

Module	CATEGORY	KNOWLEDGE AREA	REF.	Knowledge Item
2	2.1 Operating System	<i>2.1.2 Setup</i>	2.1.2.1	View the computer's basic system information: operating system name and version number, installed RAM (random- access memory).
2	2.2 File Management	<i>2.2.6 Searching</i>	2.2.6.1	Use the Find tool to locate a file, folder.
2	2.2 File Management	<i>2.2.6 Searching</i>	2.2.6.2	Search for files by all or part of file name, by content.
2	2.2 File Management	<i>2.2.6 Searching</i>	2.2.6.3	Search for files by date modified, by date created, by size.
2	2.2 File Management	<i>2.2.6 Searching</i>	2.2.6.4	Search for files by using wildcards: file type, first letter of file name.
2	2.2 File Management	<i>2.2.6 Searching</i>	2.2.6.5	View list of recently used files.
3	3.1 Using the Application	<i>3.1.1 Working with Documents</i>	3.1.1.2b	Create a new document based on other available template like: memo, fax, agenda.
3	3.1 Using the Application	<i>3.1.1 Working with Documents</i>	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	<i>3.3.1 Text</i>	3.3.1.6	Apply automatic hyphenation.
3	3.3 Formatting	<i>3.3.2 Paragraphs</i>	3.3.2.2	Insert, remove soft carriage return (line break).
3	3.3 Formatting	<i>3.3.2 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	<i>3.3.2 Paragraphs</i>	3.3.2.5	Indent paragraphs: left, right, first line.
3	3.3 Formatting	<i>3.3.2 Paragraphs</i>	3.3.2.6	Set, remove and use tabs: left, centre, right, decimal.
3	3.3 Formatting	<i>3.3.2 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	<i>3.3.2 Paragraphs</i>	3.3.2.8	Apply spacing above, below paragraphs. Apply single, 1.5 lines, double line spacing within paragraphs.
3	3.5 Mail Merge	<i>3.5.1 Preparation</i>	3.5.1.1	Open, prepare a document, as a main document for a mail merge.
3	3.5 Mail Merge	<i>3.5.1 Preparation</i>	3.5.1.2	Select a mailing list, other data file, for use in a mail merge.
3	3.5 Mail Merge	<i>3.5.1 Preparation</i>	3.5.1.3	Insert data fields in a mail merge main document (letter, address labels).
3	3.5 Mail Merge	<i>3.5.2 Outputs</i>	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	<i>3.5.2 Outputs</i>	3.5.2.2	Print mail merge outputs: letters, labels.
6	6.1 Using the Application	<i>6.1.2 Enhancing Productivity</i>	6.1.2.1	Set user preferences in the application: user name, default folder to open and save files.
6	6.2 Developing a Presentation	<i>6.2.2 Slides</i>	6.2.2.5	Copy, move slides within the presentation, between open presentations.
6	6.2 Developing a Presentation	<i>6.2.3 Master Slide</i>	6.2.3.1	Insert a graphical object (picture, image, drawn object) into a master slide. Remove a graphical object from a master slide.

