

EUROPEAN COMPUTER DRIVING LICENCE SYLLABUS VERSION 3.0

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Note: The official version of the ECDL Syllabus Version 3.0 is the version published on the ECDL Foundation Website.

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INTRODUCTION

1.1 The European Computer Driving Licence

The European Computer Driving Licence (ECDL)¹ certifies that the holder has knowledge of the basic concepts of Information Technology (IT) and is able to use a personal computer² and common computer applications at a basic level of competence. In practice the ECDL certificate indicates that the holder has passed one theoretical test that assesses his or her knowledge of the basic concepts of Information Technology (IT), and six practice-based tests which assess the holder's basic competence in using a personal computer and working with common computer applications.

The European Computer Driving Licence is an internationally accepted certificate. It can simplify employment procedures and assure the employer that applicants and staff have the necessary level of knowledge and competence to use common computer applications. The ECDL is a certificate of knowledge and proven competence and is based on a single agreed Syllabus.

The overall objective of the ECDL programme is an improvement in the level of basic knowledge about Information Technology (IT) and a higher level of basic competence in using personal computers and common computer applications throughout Europe and internationally.

The ECDL is deployed and monitored by the European Computer Driving Licence Foundation Ltd (ECDL-F). The role of the Foundation is to promote and co-ordinate the development of the ECDL concept. The ECDL-F is the guarantor of the ECDL standard and the Foundation ensures that the ECDL is administered in an equitable manner throughout Europe and internationally. Its role has now developed to cover the International Computer Driving Licence (ICDL).

The European Computer Driving Licence Foundation was formed to co-ordinate the introduction and operation of the ECDL concept throughout Europe. The ECDL concept is owned by the ECDL Foundation. The Foundation is a not for profit organisation that licences a national Licensee to use the ECDL concept and establish an ECDL dissemination programme in that country. Within Europe the national Licensee must be a member of the Council of European Professional Informatics Societies (CEPIS). Outside Europe the ECDL Foundation will licence organisations qualified by the ECDL Foundation as Licensees.

¹ References within this document to the European Computer Driving Licence (ECDL) include the International Computer Driving Licence (ICDL). ECDL Foundation Syllabus Version 3.0 is published as the official Syllabus for use within the European Computer Driving Licence (ECDL) and International Computer Driving Licence (ICDL) certification programmes.

² Personal computer as a term within this document is intended to mean any brand of personal desktop or portable computer.

1.2 Objectives of the ECDL

- To promote and encourage computer literacy for all
- To raise the level of knowledge about Information Technology (IT) and the level of competence in using personal computers and common computer applications for all citizens within Europe and internationally
- To ensure all computer users understand best practices and the advantages of using a personal computer
- To increase the productivity of all employees who need to use computers in their work
- To enable better returns from investments in Information Technology (IT)
- To provide a basic qualification which will allow all people, regardless of their background, to be part of the Information Society

1.3 Benefits of the ECDL

Today, computer skills are increasingly important to people in all walks of life. The ECDL is an information technology certificate for all citizens. It is intended for those who need to, or wish to, know how to use a personal computer. It is suitable for people from every work discipline, for people entering the job market, and for all ages. Some of the benefits of the ECDL are that it provides:

- An IT skills qualification for everyone
- An innovative and tangible method of skills measurement and validation
- A model for education and training in the Information Society
- A highly effective training delivery model
- Greater public awareness of the benefits of active participation in the Information Society
- A flexible and accessible qualification that offers increased mobility to holders

1.4 ECDL Target Population

The target population for the ECDL is the general public who want to use a personal computer competently. The ECDL qualification allows workers, students and citizens to formally show, with their certification, that they have basic knowledge and competence in personal computer use. For example, office workers who want their skills using a personal computer formally recognised, will want to take the ECDL tests and obtain certification. Formal certification of computer competency is also valuable to employers to assess an employee or potential employee's skill. As such the target group for ECDL is a very broad population.

1.5 Level of Difficulty

The ECDL is a certificate of knowledge and competence in personal computer use at a basic level. This basic level of knowledge and competence is expressed in the ECDL Syllabus by giving a detailed list of the Knowledge Areas and Knowledge Items (Module 1) and Skill Sets and Task Items (Modules 2-7) covered by the ECDL Syllabus. The Knowledge Areas and Skill Sets included in the ECDL Syllabus are those recognised by expert practitioners in the various domains as being necessary to cover basic knowledge and competence in using a personal computer and common computer applications.

1.6 The ECDL Standard

The document presented in this publication is the ECDL Syllabus, which is the basis for the ECDL standard. The ECDL standard consists of the following:

- The ECDL Syllabus, which is the detailed description of the Knowledge Areas and Skill Sets covered by the standard
- The European Question and Test Base (EQTB), which comprises the questions and tests used to certify the ECDL standard
- The Guidelines for ECDL Certification

For the computer user the physical ECDL products are the ECDL certificate itself and the European Computer Skills Card (ECSC).

Conformance to the ECDL standard and the deployment programme of the ECDL is monitored and ensured by the European Computer Driving Licence Foundation.

All the above are elements of the ECDL standard. They are described in more detail in the following sections.

1.6.1 Module Domains

- Module 1** *Basic Concepts of Information Technology* (IT), requires the candidate to know about the basic physical make-up of a personal computer and understand some of the basic concepts of Information Technology (IT) such as data storage and memory, the context for computer-based software applications in society, and the uses of information networks within computing. The candidate shall also appreciate how IT systems are found in everyday situations; and how personal computers can affect health. The candidate shall be aware of some of the security and legal issues associated with computers.
- Module 2** *Using the Computer and Managing Files*, requires the candidate to demonstrate knowledge and competence in using the basic functions of a personal computer and its operating system. The candidate shall be able to operate effectively within the desktop environment. He or she shall be able to manage and organise files and directories/folders and know how to copy, move and delete files and directories/folders. The candidate shall demonstrate the ability to work with desktop icons and to manipulate windows. The candidate shall demonstrate the ability to use search features, simple editing tools and print management facilities available within the operating system.
- Module 3** *Word Processing*, requires the candidate to demonstrate the ability to use a word processing application on a personal computer. He or she shall understand and be able to accomplish basic operations associated with creating, formatting and finishing a word processing document ready for distribution. The candidate shall demonstrate competence in using some of the more advanced features associated with word processing applications such as creating standard tables, using pictures and images within a document, importing objects and using mail merge tools.
- Module 4** *Spreadsheets*, requires the candidate to understand the basic concepts of spreadsheets and to demonstrate the ability to use a spreadsheet application on a personal computer. He or she shall understand and be able to accomplish basic operations associated with developing, formatting and using a spreadsheet. The candidate shall be able to accomplish standard mathematical and logical operations using basic formulas and functions. The candidate shall demonstrate competence in using some of the more advanced features of a spreadsheet application such as importing objects, and creating graphs and charts.

- Module 5** *Database*, requires the candidate to understand the basic concepts of databases and demonstrate the ability to use a database on a personal computer. The module is divided in two sections; the first section tests the candidate's ability to design and plan a simple database using a standard database package; the second section requires the candidate to demonstrate that he or she can retrieve information from an existing database by using the query, select and sort tools available in the database. The candidate shall also be able to create and modify reports.
- Module 6** *Presentation*, requires the candidate to demonstrate competence in using presentation tools on a personal computer. The candidate shall be able to accomplish basic tasks such as creating, formatting and preparing presentations for distribution and display. The candidate shall demonstrate the ability to create a variety of presentations for different target audiences or situations. The candidate shall demonstrate the ability to accomplish basic operations with graphics and charts and to use various slide show effects.
- Module 7** *Information and Communication*, is divided in two sections. The first section, *Information*, requires the candidate to accomplish basic Web search tasks using a Web browser application and available search engine tools, to bookmark search results and to print Web pages and search reports. The second section, *Communication*, requires the candidate to demonstrate their ability to use electronic mail software to send and receive messages, to attach documents or files to a message and to organise and manage message folders or directories within electronic mail software.

1.6.2 The ECDL Syllabus

The purpose of the ECDL Syllabus is to list the Knowledge Areas and Knowledge Items and the Skill Sets and Task Items covered by the ECDL standard and to express in general terms the level of knowledge and skill required to achieve the ECDL standard.

The ECDL standard is based on the computer user knowing certain basic facts about Information Technology (IT) and having the basic knowledge and skills to use a personal computer and its software applications to carry out everyday tasks. The Knowledge Areas and the Skill Sets necessary to be mastered in the ECDL standard are described in the ECDL Syllabus. The purpose of the ECDL Syllabus is to list the facts to be known and the skills to be mastered that are covered by the ECDL standard.

1.6.3 The European Question and Test Base (EQTB)

The European Question and Test Base (EQTB) comprises the questions and tests used within ECDL certification. The EQTB is the property of the ECDL Foundation and is not in the public domain. The ECDL tests are software vendor independent. The ECDL may be certified by manual evaluation testing or by automatic evaluation testing.

The standard for Manual Test Evaluation comes from the manual European Question and Test Base (EQTB). The standard for Automatic Test Evaluation comes from the automatic European Question and Test Base (EQTB). The manual and automatic evaluation EQTB's are both based on the single agreed ECDL Syllabus. Any change to the ECDL Syllabus is reflected in new versions of the Manual and Automatic Evaluation EQTB'S.

1.6.4 The ECDL Tests

The ECDL may be certified by a set of tests undertaken at the computer with manual evaluation or alternatively by undertaking a set of tests at the computer with automatic evaluation. The ECDL certification procedure is moving towards automatic evaluation testing.

Manual Evaluation Testing is task oriented and a high pass mark of 70-80% is expected in general, reflecting the need to be competent in the practical skills being tested. Automatic Evaluation Testing, which has been introduced in several European countries, is often knowledge-based or based on task simulations. Again a high pass mark of 70-80% is expected, reflecting the need for the candidate to illustrate sound knowledge and competence in the practical skills being tested.

Please refer to the ECDL marking guidelines for EQTB Version 3.0 for further information with respect to the marking schemes employed in the manual and automatic evaluation EQTB's for Syllabus Version 3.0.

1.6.5 Deployment of the ECDL

The ECDL is deployed and monitored by the European Computer Driving Licence Foundation (ECDL-F). In order to maintain the ECDL standard, all countries must have an Organisation authorised by the ECDL Foundation to monitor that all the tests are based on the ECDL Syllabus. The education and examination procedures can differ between countries, however the ECDL Foundation requires that a valid and well-defined examination process together with a reliably operated testing process be in place at all approved Test Centres. The process of awarding an ECDL is audited by the ECDL Foundation to maintain the standard.

The ECDL is based on the standard ECDL Syllabus written in English. The Syllabus defines the areas of knowledge and practical competencies required in the ECDL. The standard test is localised for use in different countries, while using the same Syllabus and therefore documenting the same level of knowledge and competence in computing. The process of authorising a localised EQTB is audited and recorded by the ECDL Foundation.

The ECDL dissemination programme differs from most national or international education programmes, since it is based on a standard test or examination instead of a standardized teaching approach. The ECDL always certifies the some standard of knowledge and competence, irrespective of a person's nationality, education, age or sex. An ECDL that is certified in one country is valid in another.

1.6.6 The ECDL Product

The ECDL Product, for the user, consists of two physical items: the European Computer Driving Licence itself and the European Computer Skills Card (ECSC) which is an official record of the tests passed so far. ECDL Start is a certificate which may be awarded after any four modules have been passed within an ECDL test programme.

The European Computer Driving Licence (ECDL) is the certificate that attests to the holder's ability to use a personal computer and common computer applications, and states that he or she has been tested according to the ECDL standard and the authorised ECDL Syllabus. The ECDL is an internationally accepted document and has a similar format throughout Europe.

For the candidate, gaining a complete ECDL builds around the European Computer Skills Card (ECSC). The candidate will obtain a Skills Card before taking the first test. A Skills Card is an official form that is used to record each test successfully completed. As he or she passes each test, the Skills Card will be updated. When all seven tests have been passed, the candidate will be eligible for a European Computer Driving Licence. The candidate or the Test Centre sends the completed ECSC to the country's national ECDL office where it will be exchanged for a European Computer Driving Licence.

The modules can be taken in any sequence and the tests can be taken in different Test Centres and indeed in different countries. An ECDL or an ECSC that is granted in one country is valid in another. Both the ECDL and the ECSC are internationally recognised certificates.

1.7 ECDL Syllabus Version 3.0 Implementation

ECDL European Question and Test Base (EQTB) Version 3.0 for Manual Test Evaluation is available for use from the end of November 1999. New ECDL candidates are encouraged to start with Version 3.0 from January 2000. ECDL European Question and Test Base (EQTB) Version 1.5 for Manual Test Evaluation (MTE) will exist in parallel with Version 3.0 until 1st October 2000.

