



## TQUK Level 2 Certificate in IT User Skills (RQF)

Qualification Specification

Qualification Number: 603/3646/8



## Introduction

### Welcome to TQUK

Training Qualifications UK (TQUK) is an Awarding Organisation recognised by the Office of Qualifications and Examinations Regulation (Ofqual) in England, CCEA Regulation in Northern Ireland and by Qualifications Wales.

TQUK offers qualifications which are regulated by Ofqual and, in some cases, by CCEA Regulation and/or Qualifications Wales. All regulated TQUK qualifications sit on the Regulated Qualifications Framework (RQF) and are listed on the [Register of Regulated Qualifications](#).

Our qualifications are designed to support and encourage learners to develop their knowledge and skills. This development may result in progression into employment or career development in the workplace. Our qualifications also allow learners to progress onto further qualifications.

Please visit our [website](#) for news of our new and coming soon developments.

### Centre Recognition

To offer any TQUK qualification a centre must be recognised by TQUK.

The TQUK centre recognition process requires a centre to have in place a number of policies and procedures to protect the learners undertaking a TQUK qualification and the integrity of TQUK's qualifications. These policies and procedures will also support a recognised centre's quality systems and help support the centre to meet the qualification approval criteria.

Recognised centres must seek approval for each qualification they wish to offer.

The approval process requires centres to demonstrate that they have sufficient resources, including; suitably qualified and occupationally competent staff to deliver, assess and quality assure the qualification, and access to appropriate support in the form of specialist resources.

Qualification approval must be confirmed prior to any assessment of learners taking place.

### Qualification Specifications

Each qualification which TQUK offers is supported by a specification that includes all the information required by a centre to deliver a qualification. Information in the specification includes unit information, assessment and learning outcomes.

The aim of the qualification specification is to guide a centre through the process for delivering the qualification.

Please read it alongside the TQUK Centre Handbook.

Details of TQUK's procedures and policies can be found on our [website](#).

Qualification specifications can be found also be found on our [website](#).

If you have any further questions, please contact TQUK.

### **Use of TQUK Logo, Name and Qualifications**

TQUK is a professional organisation and use of its name and logo is restricted. TQUK's name may only be used by recognised centres to promote TQUK qualifications. Recognised centres may use the logo for promotional materials such as on corporate/business letterheads, pages of a centre's website relating to TQUK qualifications, printed brochures, leaflets or exhibition stands.

When using TQUK's logo, there must be no changes or amendments made to it, in terms of colour, size, border or shading. The logo must only be used in a way that easily identifies it as TQUK's logo.

Any representation of TQUK's logo must be done so as a representation of the true logo.

It is the responsibility of the centre to monitor the use and marketing of TQUK's logos and qualifications on their own materials as well as on those of any re-sellers or third parties that they may use. TQUK must be made aware of relationships with re-sellers of TQUK Qualifications. TQUK must be made aware of any additional websites where the Centre intends to use TQUK's name and/or logo. If this information is changed, TQUK should be notified. TQUK is required to monitor a centre's websites and materials to ensure that learners are not being misled.

If a centre ceases to be / surrenders recognition as a TQUK centre, it must immediately discontinue the use of TQUK's logo, name and qualifications from all websites and documents where they appear.

### **Introduction to the Qualification**

The TQUK Level 2 Certificate in IT User Skills (RQF) is regulated by Ofqual.

## Qualification Purpose

The qualification gives learners an opportunity to develop IT skills across a range of areas. The purpose of the qualification is to develop knowledge, understanding and competence in a range of areas, relevant to an IT user. It is therefore suitable for learners who either use IT in their current job role or plan to enter a job role where IT skills will be used.

## Entry Requirements

There are no specific entry requirements however learners should have a minimum of level two in literacy and numeracy or equivalent.

The recommended minimum age for this qualification is 14 years.

## Progression

Successful learners can progress to other qualifications such as:

- Level 3 Award/Certificate/Diploma in IT User Skills
- Level 3 Certificate in ICT Systems and Principles
- Level 3 Diploma in ICT Professional Competence
- Level 3 Award in ICT in Early Years

## Structure

Learners must achieve a minimum of 16 credits, 50% of the credits achieved must be at level 2.

Title	Unit ref.	Level	Guided learning hours	Credit value
Using IT to increase productivity	J/617/2480	2	30	4
IT software fundamentals	F/617/2428	2	20	3
IT security for users	H/617/2423	1	10	1
Presentation software	J/617/2429	2	30	4
Spreadsheet software	A/617/2430	2	30	4
Using email	J/502/4299	1	15	2
Using the Internet	T/502/4296	1	20	3

Using mobile IT devices	H/502/4374	1	15	2
Word processing software	R/502/4628	2	30	4
Internet safety for IT Users	H/502/9154	1	20	3
Data Management Software	J/502/4559	2	20	3
IT Communication Fundamentals	D/502/4292	2	15	2
Database Software	M/502/4555	2	30	4
Using Mobile IT Devices	K/502/4375	2	15	2
Personal Information Management Software	L/502/4370	2	15	2
Set Up an IT System	L/502/4210	2	30	4
Website Software	R/502/4631	2	30	4

### Guided Learning Hours

These hours are made up of all contact time, guidance or supervision of a learner by a lecturer, supervisor, tutor, trainer or other appropriate provider of education or training.

