



ICDL Productivity Certification

<u>Module</u>	<u>Syllabus Version</u>
Computer Essentials	Syllabus V1.0
Online Essentials	Syllabus V1.0
Word Processing	Syllabus V5.0
Spreadsheets	Syllabus V5.0
Presentation	Syllabus V5.0
Online Collaboration	Syllabus V1.0
IT Security	Syllabus V2.0

Purpose

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

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ECDL / ICDL Computer Essentials

This module sets out essential concepts and skills relating to the use of devices, file creation and management, networks and data security.

Module Goals

Successful candidates will be able to:

- Understand key concepts relating to ICT, computers, devices and software.
- Start up and shut down a computer.
- Work effectively on the computer desktop using icons, windows.
- Adjust the main operating system settings and use built-in help features.
- Create a simple document and print an output.
- Know about the main concepts of file management and be able to efficiently organise files and folders.
- Understand key storage concepts and use utility software to compress and extract large files.
- Understand network concepts and connection options and be able to connect to a network.
- Understand the importance of protecting data and devices from malware and of backing up data.
- Recognise considerations relating to green IT, accessibility and user health.

CATEGORY	SKILL SET	REF.	TASK ITEM
1 Computers and Devices	1.1 ICT	1.1.1	Define the term Information and Communication Technology (ICT).
		1.1.2	Identify different types of ICT services/uses like: Internet services, mobile technology, office productivity applications.
	1.2 Hardware	1.2.1	Define the term hardware. Identify the main types of computers like: desktops, laptops, tablets. Identify the main types of devices like: smartphones, media players, digital cameras.
		1.2.2	Define the terms processor, Random Access Memory (RAM), storage. Understand their impact on performance when using computers and devices.

CATEGORY	SKILL SET	REF.	TASK ITEM
		1.2.3	Identify the main types of integrated and external equipment like: printers, screens, scanners, keyboards, mouse/trackpad, webcam, speakers, microphone, docking station.
		1.2.4	Identify common input/output ports like: USB, HDMI.
	1.3 Software and Licensing	1.3.1	Define the term software and distinguish between the main types of software like: operating systems, applications. Know that software can be installed locally or available online.
		1.3.2	Define the term operating system and identify some common operating systems for computers and devices.
		1.3.3	Identify common examples of applications like: office productivity, communications, social networking, media, design, mobile applications.
		1.3.4	Define the term End-User License Agreement (EULA). Recognise that software must be licensed before use.
		1.3.5	Outline the types of software licenses: proprietary, open source, trial version, shareware, freeware.
	1.4 Start Up, Shut Down	1.4.1	Start a computer and log on securely using a user name and password.
		1.4.2	Log off, shut down, restart a computer using an appropriate routine.
2 Desktop, Icons, Settings	2.1 Desktop and Icons	2.1.1	Outline the purpose of the desktop and the task bar.
		2.1.2	Identify common icons like those representing: files, folders, applications, printers, drives, shortcuts/aliases, recycle bin/wastebasket/trash.

CATEGORY	SKILL SET	REF.	TASK ITEM
		2.1.3	Select and move icons.
		2.1.4	Create, rename, move, delete a shortcut/alias.
	<i>2.2 Using Windows</i>	2.2.1	Identify the different parts of a window: title bar, menu bar, toolbar, ribbon, status bar, scroll bar.
		2.2.2	Open, collapse, expand, restore down, maximise, resize, move, close a window.
		2.2.3	Switch between open windows.
	<i>2.3 Tools and Settings</i>	2.3.1	Use available help functions.
		2.3.2	View the computer's basic system information: operating system name and version number, installed RAM.
		2.3.3	Change desktop configuration settings: date and time, volume settings, background, resolution.
		2.3.4	Change, add, remove keyboard language. Change default language.
		2.3.5	Shut down a non-responding application.
		2.3.6	Install, uninstall an application.
		2.3.7	Connect a device (USB flash drive, digital camera, media player) to a computer. Disconnect a device using an appropriate routine.
		2.3.8	Capture a full screen, active window.
3 Outputs	<i>3.1 Working with Text</i>	3.1.1	Open, close a word processing application. Open, close files.
		3.1.2	Enter text into a document.
		3.1.3	Copy, move text within a document, between open documents. Paste a screen capture into a document.

CATEGORY	SKILL SET	REF.	TASK ITEM
		3.1.4	Save and name a document.
	<i>3.2 Printing</i>	3.2.1	Install, uninstall a printer. Print a test page.
		3.2.2	Set the default printer from an installed printer list.
		3.2.3	Print a document from a word processing application.
		3.2.4	View, pause, restart, cancel a print job.
4 File Management	<i>4.1 Introducing Files and Folders</i>	4.1.1	Understand how an operating system organises drives, folders, files in a hierarchical structure. Navigate between drives, folders, sub-folders, files.
		4.1.2	Display file, folder properties like: name, size, location.
		4.1.3	Change view to display files and folders like: tiles, icons, list, details.
		4.1.4	Identify common file types like: word processing, spreadsheet, presentation, portable document format (pdf), image, audio, video, compressed, executable files.
		4.1.5	Open a file, folder, drive.
		4.1.6	Recognise good practice in folder, file naming: use meaningful names for folders and files to help with searching and organisation.
		4.1.7	Create a folder.
		4.1.8	Rename a file, folder.
		4.1.9	Search for files by properties: all or part of file name using wildcards if necessary, content, date modified.
		4.1.10	View list of recently used files.

CATEGORY	SKILL SET	REF.	TASK ITEM
	<i>4.2 Organising Files and Folders</i>	4.2.1	Select individual, adjacent, non-adjacent files, folders.
		4.2.2	Sort files in ascending, descending order by name, size, type, date modified.
		4.2.3	Copy, move files, folders between folders, drives.
		4.2.4	Delete files, folders to the recycle bin/wastebasket/trash and restore to original location.
		4.2.5	Empty the recycle bin/wastebasket/trash.
	<i>4.3 Storage and Compression</i>	4.3.1	Identify the main types of storage media like: internal hard disk, external hard disk, network drive, CD, DVD, Blu-ray Disc, USB flash drive, memory card, online file storage.
		4.3.2	Identify file size, folder size, storage capacity measurements like: KB, MB, GB, TB.
		4.3.3	View available space on a storage device.
		4.3.4	Understand the purpose of file, folder compression.
		4.3.5	Compress files, folders.
		4.3.6	Extract compressed files, folders to a location on a drive.
5 Networks	<i>5.1 Network Concepts</i>	5.1.1	Define the term network. Outline the purpose of a network: to share, access data and devices securely.
		5.1.2	Define the term Internet. Identify some of its main uses like: World Wide Web (WWW), VoIP, e-mail, IM.
		5.1.3	Define the terms intranet, virtual private network (VPN) and identify their main uses.

CATEGORY	SKILL SET	REF.	TASK ITEM
		5.1.4	Understand what transfer rate means. Understand how it is measured: bits per second (bps), kilobits per second (kbps), megabits per second (mbps), gigabits per second (gbps).
		5.1.5	Understand the concepts of downloading from, uploading to a network.
	5.2 Network Access	5.2.1	Identify the different options for connecting to the Internet like: phone line, mobile phone, cable, wi-fi, wi-max, satellite.
		5.2.2	Define the term Internet Service Provider (ISP). Identify important considerations when selecting an internet subscription option like: upload speed, download speed and quota, cost.
		5.2.3	Recognise the status of a wireless network: protected/secure, open.
		5.2.4	Connect to a wireless network.
6 Security and Well-Being	6.1 Protecting Data and Devices	6.1.1	Recognise good password policies like: create with adequate length, adequate character mix, do not share, change regularly.
		6.1.2	Define the term firewall and outline its purpose.
		6.1.3	Understand the purpose of regularly backing up data to a remote location.
		6.1.4	Recognise the importance of regularly updating software like: anti-virus, application, operating system software.
	6.2 Malware	6.2.1	Understand the term malware. Identify different types of malware like: virus, worm, Trojan, spyware.
		6.2.2	Be aware how malware can infect a computer or device.

CATEGORY	SKILL SET	REF.	TASK ITEM
		6.2.3	Use anti-virus software to scan a computer.
	<i>6.3 Health and Green IT</i>	6.3.1	Recognise ways to help ensure a user's well-being while using a computer or device like: take regular breaks, ensure appropriate lighting and posture.
		6.3.2	Recognise computer and device energy saving practices: turning off, adjusting automatic shutdown, backlight, sleep mode settings.
		6.3.3	Recognise that computers, devices, batteries, printer cartridges and paper should be recycled.
		6.3.4	Identify some options available for enhancing accessibility like: voice recognition software, screen reader, screen magnifier, on-screen keyboard, high contrast.

ECDL / ICDL Online Essentials

This module sets out essential concepts and skills relating to web browsing, effective information search, online communication and e-mail.

Module Goals

Successful candidates will be able to:

- Understand web browsing and online security concepts.
- Use the web browser and manage browser settings, bookmarks, web outputs.
- Search effectively for online information and critically evaluate web content.
- Understand key copyright and data protection issues.
- Understand concepts of online communities, communications and e-mail.
- Send, receive e-mails and manage e-mail settings.
- Organise and search e-mails and use calendars.

CATEGORY	SKILL SET	REF.	TASK ITEM
1 Web Browsing Concepts	<i>1.1 Key Concepts</i>	1.1.1	Understand the terms: Internet, World Wide Web (WWW), Uniform Resource Locator (URL), hyperlink.
		1.1.2	Understand the structure of a web address. Identify common types of domains like: geographical, organisation (.org, .edu, .com, .gov).
		1.1.3	Define the term web browser. Identify common web browsers.
		1.1.4	Outline different Internet activities like: information searching, shopping, learning, publishing, banking, government services, entertainment, communication.
	<i>1.2 Security and Safety</i>	1.2.1	Recognise ways to protect yourself when online: purchase from secure reputable websites, avoid unnecessary disclosure of personal and financial information, log off from websites.
		1.2.2	Define the term encryption.
		1.2.3	Identify a secure website: https, lock symbol.

CATEGORY	SKILL SET	REF.	TASK ITEM
		1.2.4	Define the term digital certificate.
		1.2.5	Recognise options for controlling Internet use like: supervision, web browsing restrictions, download restrictions.
2 Web Browsing	<i>2.1 Using the Web Browser</i>	2.1.1	Open, close a web browsing application.
		2.1.2	Enter a URL in the address bar and go to the URL.
		2.1.3	Refresh a web page, stop a web page downloading.
		2.1.4	Activate a hyperlink.
		2.1.5	Open a web page in a new tab, new window.
		2.1.6	Open, close tabs, windows. Switch between tabs, windows.
		2.1.7	Navigate between pages: backwards, forwards, home page.
		2.1.8	Show previously visited URLs using history.
		2.1.9	Complete, submit, reset a web-based form.
		2.1.10	Use a web tool to translate a web page, text.
	<i>2.2 Tools and Settings</i>	2.2.1	Set the web browser home page.
		2.2.2	Understand the term pop-up. Allow, block pop-ups.
		2.2.3	Understand the term cookie. Allow, block cookies.
		2.2.4	Use available help functions.
		2.2.5	Display, hide built-in toolbars. Restore, minimise the ribbon.
		2.2.6	Delete history, temporary internet files, saved form data.

CATEGORY	SKILL SET	REF.	TASK ITEM
3 Web-Based Information	<i>2.3 Bookmarks</i>	2.3.1	Add, delete a bookmark / favourite.
		2.3.2	Show bookmarks / favourites.
		2.3.3	Create, delete a bookmarks / favourites folder. Add web pages to a bookmarks / favourites folder.
	<i>2.4 Web Outputs</i>	2.4.1	Download, save files to a location.
		2.4.2	Copy text, image, URL to another location like: document, e-mail.
		2.4.3	Preview, print a web page, selection from a web page using available printing options.
	<i>3.1 Search</i>	3.1.1	Define the term search engine and name some common search engines.
		3.1.2	Carry out a search using a keyword, phrase.
		3.1.3	Refine a search using advanced search features like: exact phrase, date, language, media type.
		3.1.4	Search a web-based encyclopaedia, dictionary.
<i>3.2 Critical Evaluation</i>		3.2.1	Understand the importance of critically evaluating online information. Understand the purpose of different sites like: information, entertainment, opinion, sales.
		3.2.2	Outline factors that determine the credibility of a website like: author, referencing, up-to-date content.
	3.2.3	Recognise the appropriateness of online information for a particular audience.	

CATEGORY	SKILL SET	REF.	TASK ITEM
	<i>3.3 Copyright, Data Protection</i>	3.3.1	Define the terms copyright, intellectual property. Recognise the need to acknowledge sources and/or seek permission as appropriate.
		3.3.2	Recognise the main data protection rights and obligations in your country.
4 Communication Concepts	<i>4.1 Online Communities</i>	4.1.1	Understand the concept of an online (virtual) community. Identify examples like: social networking websites, Internet forums, web conferencing, chat, online computer games.
		4.1.2	Outline ways that users can publish and share content online: blogs, microblogs, podcasts, images, audio and video clips.
		4.1.3	Recognise ways to protect yourself when using online communities: apply appropriate privacy settings, restrict available personal information, use private messaging when appropriate, disable location information, block/report unknown users.
	<i>4.2 Communication Tools</i>	4.2.1	Define the term Instant Messaging (IM).
		4.2.2	Define the terms short message service (SMS), multimedia message service (MMS).
		4.2.3	Define the term Voice over Internet Protocol (VoIP).
		4.2.4	Recognise good practice when using electronic communication: be accurate and brief, use clear subject headings, do not inappropriately disclose personal details, do not circulate inappropriate content, spell check content.
	<i>4.3 E-mail Concepts</i>	4.3.1	Define the term e-mail and outline its main uses.

CATEGORY	SKILL SET	REF.	TASK ITEM	
		4.3.2	Identify the structure of an e-mail address.	
		4.3.3	Be aware of possible problems when sending file attachments like: file size limits, file type restrictions.	
		4.3.4	Outline the difference between the To, Copy (Cc), Blind copy (Bcc) fields and recognise their appropriate use.	
		4.3.5	Be aware of the possibility of receiving fraudulent and unsolicited e-mail. Be aware of the possibility of an e-mail infecting the computer.	
		4.3.6	Define the term phishing.	
5 Using E-mail	<i>5.1 Sending E-mail</i>	5.1.1	Access an e-mail account.	
		5.1.2	Outline the main purpose of standard e-mail folders: Inbox, Outbox, Sent, Deleted / Trash Items, Draft, Spam/Junk.	
		5.1.3	Create an e-mail.	
		5.1.4	Enter one or more e-mail addresses, distribution list in the To, Copy (Cc), Blind copy (Bcc) fields.	
		5.1.5	Enter an appropriate title in the subject field and enter, paste text into the body of an e-mail.	
		5.1.6	Add, remove a file attachment.	
		5.1.7	Send an e-mail with, without priority.	
		<i>5.2 Receiving E-mail</i>	5.2.1	Open, close an e-mail.
	5.2.2		Use the reply, reply to all function, and identify when these should be used.	
	5.2.3		Forward an e-mail.	

CATEGORY	SKILL SET	REF.	TASK ITEM
		5.2.4	Open, save a file attachment to a location.
		5.2.5	Preview, print a message using available printing options.
	<i>5.3 Tools and Settings</i>	5.3.1	Use available help functions.
		5.3.2	Display, hide built-in toolbars. Restore, minimise the ribbon.
		5.3.3	Create and insert a text e-mail signature.
		5.3.4	Turn on, turn off an automatic out of office reply.
		5.3.5	Recognise e-mail status as read, unread. Mark an e-mail as read, unread. Flag, unflag an e-mail.
		5.3.6	Create, delete, update a contact, distribution list / mailing list.
	<i>5.4 Organising E-mails</i>	5.4.1	Add, remove message inbox headings like: sender, subject, date received.
		5.4.2	Search for an e-mail by sender, subject, e-mail content.
		5.4.3	Sort e-mails by name, by date, by size.
		5.4.4	Create, delete an e-mail folder/label. Move e-mails to an e-mail folder/label.
		5.4.5	Delete an e-mail. Restore a deleted e-mail.
		5.4.6	Empty the e-mail bin/deleted items /trash folder.
		5.4.7	Move a message to, remove a message from a junk folder.
	<i>5.5 Using Calendars</i>	5.5.1	Create, cancel, update a meeting in a calendar.

CATEGORY	SKILL SET	REF.	TASK ITEM
		5.5.2	Add invitees, resources to a meeting in a calendar. Remove invitees, resources from a meeting in a calendar.
		5.5.3	Accept, decline an invitation.

ECDL / ICDL Word Processing

This module sets out essential concepts and skills relating to the ability to use a word processing application to create everyday letters and documents.

Module Goals

Successful candidates will be able to:

- Work with documents and save them in different file formats.
- Choose built-in options such as the Help function to enhance productivity.
- Create and edit small-sized word processing documents that will be ready to share and distribute.
- Apply different formats to documents to enhance them before distribution and recognize good practice in choosing the appropriate formatting options.
- Insert tables, images and drawn objects into documents.
- Prepare documents for mail merge operations.
- Adjust document page settings and check and correct spelling before finally printing documents.

CATEGORY	SKILL SET	REF.	TASK ITEM
1 Using the Application	<i>1.1 Working with Documents</i>	1.1.1	Open, close a word processing application. Open, close documents.
		1.1.2	Create a new document based on default template, other available template like: memo, fax, agenda.
		1.1.3	Save a document to a location on a drive. Save a document under another name to a location on a drive.
		1.1.4	Save a document as another file type like: text file, Rich Text Format, template, software specific file extension, version number.
		1.1.5	Switch between open documents.
	<i>1.2 Enhancing Productivity</i>	1.2.1	Set basic options/preferences in the application: user name, default folder to open, save documents.
		1.2.2	Use available Help functions.

CATEGORY	SKILL SET	REF.	TASK ITEM		
		1.2.3	Use magnification/zoom tools.		
		1.2.4	Display, hide built-in toolbars. Restore, minimize the ribbon.		
2 Document Creation	<i>2.1 Enter Text</i>	2.1.1	Switch between page view modes.		
		2.1.2	Enter text into a document.		
		2.1.3	Insert symbols or special characters like: ©, ®, ™.		
	<i>2.2 Select, Edit</i>	2.2.1	Display, hide non-printing formatting marks like: spaces, paragraph marks, manual line break marks, tab characters.		
		2.2.2	Select character, word, line, sentence, paragraph, entire body text.		
		2.2.3	Edit content by entering, removing characters, words within existing text, by over-typing to replace existing text.		
		2.2.4	Use a simple search command for a specific word, phrase.		
		2.2.5	Use a simple replace command for a specific word, phrase.		
		2.2.6	Copy, move text within a document, between open documents.		
		2.2.7	Delete text.		
		2.2.8	Use the undo, redo command.		
		3 Formatting	<i>3.1 Text</i>	3.1.1	Change text formatting: font sizes, font types.
				3.1.2	Apply text formatting: bold, italic, underline.
				3.1.3	Apply text formatting: subscript, superscript.
3.1.4	Apply different colours to text.				
3.1.5	Apply case changes to text.				
3.1.6	Apply automatic hyphenation.				

CATEGORY	SKILL SET	REF.	TASK ITEM
	<i>3.2 Paragraphs</i>	3.2.1	Create, merge paragraph(s).
		3.2.2	Insert, remove soft carriage return (line break).
		3.2.3	Recognize good practice in aligning text: use align, indent, tab tools rather than inserting spaces.
		3.2.4	Align text left, centre, right, justified.
		3.2.5	Indent paragraphs: left, right, first line.
		3.2.6	Set, remove and use tabs: left, centre, right, decimal.
		3.2.7	Recognize good practice in paragraph spacing: apply spacing between paragraphs rather than use the Return key.
		3.2.8	Apply spacing above, below paragraphs. Apply single, 1.5 lines, double line spacing within paragraphs.
		3.2.9	Add, remove bullets, numbers in a single level list. Switch between different standard bullet, number styles in a single level list.
		3.2.10	Add a box border and shading/background colour to a paragraph.
	<i>3.3 Styles</i>	3.3.1	Apply an existing character style to selected text.
		3.3.2	Apply an existing paragraph style to one or more paragraphs.
		3.3.3	Use copy format tool.
4 Objects	<i>4.1 Table Creation</i>	4.1.1	Create a table ready for data insertion.
		4.1.2	Insert, edit data in a table.
		4.1.3	Select rows, columns, cells, entire table.
		4.1.4	Insert, delete, rows and columns.

CATEGORY	SKILL SET	REF.	TASK ITEM
	4.2 <i>Table Formatting</i>	4.2.1	Modify column width, row height.
		4.2.2	Modify cell border line style, width, colour.
		4.2.3	Add shading/background colour to cells.
	4.3 <i>Graphical Objects</i>	4.3.1	Insert an object (picture, image, chart, drawn object) to a specified location in a document.
		4.3.2	Select an object.
		4.3.3	Copy, move an object within a document, between open documents.
		4.3.4	Resize, delete an object.
5 Mail Merge	5.1 <i>Preparation</i>	5.1.1	Open, prepare a document, as a main document for a mail merge.
		5.1.2	Select a mailing list, other data file, for use in a mail merge.
		5.1.3	Insert data fields in a mail merge main document (letter, address labels).
	5.2 <i>Outputs</i>	5.2.1	Merge a mailing list with a letter, label document as a new file or printed output.
		5.2.2	Print mail merge outputs: letters, labels.
6 Prepare Outputs	6.1 <i>Setup</i>	6.1.1	Change document orientation: portrait, landscape. Change paper size.
		6.1.2	Change margins of entire document, top, bottom, left, right.
		6.1.3	Recognize good practice in adding new pages: insert a page break rather than using the Return key.
		6.1.4	Insert, delete a page break in a document.
		6.1.5	Add, edit text in headers, footers.

CATEGORY	SKILL SET	REF.	TASK ITEM
		6.1.6	Add fields in headers, footers: date, page number information, file name.
		6.1.7	Apply automatic page numbering to a document.
	<i>6.2 Check and Print</i>	6.2.1	Spell check a document and make changes like: correcting spelling errors, deleting repeated words.
		6.2.2	Add words to a built-in custom dictionary using a spell checker.
		6.2.3	Preview a document.
		6.2.4	Print a document from an installed printer using output options like: entire document, specific pages, number of copies.

ECDL / ICDL Spreadsheets

This module sets out essential concepts and skills relating to understanding the concept of spreadsheets and demonstrating an ability to use a spreadsheet to produce accurate work outputs.

Module Goals

Successful candidates will be able to:

- Work with spreadsheets and save them in different file formats.
- Choose built-in options such as the Help function within the application to enhance productivity.
- Enter data into cells and use good practice in creating lists. Select, sort and copy, move and delete data.
- Edit rows and columns in a worksheet. Copy, move, delete and appropriately rename worksheets.
- Create mathematical and logical formulas using standard spreadsheet functions. Use good practice in formula creation and recognize error values in formulas.
- Format numbers and text content in a spreadsheet.
- Choose, create and format charts to communicate information meaningfully.
- Adjust spreadsheet page settings and check and correct spreadsheet content before finally printing spreadsheets.

CATEGORY	SKILL SET	REF.	TASK ITEM
1 Using the Application	1.1 Working with Spreadsheets	1.1.1	Open, close a spreadsheet application. Open, close spreadsheets.
		1.1.2	Create a new spreadsheet based on default template.
		1.1.3	Save a spreadsheet to a location on a drive. Save a spreadsheet under another name to a location on a drive.
		1.1.4	Save a spreadsheet as another file type like: template, text file, software specific file extension, version number.
		1.1.5	Switch between open spreadsheets.
	1.2 Enhancing Productivity	1.2.1	Set basic options/preferences in the application: user name, default folder to open, save spreadsheets.
		1.2.2	Use available Help functions.

CATEGORY	SKILL SET	REF.	TASK ITEM
		1.2.3	Use magnification/zoom tools.
		1.2.4	Display, hide built-in toolbars. Restore, minimize the ribbon.
2 Cells	<i>2.1 Insert, Select</i>	2.1.1	Understand that a cell in a worksheet should contain only one element of data, (for example, first name detail in one cell, surname detail in adjacent cell).
		2.1.2	Recognize good practice in creating lists: avoid blank rows and columns in the main body of list, insert blank row before Total row, ensure cells bordering list are blank.
		2.1.3	Enter a number, date, text in a cell.
		2.1.4	Select a cell, range of adjacent cells, range of non-adjacent cells, entire worksheet.
	<i>2.2 Edit, Sort</i>	2.2.1	Edit cell content, modify existing cell content.
		2.2.2	Use the undo, redo command.
		2.2.3	Use the search command for specific content in a worksheet.
		2.2.4	Use the replace command for specific content in a worksheet.
		2.2.5	Sort a cell range by one criterion in ascending, descending numeric order, ascending, descending alphabetic order.
	<i>2.3 Copy, Move, Delete</i>	2.3.1	Copy the content of a cell, cell range within a worksheet, between worksheets, between open spreadsheets.
		2.3.2	Use the autofill tool/copy handle tool to copy, increment data entries.
		2.3.3	Move the content of a cell, cell range within a worksheet, between worksheets, between open spreadsheets.

CATEGORY	SKILL SET	REF.	TASK ITEM	
3 Managing Worksheets	<i>3.1 Rows and Columns</i>	2.3.4	Delete cell contents.	
		3.1.1	Select a row, range of adjacent rows, range of non-adjacent rows.	
		3.1.2	Select a column, range of adjacent columns, range of non-adjacent columns.	
		3.1.3	Insert, delete rows and columns.	
		3.1.4	Modify column widths, row heights to a specified value, to optimal width or height.	
			3.1.5	Freeze, unfreeze row and/or column titles.
	<i>3.2 Worksheets</i>	3.2.1	Switch between worksheets.	
		3.2.2	Insert a new worksheet, delete a worksheet.	
		3.2.3	Recognize good practice in naming worksheets: use meaningful worksheet names rather than accept default names.	
		3.2.4	Copy, move, rename a worksheet within a spreadsheet.	
4 Formulas and Functions		<i>4.1 Arithmetic Formulas</i>	4.1.1	Recognize good practice in formula creation: refer to cell references rather than type numbers into formulas.
	4.1.2		Create formulas using cell references and arithmetic operators (addition, subtraction, multiplication, division).	
	4.1.3		Identify and understand standard error values associated with using formulas: #NAME?, #DIV/0!, #REF!.	
	4.1.4		Understand and use relative, absolute cell referencing in formulas.	
		<i>4.2 Functions</i>	4.2.1	Use sum, average, minimum, maximum, count, counta, round functions.

CATEGORY	SKILL SET	REF.	TASK ITEM	
		4.2.2	Use the logical function if (yielding one of two specific values) with comparison operator: =, >, <.	
5 Formatting	<i>5.1 Numbers/Dates</i>	5.1.1	Format cells to display numbers to a specific number of decimal places, to display numbers with, without a separator to indicate thousands.	
		5.1.2	Format cells to display a date style, to display a currency symbol.	
		5.1.3	Format cells to display numbers as percentages.	
	<i>5.2 Contents</i>	5.2.1	Change cell content appearance: font sizes, font types.	
		5.2.2	Apply formatting to cell contents: bold, italic, underline, double underline.	
		5.2.3	Apply different colours to cell content, cell background.	
		5.2.4	Copy the formatting from a cell, cell range to another cell, cell range.	
		<i>5.3 Alignment, Border Effects</i>	5.3.1	Apply text wrapping to contents within a cell, cell range.
			5.3.2	Align cell contents: horizontally, vertically. Adjust cell content orientation.
			5.3.3	Merge cells and centre a title in a merged cell.
			5.3.4	Add border effects to a cell, cell range: lines, colours.
	6 Charts	<i>6.1 Create</i>	6.1.1	Create different types of charts from spreadsheet data: column chart, bar chart, line chart, pie chart.
			6.1.2	Select a chart.
6.1.3			Change the chart type.	
6.1.4			Move, resize, delete a chart.	

CATEGORY	SKILL SET	REF.	TASK ITEM
	<i>6.2 Edit</i>	6.2.1	Add, remove, edit a chart title.
		6.2.2	Add data labels to a chart: values/numbers, percentages.
		6.2.3	Change chart area background colour, legend fill colour.
		6.2.4	Change the column, bar, line, pie slice colours in the chart.
		6.2.5	Change font size and colour of chart title, chart axes, chart legend text.
7 Prepare Outputs	<i>7.1 Setup</i>	7.1.1	Change worksheet margins: top, bottom, left, right.
		7.1.2	Change worksheet orientation: portrait, landscape. Change paper size.
		7.1.3	Adjust page setup to fit worksheet contents on a specified number of pages.
		7.1.4	Add, edit, delete text in headers, footers in a worksheet.
		7.1.5	Insert and delete fields: page numbering information, date, time, file name, worksheet name into headers, footers.
	<i>7.2 Check and Print</i>	7.2.1	Check and correct spreadsheet calculations and text.
		7.2.2	Turn on, off display of gridlines, display of row and column headings for printing purposes.
		7.2.3	Apply automatic title row(s) printing on every page of a printed worksheet.
		7.2.4	Preview a worksheet.
		7.2.5	Print a selected cell range from a worksheet, an entire worksheet, number of copies of a worksheet, the entire spreadsheet, a selected chart.

ECDL / ICDL Presentation

This module sets out essential concepts and skills relating to demonstrating competence in using presentation software.

Module Goals

Successful candidates will be able to:

- Work with presentations and save them in different file formats.
- Choose built-in options such as the Help function within the application to enhance productivity.
- Understand different presentation views and when to use them, choose different slide layouts and designs.
- Enter, edit and format text in presentations. Recognize good practise in applying unique titles to slides.
- Choose, create and format charts to communicate information meaningfully.
- Insert and edit pictures, images and drawn objects.
- Apply animation and transition effects to presentations and check and correct presentation content before finally printing and giving presentations.

CATEGORY	SKILL SET	REF.	TASK ITEM
1 Using the Application	<i>1.1 Working with Presentations</i>	1.1.1	Open, close a presentation application. Open, close presentations.
		1.1.2	Create a new presentation based on default template.
		1.1.3	Save a presentation to a location on a drive. Save a presentation under another name.
		1.1.4	Save a presentation as another file type: Rich Text Format, template, show, image file format, version number.
		1.1.5	Switch between open presentations.
	<i>1.2 Enhancing Productivity</i>	1.2.1	Set user preferences in the application: user name, default folder to open and save files.
		1.2.2	Use available Help functions.
		1.2.3	Use magnification/zoom tools.
		1.2.4	Display, hide built-in toolbars. Restore, minimize the ribbon.

CATEGORY	SKILL SET	REF.	TASK ITEM
2 Developing a Presentation	2.1 Presentation Views	2.1.1	Understand the uses of different presentation view modes: normal view, slide sorter view, outline view, slide show view.
		2.1.2	Recognize good practice in adding slide titles: use a different title for each slide to distinguish it in outline view, when navigating in slide show view.
		2.1.3	Change between presentation view modes: normal view, slide sorter view, slide show view.
	2.2 Slides	2.2.1	Choose a different built-in slide layout for a slide.
		2.2.2	Apply an available design template to a presentation.
		2.2.3	Change background colour on specific slide(s), all slides.
		2.2.4	Add a new slide with a specific slide layout like: title slide, chart and text, bulleted list, table/spreadsheet.
		2.2.5	Copy, move slides within the presentation, between open presentations.
		2.2.6	Delete slide(s).
	2.3 Master Slide	2.3.1	Insert a graphical object (picture, image, drawn object) into a master slide. Remove a graphical object from a master slide.
		2.3.2	Enter text into footer of specific slides, all slides in a presentation.
		2.3.3	Apply automatic slide numbering, automatically updated date, non-updating date into footer of specific slides, all slides in a presentation.
	3 Text	3.1 Handling Text	3.1.1

CATEGORY	SKILL SET	REF.	TASK ITEM
		3.1.2	Enter text into a placeholder in standard, outline view.
		3.1.3	Edit text in a presentation.
		3.1.4	Copy, move text within, between presentations.
		3.1.5	Delete text.
		3.1.6	Use the undo, redo command.
	3.2 Formatting	3.2.1	Change text formatting: font sizes, font types.
		3.2.2	Apply text formatting: bold, italic, underline, shadow.
		3.2.3	Apply different colours to text.
		3.2.4	Apply case changes to text.
		3.2.5	Align text: left, centre, right in a text frame.
	3.3 Lists	3.3.1	Indent bulleted text. Remove indent from bulleted text.
		3.3.2	Adjust line spacing before and after bulleted, numbered lists.
		3.3.3	Switch between the different standard bullet, number styles in a list.
	3.4 Tables	3.4.1	Enter, edit text in a table slide.
		3.4.2	Select rows, columns, entire table.
		3.4.3	Insert, delete rows and columns.
		3.4.4	Modify column width, row height.
4 Charts	4.1 Using Charts	4.1.1	Input data to create built-in charts in a presentation: column, bar, line, pie.
		4.1.2	Select a chart.
		4.1.3	Change the chart type.
		4.1.4	Add, remove, edit a chart title.

CATEGORY	SKILL SET	REF.	TASK ITEM
		4.1.5	Add data labels to a chart: values/numbers, percentages.
		4.1.6	Change the background colour of a chart.
		4.1.7	Change the column, bar, line, pie slice colours in a chart.
	4.2 Organization Charts	4.2.1	Create an organization chart with a labelled hierarchy by using a built-in organization chart feature.
		4.2.2	Change the hierarchical structure of an organization chart.
		4.2.3	Add, remove co-workers, subordinates in an organization chart.
5 Graphical Objects	5.1 Insert, Manipulate	5.1.1	Insert a graphical object (picture, image, drawn object) into a slide.
		5.1.2	Select a graphical object.
		5.1.3	Copy, move graphical objects, charts within the presentation, between open presentations.
		5.1.4	Resize, delete graphical objects, charts in a presentation.
		5.1.5	Rotate, flip a graphical object.
		5.1.6	Align a graphical object relative to a slide: left, centre, right, top, bottom.
	5.2 Drawing	5.2.1	Add different types of drawn object to a slide: line, arrow, block arrow, rectangle, square, oval, circle, text box.
		5.2.2	Enter text into a text box, block arrow, rectangle, square, oval, circle.
		5.2.3	Change drawn object background colour, line colour, line weight, line style.
		5.2.4	Change arrow start style, arrow finish style.
		5.2.5	Apply a shadow to a drawn object.

CATEGORY	SKILL SET	REF.	TASK ITEM
		5.2.6	Group, ungroup drawn objects in a slide.
		5.2.7	Bring a drawn object one level forward, one level backward, to the front, to the back of other drawn objects.
6 Prepare Outputs	<i>6.1 Preparation</i>	6.1.1	Add, remove transition effects between slides.
		6.1.2	Add, remove preset animation effects for different slide elements.
		6.1.3	Add presenter notes to slides.
		6.1.4	Select appropriate output format for slide presentation like: overhead, handout, on-screen show.
		6.1.5	Hide, show slides.
	<i>6.2 Check and Deliver</i>	6.2.1	Spell check a presentation and make changes like: correcting spelling errors, deleting repeated words.
		6.2.2	Change slide setup, slide orientation to portrait, landscape. Change paper size.
		6.2.3	Print entire presentation, specific slides, handouts, notes pages, outline view of slides, number of copies of a presentation.
		6.2.4	Start a slide show from first slide, from current slide.
		6.2.5	Navigate to next slide, previous slide, specified slide during a slide show.

IT Security Module

This module sets out concepts relating to the secure use of ICT in daily life and skills used to maintain a secure network connection, use the Internet safely and securely, and manage data and information appropriately.

Module Goals

Successful candidates will be able to:

- Understand the importance of keeping information and data secure, and identify common data/privacy protection, retention and control principles.
- Recognise threats to personal security from identity theft and potential threats to data from using cloud computing.
- Be able to use passwords and encryption to secure files and data.
- Understand the threat of malware and be able to protect a computer, device or network from malware and address malware attacks.
- Recognise common network and wireless security types and be able to use personal firewalls and personal hotspots.
- Protect a computer or device from unauthorised access and be able to safely manage and update passwords.
- Use appropriate web browser settings and understand how to authenticate websites and browse the web securely.
- Understand communication security issues that can arise from using e-mail, social networks, voice over Internet protocol, instant messaging and mobile devices.
- Back up and restore data to local and cloud storage locations and delete and dispose of data and devices securely.

CATEGORY	SKILL SET	REF.	TASK ITEM
1 Security Concepts	1.1 Data Threats	1.1.1	Distinguish between data and information.
		1.1.2	Understand the terms cybercrime, hacking.
		1.1.3	Recognise malicious, accidental threats to data from individuals, service providers, external organisations.
		1.1.4	Recognise threats to data from extraordinary circumstances like: fire, floods, war, earthquake.

CATEGORY	SKILL SET	REF.	TASK ITEM
		1.1.5	Recognise threats to data from using cloud computing like: data control, potential loss of privacy.
	1.2 Value of Information	1.2.1	Understand basic characteristics of information security like: confidentiality, integrity, availability.
		1.2.2	Understand the reasons for protecting personal information like: avoiding identity theft, fraud, maintaining privacy.
		1.2.3	Understand the reasons for protecting workplace information on computers and devices like: preventing theft, fraudulent use, accidental data loss, sabotage.
		1.2.4	Identify common data/privacy protection, retention and control principles like: transparency, legitimate purposes, proportionality.
		1.2.5	Understand the terms data subjects and data controllers and how data/privacy protection, retention and control principles apply to them.
		1.2.6	Understand the importance of adhering to guidelines and policies for ICT use and how to access them.
	1.3 Personal Security	1.3.1	Understand the term social engineering and its implications like: unauthorised computer and device access, unauthorised information gathering, fraud.
		1.3.2	Identify methods of social engineering like: phone calls, phishing, shoulder surfing.

CATEGORY	SKILL SET	REF.	TASK ITEM
2 Malware	1.4 File Security	1.3.3	Understand the term identity theft and its implications: personal, financial, business, legal.
		1.3.4	Identify methods of identity theft like: information diving, skimming, pretexting.
		1.4.1	Understand the effect of enabling/disabling macro security settings.
		1.4.2	Understand the advantages, limitations of encryption. Be aware of the importance of not disclosing or losing the encryption password, key, certificate.
		1.4.3	Encrypt a file, folder, drive.
		1.4.4	Set a password for files like: documents, spreadsheets, compressed files.
		2.1 Types and Methods	2.1.1
		2.1.2	Recognise types of infectious malware and understand how they work like: viruses, worms.
		2.1.3	Recognise types of data theft, profit generating/extortion malware and understand how they work like: adware, ransomware, spyware, botnets, keystroke logging, diallers.
	2.2 Protection	2.2.1	Understand how anti-virus software works and its limitations.
		2.2.2	Understand that anti-virus software should be installed on computers and devices.
		2.2.3	Understand the importance of regularly updating software like: anti-virus, web browser, plug-in, application, operating system.

CATEGORY	SKILL SET	REF.	TASK ITEM
		2.2.4	Scan specific drives, folders, files using anti-virus software. Schedule scans using anti-virus software.
		2.2.5	Understand the risks of using obsolete and unsupported software like: increased malware threats, incompatibility.
	2.3 Resolving and Removing	2.3.1	Understand the term quarantine and the effect of quarantining infected/suspicious files.
		2.3.2	Quarantine, delete infected/suspicious files.
		2.3.3	Understand that a malware attack can be diagnosed and resolved using online resources like: websites of operating system, anti-virus, web browser software providers, websites of relevant authorities.
3 Network Security	3.1 Networks and Connections	3.1.1	Understand the term network and recognise the common network types like: local area network (LAN), wireless local area network (WLAN), wide area network (WAN), virtual private network (VPN).
		3.1.2	Understand how connecting to a network has implications for security like: malware, unauthorised data access, maintaining privacy.
		3.1.3	Understand the role of the network administrator in managing authentication, authorisation and accounting, monitoring and installing relevant security patches and updates, monitoring network traffic, and in dealing with malware found within a network.

CATEGORY	SKILL SET	REF.	TASK ITEM
		3.1.4	Understand the function, limitations of a firewall in personal, work environment.
		3.1.5	Turn a personal firewall on, off. Allow, block an application, service/feature access through a personal firewall.
	3.2 Wireless Security	3.2.1	Recognise different options for wireless security and their limitations like: Wired Equivalent Privacy (WEP), Wi-Fi Protected Access (WPA) / Wi-Fi Protected Access 2 (WPA2), Media Access Control (MAC) filtering, Service Set Identifier (SSID) hiding.
		3.2.2	Understand that using an unprotected wireless network can lead to attacks like: eavesdroppers, network hijacking, man in the middle.
		3.2.3	Understand the term personal hotspot.
		3.2.4	Enable, disable a secure personal hotspot, and securely connect, disconnect devices.
4 Access Control	4.1 Methods	4.1.1	Identify measures for preventing unauthorised access to data like: user name, password, PIN, encryption, multifactor authentication.
		4.1.2	Understand the term one-time password and its typical use.
		4.1.3	Understand the purpose of a network account.
		4.1.4	Understand that a network account should be accessed through a user name and password and locked, logged off when not in use.

CATEGORY	SKILL SET	REF.	TASK ITEM
		4.1.5	Identify common biometric security techniques used in access control like: fingerprint, eye scanning, face recognition, hand geometry.
	4.2 Password Management	4.2.1	Recognise good password policies, like: adequate password length, adequate letter, number and special characters mix, not sharing passwords, changing them regularly, different passwords for different services.
		4.2.2	Understand the function, limitations of password manager software.
5 Secure Web Use	5.1 Browser Settings	5.1.1	Select appropriate settings for enabling, disabling autocomplete, autosave when completing a form.
		5.1.2	Delete private data from a browser like: browsing history, download history, cached Internet files, passwords, cookies, autocomplete data.
	5.2 Secure Browsing	5.2.1	Be aware that certain online activity (purchasing, banking) should only be undertaken on secure web pages using a secure network connection.
		5.2.2	Identify ways to confirm the authenticity of a website like: content quality, currency, valid URL, company or owner information, contact information, security certificate, validating domain owner.
		5.2.3	Understand the term pharming.
		5.2.4	Understand the function and types of content-control software like: Internet filtering software, parental control software.

CATEGORY	SKILL SET	REF.	TASK ITEM	
6 Communications	6.1 E-Mail	6.1.1	Understand the purpose of encrypting, decrypting an e-mail.	
		6.1.2	Understand the term digital signature.	
		6.1.3	Identify possible fraudulent e-mail, unsolicited e-mail.	
		6.1.4	Identify common characteristics of phishing like: using names of legitimate organisations, people, false web links, logos and branding, encouraging disclosure of personal information.	
		6.1.5	Be aware that you can report phishing attempts to the legitimate organisation, relevant authorities.	
		6.1.6	Be aware of the danger of infecting a computer or device with malware by opening an e-mail attachment that contains a macro or an executable file.	
	6.2 Social Networking		6.2.1	Understand the importance of not disclosing confidential or personal identifiable information on social networking sites.
			6.2.2	Be aware of the need to apply and regularly review appropriate social networking account settings like: account privacy, location.
			6.2.3	Apply social networking account settings: account privacy, location.
			6.2.4	Understand potential dangers when using social networking sites like: cyber bullying, grooming, malicious disclosure of personal content, false identities, fraudulent or malicious links, content, messages.

CATEGORY	SKILL SET	REF.	TASK ITEM
		6.2.5	Be aware that you can report inappropriate social network use or behaviour to the service provider, relevant authorities.
	6.3 VoIP and Instant Messaging	6.3.1	Understand the security vulnerabilities of instant messaging (IM) and Voice over IP (VoIP) like: malware, backdoor access, access to files, eavesdropping.
		6.3.2	Recognise methods of ensuring confidentiality while using IM and VoIP like: encryption, non-disclosure of important information, restricting file sharing.
	6.4 Mobile	6.4.1	Understand the possible implications of using applications from unofficial application stores like: mobile malware, unnecessary resource utilisation, access to personal data, poor quality, hidden costs.
		6.4.2	Understand the term application permissions.
		6.4.3	Be aware that mobile applications can extract private information from the mobile device like: contact details, location history, images. https://we.tl/t-XxRQ9hCi https://we.tl/t-XxRQ9hCi
		6.4.4	Be aware of emergency and precautionary measures if a device is lost like: remote disable, remote wipe, locate device.
7 Secure Data Management	7.1 Secure and Back up Data	7.1.1	Recognise ways of ensuring physical security of computers and devices like: do not leave unattended, log equipment location and details, use cable locks, access control.

CATEGORY	SKILL SET	REF.	TASK ITEM
		7.1.2	Recognise the importance of having a backup procedure in case of loss of data from computers and devices.
		7.1.3	Identify the features of a backup procedure like: regularity/frequency, schedule, storage location, data compression.
		7.1.4	Back up data to a location like: local drive, external drive/media, cloud service.
		7.1.5	Restore data from a backup location like: local drive, external drive/media, cloud service.
	7.2 Secure Deletion and Destruction	7.2.1	Distinguish between deleting and permanently deleting data.
		7.2.2	Understand the reasons for permanently deleting data from drives or devices.
		7.2.3	Be aware that content deletion may not be permanent on services like: social network site, blog, Internet forum, cloud service.
		7.2.4	Identify common methods of permanently deleting data like: shredding, drive/media destruction, degaussing, using data destruction utilities.

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ECDL / ICDL Online Collaboration

This module sets out concepts and skills relating to the setup and use of online collaborative tools, such as storage, productivity applications, calendars, social media, web meetings, learning environments, and mobile technology.

Module Goals

Successful candidates will be able to:

- Understand the key concepts relating to online collaboration and cloud computing.
- Set up accounts to prepare for online collaboration.
- Use online storage and web-based productivity applications to collaborate.
- Use online and mobile calendars to manage and plan activities.
- Collaborate and interact using social networks, blogs, and wikis.
- Schedule and host online meetings and use online learning environments.
- Understand key mobile technology concepts and use features such as e-mail, applications, and synchronisation.

