

-SQA-SCOTTISH QUALIFICATIONS AUTHORITY

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

GENERAL INFORMATION

-Module Number- 6160013 **-Session-** 1993-94
-Superclass- CY
-Title- **INPUT AND RETRIEVE DATA USING A
COMPUTER SYSTEM**

-DESCRIPTION-

GENERAL COMPETENCE FOR UNIT: Using a computer system to input, modify and retrieve data correctly and within specified time constraints.

OUTCOMES (Elements of Competence)

1. input data using a computer system;
2. retrieve data from a computer system.

This unit incorporates the standards of the Banking Industry Training and Development Council, the lead body for the banking sector.

CREDIT VALUE: 1 NC Credit

ACCESS STATEMENT: Access to this unit is at the discretion of the centre.

For further information contact: Committee and Administration Unit, SQA, Hanover House, 24 Douglas Street, Glasgow G2 7NQ.

Additional copies of this unit may be purchased from SQA (Sales and Despatch section). At the time of publication, the cost is £1.50 (minimum order £5).

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**STATEMENT OF STANDARDS****UNIT NUMBER:** 6160013**UNIT TITLE:** INPUT AND RETRIEVE DATA USING A COMPUTER SYSTEM

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME (ELEMENT OF COMPETENCE)**1. INPUT DATA USING A COMPUTER SYSTEM****PERFORMANCE CRITERIA**

- (a) Correct computer system is used for inputting data.
- (b) Data is correctly entered into appropriate fields within specified time constraints.
- (c) Incomplete or unauthorised source documents are referred for clarification or authorisation.
- (d) Errors in inputting are identified and corrected in accordance with organisational procedures.
- (e) Where work is not achievable within specified deadlines, reasons are promptly and accurately reported to the appropriate person.
- (f) Organisational procedures for filing source documents are followed.
- (g) Equipment and data are safeguarded against damage.
- (h) Data security and confidentiality are in accordance with organisational requirements.
- (i) Safeguards are taken to minimise health and safety risks to self and others.

RANGE STATEMENT

Input data: numerically; alphabetically.

Types of inputting: addition of new data; modification of existing data; deletion of existing data.

EVIDENCE REQUIREMENTS

All performance criteria must be met.

Evidence must be available to prove that all the variables within the range statements have been included in the assessment.

Competence must be demonstrated consistently over a period of time and supported by evidence from a variety of sources.

Performance evidence is required of adding, modifying and deleting data into and from the correct computer system within specified deadlines.

Evidence for the knowledge and understanding listed below must be made available where it is not apparent from performance:

- security and confidentiality of data;
- protection of equipment and data;
- organisational procedures for complying with the requirements of the Data Protection Act, EC Directives in respect of Manual Handling and Display Screen Equipment, Health and Safety at Work Act (HASWA);
- procedures for using a computer system:
 - accessing;
 - locating;
 - storing;
 - deleting;
 - amending;
 - exiting;
- referral in respect of unauthorised documents;
- organisational filing procedures for source documents;
- organisational procedures for reporting faults in the computer system.

OUTCOME (ELEMENT OF COMPETENCE)**2. RETRIEVE DATA FROM A COMPUTER SYSTEM****PERFORMANCE CRITERIA**

- (a) Correct computer system is used for location and retrieval of data.
- (b) Requested data is correctly located, accessed and retrieved within specified time constraints.
- (c) Search methods are appropriate and economical.
- (d) Confidential data is disclosed only to authorised people.
- (e) Presented data is correct, complete and legible.
- (f) Where work is not achievable within specified deadlines, reasons are promptly and accurately reported to the appropriate person.
- (g) Computer equipment and data are safeguarded against damage.
- (h) Safeguards are taken to minimise health and safety risks to self and others.

RANGE STATEMENT

Methods of retrieving data: numerically; alphabetically.

Methods of presentation: on screen; hard copy.

EVIDENCE REQUIREMENTS

All performance criteria must be met.

Evidence must be available to prove that all the variables within the range statements have been included in the assessment.

Competence must be demonstrated consistently over a period of time and supported by evidence from a variety of sources.

