BCS Level 2 Certificate for Data Support Technicians

Qualification Guide

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The Digital Skills Standard

CONTENTS

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Introduction

Technology is constantly transforming how we live and work, and how we carry out our daily tasks. As digital and IT technologies continue to evolve and enable the digital transformation of businesses, there is an ever-increasing need for individuals to be equipped with the skills to support the development and implementation of IT solutions that deliver efficiencies, that enhance the productivity of individuals and teams, and which ensure successful operations can be carried out.

In conjunction with the ICDL Foundation, BCS, The Chartered Institute for IT, has designed this qualification to support individuals to develop the industry-specific knowledge and skills needed to be successful in increasingly digitised roles. As a Data Support Technician these skills include using databases and spreadsheets, alongside knowledge of basic analytics and data protection.

BCS, The Chartered Institute for IT

As the Chartered Institute for IT, we are the digital specialists and the only awarding body focused on computing and IT. Our commitment under our royal charter is to ensure everyone within society has access to the basic skills required to live and work in a digital age.

Qualification Suitability and Overview

The Level 2 Certificate for Digital Support Technicians qualification is suitable for individuals with a basic to intermediate level of competence in using IT software to complete tasks at work, as part of their studies, or within their daily lives.

This qualification is suitable for anyone;

- seeking to develop their IT skills to an advanced level in order to become a department expert in their workplace
- wishing to undertake professional development as part of seeking a new job opportunity
- currently studying who wishes to develop their practical IT skills in preparation for the working environment or who are looking to progress onto higher level qualifications

Successfully completing this qualification will equip individuals with the skills and knowledge required to be able to identify ways to improve productivity through the identification of use of suitable IT tools and processes which support the completion of specific tasks, which help to minimise the need for manual processes or duplication of tasks, and which enable others to work more efficiently - ensuring a greater level of accuracy and productivity is achieved overall.

LEVEL 2 CERTIFICATE FOR DATA SUPPORT TECHNICIANS	
QAN	610/1518/0
Entry Requirements	N/A
Guided Learning Hours (GLH)	96
Total Qualification Time (TQT)	126
Assessment Method	Online test.
Outcome	Pass/fail.

Although there are no formal entry requirements for this qualification, it would be beneficial for learners to have a basic understanding of IT.

In order to complete this Level 2 qualification, learners will have to complete a minimum of 14 credits and a maximum of 20 credits, which must include the two mandatory modules. An overview of these can be found below, while further details are included under Module Criteria.

MANDATORY UNITS	LEVEL	CREDIT VALUE
Big Data Learners will explore big data and its evolution.	2	4
Data Analytics Learners will explore key data analytics concepts and statistical analysis.	3	6
OPTIONAL UNITS	LEVEL	
Data Protection Learners will explore data protection concepts and principles.	2	4
Database Software Learners will explore the concepts and skills needed for using a database application.	2	4
IT Security for Users Learners will explore the concepts and skills to help minimise security risk to IT systems and data.	1	1
IT User Fundamentals Learners will explore the use of appropriate software applications to meet needs and solve problems.	1	3
Presentation Software Learners will explore the concepts and skills to demonstrate competence in using presentation software.	2	4
Spreadsheet Software Leaners will explore concepts and skills relating to understanding the concept and use of spreadsheets.	2	4
Word Processing Software Learners will explore the concepts and skills needed for using a word processing application.	2	4

In order to undertake this qualification, candidates will need to have access to the following Microsoft Office applications. NOTE: supported versions include 2016, 2019 or 365

Microsoft Word, Microsoft Access, Microsoft Excel, Microsoft PowerPoint.

Offering Level 2 Certificate for Data Support Technicians

To be able to offer this qualification, an organisation must be a BCS Approved Centre.

Details of what is required to be a centre can be found on our website.

Learner Progression

Learners undertaking this qualification may aim to further develop their skills in order to move into a specific area of IT. This may include progression onto a Level 3 Apprenticeship for example the Level 3 Data Technician or a Level 3 Higher Education Qualification.

Module Criteria

BIG DATA	
Assessment Time:	**30 minutes**
Pass mark	**75%**

	1. What is Big Data?
1.1	Define the term big data.
1.2	Recognise key stages in the evolution of big data.
1.3	Recognise key characteristics of big data like: volume, velocity, variety, variability, veracity, value.
1.4	Identify trends driving the expansion of data like: online consumer and organisational activity, IoT.
1.5	Recognise that technological change and innovation have increased the potential of big data for organisations.
	2. The Big Data Environment
2.1	Recognise common big data storage technologies.
2.2	Recognise common approaches to big data analysis.
2.3	Recognise common approaches to big data visualisation.
	3. Big Data in Practice
3.1	Recognise approaches to implementing big data in healthcare, insurance.
3.2	Recognise approaches to implementing big data in manufacturing, logistics.
3.3	Recognise approaches to implementing big data in eCommerce.
3.4	Recognise approaches to implementing big data in public services and administration.
	4. Big Data Adoption
4.1	Recognise that big data analysis requires investment in resources and competences.
4.2	Recognise challenges to big data analysis like data quality and consistency, system compatibility.
4.3	Recognise that the potential of providing big data as a service, selling analysis.
4.4	Recognise ethical considerations regarding big data analysis like: governance, data protection.
4.5	Consider the steps for exploiting big data in a given scenario.

DATA ANALYTICS		
Assessment Time:	**45 minutes**	
Pass mark	**75%**	
1. Concepts and Statistical Analysis		
1.1 Key Concepts	1.1.1	Identify the main types of data analytics: descriptive, diagnostic, predictive, prescriptive, quantitative, qualitative.
	1.1.2	Outline the business benefits of data analytics: identifies patterns/trends, improves efficiency, supports decision making, presents information effectively.
	1.1.3	Identify the main phases of data analysis: business understanding, data understanding, data preparation, modelling, evaluation, deployment.
	1.1.4	Recognise data protection considerations when analysing data like: anonymise personal data if possible, comply with applicable data protection regulations.
1.2 Statistical Analysis	1.2.1	Describe measures of central tendency of a data set: mean, median, mode.
	1.2.2	Calculate the central tendency value of a data set using a function: mean, median, mode.
	1.2.3	Describe measures of variation of a data set: quartiles, variance, range.
	1.2.4	Calculate the variation of a data set: quartile, variance, range.
2. Data Set Preparation		
2.1 Importing, Shaping	2.1.1	Import data into a spreadsheet application: .csv file, spreadsheet, website table, database table.
	2.1.2	Remove duplicate data.
	2.1.3	Validate that given values belong to a reference data set using the VLOOKUP function.
	2.1.4	Validate that given values belong to a specified range using one or more if functions.
	2.1.5	Extract values from a string using text functions: left, right, len, mid, find.
2.2 Filtering	2.2.1	Format a data set as a built-in table.
	2.2.2	Insert and use table slicers.
3. Data Set Summarisation		
3.1 Pivot Table Data Aggregation	3.1.1	Change the method of aggregation for a value: sum, average, count, minimum, maximum.
	3.1.2	Display multiple aggregation values.
	3.1.3	Display values as: % calculation, difference from specific values, running total, ranked.
3.2 Pivot Table Frequency Analysis	3.2.1	Automatically, manually group data and rename groups.
	3.2.2	Ungroup data.
3.3 Filtering Pivot Tables	3.3.1	Use the report filter.
	3.3.2	Insert and use slicers to filter single, multiple pivot tables.

