L2 Unit 1: ICT skills for business (2010)

Learning outcomes

By completing this unit candidates will develop the ability to create files in different software packages, including word processing or DTP, spreadsheet, database and presentation software. They will communicate effectively using email and will search the internet efficiently for information.

Candidates will be able to show that they understand:

- good working practices, including the organisation of files using appropriate file and directory/folder names and the regular backing up of files

- features of email software

- methods of searching for information on the internet

- methods of integrating different types of files into a document or presentation

- the appropriate software to use for different tasks

- methods of storing, retrieving and analysing data.

It is anticipated that a candidate will require 40 guided learning hours to complete this unit.

Assessment objectives	Knowledge, understanding and skills

1 Understand how safe working practices are applied in a business environment	Measures to protect health, eg:
	 • ergonomic designs of equipment and furniture
	 • positioning of equipment
	 • posture
	 • taking regular breaks/ change of activity
	 • eye sight checks
	 • health and safety training
	
	 Measures to protect physical safety eg:
	 • trip hazards eg trailing cables
	 • electrical safety,
	      o electrical checks (PAT)
	      o no water by machines
	      o not overloading sockets
	 • safely positioning equipment to avoid falls
	 • observing health and safety rules
	 • health and safety training
	
	 Measures to protect files from loss eg:
	 • organising files
	      o folder structure
	      o meaningful file and folder names
	 • backup strategies
	      o files to backup
	      o frequency
	      o destination/medium
	      o storage

Assessment objectives	Knowledge, understanding and skills
	Measures to protect files from unauthorised access and modification eg: • setting a password to open • setting a password to modify • password protecting the contents of documents • choosing a strong password Reasons for measures eg: • complying with health and safety legislation • ensuring safety of staff, equipment and data • specific reasons for different measures, matching the measure with the risk it is intended to protect from.
2 Using appropriate software, select and use tools and facilities to download files/information and to understand how to use email in a business context	**Web browser** • use search engines effectively to find specific information on the internet • evaluate validity of information downloaded eg reliability of source, age of information • copy and paste text and graphics from the internet in compliance with copyright • download graphic and text files in compliance with copyright • use and organise bookmarks/favourites **Email** • create, reply and forward email messages and attach files • take action to avoid risks from receiving and opening attachments from emails **Extended email facilities eg:** • Email signature • Effective use of cc and bcc • Setting priority (high and low importance) • Setting up and using spam filters • Use of an address book to store, retrieve and use email addresses and details of personal contacts • Setting an automatic response (eg. out of office/vacation response)
3 Design and create a business presentation to accompany a talk, using presentation software	Design and create a business presentation: • create screen layouts by using existing templates and by creating and positioning text and graphic frames • select appropriate text and graphics • edit screen content and layout (by moving or resizing frames) to achieve the required outcome • apply appropriate transition effects and slide animation • add speaker notes and print the slides with these notes • carry out checks eg spelling/grammar, testing slide transitions etc • print out slides in handout form

Assessment objectives	Knowledge, understanding and skills
4 Design and create business documents using word processing or DTP software	Document types eg: • letter • flyer • newsletter • invoice • memo • agenda • report • minutes Tools and facilities: • enter text, tables, images using the keyboard, mouse or other input device • format documents including, text (font, style, size, direction), paragraph (justification, indents, line spacing, tabs), bulleted and numbered lists, page breaks • house style • insert headers and footers • insert automatic fields, including date and document information • edit documents using insert, delete, cut, copy and paste functions • import tables, graphic images, and graphs/charts created in other software • carry out a mail merge • use spelling and grammar checkers • proof read documents to detect errors not corrected by the spell checker
5 Design, create and use a simple business spreadsheet	Design and create a simple business spreadsheet: • enter title, column headings and row labels • enter text, numeric data, formulas involving arithmetic operators and simple functions (eg SUM, AVERAGE) using relative cell references • format cells: text (font, style, size, alignment), number (decimal places, percentage, currency, date/time), borders and shading Edit a spreadsheet: • insert and delete rows and columns and change data and formulas in cells Use a spreadsheet: • change some of the data • obtain results Print data from spreadsheets: • set the orientation, • set the scaling/fit to page • set headers and footers • set other options to print sheets effectively (eg showing gridlines, showing column/row headings, adjusting margins, setting a print area) • print the formulas used

