

FOUNDATION DIPLOMA



SYLLABUS

FO1 COMMUNICATION SKILLS

Prerequisites None

Assessment By a single 2¹/₂ hour externally set examination paper.

Aims

1. Understand how to access and present information for the business / organisational environment.
2. Have an understanding of the communication process in the business context.
3. Understand the basic conventions of written English as it relates to the business context.
4. Have an awareness of the communication process within organisations
5. Demonstrate an understanding of organisational structure and functions
6. Understand the importance of cohesive working relationships within organisations and in particular the significance of group working
7. Have an awareness of the impact and usage of information Technology on business and organisational communication activities

Objectives

- 1.1 Understand the various ways information can be located.
 - 1.1.1 Have an understanding of the availability of published reference sources and their significance.
 - 1.1.2 Be able to appreciate the importance and use of dictionaries and language books : encyclopaedias : newspapers and periodicals.
 - 1.1.3 Have an understanding of the availability of private reference sources and their significance.
 - 1.1.4 Have an appreciation of the importance and use of publications of professional organisations and company archival sources.
 - 1.1.5 Have an understanding of how information can be obtained through electronic means, viewdata and teletext systems and from company and governmental databases.
- 1.2 Understand the methods employed in the search for information.
 - 1.2.1 Be able to demonstrate an understanding of the main sections of a library.
 - 1.2.2 Have an understanding of the Dewey Decimal system of library classification.
 - 1.2.3 Be able to demonstrate an understanding of the importance of the library.
- 1.3 Have an understanding of and be able to produce graphical representations as used in business and organisational contexts.
 - 1.3.1 Be able to demonstrate an understanding of and an ability to create tables : Bar charts : graphs and Pie charts.
 - 1.3.2 Demonstrate an understanding of the use of flow charts.
- 2.1 Understand the importance of oral communication in the business context.
 - 2.1.1 Know what is meant by oral communication
 - 2.1.2 Recognise the importance of personality in oral communication
 - 2.1.3 Be aware of the factors which have to be considered when conducting oral communications e.g. know what to say, when to say it , use the appropriate language and observe reactions.
 - 2.1.4 Be able to appreciate the importance of listening skills in oral communication
 - 2.1.5 Understand and be able to discuss non verbal communication.
- 2.2 Demonstrate an understanding of the basic skills of telephone usage within the organisational environment
 - 2.2.1 Have an understanding of when to use the telephone and when not.
 - 2.2.2 Understand the principles of telephone usage.
 - 2.2.3 Be able to demonstrate a knowledge of answering the phone correctly and how to take a message.
 - 2.2.4 Have an understanding of the technology available e.g. answering machines , conference call facilities and call waiting.
- 2.3 Understand the importance of interviews in the business context.
 - 2.3.1 Understand the different types of interview that exist.
 - 2.3.2 Understand the process required in planning and conducting an interview.
 - 2.3.3 Understand how to respond in the interview situation.

- 3.1 Be able to write a business letter in the appropriate fashion.
 - 3.1.1 Understand the component parts of a letter.
 - 3.1.2 Know the appropriate salutations and complementary closings used in letter writing.
 - 3.1.3 Understand the planning process required before a letter is written.
 - 3.1.4 Understand the principles of letter writing.
- 3.2 Be able to make notes from reference material and prepare reports.
 - 3.2.1 Understand the need for and value of note taking and the note taking process.
 - 3.2.2 Be able to write a memorandum.
 - 3.2.3 Understand the principles of report writing.
- 3.3 Understand the importance of notices and posters.
 - 3.3.1 Be able to create effective notices and posters
- 3.4 Understand the nature of forms and questionnaires
 - 3.4.1 Understand the main constituents required in form design.
 - 3.4.2 Know when and in which circumstances forms are used.
 - 3.4.3 Understand what a questionnaire is and how it can be used.
 - 3.4.4 Be able to present and create an appropriate questionnaire.
- 3.5 Be able to use appropriate and correct grammar and be capable of writing fluent structured essays in a recognised format.
 - 3.5.1 Have a good working understanding of the proper use of language with appropriate punctuation.
 - 3.5.2 Understand the principles of essay writing.
- 3.6 Be able to write reports and memoranda understanding the principles for their creation.
 - 3.6.1 Know the principles of report writing.
 - 3.6.2 Be able to write a report in a recognised fashion.
- 4.1 Be aware of the principles of vertical and horizontal communication.
 - 4.1.1 Demonstrate an understanding of upward and downward communication.
 - 4.1.2 Demonstrate a knowledge of horizontal communication particularly in respect of written communication : meetings and informal lines of communication.
- 4.2 Have an understanding of communication by way of groups and networks.
 - 4.2.1 Have an understanding of the different types of networks that exist in organisations.
- 4.3 Appreciate that there are barriers to communication within organisations and understand what these barriers are.
- 4.4 Be able to demonstrate an understanding of the mechanics of arranging meetings and the principles governing this medium.
 - 4.4.1 Be able to create an agenda for a meeting incorporating the essential characteristics.
 - 4.4.2 Be aware of the characteristics of the minutes of a meeting and be able to create a set of minutes.
 - 4.4.3 Understand the various roles played by participants of meetings.
 - 4.4.4 Have an awareness of the process of the meeting and in particular the rules governing protocol.
- 4.5 Be able to demonstrate how to carry out effective presentations.
 - 4.5.1 Be aware of the requirements to prepare for a presentation.
 - 4.5.2 Have an understanding of the types of and advantages/disadvantages of the use of visual aids.
 - 4.5.3 Have an understanding of the proper way to give a talk and the importance of speaking properly ; starting the talk and building ideas constructively.
- 5.1 Be able to create and understand an organisational structure diagram.
 - 5.1.1 Understand how the flow of information works linked to the structure.
 - 5.1.2 Understand the factors which determine the structure of organisations.
 - 5.1.3 Have an understanding of the types of organisational structures that exist.
 - 5.1.4 Understand the problems that are linked to the different types of organisational structures that exist.
 - 5.1.5 Have an understanding of the workings and responsibilities of the following departments commonly found in organisations. Accounts: Sales: Personnel: Research and Development: Computer Services: Administration: Marketing: Production: Transport.

- 6.1 Understand the impact of groups within organisations
 - 6.1.1 Be able to demonstrate the attributes of a group
 - 6.1.2 Understand why groups are formed in organisations.
 - 6.1.3 Know the qualities required of an effective group member.
 - 6.1.4 Understand the potential sources of conflict in group working.
- 6.2 Understand the development of management styles.
 - 6.2.1 Be able to present a definition of management.
 - 6.2.2. Have an understanding of the different types of management traits and styles.
- 7.1 Understand the different types of computers available in the office environment.
 - 7.1.1. Be able to discuss microcomputers, minicomputers and laptops.
 - 7.1.2. Have an understanding of the meaning of software
 - 7.1.3. Be able to discuss the application and use of: Word processors ; telex machines ; E Mail ; spreadsheets ; database systems and graphic packages
 - 7.1.4. Understand the use of the fax and be able to create a fax message in the appropriate format.
- 7.2 Be aware of communication methods available through the Internet specifically using e mail, newsgroups, chat and the World Wide Web.
- 7.3 Be aware of emerging technologies and their application in aiding business communication.
 - 7.3.1 Have an awareness of teleconferencing videoconferencing and the impact of new Information and Communication Technologies (ICT's).



Prerequisites None

Assessment By a single 2¹/₂ hour externally set examination paper.

Aims

At the conclusion of the course the student should be able to:

1. Perform calculations using the fundamental processes of arithmetic, using terms and alternative number bases that are common within the commercial context.
2. Use basic algebraic notation and demonstrate competence with elementary algebraic processes.
3. Perform calculations utilising functional notation and use this in plotting and interpreting graphs of linear functions.
4. Draw and interpret graphs of quadratic equations and other related functions.
5. Demonstrate an understanding of sets and of elementary operations upon them.
6. Demonstrate an understanding of elementary statistics

Objectives

- 1 Perform calculations using the fundamental processes of arithmetic, using terms and alternative number bases that are common within the commercial context.
 - 1.1.1 Apply the four rules of arithmetic to decimals, signed integers and vulgar fractions and apply the processes of conversion between each.
 - 1.1.2 Apply the concept of place value and its relationship with the denary, octal and hexadecimal number systems
 - 1.1.3 Convert between binary, octal and denary numbers in the context of positive integral values.
 - 1.1.4 Describe percentages and their relationship to fractions and convert between percentages, fractions and decimals.
 - 1.1.5 Express one quantity as a percentage of another, calculate percentages of given quantities, together with percentage increase and decrease as applied to problems involving discounts, loans, hire purchase and depreciation.
 - 1.1.6 Perform calculations using ratios involving two or more quantities including their application to map scales.
 - 1.1.7 Perform calculations involving currency conversions, commission, wages, piecework, rate of pay local taxes and insurance and percentage profit/loss
 - 1.1.8 Perform calculations involving the use of indices.
 - 1.1.9 Express two or more quantities in order of magnitude using the rules of precedence to evaluate expressions involving the use of +, -, x, /, () and indices.
 - 1.2 Use the terms Principal, Rate and Amount and be able to calculate simple interest and apply this to inverse problems involving simple interest.
 - 1.2.1 Calculate compound interest and to appreciate the differences between simple and compound interest.
 - 1.2.2 Evaluate problems to an appropriate order of magnitude using significant figures and decimal places.
- 2.0 Use basic algebraic notation and demonstrate competence with elementary algebraic processes.
 - 2.1.1 Use the terminology of variables, constants and the use of subscripted variables.
 - 2.1.2 Evaluate algebraic expressions for given values of the variables, applying the rules of precedence.
 - 2.1.3 Manipulate linear algebraic equations to make any given variable the subject.
 - 2.1.4 Solve commercial problems using linear algebraic equations in a single variable.
 - 2.1.5 Factorise algebraic expressions by extracting a single term.
- 3.0 Perform calculations utilising functional notation and use this in plotting and interpreting graphs of linear functions.
 - 3.1.1 Solve a pair of linear simultaneous equations in two variables and check the result by graphical and algebraic means.
 - 3.1.2 Factorise algebraic expressions by extracting a linear factor, including recognition and use of the difference of two squares and of perfect squares.
 - 3.1.3 Solve quadratic equations exactly by the use of factors.
 - 3.1.4 Solve commercial problems using quadratic equations by graphical means and the use of formula.

