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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: D/502/4292** | |
| **QCF Credit Value: 2** | | | **Learning Outcomes (Number): 3** | |
| **Examples of Context:**   * Setting up email folders; * Using the internet to research a new product and select a reliable supplier. | | | **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 | | |

| **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** |
| --- | --- | --- | --- | --- |
| **1 Select and use a variety of sources of information to meet needs** | 1.1 | Select and use appropriate sources of IT-based and other forms of information which match requirements | *Sources of information: Newspapers, books, images, maps, conversations, CDs, DVDs, text messages, podcasts, Internet, intranet, web logs, web based reference sites* |  |
| 1.2 | Describe different features of information | *Features of information: Factual information, creative work, opinions, information that is continually updated (or live), interactive information, guides and directories* |  |
| 1.3 | Recognise copyright and other constraints on the use 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* |  |
| **2 Access, search for, select and use Internet-based information and evaluate its fitness for purpose** | 2.1 | Access, navigate and search Internet sources of information purposefully and effectively | *Access, navigate and search: Enter a web address, use a search engine, browse, save and use bookmarks* |  |
| 2.2 | Use appropriate search techniques to locate relevant information | *Search techniques: Search key words, quotation marks, search within results, relational operators, ‘find’ or search tool, choice of search engine, multiple search criteria, logical operators, wild cards, database query techniques* |  |
| 2.3 | Use discrimination to select information that matches requirements and is fit for purpose |  |  |
| 2.4 | Evaluate information to make sure it matches requirements and is fit for purpose | *Evaluate information: Recognise intention and authority of provider, currency of the information, relevance, accuracy, bias, level of detail, sufficiency, synthesise information from a variety of sources* |  |
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| **3 Select and use IT to communicate and exchange information safely, responsibly and effectively** | 3.1 | Create, access, read and respond appropriately to e-mail and other IT-based communication, including attachments, and adapt style to suit audience | *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* |  |
| 3.2 | Use IT tools to manage an address book and schedule activities | *Address book: Add, amend and delete contact entries, contacts list, distribution list; sort, display selected fields*  *Schedule activities: Task list; calendar; send and respond to meeting invitations* |  |
| 3.3 | Manage storage of IT-based communications | *Storage of IT-based communications: Create and maintain message folders and sub-folders; delete unwanted messages; compress, expand and save attachments; archive and retrieve messages* |  |
| 3.4 | Describe how to respond to common IT-based communication problems | *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)* |  |
| 3.5 | Respond appropriately to common IT-based communication 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:** |  |