School of Information Technology
College of the North Atlantic-Qatar

Course Mapping of School of Information Technology Courses for the International Computer Drivers License Program

June, 2006

Contents:

Executive Summary:

The following report has been prepared for Mr. Glenn Thorne (Dean of the School of Information Technology, College of the North Atlantic-Qatar) by Mr. Robert Power and Mr. Scott Gilbert (Information Technology Instructors, School of Information Technology, College of the North Atlantic-Qatar). This report outlines the curriculum objectives of the International Computer Drivers License (ICDL) Program, Syllabus Version 4.0, and provides a detailed comparison of the ICDL Program to the curriculum objectives of specific current courses offered by the School of Information Technology at College of the North Atlantic-Qatar. The purpose of this comparison is to outline proposed routes for current students of College of the North Atlantic-Qatar to complete the objectives of the ICDL Program, and thus qualify for testing to obtain ICDL certification. This document is not intended to provide proposed routes for non-students of CNA-Q to receive training and testing to obtain ICDL certification. However, a more detailed examination of the proposed course routes contained in this document is warranted to determine whether the proposed courses may be suitable for use for 'contract' or short-course training purposes.

In addition to detailed curriculum objective comparisons, this document also contains recommendations for two (2) possible course routes for current students of College of the North Atlantic-Qatar. It also outlines areas of concern that will need to be addressed before the implementation of the proposed ICDL training program, such as ICDL Syllabus 4.0 Objectives that are not explicitly addressed by current curriculum objectives of courses offered by the School of Information Technology.

Initial ICDL Module to CNA-Q Course Cross Reference Investigation:

The following is a list of courses that were initially examined for their potential use with an ICDL training program offered through the School of Information Technology, College of the North Atlantic-Qatar:

CP1160: Introduction to the Internet
> *- Content determined to be unsuitable*

CP1510: Windows Operating System
> *- Detailed examination warranted*

CP1610: Introduction to Computer Components
> *- Detailed examination warranted*

CP1910: Internet Fundamentals
> *- Detailed examination warranted*

MC1220: Productivity Tools 1
> *- Detailed examination warranted*

MC1221: Productivity Tools 2
> *- Detailed examination warranted*

MC2220: Productivity Tools 3
> *- Detailed examination warranted*

MC1800: Software Applications 1
> *- Detailed examination warranted*

MC1801: Software Applications 2
> *- Detailed examination warranted*

Preliminary ICDL Module to CNA-Q Course Cross References:

ICDL Module	CNA-Q Course Module Cross Reference
Module 1 - Concepts of Information Technology (IT) To have an understanding of some of the concepts of IT at a general level; To understand the makeup of a personal computer in terms of hardware and software; to understand some of the concepts of Information Technology (IT) such as data storage and memory; to understand how information networks are used within computing; to be aware of the uses of computer-based software applications in everyday life; to appreciate health and safety issues as well as some environmental factors involved in using computers; to be aware of some of the important security and legal issues associated with using computers;	**CP1610: Introduction to Computer Components** 1.0 Basic PC Components 2.0 Storage Devices 3.0 I/O System 4.0 Computer Management **MC1800: Software Applications 1** 1.0 Computer Concepts **CP1910: Internet Fundamentals** 1.0 History of the Internet and Web Basics 2.0 Internet Communication 3.0 Using and Navigating the Web using a Browser 4.0 Conducting Successful Searches 5.0 E-Mail
Module 2 - Using the Computer and Managing Files to demonstrate knowledge and competence in using the common functions of a personal computer and its operating system; to be able to adjust main settings, use the built-in help features and deal with a non-responding application; to be able to operate effectively within the desktop environment and work with desktop icons and windows; to be able to manage and organize files and directories/folders, and know how to duplicate, move and delete files and directories/folders, and compress and extract files; to understand what a computer virus is and be able to use virus-scanning software; to demonstrate the ability to use simple editing tools and print management facilities available within the operating system;	**CP1510: Windows Operating System** 1.0 The Windows Operating System 2.0 Customizing Windows 3.0 Working with Drives, Folders, and Files 4.0 Locating Files with Windows Explorer 5.0 Opening DOS Sessions 6.0 Using Troubleshooting Tools 7.0 Backing Up Files 8.0 Optimizing Disks 9.0 Windows Applications 10.0 Connecting to Networks and the Internet 11.0 Other Topics as Time Permits **CP1610: Introduction to Computer Components** 3.0 I/O System 4.0 Computer Management **MC1800: Software Applications 1** 2.0 Operating Systems 3.0 Customized Desktop 4.0 Working with Drives, Folders and Files 5.0 Locating Files **MC1220: Productivity Tools 1** 1.0 The Windows Environment
Module 3 - Word Processing to demonstrate the ability to use a word processing application on a computer; to be able to accomplish everyday tasks associated with creating, formatting and finishing small sized word processing documents ready for distribution; to be able to duplicate and move text within and between documents; to demonstrate competence in using some of the features associated with word processing applications such as creating standard tables, using pictures and images within a document, and using mail merge tools;	**MC1800: Software Applications 1** 6.0 Word Processing **MC1220: Productivity Tools 1** 3.0 Word Processing **MC1221: Productivity Tools 2** 1.0 Word Processing 2

Module 4 – Spreadsheets to understand the concept of spreadsheets; to demonstrate the ability to use a spreadsheet application on a computer; to understand and to be able to accomplish tasks associated with developing, formatting, modifying and using a spreadsheet of limited scope ready for distribution; to generate and apply standard mathematical and logical formulas using standard formulas and functions; to demonstrate competence in creating and formatting graphs/charts;	**MC1800: Software Applications 1** 7.0 Electronic Spreadsheets **MC1221: Productivity Tools 2** 2.0 Spreadsheets 1 **MC2220: Productivity Tools 3** 2.0 Spreadsheets 2
Module 5 – Database to understand some of the main concepts of databases; to demonstrate the ability to use a database on a computer; to create and modify tables, queries, forms and reports, and prepare outputs ready for distribution; to relate tables and to retrieve and manipulate information from a database by using query and sort tools available in the package;	**MC1801: Software Applications 2** 1.0 Database Software **MC2220: Productivity Tools 3** 1.0 Database Software
Module 6 – Presentation to demonstrate competence in using presentation tools on a computer; to accomplish tasks such as creating, formatting, modifying and preparing presentations using different slide layouts for display and printed distribution; to duplicate and move text, pictures, images and charts within the presentation and between presentations; to demonstrate the ability to accomplish common operations with images, charts and drawn objects and to use various slide show effects;	**MC1800: Software Applications 1** 8.0 Presentation Software **MC1221: Productivity Tools 2** 3.0 Presentation Software
Module 7 - Information and Communication This module is divided in two sections. The first section, Information, requires the candidate: to understand some of the concepts and terms associated with using the Internet; to appreciate some of the security considerations; to accomplish common Web search tasks using a Web browsing application and available search engine tools; to bookmark Web sites; to print Web pages and search ouputs; to navigate within and complete Web-based forms; In the second section, Communication, the candidate is required: to understand some of the concepts of electronic mail (e-mail); to have an appreciation of some of the security considerations associated with using e-mail; to demonstrate the ability to use e-mail software to send and receive messages; to attach files to mail messages; to organize and manage message folders/directories within e-mail software;	**CP1510: Windows Operating System** 10.0 Connecting to Networks and the Internet **CP1910: Internet Fundamentals** 1.0 History of the Internet and Web Basics 2.0 Internet Communication 3.0 Using and Navigating the Web using a Browser 4.0 Conducting Successful Searches 5.0 E-Mail **MC1220: Productivity Tools 1** 4.0 Email 5.0 Introduction to the Internet

Preliminary CNA-Q School of Information Technology Course Route Recommendations for the ICDL Training Program:

Proposed Route 1:	**Proposed Route 2:**
CP1510: Windows Operating System CP1610: Introduction to Computer Components CP1910: Internet Fundamentals MC1220: Productivity Tools 1 MC1221: Productivity Tools 2 MC2220: Productivity Tools 3	CP1510: Windows Operating System CP1610: Introduction to Computer Components CP1910: Internet Fundamentals MC1800: Software Applications 1 MC1801: Software Applications 2
Notes on Proposed Route 1:	**Notes on Proposed Route 2:**
▪ CP1510 contains required elements, such as installing software applications, information security, and virus protection. ▪ MC1220-1 do not explicitly cover the topic of Mail Merge under the Word Processing Applications Module. ▪ See notes on next page regarding topics not explicitly addressed by current CNA-Q School of Information Technology curriculum objectives.	▪ CP1510 contains required elements, such as installing software applications, information security, and virus protection. ▪ See notes on next page regarding topics not explicitly addressed by current CNA-Q School of Information Technology curriculum objectives.

ICDL Objectives of Concern (Not Directly Addressed by CNA-Q Course Objectives)

The following is a list of ICDL Objectives that are not directly addressed by the course objectives of the CNA-Q courses examined in this document. It should be noted, however, that these objectives are dealt with in the CNA-Q courses examined—they are just not explicitly stated in the CNA-Q Course Objectives. Also, if necessary, it may be possible to address these topics of concern under the heading of 'Additional Topics (Time Permitting)' under any appropriate CNA-Q Course Outline.

Module 1: Concepts of Information Technology (IT)

1.3 Software
1.3.5 Systems Development
1.3.5.1
Understand how computer-based systems are developed. Know about the process of analysis, design, programming and testing often used in developing computer-based systems.

Module 7: Information and Communication

Module 7, Section 1: Information

7.1.2 Security Considerations
7.1.2.1
Know what a protected Web site is, (use of username and password).
7.1.2.2
Know what a digital certificate is.
7.1.2.3
Know what encryption is and why it is used.
7.1.2.4
Be aware of the danger of infecting the computer with a virus from a downloaded file.
7.1.2.5
Be aware of the possibility of being subject to fraud when using a credit card on the Internet.
7.1.2.6
Understand the term firewall.

Detailed ICDL to CNA-Q Curriculum Objective Cross References:

Module 1: Concepts of Information Technology (IT)

ICDL Module 1 Objectives	CNA-Q Course Objective Cross Reference

1.1 General Concepts
1.1.1 Hardware, Software, Information Technology
1.1.1.1
Understand the terms hardware, software, Information Technology (IT).
1.1.2 Types of Computer
1.1.2.1
Understand and distinguish between mainframe computer, network computer, personal computer, laptop, personal digital assistant (PDA) in terms of capacity, speed, cost, and typical users.
1.1.3 Main Parts of a Personal Computer
1.1.3.1
Know the main parts of a personal computer such as: central processing unit (CPU), hard disk, common input and output devices, types of memory. Understand the term peripheral device.
1.1.4 Computer Performance
1.1.4.1
Know some of the factors that impact on a computer's performance such as: CPU speed, RAM size, and the number of applications running.
	CP1610: Introduction to Computer Components
	
	1.0 Basic PC Components
	
	    1.1 Introduction
	
	        1.1.1 Draw a diagram of a typical PC Computer including all major components.
	        1.1.2 Describe a typical computer sequence that explains how the internal components of the computer perform their functions.
	        1.1.3 Explain the computer Boot Process

1.2 Hardware
1.2.1 Central Processing Unit
1.2.1.1
Understand some of the functions of the CPU in terms of calculations, logic control, and immediate access memory. Know that the speed of the CPU is measured in megahertz (MHz) or gigahertz (GHz).
1.2.2 Memory
1.2.2.1
Understand different types of computer memory such as: RAM (random-access memory), ROM (read-only memory) and distinguish between them.
1.2.2.2
Know how computer memory is measured: bit, byte, KB, MB, GB, TB. Relate computer memory measurements to characters, files and directories/folders.
1.2.3 Input Devices
1.2.3.1
Identify some of the main devices for inputting data into a computer such as: mouse, keyboard, trackball, scanner, touchpad, lightpen, joystick, digital camera, and microphone.
1.2.4 Output Devices
1.2.4.1
Identify common output devices for displaying the results of processing carried out by a computer, such as: monitors, screens, printers, plotters, and speakers. Know where these devices are used.
1.2.5 Input/Output Devices
1.2.5.1
Understand some devices are both input/output devices such as: touchscreens.
	CP1610: Introduction to Computer Components
	
	1.0 Basic PC Components
	
	    1.1 Introduction
	
	        1.1.1 Draw a diagram of a typical PC Computer including all major components.
	        1.1.2 Describe a typical computer sequence that explains how the internal components of the computer perform their functions.
	        1.1.3 Explain the computer Boot Process
	
	    1.2 Motherboard
	
	        1.2.1 Microprocessor
	
	            1.2.1.1 State the main functions of a CPU in a computer system
	            1.2.1.2 Explain the difference between a RISC and a CISC microprocessor
	
	        1.2.2 CMOS
	
	            1.2.2.1 State the purpose of the CMOS in a computer system

1.2.6 Storage Devices	
1.2.6.1	

1.2.6 Storage Devices
1.2.6.1
Compare the main types of memory storage devices in terms of speed, cost and capacity such as: diskette, Zip disk, data cartridges, CD-ROM, internal, external hard disk.
1.2.6.2
Understand the purpose of formatting a disk.

1.2.3   BIOS

    1.2.3.1   State the purpose of the BIOS in a computer system

1.2.4   POST

    1.2.4.1 State the purpose of Power Up Self Test to a PC Computer

1.2.5   Interrupt Controller

    1.2.5.1   Explain the purpose of an interrupt in a computer system.
    1.2.5.2   Draw a diagram explaining the structure of the interrupt system in a typical PC computer.
    1.2.5.3   Identify typical Interrupts that are used by standard computer devices.
    1.2.5.4   Identify interrupts that are typically available to be use by expansion devices in PC computers.

1.2.6   Keyboard Controller

    1.2.6.1   State the purpose of the Keyboard Controller in a computer system.

1.2.7   DMA Controller

    1.2.7.1   Explain the purpose of a DMA System to a computer.
    1.2.7.2   Draw a diagram of a typical PC Computer DMA System.

1.2.8   Expansion Slots

    1.2.8.1   State the purpose of an expansion slot to a computer.

1.3   Memory

    1.3.1   State the purpose of Memory in a computer system.

1.4   Power Supply

    1.4.1   State the purpose of a power supply in a computer system
    1.4.2   State the purpose of a well regulated, stable power supply in a computer system.

