The specification for:

Entry Level 2 Certificate in IT User Skills in Open Systems and Enterprise

This is version 1 of the TLM handbook for the Entry Level 2 Certificate in IT User Skills in Open Systems and Enterprise. Further printed copies can be freely downloaded from www.tlm.org.uk.

The assessment model for the qualifications presented in this publication was designed by TLM in consultation with employers and academic institutions in order to offer the most up to date set of skills and experiences available at the time of delivery. The core units are based on RDK technologies and services, which is the most prevalent form of Broadband software solutions in use and has a recognised skills shortage. Learners study some optional units in areas of interest or ones that compliment other academic subjects they are studying. The overall assessment is based on coursework completion and an external examination.

Contents

1. For those in a hurry!

Please read the rest of the book later as the details are important!

1.1	TLM's assessment model is common to most of its qualifications. It is based on competence-based assessment of coursework using a portfolio of evidence and supported by a free optional cloud-based evidence management system.
1.2	Learners must demonstrate competence against the assessment criteria from their day to day work and the tutor/assessor must verify that they are competent in relation to the general level descriptor using indicative assessment criteria. TLM's external moderator will check the judgements and the quality of the evidence and provide feedback. This process is not graded, the intention is that it is a flexible way of checking basic practical competence in the subject at the qualification's framework level.

Procedures

1.3	The first thing to do is to arrange assessor training with TLM. TLM trains at least one assessor as Principal Assessor who must accept responsibility for standards within the Centre. The Principal Assessor can train and appoint assessors within the Centre as long as they are competent to take on the work and are willing to sign an agreement on the web site to uphold standards.
1.4	TLM will provide initial training in the pedagogical model and using the supporting technologies to provide the evidence needed. The purpose is to get you started and then we provide on-going support to ensure you are confident and we can work as a professional partnership. We advise new Centres to do some coursework assessment early so that they can receive feedback and quickly become confident in doing routine coursework assessment. Our aim is to make this no more onerous than normal routine assessment that anyone would do as a normal part of the teaching job. This gives more time to focus on teaching and therefore to support raising attainment.

2. Introduction

The Entry Level 2 Certificate in IT User Skills in Open Systems and Enterprise qualification is designed for a wide range of abilities and for people who require skills and competence in the broadband software functionalities. There is a wide range of units available for all skill levels and interests.

2.1 **Entry Level 2 Certificate in IT User Skills in Open Systems and Enterprise.** The Entry Level 2 qualification introduces Learners to the principles and fundamentals of basic ICT skills. It recognises progress along a continuum that ranges from the most elementary of achievements to beginning to make use of skills, knowledge or understanding that relate to the immediate environment

Mandatory
Unit 1 Improving Productivity Using IT (2 credit).

Optional
A full, and up to date list is shown on the TLM website

3. Summary of Qualification Specification

3.1 Entry Level 1 Certificate (Annexe A)

The Entry Level 2 qualification introduces Learners to the principles and fundamentals of basic ICT skills. It recognises progress along a continuum that ranges from the most elementary of achievements to beginning to make use of skills, knowledge or understanding that relate to the immediate environment.

Qualification Title: TLM Entry Level 2 Certificate in IT User Skills in Open Systems and Enterprise **Qualification Number:** 610/2192/1
Qualification Level: Entry Level 2
Total Credits: 13
Guided Learning Hours: 85
Total Qualification Time: 130
Assessment Methods: Portfolio and coursework

Assessment
Learners must demonstrate competence against the assessment criteria from their day-to-day work and the teacher assessor must verify that they are competent in relation to the general level descriptor using indicative assessment criteria. TLM's external moderator will check the judgements and the quality of the evidence and provide feedback. This process is not graded, the intention is that it is a flexible way of checking basic practical competence in the subject at the qualification's framework level.
Mandatory Unit - Unit 1 Improving Productivity Using IT (2 credit)

3.5 Assessment

The internally assessed, externally moderated coursework for all qualifications is pass/fail but by submitting the evidence for external moderation, feedback can be given to the tutor on areas to improve for resubmission.
Evidence must be provided against the unit assessment criteria from practical tasks related to the learners' everyday work supported by tutor observations, portfolio completed, and or activities in line with the learning materials
The way evidence is gathered is up to the tutor/assessor, the only requirement is that it clearly supports the judgements against the assessment criteria and the relevant learning outcomes.
If on moderation the account manager finds gaps in evidence relating to a particular candidate, they will request more evidence before approving the award or the unit certificate. Assessors must then adjust their work to ensure all their learners are providing the appropriate level and breadth of evidence.
We encourage early submission of at least some evidence so that assessors are confident from the feedback that what they are providing is sufficient. In this way we can maintain standards while supporting improved efficiency

