



NZQA Assessment Support Material

Unit standard	20332				
Title	Use the Internet for information retrieval in an organisation				
Level	2	Credits	3	Version	5

Vocational pathways	Primary Industries – also suitable to be contextualised for Service Industries; Social and Community Services, Construction and Infrastructure, Creative Industries				
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Student guidelines

Introduction

This assessment activity requires you to show that you can:

- Describe the Internet and explain the impact using the Internet has on a specific organisation;
- Explain the legal, ethical and organisation issues of using the Internet;
- Use the Internet and its features to gain information for a specific purpose.

Conditions of assessment

This is an **open book** assessment. You may use any workplace information to help you complete the assessment. All answers must be in your own words.

How you will be assessed

To be assessed for this standard you **must** be employed – this can be paid employment, work experience or voluntary work.

There are **three (3) written tasks and one (1) practical task** in this assessment.

- Answer all the questions in the worksheets.
- Parts of the assessment may be conducted orally - your assessor may read the question to you and write down your answer on the worksheets but they cannot help you.
- List any relevant documents that support your assessment on the attached *Document List Recording Sheet*. Attach copies of these documents to the relevant worksheet.

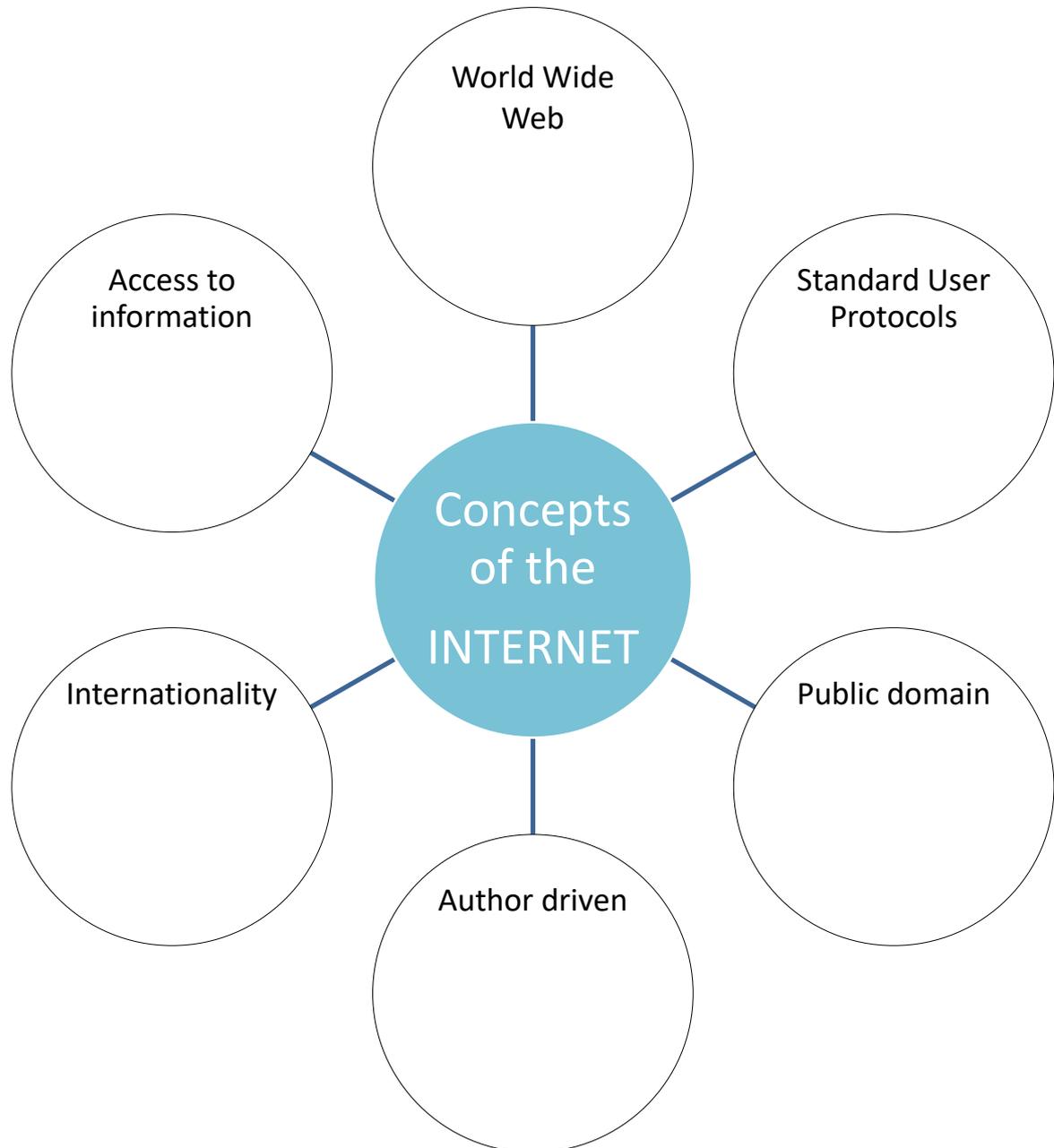
Workplace Verification

For the practical task, (task 4), your workplace supervisor must sign the *workplace verification form* to verify (confirm) your answers are correct for your workplace.

Task 1 The Internet

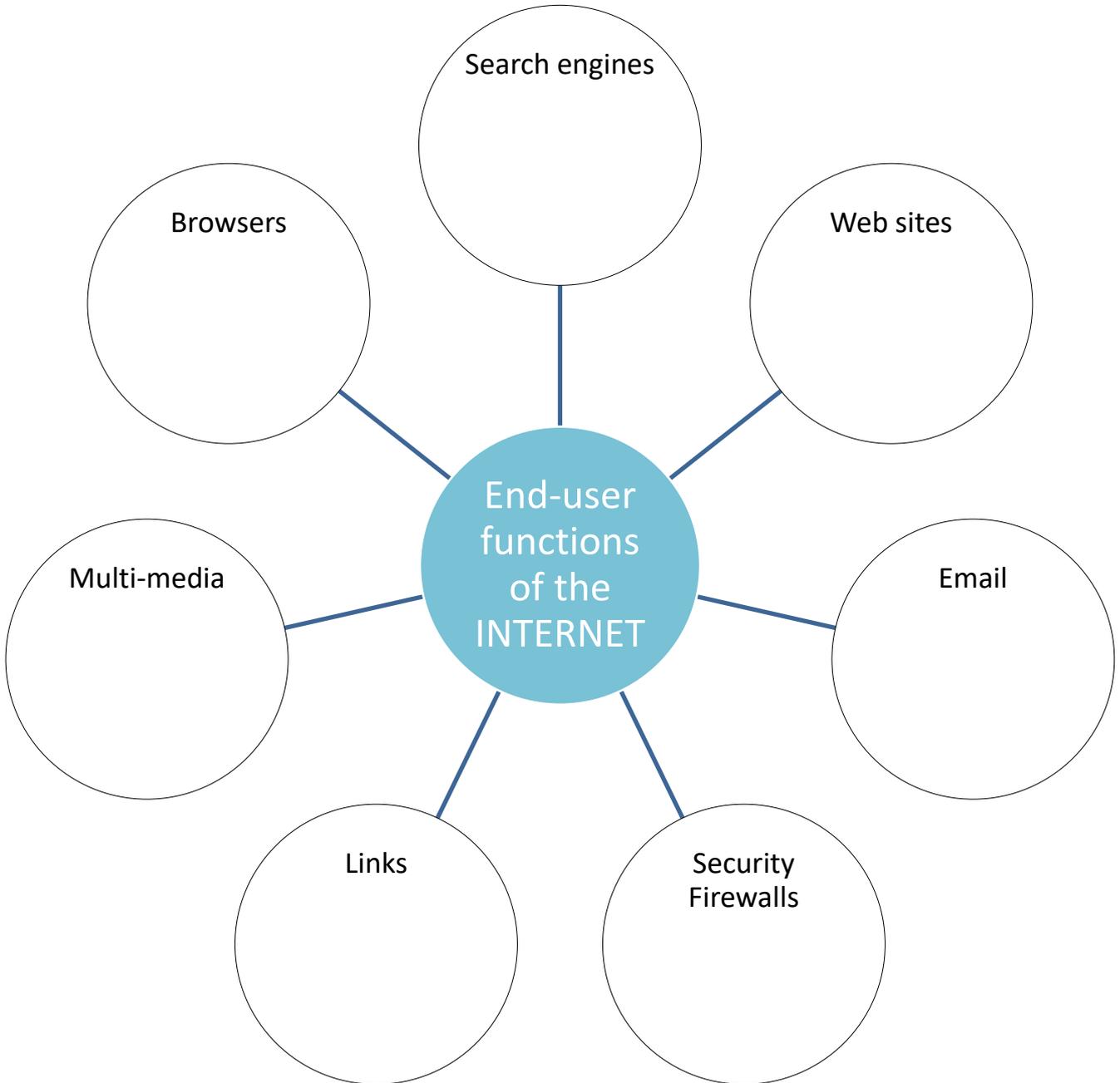
Question 1

On the mind map below describe these underlying internet concepts.



Question 2

On the mind map below describe these internet end-user functions.



Task 2 The Good, the Bad and the Ugly of the Internet

For any organisation with internet access, the use of the internet will have benefits and limitations.

This task is about explaining the impact of using the internet for the organisation you work for.

Instructions

Complete the table on the next page.

1. Identify **three (3) benefits** of using the internet for the organisation you work for. Explain why each of these is a benefit for your organisation.
2. Identify **three (3) limitations** of using the internet for the organisation you work for. Explain why each of these is a limitation for your organisation.

An example is provided below for a fertiliser company.

Benefits of using the internet	Limitations of using the internet
<p>The benefit is:</p> <p><i>Immediate access to a wide range of company and other information.</i></p>	<p>The limitation is:</p> <p><i>Reliant on reliable access through telecommunication networks.</i></p>
<p>This is a benefit for our organisation because:</p> <p><i>Most staff work remotely out of their cars or with customers – using the internet means they are not reliant on paper-based systems.</i></p>	<p>This is a limitation for our organisation because:</p> <p><i>When speed connections aren't fast enough the ability to access information can be limited which means work can't always be done when you want to.</i></p>

	Benefits of using the internet	Limitations of using the internet
1	The benefit is:	The limitation is:
	This is a benefit for our organisation because:	This is a limitation for our organisation because:
2	The benefit is:	The limitation is:
	This is a benefit for our organisation because:	This is a limitation for our organisation because:
3	The benefit is:	The limitation is:
