

Module	CATEGORY	KNOWLEDGE AREA	REF.	Knowledge Item	Notes	Remarks
1	1.1 Hardware	1.1.1 Concepts	1.1.1.2	Understand what a personal computer is. Distinguish between desktop, laptop (notebook), tablet PC in terms of typical users.		
1	1.1 Hardware	1.1.1 Concepts	1.1.1.4	Know the main parts of a computer like: central processing unit (CPU), types of memory, hard disk, common input and output devices.	Changed	Simplified. Removed reference to peripheral device.
1	1.1 Hardware	1.1.2 Computer Performance	1.1.2.1	Know some of the factors that impact on a computer's performance like: CPU speed, RAM size, graphics card processor and memory, the number of applications running.	Changed	Currency. Added graphics card processor and memory
1	1.1 Hardware	1.1.2 Computer Performance	1.1.2.2	Know that the speed (operating frequency) of the CPU is measured in megahertz (MHz) or gigahertz (GHz).	Changed	Clarity. Removed 'Understand some of the functions of the CPU in terms of calculations, logic control, immediate access memory.'
1	1.1 Hardware	1.1.3 Memory and Storage	1.1.3.1	Know what computer memory is: RAM (random-access memory), ROM (read-only memory) and distinguish between them.		
1	1.1 Hardware	1.1.4 Input, Output Devices	1.1.4.1	Identify some of the main input devices like: mouse, keyboard, trackball, scanner, touchpad, stylus, joystick, web camera (webcam), digital camera, microphone.	Changed	Currency. Added webcam. Removed light pen.
1	1.1 Hardware	1.1.4 Input, Output Devices	1.1.4.2	Know some of the main output devices like: screens/monitors, printers, speakers, headphones.	Changed	Simplified item. Currency. Added headphones, removed plotters.
1	1.1 Hardware	1.1.4 Input, Output Devices	1.1.4.3	Understand some devices are both input and output devices like: touchscreens.		
1	1.2 Software	1.2.1 Concepts	1.2.1.1	Understand the term software.		
1	1.3 Networks	1.3.1 Network Types	1.3.1.1	Understand the terms local area network (LAN), wireless local area network (WLAN), wide area network (WAN).	Changed	Clarity / Split out. Include WLAN.
1	1.3 Networks	1.3.1 Network Types	1.3.1.2	Understand the term client/server.		
1	1.3 Networks	1.3.1 Network Types	1.3.1.3	Understand what the Internet is and know some of its main uses.	Changed	Clarity. Removed understand the distinction between the Internet and an intranet. Added and know some of its main uses.
1	1.3 Networks	1.3.1 Network Types	1.3.1.4	Understand what an intranet, extranet is.	Changed	Clarity. Merged intranet, extranet. Removed asking for distinction.
1	1.4 ICT in Everyday Life	1.4.1 Electronic World	1.4.1.2	Know about different Internet services for consumers like: e-commerce, e-banking, e-government.		
1	1.4 ICT in Everyday Life	1.4.1 Electronic World	1.4.1.3	Understand the term e-learning. Know some of its features like: flexible learning time, flexible learning location, multimedia learning experience, cost effectiveness.		

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1	1.4 ICT in Everyday Life	1.4.1 <i>Electronic World</i>	1.4.1.4	Understand the term teleworking. Know some of the advantages of teleworking like: reduced or no commuting time, greater ability to focus on one task, flexible schedules, reduced company space requirements. Know some disadvantages of teleworking like: lack of human contact, less emphasis on teamwork.		
1	1.4 ICT in Everyday Life	1.4.2 <i>Communication</i>	1.4.2.1	Understand the term electronic mail (e-mail).	Changed	Clarity. Removed know its main uses.
1	1.4 ICT in Everyday Life	1.4.4 <i>Health</i>	1.4.4.2	Recognize that lighting is a health factor in computer use. Be aware that use of artificial light, amount of light, direction of light are all important considerations.		
1	1.4 ICT in Everyday Life	1.4.4 <i>Health</i>	1.4.4.3	Understand that correct positioning of the computer, desk and seat can help maintain a good posture.		
