

ESKIINT3(SQA Unit Code-F9A2 04)

Using the Internet



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

You must be able to:

Select and set up an appropriate connection to access the Internet

P1. Select and [set up an Internet connection](#) using an appropriate combination of hardware and software

P2. Recommend a connection method for Internet access to meet identified needs

P3. Diagnose and solve Internet connection problems

You must be able to:

Set up and use browser software to navigate webpages

P4. Select and use [browser tools](#) to navigate webpages effectively

P5. Adjust and monitor [browser settings](#) to maintain and improve performance

P6. Customise browser software to make it easier to use

P7. Use browser help facilities to solve problems

You must be able to:

Use browser tools to search effectively and efficiently for information from the Internet

P8. Select and use appropriate [search techniques](#) to locate information efficiently

P9. Manage and use [references](#) to make it easier to find information another time

P10. [Download](#), organise and store different types of information from the Internet

You must be able to:

Use browser software to communicate information online

P11. Evaluate different tools and techniques to [communicate information](#) online

P12. [Share and submit information](#) online using appropriate language and moderate content from others

You must be able to:

Develop and apply appropriate safety and security practices and procedures when working online

P13. Work responsibly and take appropriate [safety and security precautions](#) when working online

P14. Keep information secure and manage [user access](#) to online sources securely

P15. Develop appropriate [guidelines and procedures](#) for safe and secure use of the Internet

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Knowledge and understanding

You need to know and understand:

Select and set up an appropriate connection to access the Internet

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

K2. Explain the **benefits and drawbacks** of different connection methods

K3. Analyse the issues affecting different groups of **users**

You need to know and understand:

Set up and use browser software to navigate webpages

K4. Explain when to change settings to aid navigation

K5. Explain when and how to improve **browser performance**

You need to know and understand:

Use browser tools to search effectively and efficiently for information from the Internet

K6. **Evaluate how well** information meets requirements

You need to know and understand:

Use browser software to communicate information online

K7. Identify and analyse opportunities to create, post or publish material to websites

You need to know and understand:

Develop and apply appropriate safety and security practices and procedures when working online

K8. Explain the **threats to system performance** when working online

K9. Explain the **threats to information security** and integrity when working online

K10. Discuss the **threats to user safety** when working online

K11. Explain how to minimise internet security risks

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Additional Information

Scope/range

An advanced user can advise on and set up an Internet connection to meet a variety of user needs. They can also make efficient use of advanced Internet software tools and techniques to search for and exchange information for complex and non-routine activities.

Internet tools and techniques will be defined as 'advanced' because:

1. the software tools and functions required will be described as complex because at times they require new learning, which will involve having the idea that there may be a tool or function to do something (eg improve efficiency or create an effect), exploring technical support, self-teaching and applying; and
2. the range of techniques required for searching and exchanging information will be complex, and the selection process may involve research, identification and application.

An activity will typically be 'complex and non-routine' because:

3. the task is likely to require research, identification and application;
4. the context is likely to require research, analysis and interpretation; and
5. the user will take full responsibility for searching for and exchanging the information.

Examples of context: Setting up an Internet connection for use by others; developing and promoting organisational guidelines and procedures for Internet safety; setting up and moderating the content of a discussion forum

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

Select and set up an appropriate connection to access the Internet

Connection methods: LAN, VPN, modem, router, wireless, broadband, dial-up, 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, accessibility, frequency of connection problems, additional services offered by ISP, cost, security

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Users: New users, learners, those with restricted access, those with disabilities

Set up an Internet connection: Identifying and selecting ISP, connecting hardware, installing and configuring software, setting up and testing operation of connection; limiting access

Set up and use browser software to navigate webpages

Browser tools: Enter, back, forward, refresh, history, bookmark, new window, new tab, Toolbar, search bar, address bar; home, go to, follow link, URL; save web address, save as, downloads, temporary files

Browser settings: Homepage, autofill, cookies, security, pop-ups, appearance, privacy, updates, add-ons, RSS feeds

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

Use browser tools to search effectively and efficiently 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; meta search engine, wild cards

Evaluate information: Recognise intention and authority of provider, currency of the information, relevance, accuracy, bias, level of detail; sufficiency; verify information

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

Download information: Images, text, numbers, sound; software patches

Use browser software to communicate information online

Communicate information: Saved information (pod-casts, text, images), real time information (blogs, instant messaging; virtual meetings), file transfer protocol [FTP], hypertext transmission protocol [http], VOIP

Share information: Send link, send webpage, feeds, *reference lists*

Submit information: Fill-in and submit web forms; ratings, reviews, recommendations; wikis; discussion forums; interactive sites; netiquette

Develop and apply appropriate safety and security practices and procedures when working online

Threats to system performance: unwanted e-mail (often referred to as "spam"),

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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, carry out security checks, proxy servers, avoid inappropriate disclosure of information

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

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

User 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; parental control; blocked sites

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

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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Developed by e-skills UK

Version number Version 4

Date approved 31 March 2009

Indicative review date September 2012

Validity Current

Status Original

Originating organisation e-skills UK SSC

Original URN ESKIINT3

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