

## DEMONSTRATE DIGITAL LITERACY

**UNIT CODE: ENG/OS/AME/4/BC/03/4/A**

### UNIT DESCRIPTION

This unit covers the competencies required to effectively demonstrate digital literacy in a working environment. It entails identifying and using digital devices such as smartphones, tablets, laptops and desktop PCs for purposes of communication and performing work related tasks 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.  <i><b>Bold and italicized terms are elaborated in the Range</b></i>
1. Identify computer software and hardware	1.1 Identify <i><b>appropriate computer software</b></i> for specific purposes according to manufacturer's specification 1.2 Identify <i><b>appropriate computer hardware</b></i> for specific purposes according to manufacturer's specification
2. Apply security measures to data, hardware, software	2.1 Determine appropriate <i><b>data security and privacy</b></i> in accordance with the technological situation 2.2 Apply <i><b>security and control measures</b></i> in accordance with laws governing protection of ICT 2.3 Detect computer threats and crimes 2.4 Practice protection against computer crimes in accordance with laws governing protection of ICT
3. Apply computer software in solving tasks	3.1 Apply basic <i><b>word processing skills</b></i> in resolving workplace tasks 3.2 Apply <i><b>word processing utilities</b></i> in accordance with workplace procedures

	3.3 Manipulate data on worksheet in accordance with office procedures
4. Apply internet and email in communication within the workplace	<p>4.1 Demonstrate use of electronic mail for workplace communication in accordance with office procedures</p> <p>4.2 Define office internet functions in accordance with office procedures</p> <p>4.3 Execute office internet functions in accordance with office procedures</p> <p>4.4 Determine <b>network configuration</b> and uses in accordance with office operations procedures</p>

## 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.

Range	Variable
<b>Appropriate computer software</b> may include but not limited to:	<ul style="list-style-type: none"> <li>● A collection of instructions that enable the user to interact with a <i>computer</i>, its hardware, or perform tasks.</li> <li>● Computer tools that will help <i>computer</i> users interact with the hardware in a <i>computer</i>.</li> </ul>
<b>Appropriate computer hardware</b> may include but not limited to:	Collection of physical parts of a computer system. This includes the computer case, monitor, keyboard, and mouse and all the parts inside the computer case, such as the hard disk drive, motherboard, video card,
<b>Data security and privacy</b> may include but not limited to:	<ul style="list-style-type: none"> <li>● Confidentiality</li> <li>● Cloud computing</li> <li>● Confidentiality</li> <li>● Cyber terrorism</li> <li>● Integrity -but-curious data serving</li> </ul>
<b>Security and control measures</b> may include but not limited to:	<ul style="list-style-type: none"> <li>● Countermeasures and risk reduction</li> <li>● Cyber threat issues</li> <li>● Risk management</li> </ul>

<i>Word processing concepts</i> may include but not limited to:	Using a special program to create, edit, and print documents
<i>Network configuration</i> may include but not limited to:	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:

- Input and output devices
- Central processing Unit (CPU)
- Peripherals
- Storage Media
- Software concept
- Types of concept
- Function of computer software
- Data security and privacy
- Security threats and control measures
- 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 sheet;
  - ✓ Meaning, formulae, function and charts, uses, layout, data manipulation and application to cell
- Networking and Internet;
  - ✓ Meaning, functions and uses of networking and internet.
  - ✓ Electronic mail and world wide web
- Emerging trends and issues in ICT;
  - ✓ Identify and apply 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.

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Identify input, output, CPU and storage media devices of computers in accordance to computer specification</li> <li>1.2 Identify concepts, types and functions of computer software according to operation manual</li> <li>1.3 Identify and controlled security threats</li> <li>1.4 Detect and protected against computer crimes</li> <li>1.5 Apply word processing in office tasks</li> <li>1.6 Prepare worksheet and applied data to the cells in accordance to workplace procedures</li> <li>1.7 Use Electronic Mail for office communication as per workplace procedure</li> <li>1.8 Use internet for office tasks in accordance with office procedures</li> <li>1.9 Apply laws governing protection of ICT</li> </ul>
<p>2. Resource Implications</p>	<ul style="list-style-type: none"> <li>2.1 Smartphones</li> <li>2.2 Tablets</li> <li>2.3 Laptops and</li> <li>2.4 Desktop pcs</li> <li>2.5 Desktop computer</li> </ul>

	<p>2.6 Lap top</p> <p>2.7 Calculator</p> <p>2.8 Internet</p> <p>2.9 Smart phone</p> <p>2.10 Operations Manuals</p>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <p>3.1 Written Test</p> <p>3.2 Demonstration</p> <p>3.3 Practical assignment</p> <p>3.4 Interview/Oral Questioning</p> <p>3.5 Demonstration</p>
4. Context of Assessment	<p>Competency may be assessed in an off and on the job setting</p>
5. Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

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