

Level 3

iTQ Certificate for IT Users

Level 3 (7541-03, -53, -83)

www.city-and-guilds.co.uk
September 2008
Version 1.0

Centre information, Candidate information and Unit recording forms

Level 3 - 500/3168/5

About City & Guilds

City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds Group

The City & Guilds Group includes ILM (the Institute of Leadership & Management) providing management qualifications, learning materials and membership services and NPTC (National Proficiency Tests Council) which offers land-based qualifications. City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

Equal opportunities

City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement *Access to assessment and qualifications* is available on the City & Guilds website.

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute 2008 and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a locked PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification
- the *Standard Copying Conditions* on the City & Guilds website.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Publications

City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below or by telephoning +44 (0)20 7294 2850 or faxing +44 (0)20 7294 3387.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds

**1 Giltspur Street
London EC1A 9DD**

**T +44 (0)20 7294 2800
F +44 (0)20 7294 2400**

**www.cityandguilds.com
enquiry@cityandguilds.com**

Contents

Recording forms for iTQ candidate portfolios	4
Form iTQ01 Candidate and centre details	6
Form iTQ02 Contact details and signatures	7
Form iTQ03 Candidate résumé	8
Form iTQ04 Skill scan	9
Form iTQ05 Expert / witness status list	10
Form iTQ06 Assessment plan, review and feedback	11
Forms iTQ07 and iTQ08 – Performance evidence record & Questioning record	12
Select and use IT 3	13
Operate a computer 3	15
IT troubleshooting for users 3	19
IT maintenance for users 3	23
IT security for users 3	28
Internets and intranets 3	32
E-mail 3	37
Word processing software 3	40
Spreadsheet software 3	43
Database software 3	46
Website software 3	51
Artwork and imaging software 3	56
Presentation software 3	60
Specialist or bespoke software 3	63
Evaluate the impact of IT 3	66
Data management software 3	70
Use IT systems 3	73
Use IT to exchange information 3	79
Sector specific unit 3	83
Form iTQ09 Professional discussion record	85
Form iTQ10 Evidence location and summary sheet	87
Form iTQ11 Assessment and verification declaration	88
Form iTQ12 Summary of achievement	90

Recording forms for iTQ candidate portfolios

City & Guilds has developed these recording forms, for new and existing centres to use as appropriate. Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved by the external verifier before they are used by iTQ candidates and assessors at the centre. These are divided between two document types, those for the specific Level and Units being undertaken and the Generic Recording Forms document that has forms that can be used at all levels;

- TS-01-7541 – Level 1 Centre information, Candidate information and Unit Recording forms
- TS-02-7541 – Level 2 Centre information, Candidate information and Unit Recording forms
- TS-03-7541 – Level 3 Centre information, Candidate information and Unit Recording forms
- TS-99-7541 – Generic Recording Forms

Alternatively, City & Guilds provides an e-portfolio solution through iTQ Plus, developed and supported by Skilsure. Where a centre wishes to use other electronic methods of keeping evidence they will need to discuss this with their external verifier.

This document contains the generic forms with blank versions of the Unit recording forms where these may be more suitable to the assessment and training being carried out.

Forms 5, 6, 7, 8, 10, 11 and 12, or approved alternatives, are a requirement. The other forms have been designed to help the assessment and recording process.

Candidate and centre details (Form iTQ01)

Form used to record candidate and centre details. This should be the first page of the candidate portfolio.

Contact details and signatures (Form iTQ02)

Form used to record details and signatures of assessor(s) and internal verifier(s).

Candidate résumé (Form iTQ03)

Form used if the candidate does not have an appropriate Curriculum Vitae (CV) for inclusion in the portfolio.

Skill scan (Form iTQ04)

Form used to record the candidate's existing skills and knowledge.

Expert/witness status list (Form iTQ05)

Form used to record the details of all those who have witnessed candidate evidence.

Assessment plan, review and feedback form (Form iTQ06)

Form used to record unit assessment plans, reviews and feedback to the candidate. The form allows for a dated, ongoing record to be developed.

Performance evidence record (Form iTQ07)

Form used to record details of activities observed, witnessed or for which a reflective account has been produced.

Questioning record (Form iTQ08)

Form used to record the focus of, and responses to, assessor devised questions. (Where question banks or online testing is used, the location of this evidence should be recorded on Form iTQ10.)

Professional discussion record (Form iTQ09)

Form used to record the scope and outcome of professional discussion if it is used

Evidence location and summary sheet (Form iTQ10)

Form used to identify what requirements each piece of evidence covers and where it is located, including questioning records which are held elsewhere (for example, because they were conducted online).

Assessment and verification declaration (Form iTQ11)

Form used as attestation that the evidence contained in the portfolio is authentic and is the work of the candidate undertaken in accordance with the requirements of the iTQ.

Summary of achievement (Form iTQ12)

Form used to record the candidate's on-going completion of units and progress to final achievement of the complete iTQ.

Please photocopy or print the forms as required.

MS Word amendable versions of these forms are also available on the City & Guilds website.

Form iTQ01 Candidate and centre details

Certificate for IT Users (iTQ)

City & Guilds number: Level

Candidate name:

Candidate contact details:

City & Guilds candidate enrolment number:

Date enrolled with centre: / /

Date registered with City & Guilds / /

Centre number

Centre Name: _____ Workplace name (if appropriate): _____

Centre address: _____ Workplace address (if appropriate): _____

Centre telephone number: _____

Email: _____

Centre contact/quality assurance co-ordinator (QAC) name: _____

Centre contact/quality assurance co-ordinator (QAC) contact details: _____

Centre contact/quality assurance co-ordinator (QAC) email address: _____

Form iTQ02 Contact details and signatures

Certificate for IT Users (iTQ)

Level: _____

Candidate name: _____ Signature: _____

Internal verifier name: _____

Signature: _____

Position: _____

Contact details: (Tel/email) _____

Workplace manager name: _____

Signature: _____

Position: _____

Contact details: (Tel/email) _____

Assessor name (1): _____

Signature: _____

Position: _____

Contact details: (Tel/email) _____

work-based / peripatetic / independent* (*delete as necessary)

Assessor name (2): _____

Signature: _____

Position: _____

Contact details: (Tel/email) _____

work-based / peripatetic / independent* (*delete as necessary)

Assessor name (3): _____

Signature: _____

Position: _____

Contact details: (Tel/email) _____

work-based / peripatetic / independent* (*delete as necessary)

(photocopy as required)

Form iTQ03 Candidate résumé

Name: _____

Date of Birth: / /

Address: _____

Post Code: _____ Telephone number: _____

Education:
(University, college and school name attended, towns and dates)

Qualifications gained:	Date:
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Current work role/responsibilities:

Employment history and/or voluntary work:	Date:
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Courses attended in the last 5 years:	Date:
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Interests

Form iTQ04 Skill scan

Certificate for IT Users (iTQ)

Level: _____

Candidate name: _____

Unit ref	Do you currently do this? Provide examples (if possible)	Have you evidence of doing this in the past? Provide examples (if possible)

Relevant qualifications held

Further training/experience needed

Attach additional sheets as required

Form iTQ05 Expert / witness status list

Certificate for IT Users (iTQ)

Level: _____

Candidate name: _____

Please ensure that all witnesses who have signed the candidate's evidence or written a report are included on this witness status list. All necessary details must be included and signed by the witness as being correct.

Name and contact address of witness	Witness status	Professional relationship to candidate	Unit or elements witnessed	Witness signature	Date

Witness status categories

- | | |
|----------------------------------------------------------------------------------------------|--------------------------------------------------------|
| 1. Occupational expert meeting specific qualification requirement for role of Expert Witness | 2. Occupational expert not familiar with the standards |
| 3. Non expert familiar with the standards | 4. Non expert not familiar with the standards |

Assessor name: _____

Signature: _____

(photocopy as required)

Form iTQ06 Assessment plan, review and feedback

Certificate for IT Users (iTQ)

Level: _____

Candidate name: _____

Assessor name: _____

Unit number(s):	Unit Title(s)
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

This record can be used for single and multiple unit planning

Date	Assessment planning, review, feedback and judgement record	Candidate and assessor signatures	Evidence reference

Assessment plan, review and feedback (continued)

Date	Assessment planning, review, feedback and judgement record	Candidate and assessor signatures	Evidence reference

The above is an accurate record of the discussion

Candidate signature: _____

Date: _____

Assessor signature: _____

Date: _____

photocopy as required

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: Select and use IT 3

Unit No.: 7541-301

Use this form to record details of activities (tick as appropriate):

- observed by your assessor
 seen by witness
 seen by expert witness
 self reflective account

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-301.1 Prepare to carry out complex ICT tasks	7541-301.1.1 Identify the tasks which need to be carried out 7541-301.1.2 Collect, organize and interpret information needed for the tasks 7541-301.1.3 Choose appropriate ICT tools for the tasks			
7541-301.2 Carry out complex tasks using ICT	7541-301.2.1 Use four ICT tools to complete the tasks 7541-301.2.2 Complete the tasks to meet requirements			
7541-301.3 Evaluate the use of ICT	7541-301.3.1 Evaluate the use of ICT in completing the tasks			

I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.

Candidate signature: _____ Date: _____

Assessor/Expert witness signature: _____ Date: _____

*delete as appropriate

Internal Verifier signature (if sampled): _____ Date: _____

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: Select and use IT 3

Unit No.: 7541-301

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: Operate a computer 3

Unit No.: 7541-302

Use this form to record details of activities (tick as appropriate):

- observed by your assessor
 seen by witness
 seen by expert witness
 self reflective account

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-302.1 Know about computer hardware, software, storage media and associated health and safety issues	7541-302.1.1 Describe what most types of computer hardware are and how to get the best out of them 7541-302.1.2 Describe what storage media are available, such as hard disc, floppy discs or CD ROMs, and how to use them 7541-302.1.3 Describe how to choose, use and connect appropriate combinations of hardware 7541-302.1.4 Describe how to exploit the capabilities of most of the tools and functions of software applications and how to select and use appropriate tools and functions for more complex tasks 7541-302.1.5 Describe how to help others to identify health and safety risks to themselves and others in using common types of computer hardware 7541-302.1.6 Describe what health and safety laws and guidelines affect the use of IT			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-302.1 <i>Know about computer hardware, software, storage media and associated health and safety issues</i></p>	<p>7541-302.1.7 Describe what action can be taken to avoid health and safety risks to other people and hardware</p> <p>7541-302.1.8 Describe what compatibility issues may be caused by the interaction of hardware, software and operating systems; how compatibility issues can be avoided and why compatibility standards are needed</p> <p>7541-302.1.9 Describe what general combinations of hardware and software offer very slow or fast transmission speeds what effect variations have on different ways of transmitting, receiving and saving data</p>			
<p>7541-302.2 Get the most effective performance out of different types of hardware, software and storage media</p>	<p>7541-302.2.1 Turn on a personal computer (PC) and printer and change basic settings, such as sound volume, date and time</p> <p>7541-302.2.2 Connecting up a computer with other hardware and storage media safely and link a computer to other hardware safely</p> <p>7541-302.2.3 Access files on a computer hard drive, local storage media, local area network (LAN) or a wide area network (WAN) and remote networks and network software</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-302.2 <i>Get the most effective performance out of different types of hardware, software and storage media</i></p>	<p>7541-302.2.4 Select the most suitable and efficient method and media for storing, transferring and archiving data taking account of data transmission speeds</p> <p>7541-302.2.5 Use a wide range of software tools and techniques efficiently including: open, close, save and print files in folders, page set-up, short-cuts and print-preview making the most of different software</p> <p>7541-302.2.6 Customise most types of software using menus and toolbars</p> <p>7541-302.2.7 Install operating system upgrades, hardware and other components effectively</p>			
<p>I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.</p>				

Candidate signature: _____

Date: _____

Assessor/Expert witness signature: _____

Date: _____

*delete as appropriate

Internal Verifier signature (if sampled): _____

Date: _____

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: Operate a computer 3

Unit No.: 7541-302

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature: _____
*delete as appropriate

Date: _____

Internal Verifier signature (if sampled): _____

Date: _____

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: IT troubleshooting for users 3

Unit No.: 7541-303

Use this form to record details of activities (tick as appropriate):

- | | | | |
|--------------------------|---------------------------|--------------------------|-------------------------|
| <input type="checkbox"/> | observed by your assessor | <input type="checkbox"/> | seen by witness |
| <input type="checkbox"/> | seen by expert witness | <input type="checkbox"/> | self reflective account |

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-303.1 Know what technically complex or serious errors may happen</p>	<p>7541-303.1.1 Describe how to recognise and resolve errors concerning areas, such as: a. hardware b. storage media c. software d. operating systems e. data f. malware (malicious software, including viruses, Trojans, worms, spyware etc) g. installing software h. internet and network connections</p> <p>7541-303.1.2 Explain how to access and provide advice and information, such as: a. how to get information about the hardware, operating system and software b. what information will help an expert to give advice on solving errors c. how to contact an IT helpdesk or service d. how to follow verbal instructions from an IT expert e. experience of other users (colleagues, knowledge bases, user groups etc) f. recognise the limits of own understanding and skills g. how to give advice to other users about common errors h. where and how to find advice on more complex or serious technical errors</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-303.1 <i>Know what technically complex or serious errors may happen</i></p>	<p>7541-303.1.3 Describe the following compatibility issues: a. why compatibility standards are needed b. what problems can occur when hardware, software and operating systems are not compatible</p>			
<p>7541-303.2 Correct errors, including technically complex or serious errors</p>	<p>7541-303.2.1 Collect information about the problem</p> <p>7541-303.2.2 Diagnose technically complex or serious errors correctly</p> <p>7541-303.2.3 Use the remedial techniques to correct errors, such as: a. restart most hardware and software after complex or serious technical errors b. restart common hardware and software such as by rebooting c. restart most hardware and software using tools supplied by the manufacturer d. restart from complex or serious errors, such as an unrecoverable system failure e. use available resources to correct errors such as help menus or manufacturers' guidelines f. choose and use methods that have worked in the past to correct different types of errors g. check that errors have been corrected</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-303.2 Correct errors, including technically complex or serious errors	7541-303.2.4 Plan how to avoid and correct similar errors in the future			
I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.				

