

Certificate in IT Skills Syllabus (Version 1.0)_English

Modules	Sections
<p>Introduction To IT</p>	<p>Section 1: General Concepts</p> <p>General Concepts</p> <ul style="list-style-type: none"> ➤ What is Information Technology? ➤ What is a Computer-Based Information System? ➤ What is a computer? <p>Types of computers</p> <ul style="list-style-type: none"> ➤ Desktop computers ➤ Laptop computers ➤ Tablet computers ➤ Servers ➤ Other types of computers ➤ Smartphones ➤ Game consoles ➤ TVs <p>How is a laptop different from a desktop?</p> <ul style="list-style-type: none"> ➤ Touchpad ➤ Battery ➤ AC adapter ➤ Ports <p>PCs and Macs</p> <ul style="list-style-type: none"> ➤ PC ➤ Mac <p>Cloud</p> <ul style="list-style-type: none"> ➤ What is the cloud? ➤ Google Drive ➤ OneDrive and Office Online ➤ Dropbox <p>Section 2: Hardware</p> <p>Basic Parts of a Computer</p> <ul style="list-style-type: none"> ➤ Computer case ➤ Monitor ➤ Power cord ➤ Keyboard ➤ Mouse <p>Peripherals you can use with your computer</p>

- Printers
- Scanners
- Speakers/headphones
- Microphones
- Web cameras
- Joystick or game controller
- Digital cameras
- Mobile phones, MP3 players, tablet computers

Inside a computer

- CPU/processor
- Motherboard
- Power supply unit
- RAM (random access memory):
- ROM (Read Only Memory):

Storage

- Hard drive
- USB Flash Drives
- CDs and DVDs

Measuring Memory and storage devices**Expansion cards**

- Video card
- Sound card
- Network card
- Bluetooth card

Hardware Ports

- LPT (Parallel Port)
- Serial Ports
- USB Ports
- PS/2 Ports
- DB9-15 Video Port
- FireWire Port
- Ethernet (network) Port

Section 3: Software**Understanding Operating Systems**

- The operating system's job
- Types of operating systems
- Microsoft Windows

	<ul style="list-style-type: none">➤ Mac OS X➤ Linux➤ Operating systems for mobile devices <p>Understanding Applications</p> <ul style="list-style-type: none">➤ Types of desktop applications➤ Mobile apps <p>How is Software Built?</p> <ul style="list-style-type: none">➤ Analysis➤ Design Stage➤ Programming➤ Testing <p>Section 4: Internet and computer networks</p> <p>Computer networks</p> <ul style="list-style-type: none">➤ Main types of computer networks➤ Local Area Network (LAN)➤ Wide Area Network (WAN)➤ Servers and clients <p>User ID and Password</p> <ul style="list-style-type: none">➤ What is a User ID?➤ What is a Password?➤ Choosing a Good Password➤ What are Access Rights? <p>Firewalls</p> <ul style="list-style-type: none">➤ Define the firewall➤ The importance of firewalls➤ Use firewalls <p>Backup Data</p> <ul style="list-style-type: none">➤ Why Backup Data?➤ Backup Methods <p>Understanding Malware</p> <ul style="list-style-type: none">➤ What are Computer Viruses?➤ What is Spyware?➤ What is Adware?➤ Disinfecting and Quarantining <p>Protecting Against Malware</p>
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	<ul style="list-style-type: none"> ➤ What Anti-Malware Programs Can and Can't Do ➤ What To Do When You Are Infected ➤ Keeping Software Up To Date ➤ Performing Regular Scans ➤ Safety Tips <p>How is a home network used?</p> <ul style="list-style-type: none"> ➤ Wireless security. ➤ Setting up a home network. <p>Section 5: Identify security issues</p> <p>Computer virus, Adware, and Spyware.</p> <ul style="list-style-type: none"> ➤ Identify different types of Malware; computer virus, Adware, and Spyware. ➤ Protect Against Malware. <p>Information Security</p> <ul style="list-style-type: none"> ➤ use of encryption to store sensitive data. ➤ Identify yourself by using a user name (ID) and password. ➤ Protect your Data using backup. <p>security issues</p> <ul style="list-style-type: none"> ➤ Establish security policies. ➤ install authorized updates. ➤ Check wireless security and encryption. ➤ Use a firewall. ➤ Employ an Intrusion Detection System (IDS). ➤ Specify an e-mail policy.
<p>Using The Computer And Managing File</p>	<p>Section 1: Getting Started</p> <p>The Basics of Windows 8.1</p> <ul style="list-style-type: none"> ➤ What is Windows 8.1? ➤ What's New in Windows 8.1? ➤ Getting the Update ➤ Logging In and Logging Out ➤ Interface Basics ➤ Understanding the Windows 8.1 Start Screen