Assessment objectives	Knowledge, understanding and skills
6 Select and use tools and facilities in database software to enter, sort and search for information for business purposes using a realistic business database provided by the centre	Use a business database such as a client database: • enter, edit and delete data to keep it up to date • sort data • search for data using queries, including searching on more than one criterion • print out data using reports in different formats eg: table, list and label

Assessment

This unit is centre assessed and externally moderated.

In order to achieve this unit, candidates must produce a portfolio of evidence showing that they have met all of the assessment objectives.

Portfolios of work must be produced independently. They will need to be made available, together with witness statements and any other supporting documentation, to the OCR Visiting Moderator when required.

Centres must confirm to OCR that the evidence produced by candidates is authentic. An OCR Centre Authentication Form is provided in the Centre Handbook and includes a declaration for assessors to sign. It is a requirement of the QCA Common Criteria for all Qualifications that proof of authentication is received.

Guidance on assessment and evidence requirements

Candidates may provide portfolio evidence for this unit using a range of suitable and appropriate techniques. These may include written and typed documentation, printouts, screenshots, video, audio presentation and computer files. Where presentations or displays have taken place for which evidence cannot be easily included within the portfolio evidence, assessor testimony/witness statements must be included, signed by the assessor(s), and supported by appropriate evidence (handouts, slides etc).

The knowledge, skills and understanding required for this unit are those that may be expected in many workplaces. Consequently it would be appropriate, though not essential, to carry out all tasks in the context of a particular business, from either a case study or the candidates' own experiences in the workplace. Where real situations are used it is important to maintain the confidentiality of personal data in the work produced for portfolios.

Although the assessment objectives must be assessed separately they might not be carried out in discrete units of work. For example, candidates might evidence their internet searching skills through finding appropriate text and/or graphics for inclusion in their presentation for Assessment Objective 3 and their documents for Assessment Objective 4. Acknowledgement of these sources might be evidenced in the presentation slides and the documents themselves. The documents prepared for Assessment Objective 4 might, for example, include a report of the analysis of data using a spreadsheet in Assessment Objective 5 or an information leaflet on safe working practices covering the requirements of Assessment Objective 1. The house style and information included in documents for Assessment Objective 4 might also be used in the presentation for Assessment Objective 3.

Evidence for Assessment Objective 1 could be produced in a variety of forms. Candidates could give verbal explanations, in response to questions from a tutor, which could be evidenced through a detailed witness statement or audio recording. Alternatively, written evidence might be in a word-

processed report or found in the content of the presentation and/or documents produced for Assessment Objectives 3 and 4.

The examples used might be annotated images showing safe or dangerous working practices or annotated screenshots of examples of when they have used the measures in their own work.

Candidates working at the higher levels will include more detail in their explanations. For example at pass level a candidate might identify the need for the screen to be at the right height. At merit level candidates would give more detail eg the specific height, whilst at distinction level they should be specific about the height, distance and angle of the screen. Similarly at pass level a candidate might describe the need to back up files but this would be expanded by distinction candidates to cover the frequency of backup, the medium used and where it should be stored.

Whilst candidates at pass are required only to describe one measure in each category, higher levels require a wider range of measures to be described, with distinction candidates covering most, if not all, of those listed in the Knowledge Understanding and Skills (KUS).

Assessment Objective 2 requires evidence of the use of the World Wide Web (WWW) to find specific information. Candidates must reference the websites they use as sources of information, for higher grades they must also consider the validity of the information found. Screenshots showing criteria entered into search engines, with evidence of some of the pages found, may provide evidence of searching the WWW. It is anticipated that evidence of the use of text and graphics from the WWW will be found in candidates' work for other assessment objectives, such as Assessment Objective 3 and Assessment Objective 4. Good practice would be for candidates to acknowledge their sources in the documents/presentation created for AO4 and/or AO3.

