

# NEW ECDL

## DO IT YOUR WAY

A close-up photograph of a person's hand, palm facing forward, pointing directly at the viewer. The background is blurred, suggesting a bright, possibly office-like environment.

Computer  
Essentials

IT  
Security

Spreadsheets

Online  
Essentials

Presentation

2D CAD

Word  
Processing

Project  
Planning

Using  
Databases

Online  
Collaboration

Web  
Editing

Image  
Editing

# 5 REASONS TO DO NEW ECDL

Employers  
love  
ECDL

You will learn  
practical  
skills



Spoilt  
for  
choice



Anywhere  
Anytime



Learn local  
take it  
global



## Introducing New ECDL

Welcome to New ECDL (Version 6). More than just a syllabus update, New ECDL is based on the changing needs of our candidates. Whether they are a student or an employer, or just want boost their skills, New ECDL has something to offer.

**New ECDL gives candidates more choice, more flexibility and a new model for lifelong learning.**

Other benefits associated with ECDL continue such as:

<b>Quality</b>	Syllabi and tests created by the ECDL Foundation
<b>Recognition</b>	ECDL retains worldwide recognition
<b>Administration</b>	Minimal changes to our systems mean a smooth transition for centres
<b>Support</b>	Our unrivalled level of customer service and support is in place to assist you
<b>Price</b>	Bundle prices remain unchanged

## Do it your way – pick your package

Updated modules and new modules mean the ability to choose ECDL modules that are relevant to your learners.

Create a class as normal then simply pick a package containing your module selection.

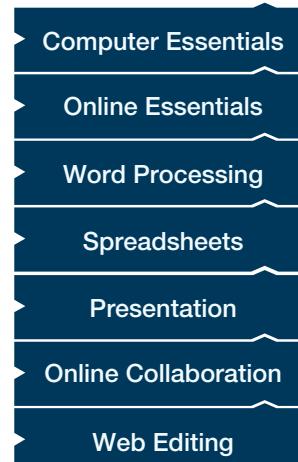
Pre-loaded templates consisting of the most popular module combinations will make this easy for you.



OR



OR



If you don't see what you want create your own template once and reuse over and over.



## Our Advice

For a solid foundation in digital skills we strongly recommend the following modules:



For proven proficiency in the use of computers we strongly recommend the combination below:



When choosing any ECDL package we suggest starting with this combination:



## **NEW ECDL Syllabi**

September 2013

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Quick Reference Guides produced by the ECDL Foundation are included here to give an indication of the scope of each module only. They may or may not correspond to available automated tests, elearning or software versions in use at your test centre. Quick Reference guides may be used by instructors in the delivery of ECDL but ICS Skills and the ECDL Foundation do not warrant that use of any guide will ensure passing of the test.

## Computer Essentials

## Module Summary



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

On completion of this module the candidate will be able to:

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

### SYLLABUS OUTLINE

CATEGORY	SKILL SET
Computers and Devices	<ul style="list-style-type: none"> <li>• ICT</li> <li>• Hardware</li> <li>• Software and Licensing</li> <li>• Start Up, Shut Down</li> </ul>
Desktop, Icons, Settings	<ul style="list-style-type: none"> <li>• Desktop and Icons</li> <li>• Using Windows</li> <li>• Tools and Settings</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• Working with Text</li> <li>• Printing</li> </ul>
File Management	<ul style="list-style-type: none"> <li>• Introducing Files and Folders</li> <li>• Organising Files and Folders</li> <li>• Storage and Compression</li> </ul>
Networks	<ul style="list-style-type: none"> <li>• Network Concepts</li> <li>• Network Access</li> </ul>
Security and Well-Being	<ul style="list-style-type: none"> <li>• Protecting Data and Devices</li> <li>• Malware</li> <li>• Health and Green IT</li> </ul>

### WHAT ARE THE BENEFITS OF THIS MODULE?

- Covers the key skills and main concepts relating to ICT, computers, devices, and software.
- Certifies best practice in effective computer use.
- Developed with input from computer users, subject matter experts, and practising computer professionals from all over the world. This process ensures the relevance and range of module content.

### HOW DO I GET STARTED?

To find out more about this module and to locate your nearest accredited test centre, please visit [www.ecdl.org/programmes](http://www.ecdl.org/programmes).





## ECDL / ICDL Computer Essentials

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

### Module Goals

Successful candidates will be able to:

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

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



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



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



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



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



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



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

## Computer Essentials

This quick reference is for understanding the main concepts of ICT and using the computer and managing files on Windows 7

## Quick Reference



### Keyboard Shortcuts & Commands

Purpose	Keyboard Shortcut	Purpose	Keyboard Shortcut
Open menu	<b>ALT+LETTER</b>	Undo	<b>CTRL+Z</b>
Help	<b>F1</b>	Up one screen	<b>PAGE UP</b>
Cut	<b>CTRL+X</b>	Down one screen	<b>PAGE DOWN</b>
Copy	<b>CTRL+C</b>	Beginning of a line	<b>HOME</b>
Paste	<b>CTRL+V</b>	End of line	<b>END</b>

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## 1 Computers and Devices

### 1.1 ICT

#### 1.1.1 Define the term Information and Communication Technology (ICT).

- ICT** - Using digital technology to access, store and process information into an organized and understandable form

#### 1.1.2 Identify different types of ICT services and uses like:

- Internet services** - Examples include online banking, online shopping, e-mail and data transfer
- Mobile technology** - Examples include using the internet on smartphones, laptops
- Office productivity applications** - Examples include word processing, spread sheets, presentation software

### 1.2 Hardware

#### 1.2.1 Define the term hardware.

**Hardware** - Physical, tangible items that form part of a computer system

#### 1.2.1 Identify the main types of computers like:

Types of Computer	
Desktop	A traditional stand-alone or networked computer
Laptop	A small, portable computer designed for mobile, flexible use
Tablet	A small, mobile, hand-held computer that combines computing and Internet access

#### 1.2.1 Identify the main types of devices like:

Types of Devices	
Smart Phone	Used for phone calls, e-mail, Internet browsing, and working with mobile applications
Media Player	Used to download and play music and videos
Digital Camera	Used to take photographs in digital format

#### 1.2.2 Define the terms processor, Random Access Memory (RAM), storage. Understand their impact on performance when using computers and devices.

- Processor** - An important component for

processing information

- RAM** - Working temporary memory that loses its data when the computer is shut down
- Storage** - Internal or external devices that retain saved data.
- The type and speed of the processor, the amount of RAM used, and the amount of available storage space, can have an impact on the computer's overall performance.

#### 1.2.3 Identify the main types of integrated and external equipment like:

Printers	Devices that print information on paper or other materials	
Screens	Devices that display text and graphics	
Scanners	Devices that read images or text and convert the data into digital information	
Keyboards	Typing devices used to issue commands and enter characters	
Mouse/ Trackpad	A pointing device used to select items and issue commands	
Web camera	A video camera used to capture a digital video	
Speakers	Devices that produce sound waves audible to the human ear	
Microphone	A device used to digitally capture sound	
Docking Station	A device that connects a laptop computer to other devices	

#### 1.2.4 Identify common input/output ports like:

- Universal Serial Bus (USB)** - Typically used to connect storage and other devices
- High-Definition Multimedia Interface (HDMI)** - Typically used to connect media devices

### 1.3 Software and Licensing

#### 1.3.1 Define the term software and distinguish between the main types of software like: operating systems, applications. Know that software can be installed locally or available online.

- Software** - Applications or programs that perform specific tasks, such as word processing or graphics editing

- Operating system** - Controls the computer, schedules tasks, manages storage, and handles communication with other devices.
- Applications software** - Designed for specific tasks such as presentations or spreadsheets.
- Software can be installed on a specific computer or device, on a network or accessed via the cloud.

#### 1.3.2 Define the term operating system and identify some common operating systems for computers and devices.

- Operating system** - Software that schedules tasks, manages storage and handles communication with other devices
- Examples include Windows, Linux, Mac OS X

#### 1.3.3 Identify common examples of applications like:

- Office productivity** - Examples include word processing and spreadsheets
- Communications** - Examples include e-mail and instant messaging
- Social networking** - Examples include websites that allows users to connect and exchange status updates and comments
- Media** - Examples include news applications and social media applications
- Design** - Examples include photo-editing and desktop publishing
- Mobile applications** - Examples include online storage applications and e-mail applications

#### 1.3.4 Define the term End-User License Agreement (EULA). Recognise that software must be licensed before use.

- EULA** - A legal agreement between the user of software and the software manufacturer
- Users should ensure all software used is fully licensed before use.

#### 1.3.5 Outline the types of software licenses:

- Proprietary** - Software that must be bought before use
- Open source** - Free software that makes its source code available
- Trial version** - Software that can be used for a restricted time only and users will have to purchase to use further
- Shareware** - Software that is distributed on a try-before-you-buy basis with limited functionality
- Freeware** - Free copyrighted software

### 1.4 Start Up, Shut Down

- 1.4.1 Start a computer and log on securely using a user name and password.
- Make sure that both the computer and monitor are plugged into a power source.
  - Turn on the computer and the monitor.
  - Enter a user name and password when requested.
  - Press the **Return** key.

- 1.4.2 Log off a computer using an appropriate routine.
- Close any open files and applications.
  - Click the **Start** button.
  - Select the **Shut Down** arrow.
  - Click **Log off**.

- 1.4.2 Shut down a computer using an appropriate routine.
- Close any open files and applications.
  - Click the **Start** button.
  - Click **Shut Down**.

- 1.4.2 Restart a computer using an appropriate routine.
- Close any open files and applications.
  - Click the **Start** button.
  - Select the **Shut Down** arrow.
  - Click **Restart**.

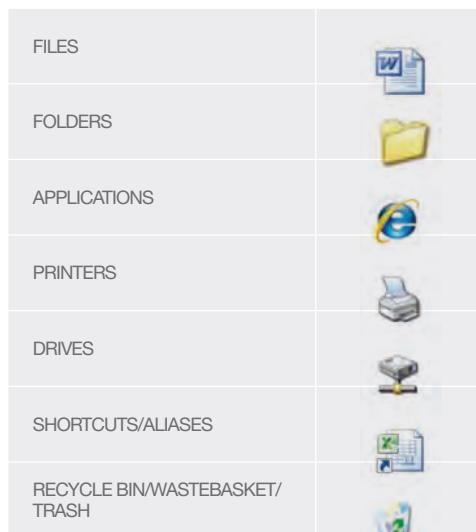
## 2.1 Desktop and Icons

### 2 Desktop, Icons, Settings

- 2.1.1 Outline the purpose of the desktop and the task bar.

- Desktop** - Displays icons for files, folders and applications
- Task bar**- Shows active applications, files and folders and other icons

- 2.1.2 Identify common icons like those representing:



- 2.1.3 Select and move icons.

- On the desktop, click on an icon and drag and drop to a new location.

- 2.1.4 Create a shortcut/alias.

- Select location to move shortcut to.
- Right-click and click **Create shortcut**.

- 2.1.4 Rename a shortcut/alias.

- Right-click on the shortcut icon.
- Click **Rename**.
- Enter new name.

- 2.1.4 Move a shortcut/alias.

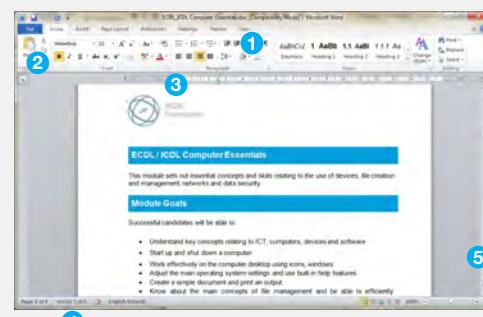
- Right-click on the shortcut icon.
- Click **Cut**.
- Select location to move shortcut to.
- Right-click and select **Paste**.

- 2.1.4 Delete a shortcut/alias.

- Right-click on the shortcut icon.
- Click **Delete**.
- Click **Yes** to confirm deletion.

#### 2.2.1 Identify the different parts of a window:

- Title bar
- Menu
- Toolbar/Ribbon
- Status bar
- Scroll bar.



#### 2.2.2 Open, collapse, expand, restore down, maximise, resize, move, close a window.

- To open a window, select the file or folder, right-click and select **Open**.
- To collapse a window, click the **Minimise** button in the upper right corner of the window.
- To expand a window, move the mouse to the edge of the **Title bar** and drag the window to increase the size.
- To restore down a window, click the **Restore Down** button in the upper right corner of the window.
- To maximise a window, click the **Maximise** button in the upper right corner of the window.
- To resize a window, move the mouse over the **Title bar** and drag the window to size preferred.
- To move a window, move the mouse over the **Title bar** and drag the window to a new location.
- To close a window, click the **Close** button in the upper right corner of the window.

#### 2.2.3 Switch between open windows.

- Move the mouse over the application icons on the **Task Bar** so any open windows are displayed.
- Click the required window icons found on the **Task Bar**.

#### 2.3 Tools and Settings

##### 2.3.1 Use available help functions.

- Click the **Start** button.
- Click **Help and Support**.
- Enter the query into the **Search Help** search box.
- Press the **Return** key.

##### 2.3.2 View the computer's basic system information: operating system name and version number, installed RAM.

- Click the **Start** button.
- Click **Control Panel**.
- Click **System**.

##### 2.3.3 Change desktop configuration settings: date and time.

- Click the time shown on the right side of the **Task Bar**.
- Click **Change Date and time settings**.
- Click **Change Date and time**.
- Enter a date and time.
- Click **Apply**.

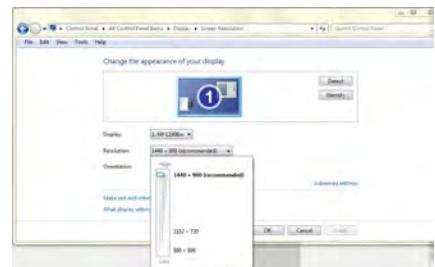
##### 2.3.3 Change desktop configuration settings: volume settings.

- Double-click the speaker button on the right side of the **Task Bar**.
- Adjust the volume as required.

##### 2.3.3 Change desktop configuration settings: background.

- Right-click on the desktop and click **Personalize**.
- Click a theme to change the desktop background.
- Click **Apply**.

##### 2.3.3 Change desktop configuration settings: resolution.



- Right-click on the desktop and click **Screen resolution**.
- Click the **Resolution** box.
- Click on the **Resolution** field arrow and drag the slider to specify a screen resolution.
- Click **Apply**.

#### 2.3.4 Change keyboard language.

- Click the **Start** button.
- Click **Control Panel**.
- Click **Region and Language**.
- Click on the **Keyboards and Languages** tab.
- Click **Change Keyboards**.
- Click on the preferred keyboard language.
- Click **OK**.

#### 2.3.4 Add keyboard language.

- Click the **Start** button.
- Click **Control Panel**.
- Click **Region and Language**.
- Click on the **Keyboards and Languages** tab.
- Click **Change Keyboards**.
- Click **Add**.
- Click on the expandable button next to the language required.
- Click on the expandable button next to the keyboard.
- Check the language checkbox option preferred.
- Click **OK**.

#### 2.3.4 Remove keyboard language.

- Click the **Start** button.
- Click **Control Panel**.
- Click **Region and Language**.
- Click on the **Keyboards and Languages** tab.
- Click **Change Keyboards**.
- Select the keyboard language to remove.
- Click **Remove**
- Click **OK**.

#### 2.3.4 Change default language.

- Click the **Start** button.
- Click **Control Panel**.
- Click **Region and Language**.
- Click on the **Keyboards and Languages** tab.
- Click **Change Keyboards**.
- Select the language button in **Default language input** field.
- Select from the list of installed default languages.
- Click **OK**.

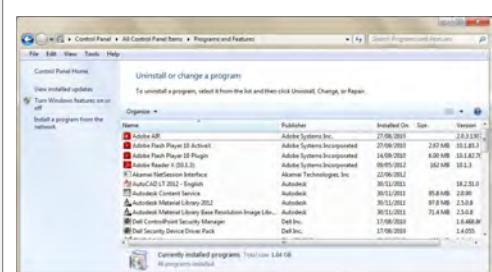
#### 2.3.5 Shut down a non-responding application.

- Press the **Ctrl+Alt+Delete** keys.
- Click the **Start Task Manager** button.
- In the **Applications** tab select the application.
- Click **End Task**.

#### 2.3.6 Install an application.

- Click the **Start** button.
- Click **Control Panel**.
- Double-click **Add or Remove Programs**.
- Click **Add New Programs**.
- Click **Install a program from the network**.
- Select program to install to begin the wizard.
- Follow the wizard instructions.

#### 2.3.6 Uninstall an application.



- Click the **Start** button.
- Click **Control Panel**.
- Click **Programs and Features**.

### 2.2 Using Windows

- Select the application to uninstall.
  - Click **Uninstall/Change**.
  - Click **Yes**.
- 2.3.7 **Connect a device (USB flash drive, digital camera, media player) to a computer.**
- Insert the flash drive (or cable for other device) into the USB port on the computer.
  - The computer will signal that a new device has been detected.
  - Save or view files and folders as needed.

- 2.3.7 **Disconnect a device using an appropriate routine.**
- Click on the USB device icon on the **Task Bar**.
  - Select **Eject USB Disk** and remove the USB flash drive.
- 2.3.8 **Capture a full screen.**
- Press the **Print Screen** key.
- 2.3.8 **Capture an active window.**
- Open a window on the desktop.
  - Press the **Alt key + Print Screen** key.

### 3 Outputs

#### 3.1 Working with Text

- 3.1.1 **Open a word processing application.**
- Click the **Start** button.
  - Select **All Programs**.
  - Click **Microsoft Word 2010**.

- 3.1.1 **Close a word processing application.**
- Click the **File** button.
  - Click **Exit**.

##### 3.1.1 Open files.

- Click the **File** button.
- Click **Open**.
- Select the document to open and click **Open**.

##### 3.1.1 Close files.

- Click the **File** button.
- Click **Close**.

##### 3.1.2 Enter text into a document.

- Click into the open word processing document.
- Enter the text.

##### 3.1.3 Copy text within a document, between open documents.

- Select the text to copy.
- On the **Home** tab, in the **Clipboard** group, click the **Copy** button.
- Click in a new location within the document or within another open document.
- On the **Home** tab in the **Clipboard** group, click the **Paste** button.

##### 3.1.3 Move text within a document, between open documents.

- Select the text to move.
- On the **Home** tab, in the **Clipboard** group, click the **Cut** button.
- Click in a new location within the document or within another open document.
- On the **Home** tab in the **Clipboard** group, click the **Paste** button.

##### 3.1.3 Paste a screen capture into a document.

- After taking the screen capture, click in a new location within the document.
- On the **Home** tab in the **Clipboard** group, click the **Paste** button.

##### 3.1.4 Save and name a document.

- Click the **File** button.
- Click **Save**.
- Create a file name and select the location.
- Click **Save**.

### 3.2 Printing

##### 3.2.1 Install a printer.

- Click the **Start** button.
- Click **Devices and Printers**.
- Click **Add a printer**.
- Follow the wizard instructions.

##### 3.2.1 Uninstall a printer.

- Click the **Start** button.
- Click **Devices and Printers**.
- Select the printer.
- Right-click and select **Remove device**.
- Click **Yes** to confirm removal.

##### 3.2.1 Print a test page.

- Right-click a printer.
- Click **Printer** properties.
- On the **General** tab, click **Print Test Page**.
- Click **OK**.

##### 3.2.2 Set the default printer from an installed printer list.

- Click the **Start** button.
- Click **Devices and Printers**.

- Select a printer to set as default printer.
- Right-click and click **Set as Default Printer**.

#### 3.2.3 Print a document from a word processing application.

- In an open document, click the **File** button.
- Select **Print**.
- Click **Print**.

#### 3.2.4 View, pause, restart, cancel a print job.

- To view a print job, double-click on the **Printer** icon on the **Task Bar**.
- To pause a print job, right-click the print job and select **Pause**.
- To restart a print job, right-click the print job and select **Restart**.
- To delete a print job, right-click the print job and select **Cancel**.

## 4 File Management

#### 4.1 Introducing Files and Folders

##### 4.1.1 Understand how an operating system organises drives, folders, files in a hierarchical structure.

- Windows Explorer displays the hierarchical structure of files, folders, and drives on your computer.

##### 4.1.1 Navigate between drives, folders, sub-folders, files.



- Click the **Start** button.

- Click **Computer**.

- Double-click on the drive where the folder or file is located.

- Locate the folder and file name on the drive.

##### 4.1.2 Display file, folder properties like: name, size, location.

- Right-click on the file or folder.
- Select **Properties**.
- Click **OK**.

##### 4.1.3 Change view to display files and folders like: tiles, icons, list, details.

- In an open window, click on the **Change your view** button.
- Click on a preferred option to view files or folders.

##### 4.1.4 Identify common file types like:

Common File Type	File Extension	File Icon
Word Processing	.docx	
Spreadsheet	.xlsx	
Presentation	.pptx	
Portable Document Format	.pdf	
Image	.gif, .jpg, .bmp	
Audio	.mp3	
Video	.avi	
Compressed	.zip	
Executable	.exe	

#### 4.1.5 Open a file, folder, drive.

- Select the file, folder or drive to open.
- Right-click and click **Open**.

#### 4.1.6 Recognise good practice in folder, file naming:

- Use meaningful names for folders and files to help with searching and organisation.

#### 4.1.7 Create a folder.

- Navigate to where the folder will be created.
- Right-click and click **New**.
- Click **Folder**.
- Enter a folder name and press the **Return** key.

#### 4.1.8 Rename a file, folder.

- Right-click on the file or folder to re-name.
- Click **Rename**.
- Enter a new name.
- Press the **Return** key.

#### 4.1.9 Search for files by properties: all or part of file name.

- Double-click the **Windows Explorer** icon on the **Task Bar**.
- In the search field enter a full file name or part of a file name.
- Click **Search**.

#### 4.1.9 Search for files by properties: using wildcards if necessary

- Double-click the **Windows Explorer** icon on the **Task Bar**.
- In the search field use wildcards in the criteria boxes to perform search.
- Enter \*.txt to find all files with the extension .txt.
- Enter b\*.\* to find all files that begin with the letter b.
- Click **Search**.

#### 4.1.9 Search for files by properties: by content.

- Click the **Start** button.
- Click **Search**.
- Enter text.

#### 4.1.9 Search for files by properties: by date modified.

- Double-click the **Windows Explorer** icon on the **Task Bar**.
- Click in the **Search Libraries** field.
- Click **Date modified**.
- Select date required from displayed calendar.

#### 4.1.10 View list of recently used files.

- Click the **Start** button.
- Select **Recent Items**.
- If the **Recent Items** button is not already installed, right-click the **Task Bar** and click **Properties**.
- In the **Start Menu** tab, click **Customize**.
- In the dialog displayed, check the **Recent Items** checkbox.
- Click **OK**.

## 4.2 Organising Files and Folders

#### 4.2.1 Select individual files, folders.

- Click on a file or folder.

#### 4.2.1 Select adjacent files, folders.

- Click the first file or folder, hold down the **Shift** key, and then click the last file or folder.
- Release the **Shift** key.

#### 4.2.1 Select non-adjacent files, folders.

- Hold down the **Ctrl** key, and then click each file or folder to select.

#### 4.2.2 Sort files in ascending, descending order by name.

- Click the **View** menu.
- Select **Sort by**.
- Click **Name** to sort files by name in ascending order.
- Click the **View** menu.
- Select **Sort by**.
- Click **Descending** to sort in descending order.

#### 4.2.2 Sort files in ascending, descending order by size.

- Click the **View** menu.
- Select **Sort by**.
- Click **Size** to sort files by size in ascending order.
- Click the **View** menu.
- Select **Sort by**.
- Click **Descending** to sort in descending order.

#### 4.2.2 Sort files in ascending, descending order by type.

- Click the **View** menu.
- Select **Sort by**.
- Click **Type** to sort files by name in ascending order.
- Click the **View** menu.
- Select **Sort by**.
- Click **Descending** to sort in descending order.

- 4.2.2 **Sort files in ascending, descending order by date modified.**
- Double-click on the folder containing the files to sort.
  - Click the **View** menu.
  - Select **Sort by**.
  - Click **Date Modified** to sort files by date modified in ascending order.
  - Click the **View** menu.
  - Select **Sort by**.
  - Click **Descending** to sort in descending order.
- 4.2.3 **Copy files, folders between folders, drives.**
- Right-click on the file or folder to copy.
  - Click **Copy**.
  - Click on the new location.
  - Right-click and click **Paste**.
- 4.2.3 **Move files, folders between folders, drives.**
- Right-click on the file or folder to move.
  - Click **Cut**.
  - Click on the new location.
  - Right-click and click **Paste**.
- 4.2.4 **Delete files, folders to the recycle bin/wastebasket/trash.**
- Right-click on the file or folder to delete.
  - Click **Delete**.
  - Click **Yes** to confirm deletion.
- 4.2.4 **Restore files, folders to original location.**
- Double-click the **Recycle Bin** icon.
  - Select the items to restore.
  - On the **Recycle Bin Tasks** pane, click **Restore the selected items**.
- 4.2.5 **Empty the recycle bin/wastebasket/trash.**
- Open the **Recycle Bin**.
  - On the **Recycle Bin Tasks** pane, click **Empty Recycle Bin**.

### 4.3 Storage and Compression

- 4.3.1 Identify the main types of storage media like:

Storage Media	Description
Internal hard disk	A non-volatile, random access storage device for digital data
External hard disk	A hard disk located outside the computer
Network drive	A drive shared by multiple users or devices
CD	An optical disc used to store music
DVD	An optical disc used to store video
Blu-ray Disc	A high definition optical disc used to store media with up to five times greater storage than DVDs
USB flash drive	A portable digital storage device
Memory card	A digital storage device used in cameras and other devices
Online file storage	A file storage service available over the Internet

- 4.3.2 Identify file size, folder size, storage capacity measurements like:

Unit	Bit	Size	Comparable To
Kilobyte (KB)	1,024 Bytes	½ page of plain text	
Megabyte (MB)	1,024 KB	700 pages of plain text or one picture/graphic	
Gigabyte (GB)	1, 024 MB	A set of encyclopaedias	
Terabyte (TB)	1,024 GB	A bookstore full of books	

- 4.3.3 **View available space on a storage device.**
- Select the drive or device.
  - Right-click and select **Properties**.
  - Click **OK**.
- 4.3.4 **Understand the purpose of file, folder compression.**
- Compressing files decreases a file's size and reduces the amount of space used for storage.

- 4.3.5 **Compress files, folders.**
- Select files.
  - Right-click on files.
  - Select **Send To**.
  - Select **Compressed (zipped) Folder**.
- 4.3.6 **Extract compressed files, folders to a location on a drive.**
- Right-click on the compressed file icon.
  - Select **Extract All**.

### 5.1 Network Concepts

## 5 Networks

- 5.1.1 **Define the term network.**
- **Network**- More than one computer or device connected together to share data, applications or peripherals
- 5.1.1 **Outline the purpose of a network:**
- Share, access data and devices securely
- 5.1.2 **Define the term Internet. Identify some of its main uses like: World Wide Web (WWW), VoIP, e-mail, IM.**
- **Internet** - A global network connecting millions of computers worldwide
  - **Main uses** - To provide access to information via the World Wide Web, to allow conversations over the internet (VoIP), to allow digital message exchange via email and to allow real-time text messaging via instant messaging
- 5.1.3 **Define the terms intranet, virtual private network (VPN) and identify their main uses.**
- **Intranet** - A private Internet used internally within an organisation to store internal documents, training material or business specific applications
  - **VPN** - A network used to connect remote users securely to a business network to share data and communicate.

- 5.1.4 **Understand what transfer rate means. Understand how it is measured: bits per second (bps), kilobits per second (kbps), megabits per second (mbps), gigabits per second (gbps).**

- **Transfer rate** - The rate at which information is transferred to or from a disk drive
- Measured in bits per second (bps), kilobits per second (kbps), megabits per second (mbps), gigabits per second (gbps).

- 5.1.5 **Understand the concepts of downloading from, uploading to a network.**

- **Downloading** - To copy a file or image from a web page
- **Uploading** - To copy a file or image from a computer to a web page

### 5.2 Network Access

- 5.2.1 **Identify the different options for connecting to the Internet like:**

- Phone line
- Mobile technology
- Cable
- Wi-fi
- Wi-max
- Satellite

- 5.2.2 **Define the term Internet Service Provider (ISP).**

- **Internet Service Provider (ISP)** - An organisation that provides access to the Internet

- 5.2.2 **Identify important considerations when selecting an Internet subscription option like:**

- Upload speed
- Download speed
- Download quota
- Cost

- 5.2.3 **Recognise the status of a wireless network:**

- **Protected/secure** - The network is protected to prevent unauthorised access.
- **Open** - The network is accessible to all

- 5.2.4 **Connect to a wireless network.**

- Double-click on the wireless connection icon on the **Task Bar**.
- Select desired network and connect, using a password if required.

### 6.1 Protecting Data on Computers and Devices

## 6 Security and Well-Being

- 6.1.1 **Recognise good password policies like:**

- Create with adequate length
- Create with adequate character mix
- Do not share
- Change regularly

- 6.1.2 **Define the term firewall and outline its purpose.**

- **Firewall** - A security system designed to protect a network against external threats

- 6.1.3 **Understand the purpose of regularly backing up data to a remote location.**

- Important to have an off-site backup copy of files in case of unforeseen network, hardware or software problems, so that a copy of the data is available if the original data were to become unusable

- 6.1.4 **Recognise the importance of regularly updating software like: anti-virus, application, operating system software.**

- Update anti-virus regularly to detect new viruses
- Update application and operating system software regularly to fix known problems and security risks

### 6.2 Malware

- 6.2.1 **Define the term malware. Identify different types of malware like: virus, worm, Trojan, spyware.**

- **Malware** - Malicious software designed to install itself on a computer without the owner's consent
- **Virus** - Intrusive programs that infect computer files and may cause damage
- **Worm** - Self-replicating malware that uses a computer network to send copies of itself to other computers
- **Trojan** - Destructive program that masquerades as an application.
- **Spyware** - Malware that collects information on user browser habits without their consent

- 6.2.2 **Be aware how malware can infect a computer or device.**

- Viruses can be transmitted via the installation of a program from an insecure source on the Internet, a CD- ROM, an online bulletin board, or e-mail attachments.

- 6.2.3 **Use anti-virus software to scan a computer.**

- Open the virus scanning application.
- Enter the specific drive(s), folder(s) and name of file to scan.
- Perform the scan.

### 6.3 Health and Green IT

- 6.3.1 **Recognise ways to help ensure a user's well-being while using a computer or device like:**

- **Take regular breaks**
- **Ensure appropriate lighting and posture**
- Lighting should be bright enough and correctly positioned.
- Correct positioning of the computer, desk and seat will minimise bad posture.

- 6.3.2 **Recognise computer and device energy saving practices:**

- **Turning off** - When not in use
- **Adjusting automatic shut down** - After a specified number of minutes not used
- **Adjusting backlight** - This can be decreased
- **Adjusting sleep mode settings** - This can be activated after pre-set timings

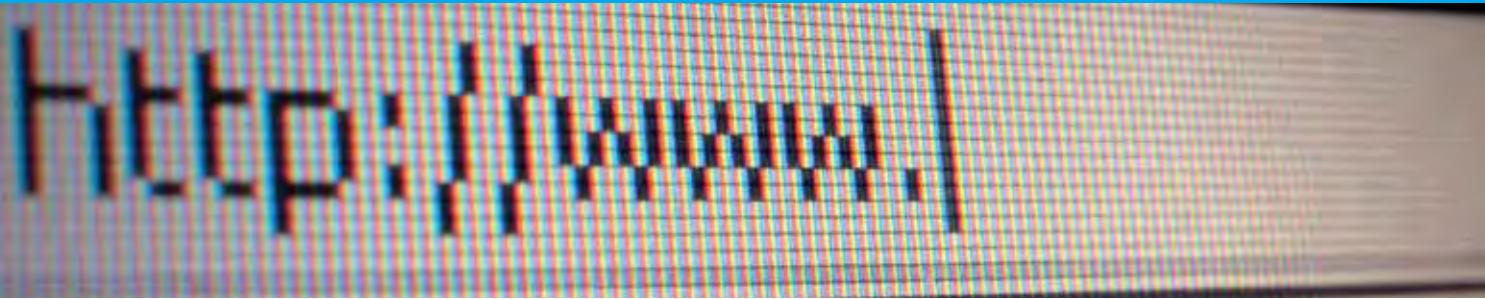
- 6.3.3 **Recognise that computers, devices, batteries, printer cartridges and paper should be recycled.**

- 6.3.4 **Identify some options available for enhancing accessibility like:**

Type	Description
Voice recognition software	Translates voice commands and is used in place of a mouse and keyboard
Screen reader	Reads aloud information from a computer display, for users with impaired vision
Screen magnifier	Displays enlarged screen content
On-screen keyboard	Provides an alternative to a physical keyboard or inputting data
High contrast	Makes the screen easier to view for users

## Online Essentials

## Module Summary



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

On completion of this module the candidate will be able to:

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

### SYLLABUS OUTLINE

CATEGORY	SKILL SET
Web Browsing Concepts	<ul style="list-style-type: none"> <li>• Key Concepts</li> <li>• Security and Safety</li> </ul>
Web Browsing	<ul style="list-style-type: none"> <li>• Using the Web Browser</li> <li>• Tools and Settings</li> <li>• Bookmarks</li> <li>• Web Outputs</li> </ul>
Web-Based Information	<ul style="list-style-type: none"> <li>• Search</li> <li>• Critical Evaluation</li> <li>• Copyright, Data Protection</li> </ul>
Communication Concepts	<ul style="list-style-type: none"> <li>• Online Communities</li> <li>• Communication Tools</li> <li>• E-mail Concepts</li> </ul>
Using E-mail	<ul style="list-style-type: none"> <li>• Sending E-mail</li> <li>• Receiving E-mail</li> <li>• Tools and Settings</li> <li>• Organising E-mails</li> <li>• Using Calendars</li> </ul>

### WHAT ARE THE BENEFITS OF THIS MODULE?

- Covers the key skills needed to understand the main concepts relating to web browsing and online security.
- Certifies best practice in effective online computer use.
- Developed with input from computer users, subject matter experts, and practising computer professionals from all over the world. This process ensures the relevance and range of module content.

### HOW DO I GET STARTED?

To find out more about this module and to locate your nearest accredited test centre, please visit [www.ecdl.org/programmes](http://www.ecdl.org/programmes).





## ECDL / ICDL Online Essentials

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

### Module Goals

Successful candidates will be able to:

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

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



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

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



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



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



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

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



## Online Essentials

This quick reference is for Microsoft Internet Explorer 9.0 and Outlook 2010

## Quick Reference



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

Successful candidates will be able to:

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

### Keyboard Shortcuts & Commands

Purpose	Keyboard Shortcut	Purpose	Keyboard Shortcut
Open menu	ALT+LETTER	Undo	CTRL+Z
Help	F1	Up one screen	PAGE UP
Cut	CTRL+X	Down one screen	PAGE DOWN
Copy	CTRL+C	Beginning of a line	HOME
Paste	CTRL+V	End of line	END

### 1 Web Browsing Concepts

#### 1.1 Key Concepts

1.1.1 Understand the terms: Internet, World Wide Web (WWW), Uniform Resource Locator (URL), hyperlink.

- **Internet** - A global network connecting millions of computers worldwide
- **World Wide Web (WWW)** - A collection of linked documents residing on Internet servers around the world
- **Uniform Resource Locator (URL)** - An address for web pages found on the Internet
- **Hyperlink** - A link that transfers the user from one web page to another web page by clicking on a highlighted word or icon

1.1.2 Understand the structure of a web address.

- **Protocol** - Usually http:// (Hypertext Transfer Protocol) this defines how the information is transmitted
- **WWW** - Indicates the website is on the World Wide Web
- **Domain** - The section of the Internet owned by the website
- **Extension** - Identifies either the type of organisation or the country of origin of the website.

**http://www.ecdl.org**

Protocol www Domain Extension

1.1.2 Identify common types of domains like: geographical, organisation (.org, .edu, .com, .gov).

- **Geographical domain** - Two letter identifier that lists where the website is registered
- **Organisation domain** - Three letter identifier that identifies if the organisation is commercial, governmental, educational, non-profit making etc.

1.1.3 Define the term web browser. Identify common web browsers.

- **Web browser** - A software program used to view information on the World Wide Web
- **Examples** - Firefox, Google Chrome, Internet Explorer, Safari

1.1.4 Outline different Internet activities like:

- Information searching
- Shopping
- Learning
- Publishing
- Banking
- Government services

- 1.2 **Security and Safety**
- 1.2.1 Recognise ways to protect yourself when online:
- **Purchase from secure reputable websites** - More likely to have secure payment and data protection
  - **Avoid unnecessary disclosure of personal and financial information** - Helps avoid identity theft
  - **Log off from websites** - Prevents others using your personal details
- 1.2.2 Define the term encryption.
- **Encryption** - The encoding of data to prevent unauthorised access
- 1.2.3 Identify a secure website: **https, lock symbol**.
- **https** - (Hypertext Transfer Protocol Secure) is displayed in the **Address Bar**
  - **Lock symbol** - Displayed in the **Address Bar**
- 1.2.4 Define the term digital certificate.
- **Digital certificate** - Certifies the validity and credentials of a website
- 1.2.5 Recognise options for controlling Internet use like:
- **Supervision** - Physical or software monitoring of Internet activity
  - **Web browsing restrictions** - Using browser settings to control web browsing
  - **Download restrictions** - Limiting the type or amount of data downloaded

### 2 Web Browsing

#### 2.1 Using the Web Browser

2.1.1 Open a web browsing application.

- Click the **Start Button**.
- Select **All Programs**.
- Click **Internet Explorer**.

2.1.1 Close a web browsing application.

- Click the **Close** button in the top right of the window.
- If message displayed, click **Close all tabs**.

2.1.2 Enter a URL in the address bar and go to the URL.

- Click into the **address bar**.
- Enter the **URL**.

2.1.3 Refresh a web page.

- Click the **Refresh** button beside the **Address Bar**.

2.1.3 Stop a web page downloading.

2.1.4 Click the **Stop** button beside the **Address Bar**. **Activate a hyperlink.**

- Place the mouse pointer over the hyperlink.
- Click on the hyperlink.

2.1.5 **Open a web page in a new tab**

- Open a Web page.
- Right-click on a link.
- Click **Open in new tab**.

2.1.5 **Open a web page in a new window**.

- Right-click on a link.
- Click **Open in new window**.

2.1.6 **Open, close tabs, windows.**

- To open a tab, click on the **New Tab** icon at the top of the browser window.
- To close a tab, click the **Close Tab** icon in the corner of the open tab.
- To open a window, click the **Page** menu on the **Command Bar** and click **New Window**.
- To close a window, click on the **Internet Explorer** icon on the taskbar and click the **Close** button.

2.1.6 **Switch between tabs, windows.**

- To switch between tabs, click on the tab required at the top of the browser window.
- To switch between windows, click on the **Internet Explorer** icon on the **Task Bar** and select the window required.

2.1.7 **Navigate between pages: backwards, forwards, home page.**

- To show the previous web page visited, click the **Back** button beside the **Address Bar**.
- To show the next web page visited, click the **Forward** button beside the **Address Bar**.
- Click the **Home** button on the **Command Bar**.

2.1.8 **Show previously visited URLs using history.**

- Click the **View favorites, feeds, and history** button.
- On the **History** tab, click on a date.

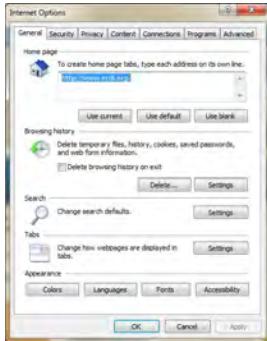
2.1.9 **Complete, submit, reset a web-based form.**

- To complete a form, click into each form field and enter text or select from given options as required.
- To send the entered data from the form to the server, click **Submit**.
- To remove any entered data in the form and start again, click **Reset**.

2.1.10 **Use a web tool to translate a web page, text.**

- To translate a web page, right-click and click **Translate with Bing**.
- To translate text, select the text, right-click and click **Translate with Bing**.

## 2.2 Tools and Settings



### 2.2.1 Set the web browser home page.

- Navigate to the web page to set as the home page.
- Click the **Tools** button on the **Command Bar**.
- Click **Internet Options**.
- Click **Use current**.
- Click **OK**.

### 2.2.2 Understand the term pop-up.

- **Pop-up**- A new browser window that opens unrequested over current web page and usually contain advertisements

### 2.2.2 Allow, block pop-ups.

- Click the **Tools** button.
- Click **Internet Options**.
- Select the **Privacy** tab.
- To allow pop-ups, uncheck the **Turn on Pop-up Blocker** checkbox.
- To block pop-ups, check the **Turn on Pop-up Blocker** checkbox.
- Click **OK**.

### 2.2.3 Understand the term cookie.

- **Cookie** - A text file stored on a user's computer that monitors their web habits

### 2.2.3 Allow, block cookies.

- Click the **Tools** button.
- Click **Internet Options**.
- Click the **Privacy** tab.
- Under **Settings**, move the slider to the top to block all cookies or to the bottom to allow all cookies.
- Click **OK**.

### 2.2.4 Use available help functions.

- Click the **Help** button  on the **Command Bar**.
- Click **Internet Explorer Help**.

### 2.2.5 Display, hide built-in toolbars.

- Right-click near the top of the window.
- To display a toolbar, click on the toolbar name so that a check mark is showing.
- To hide a toolbar, click on the toolbar name to remove the checkmark.

### 2.2.5 Restore, minimise the ribbon.

- To minimise the ribbon, click **F11**.
- To restore the ribbon, click **F11**.

### 2.2.6 Delete history, temporary internet files, saved form data.

- Click the **Tools** button.
- Click **Internet Options**.
- In the **General** tab, in the **Browsing History** field, click **Delete**.
- To delete history, check the **History** checkbox.
- To delete temporary internet files, check the **Temporary Internet Files** check box.
- To delete saved form data, check the **Form Data** check box.
- Click **Delete**.

## 2.3 Bookmarks

### 2.3.1 Add a bookmark / favourite.

- Go to a web page.
- Click the **Favorites** button.
- Click the **Add to Favorites** button.
- Click **Add**.

### 2.3.1 Delete a bookmark / favourite.

- Click the **Favorites** button.
- Click the **Add to Favorites** arrow.
- Click **Organize Favorites**.
- Select a web page and click **Delete**.
- Click **Close**.

### 2.3.2 Show bookmarks / favourites.

- Click the **Favorites** button.
- On the **Favorites** tab, click a web page.

### 2.3.3 Create a bookmarks / favourites folder.

- Click the **Favorites** button.
- Click the **Add to Favorites** arrow.
- Click **Organize Favorites**.

### 2.3.3 Delete a bookmarks / favourites folder.

- Click the **Favorites** button.
- Click the **Add to Favorites** arrow.

- 2.3.3
- Click **Organize Favorites**.
  - Select a folder and click the **Delete** button.
- Add web pages to a bookmarks / favourites folder.**
- Click the **Favorites** button.
  - Click the **Add to Favorites** button.
  - Click the **Create** in arrow and select a folder to store the bookmark in.
  - Click **Add**.

## 2.4 Web Outputs

### 2.4.1 Download files to a location.

- Right-click on the item.
- Select **Save Target As**.
- Create a filename and select the location.
- Click **Save**.

### 2.4.1 Save files to a location.

- Click the **Page** button on the **Command Bar**.
- Click **Save As**.
- Select a location.
- Enter the file name.
- Click **Save**.

### 2.4.2 Copy text, image to another location like: document, e-mail.

- Right-click on the text or image.
- Select **Copy**.
- Open a document or e-mail.
- Right-click and click **Paste**.

### 2.4.2 Copy URL from a web page to another location like: document, e-mail.

- Click in the address bar.
- Select the URL.
- Right-click and click **Copy**.
- Open a document or e-mail.
- Right-click and click **Paste**.

### 2.4.3 Preview, selection from a web page using available printing options.

- On the **Command Bar**, click the **Print** arrow.
- Click **Print Preview**.

### 2.4.3 Print a web page, selection from a web page using available printing options.

- On the **Command Bar**, click the **Print** arrow.
- Click **Print**.
- To print a web page, click **All** and click **Print**.
- To print a selection from a web page, select the text, click **Selection** and click **Print**.

## 3 Web-Based Information

### 3.1 Search

#### 3.1.1 Define the term search engine and name some common search engines.

- **Search engine** - A website used to search for information on the World Wide Web, based on the criteria entered
- **Examples**-www.google.com, www.yahoo.com, www.bing.com

#### 3.1.2 Carry out a search using a keyword, phrase.

- Open a search engine.
- Click into the search box in the search engine window.
- Enter the keyword or phrase and press the **Return** key.

#### 3.1.3 Refine a search using advanced search features like: exact phrase, date, language, media type.

- After initial search, click the **More search tools** link from the search engine window.
- Enter a combination of criteria and selections from the advanced choices.

#### 3.1.4 Search a web-based encyclopaedia.

- Click into the **Address Bar**.
- Enter the URL http://en.wikipedia.org/wiki/Main\_Page.
- Click into the search box at the top right of Wikipedia.
- Enter a keyword or phrase.
- Press the **Return** key.

#### 3.1.4 Search a web-based dictionary.

- Click into the **Address Bar**.
- Enter the URL http://www.collinslanguage.com.
- Click into the search box at the top of Collins dictionary.
- Enter a word.
- Click the **Search** button.

### 3.2 Critical Evaluation

#### 3.2.1 Understand the importance of critically evaluating online information.

- Online data should be checked or questioned rather than accepted as fact.

#### 3.2.1 Understand the purpose of different sites like:

- **Information** - Giving readers facts on current affairs, special interests
- **Entertainment** - Providing humorous or engaging content
- **Opinion** - Sites, such as blogs, that provide the author's view on topics
- **Sales** - Online shopping and promoting

products or services

### 3.2.2 Outline factors that determine the credibility of a website like:

- **Author**- The author or authors should be clearly identified
- **Referencing** - Referencing of all sources quoted or mentioned should be clear
- **Up-to-date content** - Material should be current and maintained

### 3.2.3 Recognise the appropriateness of online information for a particular audience.

- Web content should be adapted to the needs of the audience
- For example, those sites geared towards children should have age-appropriate material, higher graphic content, lower text volume.

