OCR
Oxford Cambridge and RSA

Unit Title:	**Improving productivity using ICT**
OCR unit number:	2
Level:	2
Credit value:	4
Guided learning hours:	30
Unit reference number:	J/502/4156

Unit purpose and aim

The use of IT tools and systems can improve the productivity and efficiency of work activities in a variety of contexts.

This unit is about the skills and knowledge needed by the IT User to plan and review their use of predefined or commonly used IT tools for activities that are at times non-routine or unfamiliar. As a result of reviewing their work, they will be able to identify and use automated methods or alternative ways of working to improve productivity.

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 Plan, select and use appropriate IT systems and software for different purposes	The learner can: 1.1. Describe the purpose for using IT 1.2. Describe the methods, skills and resources required to complete the task successfully 1.3. Plan how to carry out tasks using IT to achieve the required purpose and outcome 1.4. Describe any factors that may affect the task 1.5. Select and use IT systems and software applications to complete planned tasks and produce effective outcomes 1.6. Describe how the purpose	Purposes for using IT: Who and what the information is for, when it must be finished, what information needs to be included, where it will be used (on screen, sent to others, printed) Plan task: What information sources are needed, how they will be found and evaluated, what application software will be used, what skills and resources are needed to complete the task successfully, requirements for content, structure and layout priorities Factors that may affect the task: Access to information, steps that need to be taken in

Learning Outcomes	Assessment Criteria	Examples
	and outcomes have been met by the chosen IT systems and software applications 1.7. Describe any legal or local guidelines or constraints that may apply to the task or activity	advance, availability of time, budget and resources; audience need Reasons for choosing IT: Time, convenience, cost; benefits of IT or manual methods of preparing, processing and presenting the same information; own views on convenience and effectiveness at meeting needs, quality, accuracy; how IT can make tasks easier than other methods, any difficulties people have in using IT, streamline business processes, increase productivity Legal or local guidelines or constraints: May include data protection, copyright, software licensing; organisational house-style or brand guidelines
2 Review and adapt the ongoing use of IT tools and systems to make sure that activities are successful	2.1. Review ongoing use of IT tools and techniques and change the approach as needed 2.2. Describe whether the IT tools selected were appropriate for the task and purpose 2.3. Assess strengths and weaknesses of final work 2.4. Describe ways to make further improvements to work 2.5. Review outcomes to make sure they match requirements and are fit for purpose	Review use of IT tools: Gather information to help make judgements, analyse information about whether the IT tools and techniques are appropriate to the task and intended outcome IT tools selection: Time taken, convenience, cost, quality, accuracy Strengths and weaknesses of final work: Format, layout, accuracy, *structure, style, quality,* clarity for audience Improvements to work: Correct mistakes, avoid affecting other people's work, more efficient and effective ways of doing things, learning new techniques Review outcomes: Evaluate the quality of the information used, produce drafts, review against initial plans, check with

Learning Outcomes	Assessment Criteria	Examples
		intended audience, effect of own mistakes on others
3 Develop and test solutions to improve the ongoing use of IT tools and systems	3.1. Review the benefits and drawbacks of IT tools and systems used, in terms of productivity and efficiency 3.2. Describe ways to improve productivity and efficiency 3.3. Develop solutions to improve own productivity in using IT 3.4. Test solutions to ensure that they work as intended	Ways to improve productivity and efficiency: Save time, save money, streamline work processes, increase output, improve quality of outputs; cost of solution Develop solutions: Set up short cuts, customise interface, record macros

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

This unit is mandatory for candidates wanting to achieve a full Certificate or Diploma at Level 2; it is not mandatory for the award.

Candidates must complete the Evidence Record Form (ERF), which is available to download from the qualification webpage (see forms). Candidates will be able to base their ERF on one of the following options:

1. A real work task

2. A CLAiT assignment

3. A centre-set assignment

4. A practice task(s) or assignment that has been undertaken whilst learning their skills for the IT qualification. It must be straightforward but detailed enough to allow them to answer the questions.

This form should be completed electronically and submitted with the evidence being reviewed.

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).