- 4.0 Draw and interpret graphs of quadratic equations and other related functions.
- 4.1.1 Use functional notation to define functions of the form $f(x) = ax + b$ and calculate the image $f(x)$ for a variety of values of x .
 - 4.1.2 Use rectangular Cartesian co-ordinates to plot linear functions using tables of values of $f(x)$ against x .
 - 4.1.3 Plot and interpret the graphs of linear and quadratic functions using tables of values of $f(x)$ against x , with particular regard to slope (gradients) and intercepts; including the recognition of turning values in the quadratic function.
 - 4.1.4 Apply the processes of translation, reflection (in the Cartesian axes or in lines parallel to them), rotation (through 90° , 180° , 270° , or 360°) and enlargement to points, straight line segments and plane figures.
 - 4.1.5 Plot and interpret the graphs of:
 - 4.1.6 The cubic function $f(x) = ax^3$.
 - 4.1.7 The function

$$f(x) = \frac{a}{ax + b} (x - b/a)$$

- 5.0 Demonstrate an understanding of sets and of elementary operations upon them
- 5.1.1 Use the terminology of sets, in particular Universal Set, element, subset, empty set and complement.
 - 5.1.2 Represent sets and their interrelationships by the use of Venn diagrams.
 - 5.1.3 Define the Union and the Intersection of two or three sets.
 - 5.1.4 Use the notation $n(A)$ for the number of elements in set A and apply this notation in problems concerning the Union and the Intersection of sets.
- 6.0 Demonstrate an understanding of elementary statistics
- 6.1.1 Describe the difference between quantitative & qualitative data and between discrete & continuous data.
 - 6.1.2 Construct a frequency distribution table from raw data.
 - 6.1.3 Represent data by pictorial/graphical means using: Bar Charts, Histograms, Pie Charts and Pictograms.
 - 6.1.4 Calculate summary measures of central tendency, median, mode and arithmetic means for ungrouped data.

Prerequisites None

Assessment By a single 2½ hour externally set examination paper.

Aims

1. Understand the role of computer-based technology in contemporary life.
2. Understand the basic principles of information processing in relation to the business environment.
3. Know the range and use of technological equipment used in information processing.
4. Know the range the range of software available.
5. Understand communication devices and networks
6. Understand the task of computer personnel.

Objectives

- 1.1 Be aware of the variety of ways in which computer-based technology is employed in everyday life.
 - 1.1.1 Office Automation
Candidates should have used the following packages
 - Wordprocessing
 - Spreadsheets & Graphics Packages
 - File handling packages or Database Packages
 - Art packages
 - DTP (Desk Top Publishing)
 - Electronic mailBe aware that special purpose packages are available for administrative and design tasks, for example
 - CAD (Computer Aided Design)
 - Accounting Packages
 - Payroll
 - Project Management Packages
 - Etc.The use of these packages will not be tested
 - 1.1.2 Computerised Control Systems
Candidates should be able to
 - Explain the terms (a) sensor (b) control signal (c) feedback.
 - Distinguish between Analogue and Digital signals and explain the need to convert from one to the other.
 - Use specific examples to explain the use of computerised control systems including feedback, e.g. traffic lights; environment control systems in a greenhouse, office or factory; automobile engine management system, etc.
 - Be able to interpret a digital signal given a suitable key.
- 1.2 Be aware of the convergence of computer and communications technologies and possible implications of this convergence for everyday life.
 - 1.2.1 Customer use e.g. remote banking, home shopping, booking theatre or travel tickets.
 - 1.2.2 Information Retrieval system; Teletext (TV broadcast systems), Viewdata, Internet, e-mail, bulletin boards, conferencing systems, interactive video, on-line database.
 - 1.2.3 Be aware of the implications that the convergence of database technology and communications technology holds for the possible abuse of personal privacy.
 - 1.2.4 Candidates should be aware of the importance of electronic information exchange in commerce and industry, e.g.
 - ATM (Automatic Teller Machine)
 - EFT (Electronic Funds Transfer)
 - EPOS (Electronic Point of Sale terminals)
 - Automatic ticket dispensers
 - Credit Card/Debit Card transaction processing in supermarkets
 - Inventory control in large shops
 - Just in Time purchasing systems

Objectives

- 1.3 Be aware of how computer-based technology is changing the pattern of life.
 - 1.3.1 Describe the ways in which employment patterns are changing
 - 1.3.2 Discuss the effects of computers on peoples' working lives
 - 1.3.3 Describe social changes that have been caused by the developments in Information Systems
 - 1.3.4 Leisure (Home computers, Computer games)
- 2.1 **Data Creation**
 - 2.1.1 Source Documents. Candidates should be able to:
 - (a) distinguish between good and bad data capture forms
 - (b) design a simple data capture form for a given application
 - 2.1.2 Data Capture. Candidates should know where, when and why the following are used. Data logging, MICR, OCR, bar codes, magnetic strip
 - 2.1.3 Direct Data Entry Candidates should
 - (a) be able to distinguish between good and bad data entry screens
 - (b) be able to design a simple data entry screen for a given application
 - (c) know that the data may be transmitted from a remote source or entered to a portable computer.
- 2.2 **Errors**
 - 2.2.1 Candidates should be aware of the common sources of errors; mistakes in data entry, transmission errors due to noise, etc.
 - 2.2.2 The main methods of error detection should be known
 - (a) Verification. Either double keying and a comparison of the two by software or a comparison of a screen display (or printout) of a data file with source documents. The terms control total and hash total should be known.
 - (b) Validation. Candidates should know the main types of check; presence, field length, character, format, reasonableness, check digit.
- 2.3 **Information**
 - 2.3.1 Candidates should be able to recognise good information. Complete but not excessive, accurate, communicated to the person who needs it, easily understood format, provided at the right time, etc.
 - 2.3.2 Recognise the need for operational, tactical, and strategic information
- 2.4 **Coding**
 - 2.4.1 Know that it is sometimes necessary to code data to make it more manageable. (Reduce size of the file, facilitate retrieval)
 - 2.4.2 Be able to devise a simple coding scheme for a given situation.
- 2.5 **Data Storage**
 - 2.5.1 The basic structure of a file, characters, keys, indexes.
 - 2.5.2 Field types, Number, Numeric Character, Alphanumeric, Date and Time, Text, Memo, Boolean (yes/no)
 - 2.5.3 File size and its implications for storage. Candidates should know that fields can be fixed or variable length. They must be able to recall the advantages of using fixed and variable field lengths. Candidates should be able to calculate the length of a record given the field lengths and hence calculate the size of the file.
 - 2.5.4 Methods of file organisation and access: serial, sequential, indexed, indexed sequential and random. Distinguish between these methods in terms of relative speeds of access, their suitability in relation to particular applications, the storage medium used and recovery methods if the file is corrupted.
 - 2.5.5 Machine representation of data. Be able to use the terms bit, byte and word.
 - 2.5.6 Databases. Candidates should know that data can be extracted from a database to produce many different reports and that data from different files (tables) in the database can be used to produce a single report.

Objectives

2.6 Processing Data

- 2.6.1 Updating, searching, sorting and merging files
- 2.6.2 Methods of searching databases. Candidates should be able to use the logical operators AND, OR and NOT in the construction of queries or filters.

2.7 **File Maintenance** This might include adding a new field to each record, deleting an unwanted field, altering the format in which a field is stored or its maximum length, adding an index, changing the access controls, etc.

Modes of Operation Transaction processing, batch, real time, single user, multi-user, multiprogramming

2.8 Recognise the importance of files of data to organisations and know why the integrity and confidentiality of these files should be maintained.

2.8.1 Be able to describe both physical and software hazards to stored data.

2.8.1.1 Know the physical precautions needed to protect media including protection from heat, magnetic fields, water, rough handling.

2.8.1.2 Know how computer viruses are spread, what a virus might do, and how systems can be protected from infection.

2.8.2 Know the steps that should be taken so that files can be recovered if damage occurs: generation backup system and use of file dumps and transaction log files for on-line systems

2.8.3 Prevention of unauthorised access to data

2.8.3.1 Physical methods such as restriction of access to the computer room or terminals, ensuring that printouts are delivered to an authorised user, shredding reports, etc. after they have been used.

2.8.3.2 Software methods such as passwords, magnetic strip cards, terminal identification, and encryption to prevent the use of stolen cards.

3.1 Be able to name the basic hardware components (input, output, processor, and backing store) of a computer system and draw a block diagram showing the flows of data and control signals between them.

3.1.1 Describe the functions of the IAS, ALU, and control unit.

3.1.2 Know what is meant by cycle frequency and why this might be important. Be able to explain what the unit MHz means.

3.2 Memory

3.2.1 Describe the functions of RAM and ROM. Explain what GB and MB means.

3.2.2 Compare the main disk and tape storage devices in terms of speed, storage capacity, mode of access; can records be overwritten, can the medium be reused. The devices required are floppy disks, hard disks, magnetic tape, CD-ROM, optical disks.

3.2.3 Candidates should know the distinction between volatile and non volatile memory.

3.3 Input and Output Devices, Buffers

3.3.1 Candidates must understand the use of the following input devices; keyboards (including specialised keyboards), mouse, touch sensitive screen, microphone, OMR, OCR, MICR, bar code readers, magnetic strip readers, graphics digitiser (scanner), light pen, sensors used to collect data for data logging.

3.3.2 Candidates must understand the use of the following output devices; screen (VDU). Printers (dot matrix, laser, inkjet), plotters, speakers, motors, and switched output to control systems

3.3.3 Define the term buffer and state why these are required.

3.4 Be able to distinguish between mainframes, minicomputers, micro-computers (PC), and laptops/notebooks

4.1 Operating System

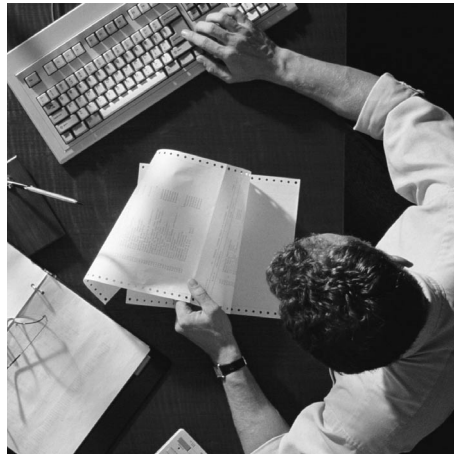
Candidates must know that the operating system provides

- a means of communicating between software and hardware
- manages system resources such as memory, allocation of CPU time, etc.
- data transfers to and from peripherals
- system security

Candidates should be aware that different operating systems exist, that applications packages may require a specific operating system. Candidates should be able to describe the special features of multi-user and multi-tasking systems.

Objectives

- 4.2 **Utilities.** Candidates should be able to define the term and give examples of application, independent functions such as disk formatting, copying, renaming, deleting, backup, sorting.
- 4.3 Types of computer languages; machine codes, assembly language, third generation high level procedural languages, fourth generation languages.
- 4.4 Language translators: compilers, interpreters, assemblers.
- 4.5 Algorithms and their description by flowcharts, structured language or pseudo code. Be able to represent the grandparent/ parent/ child method by a flowchart or structured language or pseudo code.
- 4.6 Candidates must know that interfaces can be command driven, menu driven or graphical user interfaces.
 - 4.6.1 Candidates should be able to give the advantages and disadvantages of each of these types of user interface for different categories of user.
 - 4.6.2 Candidates should be able to design simple user interfaces and distinguish a good design from a bad design.
- 5.1. Definition of a modem as a device that connects a computer system to a telephone system
- 5.2 Networks
 - 5.2.1 LAN and WAN
 - 5.2.2 Network topologies; bus, ring, star
 - 5.2.3 The functions of the file server and print server
 - 5.2.4 Advantages of networks over separate (stand alone) systems.
- 6.1 Candidates should be able to describe the jobs done by the following staff; data preparation staff, computer operators, systems analysts, programmers, managers, software maintenance staff, hardware maintenance staff.



Prerequisites None

Assessment This module is assessed by the internal completion of a checklist defining the skills identified in the objectives which follow. Candidates will be expected to be able to demonstrate their mastery of these skills to an external assessor.

In order to achieve a pass grade the candidate will be expected to demonstrate competence in ALL Level 1 objectives. To achieve a merit grade the candidate will be expected to demonstrate competence in ALL the Level 1 objectives BUT ALSO to demonstrate competence in at least 50% of Level 2 objectives in each of Wordprocessing, Spreadsheet, and Database sections.

Objectives

Wordprocessing Section: Level 1 objectives.

