



## National Unit Specification: general information

**UNIT** PC Passport: Working with IT Software — Word Processing and Presenting Information (SCQF level 6)

**CODE** F1FE 12

### SUMMARY

This Unit is a mandatory Unit of PC Passport: Advanced but can also be undertaken as a free-standing Unit.

This Unit is designed to introduce complex features of word processing and presentation application software. The candidate will gain practical experience in the use of complex features in these types of software. The Unit will also provide candidates with skills regarding the selection of appropriate software for specific tasks.

The Unit is appropriate for any candidate who wishes to enhance their IT skills in word processing and presentation application software.

### OUTCOMES

- 1 Identify complex computer application software functions.
- 2 Identify complex attributes of information to meet the needs of different audiences.
- 3 Use complex computer application software functions.
- 4 Demonstrate and review the use complex application software functions to produce solutions to specified tasks.

### RECOMMENDED ENTRY

While entry is at the discretion of the centre, candidates would normally be expected to have attained one of the following, or equivalent:

- ◆ PC Passport: IT Software — Word Processing and Presenting Information (SCQF level 5)
- ◆ PC Passport: IT Software — Spreadsheets and Databases (SCQF level 5)

---

#### Administrative Information

**Superclass:** CD

**Publication date:** August 2010

**Source:** Scottish Qualifications Authority

**Version:** 02

© Scottish Qualifications Authority 2010

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

Additional copies of this Unit Specification can be purchased from the Scottish Qualifications Authority. Please contact the Customer Contact Centre, telephone 0845 279 1000.

## **National Unit Specification: general information (cont)**

**UNIT**        PC Passport: Working with IT Software — Word Processing and Presenting Information (SCQF level 6)

### **CREDIT VALUE**

1 credit at Higher (6 SCQF credit points at SCQF level 6\*)

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

### **CORE SKILLS**

Achievement of this Unit gives automatic certification of the following Core Skill:

- ◆ Complete Core Skill        Information Technology at SCQF level 6
- ◆ Core Skill component(s)    None

There are also opportunities for candidates to develop aspects of the following Core Skills:

- ◆ Communication (SCQF level 6)
- ◆ Problem Solving (SCQF level 6)

## **National Unit Specification: statement of standards**

### **UNIT**      PC Passport: Working with IT Software — Word Processing and Presenting Information (SCQF level 6)

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

#### **OUTCOME 1**

Identify complex computer application software functions.

##### **Performance Criteria**

- (a) Identify complex functions of a word processing application package.
- (b) Identify complex functions of a presentation application package.

#### **OUTCOME 2**

Identify complex attributes of information to meet the needs of different audiences.

##### **Performance Criteria**

- (a) Identify the need for information processing to meet the needs of different audiences.
- (b) Identify complex attributes of information.

#### **OUTCOME 3**

Use complex computer application software functions.

##### **Performance Criteria**

- (a) Use complex functions of a word processing application package.
- (b) Use complex functions of a presentation application package.
- (c) Use the operating system effectively with software application packages.

#### **OUTCOME 4**

Demonstrate and review the use of complex application software functions to produce solutions to specified tasks.

##### **Performance Criteria**

- (a) Select an application package for each specified task.
- (b) Justify choice of application package for the specified tasks.
- (c) Select appropriate complex information from a variety of sources.
- (d) Produce a solution to specified tasks.
- (e) Review the use of IT resources to produce a solution for the specified tasks and changes to improve efficiency when carrying out similar tasks in the future.

## **National Unit Specification: statement of standards (cont)**

**UNIT**      PC Passport: Working with IT Software — Word Processing and Presenting Information (SCQF level 6)

### **EVIDENCE REQUIREMENTS FOR THIS UNIT**

Evidence is required that candidates have achieved all Outcomes and Performance Criteria.

Candidates are encouraged to use the internet in any research, etc however the evidence produced must be the candidate's own words. Assessors should assure themselves of the authenticity of candidate's evidence.

Written and/or oral recorded, product and performance evidence is required which demonstrates that the candidate has achieved the requirements of all of the Outcomes and Performance Criteria.

Written and/or oral recorded evidence is required which demonstrates that the candidate has achieved Outcomes 1 and 2 to the standard specified in the Outcomes and Performance Criteria. The evidence for these Outcomes should be obtained under controlled, supervised conditions. The assessment will be closed-book and should last no more than 45 minutes.

