

Unit Title:	Using mobile IT devices
OCR unit number:	46
Level:	2
Credit value:	2
Guided learning hours:	15
Unit reference number:	K/502/4375

Unit purpose and aim

This is the ability to set up and use mobile or handheld devices such as a smartphone, PDA, portable media player, electronic organiser or data logger, for data capture, processing, exchange and storage.

This unit is about the skills and knowledge to make effective use of mobile or handheld devices and use intermediate tools and techniques to exchange information between devices on a regular basis for activities. Any aspect that is unfamiliar may require support and advice from others.

The use of mobile technologies will be defined as ‘intermediate’ because:

- the tools and software used will be additional to the tools and software pre-loaded onto the device and at times the techniques for use will be non-routine or unfamiliar; and
- the techniques used for sharing information and files between devices will involve a number of steps and at times be non-routine or unfamiliar.

An activity will typically be ‘non-routine or unfamiliar’ because:

- the task or context is likely to require some preparation, clarification or research (to separate the components and to identify what factors need to be considered, for example, time available, audience needs, accessibility of source, types of content, message and meaning) before an approach can be planned; and
- the techniques required will involve a number of steps and at times be non-routine or unfamiliar

Learning Outcomes	Assessment Criteria	Examples
<p>The learner will:</p> <p>1 Set up and customise the mobile device to meet needs</p>	<p>The learner can:</p> <p>1.1 Describe the purpose of the different features and drawbacks of the mobile device</p> <p>1.2 Describe different methods that can be used to access mobile networks</p> <p>1.3 Prepare, set up and configure the mobile device for use</p>	<p>Access mobile network: Connection protocols; VOIP, SMS</p> <p>Set up mobile device: Charging battery; Access (e.g. password, login); SIM card, new connection (e.g. phone, Internet, cable); network settings</p> <p>Interface features: Display,</p>

Learning Outcomes	Assessment Criteria	Examples
	<p>1.4 Select, use and customise interface features and settings to meet needs and improve efficiency</p> <p>1.5 Describe any specific health and safety issues associated with the use of mobile devices</p> <p>1.6 Apply guidelines and procedures for the use of mobile devices</p>	<p>menu, submenu, toolbar, icon, button, keypad, wheel; start and shutdown; shortcut keys; voice activation</p> <p>Device settings: Resolution (e.g. screen, image), sound (e.g. volume, ringtone), appearance (e.g. colour, theme); user profile</p> <p>Health and safety issues: Risks to self and others from using device</p> <p>Guidelines and procedures: Set by: employer or organisation regarding Health and safety, security, copyright</p>
<p>2 Select and use applications and files on the mobile device</p>	<p>2.1 Select and use applications and files on the mobile device for an appropriate purpose</p> <p>2.2 Define file formats appropriate for mobile devices</p> <p>2.3 Use software or tools to prepare or convert files to an appropriate format for mobile devices</p> <p>2.4 Input data accurately into a mobile device</p> <p>2.5 Organise, store and retrieve data efficiently on a mobile device</p>	<p>Mobile applications and files: Games and interactive material, documents, music files, video animations, image slideshows and presentations, emails, Internet pages, collaborative tools; pdf documents, Office documents, e-books, Flash animations; Naming protocols; adding applications</p> <p>File formats: Naming protocols; file size</p> <p>Input data: Touch screen, stylus, keypad, voice command; Create products on the device: (documents such as text notes or email, files such as sound recording, image or video capture)</p> <p>Store and retrieve data: Files (e.g. create, name, open, save, save as, print, close), folders (e.g. create, name), navigate (e.g. menu, tool bar, icon, scroll bar, button); <i>save to card, save to memory</i></p>
<p>3 Use tools and techniques to transfer data to and</p>	<p>3.1 Describe different types of secure connection</p>	<p>Secure connection: Password control, Bluetooth, infrared,</p>

Learning Outcomes	Assessment Criteria	Examples
from mobile devices	<p>methods that can be used between devices</p> <p>3.2 Describe software requirements and techniques to connect and synchronise devices</p> <p>3.3 Transfer information to and from mobile devices using secure connection procedures</p> <p>3.4 Synchronise mobile device data with source data</p> <p>3.5 Recognise copyright and other constraints on the use and transfer of information</p> <p>3.6 Explain why it is important to stay safe, keep information secure and to respect others when using mobile devices</p> <p>3.7 Keep information secure when using a mobile device</p>	<p>cable, device pairing; synchronisation software</p> <p>Transfer information: Export, drag and drop, SMS, when transfer successful; change SIM card</p> <p>Synchronise mobile device: Files, calendar, address book, tasks; With laptop, desktop</p> <p>Copyright constraints: Effect of copyright law (e.g. on music downloads or use of other people's images), acknowledgment of sources, avoiding plagiarism</p> <p>Staying safe: Protect personal information, avoid misuse of images, use appropriate language, respect confidentiality, use copy lists with discrimination</p> <p>Keep information secure: Username and password/PIN selection and management, password strength; how and when to change passwords; Respect confidentiality, avoid inappropriate disclosure of information</p>
4 Optimise the performance of mobile devices	<p>4.1 Describe the factors that can affect performance of the mobile device and how to make improvements</p> <p>4.2 Use appropriate techniques to optimise the performance of the mobile device</p> <p>4.3 Describe problems that may occur with mobile devices and what causes them</p> <p>4.4 Use an appropriate fault-finding procedure to identify and solve</p>	<p>Performance: Battery life; application and file use; device maintenance; network availability, interference</p> <p>Maintain performance: Carry out routine maintenance (battery charging, cleaning of handset, communication settings such as Bluetooth or Wi-Fi turned off when not in use; closing applications after use; battery management</p> <p>Fault-finding procedures: Re-start procedures -soft and hard re-boot options and</p>

Learning Outcomes	Assessment Criteria	Examples
	<p>problems with the mobile device</p> <p>4.5 Describe when to try to solve a problem and where to get expert advice</p>	<p>consequent issues relate to the new settings, manual/guide information accompanied with the device, online guidance; using help</p> <p>Expert advice: Limits of own understanding and skills, help menus, manufacturer’s guidelines, how to follow advice, information needed by experts, follow on-screen help, use diagnostic tools and wizards, where to get advice to deal with different hardware and software</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).