



Cambridge TECHNICALS in IT



Unit 1: Communication & Employability Skills for IT

LO 3: Be able to use IT to communicate effectively.



Communication Technology



- Presentation software
- Word processing
- Email
- Blogs/Vlogs
- Instant messaging
- Video Conferencing
- Wikis



Document Proofing



- Proof reading
- Spelling and grammar checking
- Punctuation



Effective Communication



- Understanding the audience
- Adapt information to target audience
- Clarification of requirement (e.g. discussion, meetings, questioning, research)





L03 Portfolio Evidence



✓ (P5) Use IT to Aid Communications

- Hold a web-conference using Lync to deliver your presentation from L02 to the new employees of *Compute-IT*.
- Create a letterhead and write a business letter to all the customers to remind them of security measures they should be taking to ensure they are protected from malicious software.
- Write an email to the customers of *Compute-IT* informing them of the new support-desk website: <http://support.compute-IT.net>
- Write a blog-post on the company blog to tell clients about a new technological innovation in the world of IT.
- Proof-read and amend the documents produced by your colleagues, using the methods listed next to them:
 - Document 1 – Staff Memorandum (Print out and check manually)
 - Document 2 – Customer letter (Use Tracked Changes & comments)
 - Document 3 – Business flyer (Use Tracked Changes & comments)





L03 Portfolio Evidence Continued



✓ (P6) Communicate Technical Information

- Create a page on the company Wiki to explain how to carry out an allocated task using IT.

✓ (M2 & D2) Explain and Justify Choices of IT Used

- (M2) Explain the IT you have used in this task.
- (D2) Give reasons why you have used the selected communication technologies.

