

**Data Technician**

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| Name: Miss Tasleem Akhter |
| Course Date: 12/05/2025 |
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# Day 1: Task 1

Please research and complete the below boxes on common laws and regulations that must be followed when working with customers data, use the below bulleted list to support your answers.

* What is it
* Why is it important
* Provide a real-world example of how you can follow it
* How does it impact working with data
* What could happen if you breached it

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| Data Protection Act | Refers to best practices and regulations for handling data responsibly, safely and securely. It is important because the data holds personal and private information and ensures compliance with legal standards. An example is that a company must encrypt sensitive information handling sensitive data with third parties to reduce impact like bias and preventing misuse. Data breaches can result in legal issues, loss of trust and financial penalties. |
| GDPR | General Data Protection Regulation is important because it governs how personal data is collected and prevents misuse of personal data. An example is an online retailer must provide clear policy and ensure that customer details are securely stored. It impacts data analytics by enforcing strict guidelines on data collection and processing. And data breaches can result in heavy fine and legal action which is dependent on the severity of the data breach. |
| Freedom of Information Act | This is law that grants the public the right to access information held by public authorities. It promotes accountability and allows citizens to understand how decisions are made and how funds are spent. An example can be a citizen may request copy of environmental reports from their local council to understand local pollution levels. It impacts on working with data by improving accuracy and breaches can result in legal actions and fines and investigations. |
| Computer Misuse Act | Is a UK law designed to prevent unauthorised access to computer systems and data to prevent fraud. It is important because it protects individuals and businesses from cyber threats. An example can be a company like Amazon implementing strong cybersecurity measures like firewall and password protection to prevent unauthorised access to sensitive customer data. And impacts on working data by encouraging responsible data management to prevent unauthorised access. Breach of the Act can result in imprisonment and fines depending on the seriousness of the breach. |

# Day 2: Task 1

Please research and complete the following tasks within the retail-sales\_dataset.xlsx document, paste a print screen into the provided boxes below:

1. In the sheet ‘retail\_sales\_dataset’ add all available data between columns **A – H** into a ‘table’
2. Using the ‘filter’ function, filter ‘Age’ to ‘largest to smallest’
3. Using the ‘SUM’ function, show me the commission total in cell ‘**P10’**
4. Using the ‘AVERAGE’ function, show me the average commission in cell **‘P11’**

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| Print screen 1 |  |
| Print screen 2 |  |
| Print screen 3 | |  |  |  |  |  | | --- | --- | --- | --- | --- | | English | Mathematics | Science | Average | Highest score | | 75 | 85 | 85 | 81.66666667 | 85 | | 80 | 75 | 90 | 81.66666667 | 90 | | 85 | 75 | 80 | 80 | 85 | | 80 | 70 | 80 | 76.66666667 | 80 | | 80 | 70 | 80 | 76.66666667 | 80 | | 65 | 80 | 70 | 71.66666667 | 80 | | 90 | 50 | 70 | 70 | 90 | | 55 | 80 | 60 | 65 | 80 | | 55 | 70 | 65 | 63.33333333 | 70 | | 55 | 30 | 65 | 50 | 65 | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |

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| Print screen 4 |  |

# Day 2: Task 2

Please research and complete the following tasks within the retail-sales\_dataset.xlsx document, paste print screens into the provided box below:

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| --- | --- |
| Print screen 1 |  |

# Day 2: Task 3

Using the skills developed today, have some fun with the data set you have imported. Paste your work below and enjoy!

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| Print screen 1 |  |

# Day 3: Task 1

Please download the dataset ‘Day\_3\_Task\_1\_Bike\_Sales\_Pivot\_Lab.xlsx’ from [here](https://justit831-my.sharepoint.com/:x:/g/personal/danpe_justit_co_uk/Eb73L6LixCJHtafDJ4AOh-ABR9CVF0n9sdEgB4foSh261g?e=jh493A).

The lab instructions can be found [here](https://justit831-my.sharepoint.com/:b:/g/personal/danpe_justit_co_uk/EVySAtWQiEVDmrtCufrqTgwBuLVxX6mEKYqEAe0Mgl6b9Q?e=i05yOa). Do not worry if you do not complete the lab, just working with data and playing with the pivot table will be good experience.

