



CONTEST DESCRIPTION

IT OFFICE SOFTWARE APPLICATIONS

POST-SECONDARY

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1 THE ESSENTIAL SKILLS FOR CAREERS IN THE SKILLED TRADES AND TECHNOLOGY

SCC is currently working with Employment and Social Development Canada (ESDC) in order to bring awareness to the importance of Essential Skills that are absolutely crucial for success in the workforce. Part of this ongoing initiative requires the integration and identification of Essential Skills in contest descriptions, projects, and project documents. The next phase and very important aspect of our Essential Skills (ES) initiative is to provide an ES report card to each competitor at the Skills Canada National Competition. The purpose of the ES report card is to inform the competitor about their current level of essential skills based on their competition scores. With this knowledge, the competitor will be made aware which essential skill may require improvement. Full implementation is expected in the next Skills Canada National Competition.

The following 9 skills have been identified and validated as key essential skills for the workplace in the legend below:

¹Numeracy, ²Oral Communication, ³Working with Others, ⁴Continuous Learning, ⁵Reading Text, ⁶Writing, ⁷Thinking, ⁸Document Use, ⁹Digital

These essential skills have been identified with in section 2.4 and/or 3.2 of your Contest Description. The top three Essential Skills for your area of competition have been identified on your Project and all other supporting project documents.

2 CONTEST INTRODUCTION

2.1 Description of the associated work role(s) or occupation(s).

<http://skillscompetencescanada.com/en/skills/information-technology/it-office-software-applications/>

2.2 Purpose of the Challenge.

The rapid pace of globalization over the past decade has been largely driven by developments in Information Communication Technology (ICT). IT specialists are increasingly in great demand in several areas, one of which is in providing solutions for business.

These professionals are not merely users of Microsoft Office; they are power users who have an intricate knowledge of each of the applications in the suite. Their skills may be used in a plethora of ways across a multitude of industries, cultures, and languages.

Microsoft Office is by far the most widely-used suite of office applications throughout the world, therefore, making Software Solutions professionals highly-employable members of the IT business community. There are thousands of businesses that are undoubtedly in need of better training in the use of these office applications and will

often benefit greatly from having customized solutions developed for them that suit their individual needs.

What do IT Software Solutions professionals do?

- Develop solutions to businesses' problems
- Use Microsoft Office as a framework to build software solutions
- Analyse business requirements in order to create well-fitting solutions
- Use problem-solving skills and in-depth technical knowledge to build those solutions
- Use communication skills to document their creations in an easy-to-understand way
- Use communication and marketing skills to present their solutions to clients

Where do IT Software Solutions professionals work?

IT Software Solutions professionals are employed throughout the following:

- Large enterprises
- Medium-sized businesses
- Small businesses
- As freelancers

They can operate in a wide variety of roles:

- In a support role
- In a training role
- In a development role
 - Providing customization and automation
 - Developing totally customized software solutions to a business' requirements
- In a business analyst role providing the data required to enable decision making
- In the daily activities of a company
 - Simplifying and improving routine office and business activities

2.3 Duration of contest.

10 hours

Each day will consist of two sessions utilizing Microsoft Office 2016, 2019 or Office 365 version. Each morning session will be 2.5 hours and each afternoon session will be 2.5 hours. In each session, competitors may be using any combination of the applications — Word, PowerPoint, Excel, and Access **only**. Below are the start times but subject to change.

DAY 1 Arrive at 8 a.m. for orientation	Morning Word starting at 8:30 am until 11:00 am
	Afternoon Excel starting at 12:00 pm until 2:30 pm
DAY 2 Arrive at 8 a.m. for orientation	Morning PowerPoint starting at 8:30 am until 11:00 pm
	Afternoon Access starting at 12:00 pm until 2:30 pm

2.4 Skills and Knowledge to be tested.

Using the software available⁹, competitors will be required to solve a series of problems.⁷ They will work independently while making judgements over the two days of competition according to the specifications given in the project material.⁸ The ability to access, store, and use files.

Essential Skills – ⁷Thinking (Problem Solving, Critical), ⁸Document Use, ⁹Digital

3 CONTEST DESCRIPTION

The Test Project will be in the form of a case study that will represent typical functions that might be asked of an IT professional who is highly competent in the area of Microsoft Office. The scenario will be presented as a project with clearly defined deliverables. These deliverables will be grouped to enable a modular approach whereby discrete tasks are completed within a session. The project will be divided into 4 sessions with 2 sessions each day.

