IC3

Global Standard

(GS3)

LearnKey

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IC3

Global Standard (GS3)

First Edition

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LearnKey, Inc. provides self-paced training courses and online learning solutions to education, government, business and individuals world-wide. With dynamic video based courseware and effective learning management systems, LearnKey solutions provide expert instruction for popular computer software, technical certifications, and application development. LearnKey delivers content on the Web, by enterprise network, and on interactive CD-ROM. For a complete list of courses visit:

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IC3 Global Standard (GS3)
Teacher Manual

Table of Contents

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Introduction

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Using this Workbook

In the *Introduction* section, you will find an outline for each session of training and sample lesson plans. These are included to give you an overview of the training content and to help you structure your lessons. The content, delivered by industry professionals, is the most up-to-date, comprehensive content available.

The exercises included in this workbook are meant to serve as supplementary material for the OnlineExpert courses. The following types of exercises are included for each session of training:

Fill-in-the-Blanks: The student completes a comprehensive fill-in-the-blank exercise while watching each session of the training. Each exercise follows the instructor's lecture and can be used as a review for the Quiz, the Pre-Tests, and the Post-Tests.

Glossary Crossword and Word Search Puzzles: These puzzles, taken directly from the courses' glossary, are intended to help your students become more familiar with the terms found in each session.

Short Answer: The short answer questions facilitate recall of the basic training concepts to further aid in retention of the course topics and information in preparation for the training's Pre-Assessments and Post-Tests.

Matching: The matching exercise provides additional learning reinforcement of terms and concepts found throughout the training in the courses' glossary.

Research Topic: The research topic gives your students the opportunity to research an applicable real-world situation whose answer will require using their understanding of the training as well as outside resources to generate a response.

Projects: The individual and group projects require your students to apply the knowledge gained during the training to complete the assigned task. By using both individual and group projects students receive the added benefit of applying the knowledge they have gained in a situation that mimics life in the workforce.

Quiz: The quizzes will help you gauge your students' progress. They also provide your students additional preparation for the training Pre-Tests and Post-Tests.

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These workbook exercises, used in conjunction with the LearnKey training, give your students the best learning experience possible.

Shoot File Links: The links to shoot files contain any of the actual files (Excel spreadsheets, Flash FLA files, etc.) that are used and demonstrated during the training. The files will typically have a starting file containing all data necessary to begin the demonstrated skill, as well as a completed file that shows the final result.

Keyboard Shortcuts & Tips: The keyboard shortcuts and tips provide a reference of product-specific keyboard shortcuts and helpful hints to make working more efficient.

Objective Mapping: The objective mapping provides a quick reference as to where in the training a specific certification exam objective is covered.

Best Practices Guide: The best practices guide gives you as the instructor the help you will need to effectively incorporate the workbook and training into your classroom experience. This guides comes from teachers like yourself and has been proven time and time again.

Running & Training Time Table: The running and training time tables will help you to better plan your lessons based on the time you have available. The running time is the actual time required to simply watch the training. The training time is an estimated average time that it will take to watch and discuss the concepts presented as well as do any applicable exercises.

Skills Assessment: The skills assessment will help you and your students to gauge their understanding of course topics prior to beginning any coursework. Understanding where your students as a group feel less confident will aid you in planning and getting the most from the training.

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Course Introduction

Bridge your digital divide with IC3 Global Standard 3 (GS3). This course covers a broad range of computing knowledge and skills that proves competency in computing fundamentals (hardware, software and using an operating system), key applications (common program functions, word processing and spreadsheet functions) and living online (networks and the internet, email and the impact of computing on society).

Benefits:

- Gain confidence to use the latest technology in computers
- Be prepared to pass the three IC3 exams
- Be competent in the use of a computer from starting it up to using software and sending emails

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IC3 Global Standard (GS3) Course Map

Session 1

Computer Basics	Get Certified Types of Computers The Computing Process Understanding Hardware Speed vs. Size Storage Options Input / Output	Module 1: Computing Fundamentals 1.0 Computer Hardware, Peripherals and Troubleshooting 1.1 Identify types of computers, how they process information, and the purpose and function of different hardware components.
Performance and Maintenance	Purchasing Considerations Maintenance Considerations Hard Drive Maintenance Other Maintenance Options Troubleshooting Considerations Troubleshooting Process	Module 1: Computing Fundamentals 1.0 Computer Hardware, Peripherals and Troubleshooting 1.2 Identify how to maintain computer equipment and solve common problems relating to computer hardware. 3.0 Using an Operating System 3.1 Identify what an operating system is and how it works, and solve common problems related to operating systems. 3.2 Use an operating system to manipulate a computer's desktop, files and disks.
OS / Software Introduction	Beyond the Hardware Getting the Software Installing and Maintaining Software Understanding Operating Systems User Accounts Beyond the Hardware	Module 1: Computer Fundamentals 2.0 Computer Software 2.1 Identify how software and hardware work together to perform computing tasks and how software is developed and upgraded. 3.0 Using an Operating System 3.1 Identify what an operating system is and how it works, and solve common problems related to operating systems. 3.2 Using an operating system to manipulate a computer's desktop, files and disks.
Microsoft Operating System	Windows Vista Tour Working with Views Using Applications Organizing Files and Folders Using the Recycle Bin	Module 1: Computer Fundamentals 2.0 Computer Software 2.2 Identify different types of application software and general concept relating to application software categories 3.0 Using an Operating System 3.2 Using an operating system to manipulate a computer's desktop, files and disks. Module 2: Key Applications 1.0 Common Program Functions 1.1 Be able to start and exit an application, identify and modify interface elements and utilize sources of online help.
Customizing Windows	Customizing Views File and Folder Properties Using the Task Bar Personalization Options Windows Sidebar Help and Support	
Managing Your Operating System	Control Panel System and Maintenance Shut Down Options	Module 1: Computer Fundamentals 2.0 Computer Software 2.2 Identifiy different types of application software and general concept relating to application software categories 3.0 Using an Operating System 3.3 Identify how to change system settings, install and remove software.

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Apple Operating System	Mac OS X tour Dashboard Using the Finder Application Indicators System Preferences Operating System Maintenance Operating System Troubleshooting	Module 1: Computer Fundamentals 2.0 Computer Software 2.2 Identify different types of application software and general concept relating to application software categories. 3.0 Using an Operating System 3.1 Identify what an operating system is and how it works, and solve common problems related to operating systems.
Applications	Application Categories Microsoft Office Overview Understanding Databases Other Application Types Application Considerations	Module 1: Computer Fundamentals 2.0 Computer Software 2.2 Identify different types of application software and general concept relating to application software categories.

