City & Guilds Level 2 Award/Certificate/Diploma for IT Users (7574-02)

Qualification handbook for centres

Level 2 (Award): 500/6706/0
Level 2 (Certificate): 500/6724/2
Level 2 (Diploma): 500/6760/6
Level 2 (Diploma) IT User Skills - Apprenticeship: 600/0993/7

www.cityandguilds.com
February 2022
Version 6.0

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Qualification title	Number	Ofqual ref.	GLH	TQT
City & Guilds Level 2 Award for IT Users – ITQ	7574-02	500/6706/0	70	100
City & Guilds Level 2 Certificate for IT Users – ITQ	7574-02	500/6724/2	120	160
City & Guilds Level 2 Diploma for IT Users – ITQ	7574-02	500/6760/6	275	380
City & Guilds Level 2 Diploma in IT User Skills - Apprenticeship	7574-02	600/0993/7	280	380

Version and date	Change detail	Section
3.1 Mar 2014	Add Unit (X01) – amended titles (X03, X05,X17)	**Structure**
4.0 January 2015	Addition of the following: Level 1 units – 137, 138, 139 Level 2 units – 237, 238, 239 Level 3 units – 337, 338, 339	
5.0 December 2015	Sector specific units guidance	**Introduction to the qualifications**
5.1 June 2016	Credit values for units 134 and 135 amended	**Qualification structure**
6.0 February 2022	TQT/GLH added City & Guilds added to qualification title References to QCF removed	**Introduction to the qualifications** **Throughout** **Throughout**

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Contents

1	**Introduction to the qualifications**	**5**
1.1	Qualification structure	6
1.2	Opportunities for progression	13
1.3	Qualification support materials	14
1.4	Europass Certificate Supplement	14
1.5	Total Qualification Time	15
2	**Centre requirements**	**16**
2.1	Centre approval requirements	16
2.2	Resource requirements	17
2.3	Candidate entry requirements	18
3	**Units**	**19**
4	**Assessment**	**21**
4.1	Summary of assessment methods	21
4.2	Summary of assessment methods	22
4.3	Assignments	22
4.4	Evidence requirements	23
4.5	Recording forms	23
4.6	Accreditation of prior learning and experience (APEL)	24
5	**Course design and delivery**	**25**
5.1	Initial assessment and induction	25
5.2	Recommended delivery strategies	26
Appendix 1	**Relationships to other qualifications**	**27**
Appendix 1.1	Links to City & Guilds Level 2 N/SVQ for IT Users (ITQ) (4322)	27
Appendix 1.2	Links to City & Guilds Level 2 iTQ Certificate for IT Users (7541-02)	28
Appendix 1.3	City & Guilds Level 2 e-Quals Diploma for IT Users (7266-02)	29
Appendix 2	**Data protection and confidentiality**	**30**
Appendix 2.1	Protecting identity	30
Appendix 2.2	Images of minors being used as evidence	30
Appendix 2.3	Legal requirements	30
Appendix 3	**Sources of general information**	**31**

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1 Introduction to the qualifications

This document contains the information that centres need to offer the following qualifications:

Qualification title(s) and level(s)	City & Guilds qualification nos.	Ofqual accreditation nos.
City & Guilds Level 2 Award for IT Users –ITQ	7574-02	500/6706/0
City & Guilds Level 2 Certificate for IT Users –ITQ	7574-02	500/6724/2
City & Guilds Level 2 Diploma for IT Users –ITQ	7574-02	500/6760/6
City & Guilds Level 2 Diploma in IT User Skills - Apprenticeship	7574-02	600/0993/7

Consult the Walled Garden/Online Catalogue for last dates.

Who is the qualification for?	**Designed for those with little or no experience in computing for the underpinning knowledge that could aid progress to further education or employment.**
What does the qualification cover?	The qualification provides 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 will learners be able to do?	With guidance a learner will be able to operate information and communication software or hardware with knowledge and understanding it the topics they undertake. Outcomes and Assessment Criteria aligned to the National Occupational Standards (NOS) for IT Users 2009 developed by e-skills UK (Sector Skills Council for ICT) can be found in *UN-7574-00 Outcome and Assessment Criteria* on the City & Guilds website at **www.cityandguilds.com/itq**.
Is the qualification part of a framework or initiative?	The qualification is accredited to be part of Foundation Learning Tier and Additional for the Diplomas. It also forms part of a Pre-Employment ITQ for Life apprenticeship style package.

