Unit Title:	**Understanding the potential of IT***
OCR unit number:	93
Level:	2
Credit value:	8
Guided learning hours:	70
Unit reference number:	M/503/0498

***PLEASE NOTE this unit can only be used with OCR entry code 13996.**

This knowledge unit forms a core part of the Apprenticeship framework in IT User skills in England, Wales and Northern Ireland.

Unit purpose and aim

The use of IT tools and systems can transform business communications and processes in a variety of contexts. Through this unit, the learner will develop an appreciation of the latest trends in technology, especially those which impact cyber security.

This unit is designed to allow IT Users to develop an understanding of the impact of IT on business, society and the individual. It has a particular emphasis on exploring the potential of new and emerging technologies.

The learner will consider how IT has and could further transform an organisation and the issues around introduction of new IT solutions and organisational IT security.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
The Learner will: 1 Understand the impact of IT on business	**The Learner can:** 1.1 Describe the potential of IT to improve internal and external communications 1.2 Describe the potential of IT to improve business processes 1.3 Describe the possible positive and negative impact on employees of the deployment of IT	**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 **Business 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 **Positive impacts:** save time, save money, streamline work processes, cost saving, IT

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		training, better informed, job satisfaction **Negative impacts:** information overload, redundancy, redeployment, Health and Safety risks, increase output, improve quality of outputs
2 Understand how new and emerging technologies can impact society and the individual	2.1 Describe the benefits of new technologies on personal and social communication and interaction 2.2 Describe how IT can improve access to education and government services 2.3 Describe how IT can improve access to products and services 2.4 Identify possible drawbacks of new technologies for individuals and society	**Benefits of new technologies:** cost, access, worldwide, mobile devices and applications, collaborative technology, cameras, internet, news, wireless; competitive new markets, security **Improve access:** security, knowledge, Virtual learning environments, media rich content, simulation, learners with disabilities or learning difficulties. Archives, departmental information, online forms, email, local, national, European Union **Drawbacks:** Competitive new markets, price compare sites, customer reviews
3 Know how IT is being used in an organisation	3.1 Describe the purpose of key components of the IT system (hardware, software and communications) 3.2 Describe the roles and responsibilities of those involved in operating and supporting the IT function 3.3 Describe the guidelines and procedures for accessing IT help and support	**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 **Roles:** IT Clerk, Website Technician, Data Administrator, Digital Assistant **Legal or local guidelines or constraints:** May include data

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		protection, copyright, software licensing; security; organisational house-style or brand guidelines, manufacturers instructions, software help facilities, organisational policy
4 Know how the introduction of new IT tools and systems can affect an organisation	4.1 Compare different approaches to introducing new IT tools and systems 4.2 Describe potential benefits from the introduction of new IT tools and systems 4.3 Describe methods used by manufacturers and publishers to control usage of digital content and devices	**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 **Benefits:** cost savings, more efficient and effective ways of doing things, learning new techniques; ways to improve others' or organisational efficiency, safer, less risks, more competitive **Digital rights management:** versions, compatibility, copyright, product keys
5 Know the methods used to enhance IT security in an organisation	5.1 Describe the main risks to data and personal security for IT users 5.2 Describe the types of control measures and policies organisations can put in place to maximise personal and data protection 5.3 Describe how organisations can exploit new developments in technology to improve cyber 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 **Control measures:** Spyware, reporting inappropriate content; checking posts, monitoring audio/visual discussions. Set

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		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 **Policies:** about uses, security, safety, copyright, plagiarism, libel, backups, 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

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 Assessment Methods in the ITQ Centre Handbook for Apprenticeships.

Evidence requirements

An evidence checklist must be completed without gaps. Individual unit checklists are available to download from the qualification webpage (see forms).

Guidance on assessment and evidence requirements

Please refer to the ITQ centre handbook on our webpage.