

Qualification Specification

601/6273/9

iCQ Level 2 Certificate for IT Users (ITQ)



Qualification Details

Title : iCQ Level 2 Certificate for IT Users (ITQ)
Awarding Organisation : [iCan Qualifications Limited](#)
Fees Price List Url : <https://icanqualify.net>
Qualification Type : RQF
Qualification Sub Type : None
Qualification Level : Level 2
Qualification Sub Level : None
EQF Level : Level 3
Regulation Start Date : 28-May-2015
Operational Start Date : 01-Jun-2015
Offered In England : Yes
Offered In Wales : Yes
Offered In Northern Ireland : Yes
Assessment Language In English : Yes
Assessment Language In Welsh : No
Assessment Language In Irish : No
SSA : 6.2 ICT for Users
Purpose : D. Confirm occupational competence and/or 'licence to practice'
Sub Purpose : D1. Confirm competence in an occupational role to the standards required
Total Credits : 16
Min Credits at/above Level : 10
Minimum Guided Learning Hours : 120
Maximum Guided Learning Hours : 130
Diploma Guided Learning Hours : 0
Barring Classification Code : ZZZZ
Overall Grading Type : Pass
Assessment Methods : E-assessment, Portfolio of Evidence, Practical Demonstration/Assignment
Structure Requirements : To achieve this qualification learners must attain at least 16 credits. Learners must achieve the mandatory unit contained in Group A (4 Credits), plus an additional 12 credits from the optional units contained in Group B. A minimum of 10 credits (which includes the 4 credit mandatory unit) must be achieved at or above level 2. Only one unit may be selected from each of the optional groups. The credit value of the optional Group SSU (Sector Specific Unit) does not count towards the minimum credit to be achieved at, or above the level of the qualification.
Age Ranges : Pre-16 : Yes; 16-18 : Yes; 18+ : No; 19+ : Yes
Qualification Objective : This qualification is for those who work in the IT sector who wish to develop their skills and knowledge further in a range of IT skills



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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
OAG) Overarching Group	Yes	0	2	2	16	0
└─ A) Group A - Mandatory Unit	Yes	1	1	1	4	4
└─ B) Group B - Optional Units	Yes	0	0	0	12	0
└─└─ AS) Audio Software	No	3	1	1	0	0
└─└─ BS) Bespoke Software	No	3	1	1	0	0
└─└─ CA) Computerised Accounting Software	No	3	1	1	0	0
└─└─ CF) IT Communication Fundamentals	No	2	1	1	0	0
└─└─ CT) Using Collaborative Technologies	No	3	1	1	0	0
└─└─ DB) Database Software	No	3	1	1	0	0
└─└─ DM) Data Management Software	No	3	1	1	0	0
└─└─ DP) Drawing and Planning Software	No	3	1	1	0	0
└─└─ DS) Design Software	No	3	1	1	0	0
└─└─ DT) Desktop Publishing Software	No	3	1	1	0	0
└─└─ EM) Using Email	No	3	1	1	0	0
└─└─ IM) Imaging Software	No	3	1	1	0	0
└─└─ IN) Using the Internet	No	3	1	1	0	0
└─└─ IS) IT Security for Users	No	3	1	1	0	0
└─└─ MD) Using Mobile Devices	No	2	1	1	0	0
└─└─ MM) Multimedia Software	No	3	1	1	0	0
└─└─ OP) Optimise IT System Performance	No	3	1	1	0	0
└─└─ PI) Personal Information Management Software	No	2	1	1	0	0
└─└─ PM) Project Management Software	No	3	1	1	0	0
└─└─ PS) Presentation Software	No	3	1	1	0	0
└─└─ SAF) Internet Safety for IT Users	No	1	1	1	0	0
└─└─ SF) IT Software Fundamentals	No	2	1	1	0	0
└─└─ SI) Set up an IT System	No	3	1	1	0	0
└─└─ SP) Specialist Software	No	3	1	1	0	0
└─└─ SS) Spreadsheet software	No	3	1	1	0	0
└─└─ SSU) Sector Specific Units	No	10	1	1	0	4
└─└─ UF) IT User Fundamentals	No	2	1	1	0	0
└─└─ UKB) Using a Computer Keyboard	No	1	1	1	0	0
└─└─ VS) Video Software	No	3	1	1	0	0
└─└─ WP) Word Processing Software	No	3	1	1	0	0
└─└─ WS) Website Software	No	3	1	1	0	0

Group A Group A - Mandatory Unit

URN	Title	Level	GLH	Credit
J/502/4156	Improving Productivity Using IT	2	30	4

Group AS Audio Software

URN	Title	Level	GLH	Credit
D/502/4390	Audio Software	2	20	3
H/502/4391	Audio Software	3	30	4
K/502/4389	Audio Software	1	15	2

Group BS Bespoke Software

URN	Title	Level	GLH	Credit
A/502/4395	Bespoke Software	1	15	2
F/502/4396	Bespoke Software	2	20	3
J/502/4397	Bespoke Software	3	30	4

Group CA Computerised Accounting Software

URN	Title	Level	GLH	Credit
F/502/4401	Computerised Accounting Software	1	15	2
J/502/4402	Computerised Accounting Software	2	20	3
L/502/4403	Computerised Accounting Software	3	35	5

Group CF IT Communication Fundamentals

URN	Title	Level	GLH	Credit
D/502/4292	IT Communication Fundamentals	2	15	2
Y/502/4291	IT Communication Fundamentals	1	15	2

Group CT Using Collaborative Technologies

URN	Title	Level	GLH	Credit
A/502/4378	Using Collaborative Technologies	1	20	3
F/502/4379	Using Collaborative Technologies	2	30	4
T/502/4380	Using Collaborative Technologies	3	45	6

Group DB Database Software

URN	Title	Level	GLH	Credit
H/502/4553	Database Software	1	20	3
M/502/4555	Database Software	2	30	4
T/502/4556	Database Software	3	45	6

Group DM Data Management Software

URN	Title	Level	GLH	Credit
A/502/4560	Data Management Software	3	30	4
F/502/4558	Data Management Software	1	15	2
J/502/4559	Data Management Software	2	20	3

Group DP Drawing and Planning Software

URN	Title	Level	GLH	Credit
A/502/4610	Drawing and Planning Software	2	20	3
F/502/4611	Drawing and Planning Software	3	30	4
J/502/4609	Drawing and Planning Software	1	15	2

Group DS Design Software

URN	Title	Level	GLH	Credit
A/502/4574	Design Software	3	40	5
M/502/4572	Design Software	1	20	3
T/502/4573	Design Software	2	30	4

Group DT Desktop Publishing Software

URN	Title	Level	GLH	Credit
D/502/4566	Desktop Publishing Software	2	30	4
H/502/4567	Desktop Publishing Software	3	40	5
Y/502/4565	Desktop Publishing Software	1	20	3

Group EM Using Email

URN	Title	Level	GLH	Credit
J/502/4299	Using Email	1	15	2
M/502/4300	Using Email	2	20	3
T/502/4301	Using Email	3	20	3

Group IM Imaging Software

URN	Title	Level	GLH	Credit
J/502/4612	Imaging Software	1	20	3
L/502/4613	Imaging Software	2	30	4
R/502/4614	Imaging Software	3	40	5

Group IN Using the Internet

URN	Title	Level	GLH	Credit
A/502/4297	Using the Internet	2	30	4
F/502/4298	Using the Internet	3	40	5
T/502/4296	Using the Internet	1	20	3

Group IS IT Security for Users

URN	Title	Level	GLH	Credit
D/502/4258	IT Security for Users	3	20	3
R/502/4256	IT Security for Users	1	10	1
Y/502/4257	IT Security for Users	2	15	2

Group MD Using Mobile Devices

URN	Title	Level	GLH	Credit
H/502/4374	Using Mobile IT Devices	1	15	2
K/502/4375	Using Mobile IT Devices	2	15	2

Group MM Multimedia Software

URN	Title	Level	GLH	Credit
D/502/4616	Multimedia Software	2	30	4
H/502/4617	Multimedia Software	3	45	6
Y/502/4615	Multimedia Software	1	20	3

Group OP Optimise IT System Performance

URN	Title	Level	GLH	Credit
D/502/4244	Optimise IT System Performance	1	15	2
H/502/4245	Optimise IT System Performance	2	30	4
K/502/4246	Optimise IT System Performance	3	40	5

Group PI Personal Information Management Software

URN	Title	Level	GLH	Credit
L/502/4370	Personal Information Management Software	2	15	2
Y/502/4369	Personal Information Management Software	1	15	2

Group PM Project Management Software

URN	Title	Level	GLH	Credit
H/502/4620	Project Management Software	3	40	5
K/502/4618	Project Management Software	1	20	3
M/502/4619	Project Management Software	2	30	4

Group PS Presentation Software

URN	Title	Level	GLH	Credit
K/502/4621	Presentation Software	1	20	3
M/502/4622	Presentation Software	2	30	4
T/502/4623	Presentation Software	3	45	6

Group SAF Internet Safety for IT Users

URN	Title	Level	GLH	Credit
H/502/9154	Internet Safety for IT users	1	20	3

Group SF IT Software Fundamentals

URN	Title	Level	GLH	Credit
L/502/4384	IT Software Fundamentals	1	20	3
R/502/4385	IT Software Fundamentals	2	20	3

Group SI Set up an IT System

URN	Title	Level	GLH	Credit
L/502/4210	Set Up an IT System	2	30	4
R/502/4211	Set Up an IT System	3	40	5
Y/502/4209	Set Up an IT System	1	20	3

Group SP Specialist Software

URN	Title	Level	GLH	Credit
A/502/4400	Specialist Software	3	30	4
L/502/4398	Specialist Software	1	15	2
R/502/4399	Specialist Software	2	20	3

Group SS Spreadsheet software

URN	Title	Level	GLH	Credit
A/502/4624	Spreadsheet Software	1	20	3
F/502/4625	Spreadsheet Software	2	30	4
J/502/4626	Spreadsheet Software	3	45	6

Group SSU Sector Specific Units

URN	Title	Level	GLH	Credit
A/506/1964	Understand employer organisations	2	40	4
F/506/2131	Understand customers	2	17	2
H/506/1893	Communication in a business environment	2	19	3
J/506/1899	Principles of providing administrative services	2	25	4
J/506/2132	Principles of customer service	2	34	4
L/506/1788	Manage personal performance and development	2	18	4
R/506/1789	Develop working relationships with colleagues	2	19	3
R/506/2957	Understand business	2	32	4
T/506/1798	Communicate work-related information	2	23	4
T/506/1901	Principles of business document production and information management	2	21	3

Group UF IT User Fundamentals

URN	Title	Level	GLH	Credit
J/502/4206	IT User Fundamentals	1	20	3
L/502/4207	IT User Fundamentals	2	20	3

Group UKB Using a Computer Keyboard

URN	Title	Level	GLH	Credit
J/502/9311	Using a computer keyboard	1	10	1

Group VS Video Software

URN	Title	Level	GLH	Credit
K/502/4392	Video Software	1	15	2
M/502/4393	Video Software	2	20	3
T/502/4394	Video Software	3	30	4

Group WP Word Processing Software

URN	Title	Level	GLH	Credit
L/502/4627	Word Processing Software	1	20	3
R/502/4628	Word Processing Software	2	30	4
Y/502/4629	Word Processing Software	3	45	6

Group WS Website Software

URN	Title	Level	GLH	Credit
L/502/4630	Website Software	1	20	3
R/502/4631	Website Software	2	30	4
Y/502/4632	Website Software	3	40	5

Qualification Framework : RQF
 Title : Improving Productivity Using IT
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: J/502/4156 : Improving Productivity Using IT	
Plan, select and use appropriate IT systems and software for different purposes	
Assessment Criterion - The learner can:	
01.01	Describe the purpose for using IT
01.02	Describe the methods, skills and resources required to complete the task successfully
01.03	Plan how to carry out tasks using IT to achieve the required purpose and outcome
01.04	Describe any factors that may affect the task
01.05	Select and use IT systems and software applications to complete planned tasks and produce effective outcomes
01.06	Describe how the purpose and outcomes have been met by the chosen IT systems and software applications
01.07	Describe any legal or local guidelines or constraints that may apply to the task or activity
Review and adapt the ongoing use of IT tools and systems to make sure that activities are successful	
02.01	Review ongoing use of IT tools and techniques and change the approach as needed
02.02	Describe whether the IT tools selected were appropriate for the task and purpose
02.03	Assess strengths and weaknesses of final work
02.04	Describe ways to make further improvements to work
02.05	Review outcomes to make sure they match requirements and are fit for purpose
Develop and test solutions to improve the ongoing use of IT tools and systems	
03.01	Review the benefits and drawbacks of IT tools and systems used, in terms of productivity and efficiency
03.02	Describe ways to improve productivity and efficiency
03.03	Develop solutions to improve own productivity in using IT
03.04	Test solutions to ensure that they work as intended

Qualification Framework : RQF
 Title : Audio Software
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: D/502/4390 : Audio Software	
Use audio hardware and software to capture sequences	
Assessment Criterion - The learner can:	
01.01	Identify the combination of input device and audio software to use to capture information, to avoid any compatibility issues
01.02	Select and use an appropriate combination of input device and audio software to record sequences
01.03	Describe the impact file size and file format will have on saving sequences
01.04	Identify when to use different types of information coding and compression
01.05	Store and retrieve sequences using appropriate file formats and compression, in line with local guidelines and conventions where available
Use audio software tools and techniques to combine and edit sequences	
02.01	Identify the sequences to add, keep and remove
02.02	Select and use appropriate audio software tools to mark-up and edit sequences
02.03	Organise and combine information for sequences in line with any copyright constraints, including across different software
02.04	Describe how copyright constraints affect use of own and others information
Play and present audio sequences	
03.01	Describe the features and constraints of playback software and display devices
03.02	Select and use an appropriate combination of audio playback software and display device to suit the file format
03.03	Identify the settings which could be adjusted to improve the quality of presentations
03.04	Adjust playback and display settings to enhance the quality of the presentation

Qualification Framework : RQF
 Title : Audio Software
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: H/502/4391 : Audio Software	
Use audio hardware and software to capture sequences	
Assessment Criterion - The learner can:	
01.01	Determine the content needed for sequences, and when to originate it
01.02	Explain any compatibility issues between combinations of input device and audio software
01.03	Select and use an appropriate combination of input device and audio software to optimise the recording of information
01.04	Select and use an appropriate combination of hardware and software to originate and develop new content for sequences
01.05	Analyse and explain the impact file size and file format will have, including when to use information coding and compression
01.06	Store and retrieve sequences using appropriate file formats and compression, in line with local guidelines and conventions where available
Use audio software tools and techniques to edit sequences	
02.01	Select and use appropriate audio software tools and techniques to mark-up and edit sequences to achieve required effects
02.02	Provide guidance on how copyright constraints affect use of own and others information
02.03	Organise, combine and link information for sequences in line with any copyright constraints, including across different software
Play and present audio sequences	
03.01	Explain the features and constraints of playback software and devices as appropriate for different purposes
03.02	Select and use an appropriate combination of audio playback software and devices to suit the file format
03.03	Present sequences effectively by exploiting the features and settings of the playback software and devices to maximise quality and meet needs
03.04	Evaluate the quality of sequences and explain how to respond to quality issues and problems



Qualification Framework : RQF
 Title : Audio Software
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 15
 Unit Credit Value : 2
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: K/502/4389 : Audio Software	
Use audio hardware and software to capture sequences	
Assessment Criterion - The learner can:	
01.01	Identify the input device and associated software to use
01.02	Use input devices and built-in audio software to record information to meet needs
01.03	Identify the file format used by the input device
01.04	Store and retrieve sequences using pre-set file formats, in line with local guidelines and conventions where available
Use audio software tools to combine and edit sequences	
02.01	Identify the audio editing software to use for the file format
02.02	Cut and paste short sequences to meet needs
02.03	Combine information of different forms or from different sources, in line with any copyright constraints
02.04	Identify copyright constraints on using others information
Play and present audio sequences	
03.01	Identify appropriate playback software to use for the sequence
03.02	Identify the display device to use for the sequence
03.03	Select and use appropriate combination of software and display device to playback audio sequences
03.04	Adjust playback and display settings so that sequences are presented to meet needs

Qualification Framework : RQF
Title : Bespoke Software
Unit Level : Level 1
Unit Sub Level : None
Guided Learning Hours : 15
Unit Credit Value : 2
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: A/502/4395 : Bespoke Software	
Input, organise and combine information using bespoke software	
Assessment Criterion - The learner can:	
01.01	Input relevant information accurately into existing templates and/or files so that it is ready for processing
01.02	Organise and combine information of different forms or from different sources
01.03	Follow local and/or legal guidelines for the storage and use of data where available
01.04	Respond appropriately to data entry error messages
Use tools and techniques to edit, process, format and present information	
02.01	Use appropriate tools and techniques to edit, process and format information
02.02	Check information meets needs, using IT tools and making corrections as appropriate
02.03	Use appropriate presentation methods and accepted layouts

Qualification Framework : RQF
Title : Bespoke Software
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: F/502/4396 : Bespoke Software	
Input and combine information using bespoke applications	
Assessment Criterion - The learner can:	
01.01	Input relevant information accurately so that it is ready for processing
01.02	Select and use appropriate techniques to link and combine information of different forms or from different sources within the software
01.03	Respond appropriately to data entry error messages
Use appropriate structures to organise and retrieve information efficiently	
02.01	Describe what functions to apply to structure and layout information effectively
02.02	Select and use appropriate structures and/or layouts to organise information
02.03	Apply local and/or legal guidelines and conventions for the storage and use of data where available
Use the functions of the software effectively to process and present information	
03.01	Select and use appropriate tools and techniques to edit, process and format information
03.02	Check information meets needs, using IT tools and making corrections as necessary
03.03	Select and use appropriate methods to present information

Qualification Framework : RQF
Title : Bespoke Software
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 30
Unit Credit Value : 4
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: J/502/4397 : Bespoke Software	
Input and combine information using bespoke software	
Assessment Criterion - The learner can:	
01.01	Input relevant information accurately so that it is ready for processing
01.02	Select and use appropriate techniques to link and combine information within the application and across different software applications
Create and modify appropriate structures to organise and retrieve information efficiently	
02.01	Evaluate the use of software functions to structure, layout and style information
02.02	Create, change and use appropriate structures and/or layouts to organise information efficiently
02.03	Manage data files effectively, in line with local and/or legal guidelines and conventions for the storage and use of data where available
Exploit the functions of the software effectively to process and present information	
03.01	Select and use appropriate tools and techniques to edit, analyse and format information
03.02	Check information meets needs, using IT tools and making corrections as necessary
03.03	Identify and respond appropriately to quality problems to ensure that outcomes are fit for purpose and meet needs
03.04	Select and use presentation methods to aid clarity and meaning



Qualification Framework : RQF
 Title : Computerised Accounting Software
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 15
 Unit Credit Value : 2
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: F/502/4401 : Computerised Accounting Software	
Access, enter and edit accounting information	
Assessment Criterion - The learner can:	
01.01	Identify the sources and characteristics of accounting data
01.02	Enter accounting data accurately into records to meet requirements
01.03	Locate and display accounting data records to meet requirements
01.04	Check data records meet needs using IT tools, making corrections as necessary
01.05	Identify the risks to data security and procedures used for data protection
01.06	Follow local and/or legal guidelines for the storage and use of data
Use tools and techniques to process business transactions	
02.01	Use appropriate tools and techniques to process transactions
02.02	Review the transaction process and identify any errors
02.03	Respond appropriately to any transaction errors and problems
Produce accounting documents and summary reports to meet requirements	
03.01	Identify what information is required and how to present it
03.02	Generate accounting documents as required
03.03	Generate management reports as required



Qualification Framework : RQF
 Title : Computerised Accounting Software
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: J/502/4402 : Computerised Accounting Software	
Access, enter and edit accounting information	
Assessment Criterion - The learner can:	
01.01	Describe the sources and characteristics of accounting data
01.02	Set up and create new accounting data records accurately to meet requirements
01.03	Locate and display accounting data records to meet requirements
01.04	Check data records meet needs using IT tools, making corrections as necessary
01.05	Respond appropriately to data entry error messages
01.06	Describe the risks to data security and procedures used for data protection
01.07	Apply local and/or legal guidelines for the storage and use of data
Select and use tools and techniques to process business transactions	
02.01	Select and use appropriate tools and techniques to enter and process transactions
02.02	Review transaction process and identify any errors
02.03	Respond appropriately to any transactions errors and problems
02.04	Select and use appropriate tools and techniques to process period end routines
Produce accounting documents and summary reports to meet requirements	
03.01	Describe what information is required and how to present it
03.02	Prepare and generate accounting documents
03.03	Prepare and generate management reports as required
03.04	Import and export data and link to other systems and software



Qualification Framework : RQF
 Title : Computerised Accounting Software
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 35
 Unit Credit Value : 5
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: L/502/4403 : Computerised Accounting Software	
Access, enter and edit accounting information	
Assessment Criterion - The learner can:	
01.01	Set up procedures for entry of accounting data accurately into records to meet requirements
01.02	Explain how to code new entries
01.03	Locate and display accounting data records to meet requirements
01.04	Check data records meet needs using IT tools, making corrections as necessary
01.05	Explain the risks to data security and procedures used for data protection
01.06	Handle data files effectively, in line with local or legal guidelines and conventions for the storage and use of data where available
01.07	Interpret and respond appropriately to a range of data and application error messages
Process business transactions from source documents	
02.01	Select and use appropriate tools and techniques to process transactions
02.02	Use software tools to monitor accounts
02.03	Respond appropriately to any transaction errors and problems
02.04	Process period and year end routines
Develop and interpret management information reports	
03.01	Explain what information is required and how to present it
03.02	Generate and interpret management reports as required
03.03	Customise and format accounting documents and reports according to requirements
03.04	Import and export data and link to other systems
Set up a computerised accounting system ready for use	
04.01	Install and update accounting software as required
04.02	Configure accounting software for use
04.03	Set up package parameters
04.04	Set up initial account balances



Qualification Framework : RQF
 Title : IT Communication Fundamentals
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 15
 Unit Credit Value : 2
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: D/502/4292 : IT Communication Fundamentals	
Select and use a variety of sources of information to meet needs	
Assessment Criterion - The learner can:	
01.01	Select and use appropriate sources of IT-based and other forms of information which match requirements
01.02	Describe different features of information
01.03	Recognise copyright and other constraints on the use of information
Access, search for, select and use Internet-based information and evaluate its fitness for purpose	
02.01	Access, navigate and search Internet sources of information purposefully and effectively
02.02	Use appropriate search techniques to locate relevant information
02.03	Use discrimination to select information that matches requirements and is fit for purpose
02.04	Evaluate information to make sure it matches requirements and is fit for purpose
Select and use IT to communicate and exchange information safely, responsibly and effectively	
03.01	Create, access, read and respond appropriately to e-mail and other IT-based communication, including attachments, and adapt style to suit audience
03.02	Use IT tools to manage an address book and schedule activities
03.03	Manage storage of IT-based communications
03.04	Describe how to respond to common IT-based communication problems
03.05	Respond appropriately to common IT-based communication problems



Qualification Framework : RQF
 Title : IT Communication Fundamentals
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 15
 Unit Credit Value : 2
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: Y/502/4291 : IT Communication Fundamentals	
Use a variety of sources of information to meet needs	
Assessment Criterion - The learner can:	
01.01	Use appropriate sources of IT-based and other forms of information to meet needs
01.02	Identify different features of information
01.03	Recognise copyright constraints on the use of information
Access, search for, select and use Internet-based information and assess its fitness for purpose	
02.01	Access, navigate and search Internet sources of information purposefully and effectively
02.02	Use appropriate search techniques to locate and select relevant information
02.03	Outline how the information meets requirements and is fit for purpose
Select and use IT to communicate and exchange information	
03.01	Create, access, read and respond appropriately to e-mail and other IT-based communication
03.02	Use IT tools to maintain an address book and schedule activities

Qualification Framework : RQF
 Title : Using Collaborative Technologies
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: A/502/4378 : Using Collaborative Technologies	
Stay safe and secure when using collaborative technology	
Assessment Criterion - The learner can:	
01.01	Follow guidelines for working with collaborative technology
01.02	Identify risks in using collaborative technology and why it is important to avoid them
01.03	Carry out straightforward checks on others online identities and different types of information
01.04	Identify when and how to report online safety and security issues
01.05	Identify what methods are used to promote trust
Set up and access IT tools and devices for collaborative working	
02.01	Set up IT tools and devices that will enable you to contribute to collaborative work
02.02	Identify the purpose for using collaborative technologies and expected outcomes
02.03	Identify which collaborative technology tools and devices to use for different communication media
02.04	Identify what terms and conditions apply to using collaborative technologies
Prepare collaborative technologies for use	
03.01	Use given details to access collaborative technologies needed for a collaborative task
03.02	Adjust basic settings on collaborative technologies
03.03	Change the environment of collaborative technologies
03.04	Set up and use a data reader to feed information
03.05	Identify what and why permissions are set to allow others to access information
Contribute to tasks using collaborative technologies	
04.01	Contribute responsibly and actively to collaborative working A
04.02	Contribute to producing and archiving the agreed outcome of collaborative working
04.03	Identify when there is a problem with collaborative technologies and where to get help
04.04	Respond to simple problems with collaborative technologies

Qualification Framework : RQF
 Title : Using Collaborative Technologies
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: F/502/4379 : Using Collaborative Technologies	
Stay safe and secure when working with collaborative technology	
Assessment Criterion - The learner can:	
01.01	Take appropriate steps to avoid risks when working with collaborative technology, in line with relevant guidelines
01.02	Explain what risks there may be in using collaborative technology and how to keep them to a minimum
01.03	Use appropriate methods to promote trust when working collaboratively
01.04	Carry out appropriate checks on others online identities and different types of information
01.05	Identify and respond to inappropriate content and behaviour
Plan and set up IT tools and devices for collaborative working	
02.01	Describe the purposes for using collaborative technologies
02.02	Describe what outcomes are needed from collaborative working and whether or not archiving is required
02.03	Describe the roles, IT tools and facilities needed for collaborative tasks and communication media
02.04	Describe the features, benefits and limitations of different collaborative technology tools and devices
02.05	Describe the compatibility issues in different combinations of collaborative tools and devices
02.06	Select an appropriate combination of IT tools and devices to carry out collaborative tasks
02.07	Connect and configure the combination of IT tools and devices needed for a collaborative task
Prepare collaborative technologies for use	
03.01	Describe what access rights and issues others may have in using collaborative technologies
03.02	Assess what permissions are needed for different users and content
03.03	Set up and use access rights to enable others to access information
03.04	Set up and use permissions to filter information
03.05	Adjust settings so that others can access IT tools and devices for collaborative working
03.06	Select and use different elements to control environments for collaborative technologies
03.07	Select and join networks and data feeds to manage data to suit collaborative tasks
Contribute to tasks using collaborative technologies	
04.01	Describe rules of engagement for using collaborative technologies
04.02	Enable others to contribute responsibly to collaborative tasks
04.03	Present relevant and valuable information
04.04	Moderate the use of collaborative technologies
04.05	Archive the outcome of collaborative working
04.06	Assess when there is a problem with collaborative technologies and when to get expert help
04.07	Respond to problems with collaborative technologies

Unit Specification
T/502/4380
 Using Collaborative Technologies



Qualification Framework : RQF
 Title : Using Collaborative Technologies
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 45
 Unit Credit Value : 6
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: T/502/4380 : Using Collaborative Technologies	
Stay safe and secure when working with collaborative technology	
Assessment Criterion - The learner can:	
01.01	Explain what and why guidelines need to be established for working with collaborative technology
01.02	Develop and implement guidelines for good practice in working with collaborative technology
01.03	Explain how to establish an identity or present information that will promote trust
01.04	Develop and implement guidelines for checking the authenticity of identities and different types of information
01.05	Analyse and plan for the risks in the use of collaborative technologies for different tasks
01.06	Analyse and manage risks in the use of collaborative technologies
Plan and set up IT tools and devices for collaborative working	
02.01	Explain the features, benefits and limitations of different collaborative IT tools and devices for work purposes and tasks
02.02	Determine the IT tools and processes needed for achieving the outcomes of collaborative working
02.03	Summarise ways to integrate different collaborative technology tools and devices for a range of purposes, tasks and communication media
02.04	Explain potential access and compatibility issues with integrating different collaborative technology tools and devices
02.05	Select, connect and configure combinations that exploit the capabilities and potential of collaborative tools and devices
02.06	Resolve access and compatibility problems so that different collaborative tools and devices work successfully
Prepare collaborative technologies for use	
03.01	Evaluate data management principles, issues and methods
03.02	Manage levels of access and permissions for different purposes
03.03	Select and integrate different elements across applications to create environments for collaborative technologies
03.04	Set and adjust settings to facilitate use of collaborative technologies by others
03.05	Manage data flow to benefit collaborative working
Manage tasks using collaborative technologies	
04.01	Determine levels of responsibility for the use of collaborative technologies
04.02	Facilitate others responsible contributions to and engagement with collaborative technologies
04.03	Manage the moderation of collaborative technologies
04.04	Oversee the archiving of the outcomes of collaborative working
04.05	Explain what problems can occur with collaborative technologies
04.06	Respond to problems with collaborative technologies and be prepared to help others to do so

Qualification Framework : RQF
Title : Database Software
Unit Level : Level 1
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: H/502/4553 : Database Software	
Enter, edit and organise structured information in a database	
Assessment Criterion - The learner can:	
01.01	Identify the main components of a database
01.02	Create a database table for a purpose using specified fields
01.03	Enter structured data into records to meet requirements
01.04	Locate and amend data records
01.05	Respond appropriately to data entry error messages
01.06	Check data meets needs, using IT tools and making corrections as necessary
Use database software tools to extract information and produce reports	
02.01	Identify queries which meet information requirements
02.02	Run simple database queries
02.03	Identify reports which meet information requirements
02.04	Generate and print pre-defined database reports

Qualification Framework : RQF
 Title : Database Software
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: M/502/4555 : Database Software	
Create and modify non-relational database tables	
Assessment Criterion - The learner can:	
01.01	Identify the components of a database design
01.02	Describe the field characteristics for the data required
01.03	Create and modify database tables using a range of field types
01.04	Describe ways to maintain data integrity
01.05	Respond appropriately to problems with database tables
01.06	Use database tools and techniques to ensure data integrity is maintained
Enter, edit and organise structured information in a database	
02.01	Create forms to enter, edit and organise data in a database
02.02	Select and use appropriate tools and techniques to format data entry forms
02.03	Check data entry meets needs, using IT tools and making corrections as necessary
02.04	Respond appropriately to data entry errors
Use database software tools to run queries and produce reports	
03.01	Create and run database queries using multiple criteria to display or amend selected data
03.02	Plan and produce database reports from a single table non-relational database
03.03	Select and use appropriate tools and techniques to format database reports
03.04	Check reports meet needs, using IT tools and making corrections as necessary

Qualification Framework : RQF
 Title : Database Software
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 45
 Unit Credit Value : 6
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: T/502/4556 : Database Software	
Plan, create and modify relational database tables to meet requirements	
Assessment Criterion - The learner can:	
01.01	Explain how a relational database design enables data to be organised and queried
01.02	Plan and create multiple tables for data entry with appropriate fields and properties
01.03	Set up and modify relationships between database tables
01.04	Explain why and how to maintain data integrity
01.05	Respond appropriately to problems with database tables
01.06	Use database tools and techniques to ensure data integrity is maintained
Enter, edit and organise structured information in a database	
02.01	Design and create forms to access, enter, edit and organise data in a database
02.02	Select and use appropriate tools and techniques to format data entry forms
02.03	Check data entry meets needs, using IT tools and making corrections as necessary
02.04	Respond appropriately to data entry errors
Use database software tools to create, edit and run data queries and produce reports	
03.01	Explain how to select, generate and output information from queries according to requirements
03.02	Create and run database queries to display, amend or calculate selected data
03.03	Plan and produce database reports from a multiple-table relational database
03.04	Select and use appropriate tools and techniques to format database reports
03.05	Check reports meet needs, using IT tools and making corrections as necessary



Qualification Framework : RQF
 Title : Data Management Software
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: A/502/4560 : Data Management Software	
Enter, edit and maintain data records in a data management system	
Assessment Criterion - The learner can:	
01.01	Discuss when and how to change or create a new data entry form
01.02	Enter data accurately into records to meet requirements
01.03	Configure characteristics of groups of records
01.04	Discuss and explain how to locate and amend data records
01.05	Check data records meet needs, using IT tools and making corrections as necessary
01.06	Interpret and respond appropriately to a range of data and application error messages
01.07	Evaluate and explain the risks to data security and procedures used for data protection
01.08	Manage data files effectively, in line with local and/or legal guidelines for the storage and use of data where available
Retrieve and display data records to meet requirements	
02.01	Determine and explain what queries and reports need to be run to output the required information
02.02	Create and use queries to search for and retrieve information from the system
02.03	Create, define and set up reports to output information to meet requirements
02.04	Use the file handling techniques of the software to import and export data
02.05	Use available techniques to combine and link data

Qualification Framework : RQF
Title : Data Management Software
Unit Level : Level 1
Unit Sub Level : None
Guided Learning Hours : 15
Unit Credit Value : 2
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: F/502/4558 : Data Management Software	
Enter, edit and maintain data records in a data management system	
Assessment Criterion - The learner can:	
01.01	Identify the security procedures used to protect data
01.02	Enter data accurately into records to meet requirements
01.03	Locate and amend individual data records
01.04	Check data records meet needs, using IT tools and making corrections as necessary
01.05	Respond appropriately to data entry error messages
01.06	Follow local and/or legal guidelines for the storage and use of data where available
Retrieve and display data records to meet requirements	
02.01	Search for and retrieve information using predefined methods to meet given requirements
02.02	Identify which report to run to output the required information
02.03	Select and view specified reports to output information to meet given requirements



Qualification Framework : RQF
Title : Data Management Software
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: J/502/4559 : Data Management Software	
Enter, edit and maintain data records in a data management system	
Assessment Criterion - The learner can:	
01.01	Describe the risks to data security and procedures used for data protection
01.02	Enter data accurately into groups of records to meet requirements
01.03	Locate and amend data associated with groups of records
01.04	Check data records meet needs, using IT tools and making corrections as necessary
01.05	Respond appropriately to data entry and other error messages
01.06	Apply local and/or legal guidelines for the storage and use of data where available
Retrieve and display data records to meet requirements	
02.01	Identify what queries and reports need to be run to output the required information
02.02	Select and use queries to search for and retrieve information to meet given requirements
02.03	Create and view reports to output information from the system to meet given requirements



Qualification Framework : RQF
 Title : Drawing and Planning Software
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: A/502/4610 : Drawing and Planning Software	
Input, organise and combine information for drawings or plans	
Assessment Criterion - The learner can:	
01.01	Identify what types of shapes and other elements will be needed
01.02	Review templates and describe how they need to be changed to meet needs
01.03	Select, input and use the appropriate shapes to meet needs, including importing shapes from other sources
01.04	Select, adapt and use appropriate templates or blank documents
01.05	Identify what copyright constraints apply to the use of shapes or other elements
01.06	Combine information for drawings or plans including importing information produced using other software
01.07	Store and retrieve drawing files effectively, in line with local guidelines and conventions where available
Use tools and techniques to edit, manipulate, format and present drawings or plans	
02.01	Identify what drafting guides to use so that the shapes and other elements are appropriately prepared
02.02	Select and use appropriate software tools to manipulate and edit shapes and other elements with precision
02.03	Select and use appropriate software tools to format shapes and other elements, including applying styles and colour schemes
02.04	Check drawings or plans meet needs, using IT tools and making corrections as necessary
02.05	Identify and respond to any quality problems with drawings or plans to make sure they meet needs
02.06	Select and use appropriate presentation methods and accepted page layouts

Qualification Framework : RQF
 Title : Drawing and Planning Software
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: F/502/4611 : Drawing and Planning Software	
Input, organise and combine information for drawings or plans	
Assessment Criterion - The learner can:	
01.01	Identify what types of shapes and other elements will be needed
01.02	Evaluate templates and explain why and how they need to be changed to meet needs
01.03	Select, adapt, create and use the appropriate shapes to meet needs, including shapes imported from other sources
01.04	Select, adapt, define and create appropriate templates and styles to meet needs
01.05	Provide guidance on what copyright constraints apply to the use of own and others shapes or other elements
01.06	Combine information for drawings or plans including exporting outcomes to other software
01.07	Store and retrieve drawing files effectively, in line with local guidelines and conventions where available
Use tools and techniques to edit, manipulate, format and present drawings or plans	
02.01	Explain what drafting guides to use so that the shapes and other elements are appropriately prepared
02.02	Select and use appropriate software tools to manipulate and edit shapes and other elements with precision
02.03	Select and use appropriate software tools to format shapes and other elements, including applying styles and colour schemes
02.04	Check drawings or plans meet needs, using IT tools and making corrections as necessary
02.05	Identify and respond to quality problems with drawings or plans to make sure they are fit for purpose and meet needs
02.06	Explain what context the drawings and plans will be used in and how this will effect how they are presented
02.07	Select and use appropriate presentation methods and accepted page layouts



Qualification Framework : RQF
 Title : Drawing and Planning Software
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 15
 Unit Credit Value : 2
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: J/502/4609 : Drawing and Planning Software	
Input, organise and combine information for drawings or plans	
Assessment Criterion - The learner can:	
01.01	Identify what types of 2D shapes and other elements will be needed
01.02	Identify which template or blank document to use
01.03	Select the appropriate shapes, from those available, to meet needs
01.04	Input the relevant shapes and other elements into existing templates or blank documents so that they are ready for editing and formatting
01.05	Identify what copyright constraints apply to the use of shapes or other elements
01.06	Combine information of different types or from different sources for drawings and plans
01.07	Store and retrieve drawing files effectively, in line with local guidelines and conventions where available
Use tools and techniques to edit, manipulate, format and present drawings or plans	
02.01	Identify what drafting guides to use so that the shapes and other elements are appropriately prepared
02.02	Use appropriate software tools to manipulate and edit shapes and other elements
02.03	Select and use appropriate software tools to format shapes and other elements
02.04	Check drawings and plans meet needs, using IT tools and making corrections as necessary
02.05	Use appropriate presentation methods and accepted page layouts

Qualification Framework : RQF
 Title : Design Software
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 40
 Unit Credit Value : 5
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: A/502/4574 : Design Software	
Obtain, insert and combine information for designs	
Assessment Criterion - The learner can:	
01.01	Explain what designs are needed
01.02	Explain how the context affects the way designs should be prepared
01.03	Provide guidance on what and how any copyright or other constraints may apply to the use of own and others designs
01.04	Obtain, insert and prepare designs
01.05	Explain how file format affects design quality, format and size and how to choose appropriate formats for saving designs
01.06	Use appropriate techniques to organise and combine information of different types or from different sources
01.07	Store and retrieve files effectively, in line with guidelines and conventions where available
Use design software tools to create, manipulate and edit designs	
02.01	Explain what technical factors affecting designs needs to be taken into account and how to do so
02.02	Select and use suitable tools and techniques efficiently to create designs
02.03	Use guide lines and dimensioning tools appropriately to enhance precision
02.04	Select and use appropriate tools and techniques to manipulate and edit designs
02.05	Check designs meet needs, using IT tools and making corrections as necessary
02.06	Identify and respond appropriately to quality problems to ensure that outcomes are fit for purpose and meet needs

Qualification Framework : RQF
Title : Design Software
Unit Level : Level 1
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: M/502/4572 : Design Software	
Obtain, insert and combine information for designs	
Assessment Criterion - The learner can:	
01.01	Identify what designs are needed
01.02	Obtain, input and prepare designs to meet needs
01.03	Identify what generic copyright and other constraints apply to the use of designs
01.04	Combine information of different types or from different sources for designs
01.05	Identify the context in which the designs will be used
01.06	Identify which file format to use for saving and exchanging designs
01.07	Store and retrieve files effectively, in line with local guidelines and conventions where available
Use design software tools to create, manipulate and edit designs	
02.01	Use suitable tools and techniques to create designs
02.02	Use appropriate tools and techniques to manipulate and edit designs
02.03	Check designs meet needs, using IT tools and making corrections as necessary

Qualification Framework : RQF
 Title : Design Software
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: T/502/4573 : Design Software	
Obtain, insert and combine information for designs	
Assessment Criterion - The learner can:	
01.01	Describe what designs are needed
01.02	Obtain, input and prepare designs to meet needs
01.03	Describe what copyright and other constraints apply to the use of designs
01.04	Use appropriate techniques to organise and combine information of different types or from different sources
01.05	Describe the context in which the designs will be used
01.06	Describe what file format to use for saving designs to suit different presentation methods
01.07	Store and retrieve files effectively, in line with local guidelines and conventions where available
Use design software tools to create, manipulate and edit designs	
02.01	Identify what technical factors affecting designs need to be taken into account and how to do so
02.02	Select and use suitable techniques to create designs
02.03	Use guide lines and dimensioning tools appropriately to enhance precision
02.04	Select and use appropriate tools and techniques to manipulate and edit for designs
02.05	Check designs meet needs, using IT tools and making corrections as necessary
02.06	Identify and respond to quality problems with designs to make sure that they meet needs



Qualification Framework : RQF
 Title : Desktop Publishing Software
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: D/502/4566 : Desktop Publishing Software	
Select and use appropriate designs and page layouts for publications	
Assessment Criterion - The learner can:	
01.01	Describe what types of information are needed
01.02	Describe how to change page design and layout to increase effectiveness of a publication
01.03	Select, change and use an appropriate page design and layout for publications in line with local guidelines, where relevant
01.04	Select and use appropriate media for the publication
Input and combine text and other information within publications	
02.01	Find and input information into a publication so that it is ready for editing and formatting
02.02	Organise and combine information for publications in line with any copyright constraints, including importing information produced using other software
02.03	Describe how copyright constraints affect use of own and others information
02.04	Describe which file format to use for saving designs and images
02.05	Store and retrieve publication files effectively, in line with local guidelines and conventions where available
Use desktop publishing software techniques to edit and format publications	
03.01	Identify what editing and formatting to use for the publication
03.02	Select and use appropriate techniques to edit publications and format text
03.03	Manipulate images and graphic elements accurately
03.04	Control text flow within single and multiple columns and pages
03.05	Check publications meet needs, using IT tools and making corrections as necessary
03.06	Identify and respond to quality problems with publications to make sure they meet needs



Qualification Framework : RQF
 Title : Desktop Publishing Software
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 40
 Unit Credit Value : 5
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: H/502/4567 : Desktop Publishing Software	
Select and use appropriate designs and page layouts for publications	
Assessment Criterion - The learner can:	
01.01	Explain what types of information are needed
01.02	Explain when and how to change page design and layout to increase effectiveness of a publication
01.03	Select, change, define, create and use appropriate page design and layout for publications in line with local guidelines, where relevant
01.04	Select and use appropriate media for the publication
Input and combine text and other information within publications	
02.01	Find and input information into a publication so that it is ready for editing and formatting
02.02	Organise and combine information for publications in line with any copyright constraints, including importing information produced using other software
02.03	Provide guidance on how copyright constraints affect use of own and others information
02.04	Explain which file format to use for saving designs and images
02.05	Store and retrieve publication files effectively, in line with local guidelines and conventions where available
Use desktop publishing software techniques to edit and format publications	
03.01	Determine and discuss what styles, colours, font schemes, editing and formatting to use for the publication
03.02	Create styles, colours and font schemes to meet needs
03.03	Select and use appropriate techniques to edit publications and format text
03.04	Manipulate images and graphic elements accurately
03.05	Control text flow within single and multiple columns and pages
03.06	Check publications meet needs, using IT tools and making corrections as necessary
03.07	Identify and respond appropriately to quality problems with publications to ensure that outcomes are fit for purpose and meet needs



Qualification Framework : RQF
 Title : Desktop Publishing Software
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: Y/502/4565 : Desktop Publishing Software	
Select and use appropriate designs and page layouts for publications	
Assessment Criterion - The learner can:	
01.01	Identify what types of information are needed
01.02	Identify what page design and layout will be required
01.03	Select and use an appropriate page design and layout for publications in line with local guidelines, where relevant
01.04	Select and use appropriate media for the publication
Input and combine text and other information within publications	
02.01	Input information into publications so that it is ready for editing and formatting
02.02	Identify copyright constraints on using others information
02.03	Organise and combine information of different types or from different sources in line with any copyright constraints
02.04	Store and retrieve publication files effectively, in line with local guidelines and conventions where available
Use desktop publishing software techniques to edit and format publications	
03.01	Identify what editing and formatting to use for the publication
03.02	Select and use appropriate techniques to edit publications and format text
03.03	Manipulate images and graphic elements accurately
03.04	Control text flow within single and multiple columns and pages
03.05	Check publications meet needs, using IT tools and making corrections as necessary

Unit Specification
J/502/4299
Using Email



Qualification Framework : RQF
Title : Using Email
Unit Level : Level 1
Unit Sub Level : None
Guided Learning Hours : 15
Unit Credit Value : 2
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: J/502/4299 : Using Email	
Use e-mail software tools and techniques to compose and send messages	
Assessment Criterion - The learner can:	
01.01	Use software tools to compose and format e-mail messages
01.02	Attach files to e-mail messages
01.03	Send e-mail messages
01.04	Identify how to stay safe and respect others when using e-mail
01.05	Use an address book to store and retrieve contact information
Manage incoming email effectively	
02.01	Follow guidelines and procedures for using e-mail
02.02	Identify when and how to respond to e-mail messages
02.03	Read and respond to e-mail messages appropriately
02.04	Identify what messages to delete and when to do so
02.05	Organise and store e-mail messages
02.06	Respond appropriately to common e-mail problems

Unit Specification
M/502/4300
Using Email



Qualification Framework : RQF
Title : Using Email
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: M/502/4300 : Using Email	
Use e-mail software tools and techniques to compose and send messages	
Assessment Criterion - The learner can:	
01.01	Select and use software tools to compose and format e-mail messages, including attachments
01.02	Determine the message size and how it can be reduced
01.03	Send e-mail messages to individuals and groups
01.04	Describe how to stay safe and respect others when using e-mail
01.05	Use an address book to organise contact information
Manage incoming e-mail effectively	
02.01	Follow guidelines and procedures for using e-mail
02.02	Read and respond to e-mail messages appropriately
02.03	Use email software tools and techniques to automate responses
02.04	Describe how to archive e-mail messages, including attachments
02.05	Organise, store and archive e-mail messages effectively
02.06	Respond appropriately to e-mail problems

Qualification Framework : RQF
 Title : Using Email
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: T/502/4301 : Using Email	
Use e-mail software tools and techniques to compose and send messages	
Assessment Criterion - The learner can:	
01.01	Select and use software tools to compose and format e-mail messages, including attachments
01.02	Explain methods to improve message transmission
01.03	Send e-mail messages to individuals and groups
01.04	Explain why and how to stay safe and respect others when using e-mail
01.05	Use an address book to manage contact information
Manage use of e-mail software effectively	
02.01	Develop and communicate guidelines and procedures for using e-mail effectively
02.02	Read and respond appropriately to e-mail messages and attachments
02.03	Use email software tools and techniques to automate responses
02.04	Explain why, how and when to archive messages
02.05	Organise, store and archive e-mail messages effectively
02.06	Customise e-mail software to make it easier to use
02.07	Explain how to minimise e-mail problems
02.08	Respond appropriately to email problems

Qualification Framework : RQF
Title : Imaging Software
Unit Level : Level 1
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: J/502/4612 : Imaging Software	
Obtain, insert and combine information for images	
Assessment Criterion - The learner can:	
01.01	Identify what images are needed
01.02	Obtain, input and prepare images to meet needs
01.03	Identify what generic copyright and other constraints apply to the use of images
01.04	Combine information of different types or from different sources for images
01.05	Identify the context in which the images will be used
01.06	Identify which file format to use for saving and exchanging images
01.07	Store and retrieve files effectively, in line with local guidelines and conventions where available
Use imaging software tools to create, manipulate and edit images	
02.01	Use suitable tools and techniques to create images
02.02	Use appropriate tools and techniques to manipulate and edit images
02.03	Check images meet needs, using IT tools and making corrections as necessary

Qualification Framework : RQF
 Title : Imaging Software
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: L/502/4613 : Imaging Software	
Obtain, insert and combine information for images	
Assessment Criterion - The learner can:	
01.01	Describe what images are needed
01.02	Obtain, input and prepare images to meet needs
01.03	Describe what copyright and other constraints apply to the use of images
01.04	Use appropriate techniques to organise and combine information of different types or from different sources
01.05	Describe the context in which the images will be used
01.06	Describe what file format to use for saving images to suit different presentation methods
01.07	Store and retrieve files effectively, in line with local guidelines and conventions where available
Use imaging software tools to create, manipulate and edit images	
02.01	Identify what technical factors affecting images need to be taken into account and how to do so
02.02	Select and use suitable techniques to create images
02.03	Use guide lines and dimensioning tools appropriately to enhance precision
02.04	Select and use appropriate tools and techniques to manipulate and edit images
02.05	Check images meet needs, using IT tools and making corrections as necessary
02.06	Identify and respond to quality problems with images to make sure that they meet needs

Qualification Framework : RQF
 Title : Imaging Software
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 40
 Unit Credit Value : 5
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: R/502/4614 : Imaging Software	
Obtain, insert and combine information for images	
Assessment Criterion - The learner can:	
01.01	Explain what images are needed
01.02	Explain how the context affects the way images should be prepared
01.03	Provide guidance on what and how any copyright or other constraints may apply to the use of own and others images
01.04	Obtain, insert and prepare images
01.05	Explain how file format affects image quality, format and size and how to choose appropriate formats for savings images
01.06	Use appropriate techniques to organise and combine information of different types or from different sources
01.07	Store and retrieve files effectively, in line with guidelines and conventions where available
Use imaging software tools to create, manipulate and edit images	
02.01	Explain what technical factors affecting images need to be taken into account and how to do so
02.02	Select and use suitable tools and techniques efficiently to create images
02.03	Use guide lines and dimensioning tools appropriately to enhance precision
02.04	Select and use appropriate tools and techniques to manipulate and edit images
02.05	Check images meet needs, using IT tools and making corrections as necessary
02.06	Identify and respond appropriately to quality problems to ensure that images are fit for purpose and meet needs

Qualification Framework : RQF
 Title : Using the Internet
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: A/502/4297 : Using the Internet	
Connect to the Internet	
Assessment Criterion - The learner can:	
01.01	Identify different types of connection methods that can be used to access the Internet
01.02	Identify the benefits and drawbacks of the connection method used
01.03	Get online with an Internet connection
01.04	Use help facilities to solve Internet connection problems
Use browser software to navigate webpages effectively	
02.01	Select and use browser tools to navigate webpages
02.02	Identify when to change settings to aid navigation
02.03	Adjust browser settings to optimise performance and meet needs
02.04	Identify ways to improve the performance of a browser
Use browser tools to search for information from the Internet	
03.01	Select and use appropriate search techniques to locate information efficiently
03.02	Describe how well information meets requirements
03.03	Manage and use references to make it easier to find information another time
03.04	Download, organise and store different types of information from the Internet
Use browser software to communicate information online	
04.01	Identify opportunities to create, post or publish material to websites
04.02	Select and use appropriate tools and techniques to communicate information online
04.03	Use browser tools to share information sources with others
04.04	Submit information online
Understand the need for safety and security practices when working online	
05.01	Describe the threats to system performance when working online
05.02	Work responsibly and take appropriate safety and security precautions when working online
05.03	Describe the threats to information security when working online
05.04	Manage personal access to online sources securely
05.05	Describe the threats to user safety when working online
05.06	Describe how to minimise internet security risks
05.07	Apply laws, guidelines and procedures for safe and secure Internet use
05.08	Explain the importance of the relevant laws affecting Internet users

Qualification Framework : RQF
 Title : Using the Internet
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 40
 Unit Credit Value : 5
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: F/502/4298 : Using the Internet	
Select and set up an appropriate connection to access the Internet	
Assessment Criterion - The learner can:	
01.01	Identify different types of connection methods that can be used to access the Internet
01.02	Explain the benefits and drawbacks of different connection methods
01.03	Analyse the issues affecting different groups of users
01.04	Select and set up an Internet connection using an appropriate combination of hardware and software
01.05	Recommend a connection method for Internet access to meet identified needs
01.06	Diagnose and solve Internet connection problems
Set up and use browser software to navigate webpages	
02.01	Select and use browser tools to navigate webpages effectively
02.02	Explain when to change browser settings to aid navigation
02.03	Adjust and monitor browser settings to maintain and improve performance
02.04	Explain when and how to improve browser performance
02.05	Customise browser software to make it easier to use
Use browser tools to search effectively and efficiently for information from the Internet	
03.01	Select and use appropriate search techniques to locate information efficiently
03.02	Evaluate how well information meets requirements
03.03	Manage and use references to make it easier to find information another time
03.04	Download, organise and store different types of information from the Internet
Use browser software to communicate information online	
04.01	Identify and analyse opportunities to create, post or publish material to websites
04.02	Select and use appropriate tools and techniques to communicate information online
04.03	Share and submit information online using appropriate language and moderate content from others
Develop and apply appropriate safety and security practices and procedures when working online	
05.01	Explain the threats to system performance when working online
05.02	Work responsibly and take appropriate safety and security precautions when working online
05.03	Explain the threats to information security and integrity when working online
05.04	Keep information secure and manage user access to online sources securely
05.05	Explain the threats to user safety when working online
05.06	Explain how to minimise internet security risks
05.07	Develop and promote laws, guidelines and procedures for safe and secure use of the Internet

Qualification Framework : RQF
 Title : Using the Internet
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: T/502/4296 : Using the Internet	
Connect to the internet	
Assessment Criterion - The learner can:	
01.01	Identify different types of connection methods that can be used to access the Internet
01.02	Access the Internet or intranet
Use browser software to navigate web pages	
02.01	Use browser tools to navigate webpages
02.02	Identify when to change browser settings to aid navigation
02.03	Adjust browser settings to meet needs
02.04	Use browser help facilities
Use browser tools to search for information from the internet	
03.01	Select and use appropriate search techniques to locate information
03.02	Outline how information meets requirements
03.03	Use references to make it easier to find information another time
03.04	Download and save different types of information from the Internet
Use browser software to communicate information online	
04.01	Select and use tools and techniques to communicate information online
04.02	Use browser tools to share information sources with others
04.03	Submit information online using forms or interactive sites
04.04	Identify opportunities to post or publish material to websites
Follow and understand the need for safety and security practices when working online	
05.01	Identify the threats to user safety when working online
05.02	Outline how to minimise internet security risks
05.03	Work responsibly and take appropriate safety and security precautions when working online
05.04	Keep personal information secure
05.05	Follow relevant laws, guidelines and procedures for the use of the Internet

Qualification Framework : RQF
Title : IT Security for Users
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: D/502/4258 : IT Security for Users	
Select, use and develop appropriate procedures to monitor and minimise security risk to IT systems and data	
Assessment Criterion - The learner can:	
01.01	Evaluate the security issues that may threaten system performance
01.02	Select, use and evaluate a range of security precautions to protect IT systems and monitor security
01.03	Evaluate the threats to system and information security and integrity
01.04	Manage access to information sources securely to maintain confidentiality, integrity and availability of information
01.05	Explain why and how to minimise security risks to hardware, software and data for different users
01.06	Apply, maintain and develop guidelines and procedures for the secure use of IT
01.07	Select and use effective backup and archiving procedures for systems and data

Qualification Framework : RQF
Title : IT Security for Users
Unit Level : Level 1
Unit Sub Level : None
Guided Learning Hours : 10
Unit Credit Value : 1
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: R/502/4256 : IT Security for Users	
Use appropriate methods to minimise security risks to IT systems and data	
Assessment Criterion - The learner can:	
01.01	Identify security issues that may threaten system performance
01.02	Take appropriate security precautions to protect IT systems and data
01.03	Identify threats to information security associated with the widespread use of technology
01.04	Take appropriate precautions to keep information secure
01.05	Follow relevant guidelines and procedures for the secure use of IT
01.06	Describe why it is important to backup data securely
01.07	Ensure personal data is backed up to appropriate media

Qualification Framework : RQF
Title : IT Security for Users
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 15
Unit Credit Value : 2
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: Y/502/4257 : IT Security for Users	
Select and use appropriate methods to minimise security risk to IT systems and data	
Assessment Criterion - The learner can:	
01.01	Describe the security issues that may threaten system performance
01.02	Apply a range of security precautions to protect IT systems and data
01.03	Describe the threats to system and information security and integrity
01.04	Keep information secure and manage personal access to information sources securely
01.05	Describe ways to protect hardware, software and data and minimise security risk
01.06	Apply guidelines and procedures for the secure use of IT
01.07	Describe why it is important to backup data and how to do so securely
01.08	Select and use effective backup procedures for systems and data

Qualification Framework : RQF
 Title : Using Mobile IT Devices
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 15
 Unit Credit Value : 2
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: H/502/4374 : Using Mobile IT Devices	
Set up the mobile device to meet needs	
Assessment Criterion - The learner can:	
01.01	Set up the mobile device for use
01.02	Use mobile device interface features effectively
01.03	Identify when and how to adjust device settings
01.04	Adjust device settings to meet needs
01.05	Identify any specific health and safety issues associated with the use of mobile devices
01.06	Follow guidelines and procedures for the use of mobile devices
Use applications and files on the mobile device	
02.01	Identify the different applications on the mobile device and what they can be used for
02.02	Select and use applications and files on the mobile device for an appropriate purpose
02.03	Input data accurately into a mobile device
02.04	Organise, store and retrieve data on a mobile device
Transfer data to and from the mobile device	
03.01	Identify different types of secure connection methods that can be used between devices
03.02	Transfer information to and from a mobile device
03.03	Recognise copyright and other constraints on the use and transfer of information
03.04	Identify why it is important to stay safe, keep information secure and to respect others when using a mobile device
03.05	Keep information secure when using a mobile device
Maintain the performance of the mobile device	
04.01	Identify factors that can affect performance of the mobile device
04.02	Use appropriate techniques to maintain the performance of the mobile device
04.03	Identify common problems that occur with mobile devices and what causes them
04.04	Identify when to try to solve a problem and where to get expert advice
04.05	Use available resources to respond quickly and appropriately to common device problems

Qualification Framework : RQF
 Title : Using Mobile IT Devices
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 15
 Unit Credit Value : 2
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: K/502/4375 : Using Mobile IT Devices	
Set up and customise the mobile device to meet needs	
Assessment Criterion - The learner can:	
01.01	Describe the purpose of the different features and drawbacks of the mobile device
01.02	Describe different methods that can be used to access mobile networks
01.03	Prepare, set up and configure the mobile device for use
01.04	Select, use and customise interface features and settings to meet needs and improve efficiency
01.05	Describe any specific health and safety issues associated with the use of mobile devices
01.06	Apply guidelines and procedures for the use of mobile devices
Select and use applications and files on the mobile device	
02.01	Select and use applications and files on the mobile device for an appropriate purpose
02.02	Define file formats appropriate for mobile devices
02.03	Use software or tools to prepare or convert files to an appropriate format for mobile devices
02.04	Input data accurately into a mobile device
02.05	Organise, store and retrieve data efficiently on a mobile device
Use tools and techniques to transfer data to and from mobile devices	
03.01	Describe different types of secure connection methods that can be used between devices
03.02	Describe software requirements and techniques to connect and synchronise devices
03.03	Transfer information to and from mobile devices using secure connection procedures
03.04	Synchronise mobile device data with source data
03.05	Recognise copyright and other constraints on the use and transfer of information
03.06	Explain why it is important to stay safe, keep information secure and to respect others when using mobile devices
03.07	Keep information secure when using a mobile device
Optimise the performance of mobile devices	
04.01	Describe the factors that can affect performance of the mobile device and how to make improvements
04.02	Use appropriate techniques to optimise the performance of the mobile device
04.03	Describe problems that may occur with mobile devices and what causes them
04.04	Use an appropriate fault-finding procedure to identify and solve problems with the mobile device
04.05	Describe when to try to solve a problem and where to get expert advice

Qualification Framework : RQF
 Title : Multimedia Software
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: D/502/4616 : Multimedia Software	
Plan the content and organisation of multimedia products to meet needs	
Assessment Criterion - The learner can:	
01.01	Describe the type of multimedia outcome needed and the specification that it must meet
01.02	Select and use appropriate techniques to plan and communicate the content, design and layout of multimedia products
01.03	Identify how the different elements of the content will be sourced and how they will relate in the design layout
01.04	Plan the use of interactive features and transitions to meet needs
01.05	Describe how copyright and other constraints affect use of own and others information
Obtain, input and combine content to build multimedia outcomes	
02.01	Select and use an appropriate combination of input device, software and input techniques to obtain and input relevant content for multimedia outcomes
02.02	Combine information of different types or from different sources for multimedia outcomes
02.03	Describe the file format and storage media to use
02.04	Store and retrieve multimedia files effectively, in line with local guidelines and conventions where available
Use multimedia software tools to edit and format multimedia content to meet requirements	
03.01	Select and use appropriate techniques to edit and format multimedia outcomes
03.02	Manipulate images and graphic elements accurately
03.03	Check multimedia outcomes meet needs, using IT tools and making corrections as necessary
03.04	Adjust outcomes in response to any identified quality problems
Play and present multimedia outcomes	
04.01	Describe what combination of display device and software to use for displaying different multimedia file formats
04.02	Select and use appropriate software for displaying multimedia outcomes
04.03	Select and use appropriate navigation techniques and playback controls to suit the files
04.04	Adjust the display settings of the software and display device to present outcomes effectively

Qualification Framework : RQF
 Title : Multimedia Software
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 45
 Unit Credit Value : 6
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: H/502/4617 : Multimedia Software	
Plan the content and organisation of multimedia products to meet needs	
Assessment Criterion - The learner can:	
01.01	Select and use appropriate techniques to plan and communicate the content, design and layout of multimedia outcomes
01.02	Plan the use of interactive features, transitions and effects to meet needs
01.03	Explain the type of multimedia outcome needed and the specification that it must meet
01.04	Develop the design layout for multimedia outcomes
01.05	Explain how the different elements of the content will relate and what elements of the content will be interactive
01.06	Summarise how copyright and other constraints affect use of own and others information
Obtain, input and combine content to build multimedia outcomes	
02.01	Select and use an appropriate combination of input device, software and input techniques to obtain and input the relevant content
02.02	Combine information of different types or from different sources for multimedia outcomes
02.03	Select and use appropriate software to write and compress multimedia files
02.04	Store and retrieve multimedia files effectively, in line with local guidelines and conventions where available
02.05	Explain when and why to use different file formats and file compression for saving multimedia files
Use tools and techniques to build and edit multimedia content	
03.01	Select and use appropriate techniques to edit and format multimedia outcomes
03.02	Manipulate images and graphic elements accurately
03.03	Check multimedia outcomes meet needs, using IT tools and making corrections as necessary
03.04	Identify and respond appropriately to quality problems to ensure that outcomes are fit for purpose and meet needs
Play and present multimedia outcomes	
04.01	Explain what combination of display device and software to use that will overcome any constraints there may be in displaying different multimedia file formats
04.02	Select and use appropriate software to optimise the display of multimedia outcomes and maximise impact
04.03	Select and adjust the display settings to exploit the features of the display device and optimise the quality of the presentation

Qualification Framework : RQF
 Title : Multimedia Software
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: Y/502/4615 : Multimedia Software	
Plan the content and organisation of multimedia products to meet needs	
Assessment Criterion - The learner can:	
01.01	Use simple techniques to plan the content and organisation of multimedia products
01.02	Identify the type of multimedia outcome to meet requirements
01.03	Identify what is required in the specification
01.04	Identify copyright or other constraints for using others information
Obtain, input and combine content to build multimedia outcomes	
02.01	Select and use an appropriate input device to enter content for multimedia outcomes
02.02	Combine information of different types or from different sources for multimedia outcomes
02.03	Identify the file format and storage media to use
02.04	Select and use appropriate software to write multimedia files
02.05	Store and retrieve multimedia files effectively, in line with local guidelines and conventions where available
Use multimedia software tools to edit and format multimedia content to meet requirements	
03.01	Select and use appropriate techniques to edit and format multimedia outcomes
03.02	Manipulate images and graphic elements accurately
03.03	Check multimedia outcomes meet needs, using IT tools and making corrections as necessary
Play and present multimedia outcomes	
04.01	Identify what display device to use for multimedia outcomes
04.02	Use appropriate techniques to navigate and display multimedia outcomes
04.03	Control the playback of multimedia files
04.04	Adjust display settings to meet needs



Qualification Framework : RQF
 Title : Optimise IT System Performance
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 15
 Unit Credit Value : 2
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: D/502/4244 : Optimise IT System Performance	
Maintain hardware and software in working order	
Assessment Criterion - The learner can:	
01.01	Identify the operating system and capacity of the computer system
01.02	Take appropriate steps to protect computer hardware against loss or damage
01.03	Run anti-virus and other security software regularly
01.04	Set up printers and other peripheral devices
Manage files to maintain system performance	
02.01	Use file navigation software to organise files into an appropriate folder structure
02.02	Backup and restore files and folders
02.03	Identify why it is important to undertake routine file housekeeping of the information stored on computer systems
02.04	Carry out routine file housekeeping so that information is easy to find
Respond to common IT system problems and errors	
03.01	Identify common IT system problems and responses
03.02	Respond appropriately to common IT system problems
03.03	Identify where to get expert advice
03.04	Seek expert advice when appropriate
Customise the working environment to meet needs	
04.01	Adjust system settings as appropriate to individual needs



Qualification Framework : RQF
 Title : Optimise IT System Performance
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: H/502/4245 : Optimise IT System Performance	
Keep computer hardware and software operating efficiently	
Assessment Criterion - The learner can:	
01.01	Describe the main features and functions of the computer operating system
01.02	Take appropriate steps to protect computer hardware from loss or damage
01.03	Configure anti-virus and other security software
01.04	Install and configure printers and other peripheral devices
01.05	Configure network settings for mobile and remote computing
01.06	Configure a computer to present or display information to an audience
Manage files and disks to optimise performance	
02.01	Use file navigation software to organise files into an appropriate folder structure
02.02	Backup and restore files and folders
02.03	Describe why it is important to undertake file housekeeping of the information stored on computer systems and how it affects performance
02.04	Manage file and disk housekeeping so that information is secure and easy to find
02.05	Share files and folders with other users
02.06	Distinguish between data and system file types
Troubleshoot and respond to common IT system problems and errors	
03.01	Describe common IT system problems and what causes them
03.02	Describe and record IT system problems to enable effective support
03.03	Describe when to try to solve a problem independently, and when to get expert advice
03.04	Troubleshoot and respond to IT system problems appropriately
03.05	Check that errors and problems have been resolved satisfactorily
Customise the working environment to optimise performance	
04.01	Describe methods that can be used to optimise system performance
04.02	Select and adjust system settings to optimise performance as appropriate
04.03	Configure the automatic start of programmes and other graphical display options
Maintain software to meet performance needs	
05.01	Describe when and how to upgrade software
05.02	Use appropriate techniques to maintain software
05.03	Locate and install driver files for different devices

Unit Specification
K/502/4246
 Optimise IT System Performance



Qualification Framework : RQF
 Title : Optimise IT System Performance
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 40
 Unit Credit Value : 5
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: K/502/4246 : Optimise IT System Performance	
Keep computer hardware and software operating efficiently	
Assessment Criterion - The learner can:	
01.01	Explain the factors that should be taken into account when choosing an operating system
01.02	Take appropriate steps to protect computer hardware from loss or damage
01.03	Explain why routine fault-finding procedures are important
01.04	Use an appropriate fault-finding procedure to routinely monitor hardware performance
01.05	Configure anti-virus and other security software
01.06	Install and configure printers and other peripheral devices
01.07	Configure synchronisation and maintain security on remote access sessions
01.08	Configure a computer to present or display information to an audience
Manage files to maintain and improve performance	
02.01	Explain why it is important to undertake file housekeeping of the information stored on computer systems and how it affects performance
02.02	Use file navigation software to organise files into an appropriate folder structure
02.03	Archive, backup and restore files and folders
02.04	Manage file and disk housekeeping so that information is secure and easy to find
02.05	Configure access to remote file systems
02.06	Distinguish between data and system file types
Troubleshoot and respond to IT system problems quickly and effectively	
03.01	Assess IT system problems, explain what causes them and how to respond to them and avoid similar problems in the future
03.02	Carry out contingency planning to recover from system failure and data loss
03.03	Monitor and record IT system problems to enable effective response
03.04	Monitor system settings and adjust when necessary
03.05	Explain when and where to get expert advice
03.06	Help others to select and use appropriate resources to respond to IT system problems
03.07	Check that errors and problems have been resolved satisfactorily
Plan and monitor the routine and non-routine maintenance of hardware and software	
04.01	Clarify the resources that will be needed to carry out maintenance
04.02	Develop a plan for the maintenance of IT hardware and software
04.03	Monitor the implementation of maintenance plans, updating them where necessary
Review and modify hardware and software to maintain performance	
05.01	Use appropriate techniques to maintain software for optimum performance
05.02	Clarify when and how to upgrade software
05.03	Review and modify hardware settings to maintain performance



Qualification Framework : RQF
 Title : Personal Information Management Software
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 15
 Unit Credit Value : 2
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: L/502/4370 : Personal Information Management Software	
Use calendars to schedule appointments and meetings	
Assessment Criterion - The learner can:	
01.01	Create, edit and delete multiple calendar entries
01.02	Arrange recurring appointments
01.03	Invite others to meetings and monitor attendance
01.04	Respond to meeting requests from others
01.05	Create reminders for calendar appointments and events
01.06	Locate, organise and display appointments and events as required
01.07	Import and export calendar data
01.08	Describe how to share calendars with other users
Use a task list to prioritise activities	
02.01	Create, edit and delete task information
02.02	Organise and display tasks, setting targets for completion
02.03	Monitor task progress and set reminders
02.04	Report on task status and activity
02.05	Use software features to work collaboratively on tasks with other users
Use an address book to store, organise and retrieve contact information	
03.01	Create, update and delete contact information
03.02	Locate, organise and display contact information efficiently
03.03	Create additional contact lists to separate work and leisure contacts
03.04	Select and export contact details for use in other applications
03.05	Create and modify a distribution list
03.06	Share contact information with others responsibly
03.07	Explain why it is important to use personal data responsibly and safely
03.08	Describe why and how to keep contact information up to date



Qualification Framework : RQF
 Title : Personal Information Management Software
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 15
 Unit Credit Value : 2
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: Y/502/4369 : Personal Information Management Software	
Use a calendar to schedule appointments	
Assessment Criterion - The learner can:	
01.01	Create, edit and delete calendar entries
01.02	Arrange recurring appointments
01.03	Invite others to meetings and monitor attendance
01.04	Respond to meeting requests from others
01.05	Create reminders for calendar appointments
01.06	Organise and display appointments as required
Use a task list to prioritise activities	
02.01	Create, edit and delete task information
02.02	Organise and display tasks, setting targets for completion
02.03	Monitor task progress and set reminders
02.04	Report on task status and activity
Use an address book to store, organise and retrieve contact information	
03.01	Create, edit and delete contact information
03.02	Organise and display contact information
03.03	Set up a distribution list
03.04	Describe why it is important to use personal data responsibly and safely
03.05	Outline why and how to keep contact information up to date



Qualification Framework : RQF
 Title : Project Management Software
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 40
 Unit Credit Value : 5
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: H/502/4620 : Project Management Software	
Create and define a project	
Assessment Criterion - The learner can:	
01.01	Explain the critical information about the project that must be included
01.02	Create, store and retrieve project management files in line with local guidelines where applicable
01.03	Define the project file properties and project options
01.04	Create master and sub-projects
01.05	Create links across projects and manage changes to linked tasks
Enter and edit information about project tasks and resources	
02.01	Identify the critical tasks and milestones to be completed
02.02	Explain how to set up any deadlines and constraints which apply to the project
02.03	Enter and edit information about project tasks
02.04	Explain how to resolve issues of resource availability and utilisation
02.05	Enter and edit information about resources to be used in the project
02.06	Create and apply a task calendar for scheduling tasks
02.07	Identify and resolve any issues of resource allocation
02.08	Define and set up dependencies between tasks
Update information about project progress	
03.01	Explain the methods available to track project progress and review against plans
03.02	Use editing and formatting techniques to update project elements
03.03	Update task status in line with progress
03.04	Update information about resources as required
03.05	Compare actual progress with project baseline and reschedule uncompleted tasks
03.06	Identify and assess the impact of risks and issues on the project
03.07	Manage information on project risks and issues
Select and use appropriate tools and techniques to display and report on project status	
04.01	Create and customise project reports to meet needs
04.02	Use filtering and formatting techniques to display project information to meet needs
04.03	Share project information with other applications



Qualification Framework : RQF
 Title : Project Management Software
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: K/502/4618 : Project Management Software	
Create and define a project	
Assessment Criterion - The learner can:	
01.01	Identify the main components of the project management software
01.02	Identify the information about the project that must be included
01.03	Create a new project file using templates where appropriate
01.04	Store and retrieve project management files effectively in line with local guidelines for storage and use of data where applicable
Enter and edit information about project tasks and resources	
02.01	Identify types of tasks, milestones, deadlines and constraints
02.02	Enter and edit information about project tasks
02.03	Identify time and resources required for the project
02.04	Apply a task calendar for scheduling tasks
02.05	Enter and edit information about resources for use in the project
02.06	Mark any dependencies between tasks
02.07	Assign resources to tasks
Update information about project progress	
03.01	Use editing and formatting techniques to update project elements
03.02	Update task status in line with progress
03.03	Update information about resources as required
Select and use appropriate tools and techniques to display and report on project status	
04.01	Use filtering and formatting techniques to display project information to meet needs
04.02	Select and generate project reports using pre-defined formats to meet needs

Qualification Framework : RQF
 Title : Project Management Software
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: M/502/4619 : Project Management Software	
Create and define a project	
Assessment Criterion - The learner can:	
01.01	Identify the critical information about the project that must be included
01.02	Create, store and retrieve project management files effectively in line with local guidelines for storage and use of data where applicable
01.03	Define the project file properties and project options
Enter and edit information about project tasks and resources	
02.01	Identify the critical tasks and milestones to be completed
02.02	Enter and edit information about project tasks
02.03	Identify any deadlines and constraints which apply to the project
02.04	Identify issues of resource availability and utilisation
02.05	Create and apply a task calendar for scheduling tasks
02.06	Enter and edit information about resources for use in the project
02.07	Adjust templates for project information
02.08	Set up and edit dependencies between tasks
Update information about project progress	
03.01	Describe the methods to update and report information about project progress
03.02	Use editing and formatting techniques to update project elements
03.03	Update task status in line with progress
03.04	Update information about resources as required
03.05	Compare actual progress with project baseline and reschedule uncompleted tasks
03.06	Identify any risks and issues that may have an impact on the project
Select and use appropriate tools and techniques to display and report on project status	
04.01	Select and create project reports to meet needs
04.02	Use filtering and formatting techniques to display project information to meet needs
04.03	Share project information with other applications



Qualification Framework : RQF
 Title : Presentation Software
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: K/502/4621 : Presentation Software	
Input and combine text and other information within presentation slides	
Assessment Criterion - The learner can:	
01.01	Identify what types of information are required for the presentation
01.02	Select and use different slide layouts as appropriate for different types of information
01.03	Enter information into presentation slides so that it is ready for editing and formatting
01.04	Identify any constraints which may affect the presentation
01.05	Combine information of different forms or from different sources for presentations
01.06	Store and retrieve presentation files effectively, in line with local guidelines and conventions where available
Use presentation software tools to structure, edit and format slides	
02.01	Identify what slide structure to use
02.02	Select and use an appropriate template to structure slides
02.03	Select and use appropriate techniques to edit slides
02.04	Select and use appropriate techniques to format slides
Prepare slides for presentation to meet needs	
03.01	Identify how to present slides to meet needs and communicate effectively
03.02	Prepare slides for presentation
03.03	Check presentation meets needs, using IT tools and making corrections as necessary

Qualification Framework : RQF
 Title : Presentation Software
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: M/502/4622 : Presentation Software	
Input and combine text and other information within presentation slides	
Assessment Criterion - The learner can:	
01.01	Identify what types of information are required for the presentation
01.02	Enter text and other information using layouts appropriate to type of information
01.03	Insert charts and tables into presentation slides
01.04	Insert images, video or sound to enhance the presentation
01.05	Identify any constraints which may affect the presentation
01.06	Organise and combine information of different forms or from different sources for presentations
01.07	Store and retrieve presentation files effectively, in line with local guidelines and conventions where available
Use presentation software tools to structure, edit and format slide sequences	
02.01	Identify what slide structure and themes to use
02.02	Select, change and use appropriate templates for slides
02.03	Select and use appropriate techniques to edit slides and presentations to meet needs
02.04	Select and use appropriate techniques to format slides and presentations
02.05	Identify what presentation effects to use to enhance the presentation
02.06	Select and use animation and transition effects appropriately to enhance slide sequences
Prepare slideshow for presentation	
03.01	Describe how to present slides to meet needs and communicate effectively
03.02	Prepare slideshow for presentation
03.03	Check presentation meets needs, using IT tools and making corrections as necessary
03.04	Identify and respond to any quality problems with presentations to ensure that presentations meet needs

Qualification Framework : RQF
 Title : Presentation Software
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 45
 Unit Credit Value : 6
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: T/502/4623 : Presentation Software	
Input and combine text and other information within presentation slides	
Assessment Criterion - The learner can:	
01.01	Explain what types of information are required for the presentation
01.02	Enter text and other information using layouts appropriate to type of information
01.03	Insert charts and tables and link to source data
01.04	Insert images, video or sound to enhance the presentation
01.05	Identify any constraints which may affect the presentation
01.06	Organise and combine information for presentations in line with any constraints
01.07	Store and retrieve presentation files effectively, in line with local guidelines and conventions where available
Use presentation software tools to structure, edit and format presentations	
02.01	Explain when and how to use and change slide structure and themes to enhance presentations
02.02	Create, amend and use appropriate templates and themes for slides
02.03	Explain how interactive and presentation effects can be used to aid meaning or impact
02.04	Select and use appropriate techniques to edit and format presentations to meet needs
02.05	Create and use interactive elements to enhance presentations
02.06	Select and use animation and transition techniques appropriately to enhance presentations
Prepare interactive slideshow for presentation	
03.01	Explain how to present slides to communicate effectively for different contexts
03.02	Prepare interactive slideshow and associated products for presentation
03.03	Check presentation meets needs, using IT tools and making corrections as necessary
03.04	Evaluate presentations, identify any quality problems and discuss how to respond to them
03.05	Respond appropriately to quality problems to ensure that presentations meet needs and are fit for purpose

Qualification Framework : RQF
 Title : Internet Safety for IT users
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: H/502/9154 : Internet Safety for IT users	
Understand the risks that can exist when using the Internet.	
Assessment Criterion - The learner can:	
01.01	Identify risks to user safety and privacy.
01.02	Identify risks to data security.
01.03	Identify risks to system performance and integrity.
01.04	Outline how to minimise Internet risks.
01.05	Outline factors that affect the reliability of information on websites.
Know how to safeguard self and others when working online.	
02.01	Take appropriate precautions to ensure own safety and privacy.
02.02	Protect personal information online.
02.03	Carry out checks on others' online identity.
02.04	Describe the forms and features of cyberbullying.
02.05	Identify when and how to report online safety issues.
02.06	Identify where to get online help and information on e-safety.
Take precautions to maintain data security.	
03.01	Take appropriate precautions to maintain data security.
03.02	Take appropriate precautions to maintain system performance and integrity.
03.03	Use appropriate browser safety and security settings.
03.04	Use appropriate client software safety and security settings.
Follow legal constraints, guidelines and procedures which apply when working online.	
04.01	Identify legal constraints on the uploading and downloading of software and other digital content.
04.02	Identify legal constraints on online behaviour.
04.03	Correctly observe guidelines and procedures for the safe use of the Internet.



Qualification Framework : RQF
 Title : IT Software Fundamentals
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: L/502/4384 : IT Software Fundamentals	
Select and use software applications to meet needs and solve problems	
Assessment Criterion - The learner can:	
01.01	Identify different software applications and give examples of their use
01.02	Select and use appropriate software applications to develop, produce and present different types of information to meet needs and solve problems
01.03	Identify what types of information are needed
Enter, develop and format different types of information to suit its meaning and purpose	
02.01	Enter, organise and format different types of information to meet needs
02.02	Apply editing techniques to refine information as required
02.03	Combine information of different forms or from different sources to meet needs
02.04	Select and use appropriate page layout to present information effectively
Present information in ways that are fit for purpose and audience	
03.01	Work accurately and proof-read, using software facilities where appropriate for the task
03.02	Produce information that is fit for purpose and audience using commonly accepted layouts as appropriate
Make effective use of IT tools and facilities to present information	
04.01	Review and modify work as it progresses to ensure the result is fit for purpose and audience
04.02	Review the effectiveness of the IT tools selected to meet presentation needs



Qualification Framework : RQF
 Title : IT Software Fundamentals
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: R/502/4385 : IT Software Fundamentals	
Select and use appropriate software applications to meet needs and solve problems	
Assessment Criterion - The learner can:	
01.01	Describe what types of information are needed
01.02	Select and use software applications to develop, produce and present different types of information to meet needs and solve problems
Enter, develop, combine and format different types of information to suit its meaning and purpose	
02.01	Enter, organise, refine and format different types of information, applying editing techniques to meet needs
02.02	Use appropriate techniques to combine image and text components
02.03	Combine information of different forms or from different sources
02.04	Select and use appropriate page layout to present information effectively
Present information in ways that are fit for purpose and audience	
03.01	Work accurately and proof-read, using software facilities where appropriate
03.02	Identify inconsistencies or quality issues with the presentation of information
03.03	Produce information that is fit for purpose and audience using accepted layouts and conventions as appropriate
Evaluate the selection and use of IT tools and facilities to present information	
04.01	Review and modify work as it progresses to ensure the result is fit for purpose and audience and to inform future judgements
04.02	Review the effectiveness of the IT tools selected to meet needs in order to improve future work

Qualification Framework : RQF
 Title : Set Up an IT System
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: L/502/4210 : Set Up an IT System	
Select and connect up a personal computer safely with associated hardware and storage media to meet needs	
Assessment Criterion - The learner can:	
01.01	Describe what IT system components, storage and peripheral devices are needed
01.02	Describe any health and safety issues associated with setting up an IT system
01.03	Describe the characteristics of IT systems that affect performance
01.04	Select and connect up the components of an IT system safely, including any peripheral devices and storage media
Select and connect an IT system to a communication service to meet needs	
02.01	Select and connect communication hardware safely to an IT system
02.02	Describe the factors that affect data transfer
02.03	Select and connect to a communication service from an IT system
02.04	Identify the login and password details needed to connect to an Internet Service Provider (ISP)
Install and configure software for use	
03.01	Configure the user interface to meet needs
03.02	Describe what security precautions need to be addressed
03.03	Set up and configure virus protection software
03.04	Install and set up application software to meet needs
03.05	Backup and restore system and data files
Check that the IT system and communication service are working successfully	
04.01	Identify what tests can be used to check the IT system and communications
04.02	Select and run suitable tests to make sure that the system and communication service are working successfully
04.03	Identify the help and troubleshooting facilities available to solve problems
04.04	Respond to faults and error messages and use help and troubleshooting facilities to determine and take appropriate action

Qualification Framework : RQF
 Title : Set Up an IT System
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 40
 Unit Credit Value : 5
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: R/502/4211 : Set Up an IT System	
Select and connect up a personal computer safely with associated hardware and storage media to meet needs	
Assessment Criterion - The learner can:	
01.01	Explain the reasons for choosing different system components and how to avoid any compatibility issues between hardware and software
01.02	Explain any health and safety issues associated with setting up an IT system
01.03	Explain the characteristics of IT systems that affect performance
01.04	Select and connect up the components of an IT system safely, including any peripheral devices and storage media
Select and connect IT system to a communication service successfully to meet needs	
02.01	Explain the reasons for choosing a communication service
02.02	Explain what effect variations in data transmission speed may have
02.03	Select and connect communication hardware safely to an IT system
02.04	Select and connect to a communication service from an IT system
02.05	Explain the factors which influence choice of Internet Service Providers
Install and configure operating system and application software for use	
03.01	Configure the user interface to meet needs
03.02	Explain what security precautions need to be addressed for the system to be used securely online by several users
03.03	Install, set up and configure virus protection and other security systems and software
03.04	Explain the benefits and risks of using disk partitions or other backup locations
03.05	Establish a backup routine for data and system
03.06	Install, set up and configure application software to meet needs
Check that the IT system and communication service are working successfully	
04.01	Explain what system tests and communication tests are needed and why
04.02	Select and run suitable tests to make sure that the system and communication service are working successfully
04.03	Explain the range of help and troubleshooting facilities available to solve problems
04.04	Establish procedures for recovery in the event of system faults or failure
04.05	Respond to faults and error messages and use help and troubleshooting facilities to determine and take appropriate action

Qualification Framework : RQF
 Title : Set Up an IT System
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: Y/502/4209 : Set Up an IT System	
Connect up a personal computer, printer and peripheral devices safely	
Assessment Criterion - The learner can:	
01.01	Identify what IT system components, storage and peripheral devices are needed and how to connect them
01.02	Identify any health and safety issues associated with setting up an IT system
01.03	Connect up the components of an IT system safely, including a printer and other peripheral devices
01.04	Connect removable storage media to a PC safely
Connect to an IT communication service	
02.01	Connect communication hardware safely to a PC
02.02	Identify the details needed to connect to an Internet Service Provider (ISP)
02.03	Connect to a communication service from a PC
Set up software for use	
03.01	Configure the user interface to meet needs
03.02	Identify what security precautions need to be addressed when connecting to the internet
03.03	Set up and configure virus protection software
03.04	Set up files and software to meet needs
Check that the IT system and communication service are working successfully	
04.01	Identify simple tests that can be used to check the system
04.02	Identify simple communication tests that can be used to check the internet connection
04.03	Run tests to check that the system and communication service are working successfully
04.04	Identify how to report faults and seek expert help
04.05	Respond to error messages and report faults as appropriate



Qualification Framework : RQF
 Title : Specialist Software
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: A/502/4400 : Specialist Software	
Input and combine information using specialist software	
Assessment Criterion - The learner can:	
01.01	Input relevant information accurately so that it is ready for processing
01.02	Select and use appropriate techniques to link and combine information within the application and across different software applications
Create and modify appropriate structures to organise and retrieve information efficiently	
02.01	Evaluate the use of software functions to structure, layout and style information
02.02	Create, change and use appropriate structures and/or layouts to organise information efficiently
02.03	Manage data files effectively, in line with local and/or legal guidelines and conventions for the storage and use of data where available
Exploit the functions of the software effectively to process and present information	
03.01	Select and use appropriate tools and techniques to edit, analyse and format information
03.02	Check information meets needs, using IT tools and making corrections as necessary
03.03	Identify and respond appropriately to quality problems to ensure that outcomes are fit for purpose and meet needs
03.04	Select and use presentation methods to aid clarity and meaning

Qualification Framework : RQF
Title : Specialist Software
Unit Level : Level 1
Unit Sub Level : None
Guided Learning Hours : 15
Unit Credit Value : 2
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: L/502/4398 : Specialist Software	
Input, organise and combine information using specialist software	
Assessment Criterion - The learner can:	
01.01	Input relevant information accurately into existing templates and/or files so that it is ready for processing
01.02	Organise and combine information of different forms or from different sources
01.03	Follow local and/or legal guidelines for the storage and use of data where available
01.04	Respond appropriately to data entry error messages
Use tools and techniques to edit, process, format and present information	
02.01	Use appropriate tools and techniques to edit, process or format information
02.02	Check information meets needs, using IT tools and making corrections as necessary
02.03	Use appropriate presentation methods and accepted layouts

Qualification Framework : RQF
Title : Specialist Software
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: R/502/4399 : Specialist Software	
Input and combine information using specialist applications	
Assessment Criterion - The learner can:	
01.01	Input relevant information accurately so that it is ready for processing
01.02	Select and use appropriate techniques to link and combine information of different forms or from different sources within the software
01.03	Respond appropriately to data entry error messages
Use appropriate structures to organise and retrieve information efficiently	
02.01	Describe what functions to apply to structure and layout information effectively
02.02	Select and use appropriate structures and/or layouts to organise information
02.03	Apply local and/or legal guidelines and conventions for the storage and use of data where available
Use the functions of the software effectively to process and present information	
03.01	Select and use appropriate tools and techniques to edit, process and format information
03.02	Check information meets needs, using IT tools and making corrections as necessary
03.03	Select and use appropriate methods to present information

Qualification Framework : RQF
 Title : Spreadsheet Software
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: A/502/4624 : Spreadsheet Software	
Use a spreadsheet to enter, edit and organise numerical and other data	
Assessment Criterion - The learner can:	
01.01	Identify what numerical and other information is needed and how the spreadsheet should be structured to meet needs
01.02	Enter and edit numerical and other data accurately
01.03	Store and retrieve spreadsheet files effectively, in line with local guidelines and conventions where available
Use appropriate formulas and tools to summarise and display spreadsheet information	
02.01	Identify how to summarise and display the required information
02.02	Use functions and formulas to meet calculation requirements
02.03	Use spreadsheet tools and techniques to summarise and display information
Select and use appropriate tools and techniques to present spreadsheet information effectively	
03.01	Select and use appropriate tools and techniques to format spreadsheet cells, rows and columns
03.02	Identify which chart or graph type to use to display information
03.03	Select and use appropriate tools and techniques to generate, develop and format charts and graphs
03.04	Select and use appropriate page layout to present and print spreadsheet information
03.05	Check information meets needs, using spreadsheet tools and making corrections as necessary



Qualification Framework : RQF
 Title : Spreadsheet Software
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: F/502/4625 : Spreadsheet Software	
Use a spreadsheet to enter, edit and organise numerical and other data	
Assessment Criterion - The learner can:	
01.01	Identify what numerical and other information is needed in the spreadsheet and how it should be structured
01.02	Enter and edit numerical and other data accurately
01.03	Combine and link data across worksheets
01.04	Store and retrieve spreadsheet files effectively, in line with local guidelines and conventions where available
Select and use appropriate formulas and data analysis tools to meet requirements	
02.01	Identify which tools and techniques to use to analyse and manipulate data to meet requirements
02.02	Select and use a range of appropriate functions and formulas to meet calculation requirements
02.03	Use a range of tools and techniques to analyse and manipulate data to meet requirements
Select and use tools and techniques to present and format spreadsheet information	
03.01	Plan how to present and format spreadsheet information effectively to meet needs
03.02	Select and use appropriate tools and techniques to format spreadsheet cells, rows, columns and worksheets
03.03	Select and format an appropriate chart or graph type to display selected information
03.04	Select and use appropriate page layout to present and print spreadsheet information
03.05	Check information meets needs, using spreadsheet tools and making corrections as necessary
03.06	Describe how to find errors in spreadsheet formulas
03.07	Respond appropriately to any problems with spreadsheets



Qualification Framework : RQF
 Title : Spreadsheet Software
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 45
 Unit Credit Value : 6
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: J/502/4626 : Spreadsheet Software	
Use a spreadsheet to enter, edit and organise numerical and other data	
Assessment Criterion - The learner can:	
01.01	Identify what numerical and other information is needed in the spreadsheet and how it should be structured
01.02	Enter and edit numerical and other data accurately
01.03	Combine and link data from different sources
01.04	Store and retrieve spreadsheet files effectively, in line with local guidelines and conventions where available
Select and use appropriate formulas and data analysis tools and techniques to meet requirements	
02.01	Explain what methods can be used to summarise, analyse and interpret spreadsheet data and when to use them
02.02	Select and use a wide range of appropriate functions and formulas to meet calculation requirements
02.03	Select and use a range of tools and techniques to analyse and interpret data to meet requirements
02.04	Select and use forecasting tools and techniques
Use tools and techniques to present, and format and publish spreadsheet information	
03.01	Explain how to present and format spreadsheet information effectively to meet needs
03.02	Select and use appropriate tools and techniques to format spreadsheet cells, rows, columns and worksheets effectively
03.03	Select and use appropriate tools and techniques to generate, develop and format charts and graphs
03.04	Select and use appropriate page layout to present, print and publish spreadsheet information
03.05	Explain how to find and sort out any errors in formulas
03.06	Check spreadsheet information meets needs, using IT tools and making corrections as necessary
03.07	Use auditing tools to identify and respond appropriately to any problems with spreadsheets

Unit Specification
A/506/1964
Understand employer organisations



Qualification Framework : RQF
Title : Understand employer organisations
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 40
Unit Credit Value : 4
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: A/506/1964 : Understand employer organisations	
Understand organisational structures	
Assessment Criterion - The learner can:	
01.01	Explain the differences between the private sector, public sector and voluntary sector
01.02	Explain the functions of different organisational structures
01.03	Describe the features of different types of legal structures for organisations
Understand the organisational environment	
02.01	Describe the internal and external influences on organisations
02.02	Explain the use of different models of analysis in understanding the organisational environment
02.03	Explain why change in the business environment is important

Qualification Framework : RQF
Title : Understand customers
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 17
Unit Credit Value : 2
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: F/506/2131 : Understand customers	
Understand different types of customers	
Assessment Criterion - The learner can:	
01.01	Explain the distinctions between internal and external customers
01.02	Explain how cultural factors can affect customers expectations
01.03	Describe the characteristics of challenging customers
01.04	Explain how to identify dissatisfied customers
Understand the value of customers and their loyalty	
02.01	Explain how the achievement of the customer service offer contributes to enhancing customer loyalty
02.02	Explain the relationship between customer satisfaction and organisational performance
02.03	Explain how the reputation and image of an organisation affects customers perceptions of its products and/or services
02.04	Explain the potential consequences of customers dissatisfaction
02.05	Describe different methods of attracting customers and retaining their loyalty

Qualification Framework : RQF
 Title : Communication in a business environment
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 19
 Unit Credit Value : 3
 SSAs : 15.2 Administration
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: H/506/1893 : Communication in a business environment	
Understand the requirements of written and verbal business communication	
Assessment Criterion - The learner can:	
01.01	Explain why different communication methods are used in the business environment
01.02	Describe the communication requirements of different audiences
01.03	Explain the importance of using correct grammar, sentence structure, punctuation, spelling and conventions in business communications
01.04	Explain the importance of using appropriate body language and tone of voice when communicating verbally
Be able to produce written business communications	
02.01	Identify the nature, purpose, audience and use of the information to be communicated
02.02	Use communication channels that are appropriate to the information to be communicated and the audience
02.03	Present information in the format that meets the brief
02.04	Adhere to agreed business communication conventions and degree of formality of expression when producing documents
02.05	Produce business communications that are clear, accurate and correct
02.06	Meet agreed deadlines in communicating with others
Be able to communicate verbally in business environments	
03.01	Identify the nature, purpose, recipient/s and intended use of the information to be communicated
03.02	Use language that is appropriate for the recipients needs
03.03	Use body language and tone of voice to reinforce messages
03.04	Identify the meaning and implications of information that is communicated verbally
03.05	Confirm that a recipient has understood correctly what has been communicated
03.06	Respond in a way that is appropriate to the situation and in accordance with organisational policies and standards



Qualification Framework : RQF
Title : Principles of providing administrative services
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 25
Unit Credit Value : 4
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: J/506/1899 : Principles of providing administrative services	
Understand the organisation and administration of meetings	
Assessment Criterion - The learner can:	
01.01	Describe the features of different types of meetings
01.02	Outline the different ways of providing administrative support for meetings
01.03	Explain the steps involved in organising meetings
Understand the organisation of travel and accommodation	
02.01	Describe the features of different types of business travel and accommodation
02.02	Explain the purpose of confirming instructions and requirements for business travel and accommodation
02.03	Explain the purpose of keeping records of business travel and accommodation
Understand how to manage diary systems	
03.01	Describe the features of hard copy and electronic diary systems
03.02	Explain the purpose of using diary systems to plan and co-ordinate activities and resources
03.03	Describe the types of information needed to manage a diary system
03.04	Explain the importance of obtaining correct information when making diary entries
Understand how to use office equipment	
04.01	Describe different types of office equipment
04.02	Explain the uses of different types of office equipment
04.03	Describe factors to be considered when selecting office equipment to complete tasks
04.04	Describe how to keep waste to a minimum when using office equipment
Understand the use of mail services in a business context	
05.01	Describe the types of mail services used in business organisations
05.02	Explain the need for different types of mail services
05.03	Explain the factors to be considered when selecting mail services
05.04	Explain the factors to be taken into account when choosing postage methods
Understand customer service in a business environment	
06.01	Describe different types of customers
06.02	Describe the impact of their own behaviour on a customer
06.03	Explain the impact of poor customer service

Qualification Framework : RQF
Title : Principles of customer service
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 34
Unit Credit Value : 4
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: J/506/2132 : Principles of customer service	
Understand customer service	
Assessment Criterion - The learner can:	
01.01	Explain the purpose and scope of customer service
01.02	Define the term service offer
01.03	Explain the value of a service offer to an organisation
01.04	Explain the importance of delivering consistently high quality customer service
01.05	Explain the importance of keeping up to date with knowledge of competitors activities
01.06	Explain barriers to providing effective customer service
01.07	Describe the features of effective follow-up service
Understand how legal and ethical requirements relate to customer service	
02.01	Describe how sales and consumer-related legislation and regulations affect the delivery of customer service
02.02	Describe how health, safety and environmental legislation affects customer service delivery
02.03	Explain how ethical considerations affect customer service
02.04	Explain how equality legislation affects customer service
02.05	Describe how legislation affects the use and storage of customer information
Understand how to deliver effective customer service	
03.01	Explain the difference between customers wants, needs and their expectations
03.02	Explain how to identify customers needs and expectations
03.03	Explain the importance of managing customers expectations
03.04	Explain how to behave in a way that meets customers expectations
03.05	Describe techniques that can be used to put customers at ease and gain their trust
03.06	Explain the importance of following up actions and keeping promises when delivering customer service
Understand the management of customer service information	
04.01	Explain how customer service information can be used
04.02	Explain the importance of systems to manage customer service information
04.03	Explain the uses of systems to manage customer service information
04.04	Identify the features of an effective customer complaints process
04.05	Describe the uses of a customer complaints process

Unit Specification
L/506/1788
 Manage personal performance and development



Qualification Framework : RQF
 Title : Manage personal performance and development
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 18
 Unit Credit Value : 4
 SSAs : 15.3 Business Management
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: L/506/1788 : Manage personal performance and development	
Be able to manage personal performance	
Assessment Criterion - The learner can:	
01.01	Agree specific, measurable, achievable, realistic and time-bound (SMART) objectives that align with business needs with line manager
01.02	Agree criteria for measuring progress and achievement with line manager
01.03	Complete tasks to agreed timescales and quality standards
01.04	Report problems beyond their own level of competence and authority to the appropriate person
01.05	Take action needed to resolve any problems with personal performance
Be able to manage their own time and workload	
02.01	Plan and manage workloads and priorities using time management tools and techniques
02.02	Take action to minimise distractions that are likely to limit the effective management of time and the achievement of objectives
02.03	Explain the benefits of achieving an acceptable work-life balance
Be able to identify their own development needs	
03.01	Identify organisational policies relating to personal development
03.02	Explain the need to maintain a positive attitude to feedback on performance
03.03	Explain the potential business benefits of personal development
03.04	Identify their own preferred learning style(s)
03.05	Identify their own development needs from analyses of the role, personal and team objectives
03.06	Use feedback from others to identify their own development needs
03.07	Agree specific, measurable, achievable, realistic and time-bound (SMART) development objectives that align with organisational and personal needs
Be able to fulfil a personal development plan	
04.01	Agree a personal development plan that specifies actions, methods, resources, timescales and review mechanisms
04.02	Make use of formal development opportunities that are consistent with business needs
04.03	Use informal learning opportunities that contribute to the achievement of personal development objectives
04.04	Review progress against agreed objectives and amend plans accordingly
04.05	Share lessons learned with others using agreed communication methods

Unit Specification
R/506/1789
 Develop working relationships with colleagues



Qualification Framework : RQF
 Title : Develop working relationships with colleagues
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 19
 Unit Credit Value : 3
 SSAs : 15.3 Business Management
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: R/506/1789 : Develop working relationships with colleagues	
Understand the principles of effective team working	
Assessment Criterion - The learner can:	
01.01	Outline the benefits of effective team working
01.02	Describe how to give feedback constructively
01.03	Explain conflict management techniques that may be used to resolve team conflicts
01.04	Explain the importance of giving team members the opportunity to discuss work progress and any issues arising
01.05	Explain the importance of warning colleagues of problems and changes that may affect them
Be able to maintain effective working relationships with colleagues	
02.01	Recognise the contribution of colleagues to the achievement of team objectives
02.02	Treat colleagues with respect, fairness and courtesy
02.03	Fulfil agreements made with colleagues
02.04	Provide support and constructive feedback to colleagues
Be able to collaborate with colleagues to resolve problems	
03.01	Take others viewpoints into account when making decisions
03.02	Take ownership of problems within own level of authority
03.03	Take action to minimise disruption to business activities within their own level of authority
03.04	Resolve problems within their own level of authority and agreed contribution

Qualification Framework : RQF
 Title : Understand business
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 32
 Unit Credit Value : 4
 SSAs : 15.3 Business Management
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: R/506/2957 : Understand business	
Understand organisational structures	
Assessment Criterion - The learner can:	
01.01	Explain the differences between the private sector, the public sector and the voluntary sector
01.02	Explain the features and responsibilities of different business structures
01.03	Explain the relationship between an organisations vision, mission, strategy and objectives
Understand the business environment	
02.01	Describe the internal and external influences on a business
02.02	Explain the structure and use of a strength, weakness, opportunity and threat (SWOT) analysis
02.03	Explain why change can be beneficial to business organisations
02.04	Explain organisations' health and safety responsibilities
02.05	Describe sustainable ways of working
02.06	Explain how legislation affects the management and confidentiality of information
Understand the principles of business planning and finance within an organisation	
03.01	Explain the purpose, content and format of a business plan
03.02	Explain the business planning cycle
03.03	Explain the purpose of a budget
03.04	Explain the concept and importance of business risk management
03.05	Explain types of constraint that may affect a business plan
03.06	Define a range of financial terminology
03.07	Explain the purposes of a range of financial reports
Understand business reporting within an organisation	
04.01	Explain methods of measuring business performance
04.02	Explain the uses of management information and reports
04.03	Explain how personal and team performance data is used to inform management reports
04.04	Describe a managers responsibility for reporting to internal stakeholders
Understand the principles of management responsibilities and accountabilities within an organisation	
05.01	Explain the principle of accountability in an organisation
05.02	Explain the difference between 'authority' and 'responsibility'
05.03	Explain the meaning of delegated levels of authority and responsibility

Qualification Framework : RQF
 Title : Communicate work-related information
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 23
 Unit Credit Value : 4
 SSAs : 15.3 Business Management
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: T/506/1798 : Communicate work-related information	
Understand the principles and techniques of work-related communication	
Assessment Criterion - The learner can:	
01.01	Describe communication techniques used to gain and maintain the attention and interest of an audience
01.02	Explain the principles of effective written business communications
01.03	Explain the principles of effective verbal communications in a business environment
01.04	Describe the importance of checking the accuracy and currency of information to be communicated
01.05	Describe the importance of explaining to others the level of confidence that can be placed on the information being communicated
01.06	Describe the advantages and disadvantages of different methods of communication for different purposes
Be able to communicate work-related information verbally	
02.01	Identify the information to be communicated
02.02	Confirm that the audience is authorised to receive the information
02.03	Provide accurate information, using appropriate verbal communication techniques
02.04	Communicate in a way that the listener can understand, using language that is appropriate to the topic
02.05	Confirm that the listener has understood what has been communicated
Be able to communicate work-related information in writing	
03.01	Identify the information to be communicated
03.02	Provide accurate information using the appropriate written communication methods and house styles
03.03	Adhere to any organisational confidentiality requirements when communicating in writing
03.04	Use correct grammar, spelling, sentence structure and punctuation, using accepted business communication principles and formats
03.05	Justify opinions and conclusions with evidence



Qualification Framework : RQF
Title : Principles of business document production and information management
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 21
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: T/506/1901 : Principles of business document production and information management	
Understand how to prepare business documents	
Assessment Criterion - The learner can:	
01.01	Describe different types of business documents that may be produced and the format to be followed for each
01.02	Explain the use of different types of information communication technology (ICT) for document production
01.03	Explain the reasons for agreeing the use, content, layout, quality standards and deadlines for document production
01.04	Explain the importance of document version control and authorisation
01.05	Explain how the requirements of security, data protection, copyright and intellectual property legislation may affect the production of business documents
01.06	Explain how to check the accuracy of business documents
Understand the distribution of business documents	
02.01	Explain how the requirements of security, data protection, copyright and intellectual property legislation may affect the distribution and storage of business documents
02.02	Describe different types of distribution channels
Understand how information is managed in business organisations	
03.01	Describe the types of information found in business organisations
03.02	Explain the need for safe storage and efficient retrieval of information
03.03	Describe the features of different types of systems used for storage and retrieval of information
03.04	Describe the legal requirements for storing business information

Qualification Framework : RQF
 Title : IT User Fundamentals
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: J/502/4206 : IT User Fundamentals	
Use IT systems to meet needs	
Assessment Criterion - The learner can:	
01.01	Use correct procedures to start and shutdown an IT system
01.02	Use interface features effectively to interact with IT systems
01.03	Adjust system settings to meet individual needs
01.04	Use a communication service to access the Internet
01.05	Use appropriate terminology when describing IT systems
Organise, store and retrieve information efficiently	
02.01	Work with files and folders so that it is easy to find and retrieve information
02.02	Identify what storage media to use
02.03	Organise and store information, using general and local conventions where appropriate
Follow and understand the need for safety and security practices	
03.01	Work safely and take steps to minimise physical stress
03.02	Recognise the danger of computer viruses, and how to minimise risk
03.03	Keep information secure
03.04	Outline why it is important to stay safe and to respect others when using ICT-based communication
03.05	Follow relevant guidelines and procedures for the safe and secure use of IT
Carry out routine maintenance of IT systems and respond to routine IT system problems	
04.01	Identify why routine maintenance of hardware is important and when to carry it out
04.02	Identify where to get expert advice
04.03	Carry out regular routine maintenance of IT systems safely
04.04	Take appropriate action to handle routine IT problems

Qualification Framework : RQF
 Title : IT User Fundamentals
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: L/502/4207 : IT User Fundamentals	
Use IT systems to meet a variety of needs	
Assessment Criterion - The learner can:	
01.01	Use correct procedures to start and shutdown an IT system
01.02	Select and use interface features effectively to interact with IT systems
01.03	Select and adjust system settings as appropriate to needs
01.04	Select and use a communication service to access the Internet
01.05	Use appropriate terminology when describing IT systems
Manage information storage and retrieval appropriately	
02.01	Manage files and folders to enable efficient information retrieval
02.02	Identify when and why to use different types of storage media
02.03	Organise and store information, using general and local conventions where appropriate
Follow and understand the need for safety and security practices	
03.01	Work safely and take steps to minimise physical stress
03.02	Describe the danger of computer viruses, and how to minimise risk
03.03	Keep information secure
03.04	Explain why it is important to stay safe and to respect others when using IT-based communication
03.05	Follow relevant guidelines and procedures for the safe and secure use of IT
Maintain system and troubleshoot IT system problems	
04.01	Describe why routine and non-routine maintenance is important and when to carry it out
04.02	Carry out regular routine maintenance of IT systems safely
04.03	Identify sources of help and how to get expert advice
04.04	Identify IT problems and take appropriate action

Qualification Framework : RQF

Title : Using a computer keyboard

Unit Level : Level 1

Unit Sub Level : None

Guided Learning Hours : 10

Unit Credit Value : 1

SSAs : 6.2 ICT for Users

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

This unit does not specify particular targets in terms of touch typing or typing speed. Candidates are expected to correct any keyboarding errors to achieve 100% accuracy.

Unit: J/502/9311 : Using a computer keyboard

Use a keyboard to enter and edit alphanumeric information accurately.

Assessment Criterion - The learner can:

01.01	Input information accurately using alphanumeric, punctuation and special character keys as required.
01.02	Use shift, Ctrl, Alt, num and caps lock, spacebar, tab, and editing keys as appropriate
01.03	Check the accuracy of information, using the keyboard to edit and make corrections as required.

Use a keyboard to access and navigate software applications.

02.01	Use keyboard controls to access, open and close software applications.
02.02	Use navigation keys to move around software applications.
02.03	Identify how function keys and keyboardshort-cutscan be used within a software application to improve efficiency.

Qualification Framework : RQF
 Title : Video Software
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 15
 Unit Credit Value : 2
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: K/502/4392 : Video Software	
Use video hardware and software to capture sequences	
Assessment Criterion - The learner can:	
01.01	Identify the input device and associated software to use
01.02	Use input devices and built-in video software to record information to meet needs
01.03	Identify the file format used by the input device
01.04	Store and retrieve sequences using pre-set file formats, in line with local guidelines and conventions where available
Use video software tools to combine and edit sequences	
02.01	Identify the video editing software to use for the file format
02.02	Cut and paste short sequences to meet needs
02.03	Combine information of different forms or from different sources, in line with any copyright constraints
02.04	Identify copyright constraints on using others information
Play and present video sequences	
03.01	Identify appropriate playback software to use for the sequence
03.02	Identify the display device to use for the sequence
03.03	Select and use appropriate combination of software and display device to playback video sequences
03.04	Adjust playback and display settings so that sequences are presented to meet needs

Qualification Framework : RQF
 Title : Video Software
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: M/502/4393 : Video Software	
Use video hardware and software to capture sequences	
Assessment Criterion - The learner can:	
01.01	Identify the combination of input device and video software to use to capture information, to avoid any compatibility issues
01.02	Select and use an appropriate combination of input device and video software to record sequences
01.03	Describe the impact file size and file format will have on saving sequences
01.04	Identify when to use different types of information coding and compression
01.05	Store and retrieve sequences using appropriate file formats and compression, in line with local guidelines and conventions where available
Use video software tools and techniques to combine and edit sequences	
02.01	Identify the sequences to add, keep and remove
02.02	Select and use appropriate video software tools to mark-up and edit sequences
02.03	Organise and combine information for sequences in line with any copyright constraints, including across different software
02.04	Describe how copyright constraints affect use of own and others information
Play and present video sequences	
03.01	Describe the features and constraints of playback software and display devices
03.02	Select and use an appropriate combination of video playback software and display device to suit the file format
03.03	Identify the settings which could be adjusted to improve the quality of presentations
03.04	Adjust playback and display settings to enhance the quality of the presentation

Qualification Framework : RQF
 Title : Video Software
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.1 ICT Practitioners
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: T/502/4394 : Video Software	
Use video hardware and software to capture sequences	
Assessment Criterion - The learner can:	
01.01	Determine the content needed for sequences, and when to originate it
01.02	Explain any compatibility issues between combinations of input device and video software
01.03	Select and use an appropriate combination of input device and video software to optimise the recording of information
01.04	Select and use an appropriate combination of hardware and software to originate and develop new content for sequences
01.05	Analyse and explain the impact file size and file format will have, including when to use information coding and compression
01.06	Store and retrieve sequences using appropriate file formats and compression, in line with local guidelines and conventions where available
Use video software tools and techniques to edit sequences	
02.01	Select and use appropriate video software tools and techniques to mark-up and edit sequences to achieve required effects
02.02	Provide guidance on how copyright constraints affect use of own and others information
02.03	Organise, combine and link information for sequences in line with any copyright constraints, including across different software
Play and present video sequences	
03.01	Explain the features and constraints of playback software and display devices as appropriate for different purposes
03.02	Select and use an appropriate combination of video playback software and display device to suit the file format
03.03	Present sequences effectively by exploiting the features and settings of the playback software and display device to maximise quality and meet needs
03.04	Evaluate the quality of sequences and explain how to respond to quality issues and problems

Qualification Framework : RQF
Title : Word Processing Software
Unit Level : Level 1
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: L/502/4627 : Word Processing Software	
Enter, edit and combine text and other information accurately within word processing documents	
Assessment Criterion - The learner can:	
01.01	Identify what types of information are needed in documents
01.02	Identify what templates are available and when to use them
01.03	Use keyboard or other input method to enter or insert text and other information
01.04	Combine information of different types or from different sources into a document
01.05	Enter information into existing tables, forms and templates
01.06	Use editing tools to amend document content
01.07	Store and retrieve document files effectively, in line with local guidelines and conventions where available
Structure information within word processing documents	
02.01	Create and modify tables to organise tabular or numeric information
02.02	Select and apply heading styles to text
Use word processing software tools to format and present documents	
03.01	Identify what formatting to use to enhance presentation of the document
03.02	Select and use appropriate techniques to format characters and paragraphs
03.03	Select and use appropriate page layout to present and print documents
03.04	Check documents meet needs, using IT tools and making corrections as necessary



Qualification Framework : RQF
 Title : Word Processing Software
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: R/502/4628 : Word Processing Software	
Enter and combine text and other information accurately within word processing documents	
Assessment Criterion - The learner can:	
01.01	Identify what types of information are needed in documents
01.02	Use appropriate techniques to enter text and other information accurately and efficiently
01.03	Select and use appropriate templates for different purposes
01.04	Identify when and how to combine and merge information from other software or other documents
01.05	Select and use a range of editing tools to amend document content
01.06	Combine or merge information within a document from a range of sources
01.07	Store and retrieve document and template files effectively, in line with local guidelines and conventions where available
Create and modify layout and structures for word processing documents	
02.01	Identify the document requirements for structure and style
02.02	Identify what templates and styles are available and when to use them
02.03	Create and modify columns, tables and forms to organise information
02.04	Select and apply styles to text
Use word processing software tools to format and present documents effectively to meet requirements	
03.01	Identify how the document should be formatted to aid meaning
03.02	Select and use appropriate techniques to format characters and paragraphs
03.03	Select and use appropriate page and section layouts to present and print documents
03.04	Describe any quality problems with documents
03.05	Check documents meet needs, using IT tools and making corrections as necessary
03.06	Respond appropriately to quality problems with documents so that outcomes meet needs



Qualification Framework : RQF
 Title : Word Processing Software
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 45
 Unit Credit Value : 6
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: Y/502/4629 : Word Processing Software	
Enter and combine text and other information accurately within word processing documents	
Assessment Criterion - The learner can:	
01.01	Summarise what types of information are needed for the document and how they should be linked or integrated
01.02	Use appropriate techniques to enter text and other types of information accurately and efficiently
01.03	Create, use and modify appropriate templates for different types of documents
01.04	Explain how to combine and merge information from other software or multiple documents
01.05	Combine and merge information within a document from a range of sources
01.06	Store and retrieve document and associated files effectively, in line with local guidelines and conventions where available
01.07	Select and use tools and techniques to work with multiple documents or users
01.08	Customise interface to meet needs
Create and modify appropriate layouts, structures and styles for word processing documents	
02.01	Analyse and explain the requirements for structure and style
02.02	Create, use and modify columns, tables and forms to organise information
02.03	Define and modify styles for document elements
02.04	Select and use tools and techniques to organise and structure long documents
Use word processing software tools and techniques to format and present documents effectively to meet requirements	
03.01	Explain how the information should be formatted to aid meaning
03.02	Select and use appropriate techniques to format characters and paragraphs
03.03	Select and use appropriate page and section layouts to present and print multi-page and multi-section documents
03.04	Check documents meet needs, using IT tools and making corrections as necessary
03.05	Evaluate the quality of the documents produced to ensure they are fit for purpose
03.06	Respond appropriately to any quality problems with documents to ensure that outcomes meet needs and are fit for purpose

Qualification Framework : RQF
 Title : Website Software
 Unit Level : Level 1
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: L/502/4630 : Website Software	
Plan and create web pages	
Assessment Criterion - The learner can:	
01.01	Identify what content and layout will be needed in the web page
01.02	Identify the purpose of the webpage and intended audience
01.03	Select and use a website design template to create a single web page
01.04	Enter or insert content for web pages so that it is ready for editing and formatting
01.05	Organise and combine information needed for web pages
01.06	Identify copyright and other constraints on using others information
01.07	Identify what file types to use for saving content
01.08	Store and retrieve web files effectively, in line with local guidelines and conventions where available
Use website software tools to structure and format web pages	
02.01	Identify what editing and formatting to use to aid both clarity and navigation
02.02	Select and use website features to help the user navigate simple websites
02.03	Use appropriate editing and formatting techniques
02.04	Check web pages meet needs, using IT tools and making corrections as necessary
Publish web pages to the Internet or an intranet	
03.01	Upload content to a website
03.02	Respond appropriately to common problems when testing a web page

Qualification Framework : RQF
 Title : Website Software
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: R/502/4631 : Website Software	
Create structures and styles for websites	
Assessment Criterion - The learner can:	
01.01	Describe what website content and layout will be needed for each page
01.02	Plan and create web page templates to layout
01.03	Select and use website features and structures to help the user navigate round web pages within the site
01.04	Create, select and use styles to keep the appearance of web pages consistent and make them easy to understand
01.05	Describe how copyright and other constraints may affect the website
01.06	Describe what access issues may need to be taken into account
01.07	Describe what file types to use for saving content
01.08	Store and retrieve files effectively, in line with local guidelines and conventions where available
Use website software tools to prepare content for websites	
02.01	Prepare content for web pages so that it is ready for editing and formatting
02.02	Organise and combine information needed for web pages including across different software
02.03	Select and use appropriate editing and formatting techniques to aid both clarity and navigation
02.04	Select and use appropriate development techniques to link information across pages
02.05	Change the file formats appropriately for content
02.06	Check web pages meet needs, using IT tools and making corrections as necessary
Publish websites	
03.01	Select and use appropriate testing methods to check that all elements of websites are working as planned
03.02	Identify any quality problems with websites and how to respond to them
03.03	Select and use an appropriate programme to upload and publish the website
03.04	Respond appropriately to problems with multiple page websites

Qualification Framework : RQF
 Title : Website Software
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 40
 Unit Credit Value : 5
 SSAs : 6.2 ICT for Users
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: Y/502/4632 : Website Software	
Create structures and styles and use them to produce websites	
Assessment Criterion - The learner can:	
01.01	Determine what website content and layout will be needed for each page and for the site
01.02	Plan and create web page templates to layout content
01.03	Select and use website features and structures to enhance website navigation and functionality
01.04	Create, select and use styles to enhance website consistency and readability
01.05	Provide guidance on laws, guidelines and constraints that affect the content and use of websites
01.06	Explain what access issues may need to be taken into account
01.07	Explain when and why to use different file types for saving content
01.08	Store and retrieve files effectively, in line with local guidelines and conventions where available
Select and use website software tools and features to develop multiple page websites with multimedia and interactive features	
02.01	Prepare content for web pages so that it is ready for editing and formatting
02.02	Organise and combine information needed for web pages in line with any copyright constraints, including across different software
02.03	Select and use appropriate editing and formatting techniques to aid meaning
02.04	Select and use appropriate programming and development techniques to add features and enhance websites
02.05	Select and use file formats that make information easier to download
02.06	Check web pages meet needs, using IT tools and making corrections as necessary
Publish and test multiple page websites with multimedia and interactive features	
03.01	Select and use appropriate testing methods to check that all elements and features of complex websites are working as planned
03.02	Identify any quality problems with websites and explain how to respond to them
03.03	Select and use an appropriate programme to upload and publish the website and make sure that it will download efficiently
03.04	Respond appropriately to quality problems with websites to ensure outcomes are fit for purpose