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Session 2

Application Features and Functions	Application Window Elements Navigating Your Documents Changing Your View Manage Application Options Application Help	Module 1: Computing Fundamentals 2.0 Computer Software 2.2 Identify different types of application software and general concept relating to application software categories Module 2. Key Applications 1.0 Common Program Functions 1.1 Be able to start and exit an application, identify and modify interface elements and utilize sources of online help.
Common File Management Options	Blank vs. Template Saving Options Save As Options File Association Working with Multiple Documents	Module 2: Key Applications 1.0 Common Program Functions 1.2 Perform common file-management functions.
Word Basics	Understanding Word Processing Document Design Guidelines Open Existing Documents Selecting Text Formatting Text Inserting Pictures Inserting Other Objects Working with Lists	Module 1: Computer Fundamentals 2.0 Computer Software 2.2 Identify different types of application software and general concept relating to application software categories. Module 2: Key Applications 1.0 Common Program Functions 1.3 Perform common editing and formatting functions. 2.0 Word Processing Functions 2.1 Be able to format text and documents including the ability to use automatic formatting tools.
Columns, Tables, and Breaks	Formatting Columns Inserting Page Breaks Show/Hide Formatting Creating Tables Formatting Tables	Module 2: Key Applications 1.0 Common Program Functions 1.3 Perform common editing and formatting functions. 2.0 Word Processing Functions 2.1 Be able to format text and documents including the ability to use automatic formatting tools.
Finalizing Your Document	Applying Styles Format Painter Headers and Footers Header and Footer Options Check Spelling and Grammar Proofing Options Find and Replace Working with Hyperlinks Collaborative Editing and Review Margins and Page Layout Printing the Document Other Output Options	Module 2: Key Applications 1.0 Common Program Functions 1.3 Perform common editing and formatting functions. 1.4 Perform common printing/outputting functions. 2.0 Word Processing Functions 2.1 Be able to format text and documents including the ability to use automatic formatting tools. 2.2 Be able to use word-processing tools to automate processes such as document review, security and collaboration.
Creating and Formatting Spreadsheets	Spreadsheets Defined Organization Tips Using Excel Inserting Formulas Creating a Formula Formatting Cells Inserting Rows and Columns Cell Alignment Applying Number Formatting Linking Data Auto Formatting Data Printing Worksheets	Module 1: Computer Fundamentals 2.0 Computer Software 2.2 Identify different types of application software and general concept relating to application software categories. Module 2: Key Applications 3.0 Spreadsheet Features 3.1 Be able to modify worksheet data and structure and format data in a worksheet.

Manipulating Data	Sorting Data Filtering Data Using Functions Creating Charts Chart Considerations	Module 1: Computer Fundamentals 2.0 Computer Software 2.2 Identify different types of application software and general concept relating to application software categories. Module 2: Key Applications 3.0 Spreadsheet Features 3.2 Be able to sort data, manipulate data using formulas and functions and create simple charts.
Presentations	Understanding Presentations Using PowerPoint Creating Slides Adding Slide Content Duplicating Slides Inserting Charts Formatting Slide Text Themes and Backgrounds Organizing Your Slides Slide Show Options Using Hyperlinks Slide Output Options	Module 1: Computer Fundamentals 2.0 Computer Software 2.2 Identify different types of application software and general concept relating to application software categories. Module 2: Key Applications 4.0 Communicating With Presentation Software 4.1 Be able to create and format simple presentations

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Session 3

Networks and the Internet	Networks Defined Network Types Internet Extranet Communication Types	Module 3: Living Online 1.0 Communication Networks and the Internet
Communicate and Collaborate	Communication Basics Communications Components Benefits of Online Communication Effective Communication Choices Safety and Security Considerations Smart Communication Guidelines Communication Problems Online Identity	Module 1: Computer Fundamentals 2.0 Computer Software 2.2 Identify different types of application software and general concept relating to application software categories. Module 3: Living Online 2.0 Electronic Communication and Collaboration 2.1 Identify the different types of electronic communication/collaboration and how they work.
Working with Email	Outlook Overview Anatomy of an Email Message Responding to Email Messages Send/Receive Options Create Email Message Attachments and Email Options Outbox Tips Managing Your Messages Adding Contacts More Attachment Options Create Email Message Managing Your Contacts	Module 3: Living Online 2.0 Electronic Communication and Collaboration 2.1 Identify the different types of electronic communication/collaboration and how they work. 2.2 Identify how to use an electronic mail application.
Using the Web	Internet Explorer Tour Basic Navigation Tips Setting Your Home Page Adding Bookmarks and Favorites Managing Internet Options Blogs and RSS Using Find and Go To Copying and Pasting Printing from the Web Downloading Web Terminology	Module 3: Living Online 3.0 Using the Internet and the World Wide Web
Understanding Web Sites	Web Site Types Social Networking Sites News Sites Media Sharing Sites Search Engines	Module 3: Living Online 3.0 Using the Internet and the World Wide Web 3.1 Identify information about the Internet, the World Wide Web and Web sites and be able to use a Web browsing application. 3.2 Understand how content is created, located and evaluated on the World Wide Web. 4.0 The impact of computing and the Internet on society
Risks and Benefits	Computers are Everywhere Transforming the World Overcoming Challenges Safety First Software Threats Laws and Policies Buying Online Be Responsible	Module 1: Computer Fundamentals 3.0 Using an Operating System Module 3: Living Online 2.0 Electronic Communication and Collaboration 3.0 Using the Internet and the World Wide Web 4.0 The impact of computing and Internet on society 4.1 Identify how computers are used in different areas of work, school and home.

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Session Objectives

Course Objectives: Session 1

- Gain an understanding of computer hardware, peripherals, and troubleshooting
- Identify different types of software applications and how they work together with your computer hardware to perform specific tasks
- Learn common key applications specific to each operating system and demonstrate an ability to use each application

Course Objectives: Session 2

- Manage application features and functions
- Learn Microsoft Office applications and their respective functions and features
- Perform common file-management functions

Course Objectives: Session 3

- Gain an understanding of the fundamentals and benefits of network computing
- Learn to use email and other computer-based communication methods
- Learn to use the Internet and the World Wide Web

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IC3 Global Standards (GS3) Outlines

Session 1

Computer Basics
- Get Certified
- Types of Computers
- Three-Stage Process of Computing
- The CPU
- On Startup
- Accessing Programs
- Understanding the Terms
- Speed
- Size
- Storage Options
- Removable Media
- Optical Media
- Remote Storage
- Input/Output Devices

Performance and Maintenance
- Purchasing Considerations
- Maintenance Considerations
- Hard Drive Maintenance
- Other Maintenance Options
- Troubleshooting
- Troubleshooting Process

OS/Software Introduction
- Beyond the Hardware
- Getting the Software
- Installing and Maintaining Software
- Understanding Operating Systems
- User Accounts

Microsoft Operating System
- Windows Vista Tour
- Working with Views
- Accessing Applications
- Organizing Files and Folders
- Using the Recycle Bin

Customizing Windows
- Customizing Views
- File and Folder Properties
- Using the Taskbar
- Personalization Options
- Windows Sidebar
- Help and Support

Managing Your Operating System
- Control Panel
- System and Maintenance
- Power/Sleep Settings
- Installing Applications
- Uninstalling Applications
- Software as a Service

Apple Operating System
- Mac OS X Tour
- Using the Finder
- Dashboard
- Application Indicators
- System Preferences
- Operating System Maintenance
- Operating System Troubleshooting

Applications
- Application Categories
- Microsoft Office Overview
- Databases
- Application Software Types

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Session 2

Application Features and Functions
- Application Window Elements
- Navigating Documents
- Manage Application Options
- Application Help
- Getting Application Help
- Application Similarities

Common File Management Options
- Blank vs. Template
- Saving Options
- File Association
- Working with Multiple Documents

Word Basics
- Understanding Word Processing
- Document Design Guidelines
- Open Existing Documents
- Selecting Text
- Formatting Text
- Inserting Pictures
- Inserting Other Materials
- Working with Lists

Columns, Tables, and Breaks
- Formatting Columns
- Inserting Page Breaks
- Table Formatting

Finalizing Documents
- Applying Styles
- Format Painter
- Headers and Footers
- Header and Footer Options
- Check Spelling and Grammar
- Proofing Options
- Find and Replace
- Working with Hyperlinks

Collaborative Editing and Review
- Margins and Page Layout
- Printing the Document
- Other Output Options

Creating and Formatting Spreadsheets
- Spreadsheets Defined
- Using Excel
- Inserting Formulas
- Formatting Cells
- Inserting Rows and Columns
- Cell Alignment
- Linking Data
- Auto Formatting Data
- Printing Worksheets

Manipulating Data
- Sorting Data
- Filtering Data
- Creating Charts
- Chart Considerations

Presentations
- Understanding Presentations
- Using PowerPoint
- Creating Slides
- Inserting Charts
- Themes and Backgrounds
- Organizing Slides
- Slide Show Options
- Using Hyperlinks
- PowerPoint Export Options

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Session 3

Networks and the Internet
- Networks Defined
- Network Types
- Internet vs. Intranet
- Extranet
- Communication Types
- Networking Advantages
- Networking Disadvantages
- Networking Security

Communicate and Collaborate
- Communication Basics
- Communication Components
- Effective Communication Choices
- Safety and Security Considerations
- Smart Communication Guidelines
- Other Issues
- Online Identity
- Communication Tools

Working with E-mail
- Outlook Overview
- Anatomy of an E-mail
- Responding to an E-mail
- Send/Receive Options
- Create an E-mail Message
- Attachment and E-mail Options
- Outbox Tips
- Managing Messages
- More Attachment Options
- Create New E-mail Message
- Managing Contacts
- E-mail Preferences
- Out of Office Assistant

Using the Web
- Internet Explorer Tour
- Basic Navigation Tips
- Setting Home Page
- Adding Bookmarks and Favorites
- Managing Internet Options
- Blogs and RSS
- Find and Go To
- Copy and Paste
- Printing
- Downloading
- Web Terminology
- Browsing Security
- Web Services
- Domain Names
- Troubleshooting Web Problems
- Web Ethics

Understanding Web Sites
- Weblogs
- Wiki
- Social Networking
- News Sites
- Media Sharing Sites
- Search Engines
- Sponsored Links
- Additional Engines
- Evaluating Web Sites

Risks and Benefits
- Computers Are Everywhere
- Transforming the World
- Overcoming Challenges
- Safety First
- Software Threats
- Policies and Responsibilities
- Buying Online
- Be Responsible
- Netiquette

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Sample Lesson Plans

5 Week Plan					
	Monday	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
Week 1	**Session 1** **Pre-Test** *Review Syllabus* *Review Glossary*	Computer Basics Performance and Maintenance *Crossword* *Matching* *Word Search*	OS/Software Introduction Microsoft Operating System	Customizing Windows *Research Topic* Managing Your Operating System	*Individual Project* Apple Operating System Applications
Week 2	*Group Project* *Labs* *Short Answer* *Quiz*	**Session 1 Post Test**	**Session 2** **Pre-Test** *Review Syllabus* *Review Glossary*	*Crossword* *Matching* Application Features and Functions Common File Management Options	*Word Search* Word Basics Columns, Tables, and Breaks
Week 3	Finalizing Documents *Group Project*	Creating and Formatting Spreadsheets Manipulating Data Presentations	*Research Topic*	*Individual Project*	*Labs* *Short Answer* *Quiz*
Week 4	**Session 2 Post Test**	**Session 3** **Pre-Test** *Review Syllabus* *Review Glossary*	Networks and the Internet Communicate and Collaborate	*Crossword* *Matching* *Word Search*	Working with E-mail Using the Web *Individual Project*
Week 5	*Group Project*	Understanding Web Sites Risks and Benefits	*Research Topic*	*Labs* *Short Answer* *Quiz*	**Session 3 Post Test**

*Complete the corresponding section of the Listing Fill in the Blank Exercise.

LearnKey training segments are underlined. Activities are *italicized*. Tests are **bolded**.

