Qualification Handbook

BIIAB Professional Competence for IT and Telecoms Professionals (PROCOM) Qualifications Handbook

BIIAB Level 2 Diploma in Professional Competence for IT and Telecoms Professionals (PROCOM) 601/6450/5

BIIAB Level 3 Diploma in Professional Competence for IT and Telecoms Professionals (PROCOM) 601/6447/5

BIIAB Level 4 Diploma in Professional Competence for IT and Telecoms Professionals (PROCOM) 601/6521/2

Version 3

Table of Contents

1. About the BIIAB Professional Competence for IT and Telecoms Professionals (PROCOM) Qualifications

BIIAB has obtained accreditation to deliver these by Ofqual. The qualifications have a unique Qualification Number (QN) which is shown below.

Each unit within the qualifications will also have a unit regulation number (URN).

The QN code will be displayed on the final certificate for the qualification.

Qualification title	Qualification Number (QN)
• BIIAB Level 2 Diploma in Professional Competence for IT and Telecoms Professionals (PROCOM)	601/6450/5
• BIIAB Level 3 Diploma in Professional Competence for IT and Telecoms Professionals (PROCOM)	601/6447/5
• BIIAB Level 4 Diploma in Professional Competence for IT and Telecoms Professionals (PROCOM)	601/6521/2

The Professional Competence for IT and Telecoms Professionals (PROCOM) qualifications have been designed to allow learners to obtain and then demonstrate the knowledge and skills to enter employment in the IT sector or educational progression.

2. About this pack

This support pack has been developed to provide guidance for learners, assessors and verifiers undertaking, delivering, or quality assuring this qualification.

The purpose of the support pack is to provide the majority of the key information that may be needed to prepare for, and help support, the successful delivery of the qualification, in one place.

If this pack is updated, centres will be notified via the BIIAB monthly newsletter which goes to approved centres.

3. BIIAB Customer Service

BIIAB is committed to giving the highest possible levels of customer service. The BIIAB's Service Level Agreement is available via www.biiab.org.

Our Customer Service team can be contacted between the hours of 0900 and 1700 Monday to Friday by using the contact details below, or outside those hours, by leaving a message on our voicemail service.

Customer Service Contact Details: 01276 684449
Email: customersupport@bii.org

Our Customer Service team will be happy to assist with any administration-related enquiries you may have. For example:

- registration and certification enquiries
- re-certification issues
- Centres available in the local area
- appeals
- whistleblowing.

4. What are Rules of Combination (ROC)?

Under the Regulatory Framework qualifications can be made up of a combination of mandatory and/or optional units. The units and credits required to complete a qualification are set out by the rules of combination (RoC). The RoC allows for flexibility and transferability.

The ROC will specify:

- The total credit value of the qualification
- The amount of credit that must be achieved within specific groupings of units (e.g. Mandatory, Optional Unit, and Optional groups)
- The minimum credit which must be achieved at the level or above the level of the qualification
- The Total Qualification Time (TQT)
- The title, Unit Regulation Number and BIIAB Unit number for each unit, alongside its level, credit, and Guided Learning Hours (GLH)
- Any barred units (units that cannot be taken together as part of the qualification).

When choosing the appropriate route for a learner or group of learners, it is the responsibility of the centre to ensure the rules of combination are adhered to.

5. BIIAB Level 2 Diploma in Professional Competence for IT and Telecoms Professionals (PROCOM) Rules of Combination (ROC) and Structure

To achieve the BIIAB Level 2 Diploma in Professional Competence for IT and Telecoms Professionals (PROCOM) learners **must** gain a **total** of **48 credits**. This consists of:

- **Minimum** total credit: **48**

- Mandatory group A **minimum** credit: **9**

- Optional Groups **minimum** credit: **39**. This **must** consist of:

  o a **minimum** of **27 credits** from **Group B**

  o an **additional 12 credits** from Groups B and / or C.

- A **minimum of 29** credits **must** be achieved through the completion of units at Level 2 and above.

- Units with the same title at different levels are **barred**

- GLH: **195**

- TQT: **480**

Listed below are the qualification units.

Mandatory Group A:

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT106	Y/500/7183	Health and Safety in ICT	3	1	15	Portfolio
IT107	Y/601/3317	Develop own effectiveness and professionalism	6	2	30	Portfolio

Optional Group B:

Optional Group CA: Customer Apparatus and Line Installation

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT108	A/501/5888	Customer Apparatus and Line Installation	22	3	60	Portfolio

Optional Group CC:

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT109	A/500/7158	Customer Care in ICT	9	2	45	Portfolio
IT110	F/500/7159	Customer Care in ICT	12	3	100	Portfolio
IT111	T/500/7157	Customer Care in ICT	6	1	50	Portfolio

Optional Group CG: Computer Games Development

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT112	A/601/3164	Computer Games Development	4	2	28	Portfolio
IT113	F/601/3165	Computer Games Development	10	3	71	Portfolio

Optional Group DA: Data Analysis and Data Structure Design

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT114	L/601/3203	Data Modelling	9	3	75	Portfolio
IT115	R/601/3297	Data structures and algorithms	15	4	90	Portfolio
IT116	A/601/3200	Data modelling	6	2	45	Portfolio

Optional Group DE: Website Design

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT117	L/601/3315	Designing and developing a Web site	15	4	90	Portfolio

Optional Group ED: Creating an Event Driven Computer Program

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT118	F/601/3179	Creating an event driven computer program	12	3	90	Portfolio
IT119	T/601/3177	Creating an event driven computer program	7	2	60	Portfolio
IT120	J/601/3300	Designing and developing event-driven computer programs	15	4	90	Portfolio

Optional Group FD: Technical Fault Diagnosis

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT121	A/601/3293	Technical fault diagnosis	12	3	75	Portfolio
IT122	T/601/3292	Technical fault diagnosis	9	2	45	Portfolio
IT123	L/500/7391	Technical fault diagnosis	15	4	90	Portfolio

Optional Group HW: Working with ICT Hardware and Equipment

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT124	K/500/7382	Working with ICT Hardware and Equipment	9	2	80	Portfolio
IT125	H/500/7381	Working with ICT Hardware and Equipment	6	1	45	Portfolio
IT126	M/500/7383	Working with ICT Hardware and Equipment	12	3	100	Portfolio
IT127	T/500/7384	Working with ICT Hardware and Equipment	15	4	90	Portfolio

Optional Group ID: Investigating and Defining Requirements

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT128	J/601/3247	Introduction to IT systems development	6	2	50	Portfolio
IT129	R/601/3249	Investigating and defining customer requirements for ICT systems	12	3	75	Portfolio
IT130	R/602/1772	Investigating and Defining Customer Requirements for ICT Systems	15	4	90	Portfolio

Optional Group IOW: Installation and Operation of Wi-Fi

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT409	A/507/8621	Installation and Operation of Wi-Fi Networks	9	2	90	Portfolio
IT410	F/507/8622	Installation and Operation of Wi-Fi Networks	12	3	120	Portfolio

