# ESKIINT2(SQA Unit Code-F9A0 04)
## Using the Internet

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| **Overview** | This is the ability to set up and use appropriate connection methods to access the Internet; make the best use of browser software tools and techniques to search for, retrieve and exchange information using a browser or public search engine, and work safely and securely online. |

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| **Performance criteria**<br><br>*You must be able to:* | **Connect to the Internet**<br>P1. Get online with an Internet connection<br>P2. Use help facilities to solve Internet connection problems<br><br>**Use browser software to navigate webpages effectively**<br>P3. Select and use browser tools to navigate webpages<br><br>P4.  Adjust browser settings to optimise performance and meet needs |
| *You must be able to:* | **Use browser tools to search for information from the Internet**<br>P5. Select and use appropriate search techniques to locate information efficiently<br><br>P6. Manage and use references to make it easier to find information another time<br><br>P7. Download, organise and store different types of information from the Internet |
| *You must be able to:* | **Use browser software to communicate information online**<br>P8. Select and use appropriate tools and techniques to communicate information online<br><br>P9. Use browser tools to share and submit information with others online |
| *You must be able to:* | **Understand the need for safety and security practices when working online**<br>P10.Work responsibly and take appropriate safety and security precautions when working online<br><br>P11. Manage personal access to online sources securely<br><br>P12. Develop and promote laws, guidelines and procedures for safe and secure Internet use |

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**Knowledge and understanding**

*You need to know and understand:*

**Connect to the Internet**

K1. Identify different types of connection methods that can be used to access the Internet

K2. Identify the benefits and drawbacks of the connection method used

**Use browser software to navigate webpages effectively**

K3. Identify when to change settings to aid navigation

K4. Identify ways to improve the performance of a browser

*You need to know and understand:*

**Use browser tools to search for information from the Internet**

K5. Describe how well information meets requirements

**Use browser software to communicate information online**

K6. Identify opportunities to create, post or publish material to websites

*You need to know and understand:*

**Understand the need for safety and security practices when working online**

K7. Describe the threats to system performance when working online

K8. Describe the threats to information security when working online

K9. Describe the threats to user safety when working online

K10. Describe how to minimise internet security risks

K11. Explain the importance of the relevant laws affecting Internet users

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## Additional Information

**Scope/range**

An intermediate user can understand and make effective use of a connection method and intermediate Internet software tools and techniques to search for and exchange information for at times non-routine or unfamiliar activities. Any aspect that is unfamiliar may require support and advice from others.

Internet tools and techniques will be defined as '**intermediate'** because:

1. the software tools and functions will be at times non-routine or unfamiliar; and

2. the range of techniques used for searching and exchanging information will involve a number of steps and at times be non-routine or unfamiliar.

An activity will typically be 'non-routine or unfamiliar' because:

3. the task or context is likely to require some analysis, clarification or research (to separate the components and to identify what factors need to be considered, for example, time available, audience needs, accessibility of source, types of content and meaning) before an approach can be planned; and

4. the user will take some responsibility for the selecting how to search for and exchange the information.

**Examples of context:** customising a browser to alter the homepage and display data feeds from selected news sites

**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*

**Connect to 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)*

Benefits and drawbacks of connection methods: Speed, stability, services offered by ISP, accessibility

**Use browser software to navigate webpages effectively**
Browser tools: Enter, back, forward, refresh, stop, history, bookmark, new tab. Toolbar, search bar, address bar; home, go to, follow link, URL

Browser settings: Homepage, autofill, cookies, security, pop-ups, appearance, privacy, search engine, zoom, *personalisation, accessibility; software updates, temporary file storage*

Browser performance: Delete cache, delete temporary files, work offline, save websites

**Use browser tools to search for information from the Internet**
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, wild cards; Boolean operators*

Information requirements: Reliability, accuracy, currency, sufficiency, *Recognise intention and authority of provider*, *bias, level of detail*; *relevance,*

References: History, favourites, bookmarks; links, log useful sites*, RSS, data feeds, saved search results*;

Download information: Webpage, website; Images, text, numbers, sound, games, video, TV, music

**Use browser software 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]*

Submit information: Send link, send webpage, reference lists; Fill-in and submit web forms; ratings, reviews, recommendations; wikis; discussion forums; interactive sites; netiquette;

**Understand the need for safety and security practices 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

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*

Threats to information security: Malicious programs (including viruses, worms, trojans, spyware, adware and rogue diallers), hackers, phishing and identity

theft

Personal access: 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

Threats to user safety: Abusive behaviour ("cyber bullying"), inappropriate behaviour and grooming; abuse of young people; false identities; financial deception

Minimise risk: Virus-checking software, anti-spam software, firewall; treat messages, files, software and attachments from unknown sources with caution, *block sites, parental controls*

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, IPR, health and safety*

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| **Validity** | Current |
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| **Originating organisation** | e-skills UK SSC |
| **Original URN** | ESKIINT2 |
| **Relevant occupations** | Application Support; ICT for users; Information and Communication Technology |
| **Suite** | IT Users 6.2 |
| **Key words** | IT User, ICT, Information Technology, ITQ, Productivity |