1.8 Evolution in Syllabus Version 3.0

The knowledge and practical skills covered by the ECDL Syllabus Version 3.0 are no broader and the level of difficulty no greater than Version 1.5 of the Syllabus. There has been some evolution in the Syllabus to follow market trends. What has changed is the style and the presentation format - more detail has been presented and there is more precision. Syllabus Version 3.0 makes more explicit what was implicit in Syllabus Version 1.0 and Syllabus Version 1.5.

1.9 The ECDL Modules

The following is a description of the ECDL Syllabus modules. Each module is presented as a description of the goals of that module followed by a detailed description of the Knowledge Areas and Skill Sets covered.

Module I - Basic Concepts of Information Technology (IT)

The following is the Syllabus for Module 1, *Basic Concepts of Information Technology (IT)*, which is the basis for the theoretical test. The module consists of eight categories and the test will contain questions from all of the categories.

Module Goals

Module 1 *Basic Concepts of Information Technology (IT)*, requires the candidate to know about the physical make-up of a personal computer and understand some of the concepts of Information Technology (IT) such as data storage and memory, the context for computer-based software applications in society, and the uses of information networks within computing. The candidate shall also appreciate how IT systems are found in everyday situations; and how personal computers can affect health. The candidate shall be aware of some of the security and legal issues associated with computers.

	Category	Knowledge Area	Ref.	Knowledge Item
1.1	Getting Started	1.1.1 <i>Hardware/ Software Information Technology</i>	1.1.1.1	Understand the basic concepts of hardware, software and Information Technology (IT)
		1.1.2 <i>Types of Computer</i>	1.1.2.1	Understand and distinguish between mainframe computer, minicomputer, network computer, personal computer, and laptop computer in terms of capacity, speed, cost, and typical users. Understand the terms intelligent and dumb terminal.
		1.1.3 <i>Main Parts of a Personal Computer</i>	1.1.3.1	Know the main parts of a personal computer the central processing unit (CPU), the hard disk, common input/output devices, types of memory, removable storage devices, such as diskette, zip disc, CD-ROM etc. Understand the term peripheral device.
1.2	Hardware	1.2.1 <i>Central Processing Unit</i>	1.2.1.1	Understand the term central processing unit (CPU) and know what the CPU does - calculations, logic control, immediate access memory etc. Know that the speed of the CPU is measured in megahertz (MHz).
		1.2.2 <i>Input Devices</i>	1.2.2.1	Know some of the main devices for inputting data into a computer such as mice, keyboards, trackballs, scanners, touchpads, light pens, joysticks etc.

Category	Knowledge Area	Ref.	Knowledge Item
	<i>1.2.3 Output Devices</i>	1.2.3.1	Know the most common output devices for displaying the results of processing carried out by a computer, e.g. various visual display units (VDU's), screens or monitors, printers such as those commonly available, plotters, speakers, speech synthesisers etc. Know where and how these devices are used.
1.3 Storage	<i>1.3.1 Memory Storage Devices</i>	1.3.1.1	Compare the main types of memory storage device in terms of speed, cost and capacity e.g. internal/external hard disk, zip disk, data cartridges, CD-ROM, diskette etc.
	<i>1.3.2 Types of Memory</i>	1.3.2.1	Understand different types of computer memory: e.g. RAM (random-access memory), ROM (read-only memory). Understand when they are used.
	<i>1.3.3 Measuring Memory</i>	1.3.3.1	Know how computer memory is measured; (bit, byte, KB, MB, GB). Relate computer memory measurements to characters, fields, records, files and directories/folders.
	<i>1.3.4 Computer Performance</i>	1.3.4.1	Know some of the factors that impact on a computer's performance, e.g. CPU speed, RAM size, hard disk speed and capacity.
1.4 Software	<i>1.4.1 Types of Software</i>	1.4.1.1	Know the meaning of the terms; operating systems software and applications software. Understand the distinction between them.
	<i>1.4.2 Operating System Software</i>	1.4.2.1	Understand the main functions of an operating system. Understand the term Graphical User Interface (GUI) and give examples, be aware of the main advantages of using a GUI interface.
	<i>1.4.3 Applications Software</i>	1.4.3.1	List some common software applications together with their uses, e.g. word processing applications, spreadsheets, database, payroll, presentation tools, desktop publishing and multimedia applications
	<i>1.4.4 Systems Development</i>	1.4.4.1	Understand how computer-based systems are developed. Know about the process of research, analysis, programming and testing often used in developing computer based systems.
1.5 Information Networks	<i>1.5.1 LAN and WAN</i>	1.5.1.1	Know the definitions of local area networks (LAN) and wide area networks (WAN). Know about the advantages of group working and sharing resources over a network.

Category	Knowledge Area	Ref.	Knowledge Item
	<i>1.5.2 The Telephone Network in Computing</i>	1.5.2.1	Understand the use of the telephone network in computing. Understand the terms Public Switched Data network (PSDN), Integrated Service Digital Network (ISDN), satellite communications. Understand the terms fax telex, modem, digital, analogue, baud, (measured in bps – bits per second).
	<i>1.5.3 Electronic Mail</i>	1.5.3.1	Understand the term electronic mail and know the uses of e-mail. Understand what is needed to send and receive e-mail. Detail some of the information and communications technology (ICT) equipment needed to use e-mail.
	<i>1.5.4 The Internet</i>	1.5.4.1	Know what the Internet is. Understand the concept of the Internet and some of its main uses. Understand the economics of Internet mail systems relative to other mail delivery methods. Know what a search engine is. Understand the distinction between the Internet and the World Wide Web (WWW).
1.6	Computers in Everyday Life		
	<i>1.6.1 Computers in the Home</i>	1.6.1.1	Know some of the uses of the PC at home e.g. hobbies, household accounts, working from home, projects and homework, using e-mail and the Internet.
	<i>1.6.2 Computers at Work or in Education</i>	1.6.2.1	Know the uses of office applications; give examples of the types of computer-based systems used in business, industry, government and education. Be aware of where a computer might be more appropriate than a person for carrying out a task and where not.
	<i>1.6.3 Computers in Daily Life</i>	1.6.3.1	Be aware of the uses of computers in everyday life e.g. in supermarkets or libraries, at the doctor's surgery, the use of smart cards etc.
1.7	IT and Society		
	<i>1.7.1 A Changing World</i>	1.7.1.1	Understand the terms Information Society and Information Superhighway. Know some of the implications of the Year 2000 issue (Y2K). Understand the concept of Electronic Commerce.
	<i>1.7.2 A Good Workspace</i>	1.7.2.1	Understand what elements and practices can help create a good working environment e.g. frequent breaks away from the computer, appropriate positioning of screens, chairs and keyboards, provision of adequate lighting and ventilation.

