

Module	CATEGORY	KNOWLEDGE AREA	REF.	Knowledge Item
1	1.1 Hardware	<i>1.1.1 Concepts</i>	1.1.1.2	Understand what a personal computer is. Distinguish between desktop, laptop (notebook), tablet PC in terms of typical users.
1	1.1 Hardware	<i>1.1.2 Computer Performance</i>	1.1.2.1	Know some of the factors that impact on a computer's performance like: CPU speed, RAM size, graphics card processor and memory, the number of applications running.
1	1.1 Hardware	<i>1.1.2 Computer Performance</i>	1.1.2.2	Know that the speed (operating frequency) of the CPU is measured in megahertz (MHz) or gigahertz (GHz).
1	1.1 Hardware	<i>1.1.3 Memory and Storage</i>	1.1.3.1	Know what computer memory is: RAM (random-access memory), ROM (read-only memory) and distinguish between them.
1	1.2 Software	<i>1.2.1 Concepts</i>	1.2.1.1	Understand the term software.
1	1.3 Networks	<i>1.3.1 Network Types</i>	1.3.1.2	Understand the term client/server.
1	1.3 Networks	<i>1.3.1 Network Types</i>	1.3.1.4	Understand what an intranet, extranet is.
1	1.4 ICT in Everyday Life	<i>1.4.1 Electronic World</i>	1.4.1.2	Know about different Internet services for consumers like: e-commerce, e-banking, e-government.
1	1.4 ICT in Everyday Life	<i>1.4.1 Electronic World</i>	1.4.1.3	Understand the term e-learning. Know some of its features like: flexible learning time, flexible learning location, multimedia learning experience, cost effectiveness.
1	1.4 ICT in Everyday Life	<i>1.4.1 Electronic World</i>	1.4.1.4	Understand the term teleworking. Know some of the advantages of teleworking like: reduced or no commuting time, greater ability to focus on one task, flexible schedules, reduced company space requirements. Know some disadvantages of teleworking like: lack of human contact, less emphasis on teamwork.
1	1.4 ICT in Everyday Life	<i>1.4.2 Communication</i>	1.4.2.1	Understand the term electronic mail (e-mail).
1	1.4 ICT in Everyday Life	<i>1.4.4 Health</i>	1.4.4.2	Recognize that lighting is a health factor in computer use. Be aware that use of artificial light, amount of light, direction of light are all important considerations.
1	1.4 ICT in Everyday Life	<i>1.4.4 Health</i>	1.4.4.3	Understand that correct positioning of the computer, desk and seat can help maintain a good posture.

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1	1.4 ICT in Everyday Life	1.4.5 Environment	1.4.5.1	Know about the option of recycling computer components, printer cartridges and paper.
1	1.4 ICT in Everyday Life	1.4.5 Environment	1.4.5.2	Know about computer energy saving options: applying settings to automatically turn off the screen/monitor, to automatically put the computer to sleep, switching off the computer.
1	1.4 ICT in Everyday Life	1.5.3 Viruses	1.5.3.1	Understand the term computer virus.
1	1.4 ICT in Everyday Life	1.5.3 Viruses	1.5.3.2	Be aware how viruses can enter a computer system.
1	1.4 ICT in Everyday Life	1.5.3 Viruses	1.5.3.3	Know how to protect against viruses and the importance of updating anti-virus software regularly.
2	2.1 Operating System	2.1.2 Setup	2.1.2.1	View the computer's basic system information: operating system name and version number, installed RAM (random- access memory).
2	2.1 Operating System	2.1.2 Setup	2.1.2.2	Change the computer's desktop configuration: date & time, volume settings, desktop display options (colour settings, desktop background, screen pixel resolution, screen saver options).
2	2.1 Operating System	2.1.2 Setup	2.1.2.3	Set, add keyboard language.
2	2.1 Operating System	2.1.2 Setup	2.1.2.4	Install, uninstall a software application.
2	2.1 Operating System	2.1.2 Setup	2.1.2.5	Use keyboard print screen facility to capture a full screen, active window.
2	2.2 File Management	2.2.1 Main Concepts	2.2.1.1	Understand how an operating system organizes drives, folders, files in a hierarchical structure.
2	2.2 File Management	2.2.1 Main Concepts	2.2.1.2	Know devices used by an operating system to store files and folders like: hard disk, USB flash drive, CD-RW, DVD-RW, network drives.
2	2.2 File Management	2.2.1 Main Concepts	2.2.1.3	Know how files, folders are measured: KB, MB, GB.
2	2.2 File Management	2.2.2 Files and Folders	2.2.2.1	Open a window to display folder name, size, location on a drive.
2	2.2 File Management	2.2.2 Files and Folders	2.2.2.2	Expand, collapse views of drives, folders.

