OCR
Oxford Cambridge and RSA

Unit Title:	**IT user fundamentals**
OCR unit number:	181
Unit reference number:	L/502/4207
Level:	2
Credit value:	3
Guided learning hours:	20

Unit aim

This is the ability to use IT systems sensibly and purposefully to meet needs, to do so safely and securely in line with organisational guidelines, to respond appropriately to IT problems and to evaluate the use of IT systems.

This unit is about the skills and techniques to select and use suitable techniques to operate IT systems for a varied range of activities, some of which are at times non-routine or unfamiliar, and take some responsibility for responding appropriately to IT errors and problems.

An activity will typically be 'non-routine or unfamiliar' because:

• the task or context is likely to require some preparation, clarification or research (to separate the components and to identify what factors need to be considered, for example, time available, audience needs, accessibility of source, types of content, message and meaning) before an approach can be planned; and

• the techniques required will involve a number of steps and at times be non-routine or unfamiliar

Learning Outcomes	Assessment Criteria	Examples
The learner will: 1 Use IT systems to meet a variety of needs	**The learner can:** 1.1 Use correct procedures to start and shutdown an IT system 1.2 Select and use interface features effectively to interact with IT systems 1.3 Select and adjust system settings as appropriate to needs 1.4 Select and use a communication service to access the Internet 1.5 Use appropriate terminology when describing IT systems	• Start and shutdown procedures: log in, enter password, log out, shut down menu, lock, unlock; non-routine start-up, restart, safe mode, power management, stand-by

Learning Outcomes	Assessment Criteria	Examples
		• IT system: Will vary according to the set up, for example: computer (PC, laptop), input device (e.g. keyboard, mouse or other pointing device), processor, output device (e.g. screen, printer), storage media (e.g. memory, disk, CD, DVD, data/memory stick, hard drive, network drive) • Interface features: Desktop, windows, dialog box, menu, submenu, toolbar, icon, scrollbar, button, drag and drop, zoom, minimise, maximise, wizard, shortcuts • System settings: Window size, mouse settings, icon size, screen resolution, desktop contrast, sound volume, accessibility settings, date and time; shortcuts, display settings • Communication service: Broadband, dial up, wireless, network, broadband, ISP
2 Manage information storage and retrieval appropriately	2.1 Manage files and folders to enable efficient information retrieval 2.2 Identify when and why to use different types of storage media 2.3 Organise and store information, using general and local conventions where appropriate	• File handling: Files: Create, name, open, save, save as, print and close files; move, copy, rename, delete files; display file lists, sort, search; properties, access control, size; file types • Folders: Create and name folders and subfolders, change default settings, file housekeeping

Learning Outcomes	Assessment Criteria	Examples
		- Storage media: Disk, CD, DVD, data/memory stick, media card, hard drive, network drive, mobile device - Organise and store: Insert, remove, name, label, archive, share, permissions

Learning Outcomes	Assessment Criteria	Examples
3 Follow and understand the need for safety and security practices	3.1 Work safely and take steps to minimise physical stress 3.2 Describe the danger of computer viruses, and how to minimise risk 3.3 Keep information secure 3.4 Explain why it is important to stay safe and to respect others when using IT-based communication 3.5 Follow relevant guidelines and procedures for the safe and secure use of IT	• Work safely: Health and safety issues, risks from hardware, electrical connection risks and guidelines, use and disposal of cleaning materials, handling equipment. Risks to self and others from using hardware; Organisational guidelines and points of contact; risk assessment; safe disposal of IT equipment and consumables • Physical stress: Adjust seating and lighting, avoid hazards, take breaks, arrangement of hardware and cables, wrist rests; workspace; working conditions • Minimise risk: Virus-checking software, treat files, software and attachments from unknown sources with caution; anti-spam software, firewall; • Information security: Copies, backup, password, PIN, avoid inappropriate disclosure of information • Staying safe: Protect personal information, avoid misuse of images, use appropriate language, respect confidentiality, use copy lists with discrimination • Guidelines and procedures: Set by: employer or organisation • Topic: Health and safety, security, copyright, data protection

Learning Outcomes	Assessment Criteria	Examples
4 Maintain system and troubleshoot IT system problems	4.1 Describe why routine and non-routine maintenance is important and when to carry it out 4.2 Identify sources of help and how to get expert advice 4.3 Carry out regular routine maintenance of IT systems safely 4.4 Identify IT problems and take appropriate action	• Routine maintenance: Manufacturer's guidelines; what maintenance can be done safely; what should be left to experts; what problems may happen if maintenance is not done; what non-routine maintenance may be needed; what maintenance should be carried out by specialist technicians Disk housekeeping Cleaning: For different components of an IT system; to maintain functionality; to maintain appearance; Printer: Replace printer consumables (paper, toner cartridge); print test page, align cartridge. Clean hardware, delete unwanted data • Expert advice: Limits of own understanding and skills, help menus, manufacturer's guidelines, how to follow advice, information needed by experts • IT problems: Program not responding, error dialogue, storage full, paper jam, virus threat, lost network connection

Assessment

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 met. Assessments must also take into account the additional information provided in the unit Purpose and Aims relating to the level of demand of:

- the activity, task, problem or question and the context in which it is set;

- the information input and output type and structure involved; and

- the IT tools, techniques or functions to be used.

See the Assessment and postal moderation section of the ITQ Centre Handbook.

Guidance on assessment

Candidates must complete the Evidence Checklist for this unit without any gaps. Individual unit checklists are available to download from the qualification webpage (see forms).

In the Evidence Checklists, the examples given are indicative of the learning context at each level and are not intended to form a prescriptive list for the purpose of assessment.

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications'* on the OCR website www.ocr.org.uk .