

Report Profile Report

24-May-02

Academy of Information Technology

General Office Clerk-OES Code 55321 SOC Code 43-9061

01.0 Demonstrates knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance.

L2 M71.20 V04	Uses a simple word processor to read and write information to disk.
L2 M71.20 V04	Uses input devices to alter information in a graphics file.
L2 M71.20 V04	Creates an advertising flyer using a word processor, incorporating text and graphics.
L2 M71.20 V04	Designs letters to match an existing font pattern.
L2 M71.20 V04	Identifies the purpose and uses of types of software.
L2 M71.20 V04	Identifies applications in everyday life where computers are used.
L2 M71.20 V04	Extracts science and technology facts from an encyclopedia CD-ROM.
L2 M71.20 V04	Interprets written words.
L2 M71.20 V04	Solves math problems in computer applications.
L2 M71.20 V04	Recognizes multimedia applications.
L2 M71.20 V04	Deduces communication possibilities in computer-to-computer communication.
L2 M71.20 V04	Recognizes appropriate software use.
L2 M71.30 V03	Identifies computer aided publishing as an effective form of communication.
L2 M71.30 V03	Interprets computer aided publishing software functions.
L2 M71.30 V03	Corrects a desktop publishing document.
L2 M71.30 V03	Extracts technical information from research material.
L2 M71.30 V03	Identifies and corrects errors in a document.
L2 M71.30 V03	Explains the processes involved in creating a presentation.
L2 M71.60 V01	States procedures for aligning text in word processing software.
L2 M71.60 V01	Adjusts font and cuts & pastes text.
L2 M71.60 V01	Identifies the meaning of journal.
L2 M71.60 V01	Follows instructions to open a blank document.
L2 M71.60 V01	Uses a calculator program to solve mathematical problems.
L2 M71.60 V01	Describes how to use a calculator program.
L2 M71.60 V01	Adds and subtracts numbers using a calculator program.
L2 M71.60 V01	Uses formulae to work out distance and speed.
L2 M71.60 V01	Investigates the tools available in a graphics editor.
L2 M71.60 V01	Extracts information from a database.
L2 M71.40 V02	Identifies Internet search techniques.
L2 M71.40 V02	Identifies basic features of email.
L2 M71.40 V02	Explores methods for sending and receiving files using email
L2 M71.40 V02	Explores functions of e-mail, using Outlook Express.
L2 M71.40 V02	Discovers methods of sending, receiving and deleting e-mails.
L2 M42.80 V00	Demonstrates accuracy in touch-typing using 65 keys.
L2 M42.80 V00	Demonstrates speed in touch-typing using 65 keys.

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02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing.

L2 M71.20 V04	Reads text in software and on paper.
L2 M71.30 V03	Identifies computer aided publishing as an effective form of communication.
L2 M71.20 V05	Creates a user directory to store graphic files by following written instructions.
L2 M71.20 V05	Maintains and organizes a record of work.
L2 M71.20 V05	Demonstrates the correct usage of the rules regarding sentence construction.
L2 M71.60 V01	Follows instructions to open a blank document.
L2 M71.40 V02	Follows instructions to retrieve information from a web site.
L2 M71.40 V02	Obtains technical information from a web site.
L2 M71.40 V02	Examines the use of HTML to create web pages.
L2 M71.40 V02	Explores methods for sending and receiving files using email
L2 M71.40 V02	Follows instructions to load and view a non-streaming media file.
L2 M71.10 V04	Obtains technical information about wave files from various sources.
L2 M71.10 V04	Tests voice trained commands following written instructions.
L2 M71.20 V04	Uses a simple word processor to read and write information to disk.
L2 M71.20 V04	Uses software to write a simple program.
L2 M71.30 V03	Identifies computer aided publishing as an effective form of communication.
L2 M71.30 V03	Interprets computer aided publishing software functions.
L2 M71.30 V03	Extracts technical information from research material.
L2 M71.30 V03	Researches material from textbooks.
L2 M71.30 V03	Uses the correct technical terms for letterpress print.
L2 M71.20 V05	Identifies terms used in multimedia presentation production.
L2 M71.20 V05	Reads a storyboard to identify requirements for a music player slide.
L2 M71.20 V05	Interprets a diagram of linked slides.
L2 M71.80 V01	Writes a report on Digital Photography.
L2 M71.80 V01	Makes a presentation to a group on Digital Photography.
L2 M71.40 V01	Uses the guide and software to identify the function of the icon and menu bars.
L2 M71.40 V01	Interprets information from reference material.
L2 M71.40 V01	Identifies and uses icons to edit and find data.
L2 M71.40 V01	Extracts information from text related to search and display functions in an encyclopedia.
L2 M71.40 V01	Searches an encyclopedia to find appropriate information relating to an unfamiliar subject.
L2 M71.40 V01	Extracts information from a multimedia application relating to Iceland.
L2 M71.40 V01	Identifies and uses software function tools to edit and format a document.
L2 M71.40 V01	Identifies the difference between fact and opinion.
L2 M71.40 V01	Searches a help screen to extract information regarding conventions used in news writing.