Candidate signature: _____ **Date:** _____

Assessor/Expert witness signature: _____ **Date:** _____

*delete as appropriate

Internal Verifier signature (if sampled): _____ **Date:** _____

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: IT troubleshooting for users 3

Unit No.: 7541-303

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: IT maintenance for users 3

Unit No.: 7541-304

Use this form to record details of activities (tick as appropriate):

- observed by your assessor
 seen by witness
 seen by expert witness
 self reflective account

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-304.1 Know how to carry out appropriate maintenance safely, so that the performance of hardware and software is maintained and enhanced	7541-304.1.1 Explain what routine and non-routine maintenance may be needed and how to plan for it to be undertaken such as: a. what maintenance can be done safely – and what should be left to experts. b. why routine maintenance is important. c. what problems may happen if maintenance is not done. d. what non-routine maintenance may be needed and how to identify when it is necessary. e. what maintenance professionals will be needed for f. what help others may need to carry out maintenance and how to give it to them 7541-304.1.2 Describe how to help others to identify health and safety issues in using IT including; a. health and safety risks to self in using IT. b. health and safety risks to others from common hardware. c. what health and safety laws and guidelines affect the use of IT d. ways to keep risks to people to a minimum. e. ways to keep risks to hardware to a minimum			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-304.1 <i>Know how to carry out appropriate maintenance safely, so that the performance of hardware and software is maintained and enhanced</i></p>	<p>7541-304.1.2 <i>Describe how to help others to identify health and safety issues in using IT including;</i> f. how to explain health and safety risks to others. g. what action can be taken to avoid health and safety risks to other people and hardware</p> <p>7541-304.1.3 <i>Explain what the issues, benefits and drawbacks of upgrading hardware and software such as;</i> a. what the benefits of upgrading may be. b. what the drawbacks of not upgrading may be. c. the need to check compatibility of software and hardware upgrades with other parts of a system d. the importance of keeping informed about the potential improvements that upgrades bring and the drawbacks that may be involved in not upgrading. e. what information may be needed to take decisions about upgrades, such as about possible benefits, negative effects and returns on investment</p>			
<p>7541-304.2 <i>Carry out appropriate maintenance safely, so that the performance of hardware and software is maintained and enhanced</i></p>	<p>7541-304.2.1 <i>Manage files and maintaining performance such as;</i> a. naming and organising files and folders so that it is easy to find documents needed b backing-up personal data to suitable storage media at appropriate intervals, such as to server or floppy disc. c deleting unwanted personal files regularly to maintain performance needed.</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-304.2 Carry out appropriate maintenance safely, so that the performance of hardware and software is maintained and enhanced</p>	<p>7541-304.2.1 Manage files and maintaining performance such as; d. changing default settings for saving data e. monitoring performance and taking any necessary action to keep performance effective</p> <p>7541-304.2.2 Clean external and internal hardware such as: a. selecting suitable cleaning methods and materials. b. cleaning hardware to make it work efficiently, such as keyboard, mouse roller ball or vents. c. cleaning hardware to keep them looking good</p> <p>7541-304.2.3 Avoid health and safety risks to self and others such as; a. checking own working conditions. b. checking electrical connections. c. check arrangement of work-space. d. carrying out a risk assessment of own use of IT, including checking electrical loading of system e. checking others health and safety</p> <p>7541-304.2.4 Maintain hardware and software efficiently such as; a. replacing materials used in printers b. carrying out routine maintenance to printers, following manufacturers' instructions for users.</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-304.2 Carry out appropriate maintenance safely, so that the performance of hardware and software is maintained and enhanced</p>	<p>7541-304.2.4 Maintain hardware and software efficiently such as; c. identifying any non-routine maintenance needed to hardware and carry it out, by following manufacturers' guidelines d. using system maintenance tools to maintain system performance, such as defragmenting a hard disc. e. monitoring and changing basic input/output settings (BIOS), where necessary</p> <p>7541-304.2.5 Enhance performance of hardware and software such as; a. reviewing the features and settings of hardware, make changes where necessary to improve economy, efficiency and performance. b. uninstalling software. c. installing maintenance updates</p>			

I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.

Candidate signature: _____ **Date:** _____

Assessor/Expert witness signature: _____ **Date:** _____

*delete as appropriate

Internal Verifier signature (if sampled): _____ **Date:** _____

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: IT maintenance for users 3

Unit No.: 7541-304

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

**Assessor/Expert
witness signature:**

Date:

*delete as appropriate

**Internal Verifier
signature** (if sampled):

Date:

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: IT security for users 3

Unit No.: 7541-305

Use this form to record details of activities (tick as appropriate):

- | | | | |
|--------------------------|---------------------------|--------------------------|-------------------------|
| <input type="checkbox"/> | observed by your assessor | <input type="checkbox"/> | seen by witness |
| <input type="checkbox"/> | seen by expert witness | <input type="checkbox"/> | self reflective account |

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-305.1 Understand how to monitor potential risks and use appropriate methods to enhance the security of systems and other users</p>	<p>7541-305.1.1 Describe internal security risks to systems and data, such as: a. theft b. malware c. unauthorised access d. poorly protected passwords e. system malfunction f. operator error g. social engineering leading to compromise of passwords and other access information.</p> <p>7541-305.1.2 Explain the risks to computers and computer networks linked to the internet, such as a. unauthorised access through internet connections b. denial of service attacks via e-mail c. access to malicious websites d. corrupted or infected e-mail attachments e. infected software downloaded from the internet</p> <p>7541-305.1.3 Explain the risks from disasters or other unforeseen events</p> <p>7541-305.1.4 Describe how to improve protection from unauthorised remote access, such as using firewalls</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-305.1 <i>Understand how to monitor potential risks and use appropriate methods to enhance the security of systems and other users</i></p>	<p>7541-305.1.5 Explain the need to control access to hardware, software and data, such as the</p> <ul style="list-style-type: none"> a. importance of controlling access b. importance of safe IT user habits <p>7541-305.1.6 Identify ways to provide different levels of access for different users</p> <p>7541-305.1.7 Describe how to improve the protection of data, such as the</p> <ul style="list-style-type: none"> a. better configuration of protective software (anti-virus, anti-spyware etc) b. backing up c. promoting secure use of IT amongst others <p>7541-305.1.8 Identify what other people need to know about laws and guidelines and how they affect their use of IT, such as</p> <ul style="list-style-type: none"> a. health and safety b. data protection c. computer misuse d. organisational rules and procedures e. downloading images and other files <p>7541-305.1.9 Explain how to communicate information about laws and guidelines to other people</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-305.2 Monitor potential risks and use appropriate methods to enhance the security of systems and other users</p>	<p>7541-305.2.1 Use the following security techniques to enhance the security of systems and their data such as</p> <ul style="list-style-type: none"> a. monitor potential security threats to the overall system and data b. configure protective software and devices to counter actual and potential threats c. consider and evaluate levels of security risk associated with different users d. use settings on the operating system to provide different levels of access for different users e. improve the use of passwords and other methods of protecting data and software f. use and maintain contingency systems to keep the effects of security breaches to a minimum g. contribute to recovery plans to deal with the effects of disasters and other unforeseen events 			

I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.

Candidate signature:

Date:

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: IT security for users 3

Unit No.: 7541-305

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: Internets and intranets 3

Unit No.: 7541-306

Use this form to record details of activities (tick as appropriate):

- observed by your assessor seen by witness
 seen by expert witness self reflective account

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-306.1 Understand how to use internets and intranets	7541-306.1.1 Describe what connection methods can be used to access the Internet and intranets and what different types of hardware, software and connections can be used to access the Internet. What own connection will and will not do. 7541-306.1.2 Describe the benefits and limitations of different types of connection, hardware and software for Internet and intranet access. 7541-306.1.3 Describe what issues may affect some groups of users, such as people with disabilities or starting to learn how to access information. 7541-306.1.4 Describe how to gather information about how the connection will be used. Consider different connection methods, speeds and costs. Choose and recommend a method that is fit for purpose. 7541-306.1.5 Describe what browser facilities are available and how to use them.			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-306.1 <i>Understand how to use internets and intranets</i></p>	<p>7541-306.1.6 Identify what methods can be used to exchange files and how to use them (eg file transfer protocol (FTP) and hypertext transmission protocol (HTTP)).</p> <p>7541-306.1.7 Describe what information and other opportunities are available.</p> <p>7541-306.1.8 Describe what Internet security risks there may be in downloading documents and software and in sharing information, such as personal details</p> <p>7541-306.1.9 Describe what legal, ethical and economic risks there may be in downloading documents and software</p> <p>7541-306.1.10 Describe what ways there are of protecting against risks, such as browser security settings, firewalls and user access controls.</p> <p>7541-306.1.11 Describe how to set up protection against risks.</p> <p>7541-306.1.12 Describe how to limit the access that other users can have to the Internet.</p> <p>7541-306.1.13 Describe what laws and guidelines affect day-to-day use of IT.</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-306.1 <i>Understand how to use internets and intranets</i></p>	<p>7541-306.1.14 Describe what and how different IT activities are affected by laws and guidelines, such as storing names and address, downloading images from the Internet or sending inappropriate e-mails.</p> <p>7541-306.1.15 Identify what other people need to know about the laws and guidelines that affect using IT.</p> <p>7541-306.1.16 Describe how to communicate with people about the laws and guidelines.</p>			
<p>7541-306.2 Select and use appropriate hardware and connection methods efficiently and effectively to access, retrieve and exchange relevant information of many different types</p>	<p>7541-306.2.1 Search for information on the Internet or an intranet.</p> <p>7541-306.2.2 Find and evaluate information.</p> <p>7541-306.2.3 Help others to find and evaluate information.</p> <p>7541-306.2.4 Exchange information following the rules of 'netiquette' when communicating with others.</p> <p>7541-306.2.5 Choose and use appropriate methods of exchanging information.</p> <p>7541-306.2.6 Choose and use an appropriate method for exchanging real time information.</p> <p>7541-306.2.7 Adjust the format of information to make it easier to exchange.</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-306.2 <i>Select and use appropriate hardware and connection methods efficiently and effectively to access, retrieve and exchange relevant information of many different types</i>	7541-306.2.8 Use interactive sites. 7541-306.2.9 Verify information. 7541-306.2.10 Customise browser settings to improve the performance of software and maintain by monitoring setting.			

I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.

Candidate signature:

Date:

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: Internets and intranets 3

Unit No.: 7541-306

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature: _____
*delete as appropriate

Date: _____

Internal Verifier signature (if sampled): _____

Date: _____

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: E-mail 3

Unit No.: 7541-307

Use this form to record details of activities (tick as appropriate):

- | | | | |
|--------------------------|---------------------------|--------------------------|-------------------------|
| <input type="checkbox"/> | observed by your assessor | <input type="checkbox"/> | seen by witness |
| <input type="checkbox"/> | seen by expert witness | <input type="checkbox"/> | self reflective account |

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-307.1 Understand how to optimise the use of e-mail systems	7541-307.1.1 Describe options for configuring e-mail software (including message format, redirection, encryption and scheduled actions). 7541-307.1.2 Explain the benefits and limitations of different methods of accessing e-mails. 7541-307.1.3 Explain how to identify and deal with problems with e-mail (including connectivity difficulties, traffic volume, storage and attachments, mail from unknown or misrepresented senders and inappropriate content). 7541-307.1.4 Explain how to minimise risks from malicious software associated with e-mails (including viruses, spyware and key loggers). 7541-307.1.5 Describe how general conventions ('netiquette'), laws and guidelines affect use of e-mail. 7541-307.1.6 Explain the benefits of facilities provided by e-mail systems (e.g. archiving, calendar, meeting, tasks/to do list)			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-307.2 Optimise the use of e-mail systems</p>	<p>7541-307.2.1 Select and use the most appropriate method of accessing e-mail.</p> <p>7541-307.2.2 Configure e-mails systems to meet user needs and improve performance.</p> <p>7541-307.2.3 Manage e-mails using facilities for deleting, finding, storing (including folder setup), archiving and redirection (including rules and filters).</p> <p>7541-307.2.4 Manage attachments (including compression/decompression, encryption, saving to appropriate places and changing file format/type).</p> <p>7541-307.2.5 Advise others on the use of e-mail systems and relevant general conventions ('netiquette'), laws and guidelines.</p> <p>7541-307.2.6 Format e-mails to meet the needs of the intended recipients.</p> <p>7541-307.2.7 Maintain an address book (contact list) including setting up groups.</p>			
<p>I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.</p>				

Candidate signature: _____ **Date:** _____

Assessor/Expert witness signature: _____ **Date:** _____

*delete as appropriate

Internal Verifier signature (if sampled): _____ **Date:** _____

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: E-mail 3

Unit No.: 7541-307

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature: _____
*delete as appropriate

Date: _____

Internal Verifier signature (if sampled): _____

Date: _____

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: Word processing software 3

Unit No.: 7541-308

Use this form to record details of activities (tick as appropriate):

- observed by your assessor
 seen by witness
 seen by expert witness
 self reflective account

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-308.1 Know how to use word processing	7541-308.1.1 Describe who and what the information is for, where it will be used (eg on screen or hard copy) and how it communicates clearly and accurately with the audience when it is needed. 7541-308.1.2 Describe how to produce information that communicates effectively, by structuring the content to take account of different contexts and audience needs. 7541-308.1.3 Describe how to produce professional looking word processing documents for a wide variety of uses that are complex in terms of content and meaning as well as the understanding, skills and techniques needed to produce them and are accurate and well laid out			
7541-308.2 Use word processing	7541-308.2.1 Use file handling techniques for the software. 7541-308.2.2 Use techniques to combine and link information.			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-308.2 <i>Use word processing</i></p>	<p>7541-308.2.3 Use advanced editing techniques.</p> <p>7541-308.2.4 Format word processing documents to make them look professional.</p> <p>7541-308.2.5 Create and edit tables.</p> <p>7541-308.2.6 Entering text into existing templates, such as for letters, faxes and web pages.</p> <p>7541-308.2.7 Use spell check and grammar check to check the accuracy of text.</p> <p>7541-308.2.8 Using proof reading techniques to check that text looks professional. Checking line, paragraph and page breaks fall in appropriate places, check that headings and subheadings are used appropriately and structure, style and formatting techniques are used to aid meaning complex text</p> <p>7541-308.2.9 Improve efficiency (eg Setting up short cuts, customising menus and toolbars, automating common tasks, such as by using macros).</p>			

I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.