Optional Group IW: Interpersonal and Written Communication Skills

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT131	M/500/7206	Interpersonal and written communication	3	1	25	Portfolio
IT132	T/500/7207	Interpersonal and written communication	9	2	60	Portfolio
IT133	A/500/7208	Interpersonal and written communication	12	3	100	Portfolio

Optional Group MD: Managing Software Development

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT134	T/500/6798	Managing Software Development	12	3	90	Portfolio

Optional Group OO: Creating an Object Oriented Computer Program

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT135	A/601/3181	Creating an object oriented computer program	7	2	60	Portfolio
IT136	L/601/3184	Creating an object oriented computer program	12	3	90	Portfolio
IT137	T/601/3308	Designing and developing object-oriented computer programs	15	4	90	Portfolio

Optional Group PC: Creating a Procedural Computer Program

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT138	L/601/3167	Creating a procedural computer program	7	2	60	Portfolio
IT139	R/601/3171	Creating a procedural computer program	12	3	90	Portfolio
IT140	T/601/3311	Designing and developing procedural computer programs	15	4	90	Portfolio

Optional Group PM: Project Management Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT55	H/502/4620	Project Management Software	5	3	40	Portfolio
IT56	K/502/4618	Project Management Software	3	1	20	Portfolio
IT57	M/502/4619	Project Management Software	4	2	30	Portfolio

Optional Group QM: Quality Management of ICT Products and Services

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT141	T/500/7210	Quality Management of ICT Products and Services	12	3	100	Portfolio

Optional Group RS: Remote Support for Products or Services

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT142	D/500/7217	Remote Support for Products and Services	12	3	100	Portfolio
IT143	R/500/7215	Remote Support for Products or Services	6	1	45	Portfolio
IT144	Y/500/7216	Remote Support for Products and Services	9	2	60	Portfolio
IT145	A/602/1264	Remote Support for ICT Products or Services	15	4	90	Portfolio

Optional Group SI: Software Installation and Upgrade

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT146	D/500/7329	Software installation and upgrade	9	2	80	Portfolio
IT147	R/500/7330	Software installation and upgrade	12	3	100	Portfolio
IT148	D/500/7265	Software Installation and Upgrade	6	1	50	Portfolio

Optional Group SM: System Management

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT149	D/500/7332	System Management	12	3	100	Portfolio
IT150	Y/500/7331	System Management	6	2	55	Portfolio

Optional Group SO: System Operation

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT151	A/500/7340	System Operation	12	3	100	Portfolio
IT152	F/500/7338	ICT System Operation	9	2	45	Portfolio
IT153	H/500/7333	System Operation	6	1	50	Portfolio

Optional Group TA: Technical Advice and Guidance

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT154	F/601/3506	Technical advice and guidance	9	2	50	Portfolio
IT155	J/601/3507	Technical advice and guidance	12	3	75	Portfolio
IT156	Y/500/7345	Technical Advice and Guidance	15	4	90	Portfolio

Optional Group TE: Testing ICT Systems

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT157	A/500/7354	Testing ICT Systems	9	2	80	Portfolio
IT158	F/500/7355	Testing ICT Systems	12	3	100	Portfolio
IT159	T/500/7353	Testing ICT Systems	6	1	50	Portfolio

Optional Group UP: User Profile Administration

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT160	H/500/7378	User Profile Administration	6	2	55	Portfolio
IT161	K/500/7379	User Profile Administration	9	3	80	Portfolio

Optional Group FT: Fibre Telecommunications Techniques

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT162	H/601/0663	Fibre Telecommunications Techniques	15	3	80	Portfolio

Optional Group C:

Optional Group DB: Database Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT163	R/500/7294	Database Software	4	1	20	Portfolio
IT19	M/502/4555	Database Software	4	2	30	Portfolio
CFAQ35	T/502/4556	Database Software	6	3	45	Portfolio

Optional Group EM: Using Email

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
CFAQ42	J/502/4299	Using Email	2	1	15	Portfolio
CFAQ15	M/502/4300	Using Email	3	2	20	Portfolio
CFAQ30	T/502/4301	Using Email	3	3	20	Portfolio

Optional Group IS: Imaging Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT36	J/502/4612	Imaging Software	3	1	20	Portfolio
IT37	L/502/4613	Imaging Software	4	2	30	Portfolio
IT38	R/502/4614	Imaging Software	5	3	40	Portfolio

Optional Group PS: Presentation Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT58	K/502/4621	Presentation Software	3	1	20	Portfolio
CFAQ19	M/502/4622	Presentation Software	4	2	30	Portfolio
CFAQ34	T/502/4623	Presentation Software	6	3	45	Portfolio

Optional Group SS: Spreadsheet Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT70	A/502/4624	Spreadsheet Software	3	1	20	Portfolio
CFAQ18	F/502/4625	Spreadsheet Software	4	2	30	Portfolio
CFAQ33	J/502/4626	Spreadsheet Software	6	3	45	Portfolio

Optional Group IN: Using the Internet

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
CFAQ61	A/502/4297	Using the Internet	4	2	30	Portfolio
IT40	F/502/4298	Using the Internet	5	3	40	Portfolio
CFAQ62	T/502/4296	Using the Internet	3	1	20	Portfolio

Optional Group WP: Word Processing Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
CFAQ41	L/502/4627	Word Processing Software	3	1	20	Portfolio
CFAQ16	R/502/4628	Word Processing Software	4	2	30	Portfolio
CFAQ31	Y/502/4629	Word Processing Software	6	3	45	Portfolio

Optional Group WS: Website Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT78	L/502/4630	Website Software	3	1	20	Portfolio
CFAQ17	R/502/4631	Website Software	4	2	30	Portfolio
CFAQ32	Y/502/4632	Website Software	5	3	40	Portfolio

6. BIIAB Level 3 Diploma in Professional Competence for IT and Telecoms Professionals (PROCOM) Rules of Combination (ROC) and Structure

To achieve the BIIAB Level 3 Diploma in Professional Competence for IT and Telecoms Professionals (PROCOM) learners **must** gain a total of **72** credits. This consists of:

- **Minimum** total credit: **72**

- Mandatory group A **minimum** credit: **12**

- Optional Groups **minimum** credit: **60.** This **must** consist of:

  - **a minimum** of **36 credits** from Group B

  - an **additional 24 credits** from Groups B and / or C.

- A **minimum of 44** credits **must** be achieved through the completion of units at Level 3 and above.

- Units with the same title at different levels are **barred.**

- GLH: **320**

- TQT: **720**

Listed below are the qualification units.