1 Introduction to the qualifications

1.1 Qualification structure

To achieve the City & Guilds Level 2 Award for IT Users, learners must gain 10 credits from any units with a minimum of 7 credits at Level 2.

To achieve the City & Guilds Level 2 Certificate for IT Users, learners must gain 16 credits of which 4 credits must come from the mandatory unit and a minimum of 6 credits from the optional units at Level 2 or above plus 6 credits from any optional units available.

To achieve the City & Guilds Level 2 Diploma for IT Users, learners must gain 38 credits of which 4 credits must come from the mandatory unit and a minimum of 17 credits from the optional units at Level 2 or above plus 17 credits from any optional units available.

To achieve the City & Guilds Level 2 Diploma in IT User Skills - Apprenticeship, learners must gain 38 credits of which 16 credits must come from the mandatory units and a minimum of 5 credits from the optional units at Level 2 or above plus 17 credits from any optional units available.

ITQ Units

The diagram below shows the unit titles, the credit value of each unit followed by the list of excluded and exempt combination of units.

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value
J/502/4156	201	Improving Productivity Using IT	**Mandatory**	4
M/503/0498	234	Understanding the Potential of IT	**Mandatory (IT User Skills – Apprenticeship pathway only)**	8
T/503/0499	235	Developing personal and team effectiveness using IT	**Mandatory (IT User Skills – Apprenticeship pathway only)**	4
L/502/4207	202	IT User Fundamentals	Optional	3
L/502/4210	203	Set Up an IT System	Optional	4
H/502/4245	204	Optimise IT System Performance	Optional	4
Y/502/4257	205	IT Security for Users	Optional	2
D/502/4292	206	IT Communication Fundamentals	Optional	2
A/502/4297	207	Using the Internet	Optional	4
M/502/4300	208	Using Email	Optional	3

F/502/4379	209	Using Collaborative Technologies	Optional	4
K/502/4375	210	Using Mobile IT Devices	Optional	2
L/502/4370	211	Personal Information Management Software	Optional	2
R/502/4385	212	IT Software Fundamentals	Optional	3

1 Introduction to the qualifications

1.1 Qualification structure

ITQ Units/ continued

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value
D/502/4390	213	Audio Software	Optional	3
M/502/4393	214	Video Software	Optional	3
F/502/4396	215	Bespoke Software	Optional	3
R/502/4399	216	Specialist Software	Optional	3
J/502/4402	217	Computerised Accounting Software	Optional	3
J/502/4559	218	Data Management Software	Optional	3
M/502/4555	219	Database Software	Optional	4
T/502/4573	220	Design Software	Optional	4
L/502/4613	221	Imaging Software	Optional	4
D/502/4566	222	Desktop Publishing Software	Optional	4
A/502/4610	223	Drawing and Planning Software	Optional	3
D/502/4616	224	Multimedia Software	Optional	4
M/502/4622	225	Presentation Software	Optional	4
M/502/4619	226	Project Management Software	Optional	4
F/502/4625	227	Spreadsheet Software	Optional	4
R/502/4631	228	Website Software	Optional	4
R/502/4628	229	Word Processing Software	Optional	4

M/506/6384	237	3D Drawing and planning software	Optional	4
F/506/6390	238	3D Design software	Optional	4
R/506/6393	239	3D Animation software	Optional	4

1 Introduction to the qualifications

1.1 Qualification structure

Special Units/ continued

Accreditation unit reference	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value
N/A	801	SSU: Sector Specific Unit	Optional	1
N/A	802	SSU: Sector Specific Unit	Optional	2
N/A	803	SSU: Sector Specific Unit	Optional	3
N/A	804	SSU: Sector Specific Unit	Optional	4
N/A	805	SSU: Sector Specific Unit	Optional	5
N/A	852	FS: ICT Functional Skills (Level 1)	Optional	5
N/A	853	FS: ICT Functional Skills (Level 2)	Optional	5
N/A	855	KS: ICT Key Skills/ICT Essential Skills	Optional	5
N/A	857	CS: ICT Core Skills (Level 4) (Scotland)	Optional	5
N/A	858	CS: ICT Core Skills (Level 5) (Scotland)	Optional	5
N/A	859	CS: ICT Core Skills (Level 6) (Scotland)	Optional	5
N/A	904	Level 2 **AWARD** claim unit	N/A	N/A
N/A	905	Level 2 **CERTIFICATE** claim unit	N/A	N/A
N/A	906	Level 2 **DIPLOMA** claim unit	N/A	N/A
N/A	916	Level 2 **DIPLOMA Apprenticeship** claim unit	N/A	N/A

