



## Higher National Unit specification

### General information for centres

**Unit title:** Information and Communication Technology in Business

**Unit code:** F84W 35

**Unit purpose:** This Unit is designed to develop candidates' knowledge and skills in identifying, evaluating, managing and presenting business information to facilitate and influence decision-making. The Unit requires candidates to consider the role of information in the decision-making process, evaluate data communications systems and ICT innovations, use planning and control tools for project management and use software application presentation tools to present findings and recommend actions.

On completion of the Unit the candidate should be able to:

- 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 using project management software to meet client needs.
- 4 Schedule project development work using project management software, to meet client needs.
- 5 Create a presentation using appropriate software application presentation tools.

**Credit points and level:** 2 HN credits at SCQF level 8: (16 SCQF credit points at SCQF level 8\*)

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

**Recommended prior knowledge and skills:** Access to this Unit is at the discretion of the centre. However, it would be beneficial if candidates have suitable skills in communication and software application packages. Further knowledge concerning business decision making and processes would be advantageous. This may be demonstrated by achievement of the following Units, DE3N 34 *Communication: Analysing and Presenting Complex Information*, D75X 34 *Information Technology: Applications Software*, F84T 34 *Managing People and Organisations*, F84D 35 *Office Management* or equivalent.

**Core Skills:** There will be opportunities to gather evidence towards the Core Skill of *Information and Communication Technology* at SCQF level 6 and the Core Skills components of Critical Thinking, Reviewing and Evaluating, Written Communication (Reading) and Written Communication (Writing) at SCQF level 6 in this Unit, although there is no automatic certification of Core Skills or Core Skills components.

## **General information for centres (cont)**

**Context for delivery:** If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

**Assessment:** Evidence could be generated through the use of case study or other stimulus material. The same case study could be used throughout with additional supplementary information for each Outcome.

An exemplar assessment pack and marking guidelines have been produced to indicate the national standard of achievement required at SCQF level 8.

## **Higher National Unit specification: statement of standards**

**Unit title:** Information and Communication Technology in Business

**Unit code:** F84W 35

The sections of the Unit stating the Outcomes, Knowledge and/or Skills, and Evidence Requirements are mandatory.

### **Outcome 1**

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

#### **Knowledge and/or Skills**

- ◆ Levels of decision-making
- ◆ Information requirements
- ◆ Types of Information system
- ◆ Legislation governing the management and handling of information

#### **Evidence Requirements**

Candidates will need to provide evidence to demonstrate their knowledge and/or skills by showing that they can provide and justify an evaluation of the role of business information in the decision-making process. Evidence must be provided to demonstrate that candidates can:

- ◆ identify and compare the nature of information required at strategic, tactical and operational levels of decision making for a given situation
- ◆ evaluate the information required at strategic, tactical and operational levels of decision making for one internal source and one external source for each level
- ◆ evaluate the nature of information systems required to support decision making at strategic, tactical and operational levels
- ◆ identify and analyse the implications for decision making of two pieces of current legislation governing the management and handling of information

#### **Assessment Guidelines**

Candidates may be asked to relate their knowledge to a particular business situation. Evidence could be written and/or diagrammatic representation which may be presented in response to questions based on a case study. There may be opportunities to assess this Outcome with Outcome 1 of HN Unit F84D 35 *Office Management*.

## **Higher National Unit specification: statement of standards (cont)**

**Unit title:** Information and Communication Technology in Business

### **Outcome 2**

Describe and evaluate data communication systems and new ICT innovations

#### **Knowledge and/or Skills**

- ◆ Data communication systems
- ◆ Security
- ◆ ICT innovations

#### **Evidence Requirements**

The candidate will need evidence to demonstrate their knowledge and/or skills by showing that they can describe and evaluate data communication systems and ICT innovations. Evidence must be provided to demonstrate that candidates can:

- ◆ compare and contrast three data communication systems relevant to the business user
- ◆ describe two benefits for each of three data communication systems relevant to the business user
- ◆ identify and evaluate three threats to the security of networked information and the security procedures which would be appropriate to organisational needs
- ◆ identify and evaluate three ICT innovations which may be relevant to business users and the needs of an organisation

#### **Assessment Guidelines**

The same case study used in Outcome 1 may be used to cover all areas of knowledge and skill for this Outcome. Evidence could be generated through a report, or other assessment instrument.

