

IT Communication Fundamentals Level 2

Module Goals

This module sets out essential concepts and skills relating to web browsing, effective information search, online communication and e-mail. Successful candidates will be able to:

- Select and use appropriate sources of IT-based and other forms of information which match requirements
- Use appropriate search techniques to locate relevant information
- Evaluate information to make sure it matches requirements and is fit for purpose
- Create, access, read and respond appropriately to e-mail and other IT-based communication, including attachments, and adapt style to suit audience
- Describe how to respond to common IT-based communication problems
- Respond appropriately to common IT-based communication problems

Module Chapters

1. Select and use a variety of sources of information to meet needs
2. Access, search for, select and use Internet-based information and evaluate its fitness for purpose
3. Select and use IT to communicate and exchange information safely, responsibly and effectively

Additional Course Information

Estimated learning time: 15 hours

Versions available: 2010, 2013, 2016

Examinations: None, portfolio based

Course style: Book-based with offline assignments

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Progression Options

Using Email Level 2

Certificate IT User Skills (ECDL Extra)

Word Processing

Spreadsheets Level 2

Presentations Level 2

Improving Productivity Level 2



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