

Information and communication

The subject of information and communication covers both verbal and non verbal communication in professional contexts, and the use of social media. It covers document design and how to process information and documents effectively.

Aim of the subject

Teaching in the subject of information and communication should aim at helping students develop knowledge of and skills in information technology and administrative routines. Students should be given the opportunity to develop skills in designing internal and external documents. Teaching should also help students develop the ability to use software for communication, word processing, calculations, database management, graphical presentations and information retrieval. Students should be given the opportunity to develop the ability to work in a service-oriented and responsible way in accordance with requirements on quality, ergonomomy and the working environment.

Teaching should give students the opportunity to develop the ability to take responsibility, and work and deal with information and communication independently with discrimination.

Through practical exercises, students should be given the opportunity to develop their understanding of the concepts and skills involved in different tasks related to information and communication.

Teaching in the subject of information and communication should give students the opportunities to develop the following:

- 1) Knowledge of how people communicate, both verbally and non-verbally.
- 2) The ability to plan, organise and carry out information and communications tasks using different software.
- 3) The ability to use modern technology, materials, tools and working methods.
- 4) The ability to search for, evaluate and critically examine information.
- 5) The ability to present information orally and in writing.
- 6) Knowledge of laws and other regulations in the area.
- 7) The ability to work ergonomically, safely and in environmentally friendly ways.
- 8) The ability to assess one's own work and results.
- 9) The ability to cooperate with others and communicate both internally and externally.

Courses in the subject

- Information and communication 1, 100 credits.
- Information and communication 2, 100 credits, which builds on the course, information and communication 1.
- Internal and external communication, 100 credits, which builds on the course, information and communication 1.
- Program handling, 100 credits, which builds on the course, information and communication 1.

Internal and external communication

The course, internal and external communication, covers points 1–9 under the heading Aim of the subject. The course covers advanced knowledge in the subject.

Core content

Teaching in the course should cover the following core content:

- Verbal and non-verbal communication in professional contexts.
- Media training for information and communication.
- Different media and their role in society.
- The importance of information technology and how it affects the individual's role from both a professional and civic perspective.
- Using concepts and terminology in social media.
- Web-based market research in the area.
- Layout, production and distribution of documents, e.g. personnel information, flyers and instructions.
- Digital image processing and production of animated images.
- Designing and publishing a web site.
- Laws and other regulations concerning the production and publication of materials.

Knowledge requirements

Grade E

Students describe **in basic terms** how people communicate verbally and non-verbally in professional contexts. Students describe **in basic terms** different media and their role in society. In addition, students describe **in basic terms** social media and how they are used to circulate and share information.

Students plan, organise and carry out **after consultation** with the supervisor information and communication tasks using relevant software. The results are **satisfactory**. In their work, students use **with some certainty** modern technologies, materials, tools and working methods. During the working process, students solve **in consultation** with the supervisor problems that occur. Students search for information **with some certainty**, and also assess and critically examine information in **simple** assessments. In addition, students give oral and written presentations of their tasks.

Students carry out the work in accordance with specific instructions, laws and other regulations. Furthermore, students work ergonomically, safely, and in environmentally friendly ways.

When the task has been completed, students evaluate their work and results in **simple** assessments. Students cooperate with others and communicate **with some certainty** both internally and externally in correct professional language.

In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade D

Grade D means that the knowledge requirements for grade E and most of C are satisfied.

Grade C

Students describe **in detail** how people communicate verbally and non-verbally in professional contexts. Students describe **in detail** different media and their role in society. In addition, students describe **in detail** social media and how they are used to circulate and share information.

Students plan, organise and carry out **after consultation** with the supervisor information and communication tasks using relevant software. The results are **satisfactory**. In their work, students use **with some certainty** modern technologies, materials, tools and working methods. During the working process, students solve **after consultation** with the supervisor problems that occur. Students search for information **with some certainty**, and also evaluate and critically examine information in **balanced** assessments. In addition, students give oral and written presentations of their tasks.

Students carry out the work in accordance with specific instructions, laws and other regulations. Furthermore, students work ergonomically, safely, and in environmentally friendly ways.

