

Unit Title: IT Application and Skills	Unit Code: ITAS
Level: 3	Learning Hours: 100
Learning Outcomes and Indicative Content:	
Candidates will be able to	
1. Explain word processing (WP) terminology and demonstrate basic skills in WP techniques as applicable to the business environment	
1.1 Understand WP terms in common use such as: document, format, alignment, page orientation, paragraph and font	
1.2 Employ WP software to open existing documents and to create new ones	
1.3 Enter text using the keyboard and edit text by a variety of methods including selection, deletion, cut, copy and paste	
1.4 Save a document with a suitable name and location in accordance with local business conventions	
1.5 Apply spelling and grammar checking procedures to detect and correct errors in correspondence and reports	
1.6 Apply special effects and formatting, such as bold, italic, underline, paragraph spacing and setting margins, to text and pages in compliance with standard office procedures	
1.7 Preview a document and print a specified range of pages with a required number of copies	
1.8 Explain how to speed WP tasks, using macros to automate business processes	
2. Define spreadsheet (SS) terms and apply basic SS techniques to a range of simple commercial and accounting applications	
2.1 Explain the meaning of common SS terms such as: spreadsheet, cell, worksheet, workbook, formula and function	
2.2 Using SS software, open an existing workbook and create new spreadsheets	
2.3 Demonstrate the entry of text, numbers and simple formulae into SS cells	
2.4 Employ simple functions such SUM, AVERAGE and IF in formulae to perform simple business processes	
2.5 Save a SS, selecting a suitable name and folder so that office colleagues can locate and access the data	
2.6 Apply basic SS formatting techniques (such as: bold, italic, borders, shading, alignment, adjusting column widths, row headings and sheet orientation) both to individual cells and ranges in order to achieve the desired text, numeric data, date and currency effects	
2.7 Reveal the functions and formulae in a SS for checking, displaying and printing	
2.8 Preview a spreadsheet, select a specified area, and print hard copy as instructed	
2.9 Explain the benefits of SS macros to help automate business processes and demonstrate how to record and run a SS macro	

3. Explain basic terms employed in database systems and implement databases for use in simple business applications

- 3.1 Explain the meaning of common database terms such as database, field, record, data type, table, primary key, query, form, report, flat file, and relationship
- 3.2 Use database software to open and use an existing table
- 3.3 Enter and print data records for a typical business application such as a sales database
- 3.4 Design and create a database for a commercial application such as simple stock control
- 3.5 Employ appropriate field names, data types and field properties for the tables in a database application
- 3.6 Save a database and its tables with names appropriate to their business uses
- 3.7 Create database queries typically made by customers or managers using simple criteria and relational operators
- 3.8 Design input forms to simplify the entry of data into a table
- 3.9 Design output reports to present selected data to a professional standard in accordance with local office conventions

4. Describe the basic concepts of electronic mail (e-mail) and apply them to routine office tasks

- 4.1 Explain common e-mail terms, including those employed in business communications, such as e-mail, message, send, receive, forward, CC, BCC, attachment, junk mail/spam, virus, zip and unzip
- 4.2 Describe in outline typical precautions to take when using e-mail in a business environment
- 4.3 Explain how to protect office communications against virus infection and how to deal with junk mail
- 4.4 Describe typical procedures for reading, replying to, and forwarding messages
- 4.5 Describe how to compose a new message and send it to single or multiple addressees, with CC and BCC recipients as required
- 4.6 Show how to send one or more attachments with a message
- 4.7 Demonstrate the use of commercially available compression and de-compression (zip and unzip) software for the storage and transmission of files and folders

5. Explain the importance of integrating software applications in a typical office environment and demonstrate commonly used techniques

- 5.1 Explain commonly used business integration terms such as: mail merge, linked file, paste special, data source, form letter, mailshot, and hyperlink

- 5.2 Explain the value of mail merge and e-mail merge facilities to a typical business and describe how the data source and the form letter can be combined to produce merged output
- 5.3 Show how to insert spreadsheet and database objects into a word processed document in a common commercial application such as a sales report requiring data tables and charts
- 5.4 Explain how hyperlinks can be used to cross-reference various kinds of business documents: for example, a word processed document could be hyperlinked to a spreadsheet or database

6. Provide examples to show the application of information technology (IT) to commercial applications and explain how IT supports the individual business processes

- 6.1 Explain IT terms frequently used in commerce such as front end, interface, back end, user input, validation, verification, point of sale (POS), electronic point of sale (EPOS), electronic funds transfer at the point of sale (EFTPOS) and automatic teller machine (ATM)
- 6.2 Describe in outline the typical components of a commercial application employing IT and explain the roles of the 'front-end', 'back-end', software and database
- 6.3 Explain how a customer interacts with a web-based sales site in order to complete a purchasing transaction
- 6.4 Describe the operation of a commercial IT system in terms of the data input and validation by various means (such as scanning a barcode, keypad entry or swipe card), the transaction processing (perhaps by referring to the database system for product data, calculations or to update the display screen) and output (on screen display or print-out). Applications should include EFTPOS, ATM and sales based web sites

Assessment Criteria:

- Assessment method: written examination
- Length of examination: three hours
- Candidates should answer all questions, each question carrying equal marks

Recommended Reading

Price M, *Office 2007 in easy steps* (2007), Computer Step
ISBN: 9781840783445

Copstake S, *Office 2003 in easy steps* (2003), Computer Step
ISBN: 9781840782646

Copstake S, *Office XP Professional in easy steps* (2003), Computer Step
ISBN: 9781840782356

Copestake S, *Office 2000 in easy steps* (1999), Computer Step
ISBN: 9781840780314

Copestake S, *Office 97 in easy steps* (1997), Computer Step
ISBN: 9781874029663

Copestake S, *Works 7 in easy steps* (2002), Computer Step
ISBN: 9781840781489

Leete, Finkelstein, Leete, *OpenOffice.Org for Dummies* (2003), John Wiley & Sons
ISBN: 9780764542220

Holden P, Munnely B, *ECDL 3 The Complete Coursebook* (Dec 2000),
Pearson Education Limited
ISBN 13: 9780130908377
ISBN 10: 0130908371