Mandatory Group A:

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT106	Y/500/7183	Health and Safety in ICT	3	1	15	Portfolio
IT309	D/503/5549	Develop own effectiveness and professionalism	9	3	45	Portfolio

Optional Group B:

Optional Group CA: Customer Apparatus and Line Installation

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT108	A/501/5888	Customer Apparatus and Line Installation	22	3	60	Portfolio

Optional Group CC:

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT109	A/500/7158	Customer Care in ICT	9	2	45	Portfolio
IT110	F/500/7159	Customer Care in ICT	12	3	100	Portfolio
IT111	T/500/7157	Customer Care in ICT	6	1	50	Portfolio
IT164	H/504/5502	Customer Care for IT & Telecoms Professionals	12	4	100	Portfolio

Optional Group CG: Computer Games Development

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT112	A/601/3164	Computer Games Development	4	2	28	Portfolio
IT113	F/601/3165	Computer Games Development	10	3	71	Portfolio

Optional Group DA: Data Analysis and Data Structure Design

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT114	L/601/3203	Data Modelling	9	3	75	Portfolio
IT115	R/601/3297	Data structures and algorithms	15	4	90	Portfolio
IT116	A/601/3200	Data modelling	6	2	45	Portfolio

Optional Group DE: Website Design

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT117	L/601/3315	Designing and developing a Web site	15	4	90	Portfolio

Optional Group ED: Creating an Event Driven Computer Program

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT118	F/601/3179	Creating an event driven computer program	12	3	90	Portfolio
IT119	T/601/3177	Creating an event driven computer program	7	2	60	Portfolio
IT120	J/601/3300	Designing and developing event-driven computer programs	15	4	90	Portfolio

Optional Group FD: Technical Fault Diagnosis

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT121	A/601/3293	Technical fault diagnosis	12	3	75	Portfolio
IT122	T/601/3292	Technical fault diagnosis	9	2	45	Portfolio
IT123	L/500/7391	Technical fault diagnosis	15	4	90	Portfolio

Optional Group HW: Working with ICT Hardware and Equipment

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT124	K/500/7382	Working with ICT Hardware and Equipment	9	2	80	Portfolio
IT125	H/500/7381	Working with ICT Hardware and Equipment	6	1	45	Portfolio
IT126	M/500/7383	Working with ICT Hardware and Equipment	12	3	100	Portfolio
IT127	T/500/7384	Working with ICT Hardware and Equipment	15	4	90	Portfolio

Optional Group ID: Investigating and Defining Requirements

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT128	J/601/3247	Introduction to IT systems development	6	2	50	Portfolio
IT129	R/601/3249	Investigating and defining customer requirements for ICT systems	12	3	75	Portfolio
IT130	R/602/1772	Investigating and Defining Customer Requirements for ICT Systems	15	4	90	Portfolio

Optional Group IOW: Installation and Operation of Wi-Fi

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT409	A/507/8621	Installation and Operation of Wi-Fi Networks	9	2	90	Portfolio
IT410	F/507/8622	Installation and Operation of Wi-Fi Networks	12	3	120	Portfolio

Optional Group IW: Interpersonal and Written Communication Skills

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT131	M/500/7206	Interpersonal and written communication	3	1	25	Portfolio
IT132	T/500/7207	Interpersonal and written communication	9	2	60	Portfolio
IT133	A/500/7208	Interpersonal and written communication	12	3	100	Portfolio

Optional Group MD: Managing Software Development

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT134	T/500/6798	Managing Software Development	12	3	90	Portfolio

Optional Group MD: Creating an Object Oriented Computer Program

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT135	A/601/3181	Creating an object oriented computer program	7	2	60	Portfolio
IT136	L/601/3184	Creating an object oriented computer program	12	3	90	Portfolio
IT137	T/601/3308	Designing and developing object-oriented computer programs	15	4	90	Portfolio

Optional Group PC: Creating a Procedural Computer Program

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT138	L/601/3167	Creating a procedural computer program	7	2	60	Portfolio
IT139	R/601/3171	Creating a procedural computer program	12	3	90	Portfolio
IT140	T/601/3311	Designing and developing procedural computer programs	15	4	90	Portfolio

Optional Group PM: Project Management Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT55	H/502/4620	Project Management Software	5	3	40	Portfolio
IT56	K/502/4618	Project Management Software	3	1	20	Portfolio
IT57	M/502/4619	Project Management Software	4	2	30	Portfolio

Optional Group QM: Quality Management of ICT Products and Services

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT141	T/500/7210	Quality Management of ICT Products and Services	12	3	100	Portfolio

Optional Group RS: Remote Support for Products or Services

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT142	D/500/7217	Remote Support for Products and Services	12	3	100	Portfolio
IT143	R/500/7215	Remote Support for Products or Services	6	1	45	Portfolio
IT144	Y/500/7216	Remote Support for Products and Services	9	2	60	Portfolio
IT145	A/602/1264	Remote Support for ICT Products or Services	15	4	90	Portfolio

Optional Group SC: Security of ICT Systems

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT165	D/500/7220	Security of ICT Systems	12	3	100	Portfolio
IT166	K/500/7219	Security of ICT Systems	3	1	20	Portfolio
IT167	H/500/7221	Security of ICT Systems	15	4	90	Portfolio

Optional Group SG: Server Group

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT168	T/504/6282	Implementing Systems Management Software	10	3	60	Portfolio
IT169	D/504/6289	Managing a Server Environment	10	3	60	Portfolio
IT170	H/504/6293	Managing Organisational Mail Servers	10	3	60	Portfolio

Optional Group SI: Software Installation and Upgrade

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT146	D/500/7329	Software installation and upgrade	9	2	80	Portfolio
IT147	R/500/7330	Software installation and upgrade	12	3	100	Portfolio
IT148	D/500/7265	Software Installation and Upgrade	6	1	50	Portfolio

Optional Group SM: System Management

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT149	D/500/7332	System Management	12	3	100	Portfolio
IT150	Y/500/7331	System Management	6	2	55	Portfolio
IT171	M/504/5504	IT & Telecoms System Management	15	4	90	Portfolio

Optional Group SO: System Operation

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT151	A/500/7340	System Operation	12	3	100	Portfolio
IT152	F/500/7338	ICT System Operation	9	2	45	Portfolio
IT153	H/500/7333	System Operation	6	1	50	Portfolio
IT172	R/504/5513	IT & Telecoms System Operation	15	4	90	Portfolio

Optional Group TA: Technical Advice and Guidance

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT154	F/601/3506	Technical advice and guidance	9	2	50	Portfolio
IT155	J/601/3507	Technical advice and guidance	12	3	75	Portfolio
IT156	Y/500/7345	Technical Advice and Guidance	15	4	90	Portfolio

Optional Group TE: Testing ICT Systems

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT157	A/500/7354	Testing ICT Systems	9	2	80	Portfolio
IT158	F/500/7355	Testing ICT Systems	12	3	100	Portfolio
IT159	T/500/7353	Testing ICT Systems	6	1	50	Portfolio
IT173	K/504/5503	Testing IT & Telecoms Systems	15	4	90	Portfolio

