Level 3 Diploma in IT User Skills

Qualification Specification

Contents

Introduction

The Level 3 Diploma in IT User Skills qualification are suitable for a wide range of learners and allow for flexibility and choice of units appropriate to the candidate's needs.

The awarding organisation for this qualification is ProQual Awarding Body and the regulatory body is the Office of Qualifications and Examinations Regulation (Ofqual). The specification for this qualification has been approved by the Welsh Government for use by centres in Wales and by the Council for the Curriculum Examinations and Assessment (CCEA) for use by centres in Northern Ireland.

The qualification has been accredited onto the Regulated Qualifications Framework (RQF).

Qualification Profile
Level 3 Diploma in IT User Skills

Qualification title	**ProQual Level 3 Diploma in IT User Skills**
Ofqual qualification number	601/3442/2
Level	3
Total qualification time	390 hours
Guided learning hours	280
Assessment	Pass or fail Internally assessed and verified by centre staff External quality assurance by ProQual verifiers
Qualification start date	1/7/2014
Qualification end date	

Entry Requirements

There are no formal entry requirements for this qualification.

Centres should carry out an **initial assessment** of candidate skills and knowledge to identify any gaps and help plan the assessment.

Qualification Structure

To achieve the qualification candidates must achieve a minimum of **39 credits**:
- **17 credits** must be achieved from the **Mandatory Units** in **Group A**; plus,
- a minimum of **22 credits** from the **Optional Units in Group B**

A minimum of 22 credits must be at level 3. Units with the same title at different levels are barred.

Group A Mandatory Units				
Unit Reference Number	**Unit Title**	**Unit Level**	**Credit Value**	**GLH**
L/502/4157	Improving Productivity Using IT	3	5	40
D/503/0500	Understanding the potential of IT	3	8	70
H/503/0501	Developing personal and team effectiveness using IT	3	4	30
Group B Optional Units – a minimum of 22 credits				
Unit Reference Number	**Unit Title**	**Unit Level**	**Credit Value**	**GLH**
K/502/4389	Audio Software	1	2	15
D/502/4390	Audio Software	2	3	20
H/502/4391	Audio Software	3	4	30
A/502/4395	Bespoke Software	1	2	15
F/502/4396	Bespoke Software	2	3	20
J/502/4397	Bespoke Software	3	4	30
F/502/4401	Computerised Accounting Software	1	2	15
J/502/4402	Computerised Accounting Software	2	3	20
L/502/4403	Computerised Accounting Software	3	5	35
D/502/4292	IT Communication Fundamentals	2	2	15
Y/502/4291	IT Communication Fundamentals	1	2	15
A/502/4378	Using Collaborative Technologies	1	3	20
F/502/4379	Using Collaborative Technologies	2	4	30
T/502/4380	Using Collaborative Technologies	3	6	45
H/502/4553	Database Software	1	3	20
M/502/4555	Database Software	2	4	30
T/502/4556	Database Software	3	6	45
F/502/4558	Data Management Software	1	2	15
J/502/4559	Data Management Software	2	3	20
A/502/4560	Data Management Software	3	4	30
Y/502/4565	Desktop Publishing Software	1	3	20
D/502/4566	Desktop Publishing Software	2	4	30
H/502/4567	Desktop Publishing Software	3	5	40

Group B Optional Units – a minimum of 22 credits				
Unit Reference Number	Unit Title	Unit Level	Credit Value	GLH
J/502/4609	Drawing and Planning Software	1	2	15
A/502/4610	Drawing and Planning Software	2	3	20
F/502/4611	Drawing and Planning Software	3	4	30
M/502/4572	Design Software	1	3	20
T/502/4573	Design Software	2	4	30
A/502/4574	Design Software	3	5	40
J/502/4299	Using Email	1	2	15
M/502/4300	Using Email	2	3	20
T/502/4301	Using Email	3	3	20
J/502/4612	Imaging Software	1	3	20
L/502/4613	Imaging Software	2	4	30
R/502/4614	Imaging Software	3	5	40
T/502/4296	Using the Internet	1	3	20
A/502/4297	Using the Internet	2	4	30
F/502/4298	Using the Internet	3	5	40
R/502/4256	IT Security for Users	1	1	10
Y/502/4257	IT Security for Users	2	2	15
D/502/4258	IT Security for Users	3	3	20
H/502/4374	Using Mobile IT Devices	1	2	15
K/502/4375	Using Mobile IT Devices	2	2	15
Y/502/4615	Multimedia Software	1	3	20
D/502/4616	Multimedia Software	2	4	30
H/502/4617	Multimedia Software	3	6	45
D/502/4244	Optimise IT System Performance	1	2	15
H/502/4245	Optimise IT System Performance	2	4	30
K/502/4246	Optimise IT System Performance	3	5	40
Y/502/4369	Personal Information Management Software	1	2	15
L/502/4370	Personal Information Management Software	2	2	15
K/502/4618	Project Management Software	1	3	20
M/502/4619	Project Management Software	2	4	30
H/502/4620	Project Management Software	3	5	40
K/502/4621	Presentation Software	1	3	20
M/502/4622	Presentation Software	2	4	30
T/502/4623	Presentation Software	3	6	45
H/502/9154	Internet Safety for IT users	1	3	20
L/502/4384	IT Software Fundamentals	1	3	20
R/502/4385	IT Software Fundamentals	2	3	20

Group B Optional Units – a minimum of 22 credits				
Unit Reference Number	Unit Title	Unit Level	Credit Value	GLH
Y/502/4209	Set Up an IT System	1	3	20
L/502/4210	Set Up an IT System	2	4	30
R/502/4211	Set Up an IT System	3	5	40
L/502/4398	Specialist Software	1	2	15
R/502/4399	Specialist Software	2	3	20
A/502/4400	Specialist Software	3	4	30
A/502/4624	Spreadsheet Software	1	3	20
F/502/4625	Spreadsheet Software	2	4	30
J/502/4626	Spreadsheet Software	3	6	45
J/502/4206	IT User Fundamentals	1	3	20
L/502/4207	IT User Fundamentals	2	3	20
L/502/4627	Word Processing Software	1	3	20
R/502/4628	Word Processing Software	2	4	30
Y/502/4629	Word Processing Software	3	6	45
L/502/4630	Website Software	1	3	20
R/502/4631	Website Software	2	4	30
Y/502/4632	Website Software	3	5	40

Centre Requirements

Centres must be approved to offer this qualification. If your centre is not approved please complete and submit form **ProQual Additional Qualification Approval Application**.

Staff
Staff delivering this qualification must be appropriately qualified and/or occupationally competent.

Assessors/Internal Quality Assurance
For each competence-based unit centres must be able to provide at least one assessor and one internal quality assurance verifier who are suitably qualified for the specific occupational area. Assessors and internal quality assurance verifiers for competence-based units or qualifications will normally need to hold appropriate assessor or verifier qualifications, such as:

- Award in Assessing Competence in the Work Environment
- Award in Assessing Vocationally Related Achievement
- Certificate in Assessing Vocational Achievement
- Award in the Internal Quality Assurance of Assessment Processes and Practices
- Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practices

Support for Candidates

Materials produced by centres to support candidates should:

- enable them to track their achievements as they progress through the learning outcomes and assessment criteria;
- provide information on where ProQual's policies and procedures can be viewed;
- provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence

Links to National Standards / NOS mapping

National Occupational Standards (NOS) are owned by a Sector Skills Council or Standard Setting Body and they describe the skills, knowledge and understanding needed to undertake a particular task or job at different levels of competence.

The structure and units of this qualification are based on NOS for IT users developed by e-Skills – the sector standards setting body for IT skills.

Assessment

Assessment is the process of measuring a candidate's skill, knowledge and understanding against the standards set in the qualification.

The qualification must be assessed by an appropriately experienced and qualified assessor.

Assessment methods for this qualification can be any of the following:

> Coursework, E-assessment, Multiple Choice Examination, Oral Examination, Portfolio of Evidence, Practical Demonstration/Assignment, Practical Examination

Centres should contact ProQual if they wish to use oral or practical examinations as the method of assessment, all such examinations must be approved by ProQual prior to their use.

Evidence can include:
- observation report by assessor
- assignments/projects/reports
- professional discussion
- witness testimony
- candidate product
- worksheets
- record of oral and written questioning
- Recognition of Prior Learning

Learning outcomes set out what a candidate is expected to know, understand or be able to do.

Assessment criteria specify the standard a candidate must meet to show the learning outcome has been achieved.

Learning outcomes and assessment criteria can be found from page 10.

Internal Quality Assurance

An internal quality assurance verifier confirms that assessment decisions made in centres are made by competent and qualified assessors, that they are the result of sound and fair assessment practice and that they are recorded accurately and appropriately.

Adjustments to Assessment

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual's Reasonable Adjustments Policy and Special Consideration Policy sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that ProQual provides for some of these arrangements.

Centres should contact ProQual for further information or queries about the contents of the policy.

Results Enquiries and Appeals

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

Certification

Candidates who achieve the required credits for qualifications will be awarded:

- A certificate listing all units achieved with their related credit value, and
- A certificate giving the full qualification title -

   ProQual Level 3 Diploma in IT User Skills

Claiming certificates

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the required number of credits for a qualification. All certificates will be issued to the centre for successful candidates.

Unit certificates

If a candidate does not achieve all of the units/credits required for a qualification, the centre may claim a unit certificate for the candidate which will list all of the units/credits achieved.

Replacement certificates

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement certificates.

