EUROPEAN COMPUTER DRIVING LICENCE SYLLABUS VERSION 4.0

The European Computer Driving Licence Foundation Ltd
Third Floor, Portview House
Thorncastle Street
Dublin 4
Ireland

Tel: + 353 1 630 6000
Fax: + 353 1 630 6001

E-mail: info@ecdl.com
URL: www.ecdl.com

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[1] Reference(s) to ECDL Foundation means The European Computer Driving Licence Foundation Ltd.

DESCRIPTION OF THE MODULES

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Module 1 – Concepts of Information Technology (IT)

The following is the Syllabus for Module 1, *Concepts of Information Technology (IT),* which provides the basis for the theory-based test in this module domain.

Module Goals

Module 1 Concepts of Information Technology (IT) requires the candidate to have an understanding of some of the main concepts of IT at a general level. The candidate is required to understand the make-up of a personal computer in terms of hardware and software and to understand some of the concepts of Information Technology (IT) such as data storage and memory. The candidate shall also understand how information networks are used within computing and be aware of the uses of computer-based software applications in everyday life. The candidate shall appreciate health and safety issues as well as some environmental factors involved in using computers. The candidate shall be aware of some of the important security and legal issues associated with using computers.

CATEGORY	KNOWLEDGE AREA	REF.	KNOWLEDGE ITEM
1.1 General Concepts	*1.1.1 Hardware, Software, Information Technology*	1.1.1.1	Understand the terms hardware, software, Information Technology (IT).
	1.1.2 Types of Computer	1.1.2.1	Understand and distinguish between mainframe computer, network computer, personal computer, laptop, personal digital assistant (PDA) in terms of capacity, speed, cost, and typical users.
	1.1.3 Main Parts of a Personal Computer	1.1.3.1	Know the main parts of a personal computer such as: central processing unit (CPU), hard disk, common input and output devices, types of memory. Understand the term peripheral device.
	1.1.4 Computer Performance	1.1.4.1	Know some of the factors that impact on a computer's performance such as: CPU speed, RAM size, and the number of applications running.
1.2 Hardware	*1.2.1 Central Processing Unit*	1.2.1.1	Understand some of the functions of the CPU in terms of calculations, logic control, and immediate access memory. Know that the speed of the CPU is measured in megahertz (MHz) or gigahertz (GHz).
	1.2.2 Memory	1.2.2.1	Understand different types of computer memory such as: RAM (random-access memory), ROM (read-only memory) and distinguish between them.
		1.2.2.2	Know how computer memory is measured: bit, byte, KB, MB, GB, TB. Relate computer memory measurements to characters, files and directories/folders.
	1.2.3 Input Devices	1.2.3.1	Identify some of the main devices for inputting data into a computer such as: mouse, keyboard, trackball, scanner, touchpad, lightpen, joystick, digital camera, and microphone.
	1.2.4 Output Devices	1.2.4.1	Identify common output devices for displaying the results of processing carried out by a

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CATEGORY	KNOWLEDGE AREA	REF.	KNOWLEDGE ITEM
			computer, such as: monitors, screens, printers, plotters, and speakers. Know where these devices are used.
	1.2.5 Input/Output Devices	1.2.5.1	Understand some devices are both input/output devices such as: touchscreens.
	1.2.6 Storage Devices	1.2.6.1	Compare the main types of memory storage devices in terms of speed, cost and capacity such as: diskette, Zip disk, data cartridges, CD-ROM, internal, external hard disk.
		1.2.6.2	Understand the purpose of formatting a disk.
1.3 Software	*1.3.1 Types of Software*	1.3.1.1	Distinguish between operating systems software and applications software. Understand the reasons for software versions.
	1.3.2 Operating System Software	1.3.2.1	Describe the main functions of an operating system and name some common operating systems.
	1.3.3 Applications Software	1.3.3.1	List some common software applications such as: word processing, spreadsheet, database, Web browsing, desktop publishing, accounting, together with their uses.
	1.3.4 Graphical User Interface	1.3.4.1	Understand the term Graphical User Interface (GUI).
	1.3.5 Systems Development	1.3.5.1	Understand how computer-based systems are developed. Know about the process of analysis, design, programming and testing often used in developing computer-based systems.
1.4 Information Networks	*1.4.1 LAN, WAN*	1.4.1.1	Understand the terms, local area network (LAN), wide area network (WAN). Understand the term client/server.
		1.4.1.2	List some of the advantages associated with group working such as: sharing printers, applications, and files across a network.
	1.4.2 Intranet, Extranet	1.4.2.1	Understand what an intranet is and understand the distinction between the Internet and an intranet.
		1.4.2.2	Understand what an extranet is and understand the distinction between an intranet and an extranet.
	1.4.3 The Internet	1.4.3.1	Understand what the Internet is and know some of its main uses.
		1.4.3.2	Understand what the World Wide Web (WWW) is and distinguish it from the Internet.
	1.4.4 The Telephone Network in Computing	1.4.4.1	Understand the use of the telephone network in computing. Understand the terms Public Switched Telephone Network (PSTN),

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CATEGORY	KNOWLEDGE AREA	REF.	KNOWLEDGE ITEM
			Integrated Services Digital Network (ISDN), Asymmetric Digital Subscriber Line (ADSL).
		1.4.4.2	Understand the terms analogue, digital, modem, transfer rate, (measured in bps – bits per second).
1.5 The Use of IT in Everyday Life	*1.5.1 Computers at Work*	1.5.1.1	Identify some situations where a computer might be more appropriate than a person for carrying out a task and where not.
		1.5.1.2	Know some of the uses of large-scale computer applications in business such as: business administration systems, airline booking systems, insurance claims processing, online banking.
		1.5.1.3	Know some of the uses of large-scale computer applications in government such as: public records systems (census, vehicle registration), revenue collection, electronic voting.
		1.5.1.4	Know some of the uses of large-scale computer applications in hospitals/healthcare such as: patient records systems, ambulance control systems, diagnostic tools and instruments, specialist surgical equipment.
		1.5.1.5	Know some of the uses of computer applications in education such as: student registration and timetabling systems, computer-based training (CBT), distance learning, homework using the Internet.
		1.5.1.6	Understand the term teleworking. List some of the advantages of teleworking such as: reduced or no commuting time, greater ability to focus on one task, flexible schedules, reduced company space requirements. List some disadvantages of teleworking such as: lack of human contact, less emphasis on teamwork.
	1.5.2 Electronic World	1.5.2.1	Understand the term electronic mail (e-mail) and know its main uses.
		1.5.2.2	Understand the term e-Commerce. Understand the concept of purchasing goods and services online, including giving personal details before a transaction can be carried out, payment methods, consumer's basic right to return unsatisfactory goods.
		1.5.2.3	List some of the advantages of purchasing goods and services online, such as: services available 24 hours a day, opportunity to view a wide range of products. List some of the disadvantages of purchasing goods and services online such as: choosing from a virtual store, no human contact, risk of insecure payment methods.

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CATEGORY	KNOWLEDGE AREA	REF.	KNOWLEDGE ITEM
1.6 Health and Safety, Environment	*1.6.1 Ergonomics*	1.6.1.1	Understand what elements and practices can help create a good working environment such as: appropriate positioning of monitors, keyboards and adjustable chairs, use of a mouse mat, use of a monitor filter, provision of adequate lighting and ventilation, frequent breaks away from the computer.
	1.6.2 Health Issues	1.6.2.1	List some common health problems which can be associated with using a computer such as: injuries to wrists caused by prolonged typing, eye strain caused by screen glare, back problems associated with poor seating or bad posture.
	1.6.3 Precautions	1.6.3.1	List some safety precautions when using a computer such as: ensuring power cables are safely secured, power points are not overloaded.
	1.6.4 The Environment	1.6.4.1	Be aware that recycling printed outputs, recycling printer toner cartridges, using a monitor that consumes less power while the computer is inactive can help the environment.
		1.6.4.2	Understand that using electronic documents can help reduce the need for printed materials.
1.7 Security	*1.7.I Information Security*	1.7.1.1	Understand the term information security and the benefits to an organisation of being proactive in dealing with security risks such as: adopting an information security policy with respect to handling sensitive data, having procedures for reporting security incidents, making staff members aware of their responsibilities with respect to information security.
		1.7.1.2	Know about privacy issues associated with computers, such as adopting good password policies. Understand what is meant by user ID and differentiate between user ID and password. Understand the term access rights and know why access rights are important.
		1.7.1.3	Know about the purpose and value of backing up data, software to a removable storage device.
		1.7.1.4	Be aware of possible implications of theft of a laptop computer, PDA, mobile phone such as: possible misuse of confidential files, loss of files, loss of important contact details if not available on a separate source, possible misuse of telephone numbers.
	1.7.2 Computer Viruses	1.7.2.1	Understand the term virus when used in computing and understand that there are different types of virus. Be aware when and how viruses can enter a computer system.

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CATEGORY	KNOWLEDGE AREA	REF.	KNOWLEDGE ITEM
		1.7.2.2	Know about anti-virus measures and what to do when a virus infects a computer. Be aware of the limitations of anti-virus software. Understand what 'disinfecting' files means.
		1.7.2.3	Understand good practice when downloading files, accessing file attachments, such as: use of virus scanning software, not opening unrecognised e-mail messages, not opening attachments contained within unrecognised e-mail messages.
1.8 Copyright and the Law	*1.8.1 Copyright*	1.8.1.1	Understand the concept of copyright when applied to software, and also to files such as: graphics, text, audio, video. Understand copyright issues involved in downloading information from the Internet.
		1.8.1.2	Understand copyright issues associated with using and distributing materials stored on removable media such as CD's, Zip disks, diskettes.
		1.8.1.3	Know how to check the Product ID number for a software product. Understand the terms shareware, freeware, end-user license agreement.
	1.8.2 Data Protection Legislation	1.8.2.1	Know about data protection legislation or conventions in your country. Understand the implications of data protection legislation for data subjects and data holders. Describe some of the uses of personal data.

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Module 2 – Using the Computer and Managing Files

The following is the Syllabus for Module 2, *Using the Computer and Managing Files,* which provides the basis for the practice-based test in this module domain.

Module Goals

Module 2 Using the Computer and Managing Files requires the candidate to demonstrate knowledge and competence in using the common functions of a personal computer and its operating system. The candidate shall be able to adjust main settings, use the built-in help features and deal with a non-responding application. He or she shall be able to operate effectively within the desktop environment and work with desktop icons and windows. The candidate shall be able to manage and organize files and directories/folders, and know how to duplicate, move and delete files and directories/folders, and compress and extract files. The candidate shall also understand what a computer virus is and be able to use virus-scanning software. The candidate shall demonstrate the ability to use simple editing tools and print management facilities available within the operating system.

CATEGORY	SKILL SET	REF.	TASK ITEM
2.1 Computer Environment	*2.1.1 First Steps with the Computer*	2.1.1.1	Start the computer.
		2.1.1.2	Shut down the computer using an appropriate routine.
		2.1.1.3	Restart the computer using an appropriate routine.
		2.1.1.4	Shut down a non-responding application.
	2.1.2 Basic Information and Operations	2.1.2.1	View the computer's basic system information: operating system and version number, installed RAM (random access memory).
		2.1.2.2	Change the computer's desktop configuration: date & time[2], volume settings, desktop display options (colour settings, screen pixel resolution, screen saver options).
		2.1.2.3	Set, change keyboard language.
		2.1.2.4	Format removable disk media: diskette, Zip disk.
		2.1.2.5	Install, uninstall a software application.
		2.1.2.6	Use keyboard print screen facility and paste contents into a document.
		2.1.2.7	Use available Help functions.
	2.1.3 Text Editing	2.1.3.1	Launch a text editing application. Open, create a file.
		2.1.3.2	Save the file to a location on a drive.
		2.1.3.3	Close the text editing application.

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[2] Candidates should be made aware that care must be exercised where changes to the computer's date and time are made, as this may impact on the way networked computing systems are synchronised.