Category	Knowledge Area	Ref.	Knowledge Item
	<i>1.7.3 Health and Safety</i>	1.7.3.1	Be aware of Health and Safety precautions when using a computer like ensuring that power cables are safely secured, and that power points are not overloaded. Know about injuries common in a bad working environment e.g. repetitive strain injury (RSI), eye strain caused by screen glare, problems associated with bad posture.
1.8 Security, Copyright and the Law	<i>1.8.1 Security</i>	1.8.1.1	Know about the purpose and value of backing store of computer files to removable storage devices. Know how to protect a personal computer against intrusion. Know about privacy issues associated with personal computers, e.g. protecting the computer, adopting good password policies. Know what happens to your data and files if there is a power cut.
	<i>1.8.2 Computer Viruses</i>	1.8.2.1	Understand the term virus when used in computing. Be aware how viruses can enter a computer system. Understand the dangers of downloading files onto your computer. Know about some anti-virus measures.
	<i>1.8.3 Copyright</i>	1.8.3.1	Understand software copyright and some of the main security and legal issues associated with copying, sharing and lending diskettes. Understand some of the implications of transferring files across a network. Understand the terms shareware, freeware and user licences.
	<i>1.8.4 Data Protection Act</i>	1.8.4.1	Know the Data Protection Act in your country. Understand the implications of the Data Protection Act. Describe some of the uses of personal data.

Module 2 - Using the Computer and Managing Files

The following is the Syllabus for Module 2, *Using the Computer and Managing Files*, which provides the basis for the practice-based test in this module domain.

Module Goals

Module 2 *Using the Computer and Managing Files*, requires the candidate to demonstrate knowledge and competence in using the basic functions of a personal computer and its operating system. The candidate shall be able to operate effectively within the desktop environment. He or she shall be able to manage and organise files and directories/folders and know how to copy, move and delete files and directories/folders. The candidate shall demonstrate the ability to work with desktop icons and to manipulate windows. The candidate shall demonstrate the ability to use search features, simple editing tools and print management facilities available within the operating system.

Category	Knowledge Area	Ref	Knowledge Item
2.1	Getting Started	2.1.1 <i>First Steps with the Computer</i>	2.1.1.1 Start the Computer.
			2.1.1.2 Shut down the computer properly.
			2.1.1.3 Restart the computer.
			2.1.1.4 View the computer's basic system information e.g. the operating system, processor type, installed RAM (random-access memory) etc.
			2.1.1.5 View the computer's desktop configuration: date & time, volume settings, desktop display options (e.g. background options, screen settings, screen saver options etc.)
			2.1.1.6 Be able to format a diskette.
			2.1.1.7 Use available Help functions.
2.2	Desktop Environment	2.2.1 <i>Work with Icons</i>	2.2.1.1 Select and move desktop icons. Recognise basic desktop icons such as hard disk, directory tree, directories/folders and files, recycle bin/wastebasket. Create a desktop shortcut icon or a desktop menu alias.
			2.2.2 <i>Work with Windows</i>

Category	Knowledge Area	Ref	Knowledge Item
		2.2.2.2	Understand how to reduce a desktop window, how to enlarge a desktop window, how to resize and scale a desktop window, how to close a desktop window.
		2.2.2.3	Recognise the different parts of an applications window: title bar, toolbar, menu bar, status bar, scroll bar etc. Move windows on the desktop.
		2.2.2.4	Understand how to reduce an applications window, how to enlarge an applications window, how to re-size and scale an applications window, how to close an applications window. Move between open windows.
2.3	Organising Files		
	2.3.1 <i>Directories / Folders</i>	2.3.1.1	Understand the basic directory and folder structure on the computer.
		2.3.1.2	Create a directory/folder and a further subdirectory and sub-folder.
		2.3.1.3	Examine a directory/folder. View some of the directory/folder attributes : name, size, date when last updated etc.
		2.3.1.4	Be able to recognise the most widely used types of files in a directory/folder e.g. word processing files, spreadsheet files, database files, presentation files, rich text format (RTF) files, image files etc.
		2.3.1.5	View file attributes e.g. name, size, file type, date last modified etc.
		2.3.1.6	Re-name files and directories/folders.
	2.3.2 <i>Copy, Move, Delete</i>	2.3.2.1	Select a file individually or as part of an adjacent or non-adjacent group.
		2.3.2.2	Copy and Paste files within directories/folders to make a duplicate copy.
		2.3.2.3	Make backup copies of data onto a diskette.
		2.3.2.4	Use Cut and Paste functions to move files within directories/folders.
		2.3.2.5	Delete files from one or more directories/folders.
		2.3.2.6	Delete selected directories/folders.
	2.3.3 <i>Searching</i>	2.3.3.1	Use the Find tool to locate a file or a directory/folder.

Category	Knowledge Area	Ref	Knowledge Item
		2.3.3.2	Search by name, date created, file or directory/folder type etc.
2.4	Simple Editing	2.4.1	<i>Use a Text Editing Application</i>
		2.4.1.1	Launch an editing application or a word processing program and create a file.
		2.4.1.2	Save the file to a directory/folder.
		2.4.1.3	Save the file onto a diskette.
		2.4.1.4	Close the editing application.
2.5	Print Management	2.5.1	<i>Printing</i>
		2.5.1.1	Be able to print from an installed printer.
		2.5.1.2	Change the default printer from an installed printer list.
		2.5.1.3	View a print job's progress from a desktop print manager.

Module 3 - Word Processing

The following is the Syllabus for Module 3, *Word Processing*, which provides the basis for the practice-based test in this module domain.

Module Goals

Module 3 *Word Processing*, requires the candidate to demonstrate the ability to use a word processing application on a personal computer. He or she shall understand and be able to accomplish basic operations associated with creating, formatting and finishing a word processing document ready for distribution. The candidate shall demonstrate competence in using some of the more advanced features associated with word processing applications such as creating standard tables, using pictures and images within a document, importing objects and using mail merge tools.