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03.0 Use technology to enhance the effectiveness of communication skills.

L3 M55.60 V02	Understands the basics of Fax Modem communication.
L3 M55.60 V02	Installs and sets up an Internal Modem Card.
L2 M73.40 V02	Uses the Internet to obtain information about alternative browser software applications.
L2 M73.40 V02	Compares text-based Internet communication methods.
L2 M73.40 V02	Identifies characteristics of Internet Relay Chat communication systems.
L2 M71.30 V03	Identifies computer aided publishing as an effective form of communication.
L2 M71.30 V03	Makes a presentation to a group on Computer Aided Publishing.
L2 M71.20 V01	Recognizes how to start the Microsoft Word application program, and its main features.
L2 M71.20 V01	Selects text and moves through a document.
L2 M71.20 V01	Uses the Help facilities provided with Microsoft Word.
L2 M71.20 V01	Selects methods of saving and closing a Microsoft Word document
L2 M71.20 V01	Locates and opens a variety of documents.
L2 M71.20 V01	Recognizes how to protect a document.
L2 M71.20 V01	Recognizes how to select a suitable view.
L2 M71.20 V01	Recognizes how to adjust the rulers and toolbars displayed on the screen.
L2 M71.20 V01	Recognizes how to change the size of the print image on the screen.
L2 M71.20 V01	Recognizes how to display a split document and display formatting.
L2 M71.20 V01	Recognizes how to insert the date and time, and insert and delete text.
L2 M71.20 V01	Selects text and moves or copies it to another location in the document.
L2 M71.20 V01	Recognizes how to count words, and find and replace items of text in a document.
L2 M71.20 V01	Recognizes how to check and correct spelling and grammar in a document.
L2 M71.20 V01	Uses a Thesaurus to select suitable alternative words.
L2 M71.20 V01	Recognizes how to modify the text in a document using Symbols, AutoText
L2 M71.20 V01	Enters edits and saves text on a disk.
L2 M71.20 V01	Checks and corrects spelling and grammar in a document and selects suitable words
L2 M71.20 V01	Modifies the text in a document using AutoText and Auto Correct.
L2 M71.20 V01	Identifies how to can change the font, size and case of text.
L2 M71.20 V01	Recognizes the ways of changes the appearance of a document.
L2 M71.20 V01	Identifies effects that can change the spacing between letters in text.
L2 M71.20 V01	Recognizes the methods and effects of adding animation to text.
L2 M71.20 V01	Recognizes the methods and benefits of using Styles to control the appearance of text.
L2 M71.20 V01	Recognizes the methods and effects of adding bullets and numbers to text.
L2 M71.20 V01	Identifies ways to change the layout of paragraphs of text.
L2 M71.20 V01	Selects suitable methods to insert and position text in a document.