	1.4.3	Describe the purpose and characteristics of a Standby Power Supply (SPS) and Uninterruptible Power Supply (UPS)

2.0   **Storage Devices**

    2.1   Primary Storage Devices

2.1.1	State the purpose of primary memory in a computer system.
2.1.2	Diagram the primary memory hierarchy of a computer system based on the speed of access
2.1.3	Discuss the characteristics and state the use of the various types of memory currently used in computer systems.
2.1.4	Explain the differences between error correcting memory and non error correcting memory
2.1.5	State the purpose of extended memory, conventional memory, upper memory, high memory, and expanded memory as it relates to MS-DOS.

    2.2   Secondary Storage Devices

2.2.1	Describe the importance of secondary storage devices.
2.2.2	Describe the characteristics and state typical applications of the various types of secondary storage devices currently used in computer systems
2.2.3	State the characteristics of a sampling of Hard drive types currently in use
2.2.4	State the characteristics and use of the various RAID configurations secondary storage

    2.3   Archival Storage Devices

2.3.1	State the importance of Archival Storage.
2.3.2	Describe the characteristics of a sampling of archival storage devices currently used in computer systems

3.0   **I/O Devices**

    3.1   I/O Paths

3.1.1	State the purpose of the I/O subsystem of a computer
3.1.2	Diagram the bussing structure of a typical computer
3.1.2	Describe the function and

characteristics of the various buses found in a typical computer system

3.1.3   Describe the characteristic of a parallel (LPT) port in a computer.

3.1.4   Describe the characteristics of a Serial (COM) Port in a computer.

3.2   Input Devices

3.2.1   State the importance of input devices to a computer system.

3.2.2   State the purpose of each of the following input devices: Keyboard, Mouse, Scanner; Game Controllers; Joysticks; Graphics Tablet; Light Pen; Video Capture Boards; Slide readers; Film Scanners; Card Readers; Point of Sale Systems.

3.3   Output Devices

3.3.1   State the purpose of each of the following output devices: Printer, Plotter, Sound Board, Monitors, Video Cards, and Overhead Projection Systems

3.3.2   State the characteristics, quality, speed, cost, cost per page, and cost per replacement cartridges for each of the following types of printers and give applications where each would be used: Dot matrix; Ink Jet; Laser; Colour Laser

3.3.3   State the characteristics of each of the following Monitor Standards: VGA and SVGA

3.3.4   Describe the impact each of the following parameters have on the quality of a video controller card: Memory, # of bits / # of colours. refresh rate and resolution

3.3.5   Describe the impact each of the following parameters have on the quality of computer monitors: refresh rate, resolution, dot pitch, interlacing, and MultiSync.

3.4   Communication Devices

3.4.1   Describe the importance of each of the following devices to a computer system: Network Cards, Modems, Video Conferencing Cards and Cameras, Data Acquisition, and Process Control Boards.

1.3 Software	**CP1510: Windows Operating System**

1.3.1 Types of Software 1.3.1.1 Distinguish between operating systems software and applications software. Understand the reasons for software versions. *1.3.2 Operating System Software* 1.3.2.1 Describe the main functions of an operating system and name some common operating systems. *1.3.3 Applications Software* 1.3.3.1 List some common software applications such as: word processing, spreadsheet, database, Web browsing, desktop publishing, accounting, together with their uses. *1.3.4 Graphical User Interface* 1.3.4.1 Understand the term Graphical User Interface (GUI). *1.3.5 Systems Development* 1.3.5.1 Understand how computer-based systems are developed. Know about the process of analysis, design, programming and testing often used in developing computer-based systems.	**1.0 The Windows Operating System** 1.1 Define what an operating system is **MC1800: Software Applications 1** **1.0 Operating Systems** 1.1 Software 1.1.1 Define software. 1.1.2 Discuss system software and application software. 1.1.3 Discuss purpose of system software. 1.1.4 What is an Operating System? 1.1.5 List the basic tasks of an operating system. 1.1.6 Discuss the history and different types of operating systems. 1.1.7 List the minimum requirements and recommendations for the most current version of Windows desktop operating system.
1.4 Information Networks *1.4.1 LAN, WAN* 1.4.1.1 Understand the terms, local area network (LAN), wide area network (WAN). Understand the term client/server. 1.4.1.2 List some of the advantages associated with group working such as: sharing printers, applications, and files across a network. *1.4.2 Intranet, Extranet* 1.4.2.1 Understand what an intranet is and understand the distinction between the Internet and an intranet. 1.4.2.2 Understand what an extranet is and understand the distinction between an intranet and an extranet. *1.4.3 The Internet* 1.4.3.1 Understand what the Internet is and know some of its main uses. 1.4.3.2 Understand what the World Wide Web (WWW) is and distinguish it from the Internet. *1.4.4 The Telephone Network in Computing* 1.4.4.1 Understand the use of the telephone network in computing. Understand the terms Public Switched Telephone Network (PSTN), Integrated Services Digital Network (ISDN), Asymmetric Digital Subscriber Line (ADSL). 1.4.4.2 Understand the terms analogue, digital, modem, transfer rate, (measured in bps – bits per second).	**CP1510: Windows Operating System** **10.0 Connecting to Networks and the Internet** 10.1 Discuss the importance of Networks 10.2 Connect to a network 10.3 Describe network software 10.4 Access network resources (printers, shared folders) 10.5 Discuss online resources and services (Internet and WWW) **CP1610: Introduction to Computer Components** **3.0 I/O Devices** 3.4 Communication Devices 3.4.1 Describe the importance of each of the following devices to a computer system: Network Cards, Modems, Video Conferencing Cards and Cameras, Data Acquisition, and Process Control Boards. **CP1910: Internet Fundamentals** **1.0 History of the Internet and Web Basics** 1.1 Services and tools you use on the Internet and the Web

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1.1.1   Demonstrate how to use Web Browser, FTP, and Telnet
1.1.2   Demonstrate how to use Electronic Mail, Email discussion groups or listservs and Newsreadrs.
1.1.3   Demonstrate how to use Internet Relay Chat (IRC), Instant Messenger and Web conferencing.
1.1.4   Demonstrate how to use Search Engine and Directories.

2.0   Internet Communication

Explain the methods of connecting to the Internet including the difference between a directly connected workstation (networked computers, DLS connections and Cable connections) and dial up modems.

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1.5 The Use of IT in Everyday Life *1.5.1 Computers at Work* 1.5.1.1 Identify some situations where a computer might be more appropriate than a person for carrying out a task and where not. 1.5.1.2 Know some of the uses of large-scale computer applications in business such as: business administration systems, airline booking systems, insurance claims processing, online banking. 1.5.1.3 Know some of the uses of large-scale computer applications in government such as: public records systems (census, vehicle registration), revenue collection, electronic voting. 1.5.1.4 Know some of the uses of large-scale computer applications in hospitals/healthcare such as: patient records systems, ambulance control systems, diagnostic tools and instruments, specialist surgical equipment. 1.5.1.5 Know some of the uses of computer applications in education such as: student registration and timetabling systems, computer-based training (CBT), distance learning, homework using the Internet. 1.5.1.6 Understand the term teleworking. List some of the advantages of teleworking such as: reduced or no commuting time, greater ability to focus on one task, flexible schedules, reduced company space requirements. List some disadvantages of teleworking such as: lack of human contact, less emphasis on teamwork. *1.5.2 Electronic World* 1.5.2.1 Understand the term electronic mail (e-mail) and know its main uses. 1.5.2.2 Understand the term e-Commerce. Understand the concept of purchasing goods and services online, including giving personal details before a transaction can be carried out, payment methods, consumer's basic right to return unsatisfactory goods. 1.5.2.3	**MC1800: Software Applications 1** **2.0 Computer Concepts** 2.1 Identify some use of the PC at home (ex. Hobbies, household accounts, working from home, projects and homework, e-mail and internet). 2.2 Give some examples of computer-based systems used in business, industry, government and industry. 2.3 Give some example of how computers are used in everyday life (ex. In supermarkets, libraries, doctor's office, calling cards). 2.4 Understand terms "Information Society" and "Information Superhighway". **CP1910: Internet Fundamentals** **History of the Internet and Web Basics** 1.1 Services and tools you use on the Internet and the Web Demonstrate how to use Web Browser, FTP, and Telnet Demonstrate how to use Electronic Mail, Email discussion groups or listservs and Newsreadrs. Demonstrate how to use Internet Relay Chat (IRC), Instant Messenger and Web conferencing. Demonstrate how to use Search Engine and Directories. The significance of the Internet and the World Wide Web

List some of the advantages of purchasing goods and services online, such as: services available 24 hours a day, opportunity to view a wide range of products. List some of the disadvantages of purchasing goods and services online such as: choosing from a virtual store, no human contact, risk of insecure payment methods.	Explain the impact on communication and learning. Explain the impact on science and research. Explain the impact on Business.
	
	Issues of etiquette and law
	
	    Explain the concerns of individuals. Explain Copyright concerns. Explain concerns about fraud, harassment, and libel.
	
	How the Internet and the World Wide Web developed
	
	    Explain the significance of Arpanet, NSFNET (National Science Foundation) and Usenet. Describe the history of the World Wide Web
	
	Internet Communication
	
	    In general terms explain what protocols and TCP/IP are and how the Internet utilized them. In general terms explain what a Packet-Switched Network is. Explain the relationship with IP addresses and Domain Names. Explain and demonstrate the difference between various protocols and terms such as digital format, HTTP, HTML, URL, Hyperlink. Explain the methods of connecting to the Internet including the difference between a directly connected workstation (networked computers, DLS connections and Cable connections) and dial up modems. Briefly demonstrate how to set up TCP/IP and how to connect to the Internet using a typical workstation. Explain how to get information about a web page.

1.6 Health and Safety, Environment
1.6.1 Ergonomics
1.6.1.1
Understand what elements and practices can help create a good working environment such as: appropriate positioning of monitors, keyboards and adjustable chairs, use of a mouse mat, use of a monitor filter, provision of adequate lighting and ventilation, frequent breaks away from the computer.
1.6.2 Health Issues
1.6.2.1
List some common health problems which can be associated with using a computer such as: injuries to wrists caused by prolonged typing, eye strain caused by screen glare, back problems associated with poor seating or bad posture.
1.6.3 Precautions
1.6.3.1
List some safety precautions when using a computer such as: ensuring power cables are safely secured, power points are not
	MC1800: Software Applications 1
	
	1.0 Computer Concepts
	
	    1.5 Understand what elements and practices can help create a good working environment (ex. frequent breaks away from the computer, appropriate positions of screens, chairs and keyboards, provision of adequate lighting and ventilation).
	    1.6 List some injuries common in a bad working environment (ex. Repetitive strain injury, eye strain caused by screen glare, problems associated with bad posture).

overloaded. *1.6.4 The Environment* 1.6.4.1 Be aware that recycling printed outputs, recycling printer toner cartridges, using a monitor that consumes less power while the computer is inactive can help the environment. 1.6.4.2 Understand that using electronic documents can help reduce the need for printed materials.	
1.7 Security *1.7.I Information Security* 1.7.1.1 Understand the term information security and the benefits to an organisation of being proactive in dealing with security risks such as: adopting an information security policy with respect to handling sensitive data, having procedures for reporting security incidents, making staff members aware of their responsibilities with respect to information security. 1.7.1.2 Know about privacy issues associated with computers, such as adopting good password policies. Understand what is meant by user ID and differentiate between user ID and password. Understand the term access rights and know why access rights are important. 1.7.1.3 Know about the purpose and value of backing up data, software to a removable storage device. 1.7.1.4 Be aware of possible implications of theft of a laptop computer, PDA, mobile phone such as: possible misuse of confidential files, loss of files, loss of important contact details if not available on a separate source, possible misuse of telephone numbers. *1.7.2 Computer Viruses* 1.7.2.1 Understand the term virus when used in computing and understand that there are different types of virus. Be aware when and how viruses can enter a computer system. 1.7.2.2 Know about anti-virus measures and what to do when a virus infects a computer. Be aware of the limitations of anti-virus software. Understand what 'disinfecting' files means. 1.7.2.3 Understand good practice when downloading files, accessing file attachments, such as: use of virus scanning software, not opening unrecognised e-mail messages, not opening attachments contained within unrecognised e-mail messages.	**CP1510: Windows Operating System** **7.0　　Backing UP Files** 　　7.1　　Describe the importance of data backup 　　7.2　　Describe the importance of virus protection 　　7.3　　Describe types of Backup Media 　　7.4　　Develop a backup strategy 　　7.5　　Perform a backup on a folder 　　7.6　　Restore a folder **CP1610: Introduction to Computer Components** **4.0　　PC Management** 　　4.3　　Virus Protection 　　　　4.3.1　　Describe a Virus 　　　　4.3.2　　List precautions that can be taken to prevent virus infection 　　　　4.3.3　　Give a brief explanation of how virus's or time bombs get into a computer 　　　　4.3.4　　Perform a literature search and identify the latest virus protection 　　　　4.3.5　　Use a virus scan program to scan and remove a planted virus from a disk drive. 　　4.4　　Data Recovery 　　　　4.4.1　　State the limitations of the data recovery tools provided with DOS and Windows. 　　　　4.4.2　　State the capabilities of the data recovery software. 　　　　4.4.3　　Create a data backup plan

1.8 Copyright and the Law	**CP1910: Internet Fundamentals**
1.8.1 Copyright	
1.8.1.1	**History of the Internet and Web Basics**
Understand the concept of copyright when applied to software, and also to files such as: graphics, text, audio, video. Understand copyright issues involved in downloading information from the Internet.	1.3 Issues of etiquette and law
1.8.1.2	1.3.1 Explain the concerns of individuals.
Understand copyright issues associated with using and distributing materials stored on removable media such as CD's, Zip disks, diskettes.	1.3.2 Explain Copyright concerns.
1.8.1.3	1.3.3 Explain concerns about fraud, harassment, and libel.
Know how to check the Product ID number for a software product. Understand the terms shareware, freeware, end-user license agreement.	
1.8.2 Data Protection Legislation	
1.8.2.1	
Know about data protection legislation or conventions in your country. Understand the implications of data protection legislation for data subjects and data holders. Describe some of the uses of personal data.	

