

OCR Level 2 ITQ 2009

**To achieve the Mandatory Unit (Unit 2),
Improving Productivity Using IT Level 2 (credit value 4),
you must complete this Evidence Review Form.**

You need to choose ONE of the following options to give a brief description of why you are using IT by answering ALL the questions below. You must ensure that the option chosen, allows you to answer ALL sections of the form. **PLEASE COMPLETE THIS FORM ELECTRONICALLY.**

OPTIONS:

1. A real work task
- or**
2. A CLAiT Plus assignment
- or**
3. A centre-set assignment
- or**
4. A practice task(s) or assignment that you have undertaken whilst learning the skills for your IT qualification. It must be straightforward, but detailed enough to allow you to answer the questions below.

N.B. All tasks/unit evidence or assignments used must be included with the form, as they are the evidence for 1.5. If candidates have previously achieved a unit, upon which they are basing the ERF, a marked copy of the work produced must be submitted with the ERF. ITQ CLAiT CBA results reports are not acceptable.

If you are claiming other ITQ units you could cross-reference the task(s) or unit evidence you have used for this unit.

Candidates are required to complete the following information independently. All sections must be completed. For electronic completion, please use the tab key on the keyboard to navigate to the next area of the form. Assessors should mark the candidate answers.

Which option is this unit based on – 1, 2, 3 or 4 above?

If it is a CLAiT Plus assignment, please state which unit and year

e.g. 02/0506A

If it is based on 1, 3 or 4, please give a brief description of the task(s).

e.g. A database report to show all holidays in July

CLAiT Plus 2005 B Unit 8

- 1.1** Who is the information to be produced for?
What will it be used for?

I am working as a Business Support Administrator for Hill House Hotel. I have to co-ordinate arrangements for weddings and liaise with outside agencies when additional catering staff are required. I use Personal Management Information software to help organise my working week

and keep details of contacts. I use email software to send and receive emails.

- 1.3** What information do you need to include?
Where is the information located?

I need to look at an email I have been sent by the Divisional Manager and look at the paper to see when appointments are and what contacts to add to my contact list.

- 1.2, 1.3 and 1.4** Are there any factors that may affect the task?
e.g. availability of time, budget and resources, access to information

When working in an organisation, time is always a factor for this task it may be time-consuming at first to set up a signature and contacts and a distribution list but in the long run it saves time typing them in all the time. In terms of resources you can invite others to meetings via the calendar, share contacts etc so it could be a more efficient way for the organisation to work. There are factors that may affect access to information i.e. Data Protection Act, we have to consider what information we store in contacts.

- 1.7** Are there any constraints or guidelines that may affect the task you are completing?
e.g. deadlines, file size, software and/or hardware compatibility

The email I have received had a zip file attached, certain email packages and connections would only allow files of certain sizes to be attached. I would have to be aware of this when sending and receiving emails. It is also important to be aware when sending emails that other people can open them, so the email can be in plain text or html and the attachments need to be in a software package and version the recipient can open. For this assessment there was a time constraint of 3 hours but I completed within an hour.

- 2.1** Which tools did you use to format and layout your work?

The tools I used were the calendar in outlook which I set up appointments on and could set up reoccurrences and reminders. I can also invite others to appointments using the calendar.

I also used contacts to set up contact details for people with email addresses and company information. I then set up distribution lists to groups of people within my contacts list.

I also used notes which were stored so I could easily access them instead of writing on a post-it note and losing it.

I also used email and cc and bcc and high priority. I also set up a signature to use on email.

I also used a to do list to remind me of any tasks I had to complete and set a deadline for.

- 2.1, 2.2 and 3.1** What were the benefits and drawbacks of the IT tools and systems you used?
e.g. time, convenience, benefits of IT compared to manual, quality, accuracy

It is much easier doing things on computer than by hand, however, you do have to spend a lot of time learning all the tools and finding your way around. The benefits of using Microsoft Outlook are that it is all in one package and I can synchronise it with my phone.

Benefit of using outlook means I can keep track of messages I have sent and responses received. It is instant so the other person can respond quickly as well. It is also more

professional than my handwriting!!!

The benefits of using the other features of outlook are that it saves time in the long run, it is easy to manage your time and you can back it up. If it was a manual address list or diary you may lose it.

- 1.7** How may guidelines such as copyright law, security, software licensing, data protection, organisation/centre policy, etc affect the work you are producing?
e.g. passwords, assessment instructions, user instructions

For copyright law you have to be careful that you do not email attachments that contain work that you do not have the author's permission to send.

For outlook you would have to have a software licence to use it although there are lots of web-based mail packages that are free.

You have to be very careful when using email that you do not send any personal and confidential information to the wrong person by accident choosing the wrong contact to send it to. You also have to bear in mind the data you are storing in your contacts, if it is personal data then you must comply with Data Protection Act. It is also important to safeguard any information that you send in email if it is personal data. Any information I hold on my computer the Data Protection Act means I have to have appropriate security measures in place to stop unauthorised use or disclosure of the personal data or its accidental loss or destruction. I had to log on to the computer with my log on and password and access my outlook account that I setup with my unique information on. For the assessment I was not allowed to talk and had to sit every other computer from other people in my class and follow the assessment instructions.

- 3.2 and 3.3** How did you develop solutions to improve productivity when using IT?
e.g. customise interface, set up shortcuts, save time/money, quality of product

I used the calendar in outlook to set up appointments and reoccurrences and reminders.

I used contacts to set up contact details for people with email addresses and company information and then set up distribution lists to groups of people within my contacts list.

I also used notes which were stored so I could easily access them instead of writing on a pos-it note and losing it.

I also used email and cc and bcc and high priority. I also set up a signature to use on email.

I also used a to do list to remind me of any tasks I had to complete and set a deadline for.

If I was using it for my personal use I have a customised background and signature on my email account and I can import and export my contacts and calendar to my phone so that they are synchronised. It means I am much more organised and professional.

- 2.5 and 1.6** How did you review the work produced?
e.g. suitable for audience and purpose, mistakes corrected

I constantly check the instructions and I check my work against the assessment. I used spell check and proof read. It was very important that the email addresses and my signature were accurate.

The task met all the criteria and I had no errors.

3.4 How did you test the completed task to ensure it worked as planned?

I checked that the signature worked and I checked in the sent items to make sure things had been sent etc.

When using Outlook for myself I check the email addresses carefully to make sure they are correct before sending and any appointments in the calendar are on the correct day and time and I have invited the right person.

2.3 List at least 2 strengths and 2 weaknesses of the final product.
e.g. format, layout, accuracy, structure, style

I like using Outlook and find it easy to add my appointments and calendars in and to send email. It is quicker and easier and more professional than paper-based methods.

The only weakness is that I had to use my computer and it wasn't always on or near me when I needed to make an appointment, however, now I have a blackberry it is much easier – I just need to make time to synchronise them both.

2.4 Describe any improvements you could make to the task.
e.g. correct mistakes, learn new techniques, better layout, formatting, etc

When I use outlook myself, I use more facilities such as out of office assistant and I have some rules set up to move emails. I also have several shortcuts set up to make it easier to use Outlook.

I confirm that this is my own work

Candidate Name: Peter Hughes **Date:** 07 January 2011

I confirm that this is the candidate's own work

Assessor Name: Simon Jones **Date:** 07 January 2011

Assessor Feedback

Must be completed to show evidence of assessor marking

N.B. To ensure the quality of the grammar, punctuation and spelling can be assessed effectively, candidates may wish to complete their answers in a separate word processed document to grammar and spell check before copying and pasting into this form.

Please send the final accurate submission of this form, to the Examiner-moderator, with the evidence being reviewed.