

BCS Level 1 Award in IT User Skills (ICDL Essentials) (ITQ)

Qualification Guide



QAN: 500/6226/8
August 2024 v1.0

CONTENTS

- 2. Introduction
- 3. Qualification Suitability and Overview
- 5. Learning Outcomes
- 10. Resources
- 11. Assessment
- 12. Atlas Cloud
- 13. FAQs



Introduction

Technology is constantly transforming the way in which we live, how we work, and how we carry out our daily tasks. As digital and IT technologies continue to evolve and enable the digital transformation of businesses, there is an ever-increasing need for individuals equipped with the skills to support the development and implementation of IT solutions that deliver efficiencies, that enhance the productivity of individuals and teams, and which ensure successful operations can be carried out.

In conjunction with the ICDL Foundation, BCS, The Chartered Institute for IT, have designed this qualification to support individuals to develop their use of software commonly found in most work and educational settings to a beginner level. This also includes developing their ability to use software in order to improve the way in which they carry out tasks, and to find ways to improve overall productivity.

BCS, The Chartered Institute for IT

As the Chartered Institute for IT we are the digital specialists and the only awarding body focussed on computing and IT. Our commitment under our royal charter is to ensure everyone within society has access to the basic skills required to live and work in a digital age.

Qualification Suitability and Overview

The Level 1 Award in IT User Skills (ICDL Essentials) (ITQ) is suitable for beginner / novice computer users and is therefore suitable for anyone no matter their current skills or experience.

This qualification is suitable for anyone;

- seeking to develop their basic IT skills in order to enhance their productivity in their workplace
- wishing to undertake professional development as part of seeking a new job opportunity
- wanting to start studying and improve their IT skills in preparation for the working environment, or who are looking to progress onto higher level qualifications

Successfully completing this qualification will equip individuals with the foundational skills and knowledge required to improve their productivity through the use of suitable IT tools and processes.

Learner Progression

Candidates undertaking this qualification may aim to further develop their skills in order to move into a specific area of IT. This may include progression onto a Level 2 apprenticeship or Level 2 further education Qualification.

LEVEL 1 AWARD IN IT USER SKILLS (ICDL ESSENTIALS) (ITQ)	
QAN	500/6226/8
Entry Requirements	Basic level of competence in using IT software
Guided Learning Hours (GLH)	61
Total Qualification Time (TQT)	92
Assessment Method	Online Performance (skills) and Knowledge tests
Outcome	Pass/Fail

There are no formal entry requirements for this qualification. It is expected that an initial assessment has taken place with the approved centre to ensure that the candidate is capable of reaching the required standards.

The Level 1 Award in IT User Skills (ICDL Essentials) (ITQ) is composed of the following four mandatory modules:

MANDATORY UNITS	UNIT CODE	LEVEL	CREDIT VALUE
<p>IT User Fundamentals</p> <p>This module sets out essential concepts and skills relating to the use of devices, file creation and management, networks and data security.</p>	J/502/4206	1	3
<p>Using Email and the Internet</p> <p>This module sets out essential concepts and skills relating to web browsing, effective information search, online communication and email.</p>	J/502/4299 T/502/4296	1	5
<p>IT Security for Users</p> <p>This module sets out essential concepts and skills relating to IT security risks, security guidelines and procedures, and keeping data safe.</p>	R/502/4256	1	1
Total Credits			9

Note: Level 1 Using the Internet and Using email units are only offered as a combined unit with a credit value of 5

In order to undertake this qualification, candidates will need to have access to the following Microsoft Office applications: Microsoft Word, Microsoft Excel, Microsoft PowerPoint. **Note:** supported versions include 2013, 2016, 2019 or 365.

Learning Outcomes

IT USER FUNDAMENTALS

1. Use IT systems to meet needs

- 1.1 Use correct procedures to start and shutdown an IT System
- 1.2 Select and use interface features effectively to interact with IT systems
- 1.3 Adjust system settings to meet individual needs
- 1.4 Use a communication service to access the internet
- 1.5 Use appropriate terminology when describing IT systems

Start and shutdown procedures: Log in, enter password, log out, shut down menu, lock, unlock

IT system: Will vary according to the set up, for example: computer (PC, laptop), input device (eg keyboard, mouse or other pointing device), processor, output device (eg screen, printer), storage media (eg memory, disk, CD, DVD, data/memory stick, hard drive, network drive)

Interface features: Desktop, window, dialog box, menu, submenu, toolbar, icon, scrollbar, button, drag and drop, zoom, minimise, maximise

System settings: Window size, mouse settings, icon size, screen resolution, desktop contrast, sound volume

