

Unit 2: Collaborative working (LEVEL 3)

Learning outcomes

By completing this unit candidates will develop a thorough knowledge and understanding of collaborative working to produce a final product.

Candidates will produce evidence to meet the unit assessment objectives in order to show that they understand how to:

- plan a project as part of a group
- investigate ICT tools to support collaborative working
- investigate how search engines work
- carry out research for the group project
- create the allocated part of the group task containing information from a range of sources
- work collaboratively with others to review the results of the research and produce the final product
- review and evaluate the project and collaborative tools used.

It is anticipated that a candidate will require 60 guided learning hours to complete this unit.

Assessment objectives	Knowledge, understanding and skills
1 Plan a project as part of a group	Plan a group project: eg <ul style="list-style-type: none">• product to be produced• generate ideas eg mind map, brainstorming, thought-showers, listing, spidergrams,• allocation of tasks• setting and working to deadlines eg Gantt chart• identify success criteria
2 Investigate ICT tools to support collaborative working	Communication methods: eg <ul style="list-style-type: none">• email list/group• forums• chatrooms• VLEs• Intranet, extranet• Instant Messaging (IM)• Voice Over Internet Protocol (VOIP)• browser-based conferencing / teleconferencing

(continued overleaf)

Assessment objectives	Knowledge, understanding and skills
<p>2 Cont</p> <p>Investigate ICT tools to support collaborative working</p>	<ul style="list-style-type: none"> • online whiteboard • online collaborative organiser <p>Methods of sharing information: eg</p> <ul style="list-style-type: none"> • collaborative editing including <ul style="list-style-type: none"> ○ reviewing documents ○ inserting comments ○ document versions ○ merging information from different users ○ compare and merge • sharing diaries/setting up meetings • wikis • blogs • Content Management System (CMS)
<p>3 Investigate how search engines work</p>	<p>Different types of search engine: e.g.</p> <ul style="list-style-type: none"> • web crawlers • directories • hybrid • meta-search engines • children's search engines • speciality search engines, eg shopping, travel, answers <p>How search engines work, eg</p> <ul style="list-style-type: none"> • methods for websites registration with search engine databases • methods used to rank websites • the use of keywords in the title and meta tags, position on the webpage to return results • how search engines ignore keywords <p>Use of search engines: eg</p> <ul style="list-style-type: none"> • keywords • quotes • Boolean operators eg AND, OR, NOT, NEAR • +, - • wildcards • advanced search pages/options
<p>4 Carry out research for the group project</p>	<p>Investigate a given topic, using appropriate, advanced search techniques: eg</p> <ul style="list-style-type: none"> • identify the information required • find information from a range of sources, eg internet, books, magazines, CD-ROMs, intranet, interview, questionnaire • use advanced search methods to find information • create an organised set of bookmarks/favourites to useful internet sources • evaluate the suitability, reliability and trustworthiness of information found

Assessment objectives	Knowledge, understanding and skills
4 Cont Carry out research for the group project	<ul style="list-style-type: none"> • investigate copyright of information found
5 Create the allocated part of the group task containing information from a range of sources	Carry out the tasks allocated at the group planning stage: eg <ul style="list-style-type: none"> • use information from a range of sources • download/save/scan graphics and text, acknowledging sources • review and collate appropriate information for the project • create a bibliography of sources
6 Work collaboratively with others to review the results of the research and produce the final product	Use knowledge gained of communication methods to: <ul style="list-style-type: none"> • identify communication methods appropriate to the group • collaborate with group to: <ul style="list-style-type: none"> ○ discuss information gathered ○ to seek feedback ○ discuss progress and share ideas Produce final product using appropriate methods of sharing and collating information: eg <ul style="list-style-type: none"> • sharing diaries/setting up meetings • collaborative editing including reviewing documents, inserting comments, document versions, merging information from different users
7 Review and evaluate the project and collaborative tools used	Measure project against success criteria identified Evaluation to include: eg <ul style="list-style-type: none"> • search engines used • search techniques used • sources of information used • quality of information found • effectiveness of final product • usefulness of tools for collaborative working • contribution of group members • effectiveness of group

Assessment

This unit is centre assessed and externally moderated.

In order to achieve this unit, candidates must produce a portfolio of evidence showing that they have met all of the assessment objectives.

Portfolios of work must be produced independently. They will need to be made available, together with witness statements and any other supporting documentation, to the OCR Visiting Moderator when required.

Centres must confirm to OCR that the evidence produced by candidates is authentic. An OCR Centre Authentication Form is provided in the Centre Handbook and includes a declaration for

assessors to sign. It is a requirement of the QCA Common Criteria for all Qualifications that proof of authentication is received.

Guidance on assessment and evidence requirements

Candidates may provide portfolio evidence for this unit using a range of suitable and appropriate techniques. These may include written data, the use of video, audio presentation and electronic files within the body of the portfolio and display evidence. Where presentations or displays have taken place for which evidence cannot be easily included within the portfolio evidence assessor testimony/witness statements must be included, signed by the assessor(s), and supported by appropriate evidence (handouts, slides etc).

Centres may wish to organise a link with a local business and write an assignment accordingly. This may be useful in the early stages of the course.

An OCR model assignment is available for this unit and can be downloaded from our website: www.ocr.org.uk and can also be found in the Model Assignments folder on the CD-ROM.

The focus of this unit is for candidates to work collaboratively with a small group of their peers to produce a final product (possibly a magazine or website), conducting some research using the internet as well as more traditional sources such as books, newspapers, journals. Ideally a group should consist of at least three candidates.

For example, a group of candidates could create a magazine. Each candidate could be responsible for producing one article for the magazine. Although articles will be produced individually and the assessment of editing tools is carried out for one assessment objective it is expected that candidates will need to share the results of their research with each other and use appropriate collaborative tools to ensure the individual articles meet requirements and maintain a consistent housestyle across different articles.

For Assessment Objective 1, candidates must work together in their small group to plan the product to be created, to allocate tasks to individuals within the group, set deadlines and identify the success criteria against which their project will be measured. Their plans should be recorded, possibly using mind mapping software. At Pass level, the contribution of the candidate might be limited. At Distinction level the candidate's contribution will be effective throughout and the output of the planning activities will provide the group with the information required to complete their tasks effectively. This Assessment Objective should be used to assess the candidates' individual abilities to collaborate with others and to plan. Candidates should not be credited with planning documents produced as part of the group unless they have made a considerable contribution to their production.

For Assessment Objective 2, candidates must research ways of working collaboratively using ICT. This research should enable them to use a range of techniques when they produce work for Assessment Objectives 5 and 6. The level of detail and accuracy of their descriptions/explanations and effectiveness of examples given, as well as the number of different methods covered will determine the grade awarded for this Assessment Objective. The lists of methods in the Knowledge, Understanding and Skills are not exhaustive.

For Assessment Objective 3, candidates must investigate a range of different types of search engine in order to establish how they can be used and how they work. It is expected that, at Pass level, candidates will study significant types of search engine, which at the time of writing, could be, for example, directories and web crawlers. They should carry out searches entering a variety of criteria using these different search engines and compare results. The grading grid specifies the number of types of search engine and the range of search techniques that should be covered in the examples given by candidates. However, it may be that some types of search engine do not

offer all techniques, for example, children's search engines are unlikely to offer advanced search pages. This might lead to some techniques being evidenced in fewer types of search engine. This is acceptable, so long as the range of techniques and number of types of search engine covered overall matches the requirements of the grading grid.

Although Assessment Objectives 4, 5 and 6 are assessed separately it is likely that the collaboration required for Assessment Objective 6 will be evident throughout the research and development of individual documents, as candidates share the information they find and seek feedback on their individual contributions. However, the work presented for Assessment Objectives 4 and 5 must be the candidates' own.

Assessment Objective 4 assesses the quality of research. At least some information should be gathered from an appropriate non-internet source but the precise nature of this source will depend on the topic being researched. Assessment evidence should show search criteria, results pages and bookmarks as well as evidence from the non-internet source(s), which might be scanned. Extensive evaluations about the suitability and reliability of each source are not necessary, what is required is a valid reasoned comment for each. Pass level candidates will be able to obtain most of the information they require, but the methods used might mean that some of the information will be of limited effectiveness. At Distinction level candidates will demonstrate the ability to accurately identify the information required and use efficient methods to obtain it.

Assessment Objective 5 assesses the content of the document created by each individual candidate, including the bibliography. The document will not be in its final form at this stage, but each participant's work should be in a state that allows them to send it to someone in their group for final proof-reading and comments. Candidates will be expected to ensure that their combination of information from different sources has resulted in a consistent and accurate presentation of the work as a whole. At Pass level candidates' work will result in a useful first draft, however there would need to be considerable further re-drafting to ensure the document was of near professional quality. At Distinction level the candidate will have produced a draft that is already of near professional quality.

Assessment Objective 6 follows on from the investigation carried out for Assessment Objective 2. Candidates should use the knowledge gained from Assessment Objective 2 to choose suitable methods of communicating, and sharing information and ideas. There are a number of ways that this can be tackled and it will very much depend on the facilities available in the Centre. As a minimum candidates should be able to submit work to a reviewer in electronic form. Evidence of the reviewing techniques should be provided. At Pass level candidates might write comments directly onto the document, eg by inserting red text, or may itemise suggestions in a separate document/email; at higher levels candidates will make effective use of the reviewing and tracking features provided by their software. At Distinction level candidates must ensure their document remains of a near professional quality after any changes have been made.

Assessment Objective 7 requires candidates to evaluate the final group product and the collaborative work carried out during the project including the communication methods and editing tools used. Candidates should refer back to the deadlines and success criteria produced for Assessment Objective 1. The extent to which deadlines have been followed and met will be an important consideration when assessing the effectiveness of the group and its members.

Signposting to Key Skills

- ✓ The unit contains opportunities for developing the Key Skill, and possibly for generating portfolio evidence, if teaching and learning is focused on that aim. Assessing staff will need to check each candidate's evidence against the specifications to ensure all evidence requirements have been met. Additional evidence may also be required.

Key Skill reference		Key Skill reference		Key Skill reference	
C3.1a	✓	N3.1		ICT3.1	✓
C3.1b	✓	N3.2		ICT3.2	✓
C3.2	✓	N3.3		ICT3.3	✓
C3.3	✓				

Mapping to National Occupational Standards

Occupational Standards (e-skills UK)	Title
IT Users	Email
IT Users	Internet and intranets
IT Users	IT security for users
IT Users	Make selective use of IT
IT Users	Operate a computer
IT Users	Presentation software
IT Users IT Professional Contact Centres Telecommunications	Use and enable Collaborative Technologies
IT Users	Word processing software
IT Professional Contact Centres Telecommunications	Develop personal and organisational effectiveness
IT Professional Contact Centres Telecommunications	Interpersonal and written Communication
IT User (for export to other sectors)	General uses of IT
IT User (for export to other sectors)	Purposes for using IT
IT User (for export to other sectors)	Use IT software
IT User (for export to other sectors)	Use IT to exchange information

Resources

This section provides suggestions of suitable resources. The list is neither prescriptive nor exhaustive, and candidates should be encouraged to gather information from a variety of sources. Some suggested resources are intended for Tutor use. The resources in this section were correct at the time of production.

Websites

ICT Hub. [URL:http://www.ictHub.org.uk/publications/ICT_Tools_Collaborative_Working/index.html](http://www.ictHub.org.uk/publications/ICT_Tools_Collaborative_Working/index.html)

Evaluating Internet research resources. [URL:http://www.virtualsalt.com/evalu8it.htm](http://www.virtualsalt.com/evalu8it.htm)

Grading

Assessment Objective	Pass	Merit	Distinction
<p>AO1 Plan a project as part of a group</p>	<p>Candidates will give brief information about the final product to be produced. They will contribute effectively to the work of a group some of the time, to produce basic planning documents eg mind map, brainstorm, thought-shower, showing the allocation of tasks. Some deadlines will be set. Some success criteria will be given.</p>	<p>Candidates will give detailed information about the final product to be produced. They will contribute effectively to the work of a group most of the time, to produce detailed planning documents eg mind map, brainstorm, thought-shower, showing the allocation of tasks. Clear deadlines will be set with some use of a Gantt chart. A range of appropriate success criteria will be given.</p>	<p>Candidates will give comprehensive information about the final product to be produced. They will consistently work effectively as part of a group to produce comprehensive planning documents eg mind map, brainstorm, thought-shower, showing the allocation of tasks. Clear and appropriate deadlines will be set with effective use of a Gantt chart. A comprehensive range of appropriate success criteria will be given.</p>
<p>AO2 Investigate ICT tools to support collaborative working</p>	<p>Candidates will describe briefly four communication methods that can be used for collaborative working, using examples. Candidates will describe briefly three of the methods that can be used to share information, using examples.</p>	<p>Candidates will describe in detail five communication methods that can be used for collaborative working, using examples. Candidates will describe in detail four of the methods that can be used to share information, using examples.</p>	<p>Candidates will explain six communication methods that can be used for effective collaborative working, using examples. Candidates will explain five methods that can be used to share information effectively, using examples.</p>
<p>AO3 Investigate how search engines work</p>	<p>Candidates will describe the main features of two different types of search engine, giving at least one example of each. They will explain the appropriate use of two techniques when using search engines. They will compare the results of searches using these techniques in two different types of search engine.</p>	<p>Candidates will describe the main features of three different types of search engine, giving at least one example of each. They will explain the appropriate use of at least three techniques when using search engines. They will compare the results of searches using these techniques in three different types of search engine.</p>	<p>Candidates will describe the main features of four different types of search engine, giving at least one example of each. They will explain the appropriate use of at least five techniques when using search engines. They will compare the results of searches using these techniques in four different types of search engine.</p>

