

Unit Title:	Using collaborative technologies
OCR unit number:	16
Level:	2
Credit value:	4
Guided learning hours:	30
Unit reference number:	F/502/4379

Unit purpose and aim

This is the ability to use IT tools and devices for collaborative working and communications, such as web or video conferencing, instant messaging/chat, online phone and video calls; online forums, social networking sites, wikis and other centralised depositories for documents, blogging, RSS and data feeds, bulk SMS or online work management tools.

This unit is about the skills and knowledge to facilitate the use of appropriate combinations of IT tools and devices for groups to work collaboratively by:

- planning and selecting the IT tools and devices to be used for work purposes and tasks;
- preparing and setting up access to collaborative technologies;
- presenting information and facilitating others contributions; and
- moderating the use of collaborative technologies.

Learning Outcomes	Assessment Criteria	Examples
<p>The learner will:</p> <p>1 Stay safe and secure when working with collaborative technology</p>	<p>The learner can:</p> <p>1.1 Take appropriate steps to avoid risks when working with collaborative technology, in line with relevant guidelines</p> <p>1.2 Explain what risks there may be in using collaborative technology and how to keep them to a minimum</p> <p>1.3 Use appropriate methods to promote trust when working collaboratively</p> <p>1.4 Carry out appropriate checks on others' online identities and different types of information</p> <p>1.5 Identify and respond to inappropriate content and behaviour</p>	<p>Guidelines for using collaborative technology: Guidelines set by your organisation or community of interest; about uses, security, safety, copyright, plagiarism, libel, confidentiality and data protection</p> <p>Risks when working with collaborative technologies: Inappropriate disclosure of personal information, misuse of images, appropriate language, respect confidentiality, copy lists, what to do in a power cut, about data loss, from unwanted or inappropriate content or access, back-ups, data exporting</p> <p>Methods to promote trust: Contact information,</p>

Learning Outcomes	Assessment Criteria	Examples
		<p>membership of professional bodies, recommendations, links, policies, standards</p> <p>Checks on others' online identities: Compare sources, cross references</p>
<p>2 Plan and set up IT tools and devices for collaborative working</p>	<p>2.1 Describe the purposes for using collaborative technologies</p> <p>2.2 Describe what outcomes are needed from collaborative working and whether or not archiving is required</p> <p>2.3 Describe the roles, IT tools and facilities needed for collaborative tasks and communication media</p> <p>2.4 Describe the features, benefits and limitations of different collaborative technology tools and devices</p> <p>2.5 Describe the compatibility issues in different combinations of collaborative tools and devices</p> <p>2.6 Select an appropriate combination of IT tools and devices to carry out collaborative tasks</p> <p>2.7 Connect and configure the combination of IT tools and devices needed for a collaborative task</p>	<p>Purposes for collaborative working: Will vary according to the task, but may include: sharing, displaying and recording information, discussing and reflecting, establishing identity, joining interest groups, developing ideas, contributing to research, carrying out research, exporting information to other formats, establishing communities of interest, managing identities, managing data</p> <p>Outcomes of collaborative working: Measurable (e.g. document, minutes, notes, project plan, transcript); ephemeral (e.g. conversation, agreement), <i>whether an audit trail is needed</i></p> <p>Collaborative technology tools and devices: Hardware: mobile, laptop, desktop, peripherals (e.g. headset, handset, microphone, camera, 3G modem); Software: products, services, sites</p> <p>Communication media: Text, audio/spoken, still/video/animated images</p> <p>Compatibility issues: Between browser software, operating systems, plug-ins</p>
<p>3 Prepare collaborative technologies for use</p>	<p>3.1 Describe what access rights and issues others may have in using collaborative technologies</p> <p>3.2 Assess what permissions</p>	<p>Access to collaborative technologies: Download software, agree terms and conditions, register or set up an ID; accessibility issues,</p>

Learning Outcomes	Assessment Criteria	Examples
	<p>are needed for different users and content</p> <p>3.3 Set up and use access rights to enable others to access information</p> <p>3.4 Set up and use permissions to filter information</p> <p>3.5 Adjust settings so that others can access IT tools and devices for collaborative working</p> <p>3.6 Select and use different elements to control environments for collaborative technologies</p> <p>3.7 Select and join networks and data feeds to manage data to suit collaborative tasks</p>	<p>adjusting access settings</p> <p>Adjust settings: Hardware – colour, type size, window size, volume; Browser – cookies, pop-ups; Security settings – firewall</p> <p>Environments for collaborative technologies: User interface – choose skins, templates, widgets, wizards, cut and paste from other sources; work environment – lighting, position of devices</p> <p>Managing data for collaborative working: Sources, subscription details, terms and conditions; aims of data management; benefits, features and limitations of networks and feeds</p> <p>Permissions: Web address, phone number, user name and password, set up user names and access codes</p>
<p>4 Contribute to tasks using collaborative technologies</p>	<p>4.1 Describe rules of engagement for using collaborative technologies</p> <p>4.2 Enable others to contribute responsibly to collaborative tasks</p> <p>4.3 Present relevant and valuable information</p> <p>4.4 Moderate the use of collaborative technologies</p> <p>4.5 Archive the outcome of collaborative working</p> <p>4.6 Assess when there is a problem with collaborative technologies and when to get expert help</p> <p>4.7 Respond to problems with collaborative technologies</p>	<p>Contributing responsibly: Follow the rules of ‘netiquette’, respect others contributions, avoid dominating and not responding; legal and cultural issues</p> <p>Moderating collaborative working: Reporting inappropriate content; checking posts</p> <p>Archiving outcomes: Cut, paste, save; record, transcribe</p> <p>Problems with collaborative technologies: routine (e.g. settings, software not responding, hardware connections); non-routine (e.g. access, transmission speed, bandwidth)</p>

Learning Outcomes	Assessment Criteria	Examples
		<p>Respond to problems: Follow on screen help, know who to ask for expert help; use diagnostic wizards, check bandwidth</p>

Assessment

All ITQ units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met. Assessments must also take into account the additional information provided in the unit Purpose and Aims relating to the level of demand of:

- the activity, task, problem or question and the context in which it is set;
- the information input and output type and structure involved; and
- the IT tools, techniques or functions to be used.

See the Assessment and postal moderation section of the [ITQ Centre Handbook](#).

Evidence requirements

Candidates must complete the Evidence Checklist for this unit without gaps. Individual unit checklists are available to download from the qualification [webpage](#) (see forms).

Guidance on assessment and evidence requirements

Please refer to the ITQ centre handbook on our [webpage](#).

Details of relationship between the unit and national occupational standards

This unit maps fully to competences outlined in IT User National Occupational Standards version 3 (2009).