Communication service: Broadband, dial up, wireless, network connections, mobile device

2. Organise, store and retrieve information efficiently

- 2.1 Work with files and folders so that it is easy to find and retrieve information
- 2.2 Identify what storage media to use
- 2.3 Organise and store information, using general and local conventions where appropriate

File handling: Files: Create, name, open, save, save as, print and close files; move, copy, rename, delete files; display file lists, sort, search. Folders: Create and name folders and subfolders

Storage media: Disk, CD, DVD, data/memory stick, media card, hard drives, network drive, mobile device

Organise and store: Insert, remove, name, label, archive

3. Follow and understand the need for safety and security practices

- 3.1 Work safely and take steps to minimise physical stress
- 3.2 Recognise the danger of computer viruses, and how to minimise risk
- 3.3 Keep information secure
- 3.4 Outline why it is so important to stay safe and to respect others when using ICT- based communications
- 3.5 Follow relevant guidelines and procedures for the safe and secure use of IT

Work safely: Health and safety issues, risks from hardware, electrical connection risks and guidelines, use and disposal of cleaning materials, handling equipment. Risks to self and others from using hardware; Organisational guidelines and points of contact

Physical stress: Adjust seating and lighting, avoid hazards, take breaks, arrangement of hardware and cables, wrist rests workspace; working conditions

Minimise risk: Virus-checking software, anti-spam software, firewall, treat files, software and attachments from unknown sources with caution

Information security: Copies, backup, password, PIN, avoid inappropriate disclosure of information

Staying safe: Protect personal information, avoid misuse of images, use appropriate language, respect confidentiality, use copy lists with discrimination

Guidelines and procedures: Set by employer or organisation

Topic: Health and safety, security, copyright, netiquette

4. Carry out routine maintenance of IT systems and respond to routine IT system problems

- 4.1 Identify why routine maintenance of hardware is important and when to carry it out
- 4.2 Identify where to get expert advice
- 4.3 Carry out regular routine maintenance of IT system safely
- 4.4 Take appropriate action to handle routine IT problems

Routine maintenance: Clear hardware, delete unwanted data; Manufacturer's guidelines; what maintenance can be done safely; what should be left to experts; what problems may happen if maintenance is not done; Delete unwanted files

Cleaning: For different components of an IT system; to maintain functionality; to maintain appearance; Printer: Replace printer consumables (paper, toner cartridge); print test page, align cartridge

Expert advice: Limits of own understanding and skills, help menus, manufacturer's guidelines, how to follow advice, information needed by experts

IT problems: Program not responding, error dialogue, storage full, paper jam

USING EMAIL

1. Use email software tools and techniques to compose and send messages

- 1.1 Use software tools to compose and format email messages
- 1.2 Attach files to email messages
- 1.3 Send email messages
- 1.4 Identify how to stay safe and respect others when using email
- 1.5 Use an address book to store and retrieve contact information

Compose and format e-mail: Format text (font, size, colour), format paragraphs, spell check

Send e-mail: To, from, cc, subject; Reply, reply all, forward
Receive e-mail: Open message, open attachment

Stay safe: Avoid inappropriate disclosure of personal information, avoid misuse of images, use appropriate language, respect confidentiality, use copy lists with discrimination

Address book: Add, edit, delete contact entries; distribution list

2. Manage incoming email effectively

- 2.1 Follow guidelines and procedures for using email
- 2.2 Identify when and how to respond to e-mail messages
- 2.3 Read and respond to email messages appropriately
- 2.4 Identify what messages to delete and when to do so
- 2.5 Organise and store email messages
- 2.6 Respond appropriately to common email problems

Guidelines and procedures: Set by employer or organisation, security, copyright; netiquette; password protection

E-mail responses: Decide on priorities, gather information needed to respond, decide when and who to copy in, what to do about attachments

Organise and store e-mail: Folders, subfolders, delete unwanted messages, backup, address lists

USING THE INTERNET

1. Connect to the Internet

- 1.1 Identify different types of connection methods that can be used to access the Internet
- 1.2 Access the Internet or Intranet

Connection methods: LAN, VPN; mobile phone, modem, router, wireless, dial-up, broadband; Obtaining access: ISP, user name, password; hardware and software requirements

2. Use browser software to navigate web pages

- 2.1 Use browser tools to navigate webpages
- 2.2 Identify when to change browser settings to aid navigation
- 2.3 Adjust browser settings to meet needs
- 2.4 Use browser help facilities

Browser tools: Enter, back, forward, refresh, stop, history, new window, new tab. Toolbar, search bar, address bar; home, go to, follow link, URL

