gateway
qualifications

Qualification Specification

IT User Skills (ITQ)

Level 3

Version 6.0
(January 2018)

learning your way

This qualification specification covers the following qualifications:

Qualification Title	Qualification Number
Level 3 Award In IT User Skills (ITQ)	600/9778/4
Level 3 Certificate In IT User Skills (ITQ)	600/9779/6
Level 3 Diploma In IT User Skills (ITQ)	600/9781/4

About this qualification specification

This qualification specification is intended for Tutors, Assessors, Internal Quality Assurers, Centre Quality Managers and other staff within Gateway Qualifications recognised centres and/or prospective centres.

It sets out what is required of the learner in order to achieve the qualification. It also contains information specific to managing and delivering the qualification(s) including specific quality assurance requirements.

The guide should be read in conjunction with the Gateway Qualifications Centre Handbook and other publications available on the website which contain more detailed guidance on assessment and verification practice.

In order to offer this qualification, you must be a Gateway Qualifications recognised centre. If your centre is not yet recognised, please contact our Development Team to discuss becoming Gateway Qualifications Recognised Centre:

Telephone: 01206 911211
Email: enquiries@gatewayqualifications.org.uk
Website: www.gatewayqualifications.org.uk/recognition

1. Qualification Information

1.1 About the qualifications

The qualifications have been approved by the Office of Qualifications and Examinations Regulation (Ofqual) that regulates qualifications, examinations and assessments in England and endorsed by e-Skills the Sector Skills Council for Business and Information Technology.

The suite of Gateway Qualifications IT User Skills (ITQ) qualifications' Rules of Combination and units were developed by e-skills UK, the Sector Skills Council (SSC) for Business and Information Technology, and are aligned to the National Occupational Standards (NOS) for IT Users, the nationally recognised standards for IT use. e-skills UK is no longer in operation and part of its work is now being taken forward by the Tech Partnership, a growing network of employers collaborating to accelerate growth in the global digital economy.

The suite of ITQ qualifications aims to equip individuals with the IT user skills needed for full participation in employment and society. ITQ units can be gained across a range of situations and credit achieved can be taken by learners from school to college, from training programmes to the workplace, until the learner has achieved a full ITQ qualification.

The suite of ITQ qualifications recognises employers' needs for ICT qualifications that reflect real-world skills, and the challenges of work-place learning. They enable recognition of the skills that employers want across the range of levels, have been successfully piloted in a wide range of companies and organisations, and are now a part of mainstream provision. They enable learning providers to target teaching and equipment resource effectively and use flexible approaches to assessment and delivery that ensure all learning counts towards a qualification, wherever it takes place.

1.2 Objective

The Gateway Qualifications IT Users Skills (ITQ) are categorised as having the following objective as defined by Ofqual:

Level 1, Level 2 and Level 3
Preparing Learners for employment.

1.3 Key Facts

Qualification Title	Credit Value	Total Qualification Time	Guided Learning Hours
Gateway Qualifications Level 3 Award In IT User Skills (ITQ)	12	120	85
Gateway Qualifications Level 3 Certificate In IT User Skills (ITQ)	25	250	190
Gateway Qualifications Level 3 Diploma In IT User Skills (ITQ)	39	390	300

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

Total Qualification Time is comprised of the following two elements:
•   the number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
•   an estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

1.4 Funding

For information regarding potential sources of funding please visit the following websites;

The Education Funding Agency http://www.education.gov.uk/aboutdfe/executiveagencies/efa
The Skills Funding Agency http://skillsfundingagency.bis.gov.uk/

or, contact your local funding agency.

1.5   Achievement methodology

The qualification will be awarded to learners who successfully achieve an approved combination of units through a Portfolio of Evidence that has been successfully verified and monitored through Gateway Qualifications' Quality Assurance process. Achievement is therefore determined by successful completion of unit assessment with no further requirement for additional/summative assessment.

1.6 Geographical Coverage

The qualifications have been approved by Ofqual to be offered in England. If a centre based overseas (including Scotland) would like to offer this qualification, they should make an enquiry to Gateway Qualifications.

1.7   Progression Opportunities

The suite of Gateway Qualifications ITQ qualifications enables progression to employment, further learning opportunities within employment, or further study. Learners can gain units from a range of environments such as school, workplace or college that are gained in a practical context and contribute to the achievement of a full ITQ qualification using the appropriate Rules of Combination. The use of units from different levels through a 'spiky profile' will allow an individual to build on their learning in preparation for moving on to the next level of ITQ.

The close relationship between ITQ units and NOS for IT Users will allow employers to see how IT learning can meet the needs of their business.

1.8 Relationship with other frameworks

The suite of Gateway Qualifications ITQ qualifications relates to the NOS for IT Users developed by e-skills UK. They provide a significant amount of knowledge, understanding and skills development that underpin occupational competence for IT Users.

2 Learner Entry Requirements

2.1 Age

The approved age range for these qualifications is:

Qualification Title in full	Age Range
Gateway Qualifications Level 3 Award In IT User Skills (ITQ)	16-18, 19+
Gateway Qualifications Level 3 Certificate In IT User Skills (ITQ)	16-18, 19+
Gateway Qualifications Level 3 Diploma In IT User Skills (ITQ)	16-18, 19+

2.2 Prior Qualifications

There are no requirements for learners to have attained prior qualifications.

2.3 Prior Skills/Knowledge/Understanding

There are no requirements for learners to have prior skills, knowledge or understanding.

2.4 Restrictions

There are no restrictions to entry.

2.5 Access to qualifications for learners with disabilities or specific needs

It is Gateway Qualifications' aim that there shall be equal opportunities within this organisation and in all the services it provides and within its recognised centres and via the services they provide and so meet the organisation's legal responsibilities to prevent discrimination.

