Qualification details

Qualification number/Te nama o te tohu mātauranga	2591		
English title/Rā whakamutunga kia uru ki ngā hōtaka	New Zealand Certificate in Computing (User Fundamentals) (Level 2)		
Māori title/Rā whakamutunga mō te aromatawai			
Version number/Te putanga	**2**	**Qualification type/Te momo tohu**	Certificate
Level/Te kaupae	**2**	**Credits/Ngā whiwhinga**	40
NZSCED/Whakaraupapa	080904 Management and Commerce > Office Studies > Text Processing and Office tools		
Qualification developer/Te kaihanga tohu	Toi Mai Workforce Development Council		
Review Date /Te rā arotake	N/A		
This qualification has been reviewed and will be replaced			

Outcome statement/Te tauāki ā-hua

Strategic Purpose statement/ Te rautaki o te tohu
The purpose of this qualification is to provide Aotearoa New Zealand organisations and communities with graduates who have attained a range of introductory digital technology skills, and who can be employed in a range of general entry-level roles and contribute to community outcomes. Graduates will be capable of using digital technologies at an introductory level, to produce and process information, and operate with a range of skills that will be internationally relevant. They will be able to perform a range of basic tasks independently in familiar situations, and in a supervised work environment.

Graduate Profile/Ngā hua o te tohu
Graduates will be able to: • Use the main features, functions and settings of common digital devices and software to create, access, organise, present and store information and data relevant to the context. • Use internet and common digital devices and software to connect with other users and devices. • Demonstrate knowledge of the types and purpose of common computing hardware, software and terminology to assist with choosing the right tool for the task. • Recognise basic security risks and compliance requirements when using digital devices and

| | software, and identify procedures and solutions to implement basic security in a home, work, or study context. |
| | • Trouble-shoot and fix simple or routine computing and connectivity problems. |

Education Pathway/ Ngā huarahi mātauranga
This qualification provides a pathway into a range of higher-level qualifications. This may include further study in a variety of areas at Level 3 or higher, such as the:
- New Zealand Certificate in Computing (Intermediate User) (Level 3) [Ref: 2592]
- New Zealand Certificate in Business (Administration and Technology) (Level 3) [Ref: 2452]
- New Zealand Certificate in Information Technology Essentials (Level 4) [Ref: 2594]
- NCEA and vocational pathways.
This qualification can complement other qualifications in specific industries. Graduates may also be equipped to attempt optional industry certifications at the appropriate level.

Employment, Cultural, Community Pathway/ Ko ngā huarahi ā-mahi, ā-ahurea, ā-whānau, ā-hapū, ā-iwi, ā-hapori anō hoki
This qualification may assist graduates to obtain entry-level positions in a range of industries.
This qualification may assist graduates in improving digital literacy and capability in society, in a range of community and voluntary areas.

Qualification Specifications/ Ngā tauwhāititanga o te tohu

Qualification Award/ Te whakawhiwhinga o te tohu	This qualification may be awarded by any education organisation with an approved programme towards this qualification accredited under section 250 of the Education Act 1989.
	The graduate will be awarded the qualification by the education organisation when the accredited and approved programme has been successfully completed.
	The formal document certifying the award of this qualification will display the full qualification title, date of award, the NZQF logo and may also include the name and/or logo of the qualification developer or programme owner or other awarding education organisation.
Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga	New Zealand qualifications can be obtained through different programmes, pathways, and education organisations. The process of 'assuring national consistency of graduate outcomes' will be coordinated by NZQA, with a focus on comparing graduates from different programmes and education organisations in relation to the qualification graduate outcomes.
	All programme owners and education organisations arranging training or delivering approved programmes leading to the qualification must engage with

arrangements for assuring consistency, including participating in the relevant consistency review event and covering actual and reasonable related costs.

Detailed information regarding arrangements for managing consistency will be published and updated via the NZQA website. For more information please visit: https://www.nzqa.govt.nz/providers-partners/consistency-grad-outcomes/ and download the guidelines.

Evidence for consistency

Each education organisation is responsible for preparing a summary self-assessment report which uses evidence to demonstrate how well its graduates meet the graduate profile outcomes at the appropriate threshold. Each education organisation decides what specific evidence it will provide.