Category	Knowledge Area	Ref	Knowledge Item
3.1 Getting Started	3.1.1 <i>First Steps with Word Processing</i>	3.1.1.1	Open a word processing application.
		3.1.1.2	Open an existing document – make some modifications and save.
		3.1.1.3	Open several documents.
		3.1.1.4	Create a new document and save.
		3.1.1.5	Save an existing document onto the hard disk or onto a diskette.
		3.1.1.6	Close the document.
		3.1.1.7	Use application Help functions.
		3.1.1.8	Close the word processing application.
	3.1.2 <i>Adjust Basic Settings</i>	3.1.2.1	Change page display modes.
		3.1.2.2	Use the page view magnification tool/zoom tool.
		3.1.2.3	Modify the toolbar display.
	3.1.3 <i>Document Exchange</i>	3.1.3.1	Save an existing document under another file format: txt file, Rich Text Format (rtf), document template, software type or version number etc.
		3.1.3.2	Save a document in a format appropriate for posting to a Website.

Category	Knowledge Area	Ref	Knowledge Item	
3.2 Basic Operations	<i>3.2.1 Insert Data</i>	3.2.1.1	Insert a character, word, sentence, or small amount of text.	
		3.2.1.2	Use undo command.	
		3.2.1.3	Insert a new paragraph.	
		3.2.1.4	Insert special characters/symbols.	
		3.2.1.5	Insert a page break into a document.	
	<i>3.2.2 Select Data</i>	3.2.2.1	Select character, word, sentence, paragraph or entire document.	
		<i>3.2.3 Copy, Move, Delete</i>	3.2.3.1	Use Copy and Paste tools to duplicate text within a document. Use Cut and Paste tools to move text within a document.
			3.2.3.2	Copy and move text between active documents.
	3.2.3.3		Delete text.	
	<i>3.2.4 Search & Replace</i>	3.2.4.1	Use the search command for a word or phrase within a document.	
		3.2.4.2	Use the replace command for a word or phrase within a document.	
	3.3 Formatting	<i>3.3.1 Text Formatting</i>	3.3.1.1	Change fonts: size and types.
			3.3.1.2	Use italics, boldening, underlining.
			3.3.1.3	Apply different colours to text.
			3.3.1.4	Use alignment and justification options.
			3.3.1.5	Use hyphenation where appropriate.
3.3.1.6			Indent text.	
3.3.1.7			Change line spacing.	
3.3.1.8			Copy the formatting from a selected piece of text.	
<i>3.3.2 General Formatting</i>		3.3.2.1	Use and set tabs : left, right, centre, decimal.	
		3.3.2.2	Add borders to a document.	
		3.3.2.3	Use lists (bulleted and numbered).	

Category	Knowledge Area	Ref	Knowledge Item
	<i>3.3.3 Templates</i>	3.3.3.1	Choose an appropriate document template for use in a specified task.
		3.3.3.2	Work within a template on a specified task.
3.4 Finishing a Document	<i>3.4.1 Styles and Pagination</i>	3.4.1.1	Apply existing styles to a document.
		3.4.1.2	Insert page numbering in a document.
	<i>3.4.2 Headers & Footers</i>	3.4.2.1	Add Headers and Footers to a document.
		3.4.2.2	Insert date, author, page numbers etc. in Headers and Footers.
		3.4.2.3	Apply basic text format options in Headers and Footers.
		3.4.2.4	Apply basic text format options in Headers and Footers.
	<i>3.4.3 Spelling & Grammar</i>	3.4.3.1	Use a spell-check program and make changes where necessary.
		3.4.3.2	Use grammar tool and make changes where necessary.
	<i>3.4.4 Document Setup</i>	3.4.4.1	Modify document setup: page orientation, page size etc.
		3.4.4.2	Modify document margins.
3.5 Printing	<i>3.5.1 Prepare to Print</i>	3.5.1.1	Preview a document.
		3.5.1.2	Use basic print options.
		3.5.1.3	Print a document from an installed printer.
3.6 More Advanced Features	<i>3.6.1 Tables</i>	3.6.1.1	Create standard tables.
		3.6.1.2	Change cell attributes: formatting, cell size, colour etc.
		3.6.1.3	Insert and delete columns and rows.
		3.6.1.4	Add borders to a table.
		3.6.1.5	Use the automatic table formatting tool.

Category	Knowledge Area	Ref	Knowledge Item
	<i>3.6.2 Pictures & Images</i>	3.6.2.1	Add an image or graphics file to a document.
		3.6.2.2	Add autoshapes to a document: change line colours, change autoshape fill colours.
		3.6.2.3	Move images or drawn objects within a document.
		3.6.2.4	Re-size a graphic.
	<i>3.6.3 Importing Objects</i>	3.6.3.1	Import a spreadsheet into a document.
		3.6.3.2	Import an image file, chart or graph into a document.
	<i>3.6.4 Mail Merge</i>	3.6.4.1	Create a mailing list or other data file for use in a Mail Merge.
		3.6.4.2	Merge a mailing list with a letter document or a label document.

Module 4 - Spreadsheets

The following is the Syllabus for Module 4, *Spreadsheets*, which provides the basis for the practice-based test in this module domain.

Module Goals

Module 4 *Spreadsheets*, requires the candidate to understand the basic concepts of spreadsheets and to demonstrate the ability to use a spreadsheet application on a personal computer. He or she shall understand and be able to accomplish basic operations associated with developing, formatting and using a spreadsheet. The candidate shall be able to accomplish standard mathematical and logical operations using basic formulas and functions. The candidate shall demonstrate competence in using some of the more advanced features of a spreadsheet application such as importing objects, and creating graphs and charts.

Category	Knowledge Area	Ref	Knowledge Item
4.1	4.1.1 <i>First Steps with Spreadsheets</i>	4.1.1.1	Open a spreadsheet application.
		4.1.1.2	Open an existing spreadsheet – make some modifications and save.
		4.1.1.3	Open several spreadsheets.
		4.1.1.4	Create a new spreadsheet and save.
		4.1.1.5	Save an existing spreadsheet onto the hard disk or diskette.
		4.1.1.6	Close the spreadsheet.
		4.1.1.7	Use application Help functions.
		4.1.1.8	Close the spreadsheet application.
	4.1.2 <i>Adjust Basic Settings</i>	4.1.2.1	Change spreadsheet view mode.
		4.1.2.2	Use the page view magnification tool / zoom tool.
		4.1.2.3	Modify toolbar display.
	4.1.3 <i>Document Exchange</i>	4.1.3.1	Save an existing spreadsheet under another file format: txt file, document template, software type or version number etc.
		4.1.3.2	Save a document in a format appropriate for posting to a Website.

