european informatics passport

BASIC

Syllabus

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Introduction

Competition, innovation and social cohesion increasingly depend on the strategic and effective use of new information and communication technologies. This requires competence, creativity, and awareness on the part of those who use ICT tools every day.

Obtaining and certifying these skills through a recognised, objective system facilities mobility. A commonly-accepted 'language' in this sector provides the opportunity for everyone to think about their own ICT competence, and, more importantly, to display these skills on their CV. When applying for jobs this gives candidates something extra, something that employers are undoubtedly looking for. The skills outlined in this document represent a 'structure' for defining e-competence that could be transferred onto the Europass Curriculum. *From the Introduction to e-Competence Framework for ICT Users.*

The e-Competence Framework for ICT Users was developed by CEN, the European Committee for Standardisation, based on a series of EU rules and policies, including:

- European e-Skills Summit Declaration;
- Decision 2318/2003/EC by the European Parliament and Council to adopt a multiannual programme for the effective integration of information and communication technologies (ICT) in education and training systems in Europe (eLearning Programme);
- e-Skills in Europe: Towards 2010 and Beyond. A summary of the European e-Skills Forum report presented at the European e-skills Conference;
- European Commission communication on e-Skills in the 21st Century: Fostering Competitiveness, Growth and Jobs;
- Digital agenda for Europe.

The e-competence framework provides an overall outline of the digital skills that an average user of computers, the internet and new information and communication technologies should possess. **The use of a shared language to describe skills and proficiency levels makes it easily understandable throughout Europe and beyond**. The tool was created to facilitate the immediate assessment of IT skills in varying environments and for different groups of people. These include students, employees, managers, Human Resource departments, those working in educational institutions, policy makers and those in the public sector.

Our **User Programme** makes direct reference to classifications provided by the **e-Competence Framework for ICT Users (e-CF)**, making it relevant and applicable in all sectors: it is the first programme of its kind to make full use of the framework's structure, rather than simply replicating the principle ideas. The **User Programme**, more precisely, assesses and certifies intermediate ICT skills, as described in the summary table of the **e-Competence Framework for ICT Users – Part 2: User Guidelines**.

The **User Programme** is a great way to objectively demonstrate the ability to correctly and maturely use ICT tools in a school or university environment, at work, or on a personal level.

The programme takes into account the independent nature of different software and hardware producers, and fulfils all criteria for interoperability and neutrality.

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Our method

Going beyond the tired 'explanation, activity, test' method, we propose a new way to link and describe the content of the modules, based on that used in the **e-Competence Framework for ICT Users – Part 2: User Guidelines**.

The programme is the obvious choice for those who need to build their ICT skills and obtain a certification. For every topic, we have provided a reference framework which consists of:
- a basic definition of the skill;
- everything the User must know in about the topic, the theory or *knowledge*.
- the *skills* related to the aforementioned theory that a certified User must possess.

Procedures and tools

In order to prepare for the test, the candidate has full access to the online training and support available in your reserved area on DIDASKO platform.

To pass the exam, the candidate must be able to correctly answer at least 75% of the 30 questions for each module. The idea is that every module represents a specific skill. Due to the links between these skills, the candidate is free to choose the order in which they want to move through the modules.

EIPASS User module list

Module 1 | ICT Fundamentals

Module 2 | Web Browsing

Module 3 | Web Collaboration

Module 4 | Word Processing

MODULE 1

ICT FUNDAMENTALS

What does a certified EIPASS User know how to do?

A certified User knows how to describe the concepts of software and hardware, understands the logic which underlies the fundamental workings of a computer, is aware of how to manage files and folders, how to install drivers and how to use system utilities.

He/she is familiar with the basic principles and problems associated with information security, particularly regarding the legal and social issues caused by the widespread use of computers and the Internet.

The User knows how important the safe and healthy use of computers is. He/she knows which parts of a machine are reusable and/or recyclable, and has a green attitude to technology.

