

Manage Information and Data

QCF Units of Assessment

Final NVQ Units

April 2010

Contents

| No. | Title | Page No. |
|------|---|----------|
| Q112 | Archive information | 1 |
| Q111 | Use a filing system | 3 |
| Q220 | Archive information | 5 |
| Q217 | Organise and report data | 8 |
| Q218 | Research information | 10 |
| Q219 | Store and retrieve information | 12 |
| Q228 | Support the management and development of an information system | 15 |
| Q318 | Analyse and report data | 18 |
| Q317 | Monitor information systems | 20 |
| Q316 | Support the design and development of an information system | 23 |
| Q410 | Design and develop an information system | 25 |
| Q411 | Manage and evaluate an information system | 27 |

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| Title | Archive information |
| Skills CFA Unit No. | Q112 |
| WBA Unit No. | H/601/2462 |
| Level | 1 |
| Credit Value | 2 |
| GLH | 13 |
| Learning Outcomes | Assessment Criteria |
| The learner will | The learner can |
| 1. Understand procedures for archiving information | 1.1 Explain when required information should be archived 1.2 Describe procedures to be followed for archiving information, including legal requirements, if required 1.3 Explain the purpose of organisational and legal requirements for the security and confidentiality of archived information 1.4 Explain the purpose of confirming information to be archived 1.5 Describe procedures for recording and keeping archived information 1.6 Explain how to retrieve archived information 1.7 Describe problems that may occur with systems containing archived information and how to deal with them |
| 2. Be able to archive information | 2.1 Confirm the information to be archived 2.2 Follow legal and organisational procedures for security and confidentiality of information 2.3 Follow instructions to archive information in the agreed format and timescale 2.4 Maintain a record of information archived 2.5 Follow instructions to retrieve |

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| | <p>archived records upon request</p> <p>2.6 Resolve or refer problems, if required</p> |
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| Additional Information about the unit | |
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| Unit purpose and aim(s) | This unit is about using the procedures to be followed when archiving and retrieving information. |
| Unit expiry date | 31 December 2013 |
| Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate) | Skills CFA |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | Assessment Strategy |
| Support for the unit from an SSC or other appropriate body (if required) | Skills CFA |
| Location of the unit within the subject/sector classification system | 15. Business, Administration and Law 15.2 Administration |
| Name of the organisation submitting the unit | Skills CFA |
| Availability for use | Shared |
| Unit available from | 1 August 2010 |
| Unit guided learning hours | 13 |

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| Title | Use a filing system | |
| Skills CFA Unit No. | Q111 | |
| WBA Unit No. | Y/601/2460 | |
| Level | 1 | |
| Credit Value | 2 | |
| GLH | 13 | |
| Learning Outcomes | Assessment Criteria | |
| The learner will | The learner can | |
| 1. Know methods and procedures for storing and retrieving information | 1.1. Describe methods of storing and retrieving information 1.2. Describe procedures to be followed for storing and retrieving information 1.3 Describe legal and organisational procedures for security and confidentiality of information | |
| 2. Be able to store information | 2.1 Identify and collect information to be stored 2.2 Follow procedures for security and confidentiality of information 2.3 Store information in approved locations 2.4 Refer problems, if required | |
| 3. Be able to retrieve information | 3.1 Identify information to be retrieved 3.2 Follow procedures for security and confidentiality of information 3.3 Locate and retrieve the required information 3.4 Provide information in the agreed format and timescale 3.5 Refer problems, if required | |

| Additional Information about the unit | |
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| Unit purpose and aim(s) | This unit is about using systems to store and retrieve information. |

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| Unit expiry date | 31 December 2013 |
| Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate) | Skills CFA |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | Assessment Strategy |
| Support for the unit from an SSC or other appropriate body (if required) | Skills CFA |
| Location of the unit within the subject/sector classification system | 15. Business, Administration and Law 15.2 Administration |
| Name of the organisation submitting the unit | Skills CFA |
| Availability for use | Shared |
| Unit available from | 1 August 2010 |
| Unit guided learning hours | 13 |

