devised or portfolio	www.cityandguilds.com
006	Using email	Centre devised or portfolio	www.cityandguilds.com
007	Using the Internet	Centre devised or portfolio	www.cityandguilds.com
008	Using mobile IT devices	Centre devised or portfolio	www.cityandguilds.com
009	Presentation software	Centre devised or portfolio	www.cityandguilds.com
010	Spreadsheet software	Centre devised or portfolio	www.cityandguilds.com
011	Word processing software	Centre devised or portfolio	www.cityandguilds.com
012	Personal information management software	Centre devised or portfolio	www.cityandguilds.com
013	Specialist/bespoke software	Centre devised or portfolio	www.cityandguilds.com
014	Data management software	Centre devised or portfolio	www.cityandguilds.com
015	Online Basics	Centre devised or portfolio	www.cityandguilds.com

091	Computer Basics	Centre devised or portfolio	www.cityandguilds.com
092	The Internet and World Wide Web	Centre devised or portfolio	www.cityandguilds.com
093	Productivity Programmes	Centre devised or portfolio	www.cityandguilds.com
094	Computer Security and Privacy	Centre devised or portfolio	www.cityandguilds.com
095	Digital Lifestyle	Centre devised or portfolio	www.cityandguilds.com

Assessment strategy

City & Guilds has written the following assignments to use with these qualifications:

- live assignments that can be downloaded from the City & Guilds website (101-114, 117-129, 134-135)
- sample assignments (example candidate files) that can be downloaded from the City & Guilds website (101-114, 117-129, 134-135).

Live assessments downloaded from the City & Guilds website, ie assignments, are set by City & Guilds and administered by the centre when the candidate is ready. These assessments should be delivered by the centre under supervised conditions.

Assessments are marked by the centre using the marking guide provided in the relevant assessment materials which are available to download from www.cityandguilds.com. All assessment materials must be held securely by centres and not made available to candidates.

City & Guilds has also written guidance for centres to write their own assignments.

Centre set and marked assessments

City & Guilds has provided separate guidance for writers of centre based assessments which should be read in conjunction with this document, entitled, '**GM1 - Developing centre devised assessments – guidance for centre based assessment writers**'.

A set of generic recording forms is also provided as follows:

- Assessment tasks (AD1)
- Assessment grading criteria (AD2)
- Assessment sign off form (AD3)
- Evidence recording form (GF1)
- Assessment unit front and mark sheet (GF2)

- Assessment task front sheet (GF3)
- Assessment unit mark sheet (GF4)
- Assessment feedback and action plan form (GF5)
- Qualification assessment tracking form (GF6)
- Group assessment tracking form (GF7)

A full explanation of the use of these forms can be found in the centre devised assessment writing guidance. All of this material is available to download from the City & Guilds website at <http://www.cityandguilds.com/delivering-our-qualifications/centre-development/quality-assurance/quality-assurance-documents> .

Units can also be assessed through a portfolio of evidence. All evidence in the portfolio for the skills learning outcomes must be generated in the workplace or a realistic working environment.

Portfolio of evidence

Candidate and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence candidates' progress towards achieving qualifications. Further details are available at www.cityandguilds.com/eportfolios.

City & Guilds has developed a set of **recording forms** including examples of completed forms for new and existing centres to use as appropriate. Recording forms are available on the City & Guilds website.

Although new centres are expected to use these forms, centres may devise or customise alternative forms, which must be approved for use by the external quality assurers, before they are used by candidates and assessors at the centre. Amendable (MS Word) versions of the forms are available on the City & Guilds website.

Evidence sources

A portfolio of evidence will typically include several pieces of evidence – it must contain sufficient evidence to demonstrate the knowledge and skills required for each appropriate unit.

Evidence sources may include:

- training logbooks
- centre-produced worksheets and activities
- annotated photographs
- video clips (maximum duration in total = 10 minutes)
- workplace documentation/records, for example job cards/job sheets, equipment check/maintenance/service records, parts order records.

This is not a definitive list; other evidence sources are permitted.

The evidence provided must be valid and attributable to the candidate; the portfolio of evidence must contain a statement from the centre confirming this.

Evidence **must not** include:

- any methods of self-assessment
- any employer contributions should focus on direct observation of evidence (for example witness statements) of competence rather than opinions.

There will be times when, in order to provide evidence it will be appropriate for a candidate to take a 'screenshot' (a copy of the screen). This need not be printed out, but can be copied from the clipboard into a word processing or presentation graphics document and saved to an appropriate area, where applicable commentary can be added.

By the very nature of IT, activities can be carried out in a variety of locations not confined to the traditional workplace or classroom setting.

Unit requirements

- no prescribed number of tasks for the units
- no need for the evidence requirements to be demonstrated a prescriptive/specific number of times
- candidate is required to demonstrate, at least once, that the learning outcomes and assessment criteria have been fully met or a City & Guilds approved assignment has been undertaken
- units are complete when the person assessing the work is confident that the candidate is proficient.

Time constraints

The following must be applied to the assessment of these qualifications:

Candidates must finish their assessment within their period of registration.

And

Assignments should take no longer than the time stated in the related guidance. If they do, centres should consider why this is and make sure that they are not trying to gather too much evidence.

Each assignment has a stated time within which a candidate should be able complete it. These are suggested timings and centre staff should make the judgement for extension based on their knowledge of their candidates.

Suggested timings for Level 1 assignments are 1.5 hours.

Accreditation of Prior Experience and Learning (APEL)

Accreditation of Prior Learning (APL) and Accreditation of Prior Experience and Learning (APEL) recognise the contribution a person's previous experience could contribute to a qualification.

For candidates starting their studies towards the ITQ the process for accreditation of prior achievement is straightforward. Many people may have developed their skills in using IT

through undertaking existing or 'legacy' accredited units, qualifications or from non-accredited units and employer training schemes, such as:

- the ITQ in trials between September 07 and August 09 (7541)
- the current ITQ, technically a Scottish or National Vocational Qualification [S/NVQ] (4322)
- Functional Skills ICT, ICT Skills for Life [Basic Skills] and in Essential Skills ICT (Northern Ireland);
- legacy units from VQs or VRQs accredited on the National Qualifications Framework (NQF) or accredited by the Scottish Qualifications Authority (SQA);
- vendor units and qualifications; and
- employer training schemes

The ITQ Framework lists which units or schemes can contribute to the ITQ, and whether there are any limits on counting credit from such achievement. The up-to-date ITQ Framework, will be published on the TechSkills website www.techskills.org

Acceptance of contributing will be undertaken if the following conditions are met:

- the candidate presents the original qualification, unit certificate or other agreed record of achievement for inspection by the ITQ centre; and
- the unit was achieved no more than three years prior to the date of presentation to the centre
- it is the responsibility the centre to ensure that a representative sample of certificated skills and knowledge are still current.

Some approved contributing units entitle candidates to claim exemptions for more than one ITQ unit. In such cases, the candidate does not have to claim exemptions for all of the possible ITQ units unless he/she chooses to do so.

5 Units

Availability of units

A complete set of units including the assessment criteria can be found in the Unit pack at www.cityandguilds.com. The learning outcomes and assessment criteria are also viewable on the National Database of Accredited Qualifications (NDAQ) www.accreditedqualifications.org.uk

Structure of units

The units in these qualifications are written in a standard format and comprise the following:

- City & Guilds reference number and title
- level
- credit value
- unit aim
- endorsement by a sector or other appropriate body
- learning outcomes which are comprised of a number of assessment criteria
- notes for guidance – which are suggestions and should not be seen as a prescriptive list.

Guidance for delivery of the units

These qualifications comprise a number of **units**. A unit describes what is expected of a competent person in particular aspects of their job.

Each **unit** is divided into **learning outcomes** which describe in further detail the skills and knowledge that a candidate should possess.

Each **learning outcome** has a set of **assessment criteria** (performance and knowledge and understanding) which specify the desired criteria that must be satisfied before an individual can be said to have performed to the agreed standard.

Appendix 1 Relationships to other qualifications

These qualifications are no longer available and have been provided for reference purposes only.

City & Guilds has identified the connections to other qualifications. 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.

These qualifications have connections to the:

- City and Guilds Level 1 N/SVQ for IT Users (ITQ) (4322)
- City and Guilds Level 1 iTQ Certificate for IT Users (7541)
- City and Guilds Level 1 e-Equals Certificate for IT Users (7266)

Appendix 1.1 Links to Level 2 N/SVQ for IT Users (ITQ) (4322)

Level 1 N/SVQ for IT Users (ITQ) (4322)		Level 1 ITQ (7574)	
Unit Number/Title		Unit Number/Title	
T/102/5696	IT troubleshooting for users 1	D/502/4244	Optimise IT system performance*
A/102/5697	IT maintenance for users 1	D/502/4244	Optimise IT system performance*
F/102/5698	IT security for users 1	R/502/4256	Security for IT users
J/102/5699	Internet and intranets 1	T/502/4296	Using the Internet
M/102/5700	E-mail 1	J/502/4299	Using email
F/102/5703	Database software 1	H/502/4553	Database software
L/102/5705	Artwork and imaging software 1*	M/502/4572	Design software
L/102/5705	Artwork and imaging software 1*	J/502/4612	Imaging software
R/102/5706	Presentation software 1	K/502/4621	Presentation software

A/102/5702	Spreadsheet software 1	A/502/4624	Spreadsheet software
T/102/5701	Word processing software 1	L/502/4627	Word processing software
J/102/5704	Website software 1	L/502/4630	Website software

* Only one option may be selected where a unit maps twice

Appendix 1 Relationships to other qualifications

These qualifications are no longer available and have been provided for reference purposes only.

