APPLY DIGITAL LITERACY

UNIT CODE: CON/OS/BUT/BC/02/5/A

UNIT DESCRIPTION
This unit covers the competencies required to effectively use digital devices such as smartphones, tablets, laptops, and desktop PCs. It entails identifying and using digital devices such as smartphones, tablets, computers, and peripheral devices for purposes of communication, work performance and management at the workplace.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function	These are assessable statements which specify the required level of performance for each of the elements. *Bold and italicized terms are elaborated in the Range*
1. Identify computer software and hardware	1.1 Computers are identified according to the user's needs 1.2 *Computer software* is identified according to manufacturer's specification 1.3 *Computer hardware* is identified according to manufacturer's specification 1.4 *Computer peripherals* are identified and operated according to manufacturer's specification 1.5 Operating system functions and commands are identified and applied according to user needs
2. Apply basic data security measures	2.1 *Data security and privacy measures* are applied in accordance with Information Security Standard 2.2 *Security threats* are identified according to *ISMS Standards* 2.3 *Security control measures* are applied according to ISMS Standards 2.4 Computer threats and crimes are identified as per the ISO/IEC 27032 cyber security standard. 2.5 Protection against *computer crimes* is carried out as per the ISO/IEC 27032 cyber security standard
3. Perform word-processing operations	3.1 Word-processing application interface commands are identified and correctly applied according to workplace procedures 3.2 Word documents are created according to workplace procedures 3.3 Document formatting is performed according to workplace procedures 3.4 Word processing objects are inserted according to workplace procedures

		3.5	Mail merge is performed according to workplace procedures
		3.6	Applicable document output is prepared according to workplace procedures
4.	Perform spreadsheet operations	4.1	Spreadsheet application interface commands are identified and correctly applied according to workplace procedures
		4.2	Cells are correctly referenced and manipulated according to workplace procedures
		4.3	Worksheets are managed according to workplace procedures
		4.4	Appropriate formulae and functions are identified and applied according to workplace procedures
		4.5	Appropriate worksheet formatting is performed according to workplace procedures
		4.6	Appropriate charts are prepared according to workplace procedures
		4.7	Applicable worksheet output is prepared according to workplace procedures
5.	Perform database operations	5.1	Database application interface commands are identified and correctly applied according to workplace procedures
		5.2	Appropriate database tables are created according to workplace procedures
		5.3	Information is retrieved from the database according to user needs
		5.4	Appropriate forms for data entry and viewing records are created according to workplace procedures
		5.5	Appropriate database output is prepared according to workplace procedures
6.	Apply internet and email in communication	6.1	Internet connection requirements are identified and applied according to workplace procedures
		6.2	Web browsing software are identified and applied according to workplace procedures
		6.3	Appropriate Information from the web is obtained according to user needs
		6.4	Internet communication concepts are applied according to workplace procedures
		6.5	Electronic mail communication is performed according to workplace procedures
		6.6	Emerging issues in Internet and email communication are identified and applied according to workplace procedures
7.	Perform desktop publishing	7.1	Appropriate desktop publishing application is identified according to workplace procedures
		7.2	Desktop publishing application interface is properly utilized according to workplace procedures
		7.3	Appropriate desktop publication design is performed according to user needs

		7.4	Desktop publication design is implemented according to user needs
		7.5	Desktop publication output is generated according to user needs
8.	Identify computer software and hardware	8.1	Computers are identified according to the user's needs
		8.2	*Computer software* is identified according to manufacturer's specification
		8.3	*Computer hardware* is identified according to manufacturer's specification
		8.4	*Computer peripherals* are identified and operated according to manufacturer's specification
		8.5	Operating system functions and commands are identified and applied according to user needs
9.	Apply basic data security measures	9.1	*Data security and privacy measures* are applied in accordance with Information Security Standard
		9.2	*Security threats* are identified according to *ISMS Standards*
		9.3	*Security control measures* are applied according to ISMS Standards
		9.4	Computer threats and crimes are identified as per the ISO/IEC 27032 cyber security standard.
		9.5	Protection against *computer crimes* is carried out as per the ISO/IEC 27032 cyber security standard