Performance evidence is required of numerically and alphabetically locating and retrieving data from the correct computer system within specified deadlines.

Evidence for the knowledge and understanding listed below must be made available where it is not apparent from performance:

- security and confidentiality of data;
- protection of equipment and data;
- organisational procedures for complying with the requirements of the Data Protection Act, EC Directives in respect of Manual Handling and Display Screen Equipment, Health and Safety at Work Act (HASWA);
- procedures for using a computer system:
 - accessing;
 - locating;
 - retrieving;
 - exiting;
- computer search methods;
- organisational procedures for reporting faults in the computer system.

ASSESSMENT

In order to achieve this unit, candidates are required to present sufficient evidence that they have met all the performance criteria for each outcome within the range specified. Details of these requirements are given for each outcome. The assessment instruments used should follow the general guidance offered by the SQA assessment model and an integrative approach to assessment is encouraged. (See references at the end of support notes).

Accurate records should be made of the assessment instruments used showing how evidence is generated for each outcome and giving marking schemes and/or checklists, etc. Records of candidates' achievements should be kept. These records will be available for external verification.

SPECIAL NEEDS

In certain cases, modified outcomes and range statements can be proposed for certification. See references at end of support notes.

© Copyright SQA 1994

Please note that this publication may be reproduced in whole or in part for educational purposes provided that:

- (i) no profit is derived from the reproduction;
- (ii) if reproduced in part, the source is acknowledged.

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**SUPPORT NOTES**

UNIT NUMBER: 6160013

UNIT TITLE: INPUT AND RETRIEVE DATA USING A COMPUTER SYSTEM

SUPPORT NOTES: This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

NOTIONAL DESIGN LENGTH: SQA allocates a notional design length to a unit on the basis of time estimated for achievement of the stated standards by a candidate whose starting point is as described in the access statement. The notional design length for this unit is 40 hours. The use of notional design length for programme design and timetabling is advisory only.

PURPOSE This unit forms part of the SVQ in Banking level II and is designed to certificate competence in the workplace.

SQA publishes summaries of NC units for easy reference, publicity purposes, centre handbooks, etc. The summary statement for this unit is as follows:

This unit will help you to develop skills in using a computer system to input, modify and retrieve data.

CONTENT/CONTEXT Outcome 1 - Performance Criteria (c) and (f) and knowledge and understanding - 'source documents' are the original documents from which information is entered into a system.

Outcome 2 - Performance Criteria (c) 'Economical' search methods use the minimum amount of resources eg requesting a specific entry rather than a full printout.

The essential knowledge and understanding, as identified by the lead body to underpin competent performance is listed below.

Corresponding to Outcomes 1-2:

1. - security and confidentiality of data;
 - protection of equipment and data;
 - organisational procedures for complying with the requirements of the Data Protection Act, EC Directives in respect of Manual Handling and Display Screen Equipment, Health and Safety at Work Act (HASWA);

- procedures for using a computer system:
 - accessing;
 - locating;
 - storing;
 - deleting;
 - amending;
 - exiting;
 - referral in respect of unauthorised documents;
 - organisational filing procedures for source documents;
 - organisational procedures for reporting faults in the computer system.
- 2.
- security and confidentiality of data;
 - protection of equipment and data;
 - organisational procedures for complying with the requirements of the Data Protection Act, EC Directives in respect of Manual Handling and Display Screen Equipment, Health and Safety at Work Act (HASWA);
 - procedures for using a computer system:
 - accessing;
 - locating;
 - retrieving;
 - exiting;
 - computer search methods;
 - organisational procedures for reporting faults in the computer system.

APPROACHES TO GENERATING EVIDENCE Evidence gathering from the workplace will be the preferred method although candidates will be able to provide evidence of competence using a variety of methods.

Demonstration of competence will require a combination of skills and related knowledge, in purposeful and recognisable tasks. Consistent demonstration of competence is of prime importance in determining whether the standards, which are incorporated within this unit, have been achieved.

