



Technical and Vocational Education and Training (TVET) Council



**Occupational Standards  
of Competence**

**Using Information  
Communication  
Technology (ICT)**

**Level 1**

#7 “Chelwood”, 8<sup>th</sup> Avenue Belleville, St. Michael, Barbados.

Telephone: (246) 435-3096 Fax: (246) 429-2060 E-mail: [office@tvetcouncil.com.bb](mailto:office@tvetcouncil.com.bb)  
(246) 228-3383/84

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The Technical and Vocational Education and Training (TVET) Council  
#7, 8<sup>th</sup> Ave. Belleville  
St. Michael  
BARBADOS, W.I.  
Tel: (246) 435-3096  
Fax: (246) 429-2060  
Email: [office@tvetcouncil.com.bb](mailto:office@tvetcouncil.com.bb) Website: [www.tvetcouncil.com.bb](http://www.tvetcouncil.com.bb)

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### **Members of the Information and Communication Technology Lead Body**

Kathy Greenidge, .....	Retired IT Instructor
Samuel Rouse .....	Barbados Community College
Brenda Pope .....	KPMG (Barbados)
Neil Matthews .....	CIBC Offshore Banking Services Corp.
Clifford Mayers .....	Barbados Workers' Union
Jeremy Greenidge .....	Pepperdine & Ostil
Margaret Leon .....	Data Processing Department

### **Members of the Technical Working Group**

Jan Holligan .....	Barbados Community College
Jo-ann Jordan .....	Training Administration Division
Bentley Beckles .....	Advantage Caribbean Institute Ltd.
Gerald Amos.....	Fund Access
Stephen Williams.....	Sunisle Communication Inc.
Graham Gibson.....	Sunisle Communication Inc.

**QUALIFICATION OVERVIEW**

**NVQB**

**In**

**Using Information Communication Technology**

**Level 1**

# NVQB in Using Information Communication Technology – Level 1

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## Qualification Overview

### Who is the qualification for?

This qualification would be appropriate to anyone using Information Communication Technology (ICT) to input or output information in all areas of the working environment in, for example:

- Automotive Industry
- Education and Training Services
- Financial and Insurance Services
- Health Care and Social Assistance Services
- Manufacturing Sector
- Security and Research Sectors
- Tourism Industry
- Travel Sector
- Wholesale and Retailing Sectors

More specifically the category of worker who is likely to qualify for an NVQ at Level 1 includes:

- Building Supervisor
- Bus Driver
- Cashier
- Customer Care Representative
- Dental Office Assistant
- Doctor's Office Assistant
- Front Desk Clerk
- Gas Station Attendant
- General Worker
- Maintenance Worker
- Medical Receptionist
- Office Assistant
- Police Constable
- Printing Press Operator
- Sales Clerk
- School Attendant
- Sewing Machine Operator
- Teaching Assistant

This list is not exhaustive and only serves to illustrate the breadth of the qualification.

It can be noted that competence at this level would involve the application of knowledge in the performance of a range of varied work activities, most of which are routine and predictable.

## How it is structured

To achieve the full award, candidates must complete **five mandatory units** and **three optional units**. This structure is intended to reflect the mix of activities surrounding the core activity of using Information Communication Technology as a productivity tool at **Level 1**.

## Certification and Statements of Competence

On completion of the full NVQ candidates are awarded an NVQ Certificate while a Statement of Competence can be issued to recognize unit achievement. Candidates can also take additional units, although these are not required to complete the qualification.

## What it covers

### The mandatory units cover:

- Analysing or working out the use of ICT for simple tasks and purposes in a variety of settings, such as a home, work, school or other environments.
- Carrying out the initial steps needed to use a computer system so as to make use of common types of hardware and software.
- The adherence to safety and health regulations and policies.

## Evidence

Tasks that require the use of ICT will generate for the candidate some form of output which will as a result of the processes involved provide valuable **evidence of performance**. To support the claim to competence it may be worthwhile to ask candidates to retain the output produced from various tasks done. The final output does not have to be the only form of evidence as the output produced at various stages during the completion of a task is also evidence of competence.

Unless otherwise stated in the unit, evidence of competence may come from how you perform on a paid or unpaid job in the workplace and/or it may come from simulation.

It is recommended that unit 1 *'Make Selective Use of ICT'* is best done in parallel with other units so that the evidence (e.g. justifications of why the candidate has used a particular piece of software) arises naturally out of the evidence being produced for the other units.

A person capable of achieving this qualification must typically have 13 weeks or more experience in using ICT prior to being assessed for competence at this level.

The use of ICT is surrounded by specific as well as general legislation and statute. Candidates will be expected to understand how the legislation impacts on their organisation and must also acknowledge their organisation's regulations and be able to interpret and advise their colleagues and other users of the importance of this.

## **Scope**

As the standards are written to be independent of product and hardware we have developed unit and key word descriptors to express what is meant. These standards focus on the use of ICT, associated hardware and software, support of oneself and others, maintaining and improving the ICT environment in the development of the host organisation. The nature and scope of implementation of these standards are so diverse we offer a few examples of job roles and some guidance on the nature of evidence, which may be collected as a consequence of workplace activities.

## **APPROVED NATIONAL VOCATIONAL QUALIFICATION STRUCTURE -USING ICT – LEVEL 1 – A014-01**

Candidates are required to successfully complete eight (8) units to gain the qualification – **five (5)** mandatory units and any **three (3)** optional units that do not have content that overlaps to any great degree of significance. **Optional units** should be selected as follows: **one (1)** from **Group B** and **two (2)** from **Group C**.

### **Mandatory Units: Group A**

### **TVETC CODES**

#### **Mandatory Units: Group A (All must be completed)**

1	Make Selective Use of ICT	<b>U23901</b>
2	Operate a Computer System	<b>U24001</b>
3	Maintain a Safe and Healthy ICT Working Environment	<b>U24101</b>
4	Produce Documents Using Word Processing Software	<b>U24201</b>
5*	Use E-mail	<b>U24301</b>

#### **Optional Units: Group B (Choose 1)**

##### **General**

6	Trouble-shoot ICT Problems (for users)	<b>U24401</b>
7	Maintain ICT (for users)	<b>U24501</b>
8	Evaluate the Impact of ICT	<b>U24601</b>

#### **Optional Units: Group C (Choose 2)**

##### **Office Support Applications**

9	Use Spreadsheet Software	<b>U24701</b>
10	Use Database Software	<b>U24801</b>
11	Use Customised Software	<b>U24901</b>

##### **Web-base Applications**

12	Use Internet and Intranets	<b>U25001</b>
13	Use Website Software	<b>U25101</b>
14*	Use ICT to Exchange Information	<b>U25201</b>

##### **Graphical Applications**

15	Use Artwork and Imaging Software	<b>U25301</b>
16	Produce Presentations	<b>U25401</b>

\*Candidates may not claim both units 5 and 14 towards their NVQ due to an overlap in content.

It is envisaged that only in exceptional circumstances will a candidate meet the requirements of this qualification with less than six months relevant experience.