	3.3.3	Insert and filter a timeline.
3.4 Using Pivot Charts	3.4.1	Insert a pivot chart for an existing pivot table.
	3.4.2	Create a pivot chart from fields in a data set.
4. Data Visualisation		8
4.1 Concepts and Setup	4.1.1	Understand the concept of data visualisation using reports and dashboards. Outline common visualisations like: charts, key performance indicators (KPIs), maps.
	4.1.2	Recognise common data visualisation tools and their functions like: visualise data, publish and share business intelligence.
	4.1.3	Understand good design practice in reports and dashboards like: clean and uncluttered layout, descriptive titles, consistent fonts and colour, use of colour for emphasis and understanding.
	4.1.4	Import a data set from a spreadsheet into a data visualisation tool and save the file.
4.2 Visualisation	4.2.1	Create tables in a report.
	4.2.2	Visualise data as a chart: column, bar, line, pie.
	4.2.3	Apply, edit font and background conditional formatting to show: high/low values, above/below average values.
	4.2.4	Apply, edit data bars.
	4.2.5	Apply, edit visual level filters.
4.3 Publishing and Sharing	4.3.1	Publish a report.
	4.3.2	Create a dashboard.
	4.3.3	Share a report, dashboard using a link. Share a report to web.

DATA PROTECTION		
Assessment Time:	**45 minutes**	
Pass mark	**75%**	
1. Concepts		
1.1 Personal Data	1.1.1	Understand the term privacy and its associated rights. Be aware that privacy is not an absolute right and other rights may take precedence.
	1.1.2	Define the term personal data.
	1.1.3	Understand the term data processing.
	1.1.4	Distinguish between automated and manual data processing.
1.2 Protecting Personal Data	1.2.1	Understand the term data protection.
	1.2.2	Recognise some risks to personal data from data processing like: accidental or unlawful destruction, loss, alteration, unauthorised disclosure, unauthorised access.
	1.2.3	Recognise some risks for data subjects from personal data processing like: discrimination, identity theft or fraud, financial loss, damage to reputation, loss of confidentiality, loss of privacy, loss of rights, loss of data control, profiling.
	1.2.4	Understand data protection roles and responsibilities like: data subject, data processor, data controller, data protection officer (DPO), supervisory authority.
2. GDPR Overview		
2.1 Rationale and Objectives	2.2.1	Understand that the General Data Protection Regulation (GDPR) is a data protection regulation that is enforceable as law in all European Economic Area (EEA) member states.
	2.2.2	Recognise the rationale for the introduction of the GDPR: increased legal certainty, increased consumer confidence and trust, increased protection of growing volumes of electronic personal data and their international transfer.
	2.2.3	Outline the primary objectives of the General Data Protection Regulation: equivalent level of protection of natural persons with regard to the processing of personal data, free flow of personal data throughout the European Union (EU).
2.2 Scope	2.2.1	Outline the scope of data processing activities covered by the GDPR: automated and manual processing of personal data, personal data processing activities exempted from the application of the regulation.
	2.2.2	Outline the territorial scope of the GDPR regarding the location of personal data processing and data subjects.
3. Principles		
3.1 Processing Personal Data	3.1.1	Define the principle of lawfulness, fairness and transparency.
	3.1.2	Define the principle of purpose limitation.
	3.1.3	Define the principle of data minimisation.

	3.1.4	Define the principle of accuracy.
	3.1.5	Define the principle of storage limitation.
	3.1.6	Define the principle of integrity and confidentiality.
	3.1.7	Define the principle of accountability.
3.2 Lawfulness of Processing	3.2.1	Outline the conditions under which personal data processing is lawful: consent by data subject, performance of a contract, compliance with a legal obligation, protection of vital interests, performance of a task carried out in the public interest, pursuance of legitimate interests by the controller or by a third party.
	3.2.2	Be aware that consent can only be considered given by the data subject if certain conditions are met. Outline the conditions for consent: recorded, clearly requested, withdrawable, given freely.
	3.2.3	Understand the conditions applicable to a child's consent in relation to online services.
	3.2.4	Recognise that where processing is carried out on behalf of a data controller, a legal agreement must be in place between the data controller and data processor that ensures compliance with data protection regulations and protects the rights of data subjects.
	3.2.5	Identify special categories of personal data that are typically prohibited from processing: racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic information, biometric information, health, sex life, sexual orientation. Recognise that special categories of data can be processed lawfully under certain conditions like explicit consent.
	3.2.6	Recognise that in general personal data can only be transferred outside the EU for processing when the external data protection regulations are compliant with the GDPR.
4. Data Subject Rights		
4.1 Facilitate Rights	4.1.1	Recognise the importance of clearly communicating to the data subject information relating to processing like: privacy notice, fair processing notice.
	4.1.2	Outline key information that must be provided to a data subject when personal data is obtained like: the data controller's identity and contact details, the purpose and legal basis of processing, the data retention period, the data subject's rights.
	4.1.3	Outline additional information that may need to be provided to a data subject when personal data is obtained by the data controller like: data transfer to a third country, contact details for any DPO, any other recipients, any other information to make the processing fair.
	4.1.4	Be aware that additional information should be provided to the data subject when data is not obtained directly by the data controller.
4.2 Exercise Rights	4.2.1	Define the term subject access request and understand a data subject's right of access.
	4.2.2	Understand the right to rectification.
	4.2.3	Understand the right to be forgotten.
	4.2.4	Understand the right to restriction of processing.

	4.2.5	Understand the right to data portability.
	4.2.6	Understand the right to object and not to be subject to a decision based solely on automated processing, including profiling.
	4.2.7	Understand that the rights of the data subject may not be met if there are legal restrictions.

5. Implementation		
5.1 Policies and Methods	5.1.1	Understand that organisational data protection guidelines and policies must be compliant with data protection regulations. Be aware of the importance of adhering to organisational data protection guidelines and policies.
	5.1.2	Understand that data processing should incorporate data protection by design and by default.
	5.1.3	Understand the term data protection impact assessment and when it is required.
5.2 Measures	5.2.1	Recognise some appropriate technical and organisational measures to manage risks when processing personal data like: the pseudonymisation and encryption of personal data; the ability to ensure the ongoing confidentiality, integrity, availability and resilience of systems and services; the ability to restore personal data in a timely manner; a process for determining the effectiveness of technical and organisational measures.
	5.2.2	Be aware of specific technical measures to manage risks when processing personal data like: encryption, secure digital storage, back up data, secure digital communications, secure physical environment, secure disposal of data.
	5.2.3	Be aware of specific organisational measures to manage risks when processing personal data like: training, processes and procedures, legal contracts, managerial oversight.
	5.2.4	Distinguish between the pseudonymisation and anonymisation of personal data.

