

Unit	Digital Communications
Code	HD56 04
SCQF Level	6
SCQF Credit Value	6
Guided Learning Hours	40
Unit summary	This unit is about the effective use of a range of digital communications media (e.g. internet, messaging, text, collaborative tools, email). The digital application specialist will be able to set up and configure the hardware and software required and advise others on the most efficient way to respond to, manage and store messages
Learning Outcomes The learner will be able to:	Assessment Criteria
1. Configure digital communications media to optimise performance and security	1.1 Set up digital communications software for use 1.2 Configure audio and video settings to meet individual need 1.3 Customise communications software to meet individual need 1.4 Connect and synchronise mobile and other communications devices 1.5 Describe the factors that affect the security and privacy of digital communications 1.6 Configure settings to ensure the security of digital communications
2. Use digital communications	2.1 Send and receive email, including attachments, in line with organisational standards and procedures 2.2 Select and use a range of different types of digital communications 2.3 Use appropriate tone and language for a range of digital communications techniques
3. Organise own digital communications	3.1 Set up automatic procedures to manage incoming messages 3.2 Organise, store and archive email messages efficiently 3.3 Organise individual and group contacts 3.4 Optimise online message storage
4. Assist others in the use of digital communications	4.1 Advise others on implementation of organisational guidelines for the safe and effective use of digital communications 4.2 Develop procedures for the management of digital communications following organisational guidelines 4.3 Respond appropriately to non-routine communications problems in line with organisational procedures 4.4 Troubleshoot and solve problems relating to digital communications
Additional information about the unit	
Guidance on approaches to assessment	This unit must be assessed in the workplace.
Details of the relationship between the unit and relevant National Occupational Standards or other professional standards	This unit is based on the e-skills UK NOS for IT Users Manage digital communications using a range of media available from http://nos.ukces.org.uk/PublishedNos/ESKITU022.pdf#search=IT%20user
Location of the unit within the subject/sector classification system	6.1 IT User
Name of the organisation submitting the unit	The Tech Partnership