NATIONAL

SKILLS QUALIFICATIONS

LEVEL: 2

TITLE:

DIGITAL SERVICE OPERATIONS

YEAR: 2024

NATIONAL SKILLS QUALIFICATION

NSQ LEVEL 2 - DIGITAL SERVICE OPERATIONS

GENERAL INFORMATION

QUALIFICATION PURPOSE

This qualification aims to equip learners with knowledge and skill in Digital Service Operations.

QUALIFICATION OBJECTIVES

The learner should be able to:-

- Demonstrate the knowledge of Web client-side technologies.
- Identify the fundamentals of Content Management Systems
- Identify the fundamentals of Transactions Management
- Demonstrate the knowledge of Basic Digital Marketing
- Identify the fundamentals of e-Commerce Analytics.
- Identify the fundamentals of Cyber Security
- Identify the fundamentals of e-payment.
- Identify the fundamentals of Logistics Management Fundamentals

Mandatory Units

S/No /Unit No	Reference Number	NOS Title	Credit Value	Guided Learning Hours	Remark
1	ICT/DSO/L2/001	Occupational Health and Safety	2	20	
2	ICT/DSO/L2/002	Communication in Digital Service Operations	2	20	
3	ICT/DSO/L2/003	Teamwork	2	20	
4	ICT/DSO/L2/004	Content Management Systems I	4	40	
5	ICT/DSO/L2/005	Transactions Management I	4	40	
6	ICT/DSO/L2/006	Introduction to Cyber Security	4	40	
7	ICT/DSO/L2/007	Fundamentals of e-payment	3	30	
8	ICT/DSO/L2/008	Logistics Management Fundamentals	3	30	
TOTAL			24	240	

Optional Units

S/No /Unit No	Reference Number	NOS Title	Credit Value	Guided Learning Hours	Remark

9	ICT/DSO/L2/009	Introduction to Web Client-Side Technologies	3	30	
10	ICT/DSO/L2/010	e-Commerce Analytics	3	30	
11	ICT/DSO/L2/011	Fundamentals of Digital Marketing	2	20	
TOTAL			8	80	

UNIT 1: OCCUPATIONAL HEALTH AND SAFETY

Unit Reference Number: ICT/DSO/L2/001

QCF level:	2
Credit value:	2
Guided learning hours:	20

Unit Purpose:

This unit aims to equip learners with the competencies required to demonstrate understanding of safe work practices.

Unit assessment requirements/ evidence requirements:
Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation
2. Question and Answer
3. Group Projects
4. Case Studies
5. Presentations.
6. Assignment

UNIT 01: OCCUPATIONAL HEALTH AND SAFETY

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.				
LO 1: Demonstrate Safe working Practices and Instructions	1.1	Explain safe work practice and instructions										
	1.2	Identify safety signs and symbol										
	1.3	Use signs and symbols correctly										
	1.4	Carry out safe work practices and instructions										
	1.5	Operate in accordance with health and safety best practices										
LO 2: Understand Safety Hazards and risks	2.1	Explain work environment hazards										
	2.2	Identify work environment hazards										
	2.3	Identify methods to reduce the risk of these hazards										
	2.4	Identify Personal Protection Equipment (PPE) Eg: Goggles, Gloves etc.										
	2.5	State methods to resolve an occurring environmental hazard										
LO 3: Demonstrate the appropriate actions to take	3.1	Identify basic first aid equipment										
	3.2	Identify the uses of safety equipment in a workplace as required.										
	3.3	Describe the steps to maintain hygienic, safe and secure workplace.										

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type				Evidence Ref. Page No.				
during accident/injury											
LO 4: Demonstrate safe work habit and clean work environment	4.1	Use safe access and exit routes in the work environment									
	4.2	Dispose all wastes appropriately to designated waste facilities									
	4.3	Explain methods of resource conservation (e.g. Water, Energy etc)									

Learners Signature:		**Date:**
Assessors Signature:		Date:
IQA Signature (if sampled)		Date:
EQA Signature (if sampled)		**Date:**

Unit 2: COMMUNICATION IN DIGITAL SERVICE OPERATIONS

Unit reference number: ICT/DSO/L2/002

QCF level: 2

Credit value: 2

Guided learning hours: 20

Unit Purpose:

This unit aims to equip learner with competencies required to demonstrate good communication and interpersonal skills.

