



# 7 MODULI USER

*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.**

Centro Studi EIPASS

## SYLLABUS

# EIPASS 7 MODULI STANDARD

### 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 [Classroom 3.0](#).

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** | IT Security

**Module 5** | Word Processing

**Module 6** | Spreadsheets

**Module 7** | Presentations

## 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

## 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

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 ( <i>Start screen</i> ), 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 medi
		2.3.3	Close a program that is not responding
		2.3.4	Uninstall a program
		2.3.5	Take a screenshot

### 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 <i>Network and Sharing Centre</i>
		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 <i>Action Centre/Security and maintenance</i>
		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 <i>User Account Control</i>
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 <i>File History</i> 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.

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' <i>Accessibility</i> pane
		6.3.2	Define the concept of assisted technologies and describing the most widespread tools associated with them.

## 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

## 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 <i>computer network</i> 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	Le operazioni iniziali	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 <i>Forward</i> ; <i>Back</i> ; <i>Reload</i> and <i>Close</i> buttons

2.2	Tabs and windows	2.2.1	Identify and understand the function of tabs and windows Open and close several windows, also with the use of keyboard shortcuts
		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 <i>query</i>
		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 SEARCHE

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 ( <i>Carbon Copy</i> ) field, and Bcc ( <i>Blind Carbon copy</i> ) 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

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 Outlook 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

## MODULE 3

### COMMUNICATING AND COLLABORATING ONLINE

#### 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 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 to 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 and use most useful 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 email 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 email and calendars, documents and notes, communication, business management, file management, VPN and remote connection, security

## MODULE 4

### IT SECURITY

#### What does a certified EIPASS User know how to do?

A certified User understands the concept of IT security, the difference between active and passive security and how to recognise an attack by a hacker

He/she is aware of the most widespread malware and know how to protect appliances and data against it. He/she understands the importance of ensuring data is authentic, credible, intact and confidential and knows how to back them up and recover them.

He/she can safely use emails and online communication tools and knows how to use P2P technology correctly. He/she knows how to browse safely, taking all precautions to look after ones own data.

#### Contents of the module

##### Definitions

- The purpose of IT Security
- The concept of privacy
- Measures for file safety

##### Maleware

- Defence tools
- Heuristics

##### Network safety

- Network and connections
- Browsing safely on wireless networks

##### Browsing safely

- The browser and online security
- Tools provided by Google Chrome
- Content-filtering tools

##### Safe online communication

- The vulnerability of email
- How to manage online communication tools
- Peer-to-peer technology

##### Data security

- Running a PC in a safe way
- System recovery
- Permanently deleting data

## 1 | DEFINITIONS

The User knows about the role and the importance of IT Security in day-to-day digital life. He/she can identify various hacker profiles and understand the significance of IT crime. The User knows the difference between passive and active security measures, and about the concept of social engineering. He/she knows how to apply security measures to Office files.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
1.1	The purpose of IT Security	1.1.1	Define the concept of <i>IT security</i> , understanding the difference between <i>data</i> and <i>information</i> and knowing security standards and how to certify them (ISO)
		1.1.2	Define the risk of the equation between threat/vulnerability and countermeasures; define the central aspects of <i>IT Security</i> : integrity, confidentiality, availability, non-repudiation and authentication
		1.1.3	Explain threats and how to distinguish them from accidents and unwanted events
		1.1.4	Understand the meaning of <i>IT crime</i> and recognise the different types of <i>hacker</i>
		1.1.5	Distinguish between passive and active measures
		1.1.6	Identify and activate security measures, including authentication and the use of a proper password for every account, the use of OTP, two-factor authentication (through SMS and email, applications and one-button authentication), cancellation of data of browser history; understand and define biometrics when applied to IT security; define the concept of accountability
1.2	The concept of privacy	1.2.1	Recognise the problems connected to the security of personal data
		1.2.2	Define the concept of <i>social engineering</i>
		1.2.3	Understand the concept of IT theft and what it entails; use good practice for limiting danger; assess whether one's identity has been stolen, and, if necessary, know who to talk to and what to do to limit damages
		1.2.4	Understand how to defend oneself from social engineering
1.3	Measures for file safety	1.3.1	Define a macro and understand the implications with regards to security
		1.3.2	Change the macro settings in the <i>Security Centre</i>
		1.3.3	Set a password for Office files