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CATEGORY	SKILL SET	REF.	TASK ITEM
2.2 Desktop	*2.2.1 Work with Icons*	2.2.1.1	Recognize common desktop icons such as those representing: files, directories/folders, applications, printers, recycle bin/wastebasket.
		2.2.1.2	Select and move desktop icons.
		2.2.1.3	Open a file, directory/folder, application from the desktop.
		2.2.1.4	Create a desktop shortcut icon, desktop menu alias.
	2.2.2 Work with Windows	2.2.2.1	Identify the different parts of a window: title bar, menu bar, toolbar, status bar, scroll bar.
		2.2.2.2	Collapse, expand, resize, move, close a window.
		2.2.2.3	Switch between open windows.
2.3 Managing Files	*2.3.1 Concepts*	2.3.1.1	Understand how an operating system shows drives, folders, files in a hierarchical structure.
		2.3.1.2	Know that the devices used by an operating system to store files and folders are the hard disk, diskette, CD-ROM, network drives.
	2.3.2 Directories/Folders	2.3.2.1	Navigate to a file, folder on a drive.
		2.3.2.2	Create a directory/folder and a further sub-directory/sub-folder.
		2.3.2.3	Open a window to display directory/folder name, size, location on drive.
	2.3.3 Working with Files	2.3.3.1	Recognize common file types: word processing files, spreadsheet files, database files, presentation files, image files, audio files, video files, compressed files, temporary files.
		2.3.3.2	Count the number of files, files of a particular type, in a folder (including any files in sub-folders).
		2.3.3.3	Change file status: read-only/locked, read-write.
		2.3.3.4	Sort files by name, size, type, date modified.
		2.3.3.5	Understand the importance of maintaining correct file extensions when re-naming files.
		2.3.3.6	Re-name files, directories/folders.
	2.3.4 Duplicate, Move	2.3.4.1	Select a file, directory/folder individually or as a group of adjacent, non-adjacent files, directories/folders.
		2.3.4.2	Duplicate files, directories/folders between directories/folders and between drives.
		2.3.4.3	Move files, directories/folders between directories/folders and drives.

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CATEGORY	SKILL SET	REF.	TASK ITEM
		2.3.4.4	Understand why making a 'backup' copy of files to a removable storage device is important.
	2.3.5 Delete, Restore	2.3.5.1	Delete files, directories/folders to the recycle bin/wastebasket.
		2.3.5.2	Restore files, directories/folders from the recycle bin/wastebasket.
		2.3.5.3	Empty the recycle bin/wastebasket.
	2.3.6 Searching	2.3.6.1	Use the Find tool to locate a file, directory/folder.
		2.3.6.2	Search for files by content, date modified, date created, size, wildcards.
		2.3.6.3	View list of recently used files.
	2.3.7 Compressing Files	2.3.7.1	Understand what file compression means.
		2.3.7.2	Compress files in a folder on a drive.
		2.3.7.3	Extract compressed files from a location on a drive.
2.4 Viruses	*2.4.1 Concepts*	2.4.1.1	Know what a virus is and what the effects of a virus might be.
		2.4.1.2	Understand some of the ways a virus can be transmitted onto a computer.
		2.4.1.3	Understand the advantages of a virus-scanning application.
		2.4.1.4	Understand what 'disinfecting' files means.
	2.4.2 Handling Viruses	2.4.2.1	Use a virus scanning application to scan specific drives, folders, files.
		2.4.2.2	Understand why virus-scanning software needs to be updated regularly.
2.5 Print Management	*2.5.1 Setup*	2.5.1.1	Change the default printer from an installed printer list.
		2.5.1.2	Install a new printer on the computer.
	2.5.2 Print Outputs	2.5.2.1	Print a document from a text editing application.
		2.5.2.2	View a print job's progress using a desktop print manager.
		2.5.2.3	Pause, re-start, delete a print job using a desktop print manager.

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Module 3 – Word Processing

The following is the Syllabus for Module 3, *Word Processing,* which provides the basis for the practice-based test in this module domain.

Module Goals

Module 3 Word Processing requires the candidate to demonstrate the ability to use a word processing application on a computer. The candidate shall be able to accomplish everyday tasks associated with creating, formatting and finishing small sized word processing documents ready for distribution. He or she shall also be able to duplicate and move text within and between documents. The candidate shall demonstrate competence in using some of the features associated with word processing applications such as creating standard tables, using pictures and images within a document, and using mail merge tools.

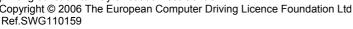| CATEGORY	SKILL SET	REF.	TASK ITEM
3.1 Using the Application	*3.1.I First Steps with Word* Processing	3.1.1.1	Open (and close) a word processing application.
		3.1.1.2	Open one, several documents.
		3.1.1.3	Create a new document (based on default, other available template).
		3.1.1.4	Save a document to a location on a drive.
		3.1.1.5	Save a document under another name.
		3.1.1.6	Save a document in another file type such as: text file, Rich Text Format, HTML, template, software specific file extension, version number.
		3.1.1.7	Switch between open documents.
		3.1.1.8	Use available Help functions.
		3.1.1.9	Close a document.
	3.1.2 Adjust Settings	3.1.2.1	Change between page view modes.
		3.1.2.2	Use magnification/zoom tools.
		3.1.2.3	Display, hide built-in toolbars.
		3.1.2.4	Display, hide non-printing characters.
		3.1.2.5	Modify basic options/preferences in the application: user name, default directory/ folder to open, save documents.
3.2 Main Operations	*3.2.1 Insert Data*	3.2.1.1	Insert text.[3]
		3.2.1.2	Insert special characters, symbols.
	3.2.2 Select Data	3.2.2.1	Select character, word, line, sentence, paragraph, entire body text.

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CATEGORY	SKILL SET	REF.	TASK ITEM
	3.2.3 Edit Data	3.2.3.1	Edit content by inserting new characters, words within existing text, over-typing to replace existing text.
		3.2.3.2	Use the undo, redo command.
	3.2.4 Duplicate, Move, Delete	3.2.4.1	Duplicate[4] text within a document, between open documents.
		3.2.4.2	Move[5] text within a document, between open documents.
		3.2.4.3	Delete text.
	3.2.5 Search and Replace	3.2.5.1	Use the search command for a specific word, phrase.
		3.2.5.2	Use a simple replace command for a specific word, phrase.
3.3 Formatting	*3.3.1 Text Formatting*	3.3.1.1	Change text appearance: font sizes, font types.
		3.3.1.2	Apply text formatting such as: bold, italic, underline.
		3.3.1.3	Apply subscript, superscript to text.
		3.3.1.4	Apply case changes to text.
		3.3.1.5	Apply different colours to text.
		3.3.1.6	Copy formatting from a piece of text to another piece of text.
		3.3.1.7	Apply an existing style to a word, a line, a paragraph.
		3.3.1.8	Use automatic hyphenation.
	3.3.2 Paragraph Formatting	3.3.2.1	Insert, remove paragraph marks.
		3.3.2.2	Insert, remove soft carriage return (line break) marks.
		3.3.2.3	Align text left, centre, right, justified.
		3.3.2.4	Indent paragraphs: left, right, first line, hanging.
		3.3.2.5	Apply single, double line spacing within paragraphs.
		3.3.2.6	Apply spacing above, below paragraphs.
		3.3.2.7	Set, remove and use tabs: left, centre, right, decimal.

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[4] Within the Syllabus the word 'duplicate' is used to denote duplication using copy and paste tools and methods.
[5] Within the Syllabus the word 'move' is used to denote moving using cut and paste tools and methods.

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CATEGORY	SKILL SET	REF.	TASK ITEM
		3.3.2.8	Apply bullets, numbers to a single level list. Remove bullets, numbers from a single level list.
		3.3.2.9	Change between the style of bullets, numbers in a single level list from built-in standard options.
		3.3.2.10	Add a top and bottom border, box border and shading to a paragraph.
	3.3.3 Document Formatting	3.3.3.1	Change document orientation, portrait, landscape. Change paper size.
		3.3.3.2	Change margins of entire document, top, bottom, left, right.
		3.3.3.3	Insert, delete a page break in a document.
		3.3.3.4	Add, modify text in Headers, Footers.
		3.3.3.5	Add fields in Headers, Footers: date, page number information, file location.
		3.3.3.6	Apply automatic page numbering to a document.
3.4 Objects	3.4.1 Tables	3.4.1.1	Create a table ready for text insertion.
		3.4.1.2	Insert, edit data in a table.
		3.4.1.3	Select rows, columns, cells, entire table.
		3.4.1.4	Insert, delete, rows and columns.
		3.4.1.5	Modify column width, row height.
		3.4.1.6	Modify cell border width, style, colour.
		3.4.1.7	Add shading to cells.
	3.4.2 Pictures Images, Charts	3.4.2.1	Insert a picture[6], an image, a chart into a document.
		3.4.2.2	Select a picture, image, chart in a document.
		3.4.2.3	Duplicate a picture, image, chart within a document, between open documents.
		3.4.2.4	Move a picture, image, chart within a document, to another document.
		3.4.2.5	Resize a picture, image, chart.
		3.4.2.6	Delete a picture, image, chart.
3.5 Mail Merge	3.5.1 Concept and Practice	3.5.1.1	Understand the term mail merge and the concept of merging a data source with a main

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CATEGORY	SKILL SET	REF.	TASK ITEM
			document such as a letter or a label document.
		3.5.1.2	Open, prepare a main document for a mail merge by inserting data fields.
		3.5.1.3	Open, prepare a mailing list, other data file, for use in a mail merge.
		3.5.1.4	Merge a mailing list with a letter, label document.
3.6 Prepare Outputs	*3.6.1 Preparation*	3.6.1.1	Understand the importance of proofing your document such as: checking the layout, presentation (margins, appropriate font sizes and formats) and spelling.
		3.6.1.2	Spell-check a document and make changes such as correcting spelling errors, deleting repeated words.
		3.6.1.3	Add words to a built-in custom dictionary.
		3.6.1.4	Preview a document.
	3.6.2 Printing	3.6.2.1	Choose print output options[7] such as: entire document, specific pages, number of copies.
		3.6.2.2	Print a document from an installed printer using defined options, default settings.

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Module 4 – Spreadsheets

The following is the Syllabus for Module 4, *Spreadsheets,* which provides the basis for the practice-based test in this module domain.

Module Goals

Module 4 Spreadsheets requires the candidate to understand the concept of spreadsheets and to demonstrate the ability to use a spreadsheet application on a computer. The candidate shall understand and be able to accomplish tasks associated with developing, formatting, modifying and using a spreadsheet[8] of limited scope ready for distribution. He or she shall also be able to generate and apply standard mathematical and logical formulas using standard formulas and functions. The candidate shall demonstrate competence in creating and formatting graphs/charts.

CATEGORY	SKILL SET	REF.	TASK ITEM
4.1 Using the Application	*4.1.1 First Steps with Spreadsheets*	4.1.1.1	Open (and close) a spreadsheet application.
		4.1.1.2	Open one, several spreadsheets.
		4.1.1.3	Create a new spreadsheet (default template).
		4.1.1.4	Save a spreadsheet to a location on a drive.
		4.1.1.5	Save a spreadsheet under another name.
		4.1.1.6	Save a spreadsheet in another file type such as: text file, HTML, template, software specific file extension, version number.
		4.1.1.7	Switch between worksheets, open spreadsheets.
		4.1.1.8	Use available Help functions.
		4.1.1.9	Close a spreadsheet.
	4.1.2 Adjust Settings	4.1.2.1	Use magnification/zoom tools.
		4.1.2.2	Display, hide built-in toolbars.
		4.1.2.3	Freeze, unfreeze row and/or column titles.
		4.1.2.4	Modify basic options/preferences in the application: user name, default directory/ folder to open, save spreadsheets.
4.2 Cells	*4.2.1 Insert Data*	4.2.1.1	Enter a number, date, text in a cell.
	4.2.2 Select Cells	4.2.2.1	Select a cell, range of adjacent cells, range of non-adjacent cells, entire worksheet.
		4.2.2.2	Select a row, range of adjacent rows, range of non-adjacent rows.
		4.2.2.3	Select a column, range of adjacent columns, range of non-adjacent columns.

