



Level 3 Diploma in
IT USER SKILLS (ITQ)

Evidence Logbook

Qualification recognition number: 601/5964/9

Qualification Reference: L3DITUSITQ

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Assessment Principles

1. Assessment Principles

1.1 Assessment decisions for competence based learning outcomes (e.g. those beginning with 'to be able to') must be made in a real work environment by an occupationally competent assessor. Any knowledge evidence integral to these learning outcomes may be generated outside of the work environment but the final assessment decision must be within the real work environment.

1.2 Assessment decisions for competence based learning outcomes must be made by an assessor qualified to make assessment decisions.

1.3 Competence based assessment must include direct observation as the main source of evidence.

1.4 Simulation may only be utilised as an assessment method for competence based learning outcomes if specified in the assessment requirements of the component.

1.5 Expert witnesses can be used for direct observation if they have occupational expertise for specialist areas or, if the observation is of a particularly sensitive nature. The use of expert witnesses should be determined and agreed by the assessor.

1.6 Assessment of knowledge based learning outcomes (e.g. those beginning with 'know' or 'understand') may take place in or outside of a real work environment.

1.7 Assessment decisions for knowledge based learning outcomes must be made by an occupationally knowledgeable assessor.

1.8 Assessment decisions for knowledge based learning outcomes must be made by an assessor qualified to make assessment decisions. Where assessment is electronic or undertaken according to a set grid, the assessment decisions are made by the person who has set the answers.

2. Internal Quality Assurance

2.1 Internal quality assurance is key to ensuring that the assessment of evidence for component is of a consistent and appropriate quality. Those carrying out internal quality assurance must be occupationally knowledgeable in the area they are assuring and be qualified to make quality assurance decisions.

3. Definitions

3.1 Occupationally competent:

This means that each assessor must be capable of carrying out the full requirements within the competency components they are assessing. Being occupationally competent means they are also occupationally knowledgeable. This occupational competence should be maintained annually through clearly demonstrable continued learning and professional development.

3.2 Occupationally knowledgeable:

This means that each assessor should possess relevant knowledge and understanding and be able to assess this in components designed to test knowledge and understanding. This occupational

knowledge should be maintained annually through clearly demonstrable continued learning and professional development.

3.3 Qualified to make assessment decisions:

This means that each assessor must hold a qualification suitable to support the making of appropriate and consistent assessment decisions. Awarding organisations will determine what qualifies those making assessment decisions according to the competency components under assessment. In any case of significant uncertainty, the Sector Skills Council will be consulted.

3.4 Qualified to make quality assurance decisions:

Awarding organisations will determine what qualifies an assessor undertaking internal quality assurance to make decisions about quality assurance.

3.5 Expert witness:

An expert witness must:

- have a working knowledge of the components on which their expertise is based
- be occupationally competent in their area of expertise
- have EITHER any qualification in assessment of workplace performance OR a professional work role which involves evaluating the everyday practice of staff

Evidence Requirements for the Level 3 Diploma in IT User Skills (ITQ)

You must meet all the learning outcomes and assessment criteria identified in each component to achieve the full component. Evidence should be developed over a period of time using diverse assessment methods.

How Your Evidence is Checked

After your Assessor has assessed your work, another member of staff - the Internal Quality Assurer - will review it. An External Quality Assurer from Future (Awards and Qualifications) will visit your assessment centre.

Certificate Claims

Once you've built up your portfolio of evidence, your assessor will sign off your component declaration and present your portfolio to the Internal Quality Assurer. Once the portfolio has passed the internal quality assurance process, the centre can claim your certificate.

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Component 1: Improving Productivity Using IT

Component Reference Number: L/502/4157

Level: 3

Credit: 5

GL: 40

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Plan, select and use appropriate IT systems and software for different purposes			
1.1 Explain the purpose for using IT			
1.2 Analyse the methods, skills and resources required to complete the task successfully			
1.3 Analyse any factors that may affect the task			
1.4 Critically compare alternative methods to produce the intended outcome			
1.5 Develop plans for using IT for different tasks and purposes, including contingencies			
1.6 Select and use appropriate IT systems and software applications to produce effective outcomes			
1.7 Explain why different software applications could be chosen to suit different tasks, purposes and outcomes			
1.8 Explain any legal or local guidelines or constraints, which apply to the task or activity			
2 Evaluate the selection and use of IT tools to make sure that activities are successful.			

2.1 Critically compare the strengths and weaknesses of own and other people's final work			
2.2 Review ongoing use of IT tools and techniques and change the approach as needed			
2.3 Evaluate and test solutions to make sure they match requirements and are fit for purpose			
2.4 Be prepared to give feedback on other people's selection and use of IT tools			
2.5 Explain different ways to make further improvements to work			
3 Devise solutions to improve the use of IT tools and systems for self and others			
3.1 Evaluate the productivity and efficiency of IT systems and procedures used by self and others			
3.2 Research and advise on ways to improve productivity and efficiency			
3.3 Develop solutions that make a demonstrable improvement to the use of IT tools and systems			
3.4 Test solutions to make sure that they work as intended			
3.5 Recommend improvements to IT systems and procedures that increase productivity			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off of completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 2: Understanding the Potential of IT

Component Reference Number: D/503/0500

Level: 3

Credit: 8

GL: 70

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand how IT is transforming business and industry			
1.1 Explain the potential of IT to transform data management and business processes			
1.2 Explain how environmental issues can affect the use of IT in business and industry			
1.3 Evaluate how social and collaborative technologies are transforming business and industry			
2 Understand the impact of the Internet and mobile communications on society and the individual			
2.1 Explain how technology is transforming personal and social communication and interaction			
2.2 Describe the main barriers to take-up or adoption of digital technologies by individuals and groups			
2.3 Describe measures to increase accessibility to digital information			
3 Understand how IT is used in an organisation			

3.1 Describe the movement and transfer of information in key technology-enabled business processes using appropriate IT tools to illustrate the information flow			
3.2 Explain the principles of interaction between key components of the IT system (hardware, software and communications)			
3.3 Review how the use of bespoke and/or specialist systems contribute to organisational success			
4 Understand the effect of introducing new IT tools and systems in an organisation			
4.1 Evaluate key factors influencing the successful introduction of new IT tools and systems			
4.2 Recommend a development in IT tools or systems for IT users highlighting the benefits, risks, opportunities and costs			
5 Understand the methods used to enhance IT security in an organisation			
5.1 Evaluate the main risks to IT security			
5.2 Evaluate the control measures in place to maximise personal and data protection			
5.3 Explain how organisations are using innovative systems and software to help improve cyber security			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off of completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 3: Developing Personal and Team Effectiveness Using IT

Component Reference Number: H/503/0501

Level: 3
Credit: 4
GL: 30

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1 Understand how IT can support personal development			
1.1 Describe how IT tools and resources can support own learning and development			
1.2 Explain how IT tools and systems can be used to support personal performance improvement			
2 Use IT to support personal development			
2.1 Implement IT tools and systems to support personal performance and time management			
2.2 Develop and implement an action plan to use IT to improve own working practice			
3 Understand how IT can support the development of team effectiveness			
3.1 Describe the roles and responsibilities of team members			
3.2 Explain how IT tools and systems can be used to enhance effective team communications and collaboration			
3.3 Compare ways that IT can be used to overcome obstacles to effective teamwork			

4 Work as a member of a team to achieve defined goals and implement agreed plans

4.1 Assess contribution of own use of IT to team activities			
4.2 Provide feedback to others on their use of IT in a constructive and considerate manner			
4.3 Review feedback from others on own performance and adapt behaviour where appropriate			
4.4 Assist others to use new IT tools and systems			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off of completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Level 3 Diploma in IT User Skills (ITQ)
Summary of Achievement

Learner Name		FutureQuals Learner Number	
Centre Name		Centre Number	

Component Number	Component Title	Credits	Date Verified	Learner Signature	Assessor Signature	IQA Signature	EQA Signature
1	Improving Productivity Using IT	5					
2	Understanding the Potential of IT	8					
3	Developing Personal and Team Effectiveness Using IT	4					

Competence has been demonstrated in all the components 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 Quality Assurer Signature

Date

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FutureQuals[™]

INSPIRING LEARNING AND SKILLS

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