Unit 1: ICT skills for business (LEVEL 2)

Learning outcomes

By completing this unit candidates will develop the ability to create files in different software packages, including word processing or DTP, spreadsheet, database and presentation software. They will communicate effectively using email and will search the internet efficiently for information.

Candidates will be able to show that they understand:

- good working practices, including the organisation of files using appropriate file and directory/folder names and the regular backing up of files

- features of email software

- methods of searching for information on the internet

- methods of integrating different types of files into a document or presentation

- the appropriate software to use for different tasks

- methods of storing, retrieving and analysing data.

It is anticipated that a candidate will require 60 guided learning hours to complete this unit.

Assessment objectives	Knowledge, understanding and skills
1 Demonstrate good working practices with files, directories/folders and sub-directories/sub-folders	- create and name directories/folders and sub-directories/sub-folders - save files in appropriate locations using appropriate filenames - locate and open existing files, using search facilities of operating systems software where necessary - delete, copy and move files and directories/folders - rename files and directories/folders - create, edit and remove shortcuts - backup and restore files from a removable medium - password protect files
2 Using appropriate software, select and use tools and facilities to download files/information and to send and receive email messages	**Web browser** - use search engines effectively to find specific information on the internet - evaluate validity of information downloaded eg reliability of source, age of information - copy and paste text and graphics from the internet in compliance with copyright - download graphic and text files in compliance with copyright - use and organise bookmarks/favourites **Email** - create, reply and forward email messages and attach multiple files - take action to avoid risks from receiving and opening attachments from emails - use cc and bcc - set mail to high or low importance - store, retrieve and use email addresses and details of personal contacts - create and use an email signature on outgoing messages

Assessment objectives	Knowledge, understanding and skills
3 Produce a business presentation using presentation software	Produce a presentation: • create screen layouts by using existing templates and by creating and positioning text and graphic frames • use text and graphics • edit screen content and layout (by moving or resizing frames) to achieve the required outcome • apply appropriate transition effects and slide animation • add speaker notes and print the slides with these notes • carry out checks eg spelling/grammar, testing slide transitions etc • print out slides in handout form
4 Select and use tools and facilities in word processing or DTP software to produce a variety of business documents	Document types eg: • letter • business card • flyer • newsletter • invoice • memo • agenda • report • minutes Tools and facilities: • enter text, tables, images using the keyboard, mouse or other input device • format documents including, text (font, style, size), paragraph (justification, indents, line spacing, tabs), bulleted and numbered lists, page breaks • insert headers and footers • insert fields, including date and document information • edit documents using insert, delete, cut, copy and paste functions • import tables, graphic images, graphs and charts created in other software • carry out a mailmerge • use spelling and grammar checkers • proof read documents to detect errors not corrected by the spell checker
5 Create and use a simple business spreadsheet	Create a simple business spreadsheet: • enter title, column headings and row labels • enter text, numeric data, formulas involving arithmetic operators and simple functions (eg SUM, AVERAGE) using relative cell references • format cells: text (font, style, size, alignment), number (decimal places, percentage, currency, date/time), borders and shading Edit a spreadsheet: • insert and delete rows and columns and change data and formulas in cells Use a spreadsheet: • change some of the data • obtain results Print data from spreadsheets: (continued)

Assessment objectives	Knowledge, understanding and skills
5 Cont. Create and use a simple business spreadsheet	• set the orientation, headers, footers and other options to print sheets effectively • print the formulas used
6 Select and use tools and facilities in database software to enter, sort and search for information for business purposes using a realistic business database provided by the centre	Use a business database such as a client database: • enter, edit and delete data to keep it up to date • sort data • search for data using queries, including searching on more than one criterion • print out data using reports in different formats eg: table, list and label

Assessment

This unit is centre assessed and externally moderated.

In order to achieve this unit, candidates must produce a portfolio of evidence showing that they have met all of the assessment objectives.

Portfolios of work must be produced independently. They will need to be made available, together with witness statements and any other supporting documentation, to the OCR Visiting Moderator when required.

Centres must confirm to OCR that the evidence produced by candidates is authentic. An OCR Centre Authentication Form is provided in the Centre Handbook and includes a declaration for assessors to sign. It is a requirement of the QCA Common Criteria for all Qualifications that proof of authentication is received.

Guidance on assessment and evidence requirements

Candidates may provide portfolio evidence for this unit using a range of suitable and appropriate techniques. These may include written and typed documentation, printouts, screenshots, video, audio presentation and computer files. Where presentations or displays have taken place for which evidence cannot be easily included within the portfolio evidence, assessor testimony/witness statements must be included, signed by the assessor(s), and supported by appropriate evidence (handouts, slides etc).

The knowledge, skills and understanding required for this unit are those that may be expected in many workplaces. Consequently it would be appropriate, though not essential, to carry out all tasks in the context of a particular business, from either a case study or the candidates' own experiences in the workplace. Where real situations are used it is important to maintain the confidentiality of personal data in the work produced for portfolios.

Although the assessment objectives must be assessed separately they might not be carried out in discrete units of work. For example, Assessment Objective 1 assesses good working practices that should be evidenced throughout the rest of the unit. The documents prepared for Assessment Objective 4 might, for example, include a report of the analysis of data using a spreadsheet in Assessment Objective 5. The house style and information included in documents for Assessment Objective 4 might also be used in the presentation for Assessment Objective 3.

It is expected that activities for Assessment Objective 1 will be carried out throughout the development and production of other evidence. Candidates should set up a suitable directory structure for storing the files they create during this unit. For example, they might set up one main

directory for each assessment objective. Some of these may be split into subdirectories, for example, Assessment Objective 4 could contain different directories for word processing or DTP work. Evidence for Assessment Objective 1 will consist largely of screenshots to show structures and techniques used. Where general skills such as moving and renaming files and directories are required it is sufficient for candidates to provide evidence of each skill **once** only, provided both files and directories are covered overall. Whilst it is expected that backing up will occur regularly it is sufficient for candidates to provide one screenshot as evidence. Shortcuts may be added to either the desktop or within folders. Signed witness statements may be used as additional evidence.

Assessment Objective 2 requires evidence of the use of the World Wide Web (WWW) to find specific information. Candidates must reference the websites they use as sources of information, for higher grades they must also consider the validity of the information found. It is expected that candidates will make extensive use of email and the WWW, however, one piece of evidence is required for each requirement. Screenshots showing criteria entered into search engines, with evidence of some of the pages found, provide good evidence of searching the WWW. It is anticipated that evidence of the use of text and graphics from the WWW will be found in candidates' work for other assessment objectives, such as Assessment Objective 3 and Assessment Objective 4. This would also be the most appropriate place for a short comment about copyright issues. Printouts of emails received and sent (annotated to demonstrate understanding of key features eg cc, bcc and priority levels) can provide some evidence but screenshots will be required to show features such as attachments and the use of an address book eg adding a contact. Candidates must summarise the risks of receiving and opening email attachments and for distinction must suggest actions that could be taken to reduce these risks.

The presentation produced for Assessment Objective 3 should be appropriate for use in a business context, to illustrate a talk. As for Assessment Objective 2 evidence will largely comprise printouts of the presentation but there should also be some screenshots to demonstrate features used that cannot be seen from printouts, eg setting slide transitions and animations, spellchecking. Assessor witness statements will be required as evidence of the appropriateness and effectiveness of the overall presentation. This may be best demonstrated by candidates giving a talk illustrated by their presentation. However, if this is done the centre must assess only the presentation and not the effectiveness of the spoken delivery.

Evidence for Assessment Objective 4 will consist largely of final versions of the documents produced. However, some screenshots demonstrating the use of particular features that cannot be clearly seen should also be provided. For example, it is not clear from a printout of a document whether items are in a header or merely at the top of a page. If templates or master pages are produced these should be documented. Where elements have been obtained from external sources such as digital cameras, scanners, the WWW etc there should be evidence to show this. It is not necessary to produce a commentary detailing every step taken in the production of the documents. The minimum number of documents is given in the grading grid but candidates may need to produce more than the minimum in order to demonstrate a wider range of features. There is no benefit to candidates of creating many documents repeating the use of the same features. Documents should be created using word processing or DTP software only. As a minimum, it is expected that documents are fit for the intended audience and purpose, although some errors can be present. A screenshot showing the use of spellchecker and grammar check should be included.