### 3.3 Copyright, Data Protection

#### 3.3.1 Define the terms copyright, intellectual property.

- **Copyright** - Exclusive rights to a work for a specified period of time
- **Intellectual property** - Creative ideas or inventions that can be protected by the owner

#### 3.3.1 Recognise the need to acknowledge sources and/or seek permission as appropriate.

- To avoid plagiarism any content referenced or quoted should be properly acknowledged
- Permission should be sought to quote someone particularly for interviews or e-mail exchanges

#### 3.3.2 Recognise the main data protection rights and obligations in your country.

- Note that rights can vary between countries and states
- Destroy personal information no longer needed by the business
- Notify data subjects if data about them acquired in an unauthorised way
- Implement reasonable security

## 4 Communication Concepts

### 4.1 Online Communities

#### 4.1.1 Understand the concept of an online (virtual) community.

- Like-minded individuals who interact online
- Identify examples like:
  - Social networking websites
  - Internet forums
  - Web conferencing
  - Chat
  - Online computer games

#### 4.1.2 Outline ways that users can publish and share content online:

- **Blog** - A shared on-line journal
- **Microblog** - A shared on-line journal with smaller updates
- **Podcasts** - Digital media files released regularly and can be downloaded through an RSS feed
- **Images** - Digital photos and graphics
- **Audio and video clips** - typically shared on sites like YouTube and Flickr

#### 4.1.3 Recognise ways to protect yourself when using online communities:

- Apply appropriate privacy settings- Make your profile private
- Restrict available personal information- Help avoid identity theft and fraud
- Use private messaging when appropriate- Do not make personal communications public
- Disable location information- If not, your current location is displayed
- Block/report unknown users- Unless you can verify their identity

### 4.2 Communication Tools

#### 4.2.1 Define the term Instant Messaging (IM).

- **IM** - Real-time text-based communication via the Internet

#### 4.2.2 Define the terms short message service (SMS), multimedia message service (MMS).

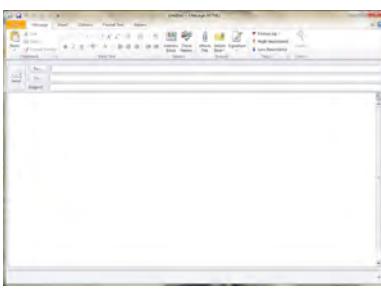
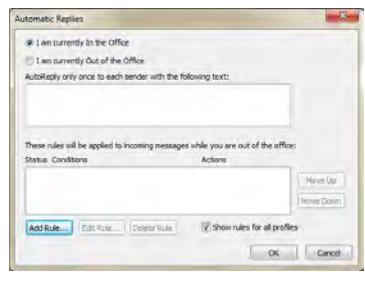
- **SMS** - The sending and receiving of short text messages between mobile devices.
- **MMS** - The sending and receiving of audio and video clips between mobile devices.

#### 4.2.3 Define the term Voice over Internet Protocol (VoIP).

- Allows users to talk to each other in real time over the Internet

#### 4.2.4 Recognise good practice when using electronic communication:

- Be accurate and brief
- Use clear subject headings
- Do not inappropriately disclose personal details
- Do not circulate inappropriate content

- 4.3 E-mail Concepts**
- 4.3.1 Define the term e-mail and outline its main uses.
- An electronic message sent or received over the Internet
  - Used for sending and receiving messages and attachments
- 4.3.2 Identify the structure of an e-mail address.
- jdoe@ecdl.org**  
UserName @ Sign Domain Name Extension
- UserName - A unique name identifying the user's e-mail name
  - @ - Used to separate the user name from the domain
  - Domain Name - The location/company of the e-mail address
  - Extension - Typically identifies the type of organisation or the country the e-mail address is associated with
- 4.3.3 Be aware of possible problems when sending file attachments like:
- File size limits - E-mail attachments may exceed the e-mail provider's maximum file size limit
  - File type restrictions - Executable files are often rejected by e-mail servers
- 4.3.4 Outline the difference between the To, Copy (Cc), Blind copy (Bcc) fields and recognise their appropriate use.
- To - Main recipient of the e-mail and has to act on the e-mail
  - Cc - Included for informational purposes only
  - Bcc - Blind carbon copy address not visible to other recipients
- 4.3.5 Be aware of the possibility of receiving fraudulent and unsolicited e-mail. Be aware of the possibility of an e-mail infecting the computer.
- E-mail users may receive e-mail or junk mail from unscrupulous sources.
  - Viruses may be activated when an e-mail messages or attachments from unknown sources are opened.
- 4.3.6 Define the term phishing.
- A fraudulent e-mail message that often has a link to a fake website
  - Encourages recipients to divulge personal and financial details
- ## 5 Using E-mail
- 5.1 Sending E-mail**
- 5.1.1 Access an e-mail account.
- Click the Start button.
  - Select All Programs.
  - Click Microsoft Office.
  - Click Microsoft Office Outlook 2010.
- 5.1.2 Outline the main purpose of standard e-mail folders:
- Inbox - Folder all e-mails are sent to by default
  - Outbox - Temporary folder that stores e-mails until they have been sent
  - Sent - Folder that stores all sent e-mails
  - Deleted / Trash Items - Stores mails no longer needed
  - Draft - Stores mails before the user chooses to send them
  - Spam/Junk - Stores incoming mail from unknown or suspicious senders
- 5.1.3 Create an e-mail.
- 
- On the Home tab, in the New group, click the New E-mail button.
- 5.1.4 Enter one or more e-mail addresses, distribution list in the To field.
- Click in the To field.
  - Enter the e-mail address of the recipient or the name of a contact group.
- 5.1.4 Enter one or more e-mail addresses, distribution list in the Copy (Cc) field.
- Click in the Cc field.
  - Enter the e-mail address of the Cc recipient or the name of a contact group.
- 5.1.4 Enter one or more e-mail addresses, distribution list in the Blind copy (Bcc) field.
- Click in the Bcc field.
  - Enter the e-mail address of the Bcc recipient or the name of a contact group.
- 5.1.4 Enter one or more e-mail addresses, distribution list in the Subject field.
- Click in the Subject field.
  - Enter the subject of the e-mail.
- 5.1.5 Enter text into the body of an e-mail.
- Click in the body of the e-mail and enter text required.
- 5.1.5 Paste text into the body of an e-mail.
- Select the text to copy, right-click and select Copy.
  - Open the e-mail message and click the location where you want to paste the text.
  - On the Message tab, in the Clipboard group, click the Paste button.
- 5.1.5 Spell check an e-mail.
- Click at the beginning of the e-mail message.
  - On the Review tab, in the Proofing group, click the Spelling & Grammar button.
  - Correct errors as suggested.
  - Once the spell check is complete, click OK.
- 5.1.6 Add a file attachment.
- On the Message tab, in the Include group, click the Attach File button.
  - Locate and select the file to attach.
  - Click Insert.
- 5.1.6 Remove a file attachment.
- Select the attachment in the Attached field.
  - Press the Delete Key.
- 5.1.7 Send an e-mail with, without priority.
- On the Message tab, in the Tags group, click the High Importance or the Low Importance button.
  - Click Send.
- 5.2 Receiving E-mail**
- 5.2.1 Open an e-mail.
- Select the Inbox icon on the Navigation pane.
  - Double-click the e-mail.
- 5.2.1 Close an e-mail.
- Click the Close button at the top right of the window.
- 5.2.2 Use the reply, reply to all function.
- Open the message.
  - On the Home tab, in the Respond group, click the Reply or the Reply all button.
  - Enter any text required.
  - Click Send.
- 5.2.2 Identify when the reply, reply to all function should be used.
- Use Reply to send message to the Sender.
  - Use Reply All to send message to the Sender and to all of those in the Cc field.
- 5.2.3 Forward an e-mail.
- Open the message.
  - On the Home tab, in the Respond group, click the Forward button.
  - Enter e-mail addresses into the To field and the Cc field as required.
  - Enter any text required.
  - Click Send.
- 5.2.4 Open, save a file attachment to a location.
- Open the message.
  - Right-click on the attachment.
  - Select Save As.
  - Create a file name and select a location to save the file.
  - Click Save.
- 5.2.5 Preview a message using available printing options.
- Open the message.
  - Click the File menu, select Print.
  - A print preview is displayed on the right of the window.
- 5.2.5 Print a message using available printing options.
- Open the message.
  - Click the File menu, select Print, then click Print.
  - Select desired options.
  - Click OK.
- 5.3 Tools and Settings**
- 5.3.1 Use available help functions.
- Click the Help button (?) on the Standard toolbar.
- 5.3.2 Display built-in toolbars.
- Right-click on the Toolbar area at the top of the window.
  - Click on a Toolbar that is not currently displayed.
- 5.3.2 Hide built-in toolbars.
- Right-click on the Toolbar area at the top of the window.
  - Click on a Toolbar that is currently displayed.
- 5.3.2 Restore, minimise the ribbon.
- Right-click any tab.
- 5.3.3 Create a text e-mail signature.
- Create a new e-mail.
  - On the Message tab, in the Include group, click the Signature arrow.
  - Click Signatures.
  - On the E-mail signature tab click New.
  - In the Enter a name for your new signature box, enter a name.
  - Click OK.
  - In the Edit signature box, enter the text to be included in the signature.
  - To format the text, select the text, and then use the style and formatting buttons to select the options preferred
  - Click OK.
- 5.3.3 Insert a text e-mail signature.
- Create a new e-mail.
  - If the signature is not shown automatically, on the Message tab, in the Include group, click the Signature arrow.
  - Click the name of the signature previously created.
- 5.3.4 Turn on, turn off an automatic out of office reply.
- 
- Click on the File menu, then click Info.
  - Click the Automatic Replies button.
  - To turn on an automatic out of office reply, check the I am currently Out of the Office checkbox.
  - To turn off an automatic out of office reply, check the I am currently In the Office checkbox.
  - Click OK.
- 5.3.5 Recognise e-mail status as read, unread. Flag, unflag an e-mail.
- Read e-mail messages appear in regular type with an open envelope icon.
  - Unread e-mail messages appear in bold type with a closed envelope icon.
- 5.3.5 Mark an e-mail as read, unread.
- Select the message.
  - On the Home tab, in the Tags group, click the Unread/Read button.
- 5.3.5 Flag an e-mail.
- 
- Select the message.
  - On the Home tab, in the Tags group, click the Follow Up button.
  - Click option preferred.
- 5.3.5 Unflag an e-mail.
- Select the message.
  - On the Home tab, in the Tags group, click the Follow Up button.
  - Click Clear Flag.
- 5.3.6 Create, delete, update a contact, distribution list/mailing list.
- 

- Click on the **Contacts** button on the navigation pane.
  - On the **Home** tab, in the **New** group, click the **New Contact** button.
  - Enter the contacts details in the required fields.
  - In the **Contact** tab, in the **Actions** group, click the **Save & Close** button.

5.3.6 **Create a distribution list / mailing list.**

  - Click on the **Contacts** button on the navigation pane.
  - On the **Home** tab, in the **New** group, click the **New Contact Group** button.
  - Enter a name for the group in the **Name** field.
  - On the **Contact Group** tab, in the **Members** group, click the **Add Members** button.
  - Select from where to enter members details.
  - In the **Contact group** tab, in the **Actions** group, click the **Save & Close** button.

5.3.6 **Delete a contact, distribution list / mailing list.**

  - Select the contact or contact group to delete.
  - On the **Home** tab, in the **Delete** group, click the **Delete** button.

5.3.6 **Update a contact, distribution list / mailing list.**

  - Double-click on the contact or contact group to update.
  - Enter or delete required fields.
  - In the **Contact** or **Contact Group** tab, in the **Actions** group, click the **Save & Close** button.

**5.4 Organising E-mails**

5.4.1 **Add, remove message inbox headings like: sender, subject, date received.**

  - On the **View** tab, in the **Current View** group, click the **View settings** button.
  - On the **Advanced View Settings:Compact** dialog box, click the **Columns** button.
  - To add inbox headings, select a field in the left column and click **Add**.
  - To remove inbox headings, select a field in the right column and click **Remove**.
  - Click **OK**.

5.4.2 **Search for an e-mail by sender, subject.**

  - Select the **Inbox**.
  - Click in the **Search** field.
  - On the **Search** tab, in the **Refine** group, click the **From** button or **Subject** button.
  - Enter the search criteria.

5.4.2 **Search for an e-mail by e-mail content.**

  - Select the **Inbox**.
  - In the **Search** box enter text to search by.
  - All e-mails with this text will be listed in the **Search Results** window.

5.4.3 **Sort e-mails by name, by date, by size.**

  - Select the **Inbox**.
  - On the **View** tab, in the **Current View** group, click the **View settings** button.
  - On the **Advanced View Settings:Compact** dialog box, click the **Sort** button.

- To sort by name, click **From**.
  - To sort by date, click **Received**.
  - To sort by size, click **Size**.
  - Click **OK**.

**5.4.4 Create an e-mail folder/label.**

  - Select the **Inbox**.
  - On the **Folder** tab, in the **New** group, click the **New Folder** button.
  - Enter a name for the folder in the **Name:** field.
  - In **Select where to place the folder**, **Inbox** should be highlighted.
  - Click **OK**.

**5.4.4 Delete an e-mail folder/label.**

  - Select the folder for deletion.
  - On the **Folder** tab, in the **Actions** group, click the **Delete Folder** button.
  - Click **Yes** to the displayed message.

**5.4.4 Move e-mails to an e-mail folder/label.**

  - Select a message to move.
  - On the **Home** tab in the **Move** group, click the **Move** arrow.
  - Click **Other Folder**.
  - Select folder preferred.
  - Click **OK**.

**5.4.5 Delete an e-mail.**

  - Select the e-mail message for deletion.
  - On the **Home** tab in the **Delete** group, click the **Delete** button.

**5.4.5 Restore a deleted e-mail.**

  - Select the **Deleted Items** folder.
  - Select a message to restore.
  - On the **Home** tab in the **Move** group, click the **Move** button.
  - Click **Other Folder**.
  - Select a destination folder.
  - Click **OK**.

**5.4.6 Empty the e-mail bin/deleted items /trash folder.**

  - Select the **Deleted Items** folder.
  - On the **Folder** tab, in the **Clean Up** group, click the **Empty Folder** button.
  - Click **Yes** to the displayed message.

**5.4.7 Move a message to a junk folder.**

  - Select the message.
  - On the **Home** tab in the **Move** group, click the **Move** arrow.
  - Click **Other Folder**.
  - Select **Junk E-mail**.
  - Click **OK**.

**5.4.7 Remove a message from a junk folder.**

  - Click the **Folders** button on the **Navigation** pane.
  - Click **Junk E-mail**.
  - On the **Home** tab in the **Move** group, click the **Move** arrow.
  - Click **Other Folder**.
  - Select **Inbox**.

## 5.5 Using Calendars

- 5.5.1 **Create a meeting in a calendar.**

  - On the **Home** tab, in the **New** group, click the **New Meeting** button.
  - Enter details in the **To**, **Subject** and **Location** fields.
  - Enter details in the **Start time** fields.
  - Enter details in the **End time** fields.
  - Click **Send**.

#### 5.5.1 Cancel a meeting in a calendar.



- Select the meeting.
  - On the **Meeting** tab, in the **Actions** group, click **Cancel meeting**.
  - When prompted, click **Send Cancellation**.

**Update a meeting in a calendar.**

  - Select the meeting.
  - On the **Meeting** tab, in the **Actions** group, click **Open**.
  - Enter new details as required.
  - Click **Send Update**.

**Add invitees, resources to a meeting in a calendar.**

  - On the **Meeting** tab, in the **Attendees** group, click the **Add or Remove Attendees** button.
  - Select names from address book displayed.
  - Click **OK**.

**Remove invitees, resources from a meeting in a calendar.**

  - On the **Meeting** tab, in the **Attendees** group, click the **Add or Remove Attendees** button.
  - Select names from **Required** field.
  - Press the **Delete** key.
  - Click **OK**.

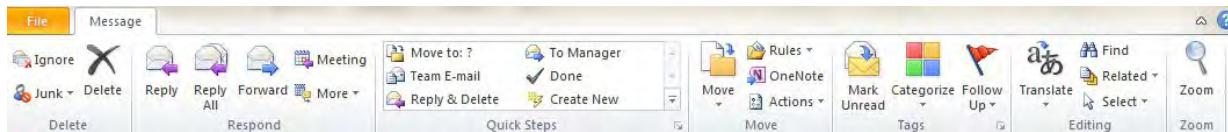
**Accept, decline an invitation.**

  - Open the meeting request.
  - On the **Meeting** tab, in the **Respond** group, click the **Accept** button.
  - Click **Send the response** now.

**Accept, decline an invitation.**

  - Open the meeting request.
  - On the **Meeting** tab, in the **Respond** group, click the **Decline** button.

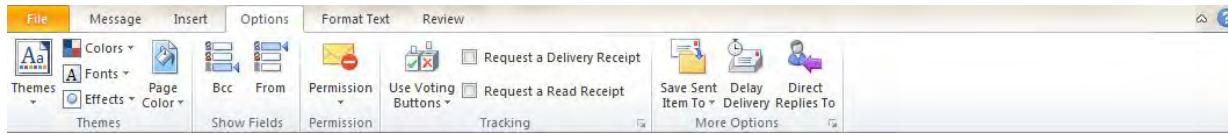
## Outlook 2010 Tabs Message



## Insert



## Options



## Format Text



Review



## Word Processing

## Module Summary



This module allows candidates to demonstrate the ability to use a word processing application to accomplish everyday tasks associated with creating, formatting, and finishing small-sized word processing documents, such as letters and other everyday documents.

On completion of this module the candidate will be able to:

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

### SYLLABUS OUTLINE

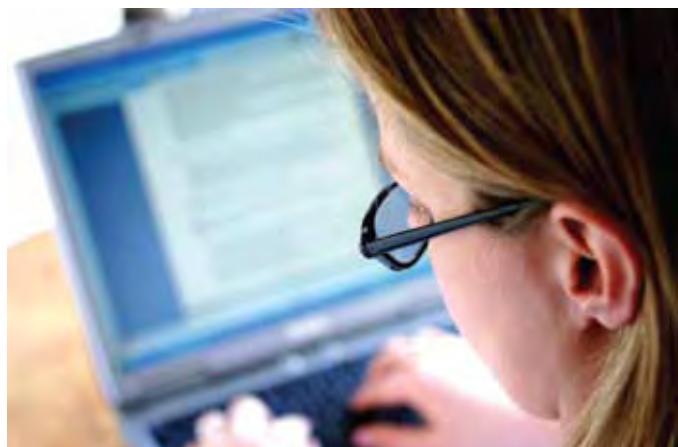
CATEGORY	SKILL SET
Using the Application	<ul style="list-style-type: none"> <li>• Working with Documents</li> <li>• Enhancing Productivity</li> </ul>
Document Creation	<ul style="list-style-type: none"> <li>• Enter Text</li> <li>• Select, Edit</li> </ul>
Formatting	<ul style="list-style-type: none"> <li>• Text</li> <li>• Paragraphs</li> <li>• Styles</li> </ul>
Objects	<ul style="list-style-type: none"> <li>• Table Creation</li> <li>• Table Formatting</li> <li>• Graphical Objects</li> </ul>
Mail Merge	<ul style="list-style-type: none"> <li>• Preparation</li> <li>• Outputs</li> </ul>
Prepare Outputs	<ul style="list-style-type: none"> <li>• Setup</li> <li>• Check and Print</li> </ul>

### WHAT ARE THE BENEFITS OF THIS MODULE?

- Covers the key skills needed to use a word processing application.
- Can be applied to a range of word processing software from vendor packages to 'freeware'.
- Certifies best practice in effective word processing software use.
- Developed with input from computer users, subject matter experts, and practising computer professionals from all over the world. This process ensures the relevance and range of module content.

### HOW DO I GET STARTED?

To find out more about this module and to locate your nearest accredited test centre, please visit [www.ecdl.org/programmes](http://www.ecdl.org/programmes).



## Word Processing

The following is the Syllabus for *Word Processing*, which provides the basis for the practice-based test in this module.

### Module Goals

**Module** *Word Processing* requires the candidate to demonstrate the ability to use a word processing application to create everyday letters and documents.

The candidate shall be able to:

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

CATEGORY	SKILL SET	REF.	TASK ITEM
3.1 Using the Application	3.1.1 <i>Working with Documents</i>	3.1.1.1	Open, close a word processing application. Open, close documents.
		3.1.1.2	Create a new document based on default template, other available template like: memo, fax, agenda.
		3.1.1.3	Save a document to a location on a drive. Save a document under another name to a location on a drive.
		3.1.1.4	Save a document as another file type like: text file, Rich Text Format, template, software specific file extension, version number.
		3.1.1.5	Switch between open documents.
	3.1.2 <i>Enhancing Productivity</i>	3.1.2.1	Set basic options/preferences in the application: user name, default folder to open, save documents.
		3.1.2.2	Use available Help functions.

CATEGORY	SKILL SET	REF.	TASK ITEM
<b>3.2 Document Creation</b>	3.2.1 <i>Enter Text</i>	3.1.2.3	Use magnification/zoom tools.
		3.1.2.4	Display, hide built-in toolbars. Restore, minimize the ribbon.
		3.2.1.1	Switch between page view modes.
	3.2.2 <i>Select, Edit</i>	3.2.1.2	Enter text into a document.
		3.2.1.3	Insert symbols or special characters like: ©, ®, ™.
		3.2.2.1	Display, hide non-printing formatting marks like: spaces, paragraph marks, manual line break marks, tab characters.
	3.2.2 <i>Select, Edit</i>	3.2.2.2	Select character, word, line, sentence, paragraph, entire body text.
		3.2.2.3	Edit content by entering, removing characters, words within existing text, by over-typing to replace existing text.
		3.2.2.4	Use a simple search command for a specific word, phrase.
		3.2.2.5	Use a simple replace command for a specific word, phrase.
		3.2.2.6	Copy, move text within a document, between open documents.
		3.2.2.7	Delete text.
		3.2.2.8	Use the undo, redo command.
<b>3.3 Formatting</b>	3.3.1 <i>Text</i>	3.3.1.1	Change text formatting: font sizes, font types.
		3.3.1.2	Apply text formatting: bold, italic, underline.
		3.3.1.3	Apply text formatting: subscript, superscript.
		3.3.1.4	Apply different colours to text.
		3.3.1.5	Apply case changes to text.
		3.3.1.6	Apply automatic hyphenation.
	3.3.2 <i>Paragraphs</i>	3.3.2.1	Create, merge paragraph(s).

CATEGORY	SKILL SET	REF.	TASK ITEM
		3.3.2.2	Insert, remove soft carriage return (line break).
		3.3.2.3	Recognize good practice in aligning text: use align, indent, tab tools rather than inserting spaces.
		3.3.2.4	Align text left, centre, right, justified.
		3.3.2.5	Indent paragraphs: left, right, first line.
		3.3.2.6	Set, remove and use tabs: left, centre, right, decimal.
		3.3.2.7	Recognize good practice in paragraph spacing: apply spacing between paragraphs rather than use the Return key.
		3.3.2.8	Apply spacing above, below paragraphs. Apply single, 1.5 lines, double line spacing within paragraphs.
		3.3.2.9	Add, remove bullets, numbers in a single level list. Switch between different standard bullet, number styles in a single level list.
		3.3.2.10	Add a box border and shading/background colour to a paragraph.
<b>3.4 Objects</b>	<b>3.3.3 Styles</b>	3.3.3.1	Apply an existing character style to selected text.
		3.3.3.2	Apply an existing paragraph style to one or more paragraphs.
		3.3.3.3	Use copy format tool.
	<b>3.4.1 Table Creation</b>	3.4.1.1	Create a table ready for data 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.
<b>3.4 Objects</b>	<b>3.4.2 Table Formatting</b>	3.4.2.1	Modify column width, row height.
		3.4.2.2	Modify cell border line style, width, colour.

CATEGORY	SKILL SET	REF.	TASK ITEM
		3.4.2.3	Add shading/background colour to cells.
	3.4.3 Graphical Objects	3.4.3.1	Insert an object (picture, image, chart, drawn object) to a specified location in a document.
		3.4.3.2	Select an object.
		3.4.3.3	Copy, move an object within a document, between open documents.
		3.4.3.4	Resize, delete an object.
<b>3.5 Mail Merge</b>	<i>3.5.1 Preparation</i>	3.5.1.1	Open, prepare a document, as a main document for a mail merge.
		3.5.1.2	Select a mailing list, other data file, for use in a mail merge.
		3.5.1.3	Insert data fields in a mail merge main document (letter, address labels).
	<i>3.5.2 Outputs</i>	3.5.2.1	Merge a mailing list with a letter, label document as a new file or printed output.
		3.5.2.2	Print mail merge outputs: letters, labels.
<b>3.6 Prepare Outputs</b>	<i>3.6.1 Setup</i>	3.6.1.1	Change document orientation: portrait, landscape. Change paper size.
		3.6.1.2	Change margins of entire document, top, bottom, left, right.
		3.6.1.3	Recognize good practice in adding new pages: insert a page break rather than using the Return key.
		3.6.1.4	Insert, delete a page break in a document.
		3.6.1.5	Add, edit text in headers, footers.
		3.6.1.6	Add fields in headers, footers: date, page number information, file name.
		3.6.1.7	Apply automatic page numbering to a document.
	<i>3.6.2 Check and Print</i>	3.6.2.1	Spell check a document and make changes like: correcting spelling errors, deleting repeated words.

CATEGORY	SKILL SET	REF.	TASK ITEM
		3.6.2.2	Add words to a built-in custom dictionary using a spell checker.
		3.6.2.3	Preview a document.
		3.6.2.4	Print a document from an installed printer using output options like: entire document, specific pages, number of copies.



## Word Processing

This quick reference is for Microsoft Word 2007 on Windows XP

## Quick Reference

### Word 2007 Tabs

The screenshot shows the Microsoft Word 2007 ribbon with the following tabs visible:

- Home:** Contains icons for Font, Paragraph, Styles, and Editing.
- Insert:** Contains icons for Pages, Illustrations, Tables, Charts, and SmartArt.
- Page Layout:** Contains icons for Orientation, Margins, Page Numbering, and Page Borders.
- References:** Contains icons for Table of Contents, Footnotes, and Bibliography.
- Mailings:** Contains icons for Envelopes, Labels, Mail Merge, and Mailings.
- Review:** Contains icons for Spelling & Grammar, Thesaurus, Track Changes, and Comments.
- View:** Contains icons for Layout, Reading, Outline, Draft, Document Views, and Window.

### Certification Test Goals

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

Successful candidates will be able to:

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

### Keyboard Shortcuts

#### General

Open a document **CTRL+O**

Save a document **CTRL+S**

Print a document **CTRL+P**

Close a document **CTRL+W**

Undo **CTRL+Z**

Redo or Repeat **CTRL+Y**

Help **F1**

Switch between apps **ALT+TAB**

#### Navigation

Up one screen **PAGE UP**

Down one screen **PAGE DOWN**

Beginning of line **HOME**

End of line **END**

Beginning of a document **CTRL+HOME**

End of a document **CTRL+END**

#### Editing

Cut **CTRL+X**

Copy **CTRL+C**

Paste **CTRL+V**

#### Formatting

Bold **CTRL+B**

Italics **CTRL+I**

Underline **CTRL+U**

## 1 Using the Application

### 1.1 Working with Documents

#### 1.1.1 Open a word processing application.

- Click the **Start** button.
- Select **All Programs**.
- Click **Microsoft Word 2007**.

#### 1.1.1 Close a word processing application.

- Click the **Office** button.
- Click **Exit Word**.

#### 1.1.1 Open documents.

- Click the **Office** button.
- Click **Open**.
- Select document(s) to open and click **Open**.

#### 1.1.1 Close documents.

- Click the **Office** button.
- Click **Close**.

#### 1.1.2 Create a new document based on default template.

- Click the **Office** button.
- Click **New**.
- Click **Blank Document**.
- Click **Create**.

#### 1.1.2 Create a new document based on other available template like: memo, fax, agenda.

- Click the **Office** button.
- Click **New**.
- Under templates, click **Memos**.
- Click to select a memo template.
- Click **Download**.

#### 1.1.3 Save a document to a location on a drive.

- Click the **Office** button.
- Click **Save**.
- Create a file name and select the location.
- Click **Save**.

#### 1.1.3 Save a document under another name to a location on a drive.

- Click the **Office** button.
- Click **Save As**.
- Enter a new file name over the existing file name and select the location.
- Click **Save**.

#### 1.1.4 Save a document as another file type like: text file, Rich Text Format, template, software specific file extension, version number.

- Click the **Office** button.
- Select **Save As**.
- Click on the **Save as type** drop-down menu and select a file type.
- Click on **Save**.

#### 1.1.5 Switch between open documents.

- On the **View** tab, in the **Windows** group, click the **Switch Windows** button.
- Click the name of the document to switch to.

#### 1.2 Enhancing Productivity

#### 1.2.1 Set basic options/preferences in the application: user name.

- Click the **Office** button.
- Click **Word Options**.
- On the **Popular** tab, enter a user name in the **User name** text box.
- Click **OK**.

#### 1.2.1 Set basic options/preferences in the application: default folder to open, save documents.

- Click the **Office** button.
- Click **Word Options**.

- On the **Save** tab, enter a default file location in the **Default file location:** text box.
- Click **OK**.

#### 1.2.2 Use available Help functions.

- Click on the **Help** button on the top right of the ribbon.

#### 1.2.3 Use magnification/zoom tools.



- On the **View** tab, in the **Zoom** group, click the **Zoom** button.
- Select the magnification required.

- Click **OK**.

#### 1.2.4 Restore, minimize the ribbon.

- Double click any tab to minimize the ribbon.
- Double click any tab again to restore the ribbon.

## 2 Document Creation

### 2.1 Enter Text

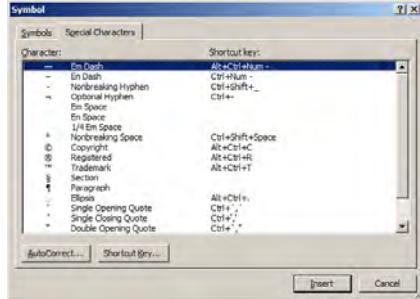
#### Switch between page view modes.

- On the View tab, in the Document Views group, click on a view mode.
- Print Layout** view shows how a document will look when printed.
- Full Screen Reading** view shows the document at a size that is suitable for reading.
- Web Layout** view shows how a document will look in a web browser.
- Outline** view shows the structure of the document as nested levels of headings and body text.
- Draft** view shows the content of a document with a simplified layout.

#### Enter text into a document.

- Click in the document window.
- Enter the text.

#### Insert symbols or special characters like: ©, ®, ™.



- On the Insert tab, in the Symbols group, click the Symbol button, and then click More Symbols.
- On the Special Characters tab, select a special character, like ©, ®, or ™, and click on the Insert button.

### 2.2 Select, Edit

#### Display, hide non-printing formatting marks like: spaces, paragraph marks, manual line break marks, tab characters.

- On the Home tab, in the Paragraph group, click the Show/Hide button.

#### Select character, word, line, sentence, paragraph, entire body text.

Select	Action
Word	Double-click the word
Sentence	Ctrl + click in the sentence
Line	Click in the Selection Bar to the left of the line
Paragraph	Triple-click the paragraph
Entire Body text	Triple-click in the Selection Bar

#### Edit content by entering, removing characters, words within existing text.

- Select the text for editing in the document window.
- Begin typing.

#### Edit content by over-typing to replace existing text.

- To switch to **Overtype** mode, right-click on the Status Bar and then click **Overtype**.
- The **Insert** button will show on the left side of the status bar.
- Click the **Insert** button and the word **Overtype** replaces the word **Insert**.
- Click immediately before the text to replace.
- Begin entering new text.

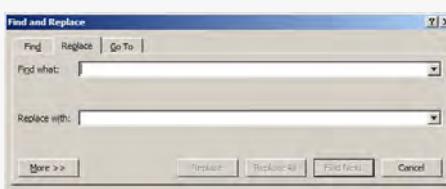
#### Use a simple search command for a specific word, phrase.



- On the Home tab, in the Editing group, click the Find button.

- Enter the word or phrase to find into the Find what box.
- Click **Find Next** to select the first occurrence of the word or phrase.

#### Use a simple replace command for a specific word, phrase.



- On the Home tab, in the Editing group, click the Replace button.

- Enter the word or phrase to find for replacement into the Find what box.
- Enter the word or phrase to replace into the Replace with box.
- Click **Find Next**.

#### Copy text within a document, between open documents.

- Select text to copy.
- On the Home tab, in the Clipboard group, click the Copy button.
- Click in a new location within the document or within another open document.
- On the Home tab, in the Clipboard group, click the Paste button.

#### Move text within a document, between open documents.

- Select the text to move.
- On the Home tab, in the Clipboard group, click the Cut button.
- Click in a new location within the document or within another open document.
- On the Home tab, in the Clipboard group, click the Paste button.

#### Delete text.

- Select the text to delete.
- Press the Delete Key.

#### Use the undo, redo command.

- On the Quick Access Toolbar, click Undo or Repeat.

## 3 Formatting

### 3.1 Text

#### Change text formatting: font sizes.

- Select the text to format.
- On the Home tab, in the Font group, click the Font Size arrow.
- Select a size from the list or enter a size into the Font Size box.

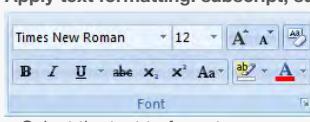
#### Change text formatting: font types.

- Select the text to format.
- On the Home tab, in the Font group, click the Font arrow.
- Select a font from the list or enter a font name into the Font box.

#### Apply text formatting: bold, italic, underline.

- Select the text to format.
- To embolden the text, on the Home tab, in the Font group, click the Bold button.
- To italicize the text, on the Home tab, in the Font group, click the Italic button.
- To underline the text, on the Home tab, in the Font group, click the Underline button.

#### Apply text formatting: subscript, superscript.

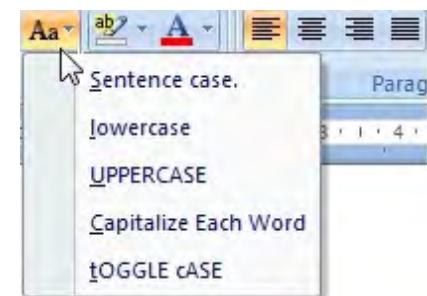


- Select the text to format.
- On the Home tab, in the Font group, click the Superscript or Subscript button.

### 3.1.4 Apply different colors to text.

- Select the text to color.
- On the Home tab, in the Font group, click the Font Color arrow.
- Click on a color.

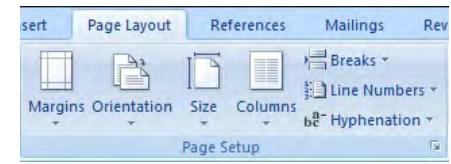
### 3.1.5 Apply case changes to text.



- Select the text to change case.

- On the Home tab, in the Font group, click the Change Case button.
- To capitalize the first letter of a sentence, click Sentence case.
- To make all letters lowercase, click lowercase.
- To capitalize all of the letters, click UPPERCASE.
- To capitalize the first letter of each word, click Capitalize Each Word.
- To shift between two case views, click tOGGLE cASE.

### 3.1.6 Apply automatic hyphenation.



- Make sure that no text is selected.

- On the Page Layout tab, in the Page Setup group, click Hyphenation, and then click the Automatic button.

### 3.2 Paragraphs

#### Create, merge paragraph(s).

- To create a paragraph, press the Return key.
- To merge paragraphs, click directly before first paragraph mark.
- Press the Delete key.

#### Insert, remove soft carriage return (line break).

- To insert the line break, press the Shift + Return keys.
- To delete the line break, select line break and press the Delete key.

#### Recognize good practice in aligning text.

- Use align, indent, tab tools rather than inserting spaces.

#### Align text left, right.

- Select the text to align.
- On the Home tab, in the Paragraph group, click the Align Left or Align Right buttons.

#### Align text center.

- Select the text to center.
- On the Home tab, in the Paragraph group, click the Center button.

#### Align text justified.

- Select the text to justify.
- On the Home tab, in the Paragraph group, click the Justify button.

#### Indent paragraphs: left, right

- Select the paragraph.
- On the Page Layout tab, in the Paragraph group, click the Paragraph group arrow.
- To indent to the left, click in the Left box and enter the indent required.
- To indent to the right, click in the Right box and enter the indent required.

**3.2.5 Indent paragraphs: first line.**

- Click in front of the line to indent.
- On the **Page Layout** tab, in the **Paragraph** group, click the **Paragraph** group arrow.
- Under **Indentation**, click the **Special** box arrow and click **First line**.

**3.2.6 Set, remove and use tabs: left, center, right, decimal.**

- On the **Page Layout** tab, in the **Paragraph** group, click the **Paragraph** group arrow.
- In the **Paragraph** dialog box, click **Tabs**.
- A **Left** Tab stop sets the start position of text; the text entered moves to the right.
- A **Center** Tab stop sets the position of the middle of the text; the text entered centers on this position.
- A **Right** Tab stop sets the right end of the text; the text entered moves to the left.
- A **Decimal** Tab stop aligns numbers around a decimal point.

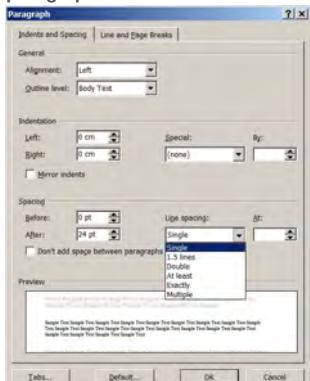
**3.2.7 Recognize good practice in paragraph spacing.**

- Apply spacing between paragraphs rather than use the **Return** key.

**3.2.8 Apply spacing above, below paragraphs.**

- Select the paragraph to change.
- On the **Page Layout** tab, in the **Paragraph** group, click the **Paragraph** group arrow.
- To adjust the spacing before the paragraph, click the **Before** arrow up or down.
- To adjust the spacing after the paragraph, click the **After** arrow up or down.

**3.2.9 Apply single, 1.5 lines, double line spacing within paragraphs.**



- Select the paragraph to change.
- On the **Page Layout** tab, in the **Paragraph** group, click the **Paragraph** group arrow.
- On the **Indents and Spacing** tab, click the **Line spacing** arrow and select **Single**, **1.5 lines**, or **Double**.

**3.2.9 Add bullets, numbers in a single level list.**

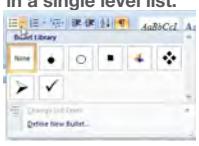


- Select the list to bullet.
- On the **Home** tab, in the **Paragraph** group, click the **Bullets** button or **Numbering** button.

**3.2.9 Remove bullets, numbers in a single level list.**

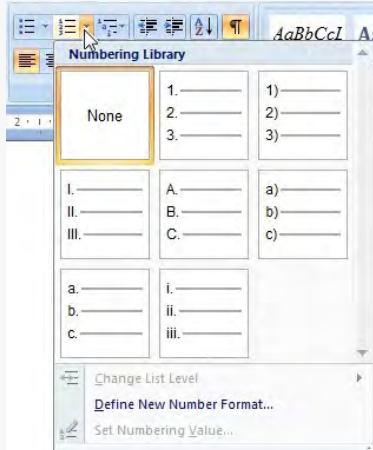
- Select the bulleted or numbered list.
- On the **Home** tab, in the **Paragraph** group, click the **Bullets** arrow or **Numbering** arrow.
- Click **None**.

**3.2.9 Switch between different standard bullet styles in a single level list.**



- Select the bulleted list.
- On the **Home** tab, in the **Paragraph** group, click the **Bullets** arrows.
- Click a bullet style in the **Bullet Library**.

**3.2.9 Switch between different standard number styles in a single level list.**



- Select the numbered list.
- On the **Home** tab, in the **Paragraph** group, click the **Numbering** arrow.
- Click a number style in the **Numbering Library**.

**3.2.10 Add a box border and shading/background color to a paragraph.**

- Select a paragraph.
- On the **Home** tab, in the **Paragraph** group, click the **Border** button arrow.
- Click **Borders and Shading**.
- Click the **Borders** tab.
- Under **Setting**, click box border.
- On the **Shading** tab, click the **Fill** arrow.
- Click on a color.
- Click **OK**.

**3.3 Styles**

**3.3.1 Apply an existing character style to selected text.**

- Select the word to format.
- On the **Home** tab, in the **Styles** group, move the mouse over **Quick Styles** to preview various styles.
- Click a character style to format the word.

**3.3.2 Apply an existing paragraph style to one or more paragraphs.**

- Select the paragraph to format.
- On the **Home** tab, in the **Styles** group, move the mouse over **Quick Styles** to preview various styles.
- Click a paragraph style to format the paragraph.

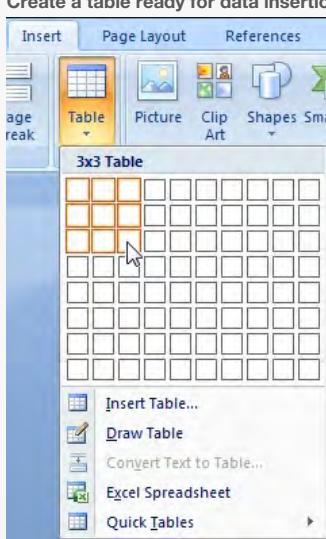
**3.3.3 Use copy format tool.**

- Select the text that has the format to copy.
- On the **Home** tab, in the **Clipboard** group, click the **Format Painter** button.
- Select the text to apply the format.

## 4 Objects

**4.1 Table Creation**

**4.1.1 Create a table ready for data insertion.**



- On the **Insert** tab, in the **Tables** group, click the **Table** button.
- On the **Table Tools** tab, click the **Design** tab.
- Under **Table Style Options**, click **Table Gridlines**.
- Under **Table Tools**, click the **Layout** tab.
- Under **Table**, click **Table Properties**.
- On the **Table Properties** dialog box, click the **Borders and Shading** button.
- On the **Borders** tab, click the **Border** button.
- Under **Setting**, click **None**.
- Under **Style**, click **None**.
- Under **Color**, click **Automatic**.
- Under **Width**, click **1 pt**.
- Under **Apply to**, click **Table**.
- Click **OK**.

**4.1.2 Click in the document where the table is required.**

**4.1.3 On the Insert tab, in the Tables group, click the Table button.**

**4.1.3 Move the mouse cursor to the upper left cell.**

**4.1.3 Move the mouse cursor across to define number of columns and down to define the number of rows.**

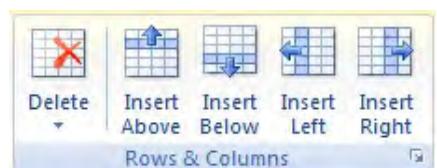
**4.1.4 Insert, edit data in a table.**

- Click in a cell and enter or delete text.

**4.1.3 Select rows, columns, cells, entire table.**

- Click into the table.
- On the **Layout** tab, in the **Table** group, click the **Select** arrow and click **Select Row**, **Select Column** or **Select Table** button.

**4.1.4 Insert rows.**



- Click in the table.
- On the **Layout** tab, in the **Rows & Columns** group, click the **Insert Above** or **Insert Below** button.

**4.1.4 Insert columns.**

- Click in the table.
- On the **Layout** tab, in the **Rows & Columns** group, click the **Insert Left** or **Insert Right** button.

**4.1.4 Delete rows and columns.**

- Select the row or column to delete.
- On the **Layout** tab, in the **Rows & Columns** group, click the **Delete** button.
- Click **Delete Rows** or **Delete Columns**.

**4.2 Table Formatting**

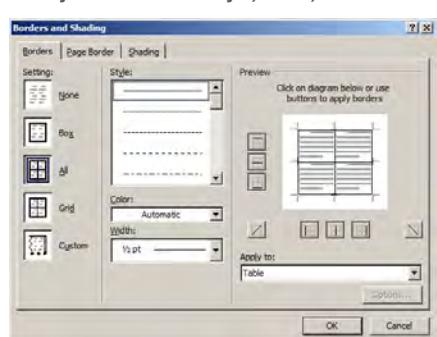
**4.2.1 Modify column width.**

- Select a column.
- On the **Layout** tab, in the **Table** group, click **Properties**.
- On the **Column** tab, select the **Preferred width** box and enter the required width.
- Click the **Measure in** box arrow to select **Centimeters** or **Percent**.

**4.2.1 Modify row height.**

- Select a row.
- On the **Layout** tab, in the **Table** group, click **Properties**.
- On the **Row** tab, select the **Specify height** box and enter the required height.
- Click the **Row height is** box arrow to select **At least** or **Exactly**.

**4.2.2 Modify cell border line style, width, color.**



- Select a cell.
- On the **Layout** tab, in the **Table** group, click **Properties**.
- On the **Table** tab, click the **Borders and Shading** button.
- On the **Borders** tab, select a line style from the **Style** box.
- Click the **Width** box to select a line width.
- Click the **Color** box to select a color.
- Click **OK**.
- Click **OK** again.

#### 4.2.3 Add shading/background color to cells.

- Select cells.
- On the **Layout** tab, in the **Table** group, click **Properties**.
- On the **Table** tab, click the **Borders and Shading** button.
- On the **Shading** tab, click the **Fill** box.
- Under **Theme Colors**, click on a color.
- Click **OK**.
- Click **OK** again.

#### 4.3 Graphical Objects

##### 4.3.1 Insert an object (picture, image, chart, drawn object) to a specified location in a document.

- Click on the location to insert image.
- On the **Insert** tab, in the **Illustrations** group, click **Picture, Shapes or Chart**.
- Select the object to insert.

##### 4.3.2 Select an object.

- Click on the picture, image, chart or drawn object.

##### 4.3.3 Copy an object within a document, between open documents.

- Select the object.
- On the **Home** tab, in the **Clipboard** group, click the **Copy** button.
- Click in the document or in another open document and click the **Paste** button.

##### 4.3.3 Move an object within a document, between open documents.

- Select the object.
- On the **Home** tab, in the **Clipboard** group, click the **Cut** button.
- Click in the document or in another open document and click the **Paste** button.

##### 4.3.4 Resize an object.

- Click on the picture, image, chart, or drawn object.
- Drag the object's sizing handles to the required size.

##### 4.3.4 Delete an object.

- Click on the picture, image, chart, or drawn object.
- Press the **Delete** key.

## 5 Mail Merge

#### 5.1 Preparation



- On the **Mailings** tab, in the **Start Mail Merge** group, click the **Start Mail Merge** button.
- Click **Step by Step Mail Merge Wizard**.
- Select **Letters** under **Select document type**.
- Click **Next: Starting document**.
- Under **Select starting document**, select **Use the current document**.
- Click **Next: Select recipients**.
- Under **Select Recipients**, select **Use an existing list**.
- Click **Browse**.

- In the **Select Data Source** dialog box, navigate to and select the file which contains the recipient details.

- Click **Open**.
- The **Mail Merge Recipients** dialog box opens, displaying the records contained in the data source.
- Click **OK**.
- Click **Next: Write your letter**.
- Under **Write your letter**, click **Address block**.
- In the **Insert Address Block** dialog box, click **OK** to accept the default settings.
- Click **Next: Preview your letters**.
- Under **Preview your letters**, click the arrows next to the **Recipient** button to preview the letters.
- Click **Next: Complete the merge**.
- Click **Edit individual letters**.
- Select **All** in the **Merge to New Document** dialog box.
- Click **OK**.