The instrument of assessment will provide opportunities for each of the Outcomes to be fulfilled by means of sampling across the range of the content of Outcomes 1 and 2. Where re-assessment is required, it should contain a different sample from the range of mandatory content contained within this document. Achievement could be decided using a cut-off score. Each sample must include the following:

- ◆ Six complex functions of a word processing application package.
- ◆ Six complex functions of a presentation application package.
- ◆ Three different types of information to meet the needs of different audiences.
- ◆ Three complex attributes of information.

Performance evidence supplemented by an assessor observation checklist is required which demonstrates that the candidate has achieved all mandatory requirements for Outcome 3 specified in this document to the standard specified in the Outcome and Performance Criteria. This evidence must be gathered under supervised, open-book conditions over an extended period of time.

Candidates are required to demonstrate that they can:

- ◆ Use the operating system effectively to carry out tasks and manage files and folders.
- ◆ Use the range of functions for both software application packages as detailed within this document.
- ◆ Create solutions, using software application packages, which meet the requirements of the specified tasks. The two specified tasks must be designed for two different software application packages covered in this Unit and the tasks must include those activities listed below.

Search a variety of sources (at least three) to locate the appropriate information required to include in the content and to select the information that is appropriate to the specification. Candidates should determine when sufficient information has been found that conveys appropriate meaning for the audience.

## National Unit Specification: statement of standards (cont)

### UNIT PC Passport: Working with IT Software — Word Processing and Presenting Information (SCQF level 6)

Product evidence and written and/or oral recorded evidence is required which demonstrates that the candidate has achieved Outcome 4 to the standard specified in the Outcome and Performance Criteria. This evidence must be gathered under supervised, open-book conditions.

Candidates are required to provide written and/or oral recorded evidence:

- ◆ Describing how the needs of the task have been addressed.
- ◆ Reviewing their own strengths and weaknesses in using IT to complete the tasks taking into account feedback from others. The candidate must address the following:
  - how the candidate can share the knowledge and skill gained in this Unit to help others
  - using the feedback to determine what steps can be taken to improve any weaknesses
  - how the impact of the work produced can have an impact on others
- ◆ Justifying selection of an appropriate software package for each specified task. Each specified task must have different levels of complexity based on the audience needs. The justification must address the following issues:
  - accuracy and effectiveness of information
  - structured content to take account of different contexts
  - structured content to take account of different audiences
  - production of information in the right place at the right time

Two specified tasks which are designed for separate software application packages are required for Outcome 4 from:

- ◆ Word processing
- ◆ Presentation

#### Mandatory content for Outcomes 1, 3 and 4

For Outcome 3 candidates are required to demonstrate that they can use every function detailed below, and for Outcome 1 candidates are required to be able to identify every function. The tasks for Outcome 4 do not include every function required for Outcomes 1 and 3.

The **word processing** task must allow the candidate to perform each of the following:

- ◆ Table of contents
- ◆ Index generation – manual and automatic

The **word processing** task must also include **one** of the following:

- ◆ Mail merge
- ◆ Incorporating other file types, eg spreadsheet, database

## National Unit Specification: statement of standards (cont)

### UNIT PC Passport: Working with IT Software — Word Processing and Presenting Information (SCQF level 6)

Additionally the word processing task must allow the candidate to use at least one function from each of the following categories:

- ◆ Comments and tracking changes
- ◆ Envelopes and labels
- ◆ Graphics — using a graphic as a watermark, adding a caption to a graphic
- ◆ Macros
- ◆ Sections — formatting text differently in each section, changing the header and footer in each separate section
- ◆ Security – eg backup, password protection
- ◆ Hyperlinks and bookmarks
- ◆ Customising menus and toolbars

The presentation task must allow the candidate to use one function from each of the following categories:

- ◆ Custom show
- ◆ Incorporating animated graphics
- ◆ Incorporating audio
- ◆ Incorporating video
- ◆ Hyperlinks – within a presentation and to a website
- ◆ Action buttons
- ◆ Embedding data into the presentation
- ◆ Linking data into the presentation
- ◆ Packaging the presentation either for the world wide web or to run independently of the application software

#### Mandatory content for Outcome 2

- ◆ Different audiences including managers, shareholders, customers (current and prospective), employees, general public
- ◆ Attributes:
  - Relevance
  - Bias
  - Validity
  - Reliability
  - Sufficiency

The Assessment Support Pack (ASP) for this Unit provides sample assessment materials including assessor checklists, practical tasks and an instrument of assessment for the knowledge and understanding of Outcomes 1 and 2. Centres wishing to develop their own assessments should refer to the Assessment Support Pack to ensure a comparable standard.