Contents of the module

Information and Communication technology
- The principles of Information and Communication technology.
- Computer hardware
- Computer software
- Turning the computer on and off

Desktop and settings
- The desktop, its applications and their function
- Program management
- Installation and uninstallation

Organisation of data and information
- Files and folders
- File management
- File properties

Internet and networks
- The concept of networks, the different types, (LAN, MAN, WAN), and the essential elements needed to connect to the internet.
- Network connections

IT security
- What it means to safeguard a system
- Updates
- Backup copies

Safe and green IT
- Principles of energy saving
- Using the PC in a healthy way
- Improved accessibility

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1 | INFORMATION AND COMMUNICATION TECHNOLOGY

The certified User knows the basics of computer software and hardware and the general context of Information and Communication technology. The User is familiar with using basic applications on a computer.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
1.1	The principles of Information and Communication technology	**1.1.1**	Define the concept of ICT, understand the difference between information and data
		1.1.2	Understand the workings of Personal Computer, explain the difference between the hardware and the software
1.2	Computer hardware	**1.2.1**	Identify the parts of a standard PC: system unit, monitor, keyboard, mouse, speakers, external hard disk, printer
		1.2.2	Identify the different types of a system unit: desktop, horizontal desktop, mini desktop, integrated desktop, Two-in-one-tablet, portable
		1.2.3	Identify the components of a system unit: optical unit and relative media (CD and DVD), space/slot for expansion, memory card slot and relative media (SD cards), access buttons, ventilation grills, fans, I/O panel, plugs, switches
		1.2.4	Identify the most common portals or I/O connectors
		1.2.5	Identify the internal components of a PC: power supply unit, motherboard, processor (how to measure speed and what this can tell us about the PC's power), the mass memory unit
		1.2.6	Identify the most widely-used I/O appliances, set mouse options, distinguish the various parts of a monitor and a printer, connect and set-up a printer with default settings, Identify Bluetooth and use it to connect appliances to the PC
		1.2.7	Distinguish between computer memory (RAM) and internal & removable mass storage systems, know what a Byte is and its function, understand how a PC identifies and manages an external appliance, understand how to verify how much memory is left

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1.3	Computer software	1.3.1	Distinguish between operating systems and programs whilst being aware of the different operating systems of PCs and mobile devices
		1.3.2	Distinguish between the different programs available: App, applications, drivers, malware and utilities
		1.3.3	Understand, and be able to choose, according to requirements, between different software licenses (EULA, proprietary, shareware, freeware, open source)
1.4	Turning the computer on and off	1.4.1	Log in systematically
		1.4.2	Shut down the PC or activate one of the other options (Sleep, restart, log off, lock, hibernate)

2 | DESKTOP AND SETTINGS

The User knows how to identify the key features of the desktop and comfortably navigate around it, with special attention given to the taskbar. He/she also knows how to install and uninstall programs, and perform common operations.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
2.1	The desktop, its applications and their various functions	2.1.1	Identify the utilities in the taskbar, using all of the tools (Start button, Cortana/online guide, pinned items, notification area), with particular reference to the notification centre and date and time, language, backgrounds and colours, screen resolution and volume settings
		2.1.2	Understand the concept and function of icons. Select them, move them, rename them, and create and manage links/alias
		2.1.3	Understand the concept and function of windows and identify the various parts. Can manage their various icons, move from one window to the next, reduce all active windows to icon, view full screen
2.2	Program management	2.2.1	Activate an application, activate tablet mode (*Start screen*), pin an item to the taskbar and find an application using its name
2.3	Installation and uninstallation	2.3.1	Install programs from the internet
		2.3.2	Install programs from an external media
		2.3.3	Close a program that is not responding
		2.3.4	Uninstall a program
		2.3.5	Take a screenshot

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3 | ORGANISING DATA AND INFORMATION

The User is aware of how to carefully and logically manage files and folders, and recognise their distinguishing features to be able to keep the desktop and therefore, the computer, organised. He/she is familiar with file properties and knows how to modify those in the *General* tab of the *Properties* dialog box.