6. Compliance		
6.1 Data Breaches	6.1.1	Understand the term personal data breach.
	6.1.2	Be aware when the data controller must report personal data breaches to the supervisory authority. Be aware of the associated time frame for reporting.
	6.1.3	Be aware that the data controller should report personal data breaches to the data subject when there is a high risk to their rights and freedoms.
6.2 Enforcement	6.2.1	Identify the supervisory authority in your jurisdiction and recognise the requirement to cooperate with it when requested.
	6.2.2	Be aware of the data subject's right to lodge a complaint to their supervisory authority, regardless of where their data is processed.
	6.2.3	Understand possible consequences for organisations that fail to implement relevant data protection regulations like: fines, litigation, reputational damage.

DATABASE SOFTWARE		
Assessment Time:	**45 minutes**	
Pass mark	**75%**	
1. Understanding Databases		
1.1 Key Concepts	1.1.1	Understand what a database is.
	1.1.2	Understand that information is the processed output of data.
	1.1.3	Understand how a database is organised in terms of tables, records and fields.
	1.1.4	Understand that all database data is stored in tables. Understand that changes are automatically saved.
	1.1.5	Know some of the common uses of databases like: social networks, booking systems, government records, bank account records, hospital patient details.
1.2 Database Organisation	1.2.1	Understand that each table in a database should contain data related to a single subject type.
	1.2.2	Understand that each record in a database should contain data related to a single subject.
	1.2.3	Understand that each field in a table should contain only one element of data.
	1.2.4	Understand that field content is associated with an appropriate data type like: text, number, date/time, yes/no.
	1.2.5	Understand that fields have associated field properties like: field size, format, default value.
	1.2.6	Understand what a primary key is.
	1.2.7	Understand that the main purpose of an index is to speed up search queries.
1.3 Relationships	1.3.1	Understand that the main purpose of relating tables in a database is to minimise duplication of data.
	1.3.2	Understand that a relationship is built by matching a unique field in one table with a field in another table.
	1.3.3	Understand the importance of maintaining the integrity of relationships between tables.
2. Using the Application		
2.1 Working with Databases	2.1.1	Open, close a database application.
	2.1.2	Open, close a database.
	2.1.3	Create a new database and save to a location on a drive.
	2.1.4	Display, hide built-in toolbars. Restore, minimise the ribbon.
	2.1.5	Use available help resources.
2.2 Common Tasks	2.2.1	Open, save, close a table, query, form, report.

	2.2.2	Switch between view modes in a table, query, form, report.
	2.2.3	Delete a table, query, form, report.
	2.2.4	Navigate between records in a table, query, form. Navigate between pages in a report.
	2.2.5	Sort records in a table, form, query output in ascending, descending numeric, alphabetic order.

3. Tables

3.1 Record	3.1.1	Add, delete records in a table.
	3.1.2	Add, modify, delete data in a record.
3.2 Design	3.2.1	Create and name a table and specify fields with their data types like: text, number, date/time, yes/no.
	3.2.2	Apply field property settings: field size, number format, date/time format, default value.
	3.2.3	Understand consequences of changing data types, field properties in a table.
	3.2.4	Create a simple validation rule for numbers.
	3.2.5	Set a field as a primary key.
	3.2.6	Index a field with, without duplicates allowed.
	3.2.7	Add a field to an existing table.
	3.2.8	Adjust the width of column(s) in a table.
3.3 Relationships	3.3.1	Create a one-to-many relationship between tables.
	3.3.2	Delete a one-to-many relationship between tables.
	3.3.3	Apply referential integrity between tables.

4. Retrieving Information

4.1 Main Operations	4.1.1	Use the search command for a specific word, number, date in a field.
	4.1.2	Apply a filter to a table, form.
	4.1.3	Remove filter from a table, form.
4.2 Queries	4.2.1	Understand that a query is used to extract and analyse data.
	4.2.2	Create a named single-table query using specific search criteria.
	4.2.3	Create a named two-table query using specific search criteria.
	4.2.4	Add criteria to a query using one or more operators: = (Equal), <> (Not equal to), < (Less than), <= (Less than or equal to), > (Greater than), >= (Greater than or equal to).
	4.2.5	Add criteria to a query to sort records in ascending, descending numeric, alphabetic order.
	4.2.6	Add criteria to a query using one or more logical operators: AND, OR, NOT.
	4.2.7	Use a wildcard in a query like: * or %, ? or _.
	4.2.8	Edit a query: modify, remove criteria.

	4.2.9	Edit a query: add, remove, move, hide, unhide fields.
	4.2.10	Run a query.
5. Forms		
5.1 Using Forms	5.1.1	Understand that a form is used to display, add and edit records.
	5.1.2	Create and name a simple form.
	5.1.3	Use a form to insert new records.
	5.1.4	Use a form to delete records.
	5.1.5	Use a form to add, modify, delete data in a record.
	5.1.6	Add, modify text in headers, footers in a form.
6. Outputs		
6.1 Reports, Data Export	6.1.1	Understand that a report is used to present selected information from a table, query.
	6.1.2	Create and name a simple report based on a table, query.
	6.1.3	Create and name a grouped report. Sort records and calculate summary information like: sum, minimum, maximum, average.
	6.1.4	Edit a report: change arrangement of data fields, headings.
	6.1.5	Edit a report: add, modify text in headers, footers.
	6.1.6	Export a table, query output in spreadsheet, text file, csv, XML format to a location on a drive.
	6.1.7	Export a report output in pdf format to a location on a drive.
6.2 Printing	6.2.1	Change table, form, query output, report orientation: portrait, landscape. Change paper size.
	6.2.2	Print a page, selected record(s), complete table.
	6.2.3	Print all records, specific page(s) using form layout.
	6.2.4	Print the result of a query.
	6.2.5	Print specific page(s) in a report, print complete report.

