



ICDL

locally certified – globally accepted

ICDL Base Syllabus

Contents of the ICDL Base Modules

Computer Essentials
Syllabus 1.0

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Word Processing
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Syllabus 5.0





Editor

PSI Services (Switzerland) Inc.
Elisabethenanlage 7
CH-4051 Basle

Phone +41 61 270 88 77
Fax +41 61 270 88 76

info@ecd.ch
www.icdl.ch

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You can find the online version of this IC DL syllabus at www.icdl.ch or www.ecdl.be.

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ICDL Base – certify your essential computer skills

Prove your essential computer skills with the ICDL Base certificate. This certificate attests your practical skills in using operating systems, Internet applications, word processing and spreadsheets. For the development of the modules the ECDL Foundation took into account the newest application possibilities within information and communication technology.

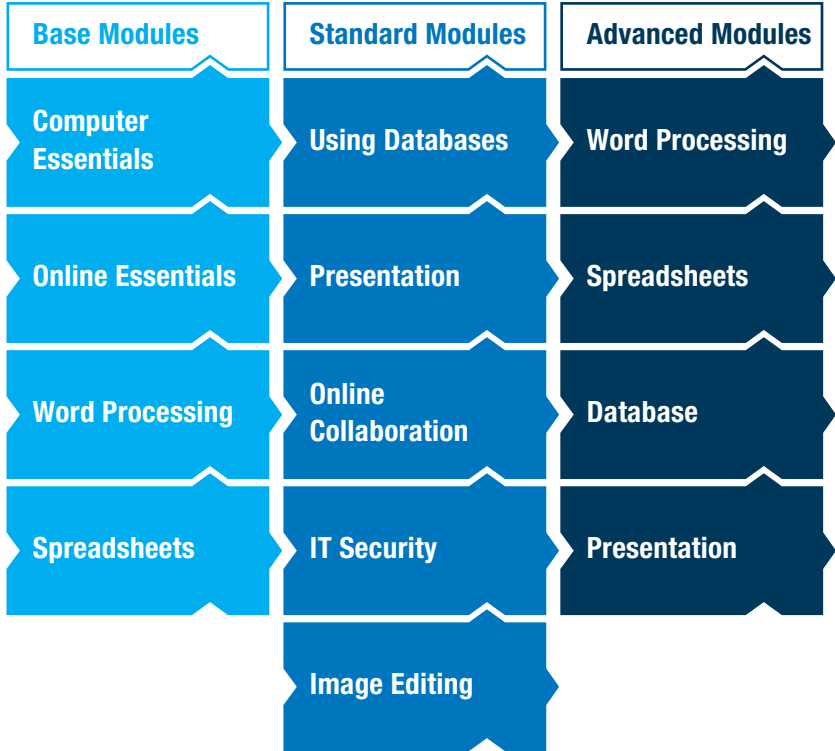
This ICDL syllabus describes the knowledge needed to pass the four mandatory exams for the ICDL Base certificate. You can also use the booklet as a checklist to find out which skills you still need to acquire.

Most ICDL Test Centres offer courses for the ICDL Base modules. You can take the corresponding exams at any one of about 300 ICDL Test Centres in Switzerland and the Principality of Liechtenstein, whether you took part in a course there or not.

You can get more information on further and advanced certificates – the ICDL Standard and ICDL Advanced certificates – as well as an overview of all ICDL Test Centres on www.icdl.ch. Our web shop offers a range of suitable courseware to prepare for the ICDL exams.

Julia van Wijkoop
Managing Director
PSI Services (Switzerland) Inc.

ICDL Modules and Certificates



ICDL Base Certificate



4 Base modules

ICDL Standard Certificate



4 Base modules

+ 3 Standard modules of your choice

ICDL Advanced Certificate



1 Advanced module of your choice

ICDL Expert Certificate



3 Advanced modules of your choice

Computer Essentials

This module sets out essential concepts and skills relating to the use of devices, file creation and management, networks and data security.

