

National Unit Specification: general information

UNIT	PC Passport: Internet (Intermediate 1)
NUMBER	DC9N 10
COURSE	PC Passport

SUMMARY

This unit is designed to enable candidates to develop basic Internet skills. Candidates will learn to use a web browser to search for information and communicate using the Internet. Candidates will also acquire simple skills relating to computer hardware and software.

OUTCOMES

- 1 Use a computer system to perform basic tasks related to the Internet.
- 2 Use Internet facilities to locate information.
- 3 Use Internet facilities to communicate.

RECOMMENDED ENTRY

No previous knowledge or experience of computer hardware or computer software is required.

CREDIT VALUE

1 credit at Intermediate 1 (6 SCQF credit points at SCQF level 4*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Administrative Information

Superclass:	CB
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National Unit Specification: general information (cont)

CORE SKILLS

This unit contributes to IT Core Skills Intermediate 1 level.

Information on the automatic certification of any core skills in this unit is published in *Automatic Certification of Core Skills in National Qualifications* (SQA, publication code BA0906).

National Unit Specification: statement of standards

UNIT PC Passport: Internet (Intermediate 1)

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

OUTCOME 1

Use a computer system to perform basic tasks related to the Internet.

Performance criteria

- a) The use of computer hardware is effective.
- b) The use of the operating system is effective.
- c) Basic components of an Internet connection are accurately identified.
- d) Basic terminology relating to computer hardware, software and the Internet is used correctly.

Note on range for the outcome

Tasks: Navigating folders; create folders; saving, renaming, deleting and copying files; printing web pages; saving web pages; load and terminate browser..

Evidence requirements

Performance evidence that the candidate can use a computer system to the standards defined by performance criteria (a) and (b). This will be in the form of an observation checklist or other means of recording candidate performance (such as a video recording).

Evidence of knowledge and understanding will consist of 6 objective questions relating to performance criteria (c) and (d), and underpinning knowledge relating to performance criteria (a) and (b). Candidates are required to produce at least 4 correct answers.

OUTCOME 2

Use Internet facilities to locate information.

Performance criteria

- a) Websites are correctly accessed using supplied URLs.
- b) Basic search services are effectively used to locate information on a specific topic.
- c) Bookmarks are used effectively to record web addresses.
- d) Browser controls and hyperlinks are used effectively to navigate a website.
- e) History facilities are effectively used to re-visit websites.
- f) Commonly used search engines are correctly identified.

Note on range for the outcome

Internet facilities: Search engines.
Information: text; number; graphic.

National Unit Specification: statement of standards (cont)

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Evidence requirements

Performance evidence that the candidate can use Internet facilities to locate information to the standards defined by performance criteria (a) to (e). Candidates must locate a minimum of two websites containing information that relates to different contexts and covers at least two of the defined types of information. Each search must involve a minimum of two criteria. The located web pages must be printed or stored electronically.

Evidence of knowledge and understanding will consist of 6 objective questions relating to performance criterion (f) and the underpinning knowledge relevant to performance criteria (a) to (e). Candidates are required to produce at least 4 correct answers.

OUTCOME 3

Use Internet facilities to communicate.

Performance criteria

- a) E-mail facilities are used effectively.
- b) Forum facilities are used effectively to read and post information.
- c) Instant messaging facilities are used effectively to participate in a real-time discussion.
- d) Communication facilities are used responsibly.

Note on range for the outcome

Internet facilities: e-mail; online forum; instant messaging.

E-mail facilities: read message; create message; reply to message; forward message.

Evidence requirements

Performance evidence that the candidate can use Internet facilities to communicate to the standards defined by performance criteria (a) to (d). Candidates must use e-mail and at least one other defined Internet facility; a minimum of one example of each facility must be provided. The resulting evidence may be stored on paper or electronically.

Evidence of knowledge and understanding will consist of 3 objective questions relating to the underpinning knowledge relevant to performance criteria (a) to (d). Candidates are required to produce at least 2 correct answers.

EVIDENCE REQUIREMENTS FOR THE UNIT

The assessment of knowledge and understanding can be combined into a single instrument of assessment consisting of 15 objective questions relating to outcomes 1, 2 and 3. The distribution of questions should adhere to the evidence requirements for each outcome:

Outcome 1	6 questions
Outcome 2	6 questions
Outcome 3	3 questions.

National Unit Specification: statement of standards (cont)

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The combined pass mark for this assessment is 10 correct answers (out of 15 questions). If a single instrument of assessment is used, it is not necessary to satisfy the pass mark for each outcome. Candidates will be deemed to have achieved all outcomes (with respect to their knowledge and understanding) if their combined score is at least 10 out of 15.

National Unit Specification: support notes

UNIT PC Passport: Internet (Intermediate 1)

This part of the unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this unit is at the discretion of the centre, the notional design length is 40 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

This unit may be delivered as a stand-alone unit or in combination with other units as part of the PC Passport award at Intermediate 1 level.

This unit is one of a series of units entitled *Internet*. Similar units exist at Intermediate 2 and Higher levels.

Corresponding the Outcome 1-3

The term “Internet” is used to represent the full range of Internet services which includes the World Wide Web, e-mail, file transfer, newsgroups and chat.

Outcome 1

This outcome relates to the basic tasks candidates must be able to perform in order to utilise the Internet. The emphasis is on “basic”. The required tasks are defined in the range. The performance criteria define the standards which should be applied to candidate activity.

Performance criterion (a) requires to the candidate to use hardware effectively. At this level there is no requirement that s/he carries out these tasks efficiently – so the speed of completion is not a consideration. However, candidates are required to complete the defined tasks without assistance. The tasks set for candidates should be routine and non-complex; for example, moving from one folder to another is sufficient to demonstrate that the candidate can “navigate folders”.

Performance criterion (b) requires candidates to use an operating system effectively. The use of the OS should be no more than that required to carry out the basic tasks defined in the range. For example, candidates are required to use the operating system to load and exit a browser application. Once again, there is no requirement for candidates to use the OS efficiently.

Performance criterion (c) relates to the components of an Internet connection. This consists of:

- an Internet Service Provider
- a communication link (such as a telephone line)
- an Internet access device (such as a PC)
- a valid user account.

At this level there is no requirement to explore more complex configurations (involving routers and servers).

Performance criterion (d) relates to basic terminology. Even at this level, candidates are expected to develop a basic technical vocabulary relating to computer hardware, computer software and the Internet; however, only the most common terms are required to be known by the candidate.

National Unit Specification: support notes (cont)

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Outcome 2

This outcome relates to finding information on the Internet. The type of information that candidates are expected to locate should be simple and familiar, and relate to their personal and vocational interests. The performance criteria define the standards which should be applied to candidate activity.

Performance criterion (a) requires candidates to enter a valid URL (Uniform Resource Locator). Candidates should become proficient at locating a range of websites given their URLs. It is not acceptable for candidates to require assistance nor require repeated attempts at entering a URL.

Performance criterion (b) requires candidates to use search facilities to locate information. Note that the corresponding range statement limits the search facilities to search engines only (later units extend the range to include additional search services such as directory services). It is only required that basic search facilities are used. For example, most search engines provide a simple front-end and candidates are required to use this interface to perform basic searches. Note that candidates are required to locate a range of information types (text, number and graphic); however, irrespective of the data type, it is only required that basic searches are carried out. Candidates are expected to select appropriate keywords. Searches should typically consist of two or more keywords (sometimes issued singly, sometimes issued in combination).

Performance criterion (c) requires candidates to bookmark located resources. Web browsers provide simple facilities to record URLs and candidates are required to use these facilities to record website addresses. At this level, there is no requirement for candidates to organise bookmarks (into folders and sub-folders). However, candidates must be able to locate previously visited sites using their saved addresses.

Performance criterion (d) relates to browser navigation controls. Candidates are expected to be familiar with these controls (such as the back and forward buttons) and be able to use them effectively to move between pages in a website. Similarly, candidates are required to recognise and use embedded hyperlinks. It is not acceptable for candidates to double-click on a hyperlink (since this infers that they are not recognised as hyperlinks). The combined use of browser controls and hyperlinks should enable candidates to effectively navigate a specific website.

Performance criterion (e) requires candidates to use a browser's history facilities. Candidates are expected to know the purpose of the history feature and be able to use it to re-visit websites. It is not acceptable for candidates to seek assistance to locate a website if that site has previously been visited and the associated URL has been stored in the history log.

Performance criterion (f) requires candidates to know about a range of search engines. It is only required that candidates know the most widely used search engines. Candidates are expected to know these services by name and also know the associated URL.

Outcome 3

This outcome relates to using the Internet to communicate. The associated range statement defines the specific services (e-mail, online forum and instant messaging). Online forums include bulletin boards and community services such as MSN groups.

National Unit Specification: support notes (cont)

UNIT PC Passport: Internet (Intermediate 1)

Performance criterion (a) requires candidates to use e-mail facilities. The specific facilities to be used are defined in the associated range statement. Effective use means that candidates can use these facilities to achieve a specific purpose (for example, send a message to a friend) and without assistance; there is no requirement with respect to speed of use.

Performance criterion (b) relates to online forums (such as bulletin boards and online groups). Candidates are required to use these facilities effectively – which means reading and posting (on-topic) messages while adhering to accepted practices.

Performance criterion (c) requires candidates to use instant messaging facilities. Once again, candidates are required to follow accepted practices when participating in a real-time chat.

Performance criterion (d) relates to the responsible use of communication facilities. Most centres will have an acceptable use policy and candidates are required to adhere to this. Responsible use also relates to the candidate's conduct while s/he is online. For example, it is not acceptable for candidates to post personal information on a public bulletin board (whether this is part of an acceptable use policy or not).

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

A practical, hands-on approach to learning should be adopted. The emphasis should be on learning-by-doing. Terminology and underpinning knowledge should be introduced in a practical context.

The actual distribution of time between outcomes is at the discretion of the centre. However, the following distribution is suggested:

Outcome 1	12 hours
Outcome 2	15 hours
Outcome 3	13 hours

Throughout this unit, candidate activities should relate to their personal or vocational interests. For example, candidates should be permitted to choose online forums (or bulletin boards) which reflect their interests – rather than forums prescribed by their teacher/trainer. Their contribution to these forums should be genuine (rather than contrived) and seek to gain some valid information on a topic of genuine interest to the candidate.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

It is recommended that centres combine the assessment of knowledge and understanding into a single objective question paper. Re-assessment should be undertaken by re-assessing the specific outcomes which have not been passed.

Evidence of practical competence should be stored in a portfolio. At the completion of this unit the portfolio should contain a range of evidence, drawn from the evidence requirements for each outcome. This will include an observation checklist (Outcome 1), copies of web pages (Outcome 2) and copies of Internet communications (Outcome 3).

This material may be stored in paper or electronic format. Centres may choose to store candidate evidence in an electronic portfolio (e-portfolio).

National Unit Specification: support notes (cont)

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SPECIAL NEEDS

This unit specification is intended to ensure that there are no artificial barriers to learning or assessment. Special needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering special alternative outcomes for units. For information on these, please refer to the SQA document *Guidance on Special Assessment Arrangements* (SQA, publication code AA0645).