SPARSHOLT
COLLEGE HAMPSHIRE

Credit Value of Unit: 3   **GLH of Unit: 30**   **Level of Unit: 3**

Introduction

This unit aims to demonstrate how collaborative technologies can be used to promote the development and effectiveness of teams and individuals. The learner will be able to demonstrate understanding of safe use of collaborative technologies whilst ensuring they are set up correctly for use. Furthermore, the learner will be able to demonstrate understanding of how to manage and evaluate the use of collaborative technologies in practice.

Learning Outcomes The learner will	Assessment Criteria The learner can
1. Understand how collaborative technologies can support the development of personal and team effectiveness	1.1 Determine the IT tools and processes needed to improve personal and collaborative working 1.2 Explain the benefits and limitations of different collaborative IT related tools and devices for work related purposes 1.3 Explain how collaborative technologies can be used to overcome barriers and enhance effective team communications
2. Understand how to stay safe and secure when working with collaborative technology	2.1 Explain why guidelines need to be established for working with collaborative technologies 2.2 Develop and apply own guidelines for working with collaborative technologies 2.3 Develop ideas to address the potential risks in using collaborative technologies for different purposes
3. Plan and set up tools and devices for collaborative working	3.1 Summarise ways to integrate different collaborative technology tools and devices for a range of purposes, e.g. tasks, communication and media 3.2 Explain potential access and compatibility issues with using different collaborative technology tools and devices 3.3 Resolve access and compatibility problems so that different collaborative tools and devices work successfully
4. Prepare collaborative technologies for use	4.1 Review levels of access and permissions for different purposes 4.2 Select and use different elements across applications to create environments for collaborative technologies 4.3 Set and adjust settings to facilitate use of collaborative technologies by others 4.4 Outline recommended best practice to benefit collaborative working

SPARSHOLT
COLLEGE HAMPSHIRE

5. Work as a member of a team to achieve defined goals using collaborative technologies	5.1 Determine levels of responsibility for the use of collaborative technologies 5.2 Facilitate colleagues' responsible contributions and assist with engagement in using collaborative technologies 5.3 Manage the moderation of collaborative technologies 5.4 Evaluate collaborative technologies and provide feedback to others on their use of working to achieve outcomes in a constructive and considerate manner 5.5 Diagnose issues or problems that occurred while using collaborative technologies 5.6 Respond to problems with collaborative technologies and be prepared to help others to do so

Advice:

The evidence for this unit should be a combination of assessed tasks to meet the underpinning knowledge and understanding and work-based evidence that demonstrates that you can apply your knowledge and understanding to the Learning Outcomes for this unit. Practical demonstrations should be generated in the work place but where the task in one that is not part of your current job role, simulated scenarios are acceptable.

You should have at least two pieces of evidence for each of the practical performance criteria.

REMEMBER: you can use a piece of evidence several times, so evidence from one unit can be cross referenced (XREF) to another.

Types of evidence:

Evidence types in priority

1. Direct observation
2. Professional discussion
3. Audio and video
4. Work product – verifiable with witness signature and comment
5. Witness testimony – By telephone, interviews based on specific questions
6. Assignments
7. Simulation
8. Question and Answers

Gathering your evidence

Read through all the learning outcomes and performance criteria carefully making notes where you can identify activities, tasks, responsibilities that you carry out in your day to day work. Upload this evidence into your sandbox in Ledge. Make sure that you give details of what unit, Learning Outcomes and Performance Criteria you think it relates to.

TASK1a

You should write at least 800 words for this task.

Explain why you think team work is important, include the benefits/advantages to an organisation of efficient team work. Describe in your own words what the term Virtual Team means and describe some of the pros and cons of working in a virtual team.

TASK1b
Introduction to Collaboration technology tools

As part of this task you will need to have a Gmail account and a Skype account, both are free.

> ***You must conduct*** *your own research to find out more in-depth details for this task.*
> For example: What does accessibility mean in this context?

SCENERIO

This is a **flipped activity** and must be completed by the time you come into college for your next session.

You are to conduct a test of 6 collaborative tools. The purpose of the testing is to establish the effectiveness of the applications in different circumstances and for different kinds of projects.

Your selection must include:

- o video chat
- o collaborative documents
- o task manager
- o A tool for collaborating with plans, graphics and visuals eg https://mural.co/

Make a list of the collaborative tools you are going to test and create a form to collate your findings.

Your testing form must include:

1) **Accessibility** – this should include wifi, broadband etc AND accessibility to include diversity and equality eg those with hearing or visual impairments, poor IT skills, those whose first language is not English, Time zones
2) **Compatibility**
3) **Management of permissions**: - eg levels of responsibility
4) **Management of settings**
5) **Suitability for different contexts and activities**
6) **Free or purchased** (this could be a pro or a con)

TASK1c

This task will be completed in your next college session and will be led by your tutor.

You will spend time discussing and comparing the collaborative tools you have chosen, explaining the pros and cons of each of them. Be prepared to ask your class mates questions, for example:

Had anyone chosen a collaborative tool that no one else had thought and why did they think it was worthwhile considering.

You will then be divided into teams so that you can practice working collaboratively.

You will be given a range of work-based scenarios and asked to think about which type of collaborative tool would be best suited to use for each scenarios.

You will be asked to work collaboratively on a presentation to present to the other team. You must all play an equal part in the creation and content of the presentation.

Format for presentation

Give the presentation a suitable title, introduction and purpose of presentation and, add your names at the end. You could put presentation through movie maker and edit add captions music if time allows.

If you complete all the above **in sufficient detail** you will have evidence for the following criteria:

- 1.1 Determine the IT tools and processes needed to improve personal and collaborative working
- 1.2 Explain the benefits and limitations of different collaborative IT related tools and devices for work related purposes
- 1.3 Explain how collaborative technologies can be used to overcome barriers and enhance effective team communications
- 3.3 Resolve access and compatibility problems so that different collaborative tools and devices work successfully
- 4.1 Review levels of access and permissions for different purposes
- 4.2 Select and use different elements across applications to create environments for collaborative technologies
- 4.3 Set and adjust settings to facilitate use of collaborative technologies by others

TASK 2
Guidance, risks and risk management

Understand how to stay safe and secure when working with collaborative technology

> *You must conduct your own research to find out more in-depth details for this task.*
> For example: Research into the potential risks should be detailed with particular reference to working online.

Create a set of *detailed* guidelines for people using collaborative technologies – where possible, create the guidelines for your own place of work.

Your guidelines should include:

An explanation of why guidelines need to be established for working with collaborative technologies

Choose 2 different collaborative technologies and explain in detail:

- o Possible risks – as many as you can find or think are important
- o Methods to address any potential risks

The document should be prepared suitably for a given workplace and the layout/language/design should reflect this.

If you complete all of the above **in sufficient detail** you will have evidence for the following criteria:

2.1 Explain why guidelines need to be established for working with collaborative technologies
2.2 Develop and apply own guidelines for working with collaborative technologies
2.3 Develop ideas to address the potential risks in using collaborative technologies for different purposes

TASK 3
Work as a member of a team to achieve defined goals using collaborative technologies

Work with a colleague to design an information presentation that can be used by your workplace to demonstrate to a potential client or a new member of staff, how and why your organisation uses collaborative technologies. This will be a 2-part task.

Your presentation must include:

- A description and an evaluation of your chosen collaborative technology tool and why the company has chosen to use it.
- Screenshots or video using screen captures
- You should include both the pros and cons, uses, limitations etc
- An explanation of the levels of responsibility rights and the moderation of levels of access
- An outline of what can wrong and barriers to using collaborative technologies
- Actions that have been/could be taken to resolve issues
- REMEMBER that not all clients will have experience of using online tools, have limited IT skills and have never considered using collaborative technology prior to this.
- A short user guide with images that the clients can take away with them out-lining:

  - Login in details
  - What levels of responsibility they may have
  - Ways to deal with issues that may arise, eg accessing, naming of files, deleting of files, editing rights

You need to record this planning process, ideally as an audio recording.

- Decide who is going to take the lead for the presentation
- Decide what collaborative tool you are going to use and why you have chosen them
- Discuss how and what you are going to include, story board your presentation and decide who will be responsible for what.
- Once the draft presentation is completed you will need to view and comment on each other's work (consider layout, graphics, colour scheme and content but be constructive not over-critical)
- Keep all your plans, drafts, screenshots and paper based evidence in a safe place ready to upload to your Sandbox in Ledge
- Keep the original draft presentation and note what changes were made to ensure that it meets the needs of the task

You will need an audience for your presentation of at least 2 people. Give your presentation together and then capture some feedback and evaluation of both the content and your delivery. You can choose how you capture the evaluation feedback but it must be uploaded as part of this task.

If you complete all the above **in sufficient detail** you will have evidence for the following criteria:

5.1 – Determine levels of responsibility for the use of collaborative technologies
4.1 – Review levels of access and permission for different purposes
5.2 – Facilitate colleague's responsible contributions and assist with engagement in using collaborative technologies
5.3 - Manage the moderation of collaborative technologies
5.4 – Evaluate collaborative technologies and provide feedback to others on their use of working to achieve outcomes in a constructive and considerate manner
5.5 – Diagnose issues or problems that occurred while using collaborative technologies
5.6 – Respond to problems with collaborative technologies and be prepared to help others to do so.
3.3 – Resolve access and compatibility problems so that different collaborative tools and devices work successfully

TASK 4
Prepare collaborative technologies for use

You are asked to summarise all that you have learned so far in this unit and write a summary report of how to work effectively and efficiently using collaborative technologies and tools. You can also use any of your own experiences from work.

It is important that you read the list of competences below and address your findings to each of them.

You can either record your findings using audio or video or you can write a summary report of at least 1000 words. You could, if you wish use a combination of all or some of them. Where possible you should relate your evidence to your practice in the workplace, referring to your in-house guidelines where appropriate.

If you complete all of the above **in sufficient detail** you have evidence for the following criteria:

3.1 – Summarise ways to integrate different collaborative technology tools and devices for a range of purposes
3.2 – Explain potential access and compatibility issues when using different collaborative tools and devices
4.2 – Select and use different elements across applications to create environments for collaborative technologies
4.3 – Set and adjust settings to facilitate use of collaborative technologies by others
4.4 – Outline recommended best practice to benefit collaborative working

PLEASE UPLOAD ALL YOUR WORK TO LEDGE