- W.1.1 Prepare a wordprocessing system for use.
- W.1.2 Recognise and respond to simple error messages and prompts.
- W.1.3 Load paper into printer and prepare for use.
- W.1.4 Use the appropriate commands to start a new document ready for text to be entered.
- W.1.5 Use the cursor control keys to move up, down, left and right in the text.
- W.1.6 Use the appropriate keys to scroll text horizontally and vertically to see the entire document.
- W.1.7 Proof-read a document on the screen and edit it by inserting and deleting characters, words and lines using the appropriate commands provided.
- W.1.8 Proof-read a document on the screen and edit it by overwriting characters, words and lines as required.
- W.1.9 Use all the keys and combinations of keys on a QWERTY keyboard as required.
- W.1.10 Identify the advantages and limitations of wordprocessing.
- W.1.11 Identify applications which are appropriate to the use of wordprocessors e.g. mail-shots, standard letters, contracts, reports, etc.
- W.1.12 Save a document to an appropriate storage medium.
- W.1.13 Reload a stored document.
- W.1.14 Produce a printed copy of the document.
- W.1.15 Enter text and describe the importance of the word wraparound and page break/page wraparound screen aides.

Wordprocessing Section: Level 2 objectives.

- W.2.1 Save a corrected version of a previously saved document.
- W.2.2 Explain the screen layout including status and ruler lines.
- W.2.3 State program defaults or the appropriate use of commands to establish left and right margins, justification, line spacing and page length.
- W.2.4 Edit text by creating a new paragraph with a different layout.
- W.2.5 Edit text by merging two paragraphs into one as required.
- W.2.6 Edit the complete text by using the search and replace command to find and replace a selected word with an alternative word.
- W.2.7 Create file names according to some predetermined standard.
- W.2.8 Use the appropriate commands to call up the disk directory.
- W.2.9 Make backup copies of important documents.
- W.2.10 Merge two or more text documents to make one final document.
- W.2.11 Explain possible differences between the screen version of a document and the final hard-copy, hence explain the advantages of WYSIWYG.

Spreadsheet Section: Level 1 objectives.

- S.1.1 Define the terms 'label', 'numeric', and 'formula'.
- S.1.2 Load a spreadsheet package.
- S.1.3 Select and load a specific spreadsheet data file.
- S.1.4 Access available commands.
- S.1.5 Clear the spreadsheet.
- S.1.6 Move the cursor to an adjacent cell.

- S.1.7 Respond appropriately to program prompts.
- S.1.8 Identify appropriate row and column titles.
- S.1.9 Identify the cell-type for a given cell.
- S.1.10 State the width of a specified column.
- S.1.11 Amend the data format within a cell to display 'cash' format.
- S.1.12 Amend the data format within a cell to display 'integer' format.
- S.1.13 Replace existing data in a given cell.
- S.1.14 Save an edited file under an existing file name.
- S.1.15 Save an edited file under a new file name.
- S.1.16 Enter the contents of a cell as a formula to provide for addition, subtraction, multiplication, division, and percentages.
- S.1.17 Use the summation function to add a group of cells (column or row).
- S.1.18 Print out the spreadsheet.
- S.1.19 Move the cursor directly to a specified cell.

Spreadsheet Section: Level 2 objectives.

- S.2.1 Explain the operation of a window.
- S.2.2 Respond to error messages resulting from mistakes by the user.
- S.2.3 State the format specified for a given cell.
- S.2.4 Amend the data format within a cell to left or right justify its contents.
- S.2.5 Amend the data format within a cell and display 'real' formats to a specified number of places.
- S.2.6 Edit and correct with reference to a hard-copy.
- S.2.7 Copy one cell to another.
- S.2.8 Replicate a formula through a group of cells correctly.
- S.2.9 Change the width of a column.
- S.2.10 Print a specific part of the spreadsheet.
- S.2.11 Control the order of calculation by using brackets.
- S.2.12 Insert and delete rows and columns into or from an existing spreadsheet.
- S.2.13 Use the AVERAGE function to calculate the average value for several adjacent cells.
- S.2.14 Determine the order for calculation of rows and columns of a spreadsheet.
- S.2.15 Identify the uses of spreadsheets for numerical analyses, financial and non-financial applications.
- S.2.16 Explain how spreadsheets provide a useful analytical tool particularly for 'what if' situations.
- S.2.17 Compare spreadsheets with manual systems with regard to editing recalculation, automatic calculation and speed of use.

Database Section: Level 1 objectives.

- D.1.1 Explain the meaning of a 'data record'.
- D.1.2 Explain the term 'field'.
- D.1.3 Give examples of fixed and variable length records.
- D.1.4 Classify data as alphanumeric, alphabetic or numeric.
- D.1.5 Load a database application package.
- D.1.6 Load a specific database file for immediate access.
- D.1.7 Identify the field names of the records in a given database file.
- D.1.8 Identify the data type and length of a given field.
- D.1.9 Add a given record to an existing file.
- D.1.10 Delete a given record from an existing file.
- D.1.11 Display and edit selected fields.
- D.1.12 Define a file as a set of records.
- D.1.13 Define the field name, data type, and length of any given field in a selected record from a database file.

Database Section: Level 2 objectives.