GLH for this qualification is 120 hours

### Directed study requirements

Learners are expected to study and complete aspects of their assessment portfolio in their own time. This additional time is expected to be approximately 40 hours over the cycle of the programme.

### Total Qualification Time

This is an estimate of the total length of time it is expected that a learner will typically take to achieve and demonstrate the level of attainment necessary for the award of the qualification i.e. to achieve all learning outcomes.

Total Qualification Time is comprised of GLH and an estimate of the number of hours a learner is likely to spend in preparation, study or any other learning including assessment which takes place as directed by, but not under the supervision of, a lecturer, supervisor or tutor. The credit value for a qualification, where given, is determined by TQT, as one credit corresponds to 10 hours of learning.

Total Qualification Time for this qualification is 160 hours.

## Assessment

The qualification is assessed by internally set and marked assessments subject to external quality assurance.

All learning outcomes which assess knowledge and understanding (usually beginning with 'understand' or 'know how to') may be assessed through, for example, internally set and marked written assignments, tasks, records of oral or written questions, work books or other portfolio evidence.

All learning outcomes which require demonstration of practical skills and confirmation of workplace competence (usually learning outcomes beginning with 'be able to'). Portfolio evidence must include observation of learner performance in real work situations. Details of specific requirements and where simulation is /is not permitted is included in the unit specifications.

Materials for internal assessment must be submitted to TQUK for approval prior to use and must be mapped to the relevant unit, learning outcome and assessment criteria.

All learning outcomes and assessment criteria must be met to achieve a pass - there is no grading.

Each unit within the qualification may have their own assessment requirements, assessment guidance and range.

- **Assessment requirements** are conditions of assessment that must be met by learners when undertaking their assessments to achieve the unit or meet a particular assessment criteria.
- **Assessment guidance** are areas that could be covered by learners in their assessments to achieve the unit or particular assessment criteria, but are not mandatory.
- **Range** sets out the scope of what should be taught and may be assessed as part of a particular assessment criteria.

## Centre Devised Assessment (CDA) guidance

When designing assessments for learners on these qualifications, assessors should consider the opportunity for depth and breadth of knowledge allowed by their assessment tasks. When reviewing centre devised assessments, TQUK will make a judgement on the sufficiency of these aspects.

Within this qualification all assessment criteria must be assessed and passed. We recognise the need to balance breadth and depth with burden, and the avoidance of over-assessing. It is acceptable for one assessment item to cover content from two or more assessment criteria, across one or more units, providing mapping documentation is provided which allows TQUK to

clearly see that all assessment criteria are covered at the point of sign off. Centres are welcome to select and use their own combinations of command verbs in order to assess learners.

We believe in offering this greater degree of flexibility to our centres, which are free to tailor assessments as they see fit. This does, however, come with a requirement for TQUK to review and authorise all CDAs before use to ensure that they present sufficient opportunity for learners to demonstrate competence and maintain comparability for the qualifications as a whole. This process is designed to ensure that inadequacies in assessments are picked up before EQA stage and before learners have undertaken their assessments.

We will work with you to develop your CDA, we encourage centres to talk to us about their CDAs as early on in the process as possible.

Further help and assistance can be sought from our Training Qualifications UK who can be contacted on 03333 58 3344.

## **Course Delivery**

### **Pre-Course Information**

All learners should be given appropriate pre-course information regarding any TQUK qualifications. The information should explain about the qualification, the fee, the form of the assessment and any entry requirements or resources needed to undertake the qualification.

### **Initial Assessment**

Centres should ensure that any learner registered on a TQUK qualification undertakes some form of initial assessment. The initial assessment should be used to inform a teacher/trainer on the level of the learner's current knowledge and/or skills and any additional specific support requirement the learner may need.

Initial assessment can be undertaken by a teacher/trainer in any form suitable for the qualification to be undertaken by the learner/s. It is the centre's responsibility to make available forms of initial assessment that are valid, applicable and relevant to TQUK qualifications.

### **Learner Registration**

Once approved to offer a qualification, the centre should register learners before any assessment can take place. Recognised centres must follow TQUK's procedures for registering learners. For short courses, TQUK offer the option of registering a course and booking a number of places. Learners are then added once the course has taken place, thus acknowledging situations where substitutions are made at short notice to meet business needs.

