Level 2 Certificate in Using Business Technologies in the Workplace

Qualification Specification

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Introduction

The Level 2 Certificate in Using Business Technologies in the Workplace is a flexible qualification for users of business technologies in the workplace which aims to develop candidates' knowledge and skills in the effective use of Information and Communications Technologies.

The awarding body for this qualification is ProQual Awarding Body and the regulatory body is the Office of Qualifications and Examinations Regulation (Ofqual). The specification for the qualification has been approved by the Welsh Government for use by centres in Wales and by the Council for the Curriculum Examinations and Assessment (CEA) for use by centres in Northern Ireland.

The qualification has been accredited onto the Regulated Qualifications Framework (RQF). Candidates could progress to higher level qualifications in IT user skills or use these qualifications to progress in their chosen specialist area.

Qualification Profile
Level 2 Certificate in Using Business Technologies in the Workplace

Qualification title	**ProQual Level 2 Certificate in Using Business Technologies in the Workplace**
Ofqual qualification number	601/3371/5
Level	Level 2
Total qualification time	250
Guided learning hours	110
Assessment	Pass or fail Internally assessed and verified by centre staff External quality assurance by ProQual verifiers
Qualification start date	1/06/14
Qualification end date	

Entry Requirements

There are no formal entry requirements for this qualification.

Centres should carry out an **initial assessment** of candidate skills and knowledge to identify any gaps and help plan the assessment.

Qualification Structure

Candidates must achieve a minimum of **15 credits** from any combination of units; a minimum of 8 credits must be at Level 2.

Optional Units				
Unit Reference Number	**Unit Title**	**Unit Level**	**Credit Value**	**GLH**
R/502/4628	Word Processing Software	2	4	30
F/502/4625	Spreadsheet Software	2	4	30
M/502/4622	Presentation Software	2	4	30
M/502/4555	Database Software	2	4	30
M/502/4619	Project Management Software	2	4	30
J/502/4206	IT User Fundamentals	1	3	20
R/502/4256	IT Security for Users	1	1	10
A/502/4378	Using Collaborative Technologies	1	3	20
T/502/4299	Using email	1	2	15
J/502/4296	Using the Internet	1	3	20

Centre Requirements

Centres must be approved to offer this qualification. If your centre is not approved please complete and submit form **ProQual Additional Qualification Approval Application**.

Staff
Staff delivering this qualification must be appropriately qualified and/or occupationally competent.

Assessors/Internal Quality Assurance
For each competence-based unit centres must be able to provide at least one assessor and one internal quality assurance verifier who are suitably qualified for the specific occupational area. Assessors and internal quality assurance verifiers for competence-based units or qualifications will normally need to hold appropriate assessor or verifier qualifications, such as:

- Award in Assessing Competence in the Work Environment
- Award in Assessing Vocationally Related Achievement
- Certificate in Assessing Vocational Achievement
- Award in the Internal Quality Assurance of Assessment Processes and Practices
- Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practices

Support for Candidates

Materials produced by centres to support candidates should:

- enable them to track their achievements as they progress through the learning outcomes and assessment criteria;
- provide information on where ProQual's policies and procedures can be viewed;
- provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence

Assessment

This suite of qualifications are competence-based, candidates must demonstrate the level of competence described in the units. Assessment is the process of measuring a candidate's skill, knowledge and understanding against the standards set in the qualification.

The qualifications must be assessed by an appropriately experienced and qualified assessor.

Each candidate is required to produce a portfolio of evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit.

Evidence can include:
- observation report by assessor
- assignments/projects/reports
- professional discussion
- witness testimony
- candidate product
- worksheets
- record of oral and written questioning
- Recognition of Prior Learning

Learning outcomes set out what a candidate is expected to know, understand or be able to do.

Assessment criteria specify the standard a candidate must meet to show the learning outcome has been achieved.

Learning outcomes and assessment criteria can be found from page 8 onwards.