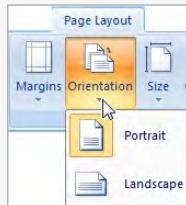
#### 5.2 Outputs

- On the **Quick Access Toolbar**, click the **Save** button.
- The document is saved as Letter1.
- To print the merged document, open the merged document.
- Click the **Office** button.
- Click **Print**.

## 6 Prepare Outputs

#### 6.1 Setup

##### 6.1.1 Change document orientation: portrait, landscape.



- On the **Page Layout** tab, in the **Page Setup** group, click the **Orientation** button.
- Click **Portrait** or **Landscape**.

##### 6.1.2 Change paper size.

- On the **Page Layout** tab, in the **Page Setup** group, click the **Size** button.
- Select a paper size.

##### 6.1.2 Change margins of entire document: top, bottom, left, right.

- On the **Page Layout** tab, in the **Page Setup** group, click the **Margins** button.
- Click on **Custom Margins**.
- On the **Margins** tab, enter a top, bottom, left, right margin.

##### 6.1.3 Recognize good practice in adding new pages:

- Insert a page break rather than using the **Return** key.

##### 6.1.4 Insert a page break in a document.

- Click in the document where the page break should be inserted.
- On the **Insert** tab, in the **Pages** group, click the **Page Break** button.
- In the document, click before the page break code.
- Press the **Delete** key.

##### 6.1.4 Delete a page break in a document.

- On the **Home** tab, in the **Paragraph** group, click the **Show/Hide** button.
- In the document, click before the page break code.
- Press the **Delete** key.

##### 6.1.5 Add text in headers.

- On the **Insert** tab, in the **Header & Footer** group, click the **Header** button.
- Select a header design.
- Click in the header area at the top of the page and enter text.

#### 6.1.5 Edit text in headers.

- Double click in the header area at the top of the page and edit text.

#### 6.1.5 Add text in footers.

- On the **Insert** tab, in the **Header & Footer** group, click the **Footer** button.
- Select a footer design.
- Click in the footer area at the bottom of the page and enter text.

#### 6.1.5 Edit text in footers.

- Double click in the footer area at the bottom of the page and edit text.

#### 6.1.6 Add fields in headers, footers: date

- Click in the header or footer.
- On the **Design** tab, in the **Insert** group, click **Date & Time**.
- Select a format from the **Available formats** list.
- Click **OK**.

#### 6.1.6 Add fields in headers, footers: page number information.

- Double-click the header or footer.
- On the **Insert** tab, in the **Header & Footer** group, click **Page Number**.
- Select **Current Position**.
- Select a page number design.

#### 6.1.6 Add fields in headers, footers: file name.

- Double-click in the header or footer.
- On the **Design** tab, in the **Insert** group, click **Quick Parts** and then click the **Field** button.
- In the **Field names** list, select **FileName** and click **OK**.

#### 6.1.7 Apply automatic page numbering to a document.

- On the **Insert** tab, in the **Header & Footer** group, click the **Page Number** button.
- Select a page number position from the list.
- Click on a page number design.

#### 6.2 Check and Print

##### 6.2.1 Spell-check a document and make changes like: correcting spelling errors, deleting repeated words.

- On the **Review** tab, in the **Proofing** group, click the **Spelling & Grammar** button.
- When an incorrect spelling is found, select a correct spelling from the list and click the **Change** button.
- When a repeated word is found, click the **Delete** button.

#### 6.2.2 Add words to a built-in custom dictionary using a spell-checker.

- On the **Review** tab, in the **Proofing** group, click the **Spelling & Grammar** button.
- When the spelling checker finds a word it does not recognise, click the **Add to Dictionary** button.

#### 6.2.3 Preview a document.

- Click the **Office** button.
- Select **Print**.
- Click **Print Preview**.

#### 6.2.4 Print a document from an installed printer using output options like: entire document, specific pages, number of copies.

- Click the **Office** button.
- Select **Print**.
- Click the **Print** button.
- To print the complete document, under **Print Range**, select **All**.
- To print specific pages, under **Print Range**, select **Pages** and enter specific page numbers and/or page ranges to print.
- Under **Copies**, enter the number of copies to print. Click **OK**.

For more information, visit:  
www.ecdl.org

## Spreadsheets

## Module Summary



This module allows candidates to understand the concept of spreadsheets and to demonstrate an ability to use a spreadsheet to produce accurate work outputs.

On completion of this module the candidate will be able to:

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

### SYLLABUS OUTLINE

CATEGORY	SKILL SET
Using the Application	<ul style="list-style-type: none"> <li>• Working with Spreadsheets</li> <li>• Enhancing Productivity</li> </ul>
Cells	<ul style="list-style-type: none"> <li>• Insert, Select</li> <li>• Edit, Sort</li> <li>• Copy, Move, Delete</li> </ul>
Managing Worksheets	<ul style="list-style-type: none"> <li>• Rows and Columns</li> <li>• Worksheets</li> </ul>
Formulas and Functions	<ul style="list-style-type: none"> <li>• Arithmetic Formulas</li> <li>• Functions</li> </ul>
Formatting	<ul style="list-style-type: none"> <li>• Numbers/Dates</li> <li>• Contents</li> <li>• Alignment, Border Effects</li> </ul>
Charts	<ul style="list-style-type: none"> <li>• Create</li> <li>• Edit</li> </ul>
Prepare Outputs	<ul style="list-style-type: none"> <li>• Setup</li> <li>• Check and Print</li> </ul>

### WHAT ARE THE BENEFITS OF THIS MODULE?

- Covers the key skills needed to use spreadsheets.
- Can be applied to a range of spreadsheets software from vendor packages to 'freeware'.
- Certifies best practice in effective spreadsheets software use.
- Developed with input from computer users, subject matter experts, and practising computer professionals from all over the world. This process ensures the relevance and range of module content.

### HOW DO I GET STARTED?

To find out more about this module and to locate your nearest accredited test centre, please visit [www.ecdl.org/programmes](http://www.ecdl.org/programmes).



## Spreadsheets

The following is the Syllabus for *Spreadsheets*, which provides the basis for the practice-based test in this module.

### Module Goals

**Module** **Spreadsheets** requires the candidate to understand the concept of spreadsheets and to demonstrate an ability to use a spreadsheet to produce accurate work outputs.

The candidate shall be able to:

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

CATEGORY	SKILL SET	REF.	TASK ITEM
4.1 Using the Application	4.1.1 Working with Spreadsheets	4.1.1.1	Open, close a spreadsheet application. Open, close spreadsheets.
		4.1.1.2	Create a new spreadsheet based on default template.
		4.1.1.3	Save a spreadsheet to a location on a drive. Save a spreadsheet under another name to a location on a drive.
		4.1.1.4	Save a spreadsheet as another file type like: template, text file, software specific file extension, version number.
		4.1.1.5	Switch between open spreadsheets.

CATEGORY	SKILL SET	REF.	TASK ITEM
	4.1.2 Enhancing Productivity	4.1.2.1 4.1.2.2 4.1.2.3 4.1.2.4	Set basic options/preferences in the application: user name, default folder to open, save spreadsheets.  Use available Help functions.  Use magnification/zoom tools.  Display, hide built-in toolbars. Restore, minimize the ribbon.
4.2 Cells	4.2.1 Insert, Select	4.2.1.1 4.2.1.2 4.2.1.3 4.2.1.4	Understand that a cell in a worksheet should contain only one element of data, (for example, first name detail in one cell, surname detail in adjacent cell).  Recognize good practice in creating lists: avoid blank rows and columns in the main body of list, insert blank row before Total row, ensure cells bordering list are blank.  Enter a number, date, text in a cell.  Select a cell, range of adjacent cells, range of non-adjacent cells, entire worksheet.
	4.2.2 Edit, Sort	4.2.2.1 4.2.2.2 4.2.2.3 4.2.2.4 4.2.2.5	Edit cell content, modify existing cell content.  Use the undo, redo command.  Use the search command for specific content in a worksheet.  Use the replace command for specific content in a worksheet.  Sort a cell range by one criterion in ascending, descending numeric order, ascending, descending alphabetic order.
	4.2.3 Copy, Move, Delete	4.2.3.1 4.2.3.2 4.2.3.3	Copy the content of a cell, cell range within a worksheet, between worksheets, between open spreadsheets.  Use the autofill tool/copy handle tool to copy, increment data entries.  Move the content of a cell, cell range within a worksheet, between worksheets, between open spreadsheets.

CATEGORY	SKILL SET	REF.	TASK ITEM
<b>4.3 Managing Worksheets</b>	4.3.1 <i>Rows and Columns</i>	4.2.3.4	Delete cell contents.
		4.3.1.1	Select a row, range of adjacent rows, range of non-adjacent rows.
		4.3.1.2	Select a column, range of adjacent columns, range of non-adjacent columns.
		4.3.1.3	Insert, delete rows and columns.
		4.3.1.4	Modify column widths, row heights to a specified value, to optimal width or height.
	4.3.2 <i>Worksheets</i>	4.3.1.5	Freeze, unfreeze row and/or column titles.
		4.3.2.1	Switch between worksheets.
		4.3.2.2	Insert a new worksheet, delete a worksheet.
<b>4.4 Formulas and Functions</b>	4.4.1 <i>Arithmetic Formulas</i>	4.3.2.3	Recognize good practice in naming worksheets: use meaningful worksheet names rather than accept default names.
		4.3.2.4	Copy, move, rename a worksheet within a spreadsheet.
		4.4.1.1	Recognize good practice in formula creation: refer to cell references rather than type numbers into formulas.
		4.4.1.2	Create formulas using cell references and arithmetic operators (addition, subtraction, multiplication, division).
	4.4.2 <i>Functions</i>	4.4.1.3	Identify and understand standard error values associated with using formulas: #NAME?, #DIV/0!, #REF!.
		4.4.1.4	Understand and use relative, absolute cell referencing in formulas.
		4.4.2.1	Use sum, average, minimum, maximum, count, counta, round functions.
		4.4.2.2	Use the logical function if (yielding one of two specific values) with comparison operator: =, >, <.

CATEGORY	SKILL SET	REF.	TASK ITEM
<b>4.5 Formatting</b>	<i>4.5.1 Numbers/Dates</i>	4.5.1.1	Format cells to display numbers to a specific number of decimal places, to display numbers with, without a separator to indicate thousands.
		4.5.1.2	Format cells to display a date style, to display a currency symbol.
		4.5.1.3	Format cells to display numbers as percentages.
	<i>4.5.2 Contents</i>	4.5.2.1	Change cell content appearance: font sizes, font types.
		4.5.2.2	Apply formatting to cell contents: 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.
	<i>4.5.3 Alignment, Border Effects</i>	4.5.3.1	Apply text wrapping to contents within a cell, cell range.
		4.5.3.2	Align cell contents: horizontally, vertically. Adjust cell content orientation.
		4.5.3.3	Merge cells and centre a title in a merged cell.
		4.5.3.4	Add border effects to a cell, cell range: lines, colours.
<b>4.6 Charts</b>	<i>4.6.1 Create</i>	4.6.1.1	Create different types of charts from spreadsheet data: column chart, bar chart, line chart, pie chart.
		4.6.1.2	Select a chart.
		4.6.1.3	Change the chart type.
		4.6.1.4	Move, resize, delete a chart.
	<i>4.6.2 Edit</i>	4.6.2.1	Add, remove, edit a chart title.
		4.6.2.2	Add data labels to a chart: values/numbers, percentages.
		4.6.2.3	Change chart area background colour, legend fill colour.
		4.6.2.4	Change the column, bar, line, pie slice colours in the chart.

CATEGORY	SKILL SET	REF.	TASK ITEM
<b>4.7 Prepare Outputs</b>	4.7.1 <i>Setup</i>	4.6.2.5	Change font size and colour of chart title, chart axes, chart legend text.
		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 a specified number of pages.
		4.7.1.4	Add, edit, delete text in headers, footers in a worksheet.
	4.7.2 <i>Check and Print</i>	4.7.1.5	Insert and delete fields: page numbering information, date, time, file name, worksheet name into headers, footers.
		4.7.2.1	Check and correct spreadsheet calculations and text.
		4.7.2.2	Turn on, off display of gridlines, display of row and column headings for printing purposes.
		4.7.2.3	Apply automatic title row(s) printing on every page of a printed worksheet.
		4.7.2.4	Preview a worksheet.
		4.7.2.5	Print a selected cell range from a worksheet, an entire worksheet, number of copies of a worksheet, the entire spreadsheet, a selected chart.

## Spreadsheets

This quick reference is for Microsoft Excel 2007 on Windows XP

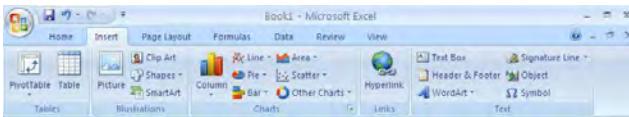
## Quick Reference

### Excel 2007 Tabs

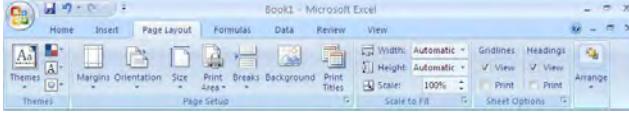
#### Home



#### Insert



#### Page Layout



#### Formulas



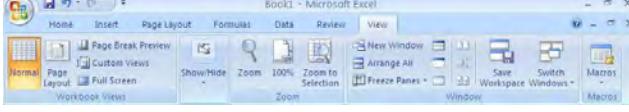
#### Data



#### Review



#### View



### Certification Test Goals

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

Successful candidates will be able to:

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

### Keyboard Shortcuts

#### General

Open a workbook **CTRL+O**

Save a workbook **CTRL+S**

Print a workbook **CTRL+P**

Close a workbook **CTRL+W**

Undo **CTRL+Z**

Redo or Repeat **CTRL+Y**

Help **F1**

Switch between apps **ALT+TAB**

#### Editing

Cut **CTRL+X**

Copy **CTRL+C**

Paste **CTRL+V**

Clear cell contents **DELETE**

Edit active cell **F2**

Absolute reference **F4**

#### Navigation

Up one screen **PAGE UP**

Down one screen **PAGE DOWN**

To cell A1 **CTRL+HOME**

To the last cell **CTRL+END**

#### Formatting

Bold **CTRL+B**

Italics **CTRL+I**

Underline **CTRL+U**

## 1 Using the Application

### 1.1 Working with Spreadsheets

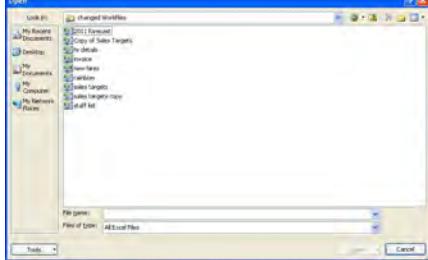
#### 1.1.1 Open a spreadsheet application.

- Click the **Start** button.
- Select **All Programs**.
- Click **Microsoft Excel 2007**.

#### 1.1.1 Close a spreadsheet application.

- Click the **Office** button.
- Click **Exit Excel**.

#### 1.1.1 Open spreadsheets.



- Click the **Office** button.
- Click **Open**.
- Select spreadsheet(s) to open and click **Open**.

#### 1.1.1 Close spreadsheets.

- Click the **Office** button.
- Click **Close**.

#### 1.1.2 Create a new spreadsheet based on default template.

- Click the **Office** button.
- Click **New**.

#### 1.1.3 Save a spreadsheet to a location on a drive.

- Click the **Office** button.
- Click **Save**.
- Create a file name and select the location.
- Click **Save**.

#### 1.1.3 Save a spreadsheet under another name to a location on a drive.

- Click the **Office** button.
- Click **Save As**.
- Enter a new file name over the existing file name and select the location.
- Click **Save**.

#### 1.1.4 Save a spreadsheet as another file type like: template, text file, software specific file extension, version number.

- Click the **Office** button.
- Click **Save As**.
- Click on the **Save as type** arrow and select a file type.
- Click **Save**.

#### 1.1.5 Switch between open spreadsheets.

- On the **View** tab, in the **Windows** group click the **Switch Windows** button and then click the name of the spreadsheet to switch to.

#### 1.2 Enhancing Productivity

##### 1.2.1 Set basic options/preferences in the application: user name.

- Click the **Office** button.
- Click **Excel Options**.
- On the **Popular** tab, enter a user name in the **User name:** text box.
- Click **OK**.

##### 1.2.1 Set basic options/preferences in the application: default folder to open, save spreadsheets.

- Click the **Office** button.
- Click **Excel Options**.
- On the **Save** tab, enter a default file location in the **Default file location** text box.
- Click **OK**.

##### 1.2.2 Use available Help functions.

- Click on the **Help** button  the top right of the ribbon.

##### 1.2.3 Use magnification/zoom tools.

- On the **View** tab, in the **Zoom** group, click the **Zoom** button.
- Select the magnification required.
- Click **OK**.

##### 1.2.4 Restore, minimize the ribbon.

- Double-click any tab to minimize the ribbon.
- Double-click any tab again to restore the ribbon.

## 2 Cells

### 2.1 Insert, Select

#### 2.1.1 Understand that a cell in a worksheet should contain only one element of data.

- For example, first name detail in one cell, surname detail in adjacent cell.

#### 2.1.2 Recognize good practice in creating lists:

- Avoid blank rows and columns in the main body of list
- Insert blank row before Total row
- Ensure cells bordering list are blank

#### 2.1.3 Enter a number, date, text in a cell.

- Click into the cell.
- Enter a number, date or text.

#### 2.1.4 Select a cell.

- Ensure the mouse cursor is a white cross.
- Click on the cell.

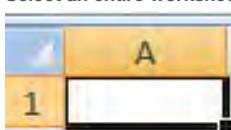
#### 2.1.5 Select a range of adjacent cells.

- Ensure the mouse cursor is a white cross.
- Click into the first cell and drag to the last cell in the range.

#### 2.1.6 Select a range of non-adjacent cells.

- Ensure the mouse cursor is a white cross.
- Select the first cell or range of cells.
- Hold the **Ctrl** key down and continue highlighting additional non-adjacent ranges.

#### 2.1.7 Select an entire worksheet.



- Click the **Select All** button found above Row 1 and to the left of Column A.

### 2.2 Edit, Sort

#### 2.2.1 Edit cell content.

- Click into the cell.
- Edit content.

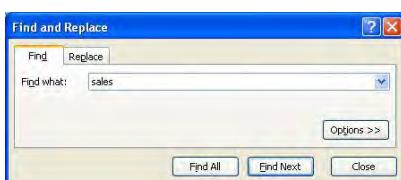
#### 2.2.1 Modify existing cell content.

- Click into the cell.
- Enter additional content or delete existing content.

#### 2.2.2 Use the undo, redo command.

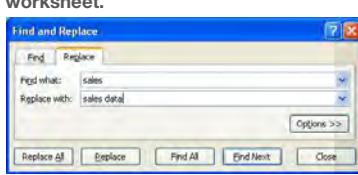
- Go to the **Quick Access Toolbar**.
- Click on the **Undo** or **Redo** buttons.

#### 2.2.3 Use the search command for specific content in a worksheet.



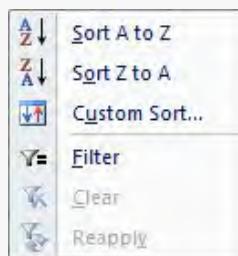
- On the **Home** tab, in the **Editing** group, click the **Find & Select** button.
- Click **Find**.
- Enter the word or phrase to find in the **Find what** box.
- Click **Find Next** to select the first occurrence of the word or phrase.

#### 2.2.4 Use the replace command for specific content in a worksheet.



- On the **Home** tab in the **Editing** group, click the **Find & Select** button.
- Click **Replace**.
- Enter the word or phrase to find for replacement in the **Find what** box.
- Enter the word or phrase to replace in the **Replace with** box.
- Click **Find Next** to select the first occurrence of the word or phrase.
- Click **Replace** or **Replace All**.

#### 2.2.5 Sort a cell range by one criterion in ascending, descending numeric order, ascending, descending alphabetic order.



- Click into the cell range to sort.
- On the **Data** tab, in the **Sort & Filter** group, click on one of the two **Sort** buttons.
- Click on the **Sort A to Z** button to sort in ascending order.
- Click on the **Sort Z to A** button to sort in descending order.

#### 2.3 Copy, Move, Delete

#### 2.3.1 Copy the content of a cell, cell range within a worksheet, between worksheets, between open spreadsheets.

- Select the cell content to copy.
- On the **Home** tab, in the **Clipboard** group, click the **Copy** button.
- Click on a new location within the worksheet or within another open spreadsheet.
- On the **Home** tab, in the **Clipboard** group, click the **Paste** button.

#### 2.3.2 Use the autofill tool/copy handle tool to copy, increment data entries.

- Select the cell or cell range to copy.
- Move the mouse pointer over the lower right hand corner of the selected cell or cell range.
- Use the fill handle to drag through the range required.

#### 2.3.3 Move the content of a cell, cell range within a worksheet, between worksheets, between open spreadsheets.

- Select the cell content to move.
- On the **Home** tab, in the **Clipboard** group, click the **Cut** button.
- Click on a new location within the worksheet or within another open spreadsheet.
- On the **Home** tab, in the **Clipboard** group, click the **Paste** button.

#### 2.3.4 Delete cell contents.

- Select the cell content to delete.
- Press the **Delete** key.

## 3 Managing Worksheets

### 3.1 Rows and Columns

#### 3.1.1 Select a row.

- Click on the row heading.

#### 3.1.1 Select a range of adjacent rows.

- Click on the first row heading.
- Drag to highlight through to the last row heading.

#### 3.1.1 Select a range of non-adjacent rows.

- Click on the first row heading or range of rows.
- Hold the **Ctrl** key down and continue highlighting additional row headings.

#### 3.1.2 Select a column.

- Click on the column heading.

#### 3.1.2 Select a range of adjacent columns.

- Click on the first column heading.
- Drag to highlight through the last column heading.

#### 3.1.2 Select a range of non-adjacent columns.

- Click on the first column heading or range of columns.
- Hold the **Ctrl** key down and continue highlighting additional column headings.

#### 3.1.3 Insert rows.

- Click on the row heading(s) above which the row will appear.
- On the **Home** tab, in the **Cells** group, click the **Insert** button.

#### 3.1.3 Insert columns.

- Click on the column heading(s) immediately to the right of where the column will appear.
- On the **Home** tab, in the **Cells** group, click the **Insert** button.

#### 3.1.3 Delete rows.

- Click on the row heading(s) to delete.
- On the **Home** tab, in the **Cells** group, click the **Delete** button.

#### 3.1.3 Delete columns.

- Click on the column heading(s) to delete.
- On the **Home** tab, in the **Cells** group, click the **Delete** button.

#### 3.1.4 Modify column widths to a specified value, to optimal width.

- Click on the column heading(s) to modify.
- On the **Home** tab, in the **Cells** group, click the **Format** button.
- To modify column width to a specified value, click **Column Width** and enter a width, then click **OK**.
- To modify column width to optimal width, click **Autofit Column Width**.

#### 3.1.4 Modify row heights to a specified value, to optimal height.

- Click on the row heading(s) to modify.
- On the **Home** tab, in the **Cells** group, click the **Format** button.
- To modify row height to a specified value, click **Row Height** and enter a row height, then click **OK**.
- To modify row height to optimal height, click **Autofit Row Height**.

#### 3.1.5 Freeze row titles.

- Select the row immediately below the row to freeze.
- On the **View** tab, in the **Window** group, click the **Freeze Panes** arrow.
- Click the **Freeze Panes** button.

#### 3.1.5 Freeze column titles.

- Select the column immediately to the right of the column to freeze.
- On the **View** tab, in the **Window** group, click the **Freeze Panes** arrow.
- Click the **Freeze Panes** button.

#### 3.1.5 Unfreeze row and/or column titles.

- On the **View** tab, in the **Window** group, click the **Freeze Panes** arrow.
- Click the **Unfreeze Panes** button.

### 3.2 Worksheets

#### 3.2.1 Switch between worksheets.

- Click on the worksheet tab at the bottom of the workbook window.

#### 3.2.2 Insert a new worksheet.

- On the **Home** tab, in the **Cells** group, click the **Insert** arrow.
- Click the **Insert Sheet** button.

#### 3.2.2 Delete a worksheet.

- Select the sheet to delete.
- On the **Home** tab, in the **Cells** group, click the **Delete** arrow.
- Click the **Delete Sheet** button.

#### 3.2.3 Recognize good practice in naming worksheets.

- Use meaningful worksheet names rather than accept default names.

#### 3.2.4 Copy a worksheet within a spreadsheet.

- Right-click the worksheet tab at the bottom of the workbook window.
- Click **Move or Copy**.
- Select the location to copy the worksheet to.
- Click **Create a copy**.
- Click **OK**.

### 3.2.4 Move a worksheet within a spreadsheet.

- Right-click the worksheet tab at the bottom of the workbook window.
- Click **Move or Copy**.
- Select the location to move the file to.
- Click **OK**.

### 3.2.4 Rename a worksheet within a spreadsheet.

- Right-click the worksheet tab at the bottom of the workbook window.
- Click **Rename**.
- Enter the worksheet name into the highlighted worksheet tab.

## 4 Formulas & Functions

### 4.1 Arithmetic Formulas

#### 4.1.1 Recognize good practice in formula creation:

- Refer to cell references rather than type numbers into formulas.
- Create formulas using cell references and arithmetic operators (addition, subtraction, multiplication, division)**
- Click into the cell to enter the formula.
- Enter the = (equals) sign.
- Enter a formula using cell references and operators.

Symbol	Arithmetic Operator
+	Addition
-	Subtraction
*	Multiplication
/	Division

#### 4.1.3 Identify and understand standard error values associated with using formulas:

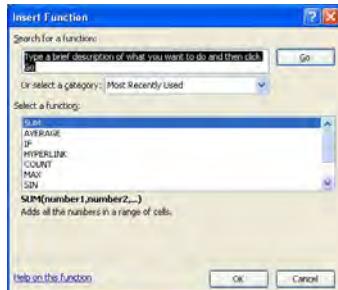
Error	Cause
#####	Column is not wide enough to display value
#Value!	Wrong type of argument or operand is used
#DIV/0!	Number is divided by zero
#NAME?	Doesn't recognize text in formula
#N/A	Value is not available to a function or formula
#REF!	Cell reference is not valid
#NUM!	Invalid numeric values in a formula or function
#NULL!	Cell references are not separated correctly in a formula

#### 4.1.4 Understand and use relative, absolute cell referencing in formulas.

- A **relative cell reference** is based on the relative position of the cell that contains the formula and the cell the reference refers to.
- An **absolute cell reference** always refers to a cell in a specific location and is preceded by the \$ sign.
- Press F4 after selecting cell to make it an absolute cell reference.
- Either the row or column reference will be preceded by the \$ sign.

### 4.2 Functions

#### 4.2.1 Use sum, average, minimum, maximum, count, counta, round functions.



- Click into the cell to enter the formula.

- On the **Formulas** tab, in the **Function Library** group, click the **Insert Function** button.
- Enter the function name in the highlighted **Search for a function** text box.
- Click **Go**.
- Ensure the function is highlighted in the **Select a function** drop-down list.
- Click **OK**.
- Enter the arguments for the function.
- Click **OK**.

Function	Name	Description
<b>Sum</b>	SUM	The sum of the values
<b>Average</b>	AVERAGE	The average of the values
<b>Minimum</b>	MIN	The smallest value
<b>Maximum</b>	MAX	The largest value
<b>Count</b>	COUNT	The number of data values
<b>Counta</b>	COUNTA	The number of data values in non-blank cells
<b>Round</b>	ROUND	Numbers rounded to whole numbers

#### 4.2.2 Use the logical function if (yielding one of two specific values) with comparison operator: =, >, <.

- The if function returns one value if a condition specified evaluates to TRUE and another value if it evaluates to FALSE.
- Click into the cell to enter the formula.
- Enter if in the highlighted **Search for a function** text box.
- Click **Go**.
- Enter the arguments for the function.
- Click **OK**.

## 5 Formatting

### 5.1 Numbers/Dates

#### 5.1.1 Format cells to display numbers to a specific number of decimal places.



- Select the cell or cell range.
- On the **Home** tab, in the **Number** group, click the **Increase Decimal** or **Decrease Decimal** button.
- Each click will increase or decrease the number by one decimal.

#### 5.1.2 Format cells to display numbers with, without a separator to indicate thousands.

- Select the cell or cell range.
- On the **Home** tab, in the **Number** group, click the **Comma Style** button to use commas as a separator or not.

#### 5.1.2 Format cells to display a date style.



- Select the cell or cell range.

- On the **Home** tab, in the **Cells** group, click the **Format** arrow.
- Select **Format Cells**.
- On the **Number** tab, select the **Date** category.
- Select a date type from the **Type:** box.
- Click **OK**.

#### 5.1.2 Format cells to display a currency symbol.

- Select the cell or cell range.
- On the **Home** tab, in the **Number** group, click the **Currency** arrow.
- Click on a currency.

#### 5.1.3 Format cells to display numbers as percentages.

- Select the cell or cell range.
- On the **Home** tab, in the **Number** group, click the **Percent Style** button.

### 5.2 Contents

#### 5.2.1 Change cell content appearance: font sizes.



- Select the cell or cell range.
- On the **Home** tab, in the **Font** group, click the **Font Size** arrow.
- Select a size from the list or enter a size into the **Font Size** box.

#### 5.2.1 Change cell content appearance: font types.

- Select the cell or cell range.
- On the **Home** tab, in the **Font** group, click the **Font** arrow.
- Select a font from the list or enter a font into the **Font** box.

#### 5.2.2 Apply formatting to cell contents: bold, italic, underline, double underline.

- Select the text to format.
- To embolden the text, on the **Home** tab, in the **Font** group, click the **Bold** button.
- To italicize the text, on the **Home** tab, in the **Font** group, click the **Italic** button.
- To underline the text, on the **Home** tab, in the **Font** group, click the **Underline** button.
- To double underline the text, on the **Home** tab, in the **Font** group, click the **Underline** button and click the **Double Underline** button.

#### 5.2.3 Apply different colors to cell content, cell background.

- Select the cell or cell range to color.
- On the **Home** tab, in the **Font** group, click the **Fill Color** arrow.
- Click on a color.

#### 5.2.4 Copy the formatting from a cell, cell range to another cell, cell range.

- Select the cell or cell range to copy from.
- On the **Home** tab, in the **Clipboard** group, click the **Format Painter** button.
- Select the cell or cell range to apply the format.

### 5.3 Alignment, Border Effects

#### 5.3.1 Apply text wrapping to contents within a cell, cell range.

- Select the cell or cell range.
- On the **Home** tab, in the **Alignment** group, click the **Wrap Text** button.

#### 5.3.2 Align cell contents: horizontally, vertically.

- Select the cell or cell range.
- On the **Home** tab, in the **Alignment** group, click an **Align** button.

#### 5.3.2 Adjust cell content orientation.

- Select the cell range.
- On the **Home** tab, in the **Alignment** group, click the **Orientation** arrow to select a cell content orientation.

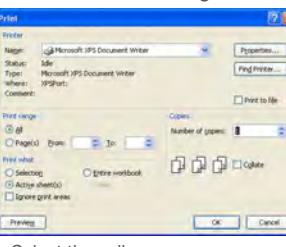
- 5.3.3 Merge cells and center a title in a merged cell.  
 • Select the cell range.  
 • On the Home tab, in the Alignment group, click the Merge & Center arrow to select a merge option.
- 5.3.4 Add border effects to a cell, cell range: lines, colors.  
 • Select the cell range.  
 • On the Home tab, in the Font group, click the Border arrow to select border options.

## 6 Charts

- 6.1 Create  
 6.1.1 Create different types of charts from spreadsheet data: column chart, bar chart, line chart, pie chart.  
 • Select the cell range of data on the spreadsheet.  
 • On the Insert tab in the Charts group, click the chart preferred.  
 • Make chart type selection and finish steps in the Chart Wizard.
- 6.1.2 Select a chart.  
 • Click on the chart.
- 6.1.3 Change the chart type.  
 • Select the chart.  
 • On the Design tab, in the Type group, click the Change Chart Type button.  
 • Select a chart type from the available list.  
 • Click OK.
- 6.1.4 Move a chart.  
 • Select the chart.  
 • To move the chart within the worksheet, drag it to the new location.  
 • To move the chart to another worksheet, on the Design tab, in the Location group, click the Move Chart button.  
 • Select the new location.  
 • Click OK.
- 6.1.4 Resize a chart.  
 • Click on the chart.  
 • Drag the chart's sizing handles to the required size.
- 6.1.4 Delete a chart.  
 • Click on the chart.  
 • Press the Delete key.
- 6.2 Edit  
 6.2.1 Add a chart title.  
 • Select the chart.  
 • On the Layout tab, in the Labels group, click the Chart Title arrow and click on a location for the chart title.  
 • Enter a title in the text box that opens on the chart.
- 6.2.1 Remove a chart title.  
 • Select the chart.  
 • On the Layout tab, in the Labels group, click the Chart Title arrow and select None.
- 6.2.1 Edit a chart title.  
 • Click in the chart title and edit the chart title as required.
- 6.2.2 Add data labels to a chart: values/numbers, percentages.  
 • Select the chart.  
 • On the Layout tab, in the Labels group, click the Data Labels arrow and select a location for the data labels.
- 6.2.3 Change chart area background color, legend fill color.  
 • Select the chart background or the legend as desired.  
 • On the Format tab, in the Shape Styles group, click the Shape Fill arrow to select a color.
- 6.2.4 Change the column, bar, line, pie slice colors in the chart.  
 • Click into the column, bar, line or pie slice of the chart to change.  
 • On the Format tab, in the Shape Styles group, click the Shape Fill arrow to select a color.
- 6.2.5 Change font size and color of chart title, chart axes, chart legend text.  
 • Select the chart title, chart axes or chart legend text to change.  
 • On the Home tab, in the Font group, click the Font Size or Font Color buttons.

## 7 Prepare Outputs

- 7.1 Setup  
 7.1.1 Change worksheet margins: top, bottom, left, right.  
  
 • On the Page Layout tab, in the Page Setup group, click the Margins button.  
 • Click on Custom Margins.  
 • On the Margins tab, enter a top, bottom, left, right margin.  
 • Click OK.
- 7.1.2 Change worksheet orientation: portrait, landscape.  
  
 • On the Page Layout tab, in the Page Setup group, click the Orientation button.  
 • Click Portrait or Landscape.
- 7.1.2 Change paper size.  
 • On the Page Layout tab, in the Page Setup group, click the Size button.  
 • Select a paper size.
- 7.1.3 Adjust page setup to fit worksheet contents on a specified number of pages.  
 • On the Page Layout tab, in the Scale to Fit group, select the number of pages to fit the selection.
- 7.1.4 Add text in headers, footers in a worksheet.  
 • On the Insert tab, in the Text group, click the Header & Footer button.  
 • By default, the header section opens; to go to the footer, click the Go to Footer button.  
 • Enter the text required in the headers and footers.
- 7.1.4 Edit, delete text in headers, footers in a worksheet.  
 • On the Page Layout tab, in the Page Setup group, click the Page Setup group arrow.  
 • Click on the Header/Footer tab.  
 • Edit or delete the text.
- 7.1.5 Insert fields into headers, footers: page numbering information, date, time, file name, worksheet name.  
 • On the Insert tab, in the Text group, click the Header & Footer button.  
 • Use the available tool buttons to add field(s).
- 7.1.5 Delete fields in headers, footers: page numbering information, date, time, file name, worksheet name.  
 • On the Page Layout tab, in the Page Setup group, click the Page Setup group arrow.  
 • Click on the Header/Footer tab.  
 • Delete fields.
- 7.2 Check and Print  
 7.2.1 Check and correct spreadsheet calculations.  
 • On the Formulas tab, in the Formulas Auditing group, click the Error Checking button.  
 • When an incorrect formula is found, click Update Formula or Ignore Error.

- 7.2.1 Check and correct spreadsheet text.  
 • On the Review tab, in the Proofing group, click the Spelling button.  
 • When an incorrect spelling is found, select the correct spelling from the list and click Change.  
 • When a repeated word is found, click Delete.
- 7.2.2 Turn on, off display of gridlines for printing purposes.  
 • On the Page Layout tab, in the Sheet Options group, click Print in the Gridlines group.
- 7.2.2 Turn on, off display of row and column headings for printing purposes.  
 • On the Page Layout tab, in the Sheet Options group, click Print in the Headings group.
- 7.2.3 Apply automatic title row(s) printing on every page of a printed worksheet.  
  
 • On the Page Layout tab, in the Page Setup group, click the Print Titles button.  
 • Click into the Rows to repeat at top box and enter the row references.  
 • Click OK.
- 7.2.4 Preview a worksheet.  
 • Click the Office button.  
 • Select Print.  
 • Click Print Preview.
- 7.2.5 Print a selected cell range from a worksheet.  
  
 • Select the cell range.  
 • Click the Office button.  
 • Click Print.  
 • Under Print what, click Selection.  
 • Click OK.
- 7.2.5 Print an entire worksheet, the entire spreadsheet.  
 • Click the Office button.  
 • Click Print.  
 • To print an entire worksheet, under Print what, click Active sheet(s).  
 • To print the entire spreadsheet, under Print what, click Entire workbook.  
 • Click OK.
- 7.2.5 Print a number of copies of a worksheet.  
 • Click the Office button.  
 • Click Print.  
 • Under Copies, enter the number of pages to print.  
 • Click OK.
- 7.2.5 Print a selected chart.  
 • Select the chart.  
 • Click the Office button.  
 • Click Print.  
 • Click OK.

For more information, visit:  
[www.ecdl.org](http://www.ecdl.org)

## Using Databases

## Module Summary



This module allows candidates to understand the concept of a database and demonstrate competence in using a database.

On completion of this module the candidate will be able to:

- Understand what a database is and how it is organised and operated.
- Create a simple database and view the database content in various modes.
- Create a table; define and modify fields and their properties; enter and edit data in a table.
- Sort and filter a table or form; create, modify and run queries to retrieve specific information from a database.
- Understand what a form is; create a form to enter, modify, and delete records and data in records.
- Create routine reports and prepare outputs ready for distribution.

### SYLLABUS OUTLINE

CATEGORY	SKILL SET
Understanding Databases	<ul style="list-style-type: none"> <li>• Key Concepts</li> <li>• Database Organisation</li> <li>• Relationships</li> <li>• Operation</li> </ul>
Using the Application	<ul style="list-style-type: none"> <li>• Working with Databases</li> <li>• Common Tasks</li> </ul>
Tables	<ul style="list-style-type: none"> <li>• Records</li> <li>• Design</li> </ul>
Retrieving Information	<ul style="list-style-type: none"> <li>• Main Operations</li> <li>• Queries</li> </ul>
Objects	<ul style="list-style-type: none"> <li>• Forms</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• Reports, Data Export</li> <li>• Printing</li> </ul>

### WHAT ARE THE BENEFITS OF THIS MODULE?

- Covers the key skills needed to organise and operate a database.
- Can be applied to a range of database software from vendor packages to ‘freeware’.
- Certifies best practice in effective database software use.
- Developed with input from computer users, subject matter experts, and practising computer professionals from all over the world. This process ensures the relevance and range of module content.

### HOW DO I GET STARTED?

To find out more about this module and to locate your nearest accredited test centre, please visit [www.ecdl.org/programmes](http://www.ecdl.org/programmes).



## Using Databases

The following is the Syllabus for *Using Databases*, which is the basis for the theory and practice-based test in this module.

### Module Goals

**Module** ***Using Databases*** requires the candidate to understand the concept of a database and demonstrate competence in using a database.

The candidate shall be able to:

- Understand what a database is and how it is organized and operated.
- Create a simple database and view the database content in various modes.
- Create a table, define and modify fields and their properties; enter and edit data in a table.
- Sort and filter a table or form; create, modify and run queries to retrieve specific information from a database.
- Understand what a form is and create a form to enter, modify and delete records and data in records.
- Create routine reports and prepare outputs ready for distribution.

CATEGORY	SKILL SET	REF.	TASK ITEM
<b>5.1 Understanding Databases</b>	<i>5.1.1 Key Concepts</i>	5.1.1.1	Understand what a database is.
		5.1.1.2	Understand the difference between data and information.
		5.1.1.3	Understand how a database is organized in terms of tables, records and fields.
		5.1.1.4	Know some of the common uses of large-scale databases like: airline booking systems, government records, bank account records, hospital patient details.
	<i>5.1.2 Database Organization</i>	5.1.2.1	Understand that each table in a database should contain data related to a single subject type.
		5.1.2.2	Understand that each field in a table should contain only one element of data.
		5.1.2.3	Understand that field content is associated with an appropriate data type like: text, number, date/time, yes/no.

CATEGORY	SKILL SET	REF.	TASK ITEM
<b>5.2 Using the Application</b>	5.1.3 Relationships	5.1.2.4	Understand that fields have associated field properties like: field size, format, default value.
		5.1.2.5	Understand what a primary key is.
		5.1.2.6	Understand what an index is. Understand how it allows for faster data access.
		5.1.3.1	Understand that the main purpose of relating tables in a database is to minimize duplication of data.
	5.1.4 Operation	5.1.3.2	Understand that a relationship is built by matching a unique field in one table with a field in another table.
		5.1.3.3	Understand the importance of maintaining the integrity of relationships between tables.
		5.1.4.1	Know that professional databases are designed and created by database specialists.
	5.2.1 Working with Databases	5.1.4.2	Know that data entry, data maintenance and information retrieval are carried out by users.
		5.1.4.3	Know that a database administrator provides access to specific data for appropriate users.
		5.1.4.4	Know that the database administrator is responsible for recovery of a database after a crash or major errors.
	5.2.2 Common Tasks	5.2.1.1	Open, close a database application.
		5.2.1.2	Open, close a database.
		5.2.1.3	Create a new database and save to a location on a drive.
		5.2.1.4	Display, hide built-in toolbars. Restore, minimize the ribbon.
		5.2.1.5	Use available Help functions.

CATEGORY	SKILL SET	REF.	TASK ITEM
<b>5.3 Tables</b>	5.3.1 Records	5.2.2.3	Delete a table, query, form, report.
		5.2.2.4	Navigate between records in a table, query, form.
	5.3.2 Design	5.2.2.5	Sort records in a table, form, query output in ascending, descending numeric, alphabetic order.
		5.3.1.1	Add, delete records in a table.
		5.3.1.2	Add, modify, delete data in a record.
		5.3.2.1	Create and name a table and specify fields with their data types like: text, number, date/time, yes/no.
		5.3.2.2	Apply field property settings: field size, number format, date/time format, default value.
		5.3.2.3	Create a validation rule for number, date/time, currency.
		5.3.2.4	Understand consequences of changing data types, field properties in a table.
		5.3.2.5	Set a field as a primary key.
<b>5.4 Retrieving Information</b>	5.4.1 Main Operations	5.3.2.6	Index a field (with, without duplicates allowed).
		5.3.2.7	Add a field to an existing table.
		5.3.2.8	Change width of columns in a table.
	5.4.2 Queries	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 the application of a filter from a table, form.
		5.4.2.1	Understand that a query is used to extract and analyse data.
		5.4.2.2	Create a named single table query using specific search criteria.
		5.4.2.3	Create a named two-table query using specific search criteria.

CATEGORY	SKILL SET	REF.	TASK ITEM
<b>5.5 Objects</b>	<i>5.5.1 Forms</i>	5.4.2.4	Add criteria to a query using one or more of the following operators: = (Equal), <> (Not equal to), < (Less than), <= (Less than or equal to), > (Greater than), >= (Greater than or equal to).
		5.4.2.5	Add criteria to a query using one or more of the following logical operators: AND, OR, NOT.
		5.4.2.6	Use a wildcard in a query, * or %, ? or —.
		5.4.2.7	Edit a query: add, modify, remove criteria.
		5.4.2.8	Edit a query: add, remove, move, hide, unhide fields.
		5.4.2.9	Run a query.
		5.5.1.1	Understand that a form is used to display and maintain records.
		5.5.1.2	Create and name a form.
		5.5.1.3	Use a form to insert new records.
<b>5.6 Outputs</b>	<i>5.6.1 Reports, Data Export</i>	5.5.1.4	Use a form to delete records.
		5.5.1.5	Use a form to add, modify, delete data in a record.
		5.5.1.6	Add, modify text in headers, footers in a form.
		5.6.1.1	Understand that a report is used to print selected information from a table or query.
		5.6.1.2	Create and name a report based on a table, query.
		5.6.1.3	Change arrangement of data fields and headings within a report layout.
		5.6.1.4	Present specific fields in a grouped report by sum, minimum, maximum, average, count, at appropriate break points.
		5.6.1.5	Add, modify text in headers, footers in a report.

CATEGORY	SKILL SET	REF.	TASK ITEM
		5.6.1.6	Export a table, query output in spreadsheet, text (.txt, .csv), XML format to a location on a drive.
	5.6.2 <i>Printing</i>	5.6.2.1	Change the orientation (portrait, landscape) of a table, form, query output, report. Change paper size.
		5.6.2.2	Print a page, selected record(s), complete table.
		5.6.2.3	Print all records using form layout, specific pages using form layout.
		5.6.2.4	Print the result of a query.
		5.6.2.5	Print specific page(s) in a report, print complete report.

## Using Databases

This quick reference is for Microsoft Access 2007 on Windows XP

## Quick Reference

### Access 2007 Tabs

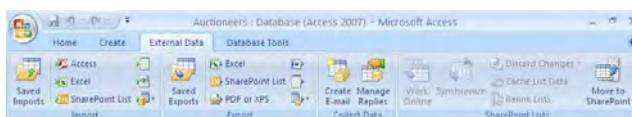
#### Home



#### Create



#### External Data



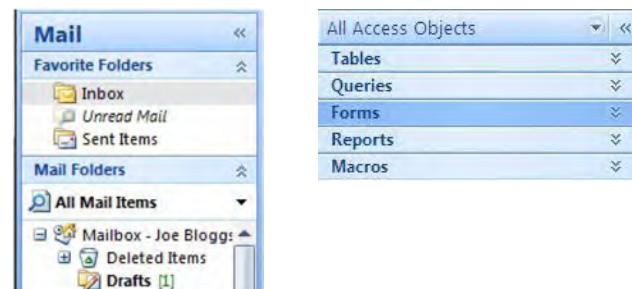
#### Database Tools



#### Datasheet



#### Navigation Pane



### Certification Test Goals

This module sets out essential concepts and skills relating to understanding the concept of a database and demonstrating competence in using a database.

Successful candidates will be able to:

- Understand what a database is and how it is organized and operated.
- Create a simple database and view the database content in various modes.
- Create a table, define and modify fields and their properties; enter and edit data in a table.
- Sort and filter a table or form; create, modify and run queries to retrieve specific information from a database.
- Understand what a form is and create a form to enter, modify and delete records and data in records.
- Create routine reports and prepare outputs ready for distribution.