Category	Knowledge Area	Ref	Knowledge Item
4.2 Basic Operations	<i>4.2.1 Insert Data</i>	4.2.1.1	Enter numbers in a cell.
		4.2.1.2	Enter text in a cell.
		4.2.1.3	Enter symbols or special characters in a cell.
		4.2.1.4	Enter simple formulas in a cell.
		4.2.1.5	Use the undo command.
	<i>4.2.2 Select Data</i>	4.2.2.1	Select a cell or range of adjacent or non-adjacent cells.
		4.2.2.2	Select a row or column. Select a range of adjacent or non-adjacent rows or columns.
	<i>4.2.3 Copy, Move, Delete</i>	4.2.3.1	Use the Copy and Paste tools to duplicate cell contents in another part of a worksheet.
		4.2.3.2	Use the Cut and Paste tools to move cell contents within worksheet.
		4.2.3.2	Move cell contents between active worksheets.
		4.2.3.4	Move cell contents between active spreadsheets.
		4.2.3.5	Delete cell contents in a selected cell range.
	<i>4.2.4 Search and Replace</i>	4.2.4.1	Use the search command for specified cell content.
		4.2.4.2	Use the replace command for specified cell content.
	<i>4.2.5 Rows and Columns</i>	4.2.5.1	Insert rows and columns.
		4.2.5.2	Modify column width and row height.
		4.2.5.3	Delete selected rows or columns.
	<i>4.2.6 Sort Data</i>	4.2.6.1	Sort selected data in ascending or descending numeric order.
		4.2.6.2	Sort selected data in ascending or descending alphabetic order.

Category	Knowledge Area	Ref	Knowledge Item	
4.3 Formulas and Functions	<i>4.3.1 Arithmetic and Logical Formulas</i>	4.3.1.1	Use basic arithmetic and logical formulas in a spreadsheet addition, subtraction, multiplication, division.	
		4.3.1.2	Recognise standard error messages associated with formulas.	
		4.3.1.3	Use the autofill tool/copy handle tool to copy or increment data entries.	
		4.3.1.4	Understand and use relative cell referencing in formulas or functions.	
		4.3.1.5	Understand and use absolute cell-referencing in formulas or functions.	
	<i>4.3.2 Working with Functions</i>	4.3.2.1	Use the sum function.	
		4.3.2.2	Use the average function.	
	4.4 Formatting	<i>4.4.1 Format Cells - Numbers</i>	4.4.1.1	Format cells to display different number styles: number of decimal places, number of zeros after the decimal point, with or without commas to indicate thousands.
			4.4.1.2	Format cells to display different date styles.
			4.4.1.3	Format cells to display different currency symbols.
4.4.1.4			Format cells to display numbers as percentages,	
<i>4.4.2 Format Cells - Text</i>		4.4.2.1	Change text size. Format text: bold, italic, font type.	
		4.4.2.2	Change text font colour.	
		4.4.2.3	Adjust text orientation.	
<i>4.4.3 Format Cells – Cell Ranges</i>		4.4.3.1	Centre and align cell contents in a selected cell range: left and right, top and bottom.	
		4.4.3.2	Add border effects to a selected cell range.	
<i>4.4.4 Spelling</i>		4.4.4.1	Use a spell-check program and make changes where necessary.	
<i>4.4.5 Document Setup</i>		4.4.5.1	Modify document margin settings.	
		4.4.5.2	Adjust document setup to fit one page.	
		4.4.5.3	Add a Header and Footer.	

Category	Knowledge Area	Ref	Knowledge Item
		4.4.5.4	Change document orientation – portrait or landscape, page size etc.
4.5	Printing	<i>4.5.1 Printing simple spreadsheet documents</i>	4.5.1.1 Use basic print options.
		4.5.1.2	Preview a spreadsheet.
		4.5.1.3	Print a spreadsheet or a worksheet.
		4.5.1.4	Print part of a worksheet or a pre-defined cell range.
4.6	More Advanced Features	<i>4.6.7 Importing Objects</i>	4.6.1.1 Import objects into a spreadsheet: image files, graphs, text files etc.
		4.6.1.2	Move and resize imported objects within a spreadsheet.
		<i>4.6.2 Charts and Graphs</i>	4.6.2.1 Produce different types of charts and graphs from spreadsheet figures to analyse data, e.g. pie charts, column charts, bar charts.
		4.6.2.2	Edit or modify a chart or graph: add a title or label, change the scale. Modify the colours in the chart or graph.
		4.6.2.3	Change the chart type.
		4.6.2.4	Move and delete charts or graphs.

Module 5 - Database

The following is the Syllabus for Module 5, *Database*, which is the basis for the practice-based test on Databases. The module consists of two sections; the first section involves setting up a new database, and the second involves using an existing database to retrieve and display required information.

Module Goals

Module 5 *Database*, requires the candidate to understand the basic concepts of databases and demonstrate the ability to use a database on a personal computer. The module is divided in two sections; the first section tests the candidate's ability to design and plan a simple database using a standard database package; the second section requires the candidate to demonstrate that he or she can retrieve information from an existing database by using the query, select and sort tools available in the database. The candidate shall also be able to create and modify reports.

	Category	Knowledge Area	Ref	Knowledge Item			
5.1	Getting Started	5.1.1 <i>First Steps with Databases</i>	5.1.1.1	Open a database application.			
			5.1.1.2	Open an existing database with default layout.			
			5.1.1.3	Modify a record within an existing database and save.			
			5.1.1.4	Save a database onto the hard disk or a diskette.			
			5.1.1.5	Close the database.			
			5.1.1.6	Use application Help functions.			
		5.1.2 <i>Adjust Basic Settings</i>	5.1.2.1	Change viewing modes.			
			5.1.2.2	Modify toolbar display.			
			5.2	Create a Database	5.2.1 <i>Basic Operations</i>	5.2.1.1	Design and plan a database.
						5.2.1.2	Create a table with fields and attributes.
						5.2.1.3	Navigate throughout a table.
						5.2.1.4	Enter data in a table.
5.2.2 <i>Define Keys</i>	5.2.2.1	Define a primary key.					