Module Goals

Successful candidates will be able to:

- ▶ Understand key concepts relating to ICT, computers, devices and software
- ▶ Start up and shut down a computer
- ▶ Work effectively on the computer desktop using icons, windows
- ▶ Adjust the main operating system settings and use built-in help features
- ▶ Create a simple document and print an output
- ▶ Know about the main concepts of file management and be able to efficiently organise files and folders
- ▶ Understand key storage concepts and use utility software to compress and extract large files
- ▶ Understand network concepts and connection options and be able to connect to a network
- ▶ Understand the importance of protecting data and devices from malware and of backing up data
- ▶ Recognise considerations relating to green IT, accessibility and user health

Category	Knowledge Area	Ref.	Knowledge Item
1 Computers and Devices	1.1 ICT	1.1.1	Define the term Information and Communication Technology (ICT)
		1.1.2	Identify different types of ICT services/uses like: Internet services, mobile technology, office productivity applications
	1.2 Hardware	1.2.1	Define the term hardware. Identify the main types of computers like: desktops, laptops, tablets. Identify the main types of devices like: smartphones, media players, digital cameras
		1.2.2	Define the terms processor, Random Access Memory (RAM), storage. Understand their impact on performance when using computers and devices

Category	Knowledge Area	Ref.	Knowledge Item
		1.2.3	Identify the main types of integrated and external equipment like: printers, screens, scanners, keyboards, mouse/trackpad, webcam, speakers, microphone, docking station
		1.2.4	Identify common input/output ports like: USB, HDMI
	1.3 Software and Licensing	1.3.1	Define the term software and distinguish between the main types of software like: operating systems, applications. Know that software can be installed locally or available online
		1.3.2	Define the term operating system and identify some common operating systems for computers and devices
		1.3.3	Identify common examples of applications like: office productivity, communications, social networking, media, design, mobile applications
		1.3.4	Define the term End-User License Agreement (EULA). Recognise that software must be licensed before use
		1.3.5	Outline the types of software licenses: proprietary, open source, trial version, shareware, freeware
	1.4 Start Up, Shut Down	1.4.1	Start a computer and log on securely using a user name and password
		1.4.2	Log off, shut down, restart a computer using an appropriate routine
2 Desktop, Icons, Settings	2.1 Desktop and Icons	2.1.1	Outline the purpose of the desktop and the task bar
		2.1.2	Identify common icons like those representing: files, folders, applications, printers, drives, shortcuts/aliases, recycle bin/wastebasket/trash
		2.1.3	Select and move icons
		2.1.4	Create, rename, move, delete a shortcut/alias
	2.2 Using Windows	2.2.1	Identify the different parts of a window: title bar, menu bar, toolbar, ribbon, status bar, scroll bar

Category	Knowledge Area	Ref.	Knowledge Item
		2.2.2	Open, collapse, expand, restore down, maximise, resize, move, close a window
		2.2.3	Switch between open windows
	2.3 Tools and Settings	2.3.1	Use available help functions
		2.3.2	View the computer's basic system information: operating system name and version number, installed RAM
		2.3.3	Change desktop configuration settings: date and time, volume settings, background, resolution
		2.3.4	Change, add, remove keyboard language. Change default language
		2.3.5	Shut down a non-responding application
		2.3.6	Install, uninstall an application
		2.3.7	Connect a device (USB flash drive, digital camera, media player) to a computer. Disconnect a device using an appropriate routine
		2.3.8	Capture a full screen, active window
3 Outputs	3.1 Working with Text	3.1.1	Open, close a word processing application. Open, close files
		3.1.2	Enter text into a document
		3.1.3	Copy, move text within a document, between open documents. Paste a screen capture into a document
		3.1.4	Save and name a document
	3.2 Printing	3.2.1	Install, uninstall a printer. Print a test page
		3.2.2	Set the default printer from an installed printer list
		3.2.3	Print a document from a word processing application
		3.2.4	View, pause, restart, cancel a print job
4 File Management	4.1 Introducing Files and Folders	4.1.1	Understand how an operating system organises drives, folders, files in a hierarchical structure. Navigate between drives, folders, sub-folders, files
		4.1.2	Display file, folder properties like: name, size, location

