

ICDL Managing Online Information

This module sets out essential concepts and skills relating to identifying, searching, evaluating, organising and communicating online information.

Module Goals

Successful candidates will be able to:

- Determine what online information is needed to meet a particular requirement.
- Search securely for online information using search engines and social media applications.
- Critically evaluate information using a range of criteria.
- Manage and organise information using a range of tools.
- Plan, draft, review and deliver online information.

CATEGORY	SKILL SET	REF.	TOPICS	
1. Information Concepts	1.1 Key Concepts	1.1.1	Understand the term information. Be aware that information is increasingly accessed online.	
		1.1.2	Outline the advantages of online information like: accessibility, speed, global reach.	
		1.1.3	Outline the disadvantages of online information like: difficulty in regulating, dependency on infrastructure, ease of plagiarism.	
		1.1.4	Outline steps involved in searching for and using online information to create new content: define what information is required, search for information, evaluate search results, create new content.	
	1.2 Information Sources	1.2.1	Understand the purpose of different online information sources like: informing, presenting opinions, persuading, entertaining.	
		1.2.2	Identify ways of obtaining online information like: search engines, wikis, blogs, microblogs, Internet forums.	

CATEGORY	SKILL SET	REF.	TOPICS
2. Searching for Information	2.1 <i>Defining the Information Need</i>	2.1.1	Identify steps in defining the information need like: identify a topic, determine what type of information is needed, collect background information.
		2.1.2	Recognise techniques for developing a search strategy like: identifying the search question, listing keywords, using synonyms.
	2.2 <i>Using a Search Engine</i>	2.2.1	Carry out a search in a search engine. Recognise that a search can be broadened, narrowed.
		2.2.2	Refine a search using techniques like: exact phrase, truncation, Boolean operators, relational operators.
		2.2.3	Use advanced search engine features like: date, language, region.
		2.2.4	Identify elements of a search engine results page like: output order, advertisements.
		2.2.5	Understand the term cookies, pop-ups. Be aware of the need to log off websites to ensure safe browsing.
	2.3 <i>Using Social Media Applications</i>	2.3.1	Identify the types of online information that can be found using social media applications like: encyclopedias, news updates, personal opinions, advertising and discussions.
		2.3.2	Use social media applications to find users and specific interest groups.
		2.3.3	Create lists to organise users, specific interest groups.
		2.3.4	Create, find posts, messages.
		2.3.5	Share a post, message.
		2.3.6	Search for online information using a wiki.

CATEGORY	SKILL SET	REF.	TOPICS
3. Evaluating and Organising Information	<i>3.1 Evaluating Information</i>	2.3.7	Understand potential risks when searching for online information using social networking applications like: misleading information, false identities, phishing, unsolicited messages.
		2.3.8	Set common account privacy options in social media applications.
		3.1.1	Recognise that online information can be evaluated under the headings of: accuracy, authority, currency, coverage, objectivity, relevancy.
		3.1.2	Evaluate accuracy of online information using criteria like: extent of errors, evidence of research, peer-review validation.
		3.1.3	Evaluate authority of online information using criteria like: author's credentials, availability of contact details, publisher's reputation.
		3.1.4	Evaluate currency of online information using criteria like: presence of a date, frequency of updates, ongoing validity of content.
		3.1.5	Evaluate coverage of online information using criteria like: depth, extent of omissions, acknowledgement of omissions.
		3.1.6	Evaluate objectivity of online information using criteria like: identifying the purpose, determining if fact or opinion.
	3.1.7	Evaluate relevancy of online information for a target audience using criteria like: age, existing level of knowledge, language skills.	
		<i>3.2 Organising Information</i>	3.2.1
		3.2.2	Recognise the need to record and acknowledge sources of information, seek permission as appropriate.

CATEGORY	SKILL SET	REF.	TOPICS
4. Communicating Information	<i>4.1 Planning and Drafting Information</i>	3.2.3	Recognise storage considerations like: ease of access, version control, distribution, access log, cost.
		4.1.1	Identify considerations when planning to communicate new information like: purpose, amount of detail, target audience, format, language, style.
		4.1.2	Identify structural elements when drafting new information like: introduction, body, conclusion.
		4.1.3	Identify legal considerations involved in drafting new information like: copyright, intellectual property rights, disclaimers, data protection, defamation.
		4.1.4	Identify ethical considerations involved in drafting new information like: avoiding falsification, plagiarism.
	4.1.5	Understand how a citation is used when creating information.	
	<i>4.2 Reviewing and Delivering Information</i>	4.2.1	Identify criteria for reviewing a draft like: clarity, accuracy, conciseness, consistency, logic of argument, language, style.
		4.2.2	Be aware of the consequences involved in publishing information like: permanency, security risks, loss of control.