Browser settings: Homepage, autofill, security, pop-ups, appearance, privacy; search engine; toolbars, zoom

USING THE INTERNET (CONTINUED)

3. Use browser tools to search for information from the Internet

- 3.1 Select and use appropriate search techniques to locate information
- 3.2 Outline how information meets requirements
- 3.3 Use references to make it easier to find information another time
- 3.4 Download and save different types of information from the Internet

Search techniques: Search key words, quotation marks, search within results, relational operators, 'find' or search tool, turn questions into key words for an online query

Information requirements: Recognise intention and authority of provider, currency of the information, relevance, accuracy, bias, level of detail

References: History, favourites, bookmarks; links; log useful sites

Download information: Webpage, website; Images, text, numbers, sound, games, video, TV, music

4. Use browser software to communicate information online

- 4.1 Select and use tools and techniques to communicate information online
- 4.2 Use browser tools to share information sources with others
- 4.3 Submit information online using forms or interactive sites
- 4.4 Identify opportunities to post or publish material to websites

Communicate information: Saved information (podcasts, text, images), real time information (blogs, instant messaging)

Share information sources: Send link, send webpage

Submit information: Fill-in and submit web forms; ratings, reviews, recommendations; wikis; discussion forums; interactive sites; netiquette

5. Follow and understand the need for safety and security practices when working online

- 5.1 Identify the threats to user safety when working online
- 5.2 Outline how to minimise internet security risks
- 5.3 Work responsibly and take appropriate safety and security precautions when working online
- 5.4 Keep personal information secure
- 5.5 Follow relevant laws, guidelines and procedures for the use of the Internet

Safety precautions: Firewall settings, Internet security settings; report inappropriate behaviour; report security threats or breaches; netiquette, content filtering, avoid inappropriate disclosure of information

Threats to user safety: Abusive behaviour ("cyber bullying"), inappropriate behaviour and grooming; abuse of young people; false identities; financial deception; identity theft

Information security: Username and password/PIN selection, online identity/profile; Real name, pseudonym, avatar; What personal information to include, who can see the information; withhold personal information

Minimise risk: Virus-checking software, anti-spam software, firewall; treat messages, files, software and attachments from unknown sources with caution

Laws, guidelines and procedures: Set by employer or organisation relating to health and safety, security; Laws: relating to copyright, software download and licensing.

1. Use appropriate methods to minimise security risks to IT systems and data

- 1.1 Identify security issues that may threaten system performance
- 1.2 Take appropriate security precautions to protect IT systems and data
- 1.3 Identify threats to information security associated with the widespread use of technology
- 1.4 Take appropriate precautions to keep information secure
- 1.5 Follow relevant guidelines and procedures for the secure use of IT
- 1.6 Describe why it is important to backup data securely
- 1.7 Ensure personal data is backed up to appropriate media

Threats to system performance: Unwanted e-mail (often referred to as “spam”), malicious programs (including viruses, worms, trojans, spyware, adware and rogue diallers) and hackers; hoaxes

Security precautions: Use access controls: Physical controls, locks, passwords, access levels; Run anti-virus software, adjust firewall settings, adjust internet security settings; carry out security checks, report security threats or breaches; backup; store personal data and software safely; treat messages, files, software and attachments from unknown sources with caution

Threats to information security: From theft, unauthorised access, accidental file deletion, use of removable storage media; malicious programs (including viruses, worms, trojans, spyware, adware and rogue diallers), hackers, phishing and identity theft; unsecured and public networks, default passwords and settings, wireless networks, Bluetooth, portable and USB devices

Access to information sources: Username and password/PIN selection, how and when to change passwords; online identity/profile; Real name, pseudonym, avatar; what personal information to include, who can see the information; Respect confidentiality, avoid inappropriate disclosure of information

Security guidelines and procedures: Set by: employer or organisation; security, privacy

Resources

There are a number of additional resources available from BCS that can be accessed through the Atlas Cloud platform. These resources are designed to support your learners with independent study towards each of the modules.

AVAILABLE RESOURCES

Courseware (ICDL)

The following courseware is available;

1. L1 IT User Fundamentals
2. L1 Using Email Software
3. L1 Using the Internet
4. L1 IT Security for Users

BCS Online Modules

A collection of bite-size e-learning modules which include text and video content (captions available) as well as knowledge check activities.

These modules focus on some of the key concepts around improving productivity through the use of different software, and include useful guidance, hints and tips and software demonstrations to enable you to further develop your use of software to make improvement within your own context.