4. Qualification Content

Mandatory	Optional (for reference)
2 CREDITS	**Sample shown**
Unit 1 Unit 1 Improving Productivity IT (2 credits). Using	A comprehensive and up to date list of optional units are shown on the TLM website

5. Support

	Guidance and Assistance
6.1	There is further guidance for coursework assessment on the TLM web site. All centres have an assigned Account Manager who will be pleased to help at any time. Our aim is to give professional assessors, most of whom are qualified teachers, the confidence to make judgements with a minimum of bureaucracy so that they can focus their time on maintaining their professional knowledge, skills and supporting learning through effective teaching rather than "chasing paper". There is often a confusion between bureaucracy and rigour, since unnecessarily complex bureaucracy can actually detract from rigour by obscuring the importance of the outcomes.
6.2	**Web sites** - TLM provides support through cloud-based systems. Providing assessment grades and the management of certification through the Markbook Site is mandatory and all assessors are provided with training in its use. It is simply a matter of recording learner competence against the unit criteria as the evidence is collected and claiming a certificate on behalf of the learner when a unit has been fully assessed.
6.3	The **community learning site** provides free optional facilities for learners to submit their evidence on-line, linking it to the assessment criteria across single or multiple units. The assessor can accept or reject this evidence and comment on it providing a full audit trail for evidence. Moderator/verifiers can get immediate access to this evidence and so it is potentially a lot more efficient than alternative methods. No paper, no e-mails with file attachments necessary. There are facilities for progress tracking that can be based on criteria and/or units. The system can be linked as an extension to any standards compliant VLE/e-portfolio system for centres that are already committed to a specific VLE product. Training can be provided, and free support is available from your Account Manager. The aim is to eliminate all paper-based bureaucracy, all screen-shots and referencing that draws time away from teaching.
6.4	**Telephone** and e-mail support are available to all Centres. There is a general convention of firstname.secondname@tlm.org.uk for e-mail addresses. It is usually best to e-mail your account manager in the first instance. Google hangouts can be arranged for video conferencing support.

6. Registration & Procedures

	Registration
7.1	TLM publishes all of its fees on its main website
	There are no fees for replacement certificates or verification of certificates because all certificates can be directly authenticated against TLM's secure database. For details of current subscription costs please contact us or refer to the web site.
	Internal standardisation
7.2	The Principal Assessor has the ultimate responsibility for consistency in assessment standards within a centre. All assessors have signed a contract agreeing to uphold standards and should therefore co-operate with the Principal Assessor and Account Manager at TLM to ensure that standards across the centre are consistent.
	It is advisable to send work samples to TLM early to check that evidence is at the right standard so that there is time to make any adjustments necessary to the course and learner expectations.
	TLM will generally check a higher quantity of work from new assessors and feedback to ensure that they are confident to make appropriate judgements over time. This reduces risk and improves efficiency in the longer term.
	Authentication
7.3	All assessors must take reasonable steps to ensure that any coursework evidence submitted by candidates is a true reflection of the candidates' competence. This is in keeping with the assessor undertaking to uphold and maintain standards in the contract with TLM.
7.4	Certificates can be authenticated directly on-line using the certificate number or by scanning the QR code on the certificate. There is no charge and it makes it more likely that certificates will be checked and that in turn improves security. Certificate forgeries are a significant problem when authentication is not simple and straightforward because convincing forgeries are easy to achieve with recent technologies and will get easier as time goes on.

7. Other Considerations

Access arrangements and special requirements

8.1   All TLM's qualifications are intended to be accessible, as widely as possible. There is an extensive policy documented on the web site at https://tlm.org.uk/policy-download-centre/ Centres should contact TLM if they have any questions related to accessibility issues.

Language

8.2   The language for provision of this qualification is English only. This will only change if we have a significant demand in another language that is sufficient to cover the additional costs involved.

Malpractice

8.3   TLM has comprehensive policies and procedures for dealing with malpractice. These are documented with links on the web site at https://tlm.org.uk/policy-download-centre/ Assessors should be familiar with these policies and make them clear to candidates. Assessors should inform their account manager if they suspect any instance of malpractice that could have a material effect on the outcome of any assessments, either for themselves or colleagues. This is part of the upholding of standards that is part of the contract with TLM.

Equality of opportunity

8.4   TLM promotes equality of opportunity through policies and procedures. These are again documented in detail on the web site at https://tlm.org.uk/policy-download-centre/

Resources, Support and Training

8.5   A clear goal is to enable learners to support all their IT user needs using resources freely and legally available from the internet. This is related directly to national policies for inclusion and equality of opportunity. The reality is that there is so much user dependence on proprietary applications that we can only support the transition to free and open resources through education and common sense.

8.6   TLM does not require centres to use Free and Open Source applications but it certainly encourages them to do so. Most of the key software applications needed to support any of the assessed units are available freely from the web including office suites, graphics and sound editing. As a nation we could save hundreds of millions if not billions of pounds in software licensing fees by providing users with the skills, knowledge and confidence to migrate to free and open source applications. You Tube, OpenClipart.org, Wikipedia and many other sites provide free content that supports learning and the number and range of such sites is increasing.

