Silver - Unit 21 - Data Management Software

Relevant LINKS

BACK TO ITQ UNITS **[1]**

Overview

This is the ability to select, use, manage and present data using specific data management software packages for the task.

This unit is about the skills and knowledge needed by an IT User to use data management software as well as deploying tools and techniques appropriately for straightforward or routine information. Any aspect that is unfamiliar will require support and advice from others. **Data Management Software** tools and techniques will be described as 'basic' because: the tools and functions will be predefined or commonly used; and the techniques for inputting, manipulation and outputting will be straightforward or routine.

Example of context: The software will depend on the type of data managed, but will include text, sounds, videos, images etc. It could include an address book, an image library or other catalogue system. Students can also be exposed to CRM systems used by sales companies.

Activities supporting the assessment of this award

Assessor's guide to interpreting the criteria

General Information

QCF general description for Level 1 qualifications

- Achievement at QCF level 1 (EQF Level 2) reflects the ability to use relevant knowledge, skills and procedures to complete routine tasks. It includes responsibility for completing tasks and procedures subject to direction or guidance.
- Use knowledge of facts, procedures and ideas to complete well-defined, routine tasks. Be aware of information relevant to the area of study or work
- Complete well-defined routine tasks. Use relevant skills and procedures. Select and use relevant information. Identify whether actions have been effective.
- Take responsibility for completing tasks and procedures subject to direction or guidance as needed

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Requirements

- Standards must be confirmed by a trained Silver Level Assessor or higher
- Assessors must at a minimum record assessment judgements as entries in the on-line mark book on the INGOTs.org Markbook Site.
- Routine evidence of work used for judging assessment outcomes in the candidates' records of their day to day work will be available from their e-portfolios and on-line work. Assessors should ensure that relevant web pages are available to their account manager on request by supply of the URL.
- When the candidate provides evidence of matching all the criteria to the specification subject to the guidance below, the assessor can request the award using the link on the certification site. The Account Manager will request a random sample of evidence from candidates' work that verifies the assessor's judgement.
- When the Account Manager is satisfied that the evidence is sufficient to safely make an award, the candidate's success will be confirmed and the unit certificate will be printable from the web site.
- This unit should take an average level 1 learner 20 hours of work to complete.

Assessment Method

Assessors can score each of the criteria L, S, H. N indicates no evidence and is the default starting position. L indicates some capability but secure capability has not yet been achieved and some help is still required. S indicates that the candidate can match the criterion to its required specification. H indicates performance that goes beyond the expected in at least some aspects. Candidates are required to achieve at least S on all the criteria to achieve the unit.

Expansion of the assessment criteria

1. Enter, edit and maintain data records in a data management system

1.1 **I can identify the security procedures used to protect data**

Evidence: Candidates demonstration and assessor observations

Additional information and guidance
All data, regardless of type or purpose, really needs to be secure. Candidates can be introduced to some of the school or college's data security policies and procedures or to local companies as a way of introducing and discussing the reasons and methods (the local government or police may be helpful here). They can reflect on this in a blog or e-portfolio.

1.2 I can enter data accurately into records to meet requirements

Evidence: Candidates' working files or portfolio reflections.

Additional information and guidance
Candidate should show that they can use the features of data management software effectively, such as using checks of data entry to get their tasks completed. Users should also demonstrate they are comfortable with the software and that their entry is free from errors.

1.3 I can locate and amend individual data records

Candidates should be able to demonstrate they can make basic changes to a record.

Evidence: Assessor witnessing.

Additional information and guidance
Candidates should be comfortable with the software and demonstrate competence in amending records. In some cases, these can be provided for them, though some level of independence should be encouraged where appropriate.

1.4 I can check data records meet needs, using IT tools and making corrections as necessary

Candidates should be able to demonstrate they know how to solve basic input error issues.

Evidence: Assessor witnessing. Centre set test or task.

Additional information and guidance
Some data management systems, such as data records for something like public records (i.e. the population census) require large volumes of relatively similar data such as names and dates. Candidates should be able to use tools such as spell checkers for text or built in calculators (using the number pad) to check data entry for accuracy.

1.5 I can respond appropriately to data entry error messages

Candidates should be able to show understanding and awareness of error correction best practise.

Evidence: Assessor witnessing. Centre set test or task.

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Additional information and guidance
A practical exercise using a data management system with some obvious errors should resent no issues to candidates and they can reflect on this in a blog or to the assessor verbally. The key thing here is that they show an understanding of error messages from the system, such as date in wrong format or post code etc and do not continue but correct the problems.

1.6 I can follow local and/or legal guidelines for the storage and use of data where available

Candidates should be able to demonstrate they know the best way to use data in line with local guidelines.

Evidence: Assessor witnessing.

Additional information and guidance
The school or college will have a policy on the use of sensitive data and students will need to sign off that they understand this and will abide by the guidelines. They might also be able to evidence this is their work placement is with a firm where they carry out some form of data entry and management.

2. Retrieve and display data records to meet requirements

2.1 I can search for and retrieve information using pre-defined methods to meet given requirements

Candidates should demonstrate the ability to find data from the management system and format it for presentation

Evidence: Candidate reflections and documentation as well as assessor observations.

Additional information and guidance
A short task to demonstrate what data they can find and how they can then format it to create useful information. This may be a pre-set tasks such as producing a report from a spreadsheet or database or if using a specific management software, showing the skills to use the built in search and retrieval elements. A good example here would be something like a CRM (Customer Relationship Management) or ERP (Enterprise Resource Panning) package to track and report on sales activity for a company. One of the world's wealthy companies [2] Oracle is built on these software packages. If required, TLM has demo sites of these packages that can be used for this task. Please contact your account manager.

2.2 I can identify which report to run to output the required information

Candidates should be capable of generating reports on demand.

Evidence: Candidate's work and assessor witnessing the process. Centre set test or task.

Additional information and guidance
Candidates will need to show some awareness that they understand the software well enough to generate reports on various aspects. Depending on what the data management system is will determine the reports, but if using something like a CRM, a report might be the sales revenue generated for a particular month or calendar period.

2.3 I can select and view specified reports to output information to meet given requirements

Candidates should show some competence in gathering data and presenting a range of reports using the data management software.

Evidence: Candidates work and assessor observations

Additional information and guidance
The nature of the data being input to the software will vary and therefore the nature of reports and outputs will also vary. Candidates could be observed outputting reports to the screen, or could be asked to output to print and compile as a small report.

Moderation/verification

The assessor should keep a record of assessment judgements made for each candidate and make notes of any significant issues for any candidate. They must be prepared to enter into dialogue with their Account Manager and provide their assessment records to the Account Manager through the on-line mark book. They should be prepared to provide evidence as a basis for their judgements through reference to candidate e-portfolios. Before authorising certification, the Account Manager must be satisfied that the assessors judgements are sound.

Source URL: https://theingots.org/community/sil1u21x

Links
[1] http://theingots.org/community/ITQ_UNIT_development
[2] http://www.crn.com/slide-shows/channel-programs/240154736/the-25-biggest-tech-companies-on-the-fortune-500.htm/pgno/0/12

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