Appendix 1.2 Links to Level 1 iTQ Certificate for IT Users (7541)

Level 1 iTQ Certificate for IT Users (7541)		Level 1 ITQ (7574)	
Unit Number/Title		Unit Number/Title	
H/501/0829	IT trouble-shooting for users 1	D/502/4244	Optimise IT system performance*
R/500/7277	IT maintenance for users 1	D/502/4244	Optimise IT system performance*
T/501/0785	IT security for users 1	R/502/4256	Security for IT users
R/500/7280	Internet and intranets 1	T/502/4296	Using the Internet
T/500/7286	E-mail 1	J/502/4299	Using email
R/500/7294	Database software 1	H/502/4553	Database software
H/500/7316	Data management software 1	F/502/4558	Data management software
D/500/7301	Artwork and imaging software 1*	M/502/4572	Design software
D/500/7301	Artwork and imaging software 1*	J/502/4612	Imaging software
H/500/7316	Presentation software 1	K/502/4621	Presentation software
F/500/6769	Spreadsheet software 1	A/502/4624	Spreadsheet software
J/500/7292	Word processing software 1	L/502/4627	Word processing software
H/500/7297	Website software 1	L/502/4630	Website software

* Only one option may be selected where a unit maps twice

Appendix 1 Relationships to other qualifications

These qualifications are no longer available and have been provided for reference purposes only.

Appendix 1.3 Level 1 e-Quals Certificate for IT Users (7266)

Level 1 <u>e-Quals Certificate for IT Users (7266)</u>		Level 1 ITQ (7574)	
Unit Number/Title		Unit Number/Title	
Y/500/9855	Using the Internet for finding and sending information	T/502/4296	Using the Internet
R/500/9854	Sending and receiving e-mails	J/502/4299	Using email
A/500/9850	Producing simple databases	H/502/4553	Database software
F/500/9851	Working with desktop publishing applications	Y/502/4565	Desktop publishing software
J/500/9852	Creating simple presentations	K/502/4621	Presentation software
L/500/9853	Producing simple spreadsheets	A/502/4624	Spreadsheet software
D/500/9856	Producing simple word processed documents	L/502/4627	Word processing software
H/500/9857	Creating simple web pages	L/502/4630	Website software

Appendix 2 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 can be found in the [Centre document library](#).

Appendix 2.1 Protecting identity

It is extremely important to protect the identity of the individuals encountered by candidates in the work setting or as part of an assignment, eg customers, clients, patients, other students, family and friends.

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.

When recording evidence towards this qualification, candidates are expected in particular to protect the identity of children they may encounter during the execution of assignments by disguising their names and other personal details.

Appendix 2.2 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.

Appendix 2.3 Legal requirements

Other legal considerations may apply to this qualification, such as Health and Safety using IT equipment and accessibility for all learners. It is the responsibility of centres to ensure compliance with all local, regional and national legislation which may affect delivery of the qualification, and to ensure that candidates are fully aware of any requirements.

Appendix 3 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the [Centre document library](#) on www.cityandguilds.com or click on the links below:

Centre Handbook: Quality Assurance Standards

This document is for all approved centres and provides guidance to support their delivery of our qualifications. It includes information on:

- centre quality assurance criteria and monitoring activities
- administration and assessment systems
- centre-facing support teams at City & Guilds/ILM
- centre quality assurance roles and responsibilities.

The Centre Handbook should be used to ensure compliance with the terms and conditions of the centre contract.

Centre Assessment: Quality Assurance Standards

This document sets out the minimum common quality assurance requirements for our regulated and non-regulated qualifications that feature centre-assessed components. Specific guidance will also be included in relevant qualification handbooks and/or assessment documentation.

It incorporates our expectations for centre internal quality assurance and the external quality assurance methods we use to ensure that assessment standards are met and upheld. It also details the range of sanctions that may be put in place when centres do not comply with our requirements or actions that will be taken to align centre marking/assessment to required standards. Additionally, it provides detailed guidance on the secure and valid administration of centre assessments.

Access arrangements: When and how applications need to be made to City & Guilds

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.

The [Centre document library](#) also contains useful information on such things as:

- conducting examinations
- registering learners
- appeals and malpractice.

Useful contacts

Please visit the [Contact us](#) section of the City & Guilds website.

City & Guilds

For over 140 years, we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life-changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We partner with our customers to deliver work-based learning programmes that build competency to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

The City & Guilds community of brands includes Gen2, ILM, Intertrain, Kineo and The Oxford Group.

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This Qualification Handbook however may contain references to historic information, such as former organisations, obsolete frameworks, codes or standards, or retired units and qualifications. This information is included for reference purposes only.

Published by City & Guilds, a registered charity established to promote education and training.

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