

Unit 19: Using Collaborative Technologies

Level 2

Level: 2
 Credit value: 4
 Guided learning hours: 30
 Unit expiry date: 31/12/2013

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, <i>from unwanted or inappropriate content or access, back-ups, data exporting</i></p> <p>Methods to promote trust: Contact information, 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>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</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>ideas, contributing to research, <i>carrying out research, exporting information to other formats, establishing communities of interest, managing identities, managing data</i></p> <p>Outcomes of collaborative working: Measurable (eg document, minutes, notes, project plan, transcript); ephemeral (eg conversation, agreement), <i>whether an audit trail is needed</i></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>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 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>Access to collaborative technologies: Download software, agree terms and conditions, register or set up an ID; <i>accessibility issues, adjusting access settings</i></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, <i>widgets, wizards, cut and paste from other sources</i>; work environment – lighting, position of devices</p>

	3.7 Select and join networks and data feeds to manage data to suit collaborative tasks	<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, <i>set up user names and access codes</i></p>
4. Contribute to tasks using collaborative technologies	<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; <i>legal and cultural issues</i></p> <p>Moderating collaborative working: Reporting inappropriate content; checking posts</p> <p>Archiving outcomes: Cut, paste, save; <i>record, transcribe</i></p> <p>Problems with collaborative technologies: routine (eg settings, software not responding, hardware connections); <i>non-routine (eg access, transmission speed, bandwidth)</i></p> <p>Respond to problems: Follow on screen help, know who to ask for expert help; <i>use diagnostic wizards, check bandwidth</i></p>

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.

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

This unit is centre assessed and externally verified. In order to achieve the unit you must produce a portfolio of evidence which, on request, will need to be made available to the OCR external verifier. Portfolios of work must be produced independently and Centres must confirm to OCR that the evidence is authentic. An OCR Centre Authentication form is provided in the Centre Handbook.

Evidence requirements

In order to achieve this unit you must demonstrate that you have met all of the stated learning outcomes and assessment criteria. Your assessor must be able to observe you in the workplace or you must provide tangible evidence of your real work activities.

You may collect evidence for the unit through work in a private sector organisation, a public sector organisation or a not-for-profit organisation.

You must provide evidence that shows you have done this over a sufficient period of time on different occasions for your assessor to be confident that you are competent.

Guidance on assessment and evidence requirements

Please refer to the centre handbook for ITQ 2009.