



The Digital Skills Standard

ICDL Workforce **COMPUTER & ONLINE ESSENTIALS**

Syllabus 1.0



Syllabus Document



Purpose

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

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Computer & Online Essentials Module

This module sets out essential concepts and skills relating to the use of computers and devices, file and application management, networks, online information, online communication, and safety.

Module Goals

Successful candidates will be able to:

- Understand key concepts and carry out key activities relating to hardware and software.
- Manage files and folders, store data, and manage applications.
- Understand network concepts, and connect to a network.
- Find and manage online information effectively, and manage browser settings.
- Understand considerations relating to the effective use of common communication tools.
- Send, receive, and manage emails, and use calendars.
- Understand potential threats and ways to protect computers, devices, and data.
- Recognise considerations relating to safety, well-being, accessibility, and the environment.

CATEGORY	SKILL SET	REF.	TASK ITEM
1 Computers and Devices	<i>1.1 Hardware</i>	1.1.1	Define the term hardware. Identify the main types of computers like: desktops, laptops. Identify the main types of devices like: tablets, smartphones.
		1.1.2	Identify the main types of integrated and external equipment like: printer, screen, scanner, keyboard, mouse/trackpad, touchscreen, camera, speakers, microphone, headset, docking station, storage.
		1.1.3	Identify common input/output ports like: Universal Serial Bus (USB), High-Definition Multimedia Interface (HDMI), Video Graphics Array (VGA).
		1.1.4	Log off, shut down, restart a computer or device using an appropriate routine. Log in to a different user account.
		1.1.5	Connect a device, equipment to a computer using a USB connection. Disconnect a device, equipment from a computer using an appropriate routine.
		1.1.6	Connect, disconnect computers, devices, equipment using a Bluetooth connection.
	<i>1.2 Software</i>	1.2.1	Define the term software and distinguish between the main types of software like: operating systems, applications. Recognise that software can be installed locally or accessed online.
		1.2.2	Identify common examples of operating systems for computers and devices.

CATEGORY	SKILL SET	REF.	TASK ITEM	
2 Managing Files and Applications	<i>2.1 Introducing File Management</i>	1.2.3	Identify common examples of applications like: office productivity, web browser, communications, social networking, design.	
		2.1.1	Understand the function of the operating system's file management application, desktop, and taskbar to efficiently manage and access files, folders, applications.	
		2.1.2	Identify common icons like those representing: files, folders, applications, printers, drives, shortcuts/aliases, recycle bin/wastebasket/trash. Identify common file types like: word processing, spreadsheet, presentation, portable document format (pdf), image, audio, video, compressed, executable files.	
		2.1.3	Understand how an operating system organises drives, folders, files in a hierarchical structure. Navigate between drives, folders, sub-folders, files.	
		2.1.4	Change view mode to display files and folders like: tiles, icons, list, details.	
			2.1.5	Search for files by properties: all or part of file name using wildcards if necessary, content, date modified.
		<i>2.2 Organising Files and Folders</i>	2.2.1	Create a folder. Recognise good practice in folder, file naming: use meaningful names for folders and files to help with searching and organisation.
			2.2.2	Rename a file, folder.
			2.2.3	Select individual, adjacent, non-adjacent files, folders.
			2.2.4	Copy, move files, folders between folders, drives.
			2.2.5	Delete files, folders to the recycle bin/wastebasket/trash and restore to original location.
			2.2.6	Sort files in ascending, descending order by name, size, type, date modified.
		<i>2.3 Storage</i>	2.3.1	Identify the main types of storage media like: internal hard drive, external hard drive, network drive, online/cloud file storage, USB flash drive, memory card.
			2.3.2	Identify file size, folder size, storage capacity measurements like: KB, MB, GB, TB, PB.
			2.3.3	Display file, folder, drive properties like: name, size, location.

