

Overview

This standard is about using digital systems for networking and collaborating effectively online with others.

It involves identifying appropriate digital tools and adjusting settings, and working with shared applications. It also includes creating and maintaining a personal profile online and using collaborative and social networking tools responsibly and safely.

Participate in online networks and social media

Performance criteria

You must be able to:

1. identify appropriate apps and tools for social networking and collaboration
2. adjust settings on collaborative technologies to meet user needs
3. use a range of collaborative and social networking tools in line with organisational guidelines
4. contribute to online networks, forums and communities in a professional manner and in line with regulatory and organisational guidelines
5. share and submit information online using appropriate language
6. create and maintain an accurate personal profile online in line with organisational guidelines
7. collaborate in the generation of digital content to complete work activities
8. work in a safe manner when using social media resolve problems in the use of collaborative tools by providing appropriate responses
9. identify and report inappropriate content and behaviour on social networks to safeguard self and others

Knowledge and understanding

You need to know and understand:

1. the regulations, organisational policies and procedures governing the use of online networks including IT health and safety and good practice, and how to apply them
2. purposes for using collaborative technologies
3. the features, benefits and potential drawbacks of collaborative and social networking tools
4. when and how to report online safety and security issues
5. the importance of protecting business and personal information and how to recognise threats
6. reasons and methods that might be used to convey false business and personal information
7. terms and conditions that apply to using collaborative technologies
8. controls available to protect vulnerable internet users
9. how to identify when there is a problem with collaborative technologies and where to get help
10. how to identify, connect and adjust the settings for to collaborative tools
11. how to identify what precautions to take to keep safe and respect others when using collaborative technologies

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Suite IT Users

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