



# Basic Information & Communications Technology

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The Basic ICT Skills module consists of the fundamental knowledge and skills of using the available ICT tools and equipments in a person's day-to-day activities at the workplace. It establishes participants in the basic terminologies and terms used in the ICT domain. Other topics include the use of the operating system and the internet, responsible and ethical use of the ICT tools and equipment etc. It is an excellent module for building a foundation and appreciation of ICT, for those intending to learn how to use ICT tools and equipment..

## Competency Requirements

Participants will be able to demonstrate that they are capable of:

1. Identify common ICT tools and describe their uses
2. State the various Operating Systems, operate, configure and customize a computer (Windows XP)
3. Utilize basic computer (Window XP) accessories and housekeeping tools
4. Leveraging upon Internet
5. Practise proper and safe use of ICT tool
6. Practise responsible and ethical use of ICT tools

## Target Audience:

This course is suitable for participants at any level with minimal or no knowledge and skills in using ICT tools. It is also relevant to self-employed individuals as a starter course

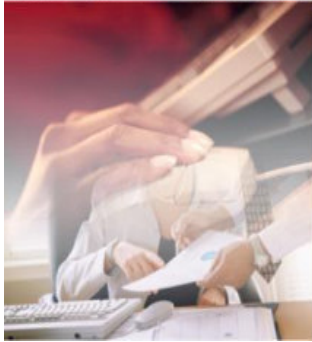
## Assessment:

Formative Assessment will be conducted during class for all participants to qualify for the *Statement of Attainment*. On-Going /Work-based assessment will be implemented\* by Training Vision as a tool to monitor and track Staff Development. The staff will be briefed on the purpose of the various assessments and these assessments will be conducted in a non-threatening manner so as to encourage staff participation and confidence.

\* based on critical mass as online computerized system on competency-based assessment will be used.

## Program Outline:

1. Identify types of computers and common peripherals
  - a. State the components of a computer and explain their uses
  - b. State the peripherals of a computer and explain their uses
  - c. Checking components and peripherals of a computer via 'System Information'
  - d. Explain USB, other connection slots and 'Plug-and-Play' phenomenon
  - e. Connect, install and disconnect peripherals to the computer safely
  - f. Troubleshoot peripheral installation problem
  - g. Explain wireless technology, its benefits and describe devices utilizing wireless technology
2. State the various Operating Systems
  - a. State the various Operating Systems and explain the differences
3. Operate, configure and customize a computer (Windows XP)
  - a. Exercise proper procedure to start, select appropriate OS and shut down
  - b. Explain shortcut keys
  - c. Launch, save and close program
  - d. Access 'My Documents' and 'My Recent Documents'
  - e. Add or Remove Programs and explain implications of NOT exercising proper uninstallation procedure
  - f. Customize languages, Taskbar and Start Menu
  - g. Customize user account and display properties
4. Utilize basic computer (Window XP) accessories and housekeeping tools
  - a. Search
  - b. Access 'Accessories'
5. Leveraging upon Internet
  - a. Differentiate between Intranet and Internet
  - b. Access the Internet via wireless and wired modem
  - c. Describe World Wide Web and URL
  - d. State the various browsers and effectively use the basic features of an Internet Explorer
  - e. State various search engine and perform search
  - f. Sending email via Internet email and Outlook Express
  - g. Downloading and installing applications via CNET
6. Practise proper and safe use of ICT tools
  - a. Describe risks of computing
  - b. Describe preventive measures
7. Practise responsible and ethical use of ICT tools
  - a. Describe the purpose and contents of Computer Misuse Act
  - b. Describe blog and legal implications
  - c. Describe Intellectual Property, licensed, pirated software and freeware
  - d. Describe illegal activities and legal implications
  - e. Practise computer ethics



# Workplace Information & Communications Technology Application

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The Workplace ICT Skills for the operations level staff focuses on basic use of electronic storage media for sharing of resources. The effective use of ICT tools will also be covered such as the conferencing tools, the internet, e-mail communications, office word processing, spreadsheet tools to create simple documents and reports etc. This module will also help the participant identify and resolve workplace related problems with ICT tools within the individual's context and means-based approach vis-à-vis traditional training of similar subject

## Competency Requirements

Participants will need to be able to demonstrate that they are capable of:

1. Utilize electronic storage media for sharing of resources
2. Accomplish tasks via Internet, messaging and conferencing technologies
3. Identify and resolve problems with ICT tools
4. Operate Microsoft Outlook 2003
5. Identify email etiquettes
6. Operate Microsoft Word 2003
7. Operate Microsoft Excel 2003
8. Leverage ICT Tools for business processes (Optional)

## Target Audience:

This course is suitable for **operations level staff**

## Entry Requirements:

The module is ideal for learners who have attended the Basic ICT skills

Module and would like to progress and learn more on the ICT applications at the workplace. It is also relevant for those with some basic knowledge and skills in ICT.