Sample Assessments

There are a number of sample tests available which will help your learners to prepare for each of the final assessments, so they become familiar with the assessment platform and the format of the questions.



Assessment

Each module is assessed through an online, on-demand test which will assess the learner's competence of using each software. Manual versions of the tests are also available if required.

Each assessment will include a knowledge test of multiple-choice questions as well as an "in-application" performance test that will require the learner to use their software to complete specific tasks. The marking of these assessments is automated, with candidate being required to achieve a 75% pass mark in both the knowledge and performance tests.

On successful completion of all three assessments, the learner will attain their BCS Level 1 Award in IT User Skills (ICDL Essentials) (ITQ).

Reasonable Adjustments

Centres will receive guidance on reasonable adjustments in accordance with Equalities Law, including, but not exclusively, ensuring there is an environment which will allow access by a disabled learner or to make alternative arrangements such as a different venue or different equipment suitable for the learner.

Outcomes and Reassessment

When a learner completes a test using the automated system, the results are submitted directly to BCS.

For manually marked assessments, the individual learner's zipped work files are uploaded to the ACF to be marked by BCS. The centre manager will receive automated update emails of the marking process and the result. Receipt of the result can take up to 21 days from the date the work files are uploaded to the ACF. All pass and fail results will be added to the learner's BCS records automatically. Should a learner fail a test, fail notifications are sent to the centre manager weekly. This will be received either by post or emailed in a PDF format, for the centre manager to share with the learner of the areas of the test they failed in.

Should the learner be required to re-sit the assessment, this can be arranged with our Channel Partner Quality Team.

Appeals

If situations arise that call into the question the validity of an awarding decision, for example, via an appeal or an enquiry in accordance with our Appeals Policy, or an error has been made and a learner has incorrectly been awarded, or not awarded, a qualification achievement issue will be brought to the attention of the Service Delivery Manager - Qualifications. Our Appeals Policy is available from the Approved Centre Forum.

Atlas Cloud

Accessing the online assessments

Each of the online assessments (including the sample and live assessments) will be completed via the Atlas Cloud online platform on an on-demand basis. Centres will have access to add and manage users and tests.

The courseware and online modules are also available to access via the Atlas Cloud platform.

You can access Atlas Cloud by logging in [here](#).



System Requirements

You can check whether your devices meet the system requirements [here](#) by clicking “Check system requirements”. If you have any further questions, feel free to get in touch with our [customer service team](#).

Frequently Asked Questions

Q) How long does this qualification take to complete?

A) This qualification has 61 guided learning hours, and a total qualification time of 92 hours.

Q) What learning materials or courseware are available?

A) Courseware is available to support the delivery of each ICDL module, as listed in the resources section of this guide.

Q) Can this qualification be delivered remotely?

A) As all candidates will have access to the online learning materials and assessments, it is possible to deliver this qualification remotely or as part of a blended learning programme; with additional support, guidance and complimentary learning activities (e.g. webinars) being delivered by the provider. based on the requirements of the cohort/learners.

Q) What is GLH and TQT?

A) Guided Learning Hours (GLH) indicates the approximate time (in hours) that the learner will be supervised during any teaching, learning or assessment activities.

Total Qualification Time (TQT) is a predication of the total time a learner with no prior knowledge might need to complete the course.

TQT is made up of two elements: GLH, and all other hours (an estimate of the number of hours a learner will reasonably spend on any unsupervised learning or assessment activities including homework, research, exam preparation and formal assessment) so that they can successfully achieve the qualification.

Q) What practice tests are available?

A) Sample assessments are available through the Atlas Cloud platform.



CONTACT

For any queries relating to this document or the delivery of this qualification, contact;

T: 01793 417445 **E:** bcssales@bcs.uk

If you have any technical issues running the online assessments, please contact;

Atlas Cloud Support – support@skillsbox.com

For further information please contact:

BCS

The Chartered Institute for IT
3 Newbridge Square
Swindon
SN1 1BY

T +44 (0)1793 417 445

www.bcs.org

© 2024 Reserved. BCS, The Chartered Institute for IT

All rights reserved. No part of this material protected by this copyright may be reproduced or utilised in any form, or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system without prior authorisation and credit to BCS, The Chartered Institute for IT.

Although BCS, The Chartered Institute for IT has used reasonable endeavours in compiling the document it does not guarantee nor shall it be responsible for reliance upon the contents of the document and shall not be liable for any false, inaccurate or incomplete information. Any reliance placed upon the contents by the reader is at the reader's sole risk and BCS, The Chartered Institute for IT shall not be liable for any consequences of such reliance.