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| **Learner Name:**  |  | **Assessor:**  |  |
| **Centre Name:**  |  | **Internal Verifier (if applicable):**  |  |
| **BCS ID / ULN:**  |  |  |  |
| **Unit Information Summary** |
| **Approximate Guided Learning Hours: 15** | **Unit Number: H/502/4374** |
| **QCF Credit Value: 2** | **Learning Outcomes (Number): 4** |
| **Examples of Context:*** Using a camera phone to capture an image and send in a text message;
* Transfer music files or podcasts to mobile device;
* Synchronising address book information between mobile phone and computer;
* Downloading new ring tone or themes on the mobile phone. Using a PDA to support day to day functions at work or to support the contact between colleagues and friends.
 | **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 Set up the mobile device to meet needs** | 1.1 | Set up the mobile device for use | *Set up mobile device: Charging battery; Access (eg password, login); SIM card, connection (eg phone, Internet, cable)* |  |
| 1.2 | Use mobile device interface features effectively | *Mobile device interface features: Display, menu, submenu, toolbar, icon, button, keypad, wheel; start and shutdown* |  |
| 1.3 | Identify when and how to adjust device settings |  |  |
| 1.4 | Adjust device settings to meet needs | *Device settings: Resolution (eg screen, image), sound (eg mute, volume, ringtone), appearance (eg colour, theme)* |  |
| 1.5 | Identify any specific health and safety issues associated with the use of mobile devices |  |  |
| 1.6 | Follow guidelines and procedures for the use of mobile devices | *Guidelines and procedures: Set by: employer or organisation, About: health and safety, security, copyright* |  |
| **2 Use applications and files on the mobile device** | 2.1 | Identify the different applications on the mobile device and what they can be used for | *Mobile applications: Phone, camera, address book, calendar, media, browser, games, notes, messages, office applications* |  |
| 2.2 | Select and use applications and files on the mobile device for an appropriate purpose | *Applications and files: Games and interactive material, documents, music files, video animations, image slideshows and presentations, emails, Internet pages, collaborative tools; pdf documents, Office documents, e-books, Flash animations* |  |
| 2.3 | Input data accurately into a mobile device | *Input data: Touch screen, stylus, keypad, voice command; Create products on the device (documents such as text notes or email, files such as sound recording, image or video capture)* |  |
| 2.4 | Organise, store and retrieve data on a mobile device | *Store and retrieve data: Files (eg create, name, open, save, save as, print, close, find), folders (eg create, name), navigate (eg menu, tool bar, icon, scroll bar, button)* |  |
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| **3 Transfer data to and from the mobile device** | 3.1 | Identify different types of secure connection methods that can be used between devices | *Secure connection: Password control, Bluetooth, infrared, cable, device pairing; synchronisation software* |  |
| 3.2 | Transfer information to and from a mobile device | *Transfer information: Export, drag and drop, SMS, synchronise; when transfer successful* |  |
| 3.3 | Recognise copyright and other constraints on the use and transfer of information | *Copyright constraints: Effect of copyright law (eg on music downloads or use of other people’s images), acknowledgment of sources, avoiding plagiarism, permissions* |  |
| 3.4 | Identify why it is important to stay safe, keep information secure and to respect others when using a mobile device | *Staying safe: Protect personal information, avoid misuse of images, use appropriate language, respect confidentiality, use copy lists with discrimination* |  |
| 3.5 | Keep information secure when using a mobile device | *Keep information secure: Username and password/PIN selection; online identity/profile; real name, pseudonym, avatar, what personal information to include, who can see the information, withhold personal information* |  |
| **4 Maintain the performance of the mobile device** | 4.1 | Identify factors that can affect performance of the mobile device | *Mobile device performance: Battery life; application and file use; device maintenance; network availability, interference* |  |
| 4.2 | Use appropriate techniques to maintain the performance of the mobile device | *Maintain performance: Carry out routine maintenance (battery charging, cleaning of handset, communication settings such as Bluetooth or Wi-Fi turned off when not in use; closing applications after use* |  |
| 4.3 | Identify common problems that occur with mobile devices and what causes them | *Mobile device problems: Compatibility between files, systems and connections; connection lost, card full; low bandwidth* |  |
| 4.4 | Identify when to try to solve a problem and where to get expert advice | *Expert advice: Limits of own understanding and skills, help menus, manufacturer’s guidelines, how to follow advice, information needed by experts* |  |
| 4.5 | Use available resources to respond quickly and appropriately to common device problems |  |  |

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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:** |  |