### Keyboard Shortcuts

#### General

Open a database **CTRL+O**

Save a database **CTRL+S**

Print a database **CTRL+P**

Delete **DELETE**

Undo **CTRL+Z**

Redo or Repeat **CTRL+Y**

Help **F1**

Switch between apps **ALT+TAB**

#### Navigation

Next field **TAB**

Previous field **SHIFT+TAB**

Previous screen **PAGE UP**

Next screen **PAGE DOWN**

First record **CTRL+HOME**

Last record **CTRL+END**

#### Editing

Cut **CTRL+X**

Copy **CTRL+C**

Paste **CTRL+V**

#### Design View

Properties **ALT+TAB**

Open object in design view **CTRL+ENTER**

Save object **CTRL+S**

## 1 Understanding Databases

### 1.1 Key Concepts

#### 1.1.1 Understand what a database is.

- A collection of related data organised for fast search and retrieval

#### 1.1.2 Understand the difference between data and information.

- Information is the processed output of data.

#### 1.1.3 Understand how a database is organised in terms of tables, records and fields.

- Tables** - Data arranged in rows and columns
- Records** - A complete set of information in a table
- Fields** - A space allocated for an item of information, containing the same type of information for each item

#### 1.1.4 Know some of the common uses of large-scale databases like:

- Airline booking systems
- Government records
- Bank account records
- Hospital patient details

### 1.2 Database Organisation

#### 1.2.1 Understand that each table in a database should contain data related to a single subject type.

- If tables contain data related to a single subject type, it is easier to search for and locate data.

#### 1.2.2 Understand that each field in a table should contain only one element of data.

- For example, first name in one field, surname in second field.

#### 1.2.3 Understand that field content is associated with an appropriate data type like: text, number, date/time, yes/no.

- Data Type** - The characteristic of a field that determines what type of data it can hold
- The following are examples of different data types:

Text	Text, numbers, or both up to 255 characters
Memo	Text, numbers, or both up to 63,999 characters
Number	Numbers used in calculations
Date/Time	Date, times, or both up to 8 bytes
Currency	Currency values, prevents rounding
AutoNumber	Unique sequential numbers automatically added to field
Yes/No	True/False, On/Off
OLE Object	Documents created in other Office programs up to 1GB
Hyperlink	Hyperlink to a UNC path or URL up to 2048 characters
Lookup Wizard	Create a field that allows the choice of a value from another table or list

#### 1.2.4 Understand that fields have associated field properties like: field size, format, default value.

- Field Properties** - A set of characteristics that control how the field is stored, entered, or displayed

#### 1.2.5 Understand what a primary key is.

- It uniquely identifies each record in a table
- It allows faster data access

#### 1.2.6 Understand what an index is. Understand how it allows for faster data access.

- It helps find and sort records faster

#### 1.3 Relationships

#### 1.3.1 Understand that the main purpose of relating tables in a database is to minimize duplication of data.

- Minimizing duplication of data helps to ensure the integrity of the data.

#### 1.3.2 Understand that a relationship is built by matching a unique field in one table with a field in another table.

- It is not possible to match duplicate field names; each field has its own unique identifier.

#### 1.3.3 Understand the importance of maintaining the integrity of relationships between tables.

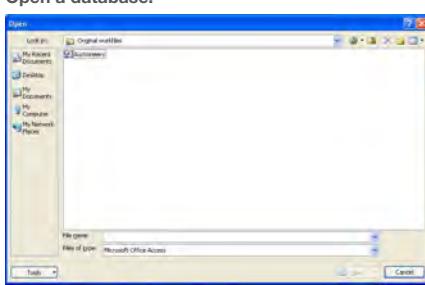
- Integrity ensures that relationships are valid.
- Integrity avoids records being accidentally deleted or altered.

- 1.4 Operation**
- 1.4.1 Know that professional databases are designed and created by database specialists.**
- These are designed using specialised software to meet the organisation's needs for present and future use.
- 1.4.2 Know that data entry, data maintenance and information retrieval are carried out by users.**
- Users will be granted access rights as needed for basic data entry and search.
- 1.4.3 Know that a database administrator provides access to specific data for appropriate users.**
- The database administrator implements security measures to safeguard the organisation's database.
- 1.4.4 Know that the database administrator is responsible for recovery of a database after a crash or major errors.**
- The database administrator has overall responsibility for the maintenance and repair of an organisation's database.

## 2 Using the Application

### 2.1 Working with Databases

#### 2.1.1 Open a database application.



- Click the **Office** button.
- Click **Open**.
- Select database to open and click **Open**.

#### 2.1.2 Close a database.

#### 2.1.3 Create a new database and save to a location on a drive.



- Click the **Office** button.
- Click **New**.
- A blank database is selected; create a file name and select the location.
- Click **Create**.

#### 2.1.4 Restore, minimize the ribbon.

#### 2.1.5 Use available Help functions

### 2.2 Common Tasks

- 2.2.1 Open a table, query, form, report.**
- Select the table, query, form or report in the **Navigation Pane**.
  - Double-click on the object to open.
- 2.2.1 Save a table, query, form, report.**
- Ensure the table, query, form or report is open.
  - On the **Home** tab, in the **Records** group, click the **Save** button.
- 2.2.1 Close a table, query, form, report.**
- Click the close 'x' icon on the top-right of the object window.
- 2.2.2 Switch between view modes in a table, query, form, report.**
- On the **Home** tab, in the **Views** group, click the **View** arrow and click view preferred.
- 2.2.3 Delete a table, query, form, report.**
- Select the table, query, form, or report in the **Navigation Pane**.
  - On the **Home** tab, in the **Records** group, click the **Delete** button.
  - Click **Yes** to confirm deletion.
- 2.2.4 Navigate between records in a table, query, form.**

**Record:** **1 of 30**

- Use the **Navigation Bar** in the lower left corner of the window to go forward or backwards through the records.

- 2.2.5 Sort records in a table, form, query output in ascending, descending numeric, alphabetic order.**
- Click into the field to sort.
  - On the **Home** tab, in the **Sort & Filter** group, click the **Ascending** or **Descending** buttons.

## 3 Tables

### 3.1 Records

#### 3.1.1 Add records in a table.

#### 3.1.1 Delete records in a table.

#### 3.1.2 Add, modify data in a record.

#### 3.1.2 Delete data in a record.

- In table **Datasheet View**, click into the record.
- Click into each field and press the **Delete** key.

### 3.2 Design

#### 3.2.1 Create and name a table.

Field Name	Data Type	Description
Item Name	Text	
Date Received	Date/Time	
Reserve Price	Currency	
Date Sold	Date/Time	
Item ID	Text	
Sale Price	Currency	
Quantity	Text	
Customer ID	Number	
Salesperson ID	Number	

- On the **Create** tab, in the **Tables** group, click the **Table** button.
- On the **Datasheet** tab, in the **Views** group, click the **View** arrow and click the **Design View** button.
- When prompted, enter a name for the table and click **OK**.

**3.2.1 Specify fields with their data types like: text, number, date/time, yes/no.**

Data Type
AutoNumber
Text
Memo
Number
Date/Time
Currency
AutoNumber
Yes/No
OLE Object
Hyperlink
Attachment
Lookup Wizard...

- In table **Design View**, click into the **Data Type** column for the field.
- Click on the drop-down arrow and select a **Data Type**.

#### 3.2.2 Apply field property settings: field size, number format, date/time format, default value.

General		Lookup
Field Size	Long Integer	
Format	Auto	
Decimal Places		
Input Mask		
Caption		
Default Value	0	
Validation Rule		
Validation Text		
Required	No	
Indexed	Yes (No Duplicates)	
Smart Tags		
Text Align	General	

- In table **Design View**, click into a field row.
- In the **General** tab at the bottom of the window, click into the **Format** field.
- Click on the drop-down arrow and select a **Format**.

#### 3.2.3 Create a validation rule for number, date/time, currency.

- In table **Design View**, click into a field row.
- In the **General** tab at the bottom of the window, click into the **Validation Rule** field.
- Enter the validation rule.

#### 3.2.4 Understand consequences of changing data types, field properties in a table.

- Data already entered into the table may be lost when changing a field size attribute.

#### 3.2.5 Set a field as a primary key.

- In table **Design View**, click into the field to select as the primary key.
- In the **Design** tab, in the **Tools** group, click the **Primary Key** button.

#### 3.2.6 Index a field (with, without duplicates allowed).

- In table **Design View**, click into the field row.
- In the **General** tab at the bottom of the window, click into the **Indexed** field.
- Click on the drop-down arrow and select **Yes (No Duplicates)**.

#### 3.2.7 Add a field to an existing table.

- In table **Design View**, click into an empty field row.
- Enter a new field name.
- Select a **Data Type** from the drop-down list.

#### 3.2.8 Change width of columns in a table.

	Add From Outlook
	Save As Outlook Contact
	Row Height...
	Subdatasheet
	Hide Columns
	Unhide Columns...
	Freeze
	Unfreeze
	Column Width...

- Select the column heading.
- On the **Home** tab, in the **Records** group, click the **More** arrow and select **Column Width**.
- Enter a column width.
- Click **OK**.

## 4 Retrieving Information

### 4.1 Main Operations

4.1.1 Use the search command for a specific word, number, date in a field.



- On the Home tab, in the Find group, click the Find button.
- Enter the word, number or date to find in the Find What box.
- Click Find Next to select the next occurrence of the word or phrase until the value is found.

#### 4.1.2 Apply a filter to a table, form.



- Open the table or form.
- On the Home tab, in the Sort & Filter group, click the Filter button.
- Click the boxes to deselect the rows to filter.
- Click OK.

#### 4.1.3 Remove the application of a filter from a table, form.

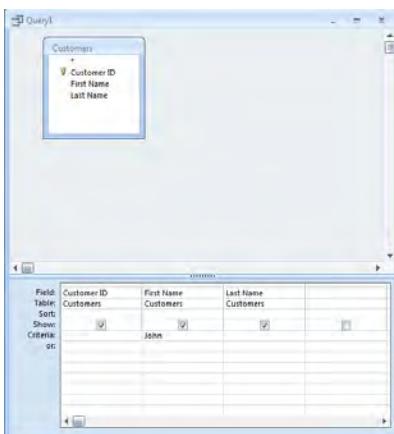
- On the Home tab, in the Sort & Filter group, click the Advanced button.
- Click Clear All Filters.

### 4.2 Queries

4.2.1 Understand that a query is used to extract and analyze data.

- It allows users to locate data according to specific search criteria.

4.2.2 Create a named single table query using specific search criteria.



- On the Create tab, in the Other group, click the Query Design button.
- Select the table to add from the Show Table window.
- Click Add and then click Close.
- Click and drag the fields required into the window below.
- Click into the field's Criteria text box.
- Enter the criteria.

#### 4.2.3 Create a named two-table table query using specific search criteria.

- In the Create tab, in the Other group, click the Query Design button.
- Select the two tables to add from the Show Table window.
- Click Add and click Close.
- Click and drag the fields required into the window below.
- Click into the field's Criteria text box.
- Enter the criteria.

#### 4.2.4 Add criteria to a query using one or more of the following operators: = (Equal), <> (Not equal to), < (Less than), <= (Less than or equal to), > (Greater than), >= (Greater than or equal to).



- In query Design View, click into the field's Criteria text box.
- Enter the criteria using an arithmetic operator.

#### 4.2.5 Add criteria to a query using one or more of the following logical operators: AND, OR, NOT.

- In query Design View, click into the field's Criteria text box.
- Enter the criteria using a logical operator.

#### 4.2.6 Use a wildcard in a query, \* or ?,? or \_.

- In query Design View, click into the field's Criteria text box.
- Enter the criteria using a wildcard.

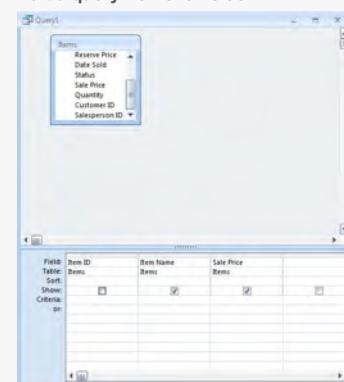
#### 4.2.7 Edit a query: add, modify, remove criteria.

- In query Design View, click into the field's Criteria text box.
- Add, modify, or remove criteria as required.

#### 4.2.8 Edit a query: add fields.

- In query Design View, click into a blank field's column heading.
- Click on the arrow and select the field required.

#### 4.2.8 Edit a query: remove fields.



- In query Design View, select the column heading of the field to delete.
- Press the Delete key.

#### 4.2.8 Edit a query: move fields.

- In query Design View, select the column heading of the field to move.
- Drag and drop the field's column heading to the required location.

#### 4.2.8 Edit a query: hide, unhide fields.

- To hide a field, in query Design View, click Show criteria to remove checkmark.
- To unhide a field, in query Design View, click Show criteria to show checkmark.

#### 4.2.9 Run a query.



- On the Design tab, in the Results group, click the Run button.

## 5 Objects

### 5.1 Forms

5.1.1 Understand that a form is used to display and maintain records.

- It allows users to navigate through records and add, delete, or modify records as needed.

#### 5.1.2 Create and name a form.

- Select a table or query.
- On the Create tab, in the Forms group, click the Form button.
- Close the form and when prompted, confirm the name of the form and click OK.

#### 5.1.3 Use a form to insert new records.

- On the Home tab, in the Records group, click the New button.
- Enter new records as required.

#### 5.1.4 Use a form to delete records.

- Select the record to delete.
- On the Home tab, in the Records group, click the Delete arrow.
- Click Delete Record.

#### 5.1.5 Use a form to add, modify, delete data in a record.

- Use the Navigation Bar in the lower left corner of the form window to navigate to the required record.
- Click into the field to alter and add, modify or delete data as required.

#### 5.1.6 Add text in headers, footers in a form.



- On the Design tab, in the Controls group, click the Text Box button.

- Go to the header or footer and click and drag to create a text box.
- Add text.

#### 5.1.6 Modify text in headers, footers in a form.

- Open the form in Design View.
- Click in the text box in the header or footer.
- Modify text as required.

## 6 Outputs

### 6.1 Reports, Data Export

Understand that a report is used to print selected information from a table or query.

- It allows users to create a printed copy of all or selected data for greater ease of reference and understanding.

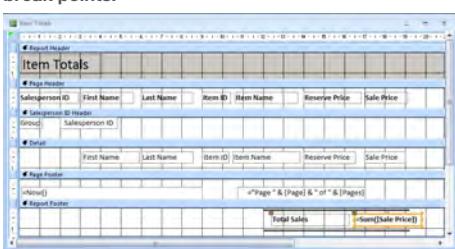
#### 6.1.2 Create and name a report based on a table, query.

- Select a table or query.
- In the **Create** tab, in the **Reports** group, click the **Report** button.
- Close the report and, when prompted, confirm name of report and click **OK**.

#### 6.1.3 Change arrangement of data fields and headings within a report layout.

- Open a report in **Design View**.
- Click on a data field or heading and drag to required location.

#### 6.1.4 Present specific fields in a grouped report by sum, minimum, maximum, average, count, at appropriate break points.



- Add a text box to the page footer or report footer section of the report.
- On the **Design** menu, in the **Tools** group, click the **Property Sheet** button.
- Click the **Data** tab and click into the **Control Source** box.
- Create a formula beginning with = that will calculate the field.

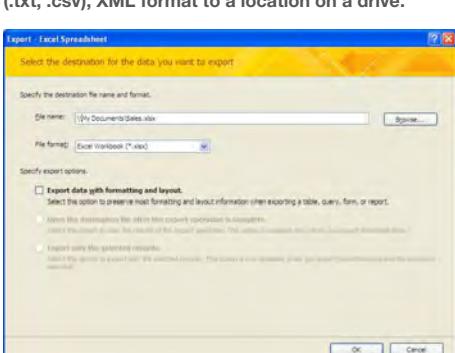
#### 6.1.5 Add text in headers, footers in a report.

- On the **Design** tab, in the **Controls** group, click the **Text Box** button.
- Click and drag to place in the header or footer of the report.
- Add text.

#### 6.1.5 Modify text in headers, footers in a report.

- Open the report in **Design View**.
- Click in the text box in the header or footer.
- Modify text as required.

#### 6.1.6 Export a table, query output in spreadsheet, text (.txt, .csv), XML format to a location on a drive.



- On the **External Data** tab, in the **Export** group, click the relevant **Application** button. Select a location.
- Click **Export data with formatting and layout**.
- Click **OK**.

### 6.2 Printing

Change the orientation (portrait, landscape) of a table, form, query output, report.



- Open the table, form, query output or report.
- Click the **Microsoft Office Button**, and then click **Print Preview**.
- On the Print Preview tab, in the Page Layout group, click the **Portrait** or **Landscape** buttons.

#### 6.2.1 Change paper size.

- Open the table, form, query output or report.
- Click the **Microsoft Office Button**, and then click **Print Preview**.
- On the **Page Setup** tab, in the **Page Layout** group, click the **Size** button. Click on a size from the list shown.

#### 6.2.2 Print a page.



- Open the object to print.
- Click the **Office** button.
- Click **Print**.
- Under **Print Range**, click **Pages** and enter the number reference in the **From** and **To** boxes.
- Click **OK**.

#### 6.2.2 Print selected record(s).

- Open the record(s) to print.
- Under **Print Range**, click **Selected Record(s)**.
- Click **OK**.

#### 6.2.2 Print a complete table.

- Open the table to print.
- Under **Print Range**, click **All**.
- Click **OK**.

#### 6.2.3 Print all records using form layout, specific pages using form layout.

- Open the form to print.
- Click the **Office** button.
- Click **Print**.
- To print all records, under **Print Range**, click **All**.
- To print specific pages, under **Print Range**, click **Pages** and enter the number reference in the **From** and **To** boxes.
- Click **OK**.

#### 6.2.4 Print the result of a query.

- Open the query to print.
- Click on the **Office** button.
- Click **Print**.
- Click **OK**.

#### 6.2.5 Print specific page(s) in a report, print complete report.

- Open the report to print.
- Click on the **Office** button.
- Click **Print**.
- To print all pages, under **Print Range**, click **All**.
- To print specific pages, under **Print Range**, click **Pages** and enter the number reference in the **From** and **To** boxes.
- Click **OK**.

For more information, visit:

[www.ecdl.org](http://www.ecdl.org)

## Presentation

## Module Summary



This module allows candidates to understand the concept of presentations and to demonstrate competence in using presentation software.

On completion of this module the candidate will be able to:

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

### SYLLABUS OUTLINE

CATEGORY	SKILL SET
Using the Application	<ul style="list-style-type: none"> <li>• Working with Presentations</li> <li>• Enhancing Productivity</li> </ul>
Developing a Presentation	<ul style="list-style-type: none"> <li>• Presentation Views</li> <li>• Slides</li> <li>• Master Slide</li> </ul>
Text	<ul style="list-style-type: none"> <li>• Handling Text</li> <li>• Formatting</li> <li>• Lists</li> <li>• Tables</li> </ul>
Charts	<ul style="list-style-type: none"> <li>• Using Charts</li> <li>• Organisation Charts</li> </ul>
Graphical Objects	<ul style="list-style-type: none"> <li>• Insert, Manipulate</li> <li>• Drawing</li> </ul>
Prepare Outputs	<ul style="list-style-type: none"> <li>• Preparation</li> <li>• Check and Deliver</li> </ul>

### WHAT ARE THE BENEFITS OF THIS MODULE?

- Covers the key skills needed to use presentation software.
- Can be applied to a range of presentation software from vendor packages to 'freeware'.
- Certifies best practice in effective presentation software use.
- Developed with input from computer users, subject matter experts, and practising computer professionals from all over the world. This process ensures the relevance and range of module content.

### HOW DO I GET STARTED?

To find out more about this module and to locate your nearest accredited test centre, please visit [www.ecdl.org/programmes](http://www.ecdl.org/programmes).



## Presentation

The following is the Syllabus for *Presentation*, which is the basis for the practice-based test in this module.

### Module Goals

**Module** *Presentation* requires the candidate to demonstrate competence in using presentation software.

The candidate shall be able to:

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

CATEGORY	SKILL SET	REF.	TASK ITEM
6.1 Using the Application	6.1.1 Working with Presentations	6.1.1.1	Open, close a presentation application. Open, close presentations.
		6.1.1.2	Create a new presentation based on default template.
		6.1.1.3	Save a presentation to a location on a drive. Save a presentation under another name.
		6.1.1.4	Save a presentation as another file type: Rich Text Format, template, show, image file format, version number.
		6.1.1.5	Switch between open presentations.
	6.1.2 Enhancing Productivity	6.1.2.1	Set user preferences in the application: user name, default folder to open and save files.
		6.1.2.2	Use available Help functions.

CATEGORY	SKILL SET	REF.	TASK ITEM
<b>6.2 Developing a Presentation</b>	6.2.1 <i>Presentation Views</i>	6.1.2.3	Use magnification/zoom tools.
		6.1.2.4	Display, hide built-in toolbars. Restore, minimize the ribbon.
		6.2.1.1	Understand the uses of different presentation view modes: normal view, slide sorter view, outline view, slide show view.
	6.2.2 <i>Slides</i>	6.2.1.2	Recognize good practice in adding slide titles: use a different title for each slide to distinguish it in outline view, when navigating in slide show view.
		6.2.1.3	Change between presentation view modes: normal view, slide sorter view, slide show view.
		6.2.2.1	Choose a different built-in slide layout for a slide.
	6.2.2.2 <i>Slides</i>	6.2.2.2	Apply an available design template to a presentation.
		6.2.2.3	Change background colour on specific slide(s), all slides.
		6.2.2.4	Add a new slide with a specific slide layout like: title slide, chart and text, bulleted list, table/spreadsheet.
		6.2.2.5	Copy, move slides within the presentation, between open presentations.
		6.2.2.6	Delete slide(s).
<b>6.3 Text</b>	6.2.3 <i>Master Slide</i>	6.2.3.1	Insert a graphical object (picture, image, drawn object) into a master slide. Remove a graphical object from a master slide.
		6.2.3.2	Enter text into footer of specific slides, all slides in a presentation.
		6.2.3.3	Apply automatic slide numbering, automatically updated date, non-updating date into footer of specific slides, all slides in a presentation.
	6.3.1 <i>Handling Text</i>	6.3.1.1	Recognize good practice in creating slide content: use short concise phrases, bullet points, numbered lists.
		6.3.1.2	Enter text into a placeholder in standard, outline view.

CATEGORY	SKILL SET	REF.	TASK ITEM
		6.3.1.3	Edit text in a presentation.
		6.3.1.4	Copy, move text within, between presentations.
		6.3.1.5	Delete text.
		6.3.1.6	Use the undo, redo command.
	6.3.2 <i>Formatting</i>	6.3.2.1	Change text formatting: font sizes, font types.
		6.3.2.2	Apply text formatting: bold, italic, underline, shadow.
		6.3.2.3	Apply different colours to text.
		6.3.2.4	Apply case changes to text.
		6.3.2.5	Align text: left, centre, right in a text frame.
	6.3.3 <i>Lists</i>	6.3.3.1	Indent bulleted text. Remove indent from bulleted text.
		6.3.3.2	Adjust line spacing before and after bulleted, numbered lists.
		6.3.3.3	Switch between the different standard bullet, number styles in a list.
	6.3.4 <i>Tables</i>	6.3.4.1	Enter, edit text in a table slide.
		6.3.4.2	Select rows, columns, entire table.
		6.3.4.3	Insert, delete rows and columns.
		6.3.4.4	Modify column width, row height.
6.4 Charts	6.4.1 <i>Using Charts</i>	6.4.1.1	Input data to create built-in charts in a presentation: column, bar, line, pie.
		6.4.1.2	Select a chart.
		6.4.1.3	Change the chart type.
		6.4.1.4	Add, remove, edit a chart title.
		6.4.1.5	Add data labels to a chart: values/numbers, percentages.
		6.4.1.6	Change the background colour of a chart.
		6.4.1.7	Change the column, bar, line, pie slice colours in a chart.

CATEGORY	SKILL SET	REF.	TASK ITEM
	6.4.2 Organization Charts	6.4.2.1	Create an organization chart with a labelled hierarchy by using a built-in organization chart feature.
		6.4.2.2	Change the hierarchical structure of an organization chart.
		6.4.2.3	Add, remove co-workers, subordinates in an organization chart.
<b>6.5 Graphical Objects</b>	<i>6.5.1 Insert, Manipulate</i>	6.5.1.1	Insert a graphical object (picture, image, drawn object) into a slide.
		6.5.1.2	Select a graphical object.
		6.5.1.3	Copy, move graphical objects, charts within the presentation, between open presentations.
		6.5.1.4	Resize, delete graphical objects, charts in a presentation.
		6.5.1.5	Rotate, flip a graphical object.
		6.5.1.6	Align a graphical object relative to a slide: left, centre, right, top, bottom.
	<i>6.5.2 Drawing</i>	6.5.2.1	Add different types of drawn object to a slide: line, arrow, block arrow, rectangle, square, oval, circle, text box.
		6.5.2.2	Enter text into a text box, block arrow, rectangle, square, oval, circle.
		6.5.2.3	Change drawn object background colour, line colour, line weight, line style.
		6.5.2.4	Change arrow start style, arrow finish style.
		6.5.2.5	Apply a shadow to a drawn object.
		6.5.2.6	Group, ungroup drawn objects in a slide.
		6.5.2.7	Bring a drawn object one level forward, one level backward, to the front, to the back of other drawn objects.
<b>6.6 Prepare Outputs</b>	<i>6.6.1 Preparation</i>	6.6.1.1	Add, remove transition effects between slides.
		6.6.1.2	Add, remove preset animation effects for different slide elements.

CATEGORY	SKILL SET	REF.	TASK ITEM
		6.6.1.3	Add presenter notes to slides.
		6.6.1.4	Select appropriate output format for slide presentation like: overhead, handout, on-screen show.
		6.6.1.5	Hide, show slides.
	6.6.2 <i>Check and Deliver</i>	6.6.2.1	Spell check a presentation and make changes like: correcting spelling errors, deleting repeated words.
		6.6.2.2	Change slide setup, slide orientation to portrait, landscape. Change paper size.
		6.6.2.3	Print entire presentation, specific slides, handouts, notes pages, outline view of slides, number of copies of a presentation.
		6.6.2.4	Start a slide show from first slide, from current slide.
		6.6.2.5	Navigate to next slide, previous slide, specified slide during a slide show.

## Presentation

This quick reference is for Microsoft PowerPoint 2007 on Windows XP

## Quick Reference

### PowerPoint 2007 Tabs

#### Home



#### Insert



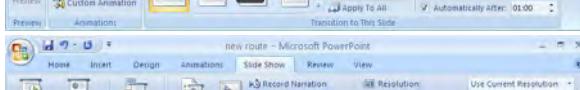
#### Design



#### Animations



#### Slide Show



#### Review



#### View



#### Format



### Certification Test Goals

This module requires the candidate to demonstrate competence in using presentation software.

Successful candidates will be able to:

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

### Keyboard Shortcuts

#### General

Open a presentation **CTRL+O**

Save a presentation **CTRL+S**

Print a presentation **CTRL+P**

Close a presentation **CTRL+W**

Undo **CTRL+Z**

Redo or Repeat **CTRL+Y**

Help **F1**

Switch between apps **ALT+TAB**

#### Editing

Cut **CTRL+X**

Copy **CTRL+C**

Paste **CTRL+V**

Bold **CTRL+B**

Italics **CTRL+I**

Underline **CTRL+U**

#### Navigation

Previous slide **PAGE UP**

Next slide **PAGE DOWN**

First Slide **CTRL+HOME**

Last Slide **CTRL+END**

#### Slide Show Delivery

End slide show **ESC**

Toggle screen black **B**

Toggle screen white **W**

Pause show **S**

## 1 Using the Application

### Working with Presentations

#### 1.1.1 Open a presentation application.

- Click the **Start** button.
- Select **All Programs**.
- Click **Microsoft PowerPoint 2007**.

#### 1.1.1 Close a presentation application.

- Click the **Office** button.
- Click **Exit PowerPoint**.

#### 1.1.1 Open presentations.



- Click the **Office** button.
- Click **Open**.
- Select presentation(s) to open and click **Open**.

#### 1.1.1 Close presentations.

- Click the **Office** button.
- Click **Close**.

#### 1.1.2 Create a new presentation based on default template.

- Click the **Office** button.
- Click **New**.
- A blank presentation is selected, click **Create**.

#### 1.1.3 Save a presentation to a location on a drive.

- Click the **Office** button.
- Click **Save**.
- Create a file name and select the location.
- Click **Save**.

#### 1.1.3 Save a presentation under another name.

- Click the **Office** button.
- Click **Save As**.
- Enter a new file name over the existing file name and select the location.
- Click **Save**.

#### 1.1.4 Save a presentation as another file type: Rich Text Format, template, show, image file format, version number.

- Click the **Office** button.
- Click **Save As**.
- Click on the **Save as type** arrow and select a file type.
- Click **Save**.

#### 1.1.5 Switch between open presentations.

- On the **View** tab, in the **Window** group, click the **Switch Window** button, and then click the name of the presentation to switch to.

#### 1.2 Enhancing Productivity

##### Set user preferences in the application: user name.

- Click the **Office** button.
- Click **PowerPoint Options**.
- On the **Popular** tab, enter a user name in the **User name** text box.
- Click **OK**.

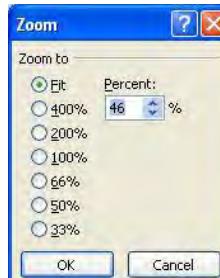
#### 1.2.1 Set user preferences in the application: default folder to open and save files.

- Click the **Office** button.
- Click **PowerPoint Options**.
- On the **Save** tab, enter a default file location in the **Default file location** text box.
- Click **OK**.

#### 1.2.2 Use available Help functions.

- Click on the **Help** button  on the top right of the ribbon.

#### 1.2.3 Use magnification/zoom tools.



- On the **View** tab, in the **Zoom** group, click the **Zoom** button.

- Select the magnification required.

- Click **OK**.

#### 1.2.4 Restore, minimise the ribbon.

- Double-click any tab to minimize the ribbon.
- Double-click any tab again to restore the ribbon.

## 2 Developing a Presentation

### 2.1 Presentation Views

Understand the uses of different presentation view modes.

- Normal View is the main editing view to write and design a presentation.
- Slide Sorter View shows all slides in thumbnail form so they are easy to sort.



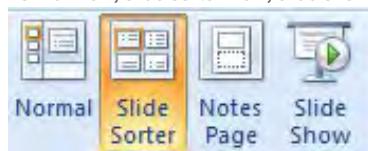
- Outline View displays all the text from the slides in a list for ease of reference and editing.
- Slide Show View uses the full computer screen and is used when presenting a slide show to an audience.

#### 2.1.2 Recognize good practice in adding slide titles.

- Use a different title for each slide to distinguish it in outline view, when navigating in slide show view.

#### 2.1.3 Change between presentation view modes:

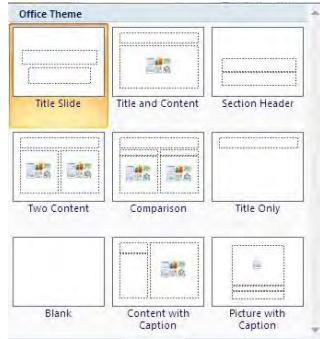
normal view, slide sorter view, slide show view.



- On the View tab, in the Presentation Views group, click a view button.

### 2.2 Slides

Choose a different built-in slide layout for a slide.



- On the Home tab, in the Slides group, click the Layout arrow.
- Click on a slide layout.

#### 2.2.2 Apply an available design template to a presentation.



- On the Design tab, in the Themes group, click the Themes arrow.
- Click on a theme.

#### 2.2.3 Change background color on specific slide(s), all slides.

- On the Design tab, in the Background group, click the Background group arrow.
- Click on the Color button.
- Click on a color.
- To apply to all slides, click Apply to All.
- Click Close.

2.2.4 Add a new slide with a specific slide layout like: title slide, chart and text, bulleted list, table/spreadsheet.

- On the Home tab, in the Slides group, click the New Slide button.
- Then click the Layout arrow.
- Click on a slide layout.

2.2.5 Copy slides within the presentation, between open presentations.

- Select slide to copy in the slide pane.
- On the Home tab, in the Clipboard group, click the Copy button.
- Click on a new location within the presentation or within another open presentation.
- On the Home tab, in the Clipboard group, click the Paste button.

2.2.6 Move slides within the presentation, between open presentations.

- Select the slide to move.
- On the Home tab, in the Clipboard group, click the Cut button.
- Click on a new location within the presentation or within another open presentation.
- On the Home tab, in the Clipboard group, click the Paste button.

2.2.7 Delete slide(s).

- Select the slide(s) to delete.
- On the Home tab, in the Slides group, click the Delete button.

### 2.3 Master Slide

2.3.1 Insert a graphical object (picture, image, drawn object) into a master slide.



- On the View tab, in the Presentation Views group, click the Slide Master button.
- On the Insert tab, in the Illustrations group, click the Picture, ClipArt, or Shapes button.
- Select the picture, image, or shape to insert.
- Click Insert to insert a picture or image or click in the slide to insert a shape.

2.3.2 Remove a graphical object from a master slide.

- On the View tab, in the Presentation Views group, click the Slide Master button.
- Click on the picture or image to remove.
- Press the Delete key.

2.3.3 Enter text into footer of specific slides, all slides in a presentation.



- On the Insert tab, in the Text group, click the Header & Footer button.
- Check the Footer check box.
- Click in the Footer text box and enter the text.
- Click Apply or Apply to All.

2.3.4 Apply automatic slide numbering into footer of specific slides, all slides in a presentation.

- On the Insert tab, in the Text group, click the Header & Footer button.
- Check the Slide Number check box.
- Click Apply or Apply to All.

2.3.5 Apply automatically updated date into footer of specific slides, all slides in a presentation.

- On the Insert tab, in the Text group, click the Header & Footer button.
- Check the Date and Time check box.
- Click Update automatically.
- Click Apply or Apply All.

2.3.6 Apply non-updating date into footer of specific slides, all slides in a presentation.

- On the Insert tab, in the Text group, click the Header & Footer button.
- Click in the Footer text box and check the Date and Time check box.
- Click Fixed and enter a date.
- Click Apply or Apply to All.

## 3 Text

### 3.1 Handling Text

3.1.1 Recognise good practice in creating slide content.

- Use short concise phrases
- Use bullet points
- Use numbered lists

3.1.2 Enter text into a placeholder in standard, outline view.

- In standard view, click into the text box on the slide and enter the text.
- In outline view, click next to the slide number and enter the text.

3.1.3 Edit text in a presentation.

- Click into the slide and insert or delete content.
- Copy text within, between presentations.
- Select the text to copy.
- On the Home tab, in the Clipboard group, click the Copy button.
- Click on a new location within the presentation or within another open presentation.
- On the Home tab, in the Clipboard group, click the Paste button.

3.1.4 Move text within, between presentations.

- Select the text to move.
- On the Home tab, in the Clipboard group, click the Cut button.
- Click on a new location within the presentation or within another open presentation.
- On the Home tab, in the Clipboard group, click the Paste button.

3.1.5 Delete text.

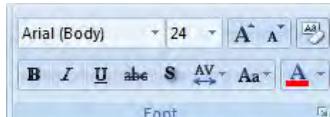
- Select the text to delete.
- Press the Delete key.

3.1.6 Use the undo, redo command.

- On the Quick Access Toolbar, click the Undo or Redo buttons.

### 3.2 Formatting

3.2.1 Change text formatting: font sizes.



- Select the text to format.
- On the Home tab, in the Font group, click the Font Size arrow.
- Select a size from the list or enter a size into the Size box.

3.2.2 Change text formatting: font types.

- Select the text to format.
- On the Home tab, in the Font group, click the Font arrow.
- Select a font from the list or enter a font name into the Font box.

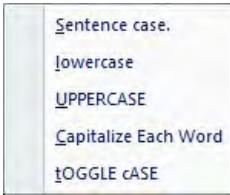
### 3.2.2 Apply text formatting: bold, italic, underline, shadow.

- Select the text to format.
- To embolden the text, on the **Home** tab, in the **Font** group, click the **Bold** button.
- To italicize the text, on the **Home** tab, in the **Font** group, click the **Italic** button.
- To underline the text, on the **Home** tab, in the **Font** group, click the **Underline** button.
- To shadow the text, on the **Home** tab, in the **Font** group, click the **Text Shadow** button.

### 3.2.3 Apply different colors to text.

- Select the text to color.
- On the **Home** tab, in the **Font** group, click the **Font Color** arrow.
- Click on a color.

### 3.2.4 Apply case changes to text.



- Select the text to change case.
- On the **Home** tab, in the **Font** group, click the **Change Case** button.
- To capitalize the first letter of a sentence, click **Sentence case**.
- To make all letters lowercase, click **lowercase**.
- To capitalize all of the letters, click **UPPERCASE**.
- To capitalize the first letter of each word, click **Capitalize Each Word**.
- To shift between two case views, click **TOGGLE cASE**.

### 3.2.5 Align text: left, center, right in a text frame.

- Select the text to align.
- On the **Home** tab, in the **Paragraph** group, click the **Align Text Left**, **Center** or **Align Text Right** buttons.

## 3.3 Lists

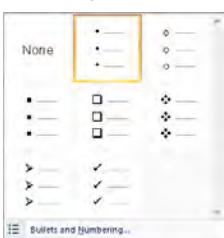
### 3.3.1 Indent bulleted text. Remove indent from bulleted text.

- Select the text to indent or to remove indentation from.
- On the **Home** tab, in the **Paragraph** group, click the **Decrease List Level** or **Increase List Level** buttons.

### 3.3.2 Adjust line spacing before and after bulleted, numbered lists.

- Select the list.
- On the **Home** tab, in the **Paragraph** group, click the **Line Spacing** arrow and select **Line Spacing Options**.
- Set the spacing options.
- Click **OK**.

### 3.3.3 Switch between the different standard bullet, number styles in a list.



- Select the bulleted or numbered list to change.
- On the **Home** tab, in the **Paragraph** group, click the **Bullets** or **Numbering** arrow.
- Click on a bullet or numbering style.

## 3.4 Tables

### 3.4.1 Enter, edit text in a table slide.

- Click in a cell and enter or edit text.

### 3.4.2 Select rows, columns, entire table.

- Click into the table.
- On the **Layout** tab, in the **Table** group, click the **Select** arrow and click **Select Row**, **Select Column** or **Select Table** button.

### 3.4.3 Insert rows and columns.

- Click in a row or column.
- On the **Layout** tab, in the **Rows & Columns** group, to insert a row click the **Insert Above** or **Insert Below** button, to insert a column click **Insert Left** or **Insert Right** button.

### 3.4.3 Delete rows and columns.

- Click in the row or column to delete.
- On the **Layout** tab, in the **Rows & Columns** group, click the **Delete** arrow.
- Click the **Delete Rows** or **Delete Columns** button.

### 3.4.4 Modify column width.

- Select the column to modify.
- On the **Layout** tab, in the **Cell Size** group, enter the width in the **Table Column Width** field.

### 3.4.4 Modify row height.

- Select the row to modify.
- On the **Layout** tab, in the **Cell Size** group, enter the height in the **Table Row Height** field.

## 4 Charts

### 4.1 Using Charts

#### 4.1.1 Input data to create built-in charts in a presentation: column, bar, line, pie.

- On the **Insert** tab, in the **Illustrations** group, click the **Chart** button.
- Click on a chart and click **OK**.
- Click into the individual cells in the chart window to enter data.

#### 4.1.2 Select a chart.

- Click into the chart.

#### 4.1.3 Change the chart type.

- Select the chart.
- On the **Design** tab, in the **Type** group, click the **Change Chart Type** button.
- Click on a chart type.
- Click **OK**.

#### 4.1.4 Add a chart title.

- Select the chart.
- On the **Layout** tab, in the **Labels** group, click the **Chart Title** arrow.
- Click **Centered Overlay Title** or **Above Chart**.
- Enter the title in the text box that opens on the chart.

#### 4.1.4 Remove a chart title.

- Select the chart.
- On the **Layout** tab, in the **Labels** group, click the **Chart Title** arrow.
- Click **None**.

#### 4.1.4 Edit a chart title.

- Click in the chart title and edit text as required.

#### 4.1.5 Add data labels to a chart: values/numbers, percentages.

- Select the chart.
- On the **Layout** tab, in the **Labels** group, click the **Data Labels** arrow.
- Click **Center, Inside End, Inside Base** or **Outside End**.

#### 4.1.6 Change the background color of a chart.

- Select the chart background.
- On the **Format** tab, in the **Shape Styles** group, click the **Shape Fill** arrow.
- Click on a color.

#### 4.1.7 Change the column, bar, line, pie slice colors in a chart.

- Select the column, bar, line or pie slice of the chart to change.
- On the **Format** tab, in the **Shape Styles** group, click the **Shape Fill** arrow.
- Click on a color.

### 4.2 Organisation Charts

#### 4.2.1 Create an organisation chart with a labeled hierarchy by using a built-in organization chart feature.

- On the **Insert** tab, in the **Illustrations** group, click the **SmartArt** button.

- Click **Hierarchy**, then click **Organization Chart**.

### 4.2.2 Change the hierarchical structure of an organization chart.

- Select a shape.
- On the **Design** tab, in the **Create Graphic** group, click the **Demote**, **Promote** or **Right to Left** button.
- A subordinate is selected. To change to co-worker click the **Promote** button.

### 4.2.3 Add co-workers, subordinates in an organisation chart.

- Select the shape to add the co-worker or sub-ordinate to.
- On the **Design** tab, in the **Create Graphic** group, click the **Add Shape** button.

### 4.2.3 Remove co-workers, subordinates in an organisation chart.

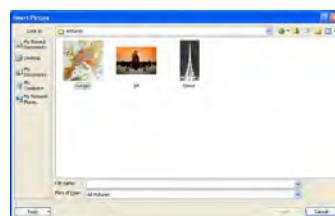
- Select co-worker or sub-ordinate shape.

• Press the **Delete** key.

## 5 Graphical Objects

### 5.1 Insert, Manipulate

#### 5.1.1 Insert a graphical object (picture, image, drawn object) into a slide.



- Click in a slide to insert the object.

- On the **Insert** tab, in the **Illustrations** group, click **Picture**, **Clip Art**, or **Shapes** button.
- Select the object required and click **Open** to insert or double-click on the object.

#### 5.1.2 Select a graphical object.

- Click on the picture, image, or drawn object.

#### 5.1.3 Copy graphical objects, charts within the presentation, between open presentations.

- Select the object or chart.
- On the **Home** tab, in the **Clipboard** group, click the **Copy** button.
- Click on a new location within the presentation or within another open presentation.
- On the **Home** tab, in the **Clipboard** group, click the **Paste** button.

#### 5.1.3 Move graphical objects, charts within the presentation, between open presentations.

- Select the object or chart.
- On the **Home** tab, in the **Clipboard** group, click the **Cut** button.
- Click on a new location within the presentation or within another open presentation.
- On the **Home** tab, in the **Clipboard** group, click the **Paste** button.

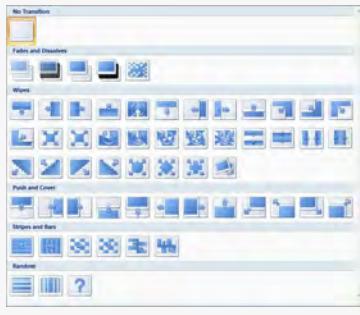
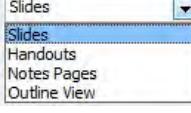
#### 5.1.4 Resize graphical objects, charts in a presentation.

- Select the object or chart.
- Drag the object's sizing handles to the required size.

#### 5.1.4 Delete graphical objects, charts in a presentation.

- Select the object or chart.

• Press the **Delete** key.