## Training Methodology

On-site training: Lecture, Hands on practices, Written exercise

Post Training: SCORM compliant e-learning

## Assessment:

Formative Assessment will be conducted during class for all participants to qualify for the *Statement of Attainment*. On-Going /Work-based assessment will be implemented\* by Training Vision as a tool to monitor and track Staff Development. The staff will be briefed on the purpose of the various assessments and these assessments will be conducted in a non-threatening manner so as to encourage staff participation and confidence.

\* based on critical mass as online computerized system on competency-based assessment will be used.

## Program Outline:

1. Utilize electronic storage media for sharing of resources
  - a. Identify types of electronic storage media and discuss the benefits of Electronic Filing System (EFS)
  - b. Set up EFS
  - c. Identify internal and external resources for shared files
  - d. Demonstrate sharing of files on a network
  - e. Demonstrate sharing of files using EFS
  
2. Accomplish tasks via Internet, messaging and conferencing technologies
  - a. Perform online transactions
  - b. Downloading and installing applications
    - i. Excel, PowerPoint and Word Viewer
    - ii. Adobe Reader and instiller
    - iii. WinZip
    - iv. White paper (PDF or DOC)
    - v. Messenger
  - c. Accomplish tasks with messaging and conferencing technologies
  
3. Identify and resolve problems with ICT tools
  - a. Identify common problems with a computer system
  - b. Identify steps to resolve problems with a computer system
    - i. System Tools (Backup with mobile disk and 'System Restore')
    - ii. Configure Automatic Updates and Windows Firewall
    - iii. Differentiate between Antivirus scan and Antispyware programs
    - iv. Update anti-virus and anti-spyware scans
  
4. Operate Microsoft Outlook 2003 (Program can be customizable for Lotus Notes)
  - a. State the differences between Outlook Express and Microsoft Outlook
  - b. Personalize and configure Microsoft Outlook
  - c. Utilize Microsoft Outlook Help (continuous learning assignments)
  - d. Utilize and print Calendar
  - e. Utilize and print Contacts
  - f. Utilize and print Tasks
  - g. Utilize Notes
  - h. Send and print email via Microsoft Outlook
    - i. Adding signature
    - ii. Send email
    - iii. Send email via Contacts
    - iv. Send email via Calendar
    - v. Send email via Tasks
  - i. Synchronize Microsoft Outlook with your PDA (Pocket XP)

5. Identify email etiquettes

- a. Describe organization's email policy and how is email monitored
- b. Describe purposes and implications of zipping, attaching and sending email
- c. Writing a concise and polite email
- d. Describe ☺ and other icons in email
- e. Describe spam, how to automate and prevent spam

6. Operate Microsoft Word 2003

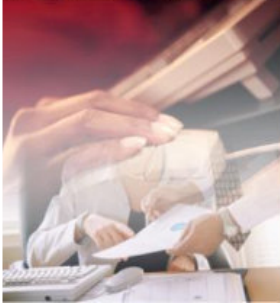
- a. State the differences between WordPad, Notepad and Microsoft Word
- b. Personalize and configure Microsoft Word
- c. Utilize Microsoft Word Help (continuous learning assignments)
- d. Utilize basic functions
- e. Converting Microsoft Word to PDF file and print documents
- f. Editing a shared Word document

7. Operate Microsoft Excel 2003

- a. State the differences between Calculator and Excel
- b. Personalize and configure Microsoft Excel
- c. Utilize Microsoft Excel Help (continuous learning assignments)
- d. Utilize basic functions
- e. Converting Microsoft Excel to PDF file and print documents
- f. Editing a shared Excel document
- g. Explain database concepts and utilize Excel as a database
- h. Build graph

8. Leverage ICT Tools for Business Processes (Optional)

- a. Describe Microsoft Visio
- b. Describe Brain Storming
- c. Utilize Microsoft Visio for Brain Storming
- d. Describe Cause and Effect
- e. Utilize Microsoft Visio to map a problem to Cause and Effect diagram
- f. Describe process flow
- g. Utilize Microsoft Visio to map current business flow



# Workplace Information & Communications Technology Application

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The Workplace ICT Skills for the supervisory level staff focuses on how the supervisor analyses the use of ICT tools and evaluate their effectiveness and benefits they bring to the team. While the effective use of ICT tools will also be covered, it also includes the use of application features targeted at intermediate and advanced level of the ICT tools e-mail systems, word processing and spreadsheet software and research using the internet. This module will also help the participant to facilitate acquisition of and access to appropriate ICT tools and machines.

