

Module	CATEGORY	KNOWLEDGE AREA	REF.	Knowledge Item	Notes	Remarks
1	1.1 Hardware	1.1.1 Concepts	1.1.1.3	Identify common handheld portable digital devices like: personal digital assistant (PDA), mobile phone, smartphone, multimedia player and know their main features.	New	
1	1.1 Hardware	1.1.1 Concepts	1.1.1.4	Know the main parts of a computer like: central processing unit (CPU), types of memory, hard disk, common input and output devices.	Changed	Simplified. Removed reference to peripheral device.
1	1.1 Hardware	1.1.1 Concepts	1.1.1.5	Identify common input/output ports like: USB, serial, parallel, network port, FireWire.	New	
1	1.1 Hardware	1.1.2 Computer Performance	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.	Changed	Currency. Added graphics card processor and memory
1	1.1 Hardware	1.1.2 Computer Performance	1.1.2.2	Know that the speed (operating frequency) of the CPU is measured in megahertz (MHz) or gigahertz (GHz).	Changed	Clarity. Removed 'Understand some of the functions of the CPU in terms of calculations, logic control, immediate access memory.'
1	1.1 Hardware	1.1.3 Memory and Storage	1.1.3.2	Know storage capacity measurements: bit, byte, KB, MB, GB, TB.	Changed	Clarity. Removed "Relate computer memory measurements to characters, files and directories/folders."
1	1.1 Hardware	1.1.3 Memory and Storage	1.1.3.3	Know the main types of storage media like: CD, DVD, USB flash drive, memory card, internal hard disk, external hard disk, network drive, online file storage.	Changed	Clarity / Currency. Removed "Compare the main types of memory storage devices in terms of speed, cost and capacity." Zip disk and data cartridge replaced with more current devices (USB flash drive, online file storage).
1	1.1 Hardware	1.1.4 Input, Output Devices	1.1.4.1	Identify some of the main input devices like: mouse, keyboard, trackball, scanner, touchpad, stylus, joystick, web camera (webcam), digital camera, microphone.	Changed	Currency. Added webcam. Removed light pen.

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1	1.1 Hardware	1.1.4 Input, Output Devices	1.1.4.2	Know some of the main output devices like: screens/monitors, printers, speakers, headphones.	Changed	Simplified item. Currency. Added headphones, removed plotters.
1	1.2 Software	1.2.1 Concepts	1.2.1.3	Identify and know the uses of some common software applications: word processing, spreadsheet, database, presentation, e-mail, web browsing, photo editing, computer games.	Changed	Currency. Added photo editing, presentation, e-mail, computer games. Removed desktop publishing, accounting.
1	1.2 Software	1.2.1 Concepts	1.2.1.4	Distinguish between operating systems software and applications software.	Changed	Clarity. Removed 'Understand the reason for software versions'.
1	1.2 Software	1.2.1 Concepts	1.2.1.5	Know some options available for enhancing accessibility like: voice recognition software, screen reader, screen magnifier, on-screen keyboard.	New	
1	1.3 Networks	1.3.1 Network Types	1.3.1.1	Understand the terms local area network (LAN), wireless local area network (WLAN), wide area network (WAN).	Changed	Clarity / Split out. Include WLAN.
1	1.3 Networks	1.3.1 Network Types	1.3.1.3	Understand what the Internet is and know some of its main uses.	Changed	Clarity. Removed understand the distinction between the Internet and an intranet. Added and know some of its main uses.
1	1.3 Networks	1.3.1 Network Types	1.3.1.4	Understand what an intranet, extranet is.	Changed	Clarity. Merged intranet, extranet. Removed asking for distinction.
1	1.3 Networks	1.3.2 Data Transfer	1.3.2.1	Understand the concepts of downloading from, uploading to a network.	New	
1	1.3 Networks	1.3.2 Data Transfer	1.3.2.2	Understand what transfer rate means. Understand how it is measured: bits per second (bps), kilobits per second (kbps), megabits per second (mbps).	Changed	Clarity. Currency. Removed reference to analogue, modem, digital.
1	1.3 Networks	1.3.2 Data Transfer	1.3.2.5	Understand some of the characteristics of broadband: always on, typically a flat fee, high speed, higher risk of intruder attack.	New	
1	1.4 ICT in Everyday Life	1.4.2 Communication	1.4.2.1	Understand the term electronic mail (e-mail).	Changed	Clarity. Removed know its main uses.
1	1.4 ICT in Everyday Life	1.4.2 Communication	1.4.2.2	Understand the term instant messaging (IM).	New	

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1	1.4 ICT in Everyday Life	1.4.2 Communication	1.4.2.3	Understand the term Voice over Internet Protocol (VoIP).	New	
1	1.4 ICT in Everyday Life	1.4.2 Communication	1.4.2.4	Understand the term Really Simple Syndication (RSS) feed.	New	
1	1.4 ICT in Everyday Life	1.4.2 Communication	1.4.2.5	Understand the term web log (blog).	New	
1	1.4 ICT in Everyday Life	1.4.2 Communication	1.4.2.6	Understand the term podcast.	New	
1	1.4 ICT in Everyday Life	1.4.3 Virtual Communities	1.4.3.1	Understand the concept of an online (virtual) community. Recognize examples like: social networking websites, Internet forums, chat rooms, online computer games.	New	
1	1.4 ICT in Everyday Life	1.4.3 Virtual Communities	1.4.3.2	Know ways that users can publish and share content online: web log (blog), podcast, photos, video and audio clips.	New	
1	1.4 ICT in Everyday Life	1.4.3 Virtual Communities	1.4.3.3	Know the importance of taking precautions when using online communities: make your profile private, limit the amount of personal information you post, be aware that posted information is publicly available, be wary of strangers.	New	
1	1.4 ICT in Everyday Life	1.4.4 Health	1.4.4.1	Understand the term ergonomics.	New	
1	1.4 ICT in Everyday Life	1.5.2 Data Security	1.5.2.2	Understand what a firewall is.	New	

Module	CATEGORY	KNOWLEDGE AREA	REF.	Knowledge Item	Notes	Remarks
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.	Changed	Reworded for Quality. Added '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.	Changed	Quality. Add 'remove'
2	2.1 Operating System	2.1.3 Working with Icons	2.1.3.4	Use an icon to open a file, folder, application.	Changed	Clarity. Took out word 'desktop', directory. Added 'Use an icon to...'
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.	Changed	Currency. Added CD-RW, DVD-RW, USB flash drive, network drives. Removed CD-ROM, diskette.
2	2.2 File Management	2.2.1 Main Concepts	2.2.1.3	Know how files, folders are measured: KB, MB, GB.	New	
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.	New	
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.	Changed	Reworded for Quality. Removed references to directories.
2	2.2 File Management	2.2.2 Files and Folders	2.2.2.2	Expand, collapse views of drives, folders.	New	
2	2.2 File Management	2.2.3 Working with Files	2.2.3.1	Identify common file types: word processing files, spreadsheet files, database files, presentation files, portable document format files, image files, audio files, video files, compressed files, temporary files, executable files.	Changed	Currency / Clarity. Use of "Identify". Added executable files
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.	Changed	Clarity. Added ascending, descending order
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.	New	

Module	CATEGORY	KNOWLEDGE AREA	REF.	Knowledge Item	Notes	Remarks
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.	Changed	Clarity. Removed 'HTML'
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.	New	
3	3.3 Formatting	3.3.2 Paragraphs	3.3.2.5	Indent paragraphs: left, right, first line.	Changed	Quality. Removed 'hanging indent'.
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.	New	
3	3.5 Mail Merge	3.5.2 Outputs	3.5.2.2	Print mail merge outputs: letters, labels.	New	
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.	New	
3	3.6 Prepare Outputs	3.6.1 Setup	3.6.1.6	Add fields in headers, footers: date, page number information, file name.	Changed	Quality. Removed file location. Added file name.

