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Block I – Foundation Skills

The following is the Syllabus for Block 1, *Foundation Skills*, which provides the basis for the theory and practise-based test in this block domain.

Block Goals

Block 1: The *Foundation Skills* Block gives the Candidate the necessary skills and knowledge for basic computer and Internet use. The Candidate shall know about computer hardware and software, be able to handle files and folders and know how to work with the icons and windows on a computer screen. The Candidate shall also be able to create a simple document, browse the Internet and use e-mail.

Category / Skill Set	Ref	Task Item
1.1 The Computer	1.1.1	Identify the main parts of the computer.
	1.1.2	Turn on the computer.
	1.1.3	Recognise desktop icons and menus.
	1.1.4	Manipulate desktop windows.
	1.1.5	Use the mouse / keyboard to carry out actions.
	1.1.6	Shut down the computer properly.
	1.1.7	Use Help functions.
1.2 Files and Folders	1.2.1	View folders, directories.
	1.2.2	Recognise different file types.
	1.2.3	Copy, move files, folders.
	1.2.4	Delete files, folders.
1.3 Simple Applications	1.3.1	Use a common application to create a new document.
	1.3.2	Open existing documents.
	1.3.3	Enter text and make some small editing changes.
	1.3.4	Save files in different formats such as: doc, txt, rtf, html.
	1.3.5	Print outputs.
	1.3.6	Close an application.
1.4 Internet Basics	1.4.1	Understand what the Internet is.

Category / Skill Set	Ref	Task Item
	1.4.2	Distinguish the Internet from the World Wide Web (WWW).
	1.4.3	Know some common pre-requisites for going 'live' such as: personal computer, modem, telephone connection, ISP account, e-mail, browser software.
	1.4.4	Understand the term URL and the make-up of a Web address.
	1.4.5	Enter a URL in a Web browser to access a Web page.
	1.4.6	Use a Web browser, using URL's, hyperlinks, image links to navigate between Web pages.
1.5 E-mail Basics	1.5.1	Understand what e-mail is.
	1.5.2	Understand the make-up of an e-mail address.
	1.5.3	Understand the terms: ISP, e-mail account, junk mail, virus.
	1.5.4	Use e-mail software to create an e-mail message.
	1.5.5	Open an e-mail.
	1.5.6	Send an e-mail.
	1.5.7	Attach files to an e-mail.
	1.5.8	Reply to / forward an e-mail.
	1.5.9	Update an address book.

Block 2 – Information Search

The following is the Syllabus for Block 2, *Information Search*, which provides the basis for the theory and practice-based test in this block domain.

Block Goals

Block 2: The *Information Search* Block makes the Candidate aware of the nature and extent of information available on the Internet in the areas of *news, government, consumer, travel, education/training, employment, health, interest groups and business*.

The Candidate shall be able to search for information from a wide range of Internet sources using browsing and keyword search techniques and be able to retain the information in a useful format.

The Candidate shall also appreciate some of the issues and risks associated with using the Internet, such as reliability of information, secure access, viruses, unsolicited e-mail, security of personal data and parental control to access, and be able to take some precautionary measures.

Category / Skill Set	Ref.	Task Item
2.1 Searching	2.1.1	Understand what a search engine is.
	2.1.2	Use a Search Engine for a keyword search.
	2.1.3	Combine criteria in a search.
	2.1.4	Search by navigating in a Web site using hyperlinks, image links or other site navigation features.
	2.1.5	Appropriately combine searching and browsing in an information search.
	2.1.6	Copy and paste text, URL from a Web page.
	2.1.7	Save an image from a Web page
	2.1.8	Save a Web page.
	2.1.9	Print a Web page.
	2.1.10	Add a Web page to a Favourites / Bookmarks folder.
2.2 Precautions	2.2.1	Understand the problem and risks of unsolicited e-mail and be able to take preventative action.
	2.2.2	Understand the problem and risks from viruses and be able to take preventative action.
	2.2.3	Understand the need for secure access to the Internet and describe some of the techniques for implementing security.
	2.2.4	Understand the security risk of providing confidential/personal information to the Internet and be able to take preventative actions.