When the task has been completed, students evaluate their work and results in **balanced** assessments. Students cooperate with others and communicate **with some certainty** both internally and externally in correct professional language.

In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade B

Grade B means that the knowledge requirements for grade C and most of A are satisfied.

Grade A

Students describe **in detail and in a balanced way** how people communicate verbally and non-verbally in professional contexts. Students describe **in detail and in a balanced way** different media and their role in society. In addition, students describe **in detail and in a balanced way** social media and how they are used to circulate and share information.

Students plan, organise and carry out **after consultation** with the supervisor information and communication tasks using relevant software. The results are **good**. In their work, students use

with certainty modern technologies, materials, tools and working methods. During the working process, students solve **after consultation** with the supervisor problems that occur. Students search for information **with certainty**, and also assess and critically examine information in **balanced** assessments. In addition, students give oral and written presentations of their tasks.

Students carry out the work in accordance with specific instructions, laws and other regulations. Furthermore, students work ergonomically, safely, and in environmentally friendly ways.

When the task has been completed, students evaluate their work and results in **balanced** assessments, **and also make proposals on how the work can be improved**. Students cooperate with others and communicate **with certainty** both internally and externally in correct professional language.

In consultation with the supervisor, students assess **with certainty** their own ability and the requirements of the situation.

Information and communication 1

The course, information and communication 1, covers points 1–9 under the heading Aim of the subject. The course covers basic knowledge in the subject.

Core content

Teaching in the course should cover the following core content:

- Verbal and non-verbal communication in professional contexts related to different theories of communication.
- Social media and how they are used to disseminate and share information, and create content for social interaction.
- Meeting techniques and meeting documentation, e.g. meeting notifications, agendas and minutes.
- Creating document templates in accordance with applicable standards.
- Standard software for communication, word and image processing, databases, spreadsheets, layout, information retrieval and social media.
- Methods and techniques for developing and facilitating information searching, e.g. how to assimilate the content of documents, instructions and other texts, as well as how to organise information.
- Oral and written presentations, e.g. presentation of an industry, a product or a company.
- Laws and other regulations concerning information and communication, e.g. the Personal Data Act, copyright law and ethical rules in the area.
- Ergonomics and the working environment, e.g. writing effectively, workplace design, and physical and psychosocial working environment issues.

Knowledge requirements

Grade E

Students describe **in basic terms** how people communicate verbally and non-verbally in professional contexts. In addition, students describe **in basic terms** social media and how they are used to circulate and share information.

Students plan, organise and carry out **after consultation** with the supervisor information and communication tasks using relevant software. The results are **satisfactory**. In their work, students use **with some certainty** modern technologies, materials, tools and working methods. During the working process, students solve **in consultation** with the supervisor problems that occur. Students search for information **with some certainty**, and also assess and critically examine

information in **simple** assessments. In addition, students give simple oral and written presentations of their tasks.

Students carry out the work in accordance with specific instructions, laws and other regulations. Furthermore, students work ergonomically, safely, and in environmentally friendly ways.

When the task has been completed, students evaluate their work and results in **simple** assessments. Students cooperate with others and communicate **with some certainty** both internally and externally.

In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade D

Grade D means that the knowledge requirements for grade E and most of C are satisfied.

Grade C

Students describe **in detail** how people communicate verbally and non-verbally in professional contexts. In addition, students describe **in detail** social media and how they are used to circulate and share information.

Students plan, organise and carry out **after consultation** with the supervisor information and communication tasks using relevant software. The results are **satisfactory**. In their work, students use **with some certainty** modern technologies, materials, tools and working methods. During the working process, students solve **after consultation** with the supervisor problems that occur. Students search for information **with some certainty**, and also evaluate and critically examine information in **balanced** assessments. In addition, students give simple oral and written presentations of their tasks.

Students carry out the work in accordance with specific instructions, laws and other regulations. Furthermore, students work ergonomically, safely, and in environmentally friendly ways.

When the task has been completed, students evaluate their work and results in **balanced** assessments. Students cooperate with others and communicate **with some certainty** both internally and externally **in correct professional language**.

