



THE REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

FOOD AND BEVERAGE SALES AND SERVICE

KNQF LEVEL 4

ISCED PROGRAMME CODE: 1013 354B



TVET CDACC  
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NAIROBI

## **DIGITAL LITERACY**

**UNIT CODE:** HOS/CU/FB/BC/01/4/B

### **Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Apply Digital Literacy

**Duration of Unit:** 30 Hours

### **Unit Description**

This unit covers the competencies required to demonstrate digital literacy. It involves operating computer devices, solving tasks using computer devices and applying cybersecurity skills and job entry techniques.

### **Summary of Learning Outcomes**

1. Operate Computer Devices
2. Solve Tasks Using Computer Devices
3. Apply Cybersecurity Skills
4. Apply job entry techniques

### **Learning Outcomes, Content, and Suggested Assessment Methods**

<b>Learning Outcome</b>	<b>Content</b>	<b>Suggested Assessment Methods</b>
1. Operate computer devices	<ul style="list-style-type: none"><li>• Meaning and importance of digital literacy</li><li>• Procedure for turning/off a computer</li><li>• Types of computer devices (tablets, desktop, and laptop computers).</li><li>• Components of a computer system</li><li>• Computer Hardware<ul style="list-style-type: none"><li>• The System Unit E.g. Motherboard, CPU, casing,</li><li>• Input Devices e.g. Pointing, keying, scanning, voice/speech recognition, direct data capture devices.</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Observation</li><li>• Oral assessment</li><li>• Portfolio of evidence</li><li>• Third party report</li><li>• Written assessment</li><li>• Practical</li></ul>

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> <li>• Output Devices e.g. hardcopy output and softcopy output</li> <li>• Storage Devices e.g. main memory e.g. RAM, secondary storage (Solid state devices, Hard Drives, CDs &amp; DVDs, Memory cards, Flash drives)</li> <li>• Computer Ports e.g. HDMI, DVI, VGA, USB type C, etc.</li> <li>• Start Menu Commands and Desktop Manipulation</li> <li>• Mouse use techniques</li> <li>• Keyboard Parts and Use Techniques</li> <li>• File and Files Management using an operating system</li> <li>• Computer Internet Connection Options <ul style="list-style-type: none"> <li>• Mobile Networks/Data Plans</li> <li>• Wireless Hotspots</li> <li>• Cabled (Ethernet)</li> </ul> </li> <li>• Mechanisms for storing files (flash drives, hard drives).</li> <li>• Computer external devices management <ul style="list-style-type: none"> <li>• Device connections</li> <li>• Device controls (volume controls and display properties)</li> </ul> </li> </ul>	
2. Solve tasks using computer devices	<ul style="list-style-type: none"> <li>• Meaning and Importance of Word Processing</li> <li>• Examples of Word Processors</li> <li>• Working with word documents <ul style="list-style-type: none"> <li>• Open and close word processor</li> <li>• Create a new document</li> <li>• Save a document</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Observation</li> <li>• Oral assessment</li> <li>• Portfolio of evidence</li> <li>• Third party report</li> <li>• Written assessment</li> <li>• Project</li> </ul>

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> <li>• Using navigation tools</li> <li>• Enter &amp; Select text</li> <li>• Document editing (copy, cut, paste commands, spelling and Grammar check)</li> <li>• Document formatting <ul style="list-style-type: none"> <li>• Formatting text</li> <li>• Formatting paragraph</li> <li>• Formatting styles</li> <li>• Alignment</li> <li>• Creating tables</li> <li>• Formatting tables</li> </ul> </li> <li>• Graphical objects <ul style="list-style-type: none"> <li>• Insert object (picture, drawn object)</li> <li>• Select an object</li> <li>• Edit an object</li> <li>• Format an object</li> </ul> </li> <li>• Document Print setup <ul style="list-style-type: none"> <li>• Page layout,</li> <li>• Margins set up</li> <li>• Orientation.</li> </ul> </li> <li>• Printing Word Documents <ul style="list-style-type: none"> <li>• Netiquette principles</li> <li>• Digital content copyright and licenses</li> <li>• Web browsing <ul style="list-style-type: none"> <li>• Using the web browser</li> </ul> </li> </ul> </li> <li>• Web based information <ul style="list-style-type: none"> <li>• Search</li> <li>• Using email</li> <li>• Sending email</li> <li>• Receiving email</li> <li>• Organizing email</li> </ul> </li> <li>• Internet security threats</li> </ul>	<ul style="list-style-type: none"> <li>• Practical</li> </ul>

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> <li>Using Passwords, antivirus software and privacy settings to control security threats</li> <li>Performing Digital Data Backup (Offline)</li> <li>Emerging issues in internet</li> </ul>	
3. Apply Cybersecurity Skills	<ul style="list-style-type: none"> <li>Meaning and Importance of Cybersecurity</li> <li>Types and examples of internet security threats</li> <li>Using Passwords, PINs, Biometrics e.g. voice and fingerprint, antivirus software and privacy settings to control security threats</li> <li>Performing Digital Data Backup (Offline)</li> <li>Types of computer threats and crimes</li> <li>Control measures against computer threats and crimes.</li> </ul>	<ul style="list-style-type: none"> <li>Observation</li> <li>Oral assessment</li> <li>Portfolio of evidence</li> <li>Third party report</li> <li>Written assessment</li> </ul>
4. Apply job entry techniques	<ul style="list-style-type: none"> <li>Types of job opportunities <ul style="list-style-type: none"> <li>Self employment</li> <li>Service provision</li> <li>product development</li> <li>salaried employment</li> </ul> </li> <li>Sources of job opportunities</li> <li>Resume/ curriculum vitae <ul style="list-style-type: none"> <li>What is a CV</li> <li>How long should a CV be</li> <li>What to include in a AC</li> <li>Format of CV</li> <li>How to write a good CV</li> <li>Don'ts of writing a CV</li> </ul> </li> <li>Job application letter <ul style="list-style-type: none"> <li>What to include</li> <li>Addressing a cover letter</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Observation</li> <li>Oral assessment</li> <li>Portfolio of evidence</li> <li>Third party report</li> <li>Written assessment</li> </ul>

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> <li>• Signing off a cover letter</li> </ul> <p>Portfolio of Evidence</p> <ul style="list-style-type: none"> <li>• Academic credentials</li> <li>• Letters of commendations</li> <li>• Certificates of participations</li> <li>• Awards and decorations</li> </ul> <p>Interview skills</p> <ul style="list-style-type: none"> <li>• Listening skills</li> <li>• Grooming</li> <li>• Language command</li> <li>• Articulation of issues</li> <li>• Body language</li> <li>• Time management</li> <li>• Honesty</li> <li>• Generally knowledgeable in current affairs and technical area</li> </ul>	

### **Suggested Methods of Instruction**

- Instructor-led facilitation
- Demonstration by trainer
- Practical work by trainees
- Viewing of related videos
- Group discussions
- Projects
- Case studies
- Role play

### **Recommended Resources for 25 Trainees**

- 25 computers with the following software:
- Windows/Linux/Macintosh Operating System

- Microsoft Office Software
- Google Workspace Account
- Antivirus Software
- 25 External Storage Media
- 2 Printers
- Printing papers
- 2 Projectors
- 2 Whiteboards
- 2 Smartboards/Smart TV (Where applicable)
- Assorted white board markers
- Internet connection
- 3 samples of CVs
- 3 samples of job applications