## **Higher National Unit specification: statement of standards (cont)**

**Unit title:** Information and Communication Technology in Business

### **Outcome 3**

Plan project development work using project management software to meet client needs

#### **Knowledge and/or Skills**

- ◆ Project development tasks and sub-tasks
- ◆ Project milestones
- ◆ Task dependency
- ◆ Resource determination

#### **Evidence Requirements**

The candidate will need evidence to demonstrate their knowledge and/or skills by showing that they can plan project development work which includes all of the above knowledge and skills topics.

Evidence must be provided to demonstrate that candidates can:

- ◆ establish the sub-tasks of a project development
- ◆ determine the duration of each sub-task of the project development
- ◆ identify, establish and describe project milestones
- ◆ establish task dependencies
- ◆ determine the resources required for a given project

#### **Assessment Guidelines**

This Outcome may be assessed using a Project Requirements Scenario for a project related to the same case study used in Outcomes 1 and 2

If delivered as part of HNC/HND *Administration and Information Technology* (G9M7 15/ G9M8 16) Outcome 2 of F84D 35 *Office Management* may provide an alternative assessment scenario that could be used to create an appropriate project development. Opportunities to assess Outcomes 3 and 4 as part of the planning component of the team project within F870 34 or F86Y 35 *Developing an Individual Within a Team* may also arise.

## Higher National Unit specification: statement of standards (cont)

**Unit title:** Information and Communication Technology in Business

### Outcome 4

Schedule project development work using project management software, to meet client needs

#### Knowledge and/or Skills

- ◆ Project scheduling
- ◆ Task constraints and dependencies
- ◆ Resource allocation
- ◆ Project management software

#### Evidence Requirements

The candidate will need evidence to demonstrate their Knowledge and/or Skills by showing that they can use project management software to schedule the development of a given project brief. Evidence must be provided to demonstrate that candidates can:

- ◆ initiate a project schedule
- ◆ accurately enter project stages, sub tasks and milestones
- ◆ determine task constraints
- ◆ establish task dependencies
- ◆ assign resources to sub-tasks
- ◆ create base and resource calendars to indicate clear timelines
- ◆ generate meaningful annotated reports and charts with appropriate scales
- ◆ analyse and interpret reports and charts

#### Assessment Guidelines

This Outcome could be assessed by a practical activity based upon the Project Requirements Scenario used in Outcome 3 to promote the integration of content. This would include planning, design, analysis and interpretation of charts. Evidence could be presented as one or more reports covering the project brief.

If delivered as part of HNC/HND *Administration and Information Technology* (G9M7 15/ G9M8 16), Outcome 2 of F84D 35 *Office Management* may provide an alternative assessment scenario that could be used to create an appropriate project development. Opportunities to assess Outcomes 3 and 4 as part of the planning component of the team project within F870 34 or F86Y 35 *Developing an Individual Within a Team* may also arise.

## Higher National Unit specification: statement of standards (cont)

**Unit title:** Information and Communication Technology in Business

### Outcome 5

Create a presentation using appropriate software application presentation tools

#### Knowledge and/or Skills

- ◆ Presentation techniques
- ◆ Importation techniques
- ◆ Dynamic links
- ◆ Animation and transition effects
- ◆ Multimedia elements

#### Evidence Requirements

The candidate will need evidence to demonstrate their Knowledge and/or Skills by showing that they can use application software presentation tools to plan and prepare for a presentation. Evidence must be provided to demonstrate that candidates can:

- ◆ plan and produce a presentation with a minimum of five slides using software application package techniques
- ◆ import one object from each of two software applications packages, one of which must be from an external source
- ◆ create and use one dynamic link
- ◆ create and use one multimedia element within the presentation

#### Assessment Guidelines

Candidates may be provided with a practical assignment allowing candidates to select two areas from the Unit upon which they will base their presentation. The presentation could explain or summarise findings from the previous work within the Unit. This Outcome provides opportunities for the integration of assessment and evidence gathering with other Units such as F84E 35 *Presentation Skills*, F848 35 *IT in Business: Advanced Databases*, F849 35 *IT in Business: Advanced Spreadsheets* and F8LE 35 *Business: Graded Unit 2*.