In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade B

Grade B means that the knowledge requirements for grade C and most of A are satisfied.

Grade A

Students describe **in detail and in a balanced way** how people communicate verbally and non-verbally in professional contexts. In addition, students describe **in detail and in a balanced way** social media and how they are used to circulate and share information.

Students plan, organise and carry out **after consultation** with the supervisor information and communication tasks using relevant software. The results are **good**. In their work, students use **with certainty** modern technologies, materials, tools and working methods. During the working process, students solve **after consultation** with the supervisor problems that occur. Students search for information **with certainty**, and also assess and critically examine information in **balanced** assessments. In addition, students give simple oral and written presentations of their tasks.

Students carry out the work in accordance with specific instructions, laws and other regulations. Furthermore, students work ergonomically, safely, and in environmentally friendly ways.

When the task has been completed, students evaluate their work and results in **balanced** assessments, **and also make proposals on how the work can be improved**. Students cooperate with others and communicate **with certainty** both internally and externally **in correct professional language**.

In consultation with the supervisor, students assess **with certainty** their own ability and the requirements of the situation.

Information and communication 2

The course, information and communication 2, covers points 1–9 under the heading Aim of the subject, with special emphasis on points 1 and 2. The course covers advanced knowledge in the subject.

Core content

Teaching in the course should cover the following core content:

- Social media e.g. how fora for communication with other users are set up through text, images and sound.
- Construction and design of a simple web site, using text and images.
- IT tools and applications that can be downloaded for specific purposes e.g. programs for mobile devices.
- Databases, e.g. how they are created, used and maintained.
- Forms e.g. for questionnaires and investigations.
- Standard software for communication, word and image processing, databases, spreadsheets, layout, information retrieval and social media for professional use.
- Data storage and security.
- Oral and written presentations for professional contexts.
- Environmental and safety aspects, ergonomics and ethics in the area.

Knowledge requirements

Grade E

Students describe **in basic terms** how people communicate verbally and non-verbally in professional contexts. In addition, students describe **in basic terms** social media and how they are used to circulate and share information.

Students plan, organise and carry out **after consultation** with the supervisor information and communication tasks using relevant software. The results are **satisfactory**. In their work, students use **with some certainty** modern technologies, materials, tools and working methods. During the working process, students solve **in consultation** with the supervisor problems that occur. Students search for information **with some certainty**, and also assess and critically examine information in **simple** assessments. In addition, students give oral and written presentations of their tasks.

Students carry out the work in accordance with specific instructions, laws and other regulations. Furthermore, students work ergonomically, safely, and in environmentally friendly ways.

When the task has been completed, students evaluate their work and results in **simple** assessments. Students cooperate with others and communicate **with some certainty** both internally and externally in correct professional language.

In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade D

Grade D means that the knowledge requirements for grade E and most of C are satisfied.

Grade C

Students describe **in detail** how people communicate verbally and non-verbally in professional contexts. In addition, students describe **in detail** social media and how they are used to circulate and share information.

Students plan, organise and carry out **after consultation** with the supervisor information and communication tasks using relevant software. The results are **satisfactory**. In their work, students use **with some certainty** modern technologies, materials, tools and working methods. During the working process, students solve **after consultation** with the supervisor problems that occur. Students search for information **with some certainty**, and also evaluate and critically examine information in **balanced** assessments. In addition, students give oral and written presentations of their tasks.

Students carry out the work in accordance with specific instructions, laws and other regulations. Furthermore, students work ergonomically, safely, and in environmentally friendly ways.

When the task has been completed, students evaluate their work and results in **balanced** assessments. Students cooperate with others and communicate **with some certainty** both internally and externally in correct professional language.

In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade B

Grade B means that the knowledge requirements for grade C and most of A are satisfied.

Grade A

Students describe **in detail and in a balanced way** how people communicate verbally and non-verbally in professional contexts. In addition, students describe **in detail and in a balanced way** social media and how they are used to circulate and share information.