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. *ISMS Standards*	ISO 27001:2013 Annex A
2. Computer crimes	- Computer fraud - Cyber bulling - Hacking - Piracy - Phishing
3. *Computer software* may include but not limited to:	A collection of instructions or computer tools that enable the user to interact with a *computer*, its hardware, or perform tasks. - Applications - Operating systems - Device drivers - Browsers - Utility programs
4. *Computer hardware* may include but not limited to:	Collection of physical parts of a computer system such as; • Computer case, monitor, keyboard, and mouse

		• All the parts inside the computer case, such as the hard disk drive, motherboard and video card
5. Computer peripherals		Printers, projectors, scanners, camera, smart boards, speakers
6. *Data security and privacy* may include but not limited to:		• Confidentiality of data • Cloud computing • Integrity -but-curious data surfing
7. *Security and control measures* may include but not limited to:		• Counter measures against cyber terrorism • Risk reduction • Cyber threat issues • Risk management • Pass wording
8. *Security threats* may include but not limited to:		• Cyber terrorism • Hacking
9. *Word processing concepts* may include but not limited to:		Using a special program to create, edit and print documents
10. *Network configuration* may include but not limited to:		Organizing and maintaining information on the components of a computer network
11. Online collaboration tools		Online Calendars Online Meetings Online storage and productivity applications Social Media Online learning environments

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:
- Analytical skills
- Interpretation
- Typing
- Communication
- Computing (applying fundamental operations such as addition, subtraction, division and multiplication)
- Using calculator
- Basic ICT skills

Required Knowledge

The individual needs to demonstrate knowledge of:
- Software concept
- Functions of computer software and hardware

- Data security and privacy
- Computer security threats and control measures
- Technology underlying cyber-attacks and networks
- Cyber terrorism
- Computer crimes
- Detection and protection of computer crimes
- Laws governing protection of ICT
- Word processing;
  - ✓ Functions and concepts of word processing.
  - ✓ Documents and tables creation and manipulations
  - ✓ Mail merging
  - ✓ Word processing utilities
- Spread sheets;
  - ✓ Meaning, formulae, function and charts, uses and layout
  - ✓ Data formulation, manipulation and application to cells
  - ✓
- Database;
  - ▪ Database design, data manipulation, sorting, indexing, storage retrieval and security
- Desktop publishing;
  - ▪ Designing and developing desktop publishing tools
  - ▪ Manipulation of desktop publishing tools
  - ▪ Enhancement of typeset work and printing documents
- Presentation Packages;
  - ✓ Types of presentation Packages
  - ✓ Creating, formulating, running, editing, printing and presenting slides and handouts
- Networking and Internet;
  - ✓ Computer networking and internet.
  - ✓ Electronic mail and world wide web
- Emerging trends and issues in ICT;
  - ✓ Identify and integrate emerging trends and issues in ICT
  - ✓ Challenges posed by emerging trends and issues

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Identified appropriate computer software and hardware
	1.2 Applied basic data security measures
	1.3 Performed word-processing operations
	1.4 Performed spread sheet operations
	1.5 Performed database operations
	1.6 Applied internet and email in communication
	1.7 Performed desktop publishing

		1.8 Prepared PowerPoint presentation
		1.9 Performed Online Collaboration
2.	Resource Implications	2.1 Tablets
		2.2 Laptops
		2.3 Desktop computers
		2.4 Calculators
		2.5 Internet
		2.6 Smart phones
		2.7 Operation Manuals
3.	Methods of Assessment	Competency may be assessed through:
		3.1 Written Test
		3.2 Demonstration
		3.3 Practical assignment
		3.4 Interview/Oral Questioning
		3.5 Demonstration
4.	Context of Assessment	Competency may be assessed in workplace or in a simulated workplace setting
5.	Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.