Evidence for the email elements of AO2 could consist of a user guide for a new employee on the effective use of email for business – this could be suitable as content for the presentation required for AO3 or one of the business documents created for AO4 such as a booklet or leaflet. Alternatively candidates could use email in a business context, annotating their screenshots/printouts as appropriate to demonstrate their understanding of the various email facilities and features as appropriate. For higher grades a list of examples of extended email features is included in the KUS – but this should not be regarded as exclusive as many relevant and advanced features are available within many email client applications.

Candidates must summarise the risks of receiving and opening email attachments and for distinction must suggest actions that could be taken to reduce these risks.

The presentation produced for Assessment Objective 3 should be appropriate for use in a business context, to illustrate a talk. Candidates must make their own decisions about the focus, content and layout of the slides but there is no requirement for them to produce evidence of their designs. It is likely that the evidence for this Assessment Objective will largely comprise printouts of the presentation but there could also be some screenshots to demonstrate features used that cannot be seen from printouts, eg spellchecking. Assessor witness statements may be used as evidence of the appropriateness and effectiveness of the overall presentation, which might be demonstrated by candidates giving a talk illustrated by their presentation. However, if this is done the centre must assess only the presentation and not the effectiveness of the spoken delivery. Alternatively, the electronic file can provide evidence of transitions and animations and the overall effectiveness of the product.

Evidence for Assessment Objective 4 will consist largely of final versions of the documents produced. Although candidates are expected to design their documents, there is no requirement for them to produce evidence of their designs. They must work from blank documents and not make use of templates or wizards provided by software packages. Additional evidence is needed to demonstrate the use of particular features that cannot be clearly seen from the printouts. For example, it is not clear from a printout of a document whether items are in a header or merely at the top of a page. If candidates develop their own templates or master pages, these should be clearly evidenced. Additional evidence might be provided by the electronic files, screenshots and/or individual, detailed witness statements, signed and dated by the assessor. Where elements have been obtained from external sources such as digital cameras, scanners, the WWW etc there

should be evidence to show this. It is not necessary to produce a commentary detailing every step taken in the production of the documents. The minimum number of documents is given in the grading grid but candidates may need to produce more than the minimum in order to demonstrate a wider range of features. Documents that are not fit for purpose are not acceptable. There is no benefit to candidates of creating many documents repeating the use of the same features. Documents should be created using word processing or DTP software only. As a minimum, it is expected that documents are fit for the intended audience and purpose, although some errors can be present. A screenshot showing the use of spellchecker and grammar check should be included. For Distinction it is a requirement that candidates design and create a mail merged letter. This could involve inserting merge fields from a linked database or spreadsheet or merge fields from a data file created within the word processing software. The separate requirement to insert fields into at least one document refers to including document information and a date field and is not met by inserting the merge fields from the data file.

Assessment Objective 5 requires candidates to design and create a simple spreadsheet. This might, for example, calculate the profit made on a range of items sold. For Distinction, candidates might add totals and averages for different weeks. Candidates must design their own sheet to meet identified needs, it is not acceptable for them to be supplied with a design for them to copy, or a template in which they merely need to add formulas. Although candidates are expected to design their own spreadsheet, there is no requirement for them to produce evidence of their design. Evidence for this Assessment Objective might include the electronic file and annotated printouts from the spreadsheet. Changed data might be most effectively evidenced by successive printouts, annotated by the candidate. Unit 6: Spreadsheets – design and use, allows candidates to explore the use of spreadsheets further.