Learning Outcomes and Assessment Criteria
Unit L/502/4157
Improving Productivity Using IT

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Plan, select and use appropriate IT systems and software for different purposes	1.1	Explain the purpose for using IT
		1.2	Analyse the methods, skills and resources required to complete the task successfully
		1.3	Analyse any factors that may affect the task
		1.4	Critically compare alternative methods to produce the intended outcome
		1.5	Develop plans for using IT for different tasks and purposes, including contingencies
		1.6	Select and use appropriate IT systems and software applications to produce effective outcomes
		1.7	Explain why different software applications could be chosen to suit different tasks, purposes and outcomes
		1.8	Explain any legal or local guidelines or constraints which apply to the task or activity
2	Evaluate the selection and use of IT tools to make sure that activities are successful	2.1	Critically compare the strengths and weaknesses of own and other people's final work
		2.2	Review ongoing use of IT tools and techniques and change the approach as needed
		2.3	Evaluate and test solutions to make sure they match requirements and are fit for purpose
		2.4	Be prepared to give feedback on other people's selection and use of IT tools
		2.5	Explain different ways to make further improvements to work

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
3	Devise solutions to improve the use of IT tools and systems for self and others	3.1	Evaluate the productivity and efficiency of IT systems and procedures used by self and others
		3.2	Research and advise on ways to improve productivity and efficiency
		3.3	Develop solutions that make a demonstrable improvement to the use of IT tools and systems
		3.4	Test solutions to make sure that they work as intended
		3.5	Recommend improvements to IT systems and procedures that increase productivity

Unit D/503/0500
Understanding the Potential of IT

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Understand how IT is transforming business and industry.	1.1	Explain the potential of IT to transform data management and business processes.
		1.2	Explain how environmental issues can affect the use of IT in business and industry.
		1.3	Evaluate how social and collaborative technologies are transforming business and industry
2	Understand the impact of the Internet and mobile communications on society and the individual.	2.1	Explain how technology is transforming personal and social communication and interaction.
		2.2	Describe the main barriers to take-up or adoption of digital technologies by individuals and groups.
		2.3	Describe measures to increase accessibility to digital information.
3	Understand how IT is used in an organisation.	3.1	Describe the movement and transfer of information in key technology-enabled business processes using appropriate IT tools to illustrate the information flow.
		3.2	Explain the principles of interaction between key components of the IT system (hardware, software and communications).
		3.3	Review how the use of bespoke and/or specialist systems contribute to organisational success.
4	Understand the effect of introducing new IT tools and systems in an organisation.	4.1	Evaluate key factors influencing the successful introduction of new IT tools and systems.
		4.2	Recommend a development in IT tools or systems for IT users highlighting the benefits, risks, opportunities and costs.

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
5	Understand the methods used to enhance IT security in an organisation.	5.1	Evaluate the main risks to IT security.
		5.2	Evaluate the control measures in place to maximise personal and data protection.
		5.3	Explain how organisations are using innovative systems and software to help improve cyber security.

Unit H/503/0501
Developing Personal and Team Effectiveness Using IT

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Understand how IT can support personal development.	1.1 Describe how IT tools and resources can support own learning and development.
	1.2 Explain how IT tools and systems can be used to support personal performance improvement.
2 Use IT to support personal development.	2.1 Implement IT tools and systems to support personal performance and time management.
	2.2 Develop and implement an action plan to use IT to improve own working practice.
3 Understand how IT can support the development of team effectiveness.	3.1 Describe the roles and responsibilities of team members.
	3.2 Explain how IT tools and systems can be used to enhance effective team communications and collaboration.
	3.3 Compare ways that IT can be used to overcome obstacles to effective teamwork.
4 Work as a member of a team to achieve defined goals and implement agreed plans.	4.1 Assess contribution of own use of IT to team activities.
	4.2 Provide feedback to others on their use of IT in a constructive and considerate manner.
	4.3 Review feedback from others on own performance and adapt behaviour where appropriate.
	4.4 Assist others to use new IT tools and systems.

Unit K/502/4389
Audio Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Use audio hardware and software to capture sequences	1.1	Identify the input device and associated software to use
		1.2	Use input devices and built-in audio software to record information to meet needs
		1.3	Identify the file format used by the input device
		1.4	Store and retrieve sequences using pre-set file formats, in line with local guidelines and conventions where available
2	Use audio software tools to combine and edit sequences	2.1	Identify the audio editing software to use for the file format
		2.2	Cut and paste short sequences to meet needs
		2.3	Combine information of different forms or from different sources, in line with any copyright constraints
		2.4	Identify copyright constraints on using others' information
3	Play and present audio sequences	3.1	Identify appropriate playback software to use for the sequence
		3.2	Identify the display device to use for the sequence
		3.3	Select and use appropriate combination of software and display device to playback audio sequences
		3.4	Adjust playback and display settings so that sequences are presented to meet needs

Unit D/502/4390
Audio Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Use audio hardware and software to capture sequences	1.1	Identify the combination of input device and audio software to use to capture information, to avoid any compatibility issues
		1.2	Select and use an appropriate combination of input device and audio software to record sequences
		1.3	Describe the impact file size and file format will have on saving sequences
		1.4	Identify when to use different types of information coding and compression
		1.5	Store and retrieve sequences using appropriate file formats and compression, in line with local guidelines and conventions where available
2	Use audio software tools and techniques to combine and edit sequences	2.1	Identify the sequences to add, keep and remove
		2.2	Select and use appropriate audio software tools to mark-up and edit sequences
		2.3	Organise and combine information for sequences in line with any copyright constraints, including across different software
		2.4	Describe how copyright constraints affect use of own and others' information
3	Play and present audio sequences	3.1	Describe the features and constraints of playback software and display devices
		3.2	Select and use an appropriate combination of audio playback software and display device to suit the file format
		3.3	Identify the settings which could be adjusted to improve the quality of presentations
		3.4	Adjust playback and display settings to enhance the quality of the presentation

Unit H/502/4391
Audio Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Use audio hardware and software to capture sequences	1.1	Determine the content needed for sequences, and when to originate it
		1.2	Explain any compatibility issues between combinations of input device and audio software
		1.3	Select and use an appropriate combination of input device and audio software to optimise the recording of information
		1.4	Select and use an appropriate combination of hardware and software to originate and develop new content for sequences
		1.5	Analyse and explain the impact file size and file format will have, including when to use information coding and compression
		1.6	Store and retrieve sequences using appropriate file formats and compression, in line with local guidelines and conventions where available
2	Use audio software tools and techniques to edit sequences	2.1	Select and use appropriate audio software tools and techniques to mark-up and edit sequences to achieve required effects
		2.2	Provide guidance on how copyright constraints affect use of own and others' information
		2.3	Organise, combine and link information for sequences in line with any copyright constraints, including across different software
3	Play and present audio sequences	3.1	Explain the features and constraints of playback software and devices as appropriate for different purposes
		3.2	Select and use an appropriate combination of audio playback software and devices to suit the file format

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
	3.3 Present sequences effectively by exploiting the features and settings of the playback software and devices to maximise quality and meet needs
	3.4 Evaluate the quality of sequences and explain how to respond to quality issues and problems

Unit A/502/4395
Bespoke Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Input, organise and combine information using bespoke software	1.1	Input relevant information accurately into existing templates and/or files so that it is ready for processing
		1.2	Organise and combine information of different forms or from different sources
		1.3	Follow local and/or legal guidelines for the storage and use of data, where available
		1.4	Respond appropriately to data entry error messages
2	Use tools and techniques to edit, process, format and present information	2.1	Use appropriate tools and techniques to edit, process and format information
		2.2	Check information meets needs, using IT tools and making corrections as appropriate
		2.3	Use appropriate presentation methods and accepted layouts

Unit F/502/4396
Bespoke Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Input and combine information using bespoke applications	1.1	Input relevant information accurately so that it is ready for processing
		1.2	Select and use appropriate techniques to link and combine information of different forms or from different sources within the software
		1.3	Respond appropriately to data entry error messages
2	Use appropriate structures to organise and retrieve information efficiently	2.1	Describe what functions to apply to structure and layout information effectively
		2.2	Select and use appropriate structures and/or layouts to organise information
		2.3	Apply local and/or legal guidelines and conventions for the storage and use of data, where available
3	Use the functions of the software effectively to process and present information	3.1	Select and use appropriate tools and techniques to edit, process and format information
		3.2	Check information meets needs, using IT tools and making corrections as necessary
		3.3	Select and use appropriate methods to present information

Unit J/502/4397
Bespoke Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Input and combine information using bespoke software	1.1	Input relevant information accurately so that it is ready for processing
		1.2	Select and use appropriate techniques to link and combine information within the application and across different software applications
2	Create and modify appropriate structures to organise and retrieve information efficiently	2.1	Evaluate the use of software functions to structure, layout and style information
		2.2	Create, change and use appropriate structures and/or layouts to organise information efficiently
		2.3	Manage data files effectively, in line with local and/or legal guidelines and conventions for the storage and use of data, where available
3	Exploit the functions of the software effectively to process and present information	3.1	Select and use appropriate tools and techniques to edit, analyse and format information
		3.2	Check information meets needs, using IT tools and making corrections as necessary
		3.3	Identify and respond appropriately to quality problems to ensure that outcomes are fit for purpose and meet needs
		3.4	Select and use presentation methods to aid clarity and meaning

Unit F/502/4401
Computerised Accounting Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Access, enter and edit accounting information	1.1	Identify the sources and characteristics of accounting data
		1.2	Enter accounting data accurately into records to meet requirements
		1.3	Locate and display accounting data records to meet requirements
		1.4	Check data records meet needs using IT tools, making corrections as necessary
		1.5	Identify the risks to data security and procedures used for data protection
		1.6	Follow local and/or legal guidelines for the storage and use of data
2	Use tools and techniques to process business transactions	2.1	Use appropriate tools and techniques to process transactions
		2.2	Review the transaction process and identify any errors
		2.3	Respond appropriately to any transaction errors and problems
3	Produce accounting documents and summary reports to meet requirements	3.1	Identify what information is required and how to present it
		3.2	Generate accounting documents as required
		3.3	Generate management reports as required

Unit J/502/4402
Computerised Accounting Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Access, enter and edit accounting information	1.1	Describe the sources and characteristics of accounting data
		1.2	Set up and create new accounting data records accurately to meet requirements
		1.3	Locate and display accounting data records to meet requirements
		1.4	Check data records meet needs using IT tools, making corrections as necessary
		1.5	Respond appropriately to data entry error messages
		1.6	Describe the risks to data security and procedures used for data protection
		1.7	Apply local and/or legal guidelines for the storage and use of data
2	Select and use tools and techniques to process business transactions	2.1	Select and use appropriate tools and techniques to enter and process transactions
		2.2	Review transaction process and identify any errors
		2.3	Respond appropriately to any transactions errors and problems
		2.4	Select and use appropriate tools and techniques to process period end routines
3	Produce accounting documents and summary reports to meet requirements	3.1	Describe what information is required and how to present it
		3.2	Prepare and generate accounting documents
		3.3	Prepare and generate management reports as required

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	3.4	Import and export data and link to other systems and software

Unit L/502/4403
Computerised Accounting Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Access, enter and edit accounting information	1.1	Set up procedures for entry of accounting data accurately into records to meet requirements
		1.2	Explain how to code new entries
		1.3	Locate and display accounting data records to meet requirements
		1.4	Check data records meet needs using IT tools, making corrections as necessary
		1.5	Explain the risks to data security and procedures used for data protection
		1.6	Handle data files effectively, in line with local or legal guidelines and conventions for the storage and use of data, where available
		1.7	Interpret and respond appropriately to a range of data and application error messages
2	Process business transactions from source documents	2.1	Select and use appropriate tools and techniques to process transactions
		2.2	Use software tools to monitor accounts
		2.3	Respond appropriately to any transaction errors and problems
		2.4	Process period and year end routines
3	Develop and interpret management information reports	3.1	Explain what information is required and how to present it
		3.2	Generate and interpret management reports as required
		3.3	Customise and format accounting documents and reports according to requirements
		3.4	Import and export data and link to other systems

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
4	Set up a computerised accounting system ready for use	4.1	Install and update accounting software as required
		4.2	Configure accounting software for use
		4.3	Set up package parameters
		4.4	Set up initial account balances

Unit D/502/4292
IT Communication Fundamentals

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Select and use a variety of sources of information to meet needs	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	Access, search for, select and use Internet-based information and evaluate its fitness for purpose	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	Select and use IT to communicate and exchange information safely, responsibly and effectively	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

Unit Y/502/4291
IT Communication Fundamentals

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Use a variety of sources of information to meet needs	1.1	Use appropriate sources of IT-based and other forms of information to meet needs
		1.2	Identify different features of information
		1.3	Recognise copyright constraints on the use of information
2	Access, search for, select and use Internet-based information and assess its fitness for purpose	2.1	Access, navigate and search Internet sources of information purposefully and effectively
		2.2	Use appropriate search techniques to locate and select relevant information
		2.3	Outline how the information meets requirements and is fit for purpose
3	Select and use IT to communicate and exchange information	3.1	Create, access, read and respond appropriately to e-mail and other IT-based communication
		3.2	Use IT tools to maintain an address book and schedule activities

Unit A/502/4378
Using Collaborative Technologies

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Stay safe and secure when using collaborative technology	1.1	Follow guidelines for working with collaborative technology
		1.2	Identify risks in using collaborative technology and why it is important to avoid them
		1.3	Carry out straightforward checks on others' online identities and different types of information
		1.4	Identify when and how to report online safety and security issues
		1.5	Identify what methods are used to promote trust
2	Set up and access IT tools and devices for collaborative working	2.1	Set up IT tools and devices that will enable you to contribute to collaborative work
		2.2	Identify the purpose for using collaborative technologies and expected outcomes
		2.3	Identify which collaborative technology tools and devices to use for different communication media
		2.4	Identify what terms and conditions apply to using collaborative technologies
3	Prepare collaborative technologies for use	3.1	Use given details to access collaborative technologies needed for a collaborative task
		3.2	Adjust basic settings on collaborative technologies
		3.3	Change the environment of collaborative technologies
		3.4	Set up and use a data reader to feed information

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
		3.5	Identify what and why permissions are set to allow others to access information
4	Contribute to tasks using collaborative technologies	4.1	Contribute responsibly and actively to collaborative working A
		4.2	Contribute to producing and archiving the agreed outcome of collaborative working
		4.3	Identify when there is a problem with collaborative technologies and where to get help
		4.4	Respond to simple problems with collaborative technologies

Unit F/502/4379
Using Collaborative Technologies

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Stay safe and secure when working with collaborative technology	1.1 Take appropriate steps to avoid risks when working with collaborative technology, in line with relevant guidelines
	1.2 Explain what risks there may be in using collaborative technology and how to keep them to a minimum
	1.3 Use appropriate methods to promote trust when working collaboratively
	1.4 Carry out appropriate checks on others' online identities and different types of information
	1.5 Identify and respond to inappropriate content and behaviour
2 Plan and set up IT tools and devices for collaborative working	2.1 Describe the purposes for using collaborative technologies
	2.2 Describe what outcomes are needed from collaborative working and whether or not archiving is required
	2.3 Describe the roles, IT tools and facilities needed for collaborative tasks and communication media
	2.4 Describe the features, benefits and limitations of different collaborative technology tools and devices
	2.5 Describe the compatibility issues in different combinations of collaborative tools and devices
	2.6 Select an appropriate combination of IT tools and devices to carry out collaborative tasks
	2.7 Connect and configure the combination of IT tools and devices needed for a collaborative task
3 Prepare collaborative technologies for use	3.1 Describe what access rights and issues others may have in using collaborative technologies

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
		3.2	Assess what permissions are needed for different users and content
		3.3	Set up and use access rights to enable others to access information
		3.4	Set up and use permissions to filter information
		3.5	Adjust settings so that others can access IT tools and devices for collaborative working
		3.6	Select and use different elements to control environments for collaborative technologies
		3.7	Select and join networks and data feeds to manage data to suit collaborative tasks
4	Contribute to tasks using collaborative technologies	4.1	Describe rules of engagement for using collaborative technologies
		4.2	Enable others to contribute responsibly to collaborative tasks
		4.3	Present relevant and valuable information
		4.4	Moderate the use of collaborative technologies
		4.5	Archive the outcome of collaborative working
		4.6	Assess when there is a problem with collaborative technologies and when to get expert help
		4.7	Respond to problems with collaborative technologies

Unit T/502/4380
Using Collaborative Technologies

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Stay safe and secure when working with collaborative technology	1.1	Explain what and why guidelines need to be established for working with collaborative technology
		1.2	Develop and implement guidelines for good practice in working with collaborative technology
		1.3	Explain how to establish an identity or present information that will promote trust
		1.4	Develop and implement guidelines for checking the authenticity of identities and different types of information
		1.5	Analyse and plan for the risks in the use of collaborative technologies for different tasks
		1.6	Analyse and manage risks in the use of collaborative technologies
2	Plan and set up IT tools and devices for collaborative working	2.1	Explain the features, benefits and limitations of different collaborative IT tools and devices for work purposes and tasks
		2.2	Determine the IT tools and processes needed for archiving the outcomes of collaborative working
		2.3	Summarise ways to integrate different collaborative technology tools and devices for a range of purposes, tasks and communication media
		2.4	Explain potential access and compatibility issues with integrating different collaborative technology tools and devices
		2.5	Select, connect and configure combinations that exploit the capabilities and potential of collaborative tools and devices
		2.6	Resolve access and compatibility problems so that different collaborative tools and devices work successfully

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
3	Prepare collaborative technologies for use	3.1	Evaluate data management principles, issues and methods
		3.2	Manage levels of access and permissions for different purposes
		3.3	Select and integrate different elements across applications to create environments for collaborative technologies
		3.4	Set and adjust settings to facilitate use of collaborative technologies by others
		3.5	Manage data flow to benefit collaborative working
4	Manage tasks using collaborative technologies	4.1	Determine levels of responsibility for the use of collaborative technologies
		4.2	Facilitate others' responsible contributions to and engagement with collaborative technologies
		4.3	Manage the moderation of collaborative technologies
		4.4	Oversee the archiving of the outcomes of collaborative working
		4.5	Explain what problems can occur with collaborative technologies
		4.6	Respond to problems with collaborative technologies and be prepared to help others to do so

Unit H/502/4553
Database Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Enter, edit and organise structured information in a database	1.1	Identify the main components of a database
		1.2	Create a database table for a purpose using specified fields
		1.3	Enter structured data into records to meet requirements
		1.4	Locate and amend data records
		1.5	Respond appropriately to data entry error messages
		1.6	Check data meets needs, using IT tools and making corrections as necessary
2	Use database software tools to extract information and produce reports	2.1	Identify queries which meet information requirements
		2.2	Run simple database queries
		2.3	Identify reports which meet information requirements
		2.4	Generate and print pre-defined database reports

Unit M/502/4555
Database Software

Learning Outcome - The learner will:		Assessment Criterion - 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

Unit T/502/4556
Database Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Plan, create and modify relational database tables to meet requirements	1.1	Explain how a relational database design enables data to be organised and queried
		1.2	Plan and create multiple tables for data entry with appropriate fields and properties
		1.3	Set up and modify relationships between database tables
		1.4	Explain why and how 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	Design and create forms to access, 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 create, edit and run data queries and produce reports	3.1	Explain how to select, generate and output information from queries according to requirements
		3.2	Create and run database queries to display, amend or calculate selected data
		3.3	Plan and produce database reports from a multiple-table relational database

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	3.4	Select and use appropriate tools and techniques to format database reports
	3.5	Check reports meet needs, using IT tools and making corrections as necessary

Unit F/502/4558
Data Management Software

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Enter, edit and maintain data records in a data management system	1.1 Identify the security procedures used to protect data
	1.2 Enter data accurately into records to meet requirements
	1.3 Locate and amend individual data records
	1.4 Check data records meet needs, using IT tools and making corrections as necessary
	1.5 Respond appropriately to data entry error messages
	1.6 Follow 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 Search for and retrieve information using predefined methods to meet given requirements
	2.2 Identify which report to run to output the required information
	2.3 Select and view specified reports to output information to meet given requirements

Unit J/502/4559
Data Management Software

Learning Outcome - The learner will:		Assessment Criterion - 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

Unit A/502/4560
Data Management Software

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Enter, edit and maintain data records in a data management system	1.1 Discuss when and how to change or create a new data entry form
	1.2 Enter data accurately into records to meet requirements
	1.3 Configure characteristics of groups of records
	1.4 Discuss and explain how to locate and amend data records
	1.5 Check data records meet needs, using IT tools and making corrections as necessary
	1.6 Interpret and respond appropriately to a range of data and application error messages
	1.7 Evaluate and explain the risks to data security and procedures used for data protection
	1.8 Manage data files effectively, in line with 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 Determine and explain what queries and reports need to be run to output the required information
	2.2 Create and use queries to search for and retrieve information from the system
	2.3 Create, define and set up reports to output information to meet requirements
	2.4 Use the file handling techniques of the software to import and export data
	2.5 Use available techniques to combine and link data

Unit Y/502/4565
Desktop Publishing Software

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Select and use appropriate designs and page layouts for publications	1.1 Identify what types of information are needed
	1.2 Identify what page design and layout will be required
	1.3 Select and use an appropriate page design and layout for publications in line with local guidelines, where relevant
	1.4 Select and use appropriate media for the publication
2 Input and combine text and other information within publications	2.1 Input information into publications so that it is ready for editing and formatting
	2.2 Identify copyright constraints on using others' information
	2.3 Organise and combine information of different types or from different sources in line with any copyright constraints
	2.4 Store and retrieve publication files effectively, in line with local guidelines and conventions where available
3 Use desktop publishing software techniques to edit and format publications	3.1 Identify what editing and formatting to use for the publication
	3.2 Select and use appropriate techniques to edit publications and format text
	3.3 Manipulate images and graphic elements accurately
	3.4 Control text flow within single and multiple columns and pages
	3.5 Check publications meet needs, using IT tools and making corrections as necessary

Unit D/502/4566
Desktop Publishing Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Select and use appropriate designs and page layouts for publications	1.1	Describe what types of information are needed
		1.2	Describe how to change page design and layout to increase effectiveness of a publication
		1.3	Select, change and use an appropriate page design and layout for publications in line with local guidelines, where relevant
		1.4	Select and use appropriate media for the publication
2	Input and combine text and other information within publications	2.1	Find and input information into a publication so that it is ready for editing and formatting
		2.2	Organise and combine information for publications in line with any copyright constraints, including importing information produced using other software
		2.3	Describe how copyright constraints affect use of own and others' information
		2.4	Describe which file format to use for saving designs and images
		2.5	Store and retrieve publication files effectively, in line with local guidelines and conventions where available
3	Use desktop publishing software techniques to edit and format publications	3.1	Identify what editing and formatting to use for the publication
		3.2	Select and use appropriate techniques to edit publications and format text
		3.3	Manipulate images and graphic elements accurately
		3.4	Control text flow within single and multiple columns and pages

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
	3.5 Check publications meet needs, using IT tools and making corrections as necessary
	3.6 Identify and respond to quality problems with publications to make sure they meet needs

Unit H/502/4567
Desktop Publishing Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Select and use appropriate designs and page layouts for publications	1.1	Explain what types of information are needed
		1.2	Explain when and how to change page design and layout to increase effectiveness of a publication
		1.3	Select, change, define, create and use appropriate page design and layout for publications in line with local guidelines, where relevant
		1.4	Select and use appropriate media for the publication
2	Input and combine text and other information within publications	2.1	Find and input information into a publication so that it is ready for editing and formatting
		2.2	Organise and combine information for publications in line with any copyright constraints, including importing information produced using other software
		2.3	Provide guidance on how copyright constraints affect use of own and others' information
		2.4	Explain which file format to use for saving designs and images
		2.5	Store and retrieve publication files effectively, in line with local guidelines and conventions where available
3	Use desktop publishing software techniques to edit and format publications	3.1	Determine and discuss what styles, colours, font schemes, editing and formatting to use for the publication
		3.2	Create styles, colours and font schemes to meet needs
		3.3	Select and use appropriate techniques to edit publications and format text
		3.4	Manipulate images and graphic elements accurately

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	3.5	Control text flow within single and multiple columns and pages
	3.6	Check publications meet needs, using IT tools and making corrections as necessary
	3.7	Identify and respond appropriately to quality problems with publications to ensure that outcomes are fit for purpose and meet needs

Unit J/502/4609
Drawing and Planning Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Input, organise and combine information for drawings or plans	1.1	Identify what types of 2D shapes and other elements will be needed
		1.2	Identify which template or blank document to use
		1.3	Select the appropriate shapes, from those available, to meet needs
		1.4	Input the relevant shapes and other elements into existing templates or blank documents so that they are ready for editing and formatting
		1.5	Identify what copyright constraints apply to the use of shapes or other elements
		1.6	Combine information of different types or from different sources for drawings and plans
		1.7	Store and retrieve drawing files effectively, in line with local guidelines and conventions where available
2	Use tools and techniques to edit, manipulate, format and present drawings or plans	2.1	Identify what drafting guides to use so that the shapes and other elements are appropriately prepared
		2.2	Use appropriate software tools to manipulate and edit shapes and other elements
		2.3	Select and use appropriate software tools to format shapes and other elements
		2.4	Check drawings and plans meet needs, using IT tools and making corrections as necessary
		2.5	Use appropriate presentation methods and accepted page layouts

Unit A/502/4610
Drawing and Planning Software

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Input, organise and combine information for drawings or plans	1.1 Identify what types of shapes and other elements will be needed
	1.2 Review templates and describe how they need to be changed to meet needs
	1.3 Select, input and use the appropriate shapes to meet needs, including importing shapes from other sources
	1.4 Select, adapt and use appropriate templates or blank documents
	1.5 Identify what copyright constraints apply to the use of shapes or other elements
	1.6 Combine information for drawings or plans including importing information produced using other software
	1.7 Store and retrieve drawing files effectively, in line with local guidelines and conventions where available
2 Use tools and techniques to edit, manipulate, format and present drawings or plans	2.1 Identify what drafting guides to use so that the shapes and other elements are appropriately prepared
	2.2 Select and use appropriate software tools to manipulate and edit shapes and other elements with precision
	2.3 Select and use appropriate software tools to format shapes and other elements, including applying styles and colour schemes
	2.4 Check drawings or plans meet needs, using IT tools and making corrections as necessary
	2.5 Identify and respond to any quality problems with drawings or plans to make sure they meet needs

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
	2.6 Select and use appropriate presentation methods and accepted page layouts

Unit F/502/4611
Drawing and Planning Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Input, organise and combine information for drawings or plans	1.1	Identify what types of shapes and other elements will be needed
		1.2	Evaluate templates and explain why and how they need to be changed to meet needs
		1.3	Select, adapt, create and use the appropriate shapes to meet needs, including shapes imported from other sources
		1.4	Select, adapt, define and create appropriate templates and styles to meet needs
		1.5	Provide guidance on what copyright constraints apply to the use of own and others' shapes or other elements
		1.6	Combine information for drawings or plans including exporting outcomes to other software
		1.7	Store and retrieve drawing files effectively, in line with local guidelines and conventions where available
2	Use tools and techniques to edit, manipulate, format and present drawings or plans	2.1	Explain what drafting guides to use so that the shapes and other elements are appropriately prepared
		2.2	Select and use appropriate software tools to manipulate and edit shapes and other elements with precision
		2.3	Select and use appropriate software tools to format shapes and other elements, including applying styles and colour schemes
		2.4	Check drawings or plans meet needs, using IT tools and making corrections as necessary
		2.5	Identify and respond to quality problems with drawings or plans to make sure they are fit for purpose and meet needs

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
	2.6 Explain what context the drawings and plans will be used in and how this will affect how they are presented
	2.7 Select and use appropriate presentation methods and accepted page layouts

Unit M/502/4572
Design Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Obtain, insert and combine information for designs	1.1	Identify what designs are needed
		1.2	Obtain, input and prepare designs to meet needs
		1.3	Identify what generic copyright and other constraints apply to the use of designs
		1.4	Combine information of different types or from different sources for designs
		1.5	Identify the context in which the designs will be used
		1.6	Identify which file format to use for saving and exchanging designs
		1.7	Store and retrieve files effectively, in line with local guidelines and conventions where available
2	Use design software tools to create, manipulate and edit designs	2.1	Use suitable tools and techniques to create designs
		2.2	Use appropriate tools and techniques to manipulate and edit designs
		2.3	Check designs meet needs, using IT tools and making corrections as necessary

Unit T/502/4573
Design Software

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
1 Obtain, insert and combine information for designs	1.1	Describe what designs are needed
	1.2	Obtain, input and prepare designs to meet needs
	1.3	Describe what copyright and other constraints apply to the use of designs
	1.4	Use appropriate techniques to organise and combine information of different types or from different sources
	1.5	Describe the context in which the designs will be used
	1.6	Describe what file format to use for saving designs to suit different presentation methods
	1.7	Store and retrieve files effectively, in line with local guidelines and conventions where available
2 Use design software tools to create, manipulate and edit designs	2.1	Identify what technical factors affecting designs need to be taken into account and how to do so
	2.2	Select and use suitable techniques to create designs
	2.3	Use guide lines and dimensioning tools appropriately to enhance precision
	2.4	Select and use appropriate tools and techniques to manipulate and edit for designs
	2.5	Check designs meet needs, using IT tools and making corrections as necessary
	2.6	Identify and respond to quality problems with designs to make sure that they meet needs

