



RESOURCES LINK LEVEL 3

VERSION 2 SEPTEMBER 2013

IT

Level 2 and Level 3

WELCOME

Resources Link is an e-resource, provided by OCR, for teachers of Cambridge Technicals in IT. It provides descriptions of, and links to, a variety of teaching and learning resources that you may find helpful.

In Resources Link you will find details of OCR's own support materials along with information about publisher partner, endorsed and other independent resources.

Where appropriate, we have mapped the resources to the OCR specifications, and provided information about their cost and format.

If you know of other resources you would like to see included here, or discover broken links, please let us know. We would also like to hear from you if you have any feedback about your use of these, or other, OCR resources. Please contact us at resourcesfeedback@ocr.org.uk

Types of Resource

OCR Produced Resources

These are resources devised and produced directly by the Resources Development Team at OCR.

Publisher Partner Resources

For many subjects OCR works with a publisher partner to ensure that good quality resources such as textbooks are available for first teaching.

Whilst the publisher partner has access to our subject experts and we quality check and endorse these resources they are produced by, and remain the property of, the publisher partner. There is no financial link between OCR and its publisher partners and we do not pay for the development of, or receive any royalties from, these resources.



Endorsed Resources

These resources were produced entirely independently of OCR, but we have quality checked them for their suitability as a resource to support our qualifications.

Other Resources


Unless specifically stated these resources are completely independently produced and are not endorsed by OCR. We have looked at them though, and we think they could be useful in supporting our specifications.

We leave it to you, as a professional educator, to decide if any of these resources are right for you and your students, and how best to use them.

You can now [*click here*](#), if you want to see an index of all resources mapped to subject topics, or alternatively flick the bottom right-hand corner of the page to start browsing.



Recognising barriers to effective communication

[Home Page](#) **Chapter 1 Lecture: Barriers to Effective Communication** 

Recognising barriers to effective communication is a first step in improving communication style. Do you recognize these barriers from your own personal and professional experience?

Encoding Barriers. The process of selecting and organizing symbols to represent a message requires skill and knowledge. Obstacles listed below can interfere with an effective message.

- 1. Lack of Sensitivity to Receiver.** A breakdown in communication may result when a message is not adapted to its receiver. Recognizing the receiver's needs, status, knowledge of the subject, and language skills assists the sender in preparing a successful message. If a customer is angry, for example, an effective response may be just to listen to the person vent for awhile.
- 2. Lack of Basic Communication Skills.** The receiver is less likely to understand the message if the sender has trouble choosing the precise words needed and arranging those words in a grammatically-correct sentence.
- 3. Insufficient Knowledge of the Subject.** If the sender lacks specific information about something, the receiver will likely receive an unclear or mixed message. Have you shopped for an item such as a computer, and experienced how some salespeople can explain complicated terms and ideas in a simple way? Others cannot.
- 4. Information Overload.** If you receive a message with too much information, you may tend to put up a barrier because the amount of information is coming so fast that you may have difficulty comfortably interpreting that information. If you are selling an item with twenty-five terrific features, pick two or three important features to emphasize instead of overwhelming your receiver (ho-hum) with an information avalanche.
- 5. Emotional Interference.** An emotional individual may not be able to communicate well. If

This website gives potential barriers to effective communication.

Supports: OCR Level 3 Cambridge Technical Certificate in IT - Unit 1

Cost: Free

Format: Website

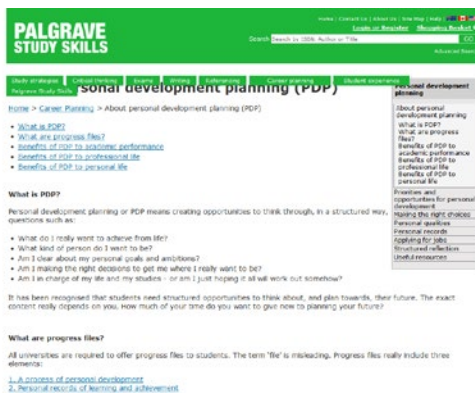
www.marin.edu/buscom/index_files/Page565.htm

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at

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Personal development plan



A website that takes you through what a personal development plan is and the benefits of creating one.

Supports: OCR Level 3 Cambridge Technical Certificate in IT - Unit 1

Cost: Free

Format: Website

www.palgrave.com/skills4study/pdp/about/index.asp

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Creating a personal development plan



This website shows an example of a personal development plan and an aid to creating a personal development plan.

Supports: OCR Level 3 Cambridge Technical Certificate in IT - Unit 1

Cost: Free

Format: Website

<http://webarchive.nationalarchives.gov.uk/20120823131012/http://www.businesslink.gov.uk/bdotg/action/pdp>

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Communication barriers



Barrier	Explanation
Language	The communication message might not be understood due to differences in the language - e.g. non-native speakers or dialects/accents
Noise	Various things (e.g. a message from a different source or being heard - e.g. poor reception, background noise, distractions, too many people speaking)
Overload	Too much information can cause problems e.g. slow down decision making
Status	The relationship between the sender and receiver of communication might adversely affect the message which could be ignored or misunderstood
Time	Too many interruptions (e.g. too many users in a network) through which messages do not pass or get misinterpreted or don't get through
Distractions	If people are not concentrating or distracted by other things, then they may ignore or block them

This webpage explains the different barriers to effective communication.

