



## Work Skills:

Digital Citizenship

Internet and email skills



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Activity One: Email

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IE1.1 What is etiquette?

## What is etiquette?

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### Etiquette is:

Expected behaviour to follow in certain situations, for example, a way of behaving in public or a classroom

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Activity Two: Using the internet effectively

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IE2.1 Research and referencing

## Search techniques

Why are these rules for online research important? Can you think of any more?

1. Remember that not everything on the internet is true
2. Compare information from different sites when doing research. Some sites may be biased or have a political agenda
3. Trustworthy sites may be associated with trustworthy organisations
4. Question what you read and look for other opinions
5. Make sure you know how old the source is. If it is quite old, can it be trusted? Is it up-to-date information or have things changed?
6. Check the source of information you have found has referenced the evidence it has used
7. Read the whole article or page
8. Don't just copy and paste information. Read, understand, digest and question
9. Use well-known sources when possible, for example, NASA, BBC, etc.
10. Avoid using sites such as answers.yahoo.com. Anyone can contribute to these sites and the information may not be correct or accurate. If you are using Wikipedia, make sure you look out for mistakes or things that may not be true

When you find information online when you are doing research, you must reference your finding properly. You will need the following information:

- Author
- Article title
- Name of website
- Year of publication
- Full URL
- Date you visited

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Activity Three: Connected devices



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IE3.1 Work patterns

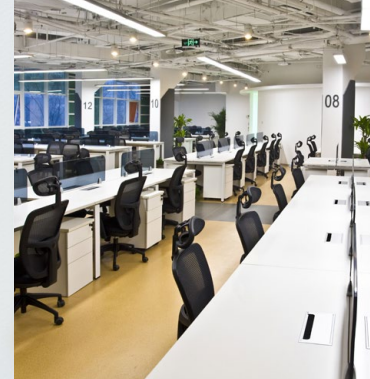
## Work patterns



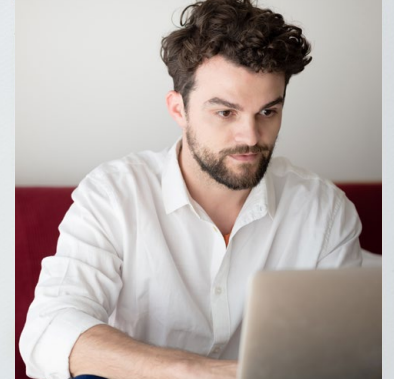
Job sharing



Working on the move



Hot desking



Working from home

## Work Skills:

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Activity Four: Transferable skills

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IE4.1 Transferable skills

## Transferable skills

How do you think these skills could be used in the workplace?