Candidate signature:

Date:

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: Word processing software 3

Unit No.: 7541-308

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: Spreadsheet software 3

Unit No.: 7541-309

Use this form to record details of activities (tick as appropriate):

- observed by your assessor
 seen by witness
 seen by expert witness
 self reflective account

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-309.1 Understand how to use spreadsheet software	7541-309.1.1 Describe who and what the information is for, where it will be used (eg on screen or hard copy) and how it communicates clearly and accurately with the audience when it is needed. 7541-309.1.2 Describe how to produce information that communicates effectively, by structuring the content to take account of different contexts and audience needs. 7541-309.1.3 Describe how to produce professional looking spreadsheets for a wide variety of uses that are complex in terms of content and meaning as well as the understanding, skills and techniques needed to produce them and are accurate and well laid out. 7541-309.1.4 Describe how to analyse and interpret simple and complex data, such as to compare related totals or predict trends.			
7541-309.2 Optimise the use of spreadsheets	7541-309.2.1 Use file handling techniques for the software.			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-309.2 <i>Optimise the use of spreadsheets</i></p>	<p>7541-309.2.2 Use techniques to combine and link information.</p> <p>7541-309.2.3 Enter and edit spreadsheet data</p> <p>7541-309.2.4 Format simple spreadsheets</p> <p>7541-309.2.5 Check that page breaks fall in appropriate places and that the formatting is appropriate. Checking the validity, relevance and accuracy of analysis and the interpretation of calculations and results.</p> <p>7541-309.2.6 Use appropriate functions and formulas in simple spreadsheets.</p> <p>7541-309.2.7 Analyse and interpret simple data.</p> <p>7541-309.2.8 Present data.</p> <p>7541-309.2.9 Improve efficiency (eg Setting up short cuts. Customising menus and toolbars. Automating common tasks, such as by using macros).</p>			

I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.

Candidate signature: _____

Date: _____

Assessor/Expert witness signature: _____

Date: _____

*delete as appropriate

Internal Verifier signature (if sampled): _____

Date: _____

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: Spreadsheet software 3

Unit No.: 7541-309

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: Database software 3

Unit No.: 7541-310

Use this form to record details of activities (tick as appropriate):

- observed by your assessor
 seen by witness
 seen by expert witness
 self reflective account

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-310.1 Understand how to optimise the use of databases	7541-310.1.1 Describe what types of information the database has been designed for. 7541-310.1.2 Describe what types of design content are stored within the database. 7541-310.1.3 Identify what characteristics in a database fields may have, such as data type, field name, field size and field format. 7541-310.1.4 Describe how field characteristics can contribute to data validation and how field characteristics can facilitate queries and reports and can be used to validate data. 7541-310.1.5 Describe why you would use a form for entering data into a database. 7541-310.1.6 Describe how to find and retrieve information from a database. 7541-310.1.7 Describe how data is structured in a simple (eg single-table, non-relational) database and in a multiple-table database.			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-310.1 <i>Understand how to optimise the use of databases</i></p>	<p>7541-310.1.8 Describe what characteristics fields may have in a multiple-table database, such as primary key and relationships with other fields.</p> <p>7541-310.1.9 Describe the purpose of relationships in multiple-table databases and how relationships are established in multiple-table databases</p> <p>7541-310.1.10 Describe why it is important to maintain data integrity. What methods should be used to maintain data integrity in a simple (eg single-table, non-relational) database and in a multiple-table database.</p> <p>7541-310.1.11 Describe what issues there are about handling data, such as completeness of data, data consistency and data redundancy and ways to balance different issues in handling data.</p> <p>7541-310.1.12 Identify logical operators are and describe how to use them.</p>			

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-310.2 Optimise the use of databases</p>	<p>7541-310.2.1 Use techniques for entering data into databases.</p> <p>7541-310.2.2 Create fields for entering data with the required field characteristics, name, type, size and format.</p> <p>7541-310.2.3 Use appropriate tools and techniques to format and layout database fields, tables, forms, records and reports from multiple-table databases, such as, font, colour, column and row.</p> <p>7541-310.2.4 Modify field characteristics within a simple (e.g. single-table, non-relational) database and a multiple-table database, while maintaining the integrity of existing data, such as name, type and size.</p> <p>7541-310.2.5 Check data in databases.</p> <p>7541-310.2.6 Use automated facilities for checking data and reports (eg spell checking and sorting data).</p> <p>7541-310.2.7 Create forms for data entry.</p> <p>7541-310.2.8 Import data from external sources such as other databases or spreadsheets.</p> <p>7541-310.2.9 Link data with other software applications, such as spreadsheets or word processing.</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-310.2 <i>Optimise the use of databases</i></p>	<p>7541-310.2.10 Check data integrity, formatting and any links with other applications.</p> <p>7541-310.2.11 Establish data file relationships that enable appropriate information to be retrieved while maintaining the integrity of the data (eg primary key and file relationships)</p> <p>7541-310.2.12 Create styles for fields, tables, forms, records and reports within multiple-table databases.</p> <p>7541-310.2.13 Carry out types of queries</p> <p>7541-310.2.14 Produce & format reports</p> <p>7541-310.2.15 Improve efficiency (eg Setting up short cuts. Customising menus and toolbars. Automating common tasks, such as by using macros).</p>			

I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.

Candidate signature: _____

Date: _____

Assessor/Expert witness signature: _____

Date: _____

*delete as appropriate

Internal Verifier signature (if sampled): _____

Date: _____

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: Database software 3

Unit No.: 7541-310

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: Website software 3

Unit No.: 7541-311

Use this form to record details of activities (tick as appropriate):

- observed by your assessor
 seen by witness
 seen by expert witness
 self reflective account

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-311.1 Understand how to use website software	<p>7541-311.1.1 Identify who and what the information is for, where it will be used (eg on screen or hard copy) and when it is needed, how it communicates effectively, by structuring the content to take account of different contexts and audience needs.</p> <p>7541-311.1.2 Identify what different features are used on websites and the benefits and drawbacks of different features for the user. What security features are used for e-commerce websites. What features and strategies are used to increase the chance of people visiting websites, such as meta tags and marketing</p> <p>7541-311.1.3 Identify the difference between interactive web pages and e-commerce websites and the benefits and drawbacks of different features for the owner.</p> <p>7541-311.1.4 Describe what features are used to help the user navigate round a website.</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-311.1 <i>Understand how to use website software</i></p>	<p>7541-311.1.5 Describe what you like and don't like about single page websites.</p> <p>7541-311.1.6 Identify the laws and guidelines that affect day-to-day use of IT. What and how different IT activities are affected by laws and guidelines, such as storing names and address, downloading images from the Internet.. What other people need to know about the the laws and guidelines that affect using IT. How to communicate with people about the laws and guidelines</p> <p>7541-311.1.7 Describe what difficulties users with different needs may have in accessing websites and how to increase accessibility for different users.</p> <p>7541-311.1.8 Describe why download speed varies, such as by the type of browser and connection and by the memory size of the contents of the web page and how to improve down load speed for users.</p>			
<p>7541-311.2 Produce interactive web pages.</p>	<p>7541-311.2.1 Use file handling techniques for the software and convert files to another suitable format, where necessary.</p> <p>7541-311.2.2 Use techniques to combine information.</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-311.2 Produce interactive web pages.</p>	<p>7541-311.2.3 Plan the lay out of the content and how any features will be used, using web tools and techniques to create a multiple-page interactive website.</p> <p>7541-311.2.4 Use editing and formatting techniques to produce more complex content for interactive websites.</p> <p>7541-311.2.5 Use spell check and grammar check to check the accuracy of text. Using proof reading techniques to check that text looks professional. Check line, paragraph and page breaks fall in appropriate places, and check that headings, subheadings and other formattating techniques and are used appropriately. Check structure, wtyle and formatting are used to aid meaning in complex text.</p> <p>7541-311.2.6 Check size, alignment and orientation of images. Check file format is suitable. Check colour mode and filters are used appropriately. Check image resolution is suitable for where and how it will be used. Check that the colour depth and file format are suitable. Check spead of loading images on a web browser, where appropriate. Check compatibility of images with different software and operating systems, where appropriate</p>			

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-311.2 Produce interactive web pages.	7541-311.2.7 Upload content to web page template. Use a file exchange programme to upload and publish a website, such as FTP or HTTP. 7541-311.2.8 Improve the loading speed of a website.			

