BCS Level 3 Certificate in IT User Skills (ICDL Advanced) (ITQ)

Qualification Guide

The Chartered Institute for IT

The Digital Skills Standard

QAN: 500/6243/8
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Introduction

Technology is constantly transforming the way in which we live, how we 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 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, have designed this qualification to support individuals to develop their use of software commonly found in most work and educational settings to an advanced level. This also includes developing their ability to practically apply the use of this software in order to improve the way in which they carry out tasks, to be able to support and advise others on the use of software, and to ultimately find ways to improve overall productivity.

BCS, The Chartered Institute for IT

As the Chartered Institute for IT we are the digital specialists and the only awarding body focussed 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 3 Certificate in IT User Skills (ICDL Advanced) (ITQ) 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. The qualification covers the advanced skills needed to use Word Processing, Spreadsheets, Presentations and Databases at an advanced level, with these skills then being applied to realistic scenarios within the final module Improving Productivity Using IT.

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 advanced 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 3 CERTIFICATE IN IT USER SKILLS (ICDL ADVANCED) (ITQ)	
QAN	500/6243/8
Entry Requirements	Basic to intermediate level of competence in using IT software
Guided Learning Hours (GLH)	220
Total Qualification Time (TQT)	290
Assessment Method	Online Performance (skills) and Knowledge tests
Outcome	Pass/Fail

Although there are no formal entry requirements, it is advantageous for candidates enrolling onto this qualification to have experience of using IT software to:

- Create and manage files and folders.
- Create and publish word processed documents.
- Use spreadsheet software to order and sort information.
- Use presentation software to create a slide show.
- Access and add to tables of information in a database.

The Level 3 Certificate in IT User Skills (ICDL Advanced) (ITQ) is composed of the following five mandatory modules:

MANDATORY UNITS	UNIT CODE	LEVEL	CREDIT VALUE
Word Processing This module sets out advanced skills that can be used to produce complex documents, enhance outputs, and improve productivity, when using a word processing application.	**Y/502/4629**	**3**	**6**
Spreadsheet Software This module sets out advanced skills that can be used to produce sophisticated reports, to perform complex mathematical and statistical calculations, and to improve productivity using a spreadsheet application.	**J/502/4626**	**3**	**6**
Presentation Software This module sets out advanced knowledge relating to planning and designing presentations, as well as the skills needed to produce advanced presentation outputs using a presentation application.	**T/502/462**	**3**	**6**
Database Software This module sets out advanced skills to use a database application to better manage and organise information.	**T/502/4556**	**3**	**6**
Improving Productivity Using IT This module facilitates the application of knowledge and skills gained through the previous modules in order to develop solutions that make a demonstrable improvement to the use of IT tools and systems.	**L/502/4157**	**3**	**5**
Total Credits			**29**

Through completion of this qualification candidates will also be able attain a total of **24 UCAS points**.

In order to undertake this qualification, candidates will need to have access to the following Microsoft Office applications. NOTE: supported versions include 2013, 2016, 2019 or 365.

Microsoft Word, Microsoft Excel, Microsoft Powerpoint, Microsoft Access.

Learner Progression

Candidates 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 4 Apprenticeship or Level 4 Higher Education Qualification.

Following completion of this qualification candidates may wish to consider exploring other qualifications or pathways available from BCS that enable them to specialise in areas such as data management or cyber security.

Learning Outcomes

WORD PROCESSING

1. Enter and combine text and other information accurately within word processing documents

1.1 Summarise what types of information are needed for the document and how they should be linked or integrated

1.2 Use appropriate techniques to enter text and other types of information accurately and efficiently

1.3 Create, use and modify appropriate templates for different types of document

1.4 Explain how to combine and merge information from other software or multiple documents

1.5 Combine and merge information within a document from a range of sources

1.6 Store and retrieve document and associated files effectively, in line with local guidelines and conventions where available

1.7 Select and use tools and techniques to work with multiple documents or users

1.8 Customise interface to meet needs

Types of information: Text, numbers, images, other graphic elements (e.g. lines, borders), hyperlinks, charts, objects