Evidence of work with spreadsheets for Assessment Objective 5 will mainly comprise printouts from the spreadsheet. Formatting and editing should be evidenced by draft and final versions. Changed data should be evidenced by successive printouts. It is expected that the spreadsheet created will be very simple, for example calculating the profit made on a range of items sold. Distinction candidates might calculate totals and averages for different weeks. Unit 6: Spreadsheets – design and use, allows candidates to explore the use of spreadsheets further.

Assessment Objective 6 requires candidates to use a realistic business database. Candidates **must not** use search engines to evidence this assessment objective. There is no requirement in this unit to set up a database. Candidates wishing to study databases in more detail might wish to

study Unit 7: Databases – design and use. Centres should provide candidates with a database, for example client records. This should contain sufficient records to make searching and sorting realistic and worthwhile tasks. Candidates should provide printed evidence of the design and results of queries and the reports carried out for specified purposes. The purposes may be specified by the candidates or by the centre in the form of a series of tasks. Searches using more than one criterion may use Boolean operators (AND and/or OR) or may achieve these effects using options in the software.

An OCR model assignment is available for this unit and can be downloaded from our website: www.ocr.org.uk.

Signposting to Key Skills

✓ The unit contains opportunities for developing the Key Skill, and possibly for generating portfolio evidence, if teaching and learning is focused on that aim.

Key Skill reference		Key Skill reference		Key Skill reference	
C2.1a	✓	ICT2.1	✓	N2.1	✓
C2.1b	✓	ICT2.2	✓	N2.2	✓
C2.2		ICT2.3	✓	N2.3	✓
C2.3	✓				

Mapping to National Occupational Standards

National Occupational Standards	Reference ID	Title
IT Users (e-skills UK)	DB2	Database software Level 2
IT Users (e-skills UK)	MAIL2	E-mail Level 2
Contact Centres (e-skills UK)	CCIWC	Interpersonal and written communication Level 3
IT Users (e-skills UK)	NET2	Internet and intranets Level 2
IT Users (e-skills UK)	MSU2	Make selective use of IT Level 2
IT Users (e-skills UK)	SEC2	IT security for users Level 2
IT Users (e-skills UK)	PS2	Presentation software Level 2
IT Users (e-skills UK)	UEI2	Use IT to exchange information Level 2
IT Users (e-skills UK)	WP2	Word processing software Level 2
IT Users (e-skills UK)	WP3	Word processing software Level 3

Resources

This section provides suggestions of suitable resources. The list is neither prescriptive nor exhaustive, and candidates should be encouraged to gather information from a variety of sources. Some suggested resources are intended for Tutor use. The resources in this section were correct at the time of production.

Books

Banks, Harber-Stuart & Parry.	*GCSE Applied ICT - Double Award* Folens. ISBN: 1843033704
Bott, Ed & Leonhard, W (2003)	*Using Microsoft Office 2003* Que
Courtier.	*MOUS: Office XP Study Guide* Sybex. ISBN: 0782141137
Heathcote, P et al.	*Applied ICT for GCSE (Double Award)* Payne-Gallway. ISBN: 1903112753
Holden.	*ECDL 3 The Complete Coursebook for Office XP* Prentice-Hall. ISBN: 0130384860
Jenny Lawson.	*OCR National Certificate in IT Level 2* Heinemann. ISBN: 043547149X
Lawson, J. (2005)	*Information Technology* Heinemann
Liberty Hall.	*GCSE in Applied ICT Unit 1: Applications* ISBN 1 84224 118 4
Oliver, P. (1999)	*Lotus Smartsuite Millennium* Bernard
Stephen Doyle.	*Applied ICT GCSE* Nelson Thorne. ISBN: 0-7487-5747-3
Sharon Spencer.	*Business Presentations Stage II for OCR* Heinemann. ISBN 0435454048
Sharon Spencer.	*Text Production and Word Processing Level 1* Heinemann. ISBN 0435453661
Stephen Doyle.	*Information Systems for You – Skillbuilder* Nelson Thorne. ISBN: 0-7487-5316-8
Wischhusen, Snell, Johnson & Scales.	*GCSE Applied ICT* Heinemann. ISBN: 0435446371

Websites

IBM on-line support.   URL:http://www306.ibm.com/software/lotus/support/smartsuite/
Provides up-to-date guidance/support on how to use Lotus SmartSuite.

Microsoft Office On-line.   URL:http://office.microsoft.com/en-gb/officeupdate/default.aspx
Provides up-to-date guidance on how to use Microsoft Office.

Curriculum On-line   URL:http://www.curriculumonline.gov.uk/
This site provides purchasable and free multimedia resources to support teaching and learning. All resources support the curriculum taught in schools in England from Foundation to KS4.

BBC Bitesize revision   URL:http://www.bbc.co.uk/schools/gcsebitesize/ict/
A user friendly BBC resource for tutors and candidates alike.

Southampton University, Computer Services
                              http://www.soton.ac.uk/~sucsweb/docs/qg/302qg.html
A basic resource provided by Southampton University.

Ashfordman   http://www.ashfordman.org/ict/
Provides ICT resources for tutors and candidates.

The Computer Information Centre http://www.compinfo.co.uk/
A one-stop reference resource for IT

Computer Weekly   http://www.computerweekly.com/
The on-line version of the IT magazine.

Free Images   http://www.freeimages.co.uk/
A clipart graphic site.

School resources   http://www.school-resources.co.uk/
Education information, resources and ICT for teachers and candidates.

Grading

Assessment Objective	Pass	Merit	Distinction
AO1 Demonstrate good working practices with files, directories/folders and sub-directories/sub-folders	Candidates will set up at least two directories. They will save some files in appropriate locations using appropriate filenames. They will demonstrate the ability to password protect files. They will locate and open existing files that they have saved in their directories. They will backup files onto a removable medium. They will create shortcuts to at least one directory and one file.	Candidates will create an appropriate directory structure with at least two main directories, each containing at least two subdirectories using appropriate names. They will save most files in appropriate locations using appropriate filenames. They will demonstrate the ability to password protect files. They will locate and open existing files from a range of sources. They will provide evidence of at least one instance of deleting, copying and moving files and directories. They will backup and restore files from a removable medium. They will create shortcuts to at least one program, directory and file.	Candidates will create an appropriate directory structure with at least two main directories, each containing at least two subdirectories using appropriate names. They will save all files in appropriate locations using appropriate filenames and will provide evidence of at least one instance of deleting, copying, moving and renaming files and directories. They will demonstrate the ability to password protect files. They will locate and open existing files, using search facilities of operating systems software where necessary. They will backup and restore files from a removable medium. They will create, edit and delete shortcuts to at least one program, directory and file.
AO2 Using appropriate software, select and use tools and facilities to download files/information and to send and receive email messages	Candidates will use search engines to find information on the Internet, although they may not use the most efficient criteria. They will provide their source(s) website addresses. They will send, receive, reply and forward email, including at least one message with a document attached. There should be some text and a header, although the quality of these may be poor. They will open an attachment sent to them via email and will	Candidates will locate suitable elements from local media and the World Wide Web, using effective search criteria eg keywords. They will provide their source(s) website addresses and will comment on the trustworthiness of the source. They will use bookmarks/favourites to store useful links. They will understand the implications of copyright. They will copy and paste text and graphics from the World Wide Web in compliance with current copyright legislation. They will send, receive, reply and forward	Candidates will locate suitable elements from local media and the World Wide Web, making effective use of advanced search criteria eg quotes, Boolean operators. They will comment on the validity of their source(s): provide name of their source(s) website addresses, note trustworthiness of source(s) and date of information. They will use bookmarks/favourites to store useful links and will organise these into folders. They will understand the implications of copyright. They will download graphic and text files in compliance with current copyright legislation. They will acknowledge all sources

Assessment Objective	Pass	Merit	Distinction
AO2 Cont. Using appropriate software, select and use tools and facilities to download files/information and to send and receive email messages	save it to their work area. They will send messages to multiple recipients. Candidates will make a brief comment about the risks of opening email attachments.	email, including messages with multiple documents attached. They will use appropriate subjects and message text. They will send messages to multiple recipients and demonstrate an understanding of the use of cc. They will set messages as high or low importance. Candidates will summarise the risks of receiving and opening email attachments.	used. They will send, receive, reply and forward email, including messages with multiple documents attached. They will send messages to multiple recipients using cc and bcc appropriately, considering privacy issues. They will store, retrieve and use email addresses and details of personal contacts. They will make effective use of features of email software, including creating and using an email signature. They will consistently use appropriate subjects and message text. Candidates will summarise the risks of receiving and opening email attachments and suggest actions that could be taken to reduce these risks.
AO3 Produce a business presentation using presentation software	Candidates will produce a business presentation of at least three slides using text and graphics. There may not be a consistent style to the pages. There will be some evidence that the candidate has checked for errors and the presentation will be largely fit for the purpose.	Candidates will produce a business presentation of at least four slides using appropriate text and graphics. The presentation will have a consistent style. Slide transitions will have been set, but these may not always be the most effective. The presentation will be checked and free from obvious errors. The candidate will print out the presentation in handout form.	Candidates will produce a business presentation of at least five slides using appropriate text and graphics. The presentation will have a consistent style. Slide transitions and animation will have been set and the presentation will have been checked to ensure it is appropriate to the purpose and audience. Speaker notes will be added where appropriate. The final presentation will be of near professional quality. The candidate will print out the presentation in handout form, and showing the notes pages.