Students plan, organise and carry out **after consultation** with the supervisor information and communication tasks using relevant software. The results are **good**. In their work, students use **with certainty** modern technologies, materials, tools and working methods. During the working process, students solve **after consultation** with the supervisor problems that occur. Students search for information **with certainty**, and also assess and critically examine information in **balanced** assessments. In addition, students give oral and written presentations of their tasks.

Students carry out the work in accordance with specific instructions, laws and other regulations. Furthermore, students work ergonomically, safely, and in environmentally friendly ways.

When the task has been completed, students evaluate their work and results in **balanced** assessments, **and also make proposals on how the work can be improved**. Students cooperate with others and communicate **with certainty** both internally and externally in correct professional language.

In consultation with the supervisor, students assess **with certainty** their own ability and the requirements of the situation.

Programme handling:

The course, programme handling, covers points 2–4 and 6–9 under the heading Aim of the subject. The course covers advanced knowledge in the subject.

Core content

Teaching in the course should cover the following core content:

- Software, tools and platforms for using and sharing information in a chosen professional area, both internally and externally, such as business systems for management and administration, as well as logistics, accounting, invoicing and booking software for services such as appointments and travel.
- Network services, such as the internet, browsers, search engines and e-mail management.
- New digital technology and interaction between people, computers and technology.
- Planning of project work in the professional area using software for professional use e.g. project planning software.
- Electronic portfolios e.g. electronic diaries or logbooks.
- Database software and how to create and use databases.

Knowledge requirements

Grade E

Students describe **in basic terms** different types of software, tools and platforms. In addition, students describe **in basic terms** different network services and their areas of use.

Students plan, organise and carry out **after consultation** with the supervisor information and communication tasks using relevant software. The results are **satisfactory**. In their work, students use **with some certainty** modern technologies, materials, tools and working methods. During the working process, students solve **in consultation** with the supervisor problems that occur. Students search for information **with some certainty**, and also assess and critically examine information in **simple** assessments.

Students carry out the work in accordance with specific instructions, laws and other regulations. Furthermore, students work ergonomically, safely, and in environmentally friendly ways.

When the task has been completed, students evaluate their work and results in **simple** assessments. Students cooperate with others and communicate **with some certainty** both internally and externally in correct professional language.

In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade D

Grade D means that the knowledge requirements for grade E and most of C are satisfied.

Grade C

Students describe **in detail** different types of software, tools and platforms. In addition, students describe **in detail** different network services and their areas of use.

Students plan, organise and carry out **after consultation** with the supervisor information and communication tasks using relevant software. The results are **satisfactory**. In their work, students use **with some certainty** modern technologies, materials, tools and working methods. During the working process, students solve **after consultation** with the supervisor problems that occur. Students search for information **with some certainty**, and also evaluate and critically examine information in **balanced** assessments.

Students carry out the work in accordance with specific instructions, laws and other regulations. Furthermore, students work ergonomically, safely, and in environmentally friendly ways.

When the task has been completed, students evaluate their work and results in **balanced** assessments. Students cooperate with others and communicate **with some certainty** both internally and externally in correct professional language.

In consultation with the supervisor, students assess **with some certainty** their own ability and the requirements of the situation.

Grade B

Grade B means that the knowledge requirements for grade C and most of A are satisfied.

Grade A

Students describe **in detail and in a balanced way** different types of software, tools and platforms. In addition, students describe **in detail and in a balanced way** different network services and their areas of use.

Students plan, organise and carry out **after consultation** with the supervisor information and communication tasks using relevant software. The results are **good**. In their work, students use **with certainty** modern technologies, materials, tools and working methods. During the working process, students solve **after consultation** with the supervisor problems that occur. Students search for information **with certainty**, and also assess and critically examine information in **balanced** assessments.

Students carry out the work in accordance with specific instructions, laws and other regulations. Furthermore, students work ergonomically, safely, and in environmentally friendly ways.

When the task has been completed, students evaluate their work and results in **balanced** assessments, **and also make proposals on how the work can be improved**. Students cooperate with others and communicate **with certainty** both internally and externally in correct professional language.

In consultation with the supervisor, students assess **with certainty** their own ability and the requirements of the situation.