1 Introduction to the qualifications

1.1 Qualification structure

Other units available

City & Guilds units (Level 1 and 3) Unit Numbers		Credit value	
X = 1 or 3 for the level	**Unit title**	**Level 1**	**Level 3**
X01	Improving productivity using IT	3	5
X02	IT User fundamentals	3	N/A
X03	Set up an IT system	3	5
X04	Optimise IT system performance	2	5
X05	IT Security for users	1	3
X06	IT communication fundamentals	2	N/A
X07	Using the Internet	3	5
X08	Using email	2	3
X09	Using collaborative technologies	3	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	2	4
X14	Video software	2	4
X15	Bespoke software	2	4
X16	Specialist software	2	4
X17	Computerised accounting software	2	5
X18	Data management software	2	4
X19	Database software	3	6
X20	Design software	3	5
X21	Imaging software	3	5
X22	Desktop publishing software	3	5
X23	Drawing and planning software	2	4
X24	Multimedia software	3	6
X25	Presentation software	3	6
X26	Project management software	3	5
X27	Spreadsheet software	3	6
X28	Website software	3	5
X29	Word processing software	3	6

334	Understand the potential of IT	N/A	8
335	Developing personal and team effectiveness using IT	N/A	4
134	Internet safety for IT users	1	N/A
135	Using a computer keyboard	3	N/A
X37	3D Drawing and planning software	3	5
X38	3D Design software	3	5
X39	3D Animation software	3	5

1 Introduction to the qualifications

1.1 Qualification structure

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: ▪ IUF: IT user fundamentals ▪ ICF :IT communication fundamentals ▪ ISF: IT software fundamentals	None	None
Certificate		Maximum 4 credits SSU at any relevant level	None
Diploma		Maximum 4 credits SSU at any relevant level	None

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.

1.2 Opportunities for progression

On completion of these qualifications learners may progress into employment or to the following City & Guilds qualifications:

- City & Guilds Level 3 Award/Certificate/Diploma for IT Users – ITQ (7574-03)
- City & Guilds Level 3 e-Quals 07 Advanced Diploma for IT Users (7266-03)
- City & Guilds Level 4 Higher Professional Diploma in Information Management Using ICT (4447)
- related qualification in the IT adjacent sectors (e.g. IT Practitioner/Professional and Contact Centres)

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.

1.3 Qualification support materials

City & Guilds also provides the following publications and resources specifically for these qualifications:

Description	How to access
Sample test papers	**www.cityandguilds.com/itq**
Assignment and marking guide for centres	**www.cityandguilds.com/itq**
Assignment guide for candidates	**www.cityandguilds.com/itq**
Promotional materials	**www.cityandguilds.com/itq**
Fast track approval forms/generic fast track approval form	**www.cityandguilds.com/itq**
Candidate logbook	**www.cityandguilds.com/itq**
SmartScreen	**www.smartscreen.co.uk**
Heinemann – e-Quals Level 1 text books	**City & Guilds e-Quals Level1**
Heinemann – e-Quals Level 2 text books	**City & Guilds e-Quals Level2**

1.4 Europass Certificate Supplement

A Europass Certificate Supplement is available for the Level 2.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 **www.cityandguilds.com/europass**.

1.5 Total Qualification Time

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 achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.

TQT is comprised of the following two elements:

1) The number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
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 2 Award for IT Users – ITQ	70	100
City & Guilds Level 2 Certificate for IT Users – ITQ	120	160
City & Guilds Level 2 Diploma for IT Users – ITQ	275	380
City & Guilds Level 2 Diploma in IT User Skills - Apprenticeship	280	380

2 Centre requirements

This section outlines the approval processes for Centres to offer these qualifications and any resources that Centres will need in place to offer the qualifications including qualification-specific requirements for Centre staff.