Unit A/502/4574
Design Software

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Obtain, insert and combine information for designs	1.1 Explain what designs are needed
	1.2 Explain how the context affects the way designs should be prepared
	1.3 Provide guidance on what and how any copyright or other constraints may apply to the use of own and others' designs
	1.4 Obtain, insert and prepare designs
	1.5 Explain how file format affects design quality, format and size and how to choose appropriate formats for saving designs
	1.6 Use appropriate techniques to organise and combine information of different types or from different sources
	1.7 Store and retrieve files effectively, in line with guidelines and conventions where available
2 Use design software tools to create, manipulate and edit designs	2.1 Explain what technical factors affecting designs needs to be taken into account and how to do so
	2.2 Select and use suitable tools and techniques efficiently to create designs
	2.3 Use guide lines and dimensioning tools appropriately to enhance precision
	2.4 Select and use appropriate tools and technqiues to manipulate and edit designs
	2.5 Check designs meet needs, using IT tools and making corrections as necessary
	2.6 Identify and respond appropriately to quality problems to ensure that outcomes are fit for purpose and meet needs

Unit J/502/4299
Using Email

Learning Outcome - The learner will:		Assessment Criterion - 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

Unit M/502/4300
Using Email

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Use e-mail software tools and techniques to compose and send messages	1.1	Select and use software tools to compose and format e-mail messages, including attachments
		1.2	Determine the message size and how it can be reduced
		1.3	Send e-mail messages to individuals and groups
		1.4	Describe how to stay safe and respect others when using e-mail
		1.5	Use an address book to organise contact information
2	Manage incoming e-mail effectively	2.1	Follow guidelines and procedures for using e-mail
		2.2	Read and respond to e-mail messages appropriately
		2.3	Use email software tools and techniques to automate responses
		2.4	Describe how to archive e-mail messages, including attachments
		2.5	Organise, store and archive e-mail messages effectively
		2.6	Respond appropriately to e-mail problems

Unit T/502/4301
Using Email

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Use e-mail software tools and techniques to compose and send messages	1.1	Select and use software tools to compose and format e-mail messages, including attachments
		1.2	Explain methods to improve message transmission
		1.3	Send e-mail messages to individuals and groups
		1.4	Explain why and how to stay safe and respect others when using e-mail
		1.5	Use an address book to manage contact information
2	Manage use of e-mail software effectively	2.1	Develop and communicate guidelines and procedures for using e-mail effectively
		2.2	Read and respond appropriately to e-mail messages and attachments
		2.3	Use email software tools and techniques to automate responses
		2.4	Explain why, how and when to archive messages
		2.5	Organise, store and archive e-mail messages effectively
		2.6	Customise e-mail software to make it easier to use
		2.7	Explain how to minimise e-mail problems
		2.8	Respond appropriately to email problems

Unit J/502/4612
Imaging Software

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Obtain, insert and combine information for images	1.1 Identify what images are needed
	1.2 Obtain, input and prepare images to meet needs
	1.3 Identify what generic copyright and other constraints apply to the use of images
	1.4 Combine information of different types or from different sources for images
	1.5 Identify the context in which the images will be used
	1.6 Identify which file format to use for saving and exchanging images
	1.7 Store and retrieve files effectively, in line with local guidelines and conventions where available
2 Use imaging software tools to create, manipulate and edit images	2.1 Use suitable tools and techniques to create images
	2.2 Use appropriate tools and techniques to manipulate and edit images
	2.3 Check images meet needs, using IT tools and making corrections as necessary

Unit L/502/4613
Imaging Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Obtain, insert and combine information for images	1.1	Describe what images are needed
		1.2	Obtain, input and prepare images to meet needs
		1.3	Describe what copyright and other constraints apply to the use of images
		1.4	Use appropriate techniques to organise and combine information of different types or from different sources
		1.5	Describe the context in which the images will be used
		1.6	Describe what file format to use for saving images to suit different presentation methods
		1.7	Store and retrieve files effectively, in line with local guidelines and conventions where available
2	Use imaging software tools to create, manipulate and edit images	2.1	Identify what technical factors affecting images need to be taken into account and how to do so
		2.2	Select and use suitable techniques to create images
		2.3	Use guide lines and dimensioning tools appropriately to enhance precision
		2.4	Select and use appropriate tools and techniques to manipulate and edit images
		2.5	Check images meet needs, using IT tools and making corrections as necessary
		2.6	Identify and respond to quality problems with images to make sure that they meet needs

Unit R/502/4614
Imaging Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Obtain, insert and combine information for images	1.1	Explain what images are needed
		1.2	Explain how the context affects the way images should be prepared
		1.3	Provide guidance on what and how any copyright or other constraints may apply to the use of own and others' images
		1.4	Obtain, insert and prepare images
		1.5	Explain how file format affects image quality, format and size and how to choose appropriate formats for savings images
		1.6	Use appropriate techniques to organise and combine information of different types or from different sources
		1.7	Store and retrieve files effectively, in line with guidelines and conventions where available
2	Use imaging software tools to create, manipulate and edit images	2.1	Explain what technical factors affecting images need to be taken into account and how to do so
		2.2	Select and use suitable tools and techniques efficiently to create images
		2.3	Use guide lines and dimensioning tools appropriately to enhance precision
		2.4	Select and use appropriate tools and techniques to manipulate and edit images
		2.5	Check images meet needs, using IT tools and making corrections as necessary
		2.6	Identify and respond appropriately to quality problems to ensure that images are fit for purpose and meet needs

Unit T/502/4296
Using the Internet

Learning Outcome - The learner will:		Assessment Criterion - 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

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
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

Unit A/502/4297
Using the Internet

Learning Outcome - The learner will:		Assessment Criterion - 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	Identify the benefits and drawbacks of the connection method used
		1.3	Get online with an Internet connection
		1.4	Use help facilities to solve Internet connection problems
2	Use browser software to navigate webpages effectively	2.1	Select and use browser tools to navigate webpages
		2.2	Identify when to change settings to aid navigation
		2.3	Adjust browser settings to optimise performance and meet needs
		2.4	Identify ways to improve the performance of a browser
3	Use browser tools to search for information from the Internet	3.1	Select and use appropriate search techniques to locate information efficiently
		3.2	Describe how well information meets requirements
		3.3	Manage and use references to make it easier to find information another time
		3.4	Download, organise and store different types of information from the Internet
4	Use browser software to communicate information online	4.1	Identify opportunities to create, post or publish material to websites
		4.2	Select and use appropriate tools and techniques to communicate information online

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
		4.3	Use browser tools to share information sources with others
		4.4	Submit information online
5	Understand the need for safety and security practices when working online	5.1	Describe the threats to system performance when working online
		5.2	Work responsibly and take appropriate safety and security precautions when working online
		5.3	Describe the threats to information security when working online
		5.4	Manage personal access to online sources securely
		5.5	Describe the threats to user safety when working online
		5.6	Describe how to minimise internet security risks
		5.7	Apply laws, guidelines and procedures for safe and secure Internet use
		5.8	Explain the importance of the relevant laws affecting Internet users

Unit F/502/4298
Using the Internet

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Select and set up an appropriate connection to access the Internet	1.1	Identify different types of connection methods that can be used to access the Internet
		1.2	Explain the benefits and drawbacks of different connection methods
		1.3	Analyse the issues affecting different groups of users
		1.4	Select and set up an Internet connection using an appropriate combination of hardware and software
		1.5	Recommend a connection method for Internet access to meet identified needs
		1.6	Diagnose and solve Internet connection problems
2	Set up and use browser software to navigate webpages	2.1	Select and use browser tools to navigate webpages effectively
		2.2	Explain when to change browser settings to aid navigation
		2.3	Adjust and monitor browser settings to maintain and improve performance
		2.4	Explain when and how to improve browser performance
		2.5	Customise browser software to make it easier to use
3	Use browser tools to search effectively and efficiently for information from the Internet	3.1	Select and use appropriate search techniques to locate information efficiently
		3.2	Evaluate how well information meets requirements

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
		3.3	Manage and use references to make it easier to find information another time
		3.4	Download, organise and store different types of information from the Internet
4	Use browser software to communicate information online	4.1	Identify and analyse opportunities to create, post or publish material to websites
		4.2	Select and use appropriate tools and techniques to communicate information online
		4.3	Share and submit information online using appropriate language and moderate content from others
5	Develop and apply appropriate safety and security practices and procedures when working online	5.1	Explain the threats to system performance when working online
		5.2	Work responsibly and take appropriate safety and security precautions when working online
		5.3	Explain the threats to information security and integrity when working online
		5.4	Keep information secure and manage user access to online sources securely
		5.5	Explain the threats to user safety when working online
		5.6	Explain how to minimise internet security risks
		5.7	Develop and promote laws, guidelines and procedures for safe and secure use of the Internet

Unit R/502/4256
IT Security for Users

Learning Outcome - The learner will:		Assessment Criterion - 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

Unit Y/502/4257
IT Security for Users

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Select and use appropriate methods to minimise security risk to IT systems and data	1.1	Describe the security issues that may threaten system performance
		1.2	Apply a range of security precautions to protect IT systems and data
		1.3	Describe the threats to system and information security and integrity
		1.4	Keep information secure and manage personal access to information sources securely
		1.5	Describe ways to protect hardware, software and data and minimise security risk
		1.6	Apply guidelines and procedures for the secure use of IT
		1.7	Describe why it is important to backup data and how to do so securely
		1.8	Select and use effective backup procedures for systems and data

Unit D/502/4258
IT Security for Users

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Select, use and develop appropriate procedures to monitor and minimise security risk to IT systems and data	1.1	Evaluate the security issues that may threaten system performance
		1.2	Select, use and evaluate a range of security precautions to protect IT systems and monitor security
		1.3	Evaluate the threats to system and information security and integrity
		1.4	Manage access to information sources securely to maintain confidentiality, integrity and availability of information
		1.5	Explain why and how to minimise security risks to hardware, software and data for different users
		1.6	Apply, maintain and develop guidelines and procedures for the secure use of IT
		1.7	Select and use effective backup and archiving procedures for systems and data

Unit H/502/4374
Using Mobile IT Devices

Learning Outcome - The learner will:		Assessment Criterion - 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	Identify factors that can affect performance of the mobile device

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	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

Unit K/502/4375
Using Mobile IT Devices

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Set up and customise the mobile device to meet needs	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	Select and use applications and files on the mobile device	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	Use tools and techniques to transfer data to and from mobile devices	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

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
		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

Unit Y/502/4615
Multimedia Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Plan the content and organisation of multimedia products to meet needs	1.1	Use simple techniques to plan the content and organisation of multimedia products
		1.2	Identify the type of multimedia outcome to meet requirements
		1.3	Identify what is required in the specification
		1.4	Identify copyright or other constraints for using others' information
2	Obtain, input and combine content to build multimedia outcomes	2.1	Select and use an appropriate input device to enter content for multimedia outcomes
		2.2	Combine information of different types or from different sources for multimedia outcomes
		2.3	Identify the file format and storage media to use
		2.4	Select and use appropriate software to write multimedia files
		2.5	Store and retrieve multimedia files effectively, in line with local guidelines and conventions where available
3	Use multimedia software tools to edit and format multimedia content to meet requirements	3.1	Select and use appropriate techniques to edit and format multimedia outcomes
		3.2	Manipulate images and graphic elements accurately
		3.3	Check multimedia outcomes meet needs, using IT tools and making corrections as necessary
4	Play and present multimedia outcomes	4.1	Identify what display device to use for multimedia outcomes

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	4.2	Use appropriate techniques to navigate and display multimedia outcomes
	4.3	Control the playback of multimedia files
	4.4	Adjust display settings to meet needs

Unit D/502/4616
Multimedia Software

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Plan the content and organisation of multimedia products to meet needs	1.1 Describe the type of multimedia outcome needed and the specification that it must meet
	1.2 Select and use appropriate techniques to plan and communicate the content, design and layout of multimedia products
	1.3 Identify how the different elements of the content will be sourced and how they will relate in the design layout
	1.4 Plan the use of interactive features and transitions to meet needs
	1.5 Describe how copyright and other constraints affect use of own and others' information
2 Obtain, input and combine content to build multimedia outcomes	2.1 Select and use an appropriate combination of input device, software and input techniques to obtain and input relevant content for multimedia outcomes
	2.2 Combine information of different types or from different sources for multimedia outcomes
	2.3 Describe the file format and storage media to use
	2.4 Store and retrieve multimedia files effectively, in line with local guidelines and conventions where available
3 Use multimedia software tools to edit and format multimedia content to meet requirements	3.1 Select and use appropriate techniques to edit and format multimedia outcomes
	3.2 Manipulate images and graphic elements accurately
	3.3 Check multimedia outcomes meet needs, using IT tools and making corrections as necessary

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
		3.4	Adjust outcomes in response to any identified quality problems
4	Play and present multimedia outcomes	4.1	Described what combination of display device and software to use for displaying different multimedia file formats
		4.2	Select and use appropriate software for displaying multimedia outcomes
		4.3	Select and use appropriate navigation techniques and playback controls to suit the files
		4.4	Adjust the display settings of the software and display device to present outcomes effectively

Unit H/502/4617
Multimedia Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Plan the content and organisation of multimedia products to meet needs	1.1	Select and use appropriate techniques to plan and communicate the content, design and layout of multimedia outcomes
		1.2	Plan the use of interactive features, transitions and effects to meet needs
		1.3	Explain the type of multimedia outcome needed and the specification that it must meet
		1.4	Develop the design layout for multimedia outcomes
		1.5	Explain how the different elements of the content will relate and what elements of the content will be interactive
		1.6	Summarise how copyright and other constraints affect use of own and others' information
2	Obtain, input and combine content to build multimedia outcomes	2.1	Select and use an appropriate combination of input device, software and input techniques to obtain and input the relevant content
		2.2	Combine information of different types or from different sources for multimedia outcomes
		2.3	Select and use appropriate software to write and compress multimedia files
		2.4	Store and retrieve multimedia files effectively, in line with local guidelines and conventions where available
		2.5	Explain when and why to use different file formats and file compression for saving multimedia files
3	Use tools and techniques to build and edit multimedia content	3.1	Select and use appropriate techniques to edit and format multimedia outcomes
		3.2	Manipulate images and graphic elements accurately

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
		3.3	Check multimedia outcomes meet needs, using IT tools and making corrections as necessary
		3.4	Identify and respond appropriately to quality problems to ensure that outcomes are fit for purpose and meet needs
4	Play and present multimedia outcomes	4.1	Explain what combination of display device and software to use that will overcome any constraints there may be in displaying different multimedia file formats
		4.2	Select and use appropriate software to optimise the display of multimedia outcomes and maximise impact
		4.3	Select and adjust the display settings to exploit the features of the display device and optimise the quality of the presentation

Unit D/502/4244
Optimise IT System Performance

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Maintain hardware and software in working order	1.1	Identify the operating system and capacity of the computer system
		1.2	Take appropriate steps to protect computer hardware against loss or damage
		1.3	Run anti-virus and other security software regularly
		1.4	Set up printers and other peripheral devices
2	Manage files to maintain system performance	2.1	Use file navigation software to organise files into an appropriate folder structure
		2.2	Backup and restore files and folders
		2.3	Identify why it is important to undertake routine file housekeeping of the information stored on computer systems
		2.4	Carry out routine file housekeeping so that information is easy to find
3	Respond to common IT system problems and errors	3.1	Identify common IT system problems and responses
		3.2	Respond appropriately to common IT system problems
		3.3	Identify where to get expert advice
		3.4	Seek expert advice when appropriate
4	Customise the working environment to meet needs	4.1	Adjust system settings as appropriate to individual needs

Unit H/502/4245
Optimise IT System Performance

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Keep computer hardware and software operating efficiently	1.1	Describe the main features and functions of the computer operating system
		1.2	Take appropriate steps to protect computer hardware from loss or damage
		1.3	Configure anti-virus and other security software
		1.4	Install and configure printers and other peripheral devices
		1.5	Configure network settings for mobile and remote computing
		1.6	Configure a computer to present or display information to an audience
2	Manage files and disks to optimise performance	2.1	Use file navigation software to organise files into an appropriate folder structure
		2.2	Backup and restore files and folders
		2.3	Describe why it is important to undertake file housekeeping of the information stored on computer systems and how it affects performance
		2.4	Manage file and disk housekeeping so that information is secure and easy to find
		2.5	Share files and folders with other users
		2.6	Distinguish between data and system file types
3	Troubleshoot and respond to common IT system problems and errors	3.1	Describe common IT system problems and what causes them
		3.2	Describe and record IT system problems to enable effective support
		3.3	Describe when to try to solve a problem independently, and when to get expert advice

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
		3.4	Troubleshoot and respond to IT system problems appropriately
		3.5	Check that errors and problems have been resolved satisfactorily
4	Customise the working environment to optimise performance	4.1	Describe methods that can be used to optimise system performance
		4.2	Select and adjust system settings to optimise performance as appropriate
		4.3	Configure the automatic start of programmes and other graphical display options
5	Maintain software to meet performance needs	5.1	Describe when and how to upgrade software
		5.2	Use appropriate techniques to maintain software
		5.3	Locate and install driver files for different devices

Unit K/502/4246
Optimise IT System Performance

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Keep computer hardware and software operating efficiently	1.1	Explain the factors that should be taken into account when choosing an operating system
		1.2	Take appropriate steps to protect computer hardware from loss or damage
		1.3	Explain why routine fault-finding procedures are important
		1.4	Use an appropriate fault-finding procedure to routinely monitor hardware performance
		1.5	Configure anti-virus and other security software
		1.6	Install and configure printers and other peripheral devices
		1.7	Configure synchronisation and maintain security on remote access sessions
		1.8	Configure a computer to present or display information to an audience
2	Manage files to maintain and improve performance	2.1	Explain why it is important to undertake file housekeeping of the information stored on computer systems and how it affects performance
		2.2	Use file navigation software to organise files into an appropriate folder structure
		2.3	Archive, backup and restore files and folders
		2.4	Manage file and disk housekeeping so that information is secure and easy to find
		2.5	Configure access to remote file systems
		2.6	Distinguish between data and system file types

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
3	Troubleshoot and respond to IT system problems quickly and effectively	3.1	Assess IT system problems, explain what causes them and how to respond to them and avoid similar problems in the future
		3.2	Carry out contingency planning to recover from system failure and data loss
		3.3	Monitor and record IT system problems to enable effective response
		3.4	Monitor system settings and adjust when necessary
		3.5	Explain when and where to get expert advice
		3.6	Help others to select and use appropriate resources to respond to IT system problems
		3.7	Check that errors and problems have been resolved satisfactorily
4	Plan and monitor the routine and non-routine maintenance of hardware and software	4.1	Clarify the resources that will be needed to carry out maintenance
		4.2	Develop a plan for the maintenance of IT hardware and software
		4.3	Monitor the implementation of maintenance plans, updating them where necessary
5	Review and modify hardware and software to maintain performance	5.1	Use appropriate techniques to maintain software for optimum performance
		5.2	Clarify when and how to upgrade software
		5.3	Review and modify hardware settings to maintain performance

Unit Y/502/4369
Personal Information Management Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Use a calendar to schedule appointments	1.1	Create, edit and delete 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
		1.6	Organise and display appointments as required
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
3	Use an address book to store, organise and retrieve contact information	3.1	Create, edit and delete contact information
		3.2	Organise and display contact information
		3.3	Set up a distribution list
		3.4	Describe why it is important to use personal data responsibly and safely
		3.5	Outline why and how to keep contact information up to date

Unit L/502/4370
Personal Information Management Software

Learning Outcome - The learner will:		Assessment Criterion - 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

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	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

Unit K/502/4618
Project Management Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Create and define a project	1.1	Identify the main components of the project management software
		1.2	Identify the information about the project that must be included
		1.3	Create a new project file using templates where appropriate
		1.4	Store and retrieve project management files effectively in line with local guidelines for storage and use of data where applicable
2	Enter and edit information about project tasks and resources	2.1	Identify types of tasks, milestones, deadlines and constraints
		2.2	Enter and edit information about project tasks
		2.3	Identify time and resources required for the project
		2.4	Apply a task calendar for scheduling tasks
		2.5	Enter and edit information about resources for use in the project
		2.6	Mark any dependencies between tasks
		2.7	Assign resources to tasks
3	Update information about project progress	3.1	Use editing and formatting techniques to update project elements
		3.2	Update task status in line with progress
		3.3	Update information about resources as required

