SQA Accreditation

INFORMATION AND COMMUNICATION TECHNOLOGY
SCQF level 3

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 simple 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 do not need any specific knowledge or experience before starting on this unit.

It would be useful to be able to show that you have some experience of using modern technology, including personal computers, smartphones, touch-screen devices, and the internet.

The National Core Skills Unit in ICT at SCQF level 2 or an equivalent qualification provides good preparation for this unit.

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 that involve simple operations. To do this you will have to:

♦ create, name, save, copy, transfer, and delete folders and files

♦ copy or transfer files between various storage mediums, for example, internal hard drives, portable drives, cloud-based storage platforms and vice versa

♦ 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 simple ICT activities related to your work that involve using menu-based applications software. To do this you will have to:

♦ select application software that is suitable for the task you are doing, for example:
  ♦ word processing
  ♦ spreadsheet
  ♦ database
  ♦ media packages

♦ use menus / lists to choose operations

♦ enter, edit, process, and output data

Task 3: Finding information

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

- use local or remote data sources, for example:
  - internet
  - cloud-based storage and services
  - intranet
  - personal computing devices

- find information that matches one keyword and is in an appropriate format, for example:
  - text
  - number
  - graphic
  - video
  - audio

Task 4: Keeping information safe

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

- keep information safe by using common ICT security measures, for example:
  - keeping your own log-in and password secure
  - taking precautions when online

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 maintain comprehensive records of your work, utilising modern digital documentation and storage methods. This can include capturing screenshots or screen recordings, saving digital files in various formats, and storing information on secure cloud-based platforms, hard drive, network drive or removable drive.

What might be involved?

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

♦ word process a business letter using your company's letter template

♦ search your company's customer database for a named customer, amending the address and printing off this information

♦ use the internet to find times of trains for a colleague who is making a business trip and displaying this information on screen

♦ search your company's intranet to find a training course that you could sign up for

What can I do next?

You could move on to the ICT Core Skills Unit at SCQF level 4.

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: Awarding Body Approval

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: Workplace Core Skills

ADMINISTRATION INFORMATION

Credit Value
6 SCQF credit points at SCQF level 3

Telephone:	0345 213 5249
Fax:	0345 213 5000
Website:	[Workplace Core Skills](#)

Optima Building
58 Robertson Street
Glasgow
G2 8DQ

History of changes to unit

Version	Description of change	Date
03	Changes to modernise language throughout as approved by Qualifications Officer.	28 / 05 / 24