

Unit 218 Specialist or bespoke software

Level 2

Unit Summary

Select and use specialist or bespoke software. This is based on the e-skills Area of Competence: Specialist or Bespoke Software, Level 2 unit.

Examples of specialist software include:

- Accounts applications
- Computer aided design (CAD) applications
- Digital video editing applications
- Project management applications

Some organisations have software applications developed specifically for employees to be able to carry out particular tasks or activities (bespoke applications). For example, for customer relationship management, stock control, plant control, engineering diagnostics, credit management or analysing sales performance.

Skills

You will apply the following skills:

- Planning
- Organising
- Using technology
- Checking

Performance Indicators

You will:

1. Use appropriate techniques to handle, organise and save files
2. Link information with the same kind of software
3. Add information from one type of software to information produced using different software, such as a spreadsheet graph to a word processing document, text to an image file, picture to a presentation file, or simple information from a database onto a website
4. Carry out more complex tasks using appropriate tools and techniques for entering, editing and processing information
5. Use appropriate techniques to check more complex information

Knowledge

You will know:

1. Why and how using the software was an appropriate way of carrying out the task
2. What most tools and functions of the software applications can be used for
3. How to select and use appropriate tools and functions for more complex tasks

Evidence requirements

This section is aimed at the assessor and sets out the evidence requirements for this unit.

1. Evidence for this unit is generated when your candidate is carrying out real work in a private sector organisation, not-for-profit organisation or public service organisation whether full-time or part-time, paid or voluntary.
2. For this unit, evidence may be collected in an approved Realistic Working Environment or an extended work placement.
3. Simulation is allowed for this unit. Simulation refers to the simulation of work tasks and activities, not to the use of IT. The techniques involved in using IT must always be assessed at least in part through evidence gained from practical tasks or activities. All assessment must be based on the use of real IT software and hardware to carry out tasks and activities that may be simulated. Where tasks and activities are simulated they must be undertaken in an approved Realistic Working Environment.
4. Evidence must show that your candidate has consistently met the standard over a sufficient period of time for you to consider the candidate competent.
5. You may use the following assessment methods when assessing this unit:

Performance evidence	Observation	Yes
	Examination of work products	Yes
Supplementary evidence	Witness testimony	Optional
	Questions *	Yes

* This includes verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

6. Your candidate needs to demonstrate the following skills and techniques by carrying out **at least two** comprehensive tasks to demonstrate their competence in:

File handling techniques appropriate for the software use. Evidence will include:

- Using appropriate techniques to handle, organise and save files

Ways of combining information of various types. Evidence will include:

- Linking information within the same type of software
- Adding information from one type of software to information produced using different software, such as a spreadsheet graph to a word processing document; text to an image file; picture to a presentation slide; or simple information from a database onto a website

Tools and techniques for entering, editing and processing information will vary according to the software being used and whether the information is text, numbers or images. Evidence will include:

- Carrying out more complex tasks using appropriate tools and techniques for entering, editing and processing information

Checking techniques will vary according to the type of information to be communicated. Evidence will include:

- Using appropriate techniques to check more complex tasks

7. Evidence generated for this unit may contribute towards Unit 201:

- Communicate information
- Plan and be accountable for your work
- Improve your own performance
- Behave in a way that supports effective working

and Unit 202

- Work to achieve your organisation's purpose and values
- Support sustainability
- Maintain security and confidentiality