NATIONAL SKILLS QUALIFICATION

LEVEL 2

TITLE: *COMPUTER OPERATIONS*

YEAR: 2024

NATIONAL SKILLS QUALIFICATION
NSQ LEVEL 2 - Computer Operations
GENERAL INFORMATION

QUALIFICATION PURPOSE:
This qualification aims to equip learners with the knowledge of computer operations. Ability to create, format document and perform system maintenance.

QUALIFICATION OBJECTIVES
The learner should be able to:
a) Identify computer hardware
b) Identify computer software
c) Identify operating systems.
d) Operate computer applications like word processing, spreadsheets, and internet navigation, PowerPoint, CorelDraw.
e) Create file and folders.
f) Carryout system troubleshooting.
g) Perform computer maintenance.

Mandatory Units

S/No /Unit No	Reference Number	NOS Title	Credit Value	Guided Learning Hours	Remark
1.	ICT/CO/L2/001	Occupational Health and Safety	1	10	
2.	ICT/CO/L2/002	Teamwork	1	10	
3.	ICT/CO/L2/003	Communication skills in a social environment	1	10	
4.	ICT/CO/L2/004	Introduction to Computers	1	10	
5.	ICT/CO/L2/005	Introduction to Computer Software	2	20	
6.	ICT/CO/L2/006	Word Processing (Microsoft Word/Google Docs)	1	10	
7.	ICT/CO/L2/007	Spreadsheets (Microsoft Excel/Google Sheets)	1	10	
8.	ICT/CO/L2/008	Introduction to Presentations Packages (Microsoft PowerPoint /Google Slides)	1	10	
9.	ICT/CO/L2/009	Introduction to Graphic Packages	1	10	
10.	ICT/CO/L2/010	Internet and Email Basics	1	10	
11.	ICT/CO/L2/011	Computer Security	1	10	
12.	ICT/CO/L2/012	Computer Maintenance	1	10	
TOTAL			**13**	**130**	

UNIT 1: OCUPATIONAL HEALTH AND SAFETY

Unit Reference Number: ICT/CO/L2/001
NSQ Level: 2
Credit Value: 1
Guided Learning Hours: 10

Unit Purpose: *This unit is designed to equip learners with the knowledge and skills required for health and safety in workplace.*

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/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

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: Understand Workplace Health and Safety Regulations	1.1	Explain key OHS legislation and regulations relevant to the IT sector.									
	1.2	Identify the roles and responsibilities of individuals and organizations in maintaining a safe work environment									
	1.3	Describe the process for reporting health and safety risks and incidents.									
LO 2: Identify Workplace Hazards and Implement Control Measures	2.1	Identify common hazards in IT work environments, including electrical, ergonomic, and data-related risks									
	2.2	Assess the severity and likelihood of potential hazards in specific IT tasks.									
	2.3	Implement appropriate control measures, such as safe cabling practices, ergonomic workstation setup, and electrical safety protocols.									
LO 3: Apply Emergency Procedures and First Aid in the Workplace	3.1	Demonstrate the correct procedure for responding to workplace emergencies, such as electrical fires or equipment malfunctions.									
	3.2	Perform basic first aid techniques, including treating minor injuries and using first aid equipment									
	3.3	Communicate and coordinate effectively with emergency services and other relevant personnel during a workplace incident.									
Learner's Signature:						Date:					
Assessor's Signature:						Date:					
IQA's Signature:						Date:					
EQA's Signature:						Date:					

UNIT 02: TEAM WORK

Unit Reference Number: ICT/CO/L2/002
NSQ Level: 2
Credit Value: 1
Guided Learning Hours: 10

Unit Purpose: *This unit aims to equip learners with knowledge and skills of communication skills within social media environment.*

Unit Assessment Requirements/Evidence Requirements:

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

Unit Purpose:
To develop learners' abilities to work effectively within IT teams, fostering collaboration, problem-solving, and the achievement of shared goals.

