

IT Practitioners and IT Professionals

IT Practitioners **Level 1** (03387) **Level 2** (03388)

IT Professionals **Level 3** (03445) **Level 4** (03446)

What is an NVQ?

An NVQ (National Vocational Qualification) is a qualification, which assesses someone's competence (that is the skills, knowledge and understanding they have) in a work situation. NVQs are based on national occupational standards. The standards describe the level and breadth of performance expected of individuals who work with the application and operation of IT software and hardware in their work role. These NVQs are based on the national occupational standards developed by e-skills UK, which is the government-approved Sector Skills Council for IT, Telecoms and Contact Centres.

These qualifications have been accepted by the Qualifications and Curriculum Authority (QCA) for inclusion in the National Qualifications Framework (NQF).

Who are these NVQs for?

These NVQs are designed to reflect the work of individuals whose job role could include, Business Management, Systems Operation, Networking and/or Programming Software/Development of IT, in their day to day work, and recognise skills and knowledge already acquired either through other qualifications or previous experience and learning.

Candidates should be working in a company whose main business is IT or in the IT department of a company in other business areas. This could encompass both large enterprise and small or medium enterprise (SMEs).

These NVQs are work-oriented qualifications and are suitable for those who have current real work experience. They are open to candidates of any age, of either gender and there are no entry barriers on grounds of race, creed or previous academic attainment, learning or experience.

What is their purpose?

The key purposes of these qualifications are to:

- recognise individual learners' skills and knowledge across a range of IT skills and their application in the workplace
- recognise achievement of individuals' skills of specific IT components (units) at the required level relevant to their jobs. These components may be a higher or lower level than the full award
- recognise learners' prior achievements, learning or experience within the qualifications
- provide a competence base on which progression can be made
- provide a flexible framework where skills and knowledge can be recognised

What is the structure of these NVQs?

To achieve a full **OCR Level 1 NVQ for IT Practitioners**, a candidate must complete the two mandatory units plus optional units totalling a unit value equal to or greater than 40 Unit Values (UVs). The units can be chosen from any level, however, 60% of the total unit value **MUST** be achieved at the level of the qualification registered for ie for Level 1, at least 25 UVs must be achieved at Level 1. A maximum of two restricted option units can be used.

To achieve a full **OCR Level 2 NVQ for IT Practitioners**, a candidate must complete the two mandatory units plus optional units totalling a unit value equal to or greater than 100 Unit Values (UVs). The units can be chosen from any level, however, 60% of the total unit value **MUST** be achieved at the level of the qualification registered for ie for Level 2, at least 60 UVs must be achieved at Level 2. A maximum of two restricted option units can be used.

To achieve a full **OCR Level 3 NVQ for IT Professionals**, a candidate must complete the two mandatory units plus optional units totalling a unit value equal to or greater than 180 Unit Values (UVs). The units can be chosen from any level, however, 60% of the total unit value **MUST** be achieved at the level of the qualification registered for ie for Level 3, at least 110 UVs must be achieved at Level 3. A maximum of two restricted option units can be used.

To achieve a full **OCR Level 4 NVQ for IT Professionals**, a candidate must complete the two mandatory units plus optional units totalling a unit value equal to or greater than 280 Unit Values (UVs). The units can be chosen from any level, however, 60% of the total unit value **MUST** be achieved at the level of qualification registered for ie for Level 4, at least 170 UVs must be achieved at Level 4. A maximum of two restricted option units can be used.