Category	Knowledge Area	Ref.	Knowledge Item
		4.1.3	Change view to display files and folders like: tiles, icons, list, details
		4.1.4	Identify common file types like: word processing, spreadsheet, presentation, portable document format (pdf), image, audio, video, compressed, executable files
		4.1.5	Open a file, folder, drive
		4.1.6	Recognise good practice in folder, file naming: use meaningful names for folders and files to help with searching and organisation
		4.1.7	Create a folder
		4.1.8	Rename a file, folder
		4.1.9	Search for files by properties: all or part of file name using wildcards if necessary, content, date modified
		4.1.10	View list of recently used files
	4.2 Organising Files and Folders	4.2.1	Select individual, adjacent, non-adjacent files, folders
		4.2.2	Sort files in ascending, descending order by name, size, type, date modified
		4.2.3	Copy, move files, folders between folders, drives
		4.2.4	Delete files, folders to the recycle bin/wastebasket/trash and restore to original location
		4.2.5	Empty the recycle bin/wastebasket/trash
	4.3 Storage and Compression	4.3.1	Identify the main types of storage media like: internal hard disk, external hard disk, network drive, CD, DVD, Blu-ray Disc, USB flash drive, memory card, online file storage
		4.3.2	Identify file size, folder size, storage capacity measurements like: KB, MB, GB, TB
		4.3.3	View available space on a storage device
		4.3.4	Understand the purpose of file, folder compression
		4.3.5	Compress files, folders
		4.3.6	Extract compressed files, folders to a location on a drive

Category	Knowledge Area	Ref.	Knowledge Item
5 Networks	5.1 Network Concepts	5.1.1	Define the term network. Outline the purpose of a network: to share, access data and devices securely
		5.1.2	Define the term Internet. Identify some of its main uses like: World Wide Web (WWW), VoIP, e-mail, IM
		5.1.3	Define the terms intranet, virtual private network (VPN) and identify their main uses
		5.1.4	Understand what transfer rate means. Understand how it is measured: bits per second (bps), kilobits per second (kbps), megabits per second (mbps), gigabits per second (gbps)
		5.1.5	Understand the concepts of downloading from, uploading to a network
	5.2 Network Access	5.2.1	Identify the different options for connecting to the Internet like: phone line, mobile phone, cable, wi-fi, wi-max, satellite
		5.2.2	Define the term Internet Service Provider (ISP). Identify important considerations when selecting an internet subscription option like: upload speed, download speed and quota, cost
		5.2.3	Recognise the status of a wireless network: protected/secure, open
		5.2.4	Connect to a wireless network
6 Security and Well-Being	6.1 Protecting Data and Devices	6.1.1	Recognise good password policies like: create with adequate length, adequate character mix, do not share, change regularly
		6.1.2	Define the term firewall and outline its purpose
		6.1.3	Understand the purpose of regularly backing up data to a remote location
		6.1.4	Recognise the importance of regularly updating software like: anti-virus, application, operating system software
	6.2 Malware	6.2.1	Understand the term malware. Identify different types of malware like: virus, worm, Trojan, spyware
		6.2.2	Be aware how malware can infect a computer or device
		6.2.3	Use anti-virus software to scan a computer

Category	Knowledge Area	Ref.	Knowledge Item
	6.3 Health and Green IT	6.3.1	Recognise ways to help ensure a user's well-being while using a computer or device like: take regular breaks, ensure appropriate lighting and posture
		6.3.2	Recognise computer and device energy saving practices: turning off, adjusting automatic shutdown, backlight, sleep mode settings
		6.3.3	Recognise that computers, devices, batteries, printer cartridges and paper should be recycled
		6.3.4	Identify some options available for enhancing accessibility like: voice recognition software, screen reader, screen magnifier, on-screen keyboard, high contrast

Online Essentials

This module sets out essential concepts and skills relating to web browsing, effective information search, online communication and e-mail.

