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Level 2 N/SVQ for IT Users (ITQ)



What is City & Guilds ITQ?

ITQ is the National Vocational Qualification for IT Users which demonstrates staff competence in the use of IT in the workplace. It is offered at levels 1, 2 and 3.

How City & Guilds ITQ works

ITQ recognises that all organisations need IT skills but that these will vary in level and type depending on individual business needs and the use made of technology in the organisation. ITQ even allows for the inclusion of bespoke units in recognition that many employers have their own unique IT systems.

Customise your ITQ

The fundamental difference in ITQ, unlike any other IT User qualification, is that it is **highly customisable**. The content of the qualification can be mixed and matched to suit the requirements of the workplace and employee, as well as the skills level of your chosen disciplines. In other words, the employer ends up having 'created' their own ITQ allowing their staff to learn and be assessed on tasks that they need to know as part of their job, and taking into consideration any existing qualifications they have.

Unit values (UVs) have been used to establish a value-based approach to the qualification design. UVs are intended as a straightforward mechanism for enabling a flexible qualification structure, while ensuring that all qualifications in the ITQ are of a similar weight, or amount, of content.

The level of a qualification is determined by the level of the mandatory unit taken. To achieve a full ITQ, candidates must achieve a minimum total of UVs, of which at least 50% of the optional units must be achieved at the same level as the mandatory unit. These are:

- Level 1 - 40 UVs, to include mandatory unit 101 and additional units. At least 30 of the UVs achieved in this qualification must be at Level 1
- Level 2 – 100 UVs, to include mandatory unit 201 and additional units. At least 65 of the UVs achieved in this qualification must be at Level 2

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- Level 3 – 180 UVs, to include mandatory unit 301 and additional units. At least 110 of the UVs achieved in this qualification must be at Level 3

To gain your ITQ certificate, you will be expected to show competence in the mandatory and optional units and, when you have successfully completed the relevant units, you will be able to claim your qualification from City & Guilds. Even if you only complete some of the units, you will still be able to claim unit certification.

Assessment

Candidates will complete and submit a number of activities which will be assessed. In doing this they will build up a portfolio which, when complete, will form the essential evidence of satisfactory completion of the course.

The ITQ evidences competence - the application of skills and knowledge in a real setting. In that it is different from other qualifications which cover only skills and knowledge.

Examples of valid evidence can arise from:

- the search for employment (eg CVs, job applications and emails to potential employers)
- social activities (eg club membership databases, posters and websites)
- enterprise activities (eg business plans, budgets and marketing materials)
- voluntary activities (eg cash flows, programmes and newsletters)
- Learning and studying subjects other than IT (e.g. internet research for a geography assignment, reports/dissertations and presentations).
- It is for the assessor (assisted by the expert witness where relevant) to ensure that the activities were for a real purpose.

By the very nature of IT, work activities can be carried out in a variety of locations not confined to the traditional office setting.

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Units available for the Level 2 ITQ

Unit titles	Unit values		
	Level 1	Level 2	Level 3
Make selective use of IT	-	25	-
Operate a computer	10	20	30
IT troubleshooting for users	5	15	25
IT maintenance for users	5	15	25
IT security for users	5	15	25
Internets and intranets	5	15	25
E-mail	5	15	25
Word processing software	10	20	30
Spreadsheet software 1	10	20	35
Database software	10	20	35
Website software	10	20	35
Artwork and imaging software	10	20	35
Presentation software	10	20	30
Specialist or bespoke software	10	20	30
Evaluate the impact of IT	5	15	25
Use IT systems	5	15	25
Use IT to exchange information	5	15	25
Sector specific unit	10	20	30

At Level 2, candidates must complete 100 UVs, to include mandatory unit in bold and additional units. At least 65 of the UVs achieved in this qualification must be at Level 2.

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Example of possible Level 2 structure

Unit titles	Unit values		
	Level 1	Level 2	Level 3
Make selective use of IT	-	25	-
Operate a computer	10		
Internets and intranets	5		
E-mail	5		
Word processing software		20	
Spreadsheet software 1		20	
Presentation software		20	
Total Number UV's	20	85	
Total for NVQ	105		

Funding

Train to gain funding is available for ITQ for eligible candidates please speak to your EQV account manager for details on 0844 8882732

Programme Duration

Depending on previous experience a number of training courses may be identified these typically are one day in duration.

In the example detailed above 5 days of training might be involved assuming no pre-existing knowledge.

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