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| Title | Archive information | |
| Skills CFA Unit No. | Q220 | |
| WBA Unit No. | Y/601/2491 | |
| Level | 2 | |
| Credit Value | 2 | |
| GLH | 13 | |
| Learning Outcomes | Assessment Criteria | |
| The learner will | The learner can | |
| 1. Understand procedures for archiving information | 1.1 Explain why and when required information should be archived 1.2 Explain the purpose of agreeing retention periods for archiving information 1.3 Describe procedures to be followed for archiving information, including legal requirements, if required 1.4 Explain the purpose of organisational and legal requirements for the security and confidentiality of archived information 1.5 Explain the purpose of deciding and agreeing information to be archived 1.6 Describe procedures for recording and keeping archived information 1.7 Explain how to retrieve archived information 1.8 Describe how to delete information from an archive system 1.9 Describe problems that may occur with systems containing archived information and how to deal with them or refer them 1.10 Describe the purpose of conforming to requirements of an external archive system, if outsourced from the organisation | |

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| <p>2. Be able to archive information</p> | <p>2.1 Decide and agree the information to be archived, retrieved and deleted</p> <p>2.2 Decide and agree on the retention period for information being archived</p> <p>2.3 Follow legal and organisational policies and procedures for security and confidentiality of information</p> <p>2.4 Archive information to the agreed brief and timescale</p> <p>2.5 Maintain and update a record of information archived</p> <p>2.6 Resolve or refer problems, if required</p> <p>2.7 Retrieve archived information on request</p> <p>2.8 Delete archived information, if required</p> <p>2.9 Conform to requirements of external archive systems, if outsourced from the organisation</p> |
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| Additional Information about the unit | |
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| <p>Unit purpose and aim(s)</p> | <p>This unit is about deciding and agreeing the information to be archived and deleted within a business environment, including, working with external archive systems if this function is outsourced from an organisation.</p> |
| <p>Unit expiry date</p> | <p>31 December 2013</p> |
| <p>Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)</p> | <p>Skills CFA</p> |
| <p>Assessment requirements or guidance specified by a sector or</p> | <p>Assessment Strategy</p> |

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| regulatory body (if appropriate) | |
| Support for the unit from an SSC or other appropriate body (if required) | Skills CFA |
| Location of the unit within the subject/sector classification system | 15. Business, Administration and Law 15.2 Administration |
| Name of the organisation submitting the unit | Skills CFA |
| Availability for use | Shared |
| Unit available from | 1 August 2010 |
| Unit guided learning hours | 13 |

| Title | Organise and report data |
|--|---|
| Skills CFA Unit No. | Q217 |
| WBA Unit No. | R/601/2487 |
| Level | 2 |
| Credit Value | 3 |
| GLH | 12 |
| Learning Outcomes | Assessment Criteria |
| The learner will | The learner can |
| 1. Understand how to organise and report data that has been researched | 1.1 Describe different ways of organising data that has been researched 1.2 Describe different ways of reporting data 1.3 Describe the purpose of presenting data to the agreed format and within the agree timescale |
| 2. Be able to organise data | 2.1 Organise data so that it can be reported 2.2 Check the accuracy of the data, and make adjustments, if required 2.3 Obtain feedback on data collected, if required |
| 3. Be able to report data | 3.1 Present data in agreed format 3.2 Present data to agreed timescale |

| Additional Information about the unit | |
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| Unit purpose and aim(s) | This unit is about organising and reporting data to the agreed format and timescales. |
| Unit expiry date | 31 December 2013 |
| Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate) | Skills CFA |

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| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | Assessment Strategy |
| Support for the unit from an SSC or other appropriate body (if required) | Skills CFA |
| Location of the unit within the subject/sector classification system | 15. Business, Administration and Law 15.2 Administration |
| Name of the organisation submitting the unit | Skills CFA |
| Availability for use | Shared |
| Unit available from | 1 August 2010 |
| Unit guided learning hours | 9 |

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|--|---|--|
| Title | Research information | |
| Skills CFA Unit No. | Q218 | |
| WBA Unit No. | Y/601/2488 | |
| Level | 2 | |
| Credit Value | 4 | |
| GLH | 17 | |
| Learning Outcomes | Assessment Criteria | |
| The learner will | The learner can | |
| 1. Understand procedures for researching information | 1.1 Give reasons for agreeing objectives and deadlines for researching information 1.2 Give reasons for identifying and agreeing sources of information 1.3 Explain the purpose of recording and storing information researched | |
| 2. Be able to research information for others | 2.1 Agree aims, objectives and deadlines for the information search 2.2 Identify sources of information 2.3 Search for and obtain data 2.4 Check that data is suitable for the purpose of the research 2.5 Record the data and store it securely 2.6 Make a record of information sources used 2.7 Meet deadlines for completing research | |

| Additional Information about the unit | |
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| Unit purpose and aim(s) | This unit is about organising suitable data that has been researched using different sources of information. |
| Unit expiry date | 31 December 2013 |
| Details of the relationship between the unit and relevant national occupational standards or other | Skills CFA |

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| professional standards or curricula (if appropriate) | |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | Assessment Strategy |
| Support for the unit from an SSC or other appropriate body (if required) | Skills CFA |
| Location of the unit within the subject/sector classification system | 15. Business, Administration and Law 15.2 Administration |
| Name of the organisation submitting the unit | Skills CFA |
| Availability for use | Shared |
| Unit available from | 1 August 2010 |
| Unit guided learning hours | 17 |

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|---|--|--|
| Title | Store and retrieve information | |
| Skills CFA Unit No. | Q219 | |
| WBA Unit No. | R/601/2490 | |
| Level | 2 | |
| Credit Value | 3 | |
| GLH | 17 | |
| Learning Outcomes | Assessment Criteria | |
| The learner will | The learner can | |
| 1. Understand processes and procedures for storing and retrieving information | 1.1 Explain the purpose of storing and retrieving required information 1.2 Describe different information systems and their main features 1.3 Explain the purpose of legal and organisational requirements for the security and confidentiality of information 1.4 Explain the purpose of confirming information to be stored and retrieved 1.5 Describe ways of checking information for accuracy 1.6 Explain the purpose of checking information for accuracy 1.7 Explain the purpose of providing information to agreed format and timescales 1.8 Describe the types of information that may be deleted 1.9 Describe problems that may occur with information systems and how to deal with them, when necessary | |
| 2. Be able to store information | 2.1 Identify, confirm and collect information to be stored 2.2 Follow legal and organisational procedures for security and confidentiality of information to be stored 2.3 Store information in approved locations 2.4 Check and update stored | |

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| | <p>information, if required</p> <p>2.5 Delete stored information, if required</p> <p>2.6 Deal with, or refer problems, if required</p> |
| 3. Be able to retrieve information | <p>3.1 Confirm and identify information to be retrieved</p> <p>3.2 Follow legal and organisational procedures for security and confidentiality of information</p> <p>3.3 Locate and retrieve the required information</p> <p>3.4 Check and update information, if required</p> <p>3.5 Provide information in the agreed format and timescale</p> <p>3.6 Deal with, or refer problems if required</p> |

| Additional Information about the unit | |
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| Unit purpose and aim(s) | This unit is about storing and retrieving information securely and within confidentiality requirements of the organisation. |
| Unit expiry date | 31 December 2013 |
| Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate) | Skills CFA |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | Assessment Strategy |
| Support for the unit from an SSC or other appropriate body (if required) | Skills CFA |
| Location of the unit within the subject/sector classification system | <p>15. Business, Administration and Law</p> <p>15.2 Administration</p> |

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| Name of the organisation submitting the unit | Skills CFA |
| Availability for use | Shared |
| Unit available from | 1 August 2010 |
| Unit guided learning hours | 17 |

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| Title | Support the management and development of an information system |
| Skills CFA Unit No. | Q228 |
| WBA Unit No. | J/601/2518 |
| Level | 2 |
| Credit Value | 7 |
| GLH | 40 |
| Learning Outcomes | Assessment Criteria |
| The learner will | The learner can |
| 1. Understand how to contribute to the management of an information system | 1.1 Explain the purpose of managing information to meet requirements 1.2 Explain the purpose and value of supporting training for users and giving or requesting on-going support 1.3 Explain the purpose of complying with legal and organisation requirements when using an information system 1.4 Explain the purpose of contributing to the monitoring of an information system in use 1.5 Explain the purpose of contributing to the maintenance and updating of an information system 1.6 Describe ways of contributing to the maintenance and updating of an information system 1.7 Describe the types of problems that may occur with an information system and how to deal with them |
| 2. Understand how to contribute to the review and further development of an information system | 2.1 Explain the purpose and value of contributing to the continuous improvement of an information system 2.2 Explain how to identify problems in an information system and report them 2.3 Describe ways of contributing to the resolution of problems in an |

