e-Quals Unit Syllabus

Level 2 Using the internet for finding, selecting and sending information

7266 - 025

www.cityandguilds.com/e-quals07
March 2007
Version 1.0

About City & Guilds

City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds Group

The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management) which provides management qualifications, learning materials and membership services, NPTC which offers land-based qualifications and membership services, and HAB (the Hospitality Awarding Body). City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

Equal opportunities

City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement *Access to assessment and qualifications* is available on the City & Guilds website.

Copyright

The content of this document is, unless otherwise indicated, © City & Guilds Limited and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a locked PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification
- the *Standard Copying Conditions* on the City & Guilds website.

Please note: National Occupational Standards are not © City & Guilds Limited. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Publications

City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below or by telephoning +44 (0)20 7294 2850 or faxing +44 (0)20 7294 3387.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)20 7294 2800
F +44 (0)20 7294 2400
www.cityandguilds.com
enquiry@cityandguilds.com

Contents

Unit 025	Using the internet for finding, selecting and sending information	
Syllabus Overview		2
Outcome 1	Identify system requirements	4
Outcome 2	Describe and use Internet services	6
Outcome 3	Use e-mail	8
Outcome 4	Use Internet conferencing	9
Outcome 5	Identify Internet security issues	10
Unit record sheet		11

Unit 025 Using the internet for finding, selecting and sending information

Syllabus Overview

Rationale

The aim of this unit is to provide candidates with an intermediate level of skills and knowledge to competently prepare for, and perform a variety of internet related tasks using Information and Communication Technologies (ICT). Candidates will develop a more demanding understanding of the internet and browser application, the operating system in everyday usage and the ability to work in a generally unsupervised role solving issues competently without direction.

Learning outcomes

There are **five** outcomes to this unit. The candidate will be able to:

- Identify system requirements
- Describe and use Internet services
- Use e-mail
- Use Internet conferencing
- Identify Internet security issues

Guided learning hours

It is recommended that 60 hours should be allocated for this unit. This may be on a full time or part time basis.

Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications:

IT Users N/SVQ (iTQ) Level 2

Outcome	Unit	
1, 2, 3	201	Make selective use of IT 2
1, 2, 3, 4, 5	202	Operate a computer 2
1, 2, 3	205	IT security for users 2
1, 2,3, 4, 5	206	Internets and intranets 2
1, 2, 3	207	Email 2
1, 2, 3, 4, 5	217	Use IT systems 2
1, 2, 3	218	Use IT to exchange information 2

Key Skills

This unit contributes towards the Key Skills in the following areas:

Application of number	
Communication	C 1.2
IT	IT 2.3
Working with others	
Problem solving	PS 2.1
Improving own learning	

Assessment and grading

Assessment will be by means of a **set assignment** covering both practical activities and underpinning knowledge.

Unit 025 Using the internet for finding, selecting and sending information

Outcome 1 Identify system requirements

Practical activities
The candidate will be able to:

1 customise a browser eg
   a choose a web page as a home page
   b enable/disable images
   c recognise the relevance of cache settings
   d rearrange toolbars
   e configure web page access restrictions
   f enable/disable the acceptance of cookies
2 use appropriate compression/decompression software
   a create a single compressed file containing several files
   b open/examine a compressed file to view the contents
   c extract/decompress files contained within a compressed archive
   d file to a specified location.

Underpinning knowledge
The candidate will be able to:

1 identify and describe the hardware specifications required to make use of services available via the Internet
   a communication/connection type and speed
   b modem/router type and speed
   c computer
2 identify the different types of connection available
   a dial-up
   b ISDN
   c leased line
   d ADSL
   e cable connection
   f networked connection
3 describe the effect of the transmission speed of a modem/router on time and cost
4 describe the different types of software required to access the Internet

Underpinning knowledge continued

5 identify the information that may be necessary to enable the first connection with ISP

- a service provider name
- b connection type
- c telephone number of local host
- d details of modem
- e ISP software
- f username
- g password

6 identify the software for creating, sending, receiving and managing e-mail

7 describe the different types of Internet service provider, the services they provide and their charges

8 identify variations in web page appearance according to the browser used and the resolution of the screen upon which it is viewed

9 describe the purpose of 'cookies'

10 describe the advantages of using compression/decompression software.

Unit 025 Using the internet for finding, selecting and sending information

Outcome 2 Describe and use Internet services

Practical Activities
The candidate will be able to:

1 access www, search engines or meta search engines to search for data using simple and complex criteria eg 'text string' in quotes, relational operators or Boolean operators to effectively

- a locate sites
- b locate sites containing specified information

2 navigate web pages by using:

- a URLs
- b textual and graphical hyperlinks (hotspots)
- c selecting from favourites/bookmarks

3 participate in appropriate newsgroups

4 participate in a discussion forum (Chat)

5 locate a shareware and freeware application from the Internet and download/save to a specified location

6 Use FTP software to transfer files between specified locations.

Underpinning knowledge
The candidate will be able to:

1 describe the services available via the Internet ie

- a WWW
- b e-mail
- c newsgroups
- d talk and chat
- e FTP
- f telnet
- g audio/video conferencing
- h data conferencing (document sharing)
- i e-commerce
- j discussion groups (bulletin boards)
- k desktop sharing

Underpinning knowledge continued

2 describe the relevance/implications of the Internet in terms of:

- a immediate access to information
- b censorship
- c international trade
- d learning
- e intellectual freedom
- f misuse
- g viruses
- h potential for Internet payment fraud or 'phishing'
- i infringement of copyright/licensing.

Unit 025 Using the internet for finding, selecting and sending information

Outcome 3 Use e-mail

Practical activities

The candidate will be able to:

1 use an Internet service to create a web-based e-mail account

2 use the web-based e-mail account to create, send and receive e-mail messages

3 use file management to store, print and delete e-mails

4 configure an e-mail application to provide an automated means to reply to e-mail messages

5 maintain an address book to

- a add addresses
- b edit existing addresses
- c delete addresses
- d set up and maintain groups

6 create and send messages to e-mail groups.

Underpinning knowledge

The candidate will be able to:

1 identify the potential advantages and disadvantages of using web-based e-mail instead of a dedicated e-mail program

2 describe potential problems associated with using automated reply methods where groups or lists of recipients are concerned

3 state the advantages of using an address book

4 explain the term 'spam'

5 identify ways in which spam can be reduced.

Unit 025 Using the internet for finding, selecting and sending information

Outcome 4 Use Internet conferencing

Practical activities

The candidate will be able to:

1 access a conferencing program

2 start conference calls

3 receive conference calls

4 transfer a file to connected user

5 use a whiteboard facility

6 exit a conference call correctly.

Underpinning knowledge

The candidate will be able to:

1 explain that the basic function of a conferencing program is to enable real-time communication eg

- a writing
- b sound
- c video
- d whiteboard.

Unit 025 Using the internet for finding, selecting and sending information

Outcome 5 Identify Internet security issues

Practical activities

The candidate will be able to:

1 set security features:
- a virus protection
- b firewall
- c alerts
- d digital signatures
- e passwords.

Underpinning knowledge

The candidate will be able to:

1 identify the reasons for using the following security features:
- a virus protection
- b alerts
- c digital signatures
- d passwords
- e firewalls
- f 'spyware' and 'adware' blockers

2 identify the types of information that may be protected by copyright
- a music
- b video
- c software
- d graphics
- e textual documents

3 describe web site security in terms of
- a security certification
- b locks
- c public/private keys
- d digital signatures
- e encryption
- f passwords
- g phishing.

Unit record sheet

This sheet to be amended to be the same as given during last editing day for labels etc

Use this form to track your progress through this unit.

Tick the boxes when you have covered each outcome. When they are all ticked, you are ready to be assessed.

Outcome	✓	Date
1 **Identify system requirements**	☐	
2 **Describe and use Internet services**	☐	
3 **Use e-mail**	☐	
4 **Use Internet conferencing**	☐	
5 **Identify Internet security issues**	☐	

Candidate Signature ..... **Date** .....

City & Guilds Registration Number .....

Quality nominee (if sampled) ..... **Date** .....

Assessor Signature ..... **Date** .....

External Verifier Signature (if sampled) ..... **Date** .....

Centre Name ..... **Centre Number** .....

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)20 7294 2468
F +44 (0)20 7294 2400
www.cityandguilds.com
www.cityandguilds.com/e-quals07

City & Guilds is a company registered in England and Wales (company number 16513878)