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2	2.2 File Management	2.2.2 Files and Folders	2.2.2.3	Navigate to a folder, file on a drive.
2	2.2 File Management	2.2.2 Files and Folders	2.2.2.4	Create a folder and a further sub-folder.
2	2.2 File Management	2.2.3 Working with Files	2.2.3.4	Sort files in ascending, descending order by name, size, type, date modified.
2	2.2 File Management	2.2.3 Working with Files	2.2.3.5	Recognize good practice in folder, file naming: use meaningful names for folders and files to help with recall and organization.
2	2.2 File Management	2.2.3 Working with Files	2.2.3.6	Rename files, folders.
2	2.2 File Management	2.2.4 Copy, Move	2.2.4.1	Select a file, folder individually or as a group of adjacent, non-adjacent files, folders.
2	2.2 File Management	2.2.4 Copy, Move	2.2.4.2	Copy files, folders between folders and between drives.
2	2.2 File Management	2.2.4 Copy, Move	2.2.4.3	Move files, folders between folders and between drives.
2	2.2 File Management	2.2.5 Delete, Restore	2.2.5.1	Delete files, folders to the recycle bin/wastebasket/trash.
2	2.2 File Management	2.2.5 Delete, Restore	2.2.5.2	Restore files, folders from the recycle bin/wastebasket/trash.
2	2.2 File Management	2.2.5 Delete, Restore	2.2.5.3	Empty the recycle bin/wastebasket/trash.
2	2.3 Utilities	2.3.2 Anti-Virus	2.3.2.1	Understand what a virus is and the ways a virus can be transmitted onto a computer.
2	2.3 Utilities	2.3.2 Anti-Virus	2.3.2.2	Use anti-virus software to scan specific drives, folders, files.
2	2.3 Utilities	2.3.2 Anti-Virus	2.3.2.3	Understand why anti-virus software needs to be updated regularly.
3	3.1 Using the Application	3.1.2 Enhancing Productivity	3.1.2.1	Set basic options/preferences in the application: user name, default folder to open, save documents.
3	3.1 Using the Application	3.1.2 Enhancing Productivity	3.1.2.2	Use available Help functions.
3	3.2 Document Creation	3.2.2 Select, Edit	3.2.2.4	Use a simple search command for a specific word, phrase.

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3	3.2 Document Creation	3.2.2 <i>Select, Edit</i>	3.2.2.5	Use a simple replace command for a specific word, phrase.
3	3.3 Formatting	3.3.2 <i>Paragraphs</i>	3.3.2.1	Create, merge paragraph(s).
3	3.3 Formatting	3.3.2 <i>Paragraphs</i>	3.3.2.10	Add a box border and shading/background colour to a paragraph.
3	3.3 Formatting	3.3.2 <i>Paragraphs</i>	3.3.2.2	Insert, remove soft carriage return (line break).
3	3.3 Formatting	3.3.2 <i>Paragraphs</i>	3.3.2.3	Recognize good practice in aligning text: use align, indent, tab tools rather than inserting spaces.
3	3.3 Formatting	3.3.2 <i>Paragraphs</i>	3.3.2.5	Indent paragraphs: left, right, first line.
3	3.3 Formatting	3.3.2 <i>Paragraphs</i>	3.3.2.6	Set, remove and use tabs: left, centre, right, decimal.
3	3.3 Formatting	3.3.2 <i>Paragraphs</i>	3.3.2.7	Recognize good practice in paragraph spacing: apply spacing between paragraphs rather than use the Return key.
3	3.3 Formatting	3.3.2 <i>Paragraphs</i>	3.3.2.8	Apply spacing above, below paragraphs. Apply single, 1.5 lines, double line spacing within paragraphs.
3	3.3 Formatting	3.3.2 <i>Paragraphs</i>	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	3.3 Formatting	3.3.3 <i>Styles</i>	3.3.3.3	Use copy format tool.
3	3.6 Prepare Outputs	3.6.1 <i>Setup</i>	3.6.1.3	Recognize good practice in adding new pages: insert a page break rather than using the Return key.
3	3.6 Prepare Outputs	3.6.1 <i>Setup</i>	3.6.1.4	Insert, delete a page break in a document.
3	3.6 Prepare Outputs	3.6.1 <i>Setup</i>	3.6.1.5	Add, edit text in headers, footers.
3	3.6 Prepare Outputs	3.6.1 <i>Setup</i>	3.6.1.6	Add fields in headers, footers: date, page number information, file name.
3	3.6 Prepare Outputs	3.6.1 <i>Setup</i>	3.6.1.7	Apply automatic page numbering to a document.
3	3.6 Prepare Outputs	3.6.2 <i>Check and Print</i>	3.6.2.1	Spell check a document and make changes like: correcting spelling errors, deleting repeated words.
3	3.6 Prepare Outputs	3.6.2 <i>Check and Print</i>	3.6.2.2	Add words to a built-in custom dictionary using a spell checker.
4	4.1 Using the Application	4.1.2 <i>Enhancing Productivity</i>	4.1.2.1	Set basic options/preferences in the application: user name, default folder to open, save spreadsheets.