Templates: Use existing templates; create, amend and delete templates

Combine information: Insert, size, position, wrap, order, group, link information in a document to another source; mail merge documents and labels; hyperlinks, link information from one type of software to information produced using different software; merge fields

Store and retrieve: File properties; protection; versions, storage and backup locations; file formats; open rtf file in application, save file as text, rtf or html, password protection; methods to reduce file size. Templates, stylesheets

Work with multiple documents or users: Version control, audit and track changes, compare and merge documents; document sharing and collaboration

Customise interface: Shortcuts, toolbars, menus; default settings; start-up, language

2. Create and modify appropriate layouts, structure and styles for word processing documents

2.1 Analyse and explain the requirements for structure and style

2.2 Create, use and modify columns, tables and forms to organise information

2.3 Define and modify styles for document elements

2.4 Select and use tools and techniques to organise and structure long documents

Requirements for structure and style: Document layout, house style, branding

Tables and forms: Insert and delete cells, rows and columns, adjust row height and column width; Add table, complete forms and tables, convert text to table; create and amend forms; merge and split cells, horizontal and vertical text alignment, cell margin, add borders and shading, sort, position, headings, totals; heading rows; embedded spreadsheet data

Format columns: Modify column number and width, add column breaks, add columns to whole document and part of a page

Styles: Heading styles; Apply or change existing styles to a word, line, paragraph or section; define, organise and use new styles

WORD PROCESSING	
2. Create and modify appropriate layouts, structure and styles for word processing documents	
	Page layout: Paper size and type, change page orientation, margins, header and footer, page and section breaks, page numbering, date and time, columns, adjust page set up for printing or web publishing, facing pages, booklets **Document structure:** Page breaks, columns, sections, Bookmarks, cross referencing using indexes and contents page, outlines, master and sub-documents
3. Use word processing software tools and techniques to format and present documents effectively to meet requirements	
3.1 Explain how the information should be formatted to aid meaning **3.2** Select and use appropriate page and section layouts to present and print multi- page and multi-section documents **3.3** Check documents meet needs, using IT tools and making corrections as necessary **3.4** Select and use appropriate techniques to format characters and paragraphs **3.5** Evaluate the quality of the documents produced to ensure they are fit for purpose **3.6** Respond appropriately to any quality problems with documents to ensure that outcomes meet needs and are fit for purpose	**Automate routines:** Keyboard shortcuts; autotext; customise menus; macros **Check word processed documents:** Spell check, grammar check, typeface and size, hyphenation, page layout, margins, line and page breaks, tables, print preview, accuracy, consistency, clarity; language and dictionary settings; cross referencing **Quality problems with documents:** Will vary according to the content, for example, text (eg styles, structure, layout), images (eg size, position, orientation), numbers (eg decimal points, results of any calculations); links, cross references, versions

SPREADSHEET SOFTWARE

1. Use a spreadsheet to enter, edit and organise numerical and other data

1.1 Identify what numerical and other information is needed in the spreadsheet and how it should be constructed

1.2 Enter and edit numerical and other data accurately

1.3 Combine and link data from different sources

1.4 Store and retrieve spreadsheet files effectively in line with local guidelines and conventions where available

Numerical and other data: Numbers, charts, graphs, text, images, linked and embedded objects, references, lists

Spreadsheet structure: Spreadsheet components (e.g. cells, rows, columns, tabs, pages, charts, ranges, workbooks, worksheets), structure, design and layout; spreadsheet templates

Enter and edit: Insert data into single and multiple cells, clear cells, edit cell contents, replicate data, find and replace, add and delete rows and columns, use absolute and relative cell references, add data and text to a chart, hide and protect cells, create, modify and merge multiple copies of a shared workbook; data validation; shortcuts; data entry forms, lists

Combine and link data: Across worksheets and files; consolidate data; shared or collaborative workspaces

Store and retrieve: Save, save as, find, open, close, open CSV file in spreadsheet application, save spreadsheet file as CSV; templates; selective data import and export; file properties; password protection