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6 Week Plan					
	Monday	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
Week 1	**Session 1** **Pre-Test** *Review Syllabus* *Review Glossary*	Computer Basics Performance and Maintenance *Crossword* *Matching* *Word Search*	OS/Software Introduction Microsoft Operating System	Customizing Windows *Research Topic* Managing Your Operating System	*Individual Project* Apple Operating System
Week 2	Applications *Group Project*	*Labs* *Short Answer* *Quiz*	**Session 1 Post Test**	**Session 2** **Pre-Test**	*Review Syllabus* *Review Glossary*
Week 3	Application Features and Functions Common File Management Options	*Crossword* *Matching* *Word Search* Word Basics	Columns, Tables, and Breaks Finalizing Documents	*Group Project*	Creating and Formatting Spreadsheets Manipulating Data Presentations
Week 4	*Research Topic*	*Individual Project*	*Labs* *Short Answer* *Quiz*	**Session 2 Post Test**	**Session 3** **Pre-Test**
Week 5	*Review Syllabus* *Review Glossary*	Networks and the Internet Communicate and Collaborate	*Crossword* *Matching* *Word Search*	Working with E-mail Using the Web	*Individual Project*
Week 6	Understanding Web Sites Risks and Benefits	*Research Topic*	*Group Project*	*Labs* *Short Answer* *Quiz*	**Session 3 Post Test**

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7 Week Plan					
	Monday	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
Week 1	**Session 1** **Pre-Test**	*Review Syllabus* *Review Glossary*	Computer Basics Performance and Maintenance	*Crossword* *Matching* *Word Search*	OS/Software Introduction Microsoft Operating System
Week 2	*Research Topic*	Customizing Windows Managing Your Operating System	*Individual Project*	Apple Operating System Applications	*Group Project*
Week 3	*Labs* *Short Answer* *Quiz*	**Session 1 Post Test**	**Session 2** **Pre-Test**	*Review Syllabus* *Review Glossary*	Application Features and Functions Common File Management Options
Week 4	*Crossword* *Matching* *Word Search*	Word Basics Columns, Tables, and Breaks	Finalizing Documents Creating and Formatting Spreadsheets	*Group Project*	Manipulating Data Presentations
Week 5	*Research Topic*	*Individual Project*	*Labs* *Short Answer* *Quiz*	**Session 2 Post Test**	**Session 3** **Pre-Test**
Week 6	*Review Syllabus* *Review Glossary*	Networks and the Internet Communicate and Collaborate	*Crossword* *Matching* *Word Search*	Working with E-mail Using the Web	*Individual Project*
Week 7	Understanding Web Sites Risks and Benefits	*Group Project*	*Research Topic*	*Labs* *Short Answer* *Quiz*	**Session 3 Post Test**

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8 Week Plan					
	Monday	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
Week 1	**Session 1** **Pre-Test**	*Review Syllabus* *Review Glossary*	Computer Basics Performance and Maintenance	*Crossword* *Matching* *Word Search*	OS/Software Introduction
Week 2	Microsoft Operating System	*Research Topic*	Customizing Windows	Managing Your Operating System	*Individual Project*
Week 3	Apple Operating System Applications	*Group Project*	*Labs* *Short Answer*	*Quiz*	**Session 1 Post Test**
Week 4	**Session 2** **Pre-Test**	*Review Syllabus* *Review Glossary*	Application Features and Functions Common File Management Options	*Crossword* *Matching* *Word Search*	Word Basics Columns, Tables, and Breaks
Week 5	Finalizing Documents Creating and Formatting Spreadsheets	*Individual Project*	Manipulating Data Presentations	*Group Project*	*Research Topic*
Week 6	*Labs* *Short Answer*	*Quiz*	**Session 2 Post Test**	**Session 3** **Pre-Test**	*Review Syllabus* *Review Glossary*
Week 7	Networks and the Internet Communicate and Collaborate	*Crossword* *Matching* *Word Search*	Working with E-mail Using the Web	*Group Project*	Understanding Web Sites Risks and Benefits
Week 8	*Research Topic*	*Individual Project*	*Labs* *Short Answer*	*Quiz*	**Session 3 Post Test**

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Skills Assessment

Instructions: Rate your skills with the following tasks on a level from 1-5.

Skills	Poor 1	2	3	4	Excellent 5
User Account Options					
Saving Documents					
Restoring Items					
Adding Icons					
Adding Gadgets					
Uninstall					
Adding Widgets					

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Best Practices Using LearnKey's Online Training

LearnKey offers video-based training solutions which are flexible enough to accommodate the private student, as well as educational facilities and organizations.

Our course content is presented by top experts in their respective fields, and provides clear and comprehensive information. The full line of LearnKey products have been extensively reviewed to meet superior standards of quality. The content in our courses has also been endorsed by organizations such as Certiport, CompTIA®, Cisco, and Microsoft. However, it is the testimonials given by countless satisfied customers that truly set us apart as leaders in the information training world.

LearnKey experts are highly qualified professionals who offer years of job and project experience in their subjects. Each expert has been certified in the highest level available for their field of expertise. This provides the student with the knowledge necessary to also obtain top level certifications in the field of their choice.

Our accomplished instructors have a rich understanding of the content they present. Effective teaching encompasses not only presenting the basic principles of a subject, but understanding and appreciating organization, real-world application, and links to other related disciplines. Each instructor represents the collective wisdom of their field and within our industry.

Our Instructional Technology

Each course is independently created, based on standard objectives provided by the manufacturer for which the course was developed.

We ensure that the subject matter is up-to-date and relevant. We examine the needs of each student and create training that is both interesting and effective. LearnKey training provides auditory, visual, and Kinesthetic learning materials to fit diverse learning styles. The following are three levels of implementation:

Standard Training Model

The standard training model allows students to proceed through basic training, building upon primary knowledge and concepts to more advanced application and implementation. In this method students will use the following toolset:

- *Pre-assessment:* The pre-assessment is used to determine the student's prior knowledge of the subject matter. It will also identify a student's strengths and weaknesses, allowing the student to focus on the specific subject matter he/she needs to improve most. Students should not necessarily expect a passing score on the pre-assessment as it is a test of prior knowledge.

- *Video training session:* Each course of training is divided into sessions that are approximately two hours in length. Each session is divided into topics and subtopics.

- *Post test:* The post test is used to determine the student's knowledge gained from interacting with the training. In taking the post test, students should not consult the training or any other materials. A passing score is 80 percent or higher. If the individual does not pass the post test the first time it is taken LearnKey would recommend the incorporation of external resources such as the workbook and additional customized instructional material.

Intermediate Training Model

The intermediate training model offers students additional training materials and activities which allows for better retention, review, and interaction. This model includes not only the standard model material, but also includes the following toolset:

- *Study guides:* Study guides are a list of questions missed which can help students recognize areas of weakness and necessary focus. They can be accessed from either the pre-assessment or post test.

- *Labs:* Labs are interactive activities that simulate situations presented in the training. Step-by-step instructions and live demonstrations are provided.

- *Workbooks:* Workbooks have a variety of activities, such as glossary puzzles, short answer questions, practice exams, research topics, and group and individual projects, which allow the student to study and apply concepts presented in the training.

Master Training Model

The master training model offers the student an additional opportunity to prepare for certification by further examining his/her knowledge. This model includes the materials used in the standard and intermediate models, as well as the MasterExam.

- *Master Exam:* The MasterExam draws from a large pool of questions to provide a unique testing experience each time it is taken. LearnKey recommends a student take and pass the exam, with a score of 80 percent or higher, four times in order to prepare for certification testing. Study guides can also be accessed for the MasterExam.

