

BCS Level 2 Certificate for Digital Administrators

Qualification Guide



This qualification is regulated by one or more of the following: Ofqual, Qualifications Wales, CCEA Regulation or SQA.

QAN: 610/1519/2
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Introduction

Technology is constantly transforming the way how we live, work, and 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 Digital Administrator these skills include using databases, working collaboratively and communicating.

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 Administrator 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 DIGITAL ADMINISTRATORS	
QAN	610/1519/2
Entry Requirements	N/A
Guided Learning Hours (GLH)	126
Total Qualification Time (TQT)	143
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
Online Collaboration Learners will explore the concepts and skills to setup and use of online collaborative tools.	2	5
Word Processing Software Learners will explore the concepts and skills needed for using a word processing application.	2	4
OPTIONAL UNITS	LEVEL	CREDIT VALUE
Database Software Learners will explore the concepts and skills needed for using a database application.	2	4
Improving Productivity Learners will explore ways to plan, evaluate and improve procedures involving the use of IT tools and systems.	2	4
IT User Fundamentals Learners will explore using devices, file creation and management, networks and data security.	1	3
Presentation Software Learners will explore the concepts and skills to demonstrate competence in using presentation software.	2	4
Spreadsheet Software Learners will explore concepts and skills relating to understanding the concept and use of spreadsheets.	2	4
Using Email and the Internet Learners will explore concepts and skills relating to web browsing, online communication and email.	1	5

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 PowerPoint, Microsoft Excel.

Offering Level 2 Certificate for Digital Administrators

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 [Level 3 Digital Support Technician](#) or Level 3 Higher Education Qualification.

Module Criteria

ONLINE COLLABORATION		
Assessment Time:	45 minutes	
Pass mark	75%	
1. Collaboration Concepts		
1.1 Key Concepts	1.1.1	Recognise that ICT (Information and Communication Technology) can support and promote online collaboration.
	1.1.2	Identify the main types of services supporting online collaboration like: cloud computing, mobile technology. Identify the main types of tools supporting online collaboration like: common productivity applications, social media, online calendars, online meetings, online learning environments.
	1.1.3	Identify key characteristics of online collaborative tools like: multiple users, real time, global reach, concurrent access.
	1.1.4	Outline the benefits of using online collaborative tools like: shared files and calendars, reduced travel expense, ease of communication, enhanced teamwork, global access.
	1.1.5	Be aware of the risks associated with using online collaborative tools like: unauthorised access to shared files, insufficient management of version control, malware threats, identity/data theft, service interruptions.
	1.1.6	Recognise the importance of intellectual property rights and the appropriate use of content when using online collaborative tools.
1.2 Cloud Computing	1.2.1	Understand ways in which cloud computing facilitates online and mobile collaboration like: storage of shared documents and files, access to a range of online applications and tools.
	1.2.2	Outline the benefits of cloud computing for users like: reduced costs, enhanced mobility, scalability, automatic updates.
	1.2.3	Outline the risks of cloud computing like: dependence on provider, data protection and control, potential loss of privacy
2. Preparation for Online Collaboration		
2.1 Common Setup Features	2.1.1	Understand that additional applications, plug-ins may need to be installed to use certain online collaborative tools.
	2.1.2	Identify common equipment used to support online collaboration like: webcam, microphone, speakers.
	2.1.3	Recognise that firewall restrictions may cause access issues for users of a collaborative tool.
2.2 Setup	2.2.1	Download software to support online collaborative tools like: VOIP, IM, document sharing.
	2.2.2	Register and/or set up a user account for a collaborative tool. Deactivate, delete/close a user account.