Supports: OCR Level 3 Cambridge Technical Certificate in IT - Unit 1

Cost: Free

Format: Website

http://tutor2u.net/business/people/communication_barriers.asp

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Effective communication skills



The screenshot shows a webpage titled "Effective Communication Skills" with a navigation menu. The main heading is "Building Effective Interpersonal Communication Skills: Self-Assessment Exercise". The text explains that in today's team-oriented workplace, developing good interpersonal communication skills is important for success. It describes the self-assessment exercise as a tool to evaluate one's own interpersonal communication skills and style, providing helpful tips for becoming a good communicator and team player. The exercise is titled "Communication Skills Self-Assessment Exercise" and asks the user to mark the level that best describes their communication style. It includes a list of three statements with radio button options for "A", "B", and "C".

Effective Communication Skills

Home | Career Careers | Employee Careers | CONTACT

Building Effective Interpersonal Communication Skills: Self-Assessment Exercise

In today's team-oriented workplace, the development of good interpersonal communication skills is an important key to success. The following self-assessment exercise is designed to help you evaluate your own interpersonal communication skills and style, and provide you with helpful tips for becoming a good communicator and team player.

Communication Skills Self-Assessment Exercise

In each of the following, read items A, B, and C. Then mark the level that best describes your communication style. (31 items)

1. A. When conversing with others, I usually do most of the talking.
 B. When conversing with others, I usually let the other person do most of the talking.
 C. When conversing with others, I try to equalize my participation in the conversation.

Read answer: [1. Conversations should be a balanced, two-way flow of dialogue.](#)

This website includes a self-assessment exercise on effective communication.

Supports: OCR Level 3 Cambridge Technical Certificate in IT - Unit 1

Cost: Free

Format: Website

http://spot.pcc.edu/~rjacobs/career/effective_communication_skills.htm

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Communication theory



This webpage provides links to different means of communication including telephone, fax, and email.

Supports: OCR Level 3 Cambridge Technical Certificate in IT - Unit 1

Cost: Free

Format: Website

www.teach-ict.com/gcse_new/communication/comm_methods/miniweb

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Backing storage comparison



Name	Capacity	Transfer Speed	Features	Access Cost	Price Cost
Hard Drive	250 GB	80 MB/s	1TB, 2TB, 3TB, 4TB, 5TB	Low	£100 - £300
Tape	1500 GB	100 MB/s	24x7, 24x7, 24x7	Medium	£1000 - £2000
CD	700 MB	10 MB/s	1x, 2x, 4x, 8x	High	£10 - £20
DVD	4.7 GB	10 MB/s	1x, 2x, 4x, 8x	High	£10 - £20
USB Flash	1 GB	10 MB/s	1x, 2x, 4x, 8x	High	£10 - £20

This webpage provides information about types of backing storage and shows a table comparing the different options.

Supports: OCR Level 3 Cambridge Technical Certificate in IT - Unit 3

Cost: Free

Format: Website

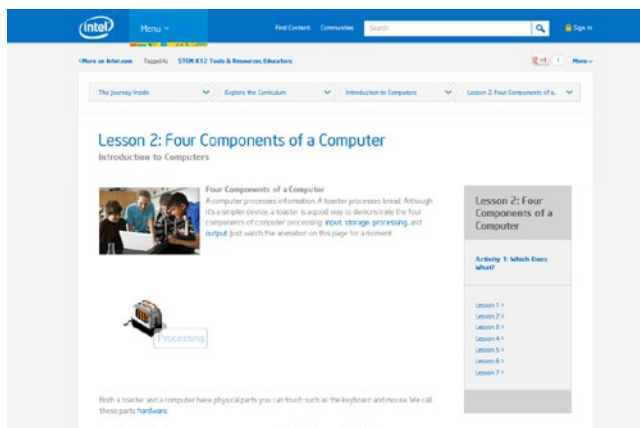
http://jhigh.co.uk/ComputingSG/ComputerSystems/CS_storageCompared.html

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Inside a computer



This webpage gives a basic introduction to the components of a computer.

Supports: OCR Level 3 Cambridge Technical Certificate in IT - Unit 3

Cost: Free

Format: Website and embedded video

http://educate.intel.com/en/TheJourneyInside/ExploreTheCurriculum/EC_IntroductionToComputers/ICLesson2/

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Computer hardware



The screenshot shows a Babble parenting website page. At the top, there's a navigation bar with categories like LIFESTYLE, PARENTING, BODY & MIND, RELATIONSHIPS, HOME, ENTERTAINMENT, FOOD, and BLOGGERS. Below the navigation bar, there are several article teasers with images and titles. The main content area features a large article titled "COMPUTER BUYING GUIDE" with a sub-heading "Understand the Specifics". The article text discusses the importance of understanding computer specifications and provides a list of links for further reading, including "Getting Started", "The Great Debate: Mac or PC?", "Getting Started: Identify Your 'Us or Top'", "Know Your Options", "Laptops and Tablets", "Desktops and Tower PCs", "Make Your Needs of Your Budget", "UNDERSTANDING SPEED", "RAM'S FUNCTION", "ADDITIONAL SOFTWARE YOU NEED", "Monitors and Accessories", and "Find the Best Deals". There is also a small section titled "Fun Villain Crafts for a Story" with an image of a character.