Unit assessment requirements/ evidence requirements:
Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:
1. Direct Observation
2. Question and Answer
3. Group Projects
4. Case Studies
5. Presentations.
6. Assignment

UNIT 02: COMMUNICATION IN DIGITAL SERVICE OPERATIONS

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.			
LO 1: Know fundamentals of good communication	1.1	Identify the reasons why good communication is important									
	1.2	Explain ways to communicate effectively									
	1.3	Identify and accurately follow steps in an instruction manual pertaining to any of the units in this course									
LO 2: Know the importance of good communication	2.1	Exhibit patience and a mild demeanour while communicating with colleagues, managers and clients									
	2.2	Communicate in a respectful manner									
	2.3	Use respectful body language									
	2.4	Interpret verbal communication accurately									
LO 3: Know how to document and follow	3.1	Perform documentation of information in the workplace (Eg: Receipt, Invoices, Reports)									
	3.2	Identify and document Errors, solutions, processes and reports									
	3.3	Develop reports for documentation									

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.			
documented instructions											

Learners Signature:		**Date**
Assessors Signature:		Date:
IQA Signature (if sampled)		Date:
EQA Signature (if sampled)		**Date:**

UNIT 3: Teamwork

Unit Reference Number: ICT/DSO/L2/003

NSQ level: 3

Credit value: 2

Guided learning hours: 20

Unit Purpose: This unit is designed to equip the learner with the knowledge and skills required to relate cordially in the workplace.

Unit Assessment Requirements/Evidence Requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out. Simulation is allowed in this unit and level.

Assessment methods to be used include:
1.   Direct Observation (DO)
2.   Question and Answer (QA)
3.   Witness Testimony (WT)
4.   Personal statement (PS) or Reflective Practice (RP)
5.   Assignment (ASS)
6.   Recognition of Prior Learning (RPL)

UNIT 03: Teamwork

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA The learner can:	Evidence Type					**Evidence Ref. No.**	**Page**		
LO 1: Understand the benefits of Working in a Team at Workplace	1.1	List the advantages of working as a team.									
	1.2	Describe the attributes of a team player: • Mutual respect • Common goal • Discipline • Mutual understanding • Trust • Honesty and sincerity, etc.									
	1.3	List members that constitute a team in the ICT work environment: • Systems Analysts • Software Developers • Database Administrators (DBAs) • Network Engineers • Security Analysts • Help Desk Technicians, etc.									
	1.4	Recognize team members in a work environment.									
Lo 2: Understand how to relate with team members	2.1	Explain the need for good working relationship with team members at the workplace.									

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.			
	2.2	Recognize the roles of other team members.									
	2.3	Discuss your own role in achieving the objectives of the team.									
	2.4	Explain the role of a Network Administrator in an ICT work environment.									
	2.5	Discuss the relationship between the Network Administrator and positions within the ICT team.									
LO3: Observe Positive Work Relationships with colleagues	3.1	State the qualities of a good Network Administrator: • Strong technical skills • Problem-solving abilities • Communication skills • Customer service orientation • Attention to detail • Adaptability • Teamwork									
	3.2	Relate with other members at workplace									

LEARNING OBJECTIVE (LO)		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.				
	3.3	Explain the importance of effective communication and collaboration with other team members to ensure smooth operations										
	3.4	Communicate information that may affect other workers.										

Learners Signature:		**Date**
Assessors Signature:		Date:
IQA Signature (if sampled)		Date:
EQA Signature (if sampled)		**Date:**

Unit 4:CONTENT MANAGEMENT SYSTEMS I

Unit Reference Number: ICT/DSO/L2/004

QCF level: 2

Credit value: 4

Guided learning hours: 40

Unit Purpose: This unit aims to equip learners with the knowledge and skills to use content management systems.