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| | information system |
| 3. Be able to contribute to the management of an information system | <p>3.1 Contribute to training on the use of an information system</p> <p>3.2 Contribute to supporting users, if required</p> <p>3.3 Monitor own use of an information system</p> <p>3.4 Confirm legal and organisational requirements for handling information are followed</p> <p>3.5 Make sure a system is maintained and updated, within limits of own authority</p> <p>3.6 Identify and report problems when they occur</p> <p>3.7 Resolve problems within limits of own authority</p> |
| 4. Be able to contribute to the evaluation of an information system | <p>4.1 Provide feedback on performance of an information system</p> <p>4.2 Contribute to the evaluation of feedback and prioritising of development needs, if required</p> <p>4.3 Contribute information to enable further system development</p> |

| Additional Information about the unit | |
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| Unit purpose and aim(s) | This unit is about supporting the management and evaluation of an information system to meet identified needs in a business environment. |
| Unit expiry date | 31 December 2013 |
| Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate) | Skills CFA |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | Assessment Strategy |

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| Support for the unit from an SSC or other appropriate body (if required) | Skills CFA |
| Location of the unit within the subject/sector classification system | 15. Business, Administration and Law 15.2 Administration |
| Name of the organisation submitting the unit | Skills CFA |
| Availability for use | Shared |
| Unit available from | 1 August 2010 |
| Unit guided learning hours | 40 |

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| Title | Analyse and report data |
| Skills CFA Unit No. | Q318 |
| WBA Unit No. | Y/601/2538 |
| Level | 3 |
| Credit Value | 6 |
| GLH | 30 |
| Learning Outcomes | Assessment Criteria |
| The learner will | The learner can |
| 1. Understand how to organise and evaluate data that has been researched | 1.1 Describe purpose and benefits of organising data so that it can be analysed 1.2 Explain how to evaluate the relevance, validity and reliability of data 1.3 Explain how to analyse and prepare researched data so results will be accurate and free from bias 1.4 Explain the differences between primary and secondary research methods 1.5 Explain the differences between quantitative and qualitative research methods 1.6 Describe how to search for relevant data sources |
| 2. Understand how to report data that has been researched | 2.1 Describe ways of reporting data so that it <ul style="list-style-type: none"> a) meets agreed aims and objectives b) is accurate and free from bias |
| 3. Be able to analyse and evaluate data | 3.1 Organise data so that it can be analysed and reported 3.2 Select relevant, valid and reliable data to analyse 3.3 Apply analysis and evaluation techniques, as required 3.4 Review data to produce accurate, unbiased results and conclusions 3.5 Check the accuracy of the analysis, and make |

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| | adjustments, if required 3.6 Obtain feedback on data analysis, if required |
| 4. Be able to report data | 4.1 Present data in agreed format 4.2 Present data to agreed timescale |

| Additional Information about the unit | |
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| Unit purpose and aim(s) | This unit is about analysing and reporting data that meets the aims and objectives of the research. |
| Unit expiry date | 31 December 2013 |
| Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate) | Skills CFA |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | Assessment Strategy |
| Support for the unit from an SSC or other appropriate body (if required) | Skills CFA |
| Location of the unit within the subject/sector classification system | 15. Business, Administration and Law 15.2 Administration |
| Name of the organisation submitting the unit | Skills CFA |
| Availability for use | Shared |
| Unit available from | 1 August 2010 |
| Unit guided learning hours | 30 |