Session 1

Session 1 Time Tables

Session 1	
Computer Basics	00:23:13
Performance and Maintenance	00:16:46
OS/Software Introduction	00:11:57
Microsoft Operating System	00:08:50
Customizing Windows	00:14:13
Managing Your Operating	00:12:58
Apple Operating System	00:11:09
Applications	00:13:19
Actual Time	01:52:25

Session 1	
Computer Basics	00:3 :49
Performance and Maintenance	00:25:09
OS/Software Introduction	00:17:55
Microsoft Operating System	00:13:15
Customizing Windows	00:21:19
Managing Your Operating	00:19:27
Apple Operating System	00:16:43
Applications	00:19:58
Training Time	02:48:37

Fill-in-the-Blanks

Instructions: While watching Session 1, fill in the missing words according to the information presented by the instructor.

[References where answers are found are in brackets.]

Computer Basics

1. Input is the **first** step in the three-stage process. **[Three-Stage Process Computing]**
2. The **CPU** moves data, performs mathematic operations, makes decisions based on instructions, and directs the actions of hardware and software. **[The CPU]**
3. The **ROM-BIOS** is a computer chip which holds basic instructions and services in order to run basic hardware tests. **[On Startup]**
4. The part of a computer that holds all programs and data while they are in use is called the **RAM**. **[On Startup]**
5. RAM stands for **random access memory**. **[On Startup]**
6. 8 bits make up **one** byte. **[Size]**
7. A type of media used to store data which is read by a laser is called **optical media**. **[Optical Media]**
8. A **CD-R** is a type of optical media that can only be written to once. **[Optical Media]**
9. SAN, Google Docs, and Network drive are all examples of **remote** storage. **[Remote Storage]**
10. **Scanner**, **keyboard**, touch screen, and game controller are all examples of input devices. **[Input/Output Devices]**
11. Manual and plug-and-play are the two main basic installation methods for an **input/output** device. **[Input/Output Devices]**

Performance and Maintenance

1. When deciding which type of computer to purchase, a buyer should first consider **the computer's purpose**. **[Purchasing Considerations]**
2. A user may utilize the **Backup** option to return to a previous state on the computer. **[Maintenance Considerations]**
3. The Free up Disk Space option is located in the **System and Maintenance** category of the Control Panel. **[Hard Drive Maintenance]**

4. **Printer** maintenance includes changing the ink cartridge, clearing paper jams, and aligning printer heads. **[Other Maintenance Options]**
5.

OS/Software Introduction

1. Software called an **Operating System** tells the hardware how to interact with the user and the software. **[Beyond the Hardware]**
2. The **Application** software performs tasks, such as games, to office productivity and beyond. **[Beyond the Hardware]**
3. The **End-User License Agreement** is usually included with standalone software and informs a user how the software can be used legally. **[Getting the Software]**
4. **Freeware** is software that is free to use. **[Getting the Software]**
5. **Open source** software encourages developers to improve upon and add to it. **[Getting the Software]**
6. **Real-time** operating system responds to events currently occurring. **[Understanding Operating Systems]**

Microsoft Operating System

1. The Start button is more recently referred to as the Start **orb** by Microsoft. **[Windows Vista Tour]**
2. The **Start menu** gives access to programs or files on the computer. **[Windows Vista Tour]**
3. The minimize button in a window or application sends that window or application to the **task bar**. **[Working with Views]**
4. The bright red X at the top of a window or application is the **Close** button. **[Working with Views]**
5. When a **shortcut** is deleted, the original application, folder, or file is not deleted. **[Using the Recycle Bin]**

Customizing Windows

1. Show hidden files and folders, Hide extensions for known file types, and Hide protected operating system files are all options available in the **Folder Options** dialog box. **[File and Folder Properties]**
2. The **task bar** shows all the programs, files, and applications open or in use. **[Using the Taskbar]**
3. Windows Help and Support option is located in the **Start** menu. **[Help and Support]**

Session 1

1. The majority of the technical and maintenance settings are located in the **Control Panel** on a Windows computer. **[Control Panel]**
2. Lock, Sleep, **Log Off,** Restart, **Hibernate**, and Shut Down are all options dealing with powering down a Windows computer. **[Power/Sleep Settings]**
3. Applications can be installed directly from the **Web**. **[Installing Applications]**

Apple Operating System

1. List, Columns, and Thumbnails are all **Finder** viewing options for Macintosh. **[Using the Finder]**
2. A bright spot under the application icon appears in the dock to indicate that an application is currently running on a **Macintosh** computer. **[Application Indicators]**
3. The majority of the technical and maintenance settings are located in **System Preferences** on a Macintosh computer. **[System Preferences]**
4. A file type must be associated with the correct application in order to **open**. **[Operating System Troubleshooting]**

Applications

1. A group of different applications that work together is called a **suite**. **[Application Categories]**
2. Word processing, spreadsheets, and presentation software are all types of **Productivity suites**. **[Application Categories]**
3. **PowerPoint** is the presentation software in the Microsoft Office suite. **[Microsoft Office Overview]**
4. A Database is a type of software that stores information in structured tables that can **connect** and **interact** with each other. **[Databases]**
5. The Browser allows a user to view content on the **Web**. **[Application Software Types]**

Glossary Crossword

Instructions: Use the terms and clues below to complete the crossword puzzle.

CPU
Freeware
Embedded System
EULA
Hard Drive
Input
Open Source Software
Optical Media
OS
Output
Processing
RAM
Real-Time Operating System
ROM-BIOS
Shareware
Standalone Software

Across

3. The third stage of the computing process, in which the computer produces a result based on the user's request.
4. An operating system that reacts to current events and actions occurring around it.
6. A version of a software application available for free use with limited features or for a trial period.
10. Software that is free to use.
11. A document associated with a standalone software program which explains the legal regulations for using the software.
12. A type of software that is downloaded or installed and runs independently on a computer.
13. An application that is not installed locally but used over the Internet or another network.
14. The second stage of the computing process, in which the computer analyzes information input by the user.
15. A memory chip in a computer which holds all programs and data when they are in use.