## National Unit Specification: support notes

### **UNIT**      PC Passport: Working with IT Software — Word Processing and Presenting Information (SCQF level 6)

This part of the Unit Specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

#### **GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT**

This Unit may be delivered as a stand-alone Unit or in combination with other Units as part of a group of Units making up an award, eg PC Passport: Advanced.

The overall aim of this Unit is to introduce the candidate to the complex functions of word processing and presentation application software. On completion of the Unit, candidates should also be able to make an informed choice as to which software to use for a particular task. The Unit is designed to be task based and it is anticipated that most of the time will be spent on practical work, although some discussion work will be required.

This Unit maps to the National Occupational Standards (NOS) for IT Users, as specified by the Sector Skills Council (e-Skills UK). This Unit includes full content coverage of level 3 Areas of Competence in the following areas of NOS:

- ◆ Make Selective use of IT
- ◆ Word Processing Software
- ◆ Presentation Software

Full assessment coverage of NOS is detailed in the Assessment Support Pack for this Unit. Further information regarding NOS can be found at [www.e-skills.com](http://www.e-skills.com).

#### **Outcomes 1 and 3**

These Outcomes cover the complex practical use of a range of software.

It is expected that candidates undertaking this Unit will possess a working knowledge of the software application packages covered within this Unit.

- ◆ Word processing:

This section should allow the candidate to use customising and automating tools, and techniques to produce complex documents (eg producing newsletters, journals, complex reports, form letters, form envelopes and form address labels).

## National Unit Specification: support notes (cont)

### UNIT PC Passport: Working with IT Software — Word Processing and Presenting Information (SCQF level 6)

#### ◆ Presentation:

This section should allow the candidate to produce technically complex and interactive presentations (eg including video and sound clips) and to structure the content to take account of different contexts and audience needs. Copyright legislation should be discussed and the importance of observing copyrighted material when importing sounds and/or video clips into a presentation should be stressed. This Unit does not require candidates to create sound/video content but candidates could be shown how to acquire sounds through the use of a microphone and to acquire video clips through the use of a digital camera. The use of a scanner to convert a picture to a digital file should also be covered, but the use of copyrighted material should be discouraged.

In Outcome 3 candidates are expected to make effective use of the operating system. It is expected that at a minimum candidates will demonstrate ‘good housekeeping’ by creating files and folders, using appropriate file and folder names for ease of retrieval. Candidates are also expected to locate applications and correctly execute and close as appropriate. Candidates will also start-up and shut down the system appropriately.

At this level candidates are expected to resolve fairly straight forward problems for themselves without assistance. This may be a hardware problem such as the printer being offline or a software problem such as a missing shortcut.

#### **Outcome 2**

This Outcome deals with the needs of information and the complex attributes of information as they apply to different audiences. Candidates are required to develop an understanding of the importance of producing relevant information that is appropriate for a range of audiences, in the correct format and in the right place at the right time.

#### **Outcome 4**

This Outcome deals with the candidate’s ability to select an appropriate application package for a specified task.

Candidates are required to make selective use of IT. Candidates should be able to work out how to use IT effectively for technically complex tasks and purposes, taking account of their own and others skills and capabilities and the needs of organisations. This will involve working out how to use IT for technically complex tasks (eg creating an illustrated newsletter, reporting the results of a survey about clients’ needs and preferences, or creating an online presentation).

Candidates should be able to identify an appropriate application package for a specific task and explain why and how using the IT system and software was an appropriate way of carrying out the task.



## National Unit Specification: support notes (cont)

### **UNIT**      PC Passport: Working with IT Software — Word Processing and Presenting Information (SCQF level 6)

Having completed the tasks in Outcome 4 candidates should then review the appropriateness and effectiveness of their decisions and actions taken about the choice and use of software tools and techniques, in relation to the task or purpose involved. This will involve the candidate identifying changes that could make similar tasks easier or more successful. Candidates should be given feedback from other people regarding their use of IT and should evaluate this feedback, giving and detailing steps that could be taken to improve any weaknesses. Candidates are required to comment on the impact of their own use of IT in their review.

In their review, candidates should demonstrate ability to use a wide range of correct terms for hardware and software. Candidates should be able to provide a simple explanation of IT terms that others may find difficult to understand.

### **GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT**

This Unit has been designed to provide practical experience in the use of complex functions of word processing and presentation application software. It is anticipated that the vast majority of the time spent on this Unit will be on practical exercises. Candidates will acquire necessary knowledge through practical work.

Outcome 2 requires the candidate to make an informed decision as to what software package to use for a specific task. It is expected that the functions of each application, and what each package can and cannot do, will be covered during the practical exercises of Outcomes 1 and 3.