Assessment Objective 6 requires candidates to use a realistic business database. Candidates **must not** use search engines to evidence this assessment objective. There is no requirement in this unit to set up a database. Candidates wishing to study databases in more detail might wish to study Unit 7: Databases – design and use. Centres should provide candidates with a database, for example client records. This should contain sufficient records to make searching and sorting realistic and worthwhile tasks. Candidates should provide evidence of the design and results of queries and the reports carried out for specified purposes, either in printed form or by providing the electronic file. The purposes may be specified by the candidates or by the centre in the form of a series of tasks. However, tasks must not specify the exact criteria for candidates to use. For example, it would be appropriate for a task to state that a user requires a list of all customers who live in Leeds, in alphabetical order of last name. It is not acceptable for a task to specify that a query is to be set up where Town = Leeds, sorted on last name in ascending order. Searches using more than one criterion may use Boolean operators (AND and/or OR) or may achieve these effects using options in the software. Sorting must be included in a query, this may be the same query that includes the search criteria or it might be an additional query. For Distinction the two different types of report that are required can be produced from the same query or from two different queries – what is important is that two types of report are evidenced – and that each report displays the data effectively. For example a query to list all the customers living in Leeds may be used to generate address labels and an alphabetical list of customers.

An OCR model assignment is available for this unit and can be downloaded from our website: www.ocr.org.uk.

Mapping to National Occupational Standards

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

Occupational standards	Unit number	Title
IT Users (e-skills UK)	OPU2	Operate a computer Level 2
IT Users (e-skills UK)	MSU2	Make selective use of IT Level 2
IT Users (e-skills UK)	UEI2	Use IT to exchange information Level 2
IT Users (e-skills UK)	MAIL2	E-mail Level 2
IT Users (e-skills UK)	NET2	Internet and Intranets Level 2
IT Users (e-skills UK)	PS2	Presentation software Level 2
IT Users (e-skills UK)	WP2	Word processing software Level 2
IT Users 2009 (e-skills UK)	ITS: B	IT security for users
IT Users 2009 (e-skills UK)	ISF:FS:B	IT software fundamentals
IT Users 2009 (e-skills UK)	WP:B	Word processing software
IT Users 2009 (e-skills UK)	DTP: B	Desktop Publishing Software
IT Users 2009 (e-skills UK)	PS:B	Presentation software
IT Users 2009 (e-skills UK)	EML: B	Using e-mail
IT Users 2009 (e-skills UK)	SS: A	Spreadsheet software
IT Users 2009 (e-skills UK)	DMS: A	Data management software
IT Users 2009 (e-skills UK)	ICF:FS:B	IT communication fundamentals
Community Arts (Creative & Cultural Skills)	CCS3	Make use of email and the internet

Signposting to functional skills

✓   The unit contains opportunities for developing Functional Skills.

Functional Skills Standards					
English		**Mathematics**		**ICT**	
Speaking and Listening		Representing	✓	Use ICT systems	✓
Reading	✓	Analysing	✓	Find and select information	✓
Writing	✓	Interpreting		Develop, present and communicate information	✓

Resources

This section provides suggestions of suitable resources. The list is neither prescriptive nor exhaustive, and candidates should be encouraged to gather information from a variety of sources.

Some suggested resources are intended for Tutor use. The resources in this section were current at the time of production.

Books

Cushing, Manson, Kelsall & Patel	*OCR level 2 Nationals in ICT: Units 1 and 21, student book and teacher resources* Payne-Gallway, ISBN: 978-1-905292-11-0
Bowman & Jones	*OCR National Level 2 in ICT Student Book with Dynamic Learning CD-ROM* Hodder Arnold. ISBN: 9780340942017, ISBN-10: 0340942010
North West Learning Grid	*OCR Nationals in IT (ICT)* North West Learning Grid
Thomas Telford Online	*OCR Nationals in ICT* Thomas Telford Online
Woodruff, D	*Unit 1 ICT skills for Business* ZigZag education
Various	*OCR Level 2 National Certificate in ICT Unit 1* Boardworks
Jenny Lawson	*OCR National Certificate in IT Level 2* Heinemann. ISBN: 043547149X
@tain online curriculum resources	*OCR Nationals in ICT* *@tain at Brooke Weston City Technology College*

Websites

Microsoft Office On-line.   URL:http://office.microsoft.com/en-gb/officeupdate/default.aspx
Provides up-to-date guidance on how to use Microsoft Office.

BBC Bitesize revision   URL:http://www.bbc.co.uk/schools/gcsebitesize/ict/
A user friendly BBC resource for tutors and candidates alike.