The core evidence requirements for assuring consistency

must include:

- Effective internal and external moderation systems and processes, including results relating to graduate outcomes. This may also include evidence of meeting requirements for external industry certifications and associated consistency demands where appropriate e.g. Certified/Authorised Partner Program (such as Microsoft, CompTIA, etc.)

- Results of end-user surveys and actions taken or proposed from feedback. This includes consultation with graduates and employers to obtain destination information and end- user feedback specifically assessing the graduates against the graduate profile (e.g. employment, progression, further study)

- Samples of assessment materials and learners assessments/work (e.g. portfolios of work)

- Relevant External Evaluation and Review (EER) data, including programme/qualification completion data and course results

- Comparison of the application of credit transfer and recognition of prior learning arrangements to graduate outcomes and/or qualifications

- Documenting any action taken to improve quality and consistency of assessment.

The core evidence requirements for assuring consistency may include:

- Consultation with graduates and employers to obtain destination information and end-user feedback (e.g. employment, progression,

	further study)
	• Evidence of any benchmarking activities.
	• Consideration of internal quality assurance processes and external reviews, including relevant feedback from programme developers (i.e. may include reviewing, comparing, and evaluating the assessment process, tools and evidence contributing judgements made by a range of assessors against the same graduate outcomes; evidence of appropriate skills and knowledge of staff in relation to the teaching and assessment).
Minimum standard of achievement and standards for grade endorsements/ Te pae o raro e tutuki ai, ngā paerewa hoki hei whakaatu i te taumata o te whakatutukinga	The minimum standard of achievement required for the award of the qualification will be the achievement of all the graduate outcomes in the graduate profile. There are no grade endorsements for this qualification.
Other requirements for the qualification (including regulatory body or legislative requirements)/ Kō ētahi atu here o te tohu (tae atu hoki ki ngā here ā-hinonga whakamarumaru, ki ngā here ā-ture rānei)	There are no mandatory prerequisites for this qualification.
General conditions for programme/ Ngā tikanga whānui o te hōtaka	*Conditions for programme structure* This qualification can complement other qualifications in specific industries or in foundation learning and is suitable to be combined with these for programme development. Programmes are expected to cover a range of introductory digital technology concepts, and to produce graduates with skills to beginner/intermediate level who are able to work as responsible digital citizens. This may involve the operation of personal computers and other digital devices, including online activity and the basics of productivity software (such as word processing, spreadsheets and presentation applications). Learners will gain confidence to use a variety of digital devices across a broad range of application areas. Programmes must reflect industry best practice and maintain currency with amendments to, and replacements of, relevant legislation, regulations, Australia/New Zealand standards (AS/NZS), and security responsibilities. Current legislation and regulations can be accessed at http://legislation.govt.nz Current AS/NZS standards can be accessed at http://standards.co.nz The *Information Technology Code of Practice - Guidelines of good and acceptable practice for IT professionals and organisations operating in New Zealand* can be accessed at http://iitp.nz/about/ethics, as can the Code of

Professional Conduct.

Conditions for programme context

Programme design and delivery, and assessment, where applicable, will be conducted in and for the context of real or realistic organisations and/or settings, and be relevant to current and/or emerging practice. A simulated approach (such as case study) is also appropriate for this qualification.

Programmes leading to the award of this qualification must justify the allocation of credits to graduate profile outcomes within the programme, in light of the requirements of the context and conditions.

The graduate capabilities must clearly align with the definition of a Level 2 graduate on the NZQF. See the NZQF level descriptors for further information.

Programmes may be developed based on Māori principles and values and are intended to enable Wānanga to meet obligations under the Education Act (1989, section 162(4)(b)(iv)).

Consideration should be given to bicultural, multicultural, and gender issues when designing programmes.

Other conditions

Literacy and numeracy are inherent and must be embedded within programmes leading to this qualification.

Some programme content could also be aligned with industry certifications.

There is a preference for including open and vendor neutral standards, protocols and technologies where possible.

Programmes are expected to focus on current and emerging digital tools and technologies.

Glossary:

- Application software: software which directly enables a computer user to carry out specific tasks (such as word processing, spreadsheet, database, presentation), as opposed to "system software", which is software used to support the computer hardware and provide services required by application software

- Browser: an application program that provides a way to navigate, look at and interact with all the information on the World Wide Web

- Connectivity App: a software application used to enable, support, or enhance a network connection with another device or website; often installed on a mobile device

- Digital devices: an electronic computing device that can receive, store, process or send digital

<table>
<tr>
<td></td>
<td>
information, such as computers, tablets, smartphones or other smart devices

- Hardware: the collection of physical elements that constitutes a computer system and other devices, such as hard drive, motherboard, CPU, RAM etc.

- Network: a system of computers that are joined together so they can exchange information and share resources

- Operating systems (O/S): the essential software supports a computer's basic functions, such as memory allocation, security, task scheduling, controlling peripheral devices, and provides services which support the execution of application software. O/S include Linux, Microsoft Windows, and MacOS.

- Productivity software: application software used to enhance a user's productivity by automating tasks which were previously done manually. This is also referred to as 'office automation tools' and includes word processing, spreadsheet, presentation, database and other business applications.

- Search engine: a computer program that enables searches to locate particular sites or information e.g. Google, Yahoo. A search is usually initiated by a user typing a *search key (a brief description of what is being sought)* into a web browser*.*

- Software: the programs and other operating information used by a computer to perform its functions. Software is divided into two categories – *system software* which supports and controls the computer hardware (e.g. operating systems and utilities), and *application software* which is run by end-users to perform useful tasks.

- Systems Software: computer *software* designed to operate and control the computer hardware and to provide a platform for running application *software*. *System software* can be separated into two different categories – operating *systems* and utility *software*.
</td>
</tr>
</table>

Conditions relating to the Graduate Profile /Ngā tikanga e hāngai ana ki nga hua o te tohu

Qualification outcomes/ Ngā hua		Credits/Ngā whiwhinga	Conditions/Ngā tikanga
1.	Use the main features, functions and settings of common digital devices and software to create, access, organise, present and store information and data relevant to the	20	Programmes must include: - Word processing, spreadsheets, presentations, and may include other application software;

	context.		- File and folder management; - Use of a range of digital devices.
2.	Use internet and common digital devices and software to connect with other users and devices.	10	Programmes must include: - Browsers and search engines; - Communication and collaboration tools such as email, messaging, conferencing, texting, forums, social media, connectivity apps - Recognising and applying conventions of online etiquette.
3.	Demonstrate knowledge of the types and purpose of common computing hardware, software and terminology to assist with choosing the right tool for the task.	5	Programmes must include: - Technologies and systems networks, operating systems, hardware and application software - A range of common computing terms, abbreviations and symbols.
4.	Recognise basic security risks and compliance requirements when using digital devices and software, and identify procedures and solutions to implement basic security in a home, work or study context.	3	Programmes must include: - Awareness of and compliance with relevant legal requirements, such as information privacy; copyright, Health and Safety; software licensing; - Recognising and addressing basic security risks, including the transparency and accessibility of information and maintaining basic security requirements.
5.	Trouble-shoot and fix simple or routine computing and connectivity problems.	2	Programmes must include: - Using problem solving techniques to identify cause of issue and fix where appropriate; - Knowing when to seek help.

Transition information/ He kōrero whakawhiti

Replacement information/ He kōrero mō te whakakapi	This qualification was replaced by the New Zealand Certificate in Computing (Foundation User) (Level 2) [Ref: 4132].

Additional transition information/ Kō ētahi atu kōrero mō te whakakapi	**Version Information**
	This qualification was reviewed in June 2020 and was replaced.
	People currently enrolled in programmes leading to this qualification may either complete its requirements by **31 December 2023** or transfer to the replacement qualification.
	Please refer to Qualifications and Assessment Standards Approvals for further information.
	The last date for entry into programmes leading to this qualification is 30 June 2023.
	The last date for assessments for the qualification is 31 December 2023, when the qualification will be discontinued.
	It is the intention of the qualification developer that no existing learner be disadvantaged by these transition arrangements. Any person who considers they have been disadvantaged may contact:
	Toi Mai Workforce Development Council
	PO Box 445
	Wellington 6140
	Phone: 04 909 0316
	Email: qualifications@toimai.nz
	Website: http://www.toimai.nz
	Republication Information
	This qualification was republished in December 2022 to extend the last date of entry from 28 February 2023 to 30 June 2023. Please refer to Qualifications and Assessment Standards Approvals for further information.