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| **Learner Name:**  |  | **Assessor:**  |  |
| **Centre Name:**  |  | **Internal Verifier (if applicable):**  |  |
| **BCS ID / ULN:**  |  |  |  |
| **Unit Information Summary** |
| **Approximate Guided Learning Hours: 40** | **Unit Number: L/502/4157** |
| **QCF Credit Value: 5** | **Learning Outcomes (Number): 3** |
| **Examples of Context:*** An improvement may be adapting an off-the-shelf solution to create a bespoke database to manage customer relationships in a marketing context.
 | **Learning Materials Available:*** Sample tests
* Centre guidance document

Manuals:* CIA Training
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| **Suggested Assessment Methods:**All ITQ units may be assessed using any method or combination of methods which clearly demonstrates that the learning outcomes and assessment criteria have been fully met* Scenario
* Coursework
* Portfolio of Evidence – classroom or work-based
* Practical Demonstration
* Assignment
* Task-based Controlled Assessment
* Professional Discussion
* Observation
* Witness Statement
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| **Ofqual Learning Outcome** | **Assessment Criteria** | **Examples of Content***The examples given are indicative of the learning content at each level and are not intended to form a prescriptive list for the purpose of assessment* | **Evidence Location** |
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| **1 Plan, select and use appropriate IT systems and software for different purposes** | 1.1 | Explain 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)* |  |
| 1.2 | Analyse the methods, skills and resources required to complete the task successfully |  |  |
| 1.3 | Analyse 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* |  |
| 1.4 | Critically compare alternative methods to produce the intended outcome |  |  |
| 1.5 | Develop plans for using IT for different tasks and purposes, including contingencies | *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* |  |
| 1.6 | Select and use appropriate IT systems and software applications to produce effective outcomes | *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* |  |
| 1.7 | Explain why different software applications could be chosen to suit different tasks, purposes and outcomes |  |  |
| 1.8 | Explain any legal or local guidelines or constraints which apply to the task or activity |  |  |
| **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 work | *Strengths and weaknesses of final work: Format, layout, accuracy, clarity for audience, structure, style, quality, efficiency* |  |
| 2.2 | Review ongoing use of IT tools and techniques and change the approach as needed | *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* |  |
| 2.3 | Evaluate and test solutions to make sure they match requirements and are fit for purpose | *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* |  |
| 2.4 | Be prepared to give feedback on other people’s selection and use of IT tools | *Give feedback: Strengths, weaknesses, potential improvements* |  |
| 2.5 | Explain different 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; ways to improve others’ or organisational efficiency* |  |
| **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 | *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* |  |
| 3.3 | Develop solutions that make a demonstrable improvement to the use of IT tools and systems | *Develop solutions: Set up short cuts, customise interface, record macros, create templates, create style guides; streamline business processes* |  |
| 3.4 | Test solutions to make sure that they work as intended |  |  |
| 3.5 | Recommend improvements to IT systems and procedures that increase productivity |  |  |

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| **Assessment Report** |
| **Assessor feedback / comments** (continue on additional sheet / assessment report if necessary) |
| **Internal Verifier actions / comments / feedback**  |
| **Assessor signature:**  |  | **Assessment date:** |  | **Reason for IV:****New Assessor** [ ] **Random Sample** [ ] **New Unit/Qualification**  [ ] **Other**  [ ]  |
| **IV signature:** |  | **IV date:** |  |