Module	CATEGORY	KNOWLEDGE AREA	REF.	Knowledge Item	Notes	Remarks
4	4.1 Using the Application	<i>4.1.1 Working with Spreadsheets</i>	4.1.1.4	Save a spreadsheet as another file type like: template, text file, software specific file extension, version number.	Changed	Quality. Removed HTML
4	4.1 Using the Application	<i>4.1.2 Enhancing Productivity</i>	4.1.2.1	Set basic options/preferences in the application: user name, default folder to open, save spreadsheets.	Changed	Clarity. Removed references to directory.
4	4.2 Cells	<i>4.2.1 Insert, Select</i>	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).	New	
4	4.2 Cells	<i>4.2.1 Insert, Select</i>	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.	New	
4	4.2 Cells	<i>4.2.3 Copy, Move, Delete</i>	4.2.3.3	Move the content of a cell, cell range within a worksheet, between worksheets, between open spreadsheets.	Changed	Clarity. Removed footnote.
4	4.3 Managing Worksheets	<i>4.3.1 Rows and Columns</i>	4.3.1.4	Modify column widths, row heights to a specified value, to optimal width or height.	Changed	Quality. Delimited. Added 'to optimal width or height.
4	4.3 Managing Worksheets	<i>4.3.2 Worksheets</i>	4.3.2.3	Recognize good practice in naming worksheets: use meaningful worksheet names rather than accept default names.	New	
4	4.4 Formulas and Functions	<i>4.4.1 Arithmetic Formulas</i>	4.4.1.1	Recognize good practice in formula creation: refer to cell references rather than type numbers into formulas.	New	
4	4.4 Formulas and Functions	<i>4.4.2 Functions</i>	4.4.2.1a	Use sum, average, minimum, maximum functions.	Changed	Clarity. Added counta, countblank functions. Changed 'Generate' to 'Use'
4	4.4 Formulas and Functions	<i>4.4.2 Functions</i>	4.4.2.1b	Use count, counta, countblank functions.	Changed	Clarity. Added counta, countblank functions. Changed 'Generate' to 'Use'

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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.	Changed	Quality. Removed ref to graphs.
4	4.6 Charts	4.6.1 Create	4.6.1.2	Select a chart.	New	
4	4.6 Charts	4.6.1 Create	4.6.1.3	Change the chart type.	Changed	Quality. Removed ref to graphs
4	4.6 Charts	4.6.2 Edit	4.6.2.1	Add, remove, edit a chart title.	Changed	Quality and Clarity. Added 'edit' removed "graph" references
4	4.6 Charts	4.6.2 Edit	4.6.2.3	Change chart area background colour, legend fill colour.	Changed	Clarity. Added 'legend fill colour'.
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.	New	
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.	Changed	Quality. Added 'delete'

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5	5.1 Understanding Databases	<i>5.1.1 Key Concepts</i>	5.1.1.2	Understand the difference between data and information.	New	
5	5.1 Understanding Databases	<i>5.1.1 Key Concepts</i>	5.1.1.4	Know some of the common uses of large-scale databases like: airline booking systems, government records, bank account records, hospital patient details.	New	
5	5.1 Understanding Databases	<i>5.1.2 Database Organization</i>	5.1.2.1	Understand that each table in a database should contain data related to a single subject.	New	
5	5.1 Understanding Databases	<i>5.1.2 Database Organization</i>	5.1.2.2	Understand that each field in a table should contain only one element of data.	New	
5	5.1 Understanding Databases	<i>5.1.3 Relationships</i>	5.1.3.2	Understand that a relationship is built by matching a unique field in one table with a field in another table.	New	
5	5.1 Understanding Databases	<i>5.1.4 Operation</i>	5.1.4.1	Know that professional databases are designed and created by database specialists.	New	
5	5.1 Understanding Databases	<i>5.1.4 Operation</i>	5.1.4.2	Know that data entry, data maintenance and information retrieval are carried out by users.	New	
5	5.1 Understanding Databases	<i>5.1.4 Operation</i>	5.1.4.3	Know that a database administrator provides access to specific data for appropriate users.	New	
5	5.1 Understanding Databases	<i>5.1.4 Operation</i>	5.1.4.4	Know that the database administrator is responsible for recovery of a database after a crash or major errors.	New	
5	5.2 Using the Application	<i>5.2.2 Common Tasks</i>	5.2.2.5	Sort records in a table, form, query output in ascending, descending numeric, alphabetic order.	Changed	Clarity, Changed 'data' to records.
5	5.4 Retrieving Information	<i>5.4.2 Queries</i>	5.4.2.1	Understand that a query is used to extract and analyse data.	New	
5	5.4 Retrieving Information	<i>5.4.2 Queries</i>	5.4.2.6	Use a wildcard in a query, * or %, ? or ___.	New	
5	5.5 Objects	<i>5.5.1 Forms</i>	5.5.1.1	Understand that a form is used to display and maintain records.	New	
5	5.6 Outputs	<i>5.6.1 Reports, Data Export</i>	5.6.1.1	Understand that a report is used to print selected information from a table or query.	New	
5	5.6 Outputs	<i>5.6.1 Reports, Data Export</i>	5.6.1.6	Export a table, query output in spreadsheet, text (.txt, .csv), XML format to a location on a drive.	New	
5	5.6 Outputs	<i>5.6.2 Printing</i>	5.6.2.1	Change the orientation (portrait, landscape) of a table, form, query output, report. Change paper size.	Changed	Clarity. Reworded to include tables, forms and queries.