<p>5.1.5 Rotate, flip a graphical object.</p> <div style="border: 1px solid black; padding: 5px;">  <b>Rotate Right 90°</b>   <b>Rotate Left 90°</b>   <b>Flip Vertical</b>   <b>Flip Horizontal</b>    <a href="#">More Rotation Options...</a> </div>	<p>5.2.5 <b>Apply a shadow to a drawn object.</b></p> <ul style="list-style-type: none"> <li>• Select the object.</li> <li>• On the <b>Format</b> tab, in the <b>Shape Styles</b> group, click the <b>Shape Effects</b> arrow.</li> <li>• Click <b>Shadow</b> and click on a shadow.</li> </ul> <p>5.2.6 <b>Group, ungroup drawn objects in a slide.</b></p> <ul style="list-style-type: none"> <li>• Select the objects.</li> <li>• On the <b>Home</b> tab, in the <b>Drawing</b> group, click the <b>Arrange</b> arrow.</li> <li>• Click the <b>Group or Ungroup</b> buttons as required.</li> </ul> <p>5.2.7 <b>Bring a drawn object one level forward, one level backward, to the front, to the back of other drawn objects.</b></p> <ul style="list-style-type: none"> <li>• Select the object.</li> <li>• To bring a drawn object forward, on the <b>Format</b> tab, in the <b>Arrange</b> group, click on the <b>Bring to Front</b> arrow and click <b>Bring to Front</b> or <b>Bring Forward</b>.</li> <li>• To bring a drawn object backward, on the <b>Format</b> tab, in the <b>Arrange</b> group, click on the <b>Sent to Back</b> arrow and click <b>Send to Back</b> or <b>Send Backward</b>.</li> </ul>	<p>6.2 <b>Check and Deliver</b></p> <p>6.2.1 Spell check a presentation and make changes like: correcting spelling errors, deleting repeated words.</p> <ul style="list-style-type: none"> <li>• On the <b>Review</b> tab, in the <b>Proofing</b> group, click the <b>Spelling</b> button.</li> <li>• When an incorrect spelling is found, select the correct spelling from the list and click <b>Change</b>.</li> <li>• When a repeated word is found, click <b>Delete</b>.</li> </ul> <p>6.2.2 <b>Change slide setup, slide orientation to portrait, landscape.</b></p> <ul style="list-style-type: none"> <li>• On the <b>Design</b> tab, in <b>Page Setup</b> group, click the <b>Page Orientation</b> button.</li> <li>• Click <b>Portrait</b> or <b>Landscape</b>.</li> </ul> <p>6.2.2 <b>Change paper size.</b></p> <ul style="list-style-type: none"> <li>• On the <b>Design</b> tab, in <b>Page Setup</b> group, click the <b>Page Setup</b> button.</li> <li>• Select a paper size in the <b>Slides sized for</b> drop-down list.</li> </ul> <p>6.2.3 <b>Print entire presentation, specific slides.</b></p> <ul style="list-style-type: none"> <li>• Click the <b>Office</b> button.</li> <li>• Click <b>Print</b>.</li> <li>• To print the entire presentation, under <b>Print Range</b>, select <b>All</b>.</li> <li>• To print specific slides, under <b>Print Range</b>, select <b>Slides</b> and enter the specific slides and/or slide ranges to print.</li> <li>• Click <b>OK</b>.</li> </ul>
<p>5.1.6 Align a graphical object relative to a slide: left, center, right, top, bottom.</p> <ul style="list-style-type: none"> <li>• Select the object.</li> <li>• On the <b>Format</b> tab, in the <b>Arrange</b> group, click the <b>Align</b> arrow.</li> <li>• Click on an alignment option.</li> </ul>	<p>5.2 <b>Drawing</b></p> <p>5.2.1 Add different types of drawn object to a slide: line, arrow, block arrow, rectangle, square, oval, circle.</p> <ul style="list-style-type: none"> <li>• Select the location on the slide to insert object.</li> <li>• On the <b>Insert</b> tab, in the <b>Illustrations</b> group, click the <b>Shapes</b> arrow.</li> <li>• Select the objects.</li> <li>• Click and drag to adjust the size of the object.</li> </ul> <p>5.2.1 Add different types of drawn object to a slide: text box.</p> <ul style="list-style-type: none"> <li>• Select the location on the slide to insert object.</li> <li>• On the <b>Insert</b> tab, in the <b>Text</b> group, click the <b>Text Box</b> button.</li> <li>• Select the objects.</li> <li>• Click and drag to adjust the size of the text box.</li> </ul> <p>5.2.2 Enter text into a text box, block arrow, rectangle, square, oval, circle.</p> <ul style="list-style-type: none"> <li>• Click into the shape or text box.</li> <li>• Enter the text.</li> </ul> <p>5.2.3 Change drawn object background color.</p> <ul style="list-style-type: none"> <li>• Select drawn object.</li> <li>• On the <b>Format</b> tab, in the <b>Shape Styles</b> group, click the <b>Shape Fill</b> arrow.</li> <li>• Click on a color.</li> </ul> <p>5.2.3 Change drawn object line color.</p> <ul style="list-style-type: none"> <li>• Select the object.</li> <li>• On the <b>Format</b> tab, in the <b>Shape Styles</b> group, click the <b>Shape Outline</b> arrow.</li> <li>• Click on a color.</li> </ul> <p>5.2.3 Change drawn object line weight.</p> <ul style="list-style-type: none"> <li>• Select the object.</li> <li>• On the <b>Format</b> tab, in the <b>Shape Styles</b> group, click the <b>Shape Outline</b> arrow.</li> <li>• Click <b>Weight</b> and click on a line weighting.</li> </ul> <p>5.2.3 Change drawn object line style.</p> <ul style="list-style-type: none"> <li>• Select the object.</li> <li>• On the <b>Format</b> tab, in the <b>Shape Styles</b> group, click the <b>Shape Outline</b> arrow.</li> <li>• Click <b>Dashes</b> and click on <b>More Lines</b>.</li> <li>• Select the line style preferred and then click <b>Close</b>.</li> </ul> <p>5.2.4 Change arrow start style, arrow finish style.</p> <ul style="list-style-type: none"> <li>• Select the arrow.</li> <li>• On the <b>Home</b> tab, in the <b>Drawing</b> group, click on the <b>Shape Outline</b> arrow.</li> <li>• Click <b>Arrows</b> and click on <b>More Arrows</b>.</li> <li>• Select and click in a <b>Begin Type</b> and <b>End Type</b>.</li> <li>• Click <b>Close</b>.</li> </ul>	<h2>6 Prepare Outputs</h2> <p>6.1 <b>Preparation</b></p> <p>6.1.1 Add transition effects between slides.</p>  <ul style="list-style-type: none"> <li>• On the <b>Animations</b> tab, in the <b>Transition to this Slide</b> group, click the arrow at the bottom right of the transition effects and click on an effect.</li> <li>• In the <b>Advance Slide</b> group, click <b>On Mouse Click</b> or <b>Automatically After</b> and enter specified time if required.</li> <li>• Click on a value in the <b>Transition Speed</b> drop-down list.</li> <li>• Click the <b>Apply to All</b> button.</li> </ul> <p>6.1.1 Remove transition effects between slides.</p> <ul style="list-style-type: none"> <li>• On the <b>Animations</b> tab, in the <b>Transition to this Slide</b> group, click the <b>No Transition</b> effect.</li> </ul> <p>6.1.2 Add, remove preset animation effects for different slide elements.</p> <ul style="list-style-type: none"> <li>• Select the slide element to animate.</li> <li>• On the <b>Animations</b> tab, in the <b>Animations</b> group, click the <b>Animate</b> arrow.</li> <li>• To add animation, click on an animation effect.</li> <li>• To remove animation, click <b>No Animation</b>.</li> </ul> <p>6.1.3 Add presenter notes to slides.</p> <ul style="list-style-type: none"> <li>• Click into the notes pane at the bottom of <b>Normal</b> view (<b>Click to add notes</b> should currently be visible).</li> <li>• Enter the text required.</li> </ul> <p>6.1.4 Select appropriate output format for slide presentation like: overhead, handout, on-screen show.</p> <ul style="list-style-type: none"> <li>• On the <b>Design</b> tab, in the <b>Page Setup</b> group, click the <b>Page Setup</b> button.</li> <li>• Click on an option in <b>Slides sized for</b> drop-down list.</li> </ul> <p>6.1.5 Hide, show slides.</p> <ul style="list-style-type: none"> <li>• Select the slide to hide or show.</li> <li>• On the <b>Slide Show</b> tab, in the <b>Set Up</b> group, click the <b>Hide Slide</b> button.</li> <li>• Click the <b>Hide Slide</b> button again to unhide the slide.</li> </ul>
<p>5.2.2</p>	<ul style="list-style-type: none"> <li>• On the <b>Animations</b> tab, in the <b>Transition to this Slide</b> group, click the arrow at the bottom right of the transition effects and click on an effect.</li> <li>• In the <b>Advance Slide</b> group, click <b>On Mouse Click</b> or <b>Automatically After</b> and enter specified time if required.</li> <li>• Click on a value in the <b>Transition Speed</b> drop-down list.</li> <li>• Click the <b>Apply to All</b> button.</li> </ul>	<p>6.2.3 Print handouts, notes pages, outline view of slides.</p> <p>Print what:</p>  <ul style="list-style-type: none"> <li>• Click the <b>Office</b> button.</li> <li>• Click <b>Print</b>.</li> <li>• Click on the <b>Print what</b> drop-down list.</li> <li>• Select <b>Slides</b>, <b>Handouts</b>, <b>Notes Pages</b>, or <b>Outline view</b>.</li> <li>• Click <b>OK</b>.</li> </ul> <p>6.2.3 Print a number of copies of a presentation.</p>  <ul style="list-style-type: none"> <li>• Click the <b>Office</b> button.</li> <li>• Click <b>Print</b>.</li> <li>• Under <b>Copies</b>, enter the number of pages to print.</li> <li>• Click <b>OK</b>.</li> </ul>
<p>5.2.2</p>	<p>6.2.4 Start a slide show from first slide, from current slide.</p> <ul style="list-style-type: none"> <li>• On <b>Slide Show</b> tab, in <b>Start Slide Show</b> group, click the <b>From Beginning</b> or <b>From Current Slide</b> buttons.</li> </ul>	<p>6.2.4 Navigate to next slide, previous slide, specified slide during a slide show.</p> <ul style="list-style-type: none"> <li>• During the slide show, right-click and click <b>Next</b>, <b>Previous</b>, or <b>Go to Slide</b>, and click on slide number to navigate as required.</li> </ul>
<p>5.2.3</p>	<p>6.2.5</p>	<p>For more information, visit: <a href="http://www.ecdl.org">www.ecdl.org</a></p>

## Online Collaboration

## Module Summary



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

On completion of this module the candidate will be able to:

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

### WHAT ARE THE BENEFITS OF THIS MODULE?

- Covers the key skills needed to understand the main concepts relating to online collaboration and cloud computing.
- Certifies best practice in effective use of online collaboration tools and mobile technology.
- Developed with input from computer users, subject matter experts, and practising computer professionals from all over the world. This process ensures the relevance and range of module content.

### HOW DO I GET STARTED?

To find out more about this module and to locate your nearest accredited test centre, please visit [www.ecdl.org/programmes](http://www.ecdl.org/programmes).

### SYLLABUS OUTLINE

CATEGORY	SKILL SET
Collaboration Concepts	<ul style="list-style-type: none"> <li>• Key Concepts</li> <li>• Cloud Computing</li> </ul>
Preparation for Online Collaboration	<ul style="list-style-type: none"> <li>• Common Setup Features</li> <li>• Setup</li> </ul>
Using Online Collaborative Tools	<ul style="list-style-type: none"> <li>• Online Storage and Productivity Applications</li> <li>• Online Calendars</li> <li>• Social Media</li> <li>• Online Meetings</li> <li>• Online Learning Environments</li> </ul>
Mobile Collaboration	<ul style="list-style-type: none"> <li>• Key Concepts</li> <li>• Using Mobile Devices</li> <li>• Applications</li> <li>• Synchronisation</li> </ul>





## ECDL / ICDL Online Collaboration

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

### Module Goals

Successful candidates will be able to:

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

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



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



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

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



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



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

## Online Collaboration

This quick reference is for understanding the main concepts and skills relating to the setup and use of online collaborative tools.



## Quick Reference

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

Successful candidates will be able to:

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

### 1 Collaboration Concepts

#### 1.1 Key Concepts

1.1.1 Recognise that ICT (Information and Communication Technology) can support and promote online collaboration.

- ICT provides the infrastructure that enables access to a wide range of online collaborative tools that support real-time teamwork

1.1.2 Identify the main types of services supporting online collaboration like:

- **Cloud computing** - A service that delivers computing resources such as software and hardware over the Internet
- **Mobile technology** - A collection of technologies that allow devices such as smartphones and tablets to communicate

1.1.2 Identify the main types of tools supporting online collaboration like:

- **Common productivity applications** - Word processing, spreadsheets, presentation applications
- **Social media** - Websites that allow users to connect with each other or share information
- **Online calendars** - Calendars on the Internet for easier user access
- **Online meetings** - Meetings carried out via the Internet with remote users
- **Online learning environments** - Teaching and learning tools accessible via the Internet

1.1.3 Identify key characteristics of online collaborative tools like:

- **Multiple users** - A number of people can use the same application
- **Real time** - They allow files to be changed or interactions to take place instantly
- **Global reach** - They are not confined to a particular location
- **Concurrent access** - Several users can participate and work on the same thing at the same time

1.1.4 Outline the benefits of using online collaborative tools like:

- **Shared files and calendars** - Easy access for mobile users on different devices
- **Reduced travel expense** - Meetings can be carried out virtually
- **Ease of communication** - Communication via e-mail, VoIP, online meetings, chat etc.
- **Enhanced teamwork** - Users can connect with each other more easily
- **Global access** - Internet access allows users to log on from almost anywhere

1.1.5 Be aware of the risks associated with using online collaborative tools like:

- **Unauthorised access to shared files** - Unauthorised users may intercept and view data
- **Insufficient management of version control** - Several people may be working on the version at the same time

- 1.1.6 **Recognise the importance of intellectual property rights and the appropriate use of content when using online collaborative tools.**
- Users need to avoid plagiarism by properly crediting all material referenced or used
  - Users should ensure any material shared is appropriate for the intended audience

#### 1.2 Cloud Computing

1.2.1 **Understand ways in which cloud computing facilitates online and mobile collaboration like:**

- **Storage of shared documents and files** - Multiple users can access and edit files
- **Access to a range of online applications and tools** - Greater collaboration and communication possible

1.2.2 **Outline the benefits of cloud computing for users like:**

- **Reduced costs** - Costs typically lower than installing locally on a number of machines
- **Enhanced mobility** - Applications can be used in any location with Internet access
- **Scalability** - Amount of space or applications used can be increased or decreased as needed
- **Automatic updates** - Updates can be made via the cloud rather than through local installations

1.2.3 **Outline the risks of cloud computing like:**

- **Dependence on provider** - Tied due to volume of data held, convenience reasons, may not have consistent service
- **Data protection and control** - Threat of unauthorised access or malware issues
- **Potential loss of privacy** - More people may have access to data

### 2 Preparation for Online Collaboration

#### 2.1 Common Setup Features

2.1.1 **Understand that additional applications, plug-ins may need to be installed to use certain online collaborative tools.**

- Users may have to install or register for extra applications or plug-ins before using online collaborative tools

2.1.2 **Identify common equipment used to support online collaboration like:**

- **Webcam** - A video camera used to capture a digital video
- **Microphone** - A device used to digitally capture sound
- **Speakers** - Devices that produce sound waves audible to the human ear

#### 2.1.3 **Recognise that firewall restrictions may cause access issues for users of a collaborative tool.**

- Users may need to amend their firewall settings and permissions to use certain collaborative tools

#### 2.2 Setup

2.2.1 **Download software to support online collaborative tools like:**

- **VoIP** - Voice over Internet Protocol software allows users to talk to each other in real time over the Internet
- **IM** - Instant Messaging software allows real-time text-based communication via the Internet
- **Document sharing** - Software that allows users to create, edit and maintain documents collaboratively

2.2.2 **Register and/or set up a user account for a collaborative tool.**

- Download or access the collaborative tool required.
- Set up a user account by creating a user name and a password.

2.2.2 **Deactivate, delete/close a user account.**

- Options to deactivate, delete/close a user account are often found in account settings and are unique to each account provider.

### 3 Web-Based Information

#### 3.1 Online Storage and Productivity Applications

3.1.1 **Understand the concept of online storage solutions and identify common examples.**

- **Online storage** - Data is saved and accessed via the Internet rather than on a local device or server
- Examples include Google Drive, SkyDrive, Dropbox

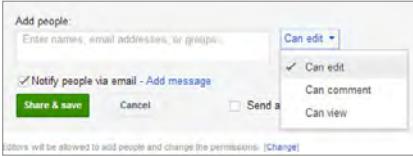
3.1.2 **Identify the limitations of online storage like:**

- **Size limit** - Users have specified storage amounts and additional storage will usually cost more
- **Time limit** - Users may experience temporary service interruptions or their account being discontinued due to inactivity
- **Sharing restrictions** - Document owners need to set up sharing and editing rights to allow access to other users

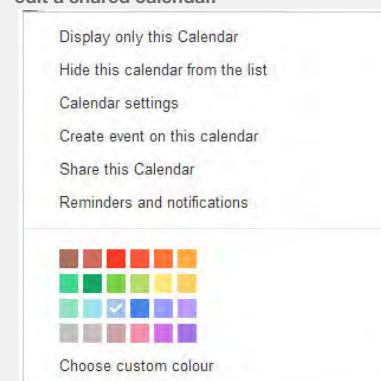
3.1.3 **Upload online files, folders.**



- Log in to the **Google** account using a user name and password.
- In **My Drive** click the **Upload** button.
- Click **Files or Folder**.
- Navigate to the location of the file or folder.
- Select and click **Open**.

- 3.1.3 **Download online files, folders.**
  - Select the file or folder, right-click and click **Download**.
- 3.1.3 **Delete online files, folders.**
  - Select the file or folder, right-click and click **Remove**.
- 3.1.4 **Understand that common productivity applications can be accessed via the web.**
  - Applications can be installed locally on a specific computer or device, on a network or accessed via the cloud.
- 3.1.4 **Identify common examples of web-based productivity applications like:**
  - Word processing** - Create text documents
  - Spreadsheets** - Calculate numerical data
  - Presentations** - Create, manipulate and display slide shows
- 3.1.5 **Identify features of web-based productivity applications:**
  - Allows files to be updated by multiple users in real time
  - Allows files to be shared
- 3.1.6 **Create files online.**
  - Click **Create** and select the type of file required.
- 3.1.6 **Edit and save files online.**
  - Click the Google document to open it.
  - Edit as required.
  - All changes are saved automatically.
- 3.1.7 **Share a file, folder to allow other users to view, edit, a file, folder.**

  - Right-click the file or folder.
  - Select **Share** and then click **Share**.
  - In **Add people**, enter the e-mail addresses of the users you wish to share with.
  - Select the **Can edit** drop-down list and give rights to edit, comment or view.
  - Click **Share & save**.
- 3.1.7 **Share a file, folder to allow other users to own a file, folder.**
  - To transfer ownership, users must be in the same domain.
  - Right-click the file or folder.
  - Select **Share** and then click **Share**.
  - In **Add people**, enter the e-mail addresses of user you wish to transfer ownership to.
  - Click **Share & save**.
  - Click the drop-down list to the right of the user's name.
  - Click **Is owner**.
  - Click **Save changes**.
- 3.1.7 **Unshare a file, folder.**
  - Right-click the file or folder.
  - Select **Share** and then click **Share**.
  - Select the recipient to unshare from, then click on the 'X' next to their details.
  - Click **Save changes**.
  - Click **Done**.
- 3.1.8 **View, restore previous versions of a file.**
  - Open the file.
  - Click the **File** menu, then **See revision history**.
  - Click the version to view this version.
  - Click **Restore this version** to restore this version.

**3.2 Online Calendars**  
Share a calendar. Grant permission to view, edit a shared calendar.



3.2.1 **Display only this Calendar**

3.2.1 **Hide this calendar from the list**

3.2.1 **Calendar settings**

3.2.1 **Create event on this calendar**

3.2.1 **Share this Calendar**

3.2.1 **Reminders and notifications**

3.2.1 **Choose custom colour**

3.2.2 **Show shared calendars.**

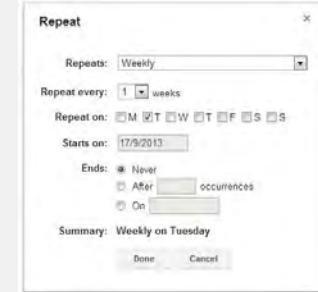
- By default, once shared these should be visible under **Other calendars**.
- If hidden, click the **Gear** button.
- Click **Settings** and select the **Calendars** tab.
- Check the checkbox for **Show in list** next to the calendar to show.

3.2.2 **Hide shared calendars.**

- Under **Other calendars** click the arrow and click **Hide this calendar from the list**.

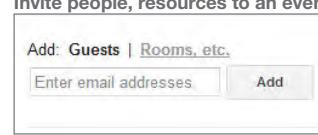
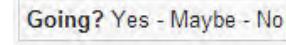
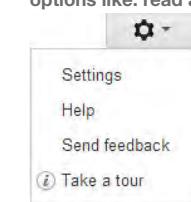
3.2.3 **Use a shared calendar to create an event.**


- In **Calendar**, click the **Create** button.
- Enter a title for the event and a time.
- Select the relevant shared calendar in the calendar drop-down list.
- Click **Save**.

3.2.3 **Use a shared calendar to create a recurring event.**


- In **Calendar**, click the **Create** button.
- Enter a title for the event and a time.
- Select the relevant shared calendar in the calendar drop-down list.
- Check the **Repeat** checkbox.
- Select the frequency from the **Repeats** drop-down list.
- Select a number in the **Repeat every** field.
- Click **Done** when complete.

- 3.2.4 **Set a reminder for an event.**

  - Click the event to edit.
  - Click **Add a Reminder**.
  - Select the reminder type and the reminder time.
- 3.2.5 **Invite people, resources to an event.**

  - Open the event, and enter the e-mail addresses in the field **Enter email addresses**.
  - Click **Add** after each guest as needed.
  - Click **Add** after each room or resource as needed, if displayed.
  - Click **Save**.
  - When prompted, click **Send** to send an e-mail to invite guests to the event.
- 3.2.5 **Uninvite people, resources to an event.**
  - Click the event to edit.
  - Under **Guests**, click the 'X' to the right of the guest's name.
  - Under **Rooms**, if this displays, click the 'X' to the right of the resource name.
  - Click **Save**.
  - When prompted, click **Send** to send an e-mail to uninvited guests to the event.
- 3.2.5 **Accept, decline an invitation.**

  - Open the invitation in your e-mail account.
  - To accept the invite, click **Yes** beside the question **Going**?
  - To decline the invite, click **No** beside the question **Going**?
  - Click **Save**.
- 3.2.6 **Edit an existing event.**
  - Click the event to edit.
  - Change details as needed.
  - Click **Save**.
- 3.2.6 **Cancel an existing event.**
  - Click the event to cancel.
  - Click **Delete**.
  - When prompted, click **Send** to send an e-mail to any invited guests to the event.
- 3.3 Social Media**  
Identify social media tools that support online collaboration like:
- 3.3.1 **Social networks** - Websites that allow users to connect with each other for recreational or business purposes
- 3.3.1 **Wikis** - User generated sources of online information about topics
- 3.3.1 **Forums and groups** - People with shared interests and knowledge that register with a website
- 3.3.1 **Blogs** - Shared online journals
- 3.3.1 **Micro blogs** - Shared online journals with smaller updates
- 3.3.1 **Content communities** - Groups of people with a shared interest
- 3.3.2 **Set up, modify available permissions/privacy options like: read access, write access.**

  - On the Home Page of **Google +**, click the **Gear** button.
  - Click **Settings**.
  - Click **Profile and privacy**.
  - Click **Edit visibility on profile**.
  - Change **Who can see this?** as preferred.
  - Click **Save**.
- 3.3.2 **Set up, modify available permissions/privacy options like: user invites.**
  - Click the **Gear** button.
  - Click **Settings**.
  - Click the drop-down list beside **Who can send you notifications?**
  - Select the preferred option.

3.3.3 Find, connect to social media users, groups.



- Enter the social media user's name or the group name in the **Find** field.
- Click the **Find** button.
- Click **Add to circles**.
- Check the relevant checkbox to add to a specific circle.

3.3.3 Remove connections.



- Click the **Find people** button.
- Click **Your circles**.
- Hover over the connection and click the X button on the top right of the connection.

3.3.4 Use a social media tool to post a comment.



- Enter the text required in **Share what's new**.
- If prompted, choose who to share the post with.
- Click **Share**.

3.3.4 Use a social media tool to post a link.

- Click the **Add link** button.
- Enter the link and click **Add**.
- Click **Share**.

3.3.5 Use a social media tool to reply to a comment.



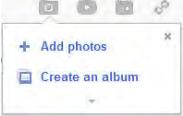
- Go to the comment to reply to.
- Enter text required in **Add a comment**.
- Click **Post Comment**.

3.3.5 Use a social media tool to forward a comment.



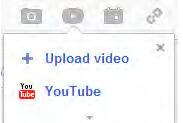
- Go to the comment to forward.
- Click the **Share this post** arrow.
- Enter text if required in **Add a comment**.
- Check or add details of recipients to forward comment to.
- Click **Share**.

3.3.6 Use a social media tool to upload content like: images.



- Click the **Add photos** button.
- Click **Add photos**.
- Navigate to where the image is stored and select.
- Click **Open**.
- Click **Share**.

3.3.6 Use a social media tool to upload content like: videos.



- Click the **Add video** button.
- Click **Upload video**.
- Click **Choose videos to upload**.
- Navigate to where the video is stored and select.
- Click **Open**.
- Click **Share**.

3.3.6 Use a social media tool to upload content like: documents.

- Open **Google Drive**.
- Click the file to upload.
- Copy the URL for the file location from the Address bar.
- Return to **Google +**.
- Click the **Add link** button.
- Paste the link in the highlighted field. The document will then be displayed.
- Click **Share**.

3.3.7 Remove posts from social media.

- Click the arrow on the top right corner of the comment.
- Click **Delete post**.
- Click **Delete**.

3.3.7 Be aware that permanently deleting posts and photos may be difficult.

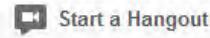
- The privacy policies of each social media website differ and can alter over time, so permanent deletion may be difficult.

3.3.8 Use a wiki to add to or update a specific topic.

- Go to [www.wikipedia.org](http://www.wikipedia.org)
- Navigate to the desired topic content.
- Click **Edit**.
- Edit the content.
- Click **Save page**.

### 3.4 Online Meetings

3.4.1 Open online meeting application.



- In **Google+** account, click **Start a hangout**.

**Close online meeting application.**

- Click the X' on the top right of the screen.

**Create a meeting: time, date, topic.**

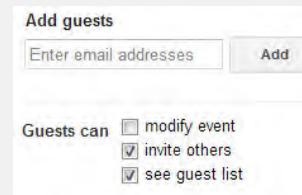
**Video call Add a Google+ hangout**

- Go to **Calendar**.
- Create a meeting entering a time, date and topic.
- Click **Add a Google+ hangout**.
- Click **Save**.

**Cancel the meeting.**

- In **Calendar**, click the event, then click **Delete**.
- When prompted, click **Send** to send an e-mail to any invited guests to the event.

**Invite participants, set access rights.**

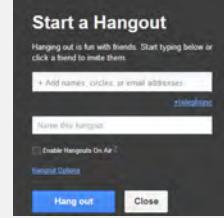


- Open the event, and enter the e-mail addresses in the field **Enter email addresses**.
- Click **Add** after each guest as needed.
- Check or uncheck rights of guests as required.
- Click **Save**.
- When prompted, click **Send** to send an e-mail to invite guests to the event.

**Uninvite participants.**

- Click the event to edit.
- Under **Guests**, click the 'X' to the right of the guest's name.
- Click **Save**.
- When prompted, click **Send** to send an e-mail to uninvited guests to the event.

**Start a meeting.**



- In **Google+** account, click **Start a hangout**.
- Enter names of contacts in circles or the e-mail addresses of guests to invite.
- Enter a name for the meeting.
- Click **Hang out**.

**End a meeting.**

- Click on the **Exit** button on the top right of the screen.

**Share desktop in an online meeting.**

- Click **Screenshare**.
- Select the window to show in the meeting.
- Click **Start Screenshare**.

**Unshare desktop in an online meeting.**

- Click **Screenshare** to stop current screenshare from displaying.

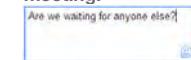
**Share files in an online meeting.**

- On the sidebar of **Hangout** click **Google Drive**.
- Hover over each file and click to select the file.
- Click **Select** and the file is added to the hangout.
- Click **Add** and repeat to share any additional files to the hangout.

3.4.4 Unshare files in an online meeting.

- Click the X beside the file name under **Hangout** to remove from the hangout.

3.4.5 Use available chat features in an online meeting.



- On the sidebar of **Hangout** click **Chat**.
- Enter the text required.
- Press the **Enter** key.

**Use video features in an online meeting.**

- By default, the video is on. To turn video off, click the **Camera** button on the top right of the screen.
- To turn video back on, click the **Camera** button on the top right of the screen.

**Use audio features in an online meeting.**

- By default the audio is on. To turn audio off, click on the **Microphone** button on the top right of the screen.
- To turn audio back on, click on the **Microphone** button on the top right of the screen.

**Online Learning Environments**

Understand the concept of an online learning environment.

- Online Learning Environment (OLE)** - Teaching and learning tools provided online, to improve learning experience

**Identify online learning environments like:**

- Virtual Learning Environments (VLEs)** - Applications supporting online learning through files, data, forums, quizzes etc.
- Learning Management Systems (LMS)**- Applications that help manage the administration of online courses

**Understand the features, functions available within an online learning environment like:**

- Calendar** - Tracks course content and timetable and key dates such as assignments and exams
- Noticeboard** - Lists key information for students and classes
- Chat** - Allows text based conversations between learners and teachers
- Assessment records** - Tracks results of assessments and exams

**Access a course in an online learning environment.**

- Log in to **Moodle** using username and password.
- Click the relevant course title to access the course.

**Upload a file in an online learning environment.**



- Click the relevant course and topic.
- Click the file or submission upload hyperlink.
- Click the **Add file** or **Add submission** button.
- Drag and drop file and then **Save Changes**.

**Download a file in an online learning environment.**

- Click the relevant course and topic.
- Click the hyperlinked file.

**Use a course activity like: quiz.**



- Click the relevant course and topic.
- Select the quiz to complete.
- Click **Attempt quiz now**.
- Complete the quiz.
- Click **Next** to review summary of answers given.
- Click **Return to attempt** if an answer needs to be changed, then **Next**.
- Click **Submit all and finish** and then **Submit all and finish** again.
- Review summary of attempt and click **Re-attempt quiz** if required.

### 3.5.5 Use a course activity like: forum.

Re: The GREEN TEAM!  
by David Stewart - Tuesday, 1 May 2012, 3:55 PM  
We could get some green coloured recycling bins and put them in every classroom for used paper. Not only would it be helpful but also people would think Green - an yes - Green House!  
[Show parent](#) | [Edit](#) | [Split](#) | [Delete](#) | [Reply](#) | [Export to portfolio](#)

- Click the relevant course and topic.
- Select the forum to participate in.
- Click [Discuss this topic](#).
- Click [Edit](#) or [Reply](#) as required.

## 4 Mobile Collaboration

### 4.1 Key Concepts

#### 4.1.1 Identify types of mobile devices like:

- Smartphone** - A mobile phone used for phone calls, e-mail, Internet browsing, and working with mobile applications
- Tablet** - A small , mobile, hand-held device that combines computing and Internet access

#### 4.1.2 Understand that mobile devices use an operating system. Identify common operating systems for mobile devices.

- Operating system** - Software that schedules tasks, manages storage and handles communication with other devices
- Examples include Google Android, Apple iOS, Windows phone

#### 4.1.3 Understand the term Bluetooth and its use.

- Bluetooth** - Wireless technology standard for exchanging data securely over short distances

#### 4.1.4 Understand internet connection options available for mobile devices:

- Wireless (WLAN)** - A network that connects computers via radio, infrared or other wireless technology
- Mobile internet (3G, 4G)** - A third generation and fourth generation wireless standard

#### 4.1.4 Understand associated features of these internet connection options like:

- Speed** - How fast the connection is
- Cost** - How expensive the connection is
- Availability** - How reliable the connection is and how few service interruptions

#### 4.1.5 Understand key security considerations for mobile devices like:

- Use a PIN** - To secure the device and help protect personal details
- Backup content** - To avoid data loss and to minimise downtime in the event of any service interruption
- Turn wireless/Bluetooth on/off** - To minimise the threat of unauthorised access

### 4.2 Using Mobile Devices

#### 4.2.1 Connect to the Internet securely using wireless, mobile technology.

- Click [Settings](#) on the mobile device.
- Select the desired network and connect, using a password if required.

#### 4.2.2 Search the web.

- Click the [Web Search](#) button.
- Enter the search required and click [Submit](#).

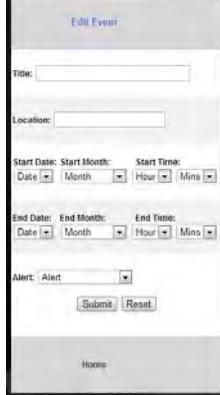
#### 4.2.3 Send e-mail.

- Click the [Mail](#) application.
- In the [Inbox](#), click [Compose](#).
- Enter an e-mail address in the [To](#) field and the subject in the [Subject](#) field.
- Enter the text required in the body of the message and click [Send](#).

#### 4.2.3 Receive e-mail.

- In the [Inbox](#), click [Refresh](#).

#### 4.2.4 Add a calendar event.



- Click the [Calendar](#) application.
- Click [Add](#).
- Enter a title, location, date and start and end times.
- Click [Submit](#).

#### 4.2.4 Edit a calendar event.

- In the [Calendar](#) application, click the event.
- Change details as required and click [Save](#).

#### 4.2.4 Remove a calendar event.

- In the [Calendar](#) application, click the event.
- Click [Remove Event](#).

#### 4.2.5 Share pictures using options like: e-mail, messaging, social media, Bluetooth.

- Click the [Photo](#) application.
- Select the picture to share.
- Click [Share](#).
- Select to send by e-mail, messaging, social media or Bluetooth.
- Enter addresses in the [To](#) field.
- Click [Share](#).

#### 4.2.5 Share videos using options like: e-mail, messaging, social media, Bluetooth.

- Click the [Video](#) application.
- Select the video to share.
- Click [Share](#).
- Select to send by e-mail, messaging, social media or Bluetooth.
- Enter addresses in the [To](#) field.
- Click [Share](#).

### 4.3 Applications

#### 4.3.1 Identify common applications like:

- News**
- Social media**
- Productivity**
- Maps**
- Games**
- ebooks**

#### 4.3.2 Understand that applications are obtained from application stores. Identify common application stores for mobile devices.

- Application stores** - Online stores that allow users to buy and upgrade their applications
- Examples include Google Play, Apple App Store, Windows Store, Amazon Appstore, Blackberry World Store

#### 4.3.3 Search for a mobile device application in an application store.

- Click the [Application Store](#) button.
- Enter the name of the application in the [Search](#) field.
- Click [Search](#).
- Navigate through the results.

#### 4.3.3 Recognise that there may be purchase, usage costs associated with an application.

- Not all application costs may be upfront, some may have subscription fees and usage fees

#### 4.3.4 Install an application on a mobile device.

- Click the [Applications](#) button.
- Click [Search](#).
- Enter the name of the application in the [Search](#) field.
- Select the application and click [Install](#).

#### 4.3.4 Uninstall an application on a mobile device.

- Click the [Applications](#) button.
- Select the application.
- Click [Uninstall](#).

#### 4.3.5 Update applications on a mobile device.

- Click the [Applications](#) button.
- Select the application.
- Click [Update](#).

#### 4.3.6 Use an application on a mobile device like: Voice or video communication



- Click the [VoIP](#) button.
- Navigate through contacts, select contact and click [Call](#).

#### 4.3.6 Use an application on a mobile device like: social media

- Click the [Google+](#) application.
- Enter a username and password.
- Navigate through content.

### 4.3.6 Use an application on a mobile device like: map

- Click the [Map](#) button.
- Enter the location required in the Search field.

### 4.4 Synchronisation

#### 4.4.1 Understand the purpose of synchronising content.

- Synchronisation ensures that the same content is shown on different apps or tools on different devices.

#### 4.4.2 Set up synchronisation settings.

- Click the [Settings](#) button.
- Select to [Synchronise e-mail](#).
- Edit settings as required
- Click [Save](#).

#### 4.4.3 Synchronise mobile devices with mail, calendar, other devices.

- Click the application button.
- By default, the applications are synchronised, if not click [Refresh](#).

## Image Editing

## Module Summary



This module enables the candidate to understand the main concepts underlying digital images and to use an image editing application to enhance images, apply effects, and prepare an image for printing and publishing.

On completion of this module the candidate will be able to:

- Understand the main concepts of using digital images; understand graphic format options and colour concepts.
- Open an existing image; save an image in different formats; set image file options.
- Use built-in options, such as displaying toolbars, palettes, to enhance productivity.
- Capture and save an image; use various selection tools; manipulate images.
- Create and use layers; work with text; use effects and filters; use drawing and painting tools.
- Prepare images for printing or publishing.

### SYLLABUS OUTLINE

CATEGORY	SKILL SET
Imaging Concepts	<ul style="list-style-type: none"> <li>• Digital Images</li> <li>• Graphic Formats</li> <li>• Colour Concepts</li> </ul>
Image Capture	<ul style="list-style-type: none"> <li>• Capturing Images</li> </ul>
Using the Application	<ul style="list-style-type: none"> <li>• Image Creation</li> <li>• Settings</li> <li>• Enhancing Productivity</li> </ul>
Working with Images	<ul style="list-style-type: none"> <li>• Selection</li> <li>• Image Manipulation</li> <li>• Layers</li> <li>• Text</li> <li>• Effects and Filters</li> </ul>
Drawing and Painting	<ul style="list-style-type: none"> <li>• Drawing Tools</li> <li>• Painting Tools</li> </ul>
Prepare Outputs	<ul style="list-style-type: none"> <li>• Setup</li> <li>• Print</li> </ul>

### WHAT ARE THE BENEFITS OF THIS MODULE?

- Can be applied to a range of image editing software from professional packages to 'freeware'.
- Certifies best practice in basic digital image editing.
- Provides a solid grounding in working with digital images.
- Developed with input from computer users, subject matter experts, and practising computer professionals from all over the world. This process ensures the relevance and range of module content.

### HOW DO I GET STARTED?

To find out more about this module and to locate your nearest accredited test centre, please visit [www.ecdl.org/programmes](http://www.ecdl.org/programmes).





## ECDL / ICDL Image Editing

This module sets out essential concepts and skills relating to the ability to understand the main concepts underlying digital images and to use an image editing application to enhance images, apply effects, and prepare an image for printing and publishing.

### Module Goals

Successful candidates will be able to:

- Know about the main concepts of using digital images and understand graphic format options and colour concepts.
- Open an existing image, save an image in different formats, and set image file options.
- Use built-in options such as displaying toolbars, palettes to enhance productivity.
- Capture and save an image, use various selection tools, and manipulate images.
- Create and use layers, work with text, use effects and filters, and use drawing and painting tools.
- Prepare images for printing or publishing.

CATEGORY	SKILL SET	REF.	TASK ITEM
<b>1 Imaging Concepts</b>	<i>1.1 Digital Images</i>		
		1.1.1	Identify common uses of digital images like: web and print publishing, distribution by e-mail and mobile phone, home printing, digital photo frames.
		1.1.2	Understand the terms pixel, resolution and identify the key features of a digital image: composed of discrete pixels, represented digitally in binary code.
		1.1.3	Understand the terms lossy, lossless image file compression.
		1.1.4	Understand the term copyright and the implications for image use. Understand the terms royalty-free images and rights-managed images.
	<i>1.2 Graphic Formats</i>	1.2.1	Understand the terms raster and vector graphics and distinguish between them. Identify common raster (jpeg, gif) and vector (svg, eps) formats.



CATEGORY	SKILL SET	REF.	TASK ITEM
		1.2.2	Recognize proprietary digital image editing application formats: psd, psp, xcf, cpt.
	1.3 Colour Concepts	1.3.1	Understand the term colour model and recognize common colour models: RGB, HSB, CMYK, grayscale.
		1.3.2	Understand the terms colour palette, colour depth.
		1.3.3	Understand the terms hue, saturation, colour balance.
		1.3.4	Understand the terms contrast, brightness, gamma.
		1.3.5	Understand the term transparency.
2 Image Capture	2.1 Capturing Images	2.1.1	Save an image from a digital camera to a location on a drive.
		2.1.2	Use the print screen facility to capture a full screen, active window.
		2.1.3	Save an image from an image library, web page to a location on a drive.
		2.1.4	Open a scanning application and scan an image: preview, set scanning parameters, scan, save.
3 Using the Application	3.1 Image Creation	3.1.1	Open, close an image editing application. Open, close image files.
		3.1.2	Create a new image file and set options: colour model, size, resolution, background colour.
		3.1.3	Create a new image file from clipboard.
		3.1.4	Switch between open image files.
		3.1.5	Save an image to a location on a drive. Save an image under another name to a location on a drive.



CATEGORY	SKILL SET	REF.	TASK ITEM
		3.1.6	Save, export an image as another file type like: jpeg, gif, tiff, png.
	3.2 <i>Settings</i>	3.2.1	Set background colour, foreground colour.
		3.2.2	Set grid properties: units, horizontal spacing, vertical spacing, colour.
	3.3 <i>Enhancing Productivity</i>	3.3.1	Set basic options/ preferences in the application like: transparency, grid settings, measurement units.
		3.3.2	Use available Help functions.
		3.3.3	Use magnification/zoom tools.
		3.3.4	Use the undo, redo command. Use the undo history.
		3.3.5	Display, hide built-in toolbars, palettes, windows.
4 Working with Images	4.1 <i>Selection</i>	4.1.1	Select an entire image, layer(s).
		4.1.2	Set selection tool properties: relationship between multiple selections, feathering, antialiasing, width, height.
		4.1.3	Select part of an image using selection tools: rectangular, elliptic, magic wand, magnetic lasso, freehand image.
		4.1.4	Inverse a selection.
		4.1.5	Save a selection, load a saved selection.
	4.2 <i>Image Manipulations</i>	4.2.1	Change the canvas size of an image.
		4.2.2	Resize an image in pixels, measurement units.
		4.2.3	Crop an image.
		4.2.4	Copy, move image(s), selection within an image.



CATEGORY	SKILL SET	REF.	TASK ITEM
		4.2.5	Rotate, mirror an image, selection within an image.
	<i>4.3 Layers</i>	4.3.1	Define and understand the term layer.
		4.3.2	Create, copy, delete a layer.
		4.3.3	Set layer properties: name, hide, show, lock, opacity, blending mode.
		4.3.4	Arrange, merge, link, flatten layers.
		4.3.5	Transform layer(s): scale, rotate, flip, move, trim.
		4.3.6	Convert a drawn object to a raster layer.
		4.3.7	Create an animated gif from layers.
	<i>4.4 Text</i>	4.4.1	Add, edit, delete text.
		4.4.2	Copy, move text.
		4.4.3	Align text: left, centre, right, justified.
		4.4.4	Apply text formatting: font sizes, font types, font colour.
		4.4.5	Apply a text warp.
	<i>4.5 Effects and Filters</i>	4.5.1	Apply artistic, distortion effects: pixelate, emboss, wind, ripple, twirl, desaturate.
		4.5.2	Apply blur effects: gaussian, motion.
		4.5.3	Apply lighting effects: lighting, flare.
		4.5.4	Apply adjustments: brightness-contrast, hue-saturation, colour balance.
		4.5.5	Apply sharpen, unsharpen mask.
		4.5.6	Apply red eye reduction.



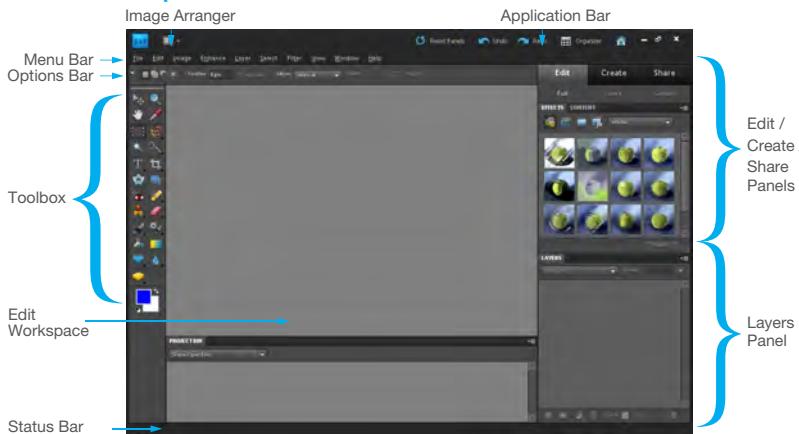
CATEGORY	SKILL SET	REF.	TASK ITEM
<b>5 Drawing and Painting</b>	<i>5.1 Drawing Tools</i>	5.1.1	Add a line to an image: straight line, free drawn line, curves. Set, modify line weight, style and colour.
		5.1.2	Add a shape to an image: rectangle, ellipse, n-shaped polygon. Set, modify line, fill style and colour.
	<i>5.2 Painting Tools</i>	5.2.1	Pick up a colour value with the dropper.
		5.2.2	Fill a portion of an image with the gradient tool, selecting opacity/transparency, radial, linear, position, rotation.
		5.2.3	Colour a portion of an image with the paintbrush tool, selecting colour, shape, size.
		5.2.4	Erase a portion of an image with the eraser tool, selecting its shape and size.
		5.2.5	Fill a portion of an image with colour using the paint bucket tool.
		5.2.6	Clone a portion of an image using a clone tool, selecting size, opacity.
<b>6 Prepare Outputs</b>	<i>6.1 Setup</i>	6.1.1	Preview an image.
		6.1.2	Select appropriate colour depth, resolution, image size, graphic format for web, screen, print use.
	<i>6.2 Print</i>	6.2.1	Change print output orientation: portrait, landscape. Change paper size.
		6.2.2	Print an image to an installed printer using defined options, default settings.

## Image Editing

This quick reference is for Adobe Photoshop Elements 9

## Quick Reference

### Photoshop Elements Menus / Windows



### Certification Test Goals

This module sets out essential concepts and skills relating to the ability to understand the main concepts underlying digital images and to use an image editing application to enhance images, apply effects, and prepare an image for printing and publishing.

Successful candidates will be able to:

- Know about the main concepts of using digital images and understand graphic format options and colour concepts.
- Open an existing image, save an image in different formats, and set image file options.
- Use built-in options such as displaying toolbars, palettes to enhance productivity.
- Capture and save an image, use various selection tools, and manipulate images.
- Create and use layers, work with text, use effects and filters, and use drawing and painting tools.
- Prepare images for printing or publishing.

### Keyboard Shortcuts

#### General

- Open **CTRL+O**
- Save **CTRL+S**
- Print **CTRL+P**
- Close **CTRL+W**
- Undo **CTRL+Z**
- Redo **CTRL+Y**
- Help **F1**

#### Editing

- Cut **CTRL+X**
- Copy **CTRL+C**
- Paste **CTRL+V**
- Revert **SHIFT+CTRL+A**
- Zoom In **CTRL+=**
- Zoom Out **CTRL+-**
- Auto Red Eye Fix **CTRL+R**

#### Selection

- Select All **CTRL+A**
- Deselect **CTRL+D**
- Inverse **SHIFT+CTRL+I**

## 1 Imaging Concepts

### 1.1 Digital Images

Identify common uses of digital images like:

- Web and print publishing – Publish images to websites, social networks or photo sharing sites, or use for print publishing (magazines, brochures)
- Distribution by e-mail and mobile phone – Send your images to friends, colleagues
- Home printing – Using a printer, photo printer
- Digital photo frames – Display images on a digital photo frame

### 1.1.2 Understand the terms pixel, resolution.

- Pixel** is the smallest part of a digital image on a screen or a single point in a raster image.
- Resolution** is the measure of the detail quality of a digital image.

### 1.1.2 Identify the key features of a digital image:

- Composed of discrete pixels
- Represented digitally in binary code

### 1.1.3 Understand the terms lossy, lossless image file compression.

- Lossless compression** ensures that the compressed data can be reconstructed to the exact original image without pixel loss.
- Lossy compression** creates a smaller sized compressed file that results in a lower resolution picture with pixel loss.

### 1.1.4 Understand the term copyright and the implications for image use.

- Copyright** is the rights granted to use, publish or distribute images, or other pieces of work for a specific time period.

### 1.1.4 Understand the terms royalty-free images and rights-managed images.

- Royalty-free images** incur a one-off fee that allows the user to use the image as many times as required with some restrictions.
- Rights-managed images** have a copyright license which, if purchased by a user, allows the one time use of a photo as specified by the license.

### 1.2 Graphic Formats

### 1.2.1 Understand the terms raster and vector graphics and distinguish between them.

- Raster graphics** represent a grid of pixels and cannot be scaled to a larger size without losing quality.
- Vector graphics** are created using points, lines and curves, based on mathematical equations and can be scaled to a large size without losing quality.

### 1.2.1 Identify common raster (jpeg, gif) and vector (svg, eps) formats.

Raster File Format	File Extension
Joint Photographic Experts Group (JPEG)	.jpeg
Graphics Interchange Format (GIF)	.gif
Vector File Format	File Extension
Scalable Vector Graphics (SVG)	.svg
Encapsulated PostScript (EPS)	.eps

### 1.2.2 Recognize proprietary digital image editing application formats:

File Format	File Ext
Photoshop Native Format	.psd
Paint Shop Pro Native Format	.psp
GIMP Native Format	.xcf
Corel Photo-Paint Format	.cpt

### 1.3 Colour Concepts

#### Understand the term colour model.

- A mathematical model describing how colours can be represented as lists of numbers, typically as three or four values or colour components.