CATEGORY	SKILL SET	REF.	TASK ITEM
1 Collaboration Concepts	<i>1.1 Key Concepts</i>	1.1.1	Recognise that ICT (Information and Communication Technology) can support and promote online collaboration.
		1.1.2	Identify the main types of services supporting online collaboration like: cloud computing, mobile technology. Identify the main types of tools supporting online collaboration like: common productivity applications, social media, online calendars, online meetings, online learning environments.
		1.1.3	Identify key characteristics of online collaborative tools like: multiple users, real time, global reach, concurrent access.
		1.1.4	Outline the benefits of using online collaborative tools like: shared files and calendars, reduced travel expense, ease of communication, enhanced teamwork, global access.

CATEGORY	SKILL SET	REF.	TASK ITEM
		1.1.5	Be aware of the risks associated with using online collaborative tools like: unauthorised access to shared files, insufficient management of version control, malware threats, identity/data theft, service interruptions.
		1.1.6	Recognise the importance of intellectual property rights and the appropriate use of content when using online collaborative tools.
	<i>1.2.Cloud Computing</i>	1.2.1	Understand ways in which cloud computing facilitates online and mobile collaboration like: storage of shared documents and files, access to a range of online applications and tools.
		1.2.2	Outline the benefits of cloud computing for users like: reduced costs, enhanced mobility, scalability, automatic updates.
		1.2.3	Outline the risks of cloud computing like: dependence on provider, data protection and control, potential loss of privacy.
2 Preparation for Online Collaboration	<i>2.1 Common Setup Features</i>	2.1.1	Understand that additional applications, plug-ins may need to be installed to use certain online collaborative tools.
		2.1.2	Identify common equipment used to support online collaboration like: webcam, microphone, speakers.
		2.1.3	Recognise that firewall restrictions may cause access issues for users of a collaborative tool.
	<i>2.2 Setup</i>	2.2.1	Download software to support online collaborative tools like: VOIP, IM, document sharing.
		2.2.2	Register and/or set up a user account for a collaborative tool. Deactivate, delete/close a user account.

CATEGORY	SKILL SET	REF.	TASK ITEM
3 Using Online Collaborative Tools	<i>3.1 Online Storage and Productivity Applications</i>	3.1.1	Understand the concept of online storage solutions and identify common examples.
		3.1.2	Identify the limitations of online storage like: size limit, time limit, sharing restrictions.
		3.1.3	Upload, download, delete online files, folders.
		3.1.4	Understand that common productivity applications can be accessed via the web. Identify common examples of web-based productivity applications like: word processing, spreadsheets, presentations.
		3.1.5	Identify features of web-based productivity applications: allows files to be updated by multiple users in real-time, allows files to be shared.
		3.1.6	Create, edit and save files online.
		3.1.7	Share, unshare a file, folder to allow other users to view, edit, own a file, folder.
		3.1.8	View, restore previous versions of a file.
	<i>3.2 Online Calendars</i>	3.2.1	Share a calendar. Grant permission to view, edit a shared calendar.
		3.2.2	Show, hide shared calendars.
		3.2.3	Use a shared calendar to create an event, recurring event.
		3.2.4	Set a reminder for an event.
		3.2.5	Invite, uninvite people, resources to an event. Accept, decline an invitation.
		3.2.6	Edit, cancel an existing event.

CATEGORY	SKILL SET	REF.	TASK ITEM
	<i>3.3 Social Media</i>	3.3.1	Identify social media tools that support online collaboration like: social networks, wikis, forums and groups, blogs, micro blogs, content communities.
		3.3.2	Set up, modify available permissions/privacy options like: read access, write access, user invites.
		3.3.3	Find, connect to social media users, groups. Remove connections.
		3.3.4	Use a social media tool to post a comment, link.
		3.3.5	Use a social media tool to reply to, forward a comment.
		3.3.6	Use a social media tool to upload content like: images, videos, documents.
		3.3.7	Remove posts from social media. Be aware that permanently deleting posts and photos may be difficult.
		3.3.8	Use a wiki to add to or update a specific topic.
	<i>3.4 Online meetings</i>	3.4.1	Open, close online meeting application. Create a meeting: time, date, topic. Cancel the meeting.
		3.4.2	Invite, uninvite participants, set access rights.
		3.4.3	Start, end a meeting.
		3.4.4	Share, unshare desktop, files in an online meeting.
		3.4.5	Use available chat features in an online meeting.
		3.4.6	Use video, audio features in an online meeting.

CATEGORY	SKILL SET	REF.	TASK ITEM
4 Mobile Collaboration	<i>3.5 Online Learning Environments</i>	3.5.1	Understand the concept of an online learning environment. Identify online learning environments like: Virtual Learning Environments (VLEs) and Learning Management Systems (LMS).
		3.5.2	Understand the features, functions available within an online learning environment like: calendar, noticeboard, chat, assessment records.
		3.5.3	Access a course in an online learning environment.
		3.5.4	Upload, download a file in an online learning environment.
		3.5.5	Use a course activity like: quiz, forum.
	<i>4.1 Key Concepts</i>	4.1.1	Identify types of mobile devices like: smartphone, tablet.
		4.1.2	Understand that mobile devices use an operating system. Identify common operating systems for mobile devices.
		4.1.3	Understand the term Bluetooth and its use.
		4.1.4	Understand internet connection options available for mobile devices: wireless (WLAN), mobile internet (3G, 4G). Understand associated features of these options like: speed, cost, availability.
		4.1.5	Understand key security considerations for mobile devices like: use a PIN, backup content, turn wireless/Bluetooth on/off.
<i>4.2 Using Mobile Devices</i>		4.2.1	Connect to the Internet securely using wireless, mobile technology.
		4.2.2	Search the web.
	4.2.3	Send, receive e-mail	

CATEGORY	SKILL SET	REF.	TASK ITEM
		4.2.4	Add, edit, remove a calendar event.
		4.2.5	Share pictures, videos using options like: e-mail, messaging, social media, Bluetooth.
	<i>4.3 Applications</i>	4.3.1	Identify common applications like: news, social media, productivity, maps, games, ebooks.
		4.3.2	Understand that applications are obtained from application stores. Identify common application stores for mobile devices.
		4.3.3	Search for a mobile device application in an application store. Recognise that there may be purchase, usage costs associated with an application.
		4.3.4	Install, uninstall an application on a mobile device.
		4.3.5	Update applications on a mobile device.
		4.3.6	Use an application on a mobile device like: voice or video communication, social media, map.
	<i>4.4 Synchronisation</i>	4.4.1	Understand the purpose of synchronising content.
		4.4.2	Set up synchronisation settings.
		4.4.3	Synchronise mobile devices with mail, calendar, other devices.