

## Module 7 – Information and Communication

The following is the Syllabus for Module 7, *Information and Communication*, which provides the basis for the theory and practice-based test in this module domain.

### Module Goals

**Module 7 Information and Communication**, is divided in two sections. The first section, Information, requires the candidate to understand some of the concepts and terms associated with using the Internet, and to appreciate some of the security considerations. The candidate shall also be able to accomplish common Web search tasks using a Web browsing application and available search engine tools. He or she shall be able to bookmark Web sites, and to print Web pages and search outputs. The candidate shall be able to navigate within and complete Web-based forms. In the second section, Communication, the candidate is required to understand some of the concepts of electronic mail (e-mail), together with having an appreciation of some of the security considerations associated with using e-mail. The candidate shall also demonstrate the ability to use e-mail software to send and receive messages, and to attach files to mail messages. The candidate shall be able to organize and manage message folders/directories within e-mail software.

### Section 1 Information

CATEGORY	SKILL SET	REF.	TASK ITEM
7.1 The Internet	7.1.1 Concepts/Terms	7.1.1.1	Understand and distinguish between the Internet and the World Wide Web (WWW).
		7.1.1.2	Define and understand the terms: HTTP, URL, hyperlink, ISP, FTP.
		7.1.1.3	Understand the make-up and structure of a Web address.
		7.1.1.4	Know what a Web Browser is and what it is used for.
		7.1.1.5	Know what a Search Engine is and what it is used for.
		7.1.1.6	Understand the terms cookie, cache.
	7.1.2 Security Considerations	7.1.2.1	Know what a protected Web site is, (use of username and password).
		7.1.2.2	Know what a digital certificate is.
		7.1.2.3	Know what encryption is and why it is used.
		7.1.2.4	Be aware of the danger of infecting the computer with a virus from a downloaded file.
		7.1.2.5	Be aware of the possibility of being subject to fraud when using a credit card on the Internet.
		7.1.2.6	Understand the term firewall.
	7.1.3 First Steps with the Web Browser	7.1.3.1	Open (and close) a Web browsing application.

CATEGORY	SKILL SET	REF.	TASK ITEM
		7.1.3.2	Change the Web browser Home Page/ Startpage.
		7.1.3.3	Display a Web page in a new window.
		7.1.3.4	Stop a Web page from downloading.
		7.1.3.5	Refresh a Web page.
		7.1.3.6	Use available Help functions.
	<i>7.1.4 Adjust Settings</i>	7.1.4.1	Display, hide built-in toolbars.
		7.1.4.2	Display, hide images on a Web page.
		7.1.4.3	Display previously visited URLs using the browser address bar.
		7.1.4.4	Delete browsing history.
<b>7.2 Web Navigation</b>	<i>7.2.1 Accessing Web Pages</i>	7.2.1.1	Go to a URL.
		7.2.1.2	Activate a hyperlink/image link.
		7.2.1.3	Navigate backwards and forwards between previously visited Web pages.
		7.2.1.4	Complete a Web-based form and enter information in order to carry out a transaction.
	<i>7.2.2 Using Bookmarks</i>	7.2.2.1	Bookmark a Web page.
		7.2.2.2	Display a bookmarked Web page.
	<i>7.2.3 Organizing Bookmarks</i>	7.2.3.1	Create a bookmark folder.
		7.2.3.2	Add Web pages to a bookmark folder.
		7.2.3.3	Delete a bookmark.
<b>7.3 Web Searching</b>	<i>7.3.1 Using a Search Engine</i>	7.3.1.1	Select a specific search engine.
		7.3.1.2	Carry out a search for specific information using a keyword, phrase.
		7.3.1.3	Combine selection criteria in a search.
		7.3.1.4	Duplicate text, image, URL from a Web page to a document.
		7.3.1.5	Save a Web page to a location on a drive as a txt file, html file.
		7.3.1.6	Download text file, image file, sound file, video file, software, from a Web page to a location on a drive.
	<i>7.3.2 Preparation</i>	7.3.2.1	Preview a Web page.

CATEGORY	SKILL SET	REF.	TASK ITEM
		7.3.2.2	Change Web page orientation: portrait, landscape. Change paper size.
		7.3.2.3	Change Web page margins top, bottom, left, right.
	7.3.3 Printing	7.3.3.1	Choose Web page print output options such as: entire Web page, specific page(s), specific frame, selected text, number of copies and print.

## Section 2 Communication

CATEGORY	SKILL SET	REF.	TASK ITEM	
<b>7.4 Electronic Mail</b>	<i>7.4.1 Concepts/Terms</i>	7.4.1.1	Understand the make-up and structure of an e-mail address.	
		7.4.1.2	Understand the advantages of e-mail systems such as: speed of delivery, low cost, flexibility of using a Web-based e-mail account in different locations.	
		7.4.1.3	Understand the importance of network etiquette (netiquette) such as: using accurate descriptions in e-mail message subject fields, brevity in e-mail responses, spell checking outgoing e-mail.	
	<i>7.4.2 Security Considerations</i>	7.4.2.1	Be aware of the possibility of receiving unsolicited e-mail.	
		7.4.2.2	Be aware of the danger of infecting the computer with a virus by opening an unrecognized mail message, an attachment contained within an unrecognized mail message.	
		7.4.2.3	Know what a digital signature is.	
	<i>7.4.3 First Steps with E-mail</i>	7.4.3.1	Open (and close) an e-mail application.	
		7.4.3.2	Open a mail inbox for a specified user.	
		7.4.3.3	Open one, several mail messages.	
		7.4.3.4	Switch between open messages.	
		7.4.3.5	Close a mail message.	
		7.4.3.6	Use available Help functions.	
	<i>7.4.4 Adjust Settings</i>	7.4.4.1	Add, remove message inbox headings such as: sender, subject, date received.	
		7.4.4.2	Display, hide built-in toolbars.	
	<b>7.5 Messaging</b>	<i>7.5.1 Read a Message</i>	7.5.1.1	Flag a mail message. Remove a flag mark from a mail message.
			7.5.1.2	Mark a message as unread, read.

CATEGORY	SKILL SET	REF.	TASK ITEM
		7.5.1.3	Open and save a file attachment to a location on a drive.
	7.5.2 <i>Reply to a Message</i>	7.5.2.1	Use the reply, reply to all function.
		7.5.2.2	Reply with, without original message insertion.
	7.5.3 <i>Send a Message</i>	7.5.3.1	Create a new message.
		7.5.3.2	Insert a mail address in the 'To' field.
		7.5.3.3	Copy (Cc), blind copy (Bcc) a message to another address/addresses.
		7.5.3.4	Insert a title in the 'Subject' field.
		7.5.3.5	Use a spell-checking tool if available and make changes such as: correcting spelling errors, deleting repeated words.
		7.5.3.6	Attach a file to a message.
		7.5.3.7	Send a message with high, low priority.
		7.5.3.8	Send a message using a distribution list.
		7.5.3.9	Forward a message.
	7.5.4 <i>Duplicate, Move, Delete</i>	7.5.4.1	Duplicate <sup>19</sup> , move <sup>20</sup> text within a message, or between other active messages.
		7.5.4.2	Duplicate text from another source into a message.
		7.5.4.3	Delete text in a message.
		7.5.4.4	Delete a file attachment from an outgoing message.
<b>7.6 Mail Management</b>	7.6.1 <i>Techniques</i>	7.6.1.1	Recognise some techniques to manage e-mail effectively such as creating and naming folders, moving messages to appropriate folders, deleting unrequired e-mail, using address lists.
	7.6.2 <i>Using Address Books</i>	7.6.2.1	Create a new address list/distribution list.
		7.6.2.2	Add a mail address to an address list.
		7.6.2.3	Delete a mail address from an address list.
		7.6.2.4	Update an address book from incoming mail.
	7.6.3 <i>Organising Messages</i>	7.6.3.1	Search for a message by sender, subject, mail content.
		7.6.3.2	Create a new folder for mail.

<sup>19</sup> Within the Syllabus the word 'duplicate' is used to denote duplication using copy and paste tools and methods.

<sup>20</sup> Within the Syllabus the word 'move' is used to denote moving using cut and paste tools and methods.

CATEGORY	SKILL SET	REF.	TASK ITEM
		7.6.3.3	Move messages to a new folder for mail.
		7.6.3.4	Sort messages by name, by date.
		7.6.3.5	Delete a message.
		7.6.3.6	Restore a message from the mail bin/deleted items folder.
		7.6.3.7	Empty the mail bin/deleted items folder.
	<i>7.6.4 Prepare to Print</i>	7.6.4.1	Preview a message.
		7.6.4.2	Choose print output options such as: entire message, selected contents of a message, number of copies and print.