

**Unit Title:** IT Communication Fundamentals In The Workplace  
**Unit Level:** Level 2  
**Unit Credit Value:** 2  
**GLH:** 15  
**LASER Unit Code:** WJF245  
**Ofqual Unit Code:** R/507/0590

This unit has 3 learning outcomes.

| LEARNING OUTCOMES        |  | ASSESSMENT CRITERIA     |   |
|--------------------------|--|-------------------------|---|
| <b>The learner will:</b> |  | <b>The learner can:</b> |   |
| 1.                       | Be able to 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                     | Identify copyright and other constraints on the use of information.   |
| 2.                       | Be able to 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.                       | Be able to select and use IT to communicate 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.  |

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| <b>Assessment Guidance:</b> |
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| <b>Additional Information:</b> |
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