## Competency Requirements

Participants will need to be able to demonstrate that they are capable of:

1. Identify and resolve problems with ICT tools
2. Utilize electronic storage media for sharing of resources
3. Facilitate acquisition and access to appropriate ICT tools
4. Operate Microsoft Outlook 2007
5. Operate Microsoft Word 2007
6. Operate Microsoft Excel 2007
7. Leverage ICT Tools for business processes (Optional)

## Target Audience:

This course is suitable for **supervisory level staff**

The module is ideal for learners who have attended the Basic ICT skills Module and would like to progress and learn more on the ICT applications at the workplace. It is also relevant for those with some basic knowledge and skills in ICT.

## Training Methodology

On-site training: Lecture, Hands on practices, Written exercise

Post Training: SCORM compliant e-learning

## Assessment:

Formative Assessment will be conducted during class for all participants to qualify for the *Statement of Attainment*. On-Going /Work-based assessment will be implemented\* by Training Vision as a tool to monitor and track Staff Development. The staff will be briefed on the purpose of the various assessments and these assessments will be conducted in a non-threatening manner so as to encourage staff participation and confidence.

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## Program Outline:

1. Identify and resolve problems with ICT tools
  - a. Identify common problems with a computer system
  - b. Identify steps to resolve problems with a computer system
    - i. System Tools (Backup with mobile disk and 'System Restore')
    - ii. Configure Automatic Updates and Windows Firewall
    - iii. Differentiate between Antivirus scan and Antispyware programs
    - iv. Update anti-virus and anti-spyware scans
2. Utilize electronic storage media for sharing of resources
  - a. Identify types of electronic storage media and discuss the benefits of Electronic Filing System (EFS)
  - b. Set up EFS
  - c. Identify internal and external resources for shared files
  - d. Demonstrate sharing of files on a network
  - e. Demonstrate sharing of files using EFS
  - f. Apply change management for moving into EFS
3. Facilitate acquisition and access to appropriate ICT tools
  - a. Identify sources to acquire ICT tools
  - b. Finance and space budgeting for ICT tools acquisition
  - c. Evaluate ROI for ICT tools
4. Operate Microsoft Outlook 2003 (Program can be customizable for Lotus Notes)
  - a. State the differences between Outlook Express and Microsoft Outlook
  - b. Personalize and configure Microsoft Outlook
  - c. Utilize Microsoft Outlook Help (continuous learning assignments)
  - d. Utilize and print Calendar
  - e. Utilize and print Contacts
  - f. Utilize and print Tasks
  - g. Utilize Notes
  - h. Send and print email via Microsoft Outlook
    - v. Adding signature
    - vi. Send email
    - vii. Send email via Contacts
    - viii. Send email via Calendar
    - ix. Send email via Tasks
  - i. Synchronize Microsoft Outlook with your PDA (Pocket XP)
5. Operate Microsoft Word 2007
  - a. State the differences between WordPad, Notepad and Microsoft Word
  - b. Personalize and configure Microsoft Word
  - c. Utilize Microsoft Word Help (continuous learning assignments)
  - d. Utilize basic functions
  - e. Converting Microsoft Word to PDF file and print documents
  - f. Editing a shared Word document

6. Operate Microsoft Excel 2007

- a. State the differences between Calculator and Excel
- b. Personalize and configure Microsoft Excel
- c. Utilize Microsoft Excel Help (continuous learning assignments)
- d. Utilize basic functions
- e. Converting Microsoft Excel to PDF file and print documents
- f. Editing a shared Excel document
- g. Explain database concepts and utilize Excel as a database
- h. Build graph

7. Leverage ICT Tools for Business Processes (Optional)

- h. Describe Microsoft Visio
- i. Describe Brain Storming
- j. Utilize Microsoft Visio for Brain Storming
- k. Describe Cause and Effect
- l. Utilize Microsoft Visio to map a problem to Cause and Effect diagram
- m. Describe process flow
- n. Utilize Microsoft Visio to map current business flow