| Title | Monitor information systems |
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| Skills CFA Unit No. | Q317 |
| WBA Unit No. | R/601/2537 |
| Level | 3 |
| Credit Value | 7 |
| GLH | 30 |
| Learning Outcomes | Assessment Criteria |
| The learner will | The learner can |
| 1. Understand how to monitor an information system | 1.1 Explain the purpose and benefits of managing information to meet requirements 1.2 Explain the purpose and benefits of providing training and on-going support to users 1.3 Explain the purpose of complying with legal and organisational requirements when using an information system 1.4 Explain the purpose and benefits of monitoring use of an information system 1.5 Describe ways of monitoring use of an information system 1.6 Explain the purpose and benefits of maintaining and updating an information system 1.7 Describe ways of maintaining and updating an information system 1.8 Describe the types of problems that may occur with an information system and how to deal with them |
| 2. Understand how to review and further develop an information system | 2.1 Explain the purpose and benefits of continuously improving an information system 2.2 Explain how to identify problems in an information system and analyse them 2.3 Describe ways of resolving |

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| | problems in an information system |
| 3. Be able to monitor an information system | <p>3.1 Identify the information to be monitored and the resources available to do so</p> <p>3.2 Contribute to designing a system specification</p> <p>3.3 Provide training on the use of an information system</p> <p>3.4 Provide on-going support to users</p> <p>3.5 Monitor use of an information system</p> <p>3.6 Make sure legal and organisational requirements for handling information are followed</p> <p>3.7 Make sure a system is maintained and updated, if required</p> <p>3.8 Identify, analyse and resolve problems when they occur</p> <p>3.9 Collect feedback on performance of an information system</p> <p>3.10 Provide information to enable further system development to meet agreed specifications</p> |

| Additional Information about the unit | |
|---|--|
| Unit purpose and aim(s) | This unit is about monitoring and evaluating an information system to meet identified needs in a business environment. |
| Unit expiry date | 31 December 2013 |
| Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate) | Skills CFA |

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| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | Assessment Strategy |
| Support for the unit from an SSC or other appropriate body (if required) | Skills CFA |
| Location of the unit within the subject/sector classification system | 15. Business, Administration and Law 15.2 Administration |
| Name of the organisation submitting the unit | Skills CFA |
| Availability for use | Shared |
| Unit available from | 1 August 2010 |
| Unit guided learning hours | 30 |

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|---|--|--|
| Title | Support the design and development of an information system | |
| Skills CFA Unit No. | Q316 | |
| WBA Unit No. | L/601/2536 | |
| Level | 3 | |
| Credit Value | 7 | |
| GLH | 35 | |
| Learning Outcomes | Assessment Criteria | |
| The learner will | The learner can | |
| 1. Understand the purpose of supporting the design and development of an information system | 1.1 Explain the purpose and value of contributing to the design and development of an information system 1.2 Describe ways of contributing to the design and development of an information system | |
| 2. Understand how to contribute to the design and development of an information system | 2.1 Explain the purpose and value of contributing own user needs for an information system 2.2 Explain the benefits of developing a system specification based on user needs 2.3 Describe ways of contributing to the creation, design and development of an information system 2.4 Explain the purpose and value of contributing to the testing of an information system during design and development | |
| 3. Be able to contribute to the design and development of an information system | 3.1 Identify and agree the information to be managed 3.2 Contribute to the design and development of an information system to meet agreed specification requirements 3.3 Support system testing 3.4 Identify and report faults 3.5 Remedy faults, within limits of own authority | |

| Additional Information about the unit | |
|---|---|
| Unit purpose and aim(s) | This unit is about contributing to the design and development of an information system that will meet identified needs in a business environment. |
| Unit expiry date | 31 December 2013 |
| Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate) | Skills CFA |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | Assessment Strategy |
| Support for the unit from an SSC or other appropriate body (if required) | Skills CFA |
| Location of the unit within the subject/sector classification system | 15. Business, Administration and Law 15.2 Administration |
| Name of the organisation submitting the unit | Skills CFA |
| Availability for use | Shared |
| Unit available from | 1 August 2010 |
| Unit guided learning hours | 35 |