Evidence can also be generated through mapping of content from Outcomes 1 to 4 of this Unit such as the nature of information for decision making, implications of legislation governing the management and handling of information and any recommendations that may have been generated via assessment of Outcomes 2, 3 and 4.

## Administrative Information

**Unit code:** F84W 35

**Unit title:** Information and Communication Technology in Business

**Superclass category:** AG

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Version	Description of change	Date

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## Higher National Unit specification: support notes

### Unit title: Information and Communication Technology in Business

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 80 hours.

This Unit is primarily designed to raise awareness of managerial and professional behaviour within a working environment.

### Guidance on the content and context for this Unit

This Unit is designed to raise awareness of managerial and professional behaviour within a working environment. This Unit is mandatory within HND *Administration and Information Technology* (G9M7 15) and HND *Business* (G9M8 16) but may form part of other Group Awards and may be delivered as a stand-alone 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 should provide candidates with a greater understanding of the nature and uses of information and the various technologies used to manage information and data. The Unit requires candidates to consider the role of information in the decision-making process, evaluate data communications systems and ICT innovations, use project management software to schedule project development work and use software application presentation tools to present findings and recommend actions.

Delivery of Outcome 2 may cover Local Area Networks, Wide Area Networks, Metropolitan Area Networks and the Internet to give candidates the opportunity to evaluate different types of data communication system and aspects of possible development to enhance managerial decision making and business performance. It is recommended that teaching covers, security, confidentiality, integrity and accessibility with concepts such as authenticity, deterrence, prevention and detection brought to the attention of candidates. Emerging technologies influencing networks may also be considered to develop the candidates awareness of change and its impact on working practices.

Outcomes 3, 4 and 5 will require project management and presentation software. Candidates will require access to other software packages such as word processing, spreadsheets, and database to meet the Evidence Requirements of Outcome 5, although not necessarily all of these.

Upon completion of this Unit candidates should be able to identify appropriate uses for ICT in business and consider possible uses for ICT innovations.

For delivery within HNC/HND *Business*, this should be considered in its wider context. Candidates should be able to pull together concepts and ideas from various other Units such as F84L 35 *Behavioural Skills for Business*, F7J7 35 *Business Culture and Strategy* and F8LE 35 *Business: Graded Unit 2*.

For HNC/HND *Administration and Information Technology*, candidates this Unit may be considered together with F84D 35 *Office Management*, F848 35 *IT in Business: Advanced Databases*, F849 35 *IT in Business: Advanced Spreadsheets*, F84A 35 *IT in Business: Advanced Word Processing* and F84E 35 *Presentation Skills*. Outcomes 3 and 4 may also be used to assist the planning of the team projects in F870 34 or F86Y 35 *Developing an Individual Within a Team*. This should allow candidates to view information communication technologies as tools, which can be used to assist in the management of business organisations.

## Higher National Unit specification: support notes (cont)

**Unit title:** Information and Communication Technology in Business

### Guidance on the delivery and assessment of this Unit

This Unit may be delivered using a variety of learning environments eg the first and second Outcomes lend themselves ideally to lectures followed up by tutorial work or small group work considering case studies. The practical nature of the content lends itself toward a combination of interactive learning and independent study. This is reflected in the assessment guidelines for the Outcomes.

Opportunities exist for integration of delivery and assessment with the following Units within the HNC/HND *Business* (G9ML 15/G9MM 16) and HNC/HND *Administration and Information Technology* G9M7 15 and G9M8 16 Group Awards — F84L 35 *Behavioural Skills in Business*, F7J7 35 *Business Culture and Strategy*, F84E 35 *Presentation Skills*, F8LE 35 *Business: Graded Unit*, F84D 35 *Office Management*, F870 34 or F86Y 35 *Developing an Individual within a Team*, F848 35 *IT in Business: Advanced Databases* and F849 35 *IT in Business: Advanced Spreadsheets*. In particular, this Unit will also provide an excellent foundation for the planning aspect of F8KY 35 *Administration and Information Technology Graded Unit 3*.

### Outcome 1

In the context of HNC/HND *Business*, prior knowledge from relevant Units such as F84T 34 *Managing People and Organisations* — or in the context of HNC/HND *Administration and Information Technology*, F7JA 34 *Office Administration*, F84D 35 *Office Management*, F7J9 34 *Office Technologies* and F870 34 or F86Y 35 *Developing an Individual within a Team* — may be revisited to highlight the nature and purpose of the managerial role. This will facilitate the study of information systems in a business and management context.

It is anticipated that internal and external sources of information on both an electronic and printed basis are covered by teaching to enable candidates to consider a range of sources. The formal and informal nature of information systems should be addressed to ensure that candidates have the ability to assess the suitability of information systems and the ability of those systems to facilitate and influence decision making.

As systems can operate across and within functional areas, it is important that the centralised, decentralised and distributed nature of information management is fully considered. Types of information system and their purpose should be covered to ensure breadth of learning. It is anticipated that a centre will cover a range of information systems, examples of which may include management information systems, decision support systems, transaction processing systems, office automation, knowledge management systems, expert systems and executive information systems.

Centres should ensure coverage of legislative influence is current and appropriate and should include specific primary legislation such as current Data Protection and Freedom of Information legislation but may also consider other forms of secondary legislation. Centres should ensure chosen legislation fully reflects the range of issues surrounding accessibility and confidentiality.

## Higher National Unit specification: support notes (cont)

**Unit title:** Information and Communication Technology in Business

### Outcome 2

It is anticipated that centres will illustrate the relationship between the knowledge and skills for Outcome 2 and the knowledge and skills for Outcome 1. The importance of decision making and the ability to highlight communication systems and ICT innovation in relation to these will assist the understanding of the candidate, but can also promote integrated learning and problem solving that is required in the F8LE 35 *Business: Graded Unit 2* and F8KY 35 *Administration and Information Technology: Graded Unit 3*.

When teaching new ICT innovations, centres should consider emerging technologies that currently have and may have an impact on business organisations over the next few years. It is important to recognise that innovations will change over time and both centres and candidates should endeavour to keep up to date with emerging technologies. Current emerging technologies such as Artificial Intelligence (AI), Repositories, Wi-Fi, Digitisation and Enterprise Resource Planning may also be investigated to enable candidates the opportunity to identify and evaluate a range of emerging technologies.

### Outcomes 3 and 4

Candidates should be introduced to project management software and provided with suitable opportunities to enable them to plan and schedule project development work. A Projects Requirements Scenario could be provided to candidates to facilitate the development of project management software skills. Activities should be contextualised in relation to a business environment and should reflect the importance of meeting internal and external client needs. A typical example of a scenario could be conducting market research, planning an event or activity or planning a training and development programme.

Candidates should be encouraged to concentrate upon the development of a plan to meet the objectives outlined within the scenario. This will enable candidates to clearly identify an appropriate sequence of sub-tasks, highlight the importance of milestones, investigate the interdependency of sub-tasks and examine the resource requirements of the project. The sequencing of sub-tasks should follow the requirements presented within the scenario. This will enable a candidate to explore the key milestones for that project and their value. The possible relationship between tasks on a start-finish, finish-finish, start-start or finish-start basis should be contextualised to ensure candidates have the capability to establish task dependencies. The effective identification and allocation of resources for the plan will enable a candidate to highlight related areas of business activity including budgeting and financial management and audit.

Emphasis should be placed upon the development of knowledge and skills rather than merely describing software and its application. Candidates will be required to provide evidence of planning, design, analysis and interpretation of reports and charts using project management software. The use of an appropriate base calendar, resource calendar and Gantt and PERT charts would enable a candidate to provide evidence of scheduling and provide a basis for analysis and interpretation. The importance of product evidence within the business environment and its contribution to various levels of decision making and business performance should be emphasised in relation to concepts of integration and problem solving.

