



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT103A Use, communicate and search securely on the internet

Release: 1

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Modification History

Version	Comments
ICAICT103A	This version first released with <i>ICAll Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to connect to the internet, securely send and receive emails, search the internet using web browsers and interact securely and in a socially responsible manner with a range of different internet sites.

Application of the Unit

This unit applies to individuals who use business technology to perform a range of routine tasks in the workplace or home office. They use fundamental knowledge of internet connection requirements, email and web browsers to perform tasks under direct supervision or with limited responsibility.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>

Elements and Performance Criteria

1. Connect to and access the internet	<p>1.1 Connect to the internet through the existing <i>internet connection</i> and confirm functionality</p> <p>1.2 Open an <i>internet browser</i> and set a home page of personal choice by setting <i>internet options</i></p> <p>1.3 Ensure internet <i>browser software security</i></p> <p>1.4 Adjust the display of the internet browser to suit personal requirements</p> <p>1.5 Modify toolbar to meet user and internet browser needs</p> <p>1.6 Access a particular website, note privacy and other conditions of use and retrieve data</p> <p>1.7 Use <i>socially responsible behaviour</i> when sharing information on the internet</p> <p>1.8 Enter uniform resource locator (URL) in address line of internet browser</p>
2. Use email for communications	<p>2.1 Open email application package, create new email message and add addressees</p> <p>2.2 Compose the text of an email message according to <i>organisational guidelines</i> and spell check and edit text as required</p> <p>2.3 Create and add an automatic signature for the user</p> <p>2.4 Attach <i>files</i> to the email message where required</p> <p>2.5 Determine and set a priority and send the email message</p> <p>2.6 Reply to and forward a received message using available features</p> <p>2.7 Open and save an attachment to the relevant folder</p> <p>2.8 Search for, sort and save email message using available settings</p> <p>2.9 Adjust email accounts to restrict and quarantine possible <i>email security</i> problems</p> <p>2.10 Print an email message as required</p>

3. Search the internet	<p>3.1 Review organisational guidelines on internet access</p> <p>3.2 Open an internet application and locate and access a search engine on the internet and define search expressions based on the data required</p> <p>3.3 Enter appropriate key words into the search engine to locate the desired information</p> <p>3.4 Refine a search depending on outcomes of the original search</p> <p>3.5 Save search expression results and present them in a report according to the information requirements</p> <p>3.6 Create a bookmark within the internet browser or a link for the required web page for the key results</p> <p>3.7 Save the key results in a bookmark folder</p> <p>3.8 Modify the internet browser options for printing and print a web page</p> <p>3.9 Close the internet browser</p>
4. Access and use consumer-specific sites on the internet	<p>4.1 Identify, access and review information-specific sites to gain consumer information</p> <p>4.2 Identify and use internet application sites to lodge details and gain access and information</p> <p>4.3 Access and use online forms on the internet</p>
5. Undertake online transactions	<p>5.1 Access an online transaction site</p> <p>5.2 Ensure security of transaction site</p> <p>5.3 Enter required information into fields on merchant's website</p> <p>5.4 Ensure that pop-up dialog boxes, prompts or feedback mechanisms are completed</p> <p>5.5 Enter, check and make changes to preferred transaction options</p> <p>5.6 Complete online transaction</p> <p>5.7 Record and archive receipts according to business processes</p> <p>5.8 Close down and leave transaction process</p>

<p>6. Conduct an advanced search</p>	<p>6.1 Use search tools and advanced search features</p> <p>6.2 Use <i>Boolean search</i> techniques when required to enhance the search</p> <p>6.3 Use multiple or meta-search tools with a range of key words</p> <p>6.4 Use search engines particular to a field of knowledge to refine the outcome</p> <p>6.5 Access related virtual community sites and newsgroups and note their objectives and operational arrangements</p> <p>6.6 Conduct a search with domain names to refine the search</p>
<p>7. Use information that has been located</p>	<p>7.1 Cross-reference information found by using several websites to determine accuracy of information obtained</p> <p>7.2 Check date that website was last updated or properties of website to determine currency of information</p> <p>7.3 Determine website authority by looking at copyright statements, privacy statements and organisational information</p> <p>7.4 Save and print information found in different file forms</p>

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - communicate with peers and supervisors
 - seek assistance and expert advice
 - undertake online transactions
- literacy skills to:
 - compose email messages
 - interpret user manuals and help functions
 - read and interpret basic online documents
 - read and write basic workplace documents
- problem-solving skills to address common operational problems when using web browsers
- research skills to locate varied sources of information online
- technical skills to use:
 - digital device
 - email applications
 - internet search functions
 - peripheral hardware
 - keyboard to enter text into web browsers and email applications.