3. Using Online Collaborative Tools		
3.1 Online Storage and Productivity Applications	3.1.1	Understand the concept of online storage solutions and identify common examples.
	3.1.2	Identify the limitations of online storage like: size limit, time limit, sharing restrictions.
	3.1.3	Upload, download, delete online files, folders.
	3.1.4	Understand that common productivity applications can be accessed via the web. Identify common examples of web-based productivity applications like: word processing, spreadsheets, presentations.
	3.1.5	Identify features of web-based productivity applications: allows files to be updated by multiple users in real-time, allows files to be shared.
	3.1.6	Create, edit and save files online.
	3.1.7	Share, unshare a file, folder to allow other users to view, edit, own a file, folder.
	3.1.8	View, restore previous versions of a file.
3.2 Online Calendars	3.2.1	Share a calendar. Grant permission to view, edit a shared calendar.
	3.2.2	Show, hide shared calendars.
	3.2.3	Use a shared calendar to create an event, recurring event.
	3.2.4	Set a reminder for an event.
	3.2.5	Invite, uninvite people, resources to an event. Accept, decline an invitation.
	3.2.6	Edit, cancel an existing event.
3.3 Social Media	3.3.1	Identify social media tools that support online collaboration like: social networks, wikis, forums and groups, blogs, micro blogs, content communities.
	3.3.2	Set up, modify available permissions/privacy options like: read access, write access, user invites.
	3.3.3	Find, connect to social media users, groups. Remove connections.
	3.3.4	Use a social media tool to post a comment, link.
	3.3.5	Use a social media tool to reply to, forward a comment.
	3.3.6	Use a social media tool to upload content like: images, videos, documents.
	3.3.7	Remove posts from social media. Be aware that permanently deleting posts and photos may be difficult.
	3.3.8	Use a wiki to add to or update a specific topic.
3.4 Online Meetings	3.4.1	Open, close online meeting application. Create a meeting: time, date, topic. Cancel the meeting.
	3.4.2	Invite, uninvite participants, set access rights.
	3.4.3	Start, end a meeting.
	3.4.4	Share, unshare desktop, files in an online meeting.
	3.4.5	Use available chat features in an online meeting.
	3.4.6	Use video, audio features in an online meeting.

3.5 Online Learning Environments	3.5.1	Understand the concept of an online learning environment. Identify online learning environments like: Virtual Learning Environments (VLEs) and Learning Management Systems (LMS).
	3.5.2	Understand the features, functions available within an online learning environment like: calendar, noticeboard, chat, assessment records.
	3.5.3	Access a course in an online learning environment.
	3.5.4	Upload and download a file in an online learning environment.
	3.5.5	Use a course activity like: quiz, forum.
4. Mobile Collaboration		
4.1 Key Concepts	4.1.1	Identify types of mobile devices like: smartphone, tablet.
	4.1.2	Understand that mobile devices use an operating system. Identify common operating systems for mobile devices.
	4.1.3	Understand the term Bluetooth and its use.
	4.1.4	Understand internet connection options available for mobile devices: wireless (WLAN), mobile internet (3G, 4G). Understand associated features of these options like: speed, cost, availability.
	4.1.5	Understand key security considerations for mobile devices like: use a PIN, backup content, turn wireless/Bluetooth on/off.
4.2 Using Mobile Devices	4.2.1	Connect to the Internet securely using wireless, mobile technology.
	4.2.2	Search the web.
	4.2.3	Send, receive email.
	4.2.4	Add, edit, remove a calendar event.
	4.2.5	Share pictures, videos using options like: email, messaging, social media, Bluetooth.
4.3 Applications	4.3.1	Identify common applications like: news, social media, productivity, maps, games, eBooks.
	4.3.2	Understand that applications are obtained from application stores. Identify common application stores for mobile devices.
	4.3.3	Search for a mobile device application in an application store. Recognise that there may be purchase, usage costs associated with an application.
	4.3.4	Install, uninstall an application on a mobile device.
	4.3.5	Update applications on a mobile device.
	4.3.6	Use an application on a mobile device like: voice or video communication, social media, map.
4.4 Synchronisation	4.4.1	Understand the purpose of synchronising content.
	4.4.2	Set up synchronisation settings.
	4.4.3	Synchronise mobile devices with mail, calendar, other devices.

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 to a location on a local, online drive. Save a document under another name to a location on a local, online drive.
	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.

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.

IMPROVING PRODUCTIVITY

Assessment Time:	1 hour
Pass mark	75% in both knowledge and performance sections
1. Knowledge Section	
B1.2 Describe what methods, skills and resources will be required to complete N/A the task successfully.	N/A
B1.6 Explain why particular IT systems and software applications were chosen in terms of purpose and outcome.	Reasons for choosing IT : Time, convenience, in benefits of IT or cost; manual methods of preparing, processing and presenting the same information; own views on convenience and effectiveness at meeting.
B1.8 Describe any constraints legal or local guidelines or that may apply to the task or activity.	Legal or local guidelines or constraints: May include data protection, copyright, software licensing; organisational house-style or brand guidelines.
B2.2 Discuss whether the IT tools selected were appropriate for the task and purpose.	IT tools selection: style or brand Time taken, convenience, cost, quality, accuracy.
B2.3 Analyse strengths and weaknesses final work.	Strengths and weaknesses of final work : Format, layout, accuracy, structure, style, quality, clarity for audience.
B2.4 Describe ways to make further improvements to work.	Improvements to work: Correct mistakes, avoid affecting other people's work, more efficient and effective ways of doing things, learning new techniques.
B3.1 Review the benefits and drawbacks of IT tools and systems used by self and others, in terms of business productivity.	N/A
B3.2 Describe ways to improve productivity and efficiency.	Ways to improve productivity and efficiency: Save time, save money, streamline work processes, increase output, improve quality of outputs; cost of solution.
2. Performance Section	
B1.1 Describe the purpose for using IT.	Purposes for using IT: Who and what the information is for, when it must be finished, what information needs to be included, where it will be used (on screen, sent to others, printed).
B1.3 Plan how to carry out tasks using IT to achieve the required purpose and outcome.	Plan task: What information sources are needed, how they will be found and evaluated, what application software will be used, what skills and resources are needed to complete the task successfully, requirements for content, structure and layout, priorities.
B1.4 Describe any factors that may affect the task.	Factors that may affect the task: Access to information, steps that need to be taken in advance, availability of time, budget and resources; audience need.

B1.5 Select IT systems and software applications as appropriate to purpose.	N/A
B1.7 Use IT systems and software to complete planned tasks and produce effective outcomes.	N/A
B2.1 Review ongoing use of IT tools and techniques and change the approach as needed.	Review use of IT tools: Gather information to help make judgements, analyse information about whether the IT tools and techniques are appropriate to the task and intended outcome.
B2.5 Review outcomes in terms of match to requirements and fitness for purpose.	Review outcomes: Evaluate the quality of the information used, produce drafts, review against initial plans, check with intended audience, effect of own mistakes on others.
B3.3 Develop solutions to improve own productivity in using IT.	Develop solutions: Set up short cuts, customise interface, record macros.
B3.4 Test solutions to ensure that they work as intended.	N/A

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: tiles, 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, Blu-ray 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%	
7. 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.
8. 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.

9. 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.
10. 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.

11. 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.
12. 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 autofformat/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.

USING EMAIL AND THE INTERNET

Assessment Time:	45 minutes	
Pass mark	75%	
1. Web Browsing Concepts		
1.1 Key Concepts	1.1.1	Understand the terms: Internet, World Wide Web (WWW), Uniform Resource Locator (URL), hyperlink.
	1.1.2	Understand the structure of a web address. Identify common types of domains like: geographical, organisation (.org, .edu, .com, .gov).
	1.1.3	Define the term web browser. Identify common web browsers.
	1.1.4	Outline different Internet activities like: information searching, shopping, learning, publishing, banking, government services, entertainment, communication.
1.2 Security and Safety	1.2.1	Recognise ways to protect yourself when online: purchase from secure reputable websites, avoid unnecessary disclosure of personal and financial information, log off from websites.
	1.2.2	Define the term encryption.
	1.2.3	Identify a secure website: https, lock symbol.
	1.2.4	Define the term digital certificate.
	1.2.5	Recognise options for controlling Internet use like: supervision, web browsing restrictions, download restrictions.
1.3 Network Access	1.3.1	Identify the different options for connecting to the Internet like: phone line, mobile phone, cable, Wi-Fi, Wi-max, satellite.*
	1.3.2	Define the term Internet Service Provider (ISP). Identify important considerations when selecting an internet subscription option like: upload speed, download speed and quota, cost.*

* Items added to facilitate mapping to UK ITQ units "Using the Internet" and "Using E-mail" at Level 1.

2. Web Browsing		
2.1 Using the Web Browser	2.1.1	Open, close a web browsing application.
	2.1.2	Enter a URL in the address bar and go to the URL.
	2.1.3	Refresh a web page, stop a web page downloading.
	2.1.4	Activate a hyperlink.
	2.1.5	Open a web page in a new tab, new window.
	2.1.6	Open, close tabs, windows. Switch between tabs, windows.
	2.1.7	Navigate between pages: backwards, forwards, home page.
	2.1.8	Show previously visited URLs using history.
	2.1.9	Complete, submit, reset a web-based form.
	2.1.10	Use a web tool to translate a web page, text.
2.2 Tools and Settings	2.2.1	Set the web browser home page.
	2.2.2	Set the web browser home page.

	2.2.3	Understand the term cookie. Allow, block cookies.
	2.2.4	Use available help functions.
	2.2.5	Display, hide built-in toolbars. Restore, minimise the ribbon.
	2.2.6	Delete history, temporary internet files, saved form data.
2.3 Bookmarks	2.3.1	Add, delete a bookmark / favourite.
	2.3.2	Show bookmarks / favourites.
	2.3.3	Create, delete a bookmarks / favourites folder. Add web pages to a bookmarks / favourites folder.
2.4 Web Outputs	2.4.1	Download, save files to a location.
	2.4.2	Copy text, image, URL to another location like: document, email.
	2.4.3	Preview, print a web page, selection from a web page using available printing options.
3. Web-Based Information		
3.1 Search	3.1.1	Define the term search engine and name some common search engines.
	3.1.2	Carry out a search using a keyword, phrase.
	3.1.3	Refine a search using advanced search features like: exact phrase, date, language, media type.
	3.1.4	Search a web-based encyclopedia, dictionary.
3.2 Critical Evaluation	3.2.1	Understand the importance of critically evaluating online information. Understand the purpose of different sites like: information, entertainment, opinion, sales.
	3.2.2	Outline factors that determine the credibility of a website like: author, referencing, up-to-date content.
	3.2.3	Recognise the appropriateness of online information for a particular audience.
3.3 Copyright, Data Protection	3.3.1	Define the terms copyright, intellectual property. Recognise the need to acknowledge sources and/or seek permission as appropriate.
	3.3.2	Recognise the main data protection rights and obligations in your country.
4. Communication Concepts		
4.1 Online Communities	4.1.1	Understand the concept of an online (virtual) community. Identify examples like: social networking websites, Internet forums, web conferencing, chat, online computer games.
	4.1.2	Outline ways that users can publish and share content online: blogs, microblogs, podcasts, images, audio and video clips.
	4.1.3	Recognise ways to protect yourself when using online communities: apply appropriate privacy settings, restrict available personal information, use private messaging when appropriate, disable location information, block/report unknown users.
4.2 Communication Tools	4.2.1	Define the term Instant Messaging (IM).
	4.2.2	Define the terms short message service (SMS), multimedia message service (MMS).

	4.2.3	Define the term Voice over Internet Protocol (VoIP).
	4.2.4	Recognise good practice when using electronic communication: be accurate and brief, use clear subject headings, do not inappropriately disclose personal details, do not circulate inappropriate content, spell check content.
4.3 Email Concepts	4.3.1	Define the term e-mail and outline its main uses.
	4.3.2	Identify the structure of an e-mail address.
	4.3.3	Be aware of possible problems when sending file attachments like: file size limits, file type restrictions.
	4.3.4	Outline the difference between the To, Copy (Cc), Blind copy (Bcc) fields and recognise their appropriate use.
	4.3.5	Be aware of the possibility of receiving fraudulent and unsolicited e-mail. Be aware of the possibility of an e-mail infecting the computer.
	4.3.6	Define the term phishing.
5. Using Email		
5.1 Sending Email	5.1.1	Access an email account.
	5.1.2	Outline the main purpose of standard e-mail folders: Inbox, Outbox, Sent, Deleted / Trash Items, Draft, Spam/Junk.
	5.1.3	Create an email.
	5.1.4	Enter one or more e-mail addresses, distribution list in the To, Copy (Cc), Blind copy (Bcc) fields.
	5.1.5	Enter an appropriate title in the subject field and enter, paste text into the body of an email.
	5.1.6	Add, remove a file attachment.
	5.1.7	Send an email with, without priority.
5.2 Receiving Email	5.2.1	Open, close an email.
	5.2.2	Use the reply, reply to all function, and identify when these should be used.
	5.2.3	Forward an email.
	5.2.4	Open, save a file attachment to a location.
	5.2.5	Preview, print a message using available printing options.
5.3 Tools and Settings	5.3.1	Use available help functions.
	5.3.2	Display, hide built-in toolbars. Restore, minimise the ribbon.
	5.3.3	Create and insert a text e-mail signature.
	5.3.4	Turn on, turn off an automatic out of office reply.
	5.3.5	Recognise e-mail status as read, unread. Mark an e-mail as read, unread. Flag, unflag an email.
	5.3.6	Create, delete, update a contact, distribution list / mailing list.
5.4 Organising Emails	5.4.1	Add, remove message inbox headings like: sender, subject, date received.
	5.4.2	Search for an email by sender, subject, e-mail content.
	5.4.3	Sort emails by name, by date, by size.

	5.4.4	Create, delete an email folder/label. Move e-mails to an email folder/label.
	5.4.5	Delete an email. Restore a deleted email.
	5.4.6	Empty the email bin/deleted items /trash folder.
	5.4.7	Move a message to, remove a message from a junk folder.
5.5 Using Calendars	5.5.1	Create, cancel, update a meeting in a calendar.
	5.5.2	Add invitees, resources to a meeting in a calendar. Remove invitees, resources from a meeting in a calendar.
	5.5.3	Accept, decline an invitation.

Resources

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

AVAILABLE RESOURCES

Diagnostic test

This test enables learners to practise 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 are 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 126 guided learning hours, and a total qualification time of 143 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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