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/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

UNIT 02: TEAM WORK

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.			
LO 1: Understand the Roles and Responsibilities within a Team	1.1	Identify the different roles and functions within an IT team (e.g., network engineers, system administrators, software developers).									
	1.2	Describe the key responsibilities and contributions of each team member.									
	1.3	Recognize the importance of each role in achieving the team's objectives.									
LO 2: Foster Positive Working Relationships within a Team	2.1	Demonstrate techniques for effective interpersonal communication and conflict resolution in a team environment.									
	2.2	Show the ability to provide constructive feedback and actively listen to others' contributions									
	2.3	Promote inclusivity and collaboration among team members to ensure participation and engagement from all.									
LO 3: Contribute to Team Problem-Solving and Decision-Making	3.1	Participate in group discussions to identify and analyse IT-related problems.									
	3.2	Suggest innovative solutions and support team decision-making processes.									
	3.3	Evaluate the effectiveness of team decisions and propose improvements where necessary.									
Learner's Signature:			Date:								
Assessor's Signature:			Date:								
IQA's Signature:			Date:								
EQA's Signature:			Date:								

UNIT 03: COMMUNICATION SKILLS IN A SOCIAL ENVIRONMENT

Unit Reference Number: ICT/CO/L2/003
NSQ Level: 2
Credit Value: 1
Guided Learning Hours: 10

Unit Purpose:
To enhance learners' communication skills, enabling them to convey technical information effectively and collaborate with both technical and non-technical stakeholders.

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/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

UNIT 03: COMMUNICATION SKILLS IN A SOCIAL ENVIRONMENT

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.			
LO 1: Communicate Technical Information Clearly and Accurately	1.1	Explain IT concepts, procedures, and solutions in a manner appropriate to the audience, whether technical or non-technical.									
	1.2	Use industry-standard terminology correctly when describing technical processes									
	1.3	Adapt communication methods to suit the context, such as written reports, emails, or verbal presentations.									
LO 2: Utilize Digital Communication Tools Effectively	2.1	Demonstrate proficiency in using digital tools for communication, such as email, messaging platforms, and collaboration software (e.g., Slack, Teams).									
	2.2	Adhere to best practices for professional digital communication, including email etiquette and secure file sharing.									
	2.3	Use collaborative tools to share and receive feedback on documents, code, or project updates.									
LO 3: Listen and Respond Appropriately in a Professional Context	3.1	Demonstrate active listening skills during team discussions or client meetings.									
	3.2	Respond to questions, concerns, and feedback clearly and effectively.									
	3.3	Clarify misunderstandings and summarize discussions to ensure mutual understanding.									
Learner's Signature:			Date:								
Assessor's Signature:			Date:								
IQA's Signature:			Date:								
EQA's Signature:			Date:								

UNIT 04: INTRODUCTION TO COMPUTERS

Unit Reference Number: ICT/CO/L2/004
NSQ Level: 2
Credit Value: 1
Guided Learning Hours: 10

Unit Purpose:
This unit will equip the learners with the understanding of computer hardware components, and their functions.

Unit assessment requirements/ evidence requirements:
Practical assignment to identify and label the components of a computer desktop/laptop. Multiple choice questions on the history, types and components of computers.

UNIT 04: INTRODUCTION TO COMPUTERS

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.				
LO 1: Understand the concept of Computer	1.1	**Explain** what is a Computer?										
	1.2	**Explain** the Functions of a Computer										
	1.3	**Explain** the history/Evolution of Computers										
	1.4	**List** Types of Computers (Mainframe, Super, mini, micro-computers etc. with examples)										
	1.5	**Explain** Different Application Areas of Computer										
LO 2: Understand the Hardware components of a computer	2.1	**Explain** Components of a Computer Hardware										
	2.2	**Identify** Input Devices										
	2.3	**Identify** Output Devices										
	2.4	**Identify** Processing Unit										
	2.5	**Identify** Storage Devices										
LO 3: Understand the use of Hardware components of a computer	3.1	**Use** a storage device (Flash Drive, Compact Disc etc.)										
	3.2	**Use** an input device (Keyboard, mouse etc.)										
	3.3	**Use** an output device (Printer, speaker, etc.)										

