Title	Collaborate and communicate with others effectively and safely in a digital environment		
Level	3	Credits	7

Purpose	People credited with this unit standard are able to collaborate and communicate with others effectively and safely in a digital environment.
	This unit standard has been developed primarily for assessment as an option within programmes leading to the New Zealand Certificate in Computing (Intermediate User) (Level 3) [Ref: 2592] and the New Zealand Certificate in Computing (Advanced User) (Level 4) [Ref: 2593].

Classification	Computing > Generic Computing

Available grade	Achieved

Guidance Information

1   Assessment, where applicable, will be conducted in and for the context of a real or realistic situation and/or setting, and be relevant to current and/or emerging practice. The assessor may gather evidence over time from a range of scenarios rather than using one assessment where the learner has to demonstrate all of the required skills. The assessment context for this unit standard must be suitable to meet the criteria for level 3 in the NZQF Level Descriptors, which are available by searching for "level descriptors" at www.nzqa.govt.nz.

2   The provided purpose for a learner's collaboration and/or communication will include sufficient information and requirements against which the success or otherwise of the collaboration, communication and connectivity can be assessed, and must be diverse and of sufficient complexity to provide scope for the assessment evidence.

3   Evidence of written, verbal and non-verbal, formal and informal communication and interpersonal skills are expected to be demonstrated collectively and/or holistically across this standard when collaborating and communicating effectively with others in a digital environment.

4   Definitions
    Collaborate means to work with other people in a team and involves self-direction, creativity, and innovation.
    Collaboration tools refers to asynchronous and synchronous tools such as the wide range of coordination tools, connectivity applications, conferencing tools, online learning tools, social networking applications, and document collaboration tools.

Conferencing tools connect multiple users in diverse locations in real-time, and refers to any of video conferencing, telephone conferencing, screen sharing apps, web conferencing, webinars.

Connectivity application refers to a software application used to enable, support, or enhance a network connection with another device or website; often installed on a mobile device, and refer to any of quick response (QR) code readers, website specific connection apps (such as screen sharing, messaging/video calling), remote log-in apps.

Coordination tools refer to calendars; workflow systems; time trackers; task management tools; planning tools.

Cultural appropriateness refers to sensitivity to other cultures, beliefs, philosophies, and awareness of how diverse, ethnic, racial, and/or linguistic groups differ from one's own.

Cyber safety refers to the safe and responsible use of information on the internet and other connected environments, aimed at maximising the user's personal safety and protecting self from malicious users (such as spam, phishing, cyberbullying, cyberstalking).

Digital citizenship refers to the norms of appropriate, responsible behaviour with regard to confident and positive engagement with digital technology.

Good practice refers to selecting and using the appropriate feature or function to enable correct use of the chosen collaborative tools.

Netiquette refers to acceptable social conventions for communicating on the internet.

Online learning tool refers to learning management systems, online learning programs.

Online use refers to social networking applications, internet forums, online computer games, web-conferencing, and messaging.

Organisational requirements mean the documented policies and procedures or commonly accepted practices of a workplace, school or training provider. The learner must be given access to the policy and procedures prior to being assessed against this unit standard.

Social networking applications refer to online social network, social messaging, video sharing, photo sharing, ephemeral messaging, micro-blogging, group communication and chatting sites.

5   Legislation relevant to this unit standard may include but is not limited to the:
Copyright Act 1994
Copyright (New Technologies) Amendment Act 2008
Electronic Transactions Act 2002
Films, Videos, and Publications Classification Act 1993
Harmful Digital Communications Act 2015
Health and Safety at Work Act 2015
Official Information Act 1982
Privacy Act 2020
Protected Disclosures Act 2000
Unsolicited Electronic Messages Act 2007
and any subsequent amendments.
Current legislation and regulations can be accessed at http://legislation.govt.nz.

6   Reference
        ACC5637 Guidelines for Using Computers - Preventing and managing discomfort, pain and injury. Accident Compensation Corporation - Department of Labour, 2010; available from WorkSafe New Zealand, at https://www.worksafe.govt.nz/topic-and-industry/work-related-health/ergonomics/safely-using-computers-at-work/.

Outcomes and performance criteria

Outcome 1

Collaborate and communicate with others effectively and safely in a digital environment.

Performance criteria

1.1   Cyber safety issues are identified, and potential risks and how to mitigate these are described, when working collaboratively in a digital environment.

1.2   Effective communication practices and etiquette for online use are applied when collaborating with others.

        Range   effective communication practices include but are not limited to – respect, timeliness, discretion, confidentiality, language used, commitment, cultural appropriateness;
                  etiquette for online use includes – netiquette, digital citizenship, cyber safety.

1.3   Collaboration tools are reviewed, selected and used effectively within a digital environment according to the requirements of a given purpose.

        Range   includes but is not limited to – coordination tool, connectivity application, conferencing tool, online learning tool, social networking application, document collaboration tool;
                  effective use of collaboration tools includes but is not limited to – use according to good practice; contribution of ideas, information, opinions.

1.4   The communication is carried out with content that is effective and meets recognised conventions for the purpose, intended audience, context and digital environment used.

        Range   includes but is not limited to – language and images appropriate to context; sent in accordance with organisational requirements.

Planned review date	31 December 2026

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 January 2017	31 December 2024
Review	2	28 April 2022	N/A

Consent and Moderation Requirements (CMR) reference	0099

This CMR can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.

Comments on this unit standard

Please contact Toi Mai Workforce Development Council qualifications@toimai.nz if you wish to suggest changes to the content of this unit standard.