

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes that make up workplace functions	These are assessable statements which specify the required level of performance for each of the elements <i>(Bold and italicized terms are elaborated in the range)</i>
	connecting computer devices to the Internet. 1.9 <b>External devices</b> are identified and connected to the computer devices as per the job requirement.
2. Solve tasks using Office suite	2.1 <b>Word processing concepts</b> are applied in solving workplace tasks as per job requirements. 2.2 Worksheet data is entered and prepared in accordance with work procedures. 2.3 Worksheet data is built and edited in accordance with workplace procedures. 2.4 <b>Data manipulation</b> on a worksheet is undertaken in accordance with work requirements. 2.5 Worksheets are saved and printed in accordance with job requirements. 2.6 <b>Electronic presentation concepts</b> are applied in solving workplace tasks as per job requirements.
3. Manage data and information	3.1 Office <b>internet services</b> are identified and applied in accordance with office procedures. 3.2 <b>Internet access applications</b> are determined in accordance with office operation procedures. 3.3 Internet search is performed as per job requirements. 3.4 Online digital content is downloaded in accordance with workplace requirements. 3.5 Digital content is identified and backed up in accordance with workplace procedures.
4. Perform online	4.1 Netiquette principles are observed as per work requirements.

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communication and collaboration	<p>4.2 Electronic mail communication is executed in accordance with workplace policy.</p> <p>4.3 Digital content copyright and licenses are identified and applied according to workplace policies and regulatory requirements.</p> <p>4.4 <b>Online collaboration tools</b> are applied in accordance with workplace policies and regulatory requirements.</p>
5. Apply cybersecurity skills	<p>5.1 <b>Data protection</b> and <b>privacy</b> is classified in accordance with workplace policies and regulatory requirements.</p> <p>5.2 <b>Internet security threats</b> are identified as per workplace policies and regulatory requirements.</p> <p>5.3 Computer threats and crimes are detected in accordance to Information Management security guidelines</p> <p>5.4 <b>Cybersecurity control measures</b> are applied in accordance with workplace policies and regulatory requirements.</p>
6. Perform online jobs	<p>6.1 <b>Online job platforms</b> are identified as per the job requirements.</p> <p>6.2 Online accounts and profiles are created in accordance with the work requirements.</p> <p>6.3 Online jobs are identified according to the bidder's skillset.</p> <p>6.4 Online digital identity is managed according to industry best practices.</p> <p>6.5 Online job bidding is done as per the specific job requirements.</p> <p>6.6 Online tasks are executed according to the job requirements.</p>

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	6.7 Personal online payment account is managed in accordance with financial regulations.
7. Apply job entry techniques	7.1 <b><i>Job opportunities</i></b> are sought based on competencies. 7.2 A winning resume/CV is developed as per job advertisement. 7.3 An application/cover letter is developed based on the job advertisement. 7.4 <b><i>Certificates and testimonials</i></b> are organized as per resume. 7.5 <b><i>Interview skills</i></b> are demonstrated as per job advertisement.

## RANGE

This section provides a work environment and conditions to which the performance criteria apply. It allows for a different work environment and situations that will affect performance.

<b>VARIABLE</b>	<b>RANGE</b>
1. Computer devices may include but are not limited to:	<ul style="list-style-type: none"> <li>• Desktops</li> <li>• Laptops</li> <li>• Smartphones</li> <li>• Tablets</li> <li>• Smartwatches</li> </ul>
2. Computer hardware may include but are not limited to:	<ul style="list-style-type: none"> <li>• The System Unit E.g. Motherboard, CPU, casing,</li> <li>• Input Devices e.g. Pointing, keying, scanning, voice/speech recognition, direct data capture devices.</li> <li>• Output Devices e.g. hardcopy output and softcopy output</li> </ul>

<b>VARIABLE</b>	<b>RANGE</b>
	<ul style="list-style-type: none"> <li>● Storage Devices e.g. main memory e.g. RAM, secondary storage (Solid state devices, Hard Drives, CDs &amp; DVDs, Memory cards, Flash drives</li> <li>● Computer Ports e.g. HDMI, DVI, VGA, USB type C etc.</li> </ul>
3. Computer software may include but are not limited to:	<ul style="list-style-type: none"> <li>● System software e.g. Operating System (Windows, Macintosh, Linux, Android, iOS)</li> <li>● Application Software e.g. Word Processors, Spreadsheets, Presentations etc.</li> <li>● Utility Software e.g. Antivirus programs</li> </ul>
4. External devices may include but are not limited to:	<ul style="list-style-type: none"> <li>● Printers</li> <li>● Projectors</li> <li>● Smart Boards</li> <li>● Speakers</li> <li>● External storage drives</li> <li>● Digital/Smart TVs</li> </ul>
5. Word processing concepts may include but are not limited to:	<ul style="list-style-type: none"> <li>● Creating word documents</li> <li>● Editing word documents</li> <li>● Formatting word documents</li> <li>● Saving word documents</li> <li>● Printing word documents</li> </ul>
6. Mouse techniques may include but are not limited to:	<ul style="list-style-type: none"> <li>● Clicking</li> <li>● Double-clicking</li> <li>● Right-clicking</li> <li>● Drag and drop</li> </ul>
7. Internet connection options may include but are not limited to:	<ul style="list-style-type: none"> <li>● Mobile Networks/Data Plans</li> <li>● Wireless Hotspots</li> <li>● Cabled (Ethernet/Fiber)</li> <li>● Dial-Up</li> <li>● Satellite</li> </ul>

<b>VARIABLE</b>	<b>RANGE</b>
	<ul style="list-style-type: none"> <li>● ISDN (Integrated Services Digital Network)</li> </ul>
8. Data manipulation may include but are not limited to:	<ul style="list-style-type: none"> <li>● Use of formulae</li> <li>● Use of functions</li> <li>● Sorting</li> <li>● Filtering</li> <li>● Visual representation using charts</li> </ul>
9. Electronic presentation concepts may include but are not limited to:	<ul style="list-style-type: none"> <li>● Creating slides</li> <li>● Editing slides</li> <li>● Formatting slides</li> <li>● Applying slide effects and transitions</li> <li>● Creating and playing slideshows</li> <li>● Saving presentations</li> <li>● Printing slides and handouts</li> </ul>
10. Internet services may include but are not limited to:	<ul style="list-style-type: none"> <li>● Communication Services</li> <li>● Information Retrieval Services</li> <li>● File Transfer</li> <li>● World Wide Web Services</li> <li>● Web Services</li> <li>● Directory Services</li> <li>● Automatic Network Address Configuration</li> <li>● NewsGroup</li> <li>● Ecommerce</li> </ul>
11. Internet access applications/software may include but are not limited to:	<ul style="list-style-type: none"> <li>● Browsers</li> <li>● Email Apps</li> <li>● eCommerce Apps</li> </ul>
12. Online collaboration tools may include but are not limited to:	<ul style="list-style-type: none"> <li>● Online Storage</li> <li>● Online productivity applications</li> <li>● Online meetings,</li> <li>● Online learning environments,</li> <li>● Online calendars</li> <li>● Social networks</li> </ul>