I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.

Candidate signature:

Date:

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: Website software 3

Unit No.: 7541-311

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

**Assessor/Expert
witness signature:**

Date:

*delete as appropriate

**Internal Verifier
signature** (if sampled):

Date:

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: Artwork and imaging software 3

Unit No.: 7541-312

Use this form to record details of activities (tick as appropriate):

- | | | | |
|--------------------------|---------------------------|--------------------------|-------------------------|
| <input type="checkbox"/> | observed by your assessor | <input type="checkbox"/> | seen by witness |
| <input type="checkbox"/> | seen by expert witness | <input type="checkbox"/> | self reflective account |

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-312.1 Understand how to create images	7541-312.1.1 Describe who and what the information is for, where it will be used (eg on screen or hard copy) and when it is needed. 7541-312.1.2 Describe how to produce artwork and images that are appropriate in terms of size, orientation and content 7541-312.1.3 Describe how to produce complex artwork and images for a wide variety of uses images that communicate effectively. 7541-312.1.4 Identify what file formats can be used to save files in digital picture format. (eg jpeg and psd), as bitmaps (bmp) and vector graphics (eg tiff, pct and gif) and which formats take up more or less space than others. 7541-312.1.5 Identify what file formats are suitable for websites (eg bmp, jpeg and gif). What file formats are suitable for print publishing that are application specific and more common (eg psd, eps, rtf or html).			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-312.1 <i>Understand how to create images</i></p>	<p>7541-312.1.6 Describe the concepts and limitations of different image file formats. a. What impact of file format, compression technique, image resolution and colour depth have on file size and image quality. b. How to save files efficiently and effectively for the intended use.</p> <p>7541-312.1.7 Identify what laws and guidelines affect day-to-day use of IT and how different IT activities are affected by laws and guidelines. What other people need to know about the laws and guidelines that affect using IT. How to communicate with people about the laws and guidelines.</p>			
<p>7541-312.2 Optimise the use of software to produce appropriate artwork and images</p>	<p>7541-312.2.1 Use file handling techniques for the software.</p> <p>7541-312.2.2 Create drawings, artwork and images</p> <p>7541-312.2.3 Insert, manipulate and edit simple images inserting clip art and digital images</p> <p>7541-312.2.4 Check images to make sure that they are effective and fit for purpose.</p> <p>7541-312.2.5 Use spell check and grammar check to check the accuracy of simple text.</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-312.2 <i>Optimise the use of software to produce appropriate artwork and images</i></p>	<p>7541-312.2.6 Use proof reading techniques to check that text looks professional. Checking line, paragraph and page breaks fall in appropriate places, check that headings and subheadings are used appropriately and structure, style and formatting techniques are used to aid meaning in complex text</p>			

I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.

Candidate signature:

Date:

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: Artwork and imaging software 3

Unit No.: 7541-312

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: Presentation software 3

Unit No.: 7541-313

Use this form to record details of activities (tick as appropriate):

- observed by your assessor
 seen by witness
 seen by expert witness
 self reflective account

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-313.1 Understand how to produce technically complex and interactive presentations	7541-313.1.1 Describe who and what the information is for, where it will be used (eg on screen or hard copy) and when it is needed. 7541-313.1.2 Describe how to produce well structured and appropriately styled presentations that communicates effectively, by structuring the content to take account of different contexts and audience needs. 7541-313.1.3 Describe how to produce technically complex and interactive presentations for a wide variety of uses that are accurate and well laid out. 7541-313.1.4 Describe why you would include digitised sound and moving images, such as; by recording sound through a computer, digitising sound from a microphone and capturing video.			
7541-313.2 Produce technically complex and interactive presentations	7541-313.2.1 Produce more complex presentations that are accurate, well laid out and communicates clearly and accurately with the audience, where and when it is needed.			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-313.2 <i>Produce technically complex and interactive presentations</i></p>	<p>7541-313.2.2 Use a wide range of editing techniques appropriately to produce technically complex and interactive presentations.</p> <p>7541-313.2.3 Add information from different software, (eg text from a word processing document, a spreadsheet graph, information from a database or an image from a digital camera).</p> <p>7541-313.2.4 Export and import, link objects between different software.</p> <p>7541-313.2.5 Use advanced techniques for combining or merging versions of information from different users. Use hyperlinks, object linking and embedding.</p> <p>7541-313.2.6 Format technically complex and interactive presentations using appropriate tools and techniques.</p> <p>7541-313.2.7 Present slides in different formats.</p> <p>7541-313.2.8 Use appropriate file handling techniques for the software.</p>			

I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.

Candidate signature: _____ **Date:** _____

Assessor/Expert witness signature: _____ **Date:** _____

*delete as appropriate

Internal Verifier Signature (if sampled): _____ **Date:** _____

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: Presentation software 3

Unit No.: 7541-313

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: Specialist or bespoke software 3

Unit No.: 7541-314

Use this form to record details of activities (tick as appropriate):

- observed by your assessor
 seen by witness
 seen by expert witness
 self reflective account

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-314.1 Understand how to use specialist or bespoke software	7541-314.1.1 Describe why and how using the software was an appropriate way of carrying out the task and what changes could be made to the way that the software was used to make tasks that are similar, easier or more successful in the future. 7541-314.1.2 Describe how to exploit the capabilities of most of the tools and functions of software applications.			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-314.2 Optimise the use of specialist or bespoke software</p>	<p>7541-314.2.1 Use file handling techniques for the software.</p> <p>7541-314.2.2 Use techniques to combine and link information.</p> <p>7541-314.2.3 Use a wide range of editing techniques.</p> <p>7541-314.2.4 Use appropriate techniques to check simple information.</p>			
<p>I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.</p>				

Candidate signature: _____

Date: _____

Assessor/Expert witness signature: _____

Date: _____

*delete as appropriate

Internal Verifier signature (if sampled): _____

Date: _____

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: Specialist or bespoke software 3

Unit No.: 7541-314

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: Evaluate the impact of IT 3

Unit No.: 7541-315

Use this form to record details of activities (tick as appropriate):

- observed by your assessor
 seen by witness
 seen by expert witness
 self reflective account

