

SVQ for IT Users (ITQ) — level 1 (SCQF level 4)

F9A9 04: Using Mobile IT Devices 1

3 SCQF credit points at SCQF level 4

Description: This is the ability to set up and use mobile or handheld devices such as a smartphone, PDA, portable media player, electronic organiser or data logger, for data capture, processing, exchange and storage.

Outcome	Skills and Techniques	Knowledge and Understanding
On completion of this Unit the candidate should be able to:		
1 Set up the mobile device to meet needs.	<ol style="list-style-type: none"> 1 Set up the mobile device for use. 2 Use mobile device interface features effectively. 3 Adjust device settings to meet needs. 4 Follow guidelines and procedures for the use of mobile devices. 	<ol style="list-style-type: none"> 1 Identify when and how to adjust device settings. 2 Identify any specific health and safety issues associated with the use of mobile devices.
2 Use applications and files on the mobile device.	<ol style="list-style-type: none"> 1 Select and use applications and files on the mobile device for an appropriate purpose. 2 Input data accurately into a mobile device. 3 Organise, store and retrieve data on a mobile device. 	<ol style="list-style-type: none"> 1 Identify the different applications on the mobile device and what they can be used for.
3 Transfer data to and from the mobile device.	<ol style="list-style-type: none"> 1 Transfer information to and from a mobile device. 2 Recognise copyright and other constraints on the use and transfer of information. 3 Keep information secure when using a mobile device. 	<ol style="list-style-type: none"> 1 Identify different types of secure connection methods that can be used between devices. 2 Identify why it is important to stay safe, keep information secure and to respect others when using a mobile device.
4 Maintain the performance of the mobile device.	<ol style="list-style-type: none"> 1 Use appropriate techniques to maintain the performance of the mobile device. 2 Use available resources to respond quickly and appropriately to common device problems. 	<ol style="list-style-type: none"> 1 Identify factors that can affect performance of the mobile device. 2 Identify common problems that occur with mobile devices and what causes them. 3 Identify when to try to solve a problem and where to get expert advice.

Note: The **emboldened** items are exemplified in the Support Notes.

Evidence Requirements

Completion of a portfolio (manual, electronic or combination) to cover all of the Skills and Techniques and Knowledge and Understanding points stated above. The evidence generated should adhere to the Assessment Strategy for this award and encompass a range of evidence types.

NB: It is possible to achieve this Unit by Accreditation of Prior Achievement (APA), however, the relevant evidence must be referenced within the portfolio.

General information

This Unit equates to NOS (National Occupational Standards for IT Users 2009) code UMD: Using Mobile IT Devices level 1. It has a stated number of SCQF credit points = 3 at SCQF level 4.

Support Notes

Summary

A SCQF level 4 (ITQ level 1) user can set up and use a mobile or handheld device securely to input and store data and to transfer data to and from another device.

The use of mobile technologies will be defined as 'basic' (foundation level) because:

- ◆ the tools and functions on the mobile device will be pre-loaded
- ◆ the techniques used for sharing files between devices will be familiar or commonly undertaken

An activity will typically be 'straightforward or routine' because:

- ◆ the task or context using mobile technologies will be familiar and involve few factors (for example, sending SMS messages to colleagues, maintaining a calendar of events, taking notes, capturing a photo, using Bluetooth connectivity to send a photo to a friend's mobile phone)

Examples of context — using a camera phone to capture an image and send in a text message; transfer music files or podcasts to mobile device; synchronising address book information between mobile phone and computer; using a data logger to capture on-site data and upload to main system; using voting technologies to capture or provide feedback. Downloading new ring tone or themes on the mobile phone. Using a PDA to support day to day functions at work or to support the contact between colleagues and friends.

Examples of content are given separately for highlighted text, where explanatory notes are required on terminology in the Outcomes, and do not form part of the standards. Such examples are not meant to form a prescriptive list for the purposes of assessment but rather to amplify and interpret the generic terms used in the Performance Criteria in the light of current usage of ICT systems and software. These examples are subject to change as new tools and techniques become commonplace and older ones drift out of use.

The examples given below are indicative of the learning content and are not intended to form a prescriptive list for the purpose of assessment.

Outcome 1

Set up mobile device: Charging battery; access (eg password, login); SIM card, connection (eg phone, internet, cable).

Mobile device interface features: Display, menu, submenu, toolbar, icon, button, keypad, wheel; start and shutdown.

Device settings: Resolution (eg screen, image), sound (eg mute, volume, ringtone), appearance (eg colour, theme).

Guidelines and procedures: Set by: employer or organisation; about: health and safety, security, copyright.

Outcome 2

Mobile applications: Phone, camera, address book, calendar, media, browser, games, notes, messages, office applications.

Applications and files: Games and interactive material, documents, music files, video animations, image slideshows and presentations, e-mails, internet pages, collaborative tools; pdf documents, office documents, e-books, Flash animations.

Input data: Touch screen, stylus, keypad, voice command; create products on the device (documents such as text notes or e-mail, files such as sound recording, image or video capture).

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).

Outcome 3

Secure connection: Password control, Bluetooth, infrared, cable, device pairing; synchronisation software.

Transfer information: Export, drag and drop, SMS, synchronise; when transfer successful.

Copyright constraints: Effect of copyright law (eg on music downloads or use of other people's images), acknowledgment of sources, avoiding plagiarism, permissions.

Staying safe: Protect personal information, avoid misuse of images, use appropriate language, respect confidentiality, use copy lists with discrimination.

Keep information secure: Username and password/PIN selection; online identity/profile; real name, pseudonym, avatar, what personal information to include, who can see the information, withhold personal information.

Outcome 4

Mobile device performance: Battery life; application and file use; device maintenance; network availability, interference.

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).

Mobile device problems: Compatibility between files, systems and connections; connection lost, card full; low bandwidth.

Expert advice: Limits of own understanding and skills, help menus, manufacturer's guidelines, how to follow advice, information needed by experts.

Guidance on examples of evidence

Outcomes 1–4

A Project based on one of the following:

- ◆ The use of a camera phone to capture an image and then the resulting image being sent in a text message to a colleague.
- ◆ The transfer of music files or podcasts to a mobile device.
- ◆ The synchronisation of address book information between a mobile phone and a computer.
- ◆ The use of a data logger to capture on-site data and the uploading of this data to the main system.
- ◆ The use of voting technologies to capture or provide feedback.
- ◆ Downloading a new ring tone or theme to a mobile phone.
- ◆ Using a PDA to support day to day functions at work or to support the contact between colleagues and friends.

The evidence generated within the portfolio could include screen shots, photographs, personal statements and/or witness testimony statements.

To assess competence in the Knowledge and Understanding sections for all of the Outcomes a knowledge test in the form of multiple-choice questions (say 16–20 questions) or candidate statement or expert witness testimonial statements or a semi structured interview could be employed. Either one or a combination of these methods would be appropriate. If oral questioning techniques are employed it is essential to keep a record of the questions asked, together with a record in a suitable format of the candidate's responses to these for evidence purposes.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements