

SVQ for IT Users (ITQ) — level 2 (SCQF level 5)

F9C2 04: Data Management Software 2

3 SCQF credit points at SCQF level 5

Description: This is the ability to use a software application designed to store and retrieve data needed for a variety of business functions. It also includes an understanding of the features and facilities of the software and the purpose for which the data is stored.

Outcome	Skills and Techniques	Knowledge and Understanding
On completion of this Unit the candidate should be able to:		
1 Enter, edit and maintain data records in a data management system.	<ol style="list-style-type: none">1 Enter data accurately into groups of records to meet requirements.2 Locate and amend data associated with groups of records.3 Check data records meet needs, using IT tools and making corrections as necessary.4 Respond appropriately to data entry and other error messages.5 Apply local and/or legal guidelines for the storage and use of data where available.	1 Describe the risks to data security and procedures used for data protection.
2 Retrieve and display data records to meet requirements.	<ol style="list-style-type: none">1 Select and use queries to search for and retrieve information to meet given requirements.2 Create and view reports to output information from the system to meet given requirements.	1 Identify what queries and reports need to be run to output the required information.

Note: The **emboldened** items are exemplified in the Support Notes.

Evidence Requirements

Completion of a portfolio (manual, electronic or combination) to cover all of the Skills and Techniques and Knowledge and Understanding points stated above. The evidence generated should adhere to the Assessment Strategy for this award and encompass a range of evidence types.

NB: It is possible to achieve this Unit by Accreditation of Prior Achievement (APA), however, the relevant evidence must be referenced within the portfolio.

General information

This Unit equates to NOS (National Occupational Standards for IT Users 2009) code DMS: Data Management Software level 2. It has a stated number of SCQF credit points = 3 at SCQF level 5.

Support Notes

Summary

A SCQF level 5 (ITQ level 2) user can select and use intermediate data management software tools and techniques to:

- ◆ enter information into data management systems that is at times non-routine or unfamiliar
- ◆ retrieve information using multiple selection criteria
- ◆ produce customised reports from the system

The data management system tools, functions and techniques will be described as 'intermediate' because:

- ◆ the software tools and functions involved will at times be non-routine or unfamiliar
- ◆ the choice and use of input, manipulation and output techniques will need to take account of a number of factors or elements

Any aspect that is unfamiliar may require support and advice from others.

Data management software is often implemented on relational database systems by providing predefined file and record structures, processes, reports and data-entry screens. This is about the use of these predefined objects.

Examples of data management software include proprietary systems for:

- ◆ Customer Relationship Management (CRM)
- ◆ Management Information System (MIS)
- ◆ Payroll
- ◆ Enterprise Resource Planning (ERP)

The user may also work with bespoke databases such as:

- ◆ membership records
- ◆ hire/rental records
- ◆ insurance quotes

Examples of context: Setting up a new query to interrogate a CRM system and output selected records to another application.

Examples of content are given separately for highlighted text, where explanatory notes are required on terminology in the Outcomes, and do not form part of the standards. Such examples are not meant to form a prescriptive list for the purposes of assessment but rather to amplify and interpret the generic terms used in the Performance Criteria in the light of current usage of ICT systems and software. These examples are subject to change as new tools and techniques become commonplace and older ones drift out of use.

The examples given below are indicative of the learning content and are not intended to form a prescriptive list for the purpose of assessment.

Outcome 1

Benefits of data management system: Accessible, reliable, rapid access, shared view, up-to-date, accurate, secure; simplifies data handling.

Enter data: Use of data entry form, create new record, add record to table, create new record, add record to table, select and update fields; *groups of records* .

Amend data records: Find, search and replace; edit record; sort, filter, use wildcards *and search operators; category*.

Check data records: Spell check, format, accuracy, consistency, remove duplication, verify data; *data validation techniques; record housekeeping*.

Error messages: Due to field size, data type, validation checks; duplicate records; format; using help; *system access*.

Security risks and procedures: Access control; authorised use, confidentiality, personal data, password protection and management, user authentication.

Guidelines for data storage and use: Set by: employer or organisation. Topics covered: security, backup, data format, compliance and reporting, data protection, confidentiality.

Outcome 2

Search and retrieve: Alphanumeric sort, filter, single criteria, *multiple criteria, save queries and output*.

Reports: Standard reports, *customised reports; reports with multiple parameters*.

Search and retrieve: Alphanumeric sort, filter, single criteria, standard queries.

Reports: Accessing reports that have already been run; using menus or shortcuts, report templates to produce standard reports based on current data.

Guidance on examples of evidence

Typical examples of evidence for Outcomes 1–3

Work such as setting up a new query to interrogate a CRM system and output selected records to a different application.

To assess competence in the Knowledge and Understanding sections for all of the Outcomes a knowledge test in the form of multiple-choice questions (say 16–20 questions), or candidate statement or expert witness testimonial statements or a semi structured interview could be employed. Either one or a combination of these methods would be appropriate. If oral questioning techniques are employed it is essential to keep a record of the questions asked together with a record in a suitable format, the candidate's responses to these for evidence purposes.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements