



The Digital Skills Standard

ICDL Workforce

ONLINE ESSENTIALS

Syllabus 1.0



Syllabus Document

**Purpose**

This document details the syllabus for the Online Essentials module. The syllabus describes, through learning outcomes, the knowledge and skills that a candidate for the Online Essentials module should possess. The syllabus also provides the basis for the theory and practice-based test in this module.

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ICDL Online Essentials

This module sets out essential concepts and skills relating to web browsing, effective information search, online communication and e-mail.

Module Goals

Successful candidates will be able to:

- Understand web browsing and online security concepts.
- Use the web browser and manage browser settings, bookmarks, web outputs.
- Search effectively for online information and critically evaluate web content.
- Understand key copyright and data protection issues.
- Understand concepts of online communities, communications and e-mail.
- Send, receive e-mails and manage e-mail settings.
- Organise and search e-mails and use calendars.

CATEGORY	SKILL SET	REF.	TASK ITEM
1 Web Browsing Concepts	<i>1.1 Key Concepts</i>	1.1.1	Understand the terms: Internet, World Wide Web (WWW), Uniform Resource Locator (URL), hyperlink.
		1.1.2	Understand the structure of a web address. Identify common types of domains like: geographical, organisation (.org, .edu, .com, .gov).
		1.1.3	Define the term web browser. Identify common web browsers.
		1.1.4	Outline different Internet activities like: information searching, shopping, learning, publishing, banking, government services, entertainment, communication.
	<i>1.2 Security and Safety</i>	1.2.1	Recognise ways to protect yourself when online: purchase from secure reputable websites, avoid unnecessary disclosure of personal and financial information, log off from websites.
		1.2.2	Define the term encryption.
		1.2.3	Identify a secure website: https, lock symbol.
		1.2.4	Define the term digital certificate.
		1.2.5	Recognise options for controlling Internet use like: supervision, web browsing restrictions, download restrictions.

CATEGORY	SKILL SET	REF.	TASK ITEM
2 Web Browsing	<i>2.1 Using the Web Browser</i>	2.1.1	Open, close a web browsing application.
		2.1.2	Enter a URL in the address bar and go to the URL.
		2.1.3	Refresh a web page, stop a web page downloading.
		2.1.4	Activate a hyperlink.
		2.1.5	Open a web page in a new tab, new window.
		2.1.6	Open, close tabs, windows. Switch between tabs, windows.
		2.1.7	Navigate between pages: backwards, forwards, home page.
		2.1.8	Show previously visited URLs using history.
		2.1.9	Complete, submit, reset a web-based form.
		2.1.10	Use a web tool to translate a web page, text.
	<i>2.2 Tools and Settings</i>	2.2.1	Set the web browser home page.
		2.2.2	Understand the term pop-up. Allow, block pop-ups.
		2.2.3	Understand the term cookie. Allow, block cookies.
		2.2.4	Use available help functions.
		2.2.5	Display, hide built-in toolbars. Restore, minimise the ribbon.
		2.2.6	Delete history, temporary internet files, saved form data.
	<i>2.3 Bookmarks</i>	2.3.1	Add, delete a bookmark / favourite.
		2.3.2	Show bookmarks / favourites.
		2.3.3	Create, delete a bookmarks / favourites folder. Add web pages to a bookmarks / favourites folder.
	<i>2.4 Web Outputs</i>	2.4.1	Download, save files to a location.
		2.4.2	Copy text, image, URL to another location like: document, e-mail.

CATEGORY	SKILL SET	REF.	TASK ITEM	
3 Web-Based Information	<i>3.1 Search</i>	2.4.3	Preview, print a web page, selection from a web page using available printing options.	
		3.1.1	Define the term search engine and name some common search engines.	
		3.1.2	Carry out a search using a keyword, phrase.	
		3.1.3	Refine a search using advanced search features like: exact phrase, date, language, media type.	
		3.1.4	Search a web-based encyclopaedia, dictionary.	
	<i>3.2 Critical Evaluation</i>	3.2.1	Understand the importance of critically evaluating online information. Understand the purpose of different sites like: information, entertainment, opinion, sales.	
		3.2.2	Outline factors that determine the credibility of a website like: author, referencing, up-to-date content.	
		3.2.3	Recognise the appropriateness of online information for a particular audience.	
		<i>3.3 Copyright, Data Protection</i>	3.3.1	Define the terms copyright, intellectual property. Recognise the need to acknowledge sources and/or seek permission as appropriate.
	3.3.2		Recognise the main data protection rights and obligations in your country.	
4 Communication Concepts	<i>4.1 Online Communities</i>	4.1.1	Understand the concept of an online (virtual) community. Identify examples like: social networking websites, Internet forums, web conferencing, chat, online computer games.	
		4.1.2	Outline ways that users can publish and share content online: blogs, microblogs, podcasts, images, audio and video clips.	

CATEGORY	SKILL SET	REF.	TASK ITEM
		4.1.3	Recognise ways to protect yourself when using online communities: apply appropriate privacy settings, restrict available personal information, use private messaging when appropriate, disable location information, block/report unknown users.
	<i>4.2 Communication Tools</i>	4.2.1	Define the term Instant Messaging (IM).
		4.2.2	Define the terms short message service (SMS), multimedia message service (MMS).
		4.2.3	Define the term Voice over Internet Protocol (VoIP).
		4.2.4	Recognise good practice when using electronic communication: be accurate and brief, use clear subject headings, do not inappropriately disclose personal details, do not circulate inappropriate content, spell check content.
	<i>4.3 E-mail Concepts</i>	4.3.1	Define the term e-mail and outline its main uses.
		4.3.2	Identify the structure of an e-mail address.
		4.3.3	Be aware of possible problems when sending file attachments like: file size limits, file type restrictions.
		4.3.4	Outline the difference between the To, Copy (Cc), Blind copy (Bcc) fields and recognise their appropriate use.
		4.3.5	Be aware of the possibility of receiving fraudulent and unsolicited e-mail. Be aware of the possibility of an e-mail infecting the computer.
		4.3.6	Define the term phishing.
5 Using E-mail	<i>5.1 Sending E-mail</i>	5.1.1	Access an e-mail account.
		5.1.2	Outline the main purpose of standard e-mail folders: Inbox, Outbox, Sent, Deleted / Trash Items, Draft, Spam/Junk.
		5.1.3	Create an e-mail.

CATEGORY	SKILL SET	REF.	TASK ITEM
		5.1.4	Enter one or more e-mail addresses, distribution list in the To, Copy (Cc), Blind copy (Bcc) fields.
		5.1.5	Enter an appropriate title in the subject field and enter, paste text into the body of an e-mail.
		5.1.6	Add, remove a file attachment.
		5.1.7	Send an e-mail with, without priority.
	<i>5.2 Receiving E-mail</i>	5.2.1	Open, close an e-mail.
		5.2.2	Use the reply, reply to all function, and identify when these should be used.
		5.2.3	Forward an e-mail.
		5.2.4	Open, save a file attachment to a location.
		5.2.5	Preview, print a message using available printing options.
	<i>5.3 Tools and Settings</i>	5.3.1	Use available help functions.
		5.3.2	Display, hide built-in toolbars. Restore, minimise the ribbon.
		5.3.3	Create and insert a text e-mail signature.
		5.3.4	Turn on, turn off an automatic out of office reply.
		5.3.5	Recognise e-mail status as read, unread. Mark an e-mail as read, unread. Flag, unflag an e-mail.
		5.3.6	Create, delete, update a contact, distribution list / mailing list.
	<i>5.4 Organising E-mails</i>	5.4.1	Add, remove message inbox headings like: sender, subject, date received.
		5.4.2	Search for an e-mail by sender, subject, e-mail content.
		5.4.3	Sort e-mails by name, by date, by size.
		5.4.4	Create, delete an e-mail folder/label. Move e-mails to an e-mail folder/label.

CATEGORY	SKILL SET	REF.	TASK ITEM
		5.4.5	Delete an e-mail. Restore a deleted e-mail.
		5.4.6	Empty the e-mail bin/deleted items /trash folder.
		5.4.7	Move a message to, remove a message from a junk folder.
	<i>5.5 Using Calendars</i>	5.5.1	Create, cancel, update a meeting in a calendar.
		5.5.2	Add invitees, resources to a meeting in a calendar. Remove invitees, resources from a meeting in a calendar.
		5.5.3	Accept, decline an invitation.