OCR Level 2 ITQ 2009
Unit 94: Developing Personal and Team Effectiveness Using IT (DPE)
Level 2 (Credit Value 4)

Sample Assignment

Answer the following questions:

1.1 Describe how the following can be used to manage your time effectively
- an integrated email and calendar package
- a project management package

3.2 Describe how the above can be used to improve team activities

3.3 Identify at least two ways that IT can be used to overcome obstacles to effective teamwork, when the team are working on several projects with several customers

1.2 Identify how using:
- the help function within a software package
- an online tutorial

can support your own learning and development

1.3 Describe how using:
- video training
- forums

can support personal performance improvement

3.1 Choose at least two roles who work in an IT team and explain their responsibilities:

Examples you could use:

helpdesk operator
systems analyst
website designer
systems administrator
programmer
network technician
IT trainer

The following criteria must be completed by the apprentice in the workplace and based on real work:

2.1 Complete the attached action plan listing at least 4 targets to show how you can improve your own working practice

2.2 Participate in at least two activities to meet personal development goals and update your action plan to record activities

2.3 Use at least two IT tools to support your personal performance improvement

4.1 Review contribution of own use of IT in support of at least two team activities

4.2 Provide feedback to others on their use of IT in a constructive and considerate manner on at least two occasions

4.3 Review feedback from others on own use of IT on at least two occasions