	Knowledge		Skills
	A certified User knows about…		A certified User can…
3.1	Files and folders	3.1.1	Understand the definition of and identify, create, save and name files. Understand the concept of an extension and how to view it
		3.1.2	Understand the concepts of folder, default folder, sub-folder; use the Home folder to organise files. Create a folder
		3.1.3	Identify the hierarchical structure of files and folders, as described by Windows
3.2	File management	3.2.1	Select and deselect a single file, scattered files, a file sequence and a group of files
		3.2.2	Manipulate files: copy and move with the mouse or with the context menu commands, rename, rename grouped files, delete, recover, search, compress and decompress, distinguish between a copy and a link/alias
3.3	File properties	3.3.1	Open and analyse the General tab from the Properties window
		3.3.2	Change the order of files in a folder, using all the filters available (name, date, type, dimension)

4 | INTERNET AND NETWORKS

The User knows about the principles and tools that underpin the function of networks. He/she understands the basics of the workings of the Internet and is aware of good practice of connecting automatically and safely, choosing the most suitable option for his/her needs.

	Knowledge		Skills
	A certified User knows about…		A certified User can…
4.1	The concept of networks, the different types, (LAN, MAN, WAN), and the essential elements needed to connect to the internet	4.1.1	Identify the standard hardware components of a network (appliances, NIC, gateway/router, modem, cables)
		4.1.2	Define an ISP and the different ways of connecting to the internet (analogue, ADSL, Wi-Fi, hotspot, Wi-Max) along with the units of measure that transform data into networks
		4.1.3	Explain how the ISP connects the PC to the internet and has knowledge of the PPP and TCP/IP protocols
		4.1.4	Explain how to choose the best ISP according to needs, taking into account signal, bandwidth, proposed plan and technical assistance options

4.2	Network connections	4.2.1	Explain how a cabled Internet connection works and how to activate it
		4.2.2	Explain how a Wi-Fi connection works and how to activate it
		4.2.3	Check the network type, using the *Network and Sharing Centre*
		4.2.4	Disconnect

5 | IT SECURITY

The User knows the importance of data protection and privacy while using computers. They also know how to identify the most common security measures and how to use all the tools available to update the PC and its components. This topic also addresses the importance of managing a well-thought out backup system.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
5.1	Protecting a system	5.1.1	Apply the available functions from the *Action Centre/Security and maintenance*
		5.1.2	Configure Windows Firewall
		5.1.3	Explain how to protect the computer using Windows Defender
		5.1.4	Make use of the notifications in *User Account Control*
5.2	Updates	5.2.1	Understand the importance and define the difference between an update and an upgrade, understand the significance of a patch
		5.2.2	Update Windows
5.3	Backup copies	5.3.1	Configure the *File History* feature of Windows 10 to recover previous versions of a file
		5.3.2	Recover files from a backup

6 | GREEN AND SAFE COMPUTER USE

The User knows how to use a computer and its appliances in healthy way without putting one's health at risk, paying attention to posture and ergonomics. He/she will know how to activate power-saving options, how to recycle computers and appliances, or parts of them, and to manage accessibility options.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
6.1	Principles of energy saving	6.1.1	Explain how the composing materials of a PC are environmentally damaging and how it is possible to reduce energy consumption
		6.1.2	Apply energy-saving options
		6.1.3	Configure an energy saving plan
		6.1.4	Use good practice to save energy
		6.1.5	The most common methods for recycling electronic products, the computer as WEEE and how to contact WEEE centres in order to follow correct disposal procedures.

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6.2	Good practice for using a computer in a healthy way	6.2.1	Find an ergonomic work position: a comfortable place for the back and legs, correct shoulder, arms, wrists and finger position, reducing neck torsions and bending, take measures to reduce eye fatigue
		6.2.2	Identify and manage the low-impact forces (dynamic, static, contact) that the body is subject to whilst we work with computers
		6.2.3	Explain how to reduce the effect of low-impact forces
		6.2.4	Take breaks and vary activity to ensure maximum productivity and limit damage
6.3	Options to increase accessibility	6.3.1	Explain how to manage these options in Windows' *Accessibility* pane
		6.3.2	Define the concept of assisted technologies and describing the most widespread tools associated with them.