The Computer Information Centre http://www.compinfo.co.uk/
A one-stop reference resource for IT

Computer Weekly   http://www.computerweekly.com/
The on-line version of the IT magazine.

Free Images   http://www.freeimages.co.uk/
A clipart graphic site.

Grading

Assessment Objective	Pass	Merit	Distinction
AO1 Understand how safe working practices are applied in a business environment	Candidates will explain, with examples, some safe working practices when using ICT in a business environment. Their explanations will include the potential danger that each measure is designed to address. Explanations will include: • at least one measure to protect health, • at least one measure to protect physical safety • at least one measure to protect files from loss • at least one measure to protect files from unauthorised access.	Candidates will explain, with examples, a range of safe working practices when using ICT in a business environment. Their explanations will include the potential danger that each measure is designed to address. Explanations will include: • measures to protect health • measures to protect physical safety • different measures to protect files from loss • at least one measure to protect files from unauthorised access • at least one measure to protect files from modification.	Candidates will explain fully, with examples, a wide range of safe working practices when using ICT in a business environment. Their explanations will include the potential danger that each measure is designed to address. Explanations will include: • measures to protect health, • measures to protect physical safety • measures to protect files from loss • at least one measure to protect files from unauthorised access • measures to protect files from modification • guidance on choosing a strong password
AO2 Using appropriate software, select and use tools and facilities to download files/information and to understand how to use email in a business context	Candidates will use a search engine to source information for a specific purpose using the Internet. They will store some information and will provide the website address(es) for the information found. Candidates will demonstrate an understanding of the use of email to communicate information for business purposes, including sending a message *Continued on next page*	Candidates will use a search engine to source information for a specific purpose using the Internet, using effective search criteria, eg keywords. They will store some information and will provide the website address(es) for the information found commenting on the trustworthiness of the source(s). They will use bookmarks/favourites to store useful links. *Continued on next page*	Candidates will use a search engine to source information for a specific purpose using the Internet, making effective use of advanced search criteria eg quotes, wildcards, advanced search pages. They will store some information. They will comment on the validity of their sources: provide details of their source website addresses, note trustworthiness of sources and date of information. *Continued on next page*

Assessment Objective	Pass	Merit	Distinction
	to more than one recipient, sending, receiving and saving/opening an attachment safely, the appropriate use of forward and reply, and the need for appropriate use of subject and message text in email. Candidates will make a brief comment about the risks of receiving and opening email attachments.	They will demonstrate an understanding of the implications of copyright for business use. Candidates will demonstrate an understanding of the use of email to communicate information for business purposes, including sending a message to more than one recipient, sending, receiving and saving/opening an attachment safely, the appropriate use of forward and reply, and the need for appropriate use of subject and message text in email. Candidates will summarise the risks of receiving and opening email attachments. They demonstrate an understanding of at least two of the extended email features as listed in the KUS.	They will use bookmarks/favourites to store useful links and will organise these bookmarks/favourites into folders. They will demonstrate an understanding of the implications of copyright for business use. Candidates will demonstrate an understanding of the use of email to communicate information for business purposes, including sending a message to more than one recipient, sending, receiving and saving/opening an attachment safely, the appropriate use of forward and reply, and the need for appropriate use of subject and message text in email. Candidates will summarise the risks of receiving and opening email attachments and suggest actions that could be taken to reduce these risks. They demonstrate an understanding of at least four of the extended email features as listed in the KUS.

Assessment Objective	Pass	Merit	Distinction
AO3 Design and create a business presentation to accompany a talk, using presentation software	Candidates will design and create a business presentation of at least five slides selecting and using text and graphics. There may not be a consistent style to the slides. There will be some evidence that the candidate has checked for errors and the presentation will be largely fit for purpose.	Candidates will design and create a business presentation of at least five slides selecting and using appropriate text and graphics. There will be some consistency of style used on the slides, although there may be some exceptions. Slide transitions will have been set, but these may not always be the most effective. The presentation will be checked and free from obvious errors. The candidate will print out the presentation in handout form.	Candidates will design and create a business presentation of at least five slides selecting and using appropriate text and graphics. A consistent house style will be used on all the slides. Slide transitions and animations will have been set and these will be appropriate for the purpose and audience. The final presentation will be checked and will be of near professional quality. Speaker notes will be added where appropriate. The candidate will print out the presentation in handout form, and showing the notes pages.