In particular it is the organisation's intention that there should be no discrimination on the grounds of a protected characteristic including age, disability, gender assignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual

orientation. It is acknowledged that this is not an exhaustive list.

Gateway Qualifications and recognised centres have a responsibility to ensure that the process of assessment is robust and fair and allows the learner to show what they know and can do without compromising the assessment criteria.

Details on how to make adjustments for learners is set out in the Reasonable Adjustment and Special Considerations Policy.

2.6 Additional Rules/Guidance

There are no additional rules or guidance.

3 Achieving the Qualification

3.1 Qualification Structure (Rules of Combination and Unit Lists)

The knowledge, skills and understanding that will be assessed as part of the qualification are set out within the unit specifications. These include the learning outcomes and associated assessment criteria. The units can be accessed by logging into the Gateway Qualifications Prism system - please contact Gateway Qualifications who will enable access to our unit library.

An overview of the Rules of Combination for the Qualifications in IT User Skills (ITQ) is detailed below, please refer to the Rules of Combination for individual qualifications and to Section 3.2 Recognition of Prior Learning (RPL)/Exemptions/Equivalencies:

Rules of Combination for Award in IT Users Skills (ITQ)

Award Level	Level 3
Credit value (min)	12
Mandatory unit	n/a
Optional units *Two thirds of optional credits **must** be at the qualification level.*	Minimum 8 credits at Level 3.
Equivalent units	ICT Functional skills with any of the three units with embedded FS (IUF, ICF, ISF)
Exempt units	ICT Essential Skills (Northern Ireland) ICT Skills for Life All units from previous ITQ qualifications accredited by QCDA. An up to date record of contributing units and qualifications can be found on the *e-skills UK* website at: http://itq.e-skills.com/Framework/Contributing-Units.

Rules of Combination for Certificate in IT Users Skills (ITQ)

Certificate Level	Level 3
Credit value (min)	25
Mandatory unit	5
Optional units *Half of optional credits **must** be at the qualification level.*	Minimum 10 credits at Level 3. No credits at Entry Level 3
Sector Specific units	Maximum 5 credits at any relevant level.

[SSU] may also be included.

Rules of Combination for Diploma in IT Users Skills (ITQ)

Diploma Level	Level 3
Credit value (min)	**39**
Mandatory unit	**5**
Optional units *Half of optional credits **must** be at the qualification level.*	Minimum 17 credits at Level 3. No credits at Entry Level 3.
Sector Specific units **[SSU]** may also be included.	Maximum 5 credits at any relevant level. **The SSU cannot be included when calculating the minimum number of credits achieved at the level of the qualification.**
Equivalent units	ICT Functional skills with any of the three units with embedded FS (IUF, ICF, ISF)
Exempt units	ICT Essential Skills (Northern Ireland) ICT Skills for Life All units from previous ITQ qualifications accredited by QCDA. An up to date record of contributing units and qualifications can be found on the *e-skills UK* website at: http://itq.e-skills.com/Framework/Contributing-Units.

Achieving the Qualification

Qualification Structure (Rules of Combination and Unit List)

The knowledge, skills and understanding that will be assessed as part of the qualification are set out within the unit specifications. These include the learning outcomes and associated assessment criteria. To obtain unit information, please contact Gateway Qualifications who will enable access to our unit library.

Gateway Qualifications Level 3 Award in IT User Skills (ITQ)

To achieve the Level 3 Award in IT User Skills ITQ) learners must achieve 12 credits.
- A minimum of 8 credits must be achieved at Level 3.
- Only one unit can be selected from any unit group.

Equivalent Units
- ICT Functional Skills (FS IT) qualifications are treated as equivalent to the following units with embedded Functional Skills;
    - 'IT User fundamentals' (IUF)
    - 'IT Communication fundamentals' (ICF)
    - 'IT Software fundamentals' (ISF)
- Where the candidate has achieved FS IT at or above the level of the qualification and one or more of the units with embedded FS (IUF, ICF, ISF), achievement of FS IT 5 credits will be recognised. IUF, ICF and ISF will be excluded.

Exemptions
> * ICT Essential Skills (Northern Ireland)
> * ICT Skills for Life* All units from previous ITQ qualifications accredited by QCDA - the achievement of the NOS by accredited learning is counted against the unit that relates to that NOS at the same level. The exemptions will not be exclusively units but will also include NQF qualifications.
> Please see e-skills UK website www.e-skills.com for up to date details of the register of contributing units and further exemptions.

Unit Reference Number	Title	Level	Credit Value	GLH	Unit Group
K/502/4389	Audio Software	L1	2	15	OG AS (Audio Software)

D/502/4390	Audio Software	L2	3	20	OG	AS (Audio Software)
H/502/4391	Audio Software	L3	4	30	OG	AS (Audio Software)
A/502/4395	Bespoke Software	L1	2	15	OG	BS (Bespoke Software)
F/502/4396	Bespoke Software	L2	3	20	OG	BS (Bespoke Software)
J/502/4397	Bespoke Software	L3	4	30	OG	BS (Bespoke Software)
F/502/4401	Computerised Accounting Software	L1	2	15	OG	CAS (Computerised Accounting Software)
J/502/4402	Computerised Accounting Software	L2	3	20	OG	CAS (Computerised Accounting Software)
L/502/4403	Computerised Accounting Software	L3	5	35	OG	CAS (Computerised Accounting Software)
A/502/4378	Using Collaborative Technologies	L1	3	20	OG	CT (Using Collaborative Technologies)
F/502/4379	Using Collaborative Technologies	L2	4	30	OG	CT (Using Collaborative Technologies)
T/502/4380	Using Collaborative Technologies	L3	6	45	OG	CT (Using Collaborative Technologies)
H/502/4553	Database Software	L1	3	20	OG	DB (Database Software)
M/502/4555	Database Software	L2	4	30	OG	DB (Database Software)
T/502/4556	Database Software	L3	6	45	OG	DB (Database Software)
F/502/4558	Data Management Software	L1	2	15	OG	DM (Data Management Software)
J/502/4559	Data Management Software	L2	3	20	OG	DM (Data Management Software)
A/502/4560	Data Management Software	L3	4	30	OG	DM (Data Management Software)
Y/502/4565	Desktop Publishing Software	L1	3	20	OG	DP (Desktop Publishing Software)
D/502/4566	Desktop Publishing Software	L2	4	30	OG	DP (Desktop Publishing Software)
H/502/4567	Desktop Publishing Software	L3	5	40	OG	DP (Desktop Publishing Software)
J/502/4609	Drawing and Planning Software	L1	2	15	OG	DR (Drawing and Planning Software)
F/502/4611	Drawing and Planning Software	L3	4	30	OG	DR (Drawing and Planning Software)
A/502/4610	Drawing and Planning Software	L2	3	20	OG	DR (Drawing and Planning Software)
M/502/4572	Design Software	L1	3	20	OG	DS (Design Software)
T/502/4573	Design Software	L2	4	30	OG	DS (Design Software)
A/502/4574	Design Software	L3	5	40	OG	DS (Design Software)
J/502/4299	Using Email	L1	2	15	OG	EM (Using Email)
M/502/4300	Using Email	L2	3	20	OG	EM (Using Email)
T/502/4301	Using Email	L3	3	20	OG	EM (Using Email)
Y/502/4291	IT Communication Fundamentals	L1	2	15	OG	ICF (IT Communication Fundamentals)

D/502/4292	IT Communication Fundamentals	L2	2	15	OG	ICF (IT Communication Fundamentals)
J/502/4612	Imaging Software	L1	3	20	OG	IM (Imaging Software)
L/502/4613	Imaging Software	L2	4	30	OG	IM (Imaging Software)
R/502/4614	Imaging Software	L3	5	40	OG	IM (Imaging Software)
T/502/4296	Using the Internet	L1	3	20	OG	IN (Using the Internet)
A/502/4297	Using the Internet	L2	4	30	OG	IN (Using the Internet)
F/502/4298	Using the Internet	L3	5	40	OG	IN (Using the Internet)
T/502/4153	Improving Productivity Using IT	L1	3	20	OG	IP (Improving Productivity Using IT)
J/502/4156	Improving Productivity Using IT	L2	4	30	OG	IP (Improving Productivity Using IT)
L/502/4157	Improving Productivity Using IT	L3	5	40	OG	IP (Improving Productivity Using IT)
R/502/4256	IT Security for Users	L1	1	10	OG	IS (IT Security for Users)
Y/502/4257	IT Security for Users	L2	2	15	OG	IS (IT Security for Users)
D/502/4258	IT Security for Users	L3	3	20	OG	IS (IT Security for Users)
L/502/4384	IT Software Fundamentals	L1	3	20	OG	ISF (IT Software Fundamentals)
R/502/4385	IT Software Fundamentals	L2	3	20	OG	ISF (IT Software Fundamentals)
H/502/9154	Internet Safety for IT users	L1	3	20	OG	INS (Internet Safety for IT Users)
J/502/4206	IT User Fundamentals	L1	3	20	OG	IUF (IT User Fundamentals)
L/502/4207	IT User Fundamentals	L2	3	20	OG	IUF (IT User Fundamentals)
H/502/4374	Using Mobile IT Devices	L1	2	15	OG	MD (Using Mobile IT Devices)
K/502/4375	Using Mobile IT Devices	L2	2	15	OG	MD (Using Mobile IT Devices)
Y/502/4615	Multimedia Software	L1	3	20	OG	MM (Multimedia Software)
D/502/4616	Multimedia Software	L2	4	30	OG	MM (Multimedia Software)
H/502/4617	Multimedia Software	L3	6	45	OG	MM (Multimedia Software)
D/502/4244	Optimise IT System Performance	L1	2	15	OG	OP (Optimise IT System Performance)
H/502/4245	Optimise IT System Performance	L2	4	30	OG	OP (Optimise IT System Performance)
K/502/4246	Optimise IT System Performance	L3	5	40	OG	OP (Optimise IT System Performance)
Y/502/4369	Personal Information Management Software	L1	2	15	OG	PI (Personal Information Management Software)
L/502/4370	Personal Information Management Software	L2	2	15	OG	PI (Personal Information Management Software)
K/502/4618	Project Management Software	L1	3	20	OG	PM (Project Management Software)
H/502/4620	Project Management Software	L3	5	40	OG	PM (Project Management Software)
M/502/4619	Project Management Software	L2	4	30	OG	PM (Project Management Software)

K/502/4621	Presentation Software	L1	3	20	OG	PS (Presentation Software)
M/502/4622	Presentation Software	L2	4	30	OG	PS (Presentation Software)
T/502/4623	Presentation Software	L3	6	45	OG	PS (Presentation Software)
Y/502/4209	Set Up an IT System	L1	3	20	OG	SI (Set Up an IT System)
R/502/4211	Set Up an IT System	L3	5	40	OG	SI (Set Up an IT System)
L/502/4210	Set Up an IT System	L2	4	30	OG	SI (Set Up an IT System)
L/502/4398	Specialist Software	L1	2	15	OG	SP (Specialist Software)
R/502/4399	Specialist Software	L2	3	20	OG	SP (Specialist Software)
A/502/4400	Specialist Software	L3	4	30	OG	SP (Specialist Software)
A/502/4624	Spreadsheet Software	L1	3	20	OG	SS (Spreadsheet Software)
F/502/4625	Spreadsheet Software	L2	4	30	OG	SS (Spreadsheet Software)
J/502/4626	Spreadsheet Software	L3	6	45	OG	SS (Spreadsheet Software)
J/502/9311	Using a computer keyboard	L1	1	10	OG	UCK (Using a Computer Keyboard)
K/502/4392	Video Software	L1	2	15	OG	VS (Video Software)
M/502/4393	Video Software	L2	3	20	OG	VS (Video Software)
T/502/4394	Video Software	L3	4	30	OG	VS (Video Software)
L/502/4627	Word Processing Software	L1	3	20	OG	WPS (Word Processing Software)
R/502/4628	Word Processing Software	L2	4	30	OG	WPS (Word Processing Software)
Y/502/4629	Word Processing Software	L3	6	45	OG	WPS (Word Processing Software)
L/502/4630	Website Software	L1	3	20	OG	WS (Website Software)
R/502/4631	Website Software	L2	4	30	OG	WS (Website Software)
Y/502/4632	Website Software	L3	5	40	OG	WS (Website Software)