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MODULE 2

WEB BROWSING

What does a certified EIPASS User know how to do?

A certified User has the computer skills necessary to use the Internet to search the Internet for information and to be aware of the services the Internet provides.

Knows how to Identify a digital certificate and understands the concept of a secure site.

Is able to put into place any measures to reduce the risk of compromising the computer's safety during browsing.

Is aware of the fact that false information can be found online; knows how to work out which sites are credible and which ones to avoid. As a consequence, uses the internet in line with his/hers needs.

Contents of the module

Fundamental concepts of browsing
- The Internet and the Web
- Managing security

Using the browser
- Initial steps
- Tabs and windows
- Configuration

Browser tools
- Using the History
- Managing *Favourites*
- Browser tools

Searching
- Search engines
- Assessing information

Exchanging information via email
- Email inbox
- Applications for managing email
- Composing and sending messages
- Managing messages

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1 | FUNDAMENTAL CONCEPTS OF BROWSING

The User knows about the technical and social principles that underpin the Internet. He/she knows how to identify and use the primary elements of a web page, and understands what can be done using the Internet. With regards to security, the User knows the meaning of protocols and how to define the concept of encryption when applied to informatics.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
1.1	The Internet and the Web	**1.1.1**	Define the concept of a *computer network* and describe the timeline that has led to the current structure of the internet; define server, hosting and an ISP
		1.1.2	Define the browser and its uses; define the characteristics of the most common browsers; explain the importance of updating the browser
		1.1.3	Describe the composition of the URL (Uniform Resource Locator); understand the system of domain levels and identify the most common ones
		1.1.4	Describe and identify connections between pages (links)
		1.1.5	Explain the actions that can be performed using the Internet: searching for information on search engines, making purchases, using online banking services, communicating with friends, colleagues, organisations and institutions
1.2	Managing security	**1.2.1**	Explain encryption and its importance
		1.2.2	Recognise a secure site by using a protocol

2 | USING THE BROWSER

The User knows how to use the browser interface in an effective way to navigate the Web, choose and select the most appropriate links, and select and configure browser and network options according to needs. He/she is familiar with ways to make internet use more efficient.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
2.1	Initial operations	**2.1.1**	Open and close the browser; describe the interface and identify all the elements
		2.1.2	Insert a URL in the address bar; choose the address from those that appear automatically when typing starts.
		2.1.3	Move between web pages using the *Forward*; *Back*; *Reload* and *Close* buttons

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2.2	Tabs and windows	2.2.1	Identify and understand the function of tabs and windows
		2.2.2	Open and close windows, also with the use of keyboard shortcuts
		2.2.3	Open a link in another tab or window
		2.2.4	Move tabs from one window to another
		2.2.5	Block a tab in the browser window
2.3	Configuration	2.3.1	Setup the initial browser page
		2.3.2	Identify, define and manage pop-ups
		2.3.3	Identify, define and manage cookies

3 | BROWSER TOOLS

The User knows how to effectively use tools to maximise browsing efficiency whilst guaranteeing security. He/she knows how to Manage Favourites, use the browser to acquire information and documents and exchange them with friends and colleagues.

Knowledge			Skills	
A certified User knows about...			A certified User can...	
3.1	History	3.1.1	View a website by selecting it from the History
		3.1.2	Delete the browser history
		3.1.3	Define incognito browsing; what it involves and how to activate it
3.2	Favourites	3.2.1	Add a bookmark to Favourites; manage the Favourites bar, add a bookmark using keyboard shortcuts
		3.2.2	Organise, edit and delete bookmarked pages
		3.2.3	Import and export favourites
3.3	Browser tools	3.3.1	Download files in defined units, taking into consideration the damage they have the potential to cause; define the function of the download bar
		3.3.2	Save texts and images from the Web
		3.3.3	Print a web page
		3.3.4	Define the functionality of a plug-in; recognise the most popular ones; know how to manage them

4 | CARRYING OUT WEB SEARCHES

This section addresses the concept of a search and the available online tools to undertake web searches using appropriate keywords. The User knows to identify logical relationships between keywords; refine searches when necessary and assess the origin and credibility of the information obtained.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
4.1	Search engines	**4.1.1**	Explain the concept of search engines: what they are and how they work; how to use the most common ones; conduct a search using keywords; define a *query*
		4.1.2	Conduct an image search using keywords
		4.1.3	Undertake an advanced search; using Google Advanced Search
		4.1.4	Undertake an advanced search using freely available content; using Google
4.2	Assessing information	**4.2.1**	Assess the veracity of information obtained from a Web search
		4.2.2	Analyse information gathered online
		4.2.3	Understand the consequences of the misuse and diffusion of unreliable Online material: defamation and violation of privacy

5 | CARRYING OUT WEB SEARCHES

Here the user will become familiar with the basic concepts of email and the applications connected to emails. He/she will learn how to use the interface and common email-management tools effectively: compose messages, set up a signature, configure inbox spam filters, undertake a simple search within messages, compose and send messages to different people and manage the sending and receiving messages effectively.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
5.1	Email inbox	**5.1.1**	Access an email account; understand the function of a standard inbox: Inbox, Sentbox, Drafts, Junk mail/Spam, Deleted mail; insert one or more addresses in the main field, the CC (*Carbon Copy*) *field, and Bcc* (*Blind Carbon copy*) field; insert an appropriate description in the subject field; compose a message and add attachments; send the message
		5.1.2	Identify and describe the structure of an email address

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5.2	The applications which can be used to manage email	**5.2.1**	Identify and describe the interface of Outlook2016
		5.2.2	Add and configure a Microsoft account, useful for managing Outlook2016
		5.2.3	Configure the protocol of the network necessary to receive the mail: identify the differences between POP3 and IMAP
5.3	Composing and sending messages	**5.3.1**	Explain the different ways of composing a new message
		5.3.2	Explain how to create a message with Outloook 2016
		5.3.3	Explain how to manage attachments with Outlook 2016
		5.3.4	Create an address book and selecting recipients
		5.3.5	Use spellcheck to correct any mistakes in the text of the message
5.4	Managing messages	**5.4.1**	Reply and forward messages
		5.4.2	Delete, organise and archive received messages, also using the rules outlined by Outlook 2016
		5.4.3	Use notifications
		5.4.4	Create and insert a signature

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MODULE 3

WEB COLLABORATION

What does a certified EIPASS User know how to do?

A certified User knows how to set up accounts used for online communication and how to adapt the settings according to his/her needs. He/she knows how to proactively use these services, adding filters and security measures to protect personal details.

He/she can use a cloud, productivity applications, social media, online calendars, videoconferencing and online learning environments, making use of the applications available on the Web.

Contents of the module

Definitions
- Services and tools to support online collaboration
- The cloud
- Why online collaboration is useful
- Synchronisation: what it is and why it is useful
- Property rights and use of content

Online collaboration tools
- Cloud storage
- Online calendars
- Online meetings
- Online learning environments

Collaborating via smartphone and tablets
- How mobile devices work
- Downloading and installing apps
- Productivity apps

