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| **Learner Name:** |  | **Assessor:** | |  |
| **Centre Name:** |  | **Internal Verifier (if applicable):** | |  |
| **BCS ID / ULN:** |  |  | |  |
| **Unit Information Summary** | | | | |
| **Approximate Guided Learning Hours: 45** | | | **Unit Number: T/502/4380** | |
| **QCF Credit Value: 6** | | | **Learning Outcomes (Number): 4** | |
| **Examples of Context:**   * Typical collaborative activities may include – developing guidelines and instructions for a work team about the use of social networking; * Moderating online conference sessions or web discussion groups for a professional community of interest. | | | **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 Stay safe and secure when working with collaborative technology** | 1.1 | Explain what and why guidelines need to be established for working with collaborative technology | *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; ways to communicate and promote guidelines about online security, confidentiality and data protection* |  |
| 1.2 | Develop and implement guidelines for good practice in working with collaborative technology |  |  |
| 1.3 | Explain how to establish an identity or present information that will promote trust | *Methods to promote trust: Contact information, membership of professional bodies, recommendations, links, policies, standards* |  |
| 1.4 | Develop and implement guidelines for checking the authenticity of identities and different types of information | *Checks on others’ identities: Compare sources, cross references* |  |
| 1.5 | Analyse and plan for the risks in the use of collaborative technologies for different tasks | *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; risk analysis, risk monitoring, contingency planning, updating risk management policy* |  |
| 1.6 | Analyse and manage risks in the use of collaborative technologies |  |  |
| **2 Plan and set up IT tools and devices for collaborative working** | 2.1 | Explain the features, benefits and limitations of different collaborative IT tools and devices for work purposes and tasks | *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, carrying out research, exporting information to other formats, establishing communities of interest, managing identities, managing data* |  |
| 2.2 | Determine the IT tools and processes needed for archiving the outcomes of collaborative working | *Outcomes of collaborative working: Measurable (eg document, minutes, notes, project plan, transcript); ephemeral (g conversation, agreement); whether an audit trail is needed* |  |
| **2 Plan and set up IT tools and devices for collaborative working** | 2.3 | Summarise ways to integrate different collaborative technology tools and devices for a range of purposes, tasks and communication media | *Collaborative technology tools and devices: Hardware: mobile, laptop, desktop, peripherals (eg headset, handset, microphone, camera, 3G modem); Software: products, services, sites*  *Communication media: Text, audio/spoken, still/video/animated images* |  |
| 2.4 | Explain potential access and compatibility issues with integrating different collaborative technology tools and devices | *Compatibility issues: Between browser software, operating systems, plug-ins* |  |
| 2.5 | Select, connect and configure combinations that exploit the capabilities and potential of collaborative tools and devices | *Connect and configure collaborative technologies: Connect to another site, check whether both sites are connected, connect to multiple sites, check when multiple sites are connected, adjust clarity; IP address, adjust set-up options, the Open Systems Interconnection (OSI) model, facilities for sharing files and applications across multiple sites* |  |
| 2.6 | Resolve access and compatibility problems so that different collaborative tools and devices work successfully |  |  |
| **3 Prepare collaborative technologies for use** | 3.1 | Evaluate data management principles, issues and methods |  |  |
| 3.2 | Manage levels of access and permissions for different purposes | *Access to collaborative technologies: Download software, agree terms and conditions, register or set up an ID; accessibility issues, adjusting access settings; accessibility standards*  *Permissions: Web address, phone number, user name and password, set up user names and access codes* |  |
| 3.3 | Select and integrate different elements across applications to create environments for collaborative technologies | *Environments for collaborative technologies: User interface – choose skins, templates, widgets, wizards, cut and paste from other sources; work environment – lighting, position of devices* |  |
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| **3 Prepare collaborative technologies for use** | 3.4 | Set and adjust settings to facilitate use of collaborative technologies by others | *Adjust settings: Hardware – colour, type size, window size, volume; Browser – cookies, pop-ups; Security settings – firewall* |  |
| 3.5 | Manage data flow to benefit collaborative working | *Managing data: Sources, subscription details, terms and conditions; aims of data management; benefits, features and limitations of networks and feeds; what constraints need to be overcome, what level of restrictions to apply* |  |
| **4 Manage tasks using collaborative technologies** | 4.1 | Determine levels of responsibility for the use of collaborative technologies |  |  |
| 4.2 | Facilitate others’ responsible contributions to and engagement with collaborative technologies | *Contributing responsibly: follow the rules of ‘netiquette’, respect others contributions, avoid dominating and not responding; legal and cultural issues; user rules, moderations policies, ethical issues* |  |
| 4.3 | Manage the moderation of collaborative technologies | *Moderating collaborative technologies: Reporting inappropriate content; checking posts* |  |
| 4.4 | Oversee the archiving of the outcomes of collaborative working | *Archiving outcomes: Cut, paste, save; record, transcribe* |  |
| 4.5 | Explain what problems can occur with collaborative technologies | *Problems with collaborative technologies: routine (eg settings, software not responding, hardware connections); non-routine (eg access, transmission speed, bandwidth); complex (eg compatibility)* |  |
| 4.6 | Respond to problems with collaborative technologies and be prepared to help others to do so | *Respond to problems: Follow on screen help, know who to ask for expert help; use diagnostic wizards, check bandwidth* |  |

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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:** |  |