

## INTERNET SKILLS

**UNIT CODE:**IT/CU/ICTA/CR/05/4/B

### Relationship to Occupational Standards

This unit addresses the unit of competency: Understand the Internet

**Duration of Unit:** 80 Hours

### Unit Description

This unit covers the competencies required to understand how internet communication and browsing is done. It involves defining internet terminologies, identifying requirements for internet connectivity, identifying internet access and web browsing techniques and identifying application areas for the internet.

### Summary of Learning Outcomes

1. Explain fundamental concepts of Internet connectivity and application
2. Demonstrate ability to use a web browser to provide and customize access to preference
3. Select a suitable search engine to find information
4. Conduct online communication effectively and safely

### Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Explain fundamental concepts of Internet connectivity and application	<ul style="list-style-type: none"><li>• Definition of Internet terminologies.</li><li>• How the internet works</li><li>• Uses of the Internet</li><li>• Internet connectivity requirements.</li><li>• Impacts of using the Internet</li></ul>	<ul style="list-style-type: none"><li>○ Oral questioning</li><li>○ Observation</li><li>○ Written test</li></ul>
2. Demonstrate ability to use a web browser to provide and customize access to preference	<ul style="list-style-type: none"><li>• The world wide web concept</li><li>• Universal Resource Locators (URLs)</li><li>• Internet Domains<ul style="list-style-type: none"><li>○ Parts of a domain</li><li>○ Choosing a domain extension (.com, .net, .org, .ac, .edu,.co,.gov)</li></ul></li><li>• Purpose of a web browser</li><li>• Comparison of various web browsers<ul style="list-style-type: none"><li>○ Google Chrome</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Oral questioning</li><li>• Observation</li><li>• Written test</li><li>• Practical test</li></ul>

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> <li>○ Mozilla Firefox</li> <li>○ Opera</li> <li>○ Safari</li> <li>○ Internet Explorer</li> <li>● Common web browser features               <ul style="list-style-type: none"> <li>○ Navigation, Stop button, Refresh button, Home button, Book mark button, History</li> <li>○ Address bar</li> <li>○ Tabbed browsing</li> </ul> </li> <li>● Using a browser               <ul style="list-style-type: none"> <li>○ Opening/closing a browser</li> <li>○ Entering a URL in the address bar</li> <li>○ Refreshing a web page, stopping a web page downloading.</li> <li>○ Activating a hyperlink.</li> <li>○ Opening a web page in a new tab, new window.</li> <li>○ Opening, closing tabs, windows. Switching between tabs, windows.</li> <li>○ Navigating between pages</li> <li>○ Completing, submitting and resetting a web-based form</li> <li>○ Using the browser history</li> </ul> </li> <li>● Customization of web browser               <ul style="list-style-type: none"> <li>○ Appearance settings: Display/hide built in toolbars, fonts</li> <li>○ Deleting history/temporary files</li> </ul> </li> </ul>	

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> <li>○ Setting the default home page</li> <li>○ Synching email accounts with browser activities</li> <li>○ Start-up options</li> <li>○ Allowing and blocking popups and cookies</li> <li>○ Adding, deleting and showing favourites/bookmarks</li> <li>○ Privacy settings</li> <li>○ Download location settings</li> <li>○ Language options</li> <li>● Web outputs <ul style="list-style-type: none"> <li>○ Download/save files to a location</li> <li>○ Copy web page contents, URLS to a document, email</li> <li>○ Previewing and printing a webpage</li> </ul> </li> </ul>	
3. Demonstrate ability to effectively search and evaluate web content.	<ul style="list-style-type: none"> <li>● Purpose of search engines</li> <li>● Comparisons of various search engines <ul style="list-style-type: none"> <li>○ Google</li> <li>○ Bing</li> <li>○ Yahoo</li> <li>○ Ask.com</li> <li>○ Duckduckgo</li> <li>○ AOL</li> </ul> </li> <li>● Tips for effective use of a search engine <ul style="list-style-type: none"> <li>○ Unique, specific terms</li> <li>○ Narrowing and expanding search using</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● Oral questioning</li> <li>● Observation</li> <li>● Written test</li> <li>● Practical test</li> </ul>

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> <li>minus and addition operator               <ul style="list-style-type: none"> <li>○ Exact phrases using quotation marks</li> <li>○ Use non common words and pictures</li> <li>○ Boolean expressions (AND, OR)</li> <li>○ Maximising autocompletes</li> <li>○ Using browser history</li> </ul> </li> <li>• Factors that determine the credibility of a web content               <ul style="list-style-type: none"> <li>○ SICT</li> <li>○ Author</li> <li>○ Up-to-datedness</li> <li>○ References</li> </ul> </li> <li>• Downloading and uploading files               <ul style="list-style-type: none"> <li>○ File format</li> <li>○ File size</li> <li>○ Inter-operability</li> </ul> </li> </ul>	
4. Conduct online communication effectively and safely	<ul style="list-style-type: none"> <li>• Communication tools               <ul style="list-style-type: none"> <li>○ Email</li> <li>○ Social media</li> <li>○ Instant Messaging (IM) (WhatsApp, Skype)</li> <li>○ Short Message Services (SMS)</li> <li>○ Multimedia Message Service (MMS)</li> </ul> </li> <li>• Creation and customization of User accounts in social online Communication platforms.               <ul style="list-style-type: none"> <li>○ Accounts and password</li> <li>○ Profile setting</li> </ul> </li> <li>• Best practice when using electronic communication               <ul style="list-style-type: none"> <li>○ Clarity</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Oral questioning</li> <li>• Observation</li> <li>• Written test</li> <li>• Practical test</li> </ul>

Learning Outcome	Content	Suggested Assessment Methods
	<ul style="list-style-type: none"> <li>○ Non circulation of</li> <li>○ inappropriate content</li> <li>○ Accuracy of grammar and spellings</li> <li>○ Courtesy</li> <li>○ Non disclose of</li> <li>○ personal details</li> <li>○ Verifying recipient list</li> <li>○ Non circulation</li> </ul>	

### **Suggested Delivery Methods**

- Instructor led facilitation of theory
- Demonstration by trainer
- Practical work by trainee
- Group discussions

### **Recommended Resources**

#### **Tools**

- Internet
- Browser

#### **Equipment**

- Computer
- LCD projectors
- Printer

#### **Materials and supplies**

- Materials
  - Stationery
  - Digital instructional material including online resources, DVDs and CDs

#### **Reference materials**

- Software manuals