
Overview

This is the ability to select and use a suitable bespoke or specialist software application to carry out an appropriate data processing task. It includes understanding the capabilities of the software and the types of tasks for which it is suitable, as well as the skills and techniques needed to use the software application appropriately and effectively.

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.

A foundation user can use basic bespoke or specialist software tools and techniques appropriately for straightforward or routine information. Any aspect that is unfamiliar will require support and advice from others.

Bespoke or specialist software tools and techniques will be defined as 'basic' because:

1. the software tools and functions involved will be predefined or commonly used;
2. the range of inputting, manipulation and outputting techniques are straightforward or routine; and
3. the data type and structure will be predetermined or familiar.

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Performance criteria

You must be able to:

- P1 **input relevant information** accurately into existing templates and/or files so that it is ready for processing
- P2 organise and **combine information** of different forms or from different sources
- P3 follow local and/or legal **guidelines for the storage and use of data** where available
- P4 respond appropriately to data entry error messages
- P5 use appropriate tools and techniques to **edit, process or format** information
- P6 check information meets needs, using IT tools and making corrections as necessary
- P7 use appropriate presentation methods and accepted layouts

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Knowledge and understanding

Separate items of knowledge are not specified for Foundation users.

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Additional Information

Scope/range related to performance criteria

The examples given are indicative of the learning content and are not intended to form a prescriptive list for the purpose of assessment

Types of bespoke information: Information will vary according to the software for example, text, numbers, photos, scanned images, graphic elements, digital recorded sound, graphs, charts, tables

Inputting information: Inputting tools and techniques will vary according to the technology being used: for example, interface devices (eg keyboard, mouse, stylus, touch screen), microphone (eg headset, built-in), camera (eg web cam, video camera, mobile phone camera)

Combining information techniques: Insert, size, position, wrap, order, group

Guidelines for the storage and use of data: Set by employer or organisation. Policies relating to security, backup and data protection; guidelines for data format; compliance, audit and reporting requirements. File management will vary according to the application.

Editing, analysis and formatting techniques: Techniques will vary according to the software and task, for example:

Editing – select, insert, delete, cut, copy, paste, drag and drop, find, replace, page layout, labelling, alignment, orientation, colour, resolution, size, pitch

Process – sort, pre-set queries, simple operator formulas, charts and graphs

Formatting – characters, lines, paragraphs, pages, file type

Check bespoke information: Checks will vary according to the type of information and software, but could include: spell check, grammar check, accuracy of figures, labelling and size of images, volume of sound

Presentation methods: Methods will vary according to the software and task, for example, on screen display, publishing on a web site, hard copy print out, digital file; organisational house style, branding

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Developed by	Skills for Justice
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Version number	1
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Date approved	July 2010
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Indicative review date	July 2013
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Validity	Current
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Status	Tailored
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Originating organisation	e-skills
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Original URN	
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Relevant occupations	Public Services; Public Service Professionals; Government and Related Organisations
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Suite	NOS for Operational Delivery Processing roles
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Key words	Operational Delivery, Processing, Bespoke, software, application, technology, computer, IT
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