Learner's Signature:	Date:
Assessor's Signature:	Date:
IQA's Signature:	Date:
EQA's Signature:	Date:

UNIT 05: INTRODUCTION TO COMPUTER SOFTWARE

Unit Reference Number: ICT/CO/L2/005
NSQ Level: 2
Credit Value: 2
Guided Learning Hours: 20

Unit Purpose:
This unit will equip the learners with the understanding of the role and functions of the computer software.

Unit assessment requirements/ evidence requirements:
Assessment must be carried out on file management tasks (create, move, and delete folders) and learners should demonstrate how to install and uninstall a software program.

UNIT 05: INTRODUCTION TO COMPUTER SOFTWARE

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type						Evidence Ref. PageNo.				
LO 1: Understand the Computer Software	1.1	**Define** Computer Software											
	1.2	**List** types of computer software											
1.3	1.3	**Identify** computer software on any computer device.											
LO 2: Understand the Operating Systems	2.1	**Explain** Operating System											
	2.2	**List** examples of operating system											
	2.3	**Identify** the type of operating system installed on any computer device											
LO 3: Understand basic File Operation	3.1	**Explain** Files and Folders											
	3.2	**Identify** File Formats											
	3.3	**Create** a Folder											
	3.4	**Copy** files into the Folder											
	3.4	**Demonstrate** how to delete folders											
LO 4: Installation of Computer Software	4.1	**Identify** installation issues											
	4.2	**Install** Software											
	4.3	**Uninstall** Software											
Learner's Signature:			Date:										
Assessor's Signature:			Date:										
IQA's Signature:			Date:										
EQA's Signature:			Date:										

UNIT 06: WORD PROCESSING (MICROSOFT WORD/GOOGLE DOCS)

Unit Reference Number: ICT/CO/L2/006
NSQ Level: 2
Credit Value: 1
Guided Learning Hours: 10

Unit Purpose:
This unit will equip the learners with the understanding to create, open, and save documents. Format text and adjust page layouts. Gain skills in inserting tables, images, and other elements. Also learn to print documents and adjust page setup.

Unit assessment requirements/ evidence requirements:
Assessment must be carried on how to create a well-formatted document including headings, lists, tables, and images.

UNIT 06: WORD PROCESSING (MICROSOFT WORD/GOOGLE DOCS)

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.				
LO 1: Understand Word Processing	1.1	**Explain** Word Processing										
	1.2	**Create** Documents										
	1.3	**Save** Documents										
	1.4	**Open** Documents										
	1.5	**Format** Text (Bold, Italics, Underline, Fonts, Font Sizes)										
LO 2: Understand Document Page Manipulations	2.1	**Apply** Page Layout (Margins, Indents, Line Spacing)										
	2.2	**Apply Design** Page borders, colours, etc.)										
	2.3	**Apply** Page header, footer, numbering, etc.)										
LO 3: Understand Documents Arrangements	3.1	**Apply insertion** (tables, Pictures, shapes)										
	3.2	**Apply** document formatting										
	3.3	**Perform** word count										
LO 4 Understand Document Security	4.1	**Explain** Document Protection										
	4.2	**Use** Password to Protect Documents										
	4.3	**Use** restrict document editing										
	4.4	**Apply** track changes										
Learner's Signature:			Date:									
Assessor's Signature:			Date:									
IQA's Signature:			Date:									
EQA's Signature:			Date:									

UNIT 07: SPREADSHEETS (MICROSOFT EXCEL/GOOGLE SHEETS)

Unit Reference Number: ICT/CO/L2/007
NSQ Level: 2
Credit Value: 1
Guided Learning Hours: 10

Unit Purpose:
This unit will equip the learners with the understanding of creating a simple budget spreadsheet with calculations using formulas.

Unit assessment requirements/ evidence requirements:
Assessment must be carried out to ascertain ability of the learner to create a simple budget spreadsheet with calculations using formulas and also create a chart based on given data.