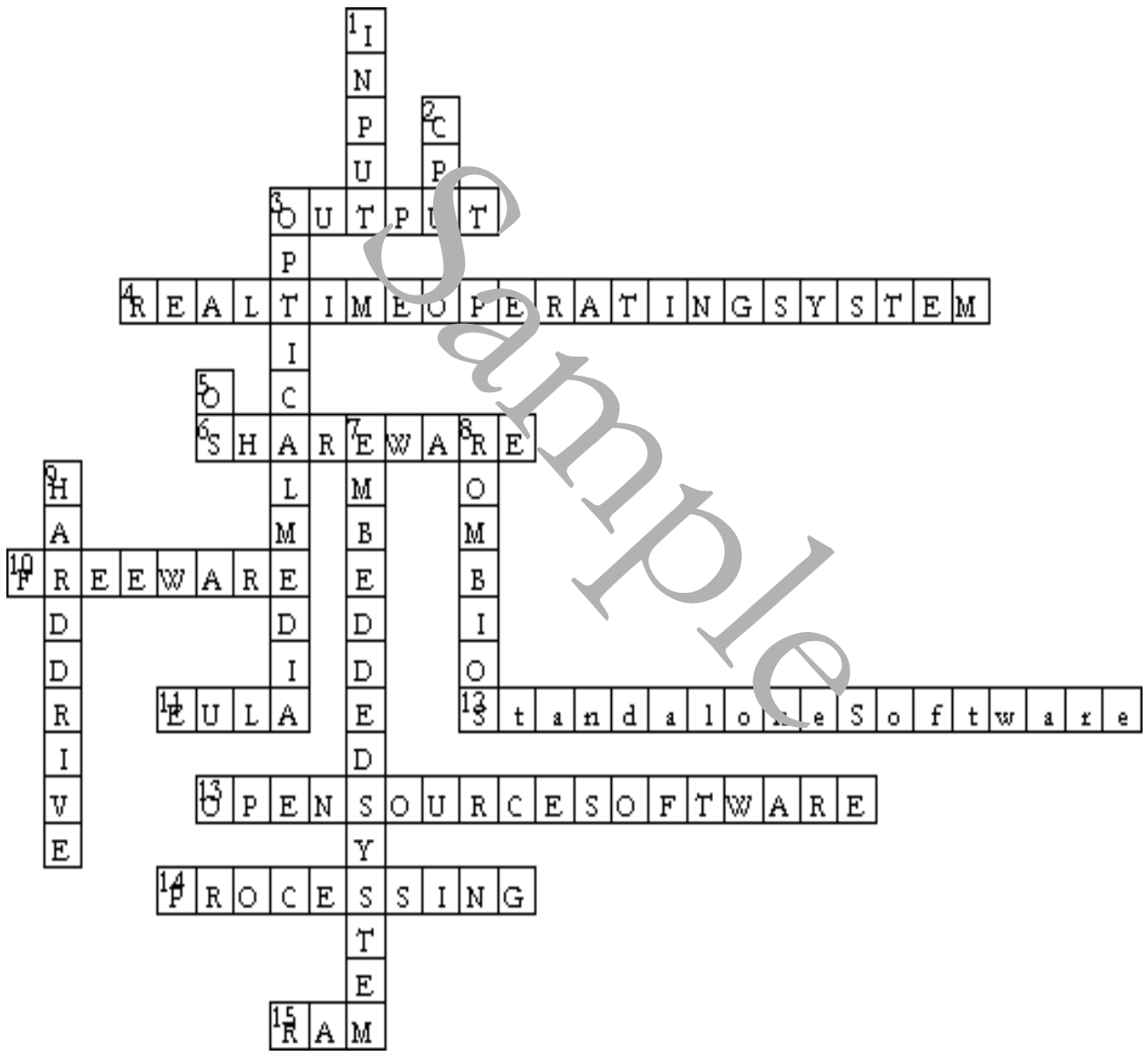
Down

1. The first stage of the computing process, in which a user initiating an action by giving the computer information or a request.
2. The main component of a computer which performs mathematical operations, moves data, and makes decisions based on specific instructions.
3. A type of media used to store data which is read by a laser, such as a CD or DVD.
5. The primary form of software running on a computer that organizes tiles and folders as well as telling the hardware how to interact with the user and other software.

7. An operating system that combines processors and software in a device.

8. A computer chip which holds basic instructions and services in order to run basic hardware tests.

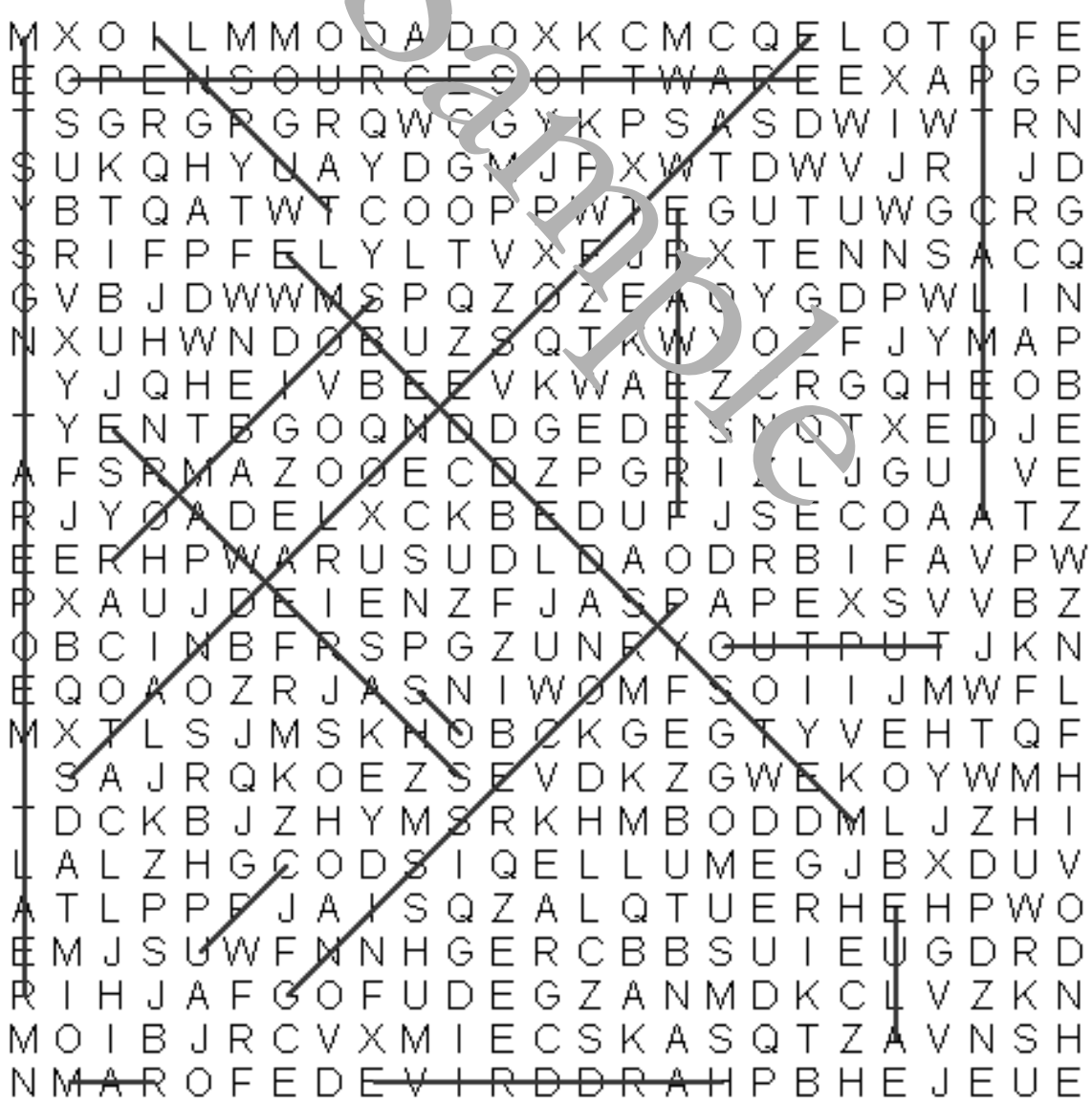
9. The primary storage component of a computer which holds all soft-



