REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

NETWORK SYSTEM TECHNICIAN

KNQF LEVEL 5

PROGRAMME CODE: 0612454A

APPLY COMPUTER APPLICATIONS

UNIT CODE: 0611 441 01A

UNIT DESCRIPTION

This unit covers the competencies in applying computer applications. It involves the ability to: perform word processing, operate spreadsheet program, prepare PowerPoint presentation, perform document production and manage online resources.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function	These are assessable statements which specify the required level of performance for each of the elements. ***Bold and italicized terms are elaborated in the Range***
1. Perform word processing	1.1 Ergonomics risk factors observed as per work place procedures
	1.2 Word document is created as per work requirements
	1.3 Tables are created and manipulated as per work requirements
	1.4 Mail merging is performed as per work requirements
	1.5 ***Word processing Objects*** are inserted as per user requirements
	1.6 List of figures and table of content are generated as per user requirements
2. Operate spreadsheet programs	2.1 Spreadsheet workbook is created as per work requirements
	2.2 Cell referencing is performed as per task requirements

	2.3 Formula and *functions* are applied as per work requirements
	2.4 Charts are generated as per work requirements
3. Prepare Power point presentation	3.1 Power-point slides are created as per work requirements
	3.2 *Presentation views* are exhibited as per work requirements
	3.3 Animations and transitions are performed as per work requirements
	3.4 Slideshow is Presented as per work requirements
4. Perform document production	4.1 Document is printed as per user specifications
	4.2 Documents are scanned as per user specifications
	4.3 Documents are duplicated as per user specifications
5. Manage online Resources	5.1 Online file transfer is performed as per work requirements
	5.2 *Online document processing* is performed as per work
	requirements
	5.3 *Online collaboration* is performed as per task requirements

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range

1. Word Processing Objects may include but are not limited to:	- Picture - Shapes - Table - Charts
2. Functions may include but are not limited to:	- Sum - Count - Average - Max - Min - Rank
3. Presentation views may include but are not limited to:	These are the methods used to show the presentation to the audience. - Outline - Normal - Slide sorter - Notes page - Reading view
4. Online document processing may include but is not limited to:	Is the use of web-based applications or platforms to create, edit, store, share and collaborate on various types of documents. - Online data entry - File conversion - Google documents - E- tasks
5. Online collaboration: This may include but not limited to:	These are the online web-based tools and services performed - Video conferencing - Chatting - Cloud computing - Social media

| | • Online calendar |
| | • Mailing |

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Communication skills
- Evaluation skills
- Problem solving skills
- Time management

Required Knowledge

The individual needs to demonstrate knowledge of:

- Social media
- Online storage
- Online meetings
- Online data entry
- E-tasks

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Created a word document 1.2 Inserted objects 1.3 Performed mail merging 1.4 Created a table of contents 1.5 Created a workbook 1.6 Performed cell referencing 1.7 Created formula and functions 1.8 Generated charts 1.9 Created slides 1.10 Made a presentation 1.11 Created animations and transitions 1.12 Printed a document 1.13 Scanned a document 1.14 Duplicated a document 1.15 Transferred a file online 1.16 Processed a document online 1.17 Performed online collaboration
2. Resource Implications	The following resources should be provided: 2.1 Access to relevant workplace where assessment can take place 2.2 Appropriately simulated environment where assessment can take place
3. Methods of Assessment	Competency may be assessed through: 3.1 Demonstration 3.2 Practical assignment 3.3 Oral Questioning 3.4 Written Test

4. Context of Assessment	Competency may be assessed: 4.1 On-the-job 4.2 In a simulated work environment
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.