2. Select and use appropriate formulas and data analysis tools and techniques to meet requirements

2.1 Explain what methods can be used to summarise, analyse and interpret spreadsheet data and when to use them

2.2 Select and use a wide range of appropriate functions and formulas to meet calculation requirements

2.3 Select and use a range of tools and techniques to analyse and interpret data to meet requirements

2.4 Select and use forecasting tools and techniques

Requirements for structure and style: Document layout, Analysis and interpretation methods: Totals, sub-totals and summary data, automatic sub-totals, group and outline; sorting and display order; lists, tables, graphs and charts; filter rows and columns; forms, data restrictions, data validation, adding messages to data, using formulae to determine valid entries for cells; displaying by interest; pivot tables and charts; Judgment of when and how to use these methods

Functions and formulas: Design of formulas to meet calculation requirements.

Mathematical, statistical, financial, logical, look-up, arguments, arrays and formulas for validating data

Forecasting tools: What-if scenarios, goal seek; data tables; views

SPREADSHEET SOFTWARE

3. Use tools and techniques to present, and format and publish spreadsheet information

3.1 Explain how to present and format spreadsheet information effectively to meet needs

3.2 Select and use appropriate tools and techniques to format spreadsheet cells, rows, columns and worksheets effectively

3.3 Select and use appropriate tools and techniques to generate, develop and format charts and graphs

3.4 Select and use appropriate page layout to present, print and publish spreadsheet information

3.5 Explain how to find and sort out any errors in formulas

3.6 Check spreadsheet information meets needs, using IT tools and making corrections as necessary

3.7 Use auditing tools to identify and respond appropriately to any problems with spreadsheets

Format cells: Numbers, currency, percentages, number of decimal places, font and alignment, borders and shading; date and time; custom formats; conditional formatting; styles, cell protection; workbook protection

Format rows and columns: Height, width, borders and shading, hide, freeze

Format charts and graphs: Chart type (including custom types, 2 graphs types on 1 axis); title, axis titles, legend, change chart type, move and resize chart, axis scale, annotation, layout, pivot table reports

Page layout: Size, portrait, landscape, margins, header and footer, page breaks, page numbering, date and time, adjust page set up for printing; selective printing or publishing of spreadsheet information

Check spreadsheet information: Accuracy of numbers, formulas and any text; suitability of charts and graphs; reveal formulae; layout and formatting, validity, relevance and accuracy of analysis, interpretation of calculations and results; clarity of overall spreadsheet; check links

Problems with spreadsheets: Using help; sorting out errors in formulas, calculations and results; data validation, locate invalid data

PRESENTATION SOFTWARE

1. Input and combine text and other information within presentation slides

1.1 Explain what types of information are required for the presentation

1.2 Enter text and other information using layouts appropriate to type of information

1.3 Insert charts and tables and link to source data

1.4 Insert images, video or sound to enhance the presentation

1.5 Identify any constraints which may affect the presentation

1.6 Organise and combine information for presentations in line with any constraints

1.7 Store and retrieve presentation files effectively, in line with local guidelines and conventions where available

Types of information: Text, numbers, images, graphics, sound, video, animated sequences

Images, video or sound for presentations: Clip-art, photo, scanned images, borders, create diagrams or graphics, image formats:

Pre-recorded audio/video clips; capturing audio or video; audio and video formats

Charts and tables for presentations: Table, pie chart, graph, diagram, organisational chart, flowchart ; linked and embedded spreadsheet elements

Combine information for presentations: Combine images, charts, tables with text by inserting, re-sizing and positioning; use of text boxes, presentation with audio and/or video, import information produced using other software; reference external information with hyperlinks, object linking or embedding; merge versions or slides from different files or users

Constraints: On content: copyright law (e.g. on music downloads or use of other people's images), acknowledgment of sources, avoiding plagiarism; equal opportunities; local guidelines; On delivery (e.g. environment, timing)

Store and retrieve: Save, save as, find, open, close; naming protocols; reducing file size; save presentation as a stand alone show or as web pages, formats for export; file properties; password protection