## Higher National Unit specification: support notes (cont)

### Unit title: Information and Communication Technology in Business

If delivered as part of HND *Business* (G9MM 16), links could be made with F8LE 35 *Business: Graded Unit 2*. If delivered as part of HND *Administration and Information Technology* links could be made with F84D 35 *Office Management*, F870 34 or F86Y 35 *Developing an Individual within a Team* and F8KY 35 *Administration and IT Graded Unit 3*.

### Outcome 5

It is anticipated that Outcome 5 will provide candidates with the opportunity to develop their ability to summarise and make recommendations in relation to a practical activity. It presents opportunities for integration of delivery with other Units such as F84E 35 *Presentation Skills*, F84D 35 *Office Management*, F848 35 *IT in Business: Advanced Databases*, F849 35 *IT in Business: Advanced Spreadsheets* and F8LE 35 *Business: Graded Unit 2*.

Common software features could include slide master, design templates, drawing tools, auto shapes, Word Art, text and slide formatting, slide transition, charts, tables, and organisation charts. Hyperlinks to other software application packages such as a database or spreadsheet package, or to an internet browser software package should be contextualised to the content of the presentation. Multimedia elements could include sound, music, narration, animation or video and should be contextualised to the content of the presentation.

Outcomes 3, 4 and 5 may involve lecture sessions delivered with access to computer labs. Ideally candidates should have access to the Internet throughout.

Outcome 1 may be delivered first to allow the candidates to demonstrate an understanding of the essential underlying concepts (the nature of business information, information requirements for decision-making and information systems within organisations) in the decision-making process. Having successfully demonstrated their skills in this area they should then progress through Outcomes 2, 3 and 4. Finally, they should be given a practical assignment, which asks them to present a summary of their findings and recommendations from previous Outcomes using software application presentation tools (Outcome 5).

### *Opportunities for developing Core Skills*

There are no Core Skills embedded in this Unit. However, the Unit offers opportunities for candidates to gather evidence which could help them demonstrate achievement for the following Core Skills. The following table gives further information on the Core Skills to which the Unit may contribute and on the opportunities which the Unit provides for Core Skills development.

Core Skill component Written Communication (Reading) of the Core Skill *Communication* at SCQF level 6

Candidates undertaking this Unit are expected to read and understand complex written information — the general skill of this component. They are expected to make use of theoretical concepts of *ICT* and will, therefore, have to read relevant material relating to these ideas. This information is conventionally available in textbook and similar sources such as websites which involve complex written material. Candidates may be required during their study for the Unit to prepare notes from such sources which will require that they identify and summarise relevant ideas and supporting details through their reading of the information available. In this way they will be able to demonstrate the

first of the two specific skills associated with this Core Skills component.

## Higher National Unit specification: support notes (cont)

### Unit title: Information and Communication Technology in Business

Core Skill component Written Communication (Writing) of the Core Skill *Communication* at SCQF level 6

Candidates can provide written evidence to meet the Evidence Requirements. For Outcomes 1 and 2 it is anticipated candidates will provide a written response which ideally, will have to be well structured, laid out in a logical order showing sequential thinking and organisation of findings. By doing this, they could provide evidence for the general skill of this component which is 'Produce well-structured written communication on complex topics'. A report in particular could allow candidates to demonstrate that they can meet all the specific skills associated with this general skill. For example, a good report would present all essential ideas and information on business information and decision making and data communication systems and emergent technologies in a logical and effective order as well as providing suitable supporting detail. The report itself could be presented in a way which can take account of the purpose of the report and the audience and which links major and minor points in ways which assist the clarity of the report and the impact of the writing. To meet the Core Skill component, the report would use a suitable structure, format and layout and, therefore, employ effective conventions to achieve its purpose. Spelling and punctuation would be accurate.

