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| **Learner Name:**  |  | **Assessor:**  |  |
| **Centre Name:**  |  | **Internal Verifier (if applicable):**  |  |
| **BCS ID / ULN:**  |  |  |  |
| **Unit Information Summary** |
| **Approximate Guided Learning Hours: 70** | **Unit Number: D/503/0500** |
| **QCF Credit Value: 8** | **Learning Outcomes (Number): 5** |
| **Examples of Context:*** The use of IT in business and industry
* The impact of IT on society and the individual
* Introduction of new IT tools and systems in organisations
* Methods used to enhance IT security
 | **Learning Materials Available:**Materials for this unit available September 2012 |
| **Suggested Assessment Methods:**All ITQ units may be assessed using any method or combination of methods which clearly demonstrates that the learning outcomes and assessment criteria have been fully met*(unit forms a core part of the IT Application Specialist Apprenticeship Framework in England, Wales and Northern Ireland)*All Learning Outcomes of this unit **must** be assessed by knowledge assessment* Multiple Choice Examination
* Written Examination
* Question and Answer
* Professional Discussion
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| **Ofqual Learning Outcome** | **Assessment Criteria** | **Examples of Content***The examples given are indicative of the learning content at each level and are not intended to form a prescriptive list for the purpose of assessment* | **Evidence Location** |
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| **1 Understand how IT is transforming business and industry** | 1.1 | Explain the potential of IT to transform data management and business processes | *Processes: saves printing, initial equipment cost, better customer service, computerised purchasing and sales, project management, automated routines, templates, manual processes supporting IT, more efficient and effective ways of doing things, learning new techniques, ways to improve others’ or organisational efficiency, save time, save money, streamline work processes, cost saving, IT training, better informed, information overload, job satisfaction, redundancy, redeployment, Health and Safety risks increase output, improve quality of outputs* |  |
| 1.2 | Explain how environmental issues can affect the use of IT in business and industry | *Environmental: energy conservation, waste, recycling, refurbishing, manufacturing process, European Union's Waste Electrical Electronic Equipment [WEEE] Directive* |  |
| 1.3 | Evaluate how social and collaborative technologies are transforming business and industry | *Communications: email, sharing calendars, sharing files, intranet, netmeeting, bulletin boards, video training, e-newsletters, social media tools: forums, blogs, chat, social networks, websites, phone systems* |  |
| **2 Understand the impact of the Internet and mobile communications on society and the individual** | 2.1 | Explain how technology is transforming personal and social communication and interaction | *Communications: email, sharing calendars, sharing files, intranet, netmeeting, bulletin boards, video training, e-newsletters, social media tools: forums, blogs, chat, social networks, websites, phone systems, cost, access, worldwide, mobile devices and applications, collaborative technology, cameras, internet, news, wireless, security, knowledge* |  |
| 2.2 | Describe the main barriers to take-up or adoption of digital technologies by individuals and groups | *Barriers: cost, safety, lack of training/knowledge, awareness* |  |
| 2.3 | Describe measures to increase accessibility to digital information | *Increase accessibility: ease of use, access, desirability, trust* |  |
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| **3 Understand how IT is used in an organisation** | 3.1 | Describe the movement and transfer of information in key technology-enabled business processes using appropriate IT tools to illustrate the information flow |  |  |
| 3.2 | Explain the principles of interaction between key components of the IT system (hardware, software and communications) | *Hardware: personal computer, monitor, keyboard, mouse, speakers, modem, scanner, games console, joystick, TV, data projector, whiteboard, printer, Software: operating, applications, bespoke, Communications: Router, modem, mobile data device, wireless router, cables, power supply, USB, parallel, serial connections. Broadband, dial up, wireless, network connections, mobile device, ISP, IP configuration, encryption, personal information, speed of transfer* |  |
| 3.3 | Review how the use of bespoke and/or specialist systems contribute to organisational success |  |  |
| **4 Understand the effect of introducing new IT tools and systems in an organisation** | 4.1 | Evaluate key factors influencing the successful introduction of new IT tools and systems | *Approaches: Systems analysis, requirements analysis, parallel systems, live test, training, phases, developing existing technology, prototype, users involved in development, trial periods, run user tests, compare with other IT tools and techniques, find ways to optimise the choice and approach, test plans, test data, comparison of before and after the solutions have been implemented* |  |
| 4.2 | Recommend a development in IT tools or systems for IT users highlighting the benefits, risks, opportunities and costs | *Benefits: cost savings, more efficient and effective ways of doing things, learning new techniques, ways to improve others’ or organisational efficiency, safer, more competitive, Risks: costs, faults in system/tools, lack of knowledge, employee rejection, customer rejection* |  |
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| **5 Understand the methods used to enhance IT security in an organisation** | 5.1 | Evaluate the main risks to IT security | *Risks: Inappropriate disclosure of personal information, misuse of images, data loss, unwanted or inappropriate content or access, Cyber bullying, tasteless or unsuitable personal comments, offensive or illegal content, inappropriate behaviour, posting inappropriate content. Worms, viruses, denial of service, hacking of systems, Trojans, spam, theft of data, hacking, accidental deletion or change to data, phishing, identify theft* |  |
| 5.2 | Evaluate the control measures in place to maximise personal and data protection | *Control measures: Spyware, reporting inappropriate content, checking posts, monitoring audio/visual discussions. Set passwords, physical access controls ie keypads or locks, anti-virus software, adjust firewall settings, carry out security checks, report security, threats and breaches, back up data and software and store appropriately, download and install software patches and updates, treat messages, files, software and data from unknown sources with caution, proxy servers* |  |
| 5.3 | Explain how organisations are using innovative systems and software to help improve cyber security | *Organisation: about uses, security, safety, copyright, plagiarism, libel, back-ups, confidentiality and data protection, using collaborative technology, careful disposal of information items, behaviour, legal and regulatory requirements relating to behaviour and content eg Equality Act 2008, Computer Misuse Act 1998, Copyright law* |  |

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| **Assessment Report** |
| **Assessor feedback / comments** (continue on additional sheet / assessment report if necessary) |
| **Internal Verifier actions / comments / feedback**  |
| **Assessor signature:**  |  | **Assessment date:** |  | **Reason for IV:****New Assessor** [ ] **Random Sample** [ ] **New Unit/Qualification**  [ ] **Other**  [ ]  |
| **IV signature:** |  | **IV date:** |  |