

Overview

This standard is about using digital technology to plan and undertake remote working and collaboration.

Remote working and collaboration involves the use of digital technologies including virtual private networks (VPNs), it virtual meetings, cloudware technology, and work collaboration tools that enable workers to perform their duties and fulfil their responsibilities virtually, without the need to attend an office from the privacy of the home or other remote location.

This standard is for those who need to carry out remote online working and collaboration to meet their own needs or as part of their duties.

Carry out remote online working and collaboration

Performance criteria

You must be able to:

1. Identify technology requirements and establish and configure a home-based or remote office environment in line with organisational requirements
2. Connect to virtual private networks (VPNs) to access organisational resources
3. Connect cameras, speakers and other digital devices correctly to provide a fit for purpose remote office environment
4. Test that communication and collaboration platforms work correctly
5. Use online data and document sharing tools effectively, to share knowledge, information and data with colleagues
6. Plan time effectively using collaborative diaries to plan and schedule individual and team meetings in line with organisational requirements
7. Use online communication and collaboration platforms to engage in virtual meetings and review digital documents, presentations and other digital media
8. Select the correct communication and collaboration tools to meet the situation needs
9. Identify strategies to increase comprehension and reduce misunderstandings due to the flaws in communication and collaboration tools
10. Use project management tools to plan and share individual and team goals and scheduling effectively
11. Handle technology availability and slowdown issues effectively and plan resolutions or escalations in line with organisational procedures

Knowledge and understanding

You need to know and understand:

1. How to setup a home-based or remote office environment
2. The strengths and weaknesses of industry standard communication and collaboration tools
3. How to setup connected web cameras and speakers to operate correctly during virtual meetings
4. How to implement and work with cloudware for shared data and document storage
5. How to collaborate on shared documents using cloudware
6. How to select the right communication and collaboration tools to meet the situation needs
7. The need to rethink meetings and plan ahead using shared diary tools
8. That working remotely or from home can introduce new set distractions that need to be managed
9. That technical issues may prevent online accessibility and productivity and how to resolve them
10. That screen fatigue can cause the attention span to shorten compared with face-to-face interaction
11. That virtual team members cannot engage directly with their colleagues and managers and may feel disconnected, and less productive
12. That working remotely or from home can result in a fusion of work and private life that can cause difficulties to disengage properly from work activities
13. The potential opportunities for virtual reality based formats to enhance remote working

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