

# Information & Communications Technology in Business: An Introduction

HIGHER NATIONAL DIPLOMA

商务信息与通讯技术 (初级)


【英】苏格兰学历管理委员会 (SQA)

Unit Student Guide

BUSINESS

DE3K 35



 中国时代经济出版社

  
SCOTTISH  
QUALIFICATIONS  
AUTHORITY

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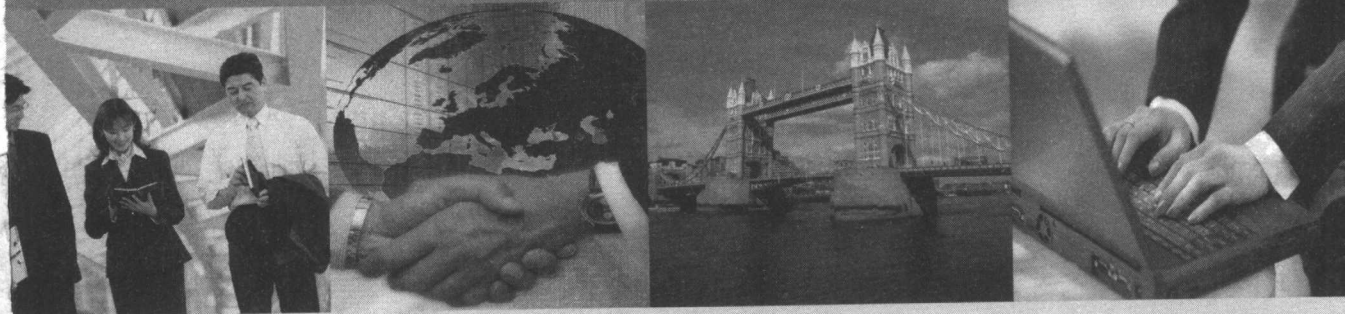
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Information & Communications Technology in Business: An Introduction

商务信息与通讯技术(初级)

苏格兰学历管理委员会著

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# 1

## **Introduction to the Scottish Qualifications Authority**

This Unit **DE3K 35: Information & Communications Technology in Business** has been devised and developed by the Scottish Qualifications Authority (SQA). Here is an explanation of the SQA and its work:

The SQA is the national body in Scotland responsible for the development, accreditation, assessment, and certification of qualifications other than degrees.

Its website can be viewed on: [www.sqa.org.uk](http://www.sqa.org.uk).

SQA's functions are to:

- devise, develop and validate qualifications, and keep them under review
- accredit qualifications
- approve education and training establishments as being suitable for entering people for these qualifications

- arrange for, assist in, and carry out the assessment of people taking SQA qualifications
- quality assure education and training establishments which offer SQA qualifications
- issue certificates to candidates.

In order to pass SQA units, students must complete prescribed assessments. These assessments must meet certain standards.

The Unit Specification outlines the five Outcomes that students must complete in order to achieve this unit. The Specification also details the knowledge and/or skills required to achieve the Outcome or Outcomes. The Evidence Requirements prescribe the type, standard and amount of evidence required for each Outcome or Outcomes.

# 2

## Introduction to the Unit

### 2.1

What is the Purpose of this Unit?

This Unit is designed to allow candidates to develop competence in identifying, evaluating, managing and presenting business information to facilitate and influence decision-making. The Unit requires that the candidate considers the role of information in the decision making process, evaluates data communications systems and other new Information and Communications Technology (ICT) innovations, uses planning and control tools for project management and uses software application presentation tools to present findings and recommend actions.

### 2.2

What are the Outcomes of this Unit?

There are 5 Outcomes:

1. Identify and evaluate the role of business information in decision-making.
2. Describe and evaluate data communications systems and new ICT innovations.
3. Plan project development work.
4. Schedule project development work using project

management software, to meet client needs.

### 5. Use software application presentation tools.

Further details can be found in Appendix 1 — Unit Specifications.

#### 2.3

What Do I  
Need to be  
Able to Do in  
Order to  
Achieve this  
Unit?

To achieve this Unit you must work through the learning materials, completing each of the Activities in the Introductory Student Guide and the Advanced Student Guide. You must also successfully achieve each of the assessments that relate to this Information & Communications Technology in Business Unit.

#### 2.4

Approximate  
Study Time  
for this Unit

The average time allowed to complete the Unit is 80 hours ; however, you may take less time, or you may take longer. Try to follow the schedule provided by your tutor.