Module	CATEGORY	KNOWLEDGE AREA	REF.	Knowledge Item
6	6.2 Developing a Presentation	<i>6.2.3 Master Slide</i>	6.2.3.2	Enter text into footer of specific slides, all slides in a presentation.
6	6.2 Developing a Presentation	<i>6.2.3 Master Slide</i>	6.2.3.3	Apply automatic slide numbering, automatically updated date, non-updating date into footer of specific slides, all slides in a presentation.
6	6.3 Text	<i>6.3.1 Handling Text</i>	6.3.1.4	Copy, move text within, between presentations.
6	6.4 Charts	<i>6.4.1 Using Charts</i>	6.4.1.1	Input data to create built-in charts in a presentation: column, bar, line, pie.
6	6.4 Charts	<i>6.4.1 Using Charts</i>	6.4.1.2	Select a chart.
6	6.4 Charts	<i>6.4.1 Using Charts</i>	6.4.1.3	Change the chart type.
6	6.4 Charts	<i>6.4.1 Using Charts</i>	6.4.1.4	Add, remove, edit a chart title.
6	6.4 Charts	<i>6.4.1 Using Charts</i>	6.4.1.5	Add data labels to a chart: values/numbers, percentages.
6	6.4 Charts	<i>6.4.1 Using Charts</i>	6.4.1.6	Change the background colour of a chart.
6	6.4 Charts	<i>6.4.1 Using Charts</i>	6.4.1.7	Change the column, bar, line, pie slice colours in a chart.
6	6.4 Charts	<i>6.4.2 Organization Charts</i>	6.4.2.1	Create an organization chart with a labelled hierarchy by using a built-in organization chart feature.
6	6.4 Charts	<i>6.4.2 Organization Charts</i>	6.4.2.2	Change the hierarchical structure of an organization chart.
6	6.4 Charts	<i>6.4.2 Organization Charts</i>	6.4.2.3	Add, remove co-workers, subordinates in an organization chart.
6	6.6 Prepare Outputs	<i>6.6.2 Check and Deliver</i>	6.6.2.1	Spell check a presentation and make changes like: correcting spelling errors, deleting repeated words.
6	6.6 Prepare Outputs	<i>6.6.2 Check and Deliver</i>	6.6.2.2	Change slide setup, slide orientation to portrait, landscape. Change paper size.
6	6.6 Prepare Outputs	<i>6.6.2 Check and Deliver</i>	6.6.2.3	Print entire presentation, specific slides, handouts, notes pages, outline view of slides, number of copies of a presentation.
7	7.2 Using the Browser	<i>7.2.2 Settings</i>	7.2.2.3	Allow, block pop-ups.
7	7.2 Using the Browser	<i>7.2.2 Settings</i>	7.2.2.4	Allow, block cookies.
7	7.3 Using the Web	<i>7.3.1 Forms</i>	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	<i>7.3.1 Forms</i>	7.3.1.2	Submit, reset a web-based form.
7	7.3 Using the Web	<i>7.3.2 Searching</i>	7.3.2.3	Use advanced search features to refine a search: by exact phrase, by excluding words, by date, by file format.
7	7.5 Electronic Communication	<i>7.5.1 Concepts/Terms</i>	7.5.1.3	Understand the term short message service (SMS).
7	7.5 Electronic Communication	<i>7.5.1 Concepts/Terms</i>	7.5.1.4	Understand the term Voice over Internet Protocol (VoIP) and know its main benefits.
7	7.5 Electronic Communication	<i>7.5.1 Concepts/Terms</i>	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

Module	CATEGORY	KNOWLEDGE AREA	REF.	Knowledge Item
7	7.5 Electronic Communication	<i>7.5.1 Concepts/Terms</i>	7.5.1.6	Understand the concept of an online (virtual) community. Recognize examples like: social networking websites, Internet forums, chat rooms, online computer
7	7.6 Using e-mail	<i>7.6.1 Send an e-mail</i>	7.6.1.5	Copy text from another source into an e-mail.
7	7.6 Using e-mail	<i>7.6.1 Send an e-mail</i>	7.6.1.9	Send an e-mail, send an e-mail with a low, high priority.
7	7.6 Using e-mail	<i>7.6.3 Enhancing Productivity</i>	7.6.3.1	Add, remove message inbox headings like: sender, subject, date received.
7	7.6 Using e-mail	<i>7.6.3 Enhancing Productivity</i>	7.6.3.3	Flag an e-mail. Remove a flag mark from an e-mail.
7	7.7 e-mail Management	<i>7.7.1 Organize</i>	7.7.1.1	Search for an e-mail by sender, subject, e-mail content.
7	7.7 e-mail Management	<i>7.7.1 Organize</i>	7.7.1.2	Sort e-mails by name, by date, by size.
7	7.7 e-mail Management	<i>7.7.1 Organize</i>	7.7.1.3	Create, delete an e-mail folder.
7	7.7 e-mail Management	<i>7.7.1 Organize</i>	7.7.1.4	Move e-mails to an e-mail folder.