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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: K/502/4375** | |
| **QCF Credit Value: 2** | | | **Learning Outcomes (Number): 4** | |
| **Examples of Context:**   * Using a PDA to support regular file-sharing requirements at work or to maintain a web space with content captured on a mobile phone. * Producing voice commands for tasks on the mobile phone, capturing a photo and sending it to a friend’s laptop via Bluetooth. * Sending SMS messages with a photo or file attachment. | | | **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 Set up and customise the mobile device to meet needs** | 1.1 | Describe the purpose of the different features and drawbacks of the mobile device |  |  |
| 1.2 | Describe different methods that can be used to access mobile networks | *Access mobile network: Connection protocols; VOIP, SMS* |  |
| 1.3 | Prepare, set up and configure the mobile device for use | *Set up mobile device: Charging battery; Access (eg password, login); SIM card, new connection (eg phone, Internet, cable); network settings* |  |
| 1.4 | Select, use and customise interface features and settings to meet needs and improve efficiency | *Interface features: Display, menu, submenu, toolbar, icon, button, keypad, wheel; start and shutdown; shortcut keys; voice activation*  *Device settings: Resolution (eg screen, image), sound (eg volume, ringtone), appearance (eg colour, theme); user profile* |  |
| 1.5 | Describe any specific health and safety issues associated with the use of mobile devices |  |  |
| 1.6 | Apply guidelines and procedures for the use of mobile devices | *Guidelines and procedures: Set by: employer or organisation, About: health and safety, security, copyright, data protection, child protection, obscenity, equal opportunities, access* |  |
| **2 Select and use applications and files on the mobile device** | 2.1 | Select and use applications and files on the mobile device for an appropriate purpose | *Mobile 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; Naming protocols; adding applications* |  |
| 2.2 | Define file formats appropriate for mobile devices | *File formats: Naming protocols; file size* |  |
| 2.3 | Use software or tools to prepare or convert files to an appropriate format for mobile devices |  |  |
| **2 Select and use applications and files on the mobile device** | 2.4 | 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)* |  |
| 2.5 | Organise, store and retrieve data efficiently 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); save to card, save to memory* |  |
| **3 Use tools and techniques to transfer data to and from mobile devices** | 3.1 | Describe different types of secure connection methods that can be used between devices | *Secure connection: Password control, Bluetooth, infrared, cable, device pairing; synchronisation software, connection settings* |  |
| 3.2 | Describe software requirements and techniques to connect and synchronise devices |  |  |
| 3.3 | Transfer information to and from mobile devices using secure connection procedures | *Transfer information: Export, drag and drop, SMS, when transfer successful; change SIM card* |  |
| 3.4 | Synchronise mobile device data with source data | *Synchronise mobile device: Files, calendar, address book, tasks; With laptop, desktop* |  |
| 3.5 | 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* |  |
| 3.6 | Explain why it is important to stay safe, keep information secure and to respect others when using mobile devices | *Staying safe: Protect personal information, avoid misuse of images, use appropriate language, respect confidentiality, use copy lists with discrimination* |  |
| 3.7 | Keep information secure when using a mobile device | *Keep information secure: Username and password/PIN selection and management, password strength; how and when to change passwords; Respect confidentiality, avoid inappropriate disclosure of information* |  |
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| **4 Optimise the performance of mobile devices** | 4.1 | Describe the factors that can affect performance of the mobile device and how to make improvements | *Mobile device performance: Battery life; application and file use; device maintenance; network availability, interference* |  |
| 4.2 | Use appropriate techniques to optimise 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; battery management* |  |
| 4.3 | Describe problems that may occur with mobile devices and what causes them |  |  |
| 4.4 | Use an appropriate fault-finding procedure to identify and solve problems with the mobile device | *Fault-finding procedures: Re-start procedures -soft and hard re-boot options and consequent issues relate to the new settings, manual/guide information accompanied with the device, online guidance; using help* |  |
| 4.5 | Describe 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, use diagnostic tools and wizards* |  |

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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:** |  |