Accredited

Cambridge TECHNICALS

OCR LEVEL 2 CAMBRIDGE TECHNICALS IN IT

LEVEL 2 UNIT 1
**COMMUNICATING IN THE
IT INDUSTRY**

SAMPLE LEARNER STYLE WORK

VERSION 1

MARCH 2014

OCR
Oxford Cambridge and RSA

INDEX

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INTRODUCTION

This work has been developed to provide examples of the content and standard of work required to evidence the identified assessment criteria of just one learning outcome (Level 2, Unit 1, Learning Outcome 2). This is one approach that could be used but it **must** not be directly replicated or any part plagiarised by learners.

Teachers may choose to identify their own approach for learners to follow but evidence submitted must clearly meet the assessment criteria.

This is not real learner work and has not been standardised in line with OCR procedures; its purpose is to provide ideas and approaches.

The following pages provide examples of how learners may provide evidence for the following:

Level: 2

Unit Number: 1

Unit Title: Communicating in the IT Industry

Learning Outcome: 2

Assessment Criteria: P4, M1, D1

Pass criteria P4 – Learners should be able to use IT tools safely to effectively communicate and exchange information.

Merit criteria M1 – Learners should be able to justify the IT tools used in terms of safety and effectiveness.

Distinction criterion D1 – Learners should explain why the use of specialist software improves accessibility to IT communications.

Pass criterion P5 – We have not provided learner work for this assessment criteria.

SCENARIO ONE

You have been asked by your Team Leader to produce a user guide on how to create folders so that your colleagues can save their work appropriately. You have been asked to make the user guide as easy to follow as possible as many of the staff are not expert IT users.

# PASS CRITERIA - P4

Learner Evidence:

CREATING FOLDERS

It is important to create folders in order to store your work. It enables you to find your files easily and if you want to, you can share your folders with other people so that they can also access your files. If you are working closely as part of a team, it is essential that you communicate and share all the details of your project with your colleagues.

It is also important that the information you all use and update for reference is the most up-to-date and everyone is using the same versions of the documents.

The best way to do this is to share folders, created in a location that all the people have access to. When files are created they are then added to this folder and people update and edit to this central location.

It is essential that all users of the folder know what the files are and how they should be used without sending copies of files every time, so regular emails containing hyperlinks to the files is the most effective way.