UNIT 07: SPREADSHEETS (MICROSOFT EXCEL/GOOGLE SHEETS)

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type						Evidence Ref. Page No.				
LO 1: Understand Spreadsheet Software	**1.1**	**Explain** Spreadsheet Software											
	1.2	**Create** Excel/Google Sheets											
	1.3	**Demonstrate** data entry capability											
	1.4	**Save** Excel/Google Sheets											
	1.5	**Demonstrate** Cells Formatting (Borders, Shading, Number Formatting)											
LO 2: Understand Basic Arithmetic Operations	**2.1**	**U**se Formula to perform addition operation											
	2.2	**U**se Formula to perform subtraction operation											
	2.3	**U**se Formula to perform multiplication operation											
	2.4	**U**se Formula to perform division operation											
LO 3: Perform Basic Data Representation	**3.1**	**Perform** Sorting											
	3.2	**Perform** Data Filtering											
	3.3	**Create** charts, graphs, etc.											
Learner's Signature:					Date:								
Assessor's Signature:					Date:								
IQA's Signature:					Date:								
EQA's Signature:					Date:								

UNIT 08: INTRODUCTION TO PRESENTATIONS (MICROSOFT POWERPOINT/GOOGLE SLIDES)

Unit Reference Number: ICT/CO/L2/008
NSQ Level: 2
Credit Value: 1
Guided Learning Hours: 10

Unit Purpose:
This unit will equip the learners with a good understanding of presentation software. Ability to create and format presentation slides.- Develop skills in inserting media (images, videos, charts) into slides. Apply slide transitions and basic animations. Also, deliver and run a slideshow.

Unit assessment requirements/ evidence requirements:
Assessment must be carried out on the learner's ability to create a multimedia presentation including images, videos, and transitions.

UNIT 08: INTRODUCTION TO PRESENTATION PACKAGES
(MICROSOFT POWERPOINT/GOOGLE SLIDES)

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.				
LO 1: Understand Presentation Software	1.1	**Explain** Presentation Software (Microsoft PowerPoint/Google Slides)										
	1.2	**Create** a Presentation										
	1.3	**Save** Presentation										
LO 2: Perform Basic Presentation Operations	2.1	**Choose** Layout										
	2.2	**Add** text										
	2.3	**Format** text										
	2.4	**Insert** Media (Images, Videos, Charts)										
LO 3: Perform Slide Formatting	3.1	**Apply** Themes										
	3.2	**Apply** Slide Transitions										
	3.3	**Run** Slide Shows										
Learner's Signature:						Date:						
Assessor's Signature:						Date:						
IQA's Signature:						Date:						
EQA's Signature:						Date:						

UNIT 9: INTRODUCTION TO GRAPHIC PACKAGES

Unit Reference Number: ICT/CO/L2/009
NSQ Level: 2
Credit Value: 1
Guided Learning Hours: 10

Unit Purpose:
This unit will equip the learners with essential graphic design skills using popular graphic design software. To develop proficiency in designing and editing images, vector graphics, and page layouts.

Unit assessment requirements/ evidence requirements:
Assessment must be carried out on the learner's ability to create graphic designs (e.g. simple wedding cards, invitation cards, letter head etc).

UNIT 09: INTRODUCTION TO GRAPHIC PACKAGES

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.			
LO 1: Understand Graphic Packages	1.1	**Explain** Graphics Packages									
	1.2	**Identify** different Graphics software									
	1.3	**List** graphic design tools									
LO 2: Manipulating Images	2.1	**Understand** Graphic Interface									
	2.2	**Draw** Images									
	2.3	**Crop** images									
	2.4	**Resize** images									
	2.5	**Rotate** images									
LO 3: Demonstrate the use of Drawing tools	3.1	**Use** some drawing tools									
	3.2	**Apply** colors to the tools									
	3.3	**Create** Simple Cards									
	4.2	Save the design									
	4.3	Print the design									
Learner's Signature:			Date:								
Assessor's Signature:			Date:								
IQA's Signature:			Date:								
EQA's Signature:			Date:								

UNIT 10: INTERNET AND EMAIL BASICS

Unit Reference Number: ICT/CO/L2/010
NSQ Level: 2
Credit Value: 1
Guided Learning Hours: 10

Unit Purpose:
This unit will equip the learners with the understanding of Internet and Web Browsers, ability to using Search Engines, Navigating Websites and Links, Email composition, Email Attachments and Security Tips (Spam, Phishing) and Creating and Managing Online Accounts (Google, etc.).