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6	6.1 Using the Application	6.1.1 Working with Presentations	6.1.1.4	Save a presentation as another file type: Rich Text Format, template, show, image file format, version number.	Changed	Quality. Added 'show'
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.	New	
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.	Changed	Quality. Changed 'Such as' to 'like'. Added /spreadsheet (to incorporate Open Source applications)
6	6.3 Text	6.3.1 Handling Text	6.3.1.1	Recognize good practice in creating slide content: use short concise phrases, bullet points, numbered lists.	New	
6	6.3 Text	6.3.2 Formatting	6.3.2.5	Align text: left, centre, right in a text frame.	Changed	Quality. Changed 'in a slide' to 'in a text frame'.
6	6.3 Text	6.3.3 Lists	6.3.3.1	Indent bulleted text. Remove indent from bulleted text.	New	
6	6.3 Text	6.3.4 Tables	6.3.4.1	Enter, edit text in a table slide.	New	
6	6.3 Text	6.3.4 Tables	6.3.4.2	Select rows, columns, entire table.	New	
6	6.3 Text	6.3.4 Tables	6.3.4.3	Insert, delete rows and columns.	New	
6	6.3 Text	6.3.4 Tables	6.3.4.4	Modify column width, row height.	New	
6	6.4 Charts	6.4.1 Using Charts	6.4.1.1	Input data to create built-in charts in a presentation: column, bar, line, pie.	Changed	Reworded for clarity. Removed word 'graphs'.
6	6.4 Charts	6.4.1 Using Charts	6.4.1.2	Select a chart.	New	
6	6.4 Charts	6.4.1 Using Charts	6.4.1.4	Add, remove, edit a chart title.	New	
6	6.4 Charts	6.4.1 Using Charts	6.4.1.5	Add data labels to a chart: values/numbers, percentages.	New	
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.	Changed	Quality. Graphical object can be picture, image, drawn object.

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6	6.5 Graphical Objects	6.5.2 Drawing	6.5.2.1	Add different types of drawn object to a slide: line, arrow, block arrow, rectangle, square, oval, circle, text box.	Changed	Quality. Removed 'free drawn line'.
6	6.5 Graphical Objects	6.5.2 Drawing	6.5.2.2	Enter text into a text box, block arrow, rectangle, square, oval, circle.	New	
6	6.5 Graphical Objects	6.5.2 Drawing	6.5.2.6	Group, ungroup drawn objects in a slide.	New	
6	6.5 Graphical Objects	6.5.2 Drawing	6.5.2.7	Bring a drawn object one level forward, one level backward, to the front, to the back of other drawn objects.	Changed	Quality. Added 'one level forward', 'one level backward',
6	6.6 Prepare Outputs	6.6.1 Preparation	6.6.1.1	Add, remove transition effects between slides.	Changed	Reworded for Clarity. Dropped 'Change slide transition effects....
6	6.6 Prepare Outputs	6.6.1 Preparation	6.6.1.2	Add, remove preset animation effects for different slide elements.	Changed	Reworded for Clarity. Dropped 'Change preset transition effects....
6	6.6 Prepare Outputs	6.6.1 Preparation	6.6.1.4	Select appropriate output format for slide presentation like: overhead, handout, on-screen show.	Changed	Currency. Removed 35MM.
6	6.6 Prepare Outputs	6.6.2 Check and Deliver	6.6.2.5	Navigate to next slide, previous slide, specified slide during a slide show.	New	