Core Skill component Critical Thinking of the Core Skill *Problem Solving* at SCQF level 6

The general skill for this component is 'Analyse a complex situation or issue'. A summative assessment for Outcomes 1, 2 and 4 in the form of a report would require that candidates apply relevant concepts and analyse types of system, emerging technology and planning aids. Candidates may also undertake formative assessment to help them prepare for the final assessment. Applying concepts and approaches effectively give candidates the opportunity to demonstrate this Core Skill component. Candidates could be encouraged to adopt this approach to their assessment to aid the development of this Core Skill. This Unit could, therefore, yield evidence which candidates could use to demonstrate their achievement of this Core Skill component.

Core Skill component Planning and Organising of the Core Skill *Problem Solving* at SCQF level 6

In Outcomes 3 and 4 candidates are provided with a scenario from which they are required to produce a detailed plan, with or without the use of project management software. Candidates have to identify where dependencies may exist between tasks, consider the use of resources and identify milestones. Automatic certification of this component is not possible because it is not mandatory for candidates to carry out the task. However, the task can be linked with the Units F870 34 or F86Y 35 *Developing the Individual Within a Team*, and where candidates have not already gained the Problem Solving Core Skill, they should be encouraged to seek certification of this component based on the evidence produced for these units.

Core Skill component Reviewing and Evaluating of the Core Skill *Problem Solving* at SCQF level 6

Outcome 4 could involve the specific skill of 'draw conclusions and make recommendations' if candidates make use of all the evidence available to them in order to make a recommendation for scheduling and any contingency that should occur. The completion of a response which demonstrates sequential thinking and organisation of findings could, therefore, provide evidence which could be used for this Core Skill component.

## **Higher National Unit specification: support notes (cont)**

**Unit title:** Information and Communication Technology in Business

Core Skill *Information and Communication Technology* at SCQF level 6.

The use of *ICT* independently to access information, provide information and create information across a range of tasks in Outcomes 3–5, could provide evidence for the development of this Core Skills. A combination of complex searches and a wide range of processing tasks could provide evidence of the components ‘Accessing Information and Providing/Creating Information’. Keeping information secure and well managed is an essential aspect of the Providing/Creating Information component at SCQF level 6.

### **Open learning**

If this Unit is delivered by open or distance learning methods, additional resources will be required for candidate support, assessment and quality assurance. It would require planning by the centre to ensure the sufficiency and authenticity of candidates’ evidence.

### **Disabled candidates and/or those with additional support needs**

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website [www.sqa.org.uk/assessmentarrangements](http://www.sqa.org.uk/assessmentarrangements)

## General information for candidates

### Unit title: Information and Communication Technology in Business

This Unit develops further your knowledge and skills in the area of information and communication technologies and is a two HN credit Unit. It allows you to develop competence in identifying, evaluating, managing and presenting business information to facilitate and influence decision-making.

In **Outcome 1** you will consider the role of information in the decision-making process, this will involve you in looking at the difference between data and information, the different types of information required at different levels within organisations and how legislation impacts upon the management of information.

In **Outcome 2** you will also examine and evaluate data communications systems and ICT innovations, this will involve you in preparing strategies for evaluation and carrying out research on information and communication technologies.

**Outcomes 3 and 4** within this Unit are of a practical nature, within which you will learn how to use planning and control tools for project management.

**Outcome 5** covers the use of software application presentation tools to present findings and recommend actions, and requires you to plan and prepare a presentation using a presentation software application, however you will not be required to deliver the presentation.

The Unit may be assessed by a variety of means including structured questions, preparing reports, management briefing papers, charting projects and observation of your presentations. All of these assessments may be based upon the same case study though there may be opportunities to integrate some evidence with other appropriate subject areas. These assessments may be carried out under a variety of conditions such as researched activities with negotiated deadlines and practical projects.

This Unit may provide you with the opportunity to develop the Core Skills components of Critical Thinking, Planning and Organising, Reviewing and Evaluating, Written Communication (Reading) and Written Communication (Writing) at SCQF level 6, and the Core Skill of *Information and Communication Technology* at SCQF level 6.