#### 2.5

Equipment/  
Material  
Required for  
this Unit

- Access to a PC
- Microsoft Office 2000 (Word, Spreadsheet, Database, Powerpoint)
- Microsoft Project
- Internet/Email.

} Software does not have to be specific, these are just examples.

Text book: Lucey, T. *Management Information Systems*, 8<sup>th</sup> Edition. ISBN 1 85805 303 X

Access to the following websites to source information on new innovations for Outcome 2.

Websites: <http://www.zdnet.com/>  
[http://www.guardian.co.uk/online/  
businesssolutions](http://www.guardian.co.uk/online/businesssolutions)  
<http://www.microsoft.com/homepage/ms.htm>  
<http://www.rba.co.uk/new/news.htm>

The following website provides information based on UK legislation covering the management and handling of information:

<http://www.hmsso.gov.uk/acts.htm>

Click on A — Z site index.

You will need to complete the following Unit Student Guides to meet all the requirements of this unit:

- Unit Student Guide — Information & Communications Technology in Business: An Introduction
- Unit Student Guide — Information & Communications Technology in Business: Advanced.

## 2.6 Symbols Used in this Unit

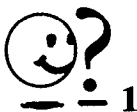
The various Learning Materials sections are designed so that you can work at your own pace, with tutor support. As you work through the Learning Materials (see Section 5), you will encounter symbols. These symbols indicate that you are expected to do a task. **These tasks are not Outcome Assessments.** They are exercises designed to consolidate learning or encourage thought, in preparation for the Outcome Assessment (see Section 3 — Assessment Information for this Unit).

### Activity



This symbol indicates an Activity. Usually, activities are used to improve or consolidate your understanding of the subject in general or a particular feature of it.

### Self-Assessed Question



This symbol indicates a Self-Assessed Question. Using a Self-Assessed Question helps you check your understanding of the content that you have already covered. The Self-Assessed Questions in this Guide will often take the form of structured questions. Everything is provided for you to check your own

responses. Answers to the Self-Assessed Questions and Activities are to be found at the back of the Unit Student Guide. Where suggested responses to Answers to the Self-Assessed Questions and Activities are provided in the Unit Student Guide, **students are strongly discouraged from looking at these responses before they attempt the Self-Assessed Questions or Activities.** The Self-Assessed Questions and Activities throughout the Unit Student Guide will help you to prepare yourself for the formal assessments, and to identify topic areas in which you might require clarification and additional tutor support. The Self-Assessed Questions and Activities will not serve this purpose if you look at the answers before trying them!

Self-Assessed Questions and Activities are designed to be checked by you. No tutor input is necessary at this stage unless special help is requested, although from time to time your tutor may wish to view your responses to Self-Assessed Questions to see how you are progressing.



# 3

## Assessment Information for this Unit

### 3.1

What Do I  
Have to Do  
to Achieve  
this Unit?

In order to achieve a pass in this Unit, you must demonstrate your ability to pass the five Outcomes detailed earlier.

Outcome	Instrument of Assessment	Assessment Conditions
1	Structured questions on case study	In class, under supervision, restricted open-book
2	Report based on case study	Need not be written under supervision, open-book
3	Structured questions on Project Requirements Scenario	In class, under supervision, restricted open-book
4	Management briefing on project including charts based on case study	In class, under supervision, open-book
5	Practical Assignment, based upon findings from previous Outcomes	Observation of presentation in class.



# 4

## Suggested Lesson Plan

The Learning Materials (see Section 5) are designed to lead you through a series of activities, which will allow you to consolidate your learning and check on your own progress.

The learning material for Unit **Information & Communications Technology in Business** is split between the following guides:

- Unit Student Guide — Information & Communications Technology in Business: An Introduction
- Unit Student Guide — Information & Communications Technology in Business: Advanced.

You should work through the material in the order presented. Some parts of the material will be familiar to you, and you might be able to work through these parts quickly.

Some parts of the material will be unfamiliar to you,

and you might find that you require more time to work through these parts.

### **Section 1 relates to Outcome 1**

Identify and evaluate the role of business information in decision-making

### **Section 2 relates to Outcome 2**

Describe and evaluate data communication systems and new ICT innovations

### **Section 3, 4 & 5 relate to Outcome 5**

Use software applications presentation tools

**Outcomes 3 and 4** are included in the Unit Student Guide for **Information and Communications Technology in Business: Advanced**.