

## Teacher Resource Bank

GCE Information and Communication Technology  
INFO4 Coursework: Practical Issues Involved in  
the Use of ICT in the Digital World

Exemplar work: User Skills



This document contains an extract from a candidate's coursework project for INFO4.

The material is in three sections:

1. An extract from a completed marking grid. The blank grids can be found in the Teacher Resource Bank [http://web.aqa.org.uk/qual/gce/ict/ict\\_materials.php?id=04&prev=04](http://web.aqa.org.uk/qual/gce/ict/ict_materials.php?id=04&prev=04) under the Unit 4 tab. The Marking Criteria for the whole project can be found in the [specification](#) commencing on page 20.
2. A commentary from the Principal Moderator on the candidate's work.
3. The extract from the work.

## INFO4 – EXEMPLAR WORK

### Analysis and Deliverables – User Skills

#### 1. Extract from marking grid

Row	1 mark	2 marks	3 marks	Total for row
4	An attempt to identify the skills of a user or some users.	The skills of most types/ categories of users have been described showing an understanding of the need to consider user skills when designing a solution.	The skills of most types/ categories of users have been described showing an understanding of the need to consider user skills in designing a solution. Including a description of how the users will use the proposed system.	2
Teacher Comments	Clear statement of skills and role within system			

#### 2. Commentary

The candidate has identified the types of users and the skill level that could be expected from them and indicated the processes that each type of user would undertake when using the proposed system but there was little understanding shown of the need to consider the user skills in designing the solution other than identifying the training required. For example, the provision of an intuitive interface and help for such tasks as 'View Boarder Details' where some of the users may have a very basic skill level.

### 3. Project extract

#### Skills of Users

User	What they will use system for?	Current skills	Training Required
HCH	<p><b>Add new data</b> such as 'Boarder details,' when a new boarder arrives.</p> <p><b>Delete a Boarder's details</b> when they leave the boarding house</p> <p><b>View Boarder Details</b></p>	Very little computer Skills, can use the Network, email, Word and Power Point	<p><b>Overview of purpose of the system</b></p> <p><b>Loading the system</b></p> <p><b>Using the relevant Command buttons and adding data to the system</b></p> <p>[As she will not need to produce reports or do anything else more complicated than clicking on a command button and adding certain data.</p>
Head Prefect	<p><b>Add Comments,</b> [Bedtime and Duty]</p> <p><b>Add Bedroom allocations,</b></p> <p><b>View Rotas</b> [Boarder duty, and prefect duty]</p> <p><b>View Boarder Details, View Bedtime Review, View main concerns</b></p>	Fairly good computer Skills- Can use for example the network Access and Power Point	<p><b>Introduction to the system-</b></p> <p>What it aims to do.</p> <p><b>Task based training-</b></p> <p>How to complete certain tasks, such as; entering the data, producing reports</p>
Prefect	<p><b>Add Bedtime comments,</b></p> <p><b>View Bedroom allocations,</b></p> <p><b>View Boarder Duty rota</b></p> <p><b>Add boarder duty rota</b></p>	Fairly good computer Skills- Can use the Network, Excel and Power Point	<p><b>Introduction to the system</b></p> <p>What it aims to do.</p> <p><b>Task based training-</b></p> <p>How to complete certain tasks such as; entering the data, producing reports.</p>

As the prefects and boarders change each year, their skill level may vary, and therefore I have to work on the basis of the minimum skill level I can expect. All students can use the network and do basic tasks on Microsoft Office. Anything more is a bonus that I cannot expect.

The JCT department have extremely good skills in ICT, will need a copy of the documentation. I will also give them the continuity of paper work and they will have to rely on that.