Use digital communications

Overview

This standard is about using IT tools to communicate with others for different purposes in line with organisational rules for the use of digital communications.

It involves selecting the most appropriate mode of digital communication (such as, instant messaging, email, webinar or VOIP) and using IT techniques to send, receive and store messages in line with organisational practice. It also includes setting up own profile for digital communication and maintaining contact details responsibly.

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Performance criteria

You must be able to:

1. select appropriate modes of communication according to intended purpose
2. use instant messaging and online chat to communicate with others in appropriate ways
3. set up profile for digital communications to meet own needs
4. use appropriate e-mail software tools and techniques to compose, send and receive effective messages
5. read and respond to digital communications in line with organisational procedures
6. communicate through appropriate digital communities or forums to meet organisational needs
7. organise and store messages for effective retrieval in line with organisational procedures
8. maintain and use others' contact details in line with organisational procedures and data protection requirements
9. respond to digital communications problems in line with organisational procedures
10. comply with organisational rules for use of digital communications

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Knowledge and understanding

You need to know and understand:

1. regulations, policies and procedures governing the use of digital communications including IT health and safety, security and good practice, and how to apply them
2. different modes of digital communication and when it is appropriate to use them
3. what digital communications to delete and how and when to do so
4. how to stay safe and respect others when using digital communications
5. how to identify and report potential security issues when using digital communications
6. the importance of   using language appropriate for digital communication context and recipient (netiquette)
7. various modes for digital communications, including television and film, radio and recorded music, print media, the internet and other emerging digital communication technologies
8. ethical/legal issues around the access and use of personal information
9. equipment needed for digital communications
10. how to access help and support when communications problems arise

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