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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.	Changed	Rationalized for clarity. Removed HTTP, FTP
7	7.1 The Internet	7.1.1 Concepts/Terms	7.1.1.7	Understand the term Really Simple Syndication (RSS) feed. Understand the purpose of subscribing to an RSS feed.	New	
7	7.1 The Internet	7.1.1 Concepts/Terms	7.1.1.8	Understand the term podcast. Understand the purpose of subscribing to a podcast.	New	
7	7.1 The Internet	7.1.2 Security Considerations	7.1.2.1	Know how to identify a secure web site: https, lock symbol.	New	
7	7.1 The Internet	7.1.2 Security Considerations	7.1.2.4	Know about security threats from web sites like: viruses, worms, trojan horses, spyware. Understand the term malware.	New	
7	7.1 The Internet	7.1.2 Security Considerations	7.1.2.5	Understand that regularly updated anti-virus software helps to protect the computer against security threats.	New	
7	7.1 The Internet	7.1.2 Security Considerations	7.1.2.8	Identify some risks associated with online activity like: unintentional disclosure of personal information, bullying or harassment, targeting of users by predators.	New	
7	7.1 The Internet	7.1.2 Security Considerations	7.1.2.9	Identify parental control options like: supervision, web browsing restrictions, computer games restrictions, computer usage time limits.	New	
7	7.2 Using the Browser	7.2.1 Basic Browsing	7.2.1.3	Display a web page in a new window, tab.	Changed	Currency. To reflect tab option.
7	7.2 Using the Browser	7.2.2 Settings	7.2.2.3	Allow, block pop-ups.	New	
7	7.2 Using the Browser	7.2.2 Settings	7.2.2.5	Delete cache/temporary Internet files.	New	
7	7.2 Using the Browser	7.2.3 Navigation	7.2.3.3	Navigate to the Home page.	New	
7	7.2 Using the Browser	7.2.4 Bookmarks	7.2.4.1	Bookmark a web page. Delete a bookmark.	Changed	Quality. Added delete a bookmark.
7	7.2 Using the Browser	7.2.4 Bookmarks	7.2.4.3	Create, delete a bookmark folder.	Changed	Quality Added delete.
7	7.3 Using the Web	7.3.2 Searching	7.3.2.4	Search a web based encyclopaedia, dictionary.	New	
7	7.4 Web Outputs	7.4.1 Saving Files	7.4.1.1	Save a web page to a location on a drive.	Changed	Reworded for clarity. Removed txt, html reference.
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.	Changed	Reworded for clarity. Removed 'specific frame'.

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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).	New	
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.	New	
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.	New	
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.	New	
7	7.5 Electronic Communication	7.5.2 Security Considerations	7.5.2.2	Understand the term phishing. Recognize attempted phishing.	New	
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).	New	
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.	New	
7	7.6 Using e-mail	7.6.1 Send an e-mail	7.6.1.6	Insert, remove a file attachment.	Changed	Quality. Added 'remove'.
7	7.6 Using e-mail	7.6.1 Send an e-mail	7.6.1.7	Save a draft of an e-mail.	New	
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.	Changed	Clarity. Removed 'Delete repeated words'.
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.	Changed	Quality. Added 'Identify an e-mail as read, unread.'
7	7.7 e-mail Management	7.7.1 Organize	7.7.1.7	Empty the e-mail bin/deleted items/trash folder.	Changed	Clarity. Changed 'message' to 'e-mail'. Added trash folder.
7	7.7 e-mail Management	7.7.2 Address Book	7.7.2.3	Create, update a distribution list/ mailing list.	Changed	Quality. Included "update".