

Module 7 – Web Browsing and Communication

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

Module Goals

Module 7 *Web Browsing and Communication* is divided into two sections.

The first section, *Web Browsing*, requires the candidate to know about the Internet and to use a web browsing application.

The candidate shall be able to:

- Understand what the Internet is and common terms associated with it. Be aware of some security considerations when using the Internet.
- Accomplish everyday web browsing tasks including changing browser settings.
- Search for information and complete and submit web-based forms.
- Save web pages and download files from the web. Copy web content into a document.

The second section, *Communication*, requires the candidate to understand some of the concepts of electronic mail (e-mail) and know about other communication options.

The candidate shall be able to:

- Understand what e-mail is and know some advantages and disadvantages of its use. Be aware of other communication options.
- Be aware of network etiquette and security considerations when using e-mail.
- Create, spell check and send e-mail. Reply to and forward e-mail, handle file attachments and print an e-mail.
- Be aware of ways to enhance productivity when working with e-mail software. Organize and manage e-mail.

Section 1 Web Browsing

CATEGORY	SKILL SET	REF.	TASK ITEM
7.1 The Internet	7.1.1 Concepts/Terms	7.1.1.1	Understand what the Internet is.
		7.1.1.2	Understand what the World Wide Web (WWW) is.
		7.1.1.3	Define and understand the terms: Internet Service Provider (ISP), Uniform Resource Locator (URL), hyperlink.

CATEGORY	SKILL SET	REF.	TASK ITEM
		7.1.1.4	Understand the make-up and structure of a web address.
		7.1.1.5	Understand what a web browser is and name different web browsers.
		7.1.1.6	Know what a search engine is.
		7.1.1.7	Understand the term Really Simple Syndication (RSS) feed. Understand the purpose of subscribing to an RSS feed.
		7.1.1.8	Understand the term podcast. Understand the purpose of subscribing to a podcast.
	<i>7.1.2 Security Considerations</i>	7.1.2.1	Know how to identify a secure web site: https, lock symbol.
		7.1.2.2	Know what a digital certificate for a web site is.
		7.1.2.3	Understand the term encryption.
		7.1.2.4	Know about security threats from web sites like: viruses, worms, trojan horses, spyware. Understand the term malware.
		7.1.2.5	Understand that regularly updated anti-virus software helps to protect the computer against security threats.
		7.1.2.6	Understand that a firewall helps to protect the computer against intrusion.
		7.1.2.7	Know that networks should be secured by user names and passwords.
		7.1.2.8	Identify some risks associated with online activity like: unintentional disclosure of personal information, bullying or harassment, targeting of users by predators.
		7.1.2.9	Identify parental control options like: supervision, web browsing restrictions, computer games restrictions, computer usage time limits.
7.2 Using the Browser	<i>7.2.1 Basic Browsing</i>	7.2.1.1	Open, close a web browsing application.
		7.2.1.2	Enter a URL in the address bar and go to the URL.

CATEGORY	SKILL SET	REF.	TASK ITEM
		7.2.1.3	Display a web page in a new window, tab.
		7.2.1.4	Stop a web page from downloading.
		7.2.1.5	Refresh a web page.
		7.2.1.6	Use available Help functions.
	<i>7.2.2 Settings</i>	7.2.2.1	Set the web browser Home Page/Startpage.
		7.2.2.2	Delete part, all browsing history.
		7.2.2.3	Allow, block pop-ups.
		7.2.2.4	Allow, block cookies.
		7.2.2.5	Delete cache/temporary Internet files.
		7.2.2.6	Display, hide built-in toolbars.
	<i>7.2.3 Navigation</i>	7.2.3.1	Activate a hyperlink.
		7.2.3.2	Navigate backwards and forwards between previously visited web pages.
		7.2.3.3	Navigate to the Home page.
		7.2.3.4	Display previously visited URLs using the browser address bar, history.
	<i>7.2.4 Bookmarks</i>	7.2.4.1	Bookmark a web page. Delete a bookmark.
		7.2.4.2	Display a bookmarked web page.
		7.2.4.3	Create, delete a bookmark folder.
		7.2.4.4	Add web pages to a bookmark folder.
7.3 Using the Web	<i>7.3.1 Forms</i>	7.3.1.1	Complete a web-based form using: text boxes, drop-down menus, list boxes, check boxes, radio buttons.
		7.3.1.2	Submit, reset a web-based form.
	<i>7.3.2 Searching</i>	7.3.2.1	Select a specific search engine.
		7.3.2.2	Carry out a search for specific information using a keyword, phrase.
		7.3.2.3	Use advanced search features to refine a search: by exact phrase, by excluding words, by date, by file format.