Outcome 4 is designed to consolidate Outcomes 1 and 3, where the candidate will make an informed decision as to what software package to use for a specific task. It is expected that the features of each application, and what each package can and cannot do, will be covered during the practical exercises of Outcomes 1 and 3. The candidate will then use the application package that he/she selected for the specific task in Outcome 4 and produce a solution to the task.

It is, therefore, expected that the teaching plan for the Unit will commence with Outcomes 1 and 3 where the candidate is introduced to complex features of each application package and the uses of each package. The candidate will then continue on to Outcome 2 where the candidate will develop an understanding of information. Finally in Outcome 4 the candidate is required to select an application package for a specific task and to justify that selection before producing a solution to the specified task.

While teaching will necessarily focus on a specific product, candidates should be made aware that alternative products are available and should be encouraged to explore these alternatives.

The actual distribution of time between Outcomes is at the discretion of the centre, however one possible distribution of time is:

Outcome 1 and 3	28 hours
Outcome 2	2 hours
Outcome 4	10 hours

The allocated timings allow for assessment and re-assessment where required.

## **National Unit Specification: support notes (cont)**

**UNIT**      PC Passport: Working with IT Software — Word Processing and Presenting Information (SCQF level 6)

### **OPPORTUNITIES FOR CORE SKILL DEVELOPMENT**

This Unit involves candidates:

- ◆ Using a wide range of IT and carrying out searches to extract and present relevant information which provides opportunities to gather evidence towards the IT Core Skill.
- ◆ Making selective use of IT and evaluating their choice which may provide an opportunity to gather evidence towards aspects of the Problem Solving Core Skill.
- ◆ Reporting a number of aspects of the assessment which may provide an opportunity to gather evidence towards aspects of the Communications Core Skill.

### **GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT**

It may be appropriate for some of the evidence for this Unit to be produced using e-assessment provided the national standard is applied and the conditions of assessment are consistent for all candidates. This may take the form of e-testing (for knowledge and understanding) and/or e-portfolios (for practical abilities).

If a centre is presenting Outcome 1 and 2 of these assessments online the following assessment methods, where appropriate, may be selected:

- ◆ Multiple choice
- ◆ Drag and drop
- ◆ Multiple response
- ◆ Mix and match
- ◆ a combination of the above

It is expected that the questions will be of the multiple-choice variety. Centres may consider the use of alternative questions types, particularly if using Computer Assisted Assessment approaches. However, care should be taken that the questions are valid and at an appropriate level. The use of simple true/false question responses is unlikely to achieve this.

Evidence is required to demonstrate that candidates meet all the Performance Criteria for Outcome 1 and Outcome 2. It is recommended that centres assess knowledge and understanding as an objective test. Achievement can be decided by the use of a cut-off score. The possibility may arise where these questions are taken as an online assessment.

The Evidence Requirements for Outcome 3 may be generated by on-going learning activities rather than single assessment event.

The written evidence for Outcome 4 may take the form of a pro-forma where the candidate is required to answer specific questions, or be a report by the candidate justifying his/her selection.

A portfolio of work is necessary to provide evidence of Outcome 4. This may be in the form of hardcopies of the candidate's solution to the tasks specified or can form part of an e-portfolio.

## National Unit Specification: support notes (cont)

### UNIT PC Passport: Working with IT Software — Word Processing and Presenting Information (SCQF level 6)

There may be an opportunity to use information that has been searched for and selected in other Units that the candidate may have been undertaking, such as an internet Unit, that requires candidates finding and evaluating information.

The tasks may involve preparing and presenting the same information for different audiences. This may be a detailed formatted report for managers and a presentation summarising the main points for other staff.

If more than one assignment is set, the tasks may be counted across the assignments. For example one assignment may involve a report that requires that the candidate incorporates a table of contents and an index, and a second assignment may be a short covering letter that is to be sent along with the document to a number of people, this second assignment could require the use of the mail merge facility.

If this Unit is undertaken in the workplace there may be opportunities for candidates to gather evidence in day to day workplace activities.

#### Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by Information and Communication Technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

#### 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 alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs (www.sqa.org.uk)*.

## National Unit Specification: support notes (cont)

**UNIT**      PC Passport: Working with IT Software — Word Processing and Presenting Information (SCQF level 6)

### History of changes:

<b>Version</b>	<b>Description of change</b>	<b>Date</b>
02	Evidence Requirements clarified and/or details of NOS mapping inserted	10/08/2010