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| **Learner Name:** |  | **Assessor:** | |  |
| **Centre Name:** |  | **Internal Verifier (if applicable):** | |  |
| **BCS ID / ULN:** |  |  | |  |
| **Unit Information Summary** | | | | |
| **Approximate Guided Learning Hours: 30** | | | **Unit Number: H/503/0501** | |
| **QCF Credit Value: 4** | | | **Learning Outcomes (Number): 4** | |
| **Examples of Context:**   * Know how IT can be used to plan and support time management, personal development, performance improvement and team operations | | | **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 in England, Wales and Northern Ireland)*  Learning Outcomes 1 and 3 of this unit **must** be assessed by knowledge assessment. The remainder may be assessed in the workplace.   * Scenario * Coursework * Portfolio of Evidence – classroom or work-based * Practical Demonstration * Assignment * Task-based Controlled Assessment * Professional Discussion * Observation * Witness Statement | | |

| **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** |
| --- | --- | --- | --- | --- |
| **1 Understand how IT can support personal development** | 1.1 | Describe how IT tools and resources can support own learning and development | *IT Tools: communications, email, sharing calendars, sharing files, intranet, netmeeting, bulletin boards, on line help, tutorials, e-newsletters, video training, social media tools: forums, blogs, chat, social networks, websites, worldwide, mobile devices and applications, collaborative technology, cameras, internet, news, wireless, virtual learning environments, media rich content, simulation* |  |
| 1.2 | Explain how IT tools and systems can be used to support personal performance improvement | *IT Tools: communications, email, sharing calendars, sharing files, intranet, netmeeting, bulletin boards, on line help, tutorials, e-newsletters, video training, social media tools: forums, blogs, chat, social networks, websites, worldwide, mobile devices and applications, collaborative technology, cameras, internet, news, wireless, virtual learning environments, media rich content, simulation* |  |
| **2 Use IT to support personal development** | 2.1 | Implement IT tools and systems to support personal performance and time management |  |  |
| 2.2 | Develop and implement an action plan to use IT to improve own working practice | *Action Plan: dates, targets, goals, progress, strengths, weaknesses, training requirements* |  |
| **3 Understand how IT can support the development of team effectiveness** | 3.1 | Describe the roles and responsibilities of team members | *Roles: helpdesk operator, systems analyst, website designer, systems administrator, programmer, network technician, IT trainer* |  |
| 3.2 | Explain how IT tools and systems can be used to enhance effective team communications and collaboration | *IT Tools: communications, email, sharing calendars, sharing files, intranet, netmeeting, bulletin boards, on line help, tutorials, e-newsletters, video training, social media tools: forums, blogs, chat, social networks, websites, worldwide, mobile devices and applications, collaborative technology, cameras, internet, news, wireless, virtual learning environments, media rich content, simulation* |  |
| 3.3 | Compare ways that IT can be used to overcome obstacles to effective teamwork |  |  |
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| **4 Work as a member of a team to achieve defined goals and implement agreed plans** | 4.1 | Assess contribution of own use of IT to team activities |  |  |
| 4.2 | Provide feedback to others on their use of IT in a constructive and considerate manner | *Feedback: positive, negative, constructive, instructional, supportive, oral, written, group, individual* |  |
| 4.3 | Review feedback from others on own performance and adapt behaviour where appropriate | *Feedback: positive, negative, constructive, instructional, supportive, oral, written, group, individual* |  |
| 4.4 | Assist others to use new IT tools and systems | *Systems: hardware, software* |  |
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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:** |  |