Glossary Word Search

Instructions: Use the clues below to complete the

System
EULA
Hard Drive
Software
Optical Media
OS
CPU
Input
Output
Freeware
Open
Processing
Embedded
Source
RAM



Short Answer

Instructions: Use the information learned while watching Session 1 to answer the questions.

1. Explain the function of the CPU.

The CPU moves data, performs mathematic operations, makes decisions based on instructions, and directs the actions of hardware and software

2. Describe the steps in the three-stage computing process.

Input: user initiates an action. Processing: the computer analyzes information input by the user. Output: where the user can see a results.

3. Give examples of input devices.

scanner; keyboard; touch screen; game controller

4. Give examples of remote storage.

SAN; Google Docs; network drive

5. Describe the purpose of the End-User License Agreement.

The End-User License Agreement is usually included with stand-alone software and it informs a user how the software can be used legally.

6. Explain Software as a Service.

Software as a Service is software accessed over the Internet.

7. Describe the process of accessing the User Accounts and Family Safety options.

Click the Start button; Click Control Panel; Click User Accounts and Family Safety

8. Explain the process of the following instructions: using the File menu, save a current document in the Documents folder with the name, pretest.

Click the File menu; Click Save; In the File name field, type: pretest; click the Save button.

9. Describe the options available in the Folder Options dialog box.

Show hidden files and folders; Hide extensions for known file types; Hide protected operating system files

10. How would a user access the Uninstall or change a program window?

Click the Start button; Click Control Panel; Click Uninstall a program

11. Describe how a user would access the Dashboard and add the Dictionary widget to the Dashboard.

Click the Dashboard icon; Click the Plus button; Click the Dictionary widget icon

12. Explain the function of a RAM.

A RAM is the part of a computer which holds all programs and data while they are in use.

13. Discuss the options a user may choose from when dealing with powering down a Windows computer.

Options include Lock, Sleep, Log Off, Restart, Hibernate and Shut Down.

14. List all the different types of computers.

Personal computers, such as desktops, laptops and PCs; Servers; Supercomputers; Mainframes; Personal digital assistants (PDAs) and Notebooks; Computer game systems (like the Wii and Xbox; Electronic book readers (ex. Kindle); portable media players (ie. Scientific calculators, iPods); Embedded systems (in cars and appliances)

15. Describe the process for cleaning the hardware on a Windows computer.

Access the Control Panel, located in the Start menu. Click on System and Maintenance to find Administrative Tools. Click on the option Free Up Disk Space. This will allow a user to clean up the files of only one user, or all users on the computer.

LearnKey

Glossary Matching

Instructions: Match the glossary term described in Session 1 to its definition.

a. EULA
b. hard drive
c. open source software
d. OS
e. ROM BIOS
f. stand-alone software
g. optical media
h. CPU
i. real-time operating system
j. processing
k. input
l. shareware
m. output
n. embedded system
o. freeware
p. RAM

1. **h** The main component of a computer which performs mathematical operations, moves data, and makes decisions based on specific instructions.
2. **e** A computer chip which holds basic instructions and services in order to run basic hardware tests.
3. **p** A memory chip in a computer which holds all programs and data when they are in use.
4. **b** The primary storage component of a computer which holds all software and data.
5. **j** The second stage of the computing process, in which the computer analyzes information input by the user.
6. **m** The third stage of the computing process, in which the computer produces a result based on the user's request.
7. **a** A document associated with a stand-alone software program which explains the legal regulations for using the software.
8. **f** A type of software that is downloaded or installed and runs independently on a computer.
9. **l** A version of a software application available for free use with limited features or for a trial period.
10. **o** Software that is free to use.
11. **g** A type of media used to store data which is read by a laser, such as a CD or DVD.
12. **d** The primary form of software running on a computer that organizes tiles and folders as well as telling the hardware how to interact with the user and other software.
13. **k** The first stage of the computing process, in which a user initiating an action by giving the computer information or a request.
14. **c** An application that is not installed locally but used over the Internet or another network.
15. **i** An operating system that reacts to current events and actions occurring around it.
16. **n** An operating system that combines processors and software in a device.

Research Topic

Instructions: Research the topic below using the Internet and then write a few paragraphs reporting your findings. Be sure to research thoroughly and site your resources. This page may be used to take notes.

Research the topic of computer theft. Explain the dangers and costs of having a computer stolen. What can you do to prevent computer theft or mitigate the costs/damages if it is stolen?

LearnKey

Individual Project

Instructions: Assign each student the following project. Each student should prepare a short 5-10 minute class presentation of the information researched.

Each individual should research categories of applications (either from the list below or other categories). Reports should list examples of applications within the category (where they can be obtained, prices, etc.) and explain the primary business and/or personal uses for the type of application. In addition, reports may give a tour of one example of an application from the category.

a. Spreadsheets
b. Presentation software
c. Word Processing
d. Web browsers
e. Databases
f. Anti-virus/Disk cleanup
g. Multimedia and creativity
h. Entertainment software
i. Education
j. E-mail
k. Financial software
l. Groupware
m. Social media software
n. Instant messaging
o. Web Page authoring
p. Project management software

Group Projects

Instructions: Divide into groups and assign each group one of the following subjects to research. Each group should prepare a short 5-10 minute class presentation of the information researched.

