

**ICDL Workforce**

COMPUTER & ONLINE ESSENTIALS

Syllabus 1.0

**Syllabus Document**



# Purpose

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

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**Computer & Online Essentials Module**

This module sets out essential concepts and skills relating to the use of computers and devices, file and application management, networks, online information, online communication, and safety.

**Module Goals**

Successful candidates will be able to:

* Understand key concepts and carry out key activities relating to hardware and software.
* Manage files and folders, store data, and manage applications.
* Understand network concepts, and connect to a network.
* Find and manage online information effectively, and manage browser settings.
* Understand considerations relating to the effective use of common communication tools.
* Send, receive, and manage emails, and use calendars.
* Understand potential threats and ways to protect computers, devices, and data.
* Recognise considerations relating to safety, well-being, accessibility, and the environment.

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| **CATEGORY** | **SKILL SET** | **REF.** | **TASK ITEM** |
| **1 Computers and Devices** | *1.1 Hardware* | 1.1.1 | Define the term hardware. Identify the main types of computers like: desktops, laptops. Identify the main types of devices like: tablets, smartphones. |
|  |  | 1.1.2 | Identify the main types of integrated and external equipment like: printer, screen, scanner, keyboard, mouse/trackpad, touchscreen, camera, speakers, microphone, headset, docking station, storage. |
|  |  | 1.1.3 | Identify common input/output ports like: Universal Serial Bus (USB), High-Definition Multimedia Interface (HDMI), Video Graphics Array (VGA). |
|  |  | 1.1.4 | Log off, shut down, restart a computer or device using an appropriate routine. Log in to a different user account. |
|  |  | 1.1.5 | Connect a device, equipment to a computer using a USB connection. Disconnect a device, equipment from a computer using an appropriate routine. |
|  |  | 1.1.6 | Connect, disconnect computers, devices, equipment using a Bluetooth connection. |
|  | *1.2 Software* | 1.2.1 | Define the term software and distinguish between the main types of software like: operating systems, applications. Recognise that software can be installed locally or accessed online. |
|  |  | 1.2.2 | Identify common examples of operating systems for computers and devices. |

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|  |  | 1.2.3 | Identify common examples of applications like: office productivity, web browser, communications, social networking, design. |
| **2 Managing Files and Applications** | *2.1 Introducing File Management* | 2.1.1 | Understand the function of the operating system's file management application, desktop, and taskbar to efficiently manage and access files, folders, applications. |
|  |  | 2.1.2 | Identify common icons like those representing: files, folders, applications, printers, drives, shortcuts/aliases, recycle bin/wastebasket/trash. Identify common file types like: word processing, spreadsheet, presentation, portable document format (pdf), image, audio, video, compressed, executable files. |
|  |  | 2.1.3 | Understand how an operating system organises drives, folders, files in a hierarchical structure. Navigate between drives, folders, sub-folders, files. |
|  |  | 2.1.4 | Change view mode to display files and folders like: tiles, icons, list, details. |
|  |  | 2.1.5 | Search for files by properties: all or part of file name using wildcards if necessary, content, date modified. |
|  | *2.2 Organising Files and Folders* | 2.2.1 | Create a folder. Recognise good practice in folder, file naming: use meaningful names for folders and files to help with searching and organisation. |
|  |  | 2.2.2 | Rename a file, folder. |
|  |  | 2.2.3 | Select individual, adjacent, non-adjacent files, folders. |
|  |  | 2.2.4 | Copy, move files, folders between folders, drives. |
|  |  | 2.2.5 | Delete files, folders to the  recycle bin/wastebasket/trash and restore to original location. |
|  |  | 2.2.6 | Sort files in ascending, descending order by name, size, type, date modified. |
|  | *2.3 Storage* | 2.3.1 | Identify the main types of storage media like: internal hard drive, external hard drive, network drive, online/cloud file storage, USB flash drive, memory card. |
|  |  | 2.3.2 | Identify file size, folder size, storage capacity measurements like: KB, MB, GB, TB, PB. |
|  |  | 2.3.3 | Display file, folder, drive properties like: name, size, location. |

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|  | *2.4 Managing Applications* | 2.4.1 | Install, uninstall an application. |
|  |  | 2.4.2 | Shut down a non-responding application. |
|  |  | 2.4.3 | Capture a full screen, active window. |
| **3 Networks** | *3.1 Network Concepts* | 3.1.1 | Define the term network. Outline the purpose of a network: to share, access data, applications and devices securely. |
|  |  | 3.1.2 | Understand the concepts of downloading from, uploading to a network. |
|  |  | 3.1.3 | Understand the term Internet. Identify some of its main uses like: information searching, communication, purchasing, selling, learning, publishing, banking, government services, entertainment, software access, file storage. |
|  | *3.2 Network Access* | 3.2.1 | Identify options for connecting to the Internet like: wired network, wireless network, mobile phone network. |
|  |  | 3.2.2 | Recognise the status of a wireless network: protected/secure, open. Connect to, disconnect from a wireless network. |
| **4 Online Information** | *4.1 Finding Information* | 4.1.1 | Understand the terms: World Wide Web (WWW), Uniform Resource Locator (URL), hyperlink. |
|  |  | 4.1.2 | Understand the function of search engines and identify some common examples. |
|  |  | 4.1.3 | Carry out a search using a keyword, phrase, exact phrase, image. |
|  |  | 4.1.4 | Refine a search using advanced search features like: date, language, media type, usage rights. |
|  | *4.2 Managing Information* | 4.2.1 | Create, delete a bookmarks / favourites folder. Add web pages to a bookmarks / favourites folder. |
|  |  | 4.2.2 | Download, save files to a location. |
|  |  | 4.2.3 | Preview, print a web page, selection from a web page using available printing options. |
|  |  | 4.2.4 | Define the terms copyright, intellectual property. Recognise the need to acknowledge sources and/or seek permission as appropriate. |
|  | *4.3 Web Browser Settings* | 4.3.1 | Set the web browser home page. |
|  |  | 4.3.2 | Understand the term pop-up. Allow, block pop- ups. |

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|  |  | 4.3.3 | Understand the term cookie. Allow, block cookies. |
|  |  | 4.3.4 | Delete history, temporary Internet files, saved form data, saved passwords. |
| **5 Online Communication** | *5.1 Communication Tools* | 5.1.1 | Understand the function and features of email, and identify some common examples.  Understand the structure of an email address. |
|  |  | 5.1.2 | Understand the function and features of messaging, audio call, video call tools, and identify some common examples. |
|  |  | 5.1.3 | Understand the function and features of social networking sites, forums, and identify some common examples. |
|  |  | 5.1.4 | Recognise good practice when using communication tools like: use an appropriate communication tool and tone for the audience and content; be accurate, brief, clear; do not inappropriately disclose private or sensitive information; do not circulate inappropriate content; use in accordance with usage policies. |
|  | *5.2 Sending Email* | 5.2.1 | Create an email. Enter an appropriate title in the subject field and enter, paste content into the body of an email. |
|  |  | 5.2.2 | Enter one or more email addresses, distribution list in the To, Copy (Cc), Blind copy (Bcc) fields, and identify when these should be used. |
|  |  | 5.2.3 | Add, remove a file attachment. |
|  |  | 5.2.4 | Send an email. |
|  | *5.3 Receiving Email* | 5.3.1 | Open, close an email. |
|  |  | 5.3.2 | Use the reply, reply to all function, and identify when these should be used. |
|  |  | 5.3.3 | Forward an email. |
|  |  | 5.3.4 | Open, save a file attachment to a location. |
|  | *5.4 Email Tools and Settings* | 5.4.1 | Recognise options for setting an out of office reply. |
|  |  | 5.4.2 | Mark an email as read, unread. Flag, unflag an email. |
|  |  | 5.4.3 | Create, delete, update a contact, distribution list / mailing list. |
|  | *5.5 Organising Emails* | 5.5.1 | Search for an email by sender, subject, email content. |

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|  |  | 5.5.2 | Sort emails by name, date, size. |
|  |  | 5.5.3 | Create, delete an email folder/label. Move emails to an email folder/label. |
|  |  | 5.5.4 | Delete an email. Restore a deleted email. |
|  |  | 5.5.5 | Move a message to, remove a message from a junk folder. |
|  | *5.6 Using Calendars* | 5.6.1 | Create, cancel, update a meeting in a calendar. |
|  |  | 5.6.2 | Add invitees, resources (meeting room, equipment) to a meeting in a calendar. Remove invitees, resources from a meeting in a calendar. |
|  |  | 5.6.3 | Accept, decline an invitation. |
| **6 Safety** | *6.1 Computers, Devices and Data* | 6.1.1 | Understand some potential threats to computers, devices and data like: malware, unauthorised access, theft, accidental damage. |
|  |  | 6.1.2 | Recognise some ways to protect computers, devices and data like: use anti-virus software; regularly update anti-virus, application and operating system software; do not download programs, open attachments, links from unknown sources; use encryption; use strong passwords; regularly back up data to a remote location. |
|  |  | 6.1.3 | Recognise some ways to protect personal and organisational data when online like: identify a secure website; purchase from secure reputable websites; avoid unnecessary disclosure of private, sensitive and financial information; log off from websites; be aware of the possibility of fraudulent and unsolicited communications. |
|  |  | 6.1.4 | Use anti-virus software to scan a computer or device. |
|  | *6.2 Well Being and Accessibility* | 6.2.1 | Recognise ways to help ensure a user’s well- being while using a computer or device like: take regular breaks, ensure appropriate lighting, posture and headphone volume. |
|  |  | 6.2.2 | Identify some options available for enhancing accessibility like: voice recognition software, screen reader, screen magnifier, on-screen keyboard, high contrast. |
|  | *6.3 Environment* | 6.3.1 | Recognise computer and device energy saving practices like: turning off, adjusting display and power mode settings, disabling services when not required. |
|  |  | 6.3.2 | Recognise that computers, devices, equipment, batteries, printer cartridges and paper should be recycled where possible. |