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-315.1 Understand the impact of using IT	<p>7541-315.1.1 Describe how using IT is changing what people do, at home, work, school or other environment and how using on line services, such as banking, mailing lists and shopping is changing people's access to information.</p> <p>7541-315.1.2 Describe what social, economic, environmental, ethical and moral issues affect own and other people's use of IT.</p> <p>7541-315.1.3 Describe how e-commerce is changing the way businesses sell and market their products and services and interact with their customers and how effectively IT is used within an organisation.</p> <p>7541-315.1.4 Describe how some people have difficulties in using IT. What special equipment is available if they have a disability and where can they get advice about software or equipment. What effects there may be on people that cannot use or get access to IT.</p> <p>7541-315.1.5 Describe where and how to find information about changes and developments to IT hardware and software.</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-315.1 <i>Understand the impact of using IT</i></p>	<p>7541-315.1.6 Identify the health and safety risks to self and others in using IT and how to keep these to a minimum and how to explain health and safety risks to others.</p> <p>7541-315.1.7 Identify the health and safety laws and guidelines that affect the use of IT and what action can be taken to avoid health and safety risks to other people and hardware.</p> <p>7541-315.1.8 Identify security risks including, to data from people, (eg theft, viruses or unauthorised access), from the hardware or software not working properly, (eg faults, errors or loss) and What are the risks to computers and computer networks linked to the Internet or other unforeseen events</p> <p>7541-315.1.9 Describe how to help other people learning using different types of IT-based learning materials and activities that are available, (eg CD-ROM or on the Internet) and what are the benefits and drawbacks compared with other methods of learning.</p>			
<p>7541-315.2 <i>Evaluate the impact of using IT</i></p>	<p>7541-315.2.1 Identify and analyse appropriate criteria and use them to evaluate the benefits and drawbacks of where, when, how and by whom IT is used.</p> <p>7541-315.2.2 Make fair and valid conclusions about how IT is used and make recommendations about the use of IT.</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-315.2 <i>Evaluate the impact of using IT</i></p>	<p>7541-315.2.3 Give advice to other people about how to use IT and correct IT errors and help others to identify skills gaps and learning needs.</p> <p>7541-315.2.4 Choose the best methods for individuals or groups to learn IT skills.</p> <p>7541-315.2.5 Help others to find information about developments in the use of IT.</p>			

I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.

Candidate signature:

Date:

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: Evaluate the impact of IT 3

Unit No.: 7541-315

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: Data management software 3

Unit No.: 7541-316

Use this form to record details of activities (tick as appropriate):

- observed by your assessor
 seen by witness
 seen by expert witness
 self reflective account

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-316.1 Understand the purpose and functions of a data management software system	7541-316.1.1 Describe the purpose and uses of the data which the software system is intended to manage 7541-316.1.2 Describe in detail the content and format of the data being managed 7541-316.1.3 Describe why and how using the software facilitates management of the data 7541-316.1.4 Describe how to exploit the capabilities of most of the tools and functions of software applications 7541-316.1.5 Identify changes to the way that the software operates or is used which would improve the effectiveness, efficiency or ease of use of the software.			
7541-316.2 Optimise the use of a data management software system	7541-316.2.1 Use the file handling techniques of the software 7541-316.2.2 Use techniques to combine and link information 7541-316.2.3 Use a wide range of editing techniques			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-316.2 <i>Optimise the use of a data management software system</i></p>	<p>7541-316.2.4 Use appropriate techniques to check simple information</p> <p>7541-316.2.5 Use available techniques to improve the effectiveness, efficiency or ease of use of the software</p> <p>7541-316.2.6 Use available techniques to create new processes, queries or reports.</p>			

I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.

Candidate signature: _____

Date: _____

Assessor/Expert witness signature: _____

Date: _____

*delete as appropriate

Internal Verifier signature (if sampled): _____

Date: _____

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: Data management software 3

Unit No.: 7541-316

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature: _____
*delete as appropriate

Date: _____

Internal Verifier signature (if sampled): _____

Date: _____

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: Use IT systems 3

Unit No.: 7541-317

Use this form to record details of activities (tick as appropriate):

- | | | | |
|--------------------------|---------------------------|--------------------------|-------------------------|
| <input type="checkbox"/> | observed by your assessor | <input type="checkbox"/> | seen by witness |
| <input type="checkbox"/> | seen by expert witness | <input type="checkbox"/> | self reflective account |

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-317.1 Know how to effectively set up and use different types of hardware and how to protect own and others' use of software and data</p>	<p>7541-317.1.1 Explain what most types of computer hardware are and how to get the best out of them, such as</p> <ul style="list-style-type: none"> a. how to start up a computer b. how to use most types of hardware and storage media c. what storage media are available, such as hard disc, floppy discs or CD ROMs d. how to choose, use and connect appropriate combinations of hardware <p>7541-317.1.2 Describe how to recognise and resolve errors concerning areas such as;</p> <ul style="list-style-type: none"> a. hardware b. storage media c. software d. operating systems e. data f. malware (malicious software including viruses, Trojans, worms, spyware etc) g. installing software h. internet and network connections 			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-317.1 <i>Know how to effectively set up and use different types of hardware and how to protect own and others' use of software and data</i></p>	<p>7541-317.1.3 Explain how to access and provide advice and information, such as; a. how to get information about the hardware, operating system and software b. what information will help an expert to give advice on solving errors c. how to contact an IT helpdesk or service d. how to follow verbal instructions from an IT expert e. experience of other users (colleagues, knowledge bases, user groups etc) f. recognise the limits of own understanding and skills g. how to give advice to other users about common errors h. where and how to find advice on more complex or serious technical errors</p> <p>7541-317.1.4 Explain how to help others identify the health and safety issues in using IT, such as; a. health and safety risks to others from common hardware b. what health and safety laws and guidelines affect the use of IT c. ways to keep risks to people to a minimum d. ways to keep risks to hardware to a minimum.</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-317.1 <i>Know how to effectively set up and use different types of hardware and how to protect own and others' use of software and data</i></p>	<p>7541-317.1.5 Describe what potential security risks there may be, such as a. risks to data from people, such as theft, viruses or unauthorised access b. risks to data from the hardware or software not working properly, such as faults, errors or loss c. risks of receiving and opening attachments from e-mails d. risks of downloading software from the internet e. risks to computers and computer networks linked to the internet f. risks from disasters or other unforeseen events</p>			
<p>7541-317.2 Effectively set up and use different types of hardware and protect own and others use of software and data</p>	<p>7541-317.2.1 Set up most types of hardware safely, such as a. turning on and using a personal computer (PC) and printer b. changing basic settings, such as sound volume, date and time c. connecting up a computer with other hardware and storage media safely d. linking a computer to other hardware safely e. connecting up most types of hardware and storage media safely</p> <p>7541-317.2.2 Access information held on a computer and data network software, such as a. accessing files on a computer hard drive or local storage media b. accessing files on a local area network (LAN) or a wide area network (WAN) c. accessing remote networks and network software</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-317.2 <i>Effectively set up and use different types of hardware and protect own and other sue of software and data</i></p>	<p>7541-317.2.3 Protect own and others use of software and different types of data, such as</p> <ul style="list-style-type: none"> a. using a login identity (ID) and password to access computer systems b. storing personal data and software safely c. backing up data following recommended guidelines d. using anti-virus software to protect applications e. setting password levels on software and data f. making backups of operating system data where necessary g. downloading software patches to fix any security flaws h. taking appropriate action to keep risks to a minimum when downloading software i. taking action to avoid risks from receiving and opening attachments from e-mails j. considering and evaluating levels of security risk for different users k. using settings on the operating system to provide different levels of access for different users l. improving the use of passwords and other methods of protecting data and software 			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-317.2 Effectively set up and use different types of hardware and protect own and other sue of software and data</p>	<p>7541-317.2.3 Protect own and others use of software and different types of data, such as m. using and maintaining contingency systems to keep the effects of security breaches to a minimum n. making recovery plans to deal with the effects of disasters and other unforeseen events</p>			

I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.

Candidate signature: _____ **Date:** _____

Assessor/Expert witness signature: _____ **Date:** _____

*delete as appropriate

Internal Verifier signature (if sampled): _____ **Date:** _____

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: Use IT systems 3

Unit No.: 7541-317

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: Use IT to exchange information 3

Unit No.: 7541-318

Use this form to record details of activities (tick as appropriate):

- observed by your assessor
 seen by witness
 seen by expert witness
 self reflective account

NB Your assessor may wish to ask you some questions relating to this activity. There is a separate sheet for recording these. The person who observed/witnessed your activity must sign and date overleaf.

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-318.1 Understand how to optimise the use of IT to exchange information	7541-318.1.1 Describe options for configuring e-mail software (including message format, redirection, encryption and scheduled actions). 7541-318.1.2 Explain the benefits and limitations of different methods of accessing e-mails 7541-318.1.3 Describe the features and advantages of using address books (contact lists) and groups. 7541-318.1.4 Explain the benefits of facilities provided by e-mail systems (archiving, calendar, meeting, tasks/to do list). 7541-318.1.5 Explain how to identify and deal with problems with e-mail (including connectivity difficulties, traffic volume, storage and attachments, mail from unknown or misrepresented senders and inappropriate content). 7541-318.1.6 Explain how to minimise risks from malicious software associated with e-mails (including viruses, spyware and key loggers). 7541-318.1.7 Describe how anti-virus software can keep risks to a minimum.			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
<p>7541-318.1 <i>Understand how to optimise the use of IT to exchange information</i></p>	<p>7541-318.1.8 Identify what risks there may be when downloading documents and software and sharing information.</p> <p>7541-318.1.9 Identify the general conventions ('netiquette'), laws and guidelines that affect the use of e-mail.</p>			
<p>7541-318.2 Optimise the use of IT to exchange information</p>	<p>7541-318.2.1 Select and use the most appropriate method of accessing e-mail.</p> <p>7541-318.2.2 Configure e-mails systems to meet user needs and improve performance.</p> <p>7541-318.2.3 Manage e-mails using facilities for deleting, finding e-mails and saving attachments to appropriate places.</p> <p>7541-318.2.4 Manage attachments (including compression/decompression, encryption, saving to appropriate places and changing file format/type).</p> <p>7541-318.2.5 Advise others on the use of e-mail systems and relevant general conventions ('netiquette'), laws and guidelines.</p> <p>7541-318.2.6 Maintain an address book (contact list) including setting up groups.</p>			

Performance evidence record (continued)

Outcome	Assessment criteria	Performance evidence	Date(s) Achieved	Assessor signature
7541-318.2 <i>Optimise the use of IT to exchange information</i>	7541-318.2.7 Search for information on the Internet or an intranet.			

I confirm that the evidence listed is my own work and was carried out under the conditions and context specified in the standards.

Candidate signature: _____ **Date:** _____

Assessor/Expert witness signature: _____ **Date:** _____

**delete as appropriate*

Internal Verifier signature (if sampled): _____ **Date:** _____

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: Use IT to exchange information 3

Unit No.: 7541-318

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ07 Performance evidence record

Candidate name: _____

iTQ Unit: Sector specific unit 3

Unit No.: 7541-319

This option allow a candidate working on a non-IT User related N/SVQ or Framework credited course that is underpinned by a City & Guilds qualification to use a unit from that toward their iTQ. The use of this unit should be agreed with the External Verifier.

Qualification Number: _____

Qualification Title: _____

Unit Number: _____

Unit Title: _____

Date Achieved: _____

Agreed by City & Guilds for inclusion

Contact Details: _____ **Date:** _____

Positions: _____ **Telephone:** _____

I confirm that the evidence produced and listed above is my own work and was carried out under the conditions and context specified in the standards.

Candidate signature: _____ **Date:** _____

Assessor/Expert witness signature: _____ **Date:** _____

*delete as appropriate

Internal Verifier signature (if sampled): _____ **Date:** _____

(photocopy as required)

Form iTQ08 Questioning record

Candidate name: _____

iTQ Unit: Sector specific unit 3

Unit No.: 7541-319

Links to: Assessment Criteria	Assessor's questioning record	
	Questions	Answers

The above is an accurate record of the questioning.

Assessor/Expert witness signature:

Date:

*delete as appropriate

Internal Verifier signature (if sampled):

Date:

(photocopy as required)

Form iTQ09 Professional discussion record

Certificate for IT Users (iTQ)

Candidate name: _____

Assessor/Expert witness name: _____

Areas to be covered within the discussion	Unit / element reference	Unit/s knowledge reference
Outline record of discussion content (continues overleaf, use additional sheets as required)		Counter ref (if recording used)

--	--

**Assessor/Expert
witness signature:**

*delete as appropriate

**Internal Verifier
signature** (if sampled):

Date:

Date:

(photocopy as required)

Professional discussion record (continued)



Outline record of discussion content (use additional sheets as required)	Counter ref (if recording used)
Start time: _____	Finish time: _____

ITQ Generic Recording Forms
 © 2008 The City and Guilds of London Institute

The above is an accurate record of the discussion.

Candidate signature: _____ **Date:** _____

Assessor/Expert witness signature: _____ **Date:** _____

*delete as appropriate

Internal Verifier signature (if sampled): _____ **Date:** _____

(photocopy as required)

Form iTQ11 Assessment and verification declaration

Certificate for IT Users (iTQ)

City & Guilds number: Level

Candidate declaration:

Candidate name: _____

City & Guilds enrolment number:

I confirm that the evidence listed for the units undertaken is authentic and a true representation of my own work.

Candidate signature: _____ Date: _____

Assessor declaration:

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. (Where there is more than one assessor, the co-ordinating assessor for the unit should sign this declaration.)

Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name: _____

Assessor signature: _____ Date: _____

Counter signature (if relevant): _____ Date: _____

Internal verifier Declaration:

This section to be left blank if sampling of this candidate's work did not take place.

iTQ 7541 Level 3 Recording Forms ©2008 The City and Guilds of London Institute
 Have I internally verified the assessment work on this unit in the following ways (please tick):

- sampling candidate and assessment evidence
- observation of assessment practice
- discussion with candidate
- other – please state: _____

I confirm that the candidate's sampled work meets the standards specified and may be presented for external verification and/or certification.

Internal verifier name: _____

Internal verifier signature: _____ Date: _____

Counter signature (if relevant): _____ Date: _____

(photocopy as required)

Form iTQ12 Summary of achievement

Certificate for IT Users (iTQ)

Level: _____

Candidate name: _____

City & Guilds candidate enrolment number:

--	--	--	--	--	--	--	--

Centre Name: _____

Centre number:

--	--	--	--	--	--	--	--

Unit	Title	Date internally verified	Most used types of evidence <i>(use key below)</i>	Assessor signature <i>(if there is a second line assessor – both must sign)</i>	Candidate signature	IV signature <i>(If there is a second line IV - both must sign)</i>	EV signature <i>(if sampled)</i>

Competence has been demonstrated in all of the units/award recorded above using the required assessment procedures and the specified conditions/contexts. The evidence meets the requirements for validity, authenticity, currency, reliability and sufficiency.

Internal verifier signature: _____ Date: _____

Key for most used evidence type:

1. observation 2. expert witness testimony 3. witness testimony 4. work products 5. questioning 6. professional discussion 7. simulation 8. accreditation of prior experience/learning 9. assignments, projects/case studies
(photocopy as required)

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)20 7294 2468
F +44 (0)20 7294 2400
www.cityandguilds.com

City & Guilds is a registered charity
established to promote education and
training

Stock code: TS-03-7541