

## Unit 3: Improving Productivity Using ICT

### Level 3

Level: 3  
 Credit value: 5  
 Guided learning hours: 40  
 Unit expiry date: 31/12/2013

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>The learner will:</p> <p>1 Plan, select and use appropriate IT systems and software for different purposes</p>	<p>The learner can:</p> <p>1.1 Explain the purpose for using IT</p> <p>1.2 Analyse the methods, skills and resources required to complete the task successfully</p> <p>1.3 Analyse any factors that may affect the task</p> <p>1.4 Critically compare alternative methods to produce the intended outcome</p> <p>1.5 Develop plans for using IT for different tasks and purposes, including contingencies</p> <p>1.6 Select and use appropriate IT systems and software applications to produce effective outcomes</p> <p>1.7 Explain why different software applications could be chosen to suit different tasks, purposes and outcomes</p> <p>1.8 Explain any legal or local guidelines or constraints which apply to the task or activity</p>	<p><b>Purposes for using IT:</b> Who and what the information is for, when it must be finished, what information needs to be included, where it will be used (on screen, sent to others, printed)</p> <p><b>Plan task:</b> What information sources are needed, how they will be found and evaluated, what application software will be used, what skills and resources are needed to complete the task successfully, requirements for content, structure and layout; priorities, <i>potential problems</i></p> <p><b>Factors that may affect the task:</b> Access to information, steps that need to be taken in advance, limited resources</p> <p><b>Reasons for choosing IT:</b> Time, convenience, cost; benefits of IT or manual methods of preparing, processing and presenting the same information</p> <p><b>Legal or local guidelines or constraints:</b> May include data protection, copyright, software licensing; organisational house-style or brand guidelines</p>

<p>2 Evaluate the selection and use of IT tools to make sure that activities are successful</p>	<p>2.1 Critically compare the strengths and weaknesses of own and other people's final work  2.2 Review ongoing use of IT tools and techniques and change the approach as needed  2.3 Evaluate and test solutions to make sure they match requirements and are fit for purpose  2.4 Be prepared to give feedback on other people's selection and use of IT tools  2.5 Explain different ways to make further improvements to work</p>	<p><b>Strengths and weaknesses of final work:</b> Format, layout, accuracy, structure, style, quality, clarity for audience, <i>efficiency</i></p> <p><b>Review use of IT tools:</b> Evaluate whether the IT tools and techniques are appropriate to the task and intended outcome, run user tests, compare with other IT tools and techniques, find ways to optimise the choice and approach</p> <p><b>Review outcomes:</b> Evaluate the quality of the information used, produce drafts, review against initial plans, check with intended audience, effect of own mistakes on others; <i>impact of work on others</i></p> <p><b>Improvements to work:</b> Correct mistakes, avoid affecting other people's work, more efficient and effective ways of doing things, learning new techniques; <i>ways to improve others' or organisational efficiency</i></p> <p><b>Give feedback:</b> Strengths, weaknesses, potential improvements</p>
<p>3 Devise solutions to improve the use of IT tools and systems for self and others</p>	<p>3.1 Evaluate the productivity and efficiency of IT systems and procedures used by self and others  3.2 Research and advise on ways to improve productivity and efficiency  3.3 Develop solutions that make a demonstrable improvement to the use of IT tools and systems  3.4 Test solutions to make sure that they work as intended  3.5 Recommend improvements to IT systems and procedures that increase productivity</p>	<p><b>Ways to improve productivity and efficiency:</b> Save time, save money, streamline work processes, increase output, improve quality of outputs; <i>total cost of solution; business benefit</i></p> <p><b>Develop solutions:</b> Set up short cuts, customise interface, record macros, <i>create templates, create style guides; streamline business processes</i></p>

## Unit purpose and aim

The use of IT tools and systems can improve the productivity and efficiency of activities in a variety of contexts.

This unit is about the skills and knowledge needed by the IT User to plan and review their use of predefined or commonly used IT tools for activities that are at times non-routine or unfamiliar. As a result of reviewing their work, they will be able to identify and use automated methods or alternative ways of working to improve productivity

An activity will typically be 'complex and non-routine' because:

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- the task or context is likely to require research, analysis and interpretation;
- the work may be undertaken by others; and
- the techniques required will be complex, and the selection process may involve analysis, research, identification and application.

## Details of relationship between the unit and national occupational standards

This unit maps fully to competences outlined in IT User National Occupational Standards version 3 (2009).

## Assessment

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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 met. Assessments must also take into account the additional information provided in the unit Purpose and Aims relating to the level of demand of:

- the activity, task, problem or question and the context in which it is set;
- the information input and output type and structure involved; and
- the IT tools, techniques or functions to be used.

See Recommended Assessment Methods in the ITQ Centre Handbook.

## Evidence requirements

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Where candidates are not using CLAiT Unit 1 to produce evidence, an evidence checklist must be completed without gaps.

Where candidates are using CLAiT Unit 1, the proforma titled 'additional evidence' appropriate with this unit must also be completed by candidates. This can be downloaded from OCR's ITQ Webpage.

## Guidance on assessment and evidence requirements

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Please refer to the centre handbook for ITQ 2009.