## 2 | MALWARE

The User knows about the most widespread and the latest malware, built on the principle of heuristics. He/she knows about the most popular protection measures (above all, antivirus) and know how to use them in an appropriate way, to effectively protect appliances and data from external attack.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
2.1	Maleware	2.1.1	Define the concept of malware, differentiating between parasite types and those from the start-up sector
		2.1.2	Identify and define the most widespread malware: virus, worm, trojan horse, dialer, hijacking, zip bomb, spyware; identify the most dangerous spyware (phishing, vishing, pharming, sniffing); recognise the way malware is spread; understand if one's PC has been infected with spyware; avoid being infected by spyware and in the eventuality, remove it
		2.1.3	Define and recognise the function of malware attacks using login information: thieving and keylogger
2.2	Defence tools	2.2.1	Explain the concept of a Firewall: what is it for, how it works on a technical level; the different types
		2.2.2	Explain what antivirus is for
		2.2.3	Explain antivirus works and what it is made up of
		2.2.4	Define the different options available to run a system scan; understand the concept of advancement and the analysis of scan results, define real-time and behaviour analysis, recognise the different types of repair
		2.2.5	Assess the importance of constantly updating antivirus systems; define the concept of heuristics applied in this context, define a CERT (Computer Emergency Response Team)
2.3	Heuristics	2.3.1	Define the concept of heuristics and explain how malware works according to its principles

### 3 | NETWORK SECURITY

The User knows how to manage authentic, credible, whole and secure data and knows how to back them up, recover them and send them, using all the appropriate ways to guarantee their security. He/she knows the function of a wireless network and the most-used protocols for protecting this type of network and recognise the dangers connected to browsing on public networks.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
3.1	Network and connections	3.1.1	Define the concept of <i>networks</i> and networking
		3.1.2	Distinguish between the different network types (LAN, WAN and MAN)
		3.1.3	Distinguish between the different types of LAN networks (star, bus, ring, mesh)
		3.1.4	Understand the principles of network vulnerability, recognising the different types
		3.1.5	Identify the roles and responsibilities that a system administrator has with regards to network security
		3.1.6	Explain why a firewall is useful and how it works from a technical perspective; distinguish the firewall from its inner workings (from filtering packs and on a circuit level)
3.2	Browsing safely on wireless networks	3.2.1	Understand the importance of using passwords for Wi-Fi access
		3.2.2	Identify different protocols for protecting this type of network: WEP (Wired Equivalent Privacy, WPA (Wi-Fi Protected Access) and WPA 2 (with Advanced Encryption Standard)
		3.2.3	Explain how a hotspot works; how to activate a personal hotspot or tethering; how to connect and disconnect through a hotspot; how a hotspot 2.0 works and how to activate it on Windows 10; recognise the difference between a hotspot and a hostpot 2.0; explain the concept of roaming
		3.2.4	Recognise the dangers of browsing on public wireless networks
		3.2.5	Explain the different types of attack on public wireless networks: interception or eavesdropping, jamming and MITM (man-in-the-middle attack)



## 4 | BROWSING SECURELY

The User will learn about and apply measures to ensure safe and secure browsing. He/she will understand how to activate security measures in Google Chrome. He/she will learn the features of specific software for filtering content and for safe browsing.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
4.1	The browser and online security	4.1.1	Explain the concept of temporary internet files: what they are and how to manage them
		4.1.2	Save passwords for different accounts; understand the advantages and the disadvantages of saving passwords on a PC and of deleting memorised passwords
		4.1.3	Set-up, use and delete the automatic data fill-in function on online forms
		4.1.4	Define active codes: what they are and how to manage them
		4.1.5	Define the difference between session cookies and persistent cookies and their impact on data security
4.2	Tools provided by Google Chrome	4.2.1	Recognise icons relative to the SSL (Secure Socket) protocol, understand the meaning of a security certificate and its function
		4.2.2	Manage warnings for insecure sites
		4.2.3	Explain Sandboxing: what it is and how to manage it
		4.2.4	Explain automatic updates
		4.2.5	Explain Smart Lock: what it is and how it works
		4.2.6	Browse incognito and set preferences
		4.2.7	Explain how to protect privacy, browsing incognito and managing the appropriate preferences
4.3	Content-filtering tools	4.3.1	Understand the function of the browser filter system; how to manage SafeSearch in Google Chrome: activate, deactivate and block filters
		4.3.2	Report inappropriate images and sites
		4.3.3	Recognise the functionality of Google's online security centre
		4.3.4	Identify and define Window's Safety Family
		4.3.5	Explain how Homeguard Activity Monitor and other content-filtering software works. These include K9 Web Protection, Qustodio Free and SocialShield

## 5 | SAFETY IN ONLINE COMMUNICATION

The User knows how to use emails, chat, instant messaging and social networks safely and securely and to understand and correctly use P2P technology.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
5.1	The vulnerability of email	5.1.1	Understand and distinguish between different threats; understand the purpose of email encryption; recognise, define and use software to encrypt email messages: Virtru, ProntonMail, Sbwave Enkryptor, Lockbin, Encipher.it, Secure Gmail
		5.1.2	Explain digital signatures: what they are, the difference between a digital signature and email encryption
		5.1.3	Define the characteristics of phishing and recognise fraudulent emails that aim to steal information; what to do if he/she becomes a victim of phishing
		5.1.4	Explain how to manage unwanted emails or spam; what to do to reduce the risk of being spammed
		5.1.5	Securely run a Gmail system: create and update the password, verify unauthorised access, mark mail as phishing or spam, mark mail previously marked as spam as normal, add or update an anti-spam filter
5.2	How to manage online communication tools	5.2.1	Identify and manage the possible risks that come with using a blog, instant messaging and social networks (Facebook and Twitter), including grooming and improper disclosure of images
		5.2.2	Identify cases of social network poisoning and understand the potential and grave dangers that come with unethical social network use, such as cyberbullying
		5.2.3	Use software that consents to safe sharing of messages and their content (ChatSecure, Silent Circle, Signal Messenger, Telegram, Wickr) and understand and describe the content of end-to-end encryption
5.3	Peer-to-peer technology	5.3.1	Understand and define the features of P2P applications, being aware of the security and copyright implications.
		5.3.2	Understand and assess the practical risks that come with P2P: malware, pirated software, system slowdown

## 6 | DATA SECURITY

The User knows how to manage his/her PC so that it does not house bugs, understand the concept of storage and recognise the key kinds (NAS, DAS and SAN), understand the concept of backup and how to do it on both a Windows and Mac, understand how it can be done on the cloud and how to recover the system. He/she knows how to delete files completely from the PC.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
6.1	Running a PC in a safe way	6.1.1	Identify and define storage; distinguish between advantages and disadvantages of the principle types: NAS (Network Attached Storage), DAS (Direct Attached Storage) and SAN (Storage Area Network)
		6.1.2	Explain Backup: what it is, what it's for, how to undertake a manual backup, understand the advantages of completing a backup using <i>Windows 10 file history</i> ; recover saved files
		6.1.3	Recover saved files and exclude files from the backup if they are no longer needed
		6.1.4	Backup a Mac, using Time Machine
		6.1.5	Explain the cloud and how OneDrive works; recognise and use specific software for backups
6.2	System recovery	6.2.1	Explain system recovery: what it is and how to do it on Windows 10
		6.2.2	Perform a system recovery on a Mac
6.3	Permanently deleting data	6.3.1	Explain the recycle bin: what it is and how it works
		6.3.2	Know the specific software which allow permanent deletion of files

## MODULE 5

### TEXT DOCUMENTS

#### 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 <i>Guide</i>
		1.1.4	Recognise the components and functions of the status bar; recognising its uses and using 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 a 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 <i>Notes</i>
		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 <i>Font</i> 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 <i>Styles</i> box and use its functionalities

### 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 <i>table tools</i>
		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 <i>ClipArt</i> 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 <i>SmartArt</i> ; insert charts using spreadsheet programs (Excel); personalise the text with <i>WordArt</i> ; 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 hyphenation tool
		4.1.5	Define and activate the word count tool
4.2	Referencing	4.2.1	Understand the difference between <i>summary</i> and <i>index</i> ; 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 automatise 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 <i>Mail merge</i> 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



## MODULE 6

### SPREADSHEETS

#### What does a certified EIPASS User know how to do?

The certified User knows how to project, create and manage complex spreadsheets, containing more than one sheet, linking their internal data and using the formatting tools available.

When working with complex data, the User knows how to choose from the various types of charts and diagrams available, and create one suitable to his/her needs, with formatting. If there are no appropriate charts or graphics available, he/she knows how to create personalised versions.

He/she can save and archive files with precision, changing the possible save locations and the type of file according to circumstances.

#### Contents of the module

##### Spreadsheets

- Basic steps
- Data

##### Managing spreadsheets

- Rows and columns
- Worksheets

##### Formatting

- Data formatting
- Cell formatting

##### Formulas and functions

- Arithmetic formulas
- Functions

##### Charts

- Creating a chart
- Editing a chart

##### Saving and printing worksheets

- Saving worksheets
- Printing worksheets

## 1 | SPREADSHEETS

The User can interact with the spreadsheet interface within a spreadsheet application, selecting and using, in the most appropriate way, the most common tools and defining personal preferences. He/she can create a work folder containing more than one sheet, and insert different types of data into the cells.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
1.1	Basic steps	1.1.1	Recognise and define the purpose of all of the available tools on the interface
		1.1.2	Recognise and define the parts of the spreadsheet: from the cells to the grids
		1.1.3	Select one or more cells, also by using keyboard shortcuts
1.2	Data	1.2.1	Insert and delete the different types of data available
		1.2.2	Recognise and use the different types of available data: numerical, currencies, texts, dates and times
		1.2.3	Use different processes to duplicate data within spreadsheets
		1.2.4	Move data around within worksheets

## 2 | MANAGING WORKSHEETS

The certified User understands that every job folder can contain more than one spreadsheet. He/she can manage data formatting and safely connect the content of different cells and different work sheets. The User can use zoom and different View modes, according to the necessary specifications.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
2.1	Rows and columns	2.1.1	Select rows and columns, also by using keyboard shortcuts
		2.1.2	Insert and delete rows and columns
		2.1.3	Edit the size of rows and columns
2.2	Worksheets	2.2.1	Add and delete worksheets, using all of the default methods
		2.2.2	Move worksheets both within the same folder and between different folders
		2.2.3	Use the zoom, directly from the status bar or from the View tab; choose the View mode from the status bar icon; personalise the status bar

### 3 | FORMATTING

The User can plan the content of a spreadsheet in an accurate way, using the data in different formats to create a coherent spreadsheet. He/she can outline two types of formatting: one being a simple aesthetic formatting and the other the way in which data is viewed; if it is necessary to share work it is important that the user understands which type of formatting to apply.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
3.1	Data formatting	3.1.1	Manage numbers, through the <i>cell format</i> dialog box
		3.1.2	Manage date and time formatting, through the <i>cell format</i> dialog box
3.2	Cell formatting	3.2.1	Manage alignment from the <i>cell format</i> dialog; recognize the available options; activate the text control function: <i>Text starting from the top</i> , <i>minimize and adapt</i> , <i>cell merge</i> , identify and use the tools under the <i>Orientation</i> of the <i>Alignment</i> tab.
		3.2.2	Use the tools in <i>Font</i> tab in the <i>cell format</i> window
		3.2.3	Use the tools on the <i>Border</i> and <i>Fill</i> tabs in the <i>cell format</i> dialog box
		3.2.4	Understand conditional formatting: what it is and how to manage it to, create spreadsheets which can be used on a practical, day-to-day basis: for example, for monitoring household expenses over a definite period of time

### 4 | FORMULAS AND FUNCTIONS

The User can use the appropriate syntax to create and apply easy formulas for specific activities or projects. He/she can access default functions and use them confidently. He/she can plan the content of a work folder using a combination of formulas and functions according to requirements

Knowledge		Skills	
A certified User knows about...		A certified User can...	
4.1	Arithmetic formulas	4.1.1	Explain how a formula is created, using the various different ways
		4.1.2	Recognise possible formula errors: #NOME?, #DIV/0!, #RIF!
		4.1.3	Differentiate between relative and absolute references; transform a relative into an absolute; use the fill square to copy a formula into a cell range
4.2	Functions	4.2.1	Effectively use functions; understand function syntax
		4.2.2	Work with the SUM, AVERAGE AND COUNT functions within a spreadsheet that permits, for example, that we measure the household expenses of a family over a defined period
		4.2.3	Explain the SE formula: what it is and how to use it

## 5 | CHARTS

The User can generate an appropriate chart for a given set of data, apply a new type of chart to a data series, manage and edit specific types of chart, create and save integrated charts, for future use. He/she can export charts to different locations and with different formats (eg. image file) and can edit charts for specific purposes (presentations, professional documents etc.)

Knowledge		Skills	
A certified User knows about...		A certified User can...	
5.1	The process for creating a chart	5.1.1	Insert or delete a chart from the spreadsheet
		5.1.2	Change the type of chart that has been inserted; recognise the default types: bar chart, histogram, line graph, pie chart etc.
		5.1.3	Reposition a chart
5.2	The procedure for editing a chart	5.2.1	Change the title of a chart
		5.2.2	Insert tags to view the value of the tables in the chart; format these tags
		5.2.3	Change the colours in the chart
		5.2.4	Edit textual elements in the chart

## 6 | SAVING AND PRINTING WORKSHEETS

The User can save and archive the content of the spreadsheet using the most appropriate methods (password, digital signature). He/she can archive the spreadsheets in different formats according to need, select print preferences and print the contents of the work folder.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
6.1	Saving a spreadsheet	6.1.1	Save spreadsheets, choosing between the different options available
		6.1.2	Explain file extensions and the possible ways to save a spreadsheet
6.2	Printing a spreadsheet	6.2.1	Identify and use the available printing options <i>under</i> the <i>File</i> tab

## MODULE 7

### PRESENTATIONS

#### What does an EIPASS Certified User know how to do?

A Certified User is able to project and carry out a presentation in an effective way, making use of the all the functionalities provided to allow for a better final result. He/she knows how to personalise existing templates according to the message to be transmitted.

He/she also knows how to share and deliver a professional-quality presentation, assessing the content quality and the ethics of the message that is being delivered.

#### Module contents

##### Creating a presentation

- Basic steps
- Slides

##### Textual elements

- Managing the text
- Text formatting
- Formatting lists
- Inserting and editing tables

##### Graphic objects

- Use of charts
- Organisation charts
- Use of images and shapes
- Adding graphics to a slide

##### Running a presentation

- Preparation
- View
- Saving and printing a presentation

## 1 | CREATING A PRESENTATION

The user knows how to create a presentation for professional or personal use, identifying and manage, with confidence, the main characteristics and functions of the user interface. He/she can assess the expectations of the audience and understand how to provide meaningful content delivered in an appropriate manner, and understand the impact a presentation can have on users.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
1.1	Basic steps	1.1.1	Identify all of the elements of the interface
		1.1.2	Identify and describe all of the features of the work area
		1.1.3	Manage all of the view modes: normal, outline view, slide sorter, notes page and reading view
1.2	Slides	1.2.1	Choose the layout based on the type of presentation that is being prepared
		1.2.2	Choose the theme of the presentation to add graphic elements and give the presentation more impact
		1.2.3	Choose the background colour of the slide
		1.2.4	Copy, move and delete slides

## 2 | TEXTUAL ELEMENTS

The user can insert and manage text, lists and tables in the slides, using all of the formatting tools available to render the presentation appropriate for its intended use and ensure the message is conveyed.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
2.1	Working with textual elements	2.1.1	Insert text into a slide; delete the subtitle and other default placeholders; create a text box
		2.1.2	Reposition text within a slide; manage the resizing and orientation options
		2.1.3	Copy text
		2.1.4	Move text from one presentation to the other
2.2	Text formatting	2.2.1	Choose the font and size
		2.2.2	Choose the style
		2.2.3	Choose the background colour of the slide
		2.2.4	Apply the <i>Upper case/lower case</i> command
		2.2.5	Use all the options available to align the text testo
2.3	Formatting lists	2.3.1	Change the indentation of lists and use the ruler
		2.3.2	Edit the interface
		2.3.3	Choose the style

2.4	Inserting and editing tables	2.4.1	Insert a table and format it
		2.4.2	Copy, move and delete slides
		2.4.3	Change the height of a row or the width of a column

### 3 | GRAPHIC OBJECTS

A User can enrich a presentation with non-textual elements, express concepts through images and multimedia, use drawings, include audio-video files, animate content of a single slide. He/she can add appropriate multimedia elements to a presentation, insert basic animations and use all the creative tools in an accurate way.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
3.1	Charts	3.1.1	Create, edit and format a graphic
		3.1.2	Edit the type of chart, choosing from those available: column, histogram, lines graphs, pie charts, bar charts
		3.1.3	Create, edit and format a chart
		3.1.4	Insert and delete labels
		3.1.5	Choose the background colour of the slide
3.2	Organisation charts	3.2.1	Create an organisation charts
		3.2.2	Edit the structure of an organisation chart
		3.2.3	Add and delete elements in an organisation chart
3.3	Use of images and shapes	3.3.1	Inserte an image in a slide, also by downloading from the internet; delete an image
		3.3.2	Copy, move and delete slides
3.4	Graphic objects	3.4.1	Move a graphic object around in the slide
		3.4.2	Flip and reverse graphics

### 4 | RUNNING A PRESENTATION

A User can finalise and save a file for further use, and transition tools including animation, inserting audio and video Spellcheck Manage Views Printing.

Knowledge		Skills	
A certified User knows about...		A certified User can...	
4.1	Transition tools	4.1.1	Use transition effects; insert audio effects and set-up slide change times
		4.1.2	Use animations with the preview function
		4.1.3	Spellcheck
4.2	View	4.2.1	Manage View options
		4.2.2	Set up slide view times
		4.2.3	Create a automatic presentation
4.3	Saving and printing a presentation	4.3.1	Save the presentation
		4.3.2	Manage print options



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