Optional Group UP: User Profile Administration

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT160	H/500/7378	User Profile Administration	6	2	55	Portfolio
IT161	K/500/7379	User Profile Administration	9	3	80	Portfolio

Optional Group C:

Optional Group CF: Fibre Telecommunications Techniques

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT162	H/601/0663	Fibre Telecommunications Techniques	15	3	80	Portfolio
IT174	L/601/0656	Copper Cable Jointing and Closure Techniques	23	3	120	Portfolio

Optional Group DB: Database Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT18	H/502/4553	Database Software	4	1	20	Portfolio
IT19	M/502/4555	Database Software	4	2	30	Portfolio
CFAQ35	T/502/4556	Database Software	6	3	45	Portfolio

Optional Group EM: Using Email

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
CFAQ42	J/502/4299	Using Email	2	1	15	Portfolio
CFAQ15	M/502/4300	Using Email	3	2	20	Portfolio
CFAQ30	T/502/4301	Using Email	3	3	20	Portfolio

Optional Group IS: Imaging Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT36	J/502/4612	Imaging Software	3	1	20	Portfolio
IT37	L/502/4613	Imaging Software	4	2	30	Portfolio
IT38	R/502/4614	Imaging Software	5	3	40	Portfolio

Optional Group PS: Presentation Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT58	K/502/4621	Presentation Software	3	1	20	Portfolio
CFAQ19	M/502/4622	Presentation Software	4	2	30	Portfolio
CFAQ34	T/502/4623	Presentation Software	6	3	45	Portfolio

Optional Group SS: Spreadsheet Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT70	A/502/4624	Spreadsheet Software	3	1	20	Portfolio
CFAQ18	F/502/4625	Spreadsheet Software	4	2	30	Portfolio
CFAQ33	J/502/4626	Spreadsheet Software	6	3	45	Portfolio

Optional Group IN: Using the Internet

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
CFAQ61	A/502/4297	Using the Internet	4	2	30	Portfolio
IT40	F/502/4298	Using the Internet	5	3	40	Portfolio
CFAQ62	T/502/4296	Using the Internet	3	1	20	Portfolio

Optional Group WP: Word Processing Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
CFAQ41	L/502/4627	Word Processing Software	3	1	20	Portfolio
CFAQ16	R/502/4628	Word Processing Software	4	2	30	Portfolio
CFAQ31	Y/502/4629	Word Processing Software	6	3	45	Portfolio

Optional Group WS: Website Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT78	L/502/4630	Website Software	3	1	20	Portfolio
CFAQ17	R/502/4631	Website Software	4	2	30	Portfolio
CFAQ32	Y/502/4632	Website Software	5	3	40	Portfolio

7. BIIAB Level 4 Diploma in Professional Competence for IT and Telecoms Professionals (PROCOM) Rules of Combination (ROC) and Structure

To achieve the BIIAB Level 4 Diploma in Professional Competence for IT and Telecoms Professionals (PROCOM) learners **must** gain a **total of 80** credits. This consists of:

- **Minimum** total credit: **80**

- Mandatory group A **minimum** credit: **15**

- Optional Groups **minimum** credit: **65**. This **must** consist of:

  - a **minimum** of **41 credits** from Group B

  - an **additional 24 credits** from Groups B and / or Group C.

- A **minimum of 48** credits **must** be achieved through the completion of units at Level 4 and above.

- Units with the same title at different levels are **barred**

- GLH: **323**

- TQT: **800**

Listed below are the qualification units.

Mandatory Group A:

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT106	Y/500/7183	Health and Safety in ICT	3	1	15	Portfolio
IT175	K/601/3502	Develop own effectiveness and professionalism	12	4	60	Portfolio

Optional Group B:

Optional Group CA: Customer Apparatus and Line Installation

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT108	A/501/5888	Customer Apparatus and Line Installation	22	3	22	Portfolio

Optional Group CC:

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT109	A/500/7158	Customer Care in ICT	9	2	45	Portfolio
IT110	F/500/7159	Customer Care in ICT	12	3	100	Portfolio
IT111	T/500/7157	Customer Care in ICT	6	1	50	Portfolio
IT164	H/504/5502	Customer Care for IT & Telecoms	12	4	100	Portfolio

Professionals

Optional Group CG: Computer Games Development

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT112	A/601/3164	Computer Games Development	4	2	28	Portfolio
IT113	F/601/3165	Computer Games Development	10	3	71	Portfolio

Optional Group DA: Data Analysis and Data Structure Design

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT114	L/601/3203	Data Modelling	9	3	75	Portfolio
IT115	R/601/3297	Data structures and algorithms	15	4	90	Portfolio
IT116	A/601/3200	Data modelling	6	2	45	Portfolio

Optional Group DE: Website Design

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT117	L/601/3315	Designing and developing a Web site	15	4	90	Portfolio

Optional Group ED: Creating an Event Driven Computer Program

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT118	F/601/3179	Creating an event driven computer program	12	3	90	Portfolio
IT119	T/601/3177	Creating an event driven computer program	7	2	60	Portfolio
IT120	J/601/3300	Designing and developing event-driven computer programs	15	4	90	Portfolio

Optional Group FD: Technical Fault Diagnosis

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT121	A/601/3293	Technical fault diagnosis	12	3	75	Portfolio
IT122	T/601/3292	Technical fault diagnosis	9	2	45	Portfolio
IT123	L/500/7391	Technical fault diagnosis	15	4	90	Portfolio

Optional Group HW: Working with ICT Hardware and Equipment

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT124	K/500/7382	Working with ICT Hardware and Equipment	9	2	80	Portfolio
IT125	H/500/7381	Working with ICT Hardware and Equipment	6	1	45	Portfolio
IT126	M/500/7383	Working with ICT Hardware and Equipment	12	3	100	Portfolio
IT127	T/500/7384	Working with ICT Hardware and Equipment	15	4	90	Portfolio

Optional Group ID: Investigating and Defining Requirements

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT128	J/601/3247	Introduction to IT systems development	6	2	50	Portfolio
IT129	R/601/3249	Investigating and defining customer requirements for ICT systems	12	3	75	Portfolio
IT130	R/602/1772	Investigating and Defining Customer Requirements for ICT Systems	15	4	90	Portfolio

Optional Group IP: IPTV Delivery Systems

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT176	T/506/4054	Planning, Implementation and Maintenance of IPTV Delivery Systems	17	4	68	Portfolio

Optional Group IOW: Installation and Operation of Wi-Fi

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT411	J/507/8623	Managing the Installation and Operation of Wi-Fi Networks	15	4	148	Portfolio

Optional Group IW: Interpersonal and Written Communication Skills

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT131	M/500/7206	Interpersonal and written communication	3	1	25	Portfolio
IT132	T/500/7207	Interpersonal and written communication	9	2	60	Portfolio
IT133	A/500/7208	Interpersonal and written communication	12	3	100	Portfolio

Optional Group MD: Managing Software Development

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT135	T/500/6798	Managing Software Development	12	3	90	Portfolio