Category / Skill Set	Ref.	Task Item
	2.2.5	Know a citizen's consumer rights and protection measures available to the citizen when purchasing through the Internet.
	2.2.6	Understand the issue of the potential unauthenticated nature of Web sites and the risks of misleading and unreliable information. Be able to take precautionary measures.
	2.2.7	Understand the problem and risks of uncontrolled access to the Internet by children and be able to set up parental control of Web access.
2.3 Information: Access-Retrieve-Use ¹	2.3.1	News: Browse and retrieve online news such as local, national, other media (TV, radio) and corporate news.
	2.3.2	Government: Browse and be informed about government social services and business services, current initiatives, laws and legislation, central & local government issues of topical interest, public statistics.
	2.3.3	Consumer: Be aware of on-line services such as banking, leisure, shopping, local entertainment, cultural events. Browse to be informed of new offers, availability of goods, pricing, upcoming cultural events.
	2.3.4	Travel: Find information about travel schedules (air, train, bus), seat availability, availability of holidays, hotel occupancy etc.
	2.3.5	Education/Training: Find information about education and training courses (University, College, Schools, training including e-training) and enrolling in courses. Search libraries for information and references.
	2.3.6	Employment: Browse employee news, search for a job, find out about employment, pension rights or pension funding.
	2.3.7	Health: Browse and retrieve information on public health, private medicine, alternative medicine, certification of drugs and health insurance.
	2.3.8	Interest Groups: Browse and retrieve information about community groups, voluntary organisations, special interest groups, discussion groups, message boards etc.
	2.3.9	Business: Browse to retrieve corporate information and be aware of intranets and extranets for business networking.

¹ 2.3.1 The Candidate should be aware of information sources and available on-line services, and be able to browse the Web to be informed and extract useful information in the areas listed.

Block 3 – e-Participation

The following is the Syllabus for Block 3, *e-Participation*, which provides the basis for the theory and practice-based test in this block domain.

Block Goals

Block 3: The *e-Participation* Block launches the Candidate into the online world.

Building on the computer and search skills already acquired, this Block completes the skills set necessary for the Candidate to become an e-Citizen.

As an e-Citizen the Candidate will now be introduced into an exciting world of online resources and services in the areas of *news, government, consumer, travel, education/training, employment, health, interest groups and business.*

The Candidate shall be able to confidently carry out every day tasks such as buying a CD or book, paying a bill, banking online or making a holiday reservation.

The Candidate shall also be able to access a variety of information services and carry out tasks such as filling in a tax return, finding out about new legislation, submitting a job application, enrolling in a course, making a doctor's appointment or taking part in an online discussion forum.

The Candidate shall further appreciate some of the issues and risks associated with using the Internet, such as security risks in credit card transactions, unscrupulous online service providers and the importance of data checking in online forms, and be able to take some precautionary measures.

Having completed the three Blocks, the Candidate is now ready to take their place in the online world as a responsible e-Citizen and to freely enjoy the opportunities that it offers.

Category	Ref.	Task Item
3.1 Online Services	3.1.1	Understand what an online form is.
	3.1.2	Understand how online forms work: use of menus, check boxes, tabbing, data entry, submit buttons, error messages etc.
	3.1.3	Understand the importance of data checking in forms
	3.1.4	Understand the problem of the potential unauthenticated nature of an online service provider and the risks of using their services. Be able to take precautionary measures.
	3.1.5	Understand the security risk of providing credit card details when filling in forms and be able to take preventative actions.
3.2 Participation Access-Interact-Use ²	3.2.1	News: Be able e-mail your view to a local news station, participate in a news poll, complete a form requesting your opinion of a topical news item.
	3.2.2	Government: Be able to send an e-mail request for information, download information on government services, submit a tax return,

² Be able to use the services available through the Internet by interacting with online service providers to successfully obtain the service required and fully participate as an e-Citizen.

Category	Ref.	Task Item
		submit your details to the voting register, participate in a policy discussion group.
	3.2.3	Consumer: Be able to send an e-mail to your bank asking about online banking, transfer funds between accounts, purchase a theatre ticket, obtain a quotation for a car purchase, buy a CD or a book, pay a bill etc.
	3.2.4	Travel: Be able to book a flight, make a hotel reservation, hire a car.
	3.2.5	Education/Training: Be able to send an e-mail requesting information about a course, complete an enrolment form for a course, reserve a library book. Participate in an interactive Internet classroom or course environment.
	3.2.6	Employment: Be able to fill out an online job application form, e-mail your CV to a recruitment agency or potential employer.
	3.2.7	Health: Be able to complete a form requesting a booklet or further information about a health issue, e -mail an appointment request to your local hospital. Complete an insurance claim.
	3.2.8	Interest Groups: Be able to post a message to a message board, become a member of a discussion group, participate as part of a special interest group.
	3.2.9	Business: Be able to submit an expense claim, post a sales report to a company Intranet, order an annual report or environmental report. Enquire about job opportunities.