



ICT LEVEL 4

Introduction to the unit

Lecturer: Mark Gillan

LECTURER AND CLASS

- Mark Gillan
- You are encouraged to take notes during tutorials and discussions
- Class notes / copies of presentation and exercises available
- Website for the class at www.ExtendedClassroom.com
- Attend every week
- Discuss worries and concerns with your lecturer
- Complete exercises and participate with class discussions
- Switch mobile phones to silent
- Please refrain from eating or drinking in the classroom
- Enjoy coming along each week, enjoy this unit

THE SQA UNIT

- Unit Title is Customer Care
- SQA Unit Code is F3GC 10
- Unit Purpose ... using straightforward information and communication technology (ICT) effectively to access, process and present information in familiar, everyday settings
- If there are any words you don't understand in this unit, your tutor will be happy to explain them to you

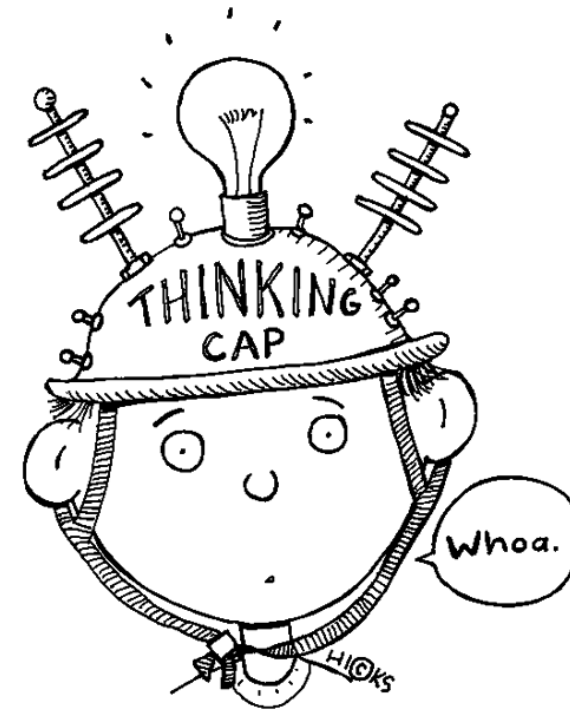


OUTCOMES AND ASSESSMENTS

- 1 SQA Credit at SCQF Level 4
- Prior knowledge and skills – basic computer competence
- Various tasks within an assessment pack in 4 areas:
 1. ICT operations
 2. Process information
 3. Access and present information
 4. Keeping information safe

LEARNING SCHEDULE

- Tutorials each week
- Discussion
- Flexible approach
- Review of learning
- Learner reflection
- Exercises
- Additional reading / homework
- Notice of assessment / schedule
- Feedback, remediation and resit, if required



CORE SKILLS – ICT LEVEL 4

- Applications suitable for activity
- Tools such as file manager, print manager, control panels
- Files and folder management
- Entering data and processing information
- Locate information in different formats (text, numbers, graphics, video, audio) from a range of local and remote sources
- Appropriate search technique
- Select information that meets criteria
- Present information in appropriate mode
- Security risks and taking precautions whilst working with computers

BEFORE WE START

- Any questions related to the previous slides?
 - Any worries or comments?
 - Talk to me in class or in private
 - Use the website and keep in touch
- Reminder:

www.ExtendedClassroom.com



LET'S GET GOING

- Notepad / paper and pen to the ready, if required
- PC switched on and ready
- Fingers twitching
- Brain in gear
- Let's have fun with this unit!