- D.2.1 Explain the terms 'fixed' and 'variable' length records.
- D.2.2 Explain the terms 'menu driven' and 'command driven' software.
- D.2.3 Define a single condition search for a numeric and for an alphanumeric field.
- D.2.4 Print a list of records matched by a single condition search.
- D.2.5 Describe how an index is used to assist record retrieval.
- D.2.6 Explain that the maximum length of fields needs to be declared in order for memory to be reserved.
- D.2.7 Define a sort criterion for a specified field.
- D.2.8 Sort the records on a specified field.
- D.2.9 Print a sorted list of all the records in the file.
- D.2.10 Define a multiple condition search for a specified range of items.
- D.2.11 Be able to generate a Data Dictionary.

Prerequisites None

Assessment By a single 2¹/₂ hour externally set examination paper.

Aims

1. Accounting Data.
2. Cash Control.
3. Stock
4. Simple Final Accounts.

Objectives

- 1.1 Identify the movement of commercial documents between the parties involved in a credit sale or credit purchase and present this in the form of a flow chart.
- 1.2 Prepare -
 - 1.2.1 Invoices to include trade discount and cash discount.
 - 1.2.2 Credit Notes.
 - 1.2.3 Cheques.
- 1.3 Post sales invoices and purchase invoices to the appropriate day books, make entries into the sales ledger, purchase ledger and general ledger, total the day books and balance off the ledger accounts.
- 1.4 Post credit notes to the appropriate returns day books, make entries in the appropriate sales ledger or purchase ledger and general ledger.

- 2.1 Prepare and balance a two column cash book.
- 2.2 Prepare and balance a three column cash book having calculated the cash discounts allowed and cash discounts received.
- 2.3 Enter the cash discounts allowed and cash discounts received into the general ledger.
- 2.4 Prepare, understand and comment on simple bank reconciliation statements.
- 2.5 Make entries into the petty cash book.
- 2.6 Understand the imprest system and how to restore to imprest.

- 3.1 Value stock using LIFO, FIFO and AVCO.
- 3.2 Complete stock ledger cards showing balances existing at the end of each transaction.
- 3.3 Prepare simple trading accounts illustrating the effect of different stock valuation methods on gross profit.

- 4.1 Calculate the mark-up.
- 4.2 Understand and calculate gross profit in the trading account.
- 4.3 Identify revenue expenses and charge these to the profit and loss account to calculate net profit.
- 4.4 Distinguish between assets and liabilities and apply the balance sheet equation to calculate capital.
- 4.5 Prepare very simple balance sheets.

F06 OFFICE PRACTICE

Prerequisites None

Assessment By a single 2½ hour externally set examination paper.

Aims

1. Be aware of the ways in which an office may be organised and the place of the office within the structure of the company.
2. Be aware of the services provided by an office and the duties undertaken by its staff.
3. Be aware of the varying forms of communication used in the office environment and between offices and individuals. Eg. Inter-company Intranet.
4. Be aware of and be able to use a wide variety of information sources.
5. Appreciate the merits of different reprographic devices.
6. Be familiar with a variety of office machines and accessories and be aware of IT and Internet Services.
7. Be familiar with methods of storing information.
8. Be aware of the importance of maintaining business records and the forms that these may take, to include various methods of payment to a company for goods and/or services.

Objectives

- 1.1 Define the purpose of an office.
- 1.2 Define the main types of organisation, both public and private, sole proprietors, partnerships and franchises.
- 1.3 Define the obligations of an organisation to its customers/clients, its suppliers, its employees and the community and environment at large.
- 1.4 Describe the role of major departments which exist in most organisations including Human Resources (Personnel), Training, Legal, Accounts, Sales, Marketing, Information Technology, Production, Distribution and Management Services.
- 1.5 Be aware of the structure and hierarchy of a company - depending on the type of organisation.
- 1.6 Describe the job role of the Chairman of a Company, the Board of Directors, the Company Secretary, Managers and other members of staff, depending on the type of organisation.
- 1.7 Define safe working practices with regard to health and safety in the office environment, including evacuation and fire procedures and regulations regarding the safe use of VDU's.

- 2.1 Appreciate the differences between centralized and decentralized services.
- 2.2 Be able to consider the office layouts to suit status and differing purposes.
- 2.3 Be aware of the functions undertaken within an office, filing information, dealing with incoming and outgoing mail, correspondence of information to others, data collection, recording information, processing data and handling money. Be able to describe the instructions given to staff when welcoming and managing visitors to the organisation.
- 2.4 Understand the qualities required and the duties carried out by the different staff in an office, copy audio and shorthand typists, secretaries, IT and word processor operators, filing clerks, telephonist/receptionist, office juniors, cashiers, wages clerks, and office supervisors.
- 2.5 Be aware of the safeguards necessary to reduce accidents in the office and the steps to be taken when an accident does occur.