Module Goals

Successful candidates will be able to:

- ▶ Understand web browsing and online security concepts
- ▶ Use the web browser and manage browser settings, bookmarks, web outputs
- ▶ Search effectively for online information and critically evaluate web content
- ▶ Understand key copyright and data protection issues
- ▶ Understand concepts of online communities, communications and e-mail
- ▶ Send, receive e-mails and manage e-mail settings
- ▶ Organise and search e-mails and use calendars

Category	Knowledge Area	Ref.	Knowledge Item
1 Web Browsing Concepts	1.1 Key Concepts	1.1.1	Understand the terms: Internet, World Wide Web (WWW), Uniform Resource Locator (URL), hyperlink
		1.1.2	Understand the structure of a web address. Identify common types of domains like: geographical, organisation (.org, .edu, .com, .gov)
		1.1.3	Define the term web browser. Identify common web browsers
		1.1.4	Outline different Internet activities like: information searching, shopping, learning, publishing, banking, government services, entertainment, communication
	1.2 Security and Safety	1.2.1	Recognise ways to protect yourself when online: purchase from secure reputable websites, avoid unnecessary disclosure of personal and financial information, log off from websites
		1.2.2	Define the term encryption
		1.2.3	Identify a secure website: https, lock symbol
		1.2.4	Define the term digital certificate

Category	Knowledge Area	Ref.	Knowledge Item
		1.2.5	Recognise options for controlling Internet use like: supervision, web browsing restrictions, download restrictions
2 Web Browsing	2.1 Using the Web Browser	2.1.1	Open, close a web browsing application
		2.1.2	Enter a URL in the address bar and go to the URL
		2.1.3	Refresh a web page, stop a web page downloading
		2.1.4	Activate a hyperlink
		2.1.5	Open a web page in a new tab, new window
		2.1.6	Open, close tabs, windows. Switch between tabs, windows
		2.1.7	Navigate between pages: backwards, forwards, home page
		2.1.8	Show previously visited URLs using history
		2.1.9	Complete, submit, reset a web-based form
		2.1.10	Use a web tool to translate a web page, text
	2.2 Tools and Settings	2.2.1	Set the web browser home page
		2.2.2	Understand the term pop-up. Allow, block pop-ups
		2.2.3	Understand the term cookie. Allow, block cookies
		2.2.4	Use available help functions
		2.2.5	Display, hide built-in toolbars. Restore, minimise the ribbon
		2.2.6	Delete history, temporary internet files, saved form data
	2.3 Bookmarks	2.3.1	Add, delete a bookmark / favourite
		2.3.2	Show bookmarks / favourites
		2.3.3	Create, delete a bookmarks / favourites folder. Add web pages to a bookmarks / favourites folder
	2.4 Web Outputs	2.4.1	Download, save files to a location
2.4.2		Copy text, image, URL to another location like: document, e-mail	

Category	Knowledge Area	Ref.	Knowledge Item
		2.4.3	Preview, print a web page, selection from a web page using available printing options
3 Web-Based Information	3.1 Search	3.1.1	Define the term search engine and name some common search engines
		3.1.2	Carry out a search using a keyword, phrase
		3.1.3	Refine a search using advanced search features like: exact phrase, date, language, media type
		3.1.4	Search a web-based encyclopaedia, dictionary
	3.2 Critical Evaluation	3.2.1	Understand the importance of critically evaluating online information. Understand the purpose of different sites like: information, entertainment, opinion, sales
		3.2.2	Outline factors that determine the credibility of a website like: author, referencing, up-to-date content
		3.2.3	Recognise the appropriateness of online information for a particular audience
	3.3 Copyright, Data Protection	3.3.1	Define the terms copyright, intellectual property. Recognise the need to acknowledge sources and/or seek permission as appropriate
		3.3.2	Recognise the main data protection rights and obligations in your country
4 Communication Concepts	4.1 Online Communities	4.1.1	Understand the concept of an online (virtual) community. Identify examples like: social networking websites, Internet forums, web conferencing, chat, online computer games
		4.1.2	Outline ways that users can publish and share content online: blogs, microblogs, podcasts, images, audio and video clips
		4.1.3	Recognise ways to protect yourself when using online communities: apply appropriate privacy settings, restrict available personal information, use private messaging when appropriate, disable location information, block/report unknown users
	4.2 Communication Tools	4.2.1	Define the term Instant Messaging (IM)
		4.2.2	Define the terms short message service (SMS), multimedia message service (MMS)

