

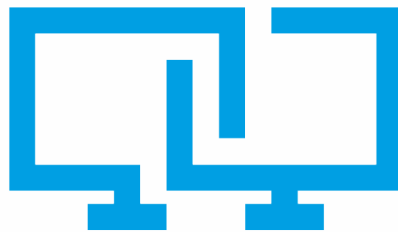


The Digital Skills Standard

# 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
<b>1 Introductory Concepts</b>	<i>1.1 Key Concepts</i>	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.
	<i>1.2 Collaborative Platforms</i>	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
<b>2 Calendars and Task Management</b>	<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.	
<b>3 Communication</b>	<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.
	<b>3.3 Webinars</b>	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.
<b>4 Collaborative Production</b>	<b>4.1 Storage and Sharing</b>	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.
	<b>4.2 Idea Generation</b>	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.