- 3.1 Be familiar with the external postal services, including being able to look up postal costs for documentation from information supplied. Be able to identify the special postage and delivery services available.
- 3.2 Be familiar with the different types of postage services available - including reply paid envelopes, Freepost, and the requirements of customs and overseas post.
- 3.3 Be able to describe how to use a Franking Machine when dealing with outgoing post. Be able to state a suitable alternative to the use of a Franking Machine and how to record the cost of outgoing mail.
- 3.4 Be able to list the procedures for the distribution of all incoming mail, noting time scale allowed and the way in which damaged or suspicious items of incoming mail are normally dealt with by a member of staff within the company.
- 3.5 Be familiar with the commonly-used forms of written communication including letters, memoranda, circulars, reports and summaries.

Objectives

- 3.6 Be familiar with the forms of written communication relating to meetings, including agenda and minutes.
- 3.7 Be familiar with the use of WANs and LANs in the office environment as well as modern communication methods such as teleconferencing, electronic mail, bulletin boards and Internet services.
- 3.8 Be able to identify and describe scheduling aids (including new technology) that can be used effectively and efficiently throughout the company.
- 3.9 Be aware of both internal and external telephone systems within a company and the charges for external calls and be aware of international telephone dialling codes.
- 3.10 Be aware of the use of telephone services directory enquiries, weather, traffic, emergency services etc.
- 3.11 Be able to use telephone message pads, record messages and pass to the correct location.
- 3.12 Be familiar with methods for payment of telephone services, including transferred call charges, person-to-person calls, credit card, phone cards, call logging.
- 3.13 Be aware of the telegraphic services including telex, facsimile, telex and teletext.
- 3.14 Describe how to use pagers, voice mail systems and the use of a telephone answering machine.

- 4.1 Be aware of the variety of works of reference, including dictionaries, telephone directories, year books, public transport timetables and guides, street guides, atlases, trade directories and the use of reference sections in public libraries or other equivalent sources e.g. the Internet.
- 4.2 Be familiar with reference services available via the medium of television, the telephone, the computer or other media, notably newspapers.
- 4.3 Be able to use the reference sources, both manual and computerised to deal with simple enquiries relating to business and business transactions.

- 5.1 Be familiar with the advantages and disadvantages of various forms of reprographic equipment.
- 5.2 Be aware of the advantages and disadvantages of using carbon and NCR paper.
- 5.3 Be familiar with the use of facsimile reproduction.
- 5.4 Be familiar with the various types of printers available - used in conjunction with a computer for producing documents.

- 6.1 Be familiar with different types of computer software used in an office and the use of IT and Internet Services.
- 6.2 Be familiar with the advantages and disadvantages of using a word processing package on the computer as opposed to a typewriter.
- 6.3 Be familiar with the advantages/disadvantages of:
spreadsheets - v - manual accounting systems
database systems - v - manual files/cards etc.
- 6.4 Be aware of the advantages and disadvantages of using audio equipment to produce documentation.
- 6.5 Be familiar with equipment used in various departments - Post Room, Filing Department and Reprographics Department.
- 6.6 Be aware of the various forms of calculating machine and other ancillary equipment.
- 6.7 Be aware of the correct procedure to follow when operating machinery within the office.
- 6.8 Be aware of the procedure to follow when machinery breaks down.

- 7.1 Be familiar with methods for filing and indexing information both manually and computerised.
- 7.2 Be familiar with equipment used for filing and indexing records, and information.
- 7.3 Be familiar with the methods of storing computer data.
- 7.4 Be familiar with the use of microfilm and microfiche for storing records.
- 7.5 Be aware of the need to archive information and the need to retain and/or destroy information.

- 8.1 Be aware of the nature of a business transaction and of the stages involved from enquiry, through quotation to order and of the processes of supply, delivery and invoicing.
- 8.2 Be familiar with the documentation necessary to support the stages of a business transaction, advertisements, catalogues, orders, packing notes, advice notes and invoices.
- 8.3 Be familiar with the documentation involved in the settlement of business accounts, credit and debit notes, statements, receipts, cheques, and proforma invoices.
- 8.4 Be aware of the different methods of payment to a company - to include cheques, post-dated cheques, cash, credit and debit cards.
- 8.5 Be aware of the reasons for the application of special discount and trade and cash discounts.
- 8.6 Be aware of the abbreviated references used in connection with business documents.
- 8.7 Be familiar with the need for a Petty Cashing System and how the system operates.
- 8.8 Be able to maintain simple stock records.
- 8.9 Be familiar with the operation of a Stationery Stock System and be aware of the documentation involved.
- 8.10 Be able to appreciate produce and understand elementary descriptive material to record the levels of business activity using bar charts, pie charts and line graphs.

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