WORKPLACE

CORE SKILLS UNIT

What are Core Skills?

Core Skills are skills and abilities that everyone needs in their work. This is true for every job in every workplace.

The Core Skills are:

♦ Communication

♦ Numeracy

♦ Information and Communication Technology (ICT)

♦ Problem Solving

♦ Working with Others

Employers look for Core Skills when they are appointing new staff. They also expect their existing staff to have these skills.

Core Skills are important because they help you work effectively in your present job and also prepare you for jobs that you will do in future. Developing your Core Skills helps you deal with today's rapidly changing world and improve your career prospects.

What is this Core Skills Unit about?

This Unit is about using effective ICT skills to access, process, and present information in workplace situations.

Your assessor will explain anything in this Unit that you do not understand.

What should I know or be able to do before I start this Unit?

You should either:

♦ have achieved the Core Skills Unit in ICT at SCQF level 4 or an equivalent qualification

or

♦ be able to show that you have some experience of accessing and processing information in the workplace, for example using word-processing, spreadsheet, or presentation software; carrying out information searches

What do I need to do?

You will need to carry out each of the following four tasks.

Task 1: Performing ICT operations

Carry out ICT activities related to your work. To do this you will have to:

♦ use hardware responsibly, taking account of other users' needs

♦ present information in a suitable way that is helpful to others, for example:

  ♦ display on screen

  ♦ print out

  ♦ play audio file

Task 2: Processing information

Carry out a range of non-routine ICT activities related to your work that involve application software. To do this you will have to:

♦ select and launch application software that is suitable for the tasks you are doing, for example:

  ♦ word processing

  ♦ spreadsheet

  ♦ database

  ♦ media packages

♦ enter, process, and output data

Task 3: Finding information

Use ICT to find information relevant to your work. To do this you will have to:

♦ find information in different formats from a range of local or remote data sources, for example:

   ♦ internet

   ♦ CD-ROM

   ♦ intranet

   ♦ your own computer

♦ apply a search strategy to find information matching given criteria, for example:

   ♦ choice of sources

   ♦ order of searching

   ♦ choice of keywords

♦ evaluate information found against given criteria, for example:

   ♦ currency

   ♦ level of difficulty

   ♦ reliability

   ♦ bias

   ♦ relevance

   ♦ appropriateness of format

♦ evaluate your search strategy, for example:

   ♦ did it produce information that matched your chosen criteria

   ♦ was it effective in terms of time and cost

   ♦ did it filter out information that would not have been useful?

Task 4: Keeping information safe

Demonstrate safe practice in using ICT to handle information. To do this you will have to:

♦ keep data secure, for example:

- ♦ using passwords

- ♦ using virus protection software

- ♦ backing up data

How will I show that I have achieved this Unit?

You will need evidence to show that you have achieved all the tasks in this Unit.

Your assessor will watch you carrying out some tasks and may ask you questions, take notes, or make a recording of what was said and/or done.

You should also keep records of your work. This might include screen dumps, printouts, or information stored on your hard drive, network, or external storage device.

What might be involved?

This Unit may be achieved in many ways. Examples of tasks you might do are:

♦ use a database and create multiple filters to select information for use in a mail-shot to clients

♦ search websites for mobile phone tariffs for business users with differing requirements and usage levels, and present a word-processed report on your findings

♦ prepare a presentation on how to improve health and safety in your workplace, using appropriate software applications

♦ use your company's intranet to research current procedures and practices on equal opportunities

♦ navigate security set ups to determine any copyright issues

What can I do next?

You could move on to the ICT Core Skills Unit at SCQF level 6.

You could consider doing other Core Skills Units in:

♦ Communication

♦ Numeracy

♦ Problem Solving

♦ Working with Others

Your assessor can advise you about this.

Guidance for assessors

Further information about delivery, assessment, and evidence requirements for this Unit can be found in the corresponding Assessment Support Pack. In addition, the *Guide to Assessing Workplace Core Skills* provides further information on assessment.

Disabled learners and/or those with additional support needs

The additional support needs of individual learners should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative competence standards for Units.

Additional advice and guidance for learners with disabilities and/or additional support needs should initially be discussed with the centre where the learner is registered.

If the centre is unable to offer a satisfactory solution then the learner, usually in conjunction with the centre, should contact the External Verifier of the Awarding Body where the learner is registered for certification.

Becoming an approved awarding body

Workplace core skills may only be offered by an SQA approved awarding body. Information on how to become an 'approved' Awarding Body is published on SQA Accreditation's website.

http://www.sqa.org.uk/sqa/48712.html

Unit reference codes

This workplace core skills unit is offered by a number of different awarding bodies. The unit reference codes for each awarding body offering this workplace core skills unit are as follows:

http://www.sqa.org.uk/sqa/files_ccc/Workplace_Core_Skills_Table.pdf

ADMINISTRATION INFORMATION
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