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	<i>2.4 Managing Applications</i>	2.4.1	Install, uninstall an application.
		2.4.2	Shut down a non-responding application.
		2.4.3	Capture a full screen, active window.
3 Networks	<i>3.1 Network Concepts</i>	3.1.1	Define the term network. Outline the purpose of a network: to share, access data, applications and devices securely.
		3.1.2	Understand the concepts of downloading from, uploading to a network.
		3.1.3	Understand the term Internet. Identify some of its main uses like: information searching, communication, purchasing, selling, learning, publishing, banking, government services, entertainment, software access, file storage.
	<i>3.2 Network Access</i>	3.2.1	Identify options for connecting to the Internet like: wired network, wireless network, mobile phone network.
		3.2.2	Recognise the status of a wireless network: protected/secure, open. Connect to, disconnect from a wireless network.
4 Online Information	<i>4.1 Finding Information</i>	4.1.1	Understand the terms: World Wide Web (WWW), Uniform Resource Locator (URL), hyperlink.
		4.1.2	Understand the function of search engines and identify some common examples.
		4.1.3	Carry out a search using a keyword, phrase, exact phrase, image.
		4.1.4	Refine a search using advanced search features like: date, language, media type, usage rights.
	<i>4.2 Managing Information</i>	4.2.1	Create, delete a bookmarks / favourites folder. Add web pages to a bookmarks / favourites folder.
		4.2.2	Download, save files to a location.
		4.2.3	Preview, print a web page, selection from a web page using available printing options.
		4.2.4	Define the terms copyright, intellectual property. Recognise the need to acknowledge sources and/or seek permission as appropriate.
	<i>4.3 Web Browser Settings</i>	4.3.1	Set the web browser home page.
		4.3.2	Understand the term pop-up. Allow, block pop-ups.

CATEGORY	SKILL SET	REF.	TASK ITEM
5 Online Communication		4.3.3	Understand the term cookie. Allow, block cookies.
		4.3.4	Delete history, temporary Internet files, saved form data, saved passwords.
		5.1.1	Understand the function and features of email, and identify some common examples. Understand the structure of an email address.
		5.1.2	Understand the function and features of messaging, audio call, video call tools, and identify some common examples.
	5.1.3	Understand the function and features of social networking sites, forums, and identify some common examples.	
	5.1.4	Recognise good practice when using communication tools like: use an appropriate communication tool and tone for the audience and content; be accurate, brief, clear; do not inappropriately disclose private or sensitive information; do not circulate inappropriate content; use in accordance with usage policies.	
	5.2 Sending Email	5.2.1	Create an email. Enter an appropriate title in the subject field and enter, paste content into the body of an email.
		5.2.2	Enter one or more email addresses, distribution list in the To, Copy (Cc), Blind copy (Bcc) fields, and identify when these should be used.
		5.2.3	Add, remove a file attachment.
		5.2.4	Send an email.
	5.3 Receiving Email	5.3.1	Open, close an email.
		5.3.2	Use the reply, reply to all function, and identify when these should be used.
		5.3.3	Forward an email.
		5.3.4	Open, save a file attachment to a location.
	5.4 Email Tools and Settings	5.4.1	Recognise options for setting an out of office reply.
		5.4.2	Mark an email as read, unread. Flag, unflag an email.
		5.4.3	Create, delete, update a contact, distribution list / mailing list.
5.5 Organising Emails	5.5.1	Search for an email by sender, subject, email content.	

CATEGORY	SKILL SET	REF.	TASK ITEM	
6 Safety	5.6 Using Calendars	5.5.2	Sort emails by name, date, size.	
		5.5.3	Create, delete an email folder/label. Move emails to an email folder/label.	
		5.5.4	Delete an email. Restore a deleted email.	
		5.5.5	Move a message to, remove a message from a junk folder.	
		5.6.1	Create, cancel, update a meeting in a calendar.	
	6.1 Computers, Devices and Data	5.6.2	Add invitees, resources (meeting room, equipment) to a meeting in a calendar. Remove invitees, resources from a meeting in a calendar.	
		5.6.3	Accept, decline an invitation.	
		6.1.1	Understand some potential threats to computers, devices and data like: malware, unauthorised access, theft, accidental damage.	
		6.1.2	Recognise some ways to protect computers, devices and data like: use anti-virus software; regularly update anti-virus, application and operating system software; do not download programs, open attachments, links from unknown sources; use encryption; use strong passwords; regularly back up data to a remote location.	
		6.1.3	Recognise some ways to protect personal and organisational data when online like: identify a secure website; purchase from secure reputable websites; avoid unnecessary disclosure of private, sensitive and financial information; log off from websites; be aware of the possibility of fraudulent and unsolicited communications.	
		6.1.4	Use anti-virus software to scan a computer or device.	
		6.2 Well Being and Accessibility	6.2.1	Recognise ways to help ensure a user's well-being while using a computer or device like: take regular breaks, ensure appropriate lighting, posture and headphone volume.
			6.2.2	Identify some options available for enhancing accessibility like: voice recognition software, screen reader, screen magnifier, on-screen keyboard, high contrast.
		6.3 Environment	6.3.1	Recognise computer and device energy saving practices like: turning off, adjusting display and power mode settings, disabling services when not required.
6.3.2	Recognise that computers, devices, equipment, batteries, printer cartridges and paper should be recycled where possible.			