1	1.4 ICT in Everyday Life	1.4.4 <i>Health</i>	1.4.4.4	Recognize ways to help ensure a user's wellbeing while using a computer like: take regular stretches, have breaks, use eye relaxation techniques.		
1	1.4 ICT in Everyday Life	1.4.5 <i>Environment</i>	1.4.5.1	Know about the option of recycling computer components, printer cartridges and paper.		
1	1.4 ICT in Everyday Life	1.4.5 <i>Environment</i>	1.4.5.2	Know about computer energy saving options: applying settings to automatically turn off the screen/monitor, to automatically put the computer to sleep, switching off the computer.		
1	1.4 ICT in Everyday Life	1.5.3 <i>Viruses</i>	1.5.3.1	Understand the term computer virus.		
1	1.4 ICT in Everyday Life	1.5.3 <i>Viruses</i>	1.5.3.2	Be aware how viruses can enter a computer system.		
1	1.4 ICT in Everyday Life	1.5.3 <i>Viruses</i>	1.5.3.3	Know how to protect against viruses and the importance of updating anti-virus software regularly.		
2	2.1 Operating System	2.1.1 <i>First Steps</i>	2.1.1.5	Use available Help functions.		
2	2.1 Operating System	2.1.2 <i>Setup</i>	2.1.2.1	View the computer's basic system information: operating system name and version number, installed RAM (random- access memory).		
2	2.1 Operating System	2.1.2 <i>Setup</i>	2.1.2.2	Change the computer's desktop configuration: date & time, volume settings, desktop display options (colour settings, desktop background, screen pixel resolution, screen saver options).		
2	2.1 Operating System	2.1.2 <i>Setup</i>	2.1.2.3	Set, add keyboard language.		
2	2.1 Operating System	2.1.2 <i>Setup</i>	2.1.2.4	Install, uninstall a software application.		
2	2.1 Operating System	2.1.2 <i>Setup</i>	2.1.2.5	Use keyboard print screen facility to capture a full screen, active window.	Changed	Reworded for Quality. Added 'active window'
2	2.1 Operating System	2.1.3 <i>Working with Icons</i>	2.1.3.3	Create, remove a desktop shortcut icon, make an alias.	Changed	Quality. Add 'remove'

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2	2.1 Operating System	2.1.3 Working with Icons	2.1.3.4	Use an icon to open a file, folder, application.	Changed	Clarity. Took out word 'desktop', directory. Added 'Use an icon to...
2	2.2 File Management	2.2.1 Main Concepts	2.2.1.1	Understand how an operating system organizes drives, folders, files in a hierarchical structure.		
2	2.2 File Management	2.2.1 Main Concepts	2.2.1.2	Know devices used by an operating system to store files and folders like: hard disk, USB flash drive, CD-RW, DVD-RW, network drives.	Changed	Currency. Added CD-RW, DVD-RW, USB flash drive, network drives. Removed CD-ROM, diskette.
2	2.2 File Management	2.2.1 Main Concepts	2.2.1.3	Know how files, folders are measured: KB, MB, GB.	New	New
2	2.2 File Management	2.2.2 Files and Folders	2.2.2.1	Open a window to display folder name, size, location on a drive.	Changed	Reworded for Quality. Removed references to directories.
2	2.2 File Management	2.2.2 Files and Folders	2.2.2.2	Expand, collapse views of drives, folders.	New	New
2	2.2 File Management	2.2.2 Files and Folders	2.2.2.3	Navigate to a folder, file on a drive.		
2	2.2 File Management	2.2.2 Files and Folders	2.2.2.4	Create a folder and a further sub-folder.		
2	2.2 File Management	2.2.3 Working with Files	2.2.3.4	Sort files in ascending, descending order by name, size, type, date modified.	Changed	Clarity. Added ascending, descending order
2	2.2 File Management	2.2.3 Working with Files	2.2.3.5	Recognize good practice in folder, file naming: use meaningful names for folders and files to help with recall and organization.	New	New
2	2.2 File Management	2.2.3 Working with Files	2.2.3.6	Rename files, folders.		
2	2.2 File Management	2.2.4 Copy, Move	2.2.4.1	Select a file, folder individually or as a group of adjacent, non-adjacent files, folders.		
2	2.2 File Management	2.2.4 Copy, Move	2.2.4.2	Copy files, folders between folders and between drives.		
