

Internet and Intranets

About this unit

Structure

This unit is taken from the national occupational standards for IT Users (ITQ), Unit 2G It is divided into sections covering “what you need to do”, “what you need to know and understand” and “what proof you need”. These are described in detail below.

What it is about

Who is this unit for?

This unit is suitable for you if your work involves knowledge about the benefits and drawbacks of different connection methods; understanding how to avoid Internet security risks; using and customising more advanced browser facilities and searching for, finding and evaluating information.

At the end of this unit you will be able to:

Use computers and other hardware efficiently to access, retrieve and exchange relevant information of different types.

What you need to do

Search

- 1 Choose a search engine that is appropriate for the information that is needed.
- 2 Carry out searches efficiently.

Find and evaluate

- 3 Choose and use appropriate methods of searching for relevant information.
- 4 Review sources and information to help choose what is most relevant, and to decide when enough has been found.

Exchange information

- 5 Choose and use appropriate methods of exchanging information, such as FTP or HTTP.
- 6 Use interactive sites.

Customise browser software

- 7 Customise browser settings to improve the performance of software.

EXAMPLE

Search (2): use meta search engines, wild cards, AND or NOT (Boolean notation).

What you need to know and understand

Connection methods

- A What own connection will and will not do.

Browser facilities

- B What methods can be used to exchange files and how to use them, such as file transfer protocol (FTP) and hypertext transmission protocol (HTTP).
- C How to download software patches.
- D That browsers have different settings that can be changed.
- E That some browsers and servers will allow e-mail to be sent and received.
- F How and when to delete temporary files.
- G How changing settings effects performance, such as viewing, history and cookies.

Information and other opportunities

- H What meta search engines are and how to use them.
- I Opportunities to post or publish material to websites.
- J Opportunities to create websites.

Internet security risks

- K Legal, ethical and economic risks.
- L What ways there are of protecting against risks, such as browser security settings, firewalls and user access controls.

Laws and guidelines

- M What and how different IT activities are affected by laws and guidelines, such as storing names and addresses, downloading images from the Internet or sending inappropriate e-mails.

What proof you need

You will need to produce at least **two comprehensive** tasks for your assessor to judge and decide whether you have met the requirements of this unit. These tasks must:

- be fully supported by evidence which has come from your job in the workplace (or from a simulated activity)
- show that you have done and know everything from the “What you need to do” and “What you need to know and understand” sections of the unit