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1 | DEFINTIONS

The User knows how to recognise and know how to use the software and hardware necessary to use the Internet, identifying which are the most popular and useful, in both a recreational and work environment. He/She knows how to identify and define the cloud, create an account and define synchronisation.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
1.1	The services and the tools to support online collaboration	1.1.1	Explain the concept of the cloud and define mobile devices
		1.1.2	Recognise the tools that can be used to support online collaboration: productivity apps, social media, online calendars, videoconferencing and online learning environments
		1.1.3	Recognise and define the advantages of online collaboration
		1.1.4	Recognise and prevent the risks associated with online collaboration
1.2	The cloud	1.2.1	Identify the different operations that can be performed using the *cloud*; define the difference between *cloud storage* and *cloud computing*
		1.2.2	Define the main advantages of the cloud
		1.2.3	Identify and define the available cloud services: IaaS (*Infrastructure as a Service*), PaaS (*Platform as a Service*), SaaS (*Software as a Service*)
1.3	Why online collaboration is useful	1.3.1	Explain the concept of plug-ins and why they are useful. Activate them in Google Chrome, Mozzilla Firefox and Microsoft Edge
		1.3.2	Use hardware tools (webcam, microphone and speakers) and software (VoiP, Instant Messaging, chat)
		1.3.3	Set up an account (or profile); know how and why to create an account; create a Gmail account; create an IM account; delete an account
1.4	Synchronisation	1.4.1	Explain the concept of synchronisation and why it is useful; define the difference between synchronisation and backup; recognise the different types: One Way, Two Way, mirroring
		1.4.2	Synchronise Gmail with Android and iOS devices
		1.4.3	Synchronise Gmail with a PC and with a Mac
		1.4.4	Synchronise mobile devices and understand why this is important, use AutoSync (Android) and iTunes (iOS); deactivate iTunes synchronisation; use iPhone, iPad and iPod touch synchronisation with iTunes using Wi-Fi

1.5	Property rights and use of content	1.5.1	Define the system of user licenses for data and online information: copyright, copyleft, intellectual property, registered trademark and Creative Commons; the activities carried out at Creative Commons and by the government
		1.5.2	Define the software license system: proprietary, trial, shareware, freeware, free software, open source; understand the GNU General Public License

2 | ONLINE COLLABORATION TOOLS

The User will learn how to use Google Drive to get the most out of the cloud and of the Google tools. Use a Google account to get to know the online collaboration tools, such as calendars, video calls and online learning, teaching and professional environments.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
2.1	Cloud storage	2.1.1	Access a cloud storage system and, specifically, Google Drive
		2.1.2	Upload and download files and folders from Google Drive
		2.1.3	Delete and recover files and folders in Google Drive
		2.1.4	Create a folder in Google Drive
		2.1.5	Synchronise files and folders in Google Drive
		2.1.6	Create and save files in Google Drive: text documents, spreadsheets and presentations
		2.1.7	Share files online with Google Drive
		2.1.8	Share a link and a file online
2.2	Online calendars	2.2.1	Identify and define the fundamental elements of an online calendar, through an analysis of Google Calendar
		2.2.2	Import, export and share calendars
		2.2.3	Create and share events; define the difference between event and reminder in Google Calendar; set notifications
2.3	Online meetings	2.3.1	Explain the Hangouts feature, the Google app for calling and video calling contacts
		2.3.2	Manage Hangout contacts; start a Hangouts conversation from Gmail
		2.3.3	Start a videocall; create a group from contacts; add people by name, email address or link; manage the video call options; send and receive messages

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2.4	Online learning environments	2.4.1	Define the typical features of an online learning environment
		2.4.2	Recognise the most important types: Virtual Learning Environment (VLE) and Learning Management System (LMS); describe MOOC (Massive Open Online Courses) and understand the difference between e-learning platforms, recognise and use the most popular open platforms
		2.4.3	Describe the functions and advantages of the most popular e-learning platforms: Moodle, ATutor, Forma LMS, OpenOLAT, ILIAS; define SCORM (Shareable Courseware Object Reference Model)
		2.4.4	Define the concept of a webinar; describe the advantages of some of the most popular webinar platforms: GoToWebinar, Cisco Webex, Adobe Connect