2.1 Centre approval requirements

Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the qualification following qualifications:

- City & Guilds Level 2 N/SVQ for IT Users (iTQ) (4322-02)
- City & Guilds Level 3 N/SVQ for IT Users (iTQ) (4322-03)
- City & Guilds Level 2 ITQ Certificate for IT Users (7541-02)
- City & Guilds Level 3 ITQ Diploma for IT Users (7541-03)
- City & Guilds Level 2 e-Quals 07 Diploma for IT Users (7266-02)
- City & Guilds Level 3 e-Quals 07 Advanced Diploma for IT Users (7266-03)

have been given automatic approval for the City & Guilds Level 2 Award/Certificate/Diploma for IT Users - ITQ (7574-02), though the regional office may ask them to complete the **fast track approval form** available from the City & Guilds website for audit purposes.

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.

Existing City & Guilds centres

To offer this qualification, centres already approved to deliver City & Guilds qualifications if:

- Delivering ITQ with another Awarding Body
  - may seek FastTrack Approval and maintenance of any Direct Claim Status, subject to providing latest positive External Verification or Moderation report from current Awarding Body, as well as relevant staff and resource information as required by our Quality Group
- **NOT** delivering IT User qualifications with any Awarding Body
  - will need to gain **qualification approval**.
- Delivering ECDL or similar on-line only learning and assessment
  - may seek FastTrack Approval and maintenance of any Direct Claim Status, but will be are subject to positive External Verification visit from our Quality Advisors.

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 **www.cityandguilds.com/42992.html** for further information.

2 Centre requirements

2.2 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.

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

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 technically competent in the areas 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
- have recent relevant experience in the specific area they will be assessing
- be occupationally knowledgeable in the area(s) of Information and Communication Technology for Users 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.

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.

2 Centre requirements

2.2 Resource requirements

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 verification, and that it takes account of any national or legislative developments.

2.2 Quality assurance

Centres must use quality assurance systems that are fit for purpose for the assessment method(s) being used and are in line with the relevant regulatory requirements. For example:

- internal/external moderation of externally set examinations or online tests
- external moderation of externally set and internally marked tasks
- records to authenticate candidate's evidence for assessment
- internal standardisation/ external moderation of scenario based assignments set by centres
- internal moderation/verification of internally assessed evidence by a suitably qualified internal moderator/verifier using procedures approved by the awarding body
- external moderation/verification of internally assessed evidence by a suitably qualified external moderator/verifier using procedures specified by the awarding body.

2.3 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 these qualifications as candidates may have no prior experience, though some may have Level 1 experience/skills.

Centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

Age restrictions

There are no age limits attached to candidates undertaking the qualifications unless this is a legal requirement of the process or the environment. The Level 1 and Level 2 ITQ have been approved for use by candidates from the age of 14.

Other legal considerations

Other legal considerations may apply to this qualification, such a 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.

3 Units

Availability of units

A complete set of units including the assessment criteria can be found in the **Outcomes & Assessment Handbooks** at **ITQ Key Documents**. 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 and 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.

Definition of Levels

Level 1

A Level 1 user can make use of predefined or commonly used IT tools for activities that are straightforward or routine, identifying and using automated methods or alternative ways of working to improve productivity. Any aspect that is unfamiliar will require support and advice from other people.

An activity will typically be 'straightforward or routine' because:

- the task or context will be familiar and involve few factors (for example, time available, audience needs, message, structure); and
- the techniques used will be familiar or commonly undertaken.

Level 2

A Level 2 user can make use of predefined or commonly used IT tools for activities that are at times non-routine or unfamiliar, they will be able to devise solutions to use IT tools to improve productivity. Any aspect that is unfamiliar will require support and advice from other people.

An activity will typically be 'non-routine or unfamiliar' because:

- the task or context is likely to require some preparation, clarification or research (to separate the components and to identify what factors need to be considered, for example, time available, audience needs, accessibility of source, types of content, message and meaning) before an approach can be planned; and
- the techniques required will involve a number of steps and at times be non-routine or unfamiliar.

