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| **Learner Name:** |  | **Assessor:** | |  |
| **Centre Name:** |  | **Internal Verifier (if applicable):** | |  |
| **BCS ID / ULN:** |  |  | |  |
| **Unit Information Summary** | | | | |
| **Approximate Guided Learning Hours: 30** | | | **Unit Number: A/502/4297** | |
| **QCF Credit Value: 4** | | | **Learning Outcomes (Number): 5** | |
| **Examples of Context:**   * Customising a browser to alter the homepage and display data feeds from selected news sites. | | | **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** |
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| **1 Connect to the internet** | 1.1 | Identify different types of connection methods that can be used to access the Internet | *Connection methods: LAN, VPN, modem, router, wireless, dial-up, broadband; cable, DSL; mobile phone with wireless application protocol (WAP) or 3rd Generation (3G) technology; intranet server (eg via parallel, serial or USB connections)* |  |
| 1.2 | Identify the benefits and drawbacks of the connection method used | *Benefits and drawbacks of connection methods: Speed, stability, services offered by ISP, accessibility* |  |
| 1.3 | Get online with an Internet connection |  |  |
| 1.4 | Use help facilities to solve Internet connection problems |  |  |
| **2 Use browser software to navigate web pages effectively** | 2.1 | Select and use browser tools to navigate webpages | *Browser tools: Enter, back, forward, refresh, stop, history, bookmark, new tab. Toolbar, search bar, address bar; home, go to, follow link, URL, save web address* |  |
| 2.2 | Identify when to change settings to aid navigation |  |  |
| 2.3 | Adjust browser settings to optimise performance and meet needs | *Browser settings: Homepage, autofill, cookies, security, pop-ups, appearance, privacy, search engine, zoom, personalisation, accessibility; software updates, temporary file storage* |  |
| 2.4 | Identify ways to improve the performance of a browser | *Browser performance: Delete cache, delete temporary files, work offline, save websites* |  |
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| **3 Use browser tools to search for information from the internet** | 3.1 | Select and use appropriate search techniques to locate information efficiently | *Search techniques: Search key words, quotation marks, search within results, relational operators, ‘find’ or search tool, turn questions into key words for an online query; choice of search engine, multiple search criteria, logical operators, wild cards* |  |
| 3.2 | Describe how well information meets requirements | *Information requirements: Recognise intention and authority of provider, currency of the information, relevance, accuracy, bias, level of detail, sufficiency, synthesise information from a variety of sources* |  |
| 3.3 | Manage and use references to make it easier to find information another time | *References: History, favourites, bookmarks; links, log useful sites, RSS, data feeds, saved search results* |  |
| 3.4 | Download, organise and store different types of information from the Internet | *Download information: Webpage, website; Images, text, numbers, sound, games, video, TV, music* |  |
| **4 Use browser software to communicate information online** | 4.1 | Identify opportunities to create, post or publish material to websites |  |  |
| 4.2 | Select and use appropriate tools and techniques to communicate information online | *Communicate information: Saved information (pod-casts, text, images), real time information (blogs, instant messaging), file transfer protocol [FTP], hypertext transmission protocol [http]; VOIP* |  |
| 4.3 | Use browser tools to share information sources with others | *Share information sources: Send link, send webpage, reference lists* |  |
| 4.4 | Submit information online | *Submit information: Fill-in and submit web forms; ratings, reviews, recommendations; wikis; discussion forums; interactive sites; netiquette* |  |
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| **5 Understand the need for safety and security practices when working online** | 5.1 | Describe the threats to system performance when working online | *Threats to system performance: Unwanted e-mail (often referred to as “spam”), malicious programs (including viruses, worms, trojans, spyware, adware and rogue diallers) and hackers; hoaxes* |  |
| 5.2 | Work responsibly and take appropriate safety and security precautions when working online | *Safety precautions: Firewall settings, Internet security settings; report inappropriate behaviour; report security threats or breaches; netiquette, content filtering, avoid inappropriate disclosure of information, carry out security checks, proxy servers* |  |
| 5.3 | Describe the threats to information security when working online | *Threats to information security: Malicious programs (including viruses, worms, trojans, spyware, adware and rogue diallers), hackers, phishing and identity theft*  *Information security: Username and password/PIN selection and management, password strength, online identity/profile; Real name, pseudonym, avatar; What personal information to include, who can see the information, withhold personal information* |  |
| 5.4 | Manage personal access to online sources securely |  |  |
| 5.5 | Describe the threats to user safety when working online | *Threats to user safety: Abusive behaviour (“cyber bullying”), inappropriate behaviour and grooming; abuse of young people; false identities; financial deception, identity theft* |  |
| 5.6 | Describe how to minimise internet security risks | *Minimise risk: Virus-checking software, anti-spam software, firewall; treat messages, files, software and attachments from unknown sources with caution, internet settings, block sites, parental controls* |  |
| 5.7 | Apply laws, guidelines and procedures for safe and secure Internet use | *Laws, guidelines and procedures: Set by employer or organisation relating to Health and safety, security; equal opportunities, disability. Laws: Relating to copyright, software download and licensing, digital rights* |  |
| 5.8 | Explain the importance of the relevant laws affecting Internet users |  |  |

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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:** |  |