Optional Group OO: Creating an Object Oriented Computer Program

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT135	A/601/3181	Creating an object oriented computer program	7	2	60	Portfolio
IT136	L/601/3184	Creating an object oriented computer program	12	3	90	Portfolio
IT137	T/601/3308	Designing and developing object-oriented computer programs	15	4	90	Portfolio

Optional Group PC: Creating a Procedural Computer Program

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT138	L/601/3167	Creating a procedural computer program	7	2	60	Portfolio
IT139	R/601/3171	Creating a procedural computer program	12	3	90	Portfolio
IT140	T/601/3311	Designing and developing procedural computer programs	15	4	90	Portfolio

Optional Group PM: Project Management Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT55	H/502/4620	Project Management Software	5	3	40	Portfolio
IT56	K/502/4618	Project Management Software	3	1	20	Portfolio
IT57	M/502/4619	Project Management Software	4	2	30	Portfolio

Optional Group QM: Quality Management of ICT Products and Services

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT141	T/500/7210	Quality Management of ICT Products and Services	12	3	100	Portfolio

Optional Group RS: Remote Support for Products or Services

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT142	D/500/7217	Remote Support for Products and Services	12	3	100	Portfolio
IT143	R/500/7215	Remote Support for Products or Services	6	1	45	Portfolio
IT144	Y/500/7216	Remote Support for Products and Services	9	2	60	Portfolio
IT145	A/602/1264	Remote Support for ICT Products or Services	15	4	90	Portfolio

Optional Group SC: Security of ICT Systems

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT165	D/500/7220	Security of ICT Systems	12	3	100	Portfolio
IT166	K/500/7219	Security of ICT Systems	3	1	20	Portfolio
IT167	H/500/7221	Security of ICT Systems	15	4	90	Portfolio

Optional Group SI: Software Installation and Upgrade

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT146	D/500/7329	Software installation and upgrade	9	2	80	Portfolio
IT147	R/500/7330	Software installation and upgrade	12	3	100	Portfolio
IT148	D/500/7265	Software Installation and Upgrade	6	1	50	Portfolio

Optional Group SM: System Management

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT149	D/500/7332	System Management	12	3	100	Portfolio
IT150	Y/500/7331	System Management	6	2	55	Portfolio
IT171	M/504/5504	IT & Telecoms System Management	15	4	90	Portfolio

Optional Group SO: System Operation

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT151	A/500/7340	System Operation	12	3	100	Portfolio
IT152	F/500/7338	ICT System Operation	9	2	45	Portfolio
IT153	H/500/7333	System Operation	6	1	50	Portfolio
IT172	R/504/5513	IT & Telecoms System Operation	15	4	90	Portfolio

Optional Group TA: Technical Advice and Guidance

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT154	F/601/3506	Technical advice and guidance	9	2	50	Portfolio
IT155	J/601/3507	Technical advice and guidance	12	3	75	Portfolio
IT156	Y/500/7345	Technical Advice and Guidance	15	4	90	Portfolio

Optional Group TE: Testing ICT Systems

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT157	A/500/7354	Testing ICT Systems	9	2	80	Portfolio
IT158	F/500/7355	Testing ICT Systems	12	3	100	Portfolio
IT159	T/500/7353	Testing ICT Systems	6	1	50	Portfolio
IT173	K/504/5503	Testing IT & Telecoms Systems	15	4	90	Portfolio

Optional Group UP: User Profile Administration

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT160	H/500/7378	User Profile Administration	6	2	55	Portfolio
IT161	K/500/7379	User Profile Administration	9	3	80	Portfolio

Optional Group C1:

Optional Group DB: Database Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT18	H/502/4553	Database Software	4	1	20	Portfolio
IT19	M/502/4555	Database Software	4	2	30	Portfolio
CFAQ35	T/502/4556	Database Software	6	3	45	Portfolio

Optional Group EM: Using Email

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
CFAQ42	J/502/4299	Using Email	2	1	15	Portfolio
CFAQ15	M/502/4300	Using Email	3	2	20	Portfolio
CFAQ30	T/502/4301	Using Email	3	3	20	Portfolio

Optional Group IS: Imaging Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT36	J/502/4612	Imaging Software	3	1	20	Portfolio
IT37	L/502/4613	Imaging Software	4	2	30	Portfolio
IT38	R/502/4614	Imaging Software	5	3	40	Portfolio

Optional Group PM: Project Management Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT55	H/502/4620	Project Management Software	5	3	40	Portfolio
IT56	K/502/4618	Project Management Software	3	1	20	Portfolio
IT57	M/502/4619	Project Management Software	4	2	30	Portfolio

Optional Group PS: Presentation Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT58	K/502/4621	Presentation Software	3	1	20	Portfolio
CFAQ19	M/502/4622	Presentation Software	4	2	30	Portfolio
CFAQ34	T/502/4623	Presentation Software	6	3	45	Portfolio

Optional Group SS: Spreadsheet Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT70	A/502/4624	Spreadsheet Software	3	1	20	Portfolio
CFAQ18	F/502/4625	Spreadsheet Software	4	2	30	Portfolio
CFAQ33	J/502/4626	Spreadsheet Software	6	3	45	Portfolio

Optional Group WP: Word Processing Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
CFAQ41	L/502/4627	Word Processing Software	3	1	20	Portfolio
CFAQ16	R/502/4628	Word Processing Software	4	2	30	Portfolio
CFAQ31	Y/502/4629	Word Processing Software	6	3	45	Portfolio

Optional Group WS: Website Software

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT78	L/502/4630	Website Software	3	1	20	Portfolio
CFAQ17	R/502/4631	Website Software	4	2	30	Portfolio
CFAQ32	Y/502/4632	Website Software	5	3	40	Portfolio

Optional Group CF: Fibre Telecommunications Techniques

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT162	H/601/0663	Fibre Telecommunications Techniques	15	3	80	Portfolio

Optional Group C2: Management Units

Unit no	URN	Unit Title	Credit	Level	GLH	Assessment method
IT177	M/600/9659	Implement change in own area of responsibility	6	4	25	Portfolio
IT178	M/600/9662	Work productively with colleagues and stakeholders	6	5	30	Portfolio
IT179	A/600/9759	Monitor and review business processes	3	5	20	Portfolio
IT180	R/600/9654	Plan change in own area of responsibility	6	5	30	Portfolio
IT181	L/600/9622	Review risk management processes in own area of responsibility	3	4	20	Portfolio
IT182	J/600/9750	Plan and manage a project	8	4	30	Portfolio
IT183	K/600/9661	Develop working relationships with colleagues and stakeholders	4	4	20	Portfolio

8. Age Restriction

This qualification is appropriate for use in the following age ranges:

- 16-18

- 19+.

9. Entry Requirements and Progression

There are no entry requirements for this qualification. However, learners **must** be assessed to ensure they have a reasonable chance of achievement and will be able to generate the required evidence.

The qualification is designed to equip learners with the skills to work effectively within IT. It also will allow for a number of progression routes to employment and into other areas of learning.

Achievement of the qualification offers opportunities for progression, including:

- Qualifications relating to ICT Systems and Principles for IT Professionals
- Employment opportunities and career progression

10. Assessment

Overview of assessment strategy
The qualification contains competence units. Competence units are assessed following NVQ principles.

Assessments provided by BIIAB will ensure that effective learning has taken place and that learners have the opportunity to:

- Meet the assessment criteria
- Achieve the learning outcomes.

Assessment process

Assessment is the process used to judge the competence, of a learner, against set standards.
The assessor is the person who is responsible for determining learners' competence. The assessor may be a work place supervisor or an external person who is trained and qualified, or working towards a qualification relevant to the assessor role.

Assessors base their judgement on performance and decide how it compares to the national standard. The assessor will also ask questions based on the knowledge required to do the work, to ascertain the knowledge and understanding of the learner.

When the required units have been completed and the assessor is satisfied that the learner has met the national standard, a recommendation for a certificate will be made.

An Internal Quality Assurer (IQA) is responsible for the quality assurance of the qualifications within the training organisation and will provide advice, guidance and support to the assessors. IQAs also ensure that the assessors apply the standards consistently and fairly. The IQA will see review the portfolio of evidence during the assessment process.

An External Quality Assurer (EQA), who is appointed by BIIAB, will verify the assessment and internal verification decisions involved in the development of the portfolio. The EQA will quality assure the qualification process, which ensures that certification of the qualification is reliable, consistent and to the national standard, by checking the consistency of assessments made by the training provider, and across training providers.

Assessment Strategy

Requirements of Assessors, Expert Witnesses, Internal and External Quality Assurers
Candidates may be assessed, moderated or verified at work either by one or several appointed individuals.

Assessors - The primary responsibility of an assessor is to assess candidates' performance in a range of tasks and to ensure the evidence submitted by the candidate meets the requirements of the assessment criteria. It is important that an assessor can recognise occupational competence as specified by the national standard. Assessors therefore need to have a thorough understanding of assessment and quality assurance practices, as well as have in-depth technical understanding related to the qualifications for which they are assessing candidates. To be able to assess candidates, assessors **must:**

- hold an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to assess candidates undertaking competence-based units and qualifications. Assessors holding older qualifications **must** be able to demonstrate that they are assessing to the current standards;

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. Any assessors working towards an appropriate qualification **must** ensure their decisions are countersigned by a suitably-qualified assessor/verifier and should be supported by a qualified assessor throughout their training period.

- be IT competent to a high level. Assessors must provide current evidence of competence, knowledge and understanding in the areas to be assessed. This will normally be achieved through demonstrating competence in the roles which are to be assessed, or demonstrated by relevant experience and continuing professional development (CPD) which may include the achievement of qualifications relevant to the areas being assessed.

- have a full and current understanding of the National Occupational Standards, units of competence and requirements of the qualifications being assessed, including the quality of assessment and the assessment process. It is the responsibility of approved centres to select and appoint assessors.

Expert Witnesses – must be competent to make judgements about the activity for which they are providing the testimony. As the assessment decision lies with the Assessor, it is their responsibility to verify this and, where challenged, to justify their acceptance of third party 'witness testimony' to the Internal Quality Assurer.

Internal Quality Assurer (IQA) - A primary responsibility of IQAs is to assure the quality and consistency of assessments by the assessors for whom they are responsible. IQAs therefore need to have a thorough understanding of quality assurance and assessment practices, as well as sufficient technical understanding related to the qualifications that they are internally verifying. It will be the responsibility of the approved centre to select and appoint IQAs.

IQAs **must:**
- hold an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to internally verify competence-based assessments and candidates. IQAs holding older qualifications **must** be able to demonstrate that they are verifying to the current standards

 OR
- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. If an IQA is working towards an appropriate qualification, his/her decisions **must** be countersigned by a suitably qualified IQA and should be supported by a qualified IQA throughout the training period.

- be IT competent to a high level. IQAs **must** demonstrate sufficient and current understanding of the qualifications to be internally verified, and know how they are applied in business.

- demonstrate competent practice in internal verification of assessment, and demonstrate understanding of the principles and practices of internal verification of assessment, including the quality of assessment and the assessment process.

External Quality Assurer (EQA) - The primary responsibility of EQAs is to assure quality of internal verification and assessments across the centres for which they are responsible. EQAs **must** have a thorough understanding of quality assurance and assessment practices, as well as in-depth technical knowledge related to the qualifications that they are externally verifying.

EQAs **must:**
- hold an appropriate qualification as specified by the appropriate regulatory authority, confirming their competence to verify competence-based assessments. EQAs holding older qualifications **must** be able to demonstrate that they are verifying to the current standards;

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. If EQAs are working towards an appropriate qualification, their decisions **must** be countersigned by a suitably qualified EQA and should be supported by a qualified EQA throughout their training period.

- be IT competent to a high level. EQAs must demonstrate sufficient and current understanding of the qualifications to be verified, and know how they are applied in business.

- demonstrate competent practice in external verification of assessment, and demonstrate understanding of the principles and practices of external verification of assessment, including the quality of assessment and the assessment process. It is the responsibility of the awarding organisation to select and appoint EQAs.

Awarding Organisations require all assessors, moderators and verifiers to maintain current subject competence to deliver these functions and recognise this can be achieved in many ways. However, such information **must** be formally recorded in individual CPD records that are maintained in assessment centres.

Evidence from Workplace Performance

- Evidence of occupational competence of all competence units at any level, should be generated and collected through performance under workplace conditions. This includes the knowledge-based learning outcomes and assessment criteria of the competence units.

- These conditions would be those typical to the candidate's normal place of work. The evidence collected under these conditions should also be as naturally occurring as possible. It is accepted that not all employees have identical workplace conditions and therefore there cannot be assessment conditions that are identical for all candidates. However, assessors **must** ensure that, as far as possible, the conditions for assessment should be those under which the candidate usually works.

- Witness evidence can be drawn from a wide range of people who can **attest to the candidate's performance** in the workplace, such as line managers, experiences workplace colleagues, customers or clients. They need to:

  o provide a written statement about the quality and authenticity of the candidate's work
  o have first-hand experience of the candidate's performance and understanding.

Knowledge tests and simulation

Employers can use knowledge tests to assess an employee's knowledge and understanding of, for example, an organisational procedure.

Knowledge components set out in the standards can also be assessed by knowledge tests. In this case, assessors and internal verifiers must make sure that:

- the use of knowledge tests has been agreed with the external verifier in advance
- the knowledge being tested matches that specified in the NOS
- a robust assessment methodology comparable to awarding body practices is used

Simulation of work tasks and activities must take place in a **realistic working environment**. A RWE is "an environment which replicates the key characteristics in which the skill to be assessed is normally employed". The RWE must provide conditions the same as the normal day-to-day working environment, with a similar range of demands, pressures and requirements for cost-effective working. Simulation can be used across all units, although it's preferable to use it in the mandatory unit.