Category	Knowledge Area	Ref	Knowledge Item
		5.2.2.2	Set up an index.
	5.2.3 <i>Table Design</i>	5.2.3.1	Modify table layout attributes.
		5.2.3.2	Modify field attributes.
	5.2.4 <i>Updating a Database</i>	5.2.4.1	Modify data in a table.
		5.2.4.2	Delete data in a table.
		5.2.4.3	Add records to the database.
		5.2.4.4	Delete records in the database.
5.3	Use of Forms	5.3.1 <i>Create a Form</i>	5.3.1.1 Create a simple form.
			5.3.1.2 Enter data into the database using simple forms.
	5.3.2 <i>Modify Form Layout</i>	5.3.2.1	Format text
		5.3.2.2	Change background colours in form layout.
		5.3.2.3	Import an image or graphics file into a form.
		5.3.2.4	Change arrangement of objects within form layout.
5.4	Retrieve Information	5.4.1 <i>Basic Operations</i>	5.4.1.1 Load or log onto an existing database.
			5.4.1.2 Find a record based on given criteria.
			5.4.1.3 Create a simple query.
			5.4.1.4 Create a query with multiple criteria.
			5.4.1.5 Save a query.
			5.4.1.6 Add filters.
			5.4.1.7 Remove filters.
	5.4.2 <i>Refine a Query</i>	5.4.2.1	Add fields to a query.
		5.4.2.2	Remove fields from a query.
	5.4.3 <i>Select and Sort</i>	5.4.3.1	Select and sort data based on given criteria.
		5.4.3.2	Select and sort data based on common logical operators.

Category	Knowledge Area	Ref	Knowledge Item
5.5	Reporting	<i>5.5.1 Create Reports</i>	5.5.1.1 Present selected data in a particular sequence on and in reports.
			5.5.1.2 Modify a report.
			5.5.1.3 Create and customise Headers and Footers.
			5.5.1.4 Group data in a report-totals, sub-totals etc.

Module 6 - Presentation

The following is the Syllabus for Module 6, *Presentation*, which is the basis for the practice-based test on Presentation.

Module Goals

Module 6 *Presentation*, requires the candidate to demonstrate competence in using presentation tools on a personal computer. The candidate shall be able to accomplish basic tasks such as creating, formatting and preparing presentations for distribution and display. The candidate shall demonstrate the ability to create a variety of presentations for different target audiences or situations. The candidate shall demonstrate the ability to accomplish basic operations with graphics and charts and to use various slide show effects.

	Category	Knowledge Area	Ref	Knowledge Item
6.1	Getting Started	6.1.1 <i>First Steps with Presentation Tools</i>	6.1.1.1	Open a presentation application.
			6.1.1.2	Open an existing presentation document make some modifications and save.
			6.1.1.3	Open several documents.
			6.1.1.4	Save an existing presentation onto the hard disk or a diskette.
			6.1.1.5	Close the presentation document.
			6.1.1.6	Use available Help functions.
			6.1.1.7	Close the presentation application.
		6.1.2 <i>Adjust Basic Settings</i>	6.1.2.1	Change display modes.
			6.1.2.2	Use page view magnification tool/zoom tool.
			6.1.2.3	Modify toolbar display.
		6.1.3 <i>Document Exchange</i>	6.1.3.1	Save an existing presentation under another file format: Rich Text Format (rtf), presentation template, image file format, software type or version number etc.
			6.1.3.2	Save a presentation in a format appropriate for posting to a Website.

Category	Knowledge Area	Ref	Knowledge Item
6.2 Basic Operations	<i>6.2.1 Create a Presentation</i>	6.2.1.1	Create a new presentation.
		6.2.1.2	Choose an appropriate automatic slide layout format for individual slides e.g. title slide, organisational chart, chart and text, bulleted lists etc.
		6.2.1.3	Modify slide layout.
		6.2.1.4	Add text.
		6.2.1.5	Add an image from an image library.
		6.2.1.6	Use a master slide.
	<i>6.2.2 Copy, Move, Delete – Text</i>	6.2.2.1	Use the Copy and Paste tools to duplicate text within the presentation or active presentations.
		6.2.2.2	Use the Cut and Paste tools to move text within the presentation or active presentations.
		6.2.2.3	Delete selected text.
	<i>6.2.3 Copy, Move, Delete – Images</i>	6.2.3.1	Use the Copy and Paste tools to duplicate an image within the presentation or active presentations.
		6.2.3.2	Use the Cut and Paste tools to move an image within the presentation or active presentations.
		6.2.3.3	Delete an image.
	<i>6.2.4 Copy, Move, Delete – Slides</i>	6.2.4.1	Use the Copy and Paste tools to duplicate a slide within the presentation or active presentations.
		6.2.4.2	Use the Cut and Paste tools to move a slide within the presentation or active presentations.
		6.2.4.3	Re-order slides within the presentation.
		6.2.4.4	Delete a slide/slides within the presentation.

	Category	Knowledge Area	Ref	Knowledge Item
6.3	Formatting	<i>6.3.1 Format Text</i>	6.3.1.1	Change font type.
			6.3.1.2	Apply italics, bold, underlining and case changes to text.
			6.3.1.3	Apply shadow to text, use sub-script and super-script.
			6.3.1.4	Apply different colours to text font.
			6.3.1.5	Centre text, align text: left and right, top and bottom,
			6.3.1.6	Adjust line spacing.
			6.3.1.7	Change the type of bullets / numbers in a list.
		<i>6.3.2 Modify Text Boxes</i>	6.3.2.1	Re-size and move text box within a slide.
			6.3.2.2	Set line weights, style and colours of a text box.
6.4	Graphics and Charts	<i>6.4.1 Drawn Objects</i>	6.4.1.1	Add different types of line to a slide.
			6.4.1.2	Move lines in a slide.
			6.4.1.3	Change line colour/modify line width.
			6.4.1.4	Add various forms of shape; boxes, circles etc. to a slide. Add a free drawn line.
			6.4.1.5	Rotate or flip a drawn object in a slide.
			6.4.1.6	Change the attributes of the shape; colour in the shape, change the line type.
			6.4.1.7	Apply shadow to a shape.
		<i>6.4.2. Charts</i>	6.4.2.1	Create an organisational chart.
			6.4.2.2	Modify the structure of an organisational chart.
			6.4.2.3	Create different kinds of charts; bar chart, pie chart etc.