### **Assessor Requirements**

Assessors who assess a TQUK qualification must possess an assessing qualification appropriate for the level of qualification they are delivering or be working towards a relevant qualification and have their assessment decisions countersigned by a qualified assessor. This can include:

- Level 3 Award in Assessing Competence in the Work Environment

- Level 3 Award in Assessing Vocationally Related Achievement
- Level 3 Award in Understanding the Principles and Practices of Assessment
- Level 3 Certificate in Assessing Vocational Achievement
- A1 or D32/D33

Specific requirements for assessors may be indicated in the assessment strategy/principles identified in individual unit specifications.

All staff members involved with the qualification (assessing or IQA) will also need to be 'occupationally competent in the subject area being delivered'. This could be evidenced by a combination of:

- A higher level qualification in the same subject area as the qualification approval request.
- Experience of the delivery/assessment/IQA of the qualification/s requested.
- Work experience in the subject area of the qualifications.

Staff members will also be expected to have a working knowledge of the requirements of the qualification and a thorough knowledge and understanding of the role of tutors/assessors and internal quality assurance. They are also expected to undertake continuous professional development (CPD) to ensure they are up to date with work practices and developments in the qualifications they are involved with.

#### Internal Quality Assurer Requirements

Centre staff who undertake the role of an Internal Quality Assurer (IQA) for TQUK qualifications must possess or be working towards a relevant qualification and have their quality assurance decisions countersigned by a qualified internal quality assurer. This could include:

- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
- V1 Conduct internal quality assurance of the assessment process
- D34 Internally verify the assessment process

It is best practice that those who quality assure qualifications also hold one of the assessing qualifications outlined above. IQAs must follow the principles set out in Learning and Development NOS 11 - Internally monitor and maintain the quality of assessment.

All staff members involved with the qualification (assessing or IQA) will also need to be 'occupationally competent in the subject area being delivered'. This could be evidenced by a combination of:

- A higher level qualification in the same subject area as the qualification approval request.
- Experience of the delivery/assessment/IQA of the qualification/s requested.
- Work experience in the subject area of the qualifications.

Staff members will also be expected to have a working knowledge of the requirements of the qualification and a thorough knowledge and understanding of the role of tutors/assessors and internal quality assurance. They are also expected to undertake continuous professional

development (CPD) to ensure they are up to date with work practices and developments in the qualifications they are involved with.

### **External Quality Assurance**

External Quality Assurance will be undertaken by TQUK to ensure that centres are satisfying TQUK quality assurance compliance with the requirements associated with their TQUK recognised centre status and formal written agreement. This will consist of physical activities and remote reviews.

### **Useful Websites**

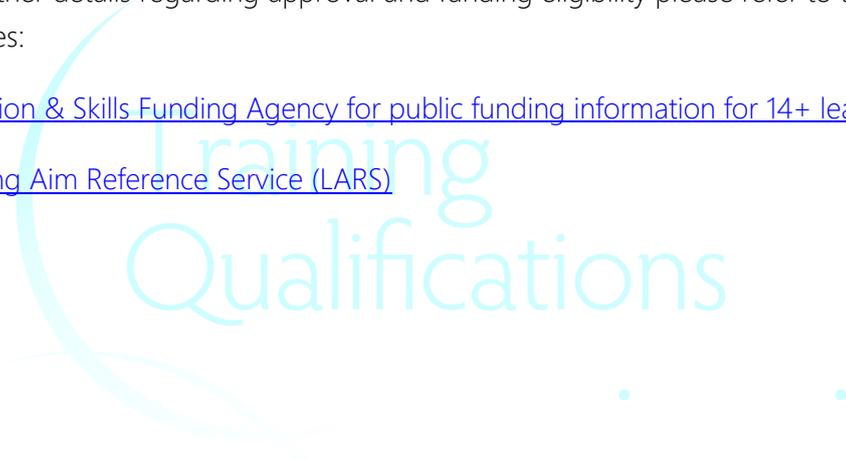
[Office of Qualifications and Examinations Regulation](#)

[Register of Regulated Qualifications](#)

For further details regarding approval and funding eligibility please refer to the following websites:

[Education & Skills Funding Agency for public funding information for 14+ learners in England](#)

[Learning Aim Reference Service \(LARS\)](#)



Title:		Using IT to increase productivity	
Unit reference number:		J/617/2480	
Level:		2	
Credit value:		4	
Guided learning hours:		30	
Learning outcomes		Assessment criteria	
The learner will:		The learner can:	
1.	Be able to plan and select which IT tools and systems are best suited to completion of an identified task	1.1	Identify tasks suitable for completion using IT solutions
		1.2	Explain why IT is the best method for completion of an identified task
		1.3	Choose IT tools and systems to use when completing the identified task
		1.4	Outline the skills and resources that are needed to achieve the required outcome of the identified task
		1.5	Outline the tasks and methods that will be used to achieve the required outcome of the identified task
		1.6	Devise a plan which details how the task will be addressed and completed
2.	Be able to identify any restrictions or constraints that may affect how a task can be completed using IT tools and systems.	2.1	Describe factors which may affect the task, including: <ul style="list-style-type: none"> <li>• legal or local guidelines</li> <li>• constraints</li> <li>• limitations of resources available</li> </ul>
3.	Be able to use IT tools and systems to complete an identified task	3.1	Demonstrate use of selected IT tools and systems to complete
		3.2	Adapt and change approach to using IT tools and systems as the task progresses
		3.3	Carry out checks to confirm that changes to approach have had the intended effect.
4.	Be able to review approach to using IT tools and systems	4.1	Review outcomes of the identified task against original aims and objectives, including positives and negatives of final work product
		4.2	Describe how to test that the work product is fit for purpose

		4.3	Describe how the chosen IT tools and systems have contributed to meeting the aims of the identified task
		4.4	Describe the appropriateness and fitness for purpose of the chosen IT tools and systems in relation to <ul style="list-style-type: none"> <li>• Productivity</li> <li>• Efficiency</li> </ul>
			Identify benefits and disadvantages of the chosen IT tools and systems for: <ul style="list-style-type: none"> <li>• Productivity</li> <li>• Efficiency</li> </ul>
5.	Be able to adapt their approach as a result of their experiences using IT tools and systems to complete a task	5.1	Identify ways that the final work product could be improved
		5.2	Describe ways to improve productivity and efficiency were the task to be performed again
		5.3	Describe how own efficiency and productivity could be improved when working with IT tools and systems
<p>Assessment requirements: N/A</p> <p>Assessment guidance: N/A</p> <p>Range: N/A</p>			

Title:		IT software fundamentals	
Unit reference number:		F/617/2428	
Level:		2	
Credit value:		3	
Guided learning hours:		20	
Learning outcomes		Assessment criteria	
The learner will:		The learner can:	
1.	Select and use appropriate software applications to meet needs and solve problems	1.1	Describe what types of information are needed
		1.2	Select and use software applications to develop, produce and present different types of information to meet needs and solve problems
2.	Enter, develop, combine and format different types of information to suit its meaning and purpose	2.1	Enter, organise, refine and format different types of information, applying editing techniques to meet needs
		2.2	Use appropriate techniques to combine image and text components
		2.3	Combine information of different forms or from different sources
		2.4	Select and use appropriate page layout to present information effectively
3.	Present information in ways that are fit for purpose and audience	3.1	Work accurately and proof-read, using software facilities where appropriate
		3.2	Identify inconsistencies or quality issues with the presentation of information
		3.3	Produce information that is fit for purpose and audience using accepted layouts and conventions as appropriate
4.	Evaluate the selection and use of IT tools and facilities to present information	4.1	Review and modify work as it progresses to ensure the result is fit for purpose and audience and to inform future judgements
		4.2	Review the effectiveness of the IT tools selected to meet needs in order to improve future work
Assessment requirements: N/A			
Assessment guidance: N/A			
Range: N/A			

Title:		IT security for users	
Unit reference number:		H/617/2423	
Level:		1	
Credit value:		1	
Guided learning hours:		10	
Learning outcomes		Assessment criteria	
The learner will:		The learner can:	
1.	Use appropriate methods to minimise security risks to IT systems and data	1.1	Identify security issues that may threaten system performance
		1.2	Take appropriate security precautions to protect IT systems and data
		1.3	Identify threats to information security associated with the widespread use of technology
		1.4	Take appropriate precautions to keep information secure
		1.5	Follow relevant guidelines and procedures for the secure use of IT
		1.6	Describe why it is important to backup data securely
		1.7	Ensure personal data is backed up to appropriate media
Assessment requirements: N/A			
Assessment guidance: N/A			
Range: N/A			

Title:		Presentation software	
Unit reference number:		J/617/2429	
Level:		2	
Credit value:		4	
Guided learning hours:		30	
Learning outcomes		Assessment criteria	
The learner will:		The learner can:	
1.	Input and combine text and other information within presentation slides	1.1	Identify what types of information are required for the presentation
		1.2	Enter text and other information using layouts appropriate to type of information
		1.3	Insert charts and tables into presentation slides
		1.4	Insert images, video or sound to enhance the presentation
		1.5	Identify any constraints which may affect the presentation
		1.6	Organise and combine information of different forms or from different sources for presentations
		1.7	Store and retrieve presentation files effectively, in line with local guidelines and conventions where available
2.	Use presentation software tools to structure, edit and format slide sequences	2.1	Identify what slide structure and themes to use
		2.2	Select, change and use appropriate templates for slides
		2.3	Select and use appropriate techniques to edit slides and presentations to meet needs
		2.4	Select and use appropriate techniques to format slides and presentations
		2.5	Identify what presentation effects to use to enhance the presentation
		2.6	Select and use animation and transition effects appropriately to enhance slide sequences
3.	Prepare slideshow for presentation	3.1	Describe how to present slides to meet needs and communicate effectively

		3.2	Prepare slideshow for presentation
		3.3	Check presentation meets needs, using IT tools and making corrections as necessary
		3.4	Identify and respond to any quality problems with presentations to ensure that presentations meet needs
<p>Assessment requirements: N/A</p> <p>Assessment guidance: N/A</p> <p>Range: N/A</p>			



Title:		Spreadsheet software	
Unit reference number:		A/617/2430	
Level:		2	
Credit value:		4	
Guided learning hours:		30	
Learning outcomes		Assessment criteria	
The learner will:		The learner can:	
1.	Use a spreadsheet to enter, edit and organise numerical and other data	1.1	Identify what numerical and other information is needed in the spreadsheet and how it should be structured
		1.2	Enter and edit numerical and other data accurately
		1.3	Combine and link data across worksheets
		1.4	Store and retrieve spreadsheet files effectively, in line with local guidelines and conventions where available
2.	Select and use appropriate formulas and data analysis tools to meet requirements	2.1	Identify which tools and techniques to use to analyse and manipulate data to meet requirements
		2.2	Select and use a range of appropriate functions and formulas to meet calculation requirements
		2.3	Use a range of tools and techniques to analyse and manipulate data to meet requirements
3.	Select and use tools and techniques to present and format spreadsheet information	3.1	Plan how to present and format spreadsheet information effectively to meet needs
		3.2	Select and use appropriate tools and techniques to format spreadsheet cells, rows, columns and worksheets
		3.3	Select and format an appropriate chart or graph type to display selected information
		3.4	Select and use appropriate page layout to present and print spreadsheet information
		3.5	Check information meets needs, using spreadsheet tools and making corrections as necessary
		3.6	Describe how to find errors in spreadsheet formulas

		3.7	Respond appropriately to any problems with spreadsheets
Assessment requirements: N/A			
Assessment guidance: N/A			
Range: N/A			



Title:		Using Email	
Unit reference number:		J/502/4299	
Level:		1	
Credit value:		2	
Guided learning hours:		15	
Learning outcomes The learner will:		Assessment criteria The learner can:	
1.	Use e-mail software tools and techniques to compose and send messages	1.1	Use software tools to compose and format e-mail messages
		1.2	Attach files to e-mail messages
		1.3	Send e-mail messages
		1.4	Identify how to stay safe and respect others when using e-mail
		1.5	Use an address book to store and retrieve contact information
2.	Manage incoming email effectively	2.1	Follow guidelines and procedures for using e-mail
		2.2	Identify when and how to respond to e-mail messages
		2.3	Read and respond to e-mail messages appropriately
		2.4	Identify what messages to delete and when to do so
		2.5	Organise and store e-mail messages
		2.6	Respond appropriately to common e-mail problems
Assessment requirements: N/A			
Assessment guidance: N/A			
Range: N/A			

Title:		Using the Internet	
Unit reference number:		T/502/4296	
Level:		1	
Credit value:		3	
Guided learning hours:		20	
Learning outcomes The learner will:		Assessment criteria The learner can:	
1.	Connect to the internet	1.1	Identify different types of connection methods that can be used to access the Internet
		1.2	Access the Internet or intranet
2.	Use browser software to navigate web pages	2.1	Use browser tools to navigate webpages
		2.2	Identify when to change browser settings to aid navigation
		2.3	Adjust browser settings to meet needs
		2.4	Use browser help facilities
3.	Use browser tools to search for information from the internet	3.1	Select and use appropriate search techniques to locate information
		3.2	Outline how information meets requirements
		3.3	Use references to make it easier to find information another time
		3.4	Download and save different types of information from the Internet
4.	Use browser software to communicate information online	4.1	Select and use tools and techniques to communicate information online
		4.2	Use browser tools to share information sources with others
		4.3	Submit information online using forms or interactive sites
		4.4	Identify opportunities to post or publish material to websites
5.	Follow and understand the need for safety and security practices when working online	5.1	Identify the threats to user safety when working online
		5.2	Outline how to minimise internet security risks
		5.3	Work responsibly and take appropriate safety and security precautions when working online
		5.4	Keep personal information secure
		5.5	Follow relevant laws, guidelines and procedures for the use of the Internet

Assessment requirements: N/A

Assessment guidance: N/A

Range: N/A



Title:		Using Mobile IT Devices	
Unit reference number:		H/502/4374	
Level:		1	
Credit value:		2	
Guided learning hours:		15	
Learning outcomes The learner will:		Assessment criteria The learner can:	
1.	Set up the mobile device to meet needs	1.1	Set up the mobile device for use
		1.2	Use mobile device interface features effectively
		1.3	Identify when and how to adjust device settings
		1.4	Adjust device settings to meet needs
		1.5	Identify any specific health and safety issues associated with the use of mobile devices
		1.6	Follow guidelines and procedures for the use of mobile devices
2.	Use applications and files on the mobile device	2.1	Identify the different applications on the mobile device and what they can be used for
		2.2	Select and use applications and files on the mobile device for an appropriate purpose
		2.3	Input data accurately into a mobile device
		2.4	Organise, store and retrieve data on a mobile device
3.	Transfer data to and from the mobile device	3.1	Identify different types of secure connection methods that can be used between devices
		3.2	Transfer information to and from a mobile device
		3.3	Recognise copyright and other constraints on the use and transfer of information
		3.4	Identify why it is important to stay safe, keep information secure and to respect others when using a mobile device
		3.5	Keep information secure when using a mobile device
4.	Maintain the performance of the mobile device	4.1	Maintain the performance of the mobile device
		4.2	Use appropriate techniques to maintain the performance of the mobile device
		4.3	Identify common problems that occur with mobile devices and what causes them

		4.4	Identify when to try to solve a problem and where to get expert advice
		4.5	Use available resources to respond quickly and appropriately to common device problems
<p>Assessment requirements: N/A</p> <p>Assessment guidance: N/A</p> <p>Range: N/A</p>			



Title:		Word Processing Software	
Unit reference number:		R/502/4628	
Level:		2	
Credit value:		4	
Guided learning hours:		30	
Learning outcomes The learner will:		Assessment criteria The learner can:	
1.	Enter and combine text and other information accurately within word processing documents	1.1	Identify what types of information are needed in documents
		1.2	Use appropriate techniques to enter text and other information accurately and efficiently
		1.3	Select and use appropriate templates for different purposes
		1.4	Identify when and how to combine and merge information from other software or other documents
		1.5	Select and use a range of editing tools to amend document content
		1.6	Combine or merge information within a document from a range of sources
		1.7	Store and retrieve document and template files effectively, in line with local guidelines and conventions where available
2.	Create and modify layout and structures for word processing documents	2.1	Identify the document requirements for structure and style
		2.2	Identify what templates and styles are available and when to use them
		2.3	Create and modify columns, tables and forms to organise information
		2.4	Select and apply styles to text
3.	Use word processing software tools to format and present documents effectively to meet requirements	3.1	Identify how the document should be formatted to aid meaning
		3.2	Select and use appropriate techniques to format characters and paragraphs
		3.3	Select and use appropriate page and section layouts to present and print documents
		3.4	Describe any quality problems with documents
		3.5	Check documents meet needs, using IT tools and making corrections as necessary
		3.6	Respond appropriately to quality problems with documents so that outcomes meet needs

Assessment requirements: N/A

Assessment guidance: N/A

Range: N/A



Title:		Internet Safety for IT users	
Unit reference number:		H/502/9154	
Level:		1	
Credit value:		3	
Guided learning hours:		20	
Learning outcomes The learner will:		Assessment criteria The learner can:	
1.	Understand the risks that can exist when using the Internet.	1.1	Identify risks to user safety and privacy
		1.2	Identify risks to data security
		1.3	Identify risks to system performance and integrity
		1.4	Outline how to minimise internet risks
		1.5	Outline factors that affect the reliability of information on websites
2.	Know how to safeguard self and others when working online.	2.1	Take appropriate precautions to ensure own safety and privacy
		2.2	Protect personal information online
		2.3	Carry out checks on others' online identity
		2.4	Describe the forms and features of cyberbullying
		2.5	Identify when and how to report online safety issues
		2.6	Identify where to get online help and information on e-safety
3.	Take precautions to maintain data security.	3.1	Take appropriate precautions to maintain data security
		3.2	Take appropriate precautions to maintain system performance and integrity
		3.3	Use appropriate browser safety and security settings
		3.4	Use appropriate client software safety and security settings
4.	Follow legal constraints, guidelines and procedures which apply when working online.	4.1	Identify legal constraints on the uploading and downloading of software and other digital content
		4.2	Identify legal constraints on online behaviour
		4.3	Correctly observe guidelines and procedures for the safe use of the internet
Assessment requirements: N/A			
Assessment guidance: N/A			

Range: N/A



Title:		Data Management Software	
Unit reference number:		J/502/4559	
Level:		2	
Credit value:		3	
Guided learning hours:		20	
Learning outcomes The learner will:		Assessment criteria The learner can:	
1.	Enter, edit and maintain data records in a data management system	1.1	Describe the risks to data security and procedures used for data protection
		1.2	Enter data accurately into groups of records to meet requirements
		1.3	Locate and amend data associated with groups of records
		1.4	Check data records meet needs, using IT tools and making corrections as necessary
		1.5	Respond appropriately to data entry and other error messages
		1.6	Apply local and/or legal guidelines for the storage and use of data where available
2.	Retrieve and display data records to meet requirements	2.1	Identify what queries and reports need to be run to output the required information
		2.2	Select and use queries to search for and retrieve information to meet given requirements
		2.3	Create and view reports to output information from the system to meet given requirements
Assessment requirements: N/A			
Assessment guidance: N/A			
Range: N/A			

<b>Title:</b>		IT Communication Fundamentals	
<b>Unit reference number:</b>		D/502/4292	
<b>Level:</b>		2	
<b>Credit value:</b>		2	
<b>Guided learning hours:</b>		15	
<b>Learning outcomes</b> The learner will:		<b>Assessment criteria</b> The learner can:	
1.	<b>Select and use a variety of sources of information to meet needs</b>	1.1	Select and use appropriate sources of IT-based and other forms of information which match requirements
		1.2	Describe different features of information
		1.3	Recognise copyright and other constraints on the use of information
2.	<b>Access, search for, select and use Internet-based information and evaluate its fitness for purpose</b>	2.1	Access, navigate and search Internet sources of information purposefully and effectively
		2.2	Use appropriate search techniques to locate relevant information
		2.3	Use discrimination to select information that matches requirements and is fit for purpose
		2.4	Evaluate information to make sure it matches requirements and is fit for purpose
3.	<b>Select and use IT to communicate and exchange information safely, responsibly and effectively</b>	3.1	Create, access, read and respond appropriately to e-mail and other IT-based communication, including attachments, and adapt style to suit audience
		3.2	Use IT tools to manage an address book and schedule activities
		3.3	Manage storage of IT-based communications
		3.4	Describe how to respond to common IT-based communication problems
		3.5	Respond appropriately to common IT-based communication problems
Assessment requirements: N/A			
Assessment guidance: N/A			
Range: N/A			

Title:		Database Software	
Unit reference number:		M/502/4555	
Level:		2	
Credit value:		4	
Guided learning hours:		30	
Learning outcomes		Assessment criteria	
The learner will:		The learner can:	
1.	Create and modify non-relational database tables	1.1	Identify the components of a database design
		1.2	Describe the field characteristics for the data required
		1.3	Create and modify database tables using a range of field types
		1.4	Describe ways to maintain data integrity
		1.5	Respond appropriately to problems with database tables
		1.6	Use database tools and techniques to ensure data integrity is maintained
2.	Enter, edit and organise structured information in a database	2.1	Create forms to enter, edit and organise data in a database
		2.2	Select and use appropriate tools and techniques to format data entry forms
		2.3	Check data entry meets needs, using IT tools and making corrections as necessary
		2.4	Respond appropriately to data entry errors
3.	Use database software tools to run queries and produce reports	3.1	Create and run database queries using multiple criteria to display or amend selected data
		3.2	Plan and produce database reports from a single table non-relational database
		3.3	Select and use appropriate tools and techniques to format database reports
		3.4	Check reports meet needs, using IT tools and making corrections as necessary
Assessment requirements: N/A			
Assessment guidance: N/A			
Range: N/A			

<b>Title:</b>		Using Mobile IT Devices	
<b>Unit reference number:</b>		K/502/4375	
<b>Level:</b>		2	
<b>Credit value:</b>		2	
<b>Guided learning hours:</b>		15	
<b>Learning outcomes</b>		<b>Assessment criteria</b>	
The learner will:		The learner can:	
1.	<b>Set up and customise the mobile device to meet needs.</b>	1.1	Describe the purpose of the different features and drawbacks of the mobile device
		1.2	Describe different methods that can be used to access mobile networks
		1.3	Prepare, set up and configure the mobile device for use
		1.4	Select, use and customise interface features and settings to meet needs and improve efficiency
		1.5	Describe any specific health and safety issues associated with the use of mobile devices
		1.6	Apply guidelines and procedures for the use of mobile devices
2.	<b>Select and use applications and files on the mobile device.</b>	2.1	Select and use applications and files on the mobile device for an appropriate purpose
		2.2	Define file formats appropriate for mobile devices
		2.3	Use software or tools to prepare or convert files to an appropriate format for mobile devices
		2.4	Input data accurately into a mobile device
		2.5	Organise, store and retrieve data efficiently on a mobile device
3.	<b>Use tools and techniques to transfer data to and from mobile devices.</b>	3.1	Describe different types of secure connection methods that can be used between devices
		3.2	Describe software requirements and techniques to connect and synchronise devices
		3.3	Transfer information to and from mobile devices using secure connection procedures
		3.4	Synchronise mobile device data with source data
		3.5	Recognise copyright and other constraints on the use and transfer of information
		3.6	Explain why it is important to stay safe, keep information secure and to respect others when using mobile devices
		3.7	Keep information secure when using a mobile device

4.	Optimise the performance of mobile devices.	4.1	Describe the factors that can affect performance of the mobile device and how to make improvements
		4.2	Use appropriate techniques to optimise the performance of the mobile device
		4.3	Describe problems that may occur with mobile devices and what causes them
		4.4	Use an appropriate fault-finding procedure to identify and solve problems with the mobile device
		4.5	Describe when to try to solve a problem and where to get expert advice
<p>Assessment requirements: N/A</p> <p>Assessment guidance: N/A</p> <p>Range: N/A</p>			