Required knowledge

- basic technical terminology related to reading help files and prompts
- basic knowledge of copyright and privacy statements
- different types of messages that occur, such as:
 - error messages
 - message to install plug-ins
- different types of search engines
- procedures for using email applications
- procedures for evaluating and assessing the authority, reliability and authenticity of information
- internet search functions
- internet speed, traffic loads related to times of accessing the internet
- internet web browsers
- makeup and structure of internet addresses
- organisational guidelines on internet and email use (web etiquette or netiquette)
- different internet search techniques
- web browser update techniques
- use of key words and bookmarks.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • connect to and access the internet • send and receive emails • secure internet access and email communications • use search tools to locate information • research and select appropriate website • undertake online interactions • make an informed assessment of the accuracy, currency, authority and reliability of the site and information located.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • use of PC or digital device with internet • search engines currently used in industry • organisational policies on internet usage • appropriate learning and assessment support when required. <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • verbal or written questioning to assess candidate's knowledge of internet access requirements, email features and search engine attributes • direct observation of candidate accessing the internet, using email, and searching and interacting with consumer sites using advanced search features • direct observation of candidate undertaking online interactions • review of search results, including assessment of the accuracy, currency and reliability of the site and information located.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate.</p> <p>Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed.</p> <p>Indigenous people and other people from a non-English speaking</p>

	<p>background may need additional support.</p> <p>In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.</p>
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Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Internet connection</i> may include:	<ul style="list-style-type: none"> • 3G or high-speed downlink packet access (HSDPA) cellular network • 4G cellular network • broadband • cable • dial-up • digital subscriber line (DSL) • fibre to the 'x' (FTTx) • high-speed digital subscriber line (HSDSL) • integrated services digital network (ISDN) network terminating unit (NTU) • satellite • wireless modem • worldwide interoperability for microwave access (WiMAX).
<i>Internet browser</i> may include:	<ul style="list-style-type: none"> • Firefox • Galleon • Google Chrome • Internet Explorer • Konqueror • Lynx • Mozilla • Netscape Navigator • Opera • Phoenix.
<i>Internet options</i> may include:	<ul style="list-style-type: none"> • configuring: <ul style="list-style-type: none"> • history • home page • location of temporary files • privacy level • security level • type of connection.
<i>Browser software</i>	<ul style="list-style-type: none"> • application enabling • cookie handling

<i>security</i> may include:	<ul style="list-style-type: none"> • pop-up blocking • privacy levels • security zones • trusted sites.
<i>Socially responsible behaviour</i> may relate to:	<ul style="list-style-type: none"> • not using obscene, profane, lewd, vulgar, rude, inflammatory or threatening language • not publishing information that, if acted upon, could cause damage to property or persons, nor publish deliberately false or defamatory information about a person or organisation • not engaging in personal attacks, including prejudicial or discriminatory attacks, not harass (distress or annoy) another person • not accessing material that is profane, obscene, pornographic or paedophilic, that promotes illegal acts, or that advocates violence or discrimination • not sending inappropriate emails • taking responsibility for protecting personal information by not revealing personal information, including names, addresses, photographs, credit card details and telephone numbers.
<i>Organisational guidelines</i> may include:	<ul style="list-style-type: none"> • content of emails • downloading information and accessing particular websites • opening mail with attachments • personal use of emails and internet access • virus risk (MS Windows OS and Mac OS only).
<i>Files</i> may include:	<ul style="list-style-type: none"> • email messages • HTML pages • music • PDF files • pictures • text files.
<i>Email security</i> may relate to:	<ul style="list-style-type: none"> • taking steps to restrict: <ul style="list-style-type: none"> • malware • phishing • spam.
<i>Search engine</i> may include:	<ul style="list-style-type: none"> • Alexa Internet • AllTheWeb • AltaVista • Bing • Cuil

	<ul style="list-style-type: none">• Excite• Galaxy• GigaBlast• Go.com• Google• HotBot• Live Search• Lycos• search.AOL• specific search engines• Yahoo.
<i>Internet application sites</i> may include:	<ul style="list-style-type: none">• consumer:<ul style="list-style-type: none">• banking• shopping• education and training• government• health• interest groups• news• travel.
<i>Transaction options</i> may include:	<ul style="list-style-type: none">• currency• delivery address• freight• invoice address.
<i>Boolean search</i> may include terms:	<ul style="list-style-type: none">• AND• OR• NOT• NAND• NOR• NE• GE• LE• GT• LT.

Unit Sector(s)

General ICT

Custom Content Section

Not applicable.