Please paste your final pivot table below and complete the reflection questions:

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| Print screen 1 |  |
| In which markets does Germany have customers? |  |
| What country has sales in all markets? |  |
| What are the most profitable markets by country, age group, and gender? |  |
| Any other findings? |  |

# Day 3: Task 2

The dataset below tracks the sales performance of different products in various counties in England. Please paste the dataset into a blank Excel workbook. Your task is to:

* **Create a Pivot Table** to summarise the data by county and product.
* **Use the SWITCH function** to categorise products based on their sales volume.

#### **Dataset:**

|  |  |  |
| --- | --- | --- |
| **County** | **Product** | **Sales Volume** |
| Yorkshire | Laptops | 500 |
| Yorkshire | Smartphones | 200 |
| Cornwall | Laptops | 700 |
| Cornwall | Printers | 400 |
| Lancashire | Smartphones | 150 |
| Lancashire | Laptops | 600 |
| Essex | Printers | 800 |
| Essex | Smartphones | 300 |
| Durham | Laptops | 250 |
| Durham | Printers | 300 |
| Greater Manchester | Smartphones | 600 |
| Greater Manchester | Laptops | 400 |

#### **Step 1: Create a Pivot Table**

* Select the dataset (columns A to C).
* Insert a Pivot Table to summarise the data by **County** in the rows and **Products** in the columns. Use **Sales Volume** as the value to be summarised.

#### **Step 2: Use the SWITCH Function**

In a new column next to your data, use the SWITCH function to categorise products based on **Sales Volume** as follows:

* + For sales greater than 600: **"High"**
  + For sales between 300 and 600: **"Medium"**
  + For sales less than 300: **"Low"**

**SWITCH Function Example**:

=SWITCH(TRUE, C2 > 600, "High", C2 >= 300, "Medium", "Low")

* Apply this formula to each row, and check if the products are categorised correctly.

#### **Submission:**

* A completed Pivot Table summarising sales by county and product.
* A new column in the dataset categorising products by sales volume using the SWITCH function.
  + Please paste your completed work below

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| Print screen 1 | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  |  |  |  |  |  | | **Sum of Sales Volume** | **Product** |  |  |  |  | | **County** | **Laptops** | **Printers** | **Smartphones** | **Grand Total** | Low | | Cornwall | 700 | 400 |  | 1100 | Low | | Durham | 250 | 300 |  | 550 | High | | Essex |  | 800 | 300 | 1100 | Medium | | Greater Manchester | 400 |  | 600 | 1000 | Medium | | Lancashire | 600 |  | 150 | 750 | High | | Yorkshire | 500 |  | 200 | 700 | Low | | **Grand Total** | **2450** | **1500** | **1250** | **5200** | Low | |

# Day 3: Task 3

Please download the dataset ‘Day\_3\_Task\_3\_Bike\_Sales\_Visualisations\_Lab.xlsx’ from [here](https://justit831-my.sharepoint.com/:x:/g/personal/danpe_justit_co_uk/ESeJLtyZhYxIpZXluVywvvkBxgx2EtpPUzmxLCzQBGTKNQ?e=naSu4B).

The lab instructions can be found [here.](https://justit831-my.sharepoint.com/:b:/g/personal/danpe_justit_co_uk/Ec1IWsNPl_ZMuaSbNcaLyVcByy3JcZaQgoG1FeFwO9neRQ?e=6lsJG1) Do not worry if you do not complete the lab, just working with data and playing with the charts will be good experience.

Please paste your results below:

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| Print screen 1 |  |

# Day 4: Task 1

You have been asked to deliver your analysis findings to the board of directors, within your analysis you have identified that customers are leaving your company at the 12-month point, this is typically when they receive their renewal price.

Conduct research and complete the below questions:

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| How would you prepare for the delivery? |  |
| What tools would you use for the delivery? |  |
| What is prospecting and why would you complete this before your delivery? |  |
| Tell me best practices for public speaking and providing updates to senior leaders |  |
| What will you show the board in your delivery? |  |
| How will you articulate the changes that are needed? |  |
| Provide a list of online resources and videos that will support your preparation for public speaking |  |
| Evaluate tools that provide visualisation.  Tell me what they are.  Tell me what you would choose when delivering your presentation and why |  |

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| **Course Notes** |

It is recommended to take notes from the course, use the space below to do so, or use the revision guide shared with the class:

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| **Additional Information** |

We have included a range of additional links to further resources and information that you may find useful, these can be found within your revision guide.

**END OF WORKBOOK**

**Please check through your work thoroughly before submitting and update the table of contents if required.**

**Please send your completed work booklet to your trainer.**