

CATEGORY	SKILL SET	REF.	TASK ITEM
		2.3.4.4	Understand why making a 'backup' copy of files to a removable storage device is important.
	2.3.5 <i>Delete, Restore</i>	2.3.5.1	Delete files, directories/folders to the recycle bin/wastebasket.
		2.3.5.2	Restore files, directories/folders from the recycle bin/wastebasket.
		2.3.5.3	Empty the recycle bin/wastebasket.
	2.3.6 <i>Searching</i>	2.3.6.1	Use the Find tool to locate a file, directory/folder.
		2.3.6.2	Search for files by content, date modified, date created, size, wildcards.
		2.3.6.3	View list of recently used files.
	2.3.7 <i>Compressing Files</i>	2.3.7.1	Understand what file compression means.
		2.3.7.2	Compress files in a folder on a drive.
		2.3.7.3	Extract compressed files from a location on a drive.
<b>2.4 Viruses</b>	2.4.1 <i>Concepts</i>	2.4.1.1	Know what a virus is and what the effects of a virus might be.
		2.4.1.2	Understand some of the ways a virus can be transmitted onto a computer.
		2.4.1.3	Understand the advantages of a virus-scanning application.
		2.4.1.4	Understand what 'disinfecting' files means.
	2.4.2 <i>Handling Viruses</i>	2.4.2.1	Use a virus scanning application to scan specific drives, folders, files.
		2.4.2.2	Understand why virus-scanning software needs to be updated regularly.
<b>2.5 Print Management</b>	2.5.1 <i>Setup</i>	2.5.1.1	Change the default printer from an installed printer list.
		2.5.1.2	Install a new printer on the computer.
	2.5.2 <i>Print Outputs</i>	2.5.2.1	Print a document from a text editing application.
		2.5.2.2	View a print job's progress using a desktop print manager.
		2.5.2.3	Pause, re-start, delete a print job using 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 computer. The candidate shall be able to accomplish everyday tasks associated with creating, formatting and finishing small sized word processing documents ready for distribution. He or she shall also be able to duplicate and move text within and between documents. The candidate shall demonstrate competence in using some of the features associated with word processing applications such as creating standard tables, using pictures and images within a document, and using mail merge tools.

CATEGORY	SKILL SET	REF.	TASK ITEM		
3.1 Using the Application	3.1.1 First Steps with Word Processing	3.1.1.1	Open (and close) a word processing application.		
		3.1.1.2	Open one, several documents.		
		3.1.1.3	Create a new document (based on default, other available template).		
		3.1.1.4	Save a document to a location on a drive.		
		3.1.1.5	Save a document under another name.		
		3.1.1.6	Save a document in another file type such as: text file, Rich Text Format, HTML, template, software specific file extension, version number.		
		3.1.1.7	Switch between open documents.		
		3.1.1.8	Use available Help functions.		
		3.1.1.9	Close a document.		
	3.1.2 Adjust Settings	3.1.2.1	Change between page view modes.		
		3.1.2.2	Use magnification/zoom tools.		
		3.1.2.3	Display, hide built-in toolbars.		
		3.1.2.4	Display, hide non-printing characters.		
		3.1.2.5	Modify basic options/preferences in the application: user name, default directory/ folder to open, save documents.		
		3.2 Main Operations	3.2.1 Insert Data	3.2.1.1	Insert text. <sup>3</sup>
				3.2.1.2	Insert special characters, symbols.
			3.2.2 Select Data	3.2.2.1	Select character, word, line, sentence, paragraph, entire body text.