The areas of competence and unit values are as follows:

| Unit | Area of Competence (AOC) | Level 1 | Level 2 | Level 3 | Level 4 | Level 5 |
|---|---|-----------|------------|-----------|-----------|------------|
| Mandatory Units: | | | | | | |
| AA | Develop personal and organisational effectiveness | 10 | 20 | 30 | 40 | n/a |
| BB | Health and safety in ICT and Contact Centres | 5 | n/a | 30 | 40 | 50 |
| Optional Units: | | | | | | |
| CC | Customer care | 10 | 20 | 30 | 40 | 50 |
| DD | Interpersonal and written communication | 5 | 15 | 30 | 40 | n/a |
| EE | Remote support for products or services | 10 | 20 | 30 | 40 | 50 |
| JJ | Data analysis and data structure design | n/a | 15 | 25 | n/a | n/a |
| KK | Investigating and defining requirements | n/a | 20 | 30 | 40 | n/a |
| LL | Managing software development | n/a | n/a | 30 | 40 | 50 |
| MM | Quality management of ICT products and services | n/a | n/a | 30 | 40 | 50 |
| NN | Security of ICT systems | 5 | n/a | 30 | 40 | 50 |
| OO | Software development - component creation | n/a | 20 | 30 | n/a | n/a |
| PP | Software development - design | n/a | 25 | 35 | 45 | n/a |
| QQ | Software installation and upgrade | 10 | 20 | 30 | 40 | n/a |
| RR | System management | n/a | 15 | 30 | 40 | 55 |
| SS | System operation | 10 | 20 | 30 | 40 | n/a |
| TT | Technical advice and guidance | 5 | 15 | 30 | 40 | 55 |
| UU | Technical fault diagnosis | 10 | 20 | 30 | 40 | n/a |
| VV | Technical fault remedy selection | 5 | 15 | 25 | 35 | n/a |
| WW | Testing ICT systems | 10 | 20 | 30 | 40 | n/a |
| XX | User profile administration | n/a | 15 | 25 | 35 | n/a |
| YY | Working with ICT hardware and equipment | 10 | 20 | 30 | 40 | n/a |
| Restricted Option Units (a maximum of two may be chosen from this list): | | | | | | |
| F | Artwork and imaging software | 10 | 20 | 35 | n/a | n/a |
| G | Internet and intranets | 5 | 15 | 25 | n/a | n/a |
| H | E-mail | 5 | 15 | 25 | n/a | n/a |
| I | Word processing software | 10 | 20 | 30 | n/a | n/a |
| J | Spreadsheet software | 10 | 20 | 35 | n/a | n/a |
| K | Database software | 10 | 20 | 35 | n/a | n/a |
| L | Website software | 10 | 20 | 35 | n/a | n/a |
| M | Presentation software | 10 | 20 | 30 | n/a | n/a |
| R | Sector Specific Unit | 10 | 20 | 30 | 40 | n/a |
| V1 | Identify individual learning aims and programmes (Import) | n/a | n/a | 30 | n/a | n/a |
| V2 | Agree learning programmes with learners (Import) | n/a | n/a | 30 | n/a | n/a |
| V3 | Develop training sessions (Import) | n/a | n/a | 30 | n/a | n/a |
| V4 | Enable learning through presentations (Import) | n/a | n/a | 30 | n/a | n/a |
| V5 | Enable learning through demonstrations and instruction (Import) | n/a | n/a | 30 | n/a | n/a |
| V6 | Enable individual learning through coaching (Import) | n/a | n/a | 30 | n/a | n/a |
| V7 | Enable group learning (Import) | n/a | n/a | 30 | n/a | n/a |

