

ESKIUMD2 (SQA Unit Code - F9AA 04)

Using mobile IT devices



Overview

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..

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Performance criteria

You must be able to:

Set up and customise the mobile device to meet needs

P1. Prepare, set up and [configure a mobile device](#) for use

P2. Select, use and customise [interface features](#) and [settings](#) to meet needs and improve efficiency

P3. Apply [guidelines and procedures](#) for the use of mobile devices

You must be able to:

Select and use applications and files on the mobile device

P4. Select and use [applications and files](#) on the mobile device for an appropriate purpose

P5. Use software or tools to prepare or convert files to an appropriate format for mobile devices

P6. [Input data](#) accurately into a mobile device

P7. Organise, [store and retrieve data](#) efficiently on a mobile device

You must be able to:

Use tools and techniques to transfer data to and from mobile devices

P8. [Transfer information](#) to and from mobile devices using secure connection procedures

P9. [Synchronise mobile device](#) data with source data

P10. Recognise [copyright and other constraints](#) on the use and transfer of information

P11. Keep [information secure](#) when using a mobile device

You must be able to:

Optimise the performance of mobile devices

P12. Use appropriate techniques to [optimise the performance](#) of the mobile device

P13. Use an appropriate [fault-finding procedure](#) to identify and solve problems with the mobile device

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Knowledge and understanding

You need to know and understand:

Set up and customise the mobile device to meet needs

K1. Describe the purpose of the different features and drawbacks of the mobile device

K2. Describe different methods that can be used to [access mobile networks](#)

K3. Describe any specific [health and safety issues](#) associated with the use of mobile devices

You need to know and understand:

Select and use applications and files on the mobile device

K4. Define [file formats](#) appropriate for mobile devices

You need to know and understand:

Use tools and techniques to transfer data to and from mobile devices

K5. Describe different types of [secure connection methods](#) that can be used between devices

K6. Describe software requirements techniques to connect and synchronise devices

K7. Explain why it is important to [stay safe](#), keep information secure and to respect others when using mobile devices

You need to know and understand:

Optimise the performance of mobile devices

K8. Describe the factors that can affect [performance](#) of the mobile device and how to make improvements

K9. Describe problems that may occur with mobile devices and what causes them

K10. Describe when to try to solve a problem and where to get [expert advice](#)

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Additional Information

Scope/range

An intermediate 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:

1. 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; and
2. 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:

3. 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: Using 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. 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

There is no advanced level in this AOC.

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

Set up and customise the mobile device to meet needs

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*

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Device settings: Resolution (eg screen, image), sound (eg volume, ringtone), appearance (eg colour, theme); *user profile*

Health and safety issues: Risks to self and others from using device

Guidelines and procedures: Set by: employer or organisation regarding Health and safety, security, copyright

Select and use applications and files on the mobile device

Mobile applications and files: Games and interactive material, documents, music files, video animations, image slideshows and presentations, emails, 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), folders (eg create, name), navigate (eg menu, tool bar, icon, scroll bar, button); *save to card, save to memory*

Use tools and techniques to transfer data to and from mobile devices

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

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

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

Optimise the performance of mobile devices

Performance: Battery life; application and file use; device maintenance;

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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; *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, follow on-screen help, *use diagnostic tools and wizards, where to get advice to deal with different hardware and software*

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