

BCS IT User Syllabus

ECDL Unit 2

Using the Computer and Managing Files/IT User Fundamentals Level 1

Version 5.0

March 2009

CATEGORY	SKILL SET	REF.	TASK ITEM
2.1 Operating System	2.1.1 First Steps	2.1.1.1	Start the computer and log on securely using a user name and password.
		2.1.1.2	Restart the computer using an appropriate routine.
		2.1.1.3	Shut down a non-responding application.
		2.1.1.4	Shut down the computer using an appropriate routine.
		2.1.1.5	Use available Help functions.
	2.1.2 Setup	2.1.2.1	View the computer's basic system information: operating system name and version number, installed RAM (random-access memory).
		2.1.2.2	Change the computer's desktop configuration: date & time, volume settings, desktop display options (colour settings, desktop background, screen pixel resolution, screen saver options).
		2.1.2.3	Set, add keyboard language.
		2.1.2.4	Install, uninstall a software application.
		2.1.2.5	Use keyboard print screen facility to capture a full screen, active window.
	2.1.3 Working with Icons	2.1.3.1	Identify common icons like those representing: files, folders, applications, printers, drives, recycle bin/wastebasket/trash.
		2.1.3.2	Select and move icons.
		2.1.3.3	Create, remove a desktop shortcut icon, make an alias.
		2.1.3.4	Use an icon to open a file, folder, application.
	2.1.4 Using Windows	2.1.4.1	Identify the different parts of a window: title bar, menu bar, toolbar or ribbon, status bar, scroll bar.
2.1.4.2		Collapse, expand, restore, resize, move, close a window.	
2.1.4.3		Switch between open windows.	
2.2 File Management	2.2.1 Main Concepts	2.2.1.1	Understand how an operating system organizes drives, folders, files in a hierarchical structure.
		2.2.1.2	Know devices used by an operating system to store files and folders like: hard disk, USB flash drive, CD-RW, DVD-RW, network drives.
		2.2.1.3	Know how files, folders are measured: KB, MB, GB.
		2.2.1.4	Understand the purpose of regularly backing up data to a removable storage device for off-site storage.
		2.2.1.5	Understand the benefits of online file storage: convenient access, ability to share files.
	2.2.2 Files and Folders	2.2.2.1	Open a window to display folder name, size, location on a drive.

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		2.2.2.2	Expand, collapse views of drives, folders.
		2.2.2.3	Navigate to a folder, file on a drive.
		2.2.2.4	Create a folder and a further sub-folder.
	2.2.3 Working with Files	2.2.3.1	Identify common file types: word processing files, spreadsheet files, database files, presentation files, portable document format files, image files, audio files, video files, compressed files, temporary files, executable files.
		2.2.3.2	Open a text editing application. Enter text into a file, name and save the file to a location on a drive.
		2.2.3.3	Change file status: read-only/locked, read-write.
		2.2.3.4	Sort files in ascending, descending order by name, size, type, date modified.
		2.2.3.5	Recognize good practice in folder, file naming: use meaningful names for folders and files to help with recall and organization.
		2.2.3.6	Rename files, folders.
	2.2.4 Copy, Move	2.2.4.1	Select a file, folder individually or as a group of adjacent, non-adjacent files, folders.
		2.2.4.2	Copy files, folders between folders and between drives.
		2.2.4.3	Move files, folders between folders and between drives.
	2.2.5 Delete, Restore	2.2.5.1	Delete files, folders to the recycle bin/wastebasket/trash.
		2.2.5.2	Restore files, folders from the recycle bin/wastebasket/trash.
		2.2.5.3	Empty the recycle bin/wastebasket/trash.
	2.2.6 Searching	2.2.6.1	Use the Find tool to locate a file, folder.
		2.2.6.2	Search for files by all or part of file name, by content.
		2.2.6.3	Search for files by date modified, by date created, by size.
		2.2.6.4	Search for files by using wildcards: file type, first letter of file name.
		2.2.6.5	View list of recently used files.
	2.2.7 File Compression	2.2.7.1	Understand what file compression means.
		2.2.7.2	Compress files in a folder on a drive.
		2.2.7.3	Extract compressed files from a location on a drive.
2.3 Maintain Systems	2.3.1 Maintenance	2.3.1.1	Know the importance of regular routine maintenance of IT systems.
		2.3.1.2	Know how to carry out safe routine maintenance of your IT systems following the manufacturer's guidelines.
		2.3.1.3	Know what non-routine maintenance may be needed.

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		2.3.1.4	Know what maintenance should be left to specialist technicians.
		2.3.1.5	Know how to clean components: to maintain functionality, to maintain appearance.
		2.3.1.6	Know how to delete unwanted data and files from your IT systems.
	2.3.2 Problems	2.3.2.1	Identify IT problems that may occur: program not responding, error dialog box, storage full, paper jam, virus threat, lost network connection.
		2.3.2.2	Know what action to take to resolve IT problems.
		2.3.2.3	Identify sources of help when dealing with IT problems: help menus, manufacturer's guidelines, expert advice.
		2.3.2.4	Know how to deal with expert advice: the information needed by experts, how to follow advice, the limits of your own understanding and skills.
2.4 Print Management	2.4.1 Printer Options	2.4.1.1	Change the default printer from an installed printer list.
		2.4.1.2	Install a new printer on the computer.
	2.4.2 Print	2.4.2.1	Print a document from a text editing application.
		2.4.2.2	View a print job's progress in a queue using a desktop print manager.
		2.4.2.3	Pause, re-start, delete a print job using a desktop print manager.
	2.4.3 Printer Maintenance	2.4.3.1	Replace printer consumables: paper, toner cartridge.
		2.4.3.2	Print a test page, align cartridges.
		2.4.3.3	Know how to clear a paper jam.
		2.4.3.4	Know how to install and update printer driver files.
2.5 Health and Safety	2.5.1 Health	2.5.1.1	Understand the term ergonomics.
		2.5.1.2	Recognize that lighting is a health factor in computer use. Be aware that use of artificial light, amount of light, direction of light are all important considerations.
		2.5.1.3	Understand that correct positioning of the computer, desk and seat can help maintain a good posture.
		2.5.1.4	Recognize ways to help ensure a user's wellbeing while using a computer like: take regular stretches, have breaks, use eye relaxation techniques.
	2.5.2 Safety	2.5.2.1	Recognize the risks from using IT: hardware, cables, electrical connections, handling equipment, safe disposal of IT equipment and consumables.

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		2.5.2.2	Know the relevant guidelines and procedures for the safe and secure use of IT in an organization.
		2.5.2.3	Know the importance of using and disposing of cleaning materials safely.
2.6 Security	2.6.1 Identity/ Authentication	2.6.1.1	Understand that for security reasons a user name (ID) and password are needed for users to identify themselves when logging on to a computer.
		2.6.1.2	Know about good password policies like: not sharing passwords and PIN numbers, changing them regularly, adequate password length, adequate letter and number mix.
		2.6.1.3	Know how to stay safe when using ICT-based communication: protect personal information, avoid misuse of images, use appropriate language, respect confidentiality, use copy lists with discrimination.
	2.6.2 Data Security	2.6.2.1	Understand the importance of having an off-site backup copy of files.
		2.6.2.2	Understand what a firewall is.
		2.6.2.3	Know ways to prevent data theft like: using a user name and password, locking computer and hardware using a security cable.
	2.6.3 Viruses	2.6.3.1	Understand what a virus is and the ways a virus can be transmitted onto a computer.
		2.6.3.2	Use anti-virus software to scan specific drives, folders, files.
		2.6.3.3	Know how to protect against viruses and the importance of updating anti-virus software regularly.
		2.6.3.4	Know how anti-spam software can protect your computer from unwanted messages.
2.7 Law	2.7.1 Copyright	2.7.1.1	Understand the term copyright.
		2.7.1.2	Know how to recognize licensed software: by checking product ID, product registration, by viewing the software licence.
		2.7.1.3	Understand the term end-user license agreement.
		2.7.1.4	Understand the terms shareware, freeware, open source.
	2.7.2 Data Protection	2.7.2.1	Identify the main purposes of data protection legislation or conventions: to protect the rights of the data subject, to set out the responsibilities of the data controller.
		2.7.2.2	Identify the main data protection rights for a data subject in your country.

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		2.7.2.3	Identify the main data protection responsibilities for a data controller in your country.