

Overview

This standard is about using digital systems for online social media collaboration with others.

It involves identifying appropriate digital social media collaboration applications, setting up tools, adjusting settings, and working with shared applications. It also includes creating and maintaining a personal profile online and using collaborative and social networking tools responsibly and safely.

This standard is for those who need to participate in online social media collaborations to meet their own needs or as part of their duties.

Performance criteria

You must be able to:

1. Identify appropriate applications for social media collaboration
2. Configure social networking and online collaboration applications to meet requirements
3. Use online social media collaboration tools to access required online communities
4. Contribute to online social media collaboration networks in a professional manner and in line with regulatory and organisational guidelines
5. Engage appropriately and professionally with social media collaborative forums to promote applicable communications
6. Create and maintain an accurate online profile in line with platform guidelines
7. Deploy digital content to social media collaboration platforms in support of work activities
8. Work in a safe and secure manner when using social media collaboration tools
9. Check privacy settings to maintain security when using social media collaboration tools
10. Identify and resolve problems that arise during the use of social media collaboration tools, escalating as required
11. Identify and report inappropriate content and behaviour on social media collaboration networks to relevant authorities in line with organisational procedures

Knowledge and understanding

You need to know and understand:

1. The different types of social media collaboration platform that can be used to deliver business services
2. The main advantages and disadvantages of each of the social media collaboration platforms for business use
3. The ways these social media platforms can be used to deliver business services
4. The regulations, organisational policies and procedures governing the use of online networks including IT health and safety and good practice, and how to apply them
5. The purpose and intended outcomes for using collaborative technologies
6. The features, benefits and potential drawbacks of collaborative and social networking tools
7. When and how to report online safety and security issues
8. The importance of protecting business and personal information and how to recognise threats
9. How to identify the methods used to convey false business and personal information using online platforms
10. The terms and conditions that apply to using collaborative technologies
11. The controls available to protect vulnerable internet users
12. How to identify when there is a problem with collaborative technologies and where to get help
13. How to identify, connect and adjust the settings for collaborative tools
14. How to identify what precautions to take to keep safe and respect others when using collaborative technologies
15. Where to report inappropriate content and behaviour on social media collaboration networks

TECHDUOC1

Participate in online social media collaboration networks



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