

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



**City & Guilds Level 1 IVQ Certificate for IT Users (7267-01)**

<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

- Describe and use hardware
- Use the operating environment
- Identify, describe and use systems applications and tools
- Use file management for disks in directories/folders
- Describe information networks
- Identify health and safety issues and good practice

or

### Word processing techniques

- Create new documents
- Enter and edit text
- Enhance text format
- Print documents

plus **two** of the following units:

### Producing simple word processed documents

- Prepare to produce new documents
- Produce new documents
- Edit existing documents
- Check produced documents
- Save and print documents.

### Producing simple spreadsheets

- Use a spreadsheet application in its operating environment
- Discuss/suggest the design for a simple spreadsheet
- Input simple spreadsheets and enter data
- Edit spreadsheets and modify cells and ranges of cells
- Save, retrieve and print the contents of spreadsheet files.

### Producing simple databases

- Create and maintain database storage locations
- Input a simple database
- Maintain a simple database
- Carry out single condition searches on a database
- Produce hard copy output.

### Using the internet for finding and sending

- Explain basics of internet connection and use
- Connect to the internet
- Locate information
- Use basic e-mail via the internet
- Explain internet security issues.

### Creating simple presentations

- Input and edit the presentations text
- Input and edit the presentations graphics
- Position and manipulate text and graphics
- Input, print and demonstrate a multi-page/slide presentation.

**Sending and receiving e-mails**

- Access e-mail
- Input and send e-mail messages
- Read and action e-mail messages
- File e-mail messages
- Manage an address book.

**Working with desktop publishing applications**

- Use the desk top publishing application
- Set up given page layouts
- Manipulate text in a desk top publishing file
- Manipulate graphic objects
- Produce printed and file output.

**Creating simple web pages**

- Handling files
- Combining information
- Planning and producing (websites)
- Editing, formatting and laying out content
- Checking text
- Checking images
- Uploading - UPK only.

**Creating presentations using word processing, spreadsheet and presentation software**

- Use word-processing, spreadsheet and presentation applications in the operating environment
- Produce new word-processing, spreadsheets and presentation documents, positioning and manipulating text, numbers and graphics
- Edit existing documents of all three types
- Check produced documents of all three types
- Save and print documents of all three types.

**Using ICT to communicate**

- Access and use the internet
- Input simple documents by word processing
- Input, send and receive e-mail messages
- Edit word processed documents and e-mails.

**Dismantle, assemble, install and maintain a desktop computing system**

- Identify parts and peripherals of a computer
- Dismantle and assemble a computer
- Install an operating system, drivers and applications
- Maintain a computer, peripherals and software.

**Fundamentals of computing systems and customer care**

- Identify functions of components of a personal computer system
- Briefly explain health and safety and environmental related issues including disposal parts
- Undertake customer care fundamentals
- Identify software to protect home and business computers from security issues.

**Word processing techniques**

- Create new documents
- Enter and edit text
- Enhance text format
- Print documents.

**Spreadsheet processing techniques**

- Create a spreadsheet
- Enter text, date and build formulae
- Retrieve and amend spreadsheet
- Understand precedence or order of calculation in arithmetical formulae
- Recognise error values when an incorrect formula is inserted and when the cell is too narrow to accommodate the number
- Save a spreadsheet
- Change page layout and font size
- Print a spreadsheet.

**Practical data processing**

- Load and use an existing database file
- Add new records to a database using information from a variety of documents
- Save a database file
- Amend one or more fields within one or more records
- Delete a record from file
- Select a set of records from the file using a single criterion
- Print a single record or a set of records using a layout.

**Desktop publishing**

- Access a desk top publishing package
- Setting up pages
- Import prepared text and graphics
- Positioning and aligning objects appropriately
- Understand and apply a range of technical terms
- Using boxes, borders and shading
- Amend text and layout
- Save and print documents.