IT SECURITY FOR USERS		
Assessment Time:	**45 minutes**	
Pass mark	**75%**	
1.1 System Performance Security		
1.1.1 Unwanted Message	1.1.1.1	Know what 'spam' is.
	1.1.1.2	Understand that unwanted email and other messages, or 'spam', can be received on the computer.
	1.1.1.3	Use anti-spam software to protect the computer from the risk of unwanted messages.
1.1.2 Malicious Programs	1.1.2.1	Understand what malicious programs are: viruses, worms, trojans, spyware, adware, rogue dialers.
	1.1.2.2	Be aware of how malicious programs can enter the computer.
	1.1.2.3	Use anti-virus and anti-spyware software to protect the computer from the risk of malicious programs.
	1.1.2.4	Know that anti-virus software needs to be updated regularly.
	1.1.2.5	Know how to protect yourself from malicious programs: do not open email attachments from unknown users, treat messages, files, software and attachments from unknown sources with caution.
1.1.3 Infiltration	1.1.3.1	Know what a hacker is.
	1.1.3.2	Know how hackers can attempt to infiltrate the computer.
	1.1.3.3	Understand that a firewall helps to protect the computer against the risk of infiltration.
1.1.4 Hoaxes	1.1.4.1	Know that you can receive hoaxes: virus hoaxes, chain letters, scams, false alarms, misunderstandings, scares.
	1.4.2	Know how to check whether a message you have received is a hoax.
1.2 Information Security		
1.2.1 Identity/ Authentication	1.2.1.1	Understand that information can be at risk from unauthorised access.
	1.2.1.2	Know that an individual user name limits access to relevant levels of information when logging onto a computer.
	1.2.1.3	Understand that passwords and PIN numbers help to protect information from the risk of unauthorised access.
	1.2.1.4	Understand that you should change your password/PIN number regularly.
	1.2.1.5	Know how to change your password/PIN number.
1.2.2 Confidentiality	1.2.2.1	Understand that you should not share your password/PIN number with others.
	1.2.2.2	Understand that you should not write down your password/PIN number.
	1.2.2.3	Know that you should respect the confidentiality of information you have access to.

	1.2.2.4	Know that you should not leave your computer unattended without logging off or locking it, to prevent the risk of access to your data.
1.2.3 Identity Theft	1.2.3.1	Know what phishing is.
	1.2.3.2	Understand identify theft and how to avoid it.
	1.2.3.3	Avoid inappropriate disclosure of information.
1.3 Technology Security		
1.3.1 Networks	1.3.1.1	Understand what a public network is.
	1.3.1.2	Know that unsecured networks can make information accessible to others.
	1.3.1.3	Be aware that you should not send unencrypted confidential information across an unsecured network.
	1.3.1.4	Understand that wireless networks may be visible or accessible to other users.
	1.3.1.5	Be aware of the security risks when using default passwords and settings on networks, computers and programs.
	1.3.1.6	Know that your internet security settings should be adjusted to prevent the risk of access to your network by other users.
1.3.2 Connectivity	1.3.2.1	Know what Bluetooth connectivity is.
	1.3.2.2	Understand that Bluetooth settings should be adjusted to prevent the risk of unauthorised access to a Bluetooth device by others.
1.3.3 Portable Devices	1.3.3.1	Know that portable devices are vulnerable to loss or theft: laptop, notebook, PDA, mobile phone, multimedia player.
	1.3.3.2	Know that USB and other removable storage devices can contain valuable and confidential information, and are vulnerable to loss or theft.
	1.3.3.3	Ensure all portable and removable devices are stored safely and securely.
1.4 Guidelines and Procedures		
1.4.1 Guidelines and Procedures	1.4.1.1	Know where to find the relevant guidelines and procedures for the secure use of IT within your organisation.
	1.4.1.2	Ensure you follow the guidelines and procedures for the secure use of IT.
	1.4.1.3	Know who to approach if you are unsure of the procedure to follow.
	1.4.1.4	Understand the IT security checks you should carry out.
	1.4.1.5	Know how to report IT security threats or breaches.
1.4.2 Privacy	1.4.2.1	Know the privacy policy within your organisation.
	1.4.2.2	Ensure you follow the privacy policy within your organisation.
1.5 Data Security		
1.5.1 Security	1.5.1.1	Know the privacy policy within your organization.
1.5.2 Backups	1.5.2.1	Be aware of the possibility of accidental file deletion.
	1.5.2.2	Be aware of the possibility of data corruption.
	1.5.2.3	Be aware of the possibility of computer malfunction and subsequent file loss.

	1.5.2.4	Understand that you should back up your personal data to appropriate media.
	1.5.2.5	Understand the importance of having a secure off-site backup copy of files.
1.5.2 Storage	1.5.2.1	Know how to store your personal data safely.
	1.5.2.2	Know how to store software securely.

IT USER FUNDAMENTALS	
Assessment Time:	**45 Minutes**
Pass mark:	**75%**

1. Computers and Devices		
1.1 ICT	1.1.1	Define the term Information and Communication Technology (ICT).
	1.1.2	Identify different types of ICT services/uses like: Internet services, mobile technology, office productivity applications.
1.2 Hardware	1.2.1	Define the term hardware. Identify the main types of computers like: desktops, laptops, tablets. Identify the main types of devices like: smartphones, media players, digital cameras.
	1.2.2	Define the terms processor, Random Access Memory (RAM), storage. Understand their impact on performance when using computers and devices.
	1.2.3	Identify the main types of integrated and external equipment like: printers, screens, scanners, keyboards, mouse/trackpad, webcam, speakers, microphone, docking station.
	1.2.4	Identify common input/output ports like: USB, HDMI.
1.3 Software and Licensing	1.3.1	Define the term software and distinguish between the main types of software like: operating systems, applications. Know that software can be installed locally or available online.
	1.3.2	Define the term operating system and identify some common operating systems for computers and devices.
	1.3.3	Identify common examples of applications like: office productivity, communications, social networking, media, design, mobile applications.
	1.3.4	Define the term End-User License Agreement (EULA). Recognise that software must be licensed before use.
	1.3.5	Outline the types of software licenses: proprietary, open source, trial version, shareware, freeware.
1.4 Start Up, Shut Down	1.4.1	Start a computer and log on securely using a user name and password.
	1.4.2	Log off, shut down, restart a computer using an appropriate routine.
1.5 Maintenance	1.5.1	Know the importance of regular routine maintenance of IT systems and how to carry out routine maintenance of IT systems safely.*
	1.5.2	Identify sources of help and take appropriate action to handle routine IT problems.*

* Items added to facilitate mapping to UK ITQ unit "IT User Fundamentals" at Level 1.

2. Desktops, Icons, Settings		
2.1 Desktop and Icons	2.1.1	Outline the purpose of the desktop and the task bar.
	2.1.2	Identify common icons like those representing: files, folders, applications, printers, drives, shortcuts/aliases, recycle bin/wastebasket/trash.

	2.1.3	Select and move icons.
	2.1.4	Create, rename, move, delete a shortcut/alias.
2.2 Using Windows	2.2.1	Identify the different parts of a window: title bar, menu bar, toolbar, ribbon, status bar, scroll bar.
	2.2.2	Open, collapse, expand, restore down, maximise, resize, move, close a window.
	2.2.3	Switch between open windows.
2.3 Tools and Settings	2.3.1	Use available help functions.
	2.3.2	View the computer's basic system information: operating system name and version number, installed RAM.
	2.3.3	Change desktop configuration settings: date and time, volume settings, background, resolution.
	2.3.4	Change, add, remove keyboard language. Change default language.
	2.3.5	Shut down a non-responding application.
	2.3.6	Install, uninstall an application.
	2.3.7	Connect a device (USB flash drive, digital camera, media player) to a computer. Disconnect a device using an appropriate routine.
	2.3.8	Capture a full screen, active window.
3. Outputs		
3.1 Working with Text	3.1.1	Open, close a word processing application. Open, close files.
	3.1.2	Enter text into a document.
	3.1.3	Copy, move text within a document, between open documents. Paste a screen capture into a document.
	3.1.4	Save and name a document.
3.2 Printing	3.2.1	Install, uninstall a printer. Print a test page.
	3.2.2	Set the default printer from an installed printer list.
	3.2.3	Print a document from a word processing application.
	3.2.4	View, pause, restart, cancel a print job.
4. File Management		
4.1 Introducing Files and Folders	4.1.1	Understand how an operating system organises drives, folders, files in a hierarchical structure. Navigate between drives, folders, sub-folders, files.
	4.1.2	Display file, folder properties like: name, size, location..
	4.1.3	Change view to display files and folders like: ti les, icons, list, details.
	4.1.4	Identify common file types like: word processing, spreadsheet, presentation, portable document format (pdf), image, audio, video, compressed, executable files.
	4.1.5	Open a file, folder, drive.
	4.1.6	Recognise good practice in folder, file naming: use meaningful names for folders and files to help with searching and organisation.

	4.1.7	Create a folder.
	4.1.8	Rename a file, folder.
	4.1.9	Search for files by properties: all or part of file name using wildcards if necessary, content, date modified.
	4.1.10	View list of recently used files.
4.2 Organising Files and Folders	4.2.1	Select individual, adjacent, nonadjacent files, folders.
	4.2.2	Sort files in ascending, descending order by name, size, type, date modified.
	4.2.3	Copy, move files, folders between folders, drives.
	4.2.4	Delete files, folders to the recycle bin/wastebasket/trash and restore to original location.
	4.2.5	Empty the recycle bin/wastebasket/trash.
4.3 Storage and Compression	4.3.1	Identify the main types of storage media like: internal hard disk, external hard disk, network drive, CD, DVD, Bluray Disc, USB flash drive, memory card, online file storage.
	4.3.2	Identify file size, folder size, storage capacity measurements like: KB, MB, GB, TB.
	4.3.3	View available space on a storage device.
	4.3.4	Understand the purpose of file, folder compression.
	4.3.5	Compress files, folders.
	4.3.6	Extract compressed files, folders to a location on a drive.
5. Networks		
5.1 Network Concepts	5.1.1	Define the term network. Outline the purpose of a network: to share, access data and devices securely.
	5.1.2	Define the term Internet. Identify some of its main uses like: World Wide Web (WWW), VoIP, e-mail, IM.
	5.1.3	Define the terms intranet, virtual private network (VPN) and identify their main uses.
	5.1.4	Understand what transfer rate means. Understand how it is measured: bits per second (bps), kilobits per second (kbps), megabits per second (mbps), gigabits per second (gbps).
	5.1.5	Understand the concepts of downloading from, uploading to a network.
5.2 Network Access	5.2.1	Identify the different options for connecting to the Internet like: phone line, mobile phone, cable, wi-fi, wi-max, satellite.
	5.2.2	Define the term Internet Service Provider (ISP). Identify important considerations when selecting an internet subscription option like: upload speed, download speed and quota, cost.
	5.2.3	Recognise the status of a wireless network: protected/secure, open.
	5.2.4	Connect to a wireless network.

6. Security and Well-Being		
6.1 Protecting Data and Devices	6.1.1	Recognise good password policies like: create with adequate length, adequate character mix, do not share, change regularly.
	6.1.2	Define the term firewall and outline its purpose.
	6.1.3	Understand the purpose of regularly backing up data to a remote location.
	6.1.4	Recognise the importance of regularly updating software like: anti-virus, application, operating system software.
	6.1.5	Know how to stay safe when using ICT-based communication: protect personal information, avoid misuse of images, use appropriate language, respect confidentiality, use copy lists with discrimination.*
6.2 Malware	6.2.1	Understand the term malware. Identify different types of malware like: virus, worm, Trojan, spyware.
	6.2.2	Be aware how malware can infect a computer or device.
	6.2.3	Use anti-virus software to scan a computer.
6.3 Health and Green IT	6.3.1	Know the relevant guidelines and procedures for the safe and secure use of IT in an organisation.*
	6.3.2	Recognise ways to help ensure a user's well-being while using a computer or device like: take regular breaks, ensure appropriate lighting and posture.
	6.3.3	Recognise the risks from using IT: hardware, cables, electrical connections, handling equipment.*
	6.3.4	Recognise computer and device energy saving practices: turning off, adjusting automatic shutdown, backlight, sleep mode settings.
	6.3.5	Recognise that computers, devices, batteries, printer cartridges and paper should be recycled.
	6.3.6	Identify some options available for enhancing accessibility like: voice recognition software, screen reader, screen magnifier, on-screen keyboard, high contrast.

* Items added to facilitate mapping to UK ITQ unit "IT User Fundamentals" at Level 1.

PRESENTATION SOFTWARE	
Assessment Time:	**45 Minutes**
Pass mark:	**75%**

1. Using the Application		
1.1 Working with Presentations	1.1.1	Open, close a presentation application. Open, close presentation(s).
	1.1.2	Create a new presentation based on default template, other available template locally or online.
	1.1.3	Save a presentation to a location on a local, online drive. Save a presentation under another name to a location on a local, online drive.
	1.1.4	Save a presentation as another file type like: pdf, show, image file format.
	1.1.5	Switch between open presentations.
1.2 Enhancing Productivity	1.2.1	Set basic options/preferences in the application: user name, default folder to open, save files.
	1.2.2	Use available help resources.
	1.2.3	Use magnification/zoom tools.
	1.2.4	Display, hide built-in toolbars. Restore, minimise the ribbon.

2. Developing a Presentation		
2.1 Presentation Views	2.1.1	Understand the uses of different presentation view modes: normal, slide sorter, master, notes page, outline, slide show.
	2.1.2	Understand the uses of different presentation view modes: normal, slide sorter, master, notes page, outline, slide show.
	2.1.3	Recognise good practice in adding slide titles: use a different title for each slide to distinguish between slides in outline view, when navigating in slide show view.
2.2 Slides	2.2.1	Apply a different built-in slide layout to a slide.
	2.2.2	Apply a built-in design template, theme to a presentation.
	2.2.3	Apply background colour on specific slide(s), all slides in a presentation.
	2.2.4	Add a new slide with a specific slide layout like: title slide, title and content, title only, blank.
	2.2.5	Copy, move slides within the presentation, between open presentations.
	2.2.6	Delete slide(s).
2.3 Master Slide	2.3.1	Recognise good practice in maintaining a consistent design and format throughout a presentation by using the master slide.
	2.3.2	Insert a graphical object (picture, drawn object) into a master slide. Remove a graphical object from a master slide.
	2.3.3	Apply text formatting in a master slide: font sizes, font types, font colour.