Unit assessment requirements/ evidence requirements:
Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation
2. Question and Answer
3. Group Projects
4. Case Studies
5. Presentations.
6. Assignment

Unit 04:   **Content Management Systems I**

LO (Learning outcome)		Criteria:-	Evidence Type						Evidence Ref Page number				
LO 1 *Understand Content Management Systems (CMS)*	1.1	Define Content Management System											
	1.2	Identify the different CMS, eg wordpress, sharepoint, Joomla, etc.											
	1.3	Explain the uses of CMS											
	1.4	Outline the benefits of Content Management											
	1.5	Identify the features of Content Management System											
LO 2 *Understand Content Types*	2.1	Identify different Content types e.g News, e-commerce, blogs, video/audio, images etc.											
	2.2	Compare the application and benefits of various content types											
	2.3	Create content for different uses. E.g News, streaming, product listing											
	2.4	Create content for different CMS platforms eg, mobile desktop, etc											
LO3 Use Content Management System	3.1	Use a template to add content with attachment.											
	3.2	Publish the developed content											
	3.3	Search/Preview developed content											
	3.4	Edit published content											

Learners Signature:		**Date:**
Assessors Signature:		Date:
IQA Signature (if sampled)		Date:
EQA Signature (if sampled)		**Date:**

Unit 5: TRANSACTIONS MANAGEMENT I

Unit Reference Number: ICT/DSO/L2/005

QCF level: 2

Credit value: 4

Guided learning hours: 40

Unit Purpose:

This unit aims to equip learners with the knowledge and skills of transaction processing and enterprise resource planning systems.

Unit assessment requirements/ evidence requirements:
Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

       1. Direct Observation
      2. Question and Answer
      3. Group Projects
      4. Case Studies
      5. Presentations.
      6. Assignment

Unit 05: Transactions Management I

LO (Learning outcome) Criteria:-			Evidence Type						Evidence Ref Page number				
LO 1 **Understand Transaction Processing System (TPS)**	1.1	Explain transaction processing system											
	1.2	Describe the objectives of transaction processing system											
	1.3	List key terminologies or technologies employed in transaction processing system											
	1.4	Explain the transaction processing cycle											
	1.5	Perform a transaction processing task. Eg. Payroll, Inventory Control, accounts payable											
LO 2 **Understand TPS Dynamics**	2.1	Describe transaction settlement procedures											
	2.2	Perform end-to-end transaction processing											
	2.3	Explain the information flow within a TPS											
LO 3 **Understand Enterprise Resource Planning (ERP) System**	3.1	Define Enterprise Resource Planning											
	3.2	Discuss situations where ERP Systems can be used.											
	3.3	Explain the role of ERP system in transaction processing with appropriate examples											
	3.4	Differentiate between Transaction Processing and Enterprise Resource Planning Systems											

Learners Signature:	
	Date:
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	**Date:**

Unit 6: INTRODUCTION TO CYBER SECURITY

Unit Reference Number: ICT/DSO/L2/006

QCF level: 2

Credit value: 4

Guided learning hours: 40

Unit Purpose:

This unit aims to equip learners with knowledge of security issues in digital service operations.

Unit assessment requirements/ evidence requirements:
Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation
2. Question and Answer
3. Group Projects
4. Case Studies
5. Presentations.
6. Assignment

Unit 06: Introduction to Cyber Security

LO (Learning outcome)		Criteria:-	Evidence Type					Evidence Ref Page number				
LO 1 **Understand cyber security principles**	1.1	Define the principles of confidentiality, integrity, and availability (CIA triad)										
	1.2	Explain various authentication methods (e.g., passwords, biometrics)										
	1.3	Describe legal/regulatory issues relating to cyber security										
	1.4	Identify the application of these principles in real-world scenarios.										
LO 2 **Identify Common Cyber Threats and Vulnerabilities**	2.1	Identify types of cyber threats (eg. malware, phishing, ransomware etc.)										
	2.2	Explain how vulnerabilities in software, networks, and human behaviour can be exploited										
	2.3	Explain web application/infrastructure vulnerabilities										
	2.4	Discuss real life scenario of cyber-attack.										
LO 3 **Understand Basic Security Measures**	3.1	Identify basic security tools (Eg. antivirus software, firewalls, passwords)										
	3.2	Explain the importance of software updates in preventing attacks										
	3.3	Explain the concept of encryption										
	3.4	Explain best practices for cyber security.										

LO 4 Demonstrate Incident Response Skills	4.1	Identify signs of a security incident.									
	4.2	Initiate appropriate response procedures									
	4.3	Identify strategies to contain impact of the security breach.									
	4.5	Create a recovery plan to restore normal operations after an incident.									