1. Make sure you are in the location where you want to create a folder. I am going to create a new folder in the public documents area
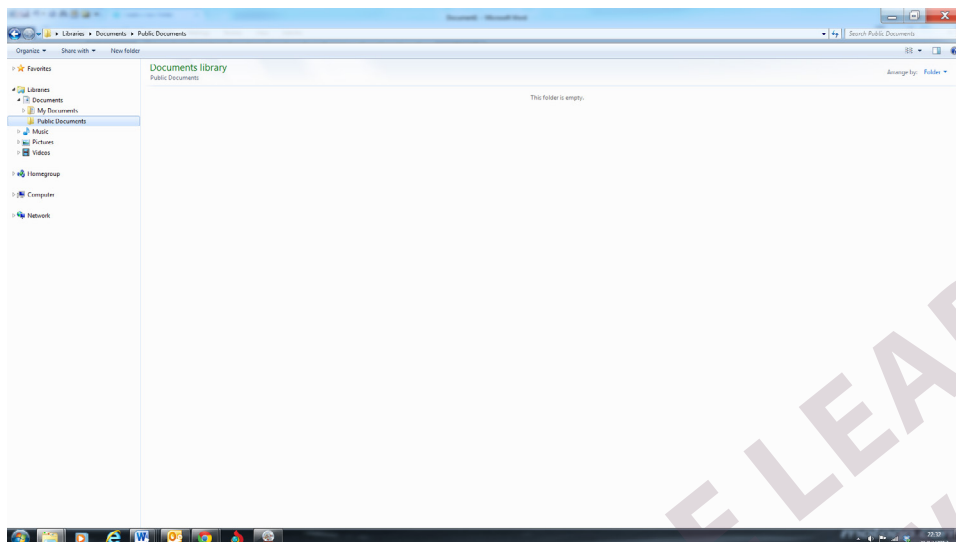
2. Right click on the mouse and you will see the following:
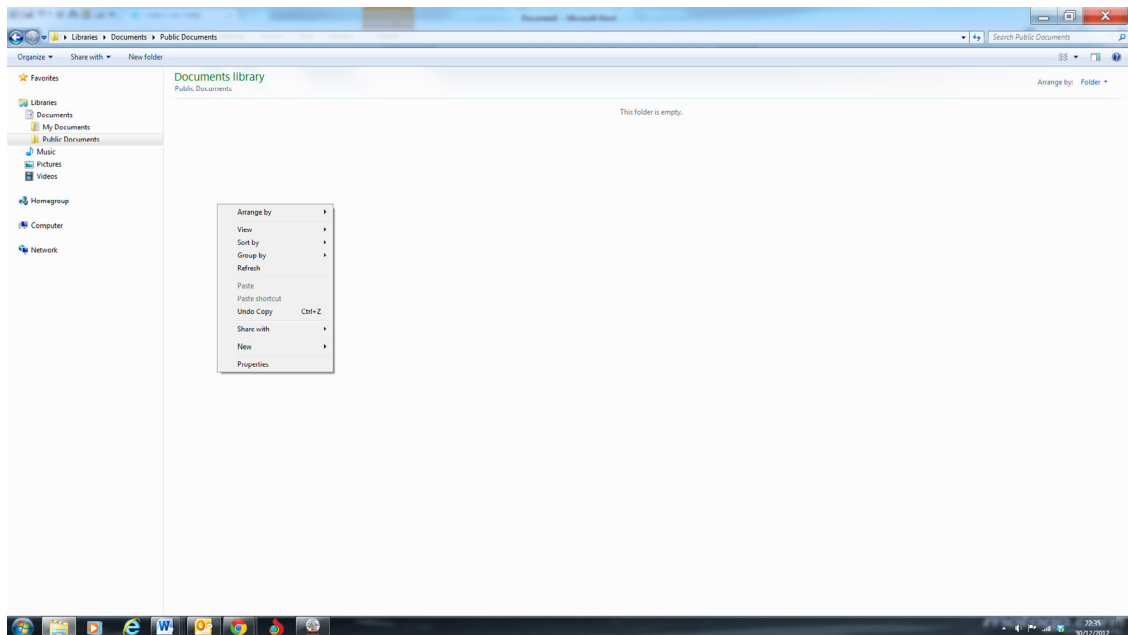
3. You then need to select the Folder option.
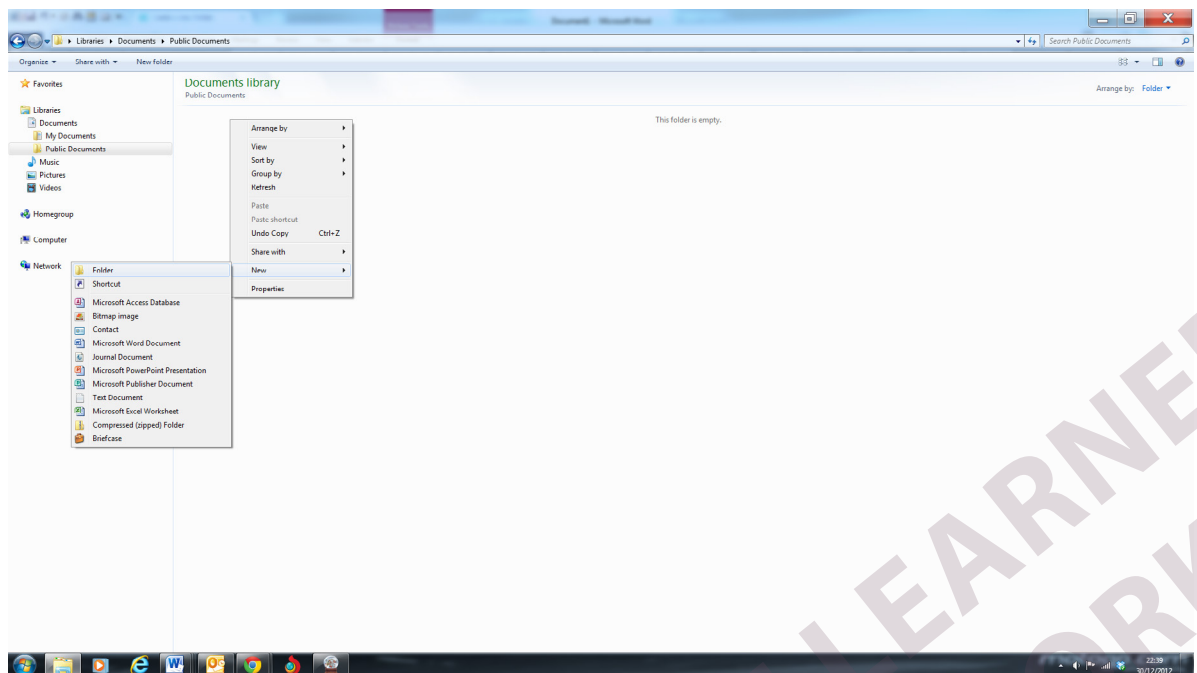
4. You will see the following screen and you can now type in the name of your folder.

5. Once you have typed in the name of the folder you press the Enter key.

You should then email those you are sharing the folders with to give them a hyperlink to the folder/files.