Annexe A

Entry Level Certificate - Unit assessment - coursework guidance

The Entry Level 2 learner recognises progress along a continuum that ranges from the most elementary of achievements to beginning to make use of skills, knowledge or understanding that relate to the immediate environment

AND/OR

Achievement at Entry 2 reflects the ability to make use of skills, knowledge and understanding to carry out simple, familiar tasks and activities with guidance. Use knowledge or understanding to carry out simple, familiar activities. Know the steps needed to complete simple activities. Carry out simple, familiar tasks and activities. Follow instructions or use rehearsed steps to complete tasks and activities. With appropriate guidance begin to take some responsibility for the outcomes of simple activities. Actively participate in simple and familiar activities

Moderation/verification: The assessor should keep a record of assessment judgements made for each candidate and make notes of any significant issues for any candidate. They must be prepared to enter into dialogue with their Account Manager and provide their assessment records to the Account Manager through the on-line mark book. They should be prepared to provide evidence as a basis for their judgements should it be required by the Principal Assessor or their Account Manager/external moderator. Before authorising certification, the Account Manager must be satisfied that the assessor's judgements are sound.

General Information

The Entry Level 2 qualification has the following characteristics for learners:

- Achievement at RQF Entry level 2 reflects the ability to start to make use of skills, knowledge and understanding to carry out simple, familiar tasks and activities with guidance Take responsibility for completing tasks and procedures subject to direction or guidance as needed.

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Requirements

- Standards must be confirmed by a trained Level 2 Assessor
- Assessors must as a minimum record assessment judgement as entries in the on-line mark book on the TLM certification site.
- It is expected that there will be routine evidence of work used for judging assessment outcomes in the candidates' records of their day-to-day work. Samples, including related plans and schemes of work should be available at the annual visit and/or by video conference.
- Different approaches to learning will be required in order to match differing needs, for example, the needs of children will be different from the needs of adults with learning disabilities.
- When the candidate demonstrates secure capability against each of the criteria in the unit, they are entitled to a certificate for passing the unit and the overall award.
- We expect at least 170 hours of guided study to be under-taken for the certificate for complete beginners generally new to formal education, but discretion can be used to take account of prior learning where this is sensible in individual cases. In terms of making the certificate, what matters is outcomes. Can the candidate securely meet the criteria?

The Mandatory Unit – Entry Level 2, Unit 1 – Improving Productivity Using IT (2 credits)

1. Plan the use of IT for a task	2. Use IT to complete a practical task
1.1 I can identify the advantages of using IT for the task.	2.1 I can use an IT system to complete planned tasks following identified safe practices.
1.2 I can plan how to complete the task using IT.	2.2 I can check that the outcome meets requirements.
1.3 1.3 I can identify any safety and security issues affecting the use of IT for the task.	2.3 I can identify ways to improve the use of IT for the task.

Optional Units: Unit 2 Using ICT to Select and Exchange Information (2 credits)

1. Be able to locate information using ICT-based sources	2. Know how to search for and use internet-based information	3. Be able to use email software tools and techniques to compose and send messages
1.1 Give examples of ICT-based sources of information.	2.1 State why work should be saved.	3.1 Use ICT to send information.
1.2 State ICT-based information sources that could be used for a given task.	2.2 Demonstrate how to save work using file names.	3.2 Use ICT to receive information.
1.3 Use ICT information sources to locate information for a specified task.		

Optional Units: Unit 3 Online Basics (2 credits)

1. Be able to use an online IT system to meet specified needs	2. Know how to search for and use internet-based information	3. Be able to use email software tools and techniques to compose and send messages
1.1 Start an online IT system or application	2.1 Use browser software to find required information.	3.1 Use software tools to: a) compose email messages; b) format email messages; c) attach files to email messages; d) send e-mail messages.
1.2 Close down an online IT system or application when finished.	2.2 Select information from the internet for a purpose.	3.2 Read and respond to email messages.
1.3 Work safely and responsibly.	2.3 Use information from the internet for a purpose.	3.3 Respond appropriately to common email problems.

Optional Units: Unit 4 Desktop Publishing Software (2 credits)

1. Be able to use page designs and layouts for a publication	2. Be able to create a publication	3. Be able to use desktop publishing software to edit and format a publication
1.1 Identify page layouts that could be used for a publication.	2.1 Identify copyright constraints on using other's information.	3.1 Use software to format text.
1.2 Use a page design and layout for a publication.	2.2 Input information into a publication.	3.2 Use software to manipulate images and graphic elements
	2.3 Combine information from different sources.	3.3 Check publication meets needs, making corrections as required.
	2.4 Store and retrieve publication files.	