Module 2: Using the Computer and Managing Files

ICDL Module 2 Objectives	CNA-Q Course Objective Cross Reference
2.1 Computer Environment	**CP1510: Windows Operating System**
2.1.1 First Steps with the Computer	
2.1.1.1	**1.0 The Windows Operating System**
Start the computer.	
2.1.1.2	1.2 Install and configure the Windows operating system
Shut down the computer using an appropriate routine.	
2.1.1.3	
Restart the computer using an appropriate routine.	**9.0 Windows Applications**
2.1.1.4	
Shut down a non-responding application.	9.1 Install and uninstall a Windows application
2.1.2 Basic Information and Operations	
2.1.2.1	
View the computer's basic system information: operating system and version number, installed RAM (random access memory).	**MC1220: Productivity Tools 1**
2.1.2.2	**3.0 Word Processing I**
Change the computer's desktop configuration: date & time, volume settings, desktop display options (colour settings, screen pixel resolution, screen saver options).	3.1 Use Word Processing Basics
2.1.2.3	3.1.1 Load Word Processing software
Set, change keyboard language.	3.1.2 Manipulate features of the Application Window
2.1.2.4	3.1.3 Manipulate features of the Document Window
Format removable disk media: diskette, Zip disk.	3.1.4 Use Menus
2.1.2.5	3.1.5 Demonstrate features of the Status Bar
Install, uninstall a software application.	3.1.6 Manipulate the Insertion Point/Cursor
2.1.2.6	3.1.7 Exit software
Use keyboard print screen facility and paste contents into a document.	
2.1.2.7	3.2 Create and Edit a Document
Use available Help functions.	
2.1.3 Text Editing	3.2.1 Create a document
2.1.3.1	3.2.2 Insert Text
Launch a text editing application. Open, create a file.	3.2.3 Delete Text
2.1.3.2	3.2.4 Use Word Wrap
Save the file to a location on a drive.	3.2.5 Use the Scroll feature
2.1.3.3	3.2.6 Use Undo, Redo, and Repeat commands
Close the text editing application.	3.2.7 Change Views
	3.2.8 Zoom the Display
	3.3 Save, Retrieve, and Print a Document
	3.3.1 Use the Save command
	3.3.2 Use the Save As command
	3.3.3 Close a document
	3.3.4 Access directories/folders
	3.3.5 Retrieve a document
	3.3.6 Preview a document
	3.3.7 Use various printing methods
	MC1800: Software Applications 1
	3.0 Operating Systems
	3.1 Software

	3.1.1 Define software.
	3.1.2 Discuss system software and application software.
	3.1.3 Discuss purpose of system software.
	3.1.4 What is an Operating System?
	3.1.5 List the basic tasks of an operating system.
	3.1.6 Discuss the history and different types of operating systems.
	3.1.7 List the minimum requirements and recommendations for the most current version of Windows desktop operating system.
	3.1.8 Launch Windows
	3.1.9 Use online help
	3.1.10 View Systems Properties
	3.1.11 View Device Properties

4.0   Customize Desktop

3.2   Change taskbar settings.

3.4   Desktop properties

3.4.1   View and change Patterns.
3.4.2   View and change Wallpaper.
3.4.3   View and change Color scheme.
3.4.4   View and change Screen saver.
3.4.5   View and change Screen Resolution.
3.4.6   Arranging and creation of desktop icons and windows.
3.4.7   View the computers desktop configuration.

4.0   Working with Drives, Folders and Files

4.1   Floppy Disks

4.1.1   Format a diskette

6.0   Word Processing

6.1   Understanding Word Processing

6.1.1   The Window components.
6.1.2   The Menu Bar.
6.1.3   Menu Indicators.
6.1.4   The Document Window.
6.1.5   The Status Bar.
6.1.6   The Help Feature.
6.1.7   Insertion Point Movements.

6.2   Saving, Opening and Exiting

6.2.1   Saving a Document

6.2.1.1   Save a document in a format appropriate for posting to a Web Site.

	6.2.1.2 Save an existing document under another file format: txt file, Rich Text Format (rtf), document template, software type or version number.
	6.2.2 Closing a Document.
	6.2.3 Starting a Document Window.
	6.2.4 Opening a Document/several documents.
	6.2.5 Exit Word Processor

2.2 Desktop
 2.2.1 Work with Icons
 2.2.1.1
 Recognize common desktop icons such as those representing: files, directories/folders, applications, printers, recycle bin/wastebasket.
 2.2.1.2
 Select and move desktop icons.
 2.2.1.3
 Open a file, directory/folder, application from the desktop.
 2.2.1.4
 Create a desktop shortcut icon, desktop menu alias.
 2.2.2 Work with Windows
 2.2.2.1
 Identify the different parts of a window: title bar, menu bar, toolbar, status bar, scroll bar.
 2.2.2.2
 Collapse, expand, resize, move, close a window.
 2.2.2.3
 Switch between open windows.
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	 3.0 Customize Desktop
	
	 3.1 Demonstrate the ability to recognize the different parts of the desktop window.
	 3.2 Change taskbar settings.
	 3.3 Examine objects and their properties
	
	    3.3.1 Open a property sheet.
	    3.3.2 Record property settings.
	
	 3.4 Desktop properties
	
	    3.4.1 View and change Patterns.
	    3.4.2 View and change Wallpaper.
	    3.4.3 View and change Color scheme.
	    3.4.4 View and change Screen saver.
	    3.4.5 View and change Screen Resolution.
	    3.4.6 Arranging and creation of desktop icons and windows.
	    3.4.7 View the computers desktop configuration.
	
	 3.5 Describe the use of profiles and how it applies to the desktop.

2.3 Managing Files
 2.3.1 Concepts
 2.3.1.1
 Understand how an operating system shows drives, folders, files in a hierarchical structure.
 2.3.1.2
 Know that the devices used by an operating system to store files and folders are the hard disk, diskette, CD-ROM, network drives.
 2.3.2 Directories/Folders
 2.3.2.1
 Navigate to a file, folder on a drive.
 2.3.2.2
 Create a directory/folder and a further sub-directory/sub-folder.
 2.3.2.3
 Open a window to display directory/folder name, size, location on drive.
 2.3.3 Working with Files
	CP1510: Windows Operating System
	
	 3.0 Working with Drives, Folders and Files
	
	 3.1 Manage drives, folders, and files
	 3.2 Plan a folder structure
	 3.3 Format a disk
	 3.4 View the template disks
	
	    3.4.1 Change the view of files
	
	 3.5 Copy a disk
	 3.6 View drive properties
	 3.7 Create a folder / file
	 3.8 Open a folder / file
	 3.9 Rename a folder / file
	 3.10 Move / Copy a folder / file
	
	    3.10.1 Drag & Drop Procedure

2.3.3.1
Recognize common file types: word processing files,
spreadsheet files, database files, presentation files, image files,
audio files, video files, compressed files, temporary files.
2.3.3.2
Count the number of files, files of a particular type, in a folder
(including any files in sub-folders).
2.3.3.3
Change file status: read-only/locked, read-write.
2.3.3.4
Sort files by name, size, type, date modified.
2.3.3.5
Understand the importance of maintaining correct file
extensions when re-naming files.
2.3.3.6
Re-name files, directories/folders.
2.3.4 Duplicate, Move
2.3.4.1
Select a file, directory/folder individually or as a group of
adjacent, non-adjacent files, directories/folders.
2.3.4.2
Duplicate files, directories/folders between directories/folders
and between drives.
2.3.4.3
Move files, directories/folders between directories/folders and
drives.
2.3.4.4
Understand why making a 'backup' copy of files to a
removable storage device is important.
2.3.5 Delete, Restore
2.3.5.1
Delete files, directories/folders to the recycle bin/wastebasket.
2.3.5.2
Restore files, directories/folders from the recycle
bin/wastebasket.
2.3.5.3
Empty the recycle bin/wastebasket.
2.3.6 Searching
2.3.6.1
Use the Find tool to locate a file, directory/folder.
2.3.6.2
Search for files by content, date modified, date created, size,
wildcards.
2.3.6.3
View list of recently used files.
2.3.7 Compressing Files
2.3.7.1
Understand what file compression means.
2.3.7.2
Compress files in a folder on a drive.
2.3.7.3
Extract compressed files from a location on a drive.

3.10.2	Cut, Copy & Paste Procedure
3.10.3	Moving using the selection outline
3.10.4	Move / Copy nonadjacent files
3.10.5	Use select All to Copy / Move

3.11   Print a folder contents
3.12   Delete a folder / file

4.0   Locating Files in the Windows Environment

4.1   Navigate My Computer
4.2   Navigate folders in Windows Explorer
4.3   Navigate shared folders in Windows Explorer
4.4   Use the Find utility to locate files / folders

4.4.1	Find a file using entire filename
4.4.2	Find a file using part of a filename
4.4.3	Find a file using wild card characters
4.4.4	Search a file by date
4.4.5	Find a file using multiple criteria
4.4.6	Save search criteria
4.4.7	Opening the file from the find utility

CP1610: Introduction to Computer Components

4.0   PC Management

4.2   Disk Management

4.2.7   State the purpose and limitations of disk
        compression programs.

4.4   Data Recovery

4.4.1   State the limitations of the data recovery
        tools provided with DOS and Windows.
4.4.2   State the capabilities of the data recovery
        software.
4.4.3   Create a data backup plan

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4.0   Working with Drives, Folders and Files

4.1   Manage drives, folders, and files

4.1.1	Plan a folder structure
4.1.2	Change view of files in explorer
4.1.3	Change order of files in explorer
4.1.4	View drive and folder properties
4.1.5	Create a folder/file
4.1.6	Open a folder/file
4.1.7	Rename a folder/file
4.1.8	Move/Copy a folder/file

4.1.8.1 Using drag and drop.
4.1.8.2 Using copy, cut and paste.

	4.1.8.3 Use the select feature individually or as part of a group.
	4.1.8.4 Use select all to copy/move
	4.1.9 Print a folder contents
	4.1.9.1 View a pint job's progress from a desktop print manager
	4.1.10 Delete a folder/file
	4.2 Floppy Disks
	4.2.1 Format a diskette
	4.2.2 Copy a diskette
	5.0 Locating Files
	5.1 Using My Computer and Explorer
	5.1.1 Navigate My Computer
	5.1.2 Navigate Windows Explorer
	5.2 Use the Search Utility
	5.2.1 Find a file using the entire file name.
	5.2.2 Find a file using part of a file name.
	5.2.3 Find a file using wild cards.
	5.2.4 Find by date.
	5.2.5 Find a file by using multiple criteria.
	5.2.6 Save search criteria.
	5.2.7 Opening a file from the find utility.

2.4 Viruses	**CP1610: Introduction to Computer Components**
2.4.1 Concepts	
2.4.1.1	**4.0 PC Management**
Know what a virus is and what the effects of a virus might be.	
2.4.1.2	4.3 Virus Protection
Understand some of the ways a virus can be transmitted onto a computer.	
2.4.1.3	4.3.1 Describe a Virus
Understand the advantages of a virus-scanning application.	4.3.2 List precautions that can be taken to prevent virus infection
2.4.1.4	4.3.3 Give a brief explanation of how virus's or time bombs get into a computer
Understand what 'disinfecting' files means.	
2.4.2 Handling Viruses	4.3.4 Perform a literature search and identify the latest virus protection
2.4.2.1	
Use a virus scanning application to scan specific drives, folders, files.	4.3.5 Use a virus scan program to scan and remove a planted virus from a disk drive.
2.4.2.2	
Understand why virus-scanning software needs to be updated regularly.	
2.5 Print Management	**CP1510: Windows Operating System**
2.5.1 Setup	
2.5.1.1	**6.0 Using Troubleshooting Tools**

Change the default printer from an installed printer list.
2.5.1.2
Install a new printer on the computer.
2.5.2 Print Outputs
2.5.2.1
Print a document from a text editing application.
2.5.2.2
View a print job's progress using a desktop print manager.
2.5.2.3
Pause, re-start, delete a print job using a desktop print manager.

6.7	Configure a Printer and use the Print troubleshooter
6.8	Explain and use the Device Manager
6.9	Describe Plug & Play

10.0   **Connecting to Networks and the Internet**

10.4   Access network resources (printers, shared folders)

11.0   **Other topics as time permits**

11.1   Add additional printers

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4.0   **Working with Drives, Folders and Files**

4.1.9   Print a folder contents

4.1.9.1 View a pint job's progress from a desktop print manager

CP1610: Introduction to Computer Components

3.0   **I/O Devices**

3.1   I/O Paths

3.1.3   Describe the characteristic of a parallel (LPT) port in a computer.
3.1.4   Describe the characteristics of a Serial (COM) Port in a computer.

3.3   Output Devices

3.3.1   State the purpose of each of the following output devices: Printer, Plotter, Sound Board, Monitors, Video Cards, and Overhead Projection Systems
3.3.2   State the characteristics, quality, speed, cost, cost per page, and cost per replacement cartridges for each of the following types of printers and give applications where each would be used: Dot matrix; Ink Jet; Laser; Colour Laser

Module 3: Word Processing

ICDL Module 3 Objectives	CNA-Q Course Objective Cross Reference

3.1 Using the Application
3.1.I First Steps with Word Processing
3.1.1.1
Open (and close) a word processing application.
3.1.1.2
Open one, several documents.
3.1.1.3
Create a new document (based on default, other available template).
3.1.1.4
Save a document to a location on a drive.
3.1.1.5
Save a document under another name.
3.1.1.6
Save a document in another file type such as: text file, Rich Text Format, HTML, template, software specific file extension, version number.
3.1.1.7
Switch between open documents.
3.1.1.8
Use available Help functions.
3.1.1.9
Close a document.
3.1.2 Adjust Settings
3.1.2.1
Change between page view modes.
3.1.2.2
Use magnification/zoom tools.
3.1.2.3
Display, hide built-in toolbars.
3.1.2.4
Display, hide non-printing characters.
3.1.2.5
Modify basic options/preferences in the application: user name, default directory/ folder to open, save documents.
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	4.0 Word Processing I
	
	    4.1 Use Word Processing Basics
	
	        4.1.1 Load Word Processing software
	        4.1.2 Manipulate features of the Application Window
	        4.1.3 Manipulate features of the Document Window
	        4.1.4 Use Menus
	        4.1.5 Demonstrate features of the Status Bar
	        4.1.6 Manipulate the Insertion Point/Cursor
	        4.1.7 Exit software
	
	    4.2 Create and Edit a Document
	
	        4.2.1 Create a document
	        4.2.2 Insert Text
	        4.2.3 Delete Text
	        4.2.4 Use Word Wrap
	        4.2.5 Use the Scroll feature
	        4.2.6 Use Undo, Redo, and Repeat commands
	        4.2.7 Change Views
	        4.2.8 Zoom the Display
	
	    4.3 Save, Retrieve, and Print a Document
	
	        4.3.1 Use the Save command
	        4.3.2 Use the Save As command
	        4.3.3 Close a document
	        4.3.4 Access directories/folders
	        4.3.5 Retrieve a document
	        4.3.6 Preview a document
	        4.3.7 Use various printing methods
	
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	7.0 Word Processing
	
	    7.1 Understanding Word Processing
	
	        7.1.1 The Window components.
	        7.1.2 The Menu Bar.
	        7.1.3 Menu Indicators.
	        7.1.4 The Document Window.
	        7.1.5 The Status Bar.
	        7.1.6 The Help Feature.
	        7.1.7 Insertion Point Movements.
	
	    7.2 Saving, Opening and Exiting
	
	        7.2.1 Saving a Document

	7.2.1.1 Save a document in a format appropriate for posting to a Web Site.
	7.2.1.2 Save an existing document under another file format: txt file, Rich Text Format (rtf), document template, software type or version number.
	7.2.2 Closing a Document.
	7.2.3 Starting a Document Window.
	7.2.4 Opening a Document/several documents.
	7.2.5 Exit Word Processor
	7.3 Creating a Document
	7.3.1 Changing the Display.
	7.3.2 AutoCorrect
	7.3.3 The Enter Key.
	7.3.4 Entering Text.
	7.4 Editing a Document
	7.4.1 Using the Zoom Mode.
	7.4.2 Adding New Text.
	7.4.3 Deleting Text.
	7.4.4 Basic Format Enhancements.
	7.5 Using the Open Dialog Box
	7.5.1 Understanding the Open Dialog Box
	7.5.2 Using the View Buttons.
	7.5.3 Setting Search Criteria.
	7.5.4 Managing Files.
	7.6 Understanding Hidden Codes
	7.6.1 Displaying Hidden Codes.
	7.6.2 Deleting Text Enhancements.
3.2 Main Operations *3.2.1 Insert Data* 3.2.1.1 Insert text. [3] 3.2.1.2 Insert special characters, symbols. *3.2.2 Select Data* 3.2.2.1 Select character, word, line, sentence, paragraph, entire body text. *3.2.3 Edit Data* 3.2.3.1 Edit content by inserting new characters, words within existing text, over-typing to replace existing text. 3.2.3.2	**MC1220: Productivity Tools 1** **3.0 Word Processing I** 3.2 Create and Edit a Document 3.2.1 Create a document 3.2.2 Insert Text 3.2.3 Delete Text 3.2.4 Use Word Wrap 3.2.5 Use the Scroll feature 3.2.6 Use Undo, Redo, and Repeat commands 3.2.7 Change Views 3.2.8 Zoom the Display

Use the undo, redo command.
3.2.4 Duplicate, Move, Delete
3.2.4.1
Duplicate text within a document, between open documents.
3.2.4.2
Move text within a document, between open documents.
3.2.4.3
Delete text.
3.2.5 Search and Replace
3.2.5.1
Use the search command for a specific word, phrase.
3.2.5.2
Use a simple replace command for a specific word, phrase.
	3.4 Employ Text Enhancements
	
	     3.4.1 Select Text
	     3.4.2 Use Bold
	     3.4.3 Use Underline
	     3.4.4 Use Italics
	     3.4.5 Use Fonts
	
	3.6 Use Copy/Move Techniques
	
	     3.6.1 Use Clipboards
	     3.6.2 Copy a Selection
	     3.6.3 Move a Selection
	     3.6.4 Use the Format Painter
	
	3.8 Use Find and Replace Feature
	
	     3.8.1 Use the Find feature
	     3.8.2 Use the Find and Replace feature
	
	MC1800: Software Applications 1
	
	6.0 **Word Processing**
	
	   6.1 Understanding Word Processing
	
	     6.1.1 The Window components.
	     6.1.2 The Menu Bar.
	     6.1.3 Menu Indicators.
	     6.1.4 The Document Window.
	     6.1.5 The Status Bar.
	     6.1.6 The Help Feature.
	     6.1.7 Insertion Point Movements.
	
	   6.2 Saving, Opening and Exiting
	
	     6.2.1 Saving a Document
	
	       6.2.1.1 Save a document in a format appropriate for posting to a Web Site.
	       6.2.1.2 Save an existing document under another file format: txt file, Rich Text Format (rtf), document template, software type or version number.
	
	     6.2.2 Closing a Document.
	     6.2.3 Starting a Document Window.
	     6.2.4 Opening a Document/several documents.
	     6.2.5 Exit Word Processor
	
	   6.3 Creating a Document
	
	     6.3.1 Changing the Display.
	     6.3.2 AutoCorrect
	     6.3.3 The Enter Key.

	6.3.4 Entering Text.
	6.4 Editing a Document

	6.4.1 Using the Zoom Mode.
	    6.4.2 Adding New Text.
	    6.4.3 Deleting Text.
	    6.4.4 Basic Format Enhancements.

	6.7 The Select Feature

	6.7.1 Identifying a Selection.
	    6.7.2 Moving a Selection.
	    6.7.3 Copying a Selection.
	    6.7.4 Deleting a Selection.
	    6.7.5 Selection Enhancements.
	    6.7.6 Saving a Selection.
	    6.7.7 Retrieving a Selection.

	6.9 Global Editing
	6.9.1 Find 6.9.2 Replace

3.3 Formatting
3.3.1 Text Formatting
3.3.1.1
Change text appearance: font sizes, font types.
3.3.1.2
Apply text formatting such as: bold, italic, underline.
3.3.1.3
Apply subscript, superscript to text.
3.3.1.4
Apply case changes to text.
3.3.1.5
Apply different colours to text.
3.3.1.6
Copy formatting from a piece of text to another piece of text.
3.3.1.7
Apply an existing style to a word, a line, a paragraph.
3.3.1.8
Use automatic hyphenation.
3.3.2 Paragraph Formatting
3.3.2.1
Insert, remove paragraph marks.
3.3.2.2
Insert, remove soft carriage return (line break) marks.
3.3.2.3
Align text left, centre, right, justified.
3.3.2.4
Indent paragraphs: left, right, first line, hanging.
3.3.2.5
Apply single, double line spacing within paragraphs.
3.3.2.6
Apply spacing above, below paragraphs.
3.3.2.7
Set, remove and use tabs: left, centre, right, decimal.
	MC1220: Productivity Tools 1
	
	3.0 Word Processing I
	
	    3.4 Employ Text Enhancements
	
	       3.4.1 Select Text
	       3.4.2 Use Bold
	       3.4.3 Use Underline
	       3.4.4 Use Italics
	       3.4.5 Use Fonts
	
	    3.5 Use Paragraph Formatting Features
	
	       3.5.1 Display Codes
	       3.5.2 Use Alignment features
	       3.5.3 Indent paragraphs
	       3.5.4 Change Line Spacing
	       3.5.5 Set Tabs
	       3.5.6 Create Lists
	
	          3.5.6.1 Create Bulleted Lists
	          3.5.6.2 Create Numbered Lists
	
	    3.9 Complete Word Processing Applications
	
	       3.9.1 Use Word Processing features to key, enhance, print and save:
	
	          3.9.1.1 Multi-paragraph Short Reports
	          3.9.1.2 Bulleted and Numbered Lists
	
	MC1221: Productivity Tools 2

3.3.2.8
Apply bullets, numbers to a single level list. Remove bullets, numbers from a single level list.
3.3.2.9
Change between the style of bullets, numbers in a single level list from built-in standard options.
3.3.2.10
Add a top and bottom border, box border and shading to a paragraph.
3.3.3 Document Formatting
3.3.3.1
Change document orientation, portrait, landscape. Change paper size.
3.3.3.2
Change margins of entire document, top, bottom, left, right.
3.3.3.3
Insert, delete a page break in a document.
3.3.3.4
Add, modify text in Headers, Footers.
3.3.3.5
Add fields in Headers, Footers: date, page number information, file location.
3.3.3.6
Apply automatic page numbering to a document.

1.0   Word Processing II

1.2   Use Document Formatting Techniques

1.2.1   Working with the Document Layout

1.2.1.1 Change Margins
1.2.1.2 Change Page Orientation
1.2.1.3 Adjust Text Vertically
1.2.1.4 Force a Page Break

1.2.2   Insert Headers and Footers

1.2.2.1 Inserting Page Numbers
1.2.2.2 Creating Headers and Footers

1.2.3   Inserting Footnotes and Endnotes

1.3   Utilize Document Enhancement Features

1.3.1   Emphasizing Text

1.3.1.1 Apply Font Techniques
1.3.1.2 Insert Special Characters
1.3.1.3 Apply Paragraph Borders

MC1800: Software Applications 1

6.0   Word Processing

6.4   Editing a Document

6.4.1   Using the Zoom Mode.
6.4.2   Adding New Text.
6.4.3   Deleting Text.
6.4.4   Basic Format Enhancements.

6.7   The Select Feature

6.7.1   Identifying a Selection.
6.7.2   Moving a Selection.
6.7.3   Copying a Selection.
6.7.4   Deleting a Selection.
6.7.5   Selection Enhancements.
6.7.6   Saving a Selection.
6.7.7   Retrieving a Selection.

6.8   Changing Layout Format

6.8.1   Margins
6.8.2   Paper Size
6.8.3   Paper Orientation
6.8.4   Spacing
6.8.5   Alignment
6.8.6   Paragraph Indent
6.8.7   Tabs
6.8.8   Document Templates

	6.8.8.1　Work within a template on a specified task.
	6.10　Changing Text Attributes
	6.10.1　Selecting Fonts 6.10.2　Adjusting Text Appearance
	6.12　Managing Multiple Page Documents
	6.12.1　Soft Page Breaks 6.12.2　Hard Page Breaks 6.12.3　Section Breaks 6.12.4　Page Numbering 6.12.5　Headers and Footers 6.12.6　Creating a document with different headers and footers using section breaks.
	6.14　Bullets
	6.14.1　Create / Remove Bullets 6.14.2　Numbered Bullets 6.14.3　Outline Numbered Bullets
	6.15　Footnotes and Endnotes
	6.15.1　Creating a Footnote 6.15.2　The Note Options Dialog Box 6.15.3　Editing a Footnote 6.15.4　Deleting a Footnote
3.4 Objects *3.4.1 Tables* 3.4.1.1 Create a table ready for text insertion. 3.4.1.2 Insert, edit data in a table. 3.4.1.3 Select rows, columns, cells, entire table. 3.4.1.4 Insert, delete, rows and columns. 3.4.1.5 Modify column width, row height. 3.4.1.6 Modify cell border width, style, colour. 3.4.1.7 Add shading to cells. *3.4.2 Pictures Images, Charts* 3.4.2.1 Insert a picture, an image, a chart into a document. 3.4.2.2 Select a picture, image, chart in a document. 3.4.2.3 Duplicate a picture, image, chart within a document, between open documents. 3.4.2.4 Move a picture, image, chart within a document, to another	**MC1221: Productivity Tools 2** **1.4**　Manipulate Graphic Elements 1.4.1　Use Draw Objects 1.4.1.1　Insert Draw Layer Objects 1.4.1.2　Format and Manipulate Draw Objects 1.4.1.3　Apply Special Effects 1.4.1.4　Change the Order of Objects 1.4.2　Use Additional Objects 1.4.2.1　Work with WordArt 1.4.2.2　Work with ClipArt 1.4.2.3　Align Text with Graphics 1.4.2.4　Create a Watermark 1.4.2.5　Draw Lines **1.5**　Create Tables and Outlines 1.5.1　Create and Revise Tables 1.5.1.1　Insert a Table 1.5.1.2　Enter Data into a Table

document.
3.4.2.5
Resize a picture, image, chart.
3.4.2.6
Delete a picture, image, chart.

1.5.1.3	Adjust Columns and Rows
1.5.1.4	Split and Merge Cells
1.5.1.5	Insert Graphic Objects
1.5.1.6	Align Text
1.5.1.7	Use Borders and Shading
1.5.1.8	Use Formulas

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6.0   Word Processing

6.11   Using Auxiliary Tools

6.11.1   Spell Check
6.11.2   Thesaurus
6.11.3   Grammar Check
6.11.4   Drawing Tools

6.13   Tables

6.13.1   Create a Table
6.13.2   Format a Table
6.13.3   Add/Delete Columns
6.13.4   Add/Delete Rows

6.16   Pictures and Images

6.16.1   Add an image or graphics file to a document.
6.16.2   Add autoshapes to a document: change line colours, change autoshape fill colours.
6.16.3   Move images or drawn objects within a document.
6.16.4   Resize a graphic.

6.17   Importing Objects

6.17.1   Import a spreadsheet into a document.
6.17.2   Import an image file, chart, or graph into a document.

3.5 Mail Merge
3.5.1 Concept and Practice
3.5.1.1
Understand the term mail merge and the concept of merging a data source with a main document such as a letter or a label document.
3.5.1.2
Open, prepare a main document for a mail merge by inserting data fields.
3.5.1.3
Open, prepare a mailing list, other data file, for use in a mail merge.
3.5.1.4
Merge a mailing list with a letter, label document.
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	6.0 Word Processing
	
	     6.18 Mail Merge
	
	         6.18.1 Create a mail list or other data file for use in a mail merge.
	         6.18.2 Merge a mailing list with a letter document or a label document.