WITNESS STATEMENT – P4

Qualification title:	OCR Cambridge Technical Level 2 Certificate in IT
Unit title:	Communicating in the IT Industry

Assessment criteria covered by the activity:	P4

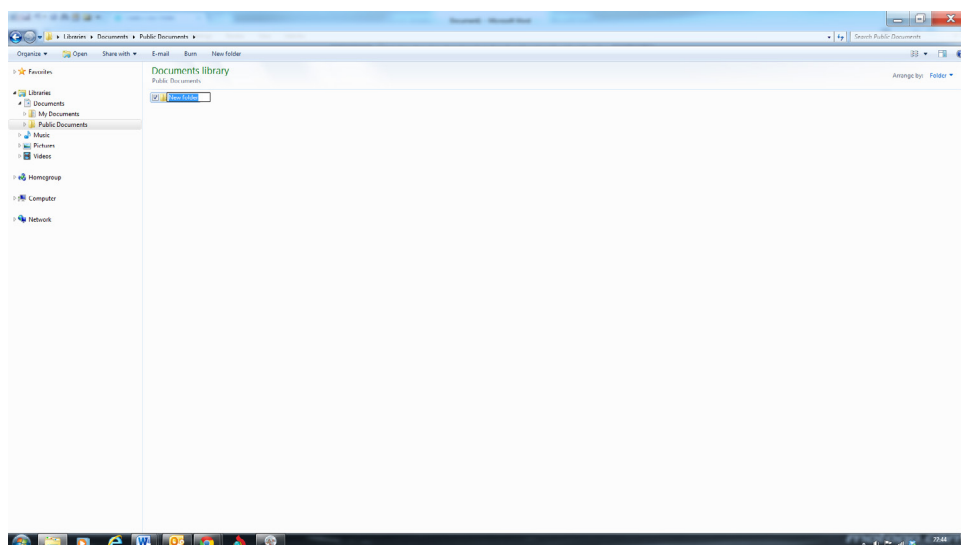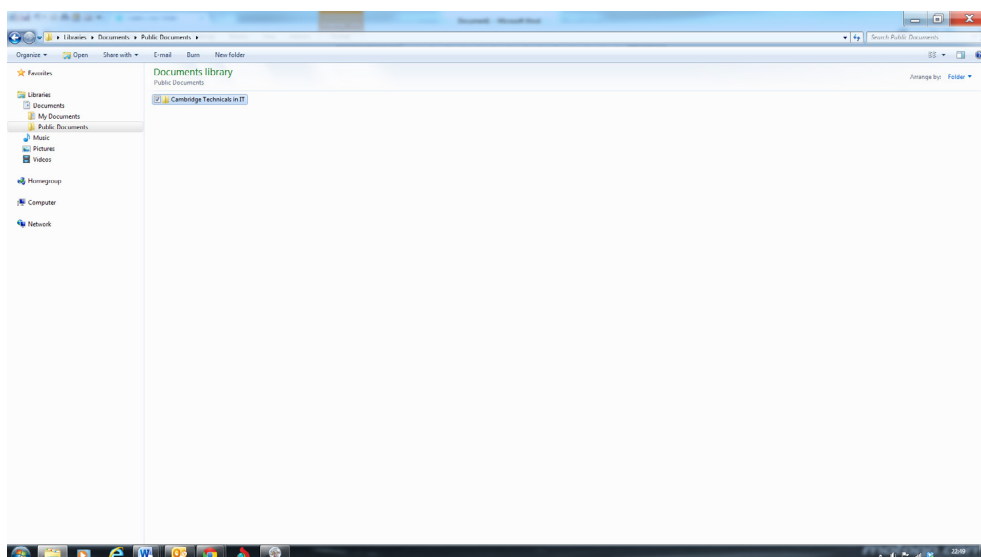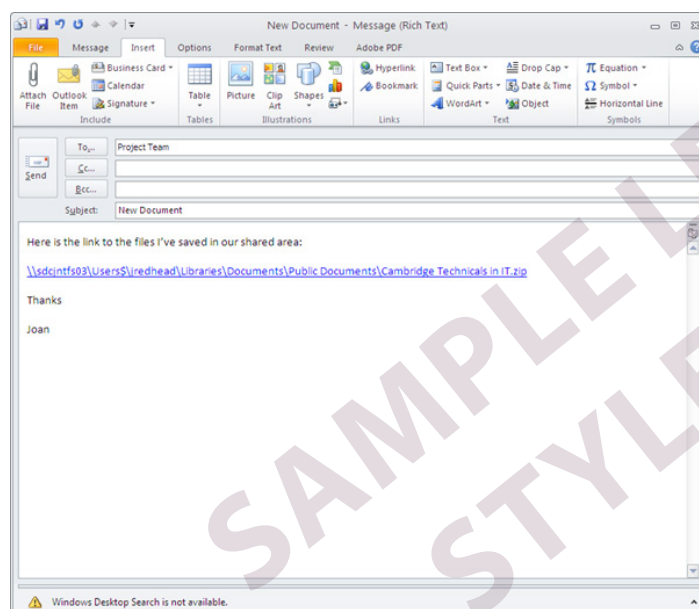| Candidate name:	A Candidate	Candidate number:	012345678
Date, time and venue of the activity being carried out:	9th December 2013 – 10.15am Location – IT Room – Progress School - Coventry		
Full description of the activities being carried out by the candidate:	A Candidate was asked to produce a user guide on how to create folders. Whilst working through the activity they were required to use a computer. They ensured that their work station was set up to meet their specific requirements eg monitor and chair was at the correct height. They sat with their back straight and took regular breaks from the screen to give their eyes a rest. In order to access the system, they input their username and password. When they took their breaks they logged off from the system to ensure that no-one else could access their user area. A Candidate regularly saved their work to ensure that any loss would be kept to a minimum. **Date:** 9th December 2013		
Witness name:	A Witness	Witness signature:	*A Witness*
Job title:	ICT Teacher	Relationship to the candidate	Teacher
Contact details:	Progress School - Coventry		

SCENARIO ONE

You have been asked to produce a user guide on how to create folders so that your colleagues can save their work appropriately. You have been asked to make the user guide as easy to follow as possible as many of the staff are not expert IT users.

After you have completed your user guide send an email to your Team Leader explaining which tools you have used and why. Include the hyperlink to user guide.

MERIT CRITERIA - M1

Learner Evidence:

The spelling and grammar checking function in Microsoft Word is a useful check for accuracy, but should not be used in isolation. There are a number of factors which need to be considered when using this facility:

•	Is the software set to English (UK) – if it is set to English (US), then it would want to spell colour as color.

•	A spell checker will not identify errors such as someone using the word 'there' when it should be 'their'.

•	It will not pick up the fact that a wrong word has been used eg car instead of cat.

It is therefore important that you proof-read the work as well. It is always a good idea to ask someone else to proof-read it for you as well as long as it is not confidential.

With the grammar check function, it will often make suggestions and you need to consider these carefully as if you accept them, the sentence you have written may not necessarily make sense. The grammar check will often state that you have fragmented sentences when in fact you have produced a bullet pointed list which does not contain sentences.

You must be careful when using the view facility for multiple pages, as it is just to give you an idea of how the layout is looking. You should still check your document to ensure that it makes sense ie the readability of the document and whether you have anything missing.

Microsoft Word software was used to produce the user guide because:

•	It enabled the inclusion of screen shots of the process to follow

•	It is straightforward to print out should anyone want it

•	It can be enlarged on the screen to aid readability

•	It is fairly easy to change the content if required

SCENARIO TWO

You have been asked by your Team Leader to create a short PowerPoint presentation providing guidance to young people who use the Internet, especially for the purpose of social networking. It is intended that people will be able to view the presentation on screen only, so you will need to ensure that people can only view it and not change any of the content.

PASS CRITERIA - P4

Learner Evidence:

I have created my presentation to provide information to the people viewing and have saved it as a slide show, rather than a full PowerPoint presentation. I have done this so that people cannot change in the information in it in any way. So, if there are any malicious people who would change and make it wrong, they can't.

I think that the presentation I have created tells the viewer about the risk of the internet and especially social networking which many now use regularly.

You will find the PowerPoint presentation on the OCR website

WITNESS STATEMENT – P4

Qualification title:	OCR Cambridge Technical Level 2 Certificate in IT
Unit title:	Communicating in the IT Industry

Assessment criteria covered by the activity:	P4		

Candidate name:	A Candidate	Candidate number:	012345678
Date, time and venue of the activity being carried out:	8th January 2014 – 12.15am, 9th January 2014 – 10.00am Location – IT Room – Progress School - Coventry		
Full description of the activities being carried out by the candidate:	A Candidate was asked to produce a PowerPoint presentation which would provide guidance to young people on how to stay safe when using the Internet. Whilst working through the activity they were required to use a computer. They ensured that their work station was set up to meet their specific requirements eg monitor and chair was at the correct height. They sat with their back straight and took regular breaks from the screen to give their eyes a rest. In order to access the system, they input their username and password. When they took their breaks they logged off from the system to ensure that no-one else could access their user area. During the creation of the presentation A Candidate had to access the Internet as part of their research. They checked with the school technician that the virus checker was up to date and that a firewall was also in place to assist in the prevention of any threats. When using images from the Internet, they ensured that the images were copyright free. In addition to this, the candidate considered the colours used within the presentation as well as the size and style of the font. This was because the presentation would tend to be viewed on screen and they had to take into consideration people with special requirements eg dyslexia etc. A Candidate regularly saved their work to ensure that any loss would be kept to a minimum. **Date:** 10th January 2014		
Witness name:	A Witness	Witness signature:	*A Witness*
Job title:	ICT Teacher	Relationship to the candidate	Teacher
Contact details:	Progress School - Coventry		

SCENARIO TWO

You have been asked to create a short PowerPoint presentation providing guidance to young people who use the Internet, especially for the purpose of social networking. It is intended that people will be able to view the presentation on screen only, so you will need to ensure that people can only view it and not change any of the content.

After you have completed your PowerPoint presentation, send an email to your Team Leader detailing which tools you have used and why. Include the hyperlink to your presentation.

MERIT CRITERIA - M1

Learner Evidence:

The autocorrect feature within Microsoft Word is useful as it will amend errors automatically but only if the errors meet the criterion stored. For example, if you type in 'the' at the beginning of a sentence, it will automatically correct it to 'The', or if you type in 'teh' it will correct it to 'the'. However, it can also be a nuisance when you want to deliberately type letters, brackets, numbers etc in a certain way without changes taking place eg (c). Therefore, it is important that you check your work carefully as a spellchecker may not pick up these automatic changes. Also, although as with the case of (c) changing to © (meaning 'Copyright') you can delete this automatic change from the autocorrect feature. If you then want Microsoft Word to automatically change (c) to © in the future, you have to remember to add it back on to the list.

I also used the master slide facilities so that I could ensure that the slides were of a consistent format. This was especially important when I included the navigation buttons as I needed to ensure they were of the same size and in the same position for each slide. I had to set up three master slides as the first and last slide only used one navigation button compared to the other slides which used two. The purpose of the navigation buttons was to enable the viewer to move backwards and forwards between the slides.

I was required to produce the presentation for people to view on screen only and therefore also had to ensure that they could not change the content in any way. In order to do this, I decided to save the presentation as a PowerPoint slide show (a .ppsx file). This means that when someone double clicks on the presentation to open it, it automatically goes into slide show mode and if they press the 'esc' key, it shuts the file down. This will prevent people from accessing the actual slides and making changes to them.

SCENARIO THREE

You are working as an IT Technician and you have been asked to create a guidance document for other technicians to use for partitioning a hard drive in Windows 7 and to explain why this is important. You have been asked to save it in a format that will reduce the amount of disk space it uses.

PASS CRITERIA - P4

Sample Evidence:

I have created a guidance document called Partitioning Hard Drives in Windows 7 , which is a step by step instructional document containing relevant screen shots which can be used by all the technicians when required to partition a drive. To minimise the disc space I have saved this document as a pdf file.

You will find the pdf file of the instructions for partitioning a drive on the OCR website.

WITNESS STATEMENT – P4

Qualification title:	OCR Cambridge Technical Level 2 Certificate in IT		
Unit title:	Communicating in the IT Industry		

Assessment criteria covered by the activity:	P4		

Candidate name:	A Candidate	Candidate number:	012345678
Date, time and venue of the activity being carried out:	14 January 2014 – 10.00am, 15h January 2014 – 10.00am Location – IT Room – Progress School - Coventry		
Full description of the activities being carried out by the candidate:	A Candidate was asked to produce a user guide for technicians showing them how to partition a hard drive. Throughout the whole activity they sat with their back straight and took regular breaks from the screen to give their eyes a rest. In order to access the system, they input their username and password. When they took their breaks they logged off from the system to ensure that no-one else could access their user area. The candidate had to use a computer to partition a hard drive so that they could take photographs and screen shots. They carried this particular activity first and therefore had to ensure that the drive had been backed up first to protect any data that was on the system. They ensured that they were sitting appropriately by checking the height of the monitor and chair. They then worked through the process of partitioning the hard drive and used a camera to take photographs at various stages of completion. They checked the images to ensure that they were clear before moving on to the next step. A Candidate regularly saved their work to ensure that any loss would be kept to a minimum. **Date:** 15th January 2014		
Witness name:	A Witness	Witness signature:	*A Witness*
Job title:	ICT Teacher	Relationship to the candidate	Teacher
Contact details:	Progress School - Coventry		

PASS CRITERIA - P5

Sample Evidence:

We have not provided learner work for this assessment criteria. As an example, learners may choose in this scenario to create, film and upload an instructional guide showing how to partition a hard drive to YouTube or another video sharing platform, and then have the link to the YouTube video.

SCENARIO THREE

You are working as an IT Technician and you have been asked to create a guidance document for other technicians to use for partitioning a hard drive in Windows 7 and to explain why this is important. You have been asked to save it in a format that will reduce the amount of disk space it uses.

MERIT CRITERIA - M1

Learner Evidence:

The spelling and grammar checking function in Microsoft Word is a useful check for accuracy, but should not be used in isolation. There are a number of factors which need to be considered when using this facility:

• Is the software set to English (UK) – if it is set to English (US), then it would want to spell colour as color.

• A spell checker will not identify errors such as someone using the word 'there' when it should be 'their'.

• It will not pick up the fact that a wrong word has been used eg car instead of cat.

It is therefore important that you proof-read the work as well. It is always a good idea to ask someone else to proof-read it for you as well as long as it is not confidential.