3 Units

Definition of Levels/ continued

Level 3

A Level 3 user can make use of predefined or commonly used IT tools for activities most of which are complex and non-routine, they will be able to devise solutions in the use of IT tools in order to improve productivity. They will take considerable responsibility and autonomy, and be prepared to offer support and advice to others.

An activity will typically be 'complex and non-routine' because:

- the task or context is likely to require research, analysis and interpretation;
- the work may be undertaken by others; and the techniques required will be complex, and
- the selection process may involve analysis, research, identification and application.

4 Assessment

4.1 Summary of assessment methods

For these qualifications, candidates will be required to complete at least one of the following methods or a combination of methods of assessment for each unit undertaken that clearly demonstrate the learning outcomes and assessment criteria have been met. This may be done by one or a mix of the following assessment methods:

- portfolio of evidence taken from activities involving the use of contemporary ICT systems
- e-Quals (7266) assignment for relevant units provide by City & Guilds
- e-assessment provide by City & Guilds
- knowledge tests
- scenario-based assessment
- witness testimony
- professional discussion
- simulations
- other methods which have been approved by e-skills UK and agreed by City & Guilds

Assessments must also take into account the additional information provided in the unit Purpose and Aims relating to the level of demand of:

- the activity, task, problem or question and the context in which it is set
- the information input and output type and structure involved
- the IT tools, techniques or functions to be used

Mandatory unit assessment

In order to reflect the standards of competence expected by employers, assessment of the mandatory unit (Improving Productivity using IT) within Certificates and Diplomas must demonstrate that candidates can apply their relevant skills and knowledge to develop a specified outcome, product or solution. The candidate should independently determine, select and apply the necessary IT tools and techniques to achieve their goal.

City & Guilds provides a 'wrap-around' assessment that can be used with any e-Quals (7266) or ITQ (7574) assignment, where the candidate is required to complete pre- and post-assignment tasks. Where the provided assignment is not used, assessment for this will cover the following aspects:

- **Objectives for using IT** – understanding the context in which IT is to be used or the conditions that may affect the way IT is to be used; understanding what outcome needs to be developed, and the expectations and requirements that the outcome must meet;
- **Application of IT skills and knowledge** – understanding what is involved in a piece of work and the best way to get it done;
- **Evaluation of the use of IT** – being able to evaluate the strengths and weaknesses of the use of IT, including identifying improvements to inform future work.

4 Assessment

4.2 Summary of assessment methods

Optional unit assessment

City & Guilds provides the following to help with assessments:

- Online, on-demand testing for certain units through GOLA
- Paper based assignments for units can be found at **www.cityandguild.com/itq** with links to contributing assignments from e-Quals (7266)
- A sample assignment can be downloaded from the SmartScreen section of the City & Guilds website
- City & Guilds provides guidance for centres to devise their own assessments within the **Outcome & Assessment Handbook** for each unit
- City & Guilds provides Recording Forms for candidates producing a portfolio of evidence, which includes Witness Statement forms – these are available in Word format for Centres to adapt to their own house style and approach to candidates
- City & Guilds provides an e-portfolio system – ITQ Plus – through its partner SkilSure Ltd

Time constraints

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

- Each assignment provided by City & Guilds for 7574 and 7266 has a stated time within which a candidate should be able complete it. These are suggested timings and a Centre should make the judgement for extension based on their knowledge of their candidates. The suggested timings for each level are as follows:
    - Level 1: 1 ½ hours
    - Level 2: 2 hours
    - Level 3: 2 ½ hours
- Centres finding that assignments are taking longer, should contact the external verifier for guidance
- All assignments must be completed and assessed within the candidate's period of registration. Centres should advise candidates of any internal timescales for the completion and marking of individual assignments
- Centre staff should guide candidates to ensure excessive evidence gathering is avoided for portfolios
- Centre staff should cross reference evidence where appropriate

4.3 Assignments

While assignments from e-Quals (7266) offer the marking grades of Pass, Credit and Distinction, ITQ (7574) is only Pass/Fail. All assignments for 7574 have been created based on candidates requiring a minimum of 65% to pass.

Only assignments developed or approved for use by City & Guilds are acceptable as evidence for completion of units for this qualification. Where a Centre devised assignment is approved, City & Guilds reserve the right to make this part of their public offering through the City & Guilds website.

4 Assessment

4.4 Evidence requirements

Centres may provide evidence using anyone of the assessment methods listed in section 4. Where a centre requires clarification of an assessment method or wishes to use an alternative to those listed they should contact their External Verifier through the City & Guilds Regional Office.

Valid evidence can arise from:

- activities undertaken at work or in the classroom (where these are not tutor lead)
- the search for employment (e.g. CVs, job applications and emails to potential employers)
- social activities (e.g. club membership databases, posters and websites)
- enterprise activities (e.g. business plans, budgets and marketing materials)
- voluntary activities (e.g. cash flows, programmes and newsletters)
- learning and studying subjects other than IT (e.g. internet research for a geography assignment, reports/dissertations and presentations).
- exercises and scenarios designed for the purpose of assessment

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.

4.5 Recording forms

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

- City & Guilds endorses ITQ Plus ePortfolio system. Further details are available at: **www.skilsure.com/nvq/itq.html**.
- City & Guilds has developed a set of recording forms specifically for these qualifications; *Recording 7574 iTQ Level 2 Recording forms V1.0* are available from the City & Guilds website.

Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre. Amendable (MS Word) versions of the forms are also available for centre to place in their own house style.

4 Assessment

4.6 Accreditation of prior learning and experience (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 e-skills UK website.

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 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 qualifications. This is sometimes referred to as diagnostic testing.
- any units the candidate has already completed, or credit they have accumulated which is relevant to the qualifications they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualifications 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 on the City & Guilds website.

5 Course design and delivery

5.2 Recommended delivery strategies

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

Centres may design course programmes of study in any way which:

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

City & Guilds recommends that centres address the wider curriculum, where appropriate, when designing and delivering the course. Centres should also consider links to the Key/Core Skills and other related qualifications. Relationship tables are provided in Appendix 1 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 qualifications.

For further information to assist with the planning and development of the programme, please refer to the following:

- Suggested topics included in each unit
- Useful material is available on SmartScreen

Appendix 1 Relationships to other qualifications

Links to other qualifications and frameworks

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 & Guilds Level 2 N/SVQ for IT Users (ITQ) (4322)
- City & Guilds Level 2 iTQ Certificate for IT Users (7541)
- City & Guilds Level 2 e-Quals Diploma for IT Users (7266)

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

Level 2 N/SVQ for IT Users (ITQ) (4322-02)		**Level 2 ITQ (7574-02)**	
Unit Number/Title		**Unit Number/Title**	
T/102/5715	IT troubleshooting for users 1	H/502/4245	Optimise IT system performance*
F/102/5717	IT maintenance for users 1	H/502/4245	Optimise IT system performance*
J/102/5718	IT security for users 1	L/502/4210	Security for IT users
L/102/5719	Internet and intranets 1	A/502/4297	Using the Internet
F/102/5720	E-mail 1	M/502/4300	Using email
R/102/5723	Database software 1	M/502/4555	Database software
D/102/5725	Artwork and imaging software 1*	T/502/4573	Design software
D/102/5725	Artwork and imaging software 1*	L/502/4613	Imaging software
H/102/5726	Presentation software 1	M/502/4622	Presentation software
L/102/5722	Spreadsheet software 1	F/502/4625	Spreadsheet software
J/102/5721	Word processing software 1	R/502/4628	Word processing software
Y/102/5724	Website software 1	R/502/4631	Website software

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

Appendix 1 Relationships to other qualifications

Appendix 1.2 Links to City & Guilds Level 2 iTQ Certificate for IT Users (7541-02)

Level 2 iTQ Certificate for IT Users (7541-02)		Level 2 ITQ (7574-02)	
Unit Number/Title		**Unit Number/Title**	
D/501/0831	IT trouble-shooting for users 2	H/502/4245	Optimise IT system performance*
Y/500/7278	IT maintenance for users 2	H/502/4245	Optimise IT system performance*
A/501/0786	IT security for users 2	L/502/4210	Security for IT users
Y/500/7281	Internet and intranets 2	A/502/4297	Using the Internet
F/500/7288	E-mail 2	M/502/4300	Using email
Y/500/7295	Database software 2	M/502/4555	Database software
A/501/2067	Data management software 2	J/502/4559	Data management software
D/500/7301	Artwork and imaging software 2*	T/502/4573	Design software
D/500/7301	Artwork and imaging software 2*	L/502/4613	Imaging software
M/500/7304	Presentation software 2	M/502/4622	Presentation software
T/500/6770	Spreadsheet software 2	F/502/4625	Spreadsheet software
H/500/6781	Word processing software 2	R/502/4628	Word processing software
K/500/7298	Website software 2	R/502/4631	Website software

