

**U01602: Maintain data in a computer system**

## Unit Descriptor:

This unit describes the competence required to maintain data in a computer system.

**The unit describes the essential abilities of:**

- Communicating effectively
- Problem solving
- Keeping records
- Using equipment correctly
- Operating within organizational procedures
- Meeting legal requirements

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

- |    |  |     |   |
|----|--|-----|---|
| 1. | Input data and text into a computer system | 1.1 | Correct computer software programme is used.  |
|    |  | 1.2 | Data and text are correctly entered.  |
|    |  | 1.3 | Where the source data is incomplete, clear directions are obtained from the appropriate person.           |
|    |  | 1.4 | Where the source data is unauthorized, clear directions are obtained from the appropriate person.         |
|    |  | 1.5 | Errors in inputting and coding are identified and corrected in accordance with organisational procedures. |
|    |  | 1.6 | Reference codes are generated as necessary.   |
|    |  | 1.7 | Where work is not achievable within specified deadlines, reasons are promptly and accurately reported.    |

- 1.8 Work is achieved within agreed deadlines.
  - 1.9 Organisational procedures for storing source material are followed.
  - 1.10 Equipment and data re safeguarded against damage.
  - 1.11 Confidentiality and security of data are in accordance with organisational requirements.
  - 1.12 Safe working practices are followed.
  - 1.13 Unexpected situations are dealt with effectively and the appropriate persons are informed where necessary.
  - 1.14 All work is prioritized and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
2. Locate and retrieve data from a computer system
- 2.1 Correct computer software programme is used for location and retrieval of data.
  - 2.2 Requested data is correctly located, accessed and retrieved within specified time constraints.
  - 2.3 Search methods are appropriate and effective.
  - 2.4 Confidential data is disclosed only to authorized persons.
  - 2.5 Equipment and data are safeguarded against damage.
  - 2.6 Safe working practices are followed.
  - 2.7 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.

- 2.8 All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organizational procedures.
  - 3.1 Printed document is correct and complete.
  - 3.2 Hard copy is clean, clearly printed and aligned correctly.
  - 3.3 Efforts are made to minimize the wastage of paper.
  - 3.4 Printer area is kept clean and tidy.
  - 3.5 Where work is not achievable within specified deadlines reasons are promptly and accurately reported.
  - 3.6 Work is achieved within agreed deadlines.
  - 3.7 Equipment and data are safeguarded against damage.
  - 3.8 Safe working practices are followed.
  - 3.9 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
  - 3.10 All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organizational procedures.
3. Print documents using a computer system

**RANGE STATEMENT**

*You must cover the items below:*

Element 1: Input data and text into a computer system

**A. Computer software:** *(Also applies to elements 2 & 3)*

- (i) text processing
- (ii) numerical processing

**B. Sources data:**

- (i) complete
- (ii) incomplete

**C. Types of inputting:**

- (i) addition of new data and text
- (ii) modification of existing data and text
- (iii) deletion of existing data and text

**D. Unexpected situations:**

- (i) problems securing exchange point, equipment failure

**E. Regulations:** *(Also applies to elements 2 & 3)*

- (i) legislation
- (ii) manufacturer
- (iii) supplier

Element 2: Locate and retrieve data from a computer system

**F. Methods of locating details:**

- (i) automatic searching
- (ii) manual searching
- (iii) multi-field searching

**G. Methods of requesting items:**

- (i) specification of reference codes
- (ii) specification of details

**H. Unexpected situations: (Also applies to element 3)**

- (i) equipment failure

Element 3: Print documents using a computer system

**I. Form of produced document:**

- (i) text
- (ii) tabular

**UNDERPINNING KNOWLEDGE AND SKILLS****Operational Procedures**

1. What software and hardware is available, what the main uses are and how to operate them.
2. How to code data correctly and why it is important.
3. What the formatting procedures are and when to use them.
4. What the procedures for safeguarding equipment and data against damage are and why they are important.
5. How to back-up data and why it is important.
6. What the procedures for use and operation of relevant software/hardware are.
7. What the system reference codes are and why it is important to use them.
8. How to locate details in a computer system.
9. What the procedures to protect equipment and data against damage are and why it is important to use them.

10. What the procedures for use and operation of printers are.
11. What print characteristics are and when to use them.
12. What the organization's in-house style is and when it is important to use it.

**Organizational Procedures**

13. What the organizational procedures for storing and filing material are.
14. What the organizational procedures for maintaining the security and confidentiality of data are.
15. What the organization's retrieval procedures are and why they are important.

**Legislation**

16. What the relevant legal requirements are.

**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

- Totally through performance evidence in the form of observation and products of work or
- By performance evidence in the form of observation and products of work to cover **performance criteria 1.1, 1.2, 1.8, 1.9, 1.11, 1.12** and a minimum of **one** (1) from the range of A, **one** (1) from the range of B, **two** (2) from the range of C.
- By performance evidence in the form of observation and products of work (if appropriate) to cover **performance criteria 2.1, 2.2, 2.3, 2.6** and a minimum of **one** (1) from the range of A, **two** (2) from the range of F, **one** (1) from the range of G.
- Totally through performance evidence in the form of observation and products of work, e.g.: printed document (if appropriate).
- By performance evidence in the form of observation and products of work to cover **performance criteria 3.1, 3.2, 3.3, 3.4, 3.6, 3.8** and a minimum of one (1) from the range of A and All from the range of I.
- Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

**(2) Methods of Assessment**

- Observation reports by assessors of how you:
  - o input data and text into a computer system.
  - o locate and retrieve data from a computer system
  - o print documents using a computer
- Copies of written communication to and from customers.
- Photographs of yourself at work.
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).

- Witness statements from customers, colleagues, line managers that provide evidence of how you:
  - input data and text into a computer system.
  - locate and retrieve data from a computer system
  - print documents using a computer system
  
- A personal statement describing how you:
  - input data and text into a computer system.
  - locate and retrieve data from a computer system
  - print documents using a computer system

### **(3) Context of Assessment**

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.