<sup>3</sup> Within the Syllabus references to text cover printable characters (alphabetic and numeric), spaces and punctuation marks.  
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CATEGORY	SKILL SET	REF.	TASK ITEM
	3.2.3 <i>Edit Data</i>	3.2.3.1	Edit content by inserting new characters, words within existing text, over-typing to replace existing text.
		3.2.3.2	Use the undo, redo command.
	3.2.4 <i>Duplicate, Move, Delete</i>	3.2.4.1	Duplicate <sup>4</sup> text within a document, between open documents.
		3.2.4.2	Move <sup>5</sup> text within a document, between open documents.
		3.2.4.3	Delete text.
	3.2.5 <i>Search and Replace</i>	3.2.5.1	Use the search command for a specific word, phrase.
		3.2.5.2	Use a simple replace command for a specific word, phrase.
<b>3.3 Formatting</b>	3.3.1 <i>Text Formatting</i>	3.3.1.1	Change text appearance: font sizes, font types.
		3.3.1.2	Apply text formatting such as: bold, italic, underline.
		3.3.1.3	Apply subscript, superscript to text.
		3.3.1.4	Apply case changes to text.
		3.3.1.5	Apply different colours to text.
		3.3.1.6	Copy formatting from a piece of text to another piece of text.
		3.3.1.7	Apply an existing style to a word, a line, a paragraph.
		3.3.1.8	Use automatic hyphenation.
	3.3.2 <i>Paragraph Formatting</i>	3.3.2.1	Insert, remove paragraph marks.
		3.3.2.2	Insert, remove soft carriage return (line break) marks.
		3.3.2.3	Align text left, centre, right, justified.
		3.3.2.4	Indent paragraphs: left, right, first line, hanging.
		3.3.2.5	Apply single, double line spacing within paragraphs.
		3.3.2.6	Apply spacing above, below paragraphs.
		3.3.2.7	Set, remove and use tabs: left, centre, right, decimal.

<sup>4</sup> Within the Syllabus the word 'duplicate' is used to denote duplication using copy and paste tools and methods.

<sup>5</sup> Within the Syllabus the word 'move' is used to denote moving using cut and paste tools and methods.

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		3.3.2.8	Apply bullets, numbers to a single level list. Remove bullets, numbers from a single level list.
		3.3.2.9	Change between the style of bullets, numbers in a single level list from built-in standard options.
		3.3.2.10	Add a top and bottom border, box border and shading to a paragraph.
	<b>3.3.3 Document Formatting</b>	3.3.3.1	Change document orientation, portrait, landscape. Change paper size.
		3.3.3.2	Change margins of entire document, top, bottom, left, right.
		3.3.3.3	Insert, delete a page break in a document.
		3.3.3.4	Add, modify text in Headers, Footers.
		3.3.3.5	Add fields in Headers, Footers: date, page number information, file location.
		3.3.3.6	Apply automatic page numbering to a document.
<b>3.4 Objects</b>	<b>3.4.1 Tables</b>	3.4.1.1	Create a table ready for text insertion.
		3.4.1.2	Insert, edit data in a table.
		3.4.1.3	Select rows, columns, cells, entire table.
		3.4.1.4	Insert, delete, rows and columns.
		3.4.1.5	Modify column width, row height.
		3.4.1.6	Modify cell border width, style, colour.
		3.4.1.7	Add shading to cells.
	<b>3.4.2 Pictures Images, Charts</b>	3.4.2.1	Insert a picture <sup>6</sup> , an image, a chart into a document.
		3.4.2.2	Select a picture, image, chart in a document.
		3.4.2.3	Duplicate a picture, image, chart within a document, between open documents.
		3.4.2.4	Move a picture, image, chart within a document, to another document.
		3.4.2.5	Resize a picture, image, chart.
		3.4.2.6	Delete a picture, image, chart.
<b>3.5 Mail Merge</b>	<b>3.5.1 Concept and Practice</b>	3.5.1.1	Understand the term mail merge and the concept of merging a data source with a main

<sup>6</sup> Within the Syllabus a 'picture' means a visual representation originating from a built-in image gallery available to the application, an 'image' means an image brought into the application as a file, a 'chart' means an object generated by a secondary application based on tabular data.  
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