This webpage gives a very basic introduction to computer hardware including motherboard, CPU and Ports.

Supports: OCR Level 3 Cambridge Technical Certificate in IT - Unit 3

Cost: Free

Format: Website

<http://www.babble.com/dad/tech-gadgets/computer-guide/parenting-guide-family-home-computer-specs-components/>

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What goes on inside a computer



This webpage shows what the inside of a desktop computer looks like.

Supports: OCR Level 3 Cambridge Technical Certificate in IT - Unit 3

Cost: Free

Format: Website

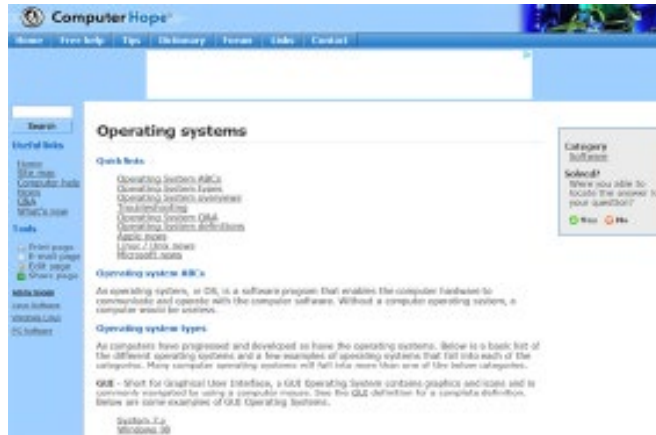
www.computerhope.com/issues/ch000997.htm

If you know of any resources that you think should appear here, or if you identify broken links please let us know. We would also like to hear from you with your feedback about your use of any of the resources listed here. Please contact us at

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Operating systems



This website gives details of the different operating systems that are available to computer users.

Supports: OCR Level 3 Cambridge Technical Certificate in IT - Unit 3

Cost: Free but have to register

Format: Website

www.computerhope.com/os.htm

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Hardware parts of a computer system

Computer Systems	
1. Computer Hardware	
2. Processor	Hardware is any part of a computer system that you can touch. Three parts include:
3. Main Memory	
4. Input Devices	<ul style="list-style-type: none">- The keyboard- Main memory
5. Output Devices	<ul style="list-style-type: none">- Input devices- Output devices
6. Backing Storage	<ul style="list-style-type: none">- Backing storage devices
7. Operating Systems	
8. Virtual Reality	
9. Types of Computers	
10. System Software	
11. Operating Systems	
12. Desktop and Real Time systems	
13. Mobile Devices	
14. High Level Languages	
15. Simulation Software	
16. Binary	

This website details the different hardware parts of a computer system.

Supports: OCR Level 3 Cambridge Technical Certificate in IT - Unit 3

Cost: Need to purchase reports

Format: Website

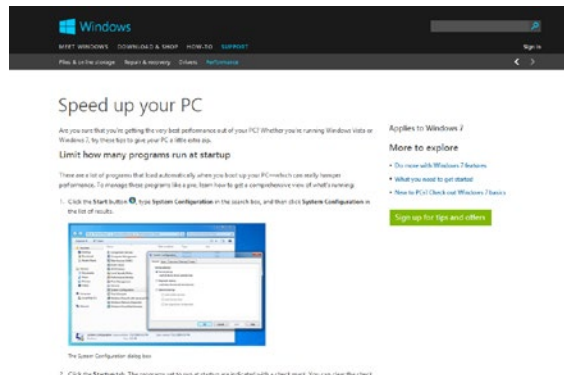
www.gordonschools.aberdeenshire.sch.uk/Departments/Computing/StandardGrade/SystemsWeb/1ComputerHardware.htm

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Routine maintenance



This webpage explains how to perform maintenance in a windows operating system.

Supports: OCR Level 3 Cambridge Technical Certificate in IT - Unit 3

Cost: Free

Format: Website

<http://windows.microsoft.com/en-GB/windows7/speed-up-your-pc>

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Backing storage



This webpage explains different storage devices and their capacity size.

Supports: OCR Level 3 Cambridge Technical Certificate in IT - Unit 3

Cost: Free

Format: Website

www.hollyfield.kingston.sch.uk/gcseit/GCSE/storage.htm

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Configuring a computer system to meet user needs



This webpage shows different ways to personalise and configure a computer system using Windows 7.

Supports: OCR Level 3 Cambridge Technical Certificate in IT - Unit 3

Cost: Free

Format: Website

www.microsoft.com/enable/products/windows7/default.aspx

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click on a resource to go to the appropriate page.

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IT

Level 2 and Level 3

