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| Unit Title: | IT user fundamentals |
| OCR unit number: | 72 |
| Level: | 1 |
| Credit value: | 3 |
| Guided learning hours: | 20 |
| Unit reference number: | J/502/4206 |

Unit purpose and aim

This is the ability to use IT systems sensibly and purposefully to meet needs and to do so safely and securely in line with organisational guidelines.

This unit is about the skills and techniques to operate IT systems for activities most of which are routine and straightforward, to respond appropriately to common IT errors and problems and review own use of IT. Any aspect that is unfamiliar will require support and advice from others.

An activity will typically be 'straightforward or routine' because:

- the tasks or context will be familiar; and
- the techniques required will also be commonly undertaken.

| Learning Outcomes | Assessment Criteria | Examples |
|--|--|---|
| <p>The learner will:</p> <p>1 Use IT systems to meet needs</p> | <p>The learner can:</p> <p>1.1 Use correct procedures to start and shutdown an IT system</p> <p>1.2 Use interface features effectively to interact with IT systems</p> <p>1.3 Adjust system settings to meet individual needs</p> <p>1.4 Use a communication service to access the Internet</p> <p>1.5 Use appropriate terminology when describing IT systems</p> | <p>Start and shutdown procedures: Log in, enter password, log out, shut down menu, lock, unlock</p> <p>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)</p> <p>Interface features: Desktop, window, dialog box, menu, submenu, toolbar, icon, scrollbar, button, drag and drop, zoom, minimise, maximise</p> <p>System settings: Window size, mouse settings, icon size,</p> |

| Learning Outcomes | Assessment Criteria | Examples |
|---|--|--|
| | | <p>screen resolution, desktop contrast, sound volume</p> <p>Communication service: Dial up, wireless, network, mobile device, broadband</p> |
| <p>2 Organise, store and retrieve information efficiently</p> | <p>2.1 Work with files and folders so that it is easy to find and retrieve information</p> <p>2.2 Identify what storage media to use</p> <p>2.3 Organise and store information, using general and local conventions where appropriate</p> | <p>File handling: Files: Create, name, open, save, save as, print and close files; move, copy, rename, delete files; display file lists, sort, search. Folders: Create and name folders and subfolders</p> <p>Storage media: Disk, CD, DVD, data/memory stick, media card, hard drives, network drive, mobile device</p> <p>Organise and store: Insert, remove, name, label, archive</p> |
| <p>3 Follow and understand the need for safety and security practices</p> | <p>3.1 Work safely and take steps to minimise physical stress</p> <p>3.2 Recognise the danger of computer viruses, and how to minimise risk</p> <p>3.3 Keep information secure</p> <p>3.4 Outline why it is important to stay safe and to respect others when using ICT-based communication</p> <p>3.5 Follow relevant guidelines and procedures for the safe and secure use of IT</p> | <p>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</p> <p>Physical stress: Adjust seating and lighting, avoid hazards, take breaks, arrangement of hardware and cables, wrist rests workspace; working conditions</p> <p>Minimise risk: Virus-checking software, treat files, software and attachments from unknown sources with caution</p> <p>Information security: Copies, backup, password, PIN, avoid inappropriate disclosure of information</p> <p>Staying safe: Protect personal information, avoid misuse of</p> |

| Learning Outcomes | Assessment Criteria | Examples |
|--|---|---|
| | | <p>images, use appropriate language, respect confidentiality, use copy lists with discrimination</p> <p>Guidelines and procedures: Set by: employer or organisation Topic: Health and safety, security, copyright</p> |
| <p>4 Carry out routine maintenance of IT systems and respond to routine IT system problems</p> | <p>4.1 Identify why routine maintenance of hardware is important and when to carry it out</p> <p>4.2 Identify where to get expert advice</p> <p>4.3 Carry out regular routine maintenance of IT systems safely</p> <p>4.4 Take appropriate action to handle routine IT problems</p> | <p>Routine maintenance: Clean hardware, delete unwanted data; Manufacturer's guidelines; what maintenance can be done safely; what should be left to experts; what problems may happen if maintenance is not done; Delete unwanted files</p> <p>Cleaning: For different components of an IT system; to maintain functionality; to maintain appearance;</p> <p>Printer: Replace printer consumables (paper, toner cartridge); print test page, align cartridge; driver files</p> <p>Expert advice: Limits of own understanding and skills, help menus, manufacturer's guidelines, how to follow advice, information needed by experts</p> <p>IT problems: Program not responding, error dialogue, storage full, paper jam</p> |

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](#).

Evidence requirements

Candidates must complete the Evidence Checklist without gaps for this unit. 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](#).

Details of relationship between the unit and national occupational standards

This unit maps fully to competences outlined in IT User National Occupational Standards version 3 (2009).