#### 1.3.1 Recognize common colour models:

- RGB** – Combines red, green and blue
- HSB** - Combines hue, saturation and brightness
- CMYK** - Combines cyan, magenta, yellow and key (black)
- Grayscale** – Combines shades of gray, varying from black to white

#### 1.3.2 Understand the terms colour palette, colour depth.

- Colour palette** is the total colours available.
- Colour depth** is the maximum number of distinct colours that are used in an image, higher depth gives a broader range of distinct colours and a more realistic image.

- 1.3.3 **Understand the terms hue, saturation, colour balance.**  
 • **Hue** - A pure colour described by name like red or yellow  
 • **Saturation** - The dominance of hue in the colour  
 • **Colour balance** – The overall adjustment of the intensities of the colours
- 1.3.4 **Understand the terms contrast, brightness, gamma.**  
 • **Contrast** – The difference in colour and light level in an image  
 • **Brightness** – The degree to which an image radiates light  
 • **Gamma** - The way brightness is changed for the middle range of gray tones
- 1.3.5 **Understand the term transparency.**  
 • The ability of light to transmit through an image.

## 2 Image Capture

### 2.1 Capturing Images

- 2.1.1 **Save an image from a digital camera to a location on a drive.**  
 • Connect the digital camera to the computer.  
 • Follow the Wizard instructions to choose the image to save.  
 • Select the location on the drive and save the image.
- 2.1.2 **Use the print screen facility to capture a full screen, active window.**  
 • To capture a full screen, press the **Print Screen** key.  
 • Open an image editing application.  
 • Click the **Edit** menu.  
 • Click **Paste**.  
 • To capture an active window, open a window on the desktop.  
 • Press the **Alt** key + **Print Screen** key on the keyboard.  
 • Open an image editing application.  
 • Click the **Edit** menu.  
 • Click **Paste**.
- 2.1.3 **Save an image from an image library, web page to a location on a drive**  
 • Right-click on the item.  
 • Select **Save Target As**.  
 • Create a filename and select the location.  
 • Click **Save**.
- 2.1.4 **Open a scanning application and scan an image: preview, set scanning parameters, scan, save.**  
 • Place the image on the scanner.  
 • Select scan to view options.  
 • Follow the instructions to choose the scanning parameters.  
 • Select the location to save the image and scan.

## 3 Using the Application

### 3.1 Image Creation

- 3.1.1 **Open an image editing application.**  
 • Click the **Start** button.  
 • Select **All Programs**.  
 • Click **Adobe Photoshop Elements 9**.
- 3.1.1 **Close an image editing application.**  
 • Click **File**.  
 • Click **Exit**.
- 3.1.1 **Open image files.**  
 • Click **File**.  
 • Click **Open**.  
 • Select file(s) to open and click **Open**.
- 3.1.1 **Close image files.**  
 • Click **File**.  
 • Click **Close**.
- 3.1.2 **Create a new image file and set options: colour model, size, resolution, background colour.**  
 • Click **File**.  
 • Click **New**.  
 • Click **Blank File**.  
 • Name the file and set the file options.  
 • Click **OK**.

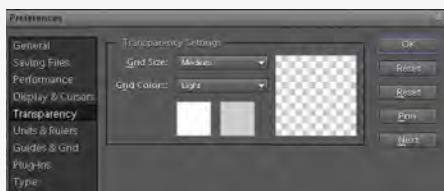
- 3.1.3 **Create a new image file from clipboard.**  
 • Ensure an item has been copied to the clipboard.  
 • Click **File**.  
 • Click **New**.  
 • Click **Image from Clipboard**.
- 3.1.4 **Switch between open image files.**
- 
- Select the tab of the desired image file to switch to that file.

- 3.1.5 **Save an image to a location on a drive.**  
 • Click **File**.  
 • Click **Save**.  
 • Create a file name and select the location.  
 • Click **Save**.
- 3.1.5 **Save an image under another name to a location on a drive.**  
 • Click **File**.  
 • Click **Save As**.  
 • Enter a new file name over the existing file name and select the location.  
 • Click **Save**.
- 3.1.6 **Save, export an image as another file type like: jpeg, gif, tiff, png.**  
 • Click **File**.  
 • Select **Save As**.  
 • Click on the **Format** drop-down menu and select a file type.  
 • Click on **Save**.

### 3.2 Settings

- 3.2.1 **Set background colour, foreground colour.**  
 • In the **Toolbox**, click the **Set Background Color** or **Set Foreground Color** option.  
 • Select the desired colour using the **Color Picker**.  
 • Click **OK**.
- 3.2.2 **Set grid properties: units, horizontal spacing, vertical spacing, colour.**  
 • On the **Edit** menu, click **Preferences** and click **Guides & Grid**.  
 • Select the **Guides Color** and **Style**.  
 • Select the **Grid Color** and **Style** and choose the spacing of **Gridlines** and **Frequency** of subdivisions.  
 • Click **OK**.
- 3.3 Enhancing Productivity

- 3.3.1 **Set basic options/ preferences in the application like: transparency, grid settings, measurement units.**



- To set transparency, on the **Edit** menu, click **Preferences** and click **Transparency**.  
 • Select the **Grid Size**, **Grid Colors** and choose **First** and **Second Transparency Background Colors**.  
 • Click **OK**.
- To set grid settings, on the **Edit** menu, click **Preferences** and click **Guides & Grid**.  
 • Select the **Guides Color** and **Style**.  
 • Select the **Grid Color** and **Style** and choose the spacing of **Gridlines** and **Frequency** of subdivisions.  
 • Click **OK**.
- To set measurements, on the **Edit** menu, click **Preferences** and click **Units & Rulers**.  
 • Select the appropriate **Units**, **Column Size**, **New Document Preset Resolutions** and **Photo Project Units**.  
 • Click **OK**.

### 3.3.2 Use available Help functions.

- Click on the **Help** menu.
- Select **Photoshop Elements Help**.

### 3.3.3 Use magnification/zoom tools.

- On the **View** menu, click **Zoom In** or **Zoom Out**.

### 3.3.4 Use the undo, redo command.

- On the **Application Bar**, click **Undo** or **Redo**.

### 3.3.4 Use the undo history.

- On the **Window** menu, click **Undo History**.
- Select a state to revert to.

### 3.3.5 Display, hide built-in toolbars, palettes, windows.

- On the **Window** menu, select/deselect appropriate toolbar, palette, window.

## 4 Working with Images

### 4.1 Selection

#### 4.1.1 Select an entire image, layer(s).

- On the **Select** menu, click **All**.
- On the **Select** menu, click **All Layers**.

#### 4.1.2 Set selection tool properties: relationship between multiple selections, feathering, antialiasing, width, height.

- In the **Toolbox**, click the appropriate **Selection Tool**, choosing from the **Rectangular/Elliptic Marquee**, **Lasso**, **Magic Wand**, **Quick Selection Tool**.

- On the **Options** bar, select the desired relationship between selections option, feathering, antialiasing, width and height.

#### 4.1.3 Select part of an image using selection tools: rectangular, elliptic, magic wand, magnetic lasso, freehand image.

Selection Tool	Description
Rectangular / Elliptical Marquee tool	Draws square or rectangular selection borders or draws round or elliptical selection borders.
Magic Wand tool	Selects pixels of similar colour with one click.
Magnetic Lasso tool	Draws a selection border that automatically snaps to edges you drag over in the photo.
Lasso tool	Draws freehand selection borders. This tool is great for making very precise selections.
Polygonal Lasso tool	Draws multiple straight-edged segments of a selection border.

- In the **Toolbox**, click the appropriate **Selection Tool**.

- Select the part of the image using the tool.

#### 4.1.4 Inverse a selection.

- On the **Select** menu, click **Inverse**.

#### 4.1.5 Save a selection.

- In the **Toolbox**, click the appropriate **Selection Tool**.

- Select the part of the image using the tool.

#### 4.1.5 Load a saved selection

- On the **Select** menu, click **Load Selection**.
- Choose the desired selection.
- Click **OK**.

### 4.2 Image Manipulation

#### 4.2.1 Change the canvas size of an image.

- On the **Image** menu, click **Resize** and click **Canvas Size**.
- Enter the new size details.
- Click **OK**.

#### 4.2.2 Resize an image in pixels, measurement units.

- On the **Image** menu, click **Resize** and click **Image Size**.
- Enter the new size details.
- Click **OK**.
- Click the **Green Tick** to accept.

- 4.2.3 Crop an image.**
- In the **Toolbox**, click the **Crop Tool**.
  - Select the part of the image you wish to crop using the tool.
  - Click the **Green Tick** to accept changes.

- 4.2.4 Copy, move image(s), selection within an image.**
- To copy image(s), in the **Toolbox**, click the **Move Tool**.
  - Select the image and click **Ctrl + C** to copy.
  - To move image(s), in the **Toolbox**, click the **Move Tool**.
  - Select the image and click and drag to move.

**4.2.5 Rotate, mirror an image, selection within an image.**

- Select the image, part of image using a **Selection Tool** from the **Toolbox**.
- On the **Image** menu, click **Rotate** and click the required rotation or flip (mirror) option.

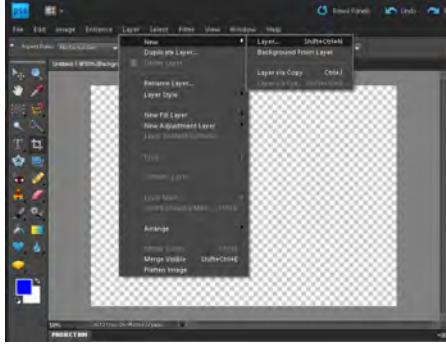
### 4.3 Layers

**4.3.1 Define and understand the term layer.**

- Layers are used to separate different elements of an image and are stacked on top of each other.

**4.3.2 Create a layer.**

- On the **Layer** menu, click **New** and **Layer**.
- Enter **Layer Name**, **Mode** and **Opacity** details.
- Click **OK**.



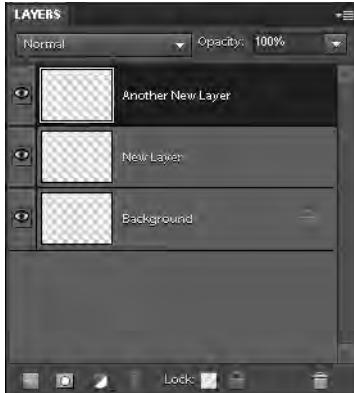
**4.3.2 Copy a layer.**

- On the **Layer** menu, click **Duplicate Layer**.
- Enter **Layer Name** and **Destination** details.
- Click **OK**.

**4.3.2 Delete a layer.**

- On the **Layer** menu, click **Delete Layer**.
- Click **Yes**.

**4.3.3 Set layer properties: name.**



- In the **Layers** panel, double click the layer to open layer properties.
- Edit the **Layer Name**.
- Click **OK**.

**4.3.3 Set layer properties: hide, show.**

- In the **Layers Panel**, click the **Eye** symbol to **Show/Hide** a layer.

**4.3.3 Set layer properties: lock.**

- In the **Layers** panel, click the **Lock** symbol to lock a layer.

**4.3.3 Set layer properties: opacity.**

- In the **Layers** panel, click the **Opacity** arrow.
- Adjust the slider to select the appropriate opacity.

- 4.3.3 Set layer properties: blending mode.**
- In the **Layers** panel, click the **Blending Mode** arrow.
  - Select the appropriate blending mode.
- 4.3.4 Arrange layers.**
- On the **Layer Menu**, click **Arrange**.
  - Select the appropriate option to bring the layer **Backward / Forward**.

**4.3.4 Merge layers.**

- In the **Layers** panel, click the layer you would like to merge.
- On the **Layer** menu, click **Merge Down** to merge to the layer below or **Merge Visible** to merge all visible layers.

**4.3.4 Link layers.**

- In the **Layers** panel, click two or more layers to link (use the **Ctrl** key to select these layers).
- In the **Layers** panel, click the **Link Symbol** to link the layers.

**4.3.4 Flatten layers.**

- On the **Layer** menu, click **Flatten**.

**4.3.5 Transform layer(s): scale.**

- Select a layer.
- On the **Image** menu, click **Resize** and **Scale**.
- Use the handles around the image layer to scale, or enter the new scale using the **Options** bar.
- Click the **Green Tick** to accept changes.

**4.3.5 Transform layer(s): rotate.**

- Select a layer.
- On the **Image** menu, click **Rotate** and select the appropriate layer rotation option.

**4.3.5 Transform layer(s): flip.**

- Select a layer.
- On the **Image** menu, click **Rotate** and select the appropriate layer flip option.

**4.3.5 Transform layer(s): move.**

- In the **Layers** panel, click on the layer to move.
- Select the **Move Tool**, click and drag the layer to the desired location.

**4.3.5 Transform layer(s): trim.**

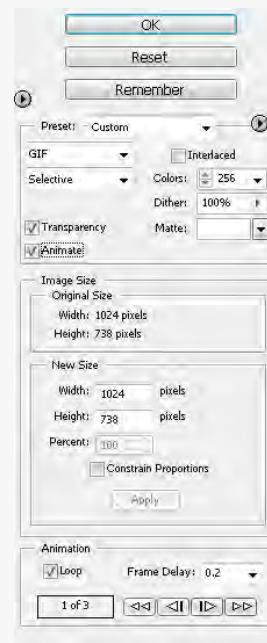
- Select a layer, in the **Toolbox**, click the **Crop Tool**.
- Select the part of the layer to crop using the tool.
- Click the **Green Tick** to accept changes.

**4.3.6 Convert a drawn object to a raster layer.**

- Select a drawn object.
- On the **Layer** menu, click **Simplify Layer**.

**4.3.7 Create an animated gif from layers.**

- On the **File** menu, click **Save for web** and check



- Select any additional loop and frame delay settings.
- Click **OK**.
- Create a file name and select the location.
- Click **Save**.

**Note:** You must have two or more layers to create an animated gif.

### 4.4 Text

**4.4.1 Add text.**

- Select the desired **Type Tool** from the **Toolbox**.
- Click and drag on the image to create a text editing region.
- On the **Options** bar, select text options and enter text.
- Click the **Green Tick** to accept changes.

**4.4.1 Edit text.**

- Select the desired **Type Tool** from the **Toolbox**.
- Double click on existing text to open the text editing region.
- Edit the text as required.
- Click the **Green Tick** to accept.

**4.4.1 Delete text.**

- Select the desired **Type Tool** from the **Toolbox**.
- Double click on existing text to open the text editing region.
- Delete the text as required.
- Click the **Green Tick** to accept.

**4.4.2 Copy, move text.**

- Select the desired **Type Tool** from the **Toolbox**.
- Double click on existing text to open the text editing region.
- Select the text to copy, move.
- On the **Edit** menu, click **Cut** or **Copy**.
- Paste the text into the desired location.

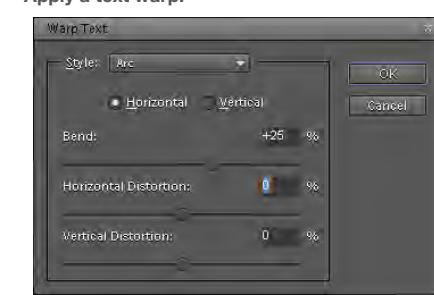
**4.4.3 Align text: left, centre, right, justified.**

- Select the desired **Type Tool** from the **Toolbox**.
- Double click on existing text to open the text editing region.
- Select the text to align.
- On the **Options** bar, select the desired alignment.
- Click the **Green Tick** to accept.

**4.4.4 Apply text formatting: font sizes, font types, font colour.**

- Select the desired **Type Tool** from the **Toolbox**.
- Double click on existing text to open the text editing region.
- Select the text to format.
- On the **Options** bar, select the desired font size, font type or font colour.
- Click the **Green Tick** to accept.

**4.4.5 Apply a text warp.**



- Select the desired **Type Tool** from the **Toolbox**.
- Double click on existing text to open the text editing region.
- Select the text to text warp.
- On the **Options** bar, click the **Text Warp** option.
- Select the desired **Style** and adjust settings for **Direction**, **Bend** and **Distortion**.
- Click the **Green Tick** to accept.

**4.5 Effects and Filters**

**4.5.1 Apply artistic, distortion effects: pixelate, emboss, wind, ripple, twirl, desaturate.**

- Select the image, part of image using a **Selection Tool** from the **Toolbox**.
- To apply a pixelate effect, on the **Filter** menu, click **Pixelate** and click the required pixelate sub-option.
- Adjust the settings as required and click **OK**.
- To apply an emboss effect, on the **Filter** menu, click **Stylize** and **Emboss**.
- Adjust the settings as required and click **OK**.

- To apply a ripple effect, on the **Filter** menu, click **Stylize** and **Ripple**.
  - Adjust the settings as required and click **OK**.
  - To apply a ripple effect, on the **Filter** menu, click **Distort** and **Ripple**.
  - Adjust the settings as required and click **OK**.
  - To apply a twirl effect, on the **Filter** menu, click **Distort** and **Twirl**.
  - Adjust the settings as required and click **OK**.
  - To apply a desaturate effect, select the **Sponge Tool** from the **Toolbox**.
  - On the **Options** bar, click the **Desaturate** mode option and adjust other options as required.
  - Click and drag the tool over the image area to desaturate.
- 4.5.2 Apply blur effects: gaussian, motion.**
- Select the image, part of image using a **Selection Tool** from the **Toolbox**.
  - To apply a Gaussian blur effect, on the **Filter** menu, click **Blur** and **Gaussian Blur**.
  - Adjust the settings as required and click **OK**.
  - To apply a motion blur, on the **Filter** menu, click **Blur** and **Motion Blur**.
  - Adjust the settings as required and click **OK**.
- 4.5.3 Apply lighting effects: lighting, flare.**
- Select the image, part of image using a **Selection Tool** from the **Toolbox**.
  - To apply a lighting effect, on the **Filter** menu, click **Render** and **Lighting Effects**.
  - Adjust the settings as required and click **OK**.
  - To apply a flare effect, on the **Filter** menu, click **Render** and **Lens Flare**.
  - Adjust the settings as required and click **OK**.
- 4.5.4 Apply adjustments: brightness-contrast, hue-saturation, colour balance.**
- Select the image, part of image using a **Selection Tool** from the **Toolbox**.
  - To adjust brightness-contrast, on the **Enhance** menu, click **Adjust Lighting** and **Brightness/Contrast**. Adjust the settings as required and click **OK**.
  - To adjust hue-saturation, on the **Enhance** menu, click **Adjust Color** and **Adjust Hue/Saturation**.
  - Adjust the settings as required and click **OK**.
  - To adjust colour balance, on the **Enhance** menu, click **Adjust Color** and choose **Color Curves**.
  - Adjust the settings as required and click **OK**.
- 4.5.5 Apply sharpen, unsharp mask.**
- Select the image, part of image using a **Selection Tool** from the **Toolbox**.
  - To apply sharpen mask, on the **Enhance** menu, click **Adjust Sharpness**.
  - Adjust the settings as required and click **OK**.
  - To apply unsharp mask, on the **Enhance** menu, click **Unsharp Mask**.
  - Adjust the settings as required and click **OK**.
- 4.5.6 Apply red eye reduction.**
- Select the image, part of image using a **Selection Tool** from the **Toolbox**.
  - On the **Enhance** menu, click **Auto Red Eye Fix**.

## 5 Drawing and Painting

- 5.1 Drawing Tools**
- 5.1.1 Add a line to an image: straight line, free drawn line, curves. Set, modify line weight, style and colour.**
- In the **Toolbox**, click the **Line Tool** or **Pencil Tool**.
  - On the **Options** bar, select the desired **Weight**, **Style** and **Color**.
  - Draw the line.
- 5.1.2 Add a shape to an image: rectangle, ellipse, n-shaped polygon. Set, modify line, fill style and colour.**
- In the **Toolbox**, click the **Rectangle Tool**, **Ellipse Tool** or **Polygon Tool**.
  - On the **Options** bar, select the desired **Line**, **Fill Style** and **Color**.
  - Draw the shape.

- 5.2 Painting Tools**
- 5.2.1 Pick up a colour value with the dropper.**
- In the **Toolbox**, click the **Eye Dropper Tool**.
  - Select the colour of the image to pick and click that colour to select.
- 5.2.2 Fill a portion of an image with the gradient tool, selecting opacity/transparency, radial, linear, position, rotation.**
- In the **Toolbox**, click the **Gradient Tool**.
  - On the **Options** bar, select the desired **Opacity/Transparency**, **Gradient Type**, **Position** and **Rotation**.
  - Click on the location to start the gradient and drag to a finish location to apply the gradient.
- 5.2.3 Colour a portion of an image with the paintbrush tool, selecting colour, shape, size.**
- In the **Toolbox**, click the **Brush Tool** and select a **Foreground Color**.
  - On the **Options** bar, select the desired **Shape** and **Size**.
  - Colour the portion of the image.
- 5.2.4 Erase a portion of an image with the eraser tool, selecting its shape and size.**
- In the **Toolbox**, click the **Eraser Tool**.
  - On the **Options** bar, select the desired **Shape** and **Size**.
  - Erase the portion of the image.
- 5.2.5 Fill a portion of an image with colour using the paint bucket tool.**
- In the **Toolbox**, click the **Paint Bucket Tool** and select a **Foreground Color**.
  - Fill the portion of the image with the colour.
- 5.2.6 Clone a portion of an image using a clone tool, selecting size, opacity.**



- In the **Toolbox**, click the **Clone Stamp Tool**.
- On the **Options** bar, select the desired **Size** and **Opacity**.
- Holding the **ALT** key, make your clone selection.
- Click in the desired location to place the cloned content.

## 6 Prepare Outputs

- 6.1 Setup**
- 6.1.1 Preview an image.**
- On the **File** menu, click **Print**.
  - A Print Preview will appear.
- 6.1.2 Select appropriate colour depth, resolution, image size, graphic format for web, screen, print use.**
- On the **Image** menu, click **Mode**.
  - Select the appropriate colour depth mode.
  - On the **Image** menu, click **Resize**, then click **Image Size**.
  - Select the appropriate resolution or image size.
  - On the **File** menu, click **Save As**.
  - Select the appropriate file format.
  - Click **Save**.
  - On the **File** menu, click **Save for Web**.
  - Select the appropriate file format.
  - Click **OK**.
  - Choose a file name and click **Save**.

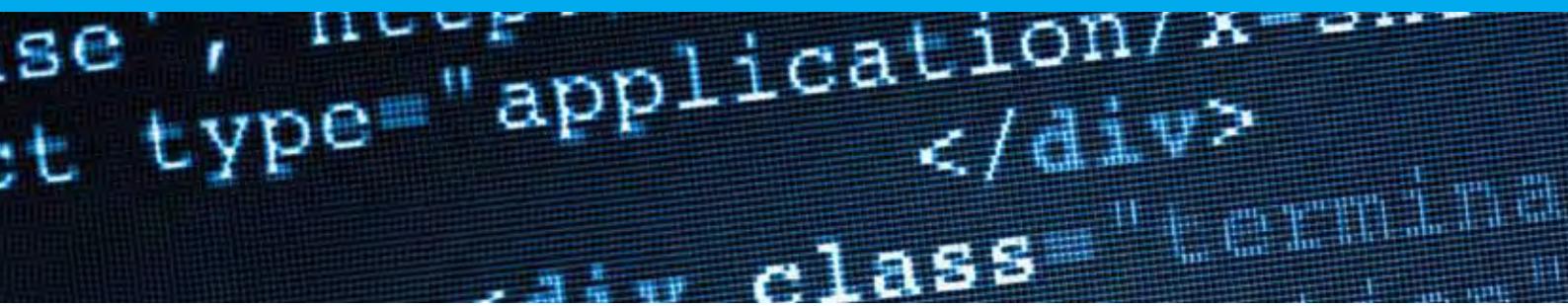
### 6.2 Print

- 6.2.1 Change print output orientation: portrait, landscape. Change paper size.**
- On the **File** menu, click **Print**, then click **Page Setup**.
  - Click **Portrait** or **Landscape**.
  - Click **OK**.
  - On the **File** menu, click **Print**.
  - Select a paper size.
- 6.2.2 Print an image to an installed printer using defined options, default settings.**
- On the **File** menu, click **Print**.
  - Select additional print options if required.
  - Click **Print**.

For more information, visit:  
www.ecdl.org

## Web Editing

## Module Summary



This module enables the candidate to understand key web publishing concepts and to create, upload, and maintain a web site.

On completion of this module the candidate will be able to:

- Understand key web concepts and terms.
- Know about the basic principles of HTML; use common HTML mark-up tags to modify the layout of a web page.
- Use a web authoring application to design and format web pages; format text; work with hyperlinks and tables.
- Recognise and use common web image formats; create forms in a web page.
- Understand and use cascading style sheets.
- Prepare web pages for publishing to a web server.

### SYLLABUS OUTLINE

CATEGORY	SKILL SET
Web Concepts	<ul style="list-style-type: none"> <li>• Key Terms</li> <li>• Web Publishing</li> <li>• Legal Issues</li> </ul>
HTML	<ul style="list-style-type: none"> <li>• Fundamentals of HTML</li> <li>• Using HTML</li> </ul>
Web Authoring	<ul style="list-style-type: none"> <li>• Design</li> <li>• Using the Application</li> <li>• Enhancing Productivity</li> <li>• Text Input and Formatting</li> <li>• Paragraph Formatting</li> <li>• Page Formatting</li> <li>• Hyperlinks</li> <li>• Tables</li> </ul>
Using Objects	<ul style="list-style-type: none"> <li>• Graphical Objects</li> <li>• Forms</li> </ul>
Styles	<ul style="list-style-type: none"> <li>• CSS Concepts</li> <li>• Using CSS</li> </ul>
Prepare Upload	<ul style="list-style-type: none"> <li>• Check</li> <li>• Publish</li> </ul>

### WHAT ARE THE BENEFITS OF THIS MODULE?

The following outlines the benefits of ECDL / ICDL - Web Editing:

- Applicable to a variety of web publishing software.
- Provides the candidate with the skills to develop, publish, and maintain a website.
- Certifies best practice in website creation.
- Developed with input from computer users, subject matter experts, and practising computer professionals from all over the world. This process ensures the relevance and range of module content.

### HOW DO I GET STARTED?

To find out more about this module and to locate your nearest accredited test centre, please visit [www.ecdl.org/programmes](http://www.ecdl.org/programmes).





## ECDL / ICDL Web Editing

This module sets out essential concepts and skills relating to the ability to understand key web publishing concepts and to create, upload and maintain a static web site.

### Module Goals

Successful candidates will be able to:

- Understand key web concepts and terms.
- Know about the basic principles of HTML and use common HTML mark-up tags to modify the layout of a web page.
- Use a web authoring application to design and format web pages, format text, and work with hyperlinks and tables.
- Recognise and use common web image formats and create forms in a web page.
- Understand and use cascading style sheets.
- Prepare web pages for publishing to a web server.

CATEGORY	SKILL SET	REF.	TASK ITEM
1 Web Concepts	1.1 Key Terms	1.1.1	Understand that the Internet supports a range of services like the World Wide Web (WWW), file transfer, email, instant messaging (IM).
		1.1.2	Understand the term client/server. Understand the functionality and relationship between the browser, web server.
		1.1.3	Understand the terms domain, Uniform Resource Locator (URL), hyperlink, web hosting, search engine.
		1.1.4	Understand the use of primary protocols: Transmission Control Protocol/Internet Protocol (TCP/IP), Hypertext Transfer Protocol (HTTP), File Transfer Protocol (FTP).
	1.2 Web Publishing	1.2.1	Identify the main advantages of having a website: access to a global audience, ease of updating, audience interactivity, cost benefits.



CATEGORY	SKILL SET	REF.	TASK ITEM
		1.2.2	Understand the process of getting a website online like: registering a domain, choosing a web hosting service.
		1.2.3	Recognize search engine optimization techniques like: including relevant meta data, including a site map and website links, registering with a search engine.
		1.2.4	Recognize factors that impact on web page download speed: audio, video, graphical objects, animation content, file compression.
		1.2.5	Recognize appropriate audio, video, graphical file formats to optimize web page download speed.
	1.3 <i>Legal Issues</i>	1.3.1	Understand the term copyright and its implications for text, images, audio, video available on websites.
		1.3.2	Understand that website content is subject to the laws of the country in which it is hosted.
2 HTML	2.1 <i>Fundamentals of HTML</i>	2.1.1	Understand the term Hypertext Markup Language (HTML).
		2.1.2	Understand the role of the W3C consortium in developing HTML recommendations. Understand the benefits these recommendations offer like: interoperability of web sites across browsers, enhanced accessibility, consistent document type declarations.
	2.2 <i>Using HTML</i>	2.2.1	Use the browser to view web page source code.
		2.2.2	Use markup tags to structure a web page layout: <html>, <head>, <title>, <body>.
		2.2.3	Use markup tags to develop the layout of a web page: <h1>, <h2>, <p>,  , <a href>, <img />.



CATEGORY	SKILL SET	REF.	TASK ITEM
<b>3 Web Authoring</b>	<i>3.1 Design</i>	3.1.1	Recognize planning and design techniques like: evaluating the needs of the target audience, creating storyboards, organizing the site structure, creating a page layout template, deciding on a navigation scheme.
		3.1.2	Recognize good practice in font selection. Using sans serif fonts like: Arial, Courier, Helvetica.
	<i>3.2 Using the Application</i>	3.2.1	Open, close a web authoring application. Open, close web pages.
		3.2.2	Create, save a new web page, website to a location on a drive.
		3.2.3	Create, save a new web page based on an available template.
		3.2.4	Add, edit a descriptive page title.
		3.2.5	Change between source code and design view.
	<i>3.3 Enhancing Productivity</i>	3.3.1	Set basic options/ preferences in the application: default preview browser, default document type, encoding, fonts.
		3.3.2	Use available Help functions.
	<i>3.4 Text Input and Formatting</i>	3.4.1	Insert, edit, delete text.
		3.4.2	Understand and use relative font size.
		3.4.3	Apply text formatting: bold, italic, font type and colour.
	<i>3.5 Paragraph Formatting</i>	3.5.1	Set paragraph properties: alignment, indentation.
		3.5.2	Insert, remove paragraph break, line break.
		3.5.3	Create, modify a single-level ordered (numbered), unordered (bulleted) list.
	<i>3.6 Page Formatting</i>	3.6.1	Set page margins: top, bottom, left, right.



CATEGORY	SKILL SET	REF.	TASK ITEM
		3.6.2	Add, modify, remove a page background colour, image.
		3.6.3	Change a page hyperlink colour: visited, active, unvisited.
	3.7 <i>Hyperlinks</i>	3.7.1	Understand the terms absolute and relative hyperlinks.
		3.7.2	Insert, edit, remove a hyperlink: text, image.
		3.7.3	Insert, edit, remove an e-mail hyperlink: text, image.
		3.7.4	Define hyperlink target: same window, new window.
		3.7.5	Set an anchor, insert a link to an anchor.
	3.8 <i>Tables</i>	3.8.1	Insert, delete a table.
		3.8.2	Insert, edit a table caption.
		3.8.3	Align a table: left, centre, right.
		3.8.4	Insert, delete rows and columns.
		3.8.5	Modify column width, row height.
		3.8.6	Merge, split cells.
		3.8.7	Modify table border width, cell padding, cell spacing.
		3.8.8	Change background colour, background graphic, image of cells, entire table.
		3.8.9	Add, remove a table background graphic, image.
4 Using Objects	4.1 <i>Graphical Objects</i>	4.1.1	Add, remove an image on a web page.
		4.1.2	Set, modify attributes of an image: size, border, alignment, alternative text.
	4.2 <i>Forms</i>	4.2.1	Insert a form on a web page.
		4.2.2	Add, remove single-line, multi-line text fields.



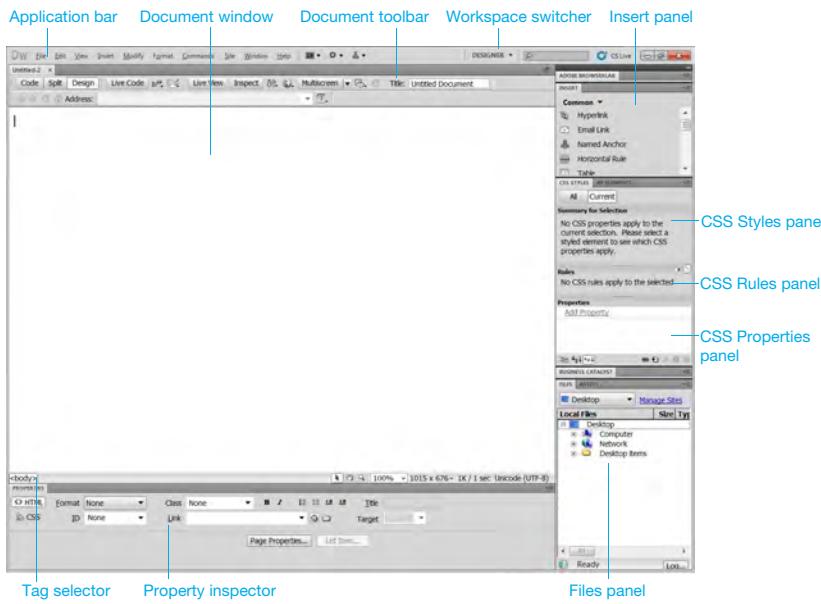
CATEGORY	SKILL SET	REF.	TASK ITEM
		4.2.3	Add, remove form fields: drop-down, check box, radio button.
		4.2.4	Set, modify form field properties: text field, drop-down, check box, radio button.
		4.2.5	Add, remove submit, reset buttons.
		4.2.6	Set, modify properties for submit, reset buttons.
		4.2.7	Set, modify form action to send form output by email.
<b>5 Styles</b>	<i>5.1 CSS Concepts</i>	5.1.1	Understand the term Cascading Style Sheets (CSS), their use and benefits.
		5.1.2	Recognize the main approaches to applying styles: inline, internal, external.
		5.1.3	Understand the structure of a CSS rule: selector and declaration (property, value).
	<i>5.2 Using CSS</i>	5.2.1	Create, save a new CSS file.
		5.2.2	Create, modify CSS rules: colour, background, font
		5.2.3	Attach an external CSS to a web page.
<b>6 Prepare Upload</b>	<i>6.1 Check</i>	6.1.1	Identify and fix broken links in a website.
		6.1.2	Recognize good practice in webpage content: including a last updated date, details of software required to open, view files, ensuring compatibility of content with web browsers.
		6.1.3	Spell check a web page and make changes.
	<i>6.2 Publish</i>	6.2.1	Understand the process of uploading, downloading a web site to, from a web server.
		6.2.2	Upload, download a web site to, from a server.

## Web Editing

This quick reference is for Adobe Dreamweaver CS5.5 on Windows 7

## Quick Reference

### Dreamweaver CS5.5 Opening Screen



### Web Editing Goals

This module sets out essential concepts and skills relating to the ability to understand key web publishing concepts and to create, upload and maintain a static web site.

Successful candidates will be able to:

- Understand key web concepts and terms.
- Know about the basic principles of HTML and use common HTML mark-up tags to modify the layout of a web page.
- Use a web authoring application to design and format web pages, format text, and work with hyperlinks and tables.
- Recognise and use common web image formats and create forms in a web page.
- Understand and use cascading style sheets.
- Prepare web pages for publishing to a web server.

### Keyboard Shortcuts

#### General

Open the file menu **ALT+F**

New document **CTRL+N**

Open a document **CTRL+O**

Close the current document: **CTRL+W**

#### Editing

Open the edit menu **ALT+E**

Cut **CTRL+X**

Copy **CTRL+C**

Paste **CTRL+V**

#### Navigation

Up one screen **PAGE UP**

Down one screen **PAGE DOWN**

#### Formatting

Bold **CTRL+B**

Italics **CTRL+I**

Underline **CTRL+U**

## 1 Web Concepts

### 1.1 Key Terms

**Understand that the Internet supports a range of services like:**

- The World Wide Web (WWW)
- File transfer
- Email
- Instant messaging (IM)

### 1.1.2 Understand the term client/server.

- In a client/server network, the server stores data which can be requested and used by the client.

### 1.1.2 Understand the functionality and relationship between the browser, web server.

- A **web server** stores and delivers web documents.
- A **web browser** displays pages sent by a web server.

### 1.1.3 Understand the terms domain, Uniform Resource Locator (URL), hyperlink, web hosting, search engine.

- Domain** - Identifies ownership of a web address
- Uniform Resource Locator (URL)** - A website address that is unique for every website
- Hyperlink** - A graphic or text with an embedded cross reference that connects to web page, or portion of a web page
- Web hosting** - A service which allocates space for websites on computer servers
- Search engine** - Software designed to search for information on the World Wide Web

### 1.1.4 Understand the use of primary protocols:

- Transmission Control Protocol/Internet Protocol (TCP/IP)** - The protocol suite upon which the Internet is based
- Hypertext Transfer Protocol (HTTP)** - Used to request and transport World Wide Web pages across the Internet
- File Transfer Protocol (FTP)** - Used to transfer files from one computer to another over a TCP/IP network

### 1.2 Web Publishing

#### 1.2.1 Identify the main advantages of having a website:

- Access to a global audience
- Ease of updating
- Audience interactivity
- Cost benefits

#### 1.2.2 Understand the process of getting a website online like:

- Registering a domain** - To obtain exclusive use of a unique domain for a period of time
- Choosing a web hosting service** - To store and display your website on computer servers that are connected to the Internet

#### 1.2.3 Recognize search engine optimization techniques like:

- Including relevant meta data
- Including a site map and website links
- Registering with a search engine

#### 1.2.4 Recognize factors that impact on web page download speed: audio, video, graphical objects, animation content, file compression.

- High quality **Audio**
- High definition **Video**
- Too many **graphical objects** on a web page
- Animation Content** - Too much on a web page can decrease web page download speed
- File compression** - to decrease file size

#### 1.2.5 Recognize appropriate audio, video, graphical file formats to optimize web page download speed.

- Audio** - MIDI, MP3
- Video** - Flash Video .flv files
- Graphical file formats** - jpeg, gif

### 1.3 Legal Issues

#### 1.3.1 Understand the term copyright and its implications for text, images, audio, video available on websites.

- Copyright** is a legal way to protect the rights of ownership of a website and any text, audio, images and video it may contain.

#### 1.3.2 Understand that website content is subject to the laws of the country in which it is hosted.

- Website content** is subject to the laws of the country in which it is hosted rather than the country in which it was originally created.

## 2 HTML

### 2.1 Fundamentals of HTML

#### 2.1.1 Understand the term Hypertext Markup Language (HTML).

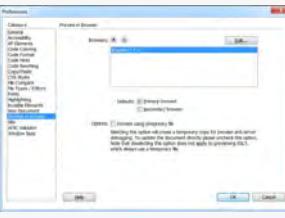
- Hypertext Markup Language (HTML)** is a tag based notation language used to format documents on the world wide web.

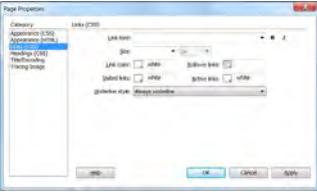
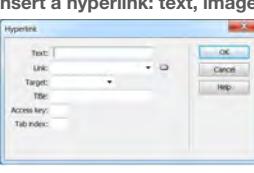
#### 2.1.2 Understand the role of the W3C consortium in developing HTML recommendations.

- World Wide Web Consortium (W3C)** is a standards body that gives recommendations for the development of open web standards, HTML.

#### 2.1.2 Understand the benefits these recommendations offer like:

- Interoperability of websites across browsers** - Allows the viewing of web pages across a range of devices and browsers
- Enhanced accessibility** - Improves search result rankings, reduces maintenance costs, and increases audience reach
- Consistent document type declarations** - Give web pages a consistent look

<p><b>2.2 Using HTML</b></p> <p><b>2.2.1 Use the browser to view web page source code.</b></p> <ul style="list-style-type: none"> <li>Click to open <b>Internet Explorer</b>.</li> <li>Browse to the web page you want to view.</li> <li>Click the <b>View</b> menu.</li> <li>Click <b>Source</b>.</li> </ul> <p><b>2.2.2 Use markup tags to structure a web page layout:</b></p> <pre>&lt;html&gt;, &lt;head&gt;, &lt;title&gt;, &lt;body&gt;.</pre> <ul style="list-style-type: none"> <li>Open a text editor and enter the following tags:</li> <pre>&lt;html&gt; &lt;head&gt; &lt;title&gt; This is a title&lt;/title&gt; &lt;/head&gt; &lt;body&gt; This is body text. &lt;/body&gt; &lt;/html&gt;</pre> </ul> <p><b>2.2.3 Use markup tags to develop the layout of a web page: &lt;h1&gt;, &lt;h2&gt;, &lt;p&gt;, &lt;br /&gt;, &lt;a href&gt;, &lt;img /&gt;.</b></p> <ul style="list-style-type: none"> <li>Open a text editor and enter the following tags:</li> <pre>&lt;html&gt; &lt;head&gt; &lt;title&gt; This is a title&lt;/title&gt; &lt;/head&gt; &lt;h1&gt;This is a heading&lt;/h1&gt; &lt;h2&gt;This is a smaller heading&lt;/h2&gt; &lt;br /&gt;creates a single line break in a block of text &lt;p&gt;This is a paragraph.&lt;/p&gt; &lt;a href="http://www.ecdl.org"&gt;This is a link&lt;/a&gt; &lt;img src="school.jpg" width="104" height="142" /&gt; &lt;/html&gt;</pre> </ul>	<p><b>3.2.2 Save a website to a location on a drive.</b></p> <ul style="list-style-type: none"> <li>Click the <b>Site</b> menu.</li> <li>Click <b>New Site</b>.</li> <li>Enter local site folder details.</li> <li>Click <b>Save</b>.</li> </ul> <p><b>3.2.3 Create a new web page based on an available template.</b></p> <ul style="list-style-type: none"> <li>Click the <b>File</b> menu.</li> <li>Click <b>New</b>.</li> <li>Click <b>Page from Template</b>.</li> <li>Select a site that contains the template.</li> <li>Select a template.</li> <li>Click <b>Create</b>.</li> </ul> <p><b>3.2.3 Save a new web page based on an available template.</b></p> <ul style="list-style-type: none"> <li>Click the <b>File</b> menu.</li> <li>Click <b>Save</b>.</li> <li>Create a file name and select the location.</li> <li>Click <b>Save as type</b> and select <b>HTML Documents</b>.</li> <li>Click <b>Save</b>.</li> </ul> <p><b>3.2.4 Add, edit a descriptive page title.</b></p>  <ul style="list-style-type: none"> <li>Click the <b>Design</b> button.</li> <li>Select the text <b>Untitled Document</b> in the <b>Title</b> box located on the <b>Document</b> toolbar.</li> <li>Type in a new page title and press the <b>Return</b> key.</li> </ul> <p><b>3.2.5 Change between source code and design view.</b></p> <ul style="list-style-type: none"> <li>Click the <b>Code</b> button on the <b>Document</b> toolbar to show the source code.</li> <li>Click the <b>Design</b> button on the <b>Document</b> toolbar to show the design view.</li> </ul>	<p><b>3.4.1 Delete text.</b></p> <ul style="list-style-type: none"> <li>Select the text to delete.</li> <li>Press the <b>Delete</b> key.</li> </ul> <p><b>Understand relative font size.</b></p> <ul style="list-style-type: none"> <li>Makes websites more accessible and readable</li> <li>Can be set relative to surrounding elements</li> <li>Allows a user to change the text size in browsers</li> </ul> <p><b>3.4.2 Use relative font size.</b></p> <ul style="list-style-type: none"> <li>Click the <b>Modify</b> menu, click <b>CSS Styles</b>.</li> <li>Double click an existing rule or property in the top pane of the <b>CSS Styles</b> panel.</li> <li>In the <b>CSS Rule Definition</b> dialog box, select <b>Type</b>, and then set the style properties.</li> <li>Click the <b>Font-size</b> drop-down arrow and choose a relative size, for example, medium.</li> <li>Click <b>OK</b>.</li> </ul> <p><b>3.4.3 Apply text formatting: bold, italic.</b></p> <ul style="list-style-type: none"> <li>Select the text to format.</li> <li>To embolden the text, click the <b>Format</b> menu, select <b>Style</b> and click <b>Bold</b>.</li> <li>To italicize the text, click the <b>Format</b> menu, select <b>Style</b> and click <b>italic</b>.</li> </ul> <p><b>3.4.3 Apply text formatting: font type.</b></p> <ul style="list-style-type: none"> <li>Select the text to format.</li> <li>Click the <b>Format</b> menu.</li> <li>Select <b>Font</b> and click on a font from the list.</li> </ul> <p><b>3.4.3 Apply text formatting: color.</b></p> <ul style="list-style-type: none"> <li>Select the text to color.</li> <li>Click the <b>Format</b> menu.</li> <li>Click <b>Colour</b> and select a color.</li> <li>Click <b>OK</b>.</li> </ul>
<p><b>3 Web Authoring</b></p> <p><b>3.1 Design</b></p> <p><b>3.1.1 Recognize planning and design techniques like:</b></p> <ul style="list-style-type: none"> <li>Evaluating the needs of the <b>target audience</b></li> <li>Creating <b>storyboards</b></li> <li>Organizing the <b>site structure</b></li> <li>Creating a page <b>layout template</b></li> <li>Deciding on a <b>navigation scheme</b></li> </ul> <p><b>3.1.2 Recognize good practice in font selection.</b></p> <p><b>Using sans serif fonts like: Arial, Courier, Helvetica.</b></p> <ul style="list-style-type: none"> <li>A <b>sans serif</b> font is suitable for a web page because it can be easily viewed in both high and low resolution.</li> </ul> <p><b>3.2 Using the Application</b></p> <p><b>3.2.1 Open a web authoring application.</b></p> <ul style="list-style-type: none"> <li>Click the <b>Start</b> button.</li> <li>Select <b>All Programs</b>.</li> <li>Click <b>Adobe Dreamweaver CS5.5</b>.</li> </ul> <p><b>3.2.1 Close a web authoring application.</b></p> <ul style="list-style-type: none"> <li>Click the <b>File</b> menu.</li> <li>Click <b>Exit</b>.</li> </ul> <p><b>3.2.1 Open web pages.</b></p> <ul style="list-style-type: none"> <li>Click the <b>File</b> menu.</li> <li>Click <b>Open</b>.</li> <li>Select web pages(s) to open and click <b>Open</b>.</li> </ul> <p><b>3.2.1 Close web pages.</b></p> <ul style="list-style-type: none"> <li>Click the <b>File</b> menu.</li> <li>To close the selected open page, click <b>Close</b>.</li> <li>To close all open pages, click <b>Close All</b>.</li> </ul> <p><b>3.2.2 Create a new web page.</b></p> <ul style="list-style-type: none"> <li>Click the <b>File</b> menu.</li> <li>Click <b>New</b>.</li> <li>Click <b>Blank Page</b>.</li> <li>Click <b>HTML</b> for page type.</li> <li>Click <b>Create</b>.</li> </ul> <p><b>3.2.2 Create a new website.</b></p> <ul style="list-style-type: none"> <li>Click the <b>Site</b> menu.</li> <li>Click <b>New Site</b>.</li> <li>Enter site name and local site folder details.</li> <li>Click <b>Save</b>.</li> </ul> <p><b>3.2.2 Save a new web page to a location on a drive.</b></p> <ul style="list-style-type: none"> <li>Click the <b>File</b> menu.</li> <li>Click <b>Save</b>.</li> <li>Create a file name and select the location.</li> <li>Click <b>Save as type</b> and select <b>HTML Documents</b>.</li> <li>Click <b>Save</b>.</li> </ul>	<p><b>3.3 Enhancing Productivity</b></p> <p><b>3.3.1 Set basic options/ preferences in the application: default preview browser.</b></p>  <ul style="list-style-type: none"> <li>Click the <b>Edit</b> menu.</li> <li>Click <b>Preferences</b>.</li> <li>Select <b>Preview in Browser</b> in the Category box.</li> <li>Click the <b>Browsers +</b> button to add details.</li> <li>Click <b>OK</b> twice.</li> </ul> <p><b>3.3.1 Set basic options/ preferences in the application: default document type, encoding.</b></p> <ul style="list-style-type: none"> <li>Click the <b>Edit</b> menu.</li> <li>Click <b>Preferences</b>.</li> <li>Select <b>New Document</b> in the Category box.</li> <li>Click <b>Default document</b> and select a document type.</li> <li>Click <b>Default encoding</b> and select a default encoding.</li> <li>Click <b>OK</b>.</li> </ul> <p><b>3.3.1 Set basic options/ preferences in the application: fonts.</b></p> <ul style="list-style-type: none"> <li>Click the <b>Edit</b> menu.</li> <li>Click <b>Preferences</b>.</li> <li>In <b>Category</b>, select <b>Fonts</b>.</li> <li>Select an encoding type from the <b>Font Settings</b> list.</li> <li>Select a font and size.</li> <li><b>Proportional font</b> - Used to display normal text</li> <li><b>Fixed font</b> - Used to display text within pre, code, and tt tags</li> <li><b>Code view</b> - Used for all text that appears in the Code view and Code inspector</li> <li>Click <b>OK</b>.</li> </ul> <p><b>3.3.2 Use available Help functions.</b></p> <ul style="list-style-type: none"> <li>Click the <b>Help</b> menu.</li> <li>Click <b>Dreamweaver Help</b>.</li> </ul> <p><b>3.4 Text Input and Formatting</b></p> <p><b>3.4.1 Insert text.</b></p> <ul style="list-style-type: none"> <li>Enter text into the design work area.</li> </ul> <p><b>3.4.1 Edit text.</b></p> <ul style="list-style-type: none"> <li>Edit text as required.</li> </ul>	<p><b>3.5 Paragraph Formatting</b></p> <p><b>3.5.1 Set paragraph properties: alignment.</b></p> <ul style="list-style-type: none"> <li>Select the paragraph to align.</li> <li>Click the <b>Format</b> menu.</li> <li>Select <b>Align</b>.</li> <li>Select <b>Left, Centre, Right, Justify</b>.</li> </ul> <p><b>3.5.1 Set paragraph properties: indentation.</b></p> <ul style="list-style-type: none"> <li>Select the paragraph to indent.</li> <li>Click the <b>Format</b> menu.</li> <li>Click <b>Indent</b> or <b>Outdent</b>.</li> </ul> <p><b>3.5.2 Insert, remove paragraph break.</b></p> <ul style="list-style-type: none"> <li>To insert press the <b>Return</b> key.</li> <li>To remove click on the paragraph break and press the <b>Delete</b> key.</li> </ul> <p><b>3.5.2 Insert, remove line break.</b></p> <ul style="list-style-type: none"> <li>To insert position the cursor to force a line break.</li> <li>Click the <b>Insert</b> menu.</li> <li>Select <b>HTML</b> and select <b>Special Characters</b>.</li> <li>Click <b>Line Break</b>.</li> <li>To remove click at the beginning of the line break and press the <b>Backspace</b> key.</li> </ul> <p><b>3.5.3 Create a single-level ordered numbered list.</b></p> <ul style="list-style-type: none"> <li>Select the text to list.</li> <li>Click the <b>Format</b> menu.</li> <li>Select <b>List</b> and click <b>Ordered List</b>.</li> </ul> <p><b>3.5.3 Modify a single-level ordered numbered list.</b></p> <ul style="list-style-type: none"> <li>Click anywhere in the list.</li> <li>Click the <b>Format</b> menu.</li> <li>Select <b>List</b> and click <b>Properties</b>.</li> </ul> <p><b>3.5.3 Create an unordered bulleted list.</b></p> <ul style="list-style-type: none"> <li>Click anywhere in the list.</li> <li>Click the <b>Format</b> menu.</li> <li>Select <b>List</b>.</li> <li>Click <b>Properties</b>.</li> </ul> <p><b>3.5.3 Modify an unordered bulleted list.</b></p> <ul style="list-style-type: none"> <li>Click anywhere in the list.</li> <li>Click the <b>Format</b> menu.</li> <li>Select <b>List</b>.</li> <li>Click <b>Properties</b>.</li> </ul> <p><b>3.6 Page Formatting</b></p> <p><b>3.6.1 Set page margins: top, bottom, left, right.</b></p> <ul style="list-style-type: none"> <li>Click the <b>Modify</b> menu.</li> <li>Click <b>Page Properties</b>.</li> <li>Enter a left, right, top, bottom, margin.</li> <li>Click <b>Apply</b>.</li> </ul> <p><b>3.6.2 Add, modify a page background color.</b></p> <ul style="list-style-type: none"> <li>Click the <b>Modify</b> menu.</li> <li>Click <b>Page Properties</b>.</li> <li>Click <b>Appearance (HTML)</b>.</li> </ul>