CATEGORY	SKILL SET	REF.	TASK ITEM
7.4 Web Outputs	7.4.1 Saving Files	7.3.2.4	Search a web based encyclopaedia, dictionary.
		7.4.1.1	Save a web page to a location on a drive.
		7.4.1.2	Download files from a web page to a location on a drive.
	7.4.1.3	Copy text, image, URL from a web page to a document.	
	7.4.2 Prepare and Print	7.4.2.1	Prepare a web page for printing: change printed page orientation, paper size, printed page margins.
		7.4.2.2	Preview a web page.
		7.4.2.3	Choose web page print output options like: entire web page, specific page(s), selected text, number of copies and print.

Section 2 Communication

7.5 Electronic Communication	7.5.1 Concepts/Terms	7.5.1.1	Understand the term e-mail and know its main uses.
		7.5.1.2	Understand the make-up and structure of an e-mail address.
		7.5.1.3	Understand the term short message service (SMS).
		7.5.1.4	Understand the term Voice over Internet Protocol (VoIP) and know its main benefits.
		7.5.1.5	Understand the main benefits of instant messaging (IM) like: real-time communication, knowing whether contacts are online, low cost, ability to transfer files.
		7.5.1.6	Understand the concept of an online (virtual) community. Recognize examples like: social networking websites, Internet forums, chat rooms, online computer games.
	7.5.2 Security Considerations	7.5.2.1	Be aware of the possibility of receiving fraudulent and unsolicited e-mail.
7.5.2.2		Understand the term phishing. Recognize attempted phishing.	

CATEGORY	SKILL SET	REF.	TASK ITEM
		7.5.2.3	Be aware of the danger of infecting the computer with a virus by opening an unrecognized e-mail message, by opening an attachment.
		7.5.2.4	Understand what a digital signature is.
	<i>7.5.3 E-mail Theory</i>	7.5.3.1	Understand the advantages of e-mail systems like: speed of delivery, low cost, flexibility of using a web-based e-mail account in different locations.
		7.5.3.2	Understand the importance of network etiquette (netiquette) like: using accurate and brief descriptions in e-mail message subject fields, brevity in e-mail responses, spell checking outgoing e-mail.
		7.5.3.3	Be aware of possible problems when sending file attachments like: file size limits, file type restrictions (for example, executable files).
		7.5.3.4	Understand the difference between the To, Copy (Cc), Blind copy (Bcc) fields.
7.6 Using e-mail	<i>7.6.1 Send an e-mail</i>	7.6.1.1	Open, close an e-mail application. Open, close an e-mail.
		7.6.1.2	Create a new e-mail.
		7.6.1.3	Enter an e-mail address in the To, Copy (Cc), Blind copy (Bcc) fields.
		7.6.1.4	Enter a title in the Subject field.
		7.6.1.5	Copy text from another source into an e-mail.
		7.6.1.6	Insert, remove a file attachment.
		7.6.1.7	Save a draft of an e-mail.
		7.6.1.8	Use a spell checking tool and correct spelling errors.
		7.6.1.9	Send an e-mail, send an e-mail with a low, high priority.
	<i>7.6.2 Receiving e-mail</i>	7.6.2.1	Use the reply, reply to all function.
		7.6.2.2	Forward an e-mail.

CATEGORY	SKILL SET	REF.	TASK ITEM
		7.6.2.3	Save a file attachment to a location on a drive and open the file.
		7.6.2.4	Preview, print a message using available printing options.
	<i>7.6.3 Enhancing Productivity</i>	7.6.3.1	Add, remove message inbox headings like: sender, subject, date received.
		7.6.3.2	Apply a setting to reply with, without original message insertion.
		7.6.3.3	Flag an e-mail. Remove a flag mark from an e-mail.
		7.6.3.4	Identify an e-mail as read, unread. Mark an e-mail as unread, read.
		7.6.3.5	Display, hide built-in toolbars. Restore, minimize the ribbon.
		7.6.3.6	Use available Help functions.
7.7 e-mail Management	<i>7.7.1 Organize</i>	7.7.1.1	Search for an e-mail by sender, subject, e-mail content.
		7.7.1.2	Sort e-mails by name, by date, by size.
		7.7.1.3	Create, delete an e-mail folder.
		7.7.1.4	Move e-mails to an e-mail folder.
		7.7.1.5	Delete an e-mail.
		7.7.1.6	Restore a deleted e-mail.
		7.7.1.7	Empty the e-mail bin/deleted items/trash folder.
	<i>7.7.2 Address Book</i>	7.7.2.1	Add contact details to an address book. Delete contact details from an address book.
		7.7.2.2	Update an address book from incoming e-mail.
		7.7.2.3	Create, update a distribution list/mailling list.