**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

<table>
<thead>
<tr>
<th>The learner will:</th>
<th>Assessment Criteria</th>
<th>Examples</th>
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<tbody>
<tr>
<td>1 Stay safe and secure when using collaborative technology</td>
<td>The learner can:</td>
<td>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</td>
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<td>1.1. Follow guidelines for working with collaborative technology</td>
<td>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</td>
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<td>1.2. Identify risks in using collaborative technology and why it is important to avoid them</td>
<td>Checks on others’ identities and different types of information: Compare sources, cross references</td>
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<td>1.3. Carry out straightforward checks on others’ online identities and different types of information</td>
<td>Methods to promote trust:</td>
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<td>1.4. Identify when and how to report online safety and security issues</td>
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<td>1.5. Identify what methods are used to promote trust</td>
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| 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 (e.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, |
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<td>4 Contribute to tasks using collaborative technologies</td>
<td>4.1 Contribute responsibly and actively to collaborative working</td>
<td>Contributing responsibly: Follow the rules of ‘netiquette’, respect others contributions, avoid dominating and not responding</td>
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<td>4.2 Contribute to producing and archiving the agreed outcome of collaborative working</td>
<td>Archiving collaborative outcomes: Cut, paste, save</td>
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<td>4.3 Identify when there is a problem with collaborative technologies and where to get help</td>
<td>Problems with collaborative technologies: Routine (e.g. settings, software not responding, hardware connections)</td>
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<td>4.4 Respond to simple problems with collaborative technologies</td>
<td>Respond to problems: Follow on screen help, know who to ask for expert help</td>
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**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).