Gateway Qualifications Level 3 Certificate in IT User Skills (ITQ)

To achieve the Level 3 Certificate learners must achieve 25 credits.
- Learners must achieve 5 credits from the mandatory unit M.
- A minimum of 10 credits must be achieved from optional units OG at level 3.
- No credits can be achieved at Entry Level 3.
- Only one unit can be selected from any unit group.

Sector Specific Units (SSU)
- A SSU may be included at any relevant level. The SSU will have a maximum value of 5 credits. The credit value of the SSU does not count towards the minimum credit to be achieved at the level of the qualification

Equivalent Units
- ICT Functional Skills (FS IT) qualifications are treated as equivalent to the following units with embedded Functional Skills;
    - 'IT User fundamentals' (IUF)
    - 'IT Communication fundamentals' (ICF)
    - 'IT Software fundamentals' (ISF)
- Where the candidate has achieved FS IT at or above the level of the qualification and one or more of the units with embedded FS (IUF, ICF, ISF), achievement of FS IT 5 credits will be recognised. IUF, ICF and ISF will be excluded.

Exemptions
 * ICT Essential Skills (Northern Ireland)
 * ICT Skills for Life* All units from previous ITQ qualifications accredited by QCDA - the achievement of the NOS by accredited learning is counted against the unit that relates to that NOS at the same level. The exemptions will not be exclusively units but will also include NQF qualifications.
 Please see e-skills UK website www.e-skills.com for up to date details of the register of contributing units and further exemptions.

Unit Reference Number	Title	Level	Credit Value	GLH	Unit Group	
L/502/4157	Improving Productivity Using IT	L3	5	40	M	M (Mandatory Unit)
K/502/4389	Audio Software	L1	2	15	OG	AS (Audio Software)
D/502/4390	Audio Software	L2	3	20	OG	AS (Audio Software)
H/502/4391	Audio Software	L3	4	30	OG	AS (Audio Software)
A/502/4395	Bespoke Software	L1	2	15	OG	BS (Bespoke Software)

F/502/4396	Bespoke Software	L2	3	20	OG	BS (Bespoke Software)
J/502/4397	Bespoke Software	L3	4	30	OG	BS (Bespoke Software)
F/502/4401	Computerised Accounting Software	L1	2	15	OG	CAS (Computerised Accounting Software)
J/502/4402	Computerised Accounting Software	L2	3	20	OG	CAS (Computerised Accounting Software)
L/502/4403	Computerised Accounting Software	L3	5	35	OG	CAS (Computerised Accounting Software)
A/502/4378	Using Collaborative Technologies	L1	3	20	OG	CT (Using Collaborative Technologies)
F/502/4379	Using Collaborative Technologies	L2	4	30	OG	CT (Using Collaborative Technologies)
T/502/4380	Using Collaborative Technologies	L3	6	45	OG	CT (Using Collaborative Technologies)
H/502/4553	Database Software	L1	3	20	OG	DB (Database Software)
M/502/4555	Database Software	L2	4	30	OG	DB (Database Software)
T/502/4556	Database Software	L3	6	45	OG	DB (Database Software)
F/502/4558	Data Management Software	L1	2	15	OG	DM (Data Management Software)
J/502/4559	Data Management Software	L2	3	20	OG	DM (Data Management Software)
A/502/4560	Data Management Software	L3	4	30	OG	DM (Data Management Software)
Y/502/4565	Desktop Publishing Software	L1	3	20	OG	DP (Desktop Publishing Software)
D/502/4566	Desktop Publishing Software	L2	4	30	OG	DP (Desktop Publishing Software)
H/502/4567	Desktop Publishing Software	L3	5	40	OG	DP (Desktop Publishing Software)
J/502/4609	Drawing and Planning Software	L1	2	15	OG	DR (Drawing and Planning Software)
F/502/4611	Drawing and Planning Software	L3	4	30	OG	DR (Drawing and Planning Software)
A/502/4610	Drawing and Planning Software	L2	3	20	OG	DR (Drawing and Planning Software)
M/502/4572	Design Software	L1	3	20	OG	DS (Design Software)
T/502/4573	Design Software	L2	4	30	OG	DS (Design Software)
A/502/4574	Design Software	L3	5	40	OG	DS (Design Software)
J/502/4299	Using Email	L1	2	15	OG	EM (Using Email)
M/502/4300	Using Email	L2	3	20	OG	EM (Using Email)
T/502/4301	Using Email	L3	3	20	OG	EM (Using Email)
Y/502/4291	IT Communication Fundamentals	L1	2	15	OG	ICF (IT Communication Fundamentals)
D/502/4292	IT Communication Fundamentals	L2	2	15	OG	ICF (IT Communication Fundamentals)
J/502/4612	Imaging Software	L1	3	20	OG	IM (Imaging Software)
L/502/4613	Imaging Software	L2	4	30	OG	IM (Imaging Software)