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[8] The term spreadsheet is used to denote a spreadsheet file with multiple sheet functionality. The term worksheet is used to denote a single sheet in a spreadsheet file.
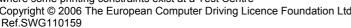
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CATEGORY	SKILL SET	REF.	TASK ITEM
	4.2.3 Rows and Columns	4.2.3.1	Insert rows, columns in a worksheet.
		4.2.3.2	Delete rows, columns in a worksheet.
		4.2.3.3	Modify column widths, row heights.
	4.2.4 Edit Data	4.2.4.1	Insert additional cell content, replace existing cell content.
		4.2.4.2	Use the undo, redo command.
	4.2.5 Duplicate, Move, Delete	4.2.5.1	Duplicate[9] the content of a cell, cell range within a worksheet, between worksheets, between open spreadsheets.
		4.2.5.2	Use the autofill tool/copy handle tool to copy, increment data entries.
		4.2.5.3	Move[10] the contents of a cell, cell range within a worksheet, between worksheets, between open spreadsheets.
		4.2.5.4	Delete cell contents.
	4.2.6 Search and Replace	4.2.6.1	Use the search command for specific content in a worksheet.
		4.2.6.2	Use the replace command for specific content in a worksheet.
	4.2.7 Sort Data	4.2.7.1	Sort a cell range by one criterion in ascending, descending numeric order, ascending, descending alphabetic order.
4.3 Worksheets	*4.3.1 Handling Worksheets*	4.3.1.1	Insert a new worksheet.
		4.3.1.2	Rename a worksheet.
		4.3.1.3	Delete a worksheet.
		4.3.1.4	Duplicate a worksheet within a spreadsheet, between open spreadsheets.
		4.3.1.5	Move a worksheet within a spreadsheet, between open spreadsheets.
4.4 Formulas and Functions	*4.4.1 Arithmetic Formulas*	4.4.1.1	Generate formulas using cell references and arithmetic operators (addition, subtraction, multiplication, division).
		4.4.1.2	Recognize and understand standard error values associated with using formulas.
	4.4.2 Cell Referencing	4.4.2.1	Understand and use relative, mixed, absolute cell referencing in formulas.

[9] Within the Syllabus the word 'duplicate' is used to denote duplication using copy and paste tools or methods.
[10] Within the Syllabus the word 'move' is used to denote moving using cut and paste tools or methods.

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CATEGORY	SKILL SET	REF.	TASK ITEM
	4.4.3 Working with Functions	4.4.3.1	Generate formulas using sum, average, minimum, maximum, count, functions.
		4.4.3.2	Generate formulas using the logical function if (yielding one of two specific values).
4.5 Formatting	*4.5.1 Numbers/Dates*	4.5.1.1	Format cells to display numbers to a specific number of decimal places, to display numbers with, without commas to indicate thousands.
		4.5.1.2	Format cells to display a date style.
		4.5.1.3	Format cells to display a currency symbol.
		4.5.1.4	Format cells to display numbers as percentages.
	4.5.2 Contents	4.5.2.1	Change cell content appearance: font sizes, font types.
		4.5.2.2	Apply formatting to cell contents such as: bold, italic, underline, double underline.
		4.5.2.3	Apply different colours to cell content, cell background.
		4.5.2.4	Copy the formatting from a cell, cell range to another cell, cell range.
		4.5.2.5	Apply text wrapping to contents within a cell.
	4.5.3 Alignment, Border Effects	4.5.3.1	Align contents in a cell, cell range: left, centre, right, top, bottom.
		4.5.3.2	Centre a title over a cell range.
		4.5.3.3	Adjust cell content orientation.
		4.5.3.4	Add border effects to a cell, cell range.
4.6 Charts/ Graphs	*4.6.1 Using Charts/Graphs*	4.6.1.1	Create different types of charts/graphs from spreadsheet data: column chart, bar chart, line chart, pie chart.
		4.6.1.2	Add a title, label to the chart/graph. Remove a title, label from the chart/graph.
		4.6.1.3	Change the background colour in a chart/ graph.
		4.6.1.4	Change the column, bar, line, pie slice colours in the chart/graph.
		4.6.1.5	Change the chart/graph type.
		4.6.1.6	Duplicate, move charts/graphs within a worksheet, between open spreadsheets.
		4.6.1.7	Resize, delete charts/graphs.

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CATEGORY	SKILL SET	REF.	TASK ITEM
4.7 Prepare Outputs	*4.7.1 Worksheet Setup*	4.7.1.1	Change worksheet margins: top, bottom, left, right.
		4.7.1.2	Change worksheet orientation: portrait, landscape. Change paper size.
		4.7.1.3	Adjust page setup to fit worksheet contents on one page, on a specific number of pages.
		4.7.1.4	Add, modify text in Headers, Footers in a worksheet.
		4.7.1.5	Insert fields: page numbering information, date, time, file name, worksheet name into Headers, Footers.
	4.7.2 Preparation	4.7.2.1	Understand the importance of checking spreadsheet calculations and text before distribution.
		4.7.2.2	Preview a worksheet.
		4.7.2.3	Turn on, off display of gridlines, display of row and column headings for printing purposes.
		4.7.2.4	Apply automatic title row(s) printing on every page of a printed worksheet.
	4.7.3 Printing	4.7.3.1	Print a cell range from a worksheet[11] an entire worksheet, number of copies of a worksheet, the entire spreadsheet, a selected chart.

[11] Print to file functionality, while not included as a formal Syllabus task item, may be required as part of training and preparation for candidates where some printing constraints exist at a Test Centre

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Module 5 – Database

The following is the Syllabus for Module 5, *Database[12]*, which is the basis for the theory and practice-based test in this module domain.

Module Goals

Module 5 Database, requires the candidate to understand some of the main concepts of databases and demonstrate the ability to use a database on a computer. The candidate shall be able to create and modify tables, queries, forms and reports, and prepare outputs ready for distribution. The candidate shall be able to relate tables and to retrieve and manipulate information from a database by using query and sort tools available in the package

CATEGORY	SKILL SET	REF.	TASK ITEM
5.1 Using the Application	*5.1.1 Database Concepts*	5.1.1.1	Understand what a database is.
		5.1.1.2	Understand how a database is organised in terms of tables, records, fields, and with field data types, field properties.
		5.1.1.3	Understand what a primary key is.
		5.1.1.4	Understand what an index is.
		5.1.1.5	Understand the purpose of relating tables in a database.
		5.1.1.6	Understand the importance of setting rules to ensure relationships between tables are valid.
	5.1.2 First Steps with Databases	5.1.2.1	Open (and close) a database application.
		5.1.2.2	Open, log onto an existing database.
		5.1.2.3	Create a new database.
		5.1.2.4	Save a database to a location on a drive.
		5.1.2.5	Use available Help functions.
		5.1.2.6	Close a database.
	5.1.3 Adjust Settings	5.1.3.1	Change between view modes in a table, form, report.
		5.1.3.2	Display, hide built-in toolbars.
5.2 Tables	*5.2.1 Main Operations*	5.2.1.1	Create and save a table and specify fields with their data types.
		5.2.1.2	Add, delete records in a table.
		5.2.1.3	Add a field to an existing table.
		5.2.1.4	Add, modify data in a record.
		5.2.1.5	Delete data in a record.

