ICDL Workforce

REMOTE WORK

Syllabus 1.0

Syllabus Document

Purpose

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

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Remote Work

This module sets out the essential concepts and good practice needed to be effective when working remotely.

Module Goals

Successful candidates will be able to:

- Understand the term remote work, different models of remote working, and the benefits and challenges of remote work for societies, organisations and workers.
- Understand the importance of self-management and teamwork in remote work environments, as well as the key skills for being effective when working independently and in a team.
- Recognise the main setup considerations when starting to work remotely, such as health and safety, technical, and security requirements.
- Identify the main types of tools that support remote work and the key considerations for using them effectively.

CATEGORY	SKILL SET	REF.	TASK ITEM
1 Introductory Concepts	*1.1 Key Concepts*	1.1.1	Define the term remote work. Identify different ways of working remotely like: partially remote, fully remote.
		1.1.2	Identify different models of remote work for workers like: mobile work, home-based work, hub-work. Identify different models of remote work for organisations: distributed, hybrid.
	1.2 Benefits and Challenges	1.2.1	Recognise the potential benefits of remote work for economies, societies like: reduced traffic and associated pollution, reduced pressure to centralise.
		1.2.2	Recognise the potential challenges of remote work for economies, societies like: absence of policy, regulation, infrastructure.
		1.2.3	Recognise the potential benefits of remote work for organisations like: improved productivity, less absenteeism, reduced overhead costs, access to a wider group of talent.
		1.2.4	Recognise the potential challenges of remote work for organisations like: investment in tools, devices, networks, and skills; protecting devices and data; giving greater autonomy and managing people and tasks; on-boarding staff; building relationships and teams.
		1.2.5	Recognise the potential benefits of remote work for workers like: more flexibility, reduced commuting times and cost.

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		1.2.6	Recognise the potential challenges of remote work for workers like: fatigue from working longer hours, working while sick, difficulty disengaging from work; isolation and stress from inadequate supports, feedback, communication and collaboration; impact of nonergonomic working environments.
2 Self-management, Teamwork	*2.1 Self-management*	2.1.1	Be aware of personal skills that support remote working like: organisation, discipline, problem-solving, self-motivation.
		2.1.2	Recognise ways to reduce the impact of overworking when working remotely like: establish a routine, take breaks, work agreed hours, take time off when sick, separate work and personal spaces, disengage from work-related technology when not working.
		2.1.3	Recognise ways to be productive when working remotely like: plan and set daily and weekly goals, stay focused on work tasks, track your own progress, attempt to resolve project and technical issues independently, escalate issues when necessary.
	2.2 Teamwork	2.2.1	Recognise ways to communicate effectively when working remotely like: regular informal communication with colleagues, regular team communication, regular communication with your manager.
		2.2.2	Recognise considerations for appropriate and professional communication (netiquette) like: use clear and accurate language, do not use offensive language, do not share inappropriate or unnecessary content, empathise with others.
		2.2.3	Recognise ways to collaborate effectively in a team when working remotely like: work towards shared goals, openly communicate opinions and ideas, understand roles and responsibilities, use collaborative tools appropriately.
3 Setup	*3.1 Policies*	3.1.1	Recognise common policies regarding remote work that organisations need to implement to ensure compliance like: information security, data protection, health and safety.
		3.1.2	Be aware of the importance of adhering to organisational policies regarding remote work and the use of online tools and devices.
		3.1.3	Identify elements of an ergonomic work environment: location and size of workspace, seating, lighting.

CATEGORY	SKILL SET	REF.	TASK ITEM
		3.1.4	Be aware of the importance of knowing relevant contacts when working remotely like: team members, human resource, finance, technical support.
	3.2 Technology	3.2.1	Identify basic technical requirements for remote work like: fast and reliable Internet connection, appropriate computer/device, camera, microphone, speakers, tools.
		3.2.2	Identify the main types of tools that support remote work like: communications, meetings, idea generation, creation and sharing, calendars and task management.
		3.2.3	Identify key characteristics of tools that support remote work like: multiple users, synchronous / asynchronous communication, global reach, concurrent access.
		3.2.4	Identify considerations for selecting tools for remote work like: ease of use, security and privacy, organisational and technical consistency, cost.
	3.3 Security	3.3.1	Be aware of the importance of developing competence in the secure and effective use of IT. Recognise key security considerations when working remotely like: store devices securely, update operating systems and applications, use and regularly change strong password, log off from accounts, lock or shut down devices when not in use.
		3.3.2	Recognise key security considerations for mobile devices like: use a PIN, backup content, turn wireless/Bluetooth on/off, use a secure wireless connection.
4 Tools	*4.1 Communications*	4.1.1	Recognise common asynchronous communication options and their appropriate use: email, text messaging, voice recording, social media posts.
		4.1.2	Recognise common synchronous communication options and their appropriate use: chat, VoIP, meetings, webinars.
	4.2 Meetings	4.2.1	Recognise common examples of online meeting, webinar tools.
		4.2.2	Recognise common features of online meeting, webinar tools like: method of connection, password requirement, time zone, duration.
		4.2.3	Understand considerations for having effective online meetings, webinars like: schedule with time zone consideration, ensure participants' engagement, end on time.

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	4.3 Idea generation	4.3.1	Recognise online tools that facilitate idea generation like: social media, note taking, virtual whiteboards.
		4.3.2	Identify the main steps in idea generation: gathering, organising, summarising.
	4.4 Creation and Sharing	4.4.1	Understand that common productivity applications may be available locally or online. Identify common examples of online productivity applications like: word processing, spreadsheets, presentations.
		4.4.2	Identify collaborative features of online productivity applications: share files, updated by multiple users in real-time, comment in real-time, automatically stores versions.
		4.4.3	Recognise common examples of online content storage and sharing tools.
		4.4.4	Identify features of online content storage and sharing tools like: setting level of access, setting access period, amount of storage available.
		4.4.5	Be aware of risks when working on shared files: accessing incorrect versions, updating files accidentally.
	4.5 Calendars and Task Management	4.5.1	Recognise the use of calendar tools for scheduling activities and meetings.
		4.5.2	Recognise common examples of task management tools.
		4.5.3	Identify key steps when using task management tools: define, assign tasks, resources; set criteria like completion date, duration; monitor progress.