1. Each group should select an element of either the Windows or Mac operating system to investigate and report on. Presentations should include what the item is used for, how to manipulate it or change its properties, and what might go wrong with the item and how to fix it. Some options for elements to choose are listed below .

   a. Start menu (Windows)
   b. Desktop (Windows, Mac)
   c. Dock (Mac)
   d. Sidebar (Windows)
   e. Folders (Windows, Mac)
   f. Task Bar (Windows)
   g. Right-mouse menus (Windows)
   h. Finder (Mac)
   i. Dashboard (Mac)

2. Groups will select an item from the Control Panel (Windows) or System Preferences (Mac) to research. Groups should create a presentation that reports on what items within Control Panel or System Preferences do, what they control, and what options exist within each item.

LearnKey

Session 1 Quiz

Instructions: Circle the letter of the option that BEST answers the question.

1. Which unit is used to measure computer processing speed?
   - A. Gigabyte
   - B. Terabyte
   - C. Millicycle
   - **D. Megahertz**

2. In terms of computer storage, how large is a character of text?
   - A. 1 bit
   - **B. 1 byte**
   - C. 1 kilobyte
   - D. 1 megabyte
   - E. 1 gigabyte

3. Which are services used to examine potentially damaged media? Choose all that apply.
   - **A. Chkdsk**
   - **B. Disk Utility**
   - C. Disk Cleanup
   - D. Defragment disk

4. Which type of software tells the hardware how to interact with the user and other software?
   - A. Standalone
   - B. Application
   - C. Open source
   - **D. Operating system**
   - E. Software as a Service

5. Which type of operating system combines processors and software on a device?
   - A. PC
   - B. Server
   - C. Real-time
   - **D. Embedded**

6. Which are folder view options in Windows? Choose all that apply.
   A. List
   B. Details
   C. Small Icons
   D. Medium Icons
   E. Large Icons
   F. Large Icons

7. What allows a user to view folders, applications, devices, and documents on a Macintosh computer?
   A. Finder
   B. Explorer
   C. My Computer
   D. My Documents

8. What is the spreadsheet software in the Microsoft Office suite called?
   A. Excel
   B. Access
   C. Outlook
   D. OneNote
   E. PowerPoint

9. Which part of a computer holds all programs and data while they are in use?
   A. CPU
   B. ROM
   C. RAM
   D. BIOS

10. Which are examples of remote storage? Choose all that apply.
    A. SAN
    B. Google Docs
    C. Network drive

11. Which process allows a user to return to a previous state on the computer if something goes wrong?
    A. Backup
    B. Security
    C. Insurance
    D. Hard drive

12. Under which Control Panel category is the Free up disk space option located in Windows Vista?
    A. Ease of Access
    B. Additional Options
    C. Hardware and Sound
    D. System and Maintenance

13. What is usually included with standalone software and informs a user how the software can be used legally?
    A. Install CD
    B. Help feature
    C. Shareware version
    D. End-User License Agreement

14. Which type of software encourages developers to improve upon and add to it?
    A. Standalone
    B. Application
    C. Open source
    D. Operating system

15. What is Software as a Service?
    A. Software installed from a CD
    B. Software accessed over the Internet
    C. Software installed from a network drive
    D. Software that encourages developers to improve upon and add to it

16. Which type of operating system responds to events currently occurring?
    A. UNIX
    B. Mobile
    C. Real-time
    D. Embedded

17. When a shortcut is deleted, the original application, folder, or file is also deleted.
    A. True
    B. False

18. Where are the majority of the technical and maintenance settings located on a Windows computer?
    A. Start menu
    B. Control Panel
    C. Windows Sidebar

19. Applications can be installed directly from the Web.
    A. True
    B. False

20. Which are Finder viewing options for Macintosh? Choose all that apply.
    A. List
    B. Details
    C. Columns

21. What is used in the Dock to indicate that an application is currently running on a Macintosh computer?
    A. Star around the application icon
    B. Apple under the application icon
    C. Circle around the application icon
    D. Bright spot under the application icon

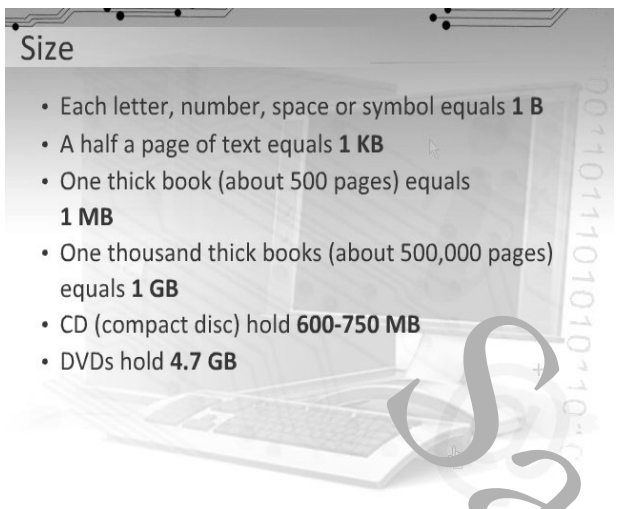
22. Where are the majority of the technical and maintenance settings located on a Macintosh computer?
    A. Dock
    B. Finder
    C. Dashboard
    D. System Preferences

23. A file type must be associated with the correct application in order to open.
    A. True
    B. False

24. Which type of software stores information in structured tables that can connect and interact with each other?
    A. Database
    B. Spreadsheet
    C. Presentation
    D. Word processing

25. Which type of application allows a user to view content on the Web?
    A. Utilities
    B. Browser
    C. Entertainment
    D. Media and creativity

Slides & Notes



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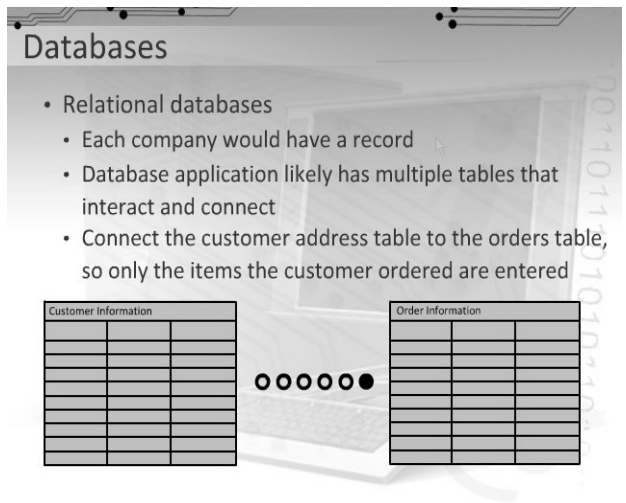

Notes: