# F9A6 04 (ESKUCT1): Using Collaborative Technologies 1

### 3 SCQF credit points at SCQF level 4

**Description:** This is the ability to use IT tools and devices for collaborative working and communications, such as web or video conferencing, instant messaging/chat, online phone and video calls; online forums, social networking sites, wikis and other centralised depositories for documents, blogging, RSS and data feeds, bulk SMS or online work management tools.

Outcome On completion of this Unit the candidate should be able to:		Skills	s and Techniques	Knowledge and Understanding						
1	Stay safe and secure when using collaborative technology.	v c 2 ( s c i	Follow guidelines for working with collaborative echnology. Carry out straightforward checks on others' online dentities and different ypes of information.	1 2 3	Identify <b>risks</b> in using collaborative technology and why it is important to avoid them. Identify when and how to report online safety and security issues. Identify what <b>methods are used</b> <b>to promote trust.</b>					
2	Set up and access IT tools and devices for collaborative working.	c y	Set up IT tools and devices that will enable you to contribute to collaborative work.		Identify the <b>purpose</b> for using collaborative technologies and expected <b>Outcomes</b> . Identify which <b>collaborative</b> <b>technology tools and devices</b> to use for different <b>communication</b> <b>media</b> . Identify what terms and conditions apply to using collaborative technologies.					
3	Prepare collaborative technologies for use.	a t f 2 4 3 4 5 r	Jse given details to access collaborative echnologies needed or a collaborative task. Adjust basic settings on collaborative echnologies. Change the environment of collaborative echnologies. Set up and use a data reader to feed nformation.	1	Identify what and why <b>permissions</b> are set to allow others to access information.					

Outcome	Skills and Techniques	Knowledge and Understanding					
On completion of this Unit the candidate should be able to:							
4 <b>C</b> ontribute to tasks using collaborative technologies.	<ul> <li>g 1 Contribute responsibly and actively to collaborative working.</li> <li>2 Contribute to producing and archiving the agreed Outcome of collaborative working.</li> <li>3 Respond to simple problems with collaborative technologies.</li> </ul>	1 Identify when there is a problem with collaborative technologies and where to get help.					

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 UCT: Using Collaborative Technologies 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 safely use IT tools and devices to work collaboratively by: preparing and accessing IT tools and devices; playing a responsible and active role in realtime communication; and contributing relevant information. Any aspect that is unfamiliar will require support and advice from others.

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

Typical collaborative activities may include

- setting up a profile on a social networking site
- taking part in an online conference or chat session

**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

**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.

**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.

Checks on others' identities and different types of information: Compare sources, cross references.

**Methods to promote trust:** Contact information, membership of professional bodies, recommendations, links.

#### Outcome 2

**Connect and configure collaborative technologies:** Connect to another site, check whether both sites are connected.

**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.

**Outcomes of collaborative working:** Measurable (eg document, minutes, notes, project plan, transcript); ephemeral (eg conversation, agreement).

**Collaborative technology tools and devices:** Hardware: mobile, laptop, desktop, peripherals (e.g. headset, handset, microphone, camera, 3G modem); Software: products, services, sites.

Communication media: Text, audio/spoken, still/video/animated images.

#### Typical examples of evidence for Outcome 3

Access to collaborative technologies: Download software, agree terms and conditions, register or set up an ID.

**Adjust settings:** Hardware — colour, type size, window size, volume; browser — cookies, pop-ups; security settings — firewall.

**Environments for collaborative technologies:** User interface — choose skins, templates; work environment — lighting, position of devices.

Permissions: Web address, phone number, user name and password, access code.

#### Typical examples of evidence for Outcome 4

**Contributing responsibly:** Follow the rules of 'netiquette', respect others' contributions, avoid dominating and not responding.

Archiving collaborative Outcomes: Cut, paste, save.

**Problems with collaborative technologies:** Routine (eg settings, software not responding, hardware connections).

**Respond to problems:** Follow on screen help, know who to ask for expert help.

### Guidance on examples of evidence

#### Typical examples of evidence for Outcome 1 to 4

This could be a project involving the setting up a profile on a social networking site and taking part in an online conference or chat session. This could be supplemented by witness testimony or personal statement.

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** 

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## Candidate Recording Form

Unit ti	tle Using Collaborative Technologies 1																					
		Outcome 1					Outcome 2				Outcome 3							Outcome 4				
Ref	Description of Evidence	S & T			K & U		S & T					S & T			K & U		S & T			K & U		
		1	2	1	2	3	1	1	2	3	1	2	3	4	1	2	1	2	3	2	3	
					1								1			1						
					1								1									

Comments		
Statement of competence		
I confirm that all evidence (including Knowledge and U	Inderstanding), for the	entire Unit has been met:
Candidate's signature		Date
Internal Verifier's signature		Date
Assessor's signature	Date	Date sampled (by IV)