

Level 2, Unit 1 – Cyber Security in a Business Environment

1.1 Understand, describe, and analyse types of threats to IT systems and users	1.2 Research, describe and analyse high-profile data breaches and hacker attacks	1.3 Check devices for common cyber security threats and identify, describe, and use security tools and apply best practice to prevent or minimise these threats	1.4 Know legislation relevant to cyber security
1.1.1 The Learner will identify, describe, and analyse main features of common malware	1.2.1 The Learner will research, describe features, and analyse high-profile data breaches and their implications	1.3.1 The Learner will perform a full security check on an electronic device used in customer services and business to identify their vulnerabilities	1.4.1 The Learner will know the main points and discuss strengths and weaknesses of the legislation relevant to cyber security
1.1.2 The Learner will identify, describe, and analyse main features of social engineering techniques	1.2.2 The Learner will research, describe features, and analyse high-profile hacker attacks and their implications	1.3.2 The Learner will name, describe, use effectively, and analyse common cyber security tools used in customer services and business	1.4.2 The Learner will explain what duties and penalties legislation relevant to cyber security puts on individuals and companies
1.1.3 The Learner will identify, describe, and analyse main features of common hacker attacks		1.3.3 The Learners will be able to name, describe, apply, and discuss the best practice in ensuring cyber security at work	
1.1.4 The Learner will identify and describe the concept of cyberbullying and trolling			

Level 2, Unit 2 – Online Communication and Customer Services

2.1 Understand and analyse different modes of online communication	2.2 Use various modes of online communication effectively	2.3 Use and reflect on various approaches to resolve common online communication technical issues
2.1.1 The Learner will identify and describe main features of various modes of online synchronous communication	2.2.1 The Learner will select and justify their choice of mode(s) of online communication appropriate to given business context and exchange purpose	2.3.1 The Learner will identify and describe common technical issues which can occur during online communication and discuss their short- and long-term effects
2.1.2 The Learner will identify and describe main features of various modes of online asynchronous communication	2.2.2 The Learner will use email or instant messaging effectively in a given business context to fulfil the purpose of the online exchange	2.3.2 The Learner will identify and apply various solutions to resolve common issues which can occur during online communication and analyse their effectiveness
2.1.3 The Learner will describe the purpose and analyse advantages and disadvantages of different modes in range on business and customer service contexts	2.2.3 The Learner will use VOIP or video conferencing effectively in a given business context to fulfil the purpose of the online exchange.	
	2.2.4 The Learner will share relevant information securely	

Level 2, Unit 3 – Creating and Using Spreadsheets

3.1 Understand different purposes and describe various features of spreadsheet software	3.2 Design and populate a spreadsheet	3.3 Test, refine and review a spreadsheet	3.4 Present data graphically
3.1.1 The Learner will identify the main purposes of using a spreadsheet in business environment and in specific context.	3.2.1 The Learner will identify and describe the purpose of their spreadsheet and produce initial design suitable for the type of the numerical data provided	3.3.1 The Learner will effectively use verification tools and analyse their impact on their spreadsheet	3.4.1 The Learner will select relevant data in their spreadsheet and an appropriate type of chart to present conclusions of their processed data graphically
3.1.2 The Learner will identify and explain the functionality of formatting and layout tools used in spreadsheet software	3.2.2 The Learner will populate their spreadsheet design appropriately with the given data	3.3.2 The Learner will describe, test, and evaluate the final design and functionality of their spreadsheet to show how it meets the requirements and purpose	3.4.2 The Learner will select and use chart tools effectively to present conclusions of their processed data graphically
3.1.3 The Learner will identify and explain the functionality of efficiency tools used in spreadsheet software	3.2.3 The Learner will use a range of formatting and layout tools to present the data consistency and clearly		
3.1.4 The Learner will identify and explain the functionality of chart tools used in spreadsheet software	3.2.4 The Learner will use sheet(s) references and a range of efficiency tools to manipulate the data effectively and coherently		

Level 2, Unit 4 – Presenting Information in a Business Environment

4.1 Understand different purposes of presenting information and describe formats and tools used to present information	4.2 Design a slide presentation	4.3 Test, refine and review a slide presentation
4.1.1 The Learner will identify the audience and the main purpose of presenting information in given business contexts and select appropriate format for the intended audience.	4.2.1 The Learner will identify and describe the purpose of their slide presentation and produce initial design suitable for the type of the information provided	4.3.1 The Learner will use efficiency tools and ensure the presentation and slide show works, is formatted consistently and is error-free
4.1.2 The Learner will identify and explain the functionality of text formatting and layout tools used in slide presentation software	4.2.2 The Learner will present relevant information in a clear and consistent manner by using a range of text formatting and layout tools	4.3.2 The Learner will describe, test, and evaluate the final design and functionality of their slide presentation to show how it meets the requirements and conveys the message clearly
4.1.3 The Learner will identify and explain the functionality of image formatting tools used in slide presentation software	4.2.3 The Learner will present relevant graphic information in a clear and consistent manner by using a range of graphics tools	
4.1.4 The Learner will identify and explain the functionality of slide tools used in slide presentation software	4.2.4 The Learner will use slide transitions and animations to produce a professional slide show	