

FR12 04: Understanding the Potential of IT 2

8 SCQF credit points at SCQF level 5

Description: This unit is designed to allow IT Users to develop an understanding of the impact of IT on business, society and the individual. It has a particular emphasis on exploring the potential of new and emerging technologies.

Outcome On completion of this unit the candidate should be able to:	Skills & Techniques	Knowledge & Understanding
1. 1. Understand the impact of IT on business		<ol style="list-style-type: none">1. Describe the potential of IT to improve internal and external communications2. Describe the potential of IT to improve business processes3. Describe the possible positive and negative impact on employees of the deployment of IT
2. Understand how new and emerging technologies can impact society and the individual		<ol style="list-style-type: none">1. Describe the benefits of new technologies on personal and social communication and interaction2. Describe how IT can improve access to education and government services3. Describe how IT can improve access to products and services4. Identify possible drawbacks of new technologies for individuals and society
3. Know how IT is being used in an organisation		<ol style="list-style-type: none">1. Describe the purpose of key components of the IT system (hardware, software and communications)2. Describe the roles and responsibilities of those involved in operating and supporting the IT function3. Describe the guidelines and procedures for accessing IT help and support
4. Know how the introduction of new IT tools and systems can		<ol style="list-style-type: none">1. Compare different approaches to introducing new IT tools

Outcome On completion of this unit the candidate should be able to:	Skills & Techniques	Knowledge & Understanding
affect an organisation		and systems 2. Describe potential benefits from the introduction of new IT tools and systems 3. Describe methods used by manufacturers and publishers to control usage of digital content and devices
5. Know the methods used to enhance IT security in an organisation		1. Describe the main risks to security for IT users 2. Describe the types of control measures and policies organisations can put in place to maximise personal and data protection 3. Describe how organisations can exploit new developments in technology to improve cyber security

Evidence Requirements

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

All Learning Outcomes of this unit **must** be assessed by knowledge assessment.

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) UPT : **Understanding the Potential of IT Level 2.** *This has a stated number of SCQF credit points = 8 at SCQF Level 5*

SUPPORT NOTES

Summary

The use of IT tools and systems can transform business communications and processes in a variety of contexts. Through this unit, the learner will develop an appreciation of the latest trends in technology, especially those which impact cyber security.

This unit is designed to allow IT Users to develop an understanding of the impact of IT on business, society and the individual. It has a particular emphasis on exploring the potential of new and emerging technologies.

The learner will consider how IT has and could further transform a particular organisation and the issues around introduction of new IT solutions and organisational IT security.

A SCQF level 5 (ITQ level 2) user can investigate and review the use of predefined or commonly used IT tools for activities, some of which are at times non-routine or unfamiliar. As a result of researching and reviewing activities, they will be able to report on the potential use and effects of IT tools.

An activity will typically be 'non-routine or unfamiliar' because:

- ◆ the task or context is likely to require some analysis, clarification or research, before an approach can be planned
- ◆ the techniques required will involve a number of steps and at times be non-routine or unfamiliar

Examples of context which illustrate typical activities which might be undertaken by users:

- None defined for this Unit.

Examples of content

Content should cover the current and predicted future usage of ICT systems and software. These examples should reflect tools and techniques which will typically relate to activities within public sector organisations, business and industry.

GUIDANCE ON EXAMPLES OF EVIDENCE

Typical examples of evidence for all Outcomes.

Assignments requiring candidate to produce reports based on research into the potential effects of real world applications of IT, upon business, organizations, society and the individual.

Written or verbal knowledge responses, e.g. candidate statements for items such as Terminology. Knowledge test using multiple-choice questions, to measure competence in the knowledge and understanding sections. Professional discussion.

Each assessment instrument chosen could cover Individual or groups of Outcomes, or individual or groups of criteria.

CANDIDATES WITH DISABILITIES AND/OR 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).

Unit