NHS ELITE Syllabus V1.2

Category	Knowledge Area	Knowledge Item
Unit 1 **Mouse Skills**	1.01 Introduction to Pointing Devices	1. Use the mouse as a pointing device. 2. Understand the concept of graphical user interface 3. Identify alternative pointing devices such as: stylus, tracker ball, touchpad.
	1.02 Moving the mouse & clicking	1. Understand how to hold the mouse 2. Understand the mouse pointer & moving the mouse 3. Use left click to select items & operate buttons
	1.03 Double clicking	1. Use double click to open items such as: a folder on the desktop, a file in a folder, an application icon
	1.04 Dragging	1. Drag items around the screen such as drag an icon around the desktop, or a picture in Word
	1.05 Scrolling	1. Identify and use scroll bars 2. Scroll using the following methods: clicking arrows, click & hold arrows, dragging block, clicking either side of block, using mouse wheel
	1.06 Right clicking	1. Understand the purpose of context menus 2. Right click to open context menus 3. Select items from context menus
Unit 2 **Keyboard Skills**	2.01 Introduction to Text Entry Devices	1. Use standard QWERTY keyboard 2. Identify alternative input devices eg Ergonomic keyboard, laptop, soft keyboard.
	2.02 Letters and numbers	1. Use letters and numbers on a keyboard. 2. Use spacebar, number pad, Num Lock
	2.03 Capital Letters	1. Switch ‘Caps Lock’ on / off. Use Caps Lock to type block capitals, use Shift keys to type one capital
	2.04 The Insertion Point / Text Entry Cursor	1. Understand the appearance and function of the Text Entry Cursor, I-beam mouse pointer. 2. Use the mouse and Cursor keys to move the Text Entry Cursor
	2.05 The Return key	1. Use the Return and Enter keys
	2.06 Punctuation & Symbols	1. Use common punctuation keys (, . ;) and use shift to access upper symbol (?!)
	2.07 Tab and Shift-Tab	1. Use the Tab key to move between fields and to indent text. 2. Use Shift – Tab to move to the previous field.
	2.08 Useful Keys / Key Combinations	1. Use Function Keys / Key Combinations such as: F1 Help, F7 Spellcheck, Ctrl + P for print, Ctrl + S for Save
Unit 3 **Switching On & Off**	3.01 Power Switches & Switching On	1. Start the computer using the power switches on the system unit and / or monitor
	3.02 Logging On	1. Logon to the system using appropriate methods using Username and Password 2. Understand the importance of password security.
	3.03 Smartcards	1. Insert Smartcard / Enter PIN 2. Understand security issues
	3.04 Locking the PC	1. Lock and unlock the PC. 2. Understand when not to lock the PC
	3.05 Logging Off	1. Log off from the computer using an appropriate routine
	3.06 Restart	1. Restart the computer using an appropriate routine.

	3.07 Shutting down	1. Shut down the computer using an appropriate routine.
Unit 4 **Using Windows**	4.01 The Desktop	1. Locate & explain: task bar, icons, Start button, notification area 2 Understand that some Windows functions can be disabled by an IT Department.
	4.02 The Start Menu	1. Open the Start Menu 2 View the Sub-menus
	4.03 Parts of a window	1. Identify and use the different parts of a window, Title bar, Menu bar, Toolbar, Scroll bar, Status bar
	4.04 Maximise, minimise close and restore	1. Maximise, minimise, close and restore a window.
	4.05 Moving a window	1. Move a window by dragging title bar
	4.06 Resizing a window	1. Resize a window by dragging
Unit 5 **Working With Applications**	5.01 Introduction to Applications	1. Know the common categories of applications eg, Word processor Web browser E-mail Client Database Spreadsheet Presentation 2 Know some of the common applications available eg, Word, Internet Explorer, Outlook, Access, Excel, PowerPoint 3. Know about Clinical systems and Corporate systems
	5.02 Starting Applications	1. Use desktop shortcut icons and use the Start Menu
	5.03 Toolbars	1. Identify, use, move toolbars, and chose toolbar commands
	5.04 Menus	1. Identify menu bar and identify common menus (File, Edit, View, Tools, Help) 2. Open, close, move between menus, chose menu options
	5.05 Context Menus	1. Review purpose of context menus, access, close, choose options from context menus
	5.06 Working with Dialogue Boxes	1. Identify and locate variety of dialogue box 2 Identify common controls 3 Understand use of tabs in dialogue boxes 4. Identify focus field 5. Use tab / shift-tab to change focus 6. Operate controls
	5.07 Save & Save As	1. Save a file using save and save as (with another name) 2. Understand the difference between save and save as
	5.08 Opening Files	1. Open a file from within an application or from the filing system
	5.09 Page Setup and Printing	1. Use common ‘Page Setup’ and ‘Print’ options
	5.10 Accessing Help	1. Use available Help functions
	5.11 Switching Between windows	1. Switch between open windows using Taskbar or Alt + Tab 2 Switch between multiple open files using the ‘Window’ menu.
	5.12 Editing Text	1. Edit text using: backspace, delete, cursor keys. 2. Insert text using: click to set cursor position, insert key
	5.13 Selecting Text	2. Select text by: dragging, double-clicking (word), triple-clicking (paragraph), using keys (Shift +

