



# WEB COLLABORATION

*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 facilitates 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.

## MODULE

### 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

## 1 | DEFINITIONS

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 <i>cloud</i> ; define the difference between <i>cloud storage</i> and <i>cloud computing</i>
		1.2.2	Define the main advantages of the cloud
		1.2.3	Identify and define the available cloud services: IaaS ( <i>Infrastructure as a Service</i> ), PaaS ( <i>Platform as a Service</i> ), SaaS ( <i>Software as a Service</i> )
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, Mozilla 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

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



### 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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