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4	4.1 Using the Application	4.1.2 <i>Enhancing Productivity</i>	4.1.2.2	Use available Help functions.
4	4.2 Cells	4.2.2 <i>Edit, Sort</i>	4.2.2.3	Use the search command for specific content in a worksheet.
4	4.2 Cells	4.2.2 <i>Edit, Sort</i>	4.2.2.4	Use the replace command for specific content in a worksheet.
4	4.2 Cells	4.2.2 <i>Edit, Sort</i>	4.2.2.5	Sort a cell range by one criterion in ascending, descending numeric order, ascending, descending alphabetic order.
4	4.2 Cells	4.2.3 <i>Copy, Move, Delete</i>	4.2.3.1	Copy the content of a cell, cell range within a worksheet, between worksheets, between open spreadsheets.
4	4.2 Cells	4.2.3 <i>Copy, Move, Delete</i>	4.2.3.2	Use the autofill tool/copy handle tool to copy, increment data entries.
4	4.2 Cells	4.2.3 <i>Copy, Move, Delete</i>	4.2.3.3	Move the content of a cell, cell range within a worksheet, between worksheets, between open spreadsheets.
4	4.3 Managing Worksheets	4.3.1 <i>Rows and Columns</i>	4.3.1.3	Insert, delete rows and columns.
4	4.3 Managing Worksheets	4.3.1 <i>Rows and Columns</i>	4.3.1.5	Freeze, unfreeze row and/or column titles.
4	4.3 Managing Worksheets	4.3.2 <i>Worksheets</i>	4.3.2.2	Insert a new worksheet, delete a worksheet.
4	4.3 Managing Worksheets	4.3.2 <i>Worksheets</i>	4.3.2.3	Recognize good practice in naming worksheets: use meaningful worksheet names rather than accept default names.
4	4.3 Managing Worksheets	4.3.2 <i>Worksheets</i>	4.3.2.4	Copy, move, rename a worksheet within a spreadsheet.
4	4.4 Formulas and Functions	4.4.1 <i>Arithmetic Formulas</i>	4.4.1.3	Identify and understand standard error values associated with using formulas: #NAME?, #DIV/0!, #REF!.
4	4.4 Formulas and Functions	4.4.2 <i>Functions</i>	4.4.2.1a	Use sum, average, minimum, maximum functions.
4	4.5 Formatting	4.5.1 <i>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	4.5 Formatting	4.5.1 <i>Numbers/Dates</i>	4.5.1.3	Format cells to display numbers as percentages.
4	4.5 Formatting	4.5.2 <i>Contents</i>	4.5.2.4	Copy the formatting from a cell, cell range to another cell, cell range.

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4	4.5 Formatting	4.5.3 <i>Alignment, Border Effects</i>	4.5.3.4	Add border effects to a cell, cell range: lines, colours.
4	4.7 Prepare Outputs	4.7.2 <i>Check and Print</i>	4.7.2.5a	Print a selected cell range from a worksheet, an entire worksheet, number of copies of a worksheet, the entire spreadsheet.
6	6.1 Using the Application	6.1.1 <i>Working with Presentations</i>	6.1.1.5	Switch between open presentations.
6	6.1 Using the Application	6.1.2 <i>Enhancing Productivity</i>	6.1.2.1	Set user preferences in the application: user name, default folder to open and save files.
6	6.1 Using the Application	6.1.2 <i>Enhancing Productivity</i>	6.1.2.2	Use available Help functions.
6	6.2 Developing a Presentation	6.2.1 <i>Presentation Views</i>	6.2.1.1	Understand the uses of different presentation view modes: normal view, slide sorter view, outline view, slide show view.
6	6.2 Developing a Presentation	6.2.1 <i>Presentation Views</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	6.2 Developing a Presentation	6.2.1 <i>Presentation Views</i>	6.2.1.3	Change between presentation view modes: normal view, slide sorter view, slide show view.
6	6.2 Developing a Presentation	6.2.2 <i>Slides</i>	6.2.2.3	Change background colour on specific slide(s), all slides.
6	6.2 Developing a Presentation	6.2.2 <i>Slides</i>	6.2.2.4	Add a new slide with a specific slide layout like: title slide, chart and text, bulleted list, table/spreadsheet.
6	6.2 Developing a Presentation	6.2.2 <i>Slides</i>	6.2.2.5	Copy, move slides within the presentation, between open presentations.
6	6.3 Text	6.3.1 <i>Handling Text</i>	6.3.1.4	Copy, move text within, between presentations.
6	6.3 Text	6.3.3 <i>Lists</i>	6.3.3.1	Indent bulleted text. Remove indent from bulleted text.
6	6.5 Graphical Objects	6.5.1 <i>Insert, Manipulate</i>	6.5.1.1	Insert a graphical object (picture, image, drawn object) into a slide.
6	6.5 Graphical Objects	6.5.1 <i>Insert, Manipulate</i>	6.5.1.2	Select a graphical object.
6	6.5 Graphical Objects	6.5.1 <i>Insert, Manipulate</i>	6.5.1.3	Copy, move graphical objects, charts within the presentation, between open presentations.

