Unit Title:	**Support the management and development of an information system**
OCR unit number	228
Sector unit number	J/601/2518
Level:	2
Credit value:	7
Guided learning hours:	40

Unit purpose and aim

This unit is about supporting the management and evaluation of an information system to meet identified needs in a business environment.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will:	**The Learner can:**	Learning outcomes 1 and 2 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, can be evidenced across units.
1. Understand how to contribute to the management of an information system	1.1 Explain the purpose of managing information to meet requirements	
	1.2 Explain the purpose and value of supporting training for users and giving or requesting on-going support	
	1.3 Explain the purpose of complying with legal and organisation requirements when using an information system	
	1.4 Explain the purpose of contributing to the monitoring of an information system in use	
	1.5 Explain the purpose of contributing to the maintenance and updating of an information system	
	1.6 Describe ways of contributing to the maintenance and updating of an information system	
	1.7 Describe the types of problems that may occur with an information system and how to deal with them	

2. Understand how to contribute to the review and further development of an information system	2.1 Explain the purpose and value of contributing to the continuous improvement of an information system	
	2.2 Explain how to identify problems in an information system and report them	
	2.3 Describe ways of contributing to the resolution of problems in an information system	
3. Be able to contribute to the management of an information system	3.1 Contribute to training on the use of an information system	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to support the management and development of an information system
	3.2 Contribute to supporting users, if required	
	3.3 Monitor own use of an information system	
	3.4 Confirm legal and organisational requirements for handling information are followed	
	3.5 Make sure a system is maintained and updated, within limits of own authority	
	3.6 Identify and report problems when they occur	
	3.7 Resolve problems within limits of own authority	
4. Be able to contribute to the evaluation of an information system	4.1 Provide feedback on performance of an information system	
	4.2 Contribute to the evaluation of feedback and prioritising of development needs, if required	
	4.3 Contribute information to enable further system development	

Assessment

This unit is centre assessed and externally verified. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Records/correspondence relating to training of the information system
- Annotated legal and organisational documents governing the handling of information
- Monitoring records of the information system
- Correspondence relating to problems within the system and solutions
- Evaluation of the information system
- Recommendations to further development the system

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAD 121 Support the management and development of an information system

NOS can be viewed on the CfA website at http://www.cfa.uk.com/ or the Occupational standards directory at www.ukstandards.co.uk.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards http://www.qcda.gov.uk/15565.aspx

Functional Skills Standards					
English		**Mathematics**		**ICT**	
Speaking and Listening	✓	Representing	✓	Use ICT systems	✓
Reading	✓	Analysing	✓	Find and select information	✓
Writing	✓	Interpreting	✓	Develop, present and communicate information	✓

Resources

Access to a working environment with associated equipment and resources

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .