

Module	CATEGORY	KNOWLEDGE AREA	REF.	Knowledge Item
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	2.1.2.5	Use keyboard print screen facility to capture a full screen, active window.
2	2.1 Operating System	2.1.3 Working with Icons	2.1.3.3	Create, remove a desktop shortcut icon, make an alias.
2	2.1 Operating System	2.1.3 Working with Icons	2.1.3.4	Use an icon to open a file, folder, application.
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	2.2.1 Main Concepts	2.2.1.5	Understand the benefits of online file storage: convenient access, ability to share files.
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	2.2.3 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	2.2.6 Searching	2.2.6.1	Use the Find tool to locate a file, folder.
2	2.2 File Management	2.2.6 Searching	2.2.6.2	Search for files by all or part of file name, by content.
2	2.2 File Management	2.2.6 Searching	2.2.6.3	Search for files by date modified, by date created, by size.
2	2.2 File Management	2.2.6 Searching	2.2.6.4	Search for files by using wildcards: file type, first letter of file name.

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2	2.2 File Management	2.2.6 Searching	2.2.6.5	View list of recently used files.
3	3.1 Using the Application	3.1.1 Working with Documents	3.1.1.2b	Create a new document based on other available template like: memo, fax, agenda.
3	3.1 Using the Application	3.1.1 Working with Documents	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	3.3 Formatting	3.3.1 Text	3.3.1.6	Apply automatic hyphenation.
3	3.3 Formatting	3.3.2 Paragraphs	3.3.2.2	Insert, remove soft carriage return (line break).
3	3.3 Formatting	3.3.2 Paragraphs	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 Paragraphs	3.3.2.5	Indent paragraphs: left, right, first line.
3	3.3 Formatting	3.3.2 Paragraphs	3.3.2.6	Set, remove and use tabs: left, centre, right, decimal.
3	3.3 Formatting	3.3.2 Paragraphs	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 Paragraphs	3.3.2.8	Apply spacing above, below paragraphs. Apply single, 1.5 lines, double line spacing within paragraphs.
3	3.3 Formatting	3.3.3 Styles	3.3.3.3	Use copy format tool.
3	3.5 Mail Merge	3.5.1 Preparation	3.5.1.1	Open, prepare a document, as a main document for a mail merge.
3	3.5 Mail Merge	3.5.1 Preparation	3.5.1.2	Select a mailing list, other data file, for use in a mail merge.
3	3.5 Mail Merge	3.5.1 Preparation	3.5.1.3	Insert data fields in a mail merge main document (letter, address labels).
3	3.5 Mail Merge	3.5.2 Outputs	3.5.2.1	Merge a mailing list with a letter, label document as a new file or printed output.
3	3.5 Mail Merge	3.5.2 Outputs	3.5.2.2	Print mail merge outputs: letters, labels.
3	3.6 Prepare Outputs	3.6.1 Setup	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 Setup	3.6.1.6	Add fields in headers, footers: date, page number information, file name.

Module	CATEGORY	KNOWLEDGE AREA	REF.	Knowledge Item
4	4.1 Using the Application	4.1.1 Working with Spreadsheets	4.1.1.4	Save a spreadsheet as another file type like: template, text file, software specific file extension, version number.
4	4.1 Using the Application	4.1.2 Enhancing Productivity	4.1.2.1	Set basic options/preferences in the application: user name, default folder to open, save spreadsheets.
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	4.2.1 Insert, Select	4.2.1.2	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.
4	4.3 Managing Worksheets	4.3.1 Rows and Columns	4.3.1.4	Modify column widths, row heights to a specified value, to optimal width or height.
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	4.3.2 Worksheets	4.3.2.3	Recognize good practice in naming worksheets: use meaningful worksheet names rather than accept default names.
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	4.4.1 Arithmetic Formulas	4.4.1.4	Understand and use relative, absolute cell referencing in formulas.
4	4.4 Formulas and Functions	4.4.2 Functions	4.4.2.1a	Use sum, average, minimum, maximum functions.
4	4.4 Formulas and Functions	4.4.2 Functions	4.4.2.1b	Use count, counta, countblank functions.
4	4.4 Formulas and Functions	4.4.2 Functions	4.4.2.2	Use the logical function if (yielding one of two specific values) with comparison operator: =, >, <.
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	4.6 Charts	4.6.1 Create	4.6.1.2	Select a chart.
4	4.6 Charts	4.6.1 Create	4.6.1.3	Change the chart type.

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4	4.6 Charts	4.6.1 Create	4.6.1.4	Move, resize, delete a chart.
4	4.6 Charts	4.6.2 Edit	4.6.2.1	Add, remove, edit a chart title.
4	4.6 Charts	4.6.2 Edit	4.6.2.2	Add data labels to a chart: values/numbers, percentages.
4	4.6 Charts	4.6.2 Edit	4.6.2.3	Change chart area background colour, legend fill colour.
4	4.6 Charts	4.6.2 Edit	4.6.2.4	Change the column, bar, line, pie slice colours in the chart.
4	4.6 Charts	4.6.2 Edit	4.6.2.5	Change font size and colour of chart title, chart axes, chart legend text.
4	4.7 Prepare Outputs	4.7.1 Setup	4.7.1.5	Insert and delete fields: page numbering information, date, time, file name, worksheet name into headers, footers.
4	4.7 Prepare Outputs	4.7.2 Check and Print	4.7.2.5a	Print a selected cell range from a worksheet, an entire worksheet, number of copies of a worksheet, the entire spreadsheet.
7	7.1 The Internet	7.1.1 Concepts/Terms	7.1.1.3	Define and understand the terms: Internet Service Provider (ISP), Uniform Resource Locator (URL), hyperlink.
7	7.2 Using the Browser	7.2.1 Basic Browsing	7.2.1.3	Display a web page in a new window, tab.
7	7.2 Using the Browser	7.2.3 Navigation	7.2.3.3	Navigate to the Home page.
7	7.6 Using e-mail	7.6.3 Enhancing Productivity	7.6.3.4	Identify an e-mail as read, unread. Mark an e-mail as unread, read.
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	7.4.2 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	7.7 e-mail Management	7.7.1 Organize	7.7.1.7	Empty the e-mail bin/deleted items/trash folder.
7	7.2 Using the Browser	7.2.2 Settings	7.2.2.5	Delete cache/temporary Internet files.

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7	7.2 Using the Browser	7.2.4 Bookmarks	7.2.4.1	Bookmark a web page. Delete a bookmark.
7	7.2 Using the Browser	7.2.4 Bookmarks	7.2.4.3	Create, delete a bookmark folder.
7	7.4 Web Outputs	7.4.1 Saving Files	7.4.1.1	Save a web page to a location on a drive.
7	7.5 Electronic Communication	7.5.2 Security Considerations	7.5.2.2	Understand the term phishing. Recognize attempted phishing.
7	7.5 Electronic Communication	7.5.3 e-mail Theory	7.5.3.3	Be aware of possible problems when sending file attachments like: file size limits, file type restrictions (for example, executable files).
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	7.6.1.6	Insert, remove a file attachment.
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	7.7 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.
7	7.7 e-mail Management	7.7.2 Address Book	7.7.2.3	Create, update a distribution list/ mailing list.
7	7.2 Using the Browser	7.2.2 Settings	7.2.2.3	Allow, block pop-ups.
7	7.2 Using the Browser	7.2.2 Settings	7.2.2.4	Allow, block cookies.
7	7.3 Using the Web	7.3.1 Forms	7.3.1.1	Complete a web-based form using: text boxes, drop-down menus, list boxes, check boxes, radio buttons.
7	7.3 Using the Web	7.3.1 Forms	7.3.1.2	Submit, reset a web-based form.
7	7.3 Using the Web	7.3.2 Searching	7.3.2.3	Use advanced search features to refine a search: by exact phrase, by excluding words, by date, by file format.

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7	7.5 Electronic Communication	7.5.1 Concepts/Terms	7.5.1.3	Understand the term short message service (SMS).
7	7.5 Electronic Communication	7.5.1 Concepts/Terms	7.5.1.4	Understand the term Voice over Internet Protocol (VoIP) and know its main benefits.
7	7.5 Electronic Communication	7.5.1 Concepts/Terms	7.5.1.5	Understand the main benefits of instant messaging (IM) like: real-time communication, knowing whether contacts are online, low cost, ability to transfer files.
7	7.5 Electronic Communication	7.5.1 Concepts/Terms	7.5.1.6	Understand the concept of an online (virtual) community. Recognize examples like: social networking websites, Internet forums, chat rooms, online computer games.
7	7.6 Using e-mail	7.6.1 Send an e-mail	7.6.1.5	Copy text from another source into an e-mail.
7	7.6 Using e-mail	7.6.1 Send an e-mail	7.6.1.9	Send an e-mail, send an e-mail with a low, high priority.
7	7.6 Using e-mail	7.6.3 Enhancing Productivity	7.6.3.1	Add, remove message inbox headings like: sender, subject, date received.
7	7.6 Using e-mail	7.6.3 Enhancing Productivity	7.6.3.3	Flag an e-mail. Remove a flag mark from an e-mail.
7	7.7 e-mail Management	7.7.1 Organize	7.7.1.1	Search for an e-mail by sender, subject, e-mail content.
7	7.7 e-mail Management	7.7.1 Organize	7.7.1.2	Sort e-mails by name, by date, by size.
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.