REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

ICT TECHNICIAN

KNQF LEVEL 5

PROGRAMME ISCED CODE: 061 2454A

<p style="text-align:center">PERFORM COMPUTER OPERATIONS</p>

UNIT CODE: 0611 351 02A

UNIT DESCRIPTION

This unit covers the competencies required to perform computer operations. It involves processing computerized word documents, manipulating computerized spread sheets, maintaining computerized databases, prepare Power point presentation, manipulating graphic application and performing online collaboration.

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. Process computerized word document	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. Manipulate computerized spread sheet	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. Maintain computerised database	3.1 Computerised database user requirements are collected as per work requirements.
	3.2 Computerised database schema are designed as per task requirements.
	3.3 Creation of Computerized database objects as per task requirements.
	3.4 Data manipulation is performed as per task requirements.
4. Prepare Power point presentation	4.1 Power-point slides are created as per work requirements
	4.2 Presentation views are exhibited as per work requirements
	4.3 Animations and transitions are performed as per work requirements
	4.4 Slideshow is Presented as per work requirements
5. Manipulate graphic application	4.5 Identifying graphic design requirements
	4.6 Graphic design created as per task requirements
	4.7 Graphic design published as per the task requirements
6. Perform document production	6.1 Document is printed as per user specifications
	6.2 Documents are scanned as per user specifications
	6.3 Documents are duplicated as per user specifications
7. Perform Online Collaboration	7.1 Identification of Online collaboration tools as per the task requirements

	7.2	Prepare online collaboration as per the task requirements.
	7.3	Apply online collaborative tools as per the task requirements.
	7.4	Demonstrating Mobile collaborations 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.

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 Performed Data manipulation
	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
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

Methods of Assessment	Competency may be assessed through:
	3.1 Demonstration
	3.2 Practical assignment
	3.3 Oral Questioning
	3.4 Written Test
Context of Assessment	Competency may be assessed:
	4.1 On-the-job
	4.2 In a simulated work environment
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.