Learners Signature:	**Date:**
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	**Date:**

Unit 7: FUNDAMENTALS OF E-PAYMENT

Unit Reference Number: ICT/DSO/L2/007

QCF level: 2

Credit value: 3

Guided learning hours: 30

Unit Purpose:

This unit aims to equip learners with the knowledge of fundamentals and concepts of e-payment and e-payment system.

Unit assessment requirements/ evidence requirements:
Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation
2. Question and Answer
3. Group Projects
4. Case Studies
5. Presentations.
6. Assignment

Unit 07: Fundamentals Of E-Payment

LO (Learning outcome)		Criteria:-		Evidence Type					Evidence Ref Page number				
LO1 *Understand principles and concepts of electronic payments*	1.1	Define e-payments											
	1.2	Explain e-payment concepts											
	1.3	Explain regulations covering e-payment systems											
	1.4	Mention advantages of e-payment over traditional form of payments											
LO 2 *Understand e-payment systems*	2.1	Describe the logic behind e-payment system											
	2.2	Identify the different components of e-payment system											
	2.3	Identify the tools used within an e-payment systems											
	2.4	Explain basic principles of electronic funds transfer											
	2.5	Identify various e-payment channels											
	2.6	Discuss challenges in e-payment transaction											
LO 3 *Understand Security threats*	3.1	Identify security threats within an e-payment system.											
	3.2	Describe types of e-fraud within an e-payment system.											

associated with e-payment systems	3.3	Explain necessary measures to mitigate these security threat.									

Learners Signature:	**Date:**
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	**Date:**

Unit 8: LOGISTICS MANAGEMENT FUNDAMENTALS

Unit Reference Number: ICT/DSO/L2/008

QCF level: 2

Credit value: 3

Guided learning hours: 30

Unit Purpose:

This unit is aimed at providing learners with the knowledge and skills of logistic management

Unit assessment requirements/ evidence requirements:
Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation
2. Question and Answer
3. Group Projects
4. Case Studies
5. Presentations.
6. Assignment

Unit 08: Logistics Management Fundamentals

LO (Learning outcome)		Criteria:-	Evidence Type						Evidence Ref Page number				
LO1 **Know the concept of Logistics Management**	1.1	Define Logistics management											
	1.2	Explain key logistics terminologies											
	1.3	Describe significance of logistics in supply chain											
	1.4	Describe the logistics cycle											
	1.5	Describe logistics management systems											
	1.6	Identify the different types of logistics record											
LO 2 **Understand Inventory Control System in Logistics Management**	2.1	Describe an Inventory Control System											
	2.2	Explain the objectives of inventory control systems											
	2.3	Explain the fundamental terms in inventory control systems											
	2.4	Identify the types of maximum-minimum inventory control system											
	2.5	Explain inventory control systems in terms of logistics arrangement											
LO 3: Describe the operations of Customer Service in logistics management	3.1	Define customer service											
	3.2	Explain the phases in customer service											

	3.3	Identify customer service attributes.									

Learners Signature: **Date:**

Assessors Signature: Date:

IQA Signature (if sampled)   Date:

EQA Signature (if sampled)   **Date:**

Unit 9: INTRODUCTION TO WEB CLIENT-SIDE TECHNOLOGIES (HTML, CSS, JAVASCRIPT)

Unit Reference Number: ICT/DSO/L2/009

QCF level: 2

Credit value: 3

Guided learning hours: 30

Unit Purpose: This unit aims to equip learners with the knowledge and skills of front-end development.

Unit assessment requirements/ evidence requirements:
Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation
2. Question and Answer
3. Group Projects
4. Case Studies
5. Presentations.
6. Assignment

Unit 09: Introduction to Web Client-Side Technologies (Html, CSS, Javascript)