2. Prepare interactive slideshow for presentation

2.1 Explain how to present slides to communicate effectively for different contexts

2.2 Prepare interactive slideshow and associated products for presentation

2.3 Check presentation meets needs, using IT tools and making corrections as necessary

2.4 Evaluate presentations, identify any quality problems and discuss how to respond to them

2.5 Respond appropriately to quality problems to ensure that presentations meet needs and are fit for purpose

Present slides: Timing, content, meaning; organisation of information; audience needs; location, contexts

Prepare slides: View and re-order slides; rehearse timing and effects; set up and amend slide show settings; print slides, handouts, speaker notes; export formats

Check presentations: Spell check; grammar check, word count, orientation, layout, slide order, text alignment and formatting, accuracy, clarity, transitions and timings; choice and suitability of effects, actions and links

Quality problems with presentations: Will vary according to the content, for example:

Text: Formatting, styles, structure

Images: Size, position, orientation, unwanted content

Effects: Timing, brightness, contrast, sound levels, wrong order of animations, action buttons that do not work, sound clip out of sync

DATABASE SOFTWARE

1. Plan, create and modify relational database tables to meet requirements

1.1 Use available techniques to combine and link data

1.2 Explain how a rational database design enables data to be organised and queried

1.3 Plan and create multiple tables for data entry with appropriate fields and properties

1.4 Set up and modify relationships between database tables

1.5 Explain why and how to maintain data integrity

1.6 Respond appropriately to problems with database tables

Database design: What types of information are stored, use of data entry form, routine queries, how data is structured in a single table non-relational database, use of indexes and key field to organise data, how relationships are established in a multiple- table database, how data is structured in a multiple-table database, what logical operators are and how to use them; schema

Field characteristics: Datatype, field name, field size, field format, validation; primary and secondary keys; lookup tables

Relationships between database tables: One to one; one to many; many to many

Data integrity: Unique not null primary key; field characteristics; data validation; consistency, completeness, accuracy; Effect of malicious or accidental alteration; methods for maintaining integrity of data in a multiple table database; referential integrity, foreign keys

2. Enter, edit and organise structured information in a database

2.1 Use database tools and techniques to ensure data integrity in maintained

2.2 Design and create forms to access, enter, edit and organise data in a database

2.3 Select and use appropriate tools and techniques to format data entry forms

2.4 Check data entry meets needs, using IT tools and making corrections as necessary

Enter, edit and organise data: Select and update fields, create new records, locate and amend records; using wildcards, search operators

Format data entry forms: Field characteristics and layout, tables, colour, lookups, styles

Check data entry: Spell check, format, accuracy, consistency, completeness, validity, security, fitness for purpose

Data entry errors: Due to field size, data type, validation checks; using help; deal with data that does not fit parameters, alerts, reminders; problems with forms

3. Use database software tools to create, edit and run data queries and produce reports

3.1 Explain how to select, generate and output information from queries according to requirements

3.2 Create and run database queries to display, amend or calculate selected data

3.3 Plan and produce database reports from a multiple-table relational database

3.4 Select and use appropriate tools and techniques to format database reports

3.5 Check reports meet needs, using IT tools and making corrections as necessary

Database queries: Alphanumeric sort, filter, single criteria, multiple criteria; save queries and output, cross-tabulate data; queries to update and amend data; logical operators

Database reports: Using menus, wizards or shortcuts; selected fields; selected records

Formatting database reports: Data fields; page and section layout; add text or images; adjust page setup for printing; styles

Check data entry: Completeness, accuracy, security, sorting, formatting, layout, fitness for purpose

IMPROVING PRODUCTIVITY USING IT

1. Plan, select and use appropriate IT systems and software for different purposes

1.1 Explain the purpose for using IT

1.2 Analyse the methods, skills and resources required to complete the task successfully

1.3 Critically compare alternative methods to produce the intended outcome

1.4 Develop plans for using IT for different tasks and purposes, including contingencies

1.5 Select and use appropriate IT systems and software applications to produce effective outcomes

1.6 Explain why different software applications could be chosen to suit different tasks, purposes and outcomes

1.7 Explain any legal or local guidelines or constraints which apply to the task or activity

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)