	This is a benefit for our organisation because:	This is a limitation for our organisation because:

Task 3 The impact of the internet on my organisation

Question 1

Any organisation with internet access must consider the **legal, ethical and organisational issues** in relation to its internet use.

This task is about explaining these issues for the organisation you work for in relation to its internet use.

Instructions

Use an example from your workplace to explain how each of the following pieces of legislation impact on the organisation you work for.

Legislation	For the organisation I work for this means:
Copyright Act 1994, including the 2008 amendment	
Official Information Act 1982	
Privacy Act 1993	

Protected Disclosures Act 2000	
Unsolicited Electronic Messages Act 2007	
Harmful Digital Communications Act 2015	

Question 2

Explain the implications and impact on your organisation of providing internet access to all individual employees, for each of the criteria below.

	Why it needs to be considered	Impact it will have
Security of information		
Virus protection		
Personal use		
Personal safety		

Question 3

For this question, you need access to your organisation’s usage policies and procedures for internet and email use. You must attach copies of the relevant policies and procedures to this assessment.

- Identify **key** features of your organisation’s policy and procedures for **email use**.
Explain the rationale for the policy and procedures – the rationale may be in relation to legal, ethical, organisational or another issue.
- Identify **key** features of your organisation’s policy and procedures for **internet use**.
Explain the rationale for these policies and procedures – the rationale may be in relation to legal, ethical, organisational or another issue.
Some example responses are provided below for a fertiliser company.
- List any relevant policies and procedures on the attached *Document List Recording Sheet*.