3. Text		
3.1 Handling Text	3.1.1	Recognise good practice in creating slide content: use short concise phrases, bullet points, numbered lists.
	3.1.2	Enter text in a placeholder in normal view. Enter text in outline view.
	3.1.3	Edit text in a presentation.
	3.1.4	Copy, move text within a presentation, between open presentations.
	3.1.5	Delete text.
	3.1.6	Use the undo, redo command.
	3.1.7	Apply, modify, remove indents on text, bulleted lists, numbered lists.
3.2 Formatting	3.2.1	Apply text formatting: font size, font type.
	3.2.2	Apply text formatting: bold, italic, underline, shadow.
	3.2.3	Apply font colour to text.
	3.2.4	Apply case changes to text.
	3.2.5	Align text: left, centre, right in a text frame.
	3.2.6	Apply spacing above, below text, bulleted lists, numbered lists. Apply line spacing within text, bulleted lists, numbered lists: single, 1.5 lines, double.
	3.2.7	Switch between the different standard bullet, number styles in a list.
	3.2.8	Insert, edit, remove a hyperlink.
3.3 Tables	3.3.1	Create, delete a table.
	3.3.2	Enter, edit text in a table.
	3.3.3	Select cells, rows, columns, entire table.
	3.3.4	Insert, delete rows and columns.
	3.3.5	Modify column width, row height.
4. Charts		
4.1 Using Charts	4.1.1	Input data to create built-in charts in a presentation: column, bar, line, pie.
	4.1.2	Select a chart.
	4.1.3	Change the chart type.
	4.1.4	Add, remove, edit a chart title.
	4.1.5	Add data labels to a chart: values/numbers, percentages.
	4.1.6	Change the background colour of a chart.
	4.1.7	Change the column, bar, line, pie slice colours in a chart.
4.2 Organisation Charts	4.2.1	Create an organisation chart with a labelled hierarchy using a built-in organisation chart feature.
	4.2.2	Change the hierarchical structure of an organisation chart.
	4.2.3	Add, remove co-workers, subordinates in an organisation chart.

5. Graphical Objects		
5.1 Insert, Manipulate	5.1.1	Insert a graphical object (picture, drawn object) into a slide.
	5.1.2	Select graphical object(s).
	5.1.3	Copy, move graphical objects, charts within the presentation, between open presentations.
	5.1.4	Resize a graphical object maintaining, not maintaining aspect ratio. Resize a chart.
	5.1.5	Delete a graphical object, chart.
	5.1.6	Rotate, flip a graphical object.
	5.1.7	Align graphical object(s) relative to a slide: left, centre, right, top, bottom.
	5.1.8	Align graphical objects relative to each other: left, centre, right, top, bottom, middle.
5.2 Drawing	5.2.1	Add different types of drawn object to a slide: line, arrow, block arrow, rectangle, square, oval, circle, text box.
	5.2.2	Enter text into a text box, block arrow, rectangle, square, oval, circle.
	5.2.3	Change drawn object background colour, line colour, line width, line style.
	5.2.4	Change arrow start style, arrow finish style.
	5.2.5	Apply a shadow to a drawn object.
	5.2.6	Group, ungroup drawn objects in a slide.
	5.2.7	Bring a drawn object one level forward, one level backward, to the front, to the back of other drawn objects.
6. Prepare Outputs		
6.1 Preparation	6.1.1	Add, remove built-in transition effects between slides.
	6.1.2	Add, remove preset animation effects for different slide elements.
	6.1.3	Add presenter notes to slide(s).
	6.1.4	Hide, show slide(s).
	6.1.5	Enter text into footer of specific slide(s), all slides in a presentation.
	6.1.6	Apply automatic slide numbering, automatically updated date, fixed date to the footer of specific slide(s), all slides in a presentation.
6.2 Check and Deliver	6.2.1	Spell check a presentation and make changes like: correcting spelling errors, ignoring specific words, deleting repeated words.
	6.2.2	Change slide orientation to portrait, landscape. Select appropriate output format for slide presentation like: paper, on-screen show.
	6.2.3	Print a presentation using output options like: entire presentation, specific slide (s), handouts, notes pages, outline view of slides, number of copies of a presentation.
	6.2.4	Start a slide show from first slide, from current slide. End a slide show.
	6.2.5	Navigate to next slide, previous slide, specified slide during a slide show.

SPREADSHEET SOFTWARE		
Assessment Time:		**45 Minutes**
Pass mark:		**75%**
1. Using the Application		
1.1 Working with Spreadsheets	1.1.1	Open, close a spreadsheet application. Open, close spreadsheet(s).
	1.1.2	Create a new spreadsheet based on default template, other available template locally or online.
	1.1.3	Save a spreadsheet to a location on a local, online drive. Save a spreadsheet under another name to a location on a local, online drive.
	1.1.4	Save a spreadsheet as another file type like: text file, pdf, csv, software specific file extension.
	1.1.5	Switch between open spreadsheets.
1.2 Enhancing Productivity	1.2.1	Set basic options/preferences in the application: user name, default folder to open, save spreadsheets.
	1.2.2	Use available help resources.
	1.2.3	Use magnification/zoom tools.
	1.2.4	Display, hide built-in toolbars. Restore, minimise the ribbon.
	1.2.5	Recognise good practice in navigating within a spreadsheet: use shortcuts, go to tool.
	1.2.6	Use go to tool to navigate to a specific cell.
2. Cells		
2.1 Insert, Select	2.1.1	Understand that a cell in a worksheet should contain only one element of data, for example, quantity in one cell, description in adjacent cell.
	2.1.2	Recognise good practice in creating lists: avoid blank rows and columns in the main body of list, ensure cells bordering list are blank.
	2.1.3	Enter a number, date, text in a cell.
	2.1.4	Select a cell, range of adjacent cells, range of non-adjacent cells, entire worksheet.
2.2 Edit, Sort	2.2.1	Edit cell contents.
	2.2.2	Use the undo, redo command.
	2.2.3	Use a simple search command for specific content in a worksheet.
	2.2.4	Use a simple replace command for specific content in a worksheet.
	2.2.5	Sort a cell range by one criterion in ascending, descending numeric order, ascending, descending alphabetic order.
2.3 Copy, Move, Delete	2.3.1	Copy the contents of a cell, cell range within a worksheet, between worksheets, between open spreadsheets.
	2.3.2	Use the autofill tool/copy handle tool to copy, increment data, formula, function.

| | 2.3.3 | Move the contents of a cell, cell range within a worksheet, between worksheets, between open spreadsheets. |
| | 2.3.4 | Delete cell contents. |

3. Manage Worksheets

3.1 Rows and Columns	3.1.1	Select a row, range of adjacent rows, range of non-adjacent rows.
	3.1.2	Select a column, range of adjacent columns, range of non-adjacent columns.
	3.1.3	Insert, delete rows and columns.
	3.1.4	Modify column width, row height to a specified value, to optimal width or height.
	3.1.5	Freeze, unfreeze row and/or column titles.
3.2 Worksheets	3.2.1	Switch between worksheets.
	3.2.2	Insert a new worksheet, delete a worksheet.
	3.2.3	Recognise good practice in naming worksheets: use meaningful worksheet names rather than the default names.
	3.2.4	Copy, move a worksheet within a spreadsheet, between spreadsheets. Rename a worksheet.

