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| **Learner Name:**  |  | **Assessor:**  |  |
| **Centre Name:**  |  | **Internal Verifier (if applicable):**  |  |
| **BCS ID / ULN:**  |  |  |  |
| **Unit Information Summary** |
| **Approximate Guided Learning Hours: 70** | **Unit Number: M/503/0498** |
| **QCF Credit Value: 8** | **Learning Outcomes (Number): 5** |
| **Examples of Context:*** The use of IT in business and industry
* The impact of IT on society and the individual
* Introduction of new IT tools and systems in organisations
* Methods used to enhance IT security
 | **Learning Materials Available:**Materials for this unit available September 2012 |
| **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*(unit forms a core part of the IT Application Specialist Apprenticeship Framework in England, Wales and Northern Ireland)*All Learning Outcomes of this unit **must** be assessed by knowledge assessment* Multiple Choice Examination
* Written Examination
* Question and Answer
* Professional Discussion
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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 Understand the impact of IT on business** | 1.1 | Describe the potential of IT to improve internal and external communications | *Communications: email, sharing calendars, sharing files, intranet, netmeeting, bulletin boards, video training, e-newsletters, social media tools: forums, blogs, chat, social networks, websites, phone systems* |  |
| 1.2 | Describe the potential of IT to improve business processes | *Business processes: saves printing, initial equipment cost, better customer service, computerised purchasing and sales, project management, automated routines, templates, manual processes supporting IT, more efficient and effective ways of doing things, learning new techniques, ways to improve others’ or organisational efficiency* |  |
| 1.3 | Describe the possible positive and negative impact on employees of the deployment of IT | *Positive impacts: save time, save money, streamline work processes, cost saving, IT training, better informed, job satisfaction Negative impacts: information overload, redundancy, redeployment, Health and Safety risks, increase output, improve quality of outputs* |  |
| **2 Understand how new and emerging technologies can impact society and the individual** | 2.1 | Describe the benefits of new technologies on personal and social communication and interaction | *Benefits of new technologies: cost, access, worldwide, mobile devices and applications, collaborative technology, cameras, internet, news, wireless, competitive new markets, security* |  |
| 2.2 | Describe how IT can improve access to education and government services | *Improve access: security, knowledge, Virtual learning environments, media rich content, simulation, learners with disabilities or learning difficulties. Archives, departmental information, online forms, email, local, national, European Union* |  |
| 2.3 | Describe how IT can improve access to products and services | *Improve access: security, knowledge, Virtual learning environments, media rich content, simulation, learners with disabilities or learning difficulties. Archives, departmental information, online forms, email, local, national, European Union)* |  |
| 2.4 | Identify possible drawbacks of new technologies for individuals and society | *Drawbacks: Competitive new markets, price compare sites, customer reviews* |  |
| **3 Know how IT is being used in an organisation** | 3.1 | Describe the purpose of key components of the IT system (hardware, software and communications) | *Hardware: personal computer, monitor, keyboard, mouse, speakers, modem, scanner, games console, joystick, TV, data projector, whiteboard, printer, Software: operating, applications, bespoke, Communications: Router, modem, mobile data device, wireless router, cables, power supply, USB, parallel, serial connections. Broadband, dial up, wireless, network connections, mobile device, ISP, IP configuration* |  |
| 3.2 | Describe the roles and responsibilities of those involved in operating and supporting the IT function | *Roles: IT Clerk, Website Technician, Data Administrator, Digital Assistant* |  |
| 3.3 | Describe the guidelines and procedures for accessing IT help and support | *Legal or local guidelines or constraints: May include data protection, copyright, software licensing, security, organisational house-style or brand guidelines, manufacturer’s instructions, software help facilities, organisational policy* |  |
| **4 Know how the introduction of new IT tools and systems can affect an organisation** | 4.1 | Compare different approaches to introducing new IT tools and systems | *Approaches: Systems analysis, requirements analysis, parallel systems, live test, training, phases, developing existing technology, prototype, users involved in development, trial periods, run user tests, compare with other IT tools and techniques, find ways to optimise the choice and approach, test plans, test data, comparison of before and after the solutions have been implemented* |  |
| 4.2 | Describe potential benefits from the introduction of new IT tools and systems | *Benefits: cost savings, more efficient and effective ways of doing things, learning new techniques, ways to improve others’ or organisational efficiency, safer, less risks, more competitive* |  |
| 4.3 | Describe methods used by manufacturers and publishers to control usage of digital content and devices | *Digital rights management: versions, compatibility, copyright, product keys* |  |
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| **5 Know the methods used to enhance IT security in an organisation** | 5.1 | Describe the main risks to data and personal security for IT users | *Risks: Inappropriate disclosure of personal information, misuse of images, data loss, unwanted or inappropriate content or access, Cyber-bullying, tasteless or unsuitable personal comments, offensive or illegal content, inappropriate behaviour, posting inappropriate content. Worms, viruses, denial of service, hacking of systems, Trojans, spam, theft of data, hacking, accidental deletion or change to data, phishing, identify theft* |  |
| 5.2 | Describe the types of control measures and policies organisations can put in place to maximise personal and data protection | *Control measures: Spyware, reporting inappropriate content, checking posts, monitoring audio/visual discussions. Set passwords, physical access controls ie keypads or locks, anti-virus software, adjust firewall settings, carry out security checks, report security, threats and breaches, back up data and software and store appropriately, download and install software patches and updates, treat messages, files, software and data from unknown sources with caution, proxy servers, Policies: about uses, security, safety, copyright, plagiarism, libel, backups, confidentiality and data protection, using collaborative technology, careful disposal of information items, behaviour, Legal and regulatory requirements: relating to behaviour and content eg Equality Act 2008, Computer Misuse Act 1998, Copyright law* |  |
| 5.3 | Describe how organisations can exploit new developments in technology to improve cyber security |  |  |

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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:** |  |