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| **Learner Name:** |  | **Assessor:** | |  |
| **Centre Name:** |  | **Internal Verifier (if applicable):** | |  |
| **BCS ID / ULN:** |  |  | |  |
| **Unit Information Summary** | | | | |
| **Approximate Guided Learning Hours: 30** | | | **Unit Number: F/502/4379** | |
| **QCF Credit Value: 4** | | | **Learning Outcomes (Number): 4** | |
| **Examples of Context:**   * Typical collaborative activities may include – setting up a group on a social networking site for a work team; * Inviting people to join an online conference or chat session, then chairing and closing it afterwards. | | | **Learning Materials Available:**  None for this unit | |
| **Suggested Assessment Methods:**  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 fully met   * Scenario * Coursework * Portfolio of Evidence – classroom or work-based * Practical Demonstration * Assignment * Task-based Controlled Assessment * Professional Discussion * Observation * Witness Statement | | |

| **Ofqual Learning Outcome** | | **Assessment Criteria** | **Examples of Content**  *The examples given are indicative of the learning content at each level and are not intended to form a prescriptive list for the purpose of assessment* | **Evidence Location** |
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| **1 Stay safe and secure when working with collaborative technology** | 1.1 | Take appropriate steps to avoid risks when working with collaborative technology, in line with relevant guidelines | *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* |  |
| 1.2 | Explain what risks there may be in using collaborative technology and how to keep them to a minimum | *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, from unwanted or inappropriate content or access, back-ups, data exporting* |  |
| 1.3 | Use appropriate methods to promote trust when working collaboratively | *Methods to promote trust: Contact information, membership of professional bodies, recommendations, links, policies, standards* |  |
| 1.4 | Carry out appropriate checks on others’ online identities and different types of information | *Checks on others’ online identities: Compare sources, cross references* |  |
| 1.5 | Identify and respond to inappropriate content and behaviour |  |  |
| **2 Plan and set up IT tools and devices for collaborative working** | 2.1 | Describe the purposes for using collaborative technologies | *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, carrying out research, exporting information to other formats, establishing communities of interest, managing identities, managing data* |  |
| 2.2 | Describe what outcomes are needed from collaborative working and whether or not archiving is required | *Outcomes of collaborative working: Measurable (eg document, minutes, notes, project plan, transcript); ephemeral (eg conversation, agreement), whether an audit trail is needed* |  |
| 2.3 | Describe the roles, IT tools and facilities needed for collaborative tasks and communication media | *Communication media: Text, audio/spoken, still/video/animated images* |  |
| **2 Plan and set up IT tools and devices for collaborative working** | 2.4 | Describe the features, benefits and limitations of different collaborative technology tools and devices | *Collaborative technology tools and devices: Hardware: mobile, laptop, desktop, peripherals (eg headset, handset, microphone, camera, 3G modem); Software: products, services, sites* |  |
| 2.5 | Describe the compatibility issues in different combinations of collaborative tools and devices | *Compatibility issues: Between browser software, operating systems, plug-ins* |  |
| 2.6 | Select an appropriate combination of IT tools and devices to carry out collaborative tasks |  |  |
| 2.7 | Connect and configure the combination of IT tools and devices needed for a collaborative task | *Connect and configure collaborative technologies: Connect to another site, check whether both sites are connected, connect to multiple sites, check when multiple sites are connected, adjust clarity* |  |
| **3 Prepare collaborative technologies for use** | 3.1 | Describe what access rights and issues others may have in using collaborative technologies |  |  |
| 3.2 | Assess what permissions are needed for different users and content | *Permissions: Web address, phone number, user name and password, set up user names and access codes* |  |
| 3.3 | Set up and use access rights to enable others to access information | *Access to collaborative technologies: Download software, agree terms and conditions, register or set up an ID; accessibility issues, adjusting access settings* |  |
| 3.4 | Set up and use permissions to filter information |  |  |
| 3.5 | Adjust settings so that others can access IT tools and devices for collaborative working | *Adjust settings: Hardware – colour, type size, window size, volume; Browser – cookies, pop-ups; Security settings – firewall* |  |
| 3.6 | Select and use different elements to control environments for collaborative technologies | *Environments for collaborative technologies: User interface – choose skins, templates, widgets, wizards, cut and paste from other sources; work environment – lighting, position of devices* |  |
| 3.7 | Select and join networks and data feeds to manage data to suit collaborative tasks | *Managing data for collaborative working: Sources, subscription details, terms and conditions; aims of data management; benefits, features and limitations of networks and feeds* |  |
| **4 Contribute to tasks using collaborative technologies** | 4.1 | Describe rules of engagement for using collaborative technologies |  |  |
| 4.2 | Enable others to contribute responsibly to collaborative tasks | *Contributing responsibly: Follow the rules of ‘netiquette’, respect others contributions, avoid dominating and not responding; legal and cultural issues* |  |
| 4.3 | Present relevant and valuable information |  |  |
| 4.4 | Moderate the use of collaborative technologies | *Moderating collaborative working: Reporting inappropriate content; checking posts* |  |
| 4.5 | Archive the outcome of collaborative working | *Archiving outcomes: Cut, paste, save; record, transcribe* |  |
| 4.6 | Assess when there is a problem with collaborative technologies and when to get expert help | *Problems with collaborative technologies: routine (eg settings, software not responding, hardware connections); non-routine (eg access, transmission speed, bandwidth)* |  |
| 4.7 | Respond to problems with collaborative technologies | *Respond to problems: Follow on screen help, know who to ask for expert help; use diagnostic wizards, check bandwidth* |  |

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| **Assessment Report** | | | | |
| **Assessor feedback / comments** (continue on additional sheet / assessment report if necessary) | | | | |
| **Internal Verifier actions / comments / feedback** | | | | |
| **Assessor signature:** |  | **Assessment date:** |  | **Reason for IV:**  **New Assessor**  **Random Sample**  **New Unit/Qualification**  **Other** |
| **IV signature:** |  | **IV date:** |  |