Assessment Objective	Pass	Merit	Distinction
AO4 Design and create business documents using word processing or DTP software	Candidates will design and create straightforward business documents. These will include a letter and at least two other documents such as a business card, flyer, newsletter, invoice, memo, agenda, report or minutes. At least one document will include graphics using more than one source, eg clip art, the World Wide Web, scanner, digital camera, drawing package, spreadsheet or database. All documents will have been checked using a spelling checker but some errors may remain. Some formatting features, eg font style and size and paragraph justification will have been used. The final documents will be largely fit for purpose.	Candidates will design and create at least three types of business document, including a letter and a document of more than one page. They will include graphics from a range of sources. They will use spelling and grammar checks and will edit the documents to improve and correct them so that few errors remain. There will be some consistency to the layout of the documents, although there may be some exceptions. There will be evidence of the use of a range of software tools/facilities and these will have been used appropriately. The final documents will be fit for purpose.	Candidates will design and create at least three types of business document, including a mail merged letter and a document of several pages. They will include graphics from a wide range of sources. Candidates will design a house style and will use this in the production of all documents. They will insert fields, including date and document information. There will be evidence of the use of a wide range of software tools/facilities and these will have been used appropriately. All documents produced will have been thoroughly checked using spelling and grammar checks, and proof read, so that they are virtually error-free, and of a near-professional standard.
AO5 Design, create and use a business spreadsheet	Candidates will design and create a business spreadsheet for a given purpose using at least two different calculations. The functions/formulas may not be efficient, but will work. There will be sufficient row/column headings to make the spreadsheet reasonably easy to understand. Some formatting will be applied to improve the appearance of the spreadsheet. Continued on next page	Candidates will design and create an effective business spreadsheet for a given purpose displaying accurate figures. Several different formulas, including at least one function and at least one arithmetic operator will have been used. The spreadsheet will contain a title and appropriate row/column headings. A range of formatting will be applied to improve the appearance of the spreadsheet. Continued on next page	Candidates will design and create an effective business spreadsheet for a given purpose displaying accurate figures. Several different formulas will be used efficiently and will include the appropriate use of more than one function and at least two different arithmetic operators. The spreadsheet will contain a title and appropriate row/column headings. Continued on next page

Assessment Objective	Pass	Merit	Distinction
	Candidates will change some of the numeric data in the spreadsheet to model the expected outcome of at least two different scenarios. They will note the results. Candidates will print out their spreadsheet.	Candidates will change some of the numeric data in the spreadsheet to model the expected outcome of at least two different scenarios. They will note and explain the results. Candidates will preview and print out their spreadsheet using appropriate page orientation and number of pages. Formula printout(s) will be included.	The spreadsheet will be formatted effectively using a range of format options to improve the appearance of the spreadsheet. Candidates will change some of the numeric data in the spreadsheet to model the expected outcome of at least two different scenarios. They will note and explain the results. Candidates will preview and print out their spreadsheet using appropriate page orientation and number of pages. They will use appropriate headers and/or footers and will set at least one further print layout feature appropriately. Formula printout(s) will be included.
AO6 Select and use tools and facilities in database software to enter, sort and search for information for business purposes using a realistic business database provided by the centre	Candidates will enter, edit and delete data in a database. These changes will be largely accurate. They will select data for a specified purpose by creating and using at least one query with at least one search criterion.	Candidates will enter, edit and delete data in a database. These changes will be made accurately. They will select data for a specified purpose by creating and using at least one query with at least one search criterion, sorting on at least one field. They will present the results of the query in an appropriate report.	Candidates will enter, edit and delete data in a database. These changes will be made accurately. They will select data for a specified purpose by creating and using at least one query with more than one search criterion, sorting on at least one field. They will present the results of query(s) using at least two different reports. The two reports will display data in different formats, eg address labels, table format, list. The reports will display the selected data well.