



## **Vocational Qualifications (QCF, NVQ, NQF)**

### **ITQ**

ITQ Levels 1 - 3 in IT User Skills - **03991-03999**,

ITQ Apprenticeships - **13996, 13999**

## **OCR Report to Centres 2016 – 2017**

OCR (Oxford Cambridge and RSA) is a leading UK awarding body, providing a wide range of qualifications to meet the needs of candidates of all ages and abilities. OCR qualifications include AS/A Levels, Diplomas, GCSEs, Cambridge Nationals, Cambridge Technicals, Functional Skills, Key Skills, Entry Level qualifications, NVQs and vocational qualifications in areas such as IT, business, languages, teaching/training, administration and secretarial skills.

It is also responsible for developing new specifications to meet national requirements and the needs of students and teachers. OCR is a not-for-profit organisation; any surplus made is invested back into the establishment to help towards the development of qualifications and support, which keep pace with the changing needs of today's society.

This report on the examination provides information on the performance of candidates, which it is hoped will be useful to teachers in their preparation of candidates for future examinations. It is intended to be constructive and informative and to promote better understanding of the specification content, of the operation of the scheme of assessment and of the application of assessment criteria.

Reports should be read in conjunction with the published question papers and mark schemes for the examination.

OCR will not enter into any discussion or correspondence in connection with this report.

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## 1 Overview:

ITQ was introduced in 2009 and due to expire August 2017, OCR have now extended registrations to August 2019. There are Award, Certificate and Diploma qualifications available at level 1, 2 and 3 including apprenticeship qualifications. The qualification is vocational and assessed in a variety of ways – OCR set assignments including CLAIT and CLAIT Plus, centre-set assignments, OCR example assignments, BBC webwise assessments and real work. All of the information regarding the ITQ is available electronically on [www.ocr.org.uk/itq](http://www.ocr.org.uk/itq) except the CLAIT and CLAIT Plus and Webwise assessments which are stored securely on OCR Interchange.

## 2 General Comments

### Level 1 and 2

The mandatory unit requires an evidence review form to be completed and submitted with the appropriate task. Most candidates complete this well, they answer the sections in detail with appropriate literacy ability. Most centres mark the work well and ensure the candidate has met the criteria and included the task they are reviewing. Occasionally a candidate does not fully cover the criteria: At level 1 evidence occasionally does not cover 1.5 “2 reasons why you used the software package and hardware you chose.” Some candidates do not provide 2 reasons. Level 1 1.6 and level 2 1.7 “How may guidelines such as copyright law, security, software licensing, data protection, organisation/centre policy etc affect the work you produced?” Some candidates do not show their understanding and provide a very basic answer such as “Data Protection does not apply” there are example answers on the sample forms on the ITQ website. More detail is needed to show they are aware of some of the guidelines eg the software they are using and how it is licenced, the security of logging in and where they save their work to etc. Units that do not meet the criteria are withdrawn and feedback provided to centres, candidates can amend their work and resubmit.

Many centres are still using the CLAIT and CLAIT Plus assessments and the most popular assessments still seem to be 05/06. Centre based scenarios are becoming more popular and some have written good assessments that map well to the criteria. It is important that when centres write their own assignments they map the to the evidence checklists and ensure they cover all criteria at the correct level. For all centre based assignments an evidence checklist per candidate is required.

### Level 3

Any real work evidence submitted is usually of a high standard and work based learners complete the mandatory unit with detailed explanations. Evidence checklists for units are usually completed well with annotated evidence.

### All levels

Many centres are now using electronic portfolios this often results in a faster turnaround for centres and saves on postage and backup expenses.

Most centres are following the administration procedure correctly now for this qualification - registration, assessment and certification.

## OCR Report to Centres 2016 – 2017

Moderators process the claim on Interchange usually within the 12 day turnaround so centres can check the claim easily and then moderators submit a centre feedback report which is on Interchange – most centres check these regularly and respond appropriately to any actions set by the moderator.

Assessment queries can be sent to [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk) and this is being used regularly by centres to clarify interpretation issues on units and evidence requirements.

Many centres are members of OCR's ICT Community at <http://social.ocr.org.uk/groups/ict> where they can share resources, ideas and raise topics with other ICT tutors.

### 3 Comments on Individual Units

Webwise – unit 33, 39, 45 and 91

The candidates and centres produce the correct evidence and assess these units well.

Unit 18,19,30,31,33,34,58,59,69,70,77,78,80,81

Many centres like CLAIT and CLAIT Plus assessments, which are quite specific in instruction and marking guidance. They are usually well marked, with evidence of marking and errors referenced. A few centres do not seem to make full use of the CLAIT and CLAIT Plus tutor marking scheme when marking assignments and some moderators have found numerous errors within a batch, which can sometimes result in the withdrawal of a unit if it has more than the permitted error tolerance. Assessors should mark all the errors and use the tutor handbook as guidance. If centres are not sure on any of the marking criteria then they can email [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk) with their query. There is extra guidance on the ITQ website regarding unit 81 and 31 as the software updates may mean candidates cannot complete parts of these assessments as expected.

OCR set sample centre based assignments are available on the website for some of the most popular units – 42, 18, 77 & 92, 78 & 92, 70.

### 4 Sector Update

The Basic Digital Skills measure was created by Doteveryone to measure levels of digital skills among UK adults conducted in November 2016. The findings show 23% of UK adults, 38% of SMEs and 49% of charities lack even a basic level of digital skills. This is supported by Karen Price CEO of Tech Partnership who says "Not only are these skills essential today for employment, they are increasingly essential in our social, financial and civic lives too." The Lloyds Bank Consumer Digital Index provides a unique view of the financial and digital capability of all adults in the UK.

[https://www.thetechpartnership.com/globalassets/pdfs/research-2017/consumerdigitalindex\\_mar17.pdf](https://www.thetechpartnership.com/globalassets/pdfs/research-2017/consumerdigitalindex_mar17.pdf)

The Index shows that 45% of people prefer informal ways of learning. 43% of people don't know where to go for digital support. Karen Price CEO Tech Partnership also reported from BT roundtable focus meeting on teachers that only 25% of teachers strongly agree that they are able to fulfil this role of preparing pupils for the digital future. Teachers need the skills and confidence to fulfil this role successfully. So perhaps these 2 areas – teachers and finances are areas where there is scope to promote ITQ.

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