Computer Literacy for the Workplace

LEVEL 2 [INTERMEDIATE]

COMPUTER LITERACY FOR THE WORKPLACE
LEVEL 2 [INTERMEDIATE]

COURSE OVERVIEW

The **Computer Literacy for the Workplace – Level 2 [Intermediate]** course is designed for employees who already possess basic computer knowledge but are required to sharpen their computing skills to improve their efficiency when working with computers in the workplace. The course overs the IT terminology used in the workplace, internet operations, advanced features in Windows 10/11, and the fundamental Microsoft Office applications of Word, Excel, PowerPoint, and Outlook. At the end of the course participants would possess the knowledge and skills required to perform intermediate level computing tasks in the workplace.

PRE-REQUISITES

In order to enter the course participants are required to complete the **Computer Literacy for the Workplace – Level 1 [Basic]** course OR they must possess a working knowledge and experience with using computers in the workplace for at least six (6) months.

DURATION

The **Computer Literacy for the Workplace – Level 2 [Intermediate]** course can be completed in **twenty-four (24)** hours.

There is a total of **eight (8)** training sessions.

Each session is **three (3)** hours long.

The course can be completed in:

- **Eight (8)** days, with **one (1)** session per day OR

- **Four (4)** days, with **two (2)** sessions per day.

FACILITATOR

The course is facilitated by **Mr. Joseph Alexander BSc, MBA, MCT** who is a certified **Microsoft Office Specialist** and a **Microsoft Certified Trainer**. He has over ten years of experience in teaching and has conducted many training seminars for hundreds of employees from various companies throughout Trinidad and Tobago. He specializes in practically applying computing knowledge to the working environment to improve workforce productivity, and is gifted in making the learning experience simple, enjoyable, and easy to understand.

COURSE OUTLINE

1. IT TERMINOLOGY BASICS

1.1 IT NETWORKING TERMS

Office Network

LAN

WAN

Server

Client

Intranet

Extranet

Transfer rates

1.2 OFFICE IT EQUIPMENT

Modem

Router

Switch

Hub

Server

Network Printer

Network cable

2. INTERNET OPERATIONS

2.1 ONLINE SAFETY

Malware

Spam

Viruses

Hoaxes

Dangerous Links

Safe vs. unsafe websites

Downloading files safely

Anti-virus programs

Keeping software up to date

2.2 WEB BROWSING

Google Chrome Intermediate

Microsoft Edge Intermediate

Advanced Online Searches

2.3 VIDEO CONFERENCING

Zoom Fundamentals

Microsoft Teams Fundamentals

3. WINDOWS 10/11

3.1 WORKING WITH FILES

Understanding File Paths

Organizing Files Efficiently

Selecting multiple files and folders

Sorting and Viewing Files and Folders

Compress Folders and Files

Advanced Searches for lost files

File and Folder Properties

Creating File Libraries

3.2 WINDOWS SETTINGS

Adjusting System Settings

Managing system devices

Adjusting Personalization Settings

Managing Apps

3.3 WINDOWS PRODUCTIVITY

Using Keyboard Shortcuts

Adjusting views to improve productivity

Windows 10/11 Features

3.4 WINDOWS OEPRATIONS

Task Manager

Dealing with unresponsive apps

3.5 TROUBLESHOOTING

Understanding the principle of troubleshooting

Solving common hardware issues

Solving common software issues

Solving common network issues

4. OFFICE PRODUCTIVITY APPS

4.1 MICROSOFT WORD FUNDAMENTALS

Create and Manage Documents

Save and Close Documents

Enter and Edit Text

Apply Paragraph Formatting

Perform Searches

Create and Modify Lists

Create and Format Tables

Insert, Move, and Resize Pictures

Print Documents

4.2 MICROSOFT EXCEL FUNDAMENTALS

Create Workbooks

Modify Workbooks

Modify Worksheets

Enter and Revise Data

Find and Replace Data

Create Formulas to Calculate Values

Print Workbooks and Worksheets

4.3 MICROSOFT POWERPOINT FUNDAMENTALS

Insert and Remove Slides

Choose Slide designs

Apply Transitions

Apply Animations

Insert Images

Insert Videos

4.4 MICROSOFT OUTLOOK FUNDAMENTALS

Create Messages

Attach Files to Messages

Display and Read Email Messages

Open and Download Attachments

To Reply to Messages

Search for Messages

Organizing your Inbox