



The Digital Skills Standard

ICDL Digital Citizen

# DIGITAL CITIZEN PLUS

Syllabus 1.0



**Syllabus Document**

**Purpose**

This document details the syllabus for the Digital Citizen Plus module. The syllabus describes, through learning outcomes, the knowledge and skills that a candidate for the Digital Citizen Plus module should possess.

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## Digital Citizen Plus

This module sets out essential concepts and skills relating to effective computer use, basic desktop management, creating and editing documents and spreadsheets, and communication via web searches and e-mail.

### Module Goals

Successful candidates will be able to:

- Understand computer concepts around hardware and software.
- Identify health, environment and security considerations when using computers.
- Manage basic desktop settings and manage files and folders.
- Create, save, edit and format a word processing document.
- Create, save, edit and format a spreadsheet document.
- Search for information on the web, create and edit bookmarks.
- Send and reply to e-mails and manage file attachments.

CATEGORY	SKILL SET	REF.	TASK ITEM
<b>1 Computer Concepts</b>	<i>1.1 Hardware concepts</i>	1.1.1	Define the terms processor, Random Access Memory (RAM), storage. Understand their impact on performance when using computers and devices.
		1.1.2	Identify the main types of storage media like: internal hard disk, external hard disk, network drive, CD, DVD, Blu-ray Disc, USB flash drive, memory card, online file storage.
		1.1.3	Identify file size, folder size, storage capacity measurements like: KB, MB, GB, TB.
	<i>1.2 Software concepts</i>	1.2.1	Define the term software and distinguish between the main types of software like: operating systems, applications. Know that software can be installed locally or available online.
		1.2.2	Define the term operating system and identify some common operating systems for computers and devices.
		1.2.3	Outline common examples of applications like: office productivity, communications, social networking, media, design, mobile applications.
	<i>1.3 Computer usage considerations</i>	1.3.1	Recognise ways to help ensure a user's well-being while using a computer or device like: take regular break, ensure appropriate lighting and posture.
		1.3.2	Recognise that computers, devices, batteries, printer cartridges and paper should be recycled.

CATEGORY	SKILL SET	REF.	TASK ITEM
		1.3.3	Recognise computer and device energy saving practices: turning off, adjusting automatic shut down, backlight, sleep mode settings.
		1.3.4	Recognise good password policies like: create with adequate length, adequate character mix, do not share, change regularly.
		1.3.5	Define the term firewall and outline its purpose.
		1.3.6	Understand the term malware. Identify different types of malware like: virus, worm, Trojan, spyware.
		1.3.7	Be aware how malware can infect a computer or device.
		1.3.8	Recognise the importance of regularly updating software like: anti-virus, application, operating system software.
		1.3.9	Understand the purpose of regularly backing up data to a remote location.
<b>2 Desktop and Managing Files</b>	<i>2.1 First Steps</i>	2.1.1	Start a computer and log on securely using a user name and password.
		2.1.2	Open, collapse, expand, restore down, maximise, resize, move, close a window.
		2.1.3	Log off, shut down, restart a computer using an appropriate routine.
	<i>2.2 Manage basic desktop settings</i>	2.2.1	View the computer's basic system information: operating system name and version number, installed RAM.
		2.2.2	Change desktop configuration settings: date and time, volume settings, background, resolution.
	<i>2.3 Manage files and folders</i>	2.3.1	Identify common icons like those representing: files, folders, applications, printers, drives, shortcuts/aliases, recycle bin/wastebasket/trash.
		2.3.2	Identify common file types like: word processing, spreadsheet, presentation, portable document format (pdf), image, audio, video, compressed, executable files.
		2.3.3	Understand how an operating system organises drives, folders, files in a hierarchical structure. Navigate between drives, folders, sub-folders, files.
		2.3.4	Display file, folder properties like: name, size, location.

CATEGORY	SKILL SET	REF.	TASK ITEM
<b>3 Word Processing</b>	<i>3.1 Create and save word processing documents</i>	2.3.5	Open a file, folder, drive.
		2.3.6	Create a folder.
		2.3.7	Select individual, adjacent, non-adjacent files, folders.
		2.3.8	Copy, move files, folders between folders, drives.
		2.3.9	Delete files, folders to the recycle bin/wastebasket/trash and restore to original location.
		2.3.10	Empty the recycle bin/wastebasket/trash.
		3.1.1	Open, close a word processing application. Open, close documents.
		3.1.2	Create a new document based on default template, other available template like: memo, fax, agenda.
		3.1.3	Save a document to a location on a drive. Save a document under another name to a location on a drive.
		3.1.4	Switch between open documents.
	<i>3.2 Edit word processing documents</i>	3.2.1	Select character, word, line, sentence, paragraph, entire body text.
		3.2.2	Edit content by entering, removing characters, words within existing text.
		3.2.3	Copy, move text within a document.
		3.2.4	Delete text.
		3.2.5	Use the undo, redo command.
	<i>3.3 Format word processing documents</i>	3.3.1	Change text formatting: font sizes, font types.
		3.3.2	Applying text formatting: bold, italic, underline.
		3.3.3	Applying text formatting: subscript, superscript.
		3.3.4	Apply different colours to text.
3.3.5		Apply case changes to text.	
3.3.6		Align text left, centre, right, justified.	
3.3.7		Indent paragraphs: left, right, first line.	

CATEGORY	SKILL SET	REF.	TASK ITEM
		3.3.8	Apply single, 1.5 lines, double line spacing within paragraphs.
		3.3.9	Add, remove bullets, numbers in a single level list. Switch between different standard bullet, number styles in a single level list.
		3.3.10	Change document orientation: portrait, landscape. Change paper size.
		3.3.11	Change margins of entire document, top, bottom, left, right.
	<i>3.4 Print word processing documents</i>	3.4.1	Preview a document.
		3.4.2	Print a document from an installed printer using output options like: entire document, specific pages, number of copies.
<b>4 Spreadsheets</b>	<i>4.1 Create and save spreadsheets</i>	4.1.1	Create a new spreadsheet based on default template.
		4.1.2	Save a spreadsheet to a location on a drive. Save a spreadsheet under another name to a location on a drive.
	<i>4.2 Enter content and edit spreadsheets</i>	4.2.1	Enter a number, date, text in a cell.
		4.2.2	Select a cell, range of adjacent cells, range of non-adjacent cells, entire worksheet.
		4.2.3	Edit cell content, modify existing cell content.
		4.2.4	Use the undo, redo command.
		4.2.5	Copy the content of a cell, cell range within a worksheet.
		4.2.6	Use the autofill tool/copy handle tool to copy, increment data entries.
		4.2.7	Move the content of a cell, cell range within a worksheet.
		4.2.8	Delete cell contents.
		4.2.9	Select a row, range of adjacent rows, range of non-adjacent rows.
		4.2.10	Select a column, range of adjacent columns, range of non-adjacent columns.
		4.2.11	Insert, delete rows and columns.

CATEGORY	SKILL SET	REF.	TASK ITEM
		4.2.12	Modify column widths, row heights to a specified value, to optimal width or height.
	4.3 <i>Work with formulas</i>	4.3.1	Create formulas using cell references and arithmetic operators (addition, subtraction, multiplication, division).
		4.3.2	Use sum, average, minimum, maximum, count.
	4.4 <i>Format spreadsheets</i>	4.4.1	Format cells to display numbers to a specific number of decimal places, to display numbers with, without a separator to indicate thousand.
		4.4.2	Format cells to display numbers as percentages.
		4.4.3	Change cell content appearance: font sizes, font types.
		4.4.4	Apply formatting to cell contents: bold, italic, underline, double underline.
		4.4.5	Apply different colours to cell content, cell background.
		4.4.6	Copy the formatting from a cell, cell range to another cell, cell range.
		4.4.7	Align cell contents: horizontally, vertically. Adjust cell content orientation.
		4.4.8	Merge cells and centre a title in a merged cell.
		4.4.9	Change worksheet margins: top, bottom, left, right.
		4.4.10	Change worksheet orientation: portrait, landscape. Change paper size.
		4.4.11	Adjust page setup to fit worksheet contents on a specified number of pages.
	4.5 <i>Print spreadsheets</i>	4.5.1	Preview a worksheet.
		4.5.2	Print a selected cell range from a worksheet, an entire worksheet, number of copies of a worksheet, the entire spreadsheet, a selected chart.
<b>5 Communications</b>	5.1 <i>Search the web</i>	5.1.1	Define the term search engine and name some common search engines.
		5.1.2	Carry out a search using a keyword, phrase.

CATEGORY	SKILL SET	REF.	TASK ITEM
		5.1.3	Activate a hyperlink.
		5.1.4	Navigate between pages: backwards, forwards, home page.
	<i>5.2 Manage bookmarks</i>	5.2.1	Add, delete a bookmark/favourite.
		5.2.2	Show bookmarks/favourites.
		5.2.3	Create, delete a bookmarks/favourites folder. Add web pages to a bookmarks/favourites folder.
		5.2.4	Show previously visited URLs using history.
	<i>5.3 Manage search output</i>	5.3.1	Download, save files to a location.
		5.3.2	Copy text, image, URL to another location like: document, e-mail.
		5.3.3	Preview, print a web page, selection from a web page using available printing options.
	<i>5.4 Send e-mails</i>	5.4.1	Access an e-mail account.
		5.4.2	Outline the main purpose of standard e-mail folders: Inbox, Outbox, Sent, Deleted/Trash Items, Draft, Spam/Junk.
		5.4.3	Create an e-mail.
		5.4.4	Enter one or more e-mail addresses, distribution list in the To, Copy (Cc), Blind copy (Bcc) fields.
		5.4.5	Enter an appropriate title in the subject field and enter, paste text into the body of an e-mail. Spell check an e-mail.
		5.4.6	Add, remove a file attachment.
		5.4.7	Use the reply, reply to all function and identify when these should be used.
		5.4.8	Open, save a file attachment to a location.
		5.4.9	Forward an e-mail.
	<i>5.5 Print e-mails</i>	5.5.1	Preview a message before printing.
		5.5.2	Print a message using available printing options.