**Computerised accounts**

- Add new accounts to purchase/sales ledgers
- Create accounts in the nominal ledger from given information
- Process information in respect of the sales ledger
- Process information in respect of the purchase ledger
- Calculate and reconcile all batch totals as required
- Print out copies of ledgers, balances and accounts as required.

**Computerised accounts**

- Create accounts
- Process accounting information in respect of the sales and purchase ledger
- Explain how to use batch control sheets
- 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.

**Using e-mail and the internet**

- Access e-mail software and the internet
- Compose, send and receive e-mail
- Reply to and forward an e-mail message
- Add a web address to an e-mail message
- Attach a file to a message
- Open an e-mail attachment
- Manage e-mail files and contact lists
- Use a search engine to find sites which contain specific information
- Save authorised information from a web site
- E-mail a web page
- Print e-mail messages and web pages.

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

- Administrator
- Cashier
- Manager
- Receptionist
- Secretary
- Senior Director
- Senior Manager
- 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

**<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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## 5. Official basis of the certificate

<p><b>Name and status of the body awarding the certificate</b></p> <p>City &amp; 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></p> <p>City &amp; Guilds was established in 1878 as a registered charity (no. 312832) and received Royal Charter (RC117) in 1900.</p> <p>City &amp; 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.</p>	<p><b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b></p> <p>International Vocational Qualifications (IVQs) are a unique set of qualifications designed by City &amp; Guilds specifically for international use. They are subject to global quality assurance rules and regulations set by City &amp; Guilds. These policies are based on the quality assurance practices which have been approved by Ofqual.</p> <p>The Level 1 IVQ Certificate for IT Users (7267-01) has been developed using the City &amp; Guilds Level 1 Certificate for IT Users (7266-01) as its source and is comparable to Level 1 of the National Qualifications Framework of England, Wales and Northern Ireland (NQF).</p>
<p><b>Level of the certificate (national or international)</b></p> <p>Level 1* – National Qualifications Framework of England, Wales and Northern Ireland (NQF)</p> <p><i>*broad comparability</i></p>	<p><b>Grading scale/Pass requirements</b></p> <p>The multiple choice online test is graded 'Pass' or 'Fail'. The assignments are graded 'Pass', 'Merit', 'Distinction' or 'Fail'.</p> <p>The overall qualification is graded 'Pass' or 'Fail'. A certificate will only be awarded on successful completion of the required number of units.</p>
<p><b>Access to next level of education/training</b></p> <p>We consider the following options to be relevant progression routes from this qualification:</p> <ul style="list-style-type: none"> <li>• Level 2 IVQ Diploma for IT Users (7266-02)</li> <li>• Employment.</li> </ul>	<p><b>International agreements</b></p>
<p><b>Legal basis</b></p> <p>Not applicable.</p>	

## 6. Officially recognised ways of acquiring the certificate

<p>This qualification can only be offered by an institution/provider ('centre') that has been approved by City &amp; Guilds and therefore meets its quality requirements for staff and centre resources and is subject to regular checks.</p> <p>The following assessment methods are used:</p> <ul style="list-style-type: none"> <li>• Ongoing assessments carried out by the centre</li> <li>• Final assessments:             <ul style="list-style-type: none"> <li>- on-line multiple choice test set and marked by City &amp; Guilds</li> <li>- practical assignment set by City &amp; Guilds and marked by the centre</li> <li>- practical assignment set and marked by City &amp; Guilds.</li> </ul> </li> </ul> <p>All assessments are quality assured by City &amp; Guilds verifiers.</p> <p>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.</p> <p>The recommended Guided Learning Hours (GLHs) for this qualification are 90 hours.</p> <p><b>Entry requirements</b></p> <p>City &amp; 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.</p> <p><b>More information (including a description of the national qualifications system) available at:</b> <a href="http://www.naric.org.uk">www.naric.org.uk</a>.</p> <p><b>National reference point:</b> <a href="http://www.uknarp.org.uk">www.uknarp.org.uk</a>.</p>
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