

Unit Title:	IT communication fundamentals
OCR unit number:	13
Level:	1
Credit value:	2
Guided learning hours:	15
Unit reference number:	Y/502/4291

Unit purpose and aim

This is the ability to access, search for and retrieve information using browser software from the Internet and or intranets and exchange information using e-mail or IT-based communication systems.

This unit is about the skills and knowledge needed by the IT User to use appropriate IT tools and techniques to find and evaluate information and send and receive messages using IT-based communication systems when undertaking routine and straightforward activities. Any aspect that is unfamiliar will require support and advice from others.

An activity will typically be 'straightforward or routine' because:

- the task or context will be familiar and involve few factors (for example, time available, audience needs, content, structure);
- the input and output of information will be predetermined by the person supervising the task; and
- the techniques used will be familiar or commonly undertaken.

Learning Outcomes	Assessment Criteria	Examples
<p>The learner will:</p> <p>1 Use a variety of sources of information to meet needs</p>	<p>The learner can:</p> <p>1.1. Use appropriate sources of IT-based and other forms of information to meet needs</p> <p>1.2. Identify different features of information</p> <p>1.3. Recognise copyright constraints on the use of information</p>	<p>Sources of information: Newspapers, books, images, maps, conversations, CDs, DVDs, text messages, podcasts, Internet, intranet, web logs, web based reference sites</p> <p>Features of information: Factual information, creative work, opinions, information that is continually updated (or live), interactive information, guides and directories.</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>

Learning Outcomes	Assessment Criteria	Examples
2 Access, search for, select and use Internet-based information and assess its fitness for purpose	2.1. Access, navigate and search Internet sources of information purposefully and effectively 2.2. Use appropriate search techniques to locate and select relevant information 2.3. Outline how the information meets requirements and is fit for purpose	<p>Access, navigate and search: Enter a web address, use a search engine, browse, save and use bookmarks</p> <p>Search techniques: Search key words, quotation marks, search within results, relational operators, 'find' or search tool</p> <p>Evaluate information: Recognise intention and authority of provider, currency of the information, relevance, accuracy, bias, level of detail</p>
3 Select and use IT to communicate and exchange information	3.1. Create, access, read and respond appropriately to e-mail and other IT-based communication 3.2. Use IT tools to maintain an address book and schedule activities	<p>Email and other IT-based communications: Open mailbox, read, reply to individuals, reply to all, reply with history, delete messages, use group list, forward; communicate using from, to, cc, bcc; subject and content fields, add and open attachments, use instant messaging, contribute to forums, web conferences, web logs or web based reference sites</p> <p>Address book: Add, amend and delete contact entries, contacts list</p> <p>Schedule activities: Task list; calendar; send and respond to meeting invitations</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 without gaps for this unit. 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).