With the grammar check function, it will often make suggestions and you need to consider these carefully as if you accept them, the sentence you have written may not necessarily make sense. The grammar check will often state that you have fragmented sentences when in fact you have produced a bullet pointed list which does not contain sentences.

You must be careful when using the view facility for multiple pages, as it is just to give you an idea of how the layout is looking. You should still check your document to ensure that it makes sense ie the readability of the document and whether you have anything missing.

Microsoft Word software was used to produce the guidance document because:

• It enabled the inclusion of screen shots of the process to follow

• It is fairly easy to change the content if required

I was required to save the document in a format that would reduce the space that the file would take up when saved . In order to do this, I used Cute PDF Writer. This is free software that allows you to save a file as a PDF. It appears as an option within the Print menu and you select it as if you were selecting a different printer. You tell it to print and a dialogue box appears providing you with the opportunity of give the document a name. By saving the document as a PDF file, I reduced the size of the document by .76 MB. The Word document had a size of 1.74 MB and the PDF version had a size of 0.98MB.

As the file opens in using Adobe Reader Xi, this allows you to use all of the IT tools available in the Adobe software as follows:

• Read out loud

• Read mode

DISTINCTION CRITERIA - D1

Learner Evidence:

There are a number of specialist choices in software that will improve accessibility to IT.

On-screen Keyboard

This is a visual display of a standard keyboard which can be installed on any Windows computer. This is particularly useful for people who have disabilities where the use of a keyboard in the standard way is a barrier but they can use a mouse, roller-ball, and joystick or head pointer instead. If the visual display is linked to some form of audio output, it can also aid people with visual impairments. Some on-screen keyboards actually 'read out' the keys when a mouse pointer or similar is hovered over them. This is useful for people with dyslexia or visual impairments.

Without the use of on-screen keyboards, many people with disabilities, would not be able to use a computer. This means that as well as using a wide range of software, they are able to use email and/or search the Internet.

Text Readers

This allows users with reading difficulties such as dyslexia to have their work proof-read, emails read aloud and so on. It is useful for people with visual difficulties who could benefit from transferring some of the work usually carried out visually over to this auditory mode. People can now read newspapers and books from the Internet and the text reader will read them out aloud.

Many of the software packages eg Microsoft Word have in-built facilities which enable them to be used by people who have specialist requirements. You can change the font style, font size, background colour of the document, the colour of the font and so on in order to enable someone to be able to input information into a document, as well as read information from a document. A person can customise the set-up of Microsoft Word to meet their own specific needs. These settings can be set as a default every time Microsoft Word is opened.

As with all things, people still have to learn how to use the hardware and software associated with technology, but the vast majority of barriers have been reduced thanks to the availability of specialist software.

Specialist Software for Blind or Visually Impaired People

There are different types of computer screen readers available. Some read back to you what you are typing using a computer generated voice. There are also readers which enable the blind or visually impaired to read information from documents, off the Internet, e-books etc. You can also get readers that have a Braille output device.

Magnification software products enlarge a particular part of a computer screen. They work by the user hovering over what looks like a magnifying glass over the screen where they want to read and it enlarges the text etc. Stickers can be put onto standard keyboard keys that either present the letters and numbers as Braille or simply increase the size of the characters.

Specialist Software for People with Physical Disabilities

The on-screen keyboard is a visual display of a standard keyboard which can be installed on any Windows computer. This is particularly useful for people who have disabilities where the use of a keyboard in the standard way is a barrier. If the visual display is linked to some form of audio output, it can also aid people with visual impairments. Some on-screen keyboards actually 'read out' the keys when a mouse pointer or similar is hovered over them. This is useful for people with dyslexia or a visual impairment.

You can also use predictive text which helps to increase the rate of typing. After typing two or three letters, the user is given a selection of words to choose from rather than type in full.

Specialist Software for People with Learning Difficulties

There is specialist software which displays information more simply on the screen. This makes it easier for people with learning difficulties to read. There is also software which will use sound such as voices, music etc which is played when the user does certain things or finishes a task. Other specialist software can help with people learning skills for literacy and numeracy eg games.

There are software facilities within Windows 7 that people can use to improve accessibility. These can be found as follows:
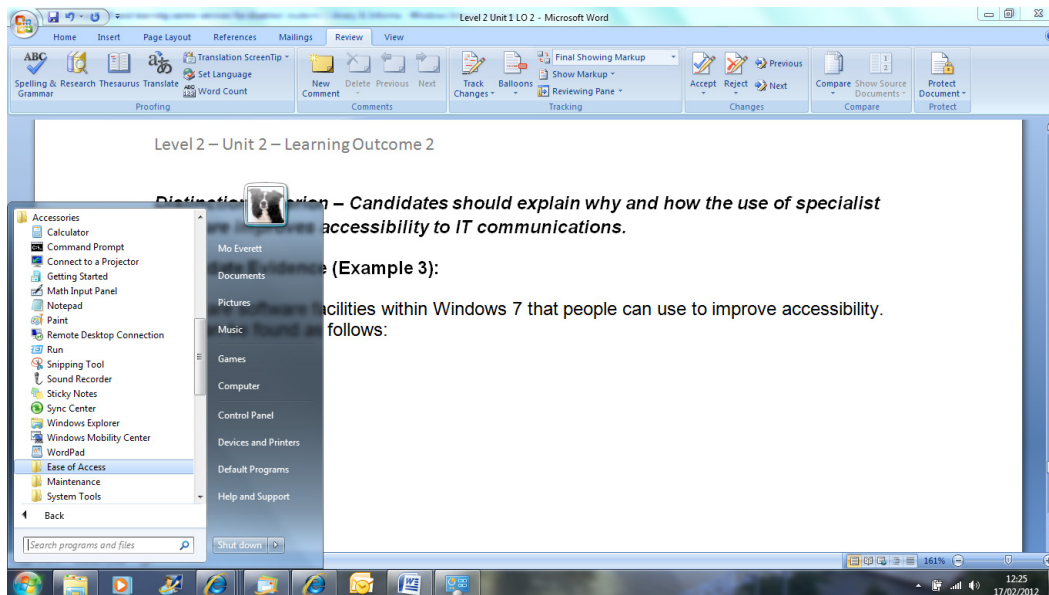

Select 'Ease of Access'. You then see the following screen:
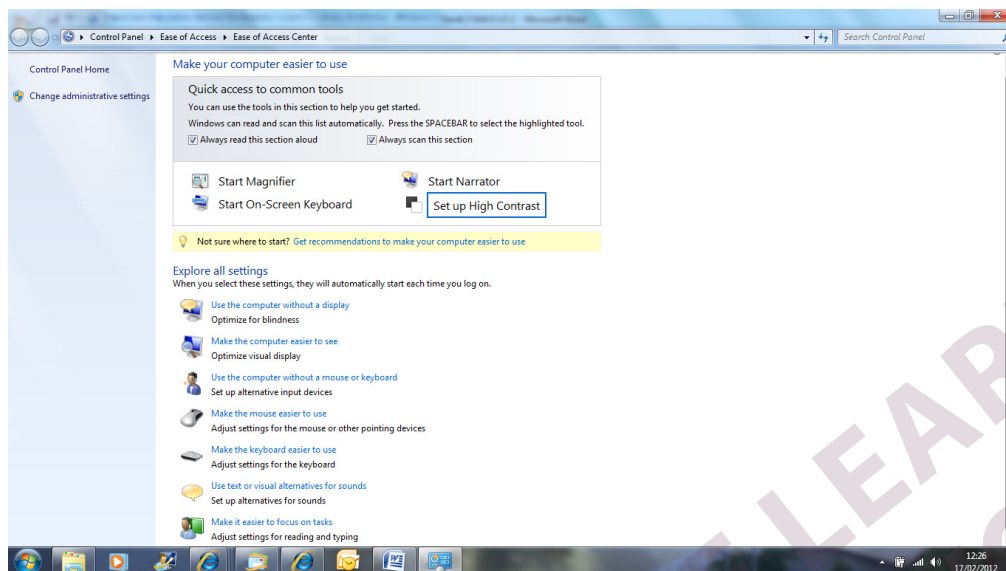
Here is a list of the options available:

- Start Magnifier – when this is clicked on by a user, the screen magnifies in size which can be increased further so that the user can easily read the screen. This is useful for people who are visually impaired.
- Start Narrator – when this is selected by the user, the following screen appears:
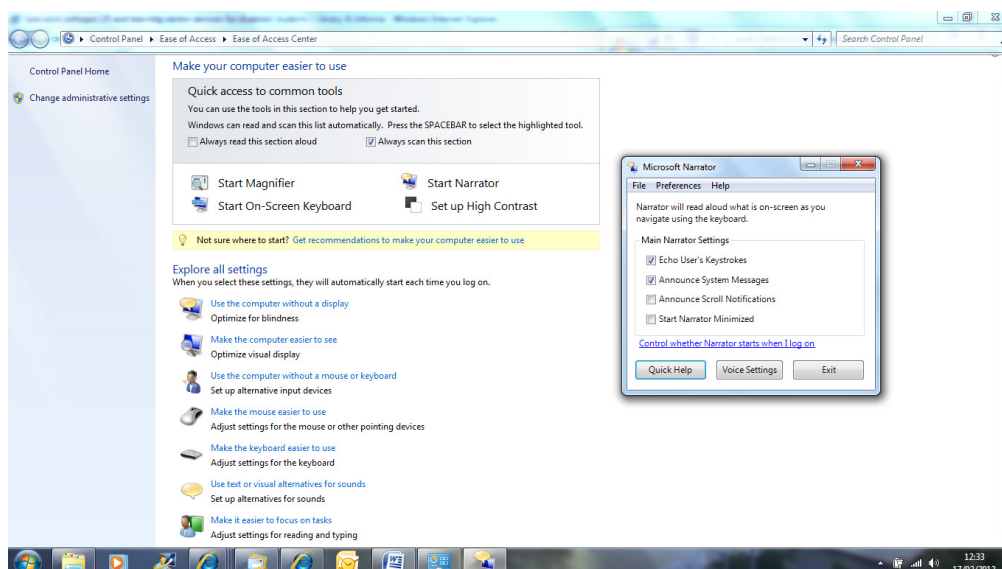
This enables the user to further customise the system to meet their needs. This can do things such as read text as it is being typed or vocally announce system messages.

- Start On-Screen Keyboard – when selected the following appears:
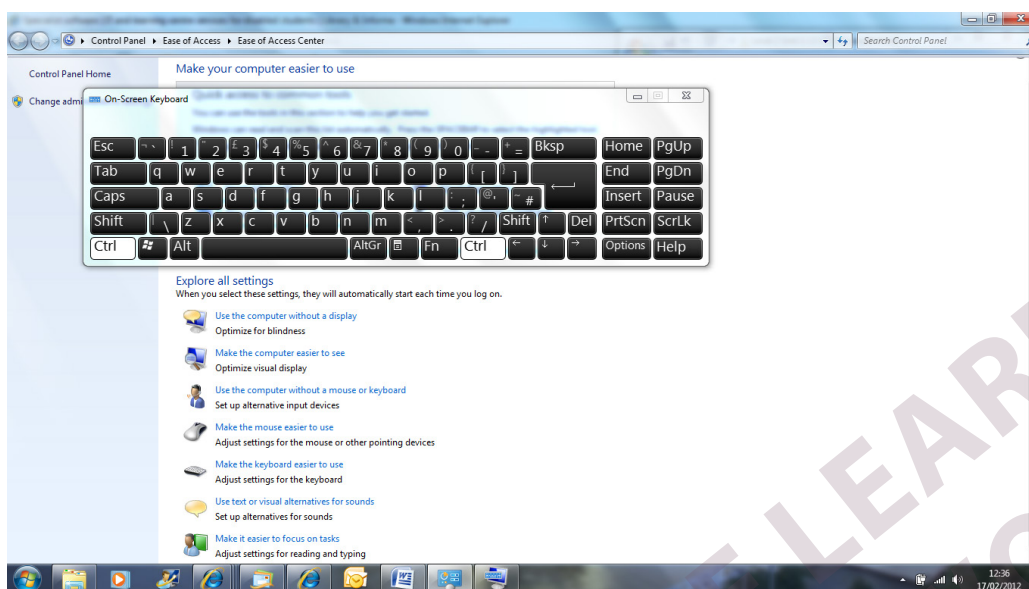
The on-screen keyboard is a visual display of a standard keyboard which can be installed on any Windows computer. This is particularly useful for people who have disabilities where the use of a keyboard in the standard way is a barrier. If the visual display is linked to some form of audio output, it can also aid people with visual impairments. Some on-screen keyboards actually "read out" the keys when a mouse pointer or similar is hovered over them.

There are other options also available such as using the PC without a display which enables the user to have the display optimised if they are blind. There are also options to enable the user to adjust sounds, keyboard displays, use other input devices etc.

APPENDIX 1 – WITNESS STATEMENT

This form is to be used to testify or corroborate what has actually been observed.

Witnesses are people who can comment on work/performance/activities and can be:

•   A tutor/assessor

•   Someone who has competence in the subject and knowledge of the evidence requirements of the qualification.

A witness statement is used to support assessment. It should not be used to evidence achievement of a whole unit.

Qualification title:	
Unit title:	

Assessment criteria covered by the activity:	

Candidate name:		Candidate number:	
Date, time and venue of the activity being carried out:			
Full description of the activities being carried out by the candidate:	Date:		
Witness name:		Witness signature:	
Job title:		Relationship to the candidate	
Contact details:			

Additional information:

The witness must be an individual, not related to the learner, who is in a position to make valid comment about their performance.

It is not acceptable for candidates to produce written witness statements for witnesses to sign.

Witness statements:

- must describe what they witnessed the candidate doing
- can be written or oral accounts of a candidate's performance
- do not have to be written by the witness, they may be recorded by the assessor after discussion with the witness and confirmed as accurate by the witness
- should not contain just a list of the skills
- should not be used to evidence the achievement of a whole unit

The assessor will then judge whether the evidence presented meets the standards required by the assessment criteria for the unit. Often it will be necessary for assessors to make contact with witnesses to ensure:

a) the witness statement is authentic

b) the assessor's interpretation of the witness statement is accurate

CONTACT US

Staff at the OCR Customer Contact Centre are available to take your call between 8am and 5.30pm, Monday to Friday.

We're always delighted to answer questions and give advice.

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