

Unit 123: Using Collaborative Technologies Level 1

Level: 1

Credit value: 3

Guided learning hours: 20

Learning Outcomes	Assessment Criteria	Examples
<p>The learner will:</p> <p>1. Stay safe and secure when using collaborative technology</p>	<p>The learner can:</p> <p>1.1 Follow guidelines for working with collaborative technology</p> <p>1.2 Identify risks in using collaborative technology and why it is important to avoid them</p> <p>1.3 Carry out straightforward checks on others' online identities and different types of information</p> <p>1.4 Identify when and how to report online safety and security issues</p> <p>1.5 Identify what methods are used to promote trust</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</p> <p>Checks on others' identities and different types of information: Compare sources, cross references</p> <p>Methods to promote trust: Contact information, membership of professional bodies, recommendations, links</p>
<p>2. Set up and access IT tools and devices for collaborative working</p>	<p>2.1 Set up IT tools and devices that will enable you to contribute to collaborative work</p> <p>2.2 Identify the purpose for using collaborative technologies and expected outcomes</p> <p>2.3 Identify which collaborative technology tools and devices to use for different communication media</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</p> <p>Outcomes of collaborative working: Measurable (eg</p>

	<p>2.4 Identify what terms and conditions apply to using collaborative technologies</p>	<p>document, minutes, notes, project plan, transcript); ephemeral (g conversation, agreement);</p> <p>Collaborative technology tools and devices: Hardware: mobile, laptop, desktop, peripherals (eg headset, handset, microphone, camera, 3G modem); Software: products, services, sites</p> <p>Communication media: Text, audio/spoken, still/video/animated images</p>
<p>3. Prepare collaborative technologies for use</p>	<p>3.1 Use given details to access collaborative technologies needed for a collaborative task</p> <p>3.2 Adjust basic settings on collaborative technologies</p> <p>3.3 Change the environment of collaborative technologies</p> <p>3.4 Set up and use a data reader to feed information</p> <p>3.5 Identify what and why permissions are set to allow others to access information</p>	<p>Access to collaborative technologies: Download software, agree terms and conditions, register or set up an ID</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; work environment – lighting, position of devices</p> <p>Permissions: Web address, phone number, user name and password, access code</p>
<p>4. Contribute to tasks using collaborative technologies</p>	<p>4.1 Contribute responsibly and actively to collaborative working</p> <p>4.2 Contribute to producing and archiving the agreed outcome of collaborative working</p> <p>4.3 Identify when there is a problem with collaborative technologies and where to get help</p> <p>4.4 Respond to simple problems with collaborative technologies</p>	<p>Contributing responsibly: Follow the rules of 'netiquette', respect others contributions, avoid dominating and not responding</p> <p>Archiving collaborative outcomes: Cut, paste, save</p> <p>Problems with collaborative technologies: Routine (eg settings, software not responding, hardware connections)</p>

		Respond to problems: Follow on screen help, know who to ask for expert help
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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 safely use IT tools and devices to work collaboratively by:

- preparing and accessing IT tools and devices;
- playing a responsible and active role in real-time communication; and
- contributing relevant information.

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).

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 Recommended Assessment Methods in the ITQ Centre Handbook.

Evidence requirements

An evidence checklist must be completed without gaps.

Guidance on assessment and evidence requirements

Please refer to the centre handbook for ITQ 2009.