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, potential problems

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

Reasons for choosing IT: Time, convenience, cost; benefits of IT or manual methods of preparing, processing, presenting and managing information; convenience and effectiveness at meeting needs, quality, accuracy; how IT can make tasks easier than other methods, streamline business processes, increase productivity, any difficulties people have in using IT, ROI Legal or local guidelines or constraints: May include data protection, copyright, software licensing; security; organisational house-style or brand guidelines

2. Evaluate the selection and use of IT tools to make sure that activities are successful

2.1 Critically compare the strengths and weaknesses of own and other people's final

2.2 Review ongoing use of IT tools and techniques and change the approach as needed

2.3 Evaluate and test solutions to make sure they match requirements and are fit for purpose

2.4 Be prepared to give feedback on other people's selection and use of IT tools

2.5 Explain different ways to make further improvements to work

Strengths and weaknesses of final work: Format, layout, accuracy, clarity for audience, structure, style, quality, efficiency

Review use of IT tools: Evaluate whether the IT tools and techniques are appropriate to the task and intended outcome, run user tests, compare with other IT tools and techniques, find ways to optimise the choice and approach

Review outcomes: Evaluate the quality of the information used, produce drafts, review against initial plans, check with intended audience, impact of work on others

Improvements to work: Correct mistakes, avoid affecting other people's work, more efficient and effective ways of doing things, learning new techniques; ways to improve others' or organisational efficiency

Give feedback: Strengths, weaknesses, potential improvements

IMPROVING PRODUCTIVITY USING IT

3. Devise solutions to improve the use of IT tools and systems for self and others

3.1 Evaluate the productivity and efficiency of IT systems and procedures used by self and others

3.2 Research and advise on ways to improve productivity and efficiency

3.3 Develop solutions that make a demonstrable improvement to the use of IT tools and systems

3.4 Test solutions to make sure that they work as intended

3.5 Recommend improvements to IT systems and procedures that increase productivity

Ways to improve productivity and efficiency: Save time, save money, streamline work processes, increase output, improve quality of outputs; total cost of solution; business benefit

Develop solutions: Set up short cuts, customise interface, record macros, create templates, create style guides; streamline business processes

Resources

There are a number of additional resources available from BCS that can be accessed through the Skillsbox platform. These resources are designed to support your learners with independent study towards each of the modules.

AVAILABLE RESOURCES

Ebooks (ICDL)

The following ebooks are available;

1. Advanced Word Processing
2. Advanced Spreadsheets
3. Advanced Presentation
4. Advanced Database

These ebooks cover the entire contents of each of the ICDL software modules, introducing the learner to key concepts and features used within the specific software. They also include activities and sample files to allow the learner to practice and apply the techniques covered within the modules.

BCS Online Modules

A collection of bite-size e-learning modules which include text and video content (captions available) as well as knowledge check activities.

These modules focus on some of the key concepts around improving productivity through the use of different software, and include useful guidance, hints and tips and software demonstrations to enable you to further develop your use of software to make improvement within your own context.

Sample Assessments

There are a number of sample tests available which will help your learners to prepare for each of the final assessments, so they become familiar with the assessment platform and the format of the questions.

Assessment

Each module is assessed through an online, on-demand test which will assess the learner's competence of using each software and in improving productivity through the use of IT. Manual versions of the tests are also available if required.

Each assessment will include a Knowledge test of multiple-choice questions as well as an "In Application" Performance test that will require the learner to use their software to complete specific tasks. The marking of these assessments is automated, with candidate being required to achieve a 75% pass mark in both the Knowledge and Performance tests.

On successful completion of all five assessments, the learner will attain their BCS Level 3 Certificate in IT User Skills (ICDL Advanced) (ITQ).

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 a test using the automated system, the results are submitted directly to BCS.

