

Unit Title:	IT communication fundamentals
OCR unit number:	14
Level:	2
Credit value:	2
Guided learning hours:	15
Unit reference number:	D/502/4292

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 select and use a varied range of appropriate IT tools and techniques to find and review information and send and receive messages using IT-based communication systems to independently respond to activities that are at times non-routine or unfamiliar. Any aspect that is unfamiliar will require support and advice from others.

An activity will typically be ‘non-routine or unfamiliar’ because:

- the task or context is likely to require some analysis, clarification or research (to separate the components and to identify what factors need to be considered, for example, time available, audience needs, accessibility of source, types of content and meaning) before an approach can be planned;
- the user will take some responsibility for developing the input or output of information; and
- the techniques required will involve a number of steps and at times be non-routine or unfamiliar.

Learning Outcomes	Assessment Criteria	Examples
<p>The learner will:</p> <p>1 Select and use a variety of sources of information to meet needs</p>	<p>The learner can:</p> <p>1.1. Select and use appropriate sources of IT-based and other forms of information which match requirements</p> <p>1.2. Describe different features of information</p> <p>1.3. Recognise copyright and other 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),</p>

Learning Outcomes	Assessment Criteria	Examples
<p>2 Access, search for, select and use Internet-based information and evaluate its fitness for purpose</p>	<p>2.1 Access, navigate and search Internet sources of information purposefully and effectively</p> <p>2.2 Use appropriate search techniques to locate relevant information</p> <p>2.3 Use discrimination to select information that matches requirements and is fit for purpose</p> <p>2.4 Evaluate information to make sure it matches requirements and is fit for purpose</p>	<p>acknowledgment of sources, avoiding plagiarism, provisions of the Data Protection Act</p> <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, multiple search criteria, logical operators, wild cards, database query techniques</p> <p>Evaluate information: Recognise intention and authority of provider, currency of the information, relevance, accuracy, bias, level of detail, sufficiency</p>
<p>3 Select and use IT to communicate and exchange information safely, responsibly and effectively</p>	<p>3.1 Create, access, read and respond appropriately to e-mail and other IT-based communication, including attachments, and adapt style to suit audience</p> <p>3.2 Use IT tools to manage an address book and schedule activities</p> <p>3.3 Manage storage of IT-based communications</p> <p>3.4 Describe how to respond to common IT-based communication problems</p>	<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> <p>Storage of IT-based communications: Messages: Create and maintain folders and sub-folders, delete unwanted messages, compress,</p>

Learning Outcomes	Assessment Criteria	Examples
		expand and save attachments; archive and retrieve messages IT-based communication problems: Difficulties with attachments, e-mail from unknown or misrepresented users, inappropriate content, e-mail intended to cause problems (SPAM or chain mail), size limits, software that causes problems (viruses, spyware, key loggers)

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 for this unit without gaps. 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).