

Qualification Structures

And

Assessment Strategy

Diploma for Information Technology & Telecommunications Professionals

at SCQF Levels 5, 6 & 8

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# Qualification Structures

The structure at each level will be broadly similar with the qualification defined in terms of achieving a specified minimum number of SCQF credits rather than a specified number of units.

In summary the qualifications structures, in credit terms, are as follows:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **SCQF Level** | **Minimum**  **Credit required** | **Mandatory /**  **Restricted Options** | **Minimum Work-based Options (Group A)** | **Other Options (Group B)** | **Maximum from ITQ Units (Grp C)** | **Maximum from other SCQF units** |
| **5** | 60 | 13 | 17 | No man/max | 8 | 12 |
| **6** | 96 | 19 | 29 | No man/max | 12 | 20 |
| **8** | 150 | 28 | 47 | No man/max | 12 | 38 |

At each level at least half of the required credits must come from the mandatory/restricted and Work-based option groups. A maximum of one third of the required credits can come from ITQ and unspecified SCQF units.

**Mandatory units**

At all levels the following units are mandatory:

* Personal effectiveness at the level of the qualification
* Health and Safety in IT & Telecoms (SCQF4)

Plus:

* either Customer Care **or** Personal and Interpersonal Communications at the level of the qualification

Units of differing levels can be used within a qualification subject to the overall SCQF qualification levelling rules. **In addition a minimum of 60% of the credits achieved must be at the qualification level**. Where a family of units exists at more than one level (e.g. Systems Architecture) only one unit can contribute to a qualification.

**Other SCQF units (Group D)**

Awarding Bodies **may (but are not required to)** include SCQF units not specifically listed in Groups A, B or C in their implementations of these qualification structures. These units must be **explicitly listed in their accreditation submission to SQA**. These units can be of general relevance to candidates e.g. Project Management, business or finance or specifically relevant to the job roles of groups of candidates e.g. specific hardware or software technologies.

## SCQF5

In summary the qualification structure at SCQF5 is as follows:

* **Minimum credit value to be achieved**: 60 of which 36 must be at SCQF5.
* **13 credits from mandatory units**

|  |  |  |
| --- | --- | --- |
| **Mandatory Unit Titles** | **SCQF Level** | **Credit** |
| Personal Effectiveness 1 | 5 | 6 |
| Health and Safety in IT & Telecoms | 4 | 1 |
| **Restricted Option – at least one from:** |  |  |
| Interpersonal and written communication 1 | 5 | *6* |
| Customer Care for IT and Telecoms Professionals 1 | 5 | *7* |
| Total | | 13 (14) |

**47 credits from optional units**

|  |  |  |
| --- | --- | --- |
| **Option Groups** | **Minimum Credit Required** | **Maximum Credit Allowed** |
| A. Work-based | 17 | n/a |
| B. General | n/a | n/a |
| C. ITQ | n/a | 8 |
| D. Other SCQF units | n/a | 12 |

## SCQF6

In summary the qualification structure at SCQF6 is as follows:

* **Minimum credit value to be achieved**: 96 of which 58 must be at SCQF6.
* **19 credits from mandatory / restricted option units**.

|  |  |  |
| --- | --- | --- |
| **Mandatory Unit Titles** | **SCQF Level** | **Credit** |
| Personal Effectiveness 2 | 6 | 9 |
| Health and Safety in IT & Telecoms | 4 | 1 |
| **Restricted option – at least one from:** |  |  |
| Interpersonal and written communication 2 | 6 | *9* |
| Customer Care for IT and Telecoms Professionals 2 | 6 | *9* |
| Total | | 19 |

**77 credits from optional units**

|  |  |  |
| --- | --- | --- |
| **Option Groups** | **Minimum Credit Required** | **Maximum Credit Allowed** |
| A. Work-based | 29 | n/a |
| B. General | n/a | n/a |
| C. ITQ | n/a | 12 |
| D. Other SCQF units | n/a | 20 |

## SCQF8

In summary the qualification structure at SCQF8 is as follows:

* **Minimum credit value to be achieved**: 150 of which 90 must be at SCQF8.
* **28 credits from mandatory / restricted option units**.

|  |  |  |
| --- | --- | --- |
| **Mandatory Unit Titles** | **SCQF Level** | **Credit** |
| Personal Effectiveness 3 | 8 | 15 |
| Health and Safety in IT & Telecoms | 4 | 1 |
| **Restricted option – at least one from:** |  |  |
| Interpersonal and written communication 3 | 8 | *12* |
| Customer Care for IT and Telecoms Professionals 3 | 8 | *12* |
| Total | | 28 |

**122 credits from optional units**

|  |  |  |
| --- | --- | --- |
| **Option Groups** | **Minimum Credit Required** | **Maximum Credit Allowed** |
| A. Work-based | 47 | n/a |
| B. General | n/a | n/a |
| C. ITQ | n/a | 12 |
| D. Other SCQF units | n/a | 38 |

## Optional Units

### Group A – Work-based

All of these units must be wholly or partly assessed in the workplace. The unit specification indicates which Learning Outcomes must be work based.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Unit family** | **SCQF5** | **SCQF6** | **SCQF7** | **SCQF8** | **SCQF9** |
| IT & Telecom System Operation | 9 | 12 | - | 14 |  |
| IT & Telecom System Management | 7 | 12 | - | 15 |  |
| Managing software development | - | - | 15 | 20 |  |
| Event driven computer programming | 8 | 12 | - | 20 |  |
| Object oriented computer programming | 8 | 12 | - | 20 |  |
| Procedural Programming | 8 | 12 | - | 20 |  |
| Investigating and defining customer requirements for IT & Telecoms systems | 9 | 12 | - | 15 |  |
| Remote Support for IT & Telecoms Products or Services | 6 | 9 | - | 12 |  |
| IT & Telecoms Fault Diagnosis | 6 | - | 8 | 12 |  |
| Testing IT & Telecoms Systems | 6 | 12 | - | 15 |  |
| User Profile Administration | - | 3 | - | - |  |
| IT & Telecom System Security | 4 | - | 8 | 12 |  |
| Technical Advice and Guidance | 4 | - | 7 | 12 |  |
| Working with IT & Telecoms hardware and equipment | 7 | 10 | - | 12 |  |
| Web development | 3 | 12 | 15 | - |  |
| Testing the security of Information Systems | - | 12 | - | 14 |  |
| Data Management Infrastructure (not available for SCQF5) |  |  |  |  | 18 |

### Group B - Knowledge

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Unit family** | **SCQF5** | **SCQF6** | **SCQF7** | **SCQF8** |
| Data Representation and Manipulation for IT & Telecoms | 8 | 8 | - | - |
| Data modelling | 4 | 6 | - | - |
| Computer games development | 4 | 7 | - | - |
| System Architecture | 6 | 8 | 8 | - |
| Introduction to IT & Telecoms Systems Development | 6 | - | - | - |
| Software design fundamentals | - | - | 8 | - |
| Networking principles | 6 | 10 | - | - |
| Telecommunications principles | 7 | 10 | - | - |
| Fibre Telecommunications Techniques | - | 15 | - | - |
| Principles of Information Governance and Assurance |  | 15 |  | 18 |
| Principles of Information Security Testing |  | 15 |  | 17 |
| Principles of secure system development | - | 7 | *-* | 7 |
| Principles of Information Security testing |  | 15 |  | 17 |
| Principles of Data Management Infrastructure (not available for SCQF5) |  |  |  | 18 |

### Group C - ITQ Units

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit Family** | **SCQF4** | **SCQF5** | **SCQF6** |
| Using the Internet | 3 | 4 | 5 |
| Using Email | 2 | 3 | 3 |
| Using Collaborative Technologies | 3 | 4 | 6 |
| Using Mobile IT Devices | 2 | 2 | - |
| Personal Information Management Software | 2 | 2 | - |
| IT Software Fundamentals | 3 | 3 | - |
| Audio Software | 2 | 3 | 4 |
| Video Software | 2 | 3 | 4 |
| Database Software | 3 | 4 | 6 |
| Design Software | 3 | 4 | 5 |
| Imaging Software | 3 | 4 | 5 |
| Desktop Publishing Software | 3 | 4 | 5 |
| Drawing and Planning Software | 2 | 3 | 4 |
| Multimedia Software | 3 | 4 | 6 |
| Presentation Software | 3 | 4 | 6 |
| Project Management Software | 3 | 4 | 5 |
| Bespoke Software | 2 | 3 | 4 |
| Specialist Software | 2 | 3 | 4 |
| Spreadsheet Software | 3 | 4 | 6 |
| Website Software | 3 | 4 | 5 |
| Word Processing Software | 3 | 4 | 6 |

# Assessment Strategy

Competence qualifications are first and foremost about what people can do. They go beyond technical skills to include planning, problem solving, dealing with unexpected occurrences, working with other people and applying the knowledge and understanding that underpins overall competence.

## Assessment requirements for IT & Telecom qualifications

1. Standardisation of assessment methodology across centres
2. Awarding organisations are required to make sure their recognised assessment centres understand how learners are to be assessed.
3. Unit assessment

Unless otherwise specified (see 3 below) all units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met.

1. Real work activities
2. Learners must complete real work activities for units in Option Group A above in order to produce evidence to demonstrate they are occupationally competent.
3. Simulation is an allowed assessment method for all units not specified under a. above.
4. Simulation is also allowed for aspects of units specified in a. above when:
   * a learner is required to complete a work activity that does not occur on a regular basis and therefore opportunities to complete a particular work activity do not easily arise
   * a learner is required to respond to a situation that rarely occurs, such as responding to an emergency situation
   * the safety of a learner, other individuals and/or resources will be put at risk.

1. When simulation is used, assessors must be confident that the simulation replicates the workplace to such an extent that learners will be able to fully transfer their occupational competence to the workplace and real situations.
2. Assessment
3. Assessors must be competent in the areas they are assessing i.e. have sufficient and relevant technical/occupational competence in the unit, at or above the level of the unit being assessed
4. Assessors must hold or be working towards an assessor qualification as identified by the qualification regulator SQA Accreditation
5. Assessors must be fully conversant with the unit(s) against which the assessments are to be undertaken.
6. Assessment of real work or simulation must be to recognised standards.

# Quality assurance requirements

1. Awarding bodies are required to make sure their recognised assessment centres understand how the qualification will be quality assured.
2. Quality control and assurance
3. IT & Telecom professional CBQs must be verified:
   * internally by an internal verifier, who is accountable to the assessment centre; and
   * externally by a verifier who is accountable to the awarding body or an agent of the awarding body.
4. internal verifiers must:
   * have sufficient and relevant technical/occupational familiarity in the unit(s) being verified;
   * must hold or be working towards an internal verifier qualification as identified by the qualification regulator SQA Accreditation;
   * be fully conversant with the standards and assessment criteria in the units to be assessed; and
   * understand the awarding organisation’s quality assurance systems and requirements for this qualification.
5. external verifiers must:
   * hold or be working towards a suitable external verification qualification as identified by the qualification regulator SQA Accreditation;;
   * have no connections with the assessment centre, in order to maintain objectivity;
   * have sufficient and relevant technical/occupational understanding in the unit(s) being verified;
   * be fully conversant with the standards and performance criteria in the units to be assessed; and
   * understand the awarding organisation’s quality assurance systems for this qualification.
6. Trainee external verifiers must have a plan, which is overseen by the awarding organisation, to achieve the external verifier qualification within an agreed timescale.
7. Awarding organisations must decide the frequency and type of external monitoring (including verification or moderation where required under 2 above) activities. Any decision must be based on:

* the risks associated with a qualification that is designed to help a learner demonstrate occupational competence; and
* an evaluation of the centre’s performance and past record.

1. Awarding organisations will have in place suitably constituted audit processes. For CBQs these should make use of any quality assurance and monitoring systems that already exist in workplace assessment environments.