F9AP 04 (ESKBS2): Bespoke Software 2

3 SCQF credit points at SCQF level 5

Description: This is the ability to select and use a suitable bespoke software application to carry out an appropriate data processing task. It includes understanding the capabilities of the software and the types of tasks for which it is suitable, as well as the skills and techniques needed to use the software application appropriately and effectively.

Some organisations have software applications developed specifically for employees to be able to carry out particular tasks or activities (bespoke applications). For example, for customer relationship management, stock control, plant control, engineering diagnostics, credit management or analysing sales performance.

Outcome	Skills and Techniques	Knowledge and Understanding
On completion of this Unit the candidate should be able to:		
1 Input and combine information using bespoke applications.	1 **Input relevant information** accurately so that it is ready for processing. 2 Select and use appropriate techniques to link and **combine information** of different forms or from different sources within the software. 3 Respond appropriately to data entry **error messages.**	
2 Use appropriate structures to organise and retrieve information efficiently.	1 Select and use appropriate **structures and/or layouts** to organise information. 2 Apply local and/or legal **guidelines** and conventions **for the storage and use of data** where available.	1 Describe what functions to apply to structure and layout information effectively.
3 Use the functions of the software effectively to process and present information.	1 Select and use appropriate tools and techniques to **edit, process and format** information. 2 **Check information** meets needs, using IT tools and making corrections as necessary. 3 Select and use appropriate methods to **present 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.

General information

This Unit equates to NOS (National Occupational Standards for IT Users 2009) BS: Bespoke or Specialist 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 a wide range of intermediate bespoke software tools and techniques for information that is at times non-routine or unfamiliar. Any aspect that is unfamiliar may require support and advice from others.

Bespoke software tools and techniques will be defined 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 at times be multi-step
♦ the user will take some responsibility for inputting, manipulating and outputting the information

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

Types of bespoke information: Information will vary according to the software, for example text, numbers, photos, scanned images, graphic elements, digital recorded sound, graphs, charts, tables.

Inputting information: Inputting tools and techniques will vary according to the technology being used, for example interface devices (eg keyboard, mouse, stylus, touch screen), microphone (eg headset, built-in), camera (eg web cam, video camera, mobile phone camera).

Combining information techniques: Insert, size, position, wrap, order, group, *import data, links and references to external data.*

Outcome 2

Structures and layouts: Apply and change existing templates, set up templates for inputting or retrieving information, apply or change existing styles.

Guidelines for the storage and use of data: Set by employer or organisation. Policies relating to security, backup and data protection; guidelines for data format; compliance, audit and reporting requirements. File management will vary according to the application.

Outcome 3

Editing, analysis and formatting techniques: Techniques will vary according to the software and task, for example:

♦ Editing: select, insert, delete, cut, copy, paste, drag and drop, find, replace, page layout, labelling, alignment, orientation, colour, resolution, size, pitch.
♦ *Analysis: design queries, mathematical, logical or statistical functions.*
♦ Formatting: characters, lines, paragraphs, pages, file type.

Check information: Checks will vary according to the type of information and software, but could include: spell check, grammar check, accuracy of figures, labeling and size of images, volume of sound, quality of images and sound, that line, paragraph and page breaks fall appropriately, formatting is consistent, the use of headings and subheadings aid clarity, the placing of images or sound clips.

Presentation methods: Methods will vary according to the software and task, for example on-screen display, publishing on a web site, hard copy print out, digital file; organisational house style, branding.

Guidance on examples of evidence

Typical examples of evidence for Outcome 1

Demonstrate or provide screen shots of activities undertaken and/or provide hard copy (product evidence) of documents constructed using bespoke software. Candidate statements and/or witness testimony may be provided to demonstrate underpinning knowledge of the Skills and Techniques stated. Candidate statements covering the correct procedures to combine information from different sources. Candidate statements covering the correct response to error messages.

Typical examples of evidence for Outcome 2

Candidate statement, witness testimony or produce evidence, including hard copy product evidence or assessor checklist. Written or verbal responses, candidate statements for items such as local and legal guidelines for the storage and use of data.

Typical examples of evidence for Outcome 3

Demonstrate or provide screen shots of activities undertaken and/or provide hard copy (product evidence) of documents constructed using bespoke software to edit process and format information. Candidate statements and/or witness testimony may be provided to demonstrate underpinning knowledge on how to check if information is fit for purpose. Hard copy or electronic evidence that appropriate presentation methods have been used.

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**

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Candidate Recording Form

Unit title	Bespoke Software 2									
		Outcome 1			**Outcome 2**			**Outcome 3**		
Ref	**Description of Evidence**	**S & T**			**S & T**		**K & U**	**S & T**		
		1	2	3	1	2	1	1	2	3

Comments

Statement of competence
I confirm that all evidence (including Knowledge and Understanding), for the entire Unit has been met:

Candidate's signature _____ **Date** _____

Internal Verifier's signature _____ **Date** _____

Assessor's signature _____ **Date** _____ **Date sampled (by IV)** _____