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| **Learner Name:**  |  | **Assessor:**  |  |
| **Centre Name:**  |  | **Internal Verifier (if applicable):**  |  |
| **BCS ID / ULN:**  |  |  |  |
| **Unit Information Summary** |
| **Approximate Guided Learning Hours: 40** | **Unit Number: F/502/4298** |
| **QCF Credit Value: 5** | **Learning Outcomes (Number): 5** |
| **Examples of Context:*** Setting up an Internet connection for use by others;
* Developing and promoting organisational guidelines and procedures for Internet safety;
* Setting up and moderating the content of a discussion forum.
 | **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
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| **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 Select and set up an appropriate connection to access the Internet** | 1.1 | Identify different types of connection methods that can be used to access the Internet | *Connection methods: LAN, VPN, modem, router, wireless, broadband, dial-up, cable, DSL; mobile phone with wireless application protocol (WAP) or 3rd Generation (3G) technology; intranet server (eg via parallel, serial or USB connections); extranet* |  |
| 1.2 | Explain the benefits and drawbacks of different connection methods | *Benefits and drawbacks of connection methods: Speed, stability, accessibility, frequency of connection problems, additional services offered by ISP, cost, security* |  |
| 1.3 | Analyse the issues affecting different groups of users | *Users: New users, learners, those with restricted access, those with disabilities* |  |
| 1.4 | Select and set up an Internet connection using an appropriate combination of hardware and software | *Set up an Internet connection: Identifying and selecting ISP, connecting hardware, installing and configuring software, setting up and testing operation of connection; limiting access* |  |
| 1.5 | Recommend a connection method for Internet access to meet identified needs |  |  |
| 1.6 | Diagnose and solve Internet connection problems |  |  |
| **2 Set up and use browser software to navigate webpages** | 2.1 | Select and use browser tools to navigate webpages effectively | *Browser tools: Enter, back, forward, refresh, history, bookmark, new window, new tab, Toolbar, search bar, address bar; home, go to, follow link, URL; save web address, save as, downloads, temporary files* |  |
| 2.2 | Explain when to change browser settings to aid navigation |  |  |
| 2.3 | Adjust and monitor browser settings to maintain and improve performance | *Browser settings: Security, pop-ups, appearance, privacy, personalisation, accessibility, software updates, temporary file storage, browser options, add-ons, RSS feeds, connections, search settings, content* |  |
| 2.4 | Explain when and how to improve browser performance | *Browser performance: Delete cache, delete temporary files, work offline, save websites, benchmark tests* |  |
| 2.5 | Customise browser software to make it easier to use |  |  |
| **3 Use browser tools to search effectively and efficiently for information from the Internet** | 3.1 | Select and use appropriate search techniques to locate information efficiently | *Search techniques: Search key words, quotation marks, search within results, relational operators, ‘find’ or search tools; search engine features, multiple search criteria, Boolean operators, wild cards* |  |
| 3.2 | Evaluate how well information meets requirements | *Information requirements: Reliability, accuracy, currency, sufficiency, relevance, level of detail; Recognise intention and authority of provider, bias, ;synthesise information from a variety of sources; verify information* |  |
| 3.3 | Manage and use references to make it easier to find information another time | *References: History, favourites, manage bookmarks and links, RSS, data feeds, saved search results* |  |
| 3.4 | Download, organise and store different types of information from the Internet | *Download information: Webpage, website; images, text, numbers, sound, games, video, TV, music; software, patches* |  |
| **4 Use browser software to communicate information online** | 4.1 | Identify and analyse opportunities to create, post or publish material to websites |  |  |
| 4.2 | Select and use appropriate tools and techniques to communicate information online | *Communicate information: Saved information (pod-casts, text, images), real time information (blogs, instant messaging; virtual meetings), file transfer protocol [FTP], hypertext transmission protocol [http], VOIP* |  |
| 4.3 | Share and submit information online using appropriate language and moderate content from others | *Share information sources: Send link, send webpage reference lists, data feeds**Submit information: Fill-in and submit web forms; ratings, reviews, recommendations; wikis; discussion forums; interactive sites; netiquette* |  |
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| **5 Develop and apply appropriate safety and security practices and procedures when working online** | 5.1 | Explain the threats to system performance when working online | *Threats to system performance: Unwanted e-mail (often referred to as “spam”), malicious programs (including viruses, worms, trojans, spyware, adware and rogue diallers) and hackers; hoaxes* |  |
| 5.2 | Work responsibly and take appropriate safety and security precautions when working online | *Safety precautions: Firewall settings, Internet security settings; report inappropriate behaviour; report security threats or breaches; netiquette, content filtering, avoid inappropriate disclosure of information, carry out security checks, proxy servers* |  |
| 5.3 | Explain the threats to information security and integrity when working online | *Threats to information security: Malicious programs (including viruses, worms, trojans, spyware, adware and rogue diallers), hackers, phishing and identity theft* |  |
| 5.4 | Keep information secure and manage user access to online sources securely | *Information security: Username and password/PIN selection and management, password strength, online identity/profile; Real name, pseudonym, avatar; What personal information to include, who can see the information, withhold personal information* |  |
| 5.5 | Explain the threats to user safety when working online | *Threats to user safety: Abusive behaviour (“cyber bullying”), inappropriate behaviour and grooming; abuse of young people; false identities; financial deception, identity theft* |  |
| 5.6 | Explain how to minimise internet security risks | *Minimise risk: Virus-checking software, anti-spam software, firewall; treat messages, files, software and attachments from unknown sources with caution, internet settings, block sites, parental controls* |  |
| 5.7 | Develop and promote laws, guidelines and procedures for safe and secure use of the Internet | *Laws, guidelines and procedures: Set by employer or organisation relating to Health and safety, security; equal opportunities, disability; Laws: relating to copyright, software download and licensing, digital rights, IPR, health and safety* |  |

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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:** |  |