The scenario for this competition will include an extensive simulation of workplace activities related to the Company that is operating in the Province. This could include any type of administrative activity. Competitors will be required to customize and automate elements within the applications. Rush jobs and written or a drawn sketch may be included during competition. Rush jobs refer to surprise tasks that will need to be completed within a limited time frame in addition to original project instructions. An example of a written or a drawn sketch may be an invoice or a storyboard.

Competitors will submit their work at the end of each session. Work files will be provided when needed. Deliverables may be displayed to public.

3.1 List of documents produced and timeline for when competitors have access to the documents.

DOCUMENT	DATE OF DISTRIBUTION VIA WEBSITE
No other competition documents will be released prior to the competition	

3.2 Tasks that may be performed during the contest.

The criteria listed in each section above are intended as guidelines only. All criteria may or may not be included.

Database

Competitors will be expected to use the full functionality of Microsoft Access. Database design skills will be required.

Create and/or modify a database

Competitors must know and understand the following the following:

- The importance of using industry-accepted conventions for the naming of database objects
- The need for standardization in the naming of fields
- How to ensure data integrity
- How to ensure security
- How to avoid data redundancy
- How to problem solve

Competitors must be able to perform the following perform the following:

- Set up tables with correct fields, keys and data types
- Apply table and field properties (validation rules, input masks, lookups etc.)
- Import data from a variety of sources and in a variety of formats
- Designate primary and foreign keys
- Set up correct relationships between tables
- Provide for database security, protection, and permissions

Design and use forms

Competitors must know and understand the following:

- How to create a form to a specified design and layout

Competitors must be able to perform the following:

- Create forms and subforms for a range of uses
- Control data entry through forms
- Create calculated fields
- Add and set up appropriate controls in forms
- Control record navigation in a form
- Set properties

Query a database

Competitors must know and understand the following:

- How to design and execute queries to generate results as specified

Competitors must be able to perform the following:

- Filter & search records
- Construct and use select, parameter and action queries
- Add a calculated field to a query
- Perform calculations on a record grouping
- Create new fields based on existing fields

Design and use reports

Competitors must know and understand the following:

- How to design and produce reports to generate results as specified

Competitors must be able to perform the following:

- Produce and modify reports (simple, grouped, summary and subreports) following a stated layout and format

Create and use pivot tables and charts

- Set report properties
- Use calculated fields in reports
- Format a report for printing

Share data across applications

Competitors must know and understand the following:

- How to extract and use data from other applications that may be in differing file formats
- How to output data from Access to other applications

Competitors must be able to perform the following:

- Import and export data according to specifications
- Integrate data with external sources

Customize and automate processes

Competitors must know and understand the following:

- How to create and design the interface to suit client requirements as specified
- How to provide the user with options for simple execution of complex processes

Competitors must be able to perform the following:

- Automate loading and display of objects
- Create and use macros to automate processes
- Customize the Access environment

Spreadsheets

Competitors will be expected to use the full functionality of Microsoft Excel; however, competitors will not be expected to have in-depth knowledge or expertise in any particular field (e.g. financial, engineering, statistical, mathematical, etc.)

Construct a spreadsheet

Competitors must know and understand the following:

- The power of a well-designed and well-constructed spreadsheet is to improve business productivity and aid decision making with its powerful data analysis and reporting functions

Competitors should be able to:

- Use formulas as required
- Create, modify and format spreadsheets using the full range of Excel's formatting features including conditional formatting
- Use a variety of built-in functions (statistical, mathematical, text, logical, financial, date and time).

Use design and analysis tools

Competitors must know and understand the following:

- How to design and use analysis tools in Excel

Competitors should be able to:

- Perform What If Analysis using Goal Seek / Solver / Scenario Manager
- Analyse Data Using PivotTables and PivotCharts

Use data and table functions

Competitors must know and understand the following:

- How to manage and analyse data

Competitors should be able to:

- Define and apply data filters
- Use the sub-totalling feature
- Query spreadsheet data
- Set up and apply validation rules to spreadsheet data
- Create and analyze amortization table

Share data across applications

Competitors must know and understand the following:

- How to extract and use data from other applications that may be in differing file formats
- How to output data from Excel to other applications

Competitors must be able to perform the following:

- Import and export data according to specifications
- Integrate data with external sources

Print spreadsheets

Competitors must know and understand the following:

- How to set up worksheets and workbooks for printing

Competitors must be able to perform the following:

- Set printing options to output a chart, worksheet, workbook, PivotTable report according to specifications

Charts and graphs

Competitors must know and understand the following:

- How to present spreadsheet data in various graphical formats

Competitors must be able to perform the following:

