

UNIT TITLE: Use IT to Exchange Information

LEVEL: Two
CREDIT VALUE: 4
NOCN UNIT CODE: CR3/2/QQ/009
ACCREDITED UNIT NO: R/501/3015

This unit has 2 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Know how to use IT to exchange information. (UE2)	1.1 Describe the structure of e-mail messages. 1.2 Describe the features and advantages of using address books (contact lists) and groups. 1.3 Describe common facilities provided by e-mail systems (archiving, calendar, meeting, tasks/to do list). 1.4 Describe routine problems with e-mail (including difficulties with attachments, mail from unknown or misrepresented users and inappropriate content) and where and when to seek advice. 1.5 Describe common types of malicious software which can affect the use of e-mail (including viruses, spy-ware and key loggers) and how to keep risks to a minimum. 1.6 Describe how anti-virus software can keep risks to a minimum. 1.7 Identify what risks there may be when downloading documents and software and sharing information. 1.8 Identify the general conventions ('netiquette'), laws and guidelines that affect the use of e-mail.

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LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
2. Use IT to exchange information. (UE2)	2.1 Use basic software commands to send and receive e-mails. 2.2 Manage e-mails using facilities for deleting, finding e-mails and saving attachments to appropriate places. 2.3 Manage attachments, including compression/decompression and saving to appropriate places. 2.4 Follow the relevant general conventions ('netiquette'), laws and guidelines when sending and replying to emails. 2.5 Maintain an address book (contact list) including setting up groups. 2.6 Search for information on the Internet or an intranet.

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ASSESSMENT INFORMATION

Guidance:

This grid gives details of the assessment activities to be used with the unit attached. Please refer to the NOCN Centre Handbook for definitions of each activity and the expectations for assessment practice and evidence for moderation.

The assessment activities for this unit are indicated in the table below:

Key: **P = Prescribed** – this assessment method *must* be used to assess the unit.
O = Optional – this assessment method *could* be used to assess the unit.

Case study	O	Project	O
Written question & answer/test/exam		Role play/simulation	O
Essay		Practical demonstration	O
Report	O	Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	O
Reflective log / diary		Practice file	O

Signposting Key Skills

This unit offers clear opportunities for learners to provide evidence of achievement in Key Skills achievement in the following skill area/s:

Key Skill		Wider Key Skill	
Communication		Working with others	
Information Technology		Problem solving	
Application of Number		Improving Own Learning and Performance	