2	2.2 File Management	2.2.4 Copy, Move	2.2.4.3	Move files, folders between folders and between drives.		
2	2.2 File Management	2.2.5 Delete, Restore	2.2.5.1	Delete files, folders to the recycle bin/wastebasket/trash.		
2	2.2 File Management	2.2.5 Delete, Restore	2.2.5.2	Restore files, folders from the recycle bin/wastebasket/trash.		
2	2.2 File Management	2.2.5 Delete, Restore	2.2.5.3	Empty the recycle bin/wastebasket/trash.		
2	2.3 Utilities	2.3.2 Anti-Virus	2.3.2.1	Understand what a virus is and the ways a virus can be transmitted onto a computer.		
2	2.3 Utilities	2.3.2 Anti-Virus	2.3.2.2	Use anti-virus software to scan specific drives, folders, files.		
2	2.3 Utilities	2.3.2 Anti-Virus	2.3.2.3	Understand why anti-virus software needs to be updated regularly.		

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3	3.1 Using the Application	3.1.1 Working with Documents	3.1.1.2a	Create a new document based on default template		
3	3.1 Using the Application	3.1.2 Enhancing Productivity	3.1.2.1	Set basic options/preferences in the application: user name, default folder to open, save documents.		
3	3.1 Using the Application	3.1.2 Enhancing Productivity	3.1.2.2	Use available Help functions.		
3	3.2 Document Creation	3.2.2 Select, Edit	3.2.2.4	Use a simple search command for a specific word, phrase.		
3	3.2 Document Creation	3.2.2 Select, Edit	3.2.2.5	Use a simple replace command for a specific word, phrase.		
3	3.3 Formatting	3.3.2 Paragraphs	3.3.2.1	Create, merge paragraph(s).		
3	3.3 Formatting	3.3.2 Paragraphs	3.3.2.10	Add a box border and shading/background colour to a paragraph.		
3	3.3 Formatting	3.3.2 Paragraphs	3.3.2.2	Insert, remove soft carriage return (line break).		
3	3.3 Formatting	3.3.2 Paragraphs	3.3.2.3	Recognize good practice in aligning text: use align, indent, tab tools rather than inserting spaces.	New	New
3	3.3 Formatting	3.3.2 Paragraphs	3.3.2.5	Indent paragraphs: left, right, first line.	Changed	Quality. Removed 'hanging indent'.
3	3.3 Formatting	3.3.2 Paragraphs	3.3.2.6	Set, remove and use tabs: left, centre, right, decimal.		
3	3.3 Formatting	3.3.2 Paragraphs	3.3.2.7	Recognize good practice in paragraph spacing: apply spacing between paragraphs rather than use the Return key.	New	New
3	3.3 Formatting	3.3.2 Paragraphs	3.3.2.8	Apply spacing above, below paragraphs. Apply single, 1.5 lines, double line spacing within paragraphs.		
3	3.3 Formatting	3.3.2 Paragraphs	3.3.2.9	Add, remove bullets, numbers in a single level list. Switch between different standard bullet, number styles in a single level list.		
3	3.3 Formatting	3.3.3 Styles	3.3.3.3	Use copy format tool.		
3	3.6 Prepare Outputs	3.6.1 Setup	3.6.1.3	Recognize good practice in adding new pages: insert a page break rather than using the Return key.	New	New
3	3.6 Prepare Outputs	3.6.1 Setup	3.6.1.4	Insert, delete a page break in a document.		
3	3.6 Prepare Outputs	3.6.1 Setup	3.6.1.5	Add, edit text in headers, footers.		
3	3.6 Prepare Outputs	3.6.1 Setup	3.6.1.6	Add fields in headers, footers: date, page number information, file name.	Changed	Quality. Removed file location. Added file name.
3	3.6 Prepare Outputs	3.6.1 Setup	3.6.1.7	Apply automatic page numbering to a document.		
3	3.6 Prepare Outputs	3.6.2 Check and Print	3.6.2.1	Spell check a document and make changes like: correcting spelling errors, deleting repeated words.		
3	3.6 Prepare Outputs	3.6.2 Check and Print	3.6.2.2	Add words to a built-in custom dictionary using a spell checker.		
4	4.1 Using the Application	4.1.2 Enhancing Productivity	4.1.2.1	Set basic options/preferences in the application: user name, default folder to open, save spreadsheets.	Changed	Clarity. Removed references to directory.

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4	4.1 Using the Application	4.1.2 <i>Enhancing Productivity</i>	4.1.2.2	Use available Help functions.		
4	4.2 Cells	4.2.1 <i>Insert, Select</i>	4.2.1.1	Understand that a cell in a worksheet should contain only one element of data, (for example, first name detail in one cell, surname detail in adjacent cell).	New	New
4	4.2 Cells	4.2.1 <i>Insert, Select</i>	4.2.1.2	Recognize good practice in creating lists: avoid blank rows and columns in the main body of list, insert blank row before Total row, ensure cells bordering list are blank.	New	New
4	4.2 Cells	4.2.2 <i>Edit, Sort</i>	4.2.2.3	Use the search command for specific content in a worksheet.		
4	4.2 Cells	4.2.2 <i>Edit, Sort</i>	4.2.2.4	Use the replace command for specific content in a worksheet.		
4	4.2 Cells	4.2.2 <i>Edit, Sort</i>	4.2.2.5	Sort a cell range by one criterion in ascending, descending numeric order, ascending, descending alphabetic order.		
4	4.2 Cells	4.2.3 <i>Copy, Move, Delete</i>	4.2.3.1	Copy the content of a cell, cell range within a worksheet, between worksheets, between open spreadsheets.		
4	4.2 Cells	4.2.3 <i>Copy, Move, Delete</i>	4.2.3.2	Use the autofill tool/copy handle tool to copy, increment data entries.		
4	4.2 Cells	4.2.3 <i>Copy, Move, Delete</i>	4.2.3.3	Move the content of a cell, cell range within a worksheet, between worksheets, between open spreadsheets.	Changed	Clarity. Removed footnote.
4	4.3 Managing Worksheets	4.3.1 <i>Rows and Columns</i>	4.3.1.3	Insert, delete rows and columns.		
4	4.3 Managing Worksheets	4.3.1 <i>Rows and Columns</i>	4.3.1.4	Modify column widths, row heights to a specified value, to optimal width or height.	Changed	Quality. Delimited. Added 'to optimal width or height.'
4	4.3 Managing Worksheets	4.3.1 <i>Rows and Columns</i>	4.3.1.5	Freeze, unfreeze row and/or column titles.		
4	4.3 Managing Worksheets	4.3.2 <i>Worksheets</i>	4.3.2.2	Insert a new worksheet, delete a worksheet.		
4	4.3 Managing Worksheets	4.3.2 <i>Worksheets</i>	4.3.2.3	Recognize good practice in naming worksheets: use meaningful worksheet names rather than accept default names.	New	New
4	4.3 Managing Worksheets	4.3.2 <i>Worksheets</i>	4.3.2.4	Copy, move, rename a worksheet within a spreadsheet.		
4	4.4 Formulas and Functions	4.4.1 <i>Arithmetic Formulas</i>	4.4.1.1	Recognize good practice in formula creation: refer to cell references rather than type numbers into formulas.	New	New
4	4.4 Formulas and Functions	4.4.1 <i>Arithmetic Formulas</i>	4.4.1.3	Identify and understand standard error values associated with using formulas: #NAME?, #DIV/0!, #REF!.		
4	4.4 Formulas and Functions	4.4.2 <i>Functions</i>	4.4.2.1a	Use sum, average, minimum, maximum functions.	Changed	Clarity. Added counta, countblank functions. Changed 'Generate' to 'Use'
4	4.5 Formatting	4.5.1 <i>Numbers/Dates</i>	4.5.1.1	Format cells to display numbers to a specific number of decimal places, to display numbers with, without a separator to indicate thousands.		
4	4.5 Formatting	4.5.1 <i>Numbers/Dates</i>	4.5.1.3	Format cells to display numbers as percentages.		

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4	4.5 Formatting	4.5.2 Contents	4.5.2.4	Copy the formatting from a cell, cell range to another cell, cell range.		
4	4.5 Formatting	4.5.3 Alignment, Border Effects	4.5.3.4	Add border effects to a cell, cell range: lines, colours.		
4	4.7 Prepare Outputs	4.7.2 Check and Print	4.7.2.3	Apply automatic title row(s) printing on every page of a printed worksheet.		
4	4.7 Prepare Outputs	4.7.2 Check and Print	4.7.2.5a	Print a selected cell range from a worksheet, an entire worksheet, number of copies of a worksheet, the entire spreadsheet.		
6	6.1 Using the Application	6.1.1 Working with Presentations	6.1.1.1	Open, close a presentation application. Open, close presentations.		
6	6.1 Using the Application	6.1.1 Working with Presentations	6.1.1.2	Create a new presentation based on default template.		
6	6.1 Using the Application	6.1.1 Working with Presentations	6.1.1.3	Save a presentation to a location on a drive. Save a presentation under another name.		
6	6.1 Using the Application	6.1.1 Working with Presentations	6.1.1.5	Switch between open presentations.		
6	6.1 Using the Application	6.1.2 Enhancing Productivity	6.1.2.1	Set user preferences in the application: user name, default folder to open and save files.		
6	6.1 Using the Application	6.1.2 Enhancing Productivity	6.1.2.2	Use available Help functions.		
6	6.1 Using the Application	6.1.2 Enhancing Productivity	6.1.2.3	Use magnification/zoom tools.		
6	6.1 Using the Application	6.1.2 Enhancing Productivity	6.1.2.4	Display, hide built-in toolbars. Restore, minimize the ribbon.		
6	6.2 Developing a Presentation	6.2.1 Presentation Views	6.2.1.1	Understand the uses of different presentation view modes: normal view, slide sorter view, outline view, slide show view.		
6	6.2 Developing a Presentation	6.2.1 Presentation Views	6.2.1.2	Recognize good practice in adding slide titles: use a different title for each slide to distinguish it in outline view, when navigating in slide show view.	New	New
6	6.2 Developing a Presentation	6.2.1 Presentation Views	6.2.1.3	Change between presentation view modes: normal view, slide sorter view, slide show view.		
6	6.2 Developing a Presentation	6.2.2 Slides	6.2.2.1	Choose a different built-in slide layout for a slide.		
6	6.2 Developing a Presentation	6.2.2 Slides	6.2.2.2	Apply an available design template to a presentation.		
6	6.2 Developing a Presentation	6.2.2 Slides	6.2.2.3	Change background colour on specific slide(s), all slides.		

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6	6.2 Developing a Presentation	6.2.2 Slides	6.2.2.4	Add a new slide with a specific slide layout like: title slide, chart and text, bulleted list, table/spreadsheet.	Changed	Quality. Changed 'Such as' to 'like'. Added /spreadsheet (to incorporate Open Source applications)
6	6.2 Developing a Presentation	6.2.2 Slides	6.2.2.5	Copy, move slides within the presentation, between open presentations.		
6	6.2 Developing a Presentation	6.2.2 Slides	6.2.2.6	Delete slide(s).		
6	6.3 Text	6.3.1 Handling Text	6.3.1.1	Recognize good practice in creating slide content: use short concise phrases, bullet points, numbered lists.	New	New
6	6.3 Text	6.3.1 Handling Text	6.3.1.2	Enter text into a placeholder in standard, outline view.		
6	6.3 Text	6.3.1 Handling Text	6.3.1.3	Edit text in a presentation.		
6	6.3 Text	6.3.1 Handling Text	6.3.1.4	Copy, move text within, between presentations.		
6	6.3 Text	6.3.1 Handling Text	6.3.1.5	Delete text.		
6	6.3 Text	6.3.1 Handling Text	6.3.1.6	Use the undo, redo command.		
6	6.3 Text	6.3.2 Formatting	6.3.2.1	Change text formatting: font sizes, font types.		
6	6.3 Text	6.3.2 Formatting	6.3.2.2	Apply text formatting: bold, italic, underline, shadow.		
6	6.3 Text	6.3.2 Formatting	6.3.2.3	Apply different colours to text.		
6	6.3 Text	6.3.2 Formatting	6.3.2.4	Apply case changes to text.		
6	6.3 Text	6.3.2 Formatting	6.3.2.5	Align text: left, centre, right in a text frame.	Changed	Quality. Changed 'in a slide' to 'in a text frame'.
6	6.3 Text	6.3.3 Lists	6.3.3.1	Indent bulleted text. Remove indent from bulleted text.	New	New
6	6.5 Graphical Objects	6.5.1 Insert, Manipulate	6.5.1.1	Insert a graphical object (picture, image, drawn object) into a slide.		
6	6.5 Graphical Objects	6.5.1 Insert, Manipulate	6.5.1.2	Select a graphical object.		
6	6.5 Graphical Objects	6.5.1 Insert, Manipulate	6.5.1.3	Copy, move graphical objects, charts within the presentation, between open presentations.		
6	6.5 Graphical Objects	6.5.1 Insert, Manipulate	6.5.1.4	Resize, delete graphical objects, charts in a presentation.		
6	6.5 Graphical Objects	6.5.1 Insert, Manipulate	6.5.1.5	Rotate, flip a graphical object.		
6	6.5 Graphical Objects	6.5.1 Insert, Manipulate	6.5.1.6	Align a graphical object relative to a slide: left, centre, right, top, bottom.	Changed	Quality. Graphical object can be picture, image, drawn object.
6	6.6 Prepare Outputs	6.6.2 Check and Deliver	6.6.2.4	Start a slide show from first slide, from current slide.		

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6	6.6 Prepare Outputs	6.6.2 <i>Check and Deliver</i>	6.6.2.5	Navigate to next slide, previous slide, specified slide during a slide show.	New	New
7	7.1 The Internet	7.1.1 <i>Concepts/Terms</i>	7.1.1.3	Define and understand the terms: Internet Service Provider (ISP), Uniform Resource Locator (URL), hyperlink.	Changed	Rationalized for clarity. Removed HTTP, FTP
7	7.1 The Internet	7.1.1 <i>Concepts/Terms</i>	7.1.1.4	Understand the make-up and structure of a web address.		
7	7.1 The Internet	7.1.1 <i>Concepts/Terms</i>	7.1.1.7	Understand the term Really Simple Syndication (RSS) feed. Understand the purpose of subscribing to an RSS feed.	New	New
7	7.1 The Internet	7.1.1 <i>Concepts/Terms</i>	7.1.1.8	Understand the term podcast. Understand the purpose of subscribing to a podcast.	New	New
7	7.2 Using the Browser	7.2.1 <i>Basic Browsing</i>	7.2.1.3	Display a web page in a new window, tab.	Changed	Currency. To reflect tab option.
7	7.2 Using the Browser	7.2.1 <i>Basic Browsing</i>	7.2.1.6	Use available Help functions.		
7	7.2 Using the Browser	7.2.2 <i>Settings</i>	7.2.2.1	Set the web browser Home Page/Startpage.		
7	7.2 Using the Browser	7.2.2 <i>Settings</i>	7.2.2.2	Delete part, all browsing history.		
7	7.2 Using the Browser	7.2.2 <i>Settings</i>	7.2.2.6	Display, hide built-in toolbars.		
7	7.2 Using the Browser	7.2.3 <i>Navigation</i>	7.2.3.3	Navigate to the Home page.	New	New
7	7.2 Using the Browser	7.2.3 <i>Navigation</i>	7.2.3.4	Display previously visited URLs using the browser address bar, history.		
7	7.2 Using the Browser	7.2.4 <i>Bookmarks</i>	7.2.4.1	Bookmark a web page. Delete a bookmark.	Changed	Quality. Added delete a bookmark.
7	7.2 Using the Browser	7.2.4 <i>Bookmarks</i>	7.2.4.2	Display a bookmarked web page.		
7	7.2 Using the Browser	7.2.4 <i>Bookmarks</i>	7.2.4.3	Create, delete a bookmark folder.	Changed	Quality Added delete.
7	7.2 Using the Browser	7.2.4 <i>Bookmarks</i>	7.2.4.4	Add web pages to a bookmark folder.		
7	7.3 Using the Web	7.3.2 <i>Searching</i>	7.3.2.4	Search a web based encyclopaedia, dictionary.	New	New
7	7.4 Web Outputs	7.4.1 <i>Saving Files</i>	7.4.1.1	Save a web page to a location on a drive.	Changed	Reworded for clarity. Removed txt, html reference.
7	7.4 Web Outputs	7.4.1 <i>Saving Files</i>	7.4.1.2	Download files from a web page to a location on a drive.		
7	7.4 Web Outputs	7.4.1 <i>Saving Files</i>	7.4.1.3	Copy text, image, URL from a web page to a document.		
7	7.4 Web Outputs	7.4.2 <i>Prepare and Print</i>	7.4.2.3	Choose web page print output options like: entire web page, specific page(s), selected text, number of copies and print.	Changed	Reworded for clarity. Removed 'specific frame'.
7	7.5 Electronic Communication	7.5.1 <i>Concepts/Terms</i>	7.5.1.1	Understand the term e-mail and know its main uses.		

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7	7.5 Electronic Communication	7.5.2 Security Considerations	7.5.2.1	Be aware of the possibility of receiving fraudulent and unsolicited e-mail.		
7	7.5 Electronic Communication	7.5.2 Security Considerations	7.5.2.2	Understand the term phishing. Recognize attempted phishing.	New	New
7	7.5 Electronic Communication	7.5.2 Security Considerations	7.5.2.3	Be aware of the danger of infecting the computer with a virus by opening an unrecognized e-mail message, by opening an attachment.		
7	7.5 Electronic Communication	7.5.2 Security Considerations	7.5.2.4	Understand what a digital signature is.		
7	7.5 Electronic Communication	7.5.3 e-mail Theory	7.5.3.4	Understand the difference between the To, Copy (Cc), Blind copy (Bcc) fields.	New	New
7	7.6 Using e-mail	7.6.1 Send an e-mail	7.6.1.3b	Enter an e-mail address in the Copy (Cc), Blind copy (Bcc) fields.		
7	7.6 Using e-mail	7.6.1 Send an e-mail	7.6.1.5	Copy text from another source into an e-mail.		
7	7.6 Using e-mail	7.6.1 Send an e-mail	7.6.1.6	Insert, remove a file attachment.	Changed	Quality. Added 'remove'.
7	7.6 Using e-mail	7.6.1 Send an e-mail	7.6.1.7	Save a draft of an e-mail.	New	New
7	7.6 Using e-mail	7.6.1 Send an e-mail	7.6.1.8	Use a spell checking tool and correct spelling errors.	Changed	Clarity. Removed 'Delete repeated words'.
7	7.6 Using e-mail	7.6.1 Send an e-mail	7.6.1.9	Send an e-mail, send an e-mail with a low, high priority.		
7	7.6 Using e-mail	7.6.2 Receiving e-mail	7.6.2.1	Use the reply, reply to all function.		
7	7.6 Using e-mail	7.6.2 Receiving e-mail	7.6.2.2	Forward an e-mail.		
7	7.6 Using e-mail	7.6.3 Enhancing Productivity	7.6.3.4	Identify an e-mail as read, unread. Mark an e-mail as unread, read.	Changed	Quality. Added 'Identify an e-mail as read, unread.'
7	7.6 Using e-mail	7.6.3 Enhancing Productivity	7.6.3.5	Display, hide built-in toolbars. Restore, minimize the ribbon.		
7	7.6 Using e-mail	7.6.3 Enhancing Productivity	7.6.3.6	Use available Help functions.		
7	7.7 e-mail Management	7.7.1 Organize	7.7.1.3	Create, delete an e-mail folder.		
7	7.7 e-mail Management	7.7.1 Organize	7.7.1.4	Move e-mails to an e-mail folder.		
7	7.7 e-mail Management	7.7.1 Organize	7.7.1.6	Restore a deleted e-mail.		
7	7.7 e-mail Management	7.7.1 Organize	7.7.1.7	Empty the e-mail bin/deleted items/trash folder.	Changed	Clarity. Changed 'message' to 'e-mail'. Added trash folder.
7	7.7 e-mail Management	7.7.2 Address Book	7.7.2.1	Add contact details to an address book. Delete contact details from an address book.		

Module	CATEGORY	KNOWLEDGE AREA	REF.	Knowledge Item	Notes	Remarks
7	7.7 e-mail Management	7.7.2 Address Book	7.7.2.2	Update an address book from incoming e-mail.		