Unit assessment requirements/ evidence requirements:
Assessment must be carried out on the ability of the learner to create and send an email with attachments.

UNIT 10: INTERNET AND EMAIL BASICS

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.				
LO 1: Explain the concept Internet	1.1	**Describe** the Internet										
	1.2	**Explain** the usage of Web Browsers										
	1.3	**Identify** Websites/web pages										
	1.4	**Use** any Search Engine										
	1.5	**Navigate** Websites and Links										
LO 2: Understand the Basic usage of Emails	2.1	**Create** Email Account										
	2.2	**Perform** Email Attachments										
	2.3	**Explain** Security Tips (Spam, Phishing)										
	2.4	**Send** an email with attachments.										
LO 3: Understand the Basics of World Wide Web (www)	3.1	**Explain** World Wide Web										
	3.2	**Differentiate** internet, intranet and extranet										
	3.3	**Identify** Protocols used on the World Wide Web										
Learner's Signature			Date:									
Assessor's Signature			Date:									
IQA's Signature			Date:									
EQA's Signature			Date:									

UNIT 11: COMPUTER SECURITY

Unit Reference Number: ICT/CO/L2/011
NSQ Level: 2
Credit Value: 1
Guided Learning Hours: 10

Unit Purpose:
This unit aims to provide learners with knowledge and skills to understand, implement, and maintain security measures that protect computer systems and sensitive data.

Unit assessment requirements/ evidence requirements:
Assessment must be carried out where learners identify different security majors to protect the computer.

UNIT 11: COMPUTER SECURITY

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.				
LO 1: Understand the concept of Computer Security	1.1	**Explain** Confidentiality in Computer security										
	1.2	**Explain** Data integrity										
	1.3	**Define** Availability										
LO 2: Understand the concepts of computer crime	2.1	**Explain** Computer Viruses, Malware										
	2.2	**Explain** The Effect of Computer Viruses										
	2.3	**Discuss** Virus Preventive Measures										
	2.4	**Explain** Antivirus										
LO 3: Understand Basic Concepts of Data Backup and Recovery	3.1	**Explain** Data Backup Methods										
	3.2	**Explain** Data Recovery Methods										
	3.3	**Identify** tools for data recovery										
Learner's Signature								Date:				
Assessor's Signature								Date:				
IQA's Signature								Date:				
EQA's Signature								Date:				

UNIT 12: COMPUTER MAINTENANCE

Unit Reference Number: ICT/CO/L2/011
NSQ Level: 2
Credit Value: 1
Guided Learning Hours: 10

Unit Purpose:
The purpose of learning computer maintenance is to equip learners with the skills and knowledge necessary to maintain, troubleshoot, and repair computer systems.

Unit assessment requirements/ evidence requirements:
Learners demonstrate their ability to assemble/disassemble computers, upgrade components, and perform computer maintenance tasks.

UNIT 11: COMPUTER MAINTENANCE

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.				
LO 1: Understand the concept of Computer Maintenance	1.1	**Explain** Computer Maintenance										
	1.2	**Explain** System formatting										
	1.3	**Explain** Disk Cleanup/fragmentation										
LO 2: Hardware Maintenance Strategies	2.1	**Perform** hardware upgrades										
	2.2	**Carry out** Hard drive maintenance (e.g. disk clean up, disk defragmentation, disk error repairs, etc.)										
	2.3	**Perform** cooling system maintenance (e.g clean cooling fans, replace thermal paste, ensure proper air flow, etc.)										
LO 3: Software Maintenance Strategies	3.1	**Perform** Software Updates										
	3.2	**Carryout** maintenance tasks on a computer (e.g., run a virus scan, clean up files).										
	3.3	**Explain** best practices for hardware maintenance.										

Learner's Signature	Date:
Assessor's Signature	Date:
IQA's Signature	Date:
EQA's Signature	Date:

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