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

F99H 04: IT User Fundamentals 2

3 SCQF credit points at SCQF level 5

Description: This is the ability to use IT systems sensibly and purposefully to meet needs, to do so safely and securely in line with organisational guidelines, to respond appropriately to IT problems and to evaluate the use of IT systems.

Outcome **On completion of this Unit the candidate should be able to:**	**Skills and Techniques**	**Knowledge and Understanding**
1 Use IT systems to meet a variety of needs.	1 Use correct **procedures to start and shutdown** an IT system. 2 Select and use **interface features** effectively to interact with IT systems. 3 Select and adjust **system settings** as appropriate to needs. 4 Select and use a **communication service** to access the Internet.	1 Use appropriate terminology when describing **IT systems**.
2 Use appropriate terminology when describing **IT systems**.	1 Manage **files and folders** to enable efficient information retrieval. 2 **Organise and store** information, using general and local conventions where appropriate.	1 Identify when and why to use different types of **storage media**.
3 Follow and understand the need for safety and security practices.	1 **Work safely** and take steps to minimise **physical stress**. 2 Keep **information secure**. 3 **Follow relevant guidelines and procedures** for the safe and secure use of IT.	1 Describe the danger of computer viruses, and how to **minimise risk**. 2 Explain why it is important to **stay safe** and to respect others when using IT-based communication.
4 Maintain system and troubleshoot IT system problems.	1 Carry out regular **routine maintenance** of IT systems safely 2 Identify **IT problems** and take appropriate action.	1 Describe why routine and non-routine **maintenance** is important and when to carry it out. 2 Identify sources of help and how to get **expert advice**.

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 IUF:FS: IT User Fundamentals 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 suitable techniques to operate IT systems for a varied range of activities, some of which are at times non-routine or unfamiliar, and take some responsibility for responding appropriately to IT errors and problems.

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 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

Start and shutdown procedures: Log in, enter password, log out, shut down menu, lock, unlock; *non-routine start-up, restart, safe mode, power management, stand-by.*

IT system: Will vary according to the set up, for example: computer (PC, laptop), input device (eg keyboard, mouse or other pointing device), processor, output device (eg screen, printer), storage media (eg memory, disk, CD, DVD, data/memory stick, hard drive, network drive).

Interface features: Desktop, windows, dialog box, menu, submenu, toolbar, icon, scrollbar, button, drag and drop, zoom, minimise, maximise, *wizards*, *shortcuts.*

System settings: *Desktop, input and output settings; multiple monitors; accessibility settings, date and time; shortcuts, display settings.*

Communication service: Broadband, dial up, wireless, network connections, mobile device, *ISP.*

Outcome 2

File handling: Files: Create, name, open, save, save as, print and close files; move, copy, rename, delete files; display file lists, sort, search; *properties, access control, size; file types* Folders: Create and name folders and subfolders, *change default settings, file housekeeping.*

Storage media: Disk, CD, DVD, data/memory stick, media card, hard drive, network drive, mobile device.

Organise and store: Insert, remove, name, label, archive, *share, permissions.*

Outcome 3

Work safely: Health and safety issues, risks from hardware, electrical connection risks and guidelines, use and disposal of cleaning materials, handling equipment. Risks to self and others from using hardware; organisational guidelines and points of contact; *risk assessment; safe disposal of IT equipment and consumables.*

Physical stress: Adjust seating and lighting, avoid hazards, take breaks, arrangement of hardware and cables, wrist rests; workspace; working conditions.

Minimise risk: Virus-checking software, treat files, software and attachments from unknown sources with caution; *anti-spam software, firewall.*

Information security: Copies, backup, password, PIN, avoid inappropriate disclosure of information.

Staying safe: Protect personal information, avoid misuse of images, use appropriate language, respect confidentiality, use copy lists with discrimination.

Guidelines and procedures: Set by employer or organisation.

Topic: Health and safety, security, copyright, netiquette, *data protection, child protection, equal opportunity, accessibility.*

Outcome 4

Routine maintenance: Manufacturer's guidelines; what maintenance can be done safely; what should be left to experts; what problems may happen if maintenance is not done; *what non-routine maintenance may be needed; what maintenance should be carried out by specialist technicians Disk housekeeping.*

Cleaning: For different components of an IT system; to maintain functionality; to maintain appearance.

Printer: Replace printer consumables (paper, toner cartridge); print test page, align cartridge; *driver files.*

Expert advice: Limits of own understanding and skills, help menus, manufacturer's guidelines, how to follow advice, information needed by experts, *where to get advice to deal with different hardware and software problems.*

IT problems: Program not responding, error dialogue, storage full, paper jam, *virus threat, lost network connection, memory low.*

Guidance on examples of evidence

Typical examples of evidence for Outcome 1

Work products, eg screen shots, observation by assessor, annotated printouts, witness testimony.

Written or verbal knowledge responses, candidate statements for items such as Terminology. Knowledge test using multiple-choice questions to measure competence in knowledge and understanding section.

Typical examples of evidence for Outcome 2

Demonstrate or provide screen shots of activities, within file handling.

Candidate statement, witness testimony or product evidence in the form of screen shots showing responses to set activities occurring as a matter of course in candidate's routine computer usage, or these may be situations set up by the assessor.

Typical examples of evidence for Outcome 3

Candidate statement, witness testimony, assessor checklist or product evidence.
Written or verbal knowledge responses, candidate statements for items such as working safely and securely, eg covering Data Protection Act, company policy and procedures.

Typical examples of evidence for Outcome 4

Demonstrate or provide screen shots of activities, logs, assessor checklist, witness testimony.

Candidate statement, witness testimony or product evidence showing responses to IT problems occurring as a matter of course in candidate's routine computer usage, or these may be situations set up by the assessor.

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**