Technical Skills Criteria

Level	Outcome
F-G Non-User	▪ Never used the software ▪ May know it
E Novice User	▪ Can load and run and explore ▪ Use sample files ▪ Create and save basic files ▪ Very limited use and little awareness of overall functionality
D Basic User	▪ Can use for elementary tasks ▪ Aware of basic functions – basic formatting ▪ Able to follow and create usable documents/systems but tends to be by using wizards and following recipes ▪ Beginning to think about problem-solving using the software/system ▪ Able to test the basic solutions ▪ Little or no documentation of task
C Competent User	▪ Can design and model solutions to simple generic problems without reference to recipes – good formatting ▪ Can implement and test the solutions to simple problems ▪ Adequate level of transferable problem-solving skills ▪ Can explain in simple terms some of the relationships between software functions and the problem being solved ▪ Some data transfer between different applications ▪ Limited use of macros and automation ▪ **Aware of** – backup and security issues! ▪ Some usable documentation on paper & in software
B Highly Competent User	▪ Can design and model solutions to generic problems without reference to recipes – good formatting ▪ Can implement and test the solutions to moderately complex problems ▪ Good level of transferable problem-solving skills ▪ Can explain in simple terms the relationships between software functions and aspects of problem being solved ▪ Confident and able to transfer data between different applications ▪ Some use of macros and automation ▪ Good in Software and User documentation ▪ **Does not lose data** – backup and security conscious!
A Expert User	▪ All competencies in level B but to higher level ▪ Can design and model solutions to complex generic problems without reference to recipes ▪ Can implement and test the solutions to complex problems ▪ Shows high level of transferable problem-solving skills ▪ Can explain in detail relationships between software functions and aspects of problem being solved ▪ Automated data transfer between different applications ▪ Significant use of macros and automation ▪ Excellent Software and User documentation ▪ Competent to undertake user training