DEMONSTRATE DIGITAL LITERACY
UNIT CODE: BUS/OS/SC/BC/03/5

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, laptops and desktop PCs for purposes of communication, work performance and management at the work place.

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 appropriate computer software and hardware	1.1 Concepts of ICT are determined in accordance with computer equipment 1.2 Classifications of computers are determined in accordance with manufacturers specification *1.3 Appropriate computer software* are identified according to manufacturer's specification

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***
	1.4 Appropriate computer hardware are identified according to manufacturer's specification 1.5 Functions and commands of operating system are determined in accordance with manufacturer's specification
2. Apply security measures to data, hardware, software in automated environment	2.1 ***Data security and privacy are classified*** in accordance with the prevailing technology 2.2 ***Security threats*** are identified, **and** ***control measures*** are applied in accordance with laws governing protection of ICT 2.3 Computer threats and crimes are detected. 2.4 Protection against computer crimes is undertaken in accordance with laws governing protection of ICT

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***
3. Apply computer software in solving tasks	3.1 ***Word processing concepts*** are applied in resolving workplace tasks, report writing and documentation 3.2 ***Word processing utilities*** are applied in accordance with workplace procedures 3.3 Worksheet layout is prepared in accordance with work procedures 3.4 Worksheet is built, and data manipulated in the worksheet in accordance with workplace procedures 3.5 Continuous data manipulated on worksheet is undertaken in accordance with work requirements 3.6 Database design and manipulation is undertaken in accordance with office procedures 3.7 Data sorting, indexing, storage, retrieval and security is provided

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	in accordance with workplace procedures
4. Apply internet and email in communication at workplace	4.1 Electronic mail addresses are opened and applied in workplace communication in accordance with office policy 4.2 Office internet functions are defined and executed in accordance with office procedures 4.3 ***Network configuration*** is determined in accordance with office operations procedures 4.4 **Official** World Wide Web is installed and managed according to workplace procedures

| 5. Apply desktop publishing in official assignments | 5.1 Desktop publishing functions and tools are identified in accordance with manufactures specifications |
| | 5.2 Desktop publishing tools are developed in accordance with work requirements |

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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***
	5.3 Desktop publishing tools are applied in accordance with workplace requirements
	5.4 Typeset work is enhanced in accordance with workplace standards
6. Prepare presentation packages	6.1 Types of presentation packages are identified in accordance with office requirements
	6.2 Slides are created and formulated in accordance with workplace procedures
	6.3 Slides are edited and run in accordance with work procedures
	6.4 Slides and handouts are printed according to work requirements

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 *May include but not limited to*:
1. Appropriate Computer Software	A collection of instructions or computer tools that enable the user to interact with a *computer*, its hardware, or perform tasks.
2. Appropriate Computer Hardware	Collection of physical parts of a computer system such as; 2.1 Computer case, monitor, keyboard, and mouse 2.2 All the parts inside the computer case, such as the hard disk drive, motherboard and video card
3. Data Security and Privacy	3.1 Confidentiality of data 3.2 Cloud computing 3.3 Integrity -but-curious data surfing
4. Security and Control Measures	4.1 Counter measures against cyber terrorism 4.2 Risk reduction 4.3 Cyber threat issues 4.4 Risk management 4.5 Pass wording
5. Security Threats	5.1 Cyber terrorism 5.2 Hacking

Variable	Range *May include but not limited to*:
6. Word Processing Concepts	Using a special program to create, edit and print documents
7. Network Configuration	Organizing and maintaining information on the components of a computer network

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 and controlled security threats 1.2 Detected and protected computer crimes 1.3 Applied word processing in office tasks

	1.4 Designed, prepared work sheet and applied data to the cells in accordance to workplace procedures
	1.5 Opened electronic mail for office communication as per workplace procedure
	1.6 Installed internet and World Wide Web for office tasks in accordance with office procedures
	1.7 Integrated emerging issues in computer ICT applications
	1.8 Applied laws governing protection of ICT
2. Resource Implications	2.1 Tablets 2.2 Laptops 2.3 Desktop PCs 2.4 Desktop computer 2.5 Calculator 2.6 Internet 2.7 Smartphone 2.8 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 an off and on the job setting
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.