Category	Knowledge Area	Ref.	Knowledge Item
		4.2.3	Define the term Voice over Internet Protocol (VoIP)
		4.2.4	Recognise good practice when using electronic communication: be accurate and brief, use clear subject headings, do not inappropriately disclose personal details, do not circulate inappropriate content, spell check content
	4.3 E-mail Concepts	4.3.1	Define the term e-mail and outline its main uses
		4.3.2	Identify the structure of an e-mail address
		4.3.3	Be aware of possible problems when sending file attachments like: file size limits, file type restrictions
		4.3.4	Outline the difference between the To, Copy (Cc), Blind copy (Bcc) fields and recognise their appropriate use
		4.3.5	Be aware of the possibility of receiving fraudulent and unsolicited e-mail. Be aware of the possibility of an e-mail infecting the computer
		4.3.6	Define the term phishing
5 Using E-mail	5.1 Sending E-mail	5.1.1	Access an e-mail account
		5.1.2	Outline the main purpose of standard e-mail folders: Inbox, Outbox, Sent, Deleted/Trash Items, Draft, Spam/Junk
		5.1.3	Create an e-mail
		5.1.4	Enter one or more e-mail addresses, distribution list in the To, Copy (Cc), Blind copy (Bcc) fields
		5.1.5	Enter an appropriate title in the subject field and enter, paste text into the body of an e-mail
		5.1.6	Add, remove a file attachment
		5.1.7	Send an e-mail with, without priority
	5.2 Receiving E-mail	5.2.1	Open, close an e-mail
		5.2.2	Use the reply, reply to all function, and identify when these should be used
		5.2.3	Forward an e-mail
		5.2.4	Open, save a file attachment to a location
		5.2.5	Preview, print a message using available printing options

Category	Knowledge Area	Ref.	Knowledge Item
5.3	Tools and Settings	5.3.1	Use available help functions
		5.3.2	Display, hide built-in toolbars. Restore, minimise the ribbon
		5.3.3	Create and insert a text e-mail signature
		5.3.4	Turn on, turn off an automatic out of office reply
		5.3.5	Recognise e-mail status as read, unread. Mark an e-mail as read, unread. Flag, unflag an e-mail
		5.3.6	Create, delete, update a contact, distribution list/ mailing list
5.4	Organising E-mails	5.4.1	Add, remove message inbox headings like: sender, subject, date received
		5.4.2	Search for an e-mail by sender, subject, e-mail content
		5.4.3	Sort e-mails by name, by date, by size
		5.4.4	Create, delete an e-mail folder/label. Move e-mails to an e-mail folder/label
		5.4.5	Delete an e-mail. Restore a deleted e-mail
		5.4.6	Empty the e-mail bin/deleted items/trash folder
		5.4.7	Move a message to, remove a message from a junk folder
5.5	Using Calendars	5.5.1	Create, cancel, update a meeting in a calendar
		5.5.2	Add invitees, resources to a meeting in a calendar. Remove invitees, resources from a meeting in a calendar
		5.5.3	Accept, decline an invitation

Word Processing

This module requires the candidate to demonstrate the ability to use a word processing application to create everyday letters and documents.

Module Goals

Successful candidates will be able to:

- ▶ Work with documents and save them in different file formats
- ▶ Choose built-in options such as the Help function to enhance productivity
- ▶ Create and edit small-sized word processing documents that will be ready to share and distribute
- ▶ Apply different formats to documents to enhance them before distribution and recognize good practice in choosing the appropriate formatting options
- ▶ Insert tables, images and drawn objects into documents
- ▶ Prepare documents for mail merge operations
- ▶ Adjust document page settings and check and correct spelling before finally printing documents

Category	Knowledge Area	Ref.	Knowledge Item
1 Using the Application	1.1 Working with Documents	1.1.1	Open, close a word processing application. Open, close documents
		1.1.2	Create a new document based on default template, other available template like: memo, fax, agenda
		1.1.3	Save a document to a location on a drive. Save a document under another name to a location on a drive
		1.1.4	Save a document as another file type like: text file, Rich Text Format, template, software specific file extension, version number
		1.1.5	Switch between open documents
	1.2 Enhancing Productivity	1.2.1	Set basic options/preferences in the application: user name, default folder to open, save documents
		1.2.2	Use available Help functions
		1.2.3	Use magnification/zoom tools
		1.2.4	Display, hide built-in toolbars. Restore, minimize the ribbon

Category	Knowledge Area	Ref.	Knowledge Item			
2 Document Creation	2.1 Enter Text	2.1.1	Switch between page view modes			
		2.1.2	Enter text into a document			
		2.1.3	Insert symbols or special characters like: ©, ®, ™			
	2.2 Select, Edit		2.2.1	Display, hide non-printing formatting marks like: spaces, paragraph marks, manual line break marks, tab characters		
			2.2.2	Select character, word, line, sentence, paragraph, entire body text		
			2.2.3	Edit content by entering, removing characters, words within existing text, by over-typing to replace existing text		
			2.2.4	Use a simple search command for a specific word, phrase		
			2.2.5	Use a simple replace command for a specific word, phrase		
			2.2.6	Copy, move text within a document, between open documents		
			2.2.7	Delete text		
			2.2.8	Use the undo, redo command		
			3 Formatting	3.1 Text	3.1.1	Change text formatting: font sizes, font types
					3.1.2	Apply text formatting: bold, italic, underline
3.1.3	Apply text formatting: subscript, superscript					
3.1.4	Apply different colours to text					
3.1.5	Apply case changes to text					
3.1.6	Apply automatic hyphenation					
3.2 Paragraphs		3.2.1		Create, merge paragraph(s)		
		3.2.2		Insert, remove soft carriage return (line break)		
		3.2.3		Recognize good practice in aligning text: use align, indent, tab tools rather than inserting spaces		
		3.2.4	Align text left, centre, right, justified			
		3.2.5	Indent paragraphs: left, right, first line			
		3.2.6	Set, remove and use tabs: left, centre, right, decimal			

Category	Knowledge Area	Ref.	Knowledge Item
		3.2.7	Recognize good practice in paragraph spacing: apply spacing between paragraphs rather than use the Return key
		3.2.8	Apply spacing above, below paragraphs. Apply single, 1.5 lines, double line spacing within paragraphs
		3.2.9	Add, remove bullets, numbers in a single level list. Switch between different standard bullet, number styles in a single level list
		3.2.10	Add a box border and shading/background colour to a paragraph
	3.3 Styles	3.3.1	Apply an existing character style to selected text
		3.3.2	Apply an existing paragraph style to one or more paragraphs
		3.3.3	Use copy format tool
4 Objects	4.1 Table Creation	4.1.1	Create a table ready for data insertion
		4.1.2	Insert, edit data in a table
		4.1.3	Select rows, columns, cells, entire table
		4.1.4	Insert, delete, rows and columns
	4.2 Table Formatting	4.2.1	Modify column width, row height
		4.2.2	Modify cell border line style, width, colour
		4.2.3	Add shading/background colour to cells
	4.3 Graphical Objects	4.3.1	Insert an object (picture, image, chart, drawn object) to a specified location in a document
		4.3.2	Select an object
		4.3.3	Copy, move an object within a document, between open documents
		4.3.4	Resize, delete an object
5 Mail Merge	5.1 Preparation	5.1.1	Open, prepare a document, as a main document for a mail merge
		5.1.2	Select a mailing list, other data file, for use in a mail merge
		5.1.3	Insert data fields in a mail merge main document (letter, address labels)

Category	Knowledge Area	Ref.	Knowledge Item
	5.2 Outputs	5.2.1	Merge a mailing list with a letter, label document as a new file or printed output
		5.2.2	Print mail merge outputs: letters, labels
6 Prepare Outputs	6.1 Setup	6.1.1	Change document orientation: portrait, landscape. Change paper size
		6.1.2	Change margins of entire document, top, bottom, left, right
		6.1.3	Recognize good practice in adding new pages: insert a page break rather than using the Return key
		6.1.4	Insert, delete a page break in a document
		6.1.5	Add, edit text in headers, footers
		6.1.6	Add fields in headers, footers: date, page number information, file name
		6.1.7	Apply automatic page numbering to a document
	6.2 Check and Print	6.2.1	Spell check a document and make changes like: correcting spelling errors, deleting repeated words
		6.2.2	Add words to a built-in custom dictionary using a spell checker
		6.2.3	Preview a document
		6.2.4	Print a document from an installed printer using output options like: entire document, specific pages, number of copies

Spreadsheets

This module requires the candidate to understand the concept of spreadsheets and to demonstrate an ability to use a spreadsheet to produce accurate work outputs.

Module Goals

Successful candidates will be able to:

- ▶ Work with spreadsheets and save them in different file formats
- ▶ Choose built-in options such as the Help function within the application to enhance productivity
- ▶ Enter data into cells and use good practice in creating lists. Select, sort and copy, move and delete data
- ▶ Edit rows and columns in a worksheet. Copy, move, delete and appropriately rename worksheets
- ▶ Create mathematical and logical formulas using standard spreadsheet functions. Use good practice in formula creation and will be able to recognize error values in formulas
- ▶ Format numbers and text content in a spreadsheet
- ▶ Choose, create and format charts to communicate information meaningfully
- ▶ Adjust spreadsheet page settings and check and correct spreadsheet content before finally printing spreadsheets

Category	Knowledge Area	Ref.	Knowledge Item
1 Using the Application	1.1 Working with Spreadsheets	1.1.1	Open, close a spreadsheet application. Open, close spreadsheets
		1.1.2	Create a new spreadsheet based on default template
		1.1.3	Save a spreadsheet to a location on a drive. Save a spreadsheet under another name to a location on a drive
		1.1.4	Save a spreadsheet as another file type like: template, text file, software specific file extension, version number
		1.1.5	Switch between open spreadsheets
	1.2 Enhancing Productivity	1.2.1	Set basic options/preferences in the application: user name, default folder to open, save spreadsheets
		1.2.2	Use available Help functions

Category	Knowledge Area	Ref.	Knowledge Item
		1.2.3	Use magnification/zoom tools
		1.2.4	Display, hide built-in toolbars. Restore, minimize the ribbon
2 Cells	2.1 Insert, Select	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)
		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
		2.1.3	Enter a number, date, text in a cell
		2.1.4	Select a cell, range of adjacent cells, range of non-adjacent cells, entire worksheet
	2.2 Edit, Sort	2.2.1	Edit cell content, modify existing cell content
		2.2.2	Use the undo, redo command
		2.2.3	Use the search command for specific content in a worksheet
		2.2.4	Use the replace command for specific content in a worksheet
		2.2.5	Sort a cell range by one criterion in ascending, descending numeric order, ascending, descending alphabetic order
		2.3 Copy, Move, Delete	2.3.1
2.3.2	Use the autofill tool/copy handle tool to copy, increment data entries		
2.3.3	Move the content of a cell, cell range within a worksheet, between worksheets, between open spreadsheets		
2.3.4	Delete cell contents		
3 Managing Worksheets	3.1 Rows and Columns	3.1.1	Select a row, range of adjacent rows, range of non-adjacent rows
		3.1.2	Select a column, range of adjacent columns, range of non-adjacent columns
		3.1.3	Insert, delete rows and columns

Category	Knowledge Area	Ref.	Knowledge Item
		3.1.4	Modify column widths, row heights to a specified value, to optimal width or height
		3.1.5	Freeze, unfreeze row and/or column titles
	3.2 Worksheets	3.2.1	Switch between worksheets
		3.2.2	Insert a new worksheet, delete a worksheet
		3.2.3	Recognize good practice in naming worksheets: use meaningful worksheet names rather than accept default names
		3.2.4	Copy, move, rename a worksheet within a spreadsheet
4 Formulas and Functions	4.1 Arithmetic Formulas	4.1.1	Recognize good practice in formula creation: refer to cell references rather than type numbers into formulas
		4.1.2	Create formulas using cell references and arithmetic operators (addition, subtraction, multiplication, division)
		4.1.3	Identify and understand standard error values associated with using formulas: #NAME?, #DIV/0!, #REF!
		4.1.4	Understand and use relative, absolute cell referencing in formulas
	4.2 Functions	4.2.1	Use sum, average, minimum, maximum, count, counta, countblank functions
		4.2.2	Use the logical function if (yielding one of two specific values) with comparison operator: =, >, <
5 Formatting	5.1 Numbers/Dates	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
		5.1.2	Format cells to display a date style, to display a currency symbol
		5.1.3	Format cells to display numbers as percentages
	5.2 Contents	5.2.1	Change cell content appearance: font sizes, font types
		5.2.2	Apply formatting to cell contents: bold, italic, underline, double underline
		5.2.3	Apply different colours to cell content, cell background

Category	Knowledge Area	Ref.	Knowledge Item
		5.2.4	Copy the formatting from a cell, cell range to another cell, cell range
	5.3 Alignment, Border Effects	5.3.1	Apply text wrapping to contents within a cell, cell range
		5.3.2	Align cell contents: horizontally, vertically. Adjust cell content orientation
		5.3.3	Merge cells and centre a title in a merged cell
		5.3.4	Add border effects to a cell, cell range: lines, colours
6 Charts	6.1 Create	6.1.1	Create different types of charts from spreadsheet data: column chart, bar chart, line chart, pie chart
		6.1.2	Select a chart
		6.1.3	Change the chart type
		6.1.4	Move, resize, delete a chart
	6.2 Edit	6.2.1	Add, remove, edit a chart title
		6.2.2	Add data labels to a chart: values/numbers, percentages
		6.2.3	Change chart area background colour, legend fill colour
		6.2.4	Change the column, bar, line, pie slice colours in the chart
		6.2.5	Change font size and colour of chart title, chart axes, chart legend text
7 Prepare Outputs	7.1 Setup	7.1.1	Change worksheet margins: top, bottom, left, right
		7.1.2	Change worksheet orientation: portrait, landscape. Change paper size
		7.1.3	Adjust page setup to fit worksheet contents on a specified number of pages
		7.1.4	Add, edit, delete text in headers, footers in a worksheet
		7.1.5	Insert and delete fields: page numbering information, date, time, file name, worksheet name into headers, footers
	7.2 Check and Print	7.2.1	Check and correct spreadsheet calculations and text

Category	Knowledge Area	Ref.	Knowledge Item
		7.2.2	Turn on, off display of gridlines, display of row and column headings for printing purposes
		7.2.3	Apply automatic title row(s) printing on every page of a printed worksheet
		7.2.4	Preview a worksheet
		7.2.5	Print a selected cell range from a worksheet, an entire worksheet, number of copies of a worksheet, the entire spreadsheet, a selected chart



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PSI Services (Switzerland) Inc.
Elisabethenanlage 7
CH-4051 Basle
Phone +41 61 270 88 77
info@ecdl.ch, www.icdl.ch