

## 1. Title of the certificate <sup>(en)</sup>



**City & Guilds Level 2 IVQ Diploma for IT Users (7267-02)**

<sup>(1)</sup> In the original language

## 2. Translated title of the certificate <sup>(1)</sup>

<sup>(1)</sup> If applicable. This translation has no legal status.

## 3. Profile of skills and competences

A typical holder of the certificate is able to:

### IT principles

- Prepare peripheral devices and hardware for use
- Maintain directory/folder structures
- Use the operating environment
- Identify health and safety issues and good practice

or

### Word processing techniques

- Move and copy text
- Create tables
- Adjust margins
- Create borders

plus **two** of the following units:

### Using word processing software to adapt and merge documents

- Plan and prepare to produce new documents
- Produce new documents
- Produce new documents using mail merge facilities
- Edit existing documents
- Check produced documents
- Save and print documents.

### Designing and creating spreadsheets

- Design a spreadsheet to meet a given specification
- Input and test a spreadsheet
- Link, import and extract data
- Produce graphs and charts
- Export and print spreadsheets.

### Designing and creating databases

- Apply database concepts
- Design, create and modify a database structure
- Design, create and use a data entry form
- Edit and maintain a database
- Sort and index a database
- Carry out single and multiple condition searches or queries
- Create and modify a report and produce hard copy output.

### Using the internet for finding, selecting and sending information

- Identify system requirements
- Describe and use internet services
- Use e-mail
- Use internet conferencing
- Identify internet security issues.

**Designing and creating presentations**

- Create, save and use a new presentation/slideshow template
- Add text to a presentation/slideshow from various sources, and control its attributes
- Add graphical objects to a presentation/slideshow from various sources, and control their attributes
- Add animation and multi-media objects to a presentation/slideshow
- Modify existing text and graphics, separately and in combination
- Produce hardcopy from, and viewer versions of a presentation/slideshow
- Order slides, select transitions and run presentations/slideshows.

**Working with computerised accounting software**

- Use the accounting application in the operating environment
- Enter and record data
- Use a sales and purchase ledger
- Use a nominal ledger
- Produce reports and transaction details
- Use audit tools and management controls and currency conversion.

**Designing and creating multi page documents using desktop publishing software**

- Use the DTP application in the operating system environment to produce output combining and manipulating data from a variety of sources
- Set up a publication layout
- Manipulate text
- Manipulate graphical objects
- Produce printed and file output.

**Combining word processing, spreadsheet and database applications to present information**

- Input and format text in word processed documents
- Input and format data in spreadsheets
- Input database reports
- Use mail merge
- Combine data from different applications.

**Designing and creating multimedia presentations**

- Understand multimedia concepts
- Design multimedia presentations
- Gathering resources
- Implement multimedia presentations
- Test multimedia presentations
- Evaluate multimedia presentations.

**Electronic communication using Outlook**

- Navigate and use Outlook facilities
- Use Outlook, on a network, to communicate
- Use the Outlook calendar
- Use contacts, tasks and notes.

**Combining applications to create presentations**

- Input, import and edit word processed documents
- Input, import and edit spreadsheets
- Combine data from different applications
- Combine information to create a multimedia presentation.

**Using digital imaging to create and design presentations**

- Acquire digital still images from different sources
- Produce digital artwork and drawings using non-specialist software
- Manipulate digital still images
- Produce themed slideshows of digital still images using imaging software
- Acquire and manipulate digital moving images.

**Creating combined presentation design using ICT**

- Acquire digital still images from different sources
- Produce digital artwork and drawings using a desk top publishing application
- Produce designs for publications
- Prepare publications using a desk top publishing application
- Prepare publications using a web publishing application.

**Designing and creating multi page websites**

- Describe and apply the basics of web page development
- Undertake user requirements analyses
- Use appropriate development tools to implement web pages
- Test web sites
- Use a graphics application to create and manipulate images for use on web pages
- Publish and maintain web sites.

**Spreadsheet processing techniques**

- Create, retrieve and amended spreadsheet
- Create sub-directories/folders to save and organise spreadsheet
- Make backup copies of files
- Delete files which are no longer required
- Freeze titles
- Split worksheets
- Find cells and text
- Create a graph or chart for a single data series
- Set print area of a spreadsheet
- Use print preview facilities to check layout
- Print multiple copies of a spreadsheet.

**Practical data processing**

- Identify information needs, data requirements and data processing activities.
- Set up a database to meet information needs
- Save a database file
- Amend and delete records
- Select records using two or more criteria
- Sort records with reference to a specified field
- Print records in a layout which is appropriate to the structure of the database.

**Desktop publishing**

- Prepare and save multipage documents
- Demonstrate appropriate use of headers, footers and pagination
- Import and modify graphics
- Use typesetting conventions
- Apply design skills.

**Computerised accounts**

- Enter initial capital, cash, cheque and other bank transactions debits
- Correct errors by means of credit notes or journal adjustments
- Enter tax reference codes and/or percentages
- Produce an aged debtors schedule
- Produce a supplier and customer account history.

**Computerised accounts**

- Able to create accounts
- Process accounting information in respect of the sales and purchase ledger
- Understand how to use batch control sheets
- Able to produce accounting reports such as customer activity reports and supplier details reports
- Process accounting transactions
- Produce customer and supplier documentation
- Produce reports such as aged creditor analysis and sales day book summaries for management purposes.

**Visual presentations**

- Access appropriate presentation software
- Retrieve existing presentations
- Identify the different purposes for which visual presentations are used
- Know the special requirements and design features to include when preparing visual presentations
- Create and link slides
- Recognise and work within the context of a house style
- Run a visual presentation on screen
- Demonstrate awareness of copyright restrictions
- Edit and save presentations
- Back up and store their work
- Identify and deal appropriately with viruses.

### Using e-mail and the internet

- Create and delete e-mail folders, move or copy messages to other folders
- Delete or change contact list information
- Create a distribution list or group
- Send e-mail to a distribution list or group
- Block messages
- Create a signature
- Send e-mails to multiple recipients and use cc and bcc facilities
- Attach a compressed file and multiple files to an e-mail message
- Set a web page as a home page
- Add/delete a frequently used Web address as a favourite or bookmark
- Create a complex search query
- Use different types of search engine
- Open and arrange multiple windows
- Find information using a directory or channel
- Locate a shareware or freeware program
- Locate and use a newsgroup or similar
- Post a message or question to a forum
- Use an online form and register a user name.

### 4. Range of occupations accessible to the holder of the certificate <sup>(1)</sup>

- Administrator
- Cashier
- Manager
- Receptionist
- Senior Director
- Senior Manager
- Secretary
- Supervisor
- Any person who uses ICT as part of their job role.

*Note: the above are examples only, other occupations may also be accessible to holders of the certificate.*

<sup>(1)</sup> If applicable

### 5. Official basis of the certificate

<b>Name and status of the body awarding the certificate</b>  City & Guilds 1 Giltspur Street London EC1A 9DD United Kingdom T +44 (0)20 7294 2800 F +44 (0)20 7294 2400 <a href="http://www.cityandguilds.com">www.cityandguilds.com</a>  City & Guilds was established in 1878 as a registered charity (no. 312832) and received Royal Charter (RC117) in 1900.  City & Guilds is accredited as an awarding body by the Office of the Qualifications and Examinations Regulator (Ofqual) and the Scottish Qualifications Authority (SQA) to offer qualifications.	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> International Vocational Qualifications (IVQs) are a unique set of qualifications designed by City & Guilds specifically for international use. They are subject to global quality assurance rules and regulations set by City & Guilds. These policies are based on the quality assurance practices which have been approved by Ofqual.  The Level 2 IVQ Diploma for IT Users (7267-02) has been developed using the City & Guilds Level 2 Diploma for IT Users (7266-02) as its source and is comparable to Level 2 of the National Qualifications Framework of England, Wales and Northern Ireland (NQF).
<b>Level of the certificate (national or international)</b> Level 2* – National Qualifications Framework of England, Wales and Northern Ireland (NQF)  <i>*broad comparability</i>	<b>Grading scale/Pass requirements</b> The multiple choice online test is graded 'Pass' or 'Fail'. The assignments are graded 'Pass', 'Merit', 'Distinction' or 'Fail'.  The overall qualification is graded 'Pass' or 'Fail'. A certificate will only be awarded on successful completion of the required number of units.
<b>Access to next level of education/training</b> We consider the following options to be relevant progression routes from this qualification:  <ul style="list-style-type: none"><li>• Level 3 IVQ Advanced Diploma for IT Users (7266-03)</li><li>• Employment.</li></ul>	<b>International agreements</b>
<b>Legal basis</b> Not applicable.	

## 6. Officially recognised ways of acquiring the certificate

This qualification can only be offered by an institution/provider ('centre') that has been approved by City & Guilds and therefore meets its quality requirements for staff and centre resources and is subject to regular checks.

The following assessment methods are used:

- Ongoing assessments carried out by the centre
- Final assessments:
  - on-line multiple choice test set and marked by City & Guilds
  - practical assignment set by City & Guilds and marked by the centre
  - practical assignment set and marked by City & Guilds.

All assessments are quality assured by City & Guilds verifiers.

The vocational education and training is a combination of classroom based and/or work based and/or realistic working environment based activities. As part of the assessment for this qualification is based on experience in the workplace, candidates must have access to an appropriate setting.

The recommended Guided Learning Hours (GLHs) for this qualification are 195 hours.

### Entry requirements

City & Guilds exercises a policy of open access and does not set formal entry requirements for its qualifications. Centres are however required to ensure that learners are registered for a programme of study and examination at the appropriate level.

**More information (including a description of the national qualifications system) available at:** [www.naric.org.uk](http://www.naric.org.uk).

**National reference point:** [www.uknlp.org.uk](http://www.uknlp.org.uk).

### <sup>(1)</sup> Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers. More information available at: <http://europass.cedefop.eu.int>.

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