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
4	Select and use appropriate tools and techniques to display and report on project status	4.1	Use filtering and formatting techniques to display project information to meet needs
		4.2	Select and generate project reports using pre-defined formats to meet needs

Unit M/502/4619
Project Management Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Create and define a project	1.1	Identify the critical information about the project that must be included
		1.2	Create, store and retrieve project management files effectively in line with local guidelines for storage and use of data where applicable
		1.3	Define the project file properties and project options
2	Enter and edit information about project tasks and resources	2.1	Identify the critical tasks and milestones to be completed
		2.2	Enter and edit information about project tasks
		2.3	Identify any deadlines and constraints which apply to the project
		2.4	Identify issues of resource availability and utilisation
		2.5	Create and apply a task calendar for scheduling tasks
		2.6	Enter and edit information about resources for use in the project
		2.7	Adjust templates for project information
		2.8	Set up and edit dependencies between tasks
3	Update information about project progress	3.1	Describe the methods to update and report information about project progress
		3.2	Use editing and formatting techniques to update project elements
		3.3	Update task status in line with progress
		3.4	Update information about resources as required

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
		3.5	Compare actual progress with project baseline and reschedule uncompleted tasks
		3.6	Identify any risks and issues that may have an impact on the project
4	Select and use appropriate tools and techniques to display and report on project status	4.1	Select and create project reports to meet needs
		4.2	Use filtering and formatting techniques to display project information to meet needs
		4.3	Share project information with other applications

Unit H/502/4620
Project Management Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Create and define a project	1.1	Explain the critical information about the project that must be included
		1.2	Create, store and retrieve project management files in line with local guidelines where applicable
		1.3	Define the project file properties and project options
		1.4	Create master and sub-projects
		1.5	Create links across projects and manage changes to linked tasks
2	Enter and edit information about project tasks and resources	2.1	Identify the critical tasks and milestones to be completed
		2.2	Explain how to set up any deadlines and constraints which apply to the project
		2.3	Enter and edit information about project tasks
		2.4	Explain how to resolve issues of resource availability and utilisation
		2.5	Enter and edit information about resources to be used in the project
		2.6	Create and apply a task calendar for scheduling tasks
		2.7	Identify and resolve any issues of resource allocation
		2.8	Define and set up dependencies between tasks
3	Update information about project progress	3.1	Explain the methods available to track project progress and review against plans

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
		3.2	Use editing and formatting techniques to update project elements
		3.3	Update task status in line with progress
		3.4	Update information about resources as required
		3.5	Compare actual progress with project baseline and reschedule uncompleted tasks
		3.6	Identify and assess the impact of risks and issues on the project
		3.7	Manage information on project risks and issues
4	Select and use appropriate tools and techniques to display and report on project status	4.1	Create and customise project reports to meet needs
		4.2	Use filtering and formatting techniques to display project information to meet needs
		4.3	Share project information with other applications

Unit K/502/4621
Presentation Software

Learning Outcome - The learner will:		Assessment Criterion - 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	Select and use different slide layouts as appropriate for different types of information
		1.3	Enter information into presentation slides so that it is ready for editing and formatting
		1.4	Identify any constraints which may affect the presentation
		1.5	Combine information of different forms or from different sources for presentations
		1.6	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 slides	2.1	Identify what slide structure to use
		2.2	Select and use an appropriate template to structure slides
		2.3	Select and use appropriate techniques to edit slides
		2.4	Select and use appropriate techniques to format slides
3	Prepare slides for presentation to meet needs	3.1	Identify how to present slides to meet needs and communicate effectively
		3.2	Prepare slides for presentation
		3.3	Check presentation meets needs, using IT tools and making corrections as necessary

Unit M/502/4622
Presentation Software

Learning Outcome - The learner will:		Assessment Criterion - 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

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
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

Unit T/502/4623
Presentation Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Input and combine text and other information within presentation slides	1.1	Explain 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 and link to source data
		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 for presentations in line with any constraints
		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 presentations	2.1	Explain when and how to use and change slide structure and themes to enhance presentations
		2.2	Create, amend and use appropriate templates and themes for slides
		2.3	Explain how interactive and presentation effects can be used to aid meaning or impact
		2.4	Select and use appropriate techniques to edit and format presentations to meet needs
		2.5	Create and use interactive elements to enhance presentations
		2.6	Select and use animation and transition techniques appropriately to enhance presentations

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
3	Prepare interactive slideshow for presentation	3.1	Explain how to present slides to communicate effectively for different contexts
		3.2	Prepare interactive slideshow and associated products for presentation
		3.3	Check presentation meets needs, using IT tools and making corrections as necessary
		3.4	Evaluate presentations, identify any quality problems and discuss how to respond to them
		3.5	Respond appropriately to quality problems to ensure that presentations meet needs and are fit for purpose

Unit H/502/9154
Internet Safety for IT users

Learning Outcome - The learner will:		Assessment Criterion - 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.

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
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.

Unit L/502/4384
IT Software Fundamentals

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Select and use software applications to meet needs and solve problems	1.1	Identify different software applications and give examples of their use
		1.2	Select and use appropriate software applications to develop, produce and present different types of information to meet needs and solve problems
		1.3	Identify what types of information are needed
2	Enter, develop and format different types of information to suit its meaning and purpose	2.1	Enter, organise and format different types of information to meet needs
		2.2	Apply editing techniques to refine information as required
		2.3	Combine information of different forms or from different sources to meet needs
		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 for the task
		3.2	Produce information that is fit for purpose and audience using commonly accepted layouts as appropriate
4	Make effective 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
		4.2	Review the effectiveness of the IT tools selected to meet presentation needs

Unit R/502/4385
IT Software Fundamentals

Learning Outcome - The learner will:		Assessment Criterion - 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

Unit Y/502/4209
Set Up an IT System

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Connect up a personal computer, printer and peripheral devices safely	1.1	Identify what IT system components, storage and peripheral devices are needed and how to connect them
		1.2	Identify any health and safety issues associated with setting up an IT system
		1.3	Connect up the components of an IT system safely, including a printer and other peripheral devices
		1.4	Connect removable storage media to a PC safely
2	Connect to an IT communication service	2.1	Connect communication hardware safely to a PC
		2.2	Identify the details needed to connect to an Internet Service Provider (ISP)
		2.3	Connect to a communication service from a PC
3	Set up software for use	3.1	Configure the user interface to meet needs
		3.2	Identify what security precautions need to be addressed when connecting to the internet
		3.3	Set up and configure virus protection software
		3.4	Set up files and software to meet needs
4	Check that the IT system and communication service are working successfully	4.1	Identify simple tests that can be used to check the system
		4.2	Identify simple communication tests that can be used to check the internet connection
		4.3	Run tests to check that the system and communication service are working successfully

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	4.4	Identify how to report faults and seek expert help
	4.5	Respond to error messages and report faults as appropriate

Unit L/502/4210
Set Up an IT System

Learning Outcome - The learner will:		Assessment Criterion - 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

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
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

Unit R/502/4211
Set Up an IT System

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Select and connect up a personal computer safely with associated hardware and storage media to meet needs	1.1	Explain the reasons for choosing different system components and how to avoid any compatibility issues between hardware and software
		1.2	Explain any health and safety issues associated with setting up an IT system
		1.3	Explain 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 IT system to a communication service successfully to meet needs	2.1	Explain the reasons for choosing a communication service
		2.2	Explain what effect variations in data transmission speed may have
		2.3	Select and connect communication hardware safely to an IT system
		2.4	Select and connect to a communication service from an IT system
		2.5	Explain the factors which influence choice of Internet Service Providers
3	Install and configure operating system and application software for use	3.1	Configure the user interface to meet needs
		3.2	Explain what security precautions need to be addressed for the system to be used securely online by several users
		3.3	Install, set up and configure virus protection and other security systems and software
		3.4	Explain the benefits and risks of using disk partitions or other backup locations

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
		3.5	Establish a backup routine for data and system
		3.6	Install, set up and configure application software to meet needs
4	Check that the IT system and communication service are working successfully	4.1	Explain what system tests and communication tests are needed and why
		4.2	Select and run suitable tests to make sure that the system and communication service are working successfully
		4.3	Explain the range of help and troubleshooting facilities available to solve problems
		4.4	Establish procedures for recovery in the event of system faults or failure
		4.5	Respond to faults and error messages and use help and troubleshooting facilities to determine and take appropriate action

Unit L/502/4398
Specialist Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Input, organise and combine information using specialist software	1.1	Input relevant information accurately into existing templates and/or files so that it is ready for processing
		1.2	Organise and combine information of different forms or from different sources
		1.3	Follow local and/or legal guidelines for the storage and use of data, where available
		1.4	Respond appropriately to data entry error messages
2	Use tools and techniques to edit, process, format and present information	2.1	Use appropriate tools and techniques to edit, process or format information
		2.2	Check information meets needs, using IT tools and making corrections as necessary
		2.3	Use appropriate presentation methods and accepted layouts

Unit R/502/4399
Specialist Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Input and combine information using specialist applications	1.1	Input relevant information accurately so that it is ready for processing
		1.2	Select and use appropriate techniques to link and combine information of different forms or from different sources within the software
		1.3	Respond appropriately to data entry error messages
2	Use appropriate structures to organise and retrieve information efficiently	2.1	Describe what functions to apply to structure and layout information effectively
		2.2	Select and use appropriate structures and/or layouts to organise information
		2.3	Apply local and/or legal guidelines and conventions for the storage and use of data, where available
3	Use the functions of the software effectively to process and present information	3.1	Select and use appropriate tools and techniques to edit, process and format information
		3.2	Check information meets needs, using IT tools and making corrections as necessary
		3.3	Select and use appropriate methods to present information

