
Overview

This is the ability to select and use a suitable specialist or bespoke software application to carry out an appropriate data processing task. It includes understanding the capabilities of the software and the types of tasks for which it is suitable, as well as the skills and techniques needed to use the software application appropriately and effectively.

Examples of specialist software include:

1. logistics planning applications
2. computer aided design (CAD) applications
3. computer animation applications
4. music composition and editing applications

Some organisations have software applications developed specifically for employees to be able to carry out particular tasks or activities (bespoke applications). For example, for customer relationship management, stock control, plant control, engineering diagnostics, credit management or analysing sales performance.

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Bespoke or specialist software

Performance criteria

Input and combine information using specialist or bespoke applications

You must be able to:

- P1. **Input relevant information** accurately so that it is ready for processing
- P2. Select and use appropriate techniques to link and **combine information** of different forms or from different sources within the software
- P3. Respond appropriately to data entry **error messages**

Use appropriate structures to organise and retrieve information efficiently

You must be able to:

- P4. Select and use appropriate **structures and layouts** to organise information
- P5. Apply local and/or legal **guidelines** and conventions **for the storage and use of data** where available

Use the functions of the software effectively to process and present information

You must be able to:

- P6. Select and use appropriate tools and techniques to **edit, analyse and format** information
- P7. **Check information** meets needs, using IT tools and making corrections as necessary
- P8. Select and use appropriate methods to present information**

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Knowledge and understanding

Use appropriate structures to organise and retrieve information efficiently

You need to know and understand:

K1. Describe what functions to apply to structure and layout information effectively

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Additional Information

Scope/range

An intermediate user can select and use a wide range of intermediate specialist or bespoke software tools and techniques for information that is at times non-routine or unfamiliar. Any aspect that is unfamiliar may require support and advice from others.

Specialist or bespoke software tools and techniques will be defined as 'intermediate' because:

1. the software tools and functions involved will at times be non-routine or unfamiliar;
2. the choice and use of input, manipulation and output techniques will need to take account of a number of factors or elements at times be multi-step;
3. the user will take some responsibility for inputting, manipulating and outputting the information.

Examples of context:

Examples of Content

The examples given are indicative of the learning content at each level and are not intended to form a prescriptive list for the purpose of assessment

Input and combine information using specialist or bespoke applications

Types of bespoke information: Information will vary according to the software for example, text, numbers, photos, scanned images, graphic elements, digital recorded sound, graphs, charts, tables

Input information: Using keyboard, mouse, scanner, voice recognition, touch screen, stylus

Combine information: Insert, size, position, wrap, order, group

Use appropriate structures to organise and retrieve information efficiently

Structures and layouts: Apply and change existing templates, set up templates for inputting or retrieving information, apply or change existing styles

Guidelines for the storage and use of data: Set by: employer or organisation. Topics covered: security, backup, data format, compliance and reporting, data protection, confidentiality. File management will vary according to the application.

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Use the functions of the software effectively to process and present information

Editing, analysis and formatting techniques: Techniques will vary according to the software and task, for example:

Editing – select, insert, delete, cut, copy, paste, drag and drop, find, replace, page layout, labelling, alignment, orientation, colour, resolution, size, pitch

Analysis – design queries, mathematical, logical or statistical functions

Formatting – characters, lines, paragraphs, pages, file type

Check information: Checks will vary according to the type of information and software, but could include: spell check, grammar check, accuracy of figures, labelling and size of images, volume of sound, quality of images and sound, that line, paragraph and page breaks fall appropriately, formatting is consistent, the use of headings and subheadings aid clarity, the placing of images or sound clips

Presentation methods: Methods will vary according to the software and task, for example, on screen display, publishing on a web site, hard copy print out, digital file

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Bespoke or specialist software

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Validity Current

Status Original

Originating organisation e-skills UK SSC

Original URN ESKIBS2

Relevant occupations Application Support; ICT for users; Information and Communication Technology; Research Officer; Researcher; Research & Intelligence Officer; Pit boss, Inspector, deputy manager, manager, department controller

Suite IT Users 6.2; Local Government Skills; Gambling

Key words IT User, ICT, Information Technology, ITQ, Productivity; Database Management, Gambling