	<ul style="list-style-type: none">➤ Understanding the Windows 8.1 Desktop➤ Viewing the Charms Bar➤ Viewing Running Apps <p>Common Gestures and Keyboard Shortcuts</p> <ul style="list-style-type: none">➤ Windows Key Shortcuts➤ Tapping and Swiping Basics➤ Pinch Zoom➤ Swiping to Show or Switch Apps➤ Using the Help + Tips App <p>Exiting Windows 8.1</p> <ul style="list-style-type: none">➤ Switching Users➤ Locking and Unlocking the Computer➤ Putting the Computer to Sleep➤ Restarting the Computer➤ Turning Off the Computer <p>Section 2: Working with the New Start Screen</p> <p>Using the New Start Screen</p> <ul style="list-style-type: none">➤ Viewing All Apps➤ Turning Live Tiles On or Off➤ Working with Notifications➤ Customizing Notifications➤ Changing the Start Screen Background to Match the Desktop <p>Working with Windows 8.1 Apps</p> <ul style="list-style-type: none">➤ Pinning Apps to the Start Screen➤ Pinning Apps to the Taskbar➤ Displaying the Taskbar➤ Moving and Resizing Tiles➤ Multitasking with Apps
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	<ul style="list-style-type: none">➤ Closing and Minimizing Apps <p>Searching in Windows 8.1</p> <ul style="list-style-type: none">➤ Searching for Apps➤ Using Bing Smart Search➤ Searching by Category➤ Changing Search Settings <p>Section 3: Working with the Windows 8.1 Desktop</p> <p>Introducing the Windows 8.1 Desktop</p> <ul style="list-style-type: none">➤ Switching to the Desktop➤ Using the Desktop➤ Using the Taskbar➤ Using the System Tray➤ Using the Start Button <p>Using Desktop Features</p> <ul style="list-style-type: none">➤ Using Snap➤ Using Peek➤ Using Shake <p>Desktop Application Basics</p> <ul style="list-style-type: none">➤ Starting a Program➤ Opening Files from the Desktop➤ Launching Help from Within an Application➤ Ending a Frozen Program➤ Exiting a Program <p>Using File Explorer on the Desktop</p> <ul style="list-style-type: none">➤ Opening and Closing File Explorer➤ Understanding the Locations in the Navigation Pane➤ Customizing the Favorites Section of the Navigation Pane➤ Using File Explorer with OneDrive
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- Displaying Libraries

Section 4: Managing Files and Folders

Work with Files and Folders

- Creating and Naming Folders
- Renaming Folders
- Deleting Folders
- Creating and Naming Files
- Renaming and Deleting Files

Managing Files and Folders

- Selecting Files and Folders
- Cutting and Pasting Files and Folders
- Copying Files and Folders
- Moving Files and Folders
- Opening and Editing Files
- Viewing File and Folder Properties

Using Zipped Folders

- Zipping Files and Folders
- Using the Compressed Folder Tools – Extract Tab
- Extracting a Folder

Using the Recycle Bin

- Opening the Recycle Bin
- Emptying the Recycle Bin
- Restoring Items
- Viewing Recycle Bin Properties

Section 5: Word Processing with Windows 8.1

Using the WordPad

- Opening WordPad
- Interface Overview
- Entering Text
- Editing Text
- Closing WordPad
- Formatting Text
- Saving Files
- Opening Files

Using the WordPad

- Opening Notepad
- Interface Overview
- Entering Text

	<ul style="list-style-type: none"> ➤ Formatting Text ➤ Saving Files ➤ Opening Files ➤ Closing Notepad <p>Section 6: The Basic Windows Desktop Applications</p> <p>Using the Calculator</p> <ul style="list-style-type: none"> ➤ Opening Calculator ➤ Interface Overview ➤ Using the Calculator ➤ Changing Calculator Views <p>Using the Paint</p> <ul style="list-style-type: none"> ➤ Opening Paint ➤ Interface Overview ➤ Drawing in Paint ➤ Saving Files ➤ Opening Files ➤ Closing Paint <p>Using the Snipping Tool</p> <ul style="list-style-type: none"> ➤ Opening the Snipping Tool ➤ Interface Overview ➤ Creating a New Snip ➤ Using Markup Tools ➤ Saving Your Snip ➤ Closing the Snipping Tool <p>Using the Note</p> <ul style="list-style-type: none"> ➤ Creating a New Note ➤ Formatting Note Text ➤ Moving Notes ➤ Resizing Notes ➤ Changing the Color of a Note ➤ Deleting Notes
<p>Word processing</p>	<p>Section 1: Getting Started</p> <ul style="list-style-type: none"> ➤ <i>Signing In</i> ➤ <i>Changing Ribbon Display Options</i> ➤ <i>Customizing the Quick Access Toolbar</i> ➤ <i>Saving a Document</i> ➤ <i>Opening a Document</i>

- *Creating a New Document*

Section 2: Your First Document

- *Typing and Deleting Text*
- *Selecting Text*
- *Using Cut, Copy, and Paste*
- *Using Undo and Redo*
- *Searching a Document*
- *Using Find and Replace*

Section 3: Formatting Text, part one

- *Changing the Font Face*
- *Changing the Font Size*
- *Changing the Font Color*
- *Applying Basic Text Effects*

Section 4: Formatting Text, part two

- *Applying Advanced Text Effects*
- *Working with the Font Dialog*
- *Using the Format Painter*
- *Clearing Formatting*

Section 5: Working with Paragraphs

- *Aligning and Justifying Text*
- *Applying Bullets and Numbers*
- *Changing Line Spacing*
- *Applying borders and shading*
- *Insert tabs*

Section 6: Inserting Art and Objects, part one

- *Inserting Tables*
- *Inserting SmartArt*
- *Inserting Local Pictures*

Section 7: Inserting Art and Objects, part two

- *Inserting Online Pictures*
- *Drawing Shapes*
- *Inserting Text Boxes*
- *Insert screenshot*
- *Insert date and time*
- *Insert equations*

Section 8: The Finishing Touches

- Checking Spelling
- Inserting Page Numbers
- Adding Headers and Footers
- Inserting a Cover Page

Section 9: Performing a Mail Merge

- Starting the Wizard
- Choosing a Document
- Selecting a Starting Document
- Selecting Recipients
- Creating Your Document
- Previewing Your Document
- Completing the Merge

Section 10: Formatting the Page

- Formatting Text as Columns
- Adding Watermarks
- Adding a Page Border
- Changing page settings

Section 11: Viewing Your Document

- Using Views
- Using Zoom
- Using the Navigation Pane

Section 12: Creating a Table of Contents

- Marking Headings
- Inserting a Pre-Built Table of Contents
- Inserting a Custom Table of Contents
- Updating a Table of Contents

Section 13: Commenting Documents

- Inserting Comments
- Editing and Replying to Comments
- Deleting Comments
- Showing and Hiding Comments

	<p>Section 14: Creating an Index</p> <ul style="list-style-type: none">➤ Marking Index Entries➤ Inserting an Index➤ Updating an Index➤ Removing an Index <p>Section 15: Creating References in a Document</p> <ul style="list-style-type: none">➤ Inserting Footnotes and Endnotes➤ Inserting Captions➤ Creating Cross-References➤ Inserting Bookmarks <p>Section 16: Printing and Sharing Your Document</p> <ul style="list-style-type: none">➤ Saving a Document as PDF or XPS➤ Editing PDF Documents➤ Printing a Document➤ E-Mailing a Document➤ Sharing Your Document on SkyDrive
<p>Spreadsheets</p>	<p>Section 1: The Basics</p> <ul style="list-style-type: none">➤ Getting Started➤ Signing In➤ Creating a New Workbook➤ Parts of a Workbook➤ Saving a Workbook➤ Opening a Workbook➤ Changing Ribbon Display Options➤ Customizing the Quick Access Toolbar <p>Section 2: Your First Workbook</p> <ul style="list-style-type: none">➤ Selecting Data➤ Entering and Deleting Data➤ Using Undo and Redo➤ Using Cut, Copy, and Paste <p>Section 3: Working with Data</p> <ul style="list-style-type: none">➤ Inserting Rows and Columns

- Using Find and Replace
- Hiding and Unhiding Cells
- Using Spell Check
- Help and support

Section 4: Using Basic Excel Tools, part one

- Understanding Cell References and Formulas
- Using Basic Formulas
- Using Basic Functions

Section 5: Using Basic Excel Tools, part two

- Using Sort and Filter
- Setting Error Checking Options
- Using Error Option Buttons
- Understanding Relative and Absolute Cell References

Section 6: Formatting Text, part one

- Changing the Font Face, Size, and Color
- Applying Text Effects
- Applying Borders and Fill

Section 7: Formatting Text, part two

- Using the Font Tab of the Format Cells Dialog
- Clearing Formatting
- Applying Conditional Formatting

Section 8: Formatting Data

- Wrapping Text
- Changing the Size of Rows and Columns
- Adjusting Cell Alignment
- Changing Text Direction
- Changing Number Format
- Using Cell Styles

Section 9: Charting Data

- Inserting Charts
- Edit Chart
- Add and Remove Charts

Section 10: Using Timesaving Tools

- Using AutoFill

	<ul style="list-style-type: none"> ➤ Using Flash Fill ➤ Using AutoSum ➤ Using AutoComplete ➤ Using AutoCalculate <p>Section 11: Viewing, Printing, and Sharing Your Workbook</p> <ul style="list-style-type: none"> ➤ Using Views ➤ Saving a Workbook as PDF or XPS ➤ Printing a Workbook ➤ E-Mailing a Workbook ➤ Sharing Your Workbook on OneDrive
<p style="text-align: center;">presentations</p>	<p>Section 1: The Basics</p> <ul style="list-style-type: none"> ➤ <i>Getting Started</i> ➤ <i>Signing In</i> ➤ <i>Saving a Presentation</i> ➤ <i>Opening a Presentation</i> ➤ <i>Creating a New Presentation</i> ➤ <i>Changing Ribbon Display Options</i> ➤ <i>Customizing the Quick Access Toolbar</i> <p>Section 2: Your First Presentation</p> <ul style="list-style-type: none"> ➤ Adding Content ➤ Adding Notes ➤ Selecting Text and Objects ➤ Using Cut, Copy, and Paste ➤ Using Undo and Redo ➤ Checking Your Spelling <p>Section 3: Creating Slides</p> <ul style="list-style-type: none"> ➤ Adding Slides to a Presentation ➤ Selecting, Moving, and Deleting Slides ➤ Changing and Resetting the Layout ➤ Working with Sections ➤ Viewing the Slide Show

Section 4: Formatting Text, part one

- Changing the Font Face, Size, and Color
- Applying Text Effects
- Using the Format Painter

Section 5: Formatting Text, part two

- Using Find and Replace
- Applying Bullets and Numbers
- Changing Text Alignment
- Changing Line Spacing

Section 6: Formatting the Presentation

- Choosing a Theme
- Changing the Slide Size
- Formatting the Slide Background
- Adding Headers and Footers to Slides

Section 7: Inserting Art and Objects

- Inserting Tables
- Inserting Charts
- Inserting SmartArt
- Drawing Shapes
- Inserting Text Boxes

Section 8: Doing More with Shapes

- **Editing Shapes**
- **Arranging Shapes**
- **Grouping and Ungrouping Shapes**
- **Adding Text to Shapes**
- **Rotating and Flipping Shapes**

Section 9: Advanced Slide Tasks

- Creating a Basic Animation
- Customizing Animations
- Using the Animation Painter

	<ul style="list-style-type: none"> ➤ Adding a Transition ➤ Customizing Transitions <p>Section 10: Viewing and Printing Your Presentation</p> <ul style="list-style-type: none"> ➤ Viewing the Slide Show ➤ Using Views ➤ Using Zoom ➤ Using Presenter View ➤ Printing a Presentation ➤ Printing Notes and Handouts <p>Section 11: Creating a Custom Show</p> <ul style="list-style-type: none"> ➤ Hiding a Single Slide ➤ Creating a Custom Show ➤ Editing a Custom Show ➤ Presenting a Custom Show ➤ Deleting a Custom Show <p>Section 12: Saving and Sharing Your Presentation</p> <ul style="list-style-type: none"> ➤ Saving a Presentation as PDF or XPS ➤ Sharing Your Presentation on OneDrive
<p style="text-align: center;">Databases</p>	<p>Section 1: The Basics</p> <ul style="list-style-type: none"> ➤ Getting Started ➤ Signing In ➤ Creating a Database ➤ Database Terminology ➤ Saving a Database ➤ Opening a Database ➤ Collapsing and Pinning the Ribbon ➤ Customizing the Quick Access Toolbar ➤ Hiding and Showing Ribbon Tabs <p>Section 2: Your First Database</p> <ul style="list-style-type: none"> ➤ About Security Warnings ➤ About Relationships

- Searching for Objects
- Opening Database Objects
- Changing the Object View
- Understanding the Types of Views Available
- Managing Objects

Section 3: Working with Tables and Records

- Creating a Table
- Adding and Editing Records
- Searching and Browsing Records
- Deleting Records
- Printing Records
- Marking a Field for Indexing
- Creating Validation Rules
- Configuring Validation Messages

Section 4: Formatting Tables

- Selecting Data
- Changing Column and Row Width and Height
- Applying Text Formatting
- Applying Gridlines
- Changing Fill Colors
- Checking Your Spelling

Section 5: Creating Forms

- Creating a Form from an Object
- Creating a Form with the Wizard
- Understanding Form Views
- Using a Form

Section 6: Formatting Forms

- Using the Format Painter
- Adding Controls
- Adding Images and Logos

Section 7: Creating Reports

- Creating a Report from an Object
- Creating a Report with the Wizard
- Understanding Report Views
- Printing Reports

	<p>Section 8: Formatting Reports</p> <ul style="list-style-type: none"> ➤ Changing the Theme ➤ Using the Format Painter ➤ Grouping and Sorting Data ➤ Adding Controls ➤ Adding Images and Logos ➤ Adding Page Numbers, Headers, and Footers <p>Section 9: Creating Basic Queries</p> <ul style="list-style-type: none"> ➤ Creating a Query with the Wizard ➤ Running a Query ➤ Sorting and Filtering a Query <p>Section 10: Managing Your Database</p> <ul style="list-style-type: none"> ➤ Compacting and Repairing a Database ➤ Encrypting a Database with a Password ➤ Backing Up Your Database ➤ Exporting a Database and Database Objects ➤ Printing Database Objects
<p>Using the Internet and Electronic Communication</p>	<p>Section 1: Describe the internet</p> <ul style="list-style-type: none"> ➤ Define Internet ➤ Define web browser ➤ Define the World Wide Web (WWW) ➤ Describe web address structure ➤ Define the terms: Internet Service Provider (ISP), Uniform <p>Section 2: Using web browser, part one</p> <ul style="list-style-type: none"> ➤ Open, close a web browsing application. ➤ Enter a URL in the address bar and go to the URL. ➤ Display a web page in a new window, tab. ➤ Stop a web page from downloading. <p>Section 3: Using web browser, part two</p> <ul style="list-style-type: none"> ➤ Refresh a web page. ➤ Set the web browser Home Page ➤ Delete history, cache/temporary Internet files. ➤ Use the help in internet explorer. ➤ Display, hide built-in toolbars.

Section 4: Using web browser, part three

- Navigate backwards and forwards between previously visited web pages
- Navigate to the Home page
- Display previously visited URLs
- Using and organize favourites
- Using search engine

Section 5: Working with web page data

- Save a web page to a location on a drive.
- Download files from a web page.
- Copy text, image, URL from a web page.
- Prepare and Print from a web page.

Section 6: The Basics

- Getting Started
- About the Notification Icon and Windows 8 Notifications
- Using the Folder Pane
- Using Peeks

Section 7: Working with E-Mail Messages

- Opening Messages
- Replying to Messages
- Forwarding Messages
- Deleting Messages

Section 8: Creating Messages

- Creating a New Message
- Formatting Text
- Attaching Files or Items
- Checking Your Spelling
- Sending the Message

Section 9: Working with the Calendar

- Opening the Calendar
- Creating a New Appointment
- Creating a Meeting
- Changing the Calendar View

Section 10: Sharing Your Calendar

- **Sharing a Calendar**
- **Responding to a Calendar Sharing Request**
- **Viewing Another User's Calendar**
- **Using Schedule View**

Section 11: Working with Tasks

- Opening the Tasks Folder
- Creating Tasks
- Changing the Task View
- Updating Task Completion
- Deleting Tasks

Section 12: Working with Notes

- Opening the Notes Folder
- Creating and Deleting Notes
- Changing the Note View
- Arranging Notes

Section 13: Getting Organized

- **Creating Folders**
- **Moving Items into Folders**
- **Categorizing Items**
- **Using Search**
- **Using Filter**
- **Handling Junk Mail**

Section 14: Using Conversations

- **Understanding Conversations**
- **Expanding and Collapsing Conversations**
- **Viewing Conversation Messages**
- **Turning Conversations On or Off**
- **Cleaning Up a Folder or Conversation**

	<ul style="list-style-type: none">➤ Ignoring a Conversation <p>Section 15: Using Signatures</p> <ul style="list-style-type: none">➤ Creating a Signature➤ Editing a Signature➤ Setting Signature Options <p>Section 16: Using the Address Book, Part One</p> <ul style="list-style-type: none">➤ Opening the Address Book➤ Components of the Address Book➤ Searching the Address Book➤ Options in the Address Book <p>Section 17: Using the Address Book, Part Two</p> <ul style="list-style-type: none">➤ Adding Entries➤ Editing Entries➤ Deleting Entries➤ Using the Outlook Address Book to Send Mail
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