



# ITQ – the flexible qualification framework for IT users

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**e-skills UK is committed to helping organisations, regardless of their size or sector, to understand and invest in technology and in the IT skills of the people who work for them.**

**This includes the creation and promotion of ITQ - a revolutionary, employer-backed qualification framework to assess and develop skills in the use of IT.**

**e-skills UK is currently working with awarding bodies and training providers to update ITQ with the latest employer-defined skills standards.**

## > The need for change

Technology is transforming the way companies operate. For investments in IT to reach their full potential however, the people who use the technology on a day to day basis need to have the right IT skills at the right level.

To achieve this, employers need to understand what IT skills their employees have, what skills they need and where to find the right training to address any gaps.

This is not always easy. Over time, the training and qualifications landscape for IT users has become complex and fragmented, with an often inconsistent approach to language and definitions. This can make it difficult for employers to understand what is available and whether it meets the needs of their company and employees in terms of quality, relevance and flexibility.

## > Facts to consider

- Half of Europe's productivity gains in recent years can be attributed to investments in IT.
- More than three quarters (22 million) of the UK's 28 million strong workforce use IT in their everyday work, and our research shows that they will increasingly require skills at more advanced levels.
- Employers who report skills gaps state that more than a third (37%) of their workforce lack IT user skills. This includes almost half (47%) of senior staff and managers. Nearly two thirds (60%) of the companies say that these gaps are having an impact on their business.

## > e-skills Passport

ITQ is supported by e-skills Passport, an easy to use, online skills management tool that enables individuals and their employers to assess their skills in the use of IT, identify training needs and record achievements. More than 29,000 people are using e-skills Passport to track their IT skills journey.





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### › e-skills UK action

ITQ is a unique qualification framework developed by e-skills UK with employers, training providers and awarding bodies. Its structure, content and delivery reflect the many ways in which IT is used for work, learning and life.

ITQ is modular, flexible and can be customised. It enables learners to progress seamlessly from one level to the next, developing the IT user skills that are most relevant and appropriate for their needs. The ITQ framework supports learners at all stages and using all types of technology systems. It provides recognition for, and builds on, other popular IT user qualifications. All the units are presented in a common language defined by employers so that the training and qualifications landscape is consistent and clear to all.

ITQ is continuously reviewed to ensure it reflects the pace of technological change and evolving employer needs.

***“From the feedback we know that ITQ has made a substantial difference to employees’ confidence and ability in the use of IT. Our ITQ programme has had a 140% return on investment.”***

Angela Baker-Croft, John Lewis

› For more information [www.e-skills.com/itq](http://www.e-skills.com/itq) or [www.e-skills.com/passport](http://www.e-skills.com/passport)

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### › e-skills Business IT Guide

Helping smaller firms make the most of technology  
[www.e-skills.com/businessitguide](http://www.e-skills.com/businessitguide)

e-skills UK is the Sector Skills Council for Business and Information Technology, rated ‘outstanding’ in the relicensing of Sector Skills Councils in 2009. We work on behalf of employers to ensure the UK has the technology skills it needs to succeed in a global digital economy.