- Create, modify and format the full range of charts according to specifications
- Create dynamic charts
- Create and use PivotTables and PivotCharts

Customize and automate processes

Competitors must know and understand the following:

- How to create and design the interface to suit client requirements as specified
- How to provide the user with options for simple execution of complex processes

Competitors must be able to perform the following:

- Automate loading and display of objects
- Create and use macros to automate processes
- Hide/unhide/freeze rows and columns
- Set up templates with appropriate protection
- Customize the Excel environment
- Customize an Excel worksheet
- Enhance worksheets using themes
- Work with comments

Use graphical objects

Competitors must know and understand the following:

- How to enhance visual appeal using graphic objects

Competitors must be able to perform the following:

- Insert, modify, and format graphic objects
- Change the order of layered graphic objects
- Group graphic objects

Use multiple workbooks

Competitors must know and understand the following:

- How to work with multiple workbooks

Competitors must be able to perform the following:

- Create a workspace
- Consolidate data
- Link cells in different workbooks
- Edit links

Use auditing features

Competitors must know and understand the following:

- The importance of controlling data accuracy through auditing

Competitors must be able to perform the following:

- Trace cells
- Troubleshoot errors in formulas
- Troubleshoot invalid data and formulas
- Watch and evaluate formulas
- Create a data list outline

Word Processing

Competitors will be expected to use the full functionality of Microsoft Word efficiently.

Create a document

Competitors must know and understand the following:

- How to design, create, and modify a range of business documents

Competitors must be able to perform the following:

- Apply the full range of text, paragraph, page, and document formatting
- Create, edit, and format tables
- Create and modify charts
- Insert, draw, modify, and manipulate graphical objects

Mail merge

Competitors must know and understand the following:

- How to generate mass-mailing documents
Competitors must be able to perform the following:
- Set up a main document
- Connect the document to a data source
- Refine the list of recipients by sorting and filtering data
- Apply conditions and rules

Referencing

Competitors must know and understand the following:

- How to set up and apply the referencing features of Microsoft Word

Competitors must be able to perform the following:

- Set up and use indexes, cross-references, captions, tables of contents, and bibliography
- Set up and use footnotes and endnotes
- Use fields and calculations in documents
- Create, manage, revise, and distribute long documents and forms
- Prepare documents for printing or for publishing electronically

Share data across applications

Competitors must know and understand the following:

- How to extract and use data from other applications that may be in differing file formats
- How to output data from Word to other applications

Competitors must be able to perform the following:

- Import and export data according to specifications
- Integrate data with external sources

Customize and automate processes

Competitors must know and understand the following:

- How to create a custom layout using a template
- How to create a template
- How to create and use forms

Competitors must be able to perform the following:

- Create and use macros to automate processes
- Provide user interactivity by means of forms and fields
- Protect forms
- Create, edit, and apply themes to documents
- Create, modify, and use templates

Presentations

Competitors will be expected to use the full functionality of Microsoft PowerPoint. Drawing and modifying of graphical objects will be limited to the capabilities of PowerPoint; no drawing packages will be used in the Test Project.

Create a presentation

Competitors must know and understand the following:

- How to design, create, and modify a presentation according to given specifications

Competitors must be able to perform the following:

- Create and modify slides using a variety of layouts, sizes, and formats
- Use text effects
- Include tables and charts in a presentation
- Import data (text, spreadsheet, charts, and database)
- Hide/unhide slides

Add special effects to presentations

Competitors must know and understand the following:

- How to add special effects to presentations according to given specifications

Competitors must be able to perform the following:

- Add multimedia elements
- Customize slide component animation
- Insert and edit media files and playback specifications (movie or sound)

Add graphical objects to a presentation

Competitors must know and understand the following:

- How to create, format, and apply graphical objects to a presentation according to given specifications

Competitors must be able to perform the following:

- Insert and manipulate illustrations, for example:
 - Shapes
 - WordArt
 - SmartArt
 - Diagrams
 - Graphical Objects
- Modify and work with objects:
 - Change object orientation
 - Format objects

- Group and ungroup objects
- Arrange objects
- Save graphics in various formats

Customize and automate processes

Competitors must know and understand the following:

- How to customize a design template
- How to use timings, animations, and transitions
- How to create and design the interface to suit client requirements as specified
- How to provide the user with options for simple execution of complex processes

Competitors must be able to perform the following:

- Display objects using timings, animations and transitions
- Create, modify and use templates
- Set up a slide master
- Customize slide layouts
- Create custom themes
- Customize bullets
- Add common slide information
- Modify the notes master
- Modify the handout master

Prepare a presentation for delivery

Competitors must know and understand the following:

- The importance of professionalism in preparing a slide show for delivery according to given specifications

Competitors must be able to perform the following:

- Arrange slides
- Add transitions
- Apply animation effects
- Execute other programs during a slideshow
- Create speaker notes
- Print a presentation
- Package a presentation
- Set up a custom show
- Annotate a presentation
- Create a presenter-independent slide show
- Set up and apply automatic timings to a slideshow

4 EQUIPMENT, MATERIAL, CLOTHING

4.1 Equipment and material provided by Skills/Compétences Canada.

- USB Key
- Table and chair
- Monitors- the competitors have the option to work with dual monitors during the competition

4.2 Equipment and material provided by the competitor.

Competitors are required to bring their own device (BYOD) for the competition. Each PC (**no Apple products permitted due to incompatibility with Microsoft Access**) device will require the following specifications:

- English or French keyboard depending on competitor's preference
- Ear plugs for noise reduction
- No internet access during competition
- Software:
 - Windows 7 or greater operating system (French and/or English version)
 - Microsoft Office 2016, 2019, or Office 365 (French and/or English version)
 - Word
 - PowerPoint
 - Excel
 - Access

If competitors are bringing a computer or laptop from their school (instead of their personal computer), please ensure that the computer is unlocked so documents and possibly software can be saved/installed to the hard drive and technology support can be provided onsite. Competitors should make sure that no data files are on their device prior to the test. Computers will be checked by Skills Competition members prior to starting the competition each morning. Be prepared to create a new user profile on your laptop for use during the competition.

4.3 Required clothing provided by the competitor.

- Competitors should be dressed appropriately and comfortably
- Competitors may wear their provincial shirts or Skills Canada provided attire, if they desire

5 SAFETY REQUIREMENTS

- ### 5.1
- Upon arrival at the skill area, competitors will participate in a safety workshop and they will be expected to work and maintain a safe working area during the competition. Any competitor breaking any health, safety, and environmental rules

may be required to undertake a second safety workshop. This will not affect the competitor's competition time.

5.2 List of required personal protective equipment (PPE) provided by the competitor.

- No PPE required

6 ASSESSMENT

Marks may be deducted for spelling, punctuation, format, and grammatical errors. Be sure to proofread and spellcheck your final document. Competitors should be aware of proper business formats.

All documents are used within a professional business environment, so competitors need to use discretion to ensure the documents look professional, eye catching, and appealing with consistent designs.

6.1 Point breakdown

POINT BREAKDOWN	/100
Word	25
Excel	25
PowerPoint	25
Access	25

7 CONTEST SPECIFIC RULES

Contest specific rules cannot contradict or take priority over the competition rules. They do provide specific details and clarity in areas that may vary from contest to contest. Any additional contest rules will be reviewed during competitor orientation.

TOPIC/TASK	CONTEST SPECIFIC RULE
Use of technology - mobile phones and music	<ul style="list-style-type: none"> • Competitors are allowed to bring or use personal mobile phones into the skill area as long as it is in airplane mode and the phone is upright on the table • Phones may be checked by NTC members • Competitors are allowed to listen to music using electronic devices • Competitors must wear earphones while listening to music
Use of technology - Internet	<ul style="list-style-type: none"> • Competitors are prohibited to use the internet during the competition

8 ADDITIONAL INFORMATION

8.1 Interpreter

If a competitor requires the help of an interpreter once onsite during the competition, the Skills/Compétences Canada Provincial/Territorial offices must advise Skills/Compétences Canada National Secretariat a minimum of 1 month prior to the competition or this service might not be guaranteed.

8.2 Ties

- Tiebreaker #1: In the event of a tie the competitor with the highest score in the Access will be declared the winner.
- Tiebreaker #2: If a second tie occurs, the competitor with the highest score in the Word Project will be declared the winner.
- Tiebreaker #3: If a third tie occurs, the competitor with the highest score in the Excel Project will be declared the winner.

8.3 Competition rules

Please refer to the [competition rules](#) of the Skills Canada National Competition which can be found on our website.

9 NATIONAL TECHNICAL COMMITTEE MEMBERS

Member Organization	Name
Ontario	Liz Stacey
Newfoundland and Labrador - Chair	Cathy Goodwin
Prince Edward Island	Gaylene Nicholson
Saskatchewan - Co-Chair	Cindy Lowe
Nova Scotia	Kurt Lanigan
Alberta	Roger Moore
Quebec	Lucie Ranger

Contact the Skills/Compétences Canada national secretariat for any questions or concerns: Nathalie Maisonneuve (nathaliem@skillscanada.com).