<ul style="list-style-type: none"> <li>Click the <b>Background</b> color box.</li> <li>Select a color from the color picker.</li> </ul> <p><b>Remove a page background color.</b></p> <ul style="list-style-type: none"> <li>Click the <b>Modify</b> menu.</li> <li>Click <b>Page Properties</b>.</li> <li>Click <b>Appearance (HTML)</b>.</li> <li>Click the <b>Background</b> color box.</li> <li>Click the <b>Default Color</b> button on the top of the color picker.</li> </ul>	<p><b>3.6.2 Add, modify a background image.</b></p> <ul style="list-style-type: none"> <li>Click the <b>Modify</b> menu.</li> <li>Click <b>Page Properties</b>.</li> <li>Click <b>Appearance (HTML)</b>.</li> <li>Beside <b>Background image</b> click the <b>Browse</b> button in the <b>Select Image Source</b> dialog box.</li> <li>Navigate to and select the image.</li> <li>Click <b>OK</b>, click <b>Apply</b> and click <b>OK</b>.</li> </ul>	<p><b>3.6.3 Remove a background image.</b></p> <ul style="list-style-type: none"> <li>Click the <b>Modify</b> menu.</li> <li>Click <b>Page Properties</b>.</li> <li>Click <b>Appearance (HTML)</b>.</li> <li>Select the text in the <b>Background</b> image box.</li> <li>Press the <b>Delete</b> key.</li> <li>Click <b>Apply</b> and click <b>OK</b>.</li> </ul> <p><b>3.6.3 Change a page hyperlink colour: visited, active, unvisited.</b></p>  <ul style="list-style-type: none"> <li>Click the <b>Modify</b> menu.</li> <li>Click <b>Page Properties</b>.</li> <li>Click <b>Links (CSS)</b>.</li> <li><b>Visited</b> - Click the Visited links color picker and select a color.</li> <li>Click the appropriate links color picker and select a color.</li> </ul>
<p><b>3.7 Hyperlinks</b></p> <p><b>3.7.1 Understand the terms absolute and relative hyperlinks.</b></p> <ul style="list-style-type: none"> <li><b>Absolute hyperlinks</b> are used when linking to pages outside of the current site that have a different domain name.</li> <li><b>Relative hyperlinks</b> are addresses that are relative to the current domain or location.</li> </ul> <p><b>3.7.2 Insert a hyperlink: text, image.</b></p>  <ul style="list-style-type: none"> <li>Click in the web page where the link should appear.</li> <li>Click the <b>Insert</b> menu.</li> <li>Click <b>Hyperlink</b>.</li> <li>Click in the <b>Text</b> box and enter the link text.</li> <li>Click in the <b>Link</b> box and enter the name of the file to link to.</li> <li>Click in the <b>Target</b> box and enter or select the name of the window in which the file should open.</li> <li>Click in the <b>Title</b> box and enter a title for the link.</li> <li>Click in the <b>Access Key</b> box and enter a keyboard equivalent (one letter) to select the link in the browser.</li> <li>Click in the <b>Tab index</b> box and enter a number for the tab order.</li> <li>Click <b>OK</b>.</li> </ul> <p><b>3.7.2 Edit a hyperlink: text, image.</b></p> <ul style="list-style-type: none"> <li>Click on the hyperlink for editing.</li> <li>Click the <b>Modify</b> menu.</li> <li>Click <b>Change Link</b>.</li> <li>Enter the new file or URL details.</li> <li>Click <b>OK</b>.</li> </ul> <p><b>3.7.2 Remove a hyperlink: text, image.</b></p> <ul style="list-style-type: none"> <li>Click on the hyperlink to remove.</li> <li>Click the <b>Modify</b> menu.</li> <li>Click <b>Remove Link</b>.</li> </ul>	<p><b>3.7.3 Insert, an e-mail hyperlink: text, image.</b></p> <ul style="list-style-type: none"> <li>Click in the web page where the link should appear.</li> <li>Click the <b>Insert</b> menu.</li> <li>Click <b>Email Link</b>.</li> <li>In the <b>Text</b> box, enter text for the hyperlink.</li> <li>In the <b>Email</b> box, enter the email address.</li> <li>Click <b>OK</b>.</li> </ul> <p><b>3.7.3 Edit an e-mail hyperlink: text, image.</b></p> <ul style="list-style-type: none"> <li>Select the link.</li> <li>Click the <b>Insert</b> menu.</li> <li>Click <b>Email Link</b>.</li> <li>In the <b>Text</b> box, edit text for the hyperlink.</li> <li>In the <b>Email</b> box, edit the email address.</li> <li>Click <b>OK</b>.</li> </ul> <p><b>3.7.3 Remove an e-mail hyperlink: text, image.</b></p> <ul style="list-style-type: none"> <li>Click on the hyperlink to remove.</li> <li>Click the <b>Modify</b> menu.</li> <li>Click <b>Remove Link</b>.</li> </ul> <p><b>3.7.4 Define hyperlink target: same window, new window.</b></p> <ul style="list-style-type: none"> <li>Click the <b>Insert</b> menu.</li> <li>Click <b>Hyperlink</b>.</li> <li>Click in the <b>Target</b> arrow: <ul style="list-style-type: none"> <li><u>_blank</u> - loads the linked file into a new, unnamed browser window</li> <li><u>_self</u> - loads the linked file into the same frame or window as the link</li> </ul> </li> <li>Click <b>OK</b>.</li> </ul> <p><b>3.7.5 Set an anchor.</b></p> <ul style="list-style-type: none"> <li>Click in front of the first letter of the word to be anchored.</li> <li>Click the <b>Insert</b> menu.</li> <li>Click <b>Named Anchor</b>.</li> <li>Click in the <b>Anchor name</b> box and enter a name.</li> <li>Click <b>OK</b>.</li> </ul> <p><b>3.7.5 Insert a link to an anchor.</b></p> <ul style="list-style-type: none"> <li>Select the text to be linked.</li> <li>Click <b>Point to File</b> in the <b>Properties inspector</b>.</li> <li>Drag the arrow to the anchor to link to and release the mouse button.</li> </ul>	<p><b>3.8 Tables</b></p> <p><b>3.8.1 Insert a table.</b></p>  <ul style="list-style-type: none"> <li>Click in the page where the table should appear.</li> <li>Click the <b>Insert</b> menu, click <b>Table</b>.</li> <li>In the <b>Table</b> dialog enter settings as required.</li> </ul> <p><b>3.8.1 Delete a table.</b></p> <ul style="list-style-type: none"> <li>Select the table and press the <b>Delete</b> key.</li> </ul> <p><b>3.8.2 Insert a table caption.</b></p> <ul style="list-style-type: none"> <li>Click where you want the table to appear.</li> <li>Click the <b>Insert</b> menu.</li> <li>Click <b>Table</b>, in the <b>Table</b> dialog enter the table settings.</li> <li><b>Caption</b> - Enter a title in the <b>Caption</b> field.</li> </ul> <p><b>3.8.2 Edit a table caption.</b></p> <ul style="list-style-type: none"> <li>Click in the table caption and edit the text.</li> </ul> <p><b>3.8.3 Align a table: left, centre, right.</b></p> <ul style="list-style-type: none"> <li>Select the table and from the <b>Properties inspector</b>, click the <b>Align</b> box.</li> <li>Select <b>Left, Center, Right</b>.</li> </ul> <p><b>3.8.4 Insert rows.</b></p> <ul style="list-style-type: none"> <li>Click in a cell below the row to insert.</li> <li>Click the <b>Modify</b> menu and select <b>Table</b>.</li> <li>Click <b>Insert Row</b> for a row to appear above the insertion point.</li> </ul>
<p><b>3.7.2</b></p>	<p><b>3.8.4 Insert columns.</b></p> <ul style="list-style-type: none"> <li>Click the <b>Modify</b> menu and select <b>Table</b>.</li> <li>Click <b>Insert Column</b> for a column to appear to the left of the insertion point.</li> </ul> <p><b>3.8.4 Delete rows and columns.</b></p> <ul style="list-style-type: none"> <li>Click in a cell within the row or column to delete.</li> <li>Click the <b>Modify</b> menu and select <b>Table</b>.</li> <li>Click <b>Delete Row</b> or <b>Delete Column</b>.</li> </ul> <p><b>3.8.5 Modify column width.</b></p> <ul style="list-style-type: none"> <li>Drag the right border of the column you want to change.</li> </ul> <p><b>3.8.5 Modify row height.</b></p> <ul style="list-style-type: none"> <li>Drag the lower border of the row you want to change.</li> </ul> <p><b>3.8.6 Merge cells.</b></p> <ul style="list-style-type: none"> <li>Select the cells in a line or a rectangle shape.</li> <li>Click the <b>Modify</b> menu and select <b>Table</b>.</li> <li>Click <b>Merge Cells</b>.</li> </ul> <p><b>3.8.6 Split cells.</b></p> <ul style="list-style-type: none"> <li>Click in a cell.</li> <li>Click the <b>Modify</b> menu and select <b>Table</b>.</li> <li>Click <b>Split Cell</b>.</li> </ul> <p><b>3.8.7 Modify table border width, cell padding, cell spacing.</b></p> <ul style="list-style-type: none"> <li>Select the table, in the <b>Properties inspector</b>, click the <b>Border</b> box and enter a width.</li> <li>Click the <b>CellPad</b> box and enter a value.</li> <li>Click the <b>CellSpace</b> box and enter a value.</li> </ul> <p><b>3.8.8 Change background colour of cells, entire table.</b></p> <ul style="list-style-type: none"> <li>Select the cells and from the <b>Properties inspector</b>, click on the <b>Bg</b> box.</li> <li>Select a color from the colour picker.</li> </ul> <p><b>3.8.8 Change background graphic, image of cells, entire table.</b></p> <ul style="list-style-type: none"> <li>Select the cell containing the background image and from the <b>Properties inspector</b>, click on the <b>Browse for File</b> folder adjacent to the <b>Src</b> box.</li> <li>Click on an image in the <b>Select Image Source</b> dialog.</li> <li>Click <b>OK</b>.</li> </ul> <p><b>3.8.9 Add a table background graphic, image.</b></p> <ul style="list-style-type: none"> <li>Open the <b>CSS Styles</b> panel.</li> <li>Double-click on a table rule in the <b>Rules</b> pane.</li> <li>Click on <b>Background</b> in the <b>Category</b> pane. This will open the <b>CSS Rule Definition for table in layout.css</b> dialog box.</li> <li>Beside <b>Background-image</b> click the <b>Browse</b> button in the <b>Select Image Source</b> dialog box and navigate to and select the image.</li> <li>Click <b>OK</b>.</li> <li>Click <b>Apply</b> and click <b>OK</b>.</li> </ul> <p><b>3.8.9 Remove a table background graphic, image.</b></p> <ul style="list-style-type: none"> <li>Select the table.</li> <li>Open the <b>CSS Styles</b> panel.</li> <li>Double-click on a table rule in the <b>Rules</b> pane.</li> <li>Click on <b>Background</b> in the <b>Category</b> pane. This will open the <b>CSS Rule Definition for table in layout.css</b> dialog box.</li> <li>Click the <b>Background-image</b> box arrow and select <b>None</b>.</li> <li>Click <b>OK</b>.</li> <li>Click <b>Apply</b> and click <b>OK</b>.</li> </ul>	<p><b>4 Using Objects</b></p> <p><b>4.1 Graphical Objects</b></p> <p><b>4.1.1 Add an image on a web page.</b></p> <ul style="list-style-type: none"> <li>Click the <b>Insert</b> menu.</li> <li>Click on <b>Image</b>.</li> <li>When the <b>Select Image Source</b> dialog box appears, navigate to the image you want to use.</li> <li>Click <b>OK</b>.</li> </ul> <p><b>4.1.1 Remove an image on a web page.</b></p> <ul style="list-style-type: none"> <li>Click on the image.</li> <li>Press the <b>Delete</b> key.</li> </ul> <p><b>4.1.2 Set, modify attributes of an image: size, border, alignment, alternative text.</b></p> <ul style="list-style-type: none"> <li>Select the image and use the <b>Properties inspector</b> to set or modify various attributes of the image.</li> </ul>

<p>• Click in the <b>W</b> box and enter the image width.      • Click in the <b>H</b> box and enter the image height.      • Click in the <b>Border</b> box and enter the width.      • Click the <b>Align</b> drop-down box and select how the text will wrap around the image.      • Click in the <b>Alt</b> box and enter the image description.</p> <p><b>4.2 Forms</b></p> <p>4.2.1 <b>Insert a form on a web page.</b>      • Click on the web page where the form appears.      • Click the <b>Insert</b> menu and select <b>Form</b>.      • Click <b>Form</b> and use the <b>Properties inspector</b> to set various properties.      • Click in the <b>Form ID</b> box and enter a unique name for the form.      • Click in the <b>Action</b> box and enter name and location.      • Click on the <b>Method</b> box arrow to select the method to transmit the form data to the server.</p> <p>4.2.2 <b>Add single-line, multi-line text fields.</b>      • Click the <b>Insert</b> menu and select <b>Form</b>.      • To add a single-line field click <b>Text Field</b>.      • To add multi-line field click <b>Text area</b>.</p> <p>4.2.2 <b>Remove single-line, multi-line text fields.</b>      • Select the fields and press the <b>Delete</b> key.</p> <p>4.2.3 <b>Add form fields: drop-down, check box, radio button.</b>      • Click the <b>Insert</b> menu and select <b>Form</b>.      • To add a drop-down field click <b>Select (List/Menu)</b>.      • To add a check box field click <b>Checkbox</b>.      • To add a radio button field click <b>Radio Button</b>.</p> <p>4.2.3 <b>Remove form fields: drop-down, check box, radio button.</b>      • Select the fields and press the <b>Delete</b> key.</p> <p>4.2.4 <b>Set, modify form field properties: text field.</b>      • Click on the text field and set, modify properties in the <b>Properties inspector</b>.      • <b>Char width</b> - Enter the maximum number of characters that can be displayed in the field      • <b>Max Chars</b> - Enter the maximum number of characters that can be entered in a text field      • <b>Num Lines</b> - Enter the height of the field for a multi-line text field      • <b>Type</b> - Select single line or multi line      • <b>Init val</b> - Enter default text or value</p> <p>4.2.4 <b>Set, modify form field properties: drop-down.</b>      • Click on the drop-down and set, modify properties in the <b>Properties inspector</b>.      • <b>Select</b> - Enter a unique name      • <b>Type</b> - Select <b>Menu</b> to display a drop-down menu, select <b>List</b> to display a scrollable list      • <b>Height</b> - Enter the number of items displayed in List      • <b>Selections</b> - Select <b>Allow multiple</b> to allow more than one item to be selected from a menu      • <b>List Values</b> - Click <b>List Values</b> to add, remove or reorder items in the menu</p> <p>4.2.4 <b>Set, modify form field properties: check box.</b>      • Click on the check box and set, modify properties in the <b>Properties inspector</b>.      • <b>Initial state</b> - Select to have checked or unchecked</p> <p>4.2.4 <b>Set, modify form field properties: radio button.</b>      • Click on the radio button and set, modify properties in the <b>Properties inspector</b>.      • <b>Checked Value</b> - Enter the value to be sent to server when radio button is selected      • <b>Initial State</b> - Select to have radio button, selected or not selected when initially displayed in a browser</p> <p>4.2.5 <b>Add submit button.</b>      • Click the <b>Insert</b> menu and select <b>Form</b>.      • Click <b>Button</b>.</p> <p>4.2.5 <b>Add reset button.</b>      • Click the <b>Insert</b> menu and select <b>Form</b>.      • Click <b>Button</b>.      • Select the button in the form and click <b>Reset form</b> as the action in the Properties pane.</p>	<p>4.2.5 <b>Remove submit, reset buttons.</b>      • Select the button and press the <b>Delete</b> Key.</p> <p><b>Set, modify properties for submit, reset buttons.</b>      • Click on the button and set, modify properties in the <b>Properties inspector</b>.      • <b>Value</b> - Enter the text to appear on the button      • <b>Action</b> - Select <b>Submit form</b> to submit the form data or select <b>Reset form</b> to clear the form contents</p> <p>4.2.7 <b>Set, modify form action to send form output by email.</b>      • Click on the web page where you want the form to appear.      • Click the <b>Insert</b> menu and select <b>Form</b>.      • Click <b>Form</b> and use the <b>Properties inspector</b> to set, modify various properties.      • <b>Action</b> - Enter the text mailto:emailaddress      • <b>Method</b> - Select <b>POST</b></p>	<p>5.2.2 <b>Modify CSS rules: background.</b>      • Open the <b>CSS Styles</b> panel.      • Click the <b>All</b> button.      • Double click the rule you want to modify.      • In the <b>CSS Rule Definition</b> dialog box, select <b>Background</b> and then modify the style properties for background.      • Click <b>Apply</b>.      • Click <b>OK</b>.</p> <p><b>5.2.3 Attach an external CSS to a web page.</b>      • Open the <b>CSS Styles</b> panel.      • Click the <b>Attach Style Sheet</b> button.      • In the <b>Attach External Style Sheet</b> dialog box, click <b>Browse</b> to browse to a CSS style sheet.      • Click <b>OK</b>.      • Select <b>Link</b> to create a link between the current document and an external style sheet.      • Select a media for the style sheet.      • Click <b>Preview</b> to view styles applied.      • Click <b>OK</b>.</p> <p><b>6 Prepare Upload</b></p> <p><b>6.1 Check</b></p> <p>6.1.1 <b>Identify and fix broken links in a website.</b>      • Click the <b>File</b> menu and select <b>Check Page</b>.      • Click <b>Links</b>.      • Any broken links found will be displayed in the results panel under the <b>Link Checker</b> tab.</p> <p>6.1.2 <b>Recognize good practice in web page content:</b>      • Including a last updated date      • Details of software required to open, view files      • Ensuring web browsers compatibility</p> <p>6.1.3 <b>Spell check a web page and make changes.</b>      • Click the <b>File</b> menu and select <b>Check Page</b>.      • Click <b>Spelling</b>.</p> <p><b>6.2 Publish</b></p> <p>6.2.1 <b>Understand the process of uploading, a website to a web server.</b>      • Obtain a web hosting account.      • Enter details about the web hosting account.      • Create the web pages for upload to the website.      • Define the upload method to be used, usually FTP.      • Upload the web page files to the web server.      • Test the website by using a web browser.</p> <p>6.2.1 <b>Understand the process of downloading a website from a web server.</b>      • Create a local folder to contain the website files.      • Set up an FTP connection.      • Select and download files from the web server.</p> <p>6.2.2 <b>Upload a website to a server.</b>      • To create a local folder click the <b>Site</b> menu.      • Click <b>New Site</b>.      • Click in the <b>Site Name</b> box and enter the name of the website.      • Click in the <b>Local Site Folder</b> box and enter the location to save web pages.      • Click <b>Save</b>.      • After creating your web pages define the website.      • To set up a remote folder click the <b>Site</b> menu.      • Click <b>Manage Site, Edit, Servers</b>.      • Click the <b>Add New Server +</b> button.      • Click <b>Basic</b> at the top of the dialog box.      • Enter the Server name and FTP settings.      • Click <b>Save</b>.      • Click the <b>Site</b> menu, click <b>Put</b> and click <b>Yes</b>.      • The files will begin uploading.</p> <p>6.2.2 <b>Download a website from a server.</b>      • Create a local folder to contain the existing site and set up the folder as the local folder for the site.      • Set up a remote folder, using the remote access information about the existing site.      • In the <b>Files</b> panel, click the <b>Connects to Remote Host</b> button for FTP access.      • To download the full website select <b>root folder</b> and click <b>Get Files</b>.      • To download only part of the website, select files for download and click <b>Get Files</b>.</p>
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## IT Security

## Module Summary



This module allows candidates to understand the main concepts underlying the secure use of ICT in daily life and to use relevant techniques and applications to maintain a secure network connection, use the Internet safely and securely, and manage data and information appropriately.

On completion of this module the candidate will be able to:

- Understand the key concepts relating to the importance of secure information and data, physical security, privacy and identity theft.
- Protect a computer, device, or network from malware and unauthorised access.
- Understand the types of networks, connection types, and network specific issues, including firewalls.
- Browse the World Wide Web; communicate on the Internet securely.
- Understand security issues related to communications, including e-mail and instant messaging.
- Back up and restore data appropriately and safely; securely dispose of data and devices.

### SYLLABUS OUTLINE

CATEGORY	SKILL SET
Security Concepts	<ul style="list-style-type: none"> <li>• Data Threats</li> <li>• Value of Information</li> <li>• Personal Security</li> <li>• File Security</li> </ul>
Malware	<ul style="list-style-type: none"> <li>• Definition and Function</li> <li>• Types</li> <li>• Protection</li> </ul>
Network Security	<ul style="list-style-type: none"> <li>• Networks</li> <li>• Network Connections</li> <li>• Wireless Security</li> <li>• Access Control</li> </ul>
Secure Web Use	<ul style="list-style-type: none"> <li>• Web Browsing</li> <li>• Social Networking</li> </ul>
Communications	<ul style="list-style-type: none"> <li>• E-mail</li> <li>• Instant Messaging</li> </ul>
Secure Data Management	<ul style="list-style-type: none"> <li>• Securing and Backing Up Data</li> <li>• Secure Destruction</li> </ul>

### WHAT ARE THE BENEFITS OF THIS MODULE?

- Covers the skills needed to understand the key concepts relating to the importance of secure information and data, physical security, privacy, and identity theft.
- Certifies best practice in IT security.
- Developed with input from computer users, subject matter experts, and practising computer professionals from all over the world. This process ensures the relevance and range of module content.

### HOW DO I GET STARTED?

To find out more about this module and to locate your nearest accredited test centre, please visit [www.ecdl.org/programmes](http://www.ecdl.org/programmes).





## ECDL / ICDL IT Security

This module sets out essential concepts and skills relating to the ability to understand the main concepts underlying the secure use of ICT in daily life and to use relevant techniques and applications to maintain a secure network connection, use the Internet safely and securely, and manage data and information appropriately.

### Module Goals

Successful candidates will be able to:

- Understand the key concepts relating to the importance of secure information and data, physical security, privacy and identity theft.
- Protect a computer, device or network from malware and unauthorised access.
- Understand the types of networks, connection types and network specific issues including firewalls.
- Browse the World Wide Web and communicate on the Internet securely.
- Understand security issues related to communications including e-mail and instant messaging.
- Back up and restore data appropriately and safely, and securely dispose of data and devices.

CATEGORY	SKILL SET	REF.	TASK ITEM
<b>1 Security Concepts</b>	<i>1.1 Data Threats</i>	1.1.1	Distinguish between data and information.
		1.1.2	Understand the term cybercrime.
		1.1.3	Understand the difference between hacking, cracking and ethical hacking.
		1.1.4	Recognise threats to data from force majeure like: fire, floods, war, earthquake.
		1.1.5	Recognise threats to data from: employees, service providers and external individuals.
	<i>1.2 Value of Information</i>	1.2.1	Understand the reasons for protecting personal information like: avoiding identity theft, fraud.



CATEGORY	SKILL SET	REF.	TASK ITEM
		1.2.2	Understand the reasons for protecting commercially sensitive information like: preventing theft or misuse of client details, financial information.
		1.2.3	Identify measures for preventing unauthorised access to data like: encryption, passwords.
		1.2.4	Understand basic characteristics of information security like: confidentiality, integrity, availability.
		1.2.5	Identify the main data/privacy protection, retention and control requirements in your country.
		1.2.6	Understand the importance of creating and adhering to guidelines and policies for ICT use.
1.3 Personal Security		1.3.1	Understand the term social engineering and its implications like: information gathering, fraud, computer system access.
		1.3.2	Identify methods of social engineering like: phone calls, phishing, shoulder surfing.
		1.3.3	Understand the term identity theft and its implications: personal, financial, business, legal.
		1.3.4	Identify methods of identity theft like: information diving, skimming, pretexting.
1.4 File Security		1.4.1	Understand the effect of enabling/ disabling macro security settings.
		1.4.2	Set a password for files like: documents, compressed files, spreadsheets.
		1.4.3	Understand the advantages and limitations of encryption.



CATEGORY	SKILL SET	REF.	TASK ITEM
<b>2 Malware</b>	2.1 <i>Definition and Function</i>	2.1.1	Understand the term malware.
		2.1.2	Recognise different ways that malware can be concealed like: Trojans, rootkits and back doors.
	2.2 <i>Types</i>	2.2.1	Recognise types of infectious malware and understand how they work like: viruses, worms.
		2.2.2	Recognise types of data theft, profit generating/extortion malware and understand how they work like: adware, spyware, botnets, keystroke logging and diallers.
	2.3 <i>Protection</i>	2.3.1	Understand how anti-virus software works and its limitations.
		2.3.2	Scan specific drives, folders, files using anti-virus software. Schedule scans using anti-virus software.
		2.3.3	Understand the term quarantine and the effect of quarantining infected/suspicious files.
		2.3.4	Understand the importance of downloading and installing software updates, anti-virus definition files.
<b>3 Network Security</b>	3.1 <i>Networks</i>	3.1.1	Understand the term network and recognise the common network types like: local area network (LAN), wide area network (WAN), virtual private network (VPN).
		3.1.2	Understand the role of the network administrator in managing the authentication, authorisation and accounting within a network.
		3.1.3	Understand the function and limitations of a firewall.
	3.2 <i>Network Connections</i>	3.2.1	Recognise the options for connecting to a network like: cable, wireless.



CATEGORY	SKILL SET	REF.	TASK ITEM
		3.2.2	Understand how connecting to a network has implications for security like: malware, unauthorised data access, maintaining privacy.
	3.3 <i>Wireless Security</i>	3.3.1	Recognise the importance of requiring a password for protecting wireless network access.
		3.3.2	Recognise different types of wireless security like: Wired Equivalent Privacy (WEP), Wi-Fi Protected Access (WPA), Media Access Control (MAC).
		3.3.3	Be aware that using an unprotected wireless network can allow wireless eavesdroppers to access your data.
		3.3.4	Connect to a protected/unprotected wireless network.
	3.4 <i>Access Control</i>	3.4.1	Understand the purpose of a network account and how it should be accessed through a user name and password.
		3.4.2	Recognise good password policies, like: not sharing passwords, changing them regularly, adequate password length, adequate letter, number and special characters mix.
		3.4.3	Identify common biometric security techniques used in access control like: fingerprint, eye scanning.
<b>4 Secure Web Use</b>	<b>4.1 <i>Web Browsing</i></b>	4.1.1	Be aware that certain online activity (purchasing, financial transactions) should only be undertaken on secure web pages.
		4.1.2	Identify a secure website like: https, lock symbol.
		4.1.3	Be aware of pharming.



CATEGORY	SKILL SET	REF.	TASK ITEM
		4.1.4	Understand the term digital certificate. Validate a digital certificate.
		4.1.5	Understand the term one-time password.
		4.1.6	Select appropriate settings for enabling, disabling autocomplete, autosave when completing a form.
		4.1.7	Understand the term cookie.
		4.1.8	Select appropriate settings for allowing, blocking cookies.
		4.1.9	Delete private data from a browser like: browsing history, cached internet files, passwords, cookies, autocomplete data.
		4.1.10	Understand the purpose, function and types of content-control software like: internet filtering software, parental control software.
4.2 Social Networking		4.2.1	Understand the importance of not disclosing confidential information on social networking sites.
		4.2.2	Be aware of the need to apply appropriate social networking account privacy settings.
		4.2.3	Understand potential dangers when using social networking sites like: cyber bullying, grooming, misleading/dangerous information, false identities, fraudulent links or messages.
5 Communications	5.1 E-Mail	5.1.1	Understand the purpose of encrypting, decrypting an e-mail.
		5.1.2	Understand the term digital certificate.
		5.1.3	Create and add a digital signature.



CATEGORY	SKILL SET	REF.	TASK ITEM
		5.1.4	Be aware of the possibility of receiving fraudulent and unsolicited e-mail.
		5.1.5	Understand the term phishing. Identify common characteristics of phishing like: using names of legitimate companies, people, false web links.
		5.1.6	Be aware of the danger of infecting the computer with malware by opening an e-mail attachment that contains a macro or an executable file.
	5.2 Instant Messaging	5.2.1	Understand the term instant messaging (IM) and its uses.
		5.2.2	Understand the security vulnerabilities of IM like: malware, backdoor access, access to files.
		5.2.3	Recognise methods of ensuring confidentiality while using IM like: encryption, non-disclosure of important information, restricting file sharing.
<b>6 Secure Data Management</b>	6.1 Securing and Backing Up Data	6.1.1	Recognise ways of ensuring physical security of devices like: log equipment location and details, use cable locks, access control.
		6.1.2	Recognise the importance of having a back-up procedure in case of loss of data, financial records, web bookmarks/history.
		6.1.3	Identify the features of a back-up procedure like: regularity/frequency, schedule, storage location.
		6.1.4	Back up data.
		6.1.5	Restore and validate backed up data.
	6.2 Secure Destruction	6.2.1	Understand the reason for permanently deleting data from drives or devices.



CATEGORY	SKILL SET	REF.	TASK ITEM
		6.2.2	Distinguish between deleting and permanently destroying data.
		6.2.3	Identify common methods of permanently destroying data like: shredding, drive/media destruction, degaussing, using data destruction utilities.

## IT Security

This quick reference guide is for Microsoft Internet Explorer 9.0 and Word 2010

## Quick Reference



### Certification Test Goals

This module sets out essential concepts and skills relating to the ability to understand the main concepts underlying the secure use of ICT in daily life and to use relevant techniques and applications to maintain a secure network connection, use the Internet safely and securely, and manage data and information appropriately.

Successful candidates will be able to:

- Understand the key concepts relating to the importance of secure information and data, physical security, privacy and identity theft.
- Protect a computer, device or network from malware and unauthorised access.
- Understand the types of networks, connection types and network specific issues including firewalls.
- Browse the World Wide Web and communicate on the Internet securely.
- Understand security issues related to communications including e-mail and instant messaging.
- Back up and restore data appropriately and safely, and securely dispose of data and devices.

### 1 Security Concepts

#### 1.1 Data Threats

##### 1.1.1 Distinguish between data and information.

- **Data** is unprocessed information for data processing. Data may be a collection of unprocessed numbers, text, or images.
- **Information** is the processed output of data making it meaningful to the person who receives it.

##### 1.1.2 Understand the term cybercrime.

- **Cybercrime** is an illegal activity that uses the Internet or a computer. Examples include identity theft and social engineering.

##### 1.1.3 Understand the difference between:

- **Hacking** involves using computer expertise to gain access to a computer system without authorisation. The hacker may wish to tamper with programs and data on the computer, use the computer's resources, or just prove they can access the computer.
- **Password cracking** involves recovering passwords from data that has been stored in or transmitted by a computer system. This can be attempted manually by guessing the password, or by using software.
- **Software cracking** involves disabling or removing certain features in software that are deemed undesirable by the software cracker, for example, copy protection, serial numbers, hardware keys, date checks.
- **Ethical hacking** involves attacking a computer security system with permission from its owners to find vulnerabilities that a malicious hacker could exploit.

##### 1.1.4 Recognise threats to data from force majeure.

- **Force majeure** is a 'superior force' or an unforeseen event that can threaten data like:
  - Fire
  - Floods
  - War
  - Earthquake

##### 1.1.5 Recognise threats to data from:

- **Employees** – Could steal company data such as new product information
- **Service providers** – Could lose, destroy, or steal valuable company data
- **External individuals** – Could gain access to a computer system and steal/delete data

#### 1.2 Value of Information

##### 1.2.1 Understand the reasons for protecting personal information like:

- Avoiding identity theft
- Avoiding fraud

##### 1.2.2 Understand the reasons for protecting commercially sensitive information like:

- Preventing theft or misuse of client details
- Preventing theft or misuse of financial information

##### 1.2.3 Identify measures for preventing unauthorised access to data like:

- **Encryption** is the process of encoding data to make it unintelligible to any unauthorised person who tries to read the data.
- **Passwords** are a string of characters used for authentication, to prove identity or gain access to a resource.

##### 1.2.4 Understand basic characteristics of information security like:

- **Confidentiality** - Ensures information is protected against unauthorised access or disclosure
- **Integrity** - Refers to the trustworthiness of information resources
- **Availability** - Refers to the availability of information resources

##### 1.2.5 Identify the main data/privacy protection, retention and control requirements in your country.

- In EU countries the 1995 European Data Protection Directive applies.

##### 1.2.6 Understand the importance of creating and adhering to guidelines and policies for ICT use.

- They provide a standard for users to follow and ensure that there is a clear position on how ICT should be used to ensure the protection of the organisation's data.

#### 1.3 Personal Security

##### 1.3.1 Understand the term social engineering

- **Social engineering** involves manipulating people into performing actions or divulging confidential information, rather than by hacking to obtain the information.

##### 1.3.1 Understand its implications like:

- **Information gathering** – Gathering information that may be confidential or valuable
- **Fraud** – Using gathered information to commit an act of fraud
- **Data access** - It facilitates unauthorised computer system access - potentially revealing confidential information

##### 1.3.2 Identify methods of social engineering like:

- **Phone calls** - Misleading someone about your identity in a phone call to gain valuable information
- **Phishing** - Misleading someone about your identity online to gain valuable information
- **Shoulder surfing** - Using direct observation to get information

##### 1.3.3 Understand the term identity theft.

- Identity theft involves assuming another person's identity for personal gain. This can lead to the theft or misuse of personal, business or legal information.

##### 1.3.4 Identify methods of identity theft like:

- **Information diving** - The practice of recovering information from discarded material
- **Skimming** – Using a scanner device to skim information, often from a credit/debit card
- **Pretexting** - Gaining personal information through deception

#### 1.4 File Security

##### 1.4.1 Understand the effect of enabling/disabling macro security settings.

- Enabling a macro will ensure that the macro will run but may harm your computer if the source of the file is unknown.
- Disabling a macro will ensure the macro will not run but may prevent you from using all the features in a file.

#### 1.4.2 Set a password for files like:

##### Documents:

- Click **File**.
- Click **Info**.
- Click **Protect Document**.
- Click **Encrypt with Password**.



- Choose a password and click **OK**.
- Reenter the password and click **OK**.

##### Compressed files:

- On the **Home** tab, select **Encrypt**.
- Select the files, folders to zip.
- Click **Zip**.
- Choose a password and reenter the password.
- Click **OK**.

##### Spreadsheets:

- Click **File**.
- Click **Info**.
- Click **Protect Workbook**.
- Click **Encrypt with Password**.



- Choose a password and click **OK**.
- Reenter the password and click **OK**.

#### 1.4.3 Understand the advantages and limitations of encryption.

##### Advantages:

- Encrypted data cannot be read without a key
- Only an authorised receiver can read the message

##### Limitations:

- If the encrypted key is lost it leaves the data unusable

## 2 Malware

### 2.1 Definition and Function

#### 2.1.1 Understand the term malware.

- Malware** is malicious software that is designed to install itself on a computer without the owner's consent.

#### 2.1.2 Recognise different ways that malware can be concealed like:

- Trojan** - Destructive program that masquerades as an application
- Rootkit** - Used to enable continued access to a computer while actively hiding its presence
- Back door** - Used to bypass system security

### 2.2 Types

#### 2.2.1 Recognise types of infectious malware and understand how they work like:

- Viruses** - Computer programs that can replicate themselves and cause damage to a computer
- Worms** - Self-replicating malware that uses a computer network to send copies of itself to other computers

#### 2.2.2 Recognise types of data theft, profit generating/extortion malware and understand how they work like:

- Adware** - Software package that automatically plays, displays, or downloads advertisements to a computer
- Spyware** - Malware that collects information on user browser habits without their consent
- Botnets** - Can infect and control computers without consent
- Keystroke logging** - Involves the capturing of information that is typed on a keyboard
- Dialers** - Malicious programs that install onto a computer and attempts to dial premium telephone lines at other locations

### 2.3 Protection

#### 2.3.1 Understand how anti-virus software works and its limitations.

- Anti-virus software** uses scans to detect and block viruses before they infect your system.
- Anti-virus software** needs to be kept up to date with definition files. It cannot always stop attacks to system vulnerabilities or security flaws.

#### 2.3.2 Scan specific drives, folders, files using anti-virus software

- Launch the **Anti-Virus Application**.
- Select the **Drives, Folders, Files** to scan.
- Click **Scan**.

#### 2.3.2 Schedule scans using anti-virus software.

- Launch the **Anti-Virus Application**.
- Select the **Schedule Scan** options and select the **Scan Frequency, Date/Time**.
- Click on the **Scan** button.

#### 2.3.3 Understand the term quarantine and the effect of quarantining infected/suspicious files.

- Quarantining a file moves the file to a safe location on a drive that is managed by the anti-virus software.
- The file can still be restored from quarantine if required.

#### 2.3.4 Understand the importance of downloading and installing software updates, anti-virus definition files.

- Installing software updates and anti-virus definition files can fix a flaw or security risk in an application and update against new security risks.

## 3 Network Security

#### 3.1.1 Understand the term network.

- A group of two or more computer systems linked together by communications channels to allow for sharing of resources and information.

#### 3.1.1 Recognise the common network types like:

- Local Area Network (LAN)** - A network that connects computers in close proximity, usually in the same building
- Wide Area Network (WAN)** - A network that connects computers over a long distance, using telephone lines and satellite communications
- Virtual Private Network (VPN)** - A network that allows users to privately share information between remote locations, or between a remote location and a business' home network

#### 3.1.2 Understand the role of the network administrator.

- Network administrators are involved in managing the authentication, authorisation and accounting within a network.
- Tasks include maintaining staff access to required data on the network and ensuring network usage is in line with ICT policy.

#### 3.1.3 Understand the function of a firewall.

- Used to protect a network from intrusions from outside sources.

#### 3.1.3 Understand the limitations of a firewall.

- Does not always provide automatic notification if your network is hacked
- Cannot protect against an attack generated from within the network
- May restrict some legitimate traffic

### 3.2 Network Connections

#### 3.2.1 Recognise the options for connecting to a network like:



#### 3.2.2 Understand how connecting to a network has implications for security like:

- Computers connected to the network may be infected with **malware**.
- Connecting to a network may open your system up to potential for **unauthorised data access**.
- Connecting to a network may increase the challenge of **maintaining privacy**.

### 3.3 Wireless Security

#### 3.3.1 Recognise the importance of requiring a password for protecting wireless network access.

- Requiring a password ensures that only authorised users can access the network and data.

#### 3.3.2 Recognise different types of wireless security like:

- Wired Equivalent Privacy (WEP)**
- Wi-Fi Protected Access (WPA)**
- Media Access Control (MAC)**

#### 3.3.3 Be aware that using an unprotected wireless network can allow wireless eavesdroppers to access your data.

- On an unprotected wireless network other people may be able to access your data.

#### 3.3.4 Connect to a protected/unprotected wireless network.

- Click **Start**.
- Click **Control Panel**.
- Click **Network and Sharing Center**.
- Click **Connect to a network**.
- Double click on the desired network.
- Enter the wireless network password (protected network only).
- Click **Connect**.

### 3.4 Access Control

#### 3.4.1 Understand the purpose of a network account and how it should be accessed through a user name and password.

- For security reasons, a **user name** and **password** should be required for a user to access a network.

#### 3.4.2 Recognise good password policies, like:

- Not sharing passwords
- Changing them regularly
- Adequate password length
- Adequate letter, number and special characters mix

#### 3.4.3 Identify common biometric security techniques used in access control like:

- Fingerprint scanning

## 4 Secure Web Use

### 4.1 Web Browsing

#### 4.1.1 Be aware that certain online activity (purchasing, financial transactions) should only be undertaken on secure web pages:

- Purchasing** – e.g. Online shopping
- Financial Transactions** – e.g. Online banking, fund transfers

#### 4.1.2 Identify a secure website:

- Check the web page URL for "https"



- Check for the Lock Symbol in the browser window



#### 4.1.3 Be aware of pharming.

- Pharming** - An attack that redirects a website's traffic to a fake website

#### 4.1.4 Understand the term digital certificate. Validate a digital certificate.

- A digital certificate is used to provide 3rd party verification that the sender of a message is who they claim to be. The file contains a public key and other authentication information to allow it to be validated.

#### 4.1.5 Understand the term one-time password.

- A **one-time password** is a password that is valid for only one login session or transaction.

#### 4.1.6 Select appropriate settings for enabling, disabling autocomplete, autosave when completing a form.

##### Autocomplete:

- Click on the **Tools** button on the **Command** bar.
- Select **Internet Options**.
- Select the **Content** tab.



- Click the **Settings** button beside **AutoComplete**.
- Check/uncheck the **AutoComplete** options as required.



- Click **OK**

##### Autosave:

- Click on the **Tools** button on the **Command** bar.
- Select **Internet Options**.
- Select the **Content** tab.
- Click the **Settings** button beside **AutoComplete**.
- Check/uncheck the **AutoComplete** options for saving user names and passwords as required.



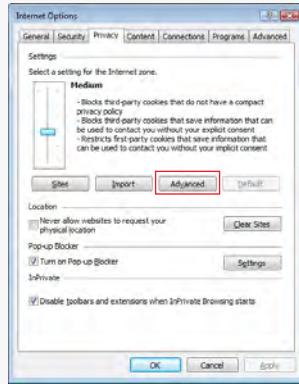
- Click **OK**

#### 4.1.7 Understand the term cookie.

- Cookie** - A small piece of text stored by the web browser running on your computer
- The cookie can store information like pages visited on a site or information given to the site. When the user revisits, the cookie allows the website to recognise the user.

