

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 establishing a system for handling and archiving incoming messages and developing guidelines and procedures for effective digital communications.

It also involves knowing how to improve speed, efficiency and message security and how digital media can be used to influence beliefs and behaviours.

Manage digital communications using a range of media

Performance criteria

You must be able to:

1. review effectiveness of selected media to meet organisational communication needs
2. configure personal profile and general settings to meet personal needs
3. configure digital communication settings to meet personal and organisational needs
4. establish and use a system for the effective organisation and storage of digital communications
5. set up automatic responses for effective handling of incoming messages
6. archive email messages for efficient storage and retrieval
7. develop and share guidelines and procedures for effective digital communications
8. manage contact details for individuals and groups in line with organisational requirements
9. respond to communications problems in line with organisational procedures

Knowledge and understanding

You need to know and understand:

1. regulations, organisational policies and procedures governing the use of digital systems including IT health and safety and good practice, and how to apply them
2. how to prevent and report spam
3. how to improve security for digital communications
4. how to configure message archiving systems for efficient storage and retrieval of messages
5. the factors controlling message size and transmission speed
6. how the choice of communications media can influence messages
7. different types of mobile connectivity and communications standards
8. types of digital communications problems and how to respond to them
9. the purpose of message encryption and when it is appropriate to use it

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Developed by	e-skills
Version Number	1
Date Approved	January 2015
Indicative Review Date	June 2017
Validity	Current
Status	Original
Originating Organisation	e-skills UK
Original URN	ESKITU022
Relevant Occupations	ICT for users
Suite	IT Users
Keywords	Digital Communications, Social Media, Email, messaging
