

**Unit Title:** IT Communication Fundamentals  
**Unit Level:** Level 2  
**Unit Credit Value:** 2  
**GLH:** 15  
**LASER Unit Code:** CAI957  
**Ofqual Unit Code:** D/502/4292

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Select and use a variety of sources of information to meet needs.	1.1	Select and use appropriate sources of IT-based and other forms of information which match requirements.
		1.2	Describe different features of information.
		1.3	Recognise copyright and other constraints on the use of information.
2.	Access, search for, select and use Internet-based information and evaluate its fitness for purpose.	2.1	Access, navigate and search Internet sources of information purposefully and effectively.
		2.2	Use appropriate search techniques to locate relevant information.
		2.3	Use discrimination to select information that matches requirements and is fit for purpose.
		2.4	Evaluate information to make sure it matches requirements and is fit for purpose.
3.	Select and use IT to communicate and exchange information safely, responsibly and effectively.	3.1	Create, access, read and respond appropriately to e-mail and other IT-based communication, including attachments, and adapt style to suit audience.
		3.2	Use IT tools to manage an address book and schedule activities.
		3.3	Manage storage of IT-based communications.
		3.4	Describe how to respond to common IT-based communication problems.
		3.5	Respond appropriately to common IT-based communication problems.

**Assessment Guidance:**

See IT User Assessment Strategy available from [www.e-skills.com](http://www.e-skills.com).

**Additional Information:**

NA