

SVQ for IT Users (ITQ) — level 2 (SCQF level 5)

F9AA 04: Using Mobile IT Devices 2

4 SCQF credit points at SCQF level 5

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 and customise the mobile device to meet needs.	1 Prepare, set up and configure the mobile device for use. 2 Select, use and customise interface features and settings to meet needs and improve efficiency. 3 Apply guidelines and procedures for the use of mobile devices.	1 Describe the purpose of the different features and drawbacks of the mobile device. 2 Describe different methods that can be used to access mobile networks . 3 Describe any specific health and safety issues associated with the use of mobile devices.
2 Select and use applications and files on the mobile device.	1 Select and use applications and files on the mobile device for an appropriate purpose. 2 Use software or tools to prepare or convert files to an appropriate format for mobile devices. 3 Input data accurately into a mobile device. 4 Organise, store and retrieve data efficiently on a mobile device.	1 Define file formats appropriate for mobile devices.
3 Use tools and techniques to transfer data to and from mobile devices.	1 Transfer information to and from mobile devices using secure connection procedures. 2 Synchronise mobile device data with source data. 3 Recognise copyright and other constraints on the use and transfer of information. 4 Keep information secure when using a mobile device.	1 Describe different types of secure connection methods that can be used between devices. 2 Describe software requirements and techniques to connect and synchronise devices. 3 Explain why it is important to stay safe , keep information secure and to respect others when using mobile devices.

Outcome	Skills and Techniques	Knowledge and Understanding
On completion of this Unit the candidate should be able to:		
4 Optimise the performance of mobile devices.	1 Use appropriate techniques to optimise the performance of the mobile device. 2 Use an appropriate fault-finding procedure to identify and solve problems with the mobile device.	1 Describe the factors that can affect performance of the mobile device and how to make improvements. 2 Describe problems that may occur with mobile devices and what causes them. 3 Describe 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 2. It has a stated number of SCQF credit points = 4 at SCQF level 5.

Support Notes

Summary

A SCQF level 5 (ITQ level 2) user can understand and make effective use of mobile or handheld devices and use intermediate tools and techniques to exchange information between devices on a regular basis for activities. Any aspect that is unfamiliar may require support and advice from others.

The use of mobile technologies will be defined as 'intermediate' because:

- ◆ the tools and software used will be additional to the tools and software pre-loaded onto the device and at times the techniques for use will be non-routine or unfamiliar
- ◆ the techniques used for sharing information and files between devices will involve a number of steps and at times be non-routine or unfamiliar

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

- ◆ the task or context using mobile technologies is likely to require several steps and some consideration and planning before undertaking the task

Examples of context which illustrate typical activities which might be undertaken by users:

- ◆ using a PDA to support regular file-sharing requirements for day to day functions at work
- ◆ regularly maintain a web space with content captured on a mobile phone
- ◆ producing voice commands for regular tasks on the mobile phone
- ◆ transferring reader software for e-books or pdf documents to 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

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

Access mobile network: Connection protocols; VOIP, SMS.

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

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.

Guidelines and procedures: Set by: employer or organisation, about: health and safety, security, copyright, data protection, child protection, obscenity, equal opportunities, access.

Outcome 2

Mobile 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; naming protocols; adding applications.

File formats: Naming protocols; file size.

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).

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.

Outcome 3

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

Transfer information: Export, drag and drop, SMS, when transfer successful; change SIM card.

Synchronise mobile device: Files, calendar, address book, tasks; with laptop, desktop.

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 and management, password strength; how and when to change passwords; respect confidentiality, avoid inappropriate disclosure of 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, infra red or Wi-Fi turned off when not in use; closing applications after use; battery management.

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.

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.

Guidance on examples of evidence

Outcomes 1–4

A portfolio of evidence which provides evidence that the candidate can competently perform at least one of the following operations:

Use a PDA to support regular file-sharing requirements for day to day functions at work or to:

- ◆ regularly maintain a web space with content captured on a mobile phone
- ◆ produce voice commands for regular tasks on the mobile phone
- ◆ transfer reader software for e-books or PDF documents to the mobile phone
- ◆ capture a photograph and send it to a friend's laptop via Bluetooth
- ◆ send SMS messages which include a photo or file attachment
- ◆ this evidence could include witness or personal 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