3.6 Prepare Outputs
3.6.1 Preparation
3.6.1.1
Understand the importance of proofing your document such as: checking the layout, presentation (margins, appropriate font sizes and formats) and spelling.
3.6.1.2
Spell-check a document and make changes such as correcting spelling errors, deleting repeated words.
3.6.1.3
Add words to a built-in custom dictionary.
3.6.1.4
Preview a document.
3.6.2 Printing
3.6.2.1
Choose print output options such as: entire document, specific pages, number of copies.
3.6.2.2
Print a document from an installed printer using defined options, default settings.
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	     3.3 Save, Retrieve, and Print a Document
	
	         3.3.1 Use the Save command
	         3.3.2 Use the Save As command
	         3.3.3 Close a document
	         3.3.4 Access directories/folders
	         3.3.5 Retrieve a document
	         3.3.6 Preview a document
	         3.3.7 Use various printing methods
	
	     3.7 Proof a Document
	
	         3.7.1 Use the Spell Check feature
	         3.7.2 Use the Grammar Check feature
	         3.7.3 Use the Thesaurus
	
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	6.0 Word Processing
	
	     6.11 Using Auxiliary Tools
	
	         6.11.1 Spell Check
	         6.11.2 Thesaurus
	         6.11.3 Grammar Check
	         6.11.4 Drawing Tools

Module 4: Spreadsheets

ICDL Module 4 Objectives	CNA-Q Course Objective Cross Reference
4.1 Using the Application *4.1.1 First Steps with Spreadsheets* 4.1.1.1 Open (and close) a spreadsheet application. 4.1.1.2 Open one, several spreadsheets. 4.1.1.3 Create a new spreadsheet (default template). 4.1.1.4 Save a spreadsheet to a location on a drive. 4.1.1.5 Save a spreadsheet under another name. 4.1.1.6 Save a spreadsheet in another file type such as: text file, HTML, template, software specific file extension, version number. 4.1.1.7 Switch between worksheets, open spreadsheets. 4.1.1.8 Use available Help functions. 4.1.1.9 Close a spreadsheet. *4.1.2 Adjust Settings* 4.1.2.1 Use magnification/zoom tools. 4.1.2.2 Display, hide built-in toolbars. 4.1.2.3 Freeze, unfreeze row and/or column titles. 4.1.2.4 Modify basic options/preferences in the application: user name, default directory/ folder to open, save spreadsheets.	**MC1221: Productivity Tools 2** **2.0 Spreadsheets I** 2.1 Understand Spreadsheet Basics 2.1.1 Explore the Worksheet Window 2.2 Operate Menus 2.2.1 Use a Menu Bar 2.2.2 Use a Control Menu 2.2.3 Use a Shortcut Menu **MC1800: Software Applications 1** **7.0 Electronic Spreadsheet** 7.1 Spreadsheet Basics 7.1.1 The Worksheet Window 7.2 Operating Menus 7.2.1 Using a Menu Bar 7.2.2 Using a Control Menu 7.2.3 Using a Shortcut Menu
4.2 Cells *4.2.1 Insert Data* 4.2.1.1 Enter a number, date, text in a cell. *4.2.2 Select Cells* 4.2.2.1 Select a cell, range of adjacent cells, range of non-adjacent cells, entire worksheet. 4.2.2.2 Select a row, range of adjacent rows, range of non-adjacent rows. 4.2.2.3 Select a column, range of adjacent columns, range of non-adjacent columns. *4.2.3 Rows and Columns* 4.2.3.1 Insert rows, columns in a worksheet. 4.2.3.2 Delete rows, columns in a worksheet. 4.2.3.3 Modify column widths, row heights. *4.2.4 Edit Data*	**MC1221: Productivity Tools 2** **2.0 Spreadsheets I** 2.1 Understand Spreadsheet Basics 2.1.1 Explore the Worksheet Window 2.2 Operate Menus 2.2.1 Use a Menu Bar 2.2.2 Use a Control Menu 2.2.3 Use a Shortcut Menu 2.3 Create a Worksheet 2.3.1 Enter Constant Values and Formulas 2.3.2 Use the ReCalculation Feature 2.3.3 Use Mathematical Operators 2.4 Use Ranges

4.2.4.1
Insert additional cell content, replace existing cell content.
4.2.4.2
Use the undo, redo command.
4.2.5 Duplicate, Move, Delete
4.2.5.1
Duplicate the content of a cell, cell range within a
worksheet, between worksheets, between open spreadsheets.
4.2.5.2
Use the autofill tool/copy handle tool to copy, increment
data entries.
4.2.5.3
Move the contents of a cell, cell range within a worksheet,
between worksheets, between open spreadsheets.
4.2.5.4
Delete cell contents.
4.2.6 Search and Replace
4.2.6.1
Use the search command for specific content in a worksheet.
4.2.6.2
Use the replace command for specific content in a
worksheet.
4.2.7 Sort Data
4.2.7.1
Sort a cell range by one criterion in ascending, descending
numeric order, ascending, descending alphabetic order.

	2.4.1	Type a Range for a Function
	2.4.2	Point to a Range for a Function
	2.4.3	Select a Range for Toolbar and Menu Commands
2.6	Edit a Worksheet	
	2.6.1	Replace Cell Contents
	2.6.2	Insert and Delete Rows and Columns
	2.6.3	Change Cell Formats
	2.6.4	Change Cell alignments
	2.6.5	Change Column Widths
	2.6.6	Copy and Move Cells
2.7	Use Cell References	
	2.7.1	Use Relative and Absolute References
	2.7.2	Use Mixed Reference
	2.7.3	Fix Circular References
2.9	Employ Data Management Techniques	
	2.9.1	Sort Data
	2.9.2	Use Information Retrieval Procedures

MC1800: Software Applications 1

7.0   **Electronic Spreadsheet**

7.1	Spreadsheet Basics	
	7.1.1	The Worksheet Window
7.2	Operating Menus	
	7.2.1	Using a Menu Bar
	7.2.2	Using a Control Menu
	7.2.3	Using a Shortcut Menu
7.3	Creating a Worksheet	
	7.3.1	Entering Constant Values and Formulas
	7.3.2	The Recalculation Feature
	7.3.3	Mathematical Operators
	7.3.4	Basic Functions
	7.3.4.1	Sum
	7.3.4.2	Average
	7.3.4.3	Max
	7.3.4.4	Min
	7.3.4.5	Now
	7.3.4.6	Count
7.6	Editing a Spreadsheet	
	7.6.1	Replacing Cell Contents
	7.6.2	Inserting and Deleting Rows and Columns
	7.6.3	Changing Cell Formats

	7.6.4 Changing Cell Alignments
	7.6.5 Changing Column Widths
	7.6.6 Copying and Moving Cells
	7.10 Data Management
	7.10.1 Sorting Data
	7.10.2 Information Retrieval – Data Queries
	7.11 Importing and Exporting Data
	7.11.1 Integrate Excel data with Word and PowerPoint
	7.11.2 Integrate Excel with Access
	7.11.3 Import data from text files

4.3 Worksheets	**MC1221: Productivity Tools 2**
4.3.1 Handling Worksheets	
4.3.1.1	**2.0** **Spreadsheets I**
Insert a new worksheet.	
4.3.1.2	2.1 Understand Spreadsheet Basics
Rename a worksheet.	
4.3.1.3	2.1.1 Explore the Worksheet Window
Delete a worksheet.	
4.3.1.4	2.2 Operate Menus
Duplicate a worksheet within a spreadsheet, between open spreadsheets.	
4.3.1.5	2.2.1 Use a Menu Bar
Move a worksheet within a spreadsheet, between open spreadsheets.	2.2.2 Use a Control Menu
	2.2.3 Use a Shortcut Menu
	MC1800: Software Applications 1
	8.0 **Electronic Spreadsheet**
	8.1 Spreadsheet Basics
	8.1.1 The Worksheet Window
	8.2 Operating Menus
	8.2.1 Using a Menu Bar
	8.2.2 Using a Control Menu
	8.2.3 Using a Shortcut Menu

4.4 Formulas and Functions	**MC1221: Productivity Tools 2**
4.4.1 Arithmetic Formulas	
4.4.1.1	**2.0** **Spreadsheets I**
Generate formulas using cell references and arithmetic operators (addition, subtraction, multiplication, division).	2.3 Create a Worksheet
4.4.1.2	2.3.1 Enter Constant Values and Formulas
Recognize and understand standard error values associated with using formulas.	2.3.2 Use the ReCalculation Feature
4.4.2 Cell Referencing	2.3.3 Use Mathematical Operators
4.4.2.1	2.4 Use Ranges
Understand and use relative, mixed, absolute cell	

referencing in formulas.
4.4.3 Working with Functions
4.4.3.1
Generate formulas using sum, average, minimum, maximum, count, functions.
4.4.3.2
Generate formulas using the logical function if (yielding one of two specific values).
	2.4.1 Type a Range for a Function
	2.4.2 Point to a Range for a Function
	2.4.3 Select a Range for Toolbar and Menu Commands
	
	2.6 Edit a Worksheet
	
	    2.6.1 Replace Cell Contents
	    2.6.2 Insert and Delete Rows and Columns
	    2.6.3 Change Cell Formats
	    2.6.4 Change Cell alignments
	    2.6.5 Change Column Widths
	    2.6.6 Copy and Move Cells
	
	2.7 Use Cell References
	
	    2.7.1 Use Relative and Absolute References
	    2.7.2 Use Mixed Reference
	    2.7.3 Fix Circular References
	
	2.8 Use Conditional Functions
	
	    2.8.1 Use the IF Function
	    2.8.2 User the VLOOKUP/HLOOKUP Functions
	
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	7.0 Electronic Spreadsheet
	
	7.3 Creating a Worksheet
	
	    7.3.1 Entering Constant Values and Formulas
	    7.3.2 The Recalculation Feature
	    7.3.3 Mathematical Operators
	    7.3.4 Basic Functions
	
	        7.3.4.1 Sum
	        7.3.4.2 Average
	        7.3.4.3 Max
	        7.3.4.4 Min
	        7.3.4.5 Now
	        7.3.4.6 Count
	
	7.4 Using Ranges
	
	    7.4.1 Typing a Range for a Function
	    7.4.2 Pointing to a Range for a Function
	    7.4.3 Selecting a Range for Toolbar and Menu Commands
	
	7.7 Cell References
	
	    7.7.1 Relative and Absolute References
	    7.7.2 Mixed References
	    7.7.3 Fixing Circular References
	
	7.8 Conditional Functions

	7.8.1 The IF Function 7.8.2 The VLOOKUP/HLOOKUP Function
4.5 Formatting *4.5.1 Numbers/Dates* 4.5.1.1 Format cells to display numbers to a specific number of decimal places, to display numbers with, without commas to indicate thousands. 4.5.1.2 Format cells to display a date style. 4.5.1.3 Format cells to display a currency symbol. 4.5.1.4 Format cells to display numbers as percentages. *4.5.2 Contents* 4.5.2.1 Change cell content appearance: font sizes, font types. 4.5.2.2 Apply formatting to cell contents such as: bold, italic, underline, double underline. 4.5.2.3 Apply different colours to cell content, cell background. 4.5.2.4 Copy the formatting from a cell, cell range to another cell, cell range. 4.5.2.5 Apply text wrapping to contents within a cell. *4.5.3 Alignment, Border Effects* 4.5.3.1 Align contents in a cell, cell range: left, centre, right, top, bottom. 4.5.3.2 Centre a title over a cell range. 4.5.3.3 Adjust cell content orientation. 4.5.3.4 Add border effects to a cell, cell range.	**MC1221: Productivity Tools 2** **2.0 Spreadsheets I** 2.6 Edit a Worksheet 2.6.1 Replace Cell Contents 2.6.2 Insert and Delete Rows and Columns 2.6.3 Change Cell Formats 2.6.4 Change Cell alignments 2.6.5 Change Column Widths 2.6.6 Copy and Move Cells **MC1800: Software Applications 1** **7.0 Electronic Spreadsheet** 7.1 Spreadsheet Basics 7.1.1 The Worksheet Window 7.2 Operating Menus 7.2.1 Using a Menu Bar 7.2.2 Using a Control Menu 7.2.3 Using a Shortcut Menu 7.6 Editing a Spreadsheet 7.6.1 Replacing Cell Contents 7.6.2 Inserting and Deleting Rows and Columns 7.6.3 Changing Cell Formats 7.6.4 Changing Cell Alignments 7.6.5 Changing Column Widths 7.6.6 Copying and Moving Cells
4.6 Charts/ Graphs *4.6.1 Using Charts/Graphs* 4.6.1.1 Create different types of charts/graphs from spreadsheet data: column chart, bar chart, line chart, pie chart. 4.6.1.2 Add a title, label to the chart/graph. Remove a title, label from the chart/graph. 4.6.1.3 Change the background colour in a chart/graph. 4.6.1.4 Change the column, bar, line, pie slice colours in the chart/graph. 4.6.1.5 Change the chart/graph type. 4.6.1.6 Duplicate, move charts/graphs within a worksheet, between	**MC2220: Productivity Tools 3** **2.0 Spreadsheets II** 2.1 Create Charts and Graphs 2.1.1 Create Pie Charts, Line Graphs, Bar Graphs, etc. 2.1.2 Assign Multiple Graphs to the same Worksheet 2.1.3 Add Titles and Legends to Graphs and Charts 2.1.4 Save and print a Graph/Chart 2.1.5 View Graphs/Charts saved on Disk 2.1.6 Save a Worksheet with Graph Settings

open spreadsheets.
4.6.1.7
Resize, delete charts/graphs.
	MC1800: Software Applications 1
	
	7.0 **Electronic Spreadsheet**
	
	     7.9 Charts
	
	           7.9.1 Create a chart
	           7.9.2 Discuss the different charts available in Excel
	           7.9.3 Modify a chart

4.7 Prepare Outputs
4.7.1 Worksheet Setup
4.7.1.1
Change worksheet margins: top, bottom, left, right.
4.7.1.2
Change worksheet orientation: portrait, landscape. Change paper size.
4.7.1.3
Adjust page setup to fit worksheet contents on one page, on a specific number of pages.
4.7.1.4
Add, modify text in Headers, Footers in a worksheet.
4.7.1.5
Insert fields: page numbering information, date, time, file name, worksheet name into Headers, Footers.
4.7.2 Preparation
4.7.2.1
Understand the importance of checking spreadsheet calculations and text before distribution.
4.7.2.2
Preview a worksheet.
4.7.2.3
Turn on, off display of gridlines, display of row and column headings for printing purposes.
4.7.2.4
Apply automatic title row(s) printing on every page of a printed worksheet.
4.7.3 Printing
4.7.3.1
Print a cell range from a worksheet an entire worksheet, number of copies of a worksheet, the entire spreadsheet, a selected chart.
	MC1221: Productivity Tools 2
	