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L2 M71.20 V01	Uses appropriate methods to apply effects to text in a document.
L2 M71.20 V01	Recognizes how to add borders and shading to a sample of text.
L2 M71.20 V01	Identifies ways of amending the appearance of text by adding drop capitals
L2 M71.20 V01	Recognizes the methods of adding page and section breaks
L2 M71.20 V01	Recognizes the methods and effects of adding headers and footers to pages.
L2 M71.20 V01	Identifies ways and effects of adding page numbering and note references.
L2 M71.20 V01	Identifies the steps necessary to prepare and view more than one document at a time.
L2 M71.20 V01	Recognizes how to move or copy between documents.
L2 M71.20 V01	Recognizes ways of preparing a suitable main document and data source.
L2 M71.20 V01	Recognizes ways of merging two files and printing address labels.
L2 M71.20 V01	Recognizes ways of creating Hyperlinks in a document.
L2 M71.20 V01	Identifies ways of e-mailing documents and creating a web page using Microsoft Word.

04.0 Develop an awareness of management functions and organizational structures as they relate to today's work place.

L2 M42.70 V00	Identifies statistics and theories relating to entrepreneurship.
L2 M42.70 V00	Recognizes the issues considered when forming a corporation.
L2 M42.70 V00	Identifies the significance of an effective business plan.
L2 M42.70 V00	Identifies the terms 'financial planning', 'sales planning' and 'geographic market'.
L2 M42.70 V00	Recognizes methods used to analyze the current business market
L2 M42.70 V00	Recognizes terms associated with financial planning.
L2 M42.70 V00	Identifies the method used to determine initial inventory and net operating profit.
L2 M42.70 V00	Identifies various methods used to record and present financial information.
L2 M42.70 V00	Identifies the correct procedure for creating a resume.
L2 M42.70 V00	Recognizes aspects of Net Worth calculations.
L2 M42.70 V00	Identifies methods available to increase the chances of success as an entrepreneur.
L2 M42.70 V00	Completes and interprets a Cash flow forecast sheet for a given business scenario.
L2 M42.70 V00	Identifies various management theories.
L2 M42.70 V00	Recognizes the significance and application of personnel management.
L2 M42.70 V00	Identifies factors that influence personnel management.
L2 M42.70 V00	Recognizes techniques used to control and develop a business inventory.
L2 M42.70 V00	Identifies the fundamental terminology associated with management tools.
L2 M42.70 V00	Identifies methods used to establish inventory details

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06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.

L2 M42.70 V01	Recognizes Maslows hierarchy of needs and how it relates to Customer Relations.
L2 M42.70 V01	Defines the terms 'transactional analysis' and 'proxemics'.
L2 M42.70 V01	Identifies aspects of Customer Relations and effective techniques
L2 M42.70 V01	Identifies methods of communication.
L2 M42.70 V01	Recognizes possible problems in communication.
L2 M42.70 V01	Recognizes the reasons for communicating.
L2 M42.70 V01	Identifies aspects of effective communication.
L2 M42.70 V01	Recognizes how we communicate with expressions, posture, orientation and gesture.
L2 M42.70 V01	Recognizes how dress code can influence the way we are perceived.
L2 M42.70 V01	Identifies how feelings are perceived from our non-verbal communication.
L2 M42.70 V01	Recognizes how paralanguage is an important aspect of non-verbal communication.
L2 M42.70 V01	Recognizes how distortions due to stereotypes occur in Customer Relations.
L2 M42.70 V01	Identifies aspects of Listening.
L2 M42.70 V01	Recognizes how behavior and perceptions can influence Customer Relations.
L2 M42.70 V01	Identifies confirming and disconfirming messages.
L2 M42.70 V01	Identifies aspects of the following: self-esteem, self-fulfilling prophecy, self-image
L2 M42.70 V01	Recognizes defensive behavior in Customer Relations.
L2 M42.70 V01	Recognizes the importance of other people's opinions in Customer Relations.
L2 M42.70 V01	Recognizes aspects that influence Customer Relations
L2 M42.70 V01	Identifies the fundamentals of explaining.
L2 M42.70 V01	Recognizes the need and purpose of persuasion.
L2 M42.70 V01	Recognizes how Customer Relations influence the success of a company.
L2 M42.70 V01	Recognizes how to relate to a customers problems.
L2 M42.70 V01	Identifies attitudes and qualities that influence Customer Relations.
L2 M42.70 V01	Identifies ways in which an employee should react to a customer's complaint.
L2 M42.70 V01	Recognizes solutions and reasons for a customer's complaint.
L2 M42.70 V01	Identifies how a customer with a complaint will act.
L2 M42.70 V01	Recognizes how to work effectively with others in a company.
L2 M42.70 V01	Identifies techniques for maintaining a good relationship with customers.
L2 M42.70 V01	Recognizes the role of Customer Relations.
L2 M42.70 V01	Recognizes effective interview and questioning techniques.

L2 M42.70 V01	Identifies the fundamentals of a quality service organization.
L2 M42.70 V01	Designs a Customer Satisfaction Survey for a service based organization.

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L2 M42.70 V01	Recognizes how to listen effectively.
L2 M42.70 V01	Recognizes how to plan and present a spoken presentation.
L2 M42.70 V01	Identifies how to write formal business letters, memoranda and reports.
L2 M42.70 V01	Recognizes the causes of accidents and their cost.
L2 M42.70 V01	Recognizes safety procedures to prevent accidents.
L2 M42.70 V01	Recognizes the qualities of different types of leadership.
L2 M42.70 V01	Recognizes the correct procedures for conducting a meeting.
L2 M42.70 V01	Recognizes management structures used in businesses.
L2 M42.70 V01	Identifies what would be included in a company's Policy and Rules document.
L2 M42.70 V01	Recognizes why good hygiene and grooming is important on the job.
L2 M42.70 V01	Recognizes how to dress for working.
L2 M42.70 V01	Assesses policy and rules used by different organizations.
L2 M42.70 V00	Recognizes the resources and techniques used to improve the chance of success.
L2 M42.70 V00	Demonstrates an appreciation of the commitment, problems and recent trends
L2 M42.70 V00	Recognizes key aspects of providing benefits and rewards for employees
L2 M42.70 V00	Identifies the necessity and function of an Accountant and an Advisory Board.
L2 M42.70 V00	Recognizes the fundamentals of creating partnership and enhancing business knowledge.

07.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance.

L2 M42.70 V01	Demonstrates basic math skills.
L2 M42.70 V01	Recognizes what an inventory check involves.
L2 M42.70 V01	Demonstrates measurement conversions.
L2 M42.70 V00	Identifies the terms 'financial planning', 'sales planning' and 'geographic market'.
L2 M42.70 V00	Performs calculations involving markups, markdowns and profit margins.
L2 M42.70 V00	Identifies aspects of pricing, equilibrium points and break-even points.
L2 M42.70 V00	Recognizes the fundamentals of sales, economics and marketing.
L2 M42.70 V00	Identifies various methods used to record and present financial information.
L2 M42.70 V00	Recognizes terms associated with financial planning.
L2 M42.70 V00	Identifies the method used to determine initial inventory and net operating profit.
L2 M42.70 V00	Recognizes the term 'Capitalization'.

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L2 M42.70 V00	Identifies aspects of the various types of available cash.
L2 M42.70 V00	Recognizes the fundamentals of borrowing against collateral.
L2 M42.70 V00	Identifies methods available to increase the chances of success as an entrepreneur.
L2 M42.70 V00	Identifies terminology relating to the purchasing of a business.
L2 M42.70 V00	Defines terminology associated with Cash Flow in a business.
L2 M42.70 V00	Recognizes methods used to control Cash Flow in a business.
L2 M42.70 V00	Performs calculations to determine the Cash Flow situation over a given period of time.
L2 M42.70 V00	Identifies the methods used to ease the Cash Flow situation in a business.
L2 M42.70 V00	Recognizes statistics and acronyms associated with finding finance.
L2 M42.70 V00	Identifies aspects of banks, venture capitalists and credit cards as sources of initial finance.
L2 M42.70 V00	Identifies the risks associated with various financial sources.

Computer Programmer Aide-OES Code 25108

02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing

L2 M71.10 V04	Obtains technical information about wave files from various sources.
L2 M71.10 V04	Records a sentence to a computer using audio software.
L2 M71.10 V04	Constructs a mixed sound file using two sources.
L2 M71.10 V04	Identifies uses for digital speech synthesis.
L2 M71.10 V04	Recognizes the processes required for speech processing.
L2 M71.10 V04	Converts text to speech using computer software.
L2 M71.10 V04	Alters the sound of a voice using software.
L2 M71.10 V04	Demonstrates sound wave conversion using a microphone, computer, and cassette recorder
L2 M71.10 V04	Trains a voice recognition system.
L2 M71.10 V04	Tests voice trained commands following written instructions.
L2 M71.10 V04	Uses voice command to control the movement of an object on screen.
L2 M71.10 V04	Uses a voice recognition system to open a virtual safe.
L2 M71.10 V04	Uses digital speech recognition to open a computer controlled virtual safe.
L2 M71.10 V04	Explains the workings of a voice recognition system.
L2 M71.10 V04	Writes a report on Digital Sound Technology.
L2 M71.10 V04	Makes a presentation to a group on Digital Sound Technology.
L2 M71.20 V04	Reads text in software and on paper.
L2 M71.20 V04	Uses a simple word processor to read and write information to disk.
L2 M71.20 V04	Creates an advertising flyer using a word processor, incorporating text and graphics.
L2 M71.20 V04	Uses software to write a simple program.
L2 M71.20 V04	Uses the computer as a device to control external equipment via the parallel port.
L2 M71.20 V04	Uses a computer and software to control a model set of traffic lights.
L2 M71.20 V04	Selects information in text, audio and visual formats.
L2 M71.20 V04	Writes a report on Computer Applications.
L2 M71.20 V04	Makes a presentation to a group on Computer Applications.

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L2 M71.30 V03	Identifies computer aided publishing as an effective form of communication.
L2 M71.30 V03	Identifies typographic errors and difference in type styles.
L2 M71.30 V03	Interprets computer aided publishing software functions.
L2 M71.30 V03	Extracts technical information from research material.
L2 M71.30 V03	Researches material from textbooks.
L2 M71.30 V03	Identifies and corrects errors in a document.
L2 M71.30 V03	Presents an effective advertisement.
L2 M71.30 V03	Writes a report on Computer Aided Publishing.
L2 M71.30 V03	Makes a presentation to a group on Computer Aided Publishing.
L2 M71.20 V05	Relates storyboard planning information with the corresponding multimedia presentation.
L2 M71.20 V05	Interprets a diagram of linked slides.
L2 M71.60 V01	Extracts information from a database.
L2 M71.60 V01	Researches information using a computer.
L2 M71.10 V02	Describes tools and techniques used to format text in a web page.
L2 M71.10 V02	Examine procedures for creating web pages.
L2 M71.40 V02	Obtains technical information from a web site.
L2 M71.40 V02	Follows instructions to retrieve information from a web site.
L2 M71.40 V02	Identifies basic features of email.
L2 M71.60 V02	Examines the processes involved in videoconferencing over an ISDN network.
L2 M71.60 V02	Describes features of TV and Radio cards.
L2 M71.60 V02	Explores the key stages carried out during voice recognition.
L2 M71.60 V02	Follows a design brief to select appropriate components required to build a computer.

07.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the work place.