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6	6.5 Graphical Objects	6.5.1 <i>Insert, Manipulate</i>	6.5.1.4	Resize, delete graphical objects, charts in a presentation.
6	6.5 Graphical Objects	6.5.1 <i>Insert, Manipulate</i>	6.5.1.5	Rotate, flip a graphical object.
6	6.5 Graphical Objects	6.5.1 <i>Insert, Manipulate</i>	6.5.1.6	Align a graphical object relative to a slide: left, centre, right, top, bottom.
7	7.1 The Internet	7.1.1 <i>Concepts/Terms</i>	7.1.1.4	Understand the make-up and structure of a web address.
7	7.1 The Internet	7.1.1 <i>Concepts/Terms</i>	7.1.1.7	Understand the term Really Simple Syndication (RSS) feed. Understand the purpose of subscribing to an RSS feed.
7	7.1 The Internet	7.1.1 <i>Concepts/Terms</i>	7.1.1.8	Understand the term podcast. Understand the purpose of subscribing to a podcast.
7	7.2 Using the Browser	7.2.1 <i>Basic Browsing</i>	7.2.1.6	Use available Help functions.
7	7.2 Using the Browser	7.2.2 <i>Settings</i>	7.2.2.1	Set the web browser Home Page/Startpage.
7	7.2 Using the Browser	7.2.2 <i>Settings</i>	7.2.2.2	Delete part, all browsing history.
7	7.3 Using the Web	7.3.2 <i>Searching</i>	7.3.2.4	Search a web based encyclopaedia, dictionary.
7	7.4 Web Outputs	7.4.1 <i>Saving Files</i>	7.4.1.1	Save a web page to a location on a drive.
7	7.4 Web Outputs	7.4.1 <i>Saving Files</i>	7.4.1.2	Download files from a web page to a location on a drive.
7	7.4 Web Outputs	7.4.1 <i>Saving Files</i>	7.4.1.3	Copy text, image, URL from a web page to a document.
7	7.5 Electronic Communication	7.5.2 <i>Security Considerations</i>	7.5.2.1	Be aware of the possibility of receiving fraudulent and unsolicited e-mail.
7	7.5 Electronic Communication	7.5.2 <i>Security Considerations</i>	7.5.2.2	Understand the term phishing. Recognize attempted phishing.

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7	7.5 Electronic Communication	7.5.2 Security Considerations	7.5.2.3	Be aware of the danger of infecting the computer with a virus by opening an unrecognized e-mail message, by opening an attachment.
7	7.5 Electronic Communication	7.5.2 Security Considerations	7.5.2.4	Understand what a digital signature is.
7	7.5 Electronic Communication	7.5.3 e-mail Theory	7.5.3.4	Understand the difference between the To, Copy (Cc), Blind copy (Bcc) fields.
7	7.6 Using e-mail	7.6.1 Send an e-mail	7.6.1.3b	Enter an e-mail address in the Copy (Cc), Blind copy (Bcc) fields.
7	7.6 Using e-mail	7.6.1 Send an e-mail	7.6.1.7	Save a draft of an e-mail.
7	7.6 Using e-mail	7.6.1 Send an e-mail	7.6.1.8	Use a spell checking tool and correct spelling errors.
7	7.6 Using e-mail	7.6.2 Receiving e-mail	7.6.2.1	Use the reply, reply to all function.
7	7.6 Using e-mail	7.6.2 Receiving e-mail	7.6.2.2	Forward an e-mail.
7	7.6 Using e-mail	7.6.3 Enhancing Productivity	7.6.3.5	Display, hide built-in toolbars. Restore, minimize the ribbon.
7	7.6 Using e-mail	7.6.3 Enhancing Productivity	7.6.3.6	Use available Help functions.
7	7.7 e-mail Management	7.7.1 Organize	7.7.1.3	Create, delete an e-mail folder.
7	7.7 e-mail Management	7.7.1 Organize	7.7.1.4	Move e-mails to an e-mail folder.
7	7.7 e-mail Management	7.7.2 Address Book	7.7.2.1	Add contact details to an address book. Delete contact details from an address book.
7	7.7 e-mail Management	7.7.2 Address Book	7.7.2.2	Update an address book from incoming e-mail.