Part example

Email use policy and procedures	Internet use policy and procedures
<p>Key features of the policy are: <i>All emails have to be sent from our fertiliser company email address.</i> <i>Emails must be replied to/acknowledged by the end of the working day.</i></p> <p>Key procedures are: <i>We must have an automatic signature on at all times that includes the company logo, website address and contact details. If we are out of contact then we must have an out of office message turned on.</i></p> <p>The rationale for this policy and procedures is: <i>So that customers are always clear it is a formal company communication, and the logo also promotes the company.</i> <i>So that customers receive prompt service.</i></p>	<p>Key features of the policy are: <i>We aren’t allowed to use the internet to carry out non-work related business activities for personal gain, or any illegal activity.</i></p> <p>Key procedures are: <i>We signed a declaration when we started work that says we are aware of the do’s and don’ts when using the Internet at work.</i> <i>Access to some websites such as Facebook and Trade Me is blocked.</i> <i>Internet usage is monitored by management.</i></p> <p>The rationale for this policy and procedures is: <i>To uphold the company’s reputation. Make sure people are not spending too much time on these sites instead of working.</i></p>

Task 4 Using the internet for information

This is a **PRACTICAL** task.

The purpose of the task is to demonstrate your skills in using the internet and its features to access information for a specified organisational purpose.

Definitions

<i>Search</i>	Any search not limited by locality, website etc
<i>Advanced Search</i>	Uses more than one criterion
<i>Boolean Operators</i>	Uses AND, OR, NOT, to define a search.

Instructions

1. Talk to your workplace supervisor to agree a purpose (purposes) for using the internet to access information and a format for presenting the collated information.
The attached *Resource* page includes examples of searches/accessing information that might be completed in a fertiliser company.
2. Use search engines to access information for the agreed purpose – you should use a search, an advanced search and Boolean operators.
3. Complete the *Search Summary* table over the page.
4. Collate the information for presentation (as per the agreed format).
The attached *Resource* page includes possible formats for presenting the information accessed by a fertiliser company.
5. List any supporting documentation on the attached *Document List Recording Sheet* and attach a copy to your assessment
6. Ask your workplace supervisor to verify, using the *workplace verification form*, the details of your search you have described.

Search summary	
Search purpose	
Searches used	
Advanced searches used	
Boolean operators used	
Websites visited	
Key facts identified	
How the collated information was used for the specified purpose	

Task 4 Workplace verification

Workplace verification

I confirm that _____ (name of learner):

- Agreed the search purpose and format for presenting collated information prior to commencing the search
- Accurately described the purpose of the search
- Searched for / accessed information using the search, advanced search and Boolean operators as described in the task.
- Collated information according to the agreed format
- Information was used to meet the specified purpose.

Signed: _____

Dated: _____

Name: _____

Position: _____

Workplace: _____

Document list recording sheet

List any documentary and supporting evidence below.

Document / evidence	What this document shows

Resource

Possible searches that might be conducted by a fertiliser company	How the information might be formatted and presented
<p><i>Competitive intelligence – a customer has said they are going to change fertiliser companies because another company is offering better deals.</i></p>	<p><i>Verbal report to our team leader of other company deals.</i></p>
<p><i>Finding information about ways to spray and treat for California thistle (or something else we don't do routinely) that we might not have hard-copy information about in the office.</i></p>	<p><i>Print off any relevant web pages and/or available data sheets for the farmer.</i></p> <p><i>Either the website page link or PDFs might be emailed to the farmer.</i></p>
<p><i>Comparing prices and types of vehicles available for rent because your company vehicle has been damaged on a farm and is in for repair, and then selecting a vehicle and making a booking.</i></p> <p><i>Booking a flight to a sales conference.</i></p>	<p><i>Print off confirmation of any booking.</i></p>
<p><i>Using the company website and a secure log in to access the customer management system to find out type and quantities of fertiliser a customer purchased in a previous year.</i></p>	<p><i>Print off using the report function in the CMS and then email to the customer.</i></p>