Internal Quality Assurance

An internal quality assurance verifier confirms that assessment decisions made in centres are made by competent and qualified assessors, that they are the result of sound and fair assessment practice and that they are recorded accurately and appropriately.

Adjustments to Assessment

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual's Reasonable Adjustments Policy and Special Consideration Policy sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that ProQual provides for some of these arrangements.

Centres should contact ProQual for further information or queries about the contents of the policy.

Results Enquiries and Appeals

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

Certification

Candidates who achieve the required credits for qualifications will be awarded:

- A certificate listing all units achieved with their related credit value, and
- A certificate giving the full qualification title -

   ProQual Level 2 Certificate in Using Business Technologies in the Workplace

Claiming certificates

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the required number of credits for a qualification. All certificates will be issued to the centre for successful candidates.

Unit certificates

If a candidate does not achieve all of the units/credits required for a qualification, the centre may claim a unit certificate for the candidate which will list all of the units/credits achieved.

Replacement certificates

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement certificates.

Learning Outcomes and Assessment Criteria

Unit R/502/4628: Word Processing Software

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Enter and combine text and other information accurately within word processing documents	1.1 Identify what types of information are needed in documents
	1.2 Use appropriate techniques to enter text and other information accurately and efficiently
	1.3 Select and use appropriate templates for different purposes
	1.4 Identify when and how to combine and merge information from other software or other documents
	1.5 Select and use a range of editing tools to amend document content
	1.6 Combine or merge information within a document from a range of sources
	1.7 Store and retrieve document and template files effectively, in line with local guidelines and conventions where available
2 Create and modify layout and structures for word processing documents	2.1 Identify the document requirements for structure and style
	2.2 Identify what templates and styles are available and when to use them
	2.3 Create and modify columns, tables and forms to organise information
	2.4 Select and apply styles to text
3 Use word processing software tools to format and present documents effectively to meet requirements	3.1 Identify how the document should be formatted to aid meaning
	3.2 Select and use appropriate techniques to format characters and paragraphs
	3.3 Select and use appropriate page and section layouts to present and print documents
	3.4 Describe any quality problems with documents
	3.5 Check documents meet needs, using IT tools and making corrections as necessary
	3.6 Respond appropriately to quality problems with documents so that outcomes meet needs

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

Unit F/502/4625: Spreadsheet Software

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Use a spreadsheet to enter, edit and organise numerical and other data	1.1 Identify what numerical and other information is needed in the spreadsheet and how it should be structured
	1.2 Enter and edit numerical and other data accurately
	1.3 Combine and link data across worksheets
	1.4 Store and retrieve spreadsheet files effectively, in line with local guidelines and conventions where available
2 Select and use appropriate formulas and data analysis tools to meet requirements	2.1 Identify which tools and techniques to use to analyse and manipulate data to meet requirements
	2.2 Select and use a range of appropriate functions and formulas to meet calculation requirements
	2.3 Use a range of tools and techniques to analyse and manipulate data to meet requirements
3 Select and use tools and techniques to present and format spreadsheet information	3.1 Plan how to present and format spreadsheet information effectively to meet needs
	3.2 Select and use appropriate tools and techniques to format spreadsheet cells, rows, columns and worksheets
	3.3 Select and format an appropriate chart or graph type to display selected information
	3.4 Select and use appropriate page layout to present and print spreadsheet information
	3.5 Check information meets needs, using spreadsheet tools and making corrections as necessary
	3.6 Describe how to find errors in spreadsheet formulas
	3.7 Respond appropriately to any problems with spreadsheets

Unit M/502/4622: Presentation Software

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Input and combine text and other information within presentation slides	1.1 Identify what types of information are required for the presentation
	1.2 Enter text and other information using layouts appropriate to type of information
	1.3 Insert charts and tables into presentation slides
	1.4 Insert images, video or sound to enhance the presentation
	1.5 Identify any constraints which may affect the presentation
	1.6 Organise and combine information of different forms or from different sources for presentations
	1.7 Store and retrieve presentation files effectively, in line with local guidelines and conventions where available
2 Use presentation software tools to structure, edit and format slide sequences	2.1 Identify what slide structure and themes to use
	2.2 Select, change and use appropriate templates for slides
	2.3 Select and use appropriate techniques to edit slides and presentations to meet needs
	2.4 Select and use appropriate techniques to format slides and presentations
	2.5 Identify what presentation effects to use to enhance the presentation
	2.6 Select and use animation and transition effects appropriately to enhance slide sequences
3 Prepare slideshow for presentation	3.1 Describe how to present slides to meet needs and communicate effectively
	3.2 Prepare slideshow for presentation
	3.3 Check presentation meets needs, using IT tools and making corrections as necessary
	3.4 Identify and respond to any quality problems with presentations to ensure that presentations meet needs

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

Unit M/502/4555: Database Software

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Create and modify non-relational database tables	1.1 Identify the components of a database design
	1.2 Describe the field characteristics for the data required
	1.3 Create and modify database tables using a range of field types
	1.4 Describe ways to maintain data integrity
	1.5 Respond appropriately to problems with database tables
	1.6 Use database tools and techniques to ensure data integrity is maintained
2 Enter, edit and organise structured information in a database	2.1 Create forms to enter, edit and organise data in a database
	2.2 Select and use appropriate tools and techniques to format data entry forms
	2.3 Check data entry meets needs, using IT tools and making corrections as necessary
	2.4 Respond appropriately to data entry errors
3 Use database software tools to run queries and produce reports	3.1 Create and run database queries using multiple criteria to display or amend selected data
	3.2 Plan and produce database reports from a single table non-relational database
	3.3 Select and use appropriate tools and techniques to format database reports
	3.4 Check reports meet needs, using IT tools and making corrections as necessary

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

Unit M/502/4619: Project Management Software

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Create and define a project	1.1 Identify the critical information about the project that must be included
	1.2 Create, store and retrieve project management files effectively in line with local guidelines for storage and use of data where applicable
	1.3 Define the project file properties and project options
2 Enter and edit information about project tasks and resources	2.1 Identify the critical tasks and milestones to be completed
	2.2 Enter and edit information about project tasks
	2.3 Identify any deadlines and constraints which apply to the project
	2.4 Identify issues of resource availability and utilisation
	2.5 Create and apply a task calendar for scheduling tasks
	2.6 Enter and edit information about resources for use in the project
	2.7 Adjust templates for project information
	2.8 Set up and edit dependencies between tasks
3 Update information about project progress	3.1 Describe the methods to update and report information about project progress
	3.2 Use editing and formatting techniques to update project elements
	3.3 Update task status in line with progress
	3.4 Update information about resources as required
	3.5 Compare actual progress with project baseline and reschedule uncompleted tasks
	3.6 Identify any risks and issues that may have an impact on the project
4 Select and use appropriate tools and techniques to display and report on project status	4.1 Select and create project reports to meet needs
	4.2 Use filtering and formatting techniques to display project information to meet needs
	4.3 Share project information with other applications

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

Unit J/502/4206: IT User Fundamentals

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Use IT systems to meet needs	1.1 Use correct procedures to start and shutdown an IT system
	1.2 Use interface features effectively to interact with IT systems
	1.3 Adjust system settings to meet individual needs
	1.4 Use a communication service to access the Internet
	1.5 Use appropriate terminology when describing IT systems
2 Organise, store and retrieve information efficiently	2.1 Work with files and folders so that it is easy to find and retrieve information
	2.2 Identify what storage media to use
	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 Recognise the danger of computer viruses, and how to minimise risk
	3.3 Keep information secure
	3.4 Outline why it is important to stay safe and to respect others when using ICT-based communication
	3.5 Follow relevant guidelines and procedures for the safe and secure use of IT
4 Carry out routine maintenance of IT systems and respond to routine IT system problems	4.1 Identify why routine maintenance of hardware is important and when to carry it out
	4.2 Identify where to get expert advice
	4.3 Carry out regular routine maintenance of IT systems safely
	4.4 Take appropriate action to handle routine IT problems

