

Learning Assessment Guide

Unit Standard 25662 – Version 1

Use digital communications technologies

Level 2 – 3 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

The tasks in this assessment are designed to show your assessor that you can:

- Explain the use of digital communication technologies (DCTs).
- Use DCTs
- Manage DCTs.

This Learning Assessment Guide is made up of:

- Tasks for you to complete.
- Manager or Team Leader Verification/Observation Feedback form.
- Assessment Guide that the assessor will use to assess your competence.

Special notes relating to this unit standard:

1. *Digital communication technologies (DCTs)* – digital tools to enable interaction and communication for example:
 - email
 - Short Message Service (SMS) eg texts
 - Multimedia Message Service (MMS)
 - Voice-over-Internet protocol (VoIP)
 - social software
 - blog
 - wiki
 - forum
 - usenet
 - mailing lists
 - websites

Recognised conventions – usually accepted and/or documented practice of the organisation or workplace eg use of capitals, abbreviations, acronyms, naming, use of hyperlinks, appropriateness of content, referencing of source material.

2. Legislation you may need to consider includes:

- Copyright Act 1994
- Health and Safety in Employment Act 1992
- Privacy Act 1993
- Unsolicited Electronic Messages Act 2007
and their subsequent amendments.

Assessment Task One – Element 1

Introduction

The purpose of this task is to assess your ability to explain the use of digital communications technologies.

Instructions

Answer the following questions. They may be answered in writing or orally to your assessor. If you choose to answer orally your assessor will make a record of your answers.

Your assessor may wish to ask you further questions to gain further evidence or for clarification.

Question One

Consider the following types of digital communication technologies (DCTs). Choose **three** and give a brief explanation of what they are used for, including the technology used e.g. hardware or software technology.

- Email
- Short Message Service (SMS) eg texts
- Multimedia Message Service (MMS)
- Voice-over-Internet protocol (VoIP)
- social software
- blog
- wiki
- forum
- usenet
- mailing lists
- websites

DCT	Explanation

Question Two

There are situations where the use of digital communication technologies are inappropriate. For each of the first four situations give an example of such a situation. Explain why it would be inappropriate to use a DCT from the standpoint of your responsibility as the user and the protocol of the organisation or DCT. The 'other' situation (optional) may be used to address a situation important to you that is not covered by the first four.

	Example	Why DCT inappropriate
Personal		
Business		
Time		
Cost		
Other (optional) please identify		

Question Three

There are various ethical and legal considerations surrounding the use of digital communication technologies. These issues may also constitute a threat to the DCT. Choose two of the issues below and explain their characteristics, effects, and the methods of prevention and response to the issue should they become a threat.

Issues

- Cyber-bullying and stalking
- Privacy
- Copyright
- Piracy
- Phishing
- Identity theft
- Scams
- Viruses
- Spam

Issue	Characteristics	Effects	Methods of Prevention (give two for each issue)	Methods of Response

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Assessment Task Two – Elements 2 and 3

Introduction

The purpose of this task is to assess your ability to use and manage DCTs.

Instructions

Ask your assessor or an approved observer such as your manager or team leader to observe you using and managing a minimum of *three* digital communication technologies.

This includes ensuring the communication is relevant to its purpose and audience, and all current conventions are followed. Creating and saving in folders is an example of managing the DCT.

The observer feedback form includes the full requirements. Please read it carefully. This is to be completed by your observer. If your assessor is not your observer they may discuss your work with you to gain further evidence if necessary.

Observer Feedback Form

Name of Learner:	
Name of Observer:	Phone:
Relationship to Learner:	

_____ is currently being assessed toward Unit Standard
25662 Use digital communication technologies.

Purpose of this form

Learners use this form to gain feedback to support their assessment for this unit standard. This form should be completed by an approved observer or assessor who has observed the learner in a situation where they had the opportunity to demonstrate their competence in the performance criteria for this unit standard.

Situation (please give brief details of the situation in which you observed the learner's performance):

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DCT 2 _____

Task	The learner has completed successfully
<p>The content of the communication meets current conventions for:</p> <p>its purpose.</p> <p>its target audience.</p> <p>DCT used.</p> <p>The following meet current conventions:</p> <p>Layout of the communication.</p> <p>Etiquette followed.</p> <p>Protocols followed.</p> <p>Learner demonstrates appropriate management of the DCT. This may include:</p> <p>Prioritise</p> <p>Save</p> <p>Delete</p> <p>Create and use folders, filters and templates</p> <p>Backup data</p> <p>Automated message use</p> <p>Add signatures and/or attachments</p> <p>Other _____</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Tick box if successfully completed:</p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

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Comments (you can use this section to elaborate on any special features of this activity, and to take notes for your own feedback to the learner. Continue on another sheet if necessary, and attach to this form. Note: The assessor will discuss your comments with the learner, so only record comments you are comfortable sharing.)

Thank you for your assistance.

Signed: _____

Date: _____

Assessment Guide

This is the assessment guide your assessor will use to assess your competence in unit standard 25662.

Element	Task	Evidence required	Judgement
One Explain the use of digital communications technologies.	One	<p>Learner provides answers to questions relating to:</p> <p>The types of DCTs used in terms of the technology used.</p> <p>Inappropriate situations for using DCTs.</p> <p>Ethical and legal issues associated with the use of DCTs and methods of preventing and responding to DCT threats.</p>	<p>Learner correctly explains the technology used for three DCTs. Technology may include hardware and or software.</p> <p>Learner explains situations where using DCTs would be inappropriate. Explanation must cover personal situations, business situations, time factors and cost factors and be in terms of the responsibilities of the user and current protocols.</p> <p>Learner explains at least two ethical and legal issues associated with the use of DCTs . They must also explain two ways of preventing each of the two issues becoming threats and give methods of response to the threats.</p> <p>Threats and ethical and legal issues include:</p> <ul style="list-style-type: none"> • cyber-bullying and stalking • privacy • copyright • piracy • identity theft • scams • viruses • spam • phishing.

Element	Task	Evidence required	Judgement
Two Use DCTs.	Two	Observation checklist completed confirming learner has used a minimum of three DCTs.	<p>Learner is observed for three DCTs:</p> <p>Producing communication that meets current conventions for the:</p> <ul style="list-style-type: none"> • Purpose of the communication. • Its target audience. • The DCT used. <p>Observing current conventions for:</p> <ul style="list-style-type: none"> • Layout • Etiquette • Protocols
Three Manage DCTs.	Three	Observation checklist completed confirming learner has managed a minimum of three DCTs.	<p>Learner is observed correctly managing a minimum of three DCTs. This may include but is not limited to:</p> <ul style="list-style-type: none"> • Prioritise • Delete • Save • Create and use folders • Filters and templates • Backup data • Automated message use • Add signatures and/or attachments.