R/502/4614	Imaging Software	L3	5	40	OG	IM (Imaging Software)
T/502/4296	Using the Internet	L1	3	20	OG	IN (Using the Internet)
A/502/4297	Using the Internet	L2	4	30	OG	IN (Using the Internet)
F/502/4298	Using the Internet	L3	5	40	OG	IN (Using the Internet)
R/502/4256	IT Security for Users	L1	1	10	OG	IS (IT Security for Users)
Y/502/4257	IT Security for Users	L2	2	15	OG	IS (IT Security for Users)
D/502/4258	IT Security for Users	L3	3	20	OG	IS (IT Security for Users)
L/502/4384	IT Software Fundamentals	L1	3	20	OG	ISF (IT Software Fundamentals)
R/502/4385	IT Software Fundamentals	L2	3	20	OG	ISF (IT Software Fundamentals)
H/502/9154	Internet Safety for IT users	L1	3	20	OG	INS (Internet Safety for IT users)
J/502/4206	IT User Fundamentals	L1	3	20	OG	IUF (IT User Fundamentals)
L/502/4207	IT User Fundamentals	L2	3	20	OG	IUF (IT User Fundamentals)
H/502/4374	Using Mobile IT Devices	L1	2	15	OG	MD (Using Mobile IT Devices)
K/502/4375	Using Mobile IT Devices	L2	2	15	OG	MD (Using Mobile IT Devices)
Y/502/4615	Multimedia Software	L1	3	20	OG	MM (Multimedia Software)
D/502/4616	Multimedia Software	L2	4	30	OG	MM (Multimedia Software)
H/502/4617	Multimedia Software	L3	6	45	OG	MM (Multimedia Software)
D/502/4244	Optimise IT System Performance	L1	2	15	OG	OP (Optimise IT System Performance)
H/502/4245	Optimise IT System Performance	L2	4	30	OG	OP (Optimise IT System Performance)
K/502/4246	Optimise IT System Performance	L3	5	40	OG	OP (Optimise IT System Performance)
Y/502/4369	Personal Information Management Software	L1	2	15	OG	PI (Personal Information Management Software)
L/502/4370	Personal Information Management Software	L2	2	15	OG	PI (Personal Information Management Software)
K/502/4618	Project Management Software	L1	3	20	OG	PM (Project Management Software)
H/502/4620	Project Management Software	L3	5	40	OG	PM (Project Management Software)
M/502/4619	Project Management Software	L2	4	30	OG	PM (Project Management Software)
K/502/4621	Presentation Software	L1	3	20	OG	PS (Presentation Software)
M/502/4622	Presentation Software	L2	4	30	OG	PS (Presentation Software)
T/502/4623	Presentation Software	L3	6	45	OG	PS (Presentation Software)
Y/502/4209	Set Up an IT System	L1	3	20	OG	SI (Set Up an IT System)
R/502/4211	Set Up an IT System	L3	5	40	OG	SI (Set Up an IT System)
L/502/4210	Set Up an IT System	L2	4	30	OG	SI (Set Up an IT System)

L/502/4398	Specialist Software	L1	2	15	OG	SP (Specialist Software)
R/502/4399	Specialist Software	L2	3	20	OG	SP (Specialist Software)
A/502/4400	Specialist Software	L3	4	30	OG	SP (Specialist Software)
A/502/4624	Spreadsheet Software	L1	3	20	OG	SS (Spreadsheet Software)
F/502/4625	Spreadsheet Software	L2	4	30	OG	SS (Spreadsheet Software)
J/502/4626	Spreadsheet Software	L3	6	45	OG	SS (Spreadsheet Software)
J/502/9311	Using a computer keyboard	L1	1	10	OG	UCK (Using a Computer Keyboard)
K/502/4392	Video Software	L1	2	15	OG	VS (Video Software)
M/502/4393	Video Software	L2	3	20	OG	VS (Video Software)
T/502/4394	Video Software	L3	4	30	OG	VS (Video Software)
L/502/4627	Word Processing Software	L1	3	20	OG	WPS (Word Processing Software)
R/502/4628	Word Processing Software	L2	4	30	OG	WPS (Word Processing Software)
Y/502/4629	Word Processing Software	L3	6	45	OG	WPS (Word Processing Software)
L/502/4630	Website Software	L1	3	20	OG	WS (Website Software)
R/502/4631	Website Software	L2	4	30	OG	WS (Website Software)
Y/502/4632	Website Software	L3	5	40	OG	WS (Website Software)

Gateway Qualifications Level 3 Diploma in IT User Skills (ITQ)

Learners will need to gain a minimum of 39 credits.
- The credit total will be made up of 5 credits from Mandatory Group M.
- A minimum of 17 credits must be achieved from optional units OG at level 3.
- No credits can be achieved at Entry Level 3.
- Only one unit can be selected from any unit group.
-

Sector Specific Units (SSU)
- A SSU may be included at any relevant level. The SSU will have a maximum value of 5 credits. The credit value of the SSU does not count towards the minimum credit to be achieved at the level of the qualification

Equivalent Units
- ICT Functional Skills (FS IT) qualifications are treated as equivalent to the following units with embedded Functional Skills;
    – 'IT User fundamentals' (IUF)
    – 'IT Communication fundamentals' (ICF)
    – 'IT Software fundamentals' (ISF)
- Where the candidate has achieved FS IT at or above the level of the qualification and one or more of the units with embedded FS (IUF, ICF, ISF), achievement of FS IT 5 credits will be recognised. IUF, ICF and ISF will be excluded.

Exemptions
    * ICT Essential Skills (Northern Ireland)
    * ICT Skills for Life* All units from previous ITQ qualifications accredited by QCDA - the achievement of the NOS by accredited learning is counted against the unit that relates to that NOS at the same level. The exemptions will not be exclusively units but will also include NQF qualifications.
    Please see e-skills UK website www.e-skills.com for up to date details of the register of contributing units and further exemptions.

Unit Reference Number	Title	Level	Credit Value	GLH		Unit Group
L/502/4157	Improving Productivity Using IT	L3	5	40	M	M (Mandatory Units)
K/502/4389	Audio Software	L1	2	15	OG	AS (Audio Software)
D/502/4390	Audio Software	L2	3	20	OG	AS (Audio Software)
H/502/4391	Audio Software	L3	4	30	OG	AS (Audio Software)

A/502/4395	Bespoke Software	L1	2	15	OG	BS (Bespoke Software)
F/502/4396	Bespoke Software	L2	3	20	OG	BS (Bespoke Software)
J/502/4397	Bespoke Software	L3	4	30	OG	BS (Bespoke Software)
F/502/4401	Computerised Accounting Software	L1	2	15	OG	CAS (Computerised Accounting Software)
J/502/4402	Computerised Accounting Software	L2	3	20	OG	CAS (Computerised Accounting Software)
L/502/4403	Computerised Accounting Software	L3	5	35	OG	CAS (Computerised Accounting Software)
A/502/4378	Using Collaborative Technologies	L1	3	20	OG	CT (Using Collaborative Technologies)
F/502/4379	Using Collaborative Technologies	L2	4	30	OG	CT (Using Collaborative Technologies)
T/502/4380	Using Collaborative Technologies	L3	6	45	OG	CT (Using Collaborative Technologies)
H/502/4553	Database Software	L1	3	20	OG	DB (Database Software)
M/502/4555	Database Software	L2	4	30	OG	DB (Database Software)
T/502/4556	Database Software	L3	6	45	OG	DB (Database Software)
F/502/4558	Data Management Software	L1	2	15	OG	DM (Data Management Software)
J/502/4559	Data Management Software	L2	3	20	OG	DM (Data Management Software)
A/502/4560	Data Management Software	L3	4	30	OG	DM (Data Management Software)
Y/502/4565	Desktop Publishing Software	L1	3	20	OG	DP (Desktop Publishing Software)
D/502/4566	Desktop Publishing Software	L2	4	30	OG	DP (Desktop Publishing Software)
H/502/4567	Desktop Publishing Software	L3	5	40	OG	DP (Desktop Publishing Software)
J/502/4609	Drawing and Planning Software	L1	2	15	OG	DR (Drawing and Planning Software)
F/502/4611	Drawing and Planning Software	L3	4	30	OG	DR (Drawing and Planning Software)
A/502/4610	Drawing and Planning Software	L2	3	20	OG	DR (Drawing and Planning Software)
M/502/4572	Design Software	L1	3	20	OG	DS (Design Software)
T/502/4573	Design Software	L2	4	30	OG	DS (Design Software)
A/502/4574	Design Software	L3	5	40	OG	DS (Design Software)
J/502/4299	Using Email	L1	2	15	OG	EM (Using Email)
M/502/4300	Using Email	L2	3	20	OG	EM (Using Email)
T/502/4301	Using Email	L3	3	20	OG	EM (Using Email)
Y/502/4291	IT Communication Fundamentals	L1	2	15	OG	ICF (IT Communication Fundamentals)
D/502/4292	IT Communication Fundamentals	L2	2	15	OG	ICF (IT Communication Fundamentals)
J/502/4612	Imaging Software	L1	3	20	OG	IM (Imaging Software)

L/502/4613	Imaging Software	L2	4	30	OG	IM (Imaging Software)
R/502/4614	Imaging Software	L3	5	40	OG	IM (Imaging Software)
T/502/4296	Using the Internet	L1	3	20	OG	IN (Using the Internet)
A/502/4297	Using the Internet	L2	4	30	OG	IN (Using the Internet)
F/502/4298	Using the Internet	L3	5	40	OG	IN (Using the Internet)
R/502/4256	IT Security for Users	L1	1	10	OG	IS (IT Security for Users)
Y/502/4257	IT Security for Users	L2	2	15	OG	IS (IT Security for Users)
D/502/4258	IT Security for Users	L3	3	20	OG	IS (IT Security for Users)
L/502/4384	IT Software Fundamentals	L1	3	20	OG	ISF (IT Software Fundamentals)
R/502/4385	IT Software Fundamentals	L2	3	20	OG	ISF (IT Software Fundamentals)
H/502/9154	Internet Safety for IT users	L1	3	20	OG	INS (Internet Safety for IT Users)
J/502/4206	IT User Fundamentals	L1	3	20	OG	IUF (IT User Fundamentals)
L/502/4207	IT User Fundamentals	L2	3	20	OG	IUF (IT User Fundamentals)
H/502/4374	Using Mobile IT Devices	L1	2	15	OG	MD (Using Mobile IT Devices)
K/502/4375	Using Mobile IT Devices	L2	2	15	OG	MD (Using Mobile IT Devices)
Y/502/4615	Multimedia Software	L1	3	20	OG	MM (Multimedia Software)
D/502/4616	Multimedia Software	L2	4	30	OG	MM (Multimedia Software)
H/502/4617	Multimedia Software	L3	6	45	OG	MM (Multimedia Software)
D/502/4244	Optimise IT System Performance	L1	2	15	OG	OP (Optimise IT System Performance)
H/502/4245	Optimise IT System Performance	L2	4	30	OG	OP (Optimise IT System Performance)
K/502/4246	Optimise IT System Performance	L3	5	40	OG	OP (Optimise IT System Performance)
Y/502/4369	Personal Information Management Software	L1	2	15	OG	PI (Personal Information Management Software)
L/502/4370	Personal Information Management Software	L2	2	15	OG	PI (Personal Information Management Software)
K/502/4618	Project Management Software	L1	3	20	OG	PM (Project Management Software)
H/502/4620	Project Management Software	L3	5	40	OG	PM (Project Management Software)
M/502/4619	Project Management Software	L2	4	30	OG	PM (Project Management Software)
K/502/4621	Presentation Software	L1	3	20	OG	PS (Presentation Software)
M/502/4622	Presentation Software	L2	4	30	OG	PS (Presentation Software)
T/502/4623	Presentation Software	L3	6	45	OG	PS (Presentation Software)
Y/502/4209	Set Up an IT System	L1	3	20	OG	SI (Set Up an IT System)
R/502/4211	Set Up an IT System	L3	5	40	OG	SI (Set Up an IT System)

L/502/4210	Set Up an IT System	L2	4	30	OG	SI (Set Up an IT System)
L/502/4398	Specialist Software	L1	2	15	OG	SP (Specialist Software)
R/502/4399	Specialist Software	L2	3	20	OG	SP (Specialist Software)
A/502/4400	Specialist Software	L3	4	30	OG	SP (Specialist Software)
A/502/4624	Spreadsheet Software	L1	3	20	OG	SS (Spreadsheet Software)
F/502/4625	Spreadsheet Software	L2	4	30	OG	SS (Spreadsheet Software)
J/502/4626	Spreadsheet Software	L3	6	45	OG	SS (Spreadsheet Software)
J/502/9311	Using a computer keyboard	L1	1	10	OG	UCK (Using a Computer Keyboard)
K/502/4392	Video Software	L1	2	15	OG	VS (Video Software)
M/502/4393	Video Software	L2	3	20	OG	VS (Video Software)
T/502/4394	Video Software	L3	4	30	OG	VS (Video Software)
L/502/4627	Word Processing Software	L1	3	20	OG	WPS (Word Processing Software)
R/502/4628	Word Processing Software	L2	4	30	OG	WPS (Word Processing Software)
Y/502/4629	Word Processing Software	L3	6	45	OG	WPS (Word Processing Software)
L/502/4630	Website Software	L1	3	20	OG	WS (Website Software)
R/502/4631	Website Software	L2	4	30	OG	WS (Website Software)
Y/502/4632	Website Software	L3	5	40	OG	WS (Website Software)

3.2 Recognition of Prior Learning (RPL)/Exemptions/Equivalencies

Recognition of prior learning is an assessment method leading to the award of credit. The process involves considering if a learner can meet the specified assessment requirements for a unit through knowledge, understanding or skills that they possess already as a consequence of which they do not need to undertake a course of learning.

The enables learners to avoid duplication of learning and assessment through equivalences or exemptions as follows:

- For previous achievements, it is possible to transfer credits (**equivalent**).
- Individuals with certificated achievements, they can claim **exemption** from the requirement to achieve credits for designated units.

Centres are encouraged to recognise the previous achievements and experiences, both formal, e.g. through accredited units or qualifications, or informal, e.g. through continuous learning. This involves the recognition of achievement from a range of activities that will have been assessed through any valid method of assessment. When using the process of the recognition of prior learning, it is essential that the assessment requirements of a specific unit or, more exceptionally, a qualification have been met. The evidence of learning provided must be sufficient, reliable, authentic and valid.

Percentage Equivalence / Exemption Allowable
100% exemption towards any of the Gateway Qualifications IT User Skills (ITQ) qualifications will **not** be accepted; Gateway Qualifications will accept up to 70% exemption, which requires learners to complete 30% new learning in order to achieve an ITQ qualification. New learning must include any mandatory units within a qualification, as no exemptions can be claimed for mandatory units.

Equivalent Units
An equivalent unit is a unit from a different qualification that is deemed to be of equivalent value so can count towards a qualification in place of a designated unit. Any units that have been identified for use as equivalents are named within the Rules of Combination for each qualification.

The following rules apply to the use of equivalent units:

- The identified equivalent unit must have **the same or higher credit value** than the ITQ unit
- The identified equivalent unit must be at **the same or higher level** than the ITQ unit.

The achievement of the NOS by accredited learning is counted against the unit that relates to the NOS at the same level. Exemptions will therefore include ITQ units achieved in other qualifications accredited by QCDA/Ofqual.

In addition, units with identical titles, with the same credit value or higher and at the same level or higher, are automatically made equivalent by the IT system.

If the learner achieves two units at different levels with identical titles, only the **highest**

level unit would count towards the required credit total for the qualification, **not both**.

The following is an example:

A learner completes Word Processing at Level 1 (3 credits) and Word Processing at Level 2 (4 credits). **Only the 4 credits from the higher level unit can be counted towards the achievement of the qualification.**

For a learner to be able to claim credit from an equivalent unit they will need to meet the following requirements:

- The qualification or unit **must** have been achieved in the **3 years** prior to registration
- Copies of the certificate/s **must** be verified by the centre as valid at the **beginning** of the course and presented with the learner's work for internal and external verification

The overall achievement

Equivalent units. This means within the Rules of Combination there are named units that allow any previous achievement to count towards the credit requirements of the ITQ qualifications. The units that have been identified as equivalents are:

ICT Functional Skills (FS ICT)

ICT Functional Skills (FS ICT) at Level 1 and 2 are treated as equivalent to **any one** of the following three units based on the areas of competence relating directly to FS ICT:

- IT User Fundamentals (IUF:FS)
- IT Communication Fundamentals (ICF:FS)
- IT Software Fundamentals (ISF:FS)

Either ICT Functional Skills at Level 1 or Level 2 would count as 5 credits towards the achievement of an ITQ qualification, subject to the Rules of Combination for that particular qualification
.
If the ICT Functional Skills qualification was used as an equivalent against one of the above three units the credit achievement of the remaining two units **would not** be counted towards the achievement of an ITQ qualification. This is because these units have been barred against each other when ICT Functional Skills has been used as an equivalent.