Assessment should:

- recognise and take account of all prior achievement and experience;
- provide valid assessment of the outcome (element of competence) specified and include the performance criteria indicated;
- ensure that every outcome is assessed. Assessment will normally need to be carried out more than once to ensure that competence is firmly established; consistency of performance should be a prime consideration;
- provide a progressive, cumulative record of an individual's performance which can be used at regular progress reviews;
- incorporate assessment of performance in real work-based situations for as large a proportion of the activities as possible;

- be appropriate to the performance being assessed, a variety of assessment methods will be needed;
- use systems and procedures which are rigorous and as economical to operate as possible;
- be as a 'whole', that is, integrated across outcomes and units where possible.

Assessment Through Simulation

Workplace Activities

The "workplace" is where naturally occurring activities, with all the attendant relationships, constraints, time and other pressures, are carried out, within the total working environment of an organisation.

Simulation

Naturally occurring evidence in the workplace is the first choice for assessment. Simulation will normally be a second choice mode of assessment, which must be carefully designed/undertaken. Only high quality simulations which reflect the reality of a true work environment with its attendant constraints/pressures are acceptable.

Simulation may take two forms:

- (i) Structured activity carried out in the workplace for the purpose of assessment. Facilities, equipment and materials available in the workplace will be used and normal workplace conditions, eg relationships, constraints and pressures, introduced.
- (ii) Structured activity carried out in realistic working conditions outside the workplace. Working conditions should reflect those found in the workplace and include facilities, equipment and materials used in the workplace for the activities being assessed. It will also include relationships, constraints and pressures met in the workplace.

When assessing through simulated activities the following guidelines should be observed:

- (a) The simulation must enable the candidate to carry out activities to the specified standards.
- (b) The activities must be those which would be carried out in the workplace.
- (c) The activity must provide a complete working situation.

- (d) Simulated activities must reflect working practices, eg constraints, time and other work pressures, contingencies, work patterns, demands on personal responsibility and accountability in the job role.
- (e) Paper-based exercises, eg projects, assignments, case studies, may contribute towards evidence of competence but must not form the main evidence.

ASSESSMENT PROCEDURES

Outcome 1 Evidence could be collected for this outcome by:

using a computer system to input data relating to:

- applications for services;
- withdrawal of services;
- processing vouchers;
- maintenance of customer details;
- regular payment details.

Sources of evidence to achieve the above may include:

Performance evidence of:

- processing customer account details eg regular payment instructions, account amendments;
- inputting debits and credits;
- processing applications for services;
- correct use of display screen equipment;
- securing of the computer system.

Products of candidate's work/achievements:

- printout;
- screen display.

Other forms of evidence:

- candidate's account of competence;
- witness testimony;
- candidate's response to questions.

Outcome 2 Evidence could be collected for this outcome by:

using a computer system to locate and retrieve data relating to:

- application of services;
- withdrawal of services;
- processing vouchers;
- maintenance of customer details;
- regular payment details.

Sources of evidence to achieve the above may include:

Performance evidence of:

- providing customers with account information;
- providing colleagues with customer account information;
- correct use of display screen equipment;
- securing of the computer system.

Products of candidate's work/achievements:

- printout;
- screen display.

Other forms of evidence:

- candidate's account of competence;
- witness testimony;
- candidate's response to questions.

PROGRESSION This unit forms part of the SVQ in Banking level II. Successful completion of this award could lead to further qualifications in this area, such as, the SVQ in Banking level III and entrance to the Chartered Institute of Bankers in Scotland's Certificate of Finance.

RECOGNITION Many SQA NC units are recognised for entry/recruitment purposes. For up-to-date information see the SQA guide 'Recognised and Recommended Groupings'.

REFERENCES

1. Guide to unit writing.
2. For a fuller discussion on assessment issues, please refer to SQA's Guide to Assessment.
3. Procedures for special needs statements are set out in SQA's guide 'Students with Special Needs'.
4. Information for centres on SQA's operating procedures is contained in SQA's Guide to Procedures.
5. For details of other SQA publications, please consult SQA's publications list.

© Copyright SQA 1994

Please note that this publication may be reproduced in whole or in part for educational purposes provided that:

- (i) no profit is derived from the reproduction;
- (ii) if reproduced in part, the source is acknowledged.