For manually marked assessments, the individual learner's zipped work files are uploaded to the ACF to be marked by BCS. The centre manager will receive automated update emails of the marking process and the result. Receipt of the result can take up to 21 days from the date the work files are uploaded to the ACF. All pass and fail results will be added to the learner's BCS records automatically. Should a learner fail a test, fail notifications are sent to the centre manager weekly. This will be received either by post or emailed in a PDF format, for the centre manager to share with the learner of the areas of the test they failed in.

Should the learner be required to re-sit the assessment, this can be arranged with our Channel Partner Quality Team.

Appeals

If situations arise that call into the 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

Each of the online assessments (including the sample and live assessments) will be completed via the Skillsbox online platform on an on-demand basis. Centres will have access to add and manage users and tests.

The Ebooks and Online Modules are also available to access via the Skillsbox platform.

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 on our Level 3 IT User Skills product page on our website.

Frequently Asked Questions

Q) How long does this qualification take to complete?

A) This qualification has 220 guided learning hours, and a total qualification time of 290 hours.

Q) What learning materials or courseware are available?

A) Ebooks are available to support the delivery of each ICDL module as well as short modules for the Improving Productivity Using IT 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 is 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 predication 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) Sample assessments are available through the Skillsbox platform.

Glossary

This glossary provides definitions of some of the key terms, concepts and functionality that feature within each of the modules in this qualification.

Alert	A small window or pop-up to display a message/instruction to the user.
Alignment	The positioning of the edges of a paragraph of text e.g. right-aligned or centred text. It can also relate to the alignment of text or numbers positioned in a cell.
Axis	A horizontal or vertical line in a graph or chart that contains units of measure.
Bars	Data can often be presented using rectangular bars in a chart or graph where the heights or lengths of the bars are proportional to the value they represent.
Bound controls	Used to display, update and enter values from fields in a database. A bound control is associated with a field in a table.
Button	Buttons can be added to a document or within an interface to allow certain actions to be performed when clicked. They are often used with Macros.
Caption	A brief explanation that accompanies an image or graphic within a document.
Cell	A specific location typically organised within rows and columns in a spreadsheet/table.
Chart	A graphical representation of data.
Citation	A reference to a source e.g. a book, a website, a specific data source.
Column	A vertical series of cells in table or spreadsheet.
Comment	A text comment which is attached to a specific word or phrase in a document.
Concatenate	To link items together in a chain or series.
Conditional formatting	A feature that allows the user to add specific formatting, e.g. colours, to cells based on certain rules.
Cross-reference	Instructions in an index that point a user from one place to another.
Crosstab query	Often used in programs such as Microsoft Access to group data by calculating a sum, average or other aggregate function.
Data	A structured set of numbers, representing digitised text, numerical infromation, images, sound, video or other information which can be processed or transmitted by digitally.
Database	A collection of data stored and managed electronically, often using fields and tables (relational) to enable data to be searched, queried and updated.
Data labels	Used to display source data within a chart so that the user can understand the information/values being visually presented.
Datapilot	A tool used to summarise or analyse data within an interactive table when dealing with large amounts of data. Also referred to as a Pivot Table.
Data series	A row or column of numbers in a worksheet or a set of related data points that are plotted in a chart.
Data source	The location from which data that is being used comes from.
Delimited text	A method of representing a table of data within a text file, where the structure of the table (columns and rows) are indicated using characters.

Dependent	A cell that contains formulas that refer to other cells (see Precedent).
Directory	See folder.
Document	A collection of digital content which can be created and edited on a device and stored in a file and is often (although not always) intended for subsequent printing.
Embed	To add objects such as a file, data, an image, video, audio, or web content within a section of a document, page or file.
Endnote	Used to display additional information at the end of a document.
Field	A set of data values of the data type for example, name, location, age.
File	A store for data (e.g. a document, image, spreadsheet, database, etc.) which is typically stored on a hard drive or solid-state drive.
File naming conventions	A file naming convention is a standardised approach to naming files in a way that describes or indicates the content of the file or the use it is put to.
Filter	Used to display certain rows of data (hiding others) based on the values/ contents of cells in a column. Often used to filter the data in a column to display recurring values e.g. month, price, colour.
Folder	A folder (also called a directory) is a way to organise computer files. Files can be placed into a folder to group them together. Typically, folders can contain other folders to create a hierarchical storage system.
Footer	The bottom margin of each page in a document, used to display information such as page numbers, version number, author, business details etc which may need to be displayed on each page.
Footnote	Used to display additional information at the bottom of a page in a document.
Formula	An expression that operates in a range of cells or cell and returns a specific result. .
Function	A predefined formula with a special name and purpose such as the SUM function.
Group/ungroup	To combine data based on similar features/values OR to group together certain objects in a document such as text and and images.
Guides	Guides can be used when creating a word processed document or presentation to help the user to align objects such as text or images.
Header	The top margin of each page in a document used to display information such as document title, author etc. which may need to be displayed on each page.
Hide/unhide	To hide or unhide specific rows or columns in a spreadsheet.
Hierarchical	A structure for organising or presenting data in a tree-like structure showing the relationship between data using levels.
Index	Lists the terms and topics that feature in a document and the pages they appear on.
Information	Information is data that has meaning and is understood by a human being.
Information retrieval	The process of searching for information from a collection of sources.
Junction table	Maps two or more tables together by referencing the primary keys of each data table. The junction table contains the primary key columns of the two tables.
Join	The means of combining columns of data from one or more tables in a database. There are different types of join such as Inner, Outer, Subtract, and Self joins.

Multi-level list	A bulleted or numbered list that contains additional levels of "sub-bullet points" that are indented.
Layout	The organisation of certain elements within a page. The 'elements' are usually images, text and perhaps active components such as video or animations. Layouts are usually for a purpose and an intended audience – for example, a technical report for managers demands a different layout to a flyer for customers.
Legend	Used to help readers understand the data being presented in a chart and is linked to the data being graphically presented. A legend often appears in a table to the side of a chart in programmes like Microsoft Excel.
List	A series of phrases or lines of text proceeded by a bullet or number in a word processed document. Also may be used to refer an ordered number of values in a database.
Local	Refers to the internal storage of a device and is often referred to when saving a file or project to a PCs desktop or documents folder. Opposites of local (i.e. external) are cloud storage or removable storage (e.g. USB drives)
Lock/unlock	Refers to the protecting of specific cells or areas of a spreadsheet to prevent them from being edited or reformatted.
Logical expressions	A statement that can either be true or false based on the values given. There are two types of logical expression; relational and Boolean.
Logical functions	Logical functions allow the user to test whether a statement is true or false and are typically used in Spreadsheets and Databases. Examples of logical functions include IF, AND, OR and NOT.
Lookup functions	Used to search one column or row of data to return a corresponding value from another column or row range. There are vlookups (vertical i.e. column) and hlookups (horizontal i.e. row).
Macro	A small program to perform a repetitive task and which can be created and stored for later use by a user. It allows the user to perform a task by using the macro rather than having to enter the individual instructions. If the task is likely to be used many times it is much easier, and more user friendly, to use a macro. Macros are often built within programs such as Microsoft Excel.
Mail merge	Allows a batch of documents to be created such as letters, emails, envelopes, labels (using templates) to be that are populated with the details (e.g. first name, last name, address) taken from a recipient list/data source.
Margin	The empty space between the text/data and the edges of the printed page in a document or the edge of a cell in a spreadsheet.
Master	A master slide stores the information regarding the theme and layouts that are applied to all of the slides within a presentation. This includes the background, colours, fonts and effects.
Merge	To combine data, different data sources, or multiple cells in a spreadsheet so that they become one.
Nested function	A function that is defined within another function.
Numerical data	Data that is measurable, such as time, height, weight, amount, etc.
Object	A picture, chart, diagram, drawn object.
Object-oriented	An approach to programming that is based on 'objects' that contain data and code.
Page break	A marker used to end a page and start another, often used to start a new section of a document or a new chapter of a book.
Pagination	The process of separate the contents of a document or website into separate pages.

Parameter query	An advanced query that is updated when a new search term is entered, where results are then returned based on the search term.
Paste special	A function that allows you to choose how text or content copied from one source is formatted when it is pasted into a document or presentation.
Path	The location of where a file is located.
Pivot table	Used to summarise data within an interactive table to group data together in a meaningful way, when dealing with large amounts of data.
Placeholder	A pre-formatted container in a document or presentation that includes dummy/sample text or other content (often included within a template) that is then replaced with the desired content by the user when editing the document or presentation.
Plot area	The area of a chat where the data is plotted.
Precedent	A cell that is referred to by a formula in another cell (see Dependent).
Protect/Unprotect	To protect a document or file so that it can only be read by other users and not edited, or where a password is required in order to access or edit the document.
Query	A request for data results based on certain requirements. A query can be used to answer a specific question, perform a calculation, combine data from different tables, or to update a table or multiple tables of data.
Range	A collection of selected cells in a Spreadsheet OR a section of a document, file or range of data to be selected or identified by Visual Basic when designing a macro.
Recipient list	A group of contacts held within a list that is used to distribute certain information, communications, or documents.
Record	A database entry containing one or more values.
Referential integrity	The accuracy and consistency of data within a relationship i.e. where data is linked between two or more tables.
Relational database	A type of database in which data is structured in a way (using tables) that allows it to be identified and accessed in relation to other data.
Row	A horizontal series of cells in table or spreadsheet.
Scenario	A set of values that are saved and which can be automatically substituted in a worksheet, allowing the user to substitute input values for multiple cells. Allows different input values to be viewed at the same time.
Slide show	A series of slides that can include text, images, and other media that form a presentation.
Sort	To sort text or numeric data in a document, table or spreadsheet into a particular order based on certain values or fields.
Sparkline	A small line chart drawn without axes.
SQL	Structured Query Language; a programming language used for managing data held within a relational database.
Styles	A predefined combination of attributes such as font style, colour and size that can be applied to text, tables or other content is a document, presentation or spreadsheet.
Subreport	A report that is displayed inside the body of a main report.

Sub-total	A function that returns an aggregate result for supplied values using functions such as SUM, MAX, COUNT. It can be used to exclude filtered or hidden rows when calculating a total in spreadsheet.
Table	A set of data structured in rows and columns.
Template	These can be selected when creating a new document (letter, email, label), presentation, spreadsheet or database file and typically contain pre-defined layouts, styles, functions to save the user time when creating new documents or files.
Text function	Used to convert numbers into text within a spreadsheet.
Text wrapping	A set of options that define how text is positioned in relation to text.
Theme	A pre-defined set of formatting choices (colours, fonts and effects) that can be applied to a document, presentation or webpage.
Trace precedent	This function allows a user to determine which cells a Dependent cell is getting its formula from.
Tracked changes	This function allows a user to track the changes made by one or multiple editors of a document so that there is a visible history of which changes have been made in a document including deleted words, amending spelling or formatting, inserting new characters, words or paragraphs.
Transparency	The level of visibility of an object e.g. an image, when placed on a background. Transparency is usually set as %.
Validation	Validation is used by applications such as Microsoft Access to define rules so to check the validity of data being input into a database/table. If the input breaks the validation rule then it will not be accepted and a message displayed ot the user.
Visual Basic	An object-oriented programming language used to develop applications such as macros.
Wildcard	Characters are used to take the place of characters in a formula where there are incomplete matches, or where the exact cell content required is not known, Using a wildcard, a formula can be run that looks for text strings with certain known patterns
Window	An area of a screen that displays information for a specific program.
Workbook	A file which includes a collection of Excel worksheets, identifiable from the file extension .xlsx
Worksheet	A single sheet within an Excel workbook that contains cells ordered in columns and rows.
XML	Extensible Markup Language; a markup language used to encode text documents in a format that can be read by humans and machine.
3D-reference	A reference to the same cell or range of cells on multiple worksheets, allowing for data to be calculated across multiple worksheets.

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