| | | | | | | |
|-----|---|-----|-----|-----|-----|-----|
| V8 | Support learners by mentoring in the workplace (Import) | n/a | n/a | 30 | n/a | n/a |
| V9 | Support and advise individual learners (Import) | n/a | n/a | 30 | n/a | n/a |
| V10 | Monitor and review progress with learners (Import) | n/a | n/a | 30 | n/a | n/a |
| V11 | Support competence achieved in the workplace (Import) | n/a | n/a | 30 | n/a | n/a |
| W1 | Support the efficient use of resources (Import) | n/a | n/a | 30 | n/a | n/a |
| W2 | Contribute to the selection of personnel for activities (Import) | n/a | n/a | 30 | n/a | n/a |
| W3 | Contribute to the development of teams and individuals (Import) | n/a | n/a | 30 | n/a | n/a |
| W4 | Lead the work of teams and individuals to enhance performance (Import) | n/a | n/a | 30 | n/a | n/a |
| W5 | Respond to poor performance in your team (Import) | n/a | n/a | 30 | n/a | n/a |
| W6 | Facilitate meetings (Import) | n/a | n/a | 30 | n/a | n/a |
| W7 | Contribute to improvements at work (Import) | n/a | n/a | n/a | 40 | n/a |
| W8 | Manage the change in organisational activities (Import) | n/a | n/a | n/a | 40 | n/a |
| W9 | Manage the use of physical resources (Import) | n/a | n/a | n/a | 40 | n/a |
| W10 | Manage the use of financial resources (Import) | n/a | n/a | n/a | 40 | n/a |
| W11 | Select personnel for activities (Import) | n/a | n/a | n/a | 40 | n/a |
| W12 | Develop teams and individuals to enhance performance (Import) | n/a | n/a | n/a | 40 | n/a |
| W13 | Manage the performance of teams and individuals (Import) | n/a | n/a | n/a | 40 | n/a |
| W14 | Deal with poor performance in your team (Import) | n/a | n/a | n/a | 40 | n/a |
| W15 | Chair and participate in meetings (Import) | n/a | n/a | n/a | 40 | n/a |
| W16 | Determine the effective use of resources (Import) | n/a | n/a | n/a | n/a | 50 |
| W17 | Delegate work to others (Import) | n/a | n/a | n/a | n/a | 50 |
| Y1 | Develop operational objectives for the project (Import) | n/a | n/a | n/a | 20 | n/a |
| Y2 | Develop a detailed schedule for the project (Import) | n/a | n/a | n/a | 20 | n/a |
| Y3 | Identify perceived risks and evaluate options for their control (Import) | n/a | n/a | n/a | 20 | n/a |
| Y4 | Co-ordinate, monitor and control project schedules (Import) | n/a | n/a | n/a | 20 | n/a |
| Y5 | Control hand-over of responsibility for the project (Import) | n/a | n/a | n/a | 20 | n/a |
| Y6 | Ensure the completion of project activities (Import) | n/a | n/a | n/a | 20 | n/a |
| Y7 | Develop strategic objectives for the project (Import) | n/a | n/a | n/a | n/a | 25 |
| Y8 | Identify and evaluate options for the project (Import) | n/a | n/a | n/a | n/a | 25 |
| Y9 | Prepare the business case for the project (Import) | n/a | n/a | n/a | n/a | 25 |
| Y10 | Prepare a project brief (Import) | n/a | n/a | n/a | n/a | 25 |
| Y11 | Identify strategic risk and evaluate options for minimising project risk (Import) | n/a | n/a | n/a | n/a | 25 |
| Y12 | Develop outline programmes or schedules for projects (Import) | n/a | n/a | n/a | n/a | 25 |
| Y13 | Specify activities for project schedules (Import) | n/a | n/a | n/a | n/a | 25 |
| Y14 | Review the progress of projects (Import) | n/a | n/a | n/a | n/a | 25 |
| Y15 | Evaluate projects (Import) | n/a | n/a | n/a | n/a | 25 |

Recognition of other qualifications and programmes of learning

All units, with the exception of:

- Develop personal and organisational effectiveness
- Health and safety in ICT and Contact Centres
- Sector specific unit
- Imported units

may be achieved via a contributing qualification or unit.

Candidate achievement via a contributing qualification or unit does not necessarily demonstrate work-based application in the NVQ unit. Therefore:

- A A maximum of two optional NVQ units may be gained **in full** via a contributing qualification or unit, where assessment of the contributing qualification or units includes practical tasks or activities carried out in a realistic working environment.
- B Only the knowledge, understanding and skills contained in any further NVQ units may be gained via a contributing qualification or units. However, **application** of these must be demonstrated based on workplace evidence, regardless of whether or not the contributing qualification or unit could be accepted under A above.