	     2.5 Print a Worksheet
	
	           2.5.1 Print to the Screen
	           2.5.2 Print to the Printer
	           2.5.3 Print a Selected Range
	
	MC1800: Software Applications 1
	
	7.0 **Electronic Spreadsheet**
	
	     7.5 Printing a Worksheet
	
	           7.5.1 Printing to the Screen
	           7.5.2 Printing to the Printer
	           7.5.3 Printing a Selected Range
	
	     7.11 Importing and Exporting Data
	
	           7.11.1 Integrate Excel data with Word and PowerPoint
	           7.11.2 Integrate Excel with Access
	           7.11.3 Import data from text files

Module 5: Databases

ICDL Module 5 Objectives	CNA-Q Course Objective Cross Reference

5.1 Using the Application
5.1.1 Database Concepts
5.1.1.1
Understand what a database is.
5.1.1.2
Understand how a database is organised in terms of tables, records, fields, and with field data types, field properties.
5.1.1.3
Understand what a primary key is.
5.1.1.4
Understand what an index is.
5.1.1.5
Understand the purpose of relating tables in a database.
5.1.1.6
Understand the importance of setting rules to ensure relationships between tables are valid.
5.1.2 First Steps with Databases
5.1.2.1
Open (and close) a database application.
5.1.2.2
Open, log onto an existing database.
5.1.2.3
Create a new database.
5.1.2.4
Save a database to a location on a drive.
5.1.2.5
Use available Help functions.
5.1.2.6
Close a database.
5.1.3 Adjust Settings
5.1.3.1
Change between view modes in a table, form, report.
5.1.3.2
Display, hide built-in toolbars.
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	1.0 Database Software
	
	    1.1 Use Database Basics
	
	        1.1.1 Open the Application
	        1.1.2 Use Features of the Database Window
	        1.1.3 Use the Help Feature
	        1.1.4 Identify Database Objects
	        1.1.5 Exit the Database
	
	    1.2 Design a Database
	
	        1.2.1 Plan a Database
	        1.2.2 Create a Database
	        1.2.3 Save a Database
	
	    1.3 Create a Basic Table
	
	        1.3.1 Create a Table Using the Table Wizard
	        1.3.2 Create a Table in DataSheet View
	        1.3.3 Print a Table
	        1.3.4 Rename a Table
	        1.3.5 Delete a Table
	
	MC1801: Software Applications 2
	
	1.0 Database
	
	    1.1 Introduction to Relational Database and Database Design
	
	        1.1.1 Define data.
	        1.1.2 Define database.
	        1.1.3 Explain the features of a Relational Database.
	        1.1.4 Give an overview of the steps involved in creating a relational database from the task analysis -> normalize -> to creating tables and relationships.
	        1.1.5 Open Access and create a new project.
	        1.1.6 Give a brief description of the objects in the database window.

5.2 Tables
5.2.1 Main Operations
5.2.1.1
Create and save a table and specify fields with their data types.
5.2.1.2
Add, delete records in a table.
5.2.1.3
Add a field to an existing table.
	MC2220: Productivity Tools 3
	
	1.0 Database Software
	
	    1.2 Design a Database
	
	        1.2.1 Plan a Database
	        1.2.2 Create a Database
	        1.2.3 Save a Database

5.2.1.4
Add, modify data in a record.
5.2.1.5
Delete data in a record.
5.2.1.6
Use the undo command.
5.2.1.7
Navigate within a table to next record, previous record, first record, last record, specific record.
5.2.1.8
Delete a table.
5.2.1.9
Save and close a table.
5.2.2 Define Keys
5.2.2.1
Define a primary key.
5.2.2.2
Index a field with, without duplicates allowed.
5.2.3 Table Design/Layout
5.2.3.1
Change field format attributes such as: field size, number format, date format.
5.2.3.2
Understand consequences of changing field size attributes in a table.
5.2.3.3
Create a simple validation rule for number, text, date/time, currency.
5.2.3.4
Change width of columns in a table.
5.2.3.5
Move a column within a table.
5.2.4 Table Relationships
5.2.4.1
Create a one-to-one, one-to-many relationship between tables.
5.2.4.2
Delete relationships between tables.
5.2.4.3
Apply rule(s) to relationships such that fields that join tables are not deleted as long as links to another table exist.

1.3   Create a Basic Table

    1.3.1   Create a Table Using the Table Wizard
    1.3.2   Create a Table in DataSheet View
    1.3.3   Print a Table
    1.3.4   Rename a Table
    1.3.5   Delete a Table

1.4   Use the Design View

    1.4.1   Create a Table in Design View
    1.4.2   Assign a Primary Key
    1.4.3   Define and Remove Indexes
    1.4.4   Modify a Table

        1.4.4.1   Insert and Delete Fields
        1.4.4.2   Rename and Move Fields
        1.4.4.3   Print the Design Structure

1.5   Enter and Edit Data

    1.5.1   Enter Information into Records
    1.5.2   Navigate Through Records
    1.5.3   Modify Data in a Table
    1.5.4   Use the Undo Command

1.6   Finding, Sorting and Filtering Information

    1.6.1   Find a Record
    1.6.2   Sort Recorts

        1.6.2.1   Sort Into a New Table
        1.6.2.2   Sort in the Same Table

    1.6.3   Filter Records

    1.6.4   Filter for Input

    1.6.5   Filter by Selection

    1.6.6   Filter by Form

1.10   Establish Relationships Between Tables

    1.10.1   Create Relationships

        1.10.1.1 One-to-Many Relationships

    1.10.2   Enforce Referential Integrity
    1.10.3   Unlink Tables

MC1801: Software Applications 2

Database

1.2   Creating Tables

	1.2.1 Creating a new table using Design View.
	1.2.2 Describe the use of tables.
	1.2.3 Create and save a table.
	1.2.4 Add and delete records to a table using data sheet view.
	1.2.5 Use Data entry mode to demonstrate referential integrity and to show the errors that result when referential integrity is violated.
	1.2.6 Examine field values.
	1.2.7 Scroll through records.
	1.2.8 Find records.
	1.2.9 Change the order of fields.
	1.2.10 Sort records.
	1.2.11 Filter records.
	1.2.12 Explain the purpose of the record pointer.
	1.2.13 Switch between design view and data sheet view.
	1.2.14 Modify the structure of a table.
	1.2.15 Fields in a Table
	1.2.16 Define fields in a table.
	1.2.17 Identify and understand the different field types.
	1.2.18 Describe when to use the different field types.
	1.2.19 Delete, move and add fields.
	1.2.20 Change the field properties.
	1.2.21 Primary keys and Foreign keys.
	1.2.22 Define Primary and Foreign key.
	1.2.23 Describe the relationship between Primary and Foreign keys.
	1.2.24 Create single column Primary keys.
	1.2.25 Create composite Primary Keys.
	1.2.26 Create Foreign Keys
	1.2.27 Indexes
	1.2.27.1 Define and understand the concept of indexing
	1.2.27.2 Create a unique index.
	1.2.27.3 Create a duplicate index.
	1.2.28 Relationships
	1.2.28.1 Define, understand and implement data integrity rules.
	1.2.28.2 Differentiate, understand and implement the different types of relationships.
	1.2.28.3 Modify the relationships.

5.3 Forms
 5.3.1 Working with Forms
 5.3.1.1
 Open a form.
 5.3.1.2
 Create and save a form.
 5.3.1.3
 Use a form to enter, modify, delete records.
	MC2220: Productivity Tools 3
	
	 1.0 **Database Software**
	
	    1.7 Design and Use Forms
	
	       1.7.1 Describe Forms
	       1.7.2 Create a Form with the Forms Wizard

5.3.1.4
Go to next record, previous record, first record, last record,
specific record using form display.
5.3.1.5
Add, modify text in Headers, Footers in a form.
5.3.1.6
Delete a form.
5.3.1.7
Save and close a form.

1.7.3   Customize a Form

        1.7.3.1   Modify a Forms Design
        1.7.3.2   Modify Properties

1.7.4   Enter Data using a Form
1.7.5   Print a Form

MC1801: Software Applications 2

Database

    Create Forms

        Describe the anatomy of a form.
        Demonstrate the ability to create a new form using
            form wizard and design view.
        Working with the form design window.
        Demonstrate the use of the form design tools.
        Demonstrate the ability to work with the form design
            tools.
        Demonstrate the ability to add fields to a form.
        Demonstrate the ability to select, move, align, and
            size form objects.
        Demonstrate the ability to modify object tab order.
        Demonstrate the ability to create and use a subform.
        Illustrate the use of properties on a form.
        Import an image or graphics file into a form.
        Demonstrate the ability to add and change the
            properties of different controls on forms.
        Bound, unbound and calculated controls.

            Describe the difference between bound and
                unbound controls.
            Demonstrate the ability to work with bound
                controls.
            Demonstrate the ability to work with
                calculated controls.

    Expression Builder

        Describe the use of expression builder.
        Demonstrate the ability to use the
            expression builder to
            enhance your forms.

5.4 Retrieving Information
5.4.1 Main Operations
5.4.1.1
Use the search command for a specific word, number, date
in a field.
5.4.1.2
Apply a filter to a table, form.
5.4.1.3
Remove a filter from a table, form.
5.4.2 Queries
5.4.2.1

MC2220: Productivity Tools 3

1.0   Database Software

    1.6   Finding, Sorting and Filtering Information

        1.6.1   Find a Record
        1.6.2   Sort Recorts

            1.6.2.1   Sort Into a New Table
            1.6.2.2   Sort in the Same Table

Create and save a single table query, two-table query using specific search criteria. 5.4.2.2 Add criteria to a query using any of the following operators: < (Less than), <= (Less than or equals), > (Greater than), >= (Greater than or equals), = (Equals), <> (Not equal to), And, Or. 5.4.2.3 Edit a query by adding, removing criteria. 5.4.2.4 Edit a query: add, remove, move, hide, unhide fields. 5.4.2.5 Run a query. 5.4.2.6 Delete a query. 5.4.2.7 Save and close a query. *5.4.3 Sort Records* 5.4.3.1 Sort data in a table, form, query output, in ascending, descending numeric, alphabetic order.	1.6.3 Filter Records 1.6.4 Filter for Input 1.6.5 Filter by Selection 1.6.6 Filter by Form 1.8 Create and Use Queries 1.8.1 Create a Query Using the Query Wizard 1.8.1.1 Use a Query to Restrict Field Display 1.8.1.2 Use a Query to Search for Records 1.8.1.3 Delete Multiple Records with a Query 1.8.2 Print the Results of a Query **MC1801: Software Applications 2** **1.0 Database** Create Queries Demonstrate the ability to select / remove fields from a query list. Demonstrate the ability to sort data in a query. Demonstrate the ability to filter data in a query. Demonstrate the ability to define record selection criteria. Demonstrate the ability to define Multiple selection criteria. Demonstrate the ability to create calculated fields (with and without the expression builder). Demonstrate the ability to perform record group calculations. Demonstrate the ability to create Parameter queries. Add and remove filters on a query.
5.5 Reports *5.5.1 Working with Reports* 5.5.1.1 Create and save a report based on a table, query. 5.5.1.2 Change arrangement of data fields and headings within a report layout. 5.5.1.3 Group data under a specific heading (field) in a report in ascending, descending order. 5.5.1.4 Present specific fields in a grouped report by sum, minimum, maximum, average, count, at appropriate break points. 5.5.1.5 Add, modify text in Headers, Footers in a report. 5.5.1.6	**MC2220: Productivity Tools 3** **1.0 Database Software** 1.9 Design and Use Basic Reports 1.9.1 Describe Types of Reports 1.9.2 Create a Report with AutoReport 1.9.3 Create a Report with Report Wizard 1.9.4 Create a Report using the Label Wizard 1.9.5 Modify Format Properties 1.9.6 Print a Report **MC1801: Software Applications 2** **1.0 Database**

Delete a report.
5.5.1.7
Save and close a report.
	Creating and Customizing Reports
	
	     Demonstrate the ability to create a new report using the report wizard and design view.
	     Demonstrate the ability to create a Custom Report.
	     Group data in report-totals, sub-totals etc.
	     Demonstrate the ability to create calculated fields.
	     Demonstrate the ability to be able to modify the appearance of the report.
	     Explain the importance of the Record Source property of a report.

5.6 Prepare Outputs
5.6.1 Prepare to Print
5.6.1.1
Preview a table, form, report.
5.6.1.2
Change report orientation: portrait, landscape. Change paper size.
5.6.2 Print Options
5.6.2.1
Print a page, selected record(s), complete table.
5.6.2.2
Print all records using form layout, specific pages using form layout.
5.6.2.3
Print the result of a query.
5.6.2.4
Print specific page(s) in a report, complete report.
	MC2220: Productivity Tools 3
	
	1.0 **Database Software**
	
	    1.3 Create a Basic Table
	
	         1.3.3 Print a Table
	
	    1.4 Use the Design View
	
	         1.4.4 Modify a Table
	
	               1.4.4.3 Print the Design Structure
	
	    1.7 Design and Use Forms
	
	         1.7.5 Print a Form
	
	    1.8 Create and Use Queries
	
	         1.8.6 Print the Results of a Query
	
	    1.9 Design and Use Basic Reports
	
	         1.9.6 Print a Report

Module 6: Presentations

ICDL Module 6 Objectives	CNA-Q Course Objective Cross Reference

6.1 Using the Application
6.1.1 First Steps with Presentations
6.1.1.1
Open (and close) a presentation application.
6.1.1.2
Open one, several presentations.
6.1.1.3
Create a new presentation (default template).
6.1.1.4
Save a presentation to a location on a drive.
6.1.1.5
Save a presentation under another name.
6.1.1.6
Save a presentation in another file type such as: Rich Text Format, template, image file format, software specific file extension, version number.
6.1.1.7
Switch between open presentations.
6.1.1.8
Use available Help functions.
6.1.1.9
Close a presentation.
6.1.2 Adjust Settings
6.1.2.1
Use magnification/zoom tools.
6.1.2.2
Display, hide built-in toolbars.
6.1.2.3
Modify basic options/preferences in the application: user name, default directory/ folder to open, save presentations.
	MC1221: Productivity Tools 2
	
	3.0 Presentation Software
	
	    3.5 Use Presentation Basics
	
	        3.5.1 Load Presentation Software
	        3.5.2 Manipulate features of the Application Window
	        3.5.3 Customize Windows and Toolbars
	        3.5.4 Exit Software
	
	    3.6 Create a New Presentation
	
	        3.6.1 Use the Wizard
	        3.6.2 Use Design Templates
	        3.6.3 Add Text
	        3.6.4 Insert and Delete Slides
	        3.6.5 Switch Views
	
	    3.7 Save, Retrieve, and Print Presentations
	
	        3.7.1 Use Save Command
	        3.7.2 Use Save As Command
	        3.7.3 Open an Existing Presentation
	        3.7.4 Preview a Presentation
	        3.7.5 Print a Presentation
	
	MC1800: Software Applications 1
	
	Presentation Software
	
	    Presentation Basics
	
	        The Presentation Window
	        Getting On-Line Help
	        Exiting the Presentation Package
	
	    Creating and Saving a Presentation
	
	        Creating a Basic Presentation
	        Change display modes
	        Entering Text
	        Saving a Presentation
	        Save a presentation in a format appropriate for posting to a Web Site.

6.2 Developing a Presentation *6.2.1 Presentation Views* 6.2.1.1 Understand the uses of different presentation view modes. 6.2.1.2 Change between presentation view modes.	**MC1221: Productivity Tools 2** **3.0 Presentation Software** 3.1 Use Presentation Basics

6.2.2 Slides
6.2.2.1
Add a new slide with a specific slide layout such as: title slide, chart and text, bulleted list, table.
6.2.2.2
Change between built-in slide layouts.
6.2.2.3
Change background colour on specific slide(s), all slides.
6.2.3 Using Design Templates
6.2.3.1
Apply an available design template to a presentation.
6.2.3.2
Change between available design templates.
6.2.4 Master Slide
6.2.4.1
Insert a picture, image, drawn object into a master slide. Remove a picture, image, drawn object from a master slide.
6.2.4.2
Add text into Footer of specific slides, all slides in a presentation.
6.2.4.3
Apply automatic slide numbering, automatically updated date, non-updating date into Footer of specific slides, all slides in a presentation.

	3.1.1	Load Presentation Software
	3.1.2	Manipulate features of the Application Window
	3.1.3	Customize Windows and Toolbars
	3.1.4	Exit Software
3.2	Create a New Presentation	
	3.2.1	Use the Wizard
	3.2.2	Use Design Templates
	3.2.3	Add Text
	3.2.4	Insert and Delete Slides
	3.2.5	Switch Views
3.4	Manage Slides	
	3.4.1	Insert Slides
	3.4.2	Change Order of Slides
3.5	Use Layout and Design Techniques	
	3.5.1	Change Layouts
	3.5.2	Modify Layouts
	3.5.3	Change Design Templates
3.6	Insert Graphics	
	3.6.1	Insert ClipArt
	3.6.2	Insert Pictures
	3.6.3	Insert Graphs
	3.6.4	Insert Charts
3.8	Optional Topics	
	3.8.1	Create Headers and Footers
	3.8.2	Create Speaker Notes; Transparencies
	3.8.3	Animate Text and Objects
	3.8.4	Apply Slide Transitions

MC1800: Software Applications 1

8.0   Presentation Software

Creating and Saving a Presentation

    Creating a Basic Presentation
    Change display modes
    Entering Text
    Saving a Presentation
    Save a presentation in a format appropriate for posting to a Web Site.

Organizing a Presentation

    Opening a Presentation
    Use a master slide
    Adding text to a Slide

		Reviewing Your Work
		Using Footers
	8.5	Editing a Slide
	8.5.1	Adding and Deleting Text
	8.5.2	Key Format Enhancements
	8.5.3	Spell Checking
	8.5.4	Changing the Design Templates
	8.6	Adding Clip Art
	8.6.1	Inserting a Clip Art Graphic Image
	8.6.2	Resizing and Positioning an Object
	8.6.3	Deleting an Object

6.3 Text and Images

6.3.1 Text Input Formatting

6.3.1.1
Add text into a presentation in standard, outline view.

6.3.1.2
Edit slide content, notes pages content by inserting new characters, words.

6.3.1.3
Change text appearance: font sizes, font types.

6.3.1.4
Apply text formatting such as: bold, italic, underline.

6.3.1.5
Apply case changes to text.

6.3.1.6
Apply different colours to text.

6.3.1.7
Apply shadow to text.

6.3.1.8
Align text: left, centre, right in a slide.

6.3.1.9
Adjust line spacing before and after bulleted, numbered points.

6.3.1.10
Change between the style of bullets, numbers in a list from built-in standard options.

6.3.1.11
Use the undo, redo command.

6.3.2 Pictures, Images

6.3.2.1
Insert a picture into a slide.

6.3.2.2
Insert an image into a slide.

6.3.3 Duplicate, Move, Delete

6.3.3.1
Duplicate text, pictures, images within the presentation, between open presentations.

6.3.3.2
Move text, pictures, images within the presentation, between open presentations.

6.3.3.3
Resize pictures, images in a presentation.

6.3.3.4

MC1221: Productivity Tools 2

3.0   Presentation Software

3.1		Use Presentation Basics
	3.1.1	Load Presentation Software
	3.1.2	Manipulate features of the Application Window
	3.1.3	Customize Windows and Toolbars
	3.1.4	Exit Software
3.2		Create a New Presentation
	3.2.1	Use the Wizard
	3.2.2	Use Design Templates
	3.2.3	Add Text
	3.2.4	Insert and Delete Slides
	3.2.5	Switch Views
3.4		Manage Slides
	3.4.1	Insert Slides
	3.4.2	Change Order of Slides
3.5		Use Layout and Design Techniques
	3.5.1	Change Layouts
	3.5.2	Modify Layouts
	3.5.3	Change Design Templates
3.6		Insert Graphics
	3.6.1	Insert ClipArt
	3.6.2	Insert Pictures
	3.6.3	Insert Graphs
	3.6.4	Insert Charts
3.7		Deliver Presentations
	3.7.1	Start a Slide Show

Delete text, pictures, images in a slide.	3.7.2 Run a Slide Show
	3.7.3 Exit a Slide Show
	
	MC1800: Software Applications 1
	
	Presentation Software
	
	    Presentation Basics
	
	       The Presentation Window
	       Getting On-Line Help
	       Exiting the Presentation Package
	
	    Creating and Saving a Presentation
	
	       Creating a Basic Presentation
	       Change display modes
	       Entering Text
	       Saving a Presentation
	       Save a presentation in a format appropriate for
	          posting to a Web Site.
	
	    Organizing a Presentation
	
	       Opening a Presentation
	       Use a master slide
	       Adding text to a Slide
	       Reviewing Your Work
	       Using Footers
	
	    8.5 Editing a Slide
	
	       8.5.1 Adding and Deleting Text
	       8.5.2 Key Format Enhancements
	       8.5.3 Spell Checking
	       8.5.4 Changing the Design Templates
	
	    8.6 Adding Clip Art
	
	       8.6.1 Inserting a Clip Art Graphic Image
	       8.6.2 Resizing and Positioning an Object
	       8.6.3 Deleting an Object

6.4 Charts/ Graphs, Drawn Objects
6.4.1 Using Charts/Graphs
6.4.1.1
Input data to create, modify different kinds of built-in
charts/graphs in a slide: column, bar, line, pie.
6.4.1.2
Change the background colour in the chart/graph.
6.4.1.3
Change the column, bar, line, pie slice colours in the chart/graph.
6.4.1.4
Change the chart/graph type.
6.4.2 Organisation Charts
6.4.2.1
Create an organisation chart with a labelled hierarchy. (Use a
	MC1221: Productivity Tools 2
	
	3.0 **Presentation Software**
	
	    3.6 Insert Graphics
	
	       3.6.1 Insert ClipArt
	       3.6.2 Insert Pictures
	       3.6.3 Insert Graphs
	       3.6.4 Insert Charts
	
	    3.8 Optional Topics
	
	       3.8.1 Create Headers and Footers

built-in organisation chart feature).
6.4.2.2
Change the hierarchical structure of an organisation chart.
6.4.2.3
Add, remove managers, co-workers, sub-ordinates in an
organisation chart.
6.4.3 Drawn Objects
6.4.3.1
Add different types of drawn object to a slide: line, free drawn
line, arrow, rectangle, square, circle, text box, and other available
shapes.
6.4.3.2
Change drawn object background colour, line colour, line weight,
line style.
6.4.3.3
Change arrow start style, arrow finish style.
6.4.3.4
Apply a shadow to a drawn object.
6.4.3.5
Rotate, flip a drawn object.
6.4.3.6
Align a drawn object: left, centre, right, top, bottom of a slide.
6.4.3.7
Resize drawn object, chart within the presentation.
6.4.3.8
Bring an object to the front, back.
6.4.4 Duplicate, Move, Delete
6.4.4.1
Duplicate a chart/graph, drawn object within the presentation,
between open presentations.
6.4.4.2
Move a chart/graph, drawn object within the presentation,
between open presentations.
6.4.4.3
Delete a chart/graph, drawn object.

3.8.2	Create Speaker Notes; Transparencies
3.8.3	Animate Text and Objects
3.8.4	Apply Slide Transitions

MC1800: Software Applications 1

Presentation Software

8.6   Adding Clip Art

8.6.1	Inserting a Clip Art Graphic Image
8.6.2	Resizing and Positioning an Object
8.6.3	Deleting an Object

6.5 Slide Show Effects
6.5.1 Preset Animation
6.5.1.1
Add preset text, image animation effects to slides. Change preset
animation effects on text, images.
6.5.2 Transitions
6.5.2.1
Add transition effects between slides. Change slide transition
effects between slides.

MC1221: Productivity Tools 2

3.0   Presentation Software

3.7   Deliver Presentations

3.7.1	Start a Slide Show
3.7.2	Run a Slide Show
3.7.3	Exit a Slide Show

3.8   Optional Topics

3.8.1	Create Headers and Footers
3.8.2	Create Speaker Notes; Transparencies
3.8.3	Animate Text and Objects
3.8.4	Apply Slide Transitions

MC1800: Software Applications 1

Presentation Software

	8.7	Adding Special Effects
		8.7.1 Using Transitions
		8.7.2 Using Builds
	8.8	Automating a Slide Show
		8.8.1 Ending a Presentation
		8.8.2 Rehearsing Timings
		8.8.3 Using Slide Timings
		8.8.4 Annotating a Slide Show

6.6 Prepare Outputs

6.6.1 Preparation

6.6.1.1

Select appropriate output format for slide presentation such as: overhead, handout, 35mm slides, on-screen show.

6.6.1.2

Spell-check a presentation and make changes such as: correcting spelling errors, deleting repeated words.

6.6.1.3

Add notes for the presenter to slides.

6.6.1.4

Change slide setup, slide orientation to portrait, landscape. Change paper size.

6.6.1.5

Duplicate, move slides within the presentation, between open presentations.

6.6.1.6

Delete a slide, slides.

6.6.2 Printing

6.6.2.1

Print entire presentation, specific slides, handouts, notes pages, outline view of slides, number of copies of a presentation.

6.6.3 Deliver a Presentation

6.6.3.1

Hide, show slides.

6.6.3.2

Start a slide show, start a slide show on any slide.

MC1221: Productivity Tools 2

3.0   Presentation Software

	3.3	Save, Retrieve, and Print Presentations
		3.3.1 Use Save Command
		3.3.2 Use Save As Command
		3.3.3 Open an Existing Presentation
		3.3.4 Preview a Presentation
		3.3.5 Print a Presentation
	3.7	Deliver Presentations
		3.7.1 Start a Slide Show
		3.7.2 Run a Slide Show
		3.7.3 Exit a Slide Show

MC1800: Software Applications 1

Presentation Software

	8.4	Printing a Presentation
		8.4.1 Specifying Printer Parameters

Automating a Slide Show

Ending a Presentation
Rehearsing Timings
Using Slide Timings
Annotating a Slide Show

Module 7: Information and Communication

Module 7, Section 1: Information

ICDL Module 7, Part 1 Objectives	CNA-Q Course Objective Cross Reference

7.1 The Internet
7.1.1 Concepts/Terms
7.1.1.1
Understand and distinguish between the Internet and the World Wide Web (WWW).
7.1.1.2
Define and understand the terms: HTTP, URL, hyperlink, ISP, FTP.
7.1.1.3
Understand the make-up and structure of a Web address.
7.1.1.4
Know what a Web Browser is and what it is used for.
7.1.1.5
Know what a Search Engine is and what it is used for.
7.1.1.6
Understand the terms cookie, cache.
7.1.2 Security Considerations
7.1.2.1
Know what a protected Web site is, (use of username and password).
7.1.2.2
Know what a digital certificate is.
7.1.2.3
Know what encryption is and why it is used.
7.1.2.4
Be aware of the danger of infecting the computer with a virus from a downloaded file.
7.1.2.5
Be aware of the possibility of being subject to fraud when using a credit card on the Internet.
7.1.2.6
Understand the term firewall.
7.1.3 First Steps with the Web Browser
7.1.3.1
Open (and close) a Web browsing application.
7.1.3.2
Change the Web browser Home Page/Startpage.
7.1.3.3
Display a Web page in a new window.
7.1.3.4
Stop a Web page from downloading.
7.1.3.5
Refresh a Web page.
7.1.3.6
Use available Help functions.
7.1.4 Adjust Settings
7.1.4.1
Display, hide built-in toolbars.
7.1.4.2
Display, hide images on a Web page.
7.1.4.3
Display previously visited URLs using the browser address bar.
7.1.4.4
	CP1510: Windows Operating System
	
	10.0 Connecting to Networks and the Internet
	
	    10.5 Discuss online resources and services (Internet and WWW)
	    10.6 Access the Internet and using the Browser
	    10.7 Obtain specific information using the Internet
	
	MC1220: Productivity Tools 1
	
	4.0 Introduction to the Internet
	
	    4.8 Use Internet WEB Browsers
	
	        4.8.1 Overview of the World Wide Web
	
	    4.9 Use Internet Search Engines
	
	        4.9.1 Access Web Sites
	
	    4.10 Explore Search Techniques
	
	        4.10.1 Search for information on the World Wide Web
	
	CP1910: Internet Fundamentals
	
	1.0 History of the Internet and Web Basics
	
	    1.1 Services and tools you use on the Internet and the Web
	
	        1.1.1 Demonstrate how to use Web Browser, FTP, and Telnet
	        1.1.2 Demonstrate how to use Electronic Mail, Email discussion groups or listservs and Newsreadrs.
	        1.1.3 Demonstrate how to use Internet Relay Chat (IRC), Instant Messenger and Web conferencing.
	        1.1.4 Demonstrate how to use Search Engine and Directories.
	