4. Formulas and Functions

4.1 Arithmetic Formulas	4.1.1	Recognise good practice in formula creation: use cell references rather than numbers in formulas.
	4.1.2	Create formulas using cell references and arithmetic operators (addition, subtraction, multiplication, division).
	4.1.3	Identify and understand standard error values associated with formulas: #NAME?, #DIV/0!, #REF!, #VALUE!.
	4.1.4	Understand and use relative, absolute cell referencing in formulas.
4.2 Functions	4.2.1	Use sum, average, minimum, maximum, count, counta, round functions.
	4.2.2	Use the logical function if (yielding one of two specific values) with comparison operator: =, >, <.

5. Formatting

5.1 Numbers/Dates	5.1.1	Format cells to display numbers to a specific number of decimal places, to display numbers with, without a separator to indicate thousands.
	5.1.2	Format cells to display date style, currency symbol.
	5.1.3	Format cells to display numbers as percentages.
5.2 Contents	5.2.1	Apply text formatting to cell contents: font size, font type.
	5.2.2	Apply text formatting to cell contents: bold, italic, underline, double underline.
	5.2.3	Apply different colours to cell contents, cell background.
	5.2.4	Apply an autoformat/table style to a cell range.
	5.2.5	Copy the formatting from a cell, cell range to another cell, cell range.

5.3 Alignment, Border, Effects	5.3.1	Apply, remove text wrapping to contents within a cell, cell range.
	5.3.2	Align cell contents: horizontally, vertically. Adjust orientation of cell contents.
	5.3.3	Merge and centre cell contents in a merged cell. Unmerge cells.
	5.3.4	Apply, remove border effects to a cell, cell range: lines, colours.

6. Charts

6.1 Create	6.1.1	Understand the uses of different types of chart: column chart, bar chart, line chart, pie chart.
	6.1.2	Create different types of charts from spreadsheet data: column chart, bar chart, line chart, pie chart.
	6.1.3	Select a chart.
	6.1.4	Change the chart type.
	6.1.5	Move, resize, delete a chart.
6.2 Edit	6.2.1	Add, remove, edit a chart title.
	6.2.2	Add, remove a chart legend.
	6.2.3	Add, remove data labels in a chart: values/numbers, percentages.
	6.2.4	Change chart area background colour, legend fill colour.
	6.2.5	Change the column, bar, line, pie slice colours in the chart.
	6.2.6	Change font size and colour of chart title, chart axes, chart legend text.

7. Prepare Outputs

7.1 Create	7.1.1	Change worksheet margins: top, bottom, left, right.
	7.1.2	Change worksheet orientation: portrait, landscape. Change paper size.
	7.1.3	Adjust page setup to fit worksheet contents on a specified number of pages.
	7.1.4	Add, edit, delete text in headers, footers in a worksheet.
	7.1.5	Insert, delete fields: page numbering, date, time, file name, worksheet name into headers, footers.
7.2 Check and Print	7.2.1	Check and correct spreadsheet calculations and text.
	7.2.2	Turn on, off display of gridlines, display of row and column headings for printing purposes.
	7.2.3	Apply automatic title row(s) printing on every page of a printed worksheet.
	7.2.4	Preview a worksheet.
	7.2.5	Print a selected cell range from a worksheet, an entire worksheet, number of copies of a worksheet, the entire spreadsheet, a selected chart.

WORD PROCESSING SOFTWARE		
Assessment Time:	45 minutes	
Pass mark	75%	
1. Using the Application		
1.1 Working with Documents	1.1.1	Open, close a word processing application. Open, close document(s).
	1.1.2	Create a new document based on default template, other available template locally or online.
	1.1.3	Save a document to a location on a local, online drive. Save a document under another name to a location on a local, online drive.
	1.1.4	Save a document as another file type like: text file, pdf, software specific file extension.
	1.1.5	Switch between open documents.
1.2 Enhancing Productivity	1.2.1	Set basic options/preferences in the application: user name, default folder to open, save documents.
	1.2.2	Use available help resources.
	1.2.3	Use magnification/zoom tools.
	1.2.4	Display, hide built-in toolbars. Restore, minimise the ribbon.
	1.2.5	Recognise good practice in navigating within a document: use shortcuts, go to tool.
	1.2.6	Use go to tool to navigate to a specific page.
2. Document Creation		
2.1 Enter Text	2.1.1	Understand the uses of available document view modes like: print, draft.
	2.1.2	Switch between document view modes.
	2.1.3	Enter text into a document.
	2.1.4	Insert symbols or special characters like: ©, ®, ™.
2.2 Select, Edit	2.2.1	Display, hide non-printing formatting marks like: spaces, paragraph marks, manual line break marks, tab characters.
	2.2.2	Select character, word, line, sentence, paragraph, entire body text.
	2.2.3	Edit content by entering, removing characters, words within existing text, by over-typing to replace existing text.
	2.2.4	Use a simple search command for a specific character, word, phrase.
	2.2.5	Use a simple replace command for a specific character, word, phrase.
	2.2.6	Copy, move text within a document, between open documents.
	2.2.7	Delete text.
	2.2.8	Use the undo, redo command.

3. Formatting		
3.1 Text	3.1.1	Apply text formatting: font size, font type.
	3.1.2	Apply text formatting: bold, italic, underline.
	3.1.3	Apply text formatting: subscript, superscript.
	3.1.4	Apply font colour to text.
	3.1.5	Apply case changes to text.
	3.1.6	Apply automatic hyphenation.
	3.1.7	Insert, edit, remove a hyperlink.
3.2 Paragraphs	3.2.1	Create, merge paragraph(s).
	3.2.2	Insert, remove soft carriage return (line break).
	3.2.3	Recognise good practice in text layout: use align, indent, tab tools rather than inserting spaces.
	3.2.4	Align text: left, centre, right, justified.
	3.2.5	Indent paragraphs: left, right, first line, hanging.
	3.2.6	Set, remove and use tabs: left, centre, right, decimal.
	3.2.7	Recognise good practice in paragraph spacing: apply spacing between paragraphs rather than inserting several paragraph marks.
	3.2.8	Apply spacing above, below paragraphs. Apply single, 1.5 lines, double line spacing within paragraphs.
	3.2.9	Add, remove bullets, numbers in a single level list. Switch between different standard bullet, number styles in a single level list.
	3.2.10	Apply border style, line style, line colour, line width, shading/background colour to a paragraph.
3.3 Styles	3.3.1	Apply an existing character style to selected text.
	3.3.2	Apply an existing paragraph style to one or more paragraphs.
	3.3.3	Use copy format tool.
4. Objects		
4.1 Table Creation	4.1.1	Create, delete a table.
	4.1.2	Insert, edit data in a table
	4.1.3	Select rows, columns, cells, entire table
	4.1.4	Insert, delete rows and columns.
4.2 Table Formatting	4.2.1	Modify column width, row height.
	4.2.2	Modify cell border line style, width, colour.
	4.2.3	Apply shading/background colour to cell(s).
4.3 Graphical Objects	4.3.1	Insert an object (picture, drawn object) to a specified location in a document.
	4.3.2	Select an object.

	4.3.3	Copy, move an object within a document, between open documents.
	4.3.4	Resize an object maintaining, not maintaining aspect ratio. Delete an object
5. Mail Merge		
5.1 Preparation	5.1.1	Open, prepare a document, as a main document(letters, address labels)for a mail merge.
	5.1.2	Select a mailing list, other data file, for use in a mail merge.
	5.1.3	Insert data fields in a mail merge main document.
5.2 Outputs	5.2.1	Merge a mailing list, other data file with a letter, label document as a new file.
	5.2.2	Print mail merge outputs: letters, labels.
6. Prepare Outputs		
6.1 Setup	6.1.1	Change document orientation: portrait, landscape. Change paper size.
	6.1.2	Change margins of entire document: top, bottom, left, right.
	6.1.3	Recognise good practice in adding new pages: insert a page break rather than inserting several paragraph marks.
	6.1.4	Insert, delete a page break.
	6.1.5	Add, edit, delete text in headers, footers.
	6.1.6	Add, delete fields in headers, footers: date, page numbering, file name, author.
6.2 Check and Print	6.2.1	Spell check a document and make changes like: correcting spelling errors, ignoring specific words, deleting repeated words.
	6.2.2	Add words to a built-in custom dictionary using a spell checker.
	6.2.3	Preview a document.
	6.2.4	Print a document using output options like: entire document, specific page(s), selected text, number of copies.

Resources

There are a range of useful resources available to help you and your learners make the most of the Level 2 Certificate for Data Support Technicians qualification. These are available from Skillsbox and the Atlas Cloud platform.

AVAILABLE RESOURCES

Diagnostic test

This test enables learners to practice and determine if they are ready to progress to the assessment. It is accessed via the Skillsbox online platform. There are 55 questions in different formats, including:

• Multiple-choice.
• Drag-and-drop.
• Hotspot.

Learner Material eBook

The eBooks cover the entire contents of each of the ICDL modules, introducing the learner to key concepts and features used within specific software. They also contain activities to allow the learner to practice and apply the techniques covered in the modules.

Assessment

Online test

The online tests assess the competencies outlined in the individual module syllabi. Learners must be registered to the modules in order to take a test.

The online tests are invigilated and take place in a registered test centre. The test is delivered through Skillsbox, an automated test system.

There are a variety of question types used in the test to assess the learner's mastery of the knowledge and skills outlined in the syllabi. The question type and format are primarily determined by the type of knowledge or skill being measured. Question types may include multiple choice, drag and drop, hotspots, match-ups, fill-in-the-blanks, or practical in-application tasks. The marking of these assessments is automated

The test duration and pass mark is specified for each individual module as listed within the 'Module Criteria' section.

Reasonable Adjustments

Centres will receive guidance on reasonable adjustments in accordance with Equalities Law including, but not exclusively, ensuring there is an environment which will allow access by a disabled learner or to make alternative arrangements such as a different venue or different equipment suitable for the learner.

Outcomes and Reassessment

When a learner completes the online test using the Skillsbox platform, the results are submitted directly to BCS.

Resits are available for this qualification.

Appeals

If situations arise that call into question the validity of an awarding decision, for example, via an appeal or an enquiry in accordance with our Appeals Policy, or an error has been made and a learner has incorrectly been awarded, or not awarded, a qualification achievement issue will be brought to the attention of the Service Delivery Manager - Qualifications. Our Appeals Policy is available from the Approved Centre Forum.

Skillsbox

Accessing the online assessments

The test may be completed via the Skillsbox online platform on an on-demand basis. Centres will have access to add and manage users and tests.

You can access Skillsbox by logging in **here**.

System Requirements

SYSTEM CHECK	REQUIREMENTS	ADDITIONAL INFORMATION
Operating System	Windows 7/8/10	Only Microsoft Windows is supported for in-application testing
Browser	Internet Explorer 11 Firefox Google Chrome	A plugin is required for in-application testing
Plugin Installation	PSI in-application Plugin is required for tests	All Supported Browsers: Ensure the plugin is fully installed and detected. Additional Chrome Requirements: Ensure the extension has been installed Additional Firefox Requirements: Ensure the Firefox extension and the plugin are installed
.NET Framework	.NET 3.X Framework is required	.NET 3.X framework is required for applications to run**
Microsoft Office	Microsoft Office applications must be installed.	In-application testing will not work with browser versions of Office365
Access to Work Files (Z:/)	Skillsbox Atlas Cloud uses a drive mapping script to create Z:/ on the machine to store test files.	The mapped drive must be visible to candidates if there is already a Z:/ drive on the network the script will work backwards to find the next available letter to map the drive to.
Registry Access	User must have read/write access to HKEY_CURRENT_ USER	This is default in Windows

Further guidance around using Skillsbox can be found here on the BCS website.

Frequently Asked Questions

Q) How long does this qualification take to complete?

A) This qualification has 96 guided learning hours, and a total qualification time of 126 hours.

Q) What learning materials or courseware are available?

A) Learners will be able to access a diagnostic test via the Skillsbox online platform, to practice and determine if they are ready to progress to the live assessment, the test. Ebooks are also available to support the delivery of each ICDL module

Q) Can this qualification be delivered remotely?

A) As all candidates will have access to the online learning materials and assessments, it is possible to deliver this qualification remotely or as part of a blended learning programme; with additional support, guidance and complimentary learning activities (e.g. webinars) being delivered by the provider. based on the requirements of the cohort/learners.

Q) What are GLH and TQT?

A) Guided Learning Hours (GLH) indicates the approximate time (in hours) that the learner will be supervised during any teaching, learning or assessment activities.

Total Qualification Time (TQT) is a prediction of the total time a learner with no prior knowledge might need to complete the course. TQT is made up of two elements: GLH, and all other hours (an estimate of the number of hours a learner will reasonably spend on any unsupervised learning or assessment activities including homework, research, exam preparation and formal assessment) so that they can successfully achieve the qualification.

Q) What practice tests are available?

A) A diagnostic test is available through the Skillsbox platform.

CONTACT

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