LO (Learning outcome) Criteria:-			Evidence Type						Evidence Ref Page number				
LO 1 *Demonstrate Basic Skills in HTML*	1.1	Describe the Hypertext Markup Language (HTML) and its role in creating web documents											
	1.2	Explain the Document Object Model (DOM)											
	1.3	Identify modern conventions used in HTML Documents											
	1.4	Describe HTML tags/ attributes											
	1.5	Explain the structure of a basic html document											
	1.6	Create a static website with mixed content											
LO 2 *Demonstrate Basic knowledge of Cascading Style-sheets (CSS)*	2.1	Describe Cascading Style-Sheets and its role in a html document.											
	2.2	Explain the concept of DOM selectors											
	2.3	Show different ways of applying CSS rules to a HTML document (e.g. inline CSS, linking of style-sheet document etc.)											
	2.4	Identify sources of CSS templates											
	2.5	Design the structure of a web page with CSS											
LO 3 *Understand Basic JavaScript Concepts*	3.1	Describe the term client-side scripting											
	3.2	Explain the significance of client-side scripting in HTML web pages											

	3.3	Describe schemes of integrating JavaScript into HTML documents										
	3.4	Explain what is meant by DOM manipulation of JavaScript										
	3.5	Explain the terms: variables, functions and objects in Javascript.										
LO 4 Demonstrate Knowledge of Basic JavaScript Programming	4.1	Implement JavaScript integration within a HTML document										
	4.2	Demonstrate manipulation of DOM elements with JavaScript										
	4.3	Use a JavaScript function to automate an action or activity within the HTML document										

Learners Signature:	**Date:**
Assessors Signature:	Date:
IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	**Date:**

Unit10: E-COMMERCE ANALYTICS

Unit Reference Number: ICT/DSO/L2/010

QCF level: 2

Credit value: 3

Guided learning hours: 30

Unit Purpose: This unit is aimed at providing learners with the knowledge and skills of e-commerce analytics

Unit assessment requirements/ evidence requirements:
Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation
2. Question and Answer
3. Group Projects
4. Case Studies
5. Presentations.
6. Assignment

Unit10: E-Commerce Analytics

LO (Learning outcome)		Criteria:-	Evidence Type						Evidence Ref Page number				
LO1 ***Know the meaning of Web Analytics***	1.1	Define web analytics											
	1.2	Identify the different web analytic tools											
	1.3	Explain the terms big data and data analytics											
	1.4	Describe areas of application of web analytic											
	1.5	Describe best practices for web analytics											
LO 2 ***Explain the Concept of Traffic in e-Commerce Analytics***													
	2.1	Define web traffic											
	2.2	Describe the application of web traffic analytics											
	2.3	Distinguish the different kinds of web traffic											
	2.4	Identify factors that determine quality traffic											
LO 3 ***Know the usage of Web Analytics Tools***													
	3.1	Explain the role and function of web analytics dashboard											
	3.2	Explain the usage of web analytics dashboard											

	3.3	Explain the different components of web analytic dashboard (eg funnel and funnel visualization report.)					▓				
	3.4	Describe the role and applications of social plug-ins in web analytics					▓				

Learners Signature:		**Date:**
Assessors Signature:		Date:
IQA Signature (if sampled)		Date:
EQA Signature (if sampled)		**Date:**

Unit 11: FUNDAMENTALS OF DIGITAL MARKETING

Unit Reference Number: ICT/DSO/L2/011

QCF level: **2**

Credit value: **2**

Guided learning hours: **20**

Unit Purpose:

This unit aims to equip learners with knowledge and skills of digital marketing tools.

Unit assessment requirements/ evidence requirements:
Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation
2. Question and Answer
3. Group Projects
4. Case Studies
5. Presentations.
6. Assignment

Unit 11: Fundamentals of Digital Marketing

LO (Learning outcome)		Criteria:-	Evidence Type						Evidence Ref Page number				
LO 1. **Understand Basics of Digital Marketing**	1.1	Define Digital Marketing											
	1.2	Explain the fundamentals of digital marketing, (eg survey, market segmentation, etc.)											
	1.3	Explain Data analytics in digital marketing											
	1.4	Explain digital marketing plan											
LO 2. **Understand Digital Marketing Tools**													
	2.1	List different digital marketing tools											
	2.2	Explain digital marketing tools											
	2.3	Describe marketing automation tools											
LO 3: Carry out Online Survey	3.1	Create dynamic forms online											
	3.2	Distribute online survey											
	3.3	Explain buyer persona, email campaign, pop up and opt in forms											
	3.4	Describe market research terms (eg. Focus group, Interviews, Demographics etc.)											

Learners Signature:	**Date:**
Assessors Signature:	Date:

IQA Signature (if sampled)	Date:
EQA Signature (if sampled)	**Date:**

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