Assessment Objective	Pass	Merit	Distinction
<p>AO4 Carry out research for the group project</p>	<p>Candidates will identify a limited range of information required. They will carry out research using the internet and at least one non-internet source. They will list their sources and evaluate the suitability and reliability of some of them. They will comment on the copyright of some of the information found. They will create bookmarks/favourites to store useful web links.</p>	<p>Candidates will identify a range of information required. They will carry out research using the internet and at least two non-internet sources. They will use effective internet search criteria. They will list their sources and evaluate the suitability and reliability of most of them. They will comment on the copyright of most of the information found. They will create and organise bookmarks/ favourites to store useful web links.</p>	<p>Candidates will identify a wide range of information required. They will carry out research using the internet and at least two non-internet sources. They will use effective internet search criteria. They will list their sources and evaluate the suitability and reliability of all of them. They will comment on the copyright of all the information found and describe the implications of this for their use of the information. They will create and organise appropriate bookmarks/favourites to store useful web links.</p>

Assessment Objective	Pass	Merit	Distinction
<p>A05 Create the allocated part of the group task containing information from a range of sources</p>	<p>Candidates will create a document as per their allocated task set by the group. This will be mostly free from both factual and spelling/typing errors. Presentation will be mainly consistent throughout the document. They will use information from at least three different sources, including at least one non-internet source. The document will include downloaded graphics and text as well as the candidate's own text based on the information they have found. Candidates will acknowledge some sources used through appropriate captions or cross-references or in a bibliography.</p>	<p>Candidates will create a document as per their allocated task set by the group. This will be mostly free from both factual and spelling/typing errors. Presentation will be consistent throughout the document. They will use information from at least four different sources, including at least one non-internet source. The document will include downloaded graphics and text as well as the candidate's own text based on the information they have found. Candidates will acknowledge their sources through appropriate captions or cross-references and in a bibliography.</p>	<p>Candidates will create a document as per their allocated task set by the group. This will be of near professional quality. They will use information from at least five different sources, including at least one non-internet source. The document will include downloaded graphics and text as well as the candidate's own text based on the information they have found. Candidates will acknowledge their sources through appropriate captions or cross-references and in a detailed bibliography.</p>

Assessment Objective	Pass	Merit	Distinction
<p>AO6 Work collaboratively with others to review the results of the research and produce the final product</p>	<p>Candidates will share their document electronically for review. They will review work from colleagues using ICT tools to give feedback. The candidate's individual document will be incorporated into the final group product.</p>	<p>Candidates will share their document electronically for review. They will make some appropriate use of document versions. They will act on feedback received or explain why suggestions were not followed. They will review work from colleagues using appropriate ICT tools to give feedback, including tracked changes or comments. Their feedback will be helpful. The candidate's individual documents will be incorporated into the final group product.</p>	<p>Candidates will share their document electronically for review. They will use document versions appropriately. They will act on feedback received or explain why suggestions were not followed. They will review work from colleagues using appropriate ICT tools to give feedback, including tracked changes and comments. Their feedback will be thorough and helpful. The candidate's final document will be of near professional standard and will be submitted with all reviewing information removed. The individual document will be incorporated into the final group product.</p>

Assessment Objective	Pass	Merit	Distinction
<p>A07 Review and evaluate the project and collaborative tools used</p>	<p>Candidates will comment on the effectiveness of the search engine(s) used, the search criteria used and the sources of information used. They will compare their internet and non-internet sources. They will comment on the suitability of the final group product. They will comment on the collaborative tools used stating any changes they would make when attempting a similar task in the future. They will comment on the contribution of other group members, the effectiveness of the group and their own effectiveness.</p>	<p>Candidates will make detailed comments on the effectiveness of the search engine(s) used, the search criteria and the sources of information used, as well as the quality of the information found. They will compare their internet and non-internet sources. They will make detailed comments on the suitability of the final product. They will comment on the effectiveness of the use of collaborative tools and describe changes they would make when attempting a similar task in the future. They will review the contribution of other group members, the effectiveness of the group and their own effectiveness.</p>	<p>Candidates will carry out a thorough evaluation of the effectiveness of the search engine(s) used, the search criteria and the sources of information used, as well as the quality of the information found. They will compare their internet and non-internet sources. They will evaluate the suitability of the final product. They will evaluate the use of collaborative tools and explain changes they would make when attempting a similar task in the future. They will evaluate the contribution of other group members, the effectiveness of the group and their own effectiveness.</p>