



The Digital Skills Standard

ICDL Workforce

Teamwork

Syllabus 1.0



Syllabus Document



Purpose

This document details the syllabus for the Teamwork module. The syllabus describes, through learning outcomes, the knowledge and skills that a candidate for the Teamwork module should possess. The syllabus also provides the basis for the theory and practice-based test in this module.

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Teamwork

This module sets out the essential concepts and skills needed when using collaborative tools to work effectively in a team.

Module Goals

Successful candidates will be able to:

- Understand key concepts related to the use of collaborative tools and collaborative platforms.
- Manage calendars and tasks to enhance team coordination and effectiveness.
- Use appropriate collaborative tools to communicate through conversations, meetings, and webinars.
- Use appropriate collaborative tools to store and share information, generate ideas, and create outputs.

CATEGORY	SKILL SET	REF.	TASK ITEM
1 Introductory Concepts	1.1 Key Concepts	1.1.1	Recognise collaborative tools as an integral part of teamwork.
		1.1.2	Identify functions of collaborative tools like: manage calendar and tasks, enhance communication, coordination within a team, optimise collaborative work production.
	1.2 Collaborative Platforms	1.2.1	Recognise examples of collaborative platforms.
		1.2.2	Access a collaborative tool platform using different connection methods like: desktop/laptop application, mobile app, browser.
		1.2.3	Recognise features of a collaborative platform like: unified communication and collaboration, integration of applications, single point of work management.
		1.2.4	Recognise common options and settings on a collaborative tool platform like: display and language settings, privacy settings, notifications, permissions.
		1.2.5	Recognise integrated applications on a collaborative platform to facilitate activities like: team set-up, communications, review of activities, access a calendar.
1.2.6	Customise available applications on a collaborative platform using options like: add, pin, unpin, uninstall.		
1.2.7	Create a team. Add, remove members, guests, channels to a team.		

CATEGORY	SKILL SET	REF.	TASK ITEM
2 Calendars and Task Management	<i>1.3 Usage and Support</i>	1.3.1	Recognise that data are collected on the usage of tools on a collaborative platform. View and understand summary activity data.
		1.3.2	Use available help and support resources.
		1.3.3	Check for tool updates.
	<i>2.1 Calendars</i>	2.1.1	View events and dates in a calendar using view options: day, week.
		2.1.2	Manage calendar events using options like: view details, edit, delete an occurrence or a series, scheduling assistant.
		2.1.3	Share, unshare a calendar. Grant permission to view, edit a shared calendar.
		2.1.4	Add a group calendar.
	<i>2.2 Task Management</i>	2.2.1	Recognise common features of a task management tool like: planner, task schedule.
		2.2.2	Create and assign a task.
		2.2.3	Manage tasks using options like: task priority, due date, duration. Edit, delete, move a task.
2.2.4		Update the status of a task. Show status of tasks in a task schedule.	
3 Communication	<i>3.1 Conversations</i>	3.1.1	Recognise team communication options like: synchronous, asynchronous communication.
		3.1.2	Start a one-to-one, group conversation using common synchronous communication like: chat.
		3.1.3	Add an attachment, emoji to a conversation.
		3.1.4	Save a message from a conversation. Open a saved message.
	<i>3.2 Meetings</i>	3.2.1	Recognise common examples of meeting tools.
		3.2.2	Start an instant meeting and invite participants. Apply appropriate audio and video settings.
		3.2.3	Schedule a one-off, recurring meeting and invite participants.
		3.2.4	Cancel a meeting, one meeting in a series.
		3.2.5	Respond to a meeting invite using options like: add a message, accept, tentative, reject.
		3.2.6	Set a reminder for a meeting, event.
		3.2.7	Join a meeting.

CATEGORY	SKILL SET	REF.	TASK ITEM
		3.2.8	Manage the meeting as an organiser using options like: set permissions, assign roles, end a meeting.
		3.2.9	Participate in a meeting using options like: turn on, off audio, video; raise hand; share entire desktop, window.
		3.2.10	Give, request control in a meeting.
		3.2.11	Take notes during a meeting. View notes after a meeting.
	3.3 <i>Webinars</i>	3.3.1	Schedule a webinar and invite participants.
		3.3.2	Set up webinar access options like: share with a link; set password; enable waiting room; enable, disable name change; chat options.
		3.3.3	Cancel a webinar and update participants.
		3.3.4	Attend a webinar.
		3.3.5	Manage host options like: background setting, hand over hosting; mute, unmute participants; share a presentation, other resources; end a webinar.
		3.3.6	Participate in a webinar using features like: respond using the given options, chat, Q&A.
		3.3.7	Be aware that participants should be informed if a webinar will be recorded. Record a webinar, share a webinar recording.
4 Collaborative Production	4.1 <i>Storage and Sharing</i>	4.1.1	Access online content storage from: file hosting service, collaborative tool platform.
		4.1.2	Upload, download a file to online content storage. Recognise possible limits of online storage like: file size, total capacity.
		4.1.3	Manage online content sharing using options like: send link; grant view access, edit access.
	4.2 <i>Idea Generation</i>	4.2.1	Generate and manage ideas on social media using options like: create a group, create a post, add a topic.
		4.2.2	Engage with ideas in a social media using options like: like, reply, share, follow, add a document, an image.
		4.2.3	Generate and manage ideas in a synchronous collaborative space using options like: invite participants; add, annotate, edit, move, delete text, notes; add, delete documents, images.

CATEGORY	SKILL SET	REF.	TASK ITEM
		4.2.4	Share ideas from a synchronous collaborative space using options like: export, post to a collaborative platform.
	<i>4.3 Content Generation</i>	4.3.1	Create and edit contents synchronously.
		4.3.2	Collaborate on a shared document using options like: comments, conversations.
		4.3.3	Access version history of a document. View, restore previous versions of a document.