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

Appendix 1 Relationships to other qualifications

Appendix 1.3 City & Guilds Level 2 e-Quals Diploma for IT Users (7266-02)

Level 2 e-Quals Diploma for IT Users (7266)		Level 2 ITQ (7574-02)	
Unit Number/Title		**Unit Number/Title**	
K/500/9861	Using the internet for advanced finding, selecting and sending information	A/502/4297	Using the Internet
K/500/6023	Electronic communication using Outlook	M/502/4300	Using email*
R/500/9000	Outlook Core (Microsoft	M/502/4300	Using email*
R/500/9868	Designing and creating databases	M/502/4555	Database software*
F/500/6030	Access Core (Microsoft)	M/502/4555	Database software*
F/500/9865	Designing and creating multi-page documents using desktop publishing software	D/502/4566	Desktop publishing software
T/500/9863	Designing and creating presentation	M/502/4622	Presentation software*
M/500/8999	PowerPoint Core (Microsoft)	M/502/4622	Presentation software*
M/500/9862	Designing and creating spreadsheets	F/502/4625	Spreadsheet software*
L/500/6029	Excel Core (Microsoft)	F/502/4625	Spreadsheet software*
M/500/9859	Using word processing software to adapt and merge documents	R/502/4628	Word processing software*
J/500/6028	Word Core (Microsoft)	R/502/4628	Word processing software*
H/500/9860	Designing and creating multi-page web sites	R/502/4631	Website software
H/500/6019	Working with computerised accounting software	J/502/4402	Computerised Accounting Software

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

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 are explained in *Providing City & Guilds qualifications*.

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 the 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 a 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 **Centres and Training Providers homepage** on **www.cityandguilds.com**.

Centre Guide – Delivering International Qualifications 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. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

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. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Ensuring quality contains updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document contains information on:

- Management systems
- Maintaining records
- Assessment
- Internal verification and quality assurance
- External verification.

Appendix 3 Sources of general information

Access to Assessment & Qualifications 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 homepage** section of the City & Guilds website also contains useful information such on such things as:

- ***Walled Garden***
  Find out how to register and certificate candidates on line
- ***Events***
  Contains dates and information on the latest Centre events
- ***Online assessment***
  Contains information on how to register for GOLA assessments.

Useful contacts

Type	Contact	Query
UK learners	T: +44 (0)20 7294 2800 E: learnersupport@cityandguilds.com	• General qualification information
International learners	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com	• General qualification information
Centres	T: +44 (0)20 7294 2787 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com	• Exam entries • Registrations/enrolment • Certificates • Invoices • Missing or late exam materials • Nominal roll reports • Results
Single subject qualifications	T: +44 (0)20 7294 8080 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com	• Exam entries • Results • Certification • Missing or late exam materials • Incorrect exam papers • Forms request (BB, results entry) • Exam date and time change
International awards	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com	• Results • Entries • Enrolments • Invoices • Missing or late exam materials • Nominal roll reports

Appendix 3 Sources of general information

Useful contacts

Type	Contact	Query
Walled Garden	T: +44 (0)20 7294 2840 F: +44 (0)20 7294 2405 E: walledgarden@cityandguilds.com	• Re-issue of password or username • Technical problems • Entries • Results • GOLA • Navigation • User/menu option problems
Employer	T: +44 (0)121 503 8993 E: business_unit@cityandguilds.com	• Employer solutions • Mapping • Accreditation • Development Skills • Consultancy
Publications	T: +44 (0)20 7294 2850 F: +44 (0)20 7294 3387	• Logbooks • Centre documents • Forms • Free literature

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: **feedbackandcomplaints@cityandguilds.com**

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