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

Unit R/502/4256: IT security for Users

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Use appropriate methods to minimise security risks to IT systems and data	1.1 Identify security issues that may threaten system performance
	1.2 Take appropriate security precautions to protect IT systems and data
	1.3 Identify threats to information security associated with the widespread use of technology
	1.4 Take appropriate precautions to keep information secure
	1.5 Follow relevant guidelines and procedures for the secure use of IT
	1.6 Describe why it is important to backup data securely
	1.7 Ensure personal data is backed up to appropriate media

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

Unit A/502/4378: Using Collaborative Technologies

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Stay safe and secure when using collaborative technology	1.1 Follow guidelines for working with collaborative technology
	1.2 Identify risks in using collaborative technology and why it is important to avoid them
	1.3 Carry out straightforward checks on others' online identities and different types of information
	1.4 Identify when and how to report online safety and security issues
	1.5 Identify what methods are used to promote trust
2 Set up and access IT tools and devices for collaborative working	2.1 Set up IT tools and devices that will enable you to contribute to collaborative work
	2.2 Identify the purpose for using collaborative technologies and expected outcomes
	2.3 Identify which collaborative technology tools and devices to use for different communication media
	2.4 Identify what terms and conditions apply to using collaborative technologies
3 Prepare collaborative technologies for use	3.1 Use given details to access collaborative technologies needed for a collaborative task
	3.2 Adjust basic settings on collaborative technologies
	3.3 Change the environment of collaborative technologies
	3.4 Set up and use a data reader to feed information
	3.5 Identify what and why permissions are set to allow others to access information
4 Contribute to tasks using collaborative technologies	4.1 Contribute responsibly and actively to collaborative working
	4.2 Contribute to producing and archiving the agreed outcome of collaborative working
	4.3 Identify when there is a problem with collaborative technologies and where to get help
	4.4 Respond to simple problems with collaborative technologies

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

Unit T/502/4299: Using email

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Use e-mail software tools and techniques to compose and send messages	1.1 Use software tools to compose and format e-mail messages
	1.2 Attach files to e-mail messages
	1.3 Send e-mail messages
	1.4 Identify how to stay safe and respect others when using e-mail
	1.5 Use an address book to store and retrieve contact information
2 Manage incoming email effectively	2.1 Follow guidelines and procedures for using e-mail
	2.2 Identify when and how to respond to e-mail messages
	2.3 Read and respond to e-mail messages appropriately
	2.4 Identify what messages to delete and when to do so
	2.5 Organise and store e-mail messages
	2.6 Respond appropriately to common e-mail problems

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

Unit J/502/4296: Using the Internet

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Connect to the internet	1.1 Identify different types of connection methods that can be used to access the Internet
	1.2 Access the Internet or intranet
2 Use browser software to navigate web pages	2.1 Use browser tools to navigate webpages
	2.2 Identify when to change browser settings to aid navigation
	2.3 Adjust browser settings to meet needs
	2.4 Use browser help facilities
3 Use browser tools to search for information from the internet	3.1 Select and use appropriate search techniques to locate information
	3.2 Outline how information meets requirements
	3.3 Use references to make it easier to find information another time
	3.4 Download and save different types of information from the Internet
4 Use browser software to communicate information online	4.1 Select and use tools and techniques to communicate information online
	4.2 Use browser tools to share information sources with others
	4.3 Submit information online using forms or interactive sites
	4.4 Identify opportunities to post or publish material to websites
5 Follow and understand the need for safety and security practices when working online	5.1 Identify the threats to user safety when working online
	5.2 Outline how to minimise internet security risks
	5.3 Work responsibly and take appropriate safety and security precautions when working online
	5.4 Keep personal information secure
	5.5 Follow relevant laws, guidelines and procedures for the use of the Internet

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

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