



Regulated Qualifications Unit and Assessment Specification

Unit title	IT User Fundamentals
Ofqual unit code	L/502/4207
SQA unit code	FE8P 68
SSC ref	IUF2

History of changes

Publication date: August 2011

Version: 02 (December 2017)

Version number	Date	Description	Authorised by
02	December 2017	Unit specification updated to reflect current Ofqual terminology.	Qualifications Officer

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Regulated qualifications unit specification

Title	IT User Fundamentals	
Level	2	
Credit value	3	
Learning outcomes	Assessment criteria	
The learner will:	The learner can:	
1 Use IT systems to meet a variety of needs.	1.1 Use correct procedures to start and shutdown an IT system.	1.2 Select and use interface features effectively to interact with IT systems.
	1.3 Select and adjust system settings as appropriate to needs.	1.4 Select and use a communication service to access the Internet.
	1.5 Use appropriate terminology when describing IT systems.	
2 Manage information storage and retrieval appropriately.	2.1 Manage files and folders to enable efficient information retrieval.	2.2 Identify when and why to use different types of storage media.
	2.3 Organise and store information, using general and local conventions where appropriate.	
3 Follow and understand the need for safety and security practices.	3.1 Work safely and take steps to minimise physical stress.	3.2 Describe the danger of computer viruses, and how to minimise risk.
	3.3 Keep information secure.	3.4 Explain why it is important to stay safe and to respect others when using IT-based communication.
	3.5 Follow relevant guidelines and procedures for the safe and secure use of IT.	

Learning outcomes	Assessment criteria
The learner will:	The learner can:
<p>4 Maintain system and troubleshoot IT system problems.</p>	<p>4.1 Describe why routine and non-routine maintenance is important and when to carry it out.</p> <p>4.2 Carry out regular routine maintenance of IT systems safely.</p> <p>4.3 Identify sources of help and how to get expert advice.</p> <p>4.4 Identify IT problems and take appropriate action.</p>

Additional information about the unit
Unit purpose and aim(s)
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.
Unit start date
31 August 2011
Details of the relationship between the unit and relevant national occupational standards (if appropriate)
This unit equates to NOS (National Occupational Standards for IT Users 2009) code IUF;FS : IT User Fundamentals level 2 which has a stated number of credits = 3 at level 2 and a Notional Guided Learning Hours = 20 on the QCF ITQ framework.
Details of the relationship between the unit and other standards or curricula (if appropriate)
N/A
Assessment requirements specified by a sector or regulatory body (if appropriate)
Refer to e-skills 'IT User Assessment Strategy', available from www.e-skills.com
Endorsement of the unit by a sector or other appropriate body (if required)
e-skills UK
Location of the unit within the subject/sector classification system
6.2 ICT for users
Name of the organisation submitting the unit
SQA
Guided learning hours
20

Regulated qualifications assessment specification

Assessment (evidence) requirements

Completion of a portfolio (manual, electronic or combination) to cover all of the assessment criteria points stated above. The evidence generated should adhere to the assessment strategy for this award and encompass a range of evidence types.

Guidance on assessment

Instruments of assessment should be constructed to allow valid evidence which may arise from:

- ◆ Written or verbal knowledge responses, learner statements for items such as Terminology.
- ◆ Knowledge test using multiple choice questions to measure competence in knowledge and understanding section.
- ◆ Learner statement, witness testimony or product evidence showing responses to IT problems occurring as a matter of course in learner's routine computer usage, or these may be situations set up by the assessor.

Assessors may wish to consider items such as product evidence, learner statements, learner checklists and/or knowledge tests in relation to these tasks/activities.