Assessment Objective	Pass	Merit	Distinction
AO4 Select and use tools and facilities in word processing or DTP software to produce a variety of business documents	Candidates will create straightforward business documents. These will include a letter and at least two other documents such as a business card, flyer, newsletter, invoice, memo, agenda, report or minutes. These may have been produced using standard templates. At least one document will include graphics using more than one source, eg clip art, the World Wide Web, scanner, digital camera, drawing package, spreadsheet or database. The documents will have been checked using a spelling checker but some errors may remain. Some formatting features, eg font style and size and paragraph justification will have been used.	Candidates will create at least four types of business document, including a letter and a document of more than one page including tables, graphs and charts created in other software. They will include graphics from a range of sources. They will use spelling and grammar checks and will edit the documents to improve and correct them so that few errors remain. Text, tables and graphic images from a range of sources will be integrated into at least one document and these will be positioned and formatted appropriately. There will be some consistency to the layout of the documents, although there may be some exceptions. Although documents may be based on standard templates there will be evidence of the use of a range of software tools and facilities and these will have been used appropriately.	Candidates will create at least four types of business document, including a mailmerged letter and a document of several pages including tables, graphs and charts created in other software. They will include graphics from a wide range of sources. Documents will display a consistent housestyle designed by the candidate and an extensive range of software tools and facilities will have been used. They will insert fields, including date and document information. All documents produced will have been thoroughly checked using spelling and grammar checkers, and proof read, so that they are virtually error-free, and of a near-professional standard.
AO5 Create and use a simple business spreadsheet	Candidates will create a very simple business spreadsheet using a limited number of calculations. The functions/formulas may not be efficient, but will work. There will be sufficient row/column headings to make the spreadsheet reasonably easy to understand. There may be little evidence of formatting. There will be evidence that some	Candidates will create an effective business spreadsheet displaying accurate figures. It will contain a title and appropriate row/column headings. Several different formulas and at least one function will have been used. There will be some evidence of a range of formatting. Candidates will edit the spreadsheet by inserting/deleting rows. Formula printouts will be included. There will be evidence that some of the data has	Candidates will create an effective business spreadsheet displaying accurate figures. Formulas will be used efficiently and will include the appropriate use of more than one function. The spreadsheet will be formatted effectively using a range of format options. Formula printout(s) will be included. Candidates will edit the spreadsheet by inserting/deleting rows. There will be evidence that some of the data has been changed to obtain different results.

Assessment Objective	Pass	Merit	Distinction
AO5 Cont. Create and use a simple business spreadsheet	of the data has been changed to obtain different results. Candidates will print out their spreadsheet although the format of these printouts might not be suitable.	been changed to obtain different results. Candidates will preview and print out their spreadsheet using appropriate page orientation and number of pages.	Candidates will preview and print out their spreadsheet using appropriate page orientation and number of pages. They will use appropriate headers and footers and will set other print layout features appropriately.
AO6 Select and use tools and facilities in database software to enter, sort and search for information for business purposes using a realistic business database provided by the centre	Candidates will enter, edit and delete data in a database. They will create and use at least one simple query ie using a single search criterion.	Candidates will enter, edit and delete data in a database. They will create and use at least one simple query ie using a single search criterion, sorting on at least one field. They will create and use a report to print out selected data for a specific need.	Candidates will enter, edit and delete data in a database and will use the data to meet a wide range of business purposes. They will create and use at least two queries, including more than one criterion, sorting on at least one field. They will create and use at least two reports to print out selected data in different formats eg address labels, table format, list.