



Technical Handbook

IT Software Solutions for Business

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ITSSB Sponsors

We would like to thank all our industry leading sponsors that are passionate about finding the top talented apprentices and make this competition possible



Overview:

The competition will challenge competitors to test their skills in creating documents and presenting data and information in the Microsoft Office suite of software.

The competition will test the knowledge and skills learned in the Microsoft Official Curriculum range of qualifications.

This WorldSkills UK competition is managed by Northumberland College. This competition consists of:

- a passive stage, a virtual task to indicate to yourself and WorldSkills you have the competences to proceed
- a national qualifier, which will also be a virtually led stage
- the WorldSkills UK national final, taking place at a venue in the UK.

Competitors will undertake a series of practical tasks which will demonstrate their abilities and skills in Microsoft Office.

The tasks will be carried out using Microsoft Office 2016.

The full competition brief will be provided to each competitor on the morning of the competition qualifiers.

Career Pathway:

What is the job role?

The job role may vary depending on the need of an organisation, for example

Systems Support Administrator with Office 365 administration skills (including SharePoint, OneDrive, Microsoft Intune) to join a World-Leading and respected Science Research organisation in the heart of London. As well as providing general 1st/2nd line support to approx. 60 full-time staff and over 150 visiting researchers and the chance to contribute to various IT projects.

In this role, you will engage with users of various levels of IT knowledge, some of whom are respected leaders in their field of scientific and mathematical research, so It's vital you have excellent communication skills, an ability to adapt to your audience and a desire to learn new skills.

Qualifications

There are a number of technical qualifications including :-
Microsoft (MOU), CompTIA

A minimum of a BTEC, degree or equivalent relevant practical equivalent.

Average UK salary for IT careers

- Information technology and telecommunications directors – £78,637
- IT business analysts, architects, and systems designers – £50,127
- Information technology and telecommunications professionals – £45,943
- IT project and programme managers – £54,545
- IT specialist managers – £52,716
- IT user support technicians – £30,825
- IT operations technicians – £32,813
- Programmers and software development professionals – £45,153
- Information technology technicians – £31,731

Average Salary figures taken from [this link](#).

Resources and Registration:

For information and resources, including how to register, competition rules, and the steps to competing, visit [our website](#).

Pre-Competition Activities:

Competitors should try to familiarise themselves with competition style activities even if you have a fellow student to judge a completed work task during a practical session at college/training provider, this will help prepare you for the competition.

Also familiarise yourself with current industry processes and procedures for completing a range of tasks you may need to complete.

One resource that competitors should familiarise themselves with to prepare for the competition is the pre-competition activity, made available on [our website](#).

Competition Structure:

The IT Software Solutions for Business competition is split into three stages:

Stage 1: Passive Stage

A virtual led competition activity to illustrate competence and skill for IT Software Solutions for Business and allow selection to Stage 2

Stage 2: National Qualifier

This will be another virtually led competition round. You will be competing amongst other people across the country in this round. The top 8 scores from the qualifiers will be then allowed to go through to the next round.

Stage 3: National Final

Competitors who achieve the highest marks across all national qualifiers will be invited to compete at the UK Final. There is no automatic entrance to the UK Final for winners of national qualifiers. Northumberland College will inform finalists following moderation of marks.

This competition assesses your skills and abilities in using Microsoft Office suite of software.

IT Software Solutions for Business competitions focus on all the essential requirements for embarking on a career working with Microsoft software in the IT department of any organisation.

This competition tests your in-depth knowledge of Microsoft Office software (Microsoft Word, Microsoft Excel) during the National Qualifiers and the full Microsoft Office Suite- Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft Visio, in the National Final.

You will be inputting, manipulating, outputting and presenting information and will need to demonstrate:

- in depth knowledge of Microsoft Products
- ability to work under pressure
- accuracy, attention to detail
- time management
- excellent communication skills

Specification of the Tasks

Core Competences

Competitors will undertake a series of practical tasks which will demonstrate their abilities and skills in Microsoft Applications.

Microsoft Word 2016	Passive	Qualifier	Final
Formatting Content <ul style="list-style-type: none"> • create custom styles for text, tables and lists • control pagination • format, position and resize graphics using advanced layout features • insert and modify objects • create and modify diagrams and charts using data from other sources 	Yes	Yes	Yes
Organising Content <ul style="list-style-type: none"> • sort content in lists and tables • perform calculations in tables • merge labels with other data sources • summarize document content using automated tools • use automated tools for document navigation • merge letters with other data sources • modify table formats 	Yes	Yes	Yes
Formatting Documents <ul style="list-style-type: none"> • create and manage master documents and subdocuments 	No	Yes	Yes

<ul style="list-style-type: none"> create and modify document background create and modify document indexes and tables insert and modify endnotes, footnotes, captions, and cross-references create and modify forms 			
Customising Word <ul style="list-style-type: none"> create, edit, and run macros 	No	Yes	Yes
Microsoft Excel 2016	Passive	Qualifier	Final
Organizing and Analysing Data <ul style="list-style-type: none"> use subtotals define and apply advanced filters group and outline data use data validation create and modify list ranges perform data analysis using automated tools such as the Solver function create PivotTable and PivotChart reports use Lookup and Reference functions locate invalid data and formulas watch and evaluate formulas define, modify, and use named ranges 	Yes	Yes	Yes
Formatting Data and Content <ul style="list-style-type: none"> create and modify custom data formats use conditional formatting format and resize graphics create, edit, and run macros 	Yes	Yes	Yes
Managing Data and Workbooks <ul style="list-style-type: none"> import data to Excel export data from Excel consolidate data 	No	Yes	Yes
Customizing Excel <ul style="list-style-type: none"> format charts and diagrams 	Yes	Yes	Yes
Microsoft Access 2016	Passive	Qualifier	Final
Table construction <ul style="list-style-type: none"> data structure input masks relationships 	No	No	Yes
Data <ul style="list-style-type: none"> import from text file import from Excel export to text file export to Excel 	No	No	Yes
Queries <ul style="list-style-type: none"> create query 	No	No	Yes

<ul style="list-style-type: none"> delete query amend query update query 			
Forms <ul style="list-style-type: none"> creating Forms forms with sub-forms switchboards navigation buttons 	No	No	Yes
Reports <ul style="list-style-type: none"> creating reports navigation buttons 	No	No	Yes
Macros <ul style="list-style-type: none"> create macro multi-task macro 	No	No	Yes
Microsoft Visio 2016	Passive	Qualifier	Final
<ul style="list-style-type: none"> draw a room layout with furniture dimensions use report feature to generate a spreadsheet 	No	No	Yes

Marking and Assessment:

Each competition module will be assessed and marked independently of any other competition activity.

A panel of judges has been selected from a range of industry, college and training provider representatives. The judges' decisions will be moderated and quality assured by WorldSkills UK before being confirmed.

Please note that competitors who achieve the highest marks across all national qualifiers will be invited to compete at the UK final. There is no automatic entrance to the UK final for winners of national qualifiers. Northumberland College will inform finalists following moderation of marks.

Judges Top Tips:

Preparation and Practice

A successful competitor you need to be confident, calm and self-assured when competing. Prepare by practicing your skills and techniques to ensure you get the required standard/results you want without any surprises.

Time Management

Learn to manage your time effectively when completing tasks by working smart not fast! The tasks have allocated times, so practice working to time and under pressure to perfect your timing. If you run out of time in the competition you will lose marks.

Planning

Make your own plans for how to complete each task, work methodically and even write it down to help you prepare.

Organisation

Make sure you are organised, make sure all stages of a task are completed.
Organise all of your equipment and materials for the task.

Time constraints

Time yourself when completing tasks, making a note of any mistakes.
When practicing for the competition, each time you complete a task reduce the time and reduce the number of mistakes.
Identify ways of reducing the time to complete tasks (shortcuts).

Health & Safety

In any IT work environment Health & Safety is especially important, make sure you use the appropriate PPE for the task, keep your work area tidy and work safely.

Clean and Tidy

Keep your working area tidy as you can be more efficient in a tidy work area. Make sure that when you present your work to the judges it is clean and ready for final judging.

Understanding

Read the task brief thoroughly and make sure you understand what you need to do.
Do not be afraid to ask questions, remember there is only one silly question.....the one you don't ask!

Do not worry!

If a part of a task has not gone as well as you might have wanted don't worry or dwell on it, just draw a line under that and get on with the next task. Always focus on the marks you can gain not what you might have lost.

Enjoy

To get to the WorldSkills UK national qualifiers or the WorldSkills UK national finals is in itself a massive achievement that you should be extremely proud of! Make the most of the whole WorldSkills UK/ITSSB Skills Competitions process and enjoy it!

National Final – what to expect:

The competitors will complete four major tasks over 2 days of competition. Each competitor will rotate from task to task in the morning and afternoon of each day.

- on day 1, Thursday, you will begin with a Microsoft Word task in the morning followed by a Microsoft Excel task in the afternoon
- on day 2, Friday, the morning task is Microsoft Access followed in the afternoon in with Microsoft Visio.

Task duration will be 2.5 hours [5 hours per day]. Each task will be marked on the day and will be designed to be distinctly separate from every other task.

A period of familiarisation is scheduled (on Wednesday) to allow you to become acquainted with the tools, materials and equipment you will use during the competition and the tasks to be completed. Use this time to ensure you are confident in the use of application of all the equipment you will use.

Saturday activity: IT Skills Team Challenge - The Saturday showcase activity gives you a chance to work in a multi-disciplinary team and to show your skills to the public and visitors without the pressure of the competition.

On the Saturday, 8 teams of 5 competitors will be formed. Each Team will comprise of a Web Design, IT Support, IT Software Network Systems and Network Infrastructure Finalist. The Task will be to design build and host Web Content based on a given theme.

Training for the national finals

The IT competition manager will provide a range of documentation to prepare you for the national final.

Digital Resources:

Our sponsors have some useful resources to help you prepare for the competition:

- [technology for teachers and students](#)
- [skills factory](#)
- [excel with business](#)
- [burn to learn](#)

Competition Rules

Conduct for competitors during live competitions:

- it is the competitor's responsibility to arrive on time at the event each day, late arrivals may be excluded from the competition
- competitors will start and finish tasks as instructed by the judges or Competition team
- equipment, tools, and specific safety equipment will be supplied
- any competitor who wishes to leave the area during the competition must seek the permission of the competition organisers or lead judge
- if there is a power stoppage, breakdown of machinery or accident, the competitors must act according to the instructions of the competition organisers
- competitors are expected to comply with the host venue rules and regulations
- between tasks competitors will wait in the designated area until directed to their next task by a judge.

Beyond the National Finals:

You may join the Champions programme, which allows continued involvement, including the opportunity to work with WorldSkills UK and visit schools, colleges, and events to inspire the next generations. Alternatively, if

training is of interest to you, you could consider supporting WorldSkills UK with organising and training, and even helping to run the national finals. Get inspired and become a part of Team UK today!