<b>Title:</b>		Personal Information Management Software	
<b>Unit reference number:</b>		L/502/4370	
<b>Level:</b>		2	
<b>Credit value:</b>		2	
<b>Guided learning hours:</b>		15	
<b>Learning outcomes</b>		<b>Assessment criteria</b>	
The learner will:		The learner can:	
1.	Use calendars to schedule appointments and meetings	1.1	Create, edit and delete multiple calendar entries
		1.2	Arrange recurring appointments
		1.3	Invite others to meetings and monitor attendance
		1.4	Respond to meeting requests from others
		1.5	Create reminders for calendar appointments and events
		1.6	Locate, organise and display appointments and events as required
		1.7	Import and export calendar data
		1.8	Describe how to share calendars with other users
2.	Use a task list to prioritise activities	2.1	Create, edit and delete task information
		2.2	Organise and display tasks, setting targets for completion
		2.3	Monitor task progress and set reminders
		2.4	Report on task status and activity
		2.5	Use software features to work collaboratively on tasks with other users
3.	Use an address book to store, organise and retrieve contact information	3.1	Create, update and delete contact information
		3.2	Locate, organise and display contact information efficiently
		3.3	Create additional contact lists to separate work and leisure contacts
		3.4	Select and export contact details for use in other applications
		3.5	Create and modify a distribution list
		3.6	Share contact information with others responsibly
		3.7	Explain why it is important to use personal data responsibly and safely

		3.8	Describe why and how to keep contact information up to date
Assessment requirements: N/A			
Assessment guidance: N/A			
Range: N/A			



Title:		Set Up an IT System	
Unit reference number:		L/502/4210	
Level:		2	
Credit value:		4	
Guided learning hours:		30	
Learning outcomes The learner will:		Assessment criteria The learner can:	
1.	Select and connect up a personal computer safely with associated hardware and storage media to meet needs	1.1	Describe what IT system components, storage and peripheral devices are needed
		1.2	Describe any health and safety issues associated with setting up an IT system
		1.3	Describe the characteristics of IT systems that affect performance
		1.4	Select and connect up the components of an IT system safely, including any peripheral devices and storage media
2.	Select and connect an IT system to a communication service to meet needs	2.1	Select and connect communication hardware safely to an IT system
		2.2	Describe the factors that affect data transfer
		2.3	Select and connect to a communication service from an IT system
		2.4	Identify the login and password details needed to connect to an Internet Service Provider (ISP)
3.	Install and configure software for use	3.1	Configure the user interface to meet needs
		3.2	Describe what security precautions need to be addressed
		3.3	Set up and configure virus protection software
		3.4	Install and set up application software to meet needs
		3.5	Backup and restore system and data files
4.	Check that the IT system and communication service are working successfully	4.1	Identify what tests can be used to check the IT system and communications
		4.2	Select and run suitable tests to make sure that the system and communication service are working successfully
		4.3	Identify the help and troubleshooting facilities available to solve problems
		4.4	Respond to faults and error messages and use help and troubleshooting facilities to determine and take appropriate action

Assessment requirements: N/A

Assessment guidance: N/A

Range: N/A



Title:		Website Software	
Unit reference number:		R/502/4631	
Level:		2	
Credit value:		4	
Guided learning hours:		30	
Learning outcomes The learner will:		Assessment criteria The learner can:	
1.	Create structures and styles for websites	1.1	Describe what website content and layout will be needed for each page
		1.2	Plan and create web page templates to layout
		1.3	Select and use website features and structures to help the user navigate round web pages within the site
		1.4	Create, select and use styles to keep the appearance of web pages consistent and make them easy to understand
		1.5	Describe how copyright and other constraints may affect the website
		1.6	Describe what access issues may need to be taken into account
		1.7	Describe what file types to use for saving content
		1.8	Store and retrieve files effectively, in line with local guidelines and conventions where available
2.	Use website software tools to prepare content for websites	2.1	Prepare content for web pages so that it is ready for editing and formatting
		2.2	Organise and combine information needed for web pages including across different software
		2.3	Select and use appropriate editing and formatting techniques to aid both clarity and navigation
		2.4	Select and use appropriate development techniques to link information across pages
		2.5	Change the file formats appropriately for content
		2.6	Check web pages meet needs, using IT tools and making corrections as necessary
3.	Publish websites	3.1	Select and use appropriate testing methods to check that all elements of websites are working as planned
		3.2	Identify any quality problems with websites and how to respond to them
		3.3	Select and use an appropriate programme to upload and publish the website

		3.4	Respond appropriately to problems with multiple page websites
Assessment requirements: N/A			
Assessment guidance: N/A			
Range: N/A			

