

UNIT TITLE: Use IT to Exchange Information

LEVEL: Three

CREDIT VALUE: 6

NOCN UNIT CODE: CR3/3/QQ/004

ACCREDITED UNIT NO: R/501/3029

This unit has 2 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand how to optimise the use of IT to exchange information. (UE3)	1.1 Describe options for configuring e-mail software (including message format, redirection, encryption and scheduled actions). 1.2 Explain the benefits and limitations of different methods of accessing e-mails. 1.3 Describe the features and advantages of using address books (contact lists) and groups. 1.4 Explain the benefits of facilities provided by e-mail systems (archiving, calendar, meeting, tasks/to do list). 1.5 Explain how to identify and deal with problems with e-mail (including connectivity difficulties, traffic volume, storage and attachments, mail from unknown or misrepresented senders and inappropriate content). 1.6 Explain how to minimise risks from malicious software associated with e-mails (including viruses, spy-ware and key loggers). 1.7 Describe how anti-virus software can keep risks to a minimum. 1.8 Identify what risks there may be when downloading documents and software and sharing information. 1.9 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. Optimise the use of IT to exchange information. (UE3)	2.1 Select and use the most appropriate method of accessing e-mail. 2.2 Configure e-mails systems to meet user needs and improve performance. 2.3 Manage e-mails using facilities for deleting, finding e-mails and saving attachments to appropriate places. 2.4 Manage attachments (including compression/decompression, encryption, saving to appropriate places and changing file format/type). 2.5 Advise others on the use of e-mail systems and relevant general conventions ('netiquette'), laws and guidelines. 2.6 Maintain an address book (contact list) including setting up groups. 2.7 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	
Oral question and answer		Performance/exhibition	
Written description	O	Production of artefact	O
Reflective log / diary	O	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	