See also the sections relating to ITQ Award, Certificate and Diploma requirements for information on barred combinations when ICT Functional Skills are used.

Sector Specific Units (only applicable to ITQ Certificates and Diplomas)

A Sector Specific Unit (SSU) or SCQF is an accredited **unit from another sector**. It can be used as an **equivalent unit** with the following constraints:

- The SSU may only contribute a **limited number of credits** (for a Level 1

Certificate no more than 3 credits; for Level 2 the maximum is 4 credits; and Level 3 the maximum is 5 credits).
- The SSU may be **at any level**, however the credit value of the SSU **does not count** towards the requirement for half the optional unit credits to be at the same level as the qualification (further information on requirements for ITQ Certificate/Diploma Qualifications can be found on pages 23-32).

Exemptions

An exemption unit allows the learner to claim exemption from some of the achievement requirements of a qualification using evidence of certificated, non- achievement deemed to be of an equivalent value to units within the qualification.
Within the ITQ qualifications, previous achievement of qualifications and units within the NQF can be used towards the achievement of an ITQ qualification in the following situations:

Units from previous ITQs accredited by QCDA – the achievement of the NOS by accredited learning is counted against the unit that relates to the NOS at the same level.

Exemptions will therefore include ITQ units achieved in NQF qualifications accredited by QCDA/Ofqual.

The qualification or unit **must** be included on the *e-skills UK* 'Contributing Qualifications' list.

The qualification or unit **must** have been achieved in the **3 years** prior to registration

Copies of the certificate/s **must** be verified by the centre as valid at the **beginning** of the course and presented with the learner's work for internal and external verification

Learners **must** achieve any mandatory units within the qualifications, as no exemptions can be claimed for mandatory units.

3.3 Links to other qualifications

The suite of Gateway Qualifications IT User Skills (ITQ) qualifications enables progression to employment, further learning opportunities within employment, or further study.

Learners can gain units from a range of environments such as school, workplace or college that are gained in a practical context and contribute to the achievement of a full ITQ qualification using the appropriate Rules of Combination. The use of units from different levels through a 'spiky profile' will allow an individual to build on their learning in preparation for moving on to the next level of ITQ.

The close relationship between ITQ units and NOS for IT Users will allow employers to see how IT learning can meet the needs of their business.

4   Assessment and Quality Assurance

The following are in addition to the standard assessment and quality assurance requirements set out in the Gateway Qualifications Centre Handbook.

4.1 Method of Assessment

The method of assessment for the qualifications is through a portfolio of evidence.

4.2 Assessment Materials

E-skills UK have developed a website to support both providers and learners: www.e-skills.com/itq.

In addition to this Qualification Guide, Centres, Internal Verifiers and Quality Reviewers will need to refer to the following:

e-skills UK's register of contributing units for an up to date list of exemptions http://itq.e-skills.com/Framework/Contributing-Units

Details of *e-skills UK's* ITQ framework and list of units http://itq.e-skills.com/Framework/ITQ-Units-and-Credit-Values/

IT for User Skills Qualifications (ITQ) Additional Guidance v1 November 10, available on the Gateway Qualifications website.

4.3 Qualification-Specific Centre Requirements

Mandatory unit assessment

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

The assessment design must cover the following aspects:

Objectives for using IT – understanding the context in which IT is to be used or the conditions that may affect the way IT is to be used; understanding what outcome needs to be developed, and the expectations and requirements that the outcome must meet.

Application of IT skills and knowledge – understanding what is involved in a piece of work

and the best way to get it done.

Evaluation of the use of IT – being able to evaluate the strengths and weaknesses of the use of IT, including identifying improvements to inform future work.

In the delivery of qualification and units to pre-16 learners centres are required to exercise due diligence in respect of the following:

- the learner's needs and access to information and advice about the units offered and how the course of learning will meet their needs;
- the learner's present capacity to undertake the tasks set by tutors, and tutors understanding of how particular tasks accord with the assessment criteria for the unit;
- tutors should be fully conversant with the qualification and unit specification/s offered to learners, where clarification is required the centre should consult with the assigned Quality Reviewer for further advice and guidance in the delivery of units and refer to the Centre Handbook and Reasonable Adjustment and Special Consideration policy and guidance.
- centres will be required to have appropriate and up to date risk assessments and ensure that appropriate support and supervision is provided; appropriate subject specialist knowledge should be consulted where the possibility of harm to learners is identified; this will be monitored through Gateway Qualifications' quality assurance process.
- the centre contact for the unit/qualification being delivered must ensure that all procedures relating to the delivery of the unit/qualification operate effectively in the centre.

4.4 Qualification-Specific Tutor/Assessor Requirements

There are no qualification specific requirements. Centres should refer to the published Gateway Qualifications Centre Handbook.

4.5 Qualification-Specific Verification Requirements

There are no qualification specific requirements. Centres should refer to the published Gateway Qualifications Centre Handbook.

5 What to do next

For existing centres please contact your named Development Manager or Development Officer.

For organisations, not yet registered as a Gateway Qualifications centre please contact:

Gateway Qualifications
Gateway House
3 Tollgate Business Park
COLCHESTER
CO3 8AB

Tel: 01206 911211

Email: enquiries@gatewayqualifications.org.uk

6 Gateway Qualifications

Gateway Qualifications, a not for profit registered charity, is an Awarding Organisation based in Colchester.

We work with learning providers and industry experts to design and develop qualifications that benefit the learner and the employer.

We support flexible, responsive and quality assured learning opportunities whether it's in the classroom, at work, in the community or through distance learning.

We are recognised by Ofqual, to design, develop and submit qualifications to the Regulated Qualifications Framework (RQF).