Who is involved in the delivery of these NVQs?

Assessment centre

Any organisation, whether it is a place of employment, college or private training organisation can be approved to offer these qualifications, as long as it meets the criteria set out in the OCR publication 'Administrative Guide to Verified Qualifications' (L526). This includes being able to provide suitably occupationally competent assessors and internal verifiers.

Once approved, an **assessment centre** will register candidates for the NVQ and allocate each candidate an **assessor(s)**.

Trainer

The trainer will develop a candidate's knowledge, understanding and skills in relation to the NVQ that is being undertaken.

Trainers will:

- provide opportunities for learning
- provide ongoing mentoring to the candidate, including review and feedback on learning experiences and development of competence
- provide opportunities for a candidate to practice what they have learnt in a realistic, but safe and protected, working environment or, where this is not appropriate, in a simulated environment.

Please note that learning, and practising the learning, alone does not indicate competence in the workplace. The application of the learning will need to be assessed for competence to be decided.

Expert witness

Expert witnesses can be drawn from a wide range of people who can attest to performance in the workplace, including line managers and experienced colleagues from inside the candidate's organisation or from other organisations such as customers or clients.

The expert witness can, in particular, provide evidence relating to the candidate's competence:

- when working with, or supporting, specialist products, equipment or systems;
- in meeting customer requirements; and
- of working within organisational procedures.

Assessor

Assessors will be appointed by approved centres to assess candidate performance and judge the validity of work place assessments.

Please note that:

- where expert witnesses make a significant contribution to the assessment process, the assessor will be responsible for approving the selection of expert witnesses including evidence of occupational competence and monitoring their contribution to the assessment process; and
- a register of all accepted expert witnesses must be maintained by the centre. This register will be subject to review as part of the verification process by both the internal and external verifier.

The assessor must have suitable and reliable experience and be trained and qualified as an NVQ assessor.

The criteria for appointing assessors are set out in the section '**important assessment requirements for these NVQs**'. An assessor may be a candidate's line manager, a tutor at college, or someone specially appointed to this role. Assessments may also be carried out by a team of assessors.

The roles of trainer and assessor are inextricably linked and may be carried out by the same person, however, training activities must be clearly separated from assessment and only assessed evidence of competence should be presented as evidence towards the NVQ.

Internal verifier

Internal verifiers will be appointed by approved centres to ensure the quality and consistency of assessments within the centre.

Each assessor's work must be checked and confirmed by an **internal verifier**. The criteria for appointing internal verifiers are set out in the section '**important assessment requirements for these NVQs**'. The internal verifier checks and standardises assessment decisions made by the assessors in the centre.

External verifier

The external verifier checks the assessment and internal verification processes and decisions made in the centre, and authorises the claims for certificates. The external verifier is appointed by OCR.

How are these NVQs assessed?

Like all NVQs, these qualifications are **competence-based**. This means that they are linked to a person's ability to competently perform a range of tasks connected with their work.

These qualifications allow for flexibility and choice. Candidates and employers can identify the most appropriate units and levels of skills to meet their needs in the workplace and candidates can have a range of competencies recognised at lower or higher levels than the base level chosen, where appropriate.

To gain these NVQs, a candidate must achieve the level of competence described in the NVQ units of competence. The units of competence contain the National Occupational Standards for Information and Communication Technologies and Contact Centres.

What are the important assessment requirements for these NVQs

Expert witness, assessor and internal verifier requirements

The following criteria have been developed by e-skills UK and should be viewed as minimum requirements:

Expert witnesses should:

- have a minimum of 2 years supervisory, managerial or training experience in the units for which they are providing evidence;
- demonstrate a working knowledge of the National Occupational Standards units they are attesting to; and
- demonstrate clear evidence of appropriate continuous professional development.

