

Module	CATEGORY	KNOWLEDGE AREA	REF.	Knowledge Item
2	2.1 Operating System	2.1.1 First Steps	2.1.1.3	Shut down a non-responding application.
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	2.1.2.5	Use keyboard print screen facility to capture a full screen, active window.
2	2.1 Operating System	2.1.3 Working with Icons	2.1.3.2	Select and move icons.
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	2.2.2 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.
2	2.2 File Management	2.2.2 Files and Folders	2.2.2.3	Navigate to a folder, file on a drive.
2	2.3 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	3.1.2.2	Use available Help functions.
3	3.1 Using the Application	3.1.2 Enhancing Productivity	3.1.2.3	Use magnification/zoom tools.
3	3.1 Using the Application	3.1.2 Enhancing Productivity	3.1.2.4	Display, hide built-in toolbars. Restore, minimize the ribbon.
3	3.2 Document Creation	3.2.1 Enter Text	3.2.1.1	Switch between page view modes.
3	3.2 Document Creation	3.2.2 Select, Edit	3.2.2.4	Use a simple search command for a specific word, phrase.
3	3.2 Document Creation	3.2.2 Select, Edit	3.2.2.5	Use a simple replace command for a specific word, phrase.

Module	CATEGORY	KNOWLEDGE AREA	REF.	Knowledge Item
3	3.3 Formatting	3.3.2 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	3.6 Prepare Outputs	3.6.1 Setup	3.6.1.5	Add, edit text in headers, footers.
3	3.6 Prepare Outputs	3.6.1 Setup	3.6.1.6	Add fields in headers, footers: date, page number information, file name.
3	3.6 Prepare Outputs	3.6.1 Setup	3.6.1.7	Apply automatic page numbering to a document.
3	3.6 Prepare Outputs	3.6.2 Check and Print	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 Check and Print	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 Enhancing Productivity	4.1.2.3	Use magnification/zoom tools.
4	4.1 Using the Application	4.1.2 Enhancing Productivity	4.1.2.4	Display, hide built-in toolbars. Restore, minimize the ribbon.
4	4.2 Cells	4.2.1 Insert, Select	4.2.1.1	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).
4	4.2 Cells	4.2.2 Edit, Sort	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 Copy, Move, Delete	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 Copy, Move, Delete	4.2.3.2	Use the autofill tool/copy handle tool to copy, increment data entries.
4	4.2 Cells	4.2.3 Copy, Move, Delete	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 Rows and Columns	4.3.1.1	Select a row, range of adjacent rows, range of non-adjacent rows.
4	4.3 Managing Worksheets	4.3.1 Rows and Columns	4.3.1.2	Select a column, range of adjacent columns, range of non-adjacent columns.
4	4.3 Managing Worksheets	4.3.1 Rows and Columns	4.3.1.3	Insert, delete rows and columns.
4	4.4 Formulas and Functions	4.4.1 Arithmetic Formulas	4.4.1.1	Recognize good practice in formula creation: refer to cell references rather than type numbers into formulas.
4	4.4 Formulas and Functions	4.4.2 Functions	4.4.2.1a	Use sum, average, minimum, maximum functions.

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4	4.5 Formatting	4.5.1 Numbers/Dates	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	4.5.3 Alignment, Border Effects	4.5.3.3	Merge cells and centre a title in a merged cell.
4	4.5 Formatting	4.5.1 Numbers/Dates	4.5.1.3	Format cells to display numbers as percentages.
4	4.5 Formatting	4.5.3 Alignment, Border Effects	4.5.3.4	Add border effects to a cell, cell range: lines, colours.
4	4.6 Charts	4.6.1 Create	4.6.1.1	Create different types of charts from spreadsheet data: column chart, bar chart, line chart, pie chart.
4	4.7 Prepare Outputs	4.7.2 Check and Print	4.7.2.5b	Print a selected chart.
6	6.1 Using the Application	6.1.2 Enhancing Productivity	6.1.2.2	Use available Help functions.
6	6.1 Using the Application	6.1.2 Enhancing Productivity	6.1.2.3	Use magnification/zoom tools.
6	6.1 Using the Application	6.1.2 Enhancing Productivity	6.1.2.4	Display, hide built-in toolbars. Restore, minimize the ribbon.
6	6.2 Developing a Presentation	6.2.1 Presentation Views	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 Presentation Views	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 Presentation Views	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 Slides	6.2.2.3	Change background colour on specific slide(s), all slides.
6	6.2 Developing a Presentation	6.2.2 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	6.5 Graphical Objects	6.5.1 Insert, Manipulate	6.5.1.1	Insert a graphical object (picture, image, drawn object) into a slide.
6	6.5 Graphical Objects	6.5.1 Insert, Manipulate	6.5.1.2	Select a graphical object.
6	6.5 Graphical Objects	6.5.1 Insert, Manipulate	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 Insert, Manipulate	6.5.1.4	Resize, delete graphical objects, charts in a presentation.
6	6.5 Graphical Objects	6.5.1 Insert, Manipulate	6.5.1.5	Rotate, flip a graphical object.
6	6.5 Graphical Objects	6.5.1 Insert, Manipulate	6.5.1.6	Align a graphical object relative to a slide: left, centre, right, top, bottom.
7	7.2 Using the Browser	7.2.1 Basic Browsing	7.2.1.6	Use available Help functions.
7	7.2 Using the Browser	7.2.2 Settings	7.2.2.1	Set the web browser Home Page/Startpage.
7	7.2 Using the Browser	7.2.2 Settings	7.2.2.6	Display, hide built-in toolbars.
7	7.2 Using the Browser	7.2.3 Navigation	7.2.3.4	Display previously visited URLs using the browser address bar, history.
7	7.3 Using the Web	7.3.2 Searching	7.3.2.4	Search a web based encyclopaedia, dictionary.
7	7.4 Web Outputs	7.4.1 Saving Files	7.4.1.3	Copy text, image, URL from a web page to a document.
7	7.4 Web Outputs	7.4.2 Prepare and Print	7.4.2.3	Choose web page print output options like: entire web page, specific page(s), selected text, number of copies and print.
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	7.6.3 Enhancing Productivity	7.6.3.2	Apply a setting to reply with, without original message insertion.
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	7.7.1.6	Restore a deleted e-mail.
7	7.7 e-mail Management	7.7.1 Organize	7.7.1.7	Empty the e-mail bin/deleted items/trash folder.