ICDL Workforce

ONLINE COLLABORATION

Syllabus 1.0

Syllabus Document

Purpose

This document details the syllabus for the Online Collaboration module. The syllabus describes, through learning outcomes, the knowledge and skills that a candidate for the Online Collaboration module should possess. The syllabus also provides the basis for the theory and practice-based test in this module.

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ICDL Online Collaboration

This module sets out concepts and skills relating to the setup and use of online collaborative tools, such as storage, productivity applications, calendars, social media, web meetings, learning environments, and mobile technology.

Module Goals

Successful candidates will be able to:

- Understand the key concepts relating to online collaboration and cloud computing.
- Set up accounts to prepare for online collaboration.
- Use online storage and web-based productivity applications to collaborate.
- Use online and mobile calendars to manage and plan activities.
- Collaborate and interact using social networks, blogs, and wikis.
- Schedule and host online meetings and use online learning environments.
- Understand key mobile technology concepts and use features such as e-mail, applications, and synchronisation.

CATEGORY	SKILL SET	REF.	TASK ITEM
1 Collaboration Concepts	*1.1 Key Concepts*	1.1.1	Recognise that ICT (Information and Communication Technology) can support and promote online collaboration.
		1.1.2	Identify the main types of services supporting online collaboration like: cloud computing, mobile technology. Identify the main types of tools supporting online collaboration like: common productivity applications, social media, online calendars, online meetings, online learning environments.
		1.1.3	Identify key characteristics of online collaborative tools like: multiple users, real time, global reach, concurrent access.
		1.1.4	Outline the benefits of using online collaborative tools like: shared files and calendars, reduced travel expense, ease of communication, enhanced teamwork, global access.
		1.1.5	Be aware of the risks associated with using online collaborative tools like: unauthorised access to shared files, insufficient management of version control, malware threats, identity/data theft, service interruptions.

CATEGORY	SKILL SET	REF.	TASK ITEM
		1.1.6	Recognise the importance of intellectual property rights and the appropriate use of content when using online collaborative tools.
	1.2.Cloud Computing	1.2.1	Understand ways in which cloud computing facilitates online and mobile collaboration like: storage of shared documents and files, access to a range of online applications and tools.
		1.2.2	Outline the benefits of cloud computing for users like: reduced costs, enhanced mobility, scalability, automatic updates.
		1.2.3	Outline the risks of cloud computing like: dependence on provider, data protection and control, potential loss of privacy.
2 Preparation for Online Collaboration	*2.1 Common Setup Features*	2.1.1	Understand that additional applications, plug-ins may need to be installed to use certain online collaborative tools.
		2.1.2	Identify common equipment used to support online collaboration like: webcam, microphone, speakers.
		2.1.3	Recognise that firewall restrictions may cause access issues for users of a collaborative tool.
	2.2 Setup	2.2.1	Download software to support online collaborative tools like: VOIP, IM, document sharing.
		2.2.2	Register and/or set up a user account for a collaborative tool. Deactivate, delete/close a user account.
3 Using Online Collaborative Tools	*3.1 Online Storage and Productivity Applications*	3.1.1	Understand the concept of online storage solutions and identify common examples.
		3.1.2	Identify the limitations of online storage like: size limit, time limit, sharing restrictions.
		3.1.3	Upload, download, delete online files, folders.

CATEGORY	SKILL SET	REF.	TASK ITEM
		3.1.4	Understand that common productivity applications can be accessed via the web. Identify common examples of web-based productivity applications like: word processing, spreadsheets, presentations.
		3.1.5	Identify features of web-based productivity applications: allows files to be updated by multiple users in real-time, allows files to be shared.
		3.1.6	Create, edit and save files online.
		3.1.7	Share, unshare a file, folder to allow other users to view, edit, own a file, folder.
		3.1.8	View, restore previous versions of a file.
	3.2 Online Calendars	3.2.1	Share a calendar. Grant permission to view, edit a shared calendar.
		3.2.2	Show, hide shared calendars.
		3.2.3	Use a shared calendar to create an event, recurring event.
		3.2.4	Set a reminder for an event.
		3.2.5	Invite, uninvite people, resources to an event. Accept, decline an invitation.
		3.2.6	Edit, cancel an existing event.
	3.3 Social Media	3.3.1	Identify social media tools that support online collaboration like: social networks, wikis, forums and groups, blogs, micro blogs, content communities.
		3.3.2	Set up, modify available permissions/privacy options like: read access, write access, user invites.
		3.3.3	Find, connect to social media users, groups. Remove connections.
		3.3.4	Use a social media tool to post a comment, link.
		3.3.5	Use a social media tool to reply to, forward a comment.

CATEGORY	SKILL SET	REF.	TASK ITEM
		3.3.6	Use a social media tool to upload content like: images, videos, documents.
		3.3.7	Remove posts from social media. Be aware that permanently deleting posts and photos may be difficult.
		3.3.8	Use a wiki to add to or update a specific topic.
	3.4 Online meetings	3.4.1	Open, close online meeting application. Create a meeting: time, date, topic. Cancel the meeting.
		3.4.2	Invite, uninvite participants, set access rights.
		3.4.3	Start, end a meeting.
		3.4.4	Share, unshare desktop, files in an online meeting.
		3.4.5	Use available chat features in an online meeting.
		3.4.6	Use video, audio features in an online meeting.
	3.5 Online Learning Environments	3.5.1	Understand the concept of an online learning environment. Identify online learning environments like: Virtual Learning Environments (VLEs) and Learning Management Systems (LMS).
		3.5.2	Understand the features, functions available within an online learning environment like: calendar, noticeboard, chat, assessment records.
		3.5.3	Access a course in an online learning environment.
		3.5.4	Upload, download a file in an online learning environment.
		3.5.5	Use a course activity like: quiz, forum.
4 Mobile Collaboration	*4.1 Key Concepts*	4.1.1	Identify types of mobile devices like: smartphone, tablet.

CATEGORY	SKILL SET	REF.	TASK ITEM
		4.1.2	Understand that mobile devices use an operating system. Identify common operating systems for mobile devices.
		4.1.3	Understand the term Bluetooth and its use.
		4.1.4	Understand internet connection options available for mobile devices: wireless (WLAN), mobile internet (3G, 4G). Understand associated features of these options like: speed, cost, availability.
		4.1.5	Understand key security considerations for mobile devices like: use a PIN, backup content, turn wireless/Bluetooth on/off.
	4.2 Using Mobile Devices	4.2.1	Connect to the Internet securely using wireless, mobile technology.
		4.2.2	Search the web.
		4.2.3	Send, receive e-mail.
		4.2.4	Add, edit, remove a calendar event.
		4.2.5	Share pictures, videos using options like: e-mail, messaging, social media, Bluetooth.
	4.3 Applications	4.3.1	Identify common applications like: news, social media, productivity, maps, games, ebooks.
		4.3.2	Understand that applications are obtained from application stores. Identify common application stores for mobile devices.
		4.3.3	Search for a mobile device application in an application store. Recognise that there may be purchase, usage costs associated with an application.
		4.3.4	Install, uninstall an application on a mobile device.
		4.3.5	Update applications on a mobile device.
		4.3.6	Use an application on a mobile device like: voice or video communication, social media, map.

CATEGORY	SKILL SET	REF.	TASK ITEM
	4.4 Synchronisation	4.4.1	Understand the purpose of synchronising content.
		4.4.2	Set up synchronisation settings.
		4.4.3	Synchronise mobile devices with mail, calendar, other devices.