Any simulation **must** be approved in advance by the External Quality Assurer, and clear reasons must be given for its intended use. If approval is given, all Awarding Organisation guidance and requirements must be observed.

Scenario-based assessment

Employers and providers can develop their own with approval from BIIAB. All scenarios need to make sure that:

- the performance, knowledge and understanding assessed matches that specified in the relevant ITQ unit
- the level is sufficiently challenging
- the demands and constraints result in purposeful use of IT and, where relevant, reflect those that would arise in the real-world

Appeals

If learners are dissatisfied with an assessment outcome, they have the right to appeal. The main reasons for an appeal are likely to be:

- Learners do **not** understand why they are **not** yet regarded as competent, because of unsatisfactory feedback from the assessor
- Learners believe they are competent and that the assessor has misjudged them, or has failed to utilise some vital evidence.

BIIAB expects most appeals from candidates to be resolved within the centre. BIIAB will only consider a candidate's appeal after the centre's internal appeals procedure has been fully exhausted.

For full details of the BIIAB's appeals procedure please refer to www.biiab.org.

11. Initial Assessment and Induction

Prior to the start of any programme it is recommended that centres should make an initial assessment of each learner. This is to ensure that the learners are entered for an appropriate type and level of qualification.

The initial assessment should identify the specific training needs that the learner has, and the support and guidance that they may require when working towards their qualification.

The centre must also identify any units the learner has already completed, or credits they have accumulated, relevant to the qualification.

BIIAB suggests that centres provide an induction programme to ensure the learner fully understands the requirements of the qualification they will work towards, their responsibilities as a learner, and the responsibilities of the centre.

12. Delivery

Centres **must** refer to the units that form the qualification and the standard that **must** be achieved in order to be awarded each unit. This is covered within the learning outcomes and assessment criteria that form part of the delivery.

13. Resources

BIIAB provides the following additional resources for this qualification:

- Evidence matrixes for the competence / NVQ units, including a Summative Reflective account template
- Access to the units.

All of these resources are available for download via The Hub on centrezone.bii.org.

The Hub is a secure area within CentreZone which centres approved for the qualification can access. The Hub contains documents relevant to the qualification. Centres will find The Hub on the list of tabs in CentreZone.

Evidence matrixes

BIIAB provide a matrix that supports each competence unit. These are also identified within each of the unit information sections identified below. It is not essential that these resources are used to support the delivery of the content of the qualification; however they have been mapped against the learning outcomes and assessment criteria.

The evidence matrix is designed to help the learner and assessor with evidence collection. It is a mapping activity to ensure that all the 'Assessment Criteria' contained in the learning outcomes and covered, and is intended to help to keep the volume of evidence to a minimum. One matrix (or appropriate equivalent recording device) **must** be completed for each unit.

It is expected that a selection of various types of evidence is used as appropriate; columns in the matrix enable the assessor to enter the evidence type, e.g. Report, Log, Written Statement, and also the assessment method, e.g. Obs (= Observation), as shown in the assessment method key. By inserting portfolio reference numbers in the box provided, it will enable the assessor, IQA and EQA quickly to locate the evidence which is being submitted to demonstrate competence.

Examples of types of evidence learners could provide to prove competence:

- Record of observation of performance in the workplace

- Professional discussion

- Reflective account

- Product evidence (eg implementation plans, correspondence, work records)

- Testimony from senior colleagues/clients

- Personal report of actions and circumstances

- Recognition of Prior Achievement (RPA)

- Records of questioning

- Other.

Access to the units

Units form the qualification and the standard that **must** be achieved in order to be awarded each unit. This is covered within the learning outcomes, assessment criteria and the indicative content that form part of the delivery. The majority of these units are written by the Tech Partnership, although some are written by other organisations. BIIAB includes the mandatory units within this pack, and makes all units available via centrezone.bii.org

Summative Reflective Account

In order to claim the unit(s) for the qualification, the learner will need to complete a summative reflective account, to reflect on their qualification, what they have learnt and how they have been able to apply this within their work role.

14. Design and delivery

Each unit within this qualification has been allocated a number of guided learning hours (GLH). GLH are defined as the times when a tutor, trainer, mentor or line manager is giving specific advice relating to a learning outcome of the unit. This can include activities such as training sessions, tutorials, supervised study or 'on-the-job' learning. It could also include time spent by managers or mentors assessing learner's achievements. When planning how to deliver the qualification it is important to refer to this definition.

BIIAB will not prescribe how the qualification is delivered, but centres must ensure the delivery chosen meets their learner's needs.

15. Format of Units

All units within this qualification will be presented in a standard format that is consistent with the format for all units of assessment. The format will give tutors and learners guidance as to the requirements of the unit for successful completion. Each unit within this specification will be in the format below:

Unit Title
This will be shown as it appears on the Register of Regulated Qualifications (http://register.ofqual.gov.uk).

Unit Number / Unique Reference Number (URN)

The Unique Reference Number is the unique code that the unit is given by the Regulator. This unit will be referenced on the final qualification certificate. The same unique code for the unit applies in whichever qualification the unit is included within. BIIAB also assign their own unique unit numbers which will in most instances be the same number when the unit is used in multiple BIIAB qualifications.

Level

This identifies the level of demand for the unit, but may be a different level to that of the overall qualification. The level of the units will be set according to either National Occupational Standards or the level descriptors.

Credit

When a whole unit is completed the learner will achieve credits specified by the number of hours learning time it will take an average learner to complete the unit including the assessment.

Guided Learning Hours (GLH)

The time required by the unit for specific guidance to be provided by a tutor, mentor or expert in the subject area, for example in a training session or a one-to-one.

Total Qualification Time (TQT)

Total Qualification Time (TQT) is defined by Ofqual as the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification. TQT 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 as directed 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.

TQT is always assigned to the qualification however a similar calculation may on occasions also be assigned to a unit.

Learning Outcomes and Assessment Criteria

Learning Outcomes are what is expected that the learner will know, understand or be able to do upon successful completion of the unit.
Assessment Criteria are descriptions of the requirements that a learner is expected to meet in order to demonstrate that a learning outcome has been achieved.

16. Initial Registration

Registration and certification

Learners should be registered and certificated via BIIAB's On-line Registration and Certification Service (ORCS) www.orcs.biiab.org. Please refer to BIIAB's Centre Guidance for using ORCS.

Equal Opportunities and Diversity Policy

BIIAB has in place an equal opportunities policy, a copy can be found at
http://centrezone.bii.org/thehub/apprenticeships/qadocuments.

BIIAB is committed to ensure that:

- Approved centres operate an equal opportunities policy
- Approved centres communicate the policy to staff and learners
- Approved centres have an effective complaints and appeals procedure of which both staff and learners are made aware
- Approved centres are aware of their responsibilities in providing equality of opportunity, particularly with regard to provision for learners with particular assessment requirements.

Reasonable Adjustment Policy
Learners who require reasonable adjustments for their assessments must inform their assessor at the beginning of their course of their requirements. BIIAB has a reasonable adjustment policy in place, a copy of which is provided to all BIIAB approved centres and can be found at
http://centrezone.bii.org/thehub/apprenticeships/qadocuments.

17. Mandatory Units

The following units are mandatory for this qualification. For access to all optional units please visit centrezone.bii.org.

Unit Title	**Health and Safety in ICT**
BIIAB Reference	**IT106**
Level	**1**
Credit Value	**3**
GLH	**15**
Unit Reference No.	**Y/500/7183**

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Comply with relevant Health & Safety procedures	1.1 Identify relevant organisational Health & Safety procedures 1.2 Identify available sources of Health & Safety information 1.3 Demonstrate how relevant Health & Safety procedures have been followed

Unit Title	Develop own effectiveness and professionalism
BIIAB Reference	IT107
Level	2
Credit Value	6
GLH	30
Unit Reference No.	Y/601/3317
Learning Outcome - The learner will:	**Assessment Criterion - The learner can:**
1 Develop own personal and professional skills	1.1 Obtain and review feedback from others on performance 1.2 Agree personal goals and participate in development activities to meet them
2 Work as a member of a team to achieve defined goals and implement agreed plans	2.1 Effectively manage own time 2.2 Recognise and respect diversity, individual differences and perspectives 2.3 Accept and provide feedback in a constructive and considerate manner 2.4 Understand the responsibilities of colleagues 2.5 Identify obstacles to effective teamwork
3 Understand what is meant by professional practice	3.1 Identify the implications, and applicability for IT professionals of: • Data Protection Act* • Computer Misuse Act 3.2 List the professional bodies for IT
4 Know the legislative environment relating to IT activities	4.1 Identify the impact on an IT organisation of legislation covering: • Processing of financial transactions • Health and Safety • Privacy, Confidentiality and Security • Copyright and Intellectual Property Rights
5 Improve personal effectiveness	5.1 List the aims and objectives of the organisation 5.2 State the organisation's brand or image 5.3 Identify the organisation's structure, roles and responsibilities 5.4 Identify potential improvements to working practices

*Please note that the Data Protection Act has been replaced by the General Data Protection Regulation (GDPR)

Unit Title	Develop own effectiveness and professionalism
BIIAB Reference	IT175
Level	4
Credit Value	12
GLH	60
Unit Reference No.	K/601/3502

Learning Outcome - The learner will:		Assessment Criterion - The learner can:
1 Develop own personal and professional skills	1.1	Identify own development needs and the activities needed to meet them
	1.2	Obtain and interpret feedback from others on performance
	1.3	Set and agree personal goals and participate in development activities to meet them
	1.4	Manage own personal/professional development in order to achieve career and personal goals.
	1.5	Reflect critically on own learning
2 Work as a member of a team to achieve defined goals and implement agreed plans	2.1	Effectively plan and manage own and others time
	2.2	Recognise and respect diversity, individual differences and perspectives
	2.3	Accept and provide feedback in a constructive and considerate manner
	2.4	Understand the responsibilities, interests and concerns of colleagues
	2.5	Understand the role of the individual and teams in an IT organisation
	2.6	Identify and resolve obstacles to effective teamwork
3 Understand what is meant by professional practice	3.1	Interpret the implications, and applicability for IT professionals of: • Data Protection Act* • Computer Misuse Act
	3.2	Describe the role of professional bodies for IT, and the benefits of membership to individuals and organisations
	3.3	Explain the importance of quality management systems and standards for systems development
4 Understand the ethical and legislative environment relating to IT activities	4.1	Describe the types of conflicts of interest which can arise for IT professionals
	4.2	Evaluate the impact on an IT organisation of legislation covering: • Processing of financial transactions • Health and Safety • Privacy, Confidentiality and Security • Copyright and Intellectual Property Rights

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
5 Improve organisational effectiveness	5.1	Interpret the aims and objectives of the organisation
	5.2	Describe the organisation's brand or image and how it can be promoted
	5.3	Describe the organisation's structure, roles and responsibilities
	5.4	Identify and evaluate potential improvements to organisational effectiveness

*Please note that the Data Protection Act has been replaced by the General Data Protection Regulation (GDPR)

Unit Title	Develop own effectiveness and professionalism
BIIAB Reference	IT309
Level	3
Credit Value	9
GLH	45
Unit Reference No.	D/503/5549

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
1 Develop own personal and professional skills	1.1	Identify own development needs and the activities needed to meet them
	1.2	Obtain and review feedback from others on performance
	1.3	Agree personal goals and participate in development activities to meet them
2 Work as a member of a team to achieve defined goals and implement agreed plans	2.1	Effectively plan and manage own time
	2.2	Recognise and respect diversity, individual differences and perspectives
	2.3	Accept and provide feedback in a constructive and considerate manner
	2.4	Understand the responsibilities, interests and concerns of colleagues
	2.5	Identify and reduce obstacles to effective teamwork
3 Understand what is meant by professional practice	13.1	Describe the implications, and applicability for IT professionals of: • Data Protection Act* • Computer Misuse Act
	3.2	Identify the role of professional bodies for IT, and the benefits of membership to individuals and organisations
	3.3	Describe quality management systems and standards for systems development
4 Understand the ethical and legislative environment relating to IT activities	4.1	Identify the types of conflicts of interest which can arise for IT professionals
	4.2	Describe the impact on an IT organisation of legislation covering: • Processing of financial transactions • Health and Safety • Privacy, Confidentiality and Security • Copyright and Intellectual Property Rights
5 Improve organisational effectiveness	5.1	Describe the aims and objectives of the organisation
	5.2	Describe the organisation's brand or image and how it can be promoted
	5.3	Identify the organisation's structure, roles and responsibilities
	5.4	Identify potential improvements to organisational effectiveness

*Please note that the Data Protection Act has been replaced by the General Data Protection Regulation (GDPR)

Learner Summative Reflection

The purpose of this summative reflection is to enable you, the learner, to reflect on your qualification, what you have learnt and how you have been able to apply this within your work role.

You will need to complete your statement in the space provided below and sign and date the document. Alternatively you and your assessor may wish to record your reflection on a voice recorder.

Learner Name: _____

Qualification Unit Summary

Unit No.	Completion Date	Assessor Signature	Unit No.	Completion Date	Assessor Signature

Learner Reflection

Learner Signature: _____   Date: _____

Assessor Signature: _____   Date: _____

Notices

This book does not purport to contain an authoritative or definitive statement of the law or practice on any subject and the publishers supply the information on the strict understanding that no legal or other liability attaches to them in respect of it. References to sources of further guidance or information have been made where appropriate.

© BIIAB October 2015