Unit A/502/4400
Specialist Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Input and combine information using specialist software	1.1	Input relevant information accurately so that it is ready for processing
		1.2	Select and use appropriate techniques to link and combine information within the application and across different software applications
2	Create and modify appropriate structures to organise and retrieve information efficiently	2.1	Evaluate the use of software functions to structure, layout and style information
		2.2	Create, change and use appropriate structures and/or layouts to organise information efficiently
		2.3	Manage data files effectively, in line with local and/or legal guidelines and conventions for the storage and use of data, where available
3	Exploit the functions of the software effectively to process and present information	3.1	Select and use appropriate tools and techniques to edit, analyse and format information
		3.2	Check information meets needs, using IT tools and making corrections as necessary
		3.3	Identify and respond appropriately to quality problems to ensure that outcomes are fit for purpose and meet needs
		3.4	Select and use presentation methods to aid clarity and meaning

Unit A/502/4624
Spreadsheet Software

Learning Outcome - The learner will:		Assessment Criterion - 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 and how the spreadsheet should be structured to meet needs
		1.2	Enter and edit numerical and other data accurately
		1.3	Store and retrieve spreadsheet files effectively, in line with local guidelines and conventions where available
2	Use appropriate formulas and tools to summarise and display spreadsheet information	2.1	Identify how to summarise and display the required information
		2.2	Use functions and formulas to meet calculation requirements
		2.3	Use spreadsheet tools and techniques to summarise and display information
3	Select and use appropriate tools and techniques to present spreadsheet information effectively	3.1	Select and use appropriate tools and techniques to format spreadsheet cells, rows and columns
		3.2	Identify which chart or graph type to use to display information
		3.3	Select and use appropriate tools and techniques to generate, develop and format charts and graphs
		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

Unit F/502/4625
Spreadsheet Software

Learning Outcome - The learner will:		Assessment Criterion - 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

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
	3.6 Describe how to find errors in spreadsheet formulas
	3.7 Respond appropriately to any problems with spreadsheets

Unit J/502/4626
Spreadsheet Software

Learning Outcome - The learner will:		Assessment Criterion - 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 from different sources
		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 and techniques to meet requirements	2.1	Explain what methods can be used to summarise, analyse and interpret spreadsheet data and when to use them
		2.2	Select and use a wide range of appropriate functions and formulas to meet calculation requirements
		2.3	Select and use a range of tools and techniques to analyse and interpret data to meet requirements
		2.4	Select and use forecasting tools and techniques
3	Use tools and techniques to present, and format and publish spreadsheet information	3.1	Explain 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 effectively
		3.3	Select and use appropriate tools and techniques to generate, develop and format charts and graphs

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
	3.4 Select and use appropriate page layout to present, print and publish spreadsheet information
	3.5 Explain how to find and sort out any errors in formulas
	3.6 Check spreadsheet information meets needs, using IT tools and making corrections as necessary
	3.7 Use auditing tools to identify and respond appropriately to any problems with spreadsheets

Unit J/502/4206
IT User Fundamentals

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Use IT systems to meet needs	1.1	Use correct procedures to start and shutdown an IT system
		1.2	Use interface features effectively to interact with IT systems
		1.3	Adjust system settings to meet individual needs
		1.4	Use a communication service to access the Internet
		1.5	Use appropriate terminology when describing IT systems
2	Organise, store and retrieve information efficiently	2.1	Work with files and folders so that it is easy to find and retrieve information
		2.2	Identify what storage media to use
		2.3	Organise and store information, using general and local conventions where appropriate
3	Follow and understand the need for safety and security practices	3.1	Work safely and take steps to minimise physical stress
		3.2	Recognise the danger of computer viruses, and how to minimise risk
		3.3	Keep information secure
		3.4	Outline why it is important to stay safe and to respect others when using ICT-based communication
		3.5	Follow relevant guidelines and procedures for the safe and secure use of IT
4	Carry out routine maintenance of IT systems and respond to routine IT system problems	4.1	Identify why routine maintenance of hardware is important and when to carry it out

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	4.2	Identify where to get expert advice
	4.3	Carry out regular routine maintenance of IT systems safely
	4.4	Take appropriate action to handle routine IT problems

Unit L/502/4207
IT User Fundamentals

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Use IT systems to meet a variety of needs	1.1	Use correct procedures to start and shutdown an IT system
		1.2	Select and use interface features effectively to interact with IT systems
		1.3	Select and adjust system settings as appropriate to needs
		1.4	Select and use a communication service to access the Internet
		1.5	Use appropriate terminology when describing IT systems
2	Manage information storage and retrieval appropriately	2.1	Manage files and folders to enable efficient information retrieval
		2.2	Identify when and why to use different types of storage media
		2.3	Organise and store information, using general and local conventions where appropriate
3	Follow and understand the need for safety and security practices	3.1	Work safely and take steps to minimise physical stress
		3.2	Describe the danger of computer viruses, and how to minimise risk
		3.3	Keep information secure
		3.4	Explain why it is important to stay safe and to respect others when using IT-based communication
		3.5	Follow relevant guidelines and procedures for the safe and secure use of IT
4	Maintain system and troubleshoot IT system problems	4.1	Describe why routine and non-routine maintenance is important and when to carry it out

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	4.2	Carry out regular routine maintenance of IT systems safely
	4.3	Identify sources of help and how to get expert advice
	4.4	Identify IT problems and take appropriate action

Unit L/502/4627
Word Processing Software

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Enter, edit and combine text and other information accurately within word processing documents	1.1 Identify what types of information are needed in documents
	1.2 Identify what templates are available and when to use them
	1.3 Use keyboard or other input method to enter or insert text and other information
	1.4 Combine information of different types or from different sources into a document
	1.5 Enter information into existing tables, forms and templates
	1.6 Use editing tools to amend document content
	1.7 Store and retrieve document files effectively, in line with local guidelines and conventions where available
2 Structure information within word processing documents	2.1 Create and modify tables to organise tabular or numeric information
	2.2 Select and apply heading styles to text
3 Use word processing software tools to format and present documents	3.1 Identify what formatting to use to enhance presentation of the document
	3.2 Select and use appropriate techniques to format characters and paragraphs
	3.3 Select and use appropriate page layout to present and print documents
	3.4 Check documents meet needs, using IT tools and making corrections as necessary

Unit R/502/4628
Word Processing Software

Learning Outcome - The learner will:		Assessment Criterion - 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

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
	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

Unit Y/502/4629
Word Processing Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Enter and combine text and other information accurately within word processing documents	1.1	Summarise what types of information are needed for the document and how they should be linked or integrated
		1.2	Use appropriate techniques to enter text and other types of information accurately and efficiently
		1.3	Create, use and modify appropriate templates for different types of documents
		1.4	Explain how to combine and merge information from other software or multiple documents
		1.5	Combine and merge information within a document from a range of sources
		1.6	Store and retrieve document and associated files effectively, in line with local guidelines and conventions where available
		1.7	Select and use tools and techniques to work with multiple documents or users
		1.8	Customise interface to meet needs
2	Create and modify appropriate layouts, structures and styles for word processing documents	2.1	Analyse and explain the requirements for structure and style
		2.2	Create, use and modify columns, tables and forms to organise information
		2.3	Define and modify styles for document elements

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
		2.4	Select and use tools and techniques to organise and structure long documents
3	Use word processing software tools and techniques to format and present documents effectively to meet requirements	3.1	Explain how the information 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 multi-page and multi-section documents
		3.4	Check documents meet needs, using IT tools and making corrections as necessary
		3.5	Evaluate the quality of the documents produced to ensure they are fit for purpose
		3.6	Respond appropriately to any quality problems with documents to ensure that outcomes meet needs and are fit for purpose

Unit L/502/4630
Website Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Plan and create web pages	1.1	Identify what content and layout will be needed in the web page
		1.2	Identify the purpose of the webpage and intended audience
		1.3	Select and use a website design template to create a single web page
		1.4	Enter or insert content for web pages so that it is ready for editing and formatting
		1.5	Organise and combine information needed for web pages
		1.6	Identify copyright and other constraints on using others' information
		1.7	Identify what file types to use for saving content
		1.8	Store and retrieve web files effectively, in line with local guidelines and conventions where available
2	Use website software tools to structure and format web pages	2.1	Identify what editing and formatting to use to aid both clarity and navigation
		2.2	Select and use website features to help the user navigate simple websites
		2.3	Use appropriate editing and formatting techniques
		2.4	Check web pages meet needs, using IT tools and making corrections as necessary
3	Publish web pages to the Internet or an intranet	3.1	Upload content to a website
		3.2	Respond appropriately to common problems when testing a web page

Unit R/502/4631
Website Software

Learning Outcome - The learner will:	Assessment Criterion - 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 around 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

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
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

Unit Y/502/4632
Website Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Create structures and styles and use them to produce websites	1.1	Determine what website content and layout will be needed for each page and for the site
		1.2	Plan and create web page templates to layout content
		1.3	Select and use website features and structures to enhance website navigation and functionality
		1.4	Create, select and use styles to enhance website consistency and readability
		1.5	Provide guidance on laws, guidelines and constraints that affect the content and use of websites
		1.6	Explain what access issues may need to be taken into account
		1.7	Explain when and why to use different file types for saving content
		1.8	Store and retrieve files effectively, in line with local guidelines and conventions where available
2	Select and use website software tools and features to develop multiple page websites with multimedia and interactive features	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 in line with any copyright constraints, including across different software
		2.3	Select and use appropriate editing and formatting techniques to aid meaning
		2.4	Select and use appropriate programming and development techniques to add features and enhance websites

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	2.5	Select and use file formats that make information easier to download
	2.6	Check web pages meet needs, using IT tools and making corrections as necessary
3 Publish and test multiple page websites with multimedia and interactive features	3.1	Select and use appropriate testing methods to check that all elements and features of complex websites are working as planned
	3.2	Identify any quality problems with websites and explain how to respond to them
	3.3	Select and use an appropriate programme to upload and publish the website and make sure that it will download efficiently
	3.4	Respond appropriately to quality problems with websites to ensure outcomes are fit for purpose

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