OCR
Oxford Cambridge and RSA

Unit Title:	**Using collaborative technologies**
OCR unit number:	15
Level:	1
Credit value:	3
Guided learning hours:	20
Unit reference number:	A/502/4378

Unit purpose and aim

This is the ability to use IT tools and devices for collaborative working and communications, such as web or video conferencing, instant messaging/chat, online phone and video calls; online forums, social networking sites, wikis and other centralised depositories for documents, blogging, RSS and data feeds, bulk SMS or online work management tools.

This unit is about the skills and knowledge to safely use IT tools and devices to work collaboratively by:

- preparing and accessing IT tools and devices;

- playing a responsible and active role in real-time communication; and

- contributing relevant information.

Learning Outcomes	Assessment Criteria	Examples
The learner will:	The learner can:	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 Stay safe and secure when using collaborative technology	1.1. Follow guidelines for working with collaborative technology	
	1.2. Identify risks in using collaborative technology and why it is important to avoid them	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
	1.3. Carry out straightforward checks on others' online identities and different types of information	
	1.4. Identify when and how to report online safety and security issues	Checks on others' identities and different types of information: Compare sources, cross references
	1.5. Identify what methods are used to promote trust	
		Methods to promote trust:

Learning Outcomes	Assessment Criteria	Examples
		Contact information, membership of professional bodies, recommendations, links
2 Set up and access IT tools and devices for collaborative working	2.1. Set up IT tools and devices that will enable you to contribute to collaborative work 2.2. Identify the purpose for using collaborative technologies and expected outcomes 2.3. Identify which collaborative technology tools and devices to use for different communication media 2.4. Identify what terms and conditions apply to 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 Outcomes of collaborative working: Measurable (e.g. document, minutes, notes, project plan, transcript); ephemeral (g conversation, agreement); Collaborative technology tools and devices: Hardware: mobile, laptop, desktop, peripherals (e.g. headset, handset, microphone, camera, 3G modem); Software: products, services, sites Communication media: Text, audio/spoken, still/video/animated images
3 Prepare collaborative technologies for use	3.1. Use given details to access collaborative technologies needed for a collaborative task 3.2. Adjust basic settings on collaborative technologies 3.3. Change the environment of collaborative technologies 3.4. Set up and use a data reader to feed information 3.5. Identify what and why permissions are set to allow others to access information	Access to collaborative technologies: Download software, agree terms and conditions, register or set up an ID Adjust settings: Hardware – colour, type size, window size, volume; Browser – cookies, pop-ups; Security settings – firewall Environments for collaborative technologies: User interface – choose skins, templates; work environment – lighting, position of devices Permissions: Web address,

Learning Outcomes	Assessment Criteria	Examples
		phone number, user name and password, access code
4 Contribute to tasks using collaborative technologies	4.1 Contribute responsibly and actively to collaborative working 4.2 Contribute to producing and archiving the agreed outcome of collaborative working 4.3 Identify when there is a problem with collaborative technologies and where to get help 4.4 Respond to simple problems with collaborative technologies	Contributing responsibly: Follow the rules of 'netiquette', respect others contributions, avoid dominating and not responding Archiving collaborative outcomes: Cut, paste, save Problems with collaborative technologies: Routine (e.g. settings, software not responding, hardware connections) Respond to problems: Follow on screen help, know who to ask for expert help

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).