CATEGORY	SKILL SET	REF.	TASK ITEM
		5.2.1.6	Use the undo command.
		5.2.1.7	Navigate within a table to next record, previous record, first record, last record, specific record.
		5.2.1.8	Delete a table.
		5.2.1.9	Save and close a table.
	5.2.2 Define Keys	5.2.2.1	Define a primary key.
		5.2.2.2	Index a field with, without duplicates allowed.
	5.2.3 Table Design/Layout	5.2.3.1	Change field format attributes such as: field size, number format, date format.
		5.2.3.2	Understand consequences of changing field size attributes in a table.
		5.2.3.3	Create a simple validation rule for number, text, date/time, currency.
		5.2.3.4	Change width of columns in a table.
		5.2.3.5	Move a column within a table.
	5.2.4 Table Relationships	5.2.4.1	Create a one-to-one, one-to-many relationship between tables.
		5.2.4.2	Delete relationships between tables.
		5.2.4.3	Apply rule(s) to relationships such that fields that join tables are not deleted as long as links to another table exist.
5.3 Forms	*5.3.1 Working with Forms*	5.3.1.1	Open a form.
		5.3.1.2	Create and save a form.
		5.3.1.3	Use a form to enter, modify, delete records.
		5.3.1.4	Go to next record, previous record, first record, last record, specific record using form display.
		5.3.1.5	Add, modify text in Headers, Footers in a form.
		5.3.1.6	Delete a form.
		5.3.1.7	Save and close a form.
5.4 Retrieving Information	*5.4.1 Main Operations*	5.4.1.1	Use the search command for a specific word, number, date in a field.
		5.4.1.2	Apply a filter to a table, form.
		5.4.1.3	Remove a filter from a table, form.
	5.4.2 Queries	5.4.2.1	Create and save a single table query, two-table query using specific search criteria.
		5.4.2.2	Add criteria to a query using any of the following operators: < (Less than), <= (Less than or equals), > (Greater than), >= (Greater

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CATEGORY	SKILL SET	REF.	TASK ITEM
			than or equals), = (Equals), <> (Not equal to), And, Or.
		5.4.2.3	Edit a query by adding, removing criteria.
		5.4.2.4	Edit a query: add, remove, move, hide, unhide fields.
		5.4.2.5	Run a query.
		5.4.2.6	Delete a query.
		5.4.2.7	Save and close a query.
	5.4.3 Sort Records	5.4.3.1	Sort data in a table, form, query output, in ascending, descending numeric, alphabetic order.
5.5 Reports	*5.5.1 Working with Reports*	5.5.1.1	Create and save a report based on a table, query.
		5.5.1.2	Change arrangement of data fields and headings within a report layout.
		5.5.1.3	Group data under a specific heading (field) in a report in ascending, descending order.
		5.5.1.4	Present specific fields in a grouped report by sum, minimum, maximum, average, count, at appropriate break points.
		5.5.1.5	Add, modify text in Headers, Footers in a report.
		5.5.1.6	Delete a report.
		5.5.1.7	Save and close a report.
5.6 Prepare Outputs	*5.6.1 Prepare to Print*	5.6.1.1	Preview a table, form, report.
		5.6.1.2	Change report orientation: portrait, landscape. Change paper size.
	5.6.2 Print Options	5.6.2.1	Print[13] a page, selected record(s), complete table.
		5.6.2.2	Print all records using form layout, specific pages using form layout.
		5.6.2.3	Print the result of a query.
		5.6.2.4	Print specific page(s) in a report, complete report.

Module 6 – Presentation

The following is the Syllabus for Module 6, *Presentation,* which is the basis for the practice-based test in this module domain.

Module Goals

Module 6 Presentation requires the candidate to demonstrate competence in using presentation tools on a computer. The candidate shall be able to accomplish tasks such as creating, formatting, modifying and preparing presentations using different slide layouts for display and printed distribution. He or she shall also be able to duplicate and move text, pictures, images and charts within the presentation and between presentations. The candidate shall demonstrate the ability to accomplish common operations with images, charts and drawn objects and to use various slide show effects.

CATEGORY	SKILL SET	REF.	TASK ITEM
6.1 Using the Application	*6.1.1 First Steps with Presentations*	6.1.1.1	Open (and close) a presentation application.
		6.1.1.2	Open one, several presentations.
		6.1.1.3	Create a new presentation (default template).
		6.1.1.4	Save a presentation to a location on a drive.
		6.1.1.5	Save a presentation under another name.
		6.1.1.6	Save a presentation in another file type such as: Rich Text Format, template, image file format, software specific file extension, version number.
		6.1.1.7	Switch between open presentations.
		6.1.1.8	Use available Help functions.
		6.1.1.9	Close a presentation.
	6.1.2 Adjust Settings	6.1.2.1	Use magnification/zoom tools.
		6.1.2.2	Display, hide built-in toolbars.
		6.1.2.3	Modify basic options/preferences in the application: user name, default directory/ folder to open, save presentations.
6.2 Developing a Presentation	*6.2.1 Presentation Views*	6.2.1.1	Understand the uses of different presentation view modes.
		6.2.1.2	Change between presentation view modes.
	6.2.2 Slides	6.2.2.1	Add a new slide with a specific slide layout such as: title slide, chart and text, bulleted list, table.
		6.2.2.2	Change between built-in slide layouts.
		6.2.2.3	Change background colour on specific slide(s), all slides.

CATEGORY	SKILL SET	REF.	TASK ITEM
	6.2.3 Using Design Templates	6.2.3.1	Apply an available design template to a presentation.
		6.2.3.2	Change between available design templates.
	6.2.4 Master Slide	6.2.4.1	Insert a picture[14], image, drawn object into a master slide. Remove a picture, image, drawn object from a master slide.
		6.2.4.2	Add text into Footer of specific slides, all slides in a presentation.
		6.2.4.3	Apply automatic slide numbering, automatically updated date, non-updating date into Footer of specific slides, all slides in a presentation.
6.3 Text and Images	*6.3.1 Text Input Formatting*	6.3.1.1	Add text into a presentation in standard, outline view.
		6.3.1.2	Edit slide content, notes pages content by inserting new characters, words.
		6.3.1.3	Change text appearance: font sizes, font types.
		6.3.1.4	Apply text formatting such as: bold, italic, underline.
		6.3.1.5	Apply case changes to text.
		6.3.1.6	Apply different colours to text.
		6.3.1.7	Apply shadow to text.
		6.3.1.8	Align text: left, centre, right in a slide.
		6.3.1.9	Adjust line spacing before and after bulleted, numbered points.
		6.3.1.10	Change between the style of bullets, numbers in a list from built-in standard options.
		6.3.1.11	Use the undo, redo command.
	6.3.2 Pictures, Images	6.3.2.1	Insert a picture[15] into a slide.
		6.3.2.2	Insert an image into a slide.
	6.3.3 Duplicate, Move, Delete	6.3.3.1	Duplicate[16] text, pictures, images within the presentation, between open presentations.
		6.3.3.2	Move[17] text, pictures, images within the presentation, between open presentations.

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[14] Within the Syllabus a 'picture' means a visual representation originating from a built-in image gallery available to the application, an 'image' means an image brought into the application as a file, a 'chart' means an object generated by a secondary application based on tabular data.
[15] Within the Syllabus a 'picture' means a visual representation originating from a built-in image gallery available to the application, an 'image' means an image brought into the application as a file, a 'chart' means an object generated by a secondary application based on tabular data.
[16] Within the Syllabus the word 'duplicate' is used to denote duplication using copy and paste tools or methods.
[17] Within the Syllabus the word 'move' is used to denote moving using cut and paste tools or methods. Within the Syllabus the word 'move' is used to denote moving using cut and paste tools or methods.

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CATEGORY	SKILL SET	REF.	TASK ITEM
		6.3.3.3	Resize pictures, images in a presentation.
		6.3.3.4	Delete text, pictures, images in a slide.
6.4 Charts/ Graphs, Drawn Objects	*6.4.1 Using Charts/Graphs*	6.4.1.1	Input data to create, modify different kinds of built-in charts/graphs in a slide: column, bar, line, pie.
		6.4.1.2	Change the background colour in the chart/graph.
		6.4.1.3	Change the column, bar, line, pie slice colours in the chart/graph.
		6.4.1.4	Change the chart/graph type.
	6.4.2 Organisation Charts	6.4.2.1	Create an organisation chart with a labelled hierarchy. (Use a built-in organisation chart feature).
		6.4.2.2	Change the hierarchical structure of an organisation chart.
		6.4.2.3	Add, remove managers, co-workers, sub-ordinates in an organisation chart.
	6.4.3 Drawn Objects	6.4.3.1	Add different types of drawn object to a slide: line, free drawn line, arrow, rectangle, square, circle, text box, and other available shapes.
		6.4.3.2	Change drawn object background colour, line colour, line weight, line style.
		6.4.3.3	Change arrow start style, arrow finish style.
		6.4.3.4	Apply a shadow to a drawn object.
		6.4.3.5	Rotate, flip a drawn object.
		6.4.3.6	Align a drawn object: left, centre, right, top, bottom of a slide.
		6.4.3.7	Resize drawn object, chart within the presentation.
		6.4.3.8	Bring an object to the front, back.
	6.4.4 Duplicate, Move, Delete	6.4.4.1	Duplicate a chart/graph, drawn object within the presentation, between open presentations.
		6.4.4.2	Move a chart/graph, drawn object within the presentation, between open presentations.
		6.4.4.3	Delete a chart/graph, drawn object.
6.5 Slide Show Effects	*6.5.1 Preset Animation*	6.5.1.1	Add preset text, image animation effects to slides. Change preset animation effects on text, images.
	6.5.2 Transitions	6.5.2.1	Add transition effects between slides. Change slide transition effects between slides.

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CATEGORY	SKILL SET	REF.	TASK ITEM
6.6 Prepare Outputs	*6.6.1 Preparation*	6.6.1.1	Select appropriate output format for slide presentation such as: overhead, handout, 35 mm slides, on-screen show.
		6.6.1.2	Spell-check a presentation and make changes such as: correcting spelling errors, deleting repeated words.
		6.6.1.3	Add notes for the presenter to slides.
		6.6.1.4	Change slide setup, slide orientation to portrait, landscape. Change paper size.
		6.6.1.5	Duplicate, move slides within the presentation, between open presentations.
		6.6.1.6	Delete a slide, slides.
	6.6.2 Printing	6.6.2.1	Print[18] entire presentation, specific slides, handouts, notes pages, outline view of slides, number of copies of a presentation.
	6.6.3 Deliver a Presentation	6.6.3.1	Hide, show slides.
		6.6.3.2	Start a slide show, start a slide show on any slide.

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Module 7 – Information and Communication

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

Module Goals

Module 7 Information and Communication, is divided in two sections. The first section, Information, requires the candidate to understand some of the concepts and terms associated with using the Internet, and to appreciate some of the security considerations. The candidate shall also be able to accomplish common Web search tasks using a Web browsing application and available search engine tools. He or she shall be able to bookmark Web sites, and to print Web pages and search outputs. The candidate shall be able to navigate within and complete Web-based forms. In the second section, Communication, the candidate is required to understand some of the concepts of electronic mail (e-mail), together with having an appreciation of some of the security considerations associated with using e-mail. The candidate shall also demonstrate the ability to use e-mail software to send and receive messages, and to attach files to mail messages. The candidate shall be able to organize and manage message folders/directories within e-mail software.

Section 1 Information

CATEGORY	SKILL SET	REF.	TASK ITEM
7.1 The Internet	*7.1.1 Concepts/Terms*	7.1.1.1	Understand and distinguish between the Internet and the World Wide Web (WWW).
		7.1.1.2	Define and understand the terms: HTTP, URL, hyperlink, ISP, FTP.
		7.1.1.3	Understand the make-up and structure of a Web address.
		7.1.1.4	Know what a Web Browser is and what it is used for.
		7.1.1.5	Know what a Search Engine is and what it is used for.
		7.1.1.6	Understand the terms cookie, cache.
	7.1.2 Security Considerations	7.1.2.1	Know what a protected Web site is, (use of username and password).
		7.1.2.2	Know what a digital certificate is.
		7.1.2.3	Know what encryption is and why it is used.
		7.1.2.4	Be aware of the danger of infecting the computer with a virus from a downloaded file.
		7.1.2.5	Be aware of the possibility of being subject to fraud when using a credit card on the Internet.
		7.1.2.6	Understand the term firewall.
	7.1.3 First Steps with the Web Browser	7.1.3.1	Open (and close) a Web browsing application.

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CATEGORY	SKILL SET	REF.	TASK ITEM
		7.1.3.2	Change the Web browser Home Page/ Startpage.
		7.1.3.3	Display a Web page in a new window.
		7.1.3.4	Stop a Web page from downloading.
		7.1.3.5	Refresh a Web page.
		7.1.3.6	Use available Help functions.
	7.1.4 Adjust Settings	7.1.4.1	Display, hide built-in toolbars.
		7.1.4.2	Display, hide images on a Web page.
		7.1.4.3	Display previously visited URLs using the browser address bar.
		7.1.4.4	Delete browsing history.
7.2 Web Navigation	*7.2.1 Accessing Web Pages*	7.2.1.1	Go to a URL.
		7.2.1.2	Activate a hyperlink/image link.
		7.2.1.3	Navigate backwards and forwards between previously visited Web pages.
		7.2.1.4	Complete a Web-based form and enter information in order to carry out a transaction.
	7.2.2 Using Bookmarks	7.2.2.1	Bookmark a Web page.
		7.2.2.2	Display a bookmarked Web page.
	7.2.3 Organizing Bookmarks	7.2.3.1	Create a bookmark folder.
		7.2.3.2	Add Web pages to a bookmark folder.
		7.2.3.3	Delete a bookmark.
7.3 Web Searching	*7.3.1 Using a Search Engine*	7.3.1.1	Select a specific search engine.
		7.3.1.2	Carry out a search for specific information using a keyword, phrase.
		7.3.1.3	Combine selection criteria in a search.
		7.3.1.4	Duplicate text, image, URL from a Web page to a document.
		7.3.1.5	Save a Web page to a location on a drive as a txt file, html file.
		7.3.1.6	Download text file, image file, sound file, video file, software, from a Web page to a location on a drive.
	7.3.2 Preparation	7.3.2.1	Preview a Web page.

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CATEGORY	SKILL SET	REF.	TASK ITEM
		7.3.2.2	Change Web page orientation: portrait, landscape. Change paper size.
		7.3.2.3	Change Web page margins top, bottom, left, right.
	7.3.3 Printing	7.3.3.1	Choose Web page print output options such as: entire Web page, specific page(s), specific frame, selected text, number of copies and print.

Section 2 Communication

CATEGORY	SKILL SET	REF.	TASK ITEM
7.4 Electronic Mail	*7.4.1 Concepts/Terms*	7.4.1.1	Understand the make-up and structure of an e-mail address.
		7.4.1.2	Understand the advantages of e-mail systems such as: speed of delivery, low cost, flexibility of using a Web-based e-mail account in different locations.
		7.4.1.3	Understand the importance of network etiquette (netiquette) such as: using accurate descriptions in e-mail message subject fields, brevity in e-mail responses, spell checking outgoing e-mail.
	7.4.2 Security Considerations	7.4.2.1	Be aware of the possibility of receiving unsolicited e-mail.
		7.4.2.2	Be aware of the danger of infecting the computer with a virus by opening an unrecognized mail message, an attachment contained within an unrecognized mail message.
		7.4.2.3	Know what a digital signature is.
	7.4.3 First Steps with E-mail	7.4.3.1	Open (and close) an e-mail application.
		7.4.3.2	Open a mail inbox for a specified user.
		7.4.3.3	Open one, several mail messages.
		7.4.3.4	Switch between open messages.
		7.4.3.5	Close a mail message.
		7.4.3.6	Use available Help functions.
	7.4.4 Adjust Settings	7.4.4.1	Add, remove message inbox headings such as: sender, subject, date received.
		7.4.4.2	Display, hide built-in toolbars.
7.5 Messaging	*7.5.1 Read a Message*	7.5.1.1	Flag a mail message. Remove a flag mark from a mail message.
		7.5.1.2	Mark a message as unread, read.

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CATEGORY	SKILL SET	REF.	TASK ITEM
		7.5.1.3	Open and save a file attachment to a location on a drive.
	7.5.2 Reply to a Message	7.5.2.1	Use the reply, reply to all function.
		7.5.2.2	Reply with, without original message insertion.
	7.5.3 Send a Message	7.5.3.1	Create a new message.
		7.5.3.2	Insert a mail address in the 'To' field.
		7.5.3.3	Copy (Cc), blind copy (Bcc) a message to another address/addresses.
		7.5.3.4	Insert a title in the 'Subject' field.
		7.5.3.5	Use a spell-checking tool if available and make changes such as: correcting spelling errors, deleting repeated words.
		7.5.3.6	Attach a file to a message.
		7.5.3.7	Send a message with high, low priority.
		7.5.3.8	Send a message using a distribution list.
		7.5.3.9	Forward a message.
	7.5.4 Duplicate, Move, Delete	7.5.4.1	Duplicate[19], move[20] text within a message, or between other active messages.
		7.5.4.2	Duplicate text from another source into a message.
		7.5.4.3	Delete text in a message.
		7.5.4.4	Delete a file attachment from an outgoing message.
7.6 Mail Management	*7.6.1 Techniques*	7.6.1.1	Recognise some techniques to manage e-mail effectively such as creating and naming folders, moving messages to appropriate folders, deleting unrequired e-mail, using address lists.
	7.6.2 Using Address Books	7.6.2.1	Create a new address list/distribution list.
		7.6.2.2	Add a mail address to an address list.
		7.6.2.3	Delete a mail address from an address list.
		7.6.2.4	Update an address book from incoming mail.
	7.6.3 Organising Messages	7.6.3.1	Search for a message by sender, subject, mail content.
		7.6.3.2	Create a new folder for mail.

[19] Within the Syllabus the word 'duplicate' is used to denote duplication using copy and paste tools and methods.
[20] Within the Syllabus the word 'move' is used to denote moving using cut and paste tools and methods.

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CATEGORY	SKILL SET	REF.	TASK ITEM
		7.6.3.3	Move messages to a new folder for mail.
		7.6.3.4	Sort messages by name, by date.
		7.6.3.5	Delete a message.
		7.6.3.6	Restore a message from the mail bin/deleted items folder.
		7.6.3.7	Empty the mail bin/deleted items folder.
	7.6.4 Prepare to Print	7.6.4.1	Preview a message.
		7.6.4.2	Choose print output options such as: entire message, selected contents of a message, number of copies and print.

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