



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 complex 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 5 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 applications software to manipulate and integrate data; devising search strategies; carrying out detailed 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:

- ◆ resolve common hardware or software problems. For example, utilising built-in digital assistance features, accessing comprehensive online support resources, and consulting interactive tutorials or virtual walkthroughs
- ◆ 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 complex ICT activities related to your work that involve application software. To do this you will have to:

- ◆ select and launch application software with some complex features is suitable for the tasks you are doing, for example:
 - ◆ word processing
 - ◆ spreadsheet
 - ◆ database
 - ◆ media packages
- ◆ enter, process, and output data

Task 3: Accessing 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
- ◆ apply a search strategy to find information using complex criteria, for example:
 - ◆ choice of sources
 - ◆ order of searching
 - ◆ choice of keywords
 - ◆ use of search logic
 - ◆ application of search parameters
 - ◆ menu and open choice searching
- ◆ evaluate information found against chosen criteria, for example:
 - ◆ currency
 - ◆ level of difficulty
 - ◆ reliability
 - ◆ authority
 - ◆ 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
- ◆ maintaining personal file area
- ◆ adhering to company policy

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 securing information on secure cloud-based platforms, hard drive, network drive or removable device.

What might be involved?

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

- ◆ search multiple internal databases that are unfamiliar to you in order to gather names and addresses of specific company directors to create a mailing list
- ◆ use a software package to analyse results of a survey on customer satisfaction
- ◆ calculate increase in running costs of your department in the light of salary increases
- ◆ use a software package to model alternative layouts for your work area

What can I do next?

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 6



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History of changes to unit

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

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