Category	Knowledge Area	Ref	Knowledge Item
	<i>6.4.3 Images & Other Objects</i>	6.4.3.1	Import images from other files.
		6.4.3.2	Resize and move an image in a slide.
		6.4.3.3	Import other objects: text, spreadsheet, table, chart or graphic files to slide.
		6.4.3.4	Copy an imported object to a master slide.
		6.4.3.5	Add border effects to an object.
6.5	Printing and Distribution	<i>6.5.1 Slide Setup</i>	6.5.1.1 Select appropriate output format for slide presentation; overhead, handout, 35mm slides, on-screen show.
		6.5.1.2	Change slide orientation landscape or portrait.
	<i>6.5.2 Prepare for Distribution</i>	6.5.2.1	Add notes for the presenter to slides.
		6.5.2.2	Number the slides.
		6.5.2.3	Use spell-check program and make changes where necessary.
	<i>6.5.3 Printing</i>	6.5.3.1	Preview the presentation document in slide, outline, slide sorter, or notes view.
		6.5.3.2	Print slides in various views and output formats.
6.6	Slide Show Effects	<i>6.6.1 Preset Animation</i>	6.6.1.1 Add preset animation effects to slides.
		6.6.1.2	Change preset animation effects.
	<i>6.6.2 Transitions</i>	6.6.2.1	Add slide transition effects.
6.7	View a Slide Show	<i>6.7.1 Delivering a Presentation</i>	6.7.1.1 Start a slide show on any slide.
		6.7.1.2	Use on-screen navigation tools.
		6.7.1.3	Hide slides.

Module 7 - Information and Communication

The following is the Syllabus for Module 7, *Information and Communication*, which is the basis for the practice-based test on Information and Communication. The module consists of two sections, the first covering the use of the Internet and information searching, the second covering the use of electronic mail.

Module Goals

Module 7 *Information and Communication*, is divided in two sections. The first section, *Information*, requires the candidate to accomplish Web search tasks using a Web browser application and available search engine tools, to bookmark search results and to print Web pages and search reports. The second section, *Communication*, requires the candidate to demonstrate their ability to use electronic mail software to send and receive messages, to attach documents or files to a message and to organise and manage message folders or directories within electronic mail software.

Category	Knowledge Area	Ref	Knowledge Item
7.1 Getting Started	7.1.1 <i>First Steps with the Internet</i>	7.1.1.1	Open a Web browsing application.
		7.1.1.2	Understand the make-up and structure of a Web address.
		7.1.1.3	Display a given Web page.
		7.1.1.4	Change the Web browser Home Page / Startpage.
		7.1.1.5	Save a Web page as a file.
		7.1.1.6	Use application Help functions.
		7.1.1.7	Close the Web browsing application.
	7.1.2 <i>Adjust Basic Settings</i>	7.1.2.1	Change view / display modes.
		7.1.2.2	Modify toolbar display.
		7.1.2.3	Display images on Web page.
		7.1.2.4	Do not load image files onto Web page.

	Category	Knowledge Area	Ref	Knowledge Item
7.2	Web Navigation	<i>7.2.1 Accessing a Web Address</i>	7.2.1.1	Open a URL (Uniform Resource Locator) and collect data.
			7.2.1.2	Open hyperlink or an image link and return to original page.
			7.2.1.3	Browse a specified site and collect data.
7.3	Web Searching	<i>7.3.1 Using a Search Engine</i>	7.3.1.1	Define search requirements.
			7.3.1.2	Use a key word in a search.
			7.3.1.3	Use common logical operators in a search.
		<i>7.3.2 Printing</i>	7.3.2.1	Modify page setup options.
			7.3.2.2	Print a Web page using basic print options.
			7.3.2.3	Present a search report as a printed document.
7.4	Bookmarks	<i>7.4.1 Create a Bookmark</i>	7.4.1.1	Open a bookmarked Web page.
			7.4.1.2	Bookmark a Web page.
			7.4.1.3	Add Web pages to bookmark folder.
7.5	Getting Started	<i>7.5.1 First Steps with Electronic Mail</i>	7.5.1.1	Open an electronic mail application.
			7.5.1.2	Open a mail inbox for a specified user.
			7.5.1.3	Open a mail message.
			7.5.1.4	Close the electronic mail application.
			7.5.1.5	Use Online Help functions.
		<i>7.5.2 Adjust Basic Settings</i>	7.5.2.1	Change display modes.
			7.5.2.2	Modify toolbar display.

Category	Knowledge Area	Ref	Knowledge Item
7.6	Messaging	<i>7.6.1 Send a Message</i>	7.6.1.1 Create a new message.
			7.6.1.2 Insert a mail address in the 'mailto' field.
			7.6.1.3 Insert a title in the subject field.
			7.6.1.4 Add an auto-signature to a message.
			7.6.1.5 Use a spell checking tool if available.
			7.6.1.6 Attach a file to a message.
			7.6.1.7 Send a message with high/low priority.
	<i>7.6.2 Copy, Move, Delete</i>	7.6.2.1 Use Copy and Paste tools to duplicate text within a message or to another active message.	
		7.6.2.2 Use Cut and Paste tools to move text within a message or to another active message.	
		7.6.2.3 Use Cut and Paste tools to insert text from another source into a message.	
		7.6.2.4 Delete text in a message.	
		7.6.2.5 Delete a file attachment from a message.	
	<i>7.6.3 Read a Message</i>	7.6.3.1 Collect or open mail.	
		7.6.3.2 Mark/highlight a message in a mail folder.	
		7.6.3.3 Use the mail bin.	
		7.6.3.4 Open and save a file attachment.	
	<i>7.6.4 Reply to a Message</i>	7.6.4.1 Use reply to sender function.	
		7.6.4.2 Use reply to all function.	
		7.6.4.3 Reply with original message insertion.	
		7.6.4.4 Reply without original message insertion.	
7.6.4.5 Forward a message.			

Category	Knowledge Area	Ref	Knowledge Item
7.7 Addressing	<i>7.7.1 Using Address Books</i>	7.7.1.1	Add a mail address to an address list.
		7.7.1.2	Delete a mail address from an address list.
		7.7.1.3	Create a new address list/distribution list.
		7.7.1.4	Update an address book from incoming mail.
	<i>7.7.2 Messages to Several Addresses</i>	7.7.2.1	Reply to a message using a distribution list.
		7.7.2.2	Copy a message to another address.
		7.7.2.3	Use blind copy tool.
		7.8 Message Management	<i>7.8.1 Organising Messages</i>
7.8.1.2	Create a new mail folder.		
7.8.1.3	Delete a message.		
7.8.1.4	Move messages to a new mail folder.		
7.8.1.5	Sort messages by name, by subject, by date etc.		