		Cursor keys) 3. Format text by emboldening, underlining, italicising selected text.
	5.14 Overtyping	1. Edit selected text by overtyping.
	5.15 Cut, Copy and Paste	1. Move and duplicate text to another area
	5.16 Using 'Undo' & 'Redo'	1. Use the undo and redo commands.
	5.17 Working with Tables	1. Use a table within a range of common applications – Outlook Inbox, Excel Sheet, Web Page, MS Word, MS Access… 2. Adjust column width and move columns 3. Sort data within a table
	5.18 Using Task Manager	1. Use the Task Manager to identify and end a non-responding application.
Unit 6 **File Management Basics**	6.01 Introducing the Computer Filing System	1. Understand the PC filing system shows drives, folders, files in a hierarchical structure 2 Identify common storage devices
	6.02 The 'My Computer' window	1. Locate the 'My Computer' desktop icon and open the 'My Computer' window 2 Identify that the My Computer window gives access to the storage devices available on the computer
	6.03 Changing views	1. Use the View menu in the My Computer / file explorer window to change view 2 Use Arrange Icons By / Show in Groups so that storage devices are grouped
	6.04 Locating your Network Drive	1. Identify and open the network drive icon, explore the contents 2 Identify benefits of storing files on the network drive
	6.05 Working with the Explorer View	1. Access 'Explorer' view 2. Identify that Explorer view provides a representation of the filing system's hierarchical structure 3. Drill-down into the contents of the filing system using the 'Explorer' view
	6.06 Finding & Opening Files & Folders	1. Navigate the filing system to locate files / folders 2. Identify file types and explain unassociated files 3. Locate files using the file search function
	6.07 Sorting files	1. Sort files by name, date, size
	6.08 Moving & Copying Files / Folders (Cut, Copy & Paste)	1. Move selected file to a new location 2. Copy file from one location to another
	6.09 Creating Folders	1. Create folders / sub-folders
	6.10 Renaming Files / Folders	1. Rename files / folders
	6.11 Deleting Files	1. Identify why deleting files / folders might be useful – keeping things tidy / uncluttered, removing information that you no longer need 2. Delete files / folders and send to the recycle bin
	6.12 Restoring Files from the 'Recycle Bin'	1. Locate deleted files / folders in the recycle bin 2. Restore deleted files / folders from the recycle bin

		3. Locate files / folders in their original location
	6.13 Emptying the 'Recycle Bin'	1. Identify reasons for emptying the recycle bin 2. Empty the recycle bin
Unit 7 **Web Skills**	7.01 Introducing Web Browsers	1. Understand a web browser is software that allows you to view web pages 2. Understand that web pages may be available to various people such as: Everyone on the World Wide Web, NHS Users on the NHS Net, Members of your organisation on the Intranet 3. Understand security of NHS Net / Intranet and who they are available to 4. Identify basic precautions when browsing the Web and be aware of local Internet Security Policy
	7.02 Using Web Addresses	1. Understand the makeup and structure of unique web addresses 2. Understand the term URL 3. Navigate to web sites / pages using the address bar 4. Understand https / padlock and secure connections
	7.03 Finding and Following Links	1. Activate a hyperlink 2. Identify clues that help to identify links on a web page (coloured / underlined text) 3. Identify changes to the mouse pointer when hovering over a link 4. Identify rollover behaviours that sometimes highlight links
	7.04 Searching the Web	1. Identify a range of Search Engines 2. Carry out a search for specific information using keywords 3. Follow links from search results
	7.05 Using Web Forms	1. Enter information in order to complete a web form 2. Identify and use the components of a web form such as: text boxes, drop down list boxes, radio buttons, option buttons, command buttons
Unit 8 **E-mail Skills**	8.01 Introducing E-mail	1. Understand some of the benefits and limitations of e-mail as a means of communication 2. Identify that e-mail can be sent and received using either dedicated software (e.g. Outlook) or a web based e-mail client (e.g. NHS mail, Hotmail etc) 3. Identify that every e-mail account must have a unique e-mail address
	8.02 Opening & Closing Inbox Messages	1. Open & close Inbox messages 2. Identify change to message symbol when a message has been opened ('read')
	8.03 Replying & Forwarding	1. Use the reply, reply to all functions' 2. Reply with, without original message insertion. 3. Forward a message
	8.04 Sending Messages	1. Create a new message using netiquette 2. Address message using e-mail address 3. Insert a title in the 'subject' line 4. Identify why some messages are 'undeliverable'
	8.05 Deleting Messages	1. Delete a message
	8.06 Emptying Deleted Items	1. Empty the deleted Items folder
	8.07 Sorting Messages	1. Sort messages by name, by date
	8.08 Organising	1. Create new folders for mail

	Messages	2. Move messages from the Inbox to a message folder 3. Resize navigation pane
	8.09 Creating Contacts	1. Add contacts to the address book
	8.10 Using the Address Book	1. Send messages to contacts in the Contacts list and / or the global address book
	8.11 Identifying, Opening and Saving File Attachments	1. Identify potential problems with file attachments (eg, file type, file size) 2. Identify virus threat from opening file attachments and ways to reduce risk 3. Identify the symbol used to indicate File attachments 4. Open messages containing file attachments and save file attachments
	8.12 Adding file Attachments	1. Add file attachments to messages before sending