College of the North Atlantic-Qatar
IT Skills for the Workplace
Personal Training and Essential Skills Competencies Record

Employee Name:		Employee ID:	
Faculty/Dept:		Start Date:	

STUDENT DECLARATION

Yes	No	
☐	☐	I have been informed and understand how the assessment will be done.
☐	☐	I agree to participate in this assessment.
☐	☐	I certify that the attached is my own work.
Signed:		Date:	

Portfolio Assessment Outcome: ☐ Competent ☐ Hold

STUDENT COMMENTS/FEEDBACK

INSTRUCTOR/ASSESSOR DECLARTION

Signed:		Date:	

Assessment Type Codes

P	*- Project, Practical Exercise*	*PD*	*- Practical Demonstration*
PF	*- Portfolio*	*SRC*	*- Simulation, Role Play, Case Study (report)*
KBT	*- Knowledge Based Test*	*O*	*- Other*
OBS	*- Observation*		

Result Code

CO	*- Competent*		
H	*- Hold (Competency not yet achieved)*	*E*	*-Exempt*

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Concepts of Information Technology

Essential Skills Competency	Assessment Type:	Status	Coach
1.2 Hardware			
Identify functions of equipment, component parts and accessories.			
Safely turn on/off computer equipment			
List basic troubleshooting procedures for the mouse, keyboard, monitor and printer			
Describe where to obtain help if basic troubleshooting procedures do not work.			
1.3 Software			
Identify an Operating System			
Identify common applications used in the workplace (Word, Excel, PowerPoint, Internet Explorer, MS Outlook)			
1.4 Networks			
Log on/off of computer			
Differentiate between Internet and Intranet			
Differentiate between LAN and WAN			
Differentiate between local and network files and folders			
Describe a Shared file/folder			

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1.6 Health, Safety and Environment

Define Repetitive Stress Injury (RSI)			
Describe methods to reduce the risk of RSI			
Identify potential safety hazards related to computer equipment			

1.7 Security

Describe the reasons for using passwords			
Identify strong vs. weak passwords			
Describe a virus, trojan and worm			
Describe the importance of virus protection software			
Describe a firewall			

1.8 Copyright and the Law

Describe copyright laws			
Describe copyrighted vs. non-copyrighted software and files			

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1.0 Using the Computer and Managing Information

Essential Skills Competency	Assessment Type:	Status	Coach
2.2 Desktop			
Identify the desktop			
Identify an icon			
Identify the My Computer, My Documents, and Recycle Bin icons			
Describe a Shortcut icon			
2.3 Managing Files			
Launch the My Computer and Windows Explorer file management tools			
Describe the left (folder structure) pane and right (contents) pane in Windows Explorer			
Perform basic file manipulation techniques within Windows Explorer (copy and paste, move, rename, create new folders, delete files and folders)			
Search for files and folders			
2.4 Viruses			
Describe a virus, trojan and worm			
Describe the importance of virus protection software			
Describe a firewall			
2.5 Print Management			
Add/Remove a network printer			
View/Cancel pending print jobs			

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2.0   Using the Internet

Essential Skills Competency	Assessment Type:	Status	Coach
3.1 The Internet			
Differentiate between the Internet and World Wide Web (WWW)			
3.2 Web Navigation			
Identify Web Browser applications			
Use a web browser to view web pages			
Describe and identify a hyperlink			
Save files/images from a website			
3.3 Web Searching			
Describe and identify a Search Engine			
Use a Search Engine to find information/resources			

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3.0 Using Email

Essential Skills Competency	Assessment Type:	Status	Coach
4.2 Launching Outlook			
Differentiate between the Application-based (MS Outlook 2003/2007) and Web-based Email access.			
Log in/out of a College email account (web-based)			
Change a password from within Outlook (web-based)			
4.3 Managing Messages			
Identify the Inbox, Sent Folder, and Deleted Folder			
Create a mail folder			
Move messages between mail folders			
Arranging messages by Date, Sender, etc…			
Mark messages as Read/Unread			
Use message Flags			
Manage folder size (Deleting old messages)			
4.4 Sending/Replying to Messages			
Identify the To, CC, BCC and Subject boxes			
Describe a good Subject line			

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4.5 Attachments

Identify a file attachment			
Add a file attachment			
Save a file attachment			

4.6 Requesting Read and Delivery Receipts

Request Read and Delivery Receipts			

4.7 Using the Out of Office Assistant

Describe the Out of Office Assistant			
Creating an Out of Office Message			
Turn Out of Office Assistant on/off			

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4.0   Using PeopleSoft

Essential Skills Competency	Assessment Type:	Status	Coach
Logging into Peoplesoft			
Use PeopleSoft to checking class rosters			
Use PeopleSoft to managing attendance			
Use PeopleSoft to enter grades			
Change password in PeopleSoft			
Check a paystub in PeopleSoft			

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5.0   Word Processing

Essential Skills Competency	Assessment Type:	Status	Coach
6.1 Using the Application			
Identify a MS Word file			
Distinguish between .txt, .rtf, .doc and .docx file extensions			
Launch MS Word			
Identify the title bar, menu bar, tool bar and status bar			
Identify where to find Help			
6.2 Main Operations			
Open/close files			
Save a file using 'Save'			
Save a file using 'Save As'			
6.3 Entering Text			
Enter Text			
6.4 Formatting			
Format text using Bold, Italics, Underline and Highlight features			
Format text fonts and sizes			
Change line spacing			
Set tab stops			
Use tab key to indent			
Insert hard page breaks			
6.5 Copy and Paste			
Use cut, copy and paste			

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6.6 Inserting Objects			
Insert clipart and saved images			
Insert charts and tables			
6.7 Spellchecking			
Use the spell checker			
6.8 Printing			
Use Print Preview			
Use Page Setup to set Print Preferences			
Print a document			

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6.0   Spreadsheets

Essential Skills Competency	Assessment Type:	Status	Coach
7.1 Using the Application			
Identify a MS Excel file			
Distinguish between .xls and .xlsx file extensions			
Launch MS Excel			
Identify the title bar, menu bar, tool bar and status bar			
Identify where to find Help			
7.2 Main Operations			
Open/close files			
Save a file using 'Save'			
Save a file using 'Save As'			
7.3 Understanding Rows and Columns			
Identify a Row			
Identify a Column			
Identify a Cell			
Locate a cell based on its Row/Column Name			
7.4 Entering Text			
Enter Text/Numbers in a cell			
7.5 Formatting			
Format data using text, number, currency, percentage and date data types			
Use formatting enhancements, including text enhancements (font and size, bold, etc), cell fill color, and cell text color			

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7.6 Use Basic Formulas			
Calculate a Sum			
Calculate an Average			
Find a Maximum value			
Find a Minimum value			
7.7 Printing			
Use Print Preview			
Use Page Setup to set Print Preferences			
Print a worksheet/workbook			

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7.0 Presentation Software (Time Permitting...)

Essential Skills Competency	Assessment Type:	Status	Coach
8.1 Using the Application			
Identify a MS PowerPoint file			
Distinguish between .ppt, .pps, .pptx and .ppsx file extensions			
Launch MS PowerPoint			
Identify the title bar, menu bar, tool bar and status bar			
Identify where to find Help			
8.2 Main Operations			
Open/close files			
Save a file using 'Save'			
Save a file using 'Save As'			
Switch between Outline, Slide and Slide Sorter views			
View a Presentation			
8.4 Inserting New Slides			
Insert a new slide in the Outline, Slide, or Slide Sorter panes.			
Insert a new slide from the Common Tasks (right) Pane			
8.5 Text and Images			
Insert text on a slide			
Add bullets or numbered lists			
Insert images and clipart			

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Format (position/resize) images or clipart			

8.6 Charts/Graphs and Drawn Objects

Insert charts, graphs, or drawn objects			
Format (position, size, fill, etc) charts, graphs or drawn objects			

8.7 Slide Show Effects

Add a slide transition effect to an entire presentation			
Add Custom animations for entrance, exit, and text/object emphasis			

8.8 Prepare Outputs

Customizing slideshow presentation settings			
Use Print Preview			
Use Page Setup to set Print Preferences			
Print a presentation			
Save a presentation as a PowerPoint Show			
Save a presentation as a web page			

Verification of Completion of Training:

CNA-Q Instructor	
Signature:	
Name:	Rob Power

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Date:	

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