In addition it would be desirable for the expert witness to hold or be working towards an appropriate unit of competence in the assessment of workplace performance (such as the Learning and Development Unit L20 'Support competence achieved in the workplace'). If this is not the case, they should hold a post that involves responsibility for the quality of work performed by those for whom they are

acting as an expert witness.

Assessors must:

- be suitably qualified for the assessor role they carry out. They must hold D32 and D33 or A1 or A2 depending on their role.
- have carried out continued professional development to familiarise themselves with current standards for assessment; and
- have relevant IT experience and occupational competence to enable them to make a valid judgement about the demonstration of competence in the area they will be assessing, normally through demonstrating that their own practice meets the National Occupational Standards.

New assessors should have a clear action plan for achieving Unit A1 within 18 months of beginning assessment.

Internal verifiers must:

- hold D34 or V1
- have relevant IT experience and occupational competence to enable them to make a valid judgement about a demonstration of competence in the area they will be verifying.

New internal verifiers should have a clear action plan for achieving Unit V1 within 18 months of beginning internal verification.

Where do Key Skills units fit in?

The evidence produced for these NVQs may also prove the skills required for the Key Skills units.

Individual Key Skills units are available in the following six areas:

- Communication
- Application of Number
- Information Technology
- Personal Skills - Working with Others
- Personal Skills - Improving Own Learning and Performance
- Problem Solving.

For more information on offering the Key Skills units contact the OCR Customer Contact Centre on (024) 76851509 or email vocational.qualifications@ocr.org.uk

What to do next?

Centres considering seeking approval to offer these qualifications (or any other qualification we offer) might be interested to know that OCR staff are available to help with any aspect of setting up an assessment centre. Many centres ask for help in the following areas:

- identifying potential candidates and marketing opportunities
- meeting OCR requirements
- identifying resourcing levels both in terms of staff and equipment
- the documents needed, both for the benefit of future candidates and to ensure a smooth-running operation
- help in filling in centre approval forms.

NVQ Start Up is a service for potential and new Centres, which can provide the infrastructure to support all aspects of NVQ provision.

Further information can be requested from the OCR Customer Contact Centre, OCR, Coventry Office, Westwood Way, Coventry, CV4 8JQ Telephone (024) 7685 1509 or email vocational.qualifications@ocr.org.uk

- The OCR fees booklet (A250), which includes charges for centre evaluation, candidate registration and certification, is available to download from the OCR website.
- Full details of how to apply are given in the OCR 'Administrative Guide to Verified Qualifications' (L526) which is included in the Centre Approval Pack, which is available from OCR Customer Contact Centre in Coventry.

Qualification information and materials are available on the OCR website www.ocr.org.uk

What other related OCR qualifications are available?

The NVQs for IT Practitioners and Professionals will allow for progression to and from OCR's existing portfolio of IT qualifications and will complement other related NVQs and Vocationally Related Qualifications.

General Qualifications

- ICT AVCE (subsidiary and double award)
- AS/A level ICT

Vocationally-related Qualifications

- OCR Level 1 Certificate/Diploma for IT Practitioners – iPRO
- OCR Level 2 Certificate/Diploma for IT Practitioners – iPRO
- OCR Level 3 Certificate/Diploma for IT Professionals – iPRO
- OCR Level 4 Certificate for IT Professionals (ICT Systems Support) – iPRO

Nationals

- OCR Level 2 National Certificate in Information Technology

NVQs

- OCR Level 1 NVQ for IT Users
- OCR Level 2 NVQ for IT Users
- OCR Level 3 NVQ for IT Users

www.ocr.org.uk

OCR customer contact centre

Vocational qualifications

Telephone 024 76 851509

Facsimile 024 76 421944

Email vocational.qualifications@ocr.org.uk

General qualifications

Telephone 01223 553998

Facsimile 01223 552627

Email general.qualifications@ocr.org.uk

OCR

1 Hills Road, Cambridge CB1 2EU

Telephone 01223 552552

Facsimile 01223 553377

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N024/0710/OC152/0710/PROOF