	    1.2 The significance of the Internet and the World Wide Web
	
	        1.2.1 Explain the impact on communication and learning.
	        1.2.2 Explain the impact on science and research.

Delete browsing history.	1.2.3 Explain the impact on Business.

1.3   Issues of etiquette and law

        1.3.1   Explain the concerns of individuals.
        1.3.2   Explain Copyright concerns.
        1.3.3   Explain concerns about fraud, harassment, and libel.

1.4   How the Internet and the World Wide Web developed

        1.4.1   Explain the significance of Arpanet, NSFNET (National Science Foundation) and Usenet.
        1.4.2   Describe the history of the World Wide Web

2.0   Internet Communication

2.1   In general terms explain what protocols and TCP/IP are and how the Internet utilized them.
2.2   In general terms explain what a Packet-Switched Network is.
2.3   Explain the relationship with IP addresses and Domain Names.
2.4   Explain and demonstrate the difference between various protocols and terms such as digital format, HTTP, HTML, URL, Hyperlink.
2.5   Explain the methods of connecting to the Internet including the difference between a directly connected workstation (networked computers, DLS connections and Cable connections) and dial up modems.
2.6   Briefly demonstrate how to set up TCP/IP and how to connect to the Internet using a typical workstation.
2.7   Explain how to get information about a web page.

3.0   Using and Navigating the Web Using a Browser

3.1   Demonstrate and explain a typical browser window.
3.2   Demonstrate and explain the similarities between Netscape Explorer and Microsoft Internet Explorer.
3.3   Demonstrate and explain how to navigate the web.
3.4   Explain the common file types that are found on the Internet and Web

        3.4.1   Demonstrate and explain text files (txt)
        3.4.2   Demonstrate and explain Portable Document Format files (PDF)
        3.4.3   Demonstrate and explain Word Processing files (.doc, .wpd, .rtf)

	3.4.4 Demonstrate and explain Image files (.gif, .jpg, .tif)
	3.4.5 Demonstrate and explain Audio Files (.wav, .mp3)
	3.4.6 Demonstrate and explain Multi-Media files (.mpg, .mov, .dcr)
	3.4.7 Demonstrate and explain compressed files (.zip, gz)
	3.5 Demonstrate and explain how to download, print and save information found on the Internet or Web.
	3.6 Discuss the security, privacy, and copywrite issues associated with browsing the web and using information found.
	4.0 Conducting Successful Searches
	4.1 Demonstrate and explain the difference between Search Engines and Meta-Search Tools.
	4.2 Demonstrate and explain how to use Search Engine Databases.
	4.3 Demonstrate and explain features found in most Search Engines.
	4.4 Demonstrate and explain output features of common Search Engines.
	4.5 Demonstrate and explain how to build a search expression using syntax that is appropriate for the search engine.

7.2 Web Navigation
7.2.1 Accessing Web Pages
7.2.1.1
Go to a URL.
7.2.1.2
Activate a hyperlink/image link.
7.2.1.3
Navigate backwards and forwards between previously visited Web pages.
7.2.1.4
Complete a Web-based form and enter information in order to carry out a transaction.
7.2.2 Using Bookmarks
7.2.2.1
Bookmark a Web page.
7.2.2.2
Display a bookmarked Web page.
7.2.3 Organizing Bookmarks
7.2.3.1
Create a bookmark folder.
7.2.3.2
Add Web pages to a bookmark folder.
7.2.3.3
Delete a bookmark.
	CP1510: Windows Operating System
	
	10.0 Connecting to Networks and the Internet
	
	10.5 Discuss online resources and services (Internet and WWW)
	10.6 Access the Internet and using the Browser
	10.7 Obtain specific information using the Internet
	
	MC1220: Productivity Tools 1
	
	5.0 Introduction to the Internet
	
	5.1 Use Internet WEB Browsers
	
	    5.1.1 Overview of the World Wide Web
	
	5.2 Use Internet Search Engines
	
	    5.2.1 Access Web Sites
	
	5.3 Explore Search Techniques
	
	    5.3.1 Search for information on the World Wide Web

CP1910: Internet Fundamentals

3.0   **Using and Navigating the Web Using a Browser**

    3.1   Demonstrate and explain a typical browser window.

    3.2   Demonstrate and explain the similarities between Netscape Explorer and Microsoft Internet Explorer.

    3.3   Demonstrate and explain how to navigate the web.

    3.4   Explain the common file types that are found on the Internet and Web

        3.4.1   Demonstrate and explain text files (txt)

        3.4.2   Demonstrate and explain Portable Document Format files (PDF)

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        3.4.4   Demonstrate and explain Image files (.gif, .jpg, .tif)

        3.4.5   Demonstrate and explain Audio Files (.wav, .mp3)

        3.4.6   Demonstrate and explain Multi-Media files (.mpg, .mov, .dcr)

        3.4.7   Demonstrate and explain compressed files (.zip, gz)

    3.5   Demonstrate and explain how to download, print and save information found on the Internet or Web.

    3.6   Discuss the security, privacy, and copywrite issues associated with browsing the web and using information found.

7.3 Web Searching

7.3.1 Using a Search Engine

7.3.1.1
Select a specific search engine.

7.3.1.2
Carry out a search for specific information using a keyword, phrase.

7.3.1.3
Combine selection criteria in a search.

7.3.1.4
Duplicate text, image, URL from a Web page to a document.

7.3.1.5
Save a Web page to a location on a drive as a txt file, html file.

7.3.1.6
Download text file, image file, sound file, video file, software, from a Web page to a location on a drive.

7.3.2 Preparation

7.3.2.1
Preview a Web page. Change Web page orientation: portrait, landscape. Change paper size.

7.3.2.3

CP1510: Windows Operating System

10.0   **Connecting to Networks and the Internet**

    10.5   Discuss online resources and services (Internet and WWW)

    10.6   Access the Internet and using the Browser

    10.7   Obtain specific information using the Internet

MC1220: Productivity Tools 1

5.0   **Introduction to the Internet**

    5.1   Use Internet WEB Browsers

        5.1.1   Overview of the World Wide Web

    5.2   Use Internet Search Engines

        5.2.1   Access Web Sites

Change Web page margins top, bottom, left, right.
7.3.3 Printing
7.3.3.1
Choose Web page print output options such as: entire Web page, specific page(s), specific frame, selected text, number of copies and print.
	5.3 Explore Search Techniques
	
	     5.3.1 Search for information on the World Wide Web
	
	CP1910: Internet Fundamentals
	
	4.0 Conducting Successful Searches
	
	     4.1 Demonstrate and explain the difference between Search Engines and Meta-Search Tools.
	     4.2 Demonstrate and explain how to use Search Engine Databases.
	     4.3 Demonstrate and explain features found in most Search Engines.
	     4.4 Demonstrate and explain output features of common Search Engines.
	     4.5 Demonstrate and explain how to build a search expression using syntax that is appropriate for the search engine.

Module 7, Section 2: Communication

ICDL Module 7, Part 2 Objectives	CNA-Q Course Objective Cross Reference

7.4 Electronic Mail
7.4.1 Concepts/Terms
7.4.1.1
Understand the make-up and structure of an e-mail address.
7.4.1.2
Understand the advantages of e-mail systems such as: speed of delivery, low cost, flexibility of using a Web-based e-mail account in different locations.
7.4.1.3
Understand the importance of network etiquette (netiquette) such as: using accurate descriptions in e-mail message subject fields, brevity in e-mail responses, spell checking outgoing e-mail.
7.4.2 Security Considerations
7.4.2.1
Be aware of the possibility of receiving unsolicited e-mail.
7.4.2.2
Be aware of the danger of infecting the computer with a virus by opening an unrecognized mail message, an attachment contained within an unrecognized mail message.
7.4.2.3
Know what a digital signature is.
7.4.3 First Steps with E-mail
7.4.3.1
Open (and close) an e-mail application.
7.4.3.2
Open a mail inbox for a specified user.
7.4.3.3
Open one, several mail messages.
7.4.3.4
Switch between open messages.
7.4.3.5
Close a mail message.
7.4.3.6
Use available Help functions.
7.4.4 Adjust Settings
7.4.4.1
Add, remove message inbox headings such as: sender, subject, date received.
7.4.4.2
Display, hide built-in toolbars.
	MC1220: Productivity Tools 1
	
	4.0 **E-Mail**
	
	     4.1 Compose and send an E-Mail message
	     4.2 Retrieve an E-Mail message
	
	CP1910: Internet Fundamentals
	
	E-Mail
	
	     Basic Protocols for E-Mail
	
	        Explain the terms POP, IMAP, and SMTP.
	
	     Discuss the advantages and limitations of E-Mail.
	     Demonstrate and explain different E-Mail programs and their features.
	
	        Demonstrate and explain E-Mail packages such Outlook Express.
	        Demonstrate and explain how to use Web-based E-Mail services such as Hotmail and Yahoo mail
	
	     Explain the makeup of E-Mail addresses.
	     Demonstrate and explain portions of an E-Mail including headers, message bodies and signatures.
	     Demonstrate and explain how to add attachments to an E-Mail.
	     Demonstrate how to organize messages using sorting and mail folders.
	     Explain and stress the importance of virus awareness when dealing with E-Mail.
	     Be able to record and organize addresses and distribution lists.

7.5 Messaging
7.5.1 Read a Message
7.5.1.1
Flag a mail message. Remove a flag mark from a mail message.
7.5.1.2
Mark a message as unread, read.
7.5.1.3
Open and save a file attachment to a location on a drive.
7.5.2 Reply to a Message
7.5.2.1
Use the reply, reply to all function.
7.5.2.2
Reply with, without original message insertion.
7.5.3 Send a Message
7.5.3.1
	MC1220: Productivity Tools 1
	
	4.0 **E-Mail**
	
	     4.1 Compose and send an E-Mail message
	     4.2 Retrieve an E-Mail message
	     4.3 Send an E-Mail message with attachments
	     4.4 Retrieve and Save E-Mail attachments
	
	CP1910: Internet Fundamentals
	
	E-Mail

Create a new message. 7.5.3.2 Insert a mail address in the 'To' field. 7.5.3.3 Copy (Cc), blind copy (Bcc) a message to another address/addresses. 7.5.3.4 Insert a title in the 'Subject' field. 7.5.3.5 Use a spell-checking tool if available and make changes such as: correcting spelling errors, deleting repeated words. 7.5.3.6 Attach a file to a message. 7.5.3.7 Send a message with high, low priority. 7.5.3.8 Send a message using a distribution list. 7.5.3.9 Forward a message. *7.5.4 Duplicate, Move, Delete* 7.5.4.1 Duplicate, move text within a message, or between other active messages. 7.5.4.2 Duplicate text from another source into a message. 7.5.4.3 Delete text in a message. 7.5.4.4 Delete a file attachment from an outgoing message.	Basic Protocols for E-Mail Explain the terms POP, IMAP, and SMTP. Discuss the advantages and limitations of E-Mail. Demonstrate and explain different E-Mail programs and their features. Demonstrate and explain E-Mail packages such Outlook Express. Demonstrate and explain how to use Web-based E-Mail services such as Hotmail and Yahoo mail Explain the makeup of E-Mail addresses. Demonstrate and explain portions of an E-Mail including headers, message bodies and signatures. Demonstrate and explain how to add attachments to an E-Mail. Demonstrate how to organize messages using sorting and mail folders. Explain and stress the importance of virus awareness when dealing with E-Mail. Be able to record and organize addresses and distribution lists.
7.6 Mail Management *7.6.1 Techniques* 7.6.1.1 Recognise some techniques to manage e-mail effectively such as creating and naming folders, moving messages to appropriate folders, deleting unrequired e-mail, using address lists. *7.6.2 Using Address Books* 7.6.2.1 Create a new address list/distribution list. 7.6.2.2 Add a mail address to an address list. 7.6.2.3 Delete a mail address from an address list. 7.6.2.4 Update an address book from incoming mail. *7.6.3 Organising Messages* 7.6.3.1 Search for a message by sender, subject, mail content. 7.6.3.2 Create a new folder for mail. 7.6.3.3 Move messages to a new folder for mail. 7.6.3.4 Sort messages by name, by date. 7.6.3.5 Delete a message. 7.6.3.6 Restore a message from the mail bin/deleted items folder. 7.6.3.7	**MC1220: Productivity Tools 1** **4.0　　　E-Mail** 　　　4.5　　　Print an E-Mail message 　　　4.6　　　Delete an E-Mail message **CP1910: Internet Fundamentals** **E-Mail** Basic Protocols for E-Mail Explain the terms POP, IMAP, and SMTP. Discuss the advantages and limitations of E-Mail. Demonstrate and explain different E-Mail programs and their features. Demonstrate and explain E-Mail packages such Outlook Express. Demonstrate and explain how to use Web-based E-Mail services such as Hotmail and Yahoo mail Explain the makeup of E-Mail addresses. Demonstrate and explain portions of an E-Mail including headers, message bodies and

Empty the mail bin/deleted items folder. *7.6.4 Prepare to Print* 7.6.4.1 Preview a message. 7.6.4.2 Choose print output options such as: entire message, selected contents of a message, number of copies and print.	signatures. Demonstrate and explain how to add attachments to an E-Mail. Demonstrate how to organize messages using sorting and mail folders. Explain and stress the importance of virus awareness when dealing with E-Mail. Be able to record and organize addresses and distribution lists.