

CFASAA231 - Sqa Unit Code H4RT 04

Use IT to support your role



Overview

Handle files, edit, format and check information, search for and use email. This is based on the e-skills UK Areas of Competence export units: General Uses of IT and Use IT to exchange information.

Links: Self Administration

Specific skills:

1. communicating
2. organising
3. planning
4. problem solving
5. quality checking
6. recording
7. researching
8. using technology

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Performance criteria

You must be able to:

Handle files

- P1 use basic file-handling techniques for the software
- P2 use appropriate techniques to handle, organise and save files

Edit, format and check information

- P3 use basic editing techniques
- P4 check the accuracy of documents
- P5 use appropriate editing and formatting tools and techniques for more complex documents
- P6 use proof reading techniques to check that documents look professional

Search for information on the internet or an intranet

- P7 use a search engine to find and select appropriate information
- P8 use suitable techniques to make it easier to find useful information again (e.g. bookmarks or favourites) and to pass it on to others (e.g. sending web pages and web links via email)
- P9 keep records of where useful information came from
- P10 save the results of searches so useful information can be found again
- P11 choose a search engine that is appropriate for the information that is needed
- P12 carry out searches

Send and receive e-mails

- P13 use basic send commands
- P14 use basic reply commands
- P15 delete email
- P16 send and open emails with attachment
- P17 save attachments to appropriate places
- P18 find emails
- P19 follow any rules and guidelines for sending and replying to emails
- P20 use more advanced facilities
- P21 send messages to groups of people using groups set up in an address book
- P22 send and receive instant messages with and without attachments
- P23 compress messages on sending and uncompress messages that have been received
- P24 archive emails where necessary

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Knowledge and understanding

You need to know and understand:

Purposes of using IT

- K1 why the IT system and software that was used was appropriate for the task
- K2 why and how using the IT system and software was an appropriate way of carrying out the task

Producing information

- K3 who and what the information is for, where it will be used (e.g. on screen or hard copy) and when it is needed
- K4 how to produce information that communicates clearly and accurately with the audience, where and when it is needed

Health and safety issues

- K5 health and safety risks to self in using
- K6 health and safety risks to others from common hardware
- K7 what health and safety laws and guidelines affect the use of IT
- K8 ways to keep risks to people to a minimum
- K9 ways to keep risks to hardware to a minimum

Email facilities

- K10 what are email messages
- K11 how to use basic options to send, receive and reply to emails
- K12 how to send and receive attachments
- K13 how to use an address book
- K14 how to send emails to groups using a group list within an address book
- K15 how to archive and compress emails
- K16 what other resources may be provided by email software and how to use these

Problems with Exchanging Information

- K17 why some computer users may have difficulty in sending and receiving emails with attachments
- K18 what to do about emails from unknown users
- K19 what viruses are and the problems they can cause
- K20 how using anti-virus software can help to keep risks to a minimum
- K21 what risks there may be in downloading documents and software
- K22 risks in sharing information such as personal details
- K23 where and when to seek advice
- K24 what to do about emails intended to cause problems, such as SPAM or chain-mails

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K25 how to keep difficulties in sending and receiving large emails to a minimum

K26 what limits there may be to the number or size of emails that can be received or stored

K27 how to avoid viruses

Laws and Guidelines

K28 what laws and guidelines affect the day-to-day use of IT, such as about Data Protection, Equal Opportunities, Disability, Health and Safety, copyright and guidelines set by your employer or organisation

K29 what and how different IT activities are affected by laws and guidelines, such as storing names and addresses, downloading images from the internet or sending inappropriate emails

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