
Overview

This is the ability to use IT systems sensibly and purposefully to meet needs, to do so safely and securely in line with organisational guidelines, to respond appropriately to IT problems and to evaluate the use of IT systems.

ESKIIUF2

IT user fundamentals

Performance criteria

You must be able to:

Use IT systems to meet needs [UIS1:1 < not 1.3 – see ISF]

- P1. Use correct [procedures to start and shutdown](#) an IT system [UIS2:1.1]
- P2. Select and use [interface features](#) effectively to interact with IT systems [UIS:1.4]
- P3. Select and adjust [system settings](#) as appropriate to individual needs [UIS:1.5]
- P4. Select and use a [communication service](#) to access the Internet [UIS2:1.2]

You must be able to:

Manage information storage and retrieval appropriately [UIS2:3]

- P5. Manage [files and folders](#) to enable efficient information retrieval [UIS2:3.1]
- P6. [Organise and store](#) information, using general and local conventions where appropriate [UIS2:3.2]

Follow and understand the need for safety and security practices [UIS2:4] (SM4)

You must be able to:

- P7. [Work safely](#) and take steps to minimise [physical stress](#) [UIS2:4.1]
- P8. Keep [information secure](#) [UIS2:4.2]
- P9. [Follow relevant guidelines and procedures](#) for the safe and secure use of IT

Maintain system and troubleshoot IT system problems [UIS2:5] (EP3)

- P10. Carry out regular [routine maintenance](#) of IT systems safely
- P11. Identify [IT problems](#) and take appropriate action [UIS2:5.1]

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Knowledge and understanding

You need to know and understand:

Use IT systems to meet a variety of needs [UIS2:1 < not 1.3 – see ISF]

K1. Use appropriate terminology when describing [IT systems](#)

Manage information storage and retrieval appropriately [UIS2:3]

K2. Identify when and why to use different types of [storage media](#)

You need to know and understand:

Follow and understand the need for safety and security practices [UIS2:4] (SM4)

K3. Describe the danger of computer viruses, and how to [minimise risk](#) [UIS2:4.3]

K4. Explain why it is important to [stay safe](#) and to respect others when using ICT-based communication [UIS2:4.4]

You need to know and understand:

Maintain system and troubleshoot IT system problems [UIS2:5] (EP3)

K5. Describe why routine and non-routine [maintenance](#) is important and when to carry it out

K6. Identify sources of help and how to get [expert advice](#)

Additional Information

Scope/range

An intermediate user can select and use suitable techniques to operate IT systems for a varied range of activities, some of which are at times non-routine or unfamiliar, and take some responsibility for responding appropriately to IT errors and problems.

An activity will typically be 'non-routine or unfamiliar' because:

1. the task or context is likely to require some analysis, clarification or research, before an approach can be planned; and
2. the techniques required will involve a number of steps and at times be non-routine or unfamiliar.

Examples of context:

NB. Mappings to the Functional Skills standards for IT (http://www.qca.org.uk/qca_15565.aspx) are shown in square brackets after each statement where appropriate [UIS 1.1]

Use IT systems to meet a variety of needs [UIS2:1 < not 1.3 – see ISF]

Start and shutdown procedures: Log in, enter password, log out, shut down menu, lock, unlock; *non-routine start-up, restart, safe mode, power management, stand-by*

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, windows, dialog box, menu, submenu, toolbar, icon, scrollbar, button, drag and drop, zoom, minimise, maximise, wizard, *shortcuts*

System settings: Window size, mouse settings, icon size, screen resolution, desktop contrast, sound volume, accessibility settings, date and time; *shortcuts, display settings*

Communication service: Broadband, dial up, wireless, network, broadband, ISP

Manage information storage and retrieval appropriately [UIS2:3]

File handling: Files: Create, name, open, save, save as, print and close files; move, copy, rename, delete files; display file lists, sort, search; *properties, access control, size; file types*

Folders: Create and name folders and subfolders, *change default settings, file housekeeping*

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

Organise and store: Insert, remove, name, label, archive, *share, permissions*

Follow and understand the need for safety and security practices [UIS2:4] (SM4)

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; *risk assessment; safe disposal of IT equipment and consumables*

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, treat files, software and attachments from unknown sources with caution; *anti-spam software, firewall;*

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, data protection

Maintain system and troubleshoot IT system problems [UIS2:5] (EP3)

Routine maintenance: Manufacturer's guidelines; what maintenance can be done safely; what should be left to experts; what problems may happen if maintenance is not done; *what non-routine maintenance may be needed; what maintenance should be carried out by specialist technicians* Disk housekeeping

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 Clean hardware, delete unwanted data

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

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IT user fundamentals

Developed by	e-skills UK
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Validity	Current
Status	Original
Originating organisation	e-skills UK SSC
Original URN	ESKIUUFFS2
Relevant occupations	Application Support; ICT for users; Information and Communication Technology; Cashier, bingo caller, gaming machine assistant, dealer, general assistant
Suite	IT Users 6.2; Gambling
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