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| Title | Design and develop an information system | |
| Skills CFA Unit No. | Q410 | |
| WBA Unit No. | T/601/2563 | |
| Level | 4 | |
| Credit Value | 7 | |
| GLH | 30 | |
| Learning Outcomes | Assessment Criteria | |
| The learner will | The learner can | |
| 1. Understand the purpose of information systems in a business environment | 1.1 Evaluate the types of information that need to be managed in a business environment 1.2 Analyse the types of information systems available and their main features | |
| 2. Understand how to design and develop an information system | 2.1 Analyse the purpose and benefits of identifying and agreeing user needs for an information system 2.2 Explain the purpose and benefits of developing a system specification based on agreed needs 2.3 Analyse ways of developing a specification for an information system 2.4 Analyse ways of creating and developing an information system based on agreed needs 2.5 Explain the purpose and benefits of testing an information system during development | |
| 3. Be able to design and develop an information system | 3.1 Identify and analyse the information to be managed 3.2 Identify the resources available 3.3 Develop a system specification within agreed budget, as required 3.4 Develop an information system that meets the specification | |

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| | <p>3.5 Test the system</p> <p>3.6 Identify, report and remedy faults</p> |
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| Additional Information about the unit | |
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| Unit purpose and aim(s) | This unit is about designing and developing an information system that will meet identified needs in a business environment. |
| Unit expiry date | 31 December 2013 |
| Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate) | Skills CFA |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | Assessment Strategy |
| Support for the unit from an SSC or other appropriate body (if required) | Skills CFA |
| Location of the unit within the subject/sector classification system | 15. Business, Administration and Law 15.2 Administration |
| Name of the organisation submitting the unit | Skills CFA |
| Availability for use | Shared |
| Unit available from | 1 August 2010 |
| Unit guided learning hours | 30 |

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| Title | Manage and evaluate an information system |
| Skills CFA Unit No. | Q411 |
| WBA Unit No. | A/601/2564 |
| Level | 4 |
| Credit Value | 6 |
| GLH | 20 |
| Learning Outcomes | Assessment Criteria |
| The learner will | The learner can |
| 1. Understand how to manage an information system | 1.1 Analyse how to plan and agree implementation of the information system 1.2 Analyse the purpose and benefits of managing information to meet requirements 1.3 Explain the purpose and benefits of providing training to users and providing on-going support 1.4 Explain the purpose of complying with legal and organisation requirements when using an information system 1.5 Explain the purpose and benefits of monitoring use of an information system 1.6 Analyse ways of monitoring use of an information system 1.7 Explain the purpose and benefits of maintaining and updating an information system 1.8 Analyse ways of maintaining and updating an information system 1.9 Analyse the types of problems that may occur with an information system and how to deal with them |
| 2. Understand how to review and further develop an information system | 2.1 Explain the purpose and benefits of continuously improving an information system 2.2 Analyse ways of evaluating an |

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| | <p>information system</p> <p>2.3 Explain how to identify problems in an information system and analyse them</p> <p>2.4 Analyse ways of resolving problems in an information system</p> |
| 3. Be able to manage an information system | <p>3.1 Provide training on the use of an information system</p> <p>3.2 Provide on-going support to users</p> <p>3.3 Monitor use of, accuracy and productivity of an information system to meet organisational requirements</p> <p>3.4 Make sure legal and organisational requirements for handling information are followed</p> <p>3.5 Make sure an information system is maintained and updated, if required</p> <p>3.6 Identify, analyse and resolve problems when they occur</p> |
| 4. Be able to evaluate an information system | <p>4.1 Collect feedback on performance of an information system</p> <p>4.2 Evaluate feedback and prioritise development needs of an information system, if required</p> <p>4.3 Provide information to enable further information system development</p> |

Additional Information about the unit

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| Unit purpose and aim(s) | This unit is about managing and evaluating an information system that meets identified needs in a business environment. The learner will use knowledge of needs, to work in collaboration with others as required, to manage and evaluate the system |
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| Unit expiry date | 31 December 2013 |
| Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate) | Skills CFA |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | Assessment Strategy |
| Support for the unit from an SSC or other appropriate body (if required) | Skills CFA |
| Location of the unit within the subject/sector classification system | 15. Business, Administration and Law 15.2 Administration |
| Name of the organisation submitting the unit | Skills CFA |
| Availability for use | Shared |
| Unit available from | 1 August 2010 |
| Unit guided learning hours | 20 |