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3 | COLLABORATING VIA SMARTPHONES AND TABLET

The User will learn to what extent mobile devices can be useful for productivity and online communication. He/she will learn about the technical functions of the devices and how to use them safely. Furthermore, the user will learn about the apps for the most widely-used systems (Android and iOS), and will be able to use many apps which, when used with care, can also be useful for work.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
3.1	How mobile devices work	3.1.1	Recognise the most widely-used mobile operating systems: Android, iOS and Windows phone
		3.1.2	Connect devices between themselves and to the Internet: Bluetooth and Wireless; understand the function of the mobile Internet: 3G, 4G/LTE, UMTS, GSM
		3.1.3	Take action to protect devices when using the internet: PIN, copies and connectivity
3.2	Downloading and install apps	3.2.1	Identify and define all of the App Stores: Google Play for Android, App Store for iOS, Windows Phone Store for Windows Phone by Microsoft, BlackBerry App World for BlackBerry OS, Bemobi Mobile Store for Symbian OS di Nokia, Amazon Appstore
		3.2.2	Define the different characteristics of an app, outlining the difference between free and paid apps.
		3.2.3	Install/uninstall, and update an app
3.3	Productivity apps	3.3.1	Identify and use different Android productivity apps: synchronise emails and calendars, documents and notes, communication, business management, file management, VPN and remote connection, security
		3.3.2	Identify and use different iOS productivity app for iPhone and iPad: synchronise emails and calendars, documents and notes, communication, business management, file management, VPN and remote connection, security

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MODULE 4

WORD PROCESSING

What does a certified EIPASS User know how to do?

A certified User knows how to use, with dexterity, programs designed for producing word documents. He/she is able to create and manage documents, to write and format complex content because he/she knows how to apply the tools available to create structured and professional words (references, collaborative tools, Mail Merge). He/she can manage basic printing options.

The User also understands the tools available to safeguard documents, because he/she knows the advantages of a pro-active approach, indispensable when texts needed to be created, revised and shared with colleagues/friend etc.

Contents of the module

The interface and first steps
- Components and tools in the interface
- The first steps in creating a document
- Page set-up

Working on the text
- Inserting text and special characters
- Basic formatting rules
- Text styles

Managing links, tables and graphic elements
- Links
- Tables
- Graphic elements

Automisation and collaboration
- Tools for automatic text correction
- Referencing
- Collaboration tools

Outgoing documents
- Mail merge
- Printing a document
- Protecting a text document
- Archiving documents

1 | THE INTERFACE AND FIRST STEPS

The User can: recognise the general organisation of the tools that the interface provides. Create and save new documents, set up the page set-up options and the settings of the relative components (word, paragraph, sentence, section).

Knowledge		Skills	
A certified User knows about...		A certified User can...	
1.1	Components and tools in the interface	**1.1.1**	Recognise components and functions of all the tools on the interface; components and functions of the quick access toolbar; how to personalise and export it
		1.1.2	Explain the purpose of the toolbar
		1.1.3	Explain how to use the *Guide*
		1.1.4	Recognise the components and functions of the status bar; recognise its uses and use all the view options available
1.2	The first steps in creating a document	**1.2.1**	Open a new document and move the insertion point; create a new document using a template
		1.2.2	Save a document on a PC and on OneDrive; use the quick save procedure; set-up automatic saving; recover unsaved files
		1.2.3	Recognise common file formats and extensions; save in PDF
		1.2.4	Correctly close a work session
		1.2.5	Reopen saved documents; recognise compatibility mode
1.3	Page set-up	**1.3.1**	Set up margins, orientation, sizing, border and background, how to insert a page break
		1.3.2	Identify the use of adding extra information: headers and footers (also on different pages and alternate pages), page numbers, frontispiece, apply new information to a document
		1.3.3	Edit colours and font within a theme

2 | WORKING ON THE TEXT

The User can insert text into documents, using the tools available to manage it in a logical way. This includes fonts, special characters, formatting rules and styles.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
2.1	Inserting text and special characters	**2.1.1**	Create paragraphs and sentences, insert characters and special characters, managing automatic correction tools
		2.1.2	Understand the importance of selecting text within the document, selecting with the mouse and with the keyboard
		2.1.3	Delete, copy, cut and past text in different ways, using *Notes*
		2.1.4	Cancel and repeat an operation
		2.1.5	Search for a word within a document
2.2	Basic formatting rules	**2.2.1**	Understand the definition of font type, style and size, apply type, style and size to fonts, make use of the automatic preview function, change style and size also use shortcuts
		2.2.2	Describe and use the *Font* window, choose a pre-defined font
		2.2.3	Apply special effects to text: colour, highlighting, superscript, strikethrough, change letters from upper and lower case
		2.2.4	Copy formatting
		2.2.5	Format paragraphs, take care of alignment, spacing, borders and background
2.3	Text styles	**2.3.1**	Manage and apply the quick styles available in Word, knowing the usefulness of summary
		2.3.2	Start the *Styles* box and use its functionalities

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3 | MANAGING LISTS, TABLES AND GRAPHIC ELEMENTS

The User can organise content in a way which makes sense for the purpose of the document, using lists, tabulation, tables and graphic elements, such as *ClipArt* (and online Clipart), films, and *SmartArt* forms.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
3.1	Lists	**3.1.1**	Identify the types of list available (numbered and bullet points);create a new list; type without a new bullet point; turn an already-written text into a list; change a bullet-pointed list into a numbered one, order items within a list
		3.1.2	Personalise a list, applying an arbitrary number
		3.1.3	Create and manage lists on different levels
		3.1.4	Align texts, also using tabulation
		3.1.5	Organise the text into columns
3.2	Tables	**3.2.1**	Understand why a table is useful, define the difference between row and column, insert a table in different ways, manage the functions of context tabs with *table tools*
		3.2.2	Insert text into a table, move text around in a table
		3.2.3	Select text within a table, delete content
		3.2.4	Resize a table, editing the height of the rows and the width of the columns
3.3	Graphic elements	**3.3.1**	Insert an image from an internet file, using the *ClipArt* collection; save an insert a screenshot; insert captions; create an index
		3.3.2	Edit the size of an image, cut it, change the format and position, rotate it, delete it
		3.3.3	Insert videos within documents
		3.3.4	Create and manage shapes, using *SmartArt*; insert charts using spreadsheet programs (Excel); personalise the text with *WordArt*; insert text boxes

4 | AUTOMATION, COOPERATION AND INTERACTION

Use the automation features to easily and quickly manage the document (correction and references); and activate and make use of the functions which allow it to be shared to manage comments and revisions with collaborators and co-editors.

	Knowledge			Skills
	A certified User knows about...			A certified User can...
4.1	Tools for automatic text correction		**4.1.1**	Identify incorrect words within the text and activate spellcheck and grammar check and use it whilst typing; work with foreign words and ensure they are no longer marked as errors; add new words to the program's internal dictionary
			4.1.2	Activate spellcheck and grammar check after having finished composing a document
			4.1.3	Define and activate automatic correction tools
			4.1.4	Define and activate the hypenation tool
			4.1.5	Define and activate the word count tool
4.2	Referencing		**4.2.1**	Understand the difference between *summary* and *index*; insert a pre-defined summary and a personalised summary; update it and delete it
			4.2.2	Define what it means to insert, update and delete an analytical index
			4.2.3	Insert, personalise and delete footnotes
4.3	Collaboration tools		**4.3.1**	Share a document, also using Online tools (Google Documents); understand the difference between comment and revision
			4.3.2	Insert and verify comments and revision

5 | OUTGOING DOCUMENTS: PRINTING AND ARCHIVING

A User can use Mailmerge to automatize the creation of letters, tags, and envelopes, create and modify a list of contacts, and manage standard printing options. He/she can archive documents in the most appropriate place, according to needs and using the file names and suitable saving options, considering the risks attached.

	Knowledge			Skills
	A certified User knows about...			A certified User can...
5.1	Mail merge		**5.1.1**	Define the *Mail merge* function and create personalised lists
5.2	Printing a document		**5.2.1**	View the print preview
			5.2.2	Define and use the key print options: page selection, number of copies, sorting and format
			5.2.3	Print
5.3	Protecting a text document		**5.3.1**	Understand the importance of using a password to limit access to documents for unauthorised parties
5.4	Archiving documents		**5.4.1**	Define, recognise and use different types of archiving

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