#### 4.1.8 Select appropriate settings for allowing, blocking cookies.

- Click on the **Tools** button on the **Command** bar.
- Select **Internet Options**.
- Select the **Privacy** tab.
- Click the **Advanced** button.



- Check/uncheck the **Cookies** options as required.

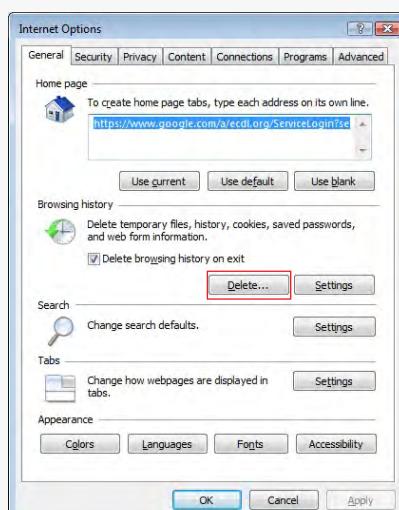


- Click **OK**.

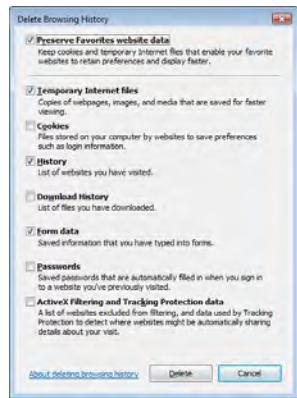
- Block cookies if you are browsing on an unfamiliar website.

#### 4.1.9 Delete private data from a browser like: browsing history, cached internet files, passwords, cookies, autocomplete data.

- Click on the **Tools** button on the **Command** bar.
- Select **Internet Options**.
- Select the **General** tab.
- Click the **Delete** button beside **Browsing history**.



- Check/uncheck the **Browsing history** options as required.



- Click **Delete**.

#### 4.1.10 Understand the purpose, function and types of content-control software like:

- Internet filtering software** - Designed to filter and monitor access to websites
- Parental control software** - Used to restrict the length of time spent on the Internet and restrict access to certain content

#### 4.2 Social Networking

##### Understand the importance of not disclosing confidential information on social networking sites.

- Examples of confidential information include passwords, PIN numbers, certain company information, client details.
- Disclosing such information could lead to personal information, company information, client information or finances being stolen or misused.

##### 4.2.2 Be aware of the need to apply appropriate social networking account privacy settings.

- Making your account public will allow anybody to view your personal details
- Ensure that personal details are hidden

##### 4.2.3 Understand potential dangers when using social networking sites like:

- Cyber bullying** - Involves using the Internet and related technologies to harm other people, in a deliberate, repeated, and hostile manner
- Grooming** - Involves using the Internet and related technologies to befriend a person, in the negative context of preparing them to accept inappropriate behaviour
- Misleading/ dangerous information** can be posted by users
- False identities** may be assumed by social network users to contact other users
- Fraudulent links or message** may be sent to elicit information from you

## 5 Communications

### E-Mail

#### Understand the purpose of encrypting, decrypting an e-mail.

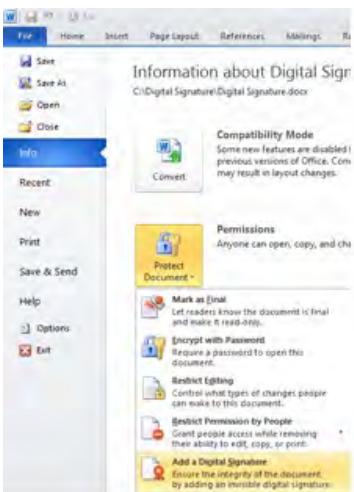
- Encryption and decryption help to ensure only the intended recipient can read an e-mail.

#### Understand the term digital signature.

- A **digital signature** is an encrypted code that demonstrates the authenticity of a message.

#### Create and add a digital signature.

- Click **File**.
- Click **Info**.
- Click **Protect Document**.
- Click **Add a Digital Signature**.



- Click OK.
- Select Create your own digital ID and click OK.
- Enter your Name, E-Mail Address, Organisation and Location details.
- Click Create.
- Enter a Purpose for signing this document.
- Click Sign.

#### 5.1.4 Be aware of the possibility of receiving fraudulent and unsolicited e-mail.

- A fraudulent or unsolicited e-mail may contain a virus or malware, or may be trying to gain information from you and should not be opened.

#### 5.1.5 Understand the term phishing.

- Phishing involves misleading someone about your identity online to gain valuable information.

#### 5.1.5 Identify common characteristics of phishing like:

- Using names of legitimate companies, people, false web links.

#### 5.1.6 Be aware of the danger of infecting the computer with malware:

- By opening an e-mail attachment that contains a macro
- By opening an executable file

#### 5.2 Instant Messaging

##### Understand the term instant messaging (IM) and its uses.

- Instant messaging is a form of real-time text-based communication between two or more people.
- IM can be used to have short text chats with colleagues/friends, to share links or files. Some IM programs also have VoIP and web camera functions.

##### 5.2.2 Understand the security vulnerabilities of IM like:

- Malware access
- Backdoor access
- Access to files

##### 5.2.3 Recognise methods of ensuring confidentiality while using IM like:

- Encryption
- Non-disclosure of important information
- Restricting file sharing

## 6 Secure Data Management

#### 6.1 Securing and Backing Up Data

##### 6.1.1 Recognise ways of ensuring physical security of devices like:

- Log equipment location and details
- Use cable locks
- Implement access control measures such as swipe cards, biometric scans

##### 6.1.2 Recognise the importance of having a back-up procedure in case of loss of data, financial records, web bookmarks/history.

- Back-up procedures will ensure that data can be recovered in the event it is lost.

- Examples of items to back-up include:

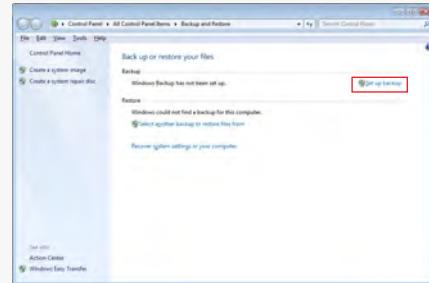
- Data
- Financial records
- Web bookmarks/history

#### 6.1.3 Identify the features of a back-up procedure like:

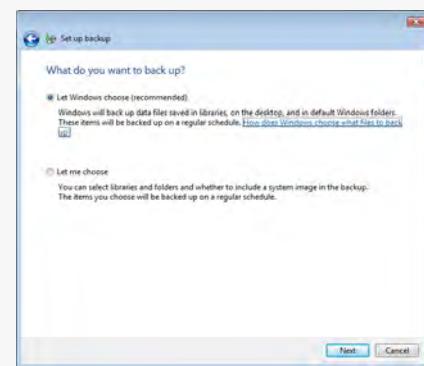
- Regularity/frequency** – Set up how often you want a back-up to occur
- Schedule** – Set up a back-up schedule
- Storage location** – Set up a location to store your back-up to like an external hard drive

#### 6.1.4 Back up data.

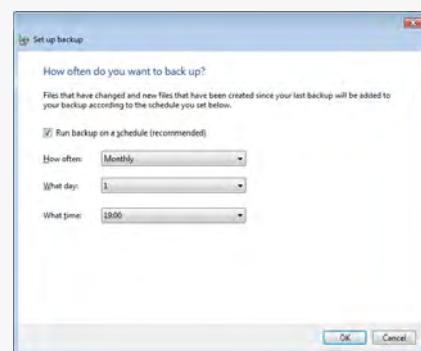
- Click Start.
- Click Backup and Restore.
- Set up Backup.
- Choose a back-up location (drive/network) and click Next.



- Choose what data to back up or accept the recommended default settings.



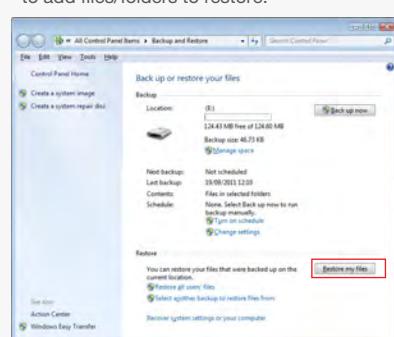
- Choose the back-up schedule.



- Save Settings and Backup.

#### 6.1.5 Restore and validate backed up data.

- Click Restore My Files.
- Choose what you want to restore by using Search, Browse for Files or Browse for Folders to add files/folders to restore.

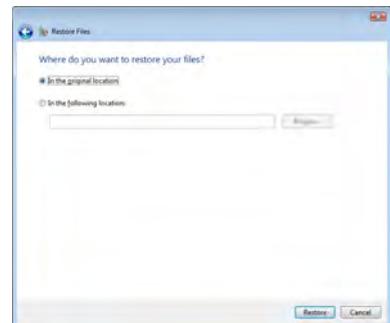


- Click Restore My Files.

- Choose what you want to restore by using Search, Browse for Files or Browse for Folders to add files/folders to restore.

- Click Next.

- Choose to restore in the original location or in the following location to choose a new location.



- Click Restore.

#### 6.2 Secure Destruction

##### 6.2.1 Understand the reason for permanently deleting data from drives or devices.

- To ensure it is completely unrecoverable for security reasons

##### 6.2.2 Distinguish between deleting and permanently destroying data.

- Deleting data by moving it to the recycle bin does not permanently destroy the data.
- Permanently deleting data by shredding or degaussing ensures that it cannot be recovered.

##### 6.2.3 Identify common methods of permanently destroying data like:

- Shredding – Shredding disks like CD/DVD
- Drive/media destruction – Physical destruction of a drive or media
- Degaussing – Leaves the magnetic domains on a disk in random patterns rendering previous data unrecoverable
- Using data destruction utilities – Software/utility to carry out the destruction of data on a drive

For more information, visit:

[www.ecdl.org](http://www.ecdl.org)

## Project Planning

## Module Summary



This module enables candidates to use project management software to prepare project plans and monitor projects, including planning and managing time, costs, tasks, and resources.

On completion of this module the candidate will be able to:

- Understand the key concepts relating to managing projects.
- Use a project management application to create a new project and maintain an existing project.
- Create and schedule tasks; add project constraints and deadlines.
- Assign costs; create and assign resources to tasks.
- View the critical path, monitor progress, and reschedule work.
- Prepare and print outputs, including charts and reports.

### SYLLABUS OUTLINE

CATEGORY	SKILL SET
Project Management Tools	<ul style="list-style-type: none"> <li>• Key Concepts</li> </ul>
Project Creation	<ul style="list-style-type: none"> <li>• Working with Projects</li> <li>• Starting a New Project</li> </ul>
Tasks	<ul style="list-style-type: none"> <li>• Creating Tasks</li> <li>• Scheduling and Relationships</li> <li>• Constraints and Deadlines</li> <li>• Notes, Hyperlinks</li> </ul>
Resources and Costs	<ul style="list-style-type: none"> <li>• Resources</li> <li>• Costs</li> </ul>
Project Monitoring	<ul style="list-style-type: none"> <li>• Critical Path</li> <li>• Monitoring Progress and Rescheduling</li> </ul>
Prepare Outputs	<ul style="list-style-type: none"> <li>• Setup</li> <li>• Print</li> </ul>

### WHAT ARE THE BENEFITS OF THIS MODULE?

- Covers the key skills needed to use project planning applications.
- Can be applied to a range of project planning software from vendor packages to 'freeware'.
- Certifies best practice in effective project planning software use.
- Developed with input from computer users, subject matter experts, and practising computer professionals from all over the world. This process ensures the relevance and range of module content.

### HOW DO I GET STARTED?

To find out more about this module and to locate your nearest accredited test centre, please visit [www.ecdl.org/programmes](http://www.ecdl.org/programmes).





## ECDL / ICDL Project Planning

This module sets out essential concepts and skills relating to the ability to use project management software to prepare project plans and monitor projects including planning and managing time, costs, tasks, and resources.

### Module Goals

Successful candidates will be able to:

- Understand the key concepts relating to managing projects.
- Use a project management application to create a new project and maintain an existing project.
- Create and schedule tasks and add project constraints and deadlines.
- Assign costs and create and assign resources to tasks.
- View the critical path, monitor progress and reschedule work.
- Prepare and print outputs, including charts and reports.

CATEGORY	SKILL SET	REF.	
<b>1 Project Management Tools</b>	<i>1.1 Key Concepts</i>	1.1.1	Understand the term project.
		1.1.2	Recognise the main elements of managing a project like: planning the project, managing the schedule, communicating project information.
		1.1.3	Understand the advantages of using a project management application like: efficient project design, ease of project plan maintenance, effective activity representation, ease of monitoring and reporting.
		1.1.4	Understand the tools and features of a project management application like: Gantt chart, network diagram, work breakdown structure.
		1.1.5	Recognise that managing projects involves balancing work, time, resource, and cost.
<b>2 Project Creation</b>	<i>2.1 Working with Projects</i>	2.1.1	Open, close a project management application. Open, close projects.



CATEGORY	SKILL SET	REF.	
		2.1.2	Save a project to a location on a drive. Save a project under another name to a location on a drive.
		2.1.3	Save a project as another file type like: template, web page, spreadsheet, CSV, XML, text file, pdf.
		2.1.4	Change between project view modes like: Gantt chart, network diagram.
		2.1.5	Use magnification/zoom tools.
	2.2 Starting a New Project	2.2.1	Create a new project based on default template, other available template.
		2.2.2	Understand how choosing to schedule from a start date, finish date will impact on the project schedule.
		2.2.3	Enter basic project information such as start date or finish date, scheduling options and project properties like: project title, project manager.
		2.2.4	Set up calendar options like: base calendar, working time, nonworking time.
3 Tasks	3.1 Creating Tasks	3.1.1	Create, modify tasks.
		3.1.2	Copy, move, delete tasks.
		3.1.3	Create, modify, view subtasks and summary tasks.
		3.1.4	Understand task duration options: elapsed, duration, effort, estimated.
		3.1.5	Set, modify task duration.
		3.1.6	Split tasks.
		3.1.7	Understand the term milestone.
		3.1.8	Create project milestones.
		3.1.9	Create, modify recurring tasks.



CATEGORY	SKILL SET	REF.	
	<i>3.2 Scheduling and Relationships</i>	3.2.1	Understand logical relationships between tasks: finish to start, start to start.
		3.2.2	Create, modify, delete relationships between tasks: finish to start, start to start.
		3.2.3	Understand the terms lead time, lag time.
		3.2.4	Add, edit task lag time, lead time.
	<i>3.3 Constraints and Deadlines</i>	3.3.1	Understand task constraint options like: as late as possible, as soon as possible, must finish on, must start on.
		3.3.2	Add, modify, delete constraints to tasks.
		3.3.3	Understand the term deadline.
		3.3.4	Create a deadline.
	<i>3.4 Notes, Hyperlinks</i>	3.4.1	Add, edit, remove a note for a task.
		3.4.2	Insert, edit, remove a hyperlink for a task.
<b>4 Resources and Costs</b>	<i>4.1 Resources</i>	4.1.1	Identify resource types like: people, materials, equipment.
		4.1.2	Understand the relationship between duration, work and resource. Understand that if one element changes there is an impact on another element.
		4.1.3	Create, delete resources. Modify resource details like: name, type, units, rates.
		4.1.4	Add, remove, replace resource assignments and associated units.
	<i>4.2 Costs</i>	4.2.1	Understand the terms fixed cost, variable cost.
		4.2.2	Assign, modify fixed costs.
		4.2.3	Assign, modify variable costs.



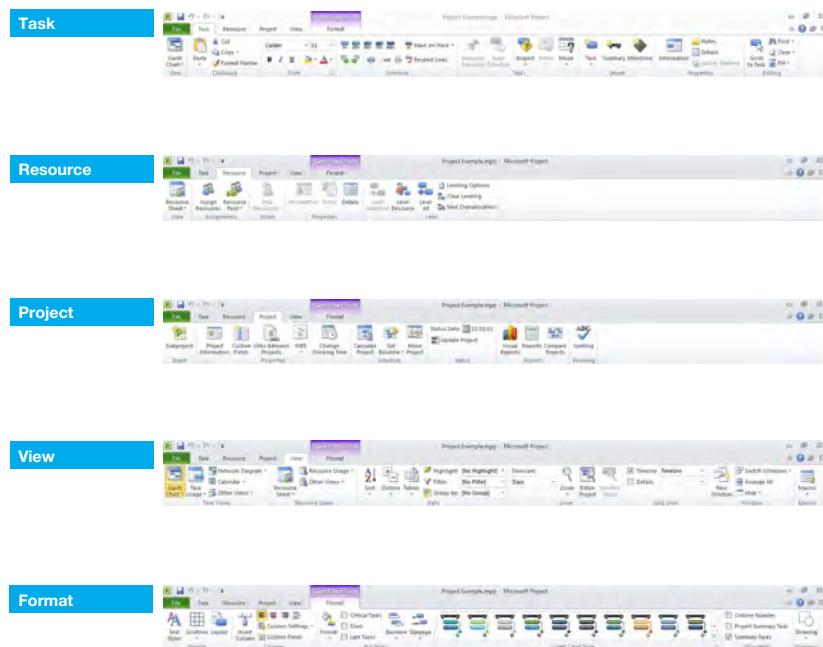
CATEGORY	SKILL SET	REF.	
<b>5 Project Monitoring</b>	<i>5.1 Critical Path</i>	5.1.1	Understand the terms critical task, critical path.
		5.1.2	Identify critical tasks and show the critical path.
	<i>5.2 Monitoring Progress and Rescheduling</i>	5.2.1	Create, save, clear a baseline.
		5.2.2	Show, hide progress line.
		5.2.3	Show, hide columns like: % complete, fixed cost, deadline.
		5.2.4	Sort, filter tasks.
		5.2.5	Update task progress.
		5.2.6	Reschedule incomplete work.
		5.2.7	Display current project schedule and baseline.
<b>6 Prepare Outputs</b>	<i>6.1 Setup</i>	6.1.1	Change page orientation: portrait, landscape. Change paper size.
		6.1.2	Change page margins: top, bottom, left, right.
		6.1.3	Prepare a Gantt chart, network diagram for print using options like: columns to print, notes.
	<i>6.2 Print</i>	6.2.1	Preview a Gantt chart, network diagram, report.
		6.2.2	Print a Gantt chart, network diagram, report from an installed printer using output options like: entire document, specific pages, number of copies.

## Project Planning

This quick reference is for Microsoft Project Standard 2010 on Windows 7

## Quick Reference

### Project 2010 Tabs



### Certification Test Goals

This module sets out essential concepts and skills relating to the ability to use project management software to prepare project plans and monitor projects including planning and managing time, costs, tasks, and resources.

Successful candidates will be able to:

- Understand the key concepts relating to managing projects.
- Use a project management application to create a new project and maintain an existing project.
- Create and schedule tasks and add project constraints and deadlines.
- Assign costs and create and assign resources to tasks.
- View the critical path, monitor progress and reschedule work.
- Prepare and print outputs, including charts and reports.

### Keyboard Shortcuts

#### General

Open **CTRL+O**

Save **CTRL+S**

Print **CTRL+P**

Close **CTRL+W**

Undo **CTRL+Z**

Redo **CTRL+Y**

Help **F1**

Switch between apps **ALT+TAB**

#### Editing

Cut **CTRL+X**

Copy **CTRL+C**

Paste **CTRL+V**

#### Outline

Hide subtasks **ATL+SHIFT+HYPHEN**

Indent a selected task **ATL+SHIFT+RIGHT ARROW**

Show subtasks **ATL+SHIFT+=**

Show all tasks **ATL+SHIFT+\***

## 1 Project Management Tools

### 1.1 Key Concepts

#### 1.1.1 Understand the term project.

- A temporary and often collaborative activity that is carefully planned to achieve a particular aim.

#### 1.1.2 Recognise the main elements of managing a project like:

- Planning the project
- Managing the schedule
- Communicating project information

#### 1.1.3 Understand the advantages of using a project management application like:

- Efficient project design
- Ease of project plan maintenance
- Effective activity representation
- Ease of monitoring and reporting

#### 1.1.4 Understand the tools and features of a project management application like:

- A **Gantt chart** is a type of bar chart that illustrates a project schedule, including start and finish dates.
- A **network diagram** is a model designed to analyse and represent the tasks involved in completing a project.
- A **work breakdown structure** is a tool used to define and group a project's tasks, so as to organise and define the total work of the project.

#### 1.1.5 Recognise that managing projects involves balancing:

- Work
- Time
- Resources
- Cost

## 2 Project Creation

### 2.1 Working with Projects

#### 2.1.1 Open a project management application.

- Click the **Start** button.
- Select **All Programs**.
- Click **Microsoft Project 2010**.

#### 2.1.1 Close a project management application.

- Click the **File** tab.
- Click **Exit**.

#### 2.1.1 Open projects.

- Click the **File** tab.
- Click **Open**.
- Select project(s) to open and click **Open**.

#### 2.1.1 Close projects.

- Click the **File** tab.
- Click **Close**.

#### 2.1.2 Save a project to a location on a drive.

- Click the **File** tab.
- Click **Save**.
- Create a file name and select the location.
- Click **Save**.

#### 2.1.2 Save a project under another name to a location on a drive.

- Click the **File** tab.
- Click **Save As**.
- Enter a new file name over the existing file name and select the location.
- Click **Save**.

#### 2.1.3 Save a project as another file type like: template, web page, spreadsheet, CSV, XML, text file, pdf.

- Click the **File** tab.
- Select **Save As**.
- Click on the **Save as type** drop-down menu and select a file type.
- Click **Save**.

#### 2.1.4 Change between project view modes like: Gantt chart, network diagram.

- On the **Task** tab, in the **View** group, click the **Gantt Chart** arrow below the **Gantt Chart** button.
- Click **Gantt Chart** or **Network Diagram** to switch to the selected view.

#### 2.1.5 Use magnification/zoom tools.

- On the **View** tab, in the **Zoom** group, click the **Zoom** button.
- Select the zoom option required.
- Click **OK**.

#### 2.2 Starting a New Project

##### Create a new project based on default template.

- Click the **File** tab.
- Click **New**.
- Click **Blank project**.
- Click **Create**.

##### Create a new project based on other available template.

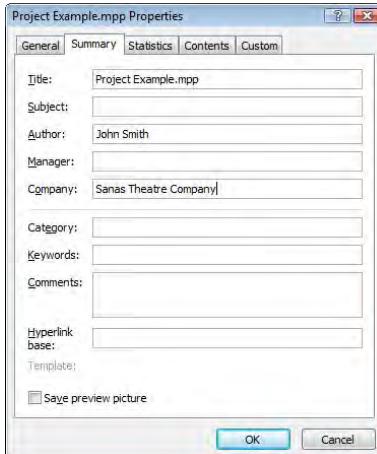
- Click the **File** tab.
- Click **New**.
- Click **My templates**.
- Click to select a template.
- Click **OK**.

##### Understand how choosing to schedule from a start date, finish date will impact on the project schedule.

- **Schedule from a start date** - All tasks will start as soon as possible by default
- **Schedule from a finish date** – Tasks on the critical path are started as late as possible by default

##### Enter basic project information such as start date or finish date, scheduling options and project properties like: project title, project manager.

- Click the **File** tab.
- Click **Info**.
- Click **Project Information** and **Advanced Properties**.



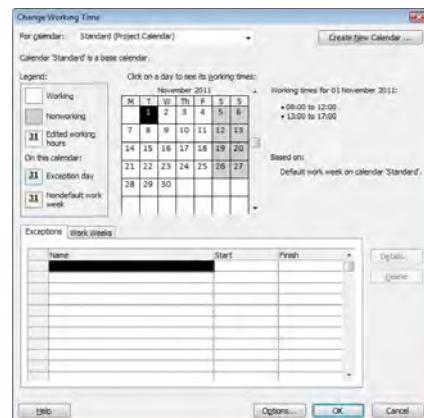
- Enter a project title in the **Title** text box.
- Enter a project manager in the **Manager** text box.
- Click **OK**.

#### 2.2.4 Set up calendar options like: base calendar.

- On the **Project** tab, in the **Properties** group, click the **Project Information** button.
- Select a calendar from **24 Hours, Night Shift, Standard**.
- Click **OK**.

#### 2.2.4 Set up calendar options like: working time.

- On the **Project** tab, in the **Properties** group, click the **Change Working Time** button.
- Click the **Work Weeks** tab.
- Double-click on **[Default]** in the Name column.
- Edit a day(s) working time.
- Click **OK**.



#### 2.2.4 Set up calendar options like: nonworking time.

- On the **Project** tab, in the **Properties** group, click the **Change Working Time** button.
- Click the **Work Weeks** tab.
- Double-click on **[Default]** in the Name column.
- Edit a day(s) nonworking time.
- Click **OK**.

## 3 Tasks

### 3.1 Creating Tasks

#### 3.1.1 Create tasks.

- Click into an empty **Task Name** field.
- Enter a task name.

#### 3.1.1 Modify tasks.

- Click into a **Task Name** field.
- Enter additional task name content or delete existing task name content.

#### 3.1.2 Copy tasks.

- Click on a task in the **Task Name** column.
- On the **Task** tab, in the **Clipboard** group, click the **Copy** button.
- Click on a new location within the **Task Name** column.
- On the **Task** tab, in the **Clipboard** group, click the **Paste** button.

#### 3.1.2 Move tasks.

- Click on a task in the **Task Name** column.
- On the **Task** tab, in the **Clipboard** group, click the **Cut** button.
- Click on a new location within the **Task Name** column.
- On the **Task** tab, in the **Clipboard** group, click the **Paste** button.

#### 3.1.2 Delete tasks.

- Select the row containing the task to delete.
- Press the **Delete** key.

#### 3.1.3 Create subtasks and summary tasks.

- To create a subtask, on the **Task** tab, in the **Schedule** group, click the **Indent Task** button.
- To create a summary task, on the **Task** tab, in the **Schedule** group, click the **Outdent Task** button.

#### 3.1.3 Modify subtasks and summary tasks.

- To modify a summary task to be a subtask, on the **Task** tab, in the **Schedule** group, click the **Indent Task** button.
- To modify a subtask to be a summary task, on the **Task** tab, in the **Schedule** group, click the **Outdent Task** button.

#### 3.1.3 View subtasks and summary tasks.

- To view subtasks, on the **View** tab, in the **Data** group, click the **Show Outline** button.
- Click **Show Subtasks**.
- To view summary tasks, on the **View** tab, in the **Data** group, click the **Show Outline** button.

#### 3.1.4 Click **Hide Subtasks**.

#### 3.1.4 Understand task duration options:

- **Elapsed** task duration is based on a 24-hour day and a 7-day week, including holidays and other nonworking days.
- **Duration** is the active working time to complete a task.
- **Effort** is the amount of work required to carry out a task; for example, two people working for three days is 6 days effort (or work).
- **Estimated** task duration is the estimated working time to complete a task, shown by a ?; for example, 1 day?

#### 3.1.5 Set task duration.

- In the **Duration** column, click on the **Duration** for a task.
- Enter the duration required; for example 1D for 1 day.
- Press the **Return** key.

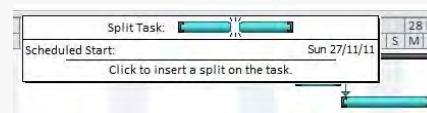
#### 3.1.5 Modify task duration.

- In the **Duration** column, click on the **Duration** for the task to modify.
- Change the duration or delete the duration.
- Press the **Return** key.

Duration in	Time unit abbreviation
Minutes	M
Hours	H
Days	D
Weeks	W
Months	Mon

#### 3.1.6 Split tasks.

- On the **Task** tab, in the **Schedule** group, click the **Split Task** button.
- In the Gantt Chart, click the location on a task to create a split.



#### 3.1.7 Understand the term milestone.

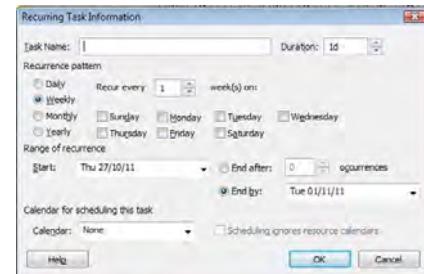
- A reference point used to mark a point in time or a major event in a project.

#### 3.1.8 Create project milestones.

- On the **Task** tab, in the **Insert** group, click the **Milestone** button.

#### 3.1.9 Create, modify recurring tasks.

- On the **Task** tab, in the **Insert** group, click the **Task** arrow below the **Task** button.
- Click **Recurring Task**.
- Enter the recurring task information.

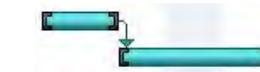


- Click **OK**.

### 3.2 Scheduling and Relationships

#### 3.2.1 Understand logical relationships between tasks: finish to start, start to start.

- **Finish to start** – The second task cannot start until the first task finishes.



- **Start to start** – The second task can start as soon as the first task starts.



#### 3.2.2 Create relationships between tasks: finish to start.

- To create a finish to start relationship, select the tasks to create a relationship between.
- On the **Task** tab, in the **Schedule** group, click the **Link Tasks** button.

#### 3.2.2 Create relationships between tasks: start to start.

- To create a start to start relationship, select the tasks to create a relationship between.
- On the **Task** tab, in the **Schedule** group, click the **Link Tasks** button.
- In the Gantt Chart, double-click on the relationship arrow.
- In the task dependency, change the **Type** to **Start-to-Start (SS)**.



- Click **OK**.

#### 3.2.2 Modify relationships between tasks: finish to start, start to start.

- In the Gantt Chart, double-click on the relationship arrow between two tasks.
- In the task dependency, change the **Type** to **Start-to-Start (SS)** or **Finish-to-Start (FS)**.
- Click **OK**.

#### 3.2.2 Delete relationships between tasks: finish to start, start to start.

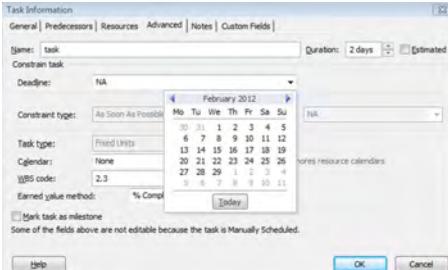
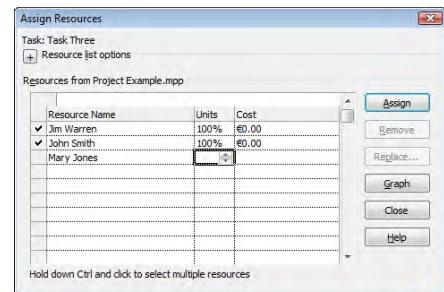
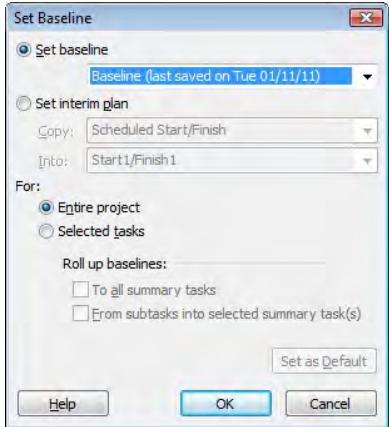
- In the Gantt Chart, double-click on the relationship arrow.
- Click **Delete**.

#### 3.2.3 Understand the terms lead time, lag time.

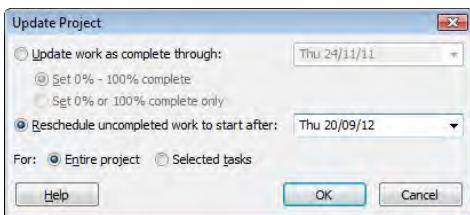
- **Lead time** – An overlap between tasks that have a dependency
- **Lag time** - A delay between tasks that have a dependency

#### 3.2.4 Add task lag time, lead time.

- On the **Task** tab, in the **Properties** group, click the **Information** button.
- In **Task Information**, click the **Predecessors** tab and select the relevant lag cell.
- To enter lead time, type a negative number or negative percentage, such as -2d for two days of lead time.

<p>• To enter lag time, type a positive number or percentage, such as 50% for half the predecessor task's duration in lag time.</p> <ul style="list-style-type: none"> <li>• Click <b>OK</b>.</li> </ul> <p>Edit task lag time, lead time.</p> <ul style="list-style-type: none"> <li>• On the <b>Task</b> tab, in the <b>Properties</b> group, click the <b>Information</b> button.</li> <li>• In <b>Task Information</b>, click the <b>Predecessors</b> tab and select the relevant lag cell.</li> <li>• To edit lead time, type a negative number or negative percentage.</li> <li>• To edit lag time, type a positive number or percentage.</li> <li>• Click <b>OK</b>.</li> </ul> <p><b>3.3 Constraints and Deadlines</b></p> <p>Understand task constraint options like:</p> <ul style="list-style-type: none"> <li>• <b>As late as possible</b> – Task will start as late as possible based on other constraints and relationships</li> <li>• <b>As soon as possible</b> - Task will start as soon as possible based on other constraints and relationships</li> <li>• <b>Must finish on</b> – Task will finish on the specified date</li> <li>• <b>Must start on</b> – Task will start on the specified date</li> </ul> <p>Add constraints to tasks.</p> <ul style="list-style-type: none"> <li>• On the <b>Task</b> tab, in the <b>Properties</b> group, click the <b>Information</b> button.</li> <li>• In the <b>Task Information</b>, click the <b>Advanced</b> tab.</li> <li>• Choose a <b>Constraint type</b> and a <b>Constraint date</b>.</li> <li>• Click <b>OK</b>.</li> </ul> <p>Modify constraints to tasks.</p> <ul style="list-style-type: none"> <li>• On the <b>Task</b> tab, in the <b>Properties</b> group, click the <b>Information</b> button.</li> <li>• In the <b>Task Information</b>, click the <b>Advanced</b> tab.</li> <li>• Modify the <b>Constraint type</b> and <b>Constraint date</b>.</li> <li>• Click <b>OK</b>.</li> </ul> <p>Delete constraints to tasks.</p> <ul style="list-style-type: none"> <li>• On the <b>Task</b> tab, in the <b>Properties</b> group, click the <b>Information</b> button.</li> <li>• In the <b>Task Information</b>, click the <b>Advanced</b> tab.</li> <li>• Modify the <b>Constraint type</b> to <b>As Soon As Possible</b>.</li> <li>• Click <b>OK</b>.</li> </ul> <p>Understand the term deadline.</p> <ul style="list-style-type: none"> <li>• The latest date by which a task should be completed.</li> </ul> <p>Create a deadline.</p> <ul style="list-style-type: none"> <li>• On the <b>Task</b> tab, in the <b>Properties</b> group, click the <b>Information</b> button.</li> <li>• In the <b>Task Information</b>, click the <b>Advanced</b> tab.</li> <li>• Click a deadline from the <b>Deadline</b> drop-down box.</li> </ul> <p></p> <ul style="list-style-type: none"> <li>• Click <b>OK</b>.</li> </ul> <p><b>3.4 Notes, Hyperlinks</b></p> <p>Add a note for a task.</p> <ul style="list-style-type: none"> <li>• Select a task.</li> <li>• On the <b>Task</b> tab, in the <b>Properties</b> group, click the <b>Task Notes</b> button.</li> <li>• Enter the note.</li> <li>• Click <b>OK</b>.</li> </ul> <p>Edit a note for a task.</p> <ul style="list-style-type: none"> <li>• Select a task.</li> <li>• On the <b>Task</b> tab, in the <b>Properties</b> group, click the <b>Task Notes</b> button.</li> <li>• Edit the text of the note.</li> <li>• Click <b>OK</b>.</li> </ul> <p>Remove a note for a task.</p> <ul style="list-style-type: none"> <li>• Select a task.</li> <li>• On the <b>Task</b> tab, in the <b>Properties</b> group, click the <b>Notes</b> button.</li> </ul>	<p>• Delete the text of the note.</p> <ul style="list-style-type: none"> <li>• Click <b>OK</b>.</li> </ul> <p>Insert a hyperlink for a task.</p> <ul style="list-style-type: none"> <li>• Right-click on the task and select <b>Hyperlink</b>.</li> <li>• Select the file, location or e-mail address to hyperlink to.</li> <li>• Click <b>OK</b>.</li> </ul> <p>Edit a hyperlink for a task.</p> <ul style="list-style-type: none"> <li>• Right-click on the task and select <b>Hyperlink</b>.</li> <li>• Edit the file, location or e-mail address to hyperlink to.</li> <li>• Click <b>OK</b>.</li> </ul> <p>Remove a hyperlink for a task.</p> <ul style="list-style-type: none"> <li>• Right-click on the task and select <b>Hyperlink</b>.</li> <li>• Click <b>Clear Hyperlinks</b>.</li> <li>• Click <b>OK</b>.</li> </ul> <p><b>4 Resources and Costs</b></p> <p><b>4.1 Resources</b></p> <p>4.1.1 Identify resource types like:</p> <ul style="list-style-type: none"> <li>• People</li> <li>• Materials</li> <li>• Equipment</li> </ul> <p>4.1.2 Understand the relationship between duration, work and resource. Understand that if one element changes there is an impact on another element.</p> <ul style="list-style-type: none"> <li>• <b>Duration</b> multiplied by <b>Resource Units</b> equals <b>Work</b>.       <ul style="list-style-type: none"> <li>• <math>16 \text{ hours} \times 300\% = 48 \text{ hours}</math></li> </ul> </li> <li>• <b>Work</b> divided by <b>Resource Units</b> equals <b>Duration</b>.       <ul style="list-style-type: none"> <li>• <math>48 \text{ hours} / 300\% = 16 \text{ hours}</math></li> </ul> </li> <li>• <b>Work</b> divided by <b>Duration</b> equals <b>Resource Units</b>.       <ul style="list-style-type: none"> <li>• <math>48 \text{ hours} / 16 \text{ hours} = 300\%</math></li> </ul> </li> <li>• If one element of the formula changes there is an impact on another element, for example an increase in duration will lead to an increase in work.</li> </ul> <p>4.1.3 Create, delete resources.</p> <ul style="list-style-type: none"> <li>• On the <b>Resource</b> tab, in the <b>View</b> group, click the <b>Resource Sheet</b> button.</li> <li>• Enter or delete the details of a resource.</li> <li>• Press the <b>Return</b> key.</li> </ul> <p>4.1.4 Modify resource details like: name, type, units, rates.</p> <ul style="list-style-type: none"> <li>• On the <b>Resource</b> tab, in the <b>View</b> group, click the <b>Resource Sheet</b> button.</li> <li>• Enter or delete the details of a resource.</li> <li>• Press the <b>Return</b> key.</li> </ul> <p>Add resource assignments and associated units.</p> <ul style="list-style-type: none"> <li>• Select a task.</li> <li>• On the <b>Resource</b> tab, in the <b>Assignments</b> group, click the <b>Assign Resources</b> button.</li> </ul> <p></p> <ul style="list-style-type: none"> <li>• Select the resource to assign and enter the units required.</li> <li>• Click <b>Assign</b>.</li> </ul> <p>4.1.4 Remove resource assignments and associated units.</p> <ul style="list-style-type: none"> <li>• Select a task.</li> <li>• On the <b>Resource</b> tab, in the <b>Assignments</b> group, click the <b>Assign Resources</b> button.</li> <li>• Select the resource to remove.</li> <li>• Click <b>Remove</b>.</li> </ul> <p>4.1.4 Replace resource assignments and associated units.</p> <ul style="list-style-type: none"> <li>• Select a task.</li> <li>• On the <b>Resource</b> tab, in the <b>Assignments</b> group, click the <b>Assign Resources</b> button.</li> <li>• Select the resource to replace.</li> </ul>	<p>• Click <b>Replace</b>.</p> <p>4.2 Costs</p> <p>4.2.1 Understand the terms fixed cost, variable cost.</p> <ul style="list-style-type: none"> <li>• <b>Fixed cost</b> is a set cost for a task regardless of task duration or work performed by a resource.</li> <li>• <b>Variable cost</b> is a cost that changes throughout the project depending on its availability or use.</li> </ul> <p>4.2.2 Assign, modify fixed costs.</p> <ul style="list-style-type: none"> <li>• In the task list, assign, modify the fixed cost in the <b>Fixed Cost</b> column for the relevant task.</li> <li>• Press the <b>Return</b> key.</li> </ul> <p>4.2.3 Assign, modify variable costs.</p> <ul style="list-style-type: none"> <li>• On the <b>Resource</b> tab, in the <b>View</b> group, click the <b>Resource Sheet</b> button.</li> <li>• Enter the costs required for the resource.</li> <li>• Press the <b>Return</b> key.</li> <li>• In the task list, assign the resource to a task and view the <b>Cost</b> column for the task.</li> <li>• Press the <b>Return</b> key.</li> </ul> <p><b>5 Project Monitoring</b></p> <p><b>5.1 Critical Path</b></p> <p>5.1.1 Understand the terms critical task, critical path.</p> <ul style="list-style-type: none"> <li>• <b>Critical task</b> - A task on the critical path</li> <li>• <b>Critical path</b> - A sequence of tasks that must all be completed on time for the project to finish on schedule</li> </ul> <p>5.1.2 Identify critical tasks and show the critical path.</p> <ul style="list-style-type: none"> <li>• On the <b>Format</b> tab, in the <b>Bar Styles</b> group, check the <b>Critical Tasks</b> checkbox.</li> <li>• Critical tasks will now appear in red on the Gantt chart.</li> </ul> <p><b>5.2 Monitoring Progress and Rescheduling</b></p> <p>5.2.1 Create, save a baseline.</p> <ul style="list-style-type: none"> <li>• On the <b>Project</b> tab, in the <b>Schedule</b> group, click the <b>Set Baseline</b> button.</li> <li>• Click <b>Set Baseline</b>.</li> <li>• In the <b>Set Baseline</b> dialog box, click <b>Set Baseline</b> and click for the <b>Entire project</b> or <b>Selected tasks</b>.</li> </ul> <p></p> <ul style="list-style-type: none"> <li>• Click <b>OK</b>.</li> </ul> <p>5.2.1 Clear a baseline.</p> <ul style="list-style-type: none"> <li>• On the <b>Project</b> tab, in the <b>Schedule</b> group, click the <b>Set Baseline</b> button.</li> <li>• Click <b>Clear Baseline</b>.</li> <li>• In the <b>Clear Baseline</b> dialog box, click on a baseline in the <b>Clear baseline plan</b> drop-down box.</li> <li>• Click to clear for the <b>Entire project</b> or <b>Selected tasks</b>.</li> <li>• Click <b>OK</b>.</li> </ul>
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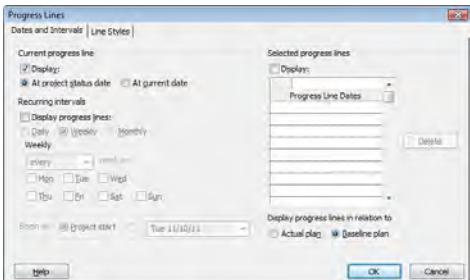
- 5.2.2 Show, hide progress line.
- On the **Format** tab, in the **Format** group, click the **Gridlines** button.
  - Click **Progress Lines**.
  - Select, deselect to display a current progress line.
  - Select, deselect to display at recurring intervals.
  - Click **OK**.
- 5.2.3 Show columns like: % complete, fixed cost, deadline.
- On the **Format** tab, in the **Columns** group, click the **Insert Column** button.
  - Select a column type.
- 5.2.3 Hide columns.
- Select the column to hide.
  - On the **Format** tab, in the **Columns** group, click the **Column Settings** button.
  - Click **Hide Column**.
- 5.2.4 Sort tasks.
- On the **View** tab, in the **Data** group, click the **Sort** button.
  - Select a sort type to apply or select **Sort By** to create a custom sort.
- 5.2.4 Filter tasks.
- On the **View** tab, in the **Data** group, click the **Filter** drop-down menu box.
  - Select a built in filter to apply or select **More Filters** for additional filter options.
- 5.2.5 Update task progress.
- On the **Task** tab, in the **Schedule** group, click the desired **% Complete** button.
- 5.2.6 Reschedule incomplete work.
- On the **Project** tab, in the **Status** group, click the **Update Project** button.
  - Click **Reschedule uncompleted work to start after** and select a date.
  - Select either to reschedule for the entire project or selected tasks.



- Click **OK**.

5.2.7 Display current project schedule and baseline.

- On the **Format** tab, in the **Format** group, click the **Gridlines** button and click **Progress Lines**.
- Select to display the **Current progress line**.
- Select to display progress line in relation to the **Baseline plan**.



- If the baseline is not visible, on the **Format** tab, in the **Bar Styles** group, click the **Baseline** button and click a baseline to view.
- Click **OK**.

6 Prepare Outputs	
6.1	<b>Setup</b>
6.1.1	Change page orientation: portrait, landscape. <ul style="list-style-type: none"> <li>On the <b>File</b> tab, click <b>Print</b>.</li> <li>Click <b>Portrait Orientation</b> or <b>Landscape Orientation</b>.</li> </ul>
6.1.1	Change paper size. <ul style="list-style-type: none"> <li>On the <b>File</b> tab, click <b>Print</b>.</li> <li>Select a paper size.</li> </ul>
6.1.2	Change page margins: top, bottom, left, right. <ul style="list-style-type: none"> <li>On the <b>File</b> tab, click <b>Print</b>.</li> <li>Click <b>Page Setup</b>.</li> <li>On the <b>Margins</b> tab, enter a top, bottom, left, right margin.</li> <li>Click <b>OK</b>.</li> </ul>
6.1.3	Prepare a Gantt chart, network diagram for print using options like: columns to print, notes. <ul style="list-style-type: none"> <li>On the <b>File</b> tab, click <b>Print</b>.</li> <li>Click <b>Page Setup</b>.</li> <li>Click the <b>View</b> tab.</li> <li>To print all sheet columns, check the print all sheet columns checkbox.</li> <li>To print a specified number of columns, check the print first [insert required number] columns on all pages option and enter the required number.</li> <li>Check the print notes checkbox to print notes.</li> <li>Click <b>OK</b>.</li> </ul>
6.2	<b>Print</b>
6.2.1	Preview a Gantt chart, network diagram, report. <ul style="list-style-type: none"> <li>On the <b>File</b> tab, click <b>Print</b>.</li> <li>A preview is available on screen.</li> </ul>
6.2.2	Print a Gantt chart, network diagram, report from an installed printer using output options like: entire document, specific pages, number of copies. <ul style="list-style-type: none"> <li>On the <b>File</b> tab, click <b>Print</b>.</li> <li>Click the <b>Print</b> button.</li> <li>To print the complete project, under <b>Settings</b>, select <b>Print Entire Project</b>.</li> <li>To print specific pages, under <b>Settings</b>, select <b>Print Specific Pages</b> and enter specific page numbers and/or page ranges (dates) to print.</li> <li>Under <b>Copies</b>, enter the number of copies to print.</li> <li>Click <b>Print</b>.</li> </ul>
For more information, visit: <a href="http://www.ecdl.org">www.ecdl.org</a>	