L2 M71.10 V04	Calculates number of samples from time and sample frequency.
L2 M71.10 V04	Calculates the maximum sample size from a given audio track.
L2 M71.10 V04	Calculates the number of audio samples obtained in a given time period.
L2 M71.10 V04	Calculates word recognition rate of a speech recognition system.
L2 M71.10 V04	Completes calculations using a voice-activated calculator.
L2 M71.10 V04	Calculates the number of combination of access codes to open a virtual safe.
L2 M71.10 V04	Calculates storage space of wave file.
L2 M71.10 V04	Calculates the percentage of words not recognized by a voice recognition system.
L2 M71.20 V04	Calculates storage and rotational speed for a computer disk drive.
L2 M71.20 V04	Calculates proportion of colored pixels in a computer bitmap image.
L2 M71.20 V04	Calculates number of books on loan for a computerized library system.
L2 M71.20 V04	Calculates areas of squares and rectangles used by printers.
L2 M71.20 V04	Calculates computer screen refresh rates.
L2 M71.20 V04	Applies module math to determine remainders for a programming exercise.
L2 M71.20 V04	Uses percentages to calculate the number of illuminated LEDs.
L2 M71.20 V04	Solves math problems in computer applications.

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L2 M71.30 V03	Calculates telephone calls for a given time period.
L2 M71.30 V03	Calculates a print run quantity.
L2 M71.30 V03	Calculates page dimensions.
L2 M71.30 V03	Solves math problems in computer aided publishing.
L2 M71.30 V03	Calculates page size.
L2 M71.00 V03	Calculates the number of frames when the number of frames is doubled.
L2 M71.60 V01	Uses a calculator program to solve mathematical problems.
L2 M71.60 V01	Describes how to use a calculator program.
L2 M71.60 V01	Adds and subtracts numbers using a calculator program.
L2 M71.60 V01	Uses formulae to work out distance and speed.
L2 M71.00 V01	Calculates the number of scenes shot from following two shooting plans.
L2 M71.00 V01	Calculates the total length of time (in min. sec.) of a four-scene video.
L2 M71.00 V01	Estimates the time gap in a video from a time line in video editing software.
L2 M71.00 V01	Calculates the total length of time (in sec.) of a shoot.
L2 M71.00 V01	Calculates the number of mid-shots taken from a shooting script.
L2 M71.00 V01	Estimates the time of a blank screen from a time line in video editing software.
L2 M71.30 V02	Analyzes a business requirement for a network.
L2 M71.30 V02	States the minimum number of computers required for a network.
L2 M71.60 V02	Adds the prices of individual components to determine the total cost of a computer system.
L2 M71.60 V02	Explains clearly how the cost of a computer system can be reduced.
L2 M73.00 V01	Investigates the variables used in a stopwatch program.

24.0 Identify functions of a computer.

L2 M71.10 V04	Identifies the tools used to perform specified operations using audio software.
L2 M71.10 V04	Identifies uses for digital speech synthesis.
L2 M71.10 V04	Identifies how voice recognition is achieved.
L2 M71.20 V04	States computer operations.
L2 M71.20 V04	Identifies types of personal computer systems.
L2 M71.20 V04	Uses a simple word processor to read and write information to disk.
L2 M71.20 V04	Identifies the mechanical processes in operating a mouse.
L2 M71.20 V04	Uses input devices to alter information in a graphics file.
L2 M71.20 V04	Identifies the process used by printers to create text and graphics.
L2 M71.20 V04	Identifies the purpose and uses of types of software.
L2 M71.20 V04	Uses the computer as a device to control external equipment via the parallel port.
L2 M71.20 V04	Identifies applications in everyday life where computers are used.
L2 M71.20 V04	Uses a computer and software to control a model set of traffic lights.

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L2 M71.20 V04	Extracts science and technology facts from an encyclopedia CD-ROM.
L2 M71.30 V03	Identifies computer aided publishing as an effective form of communication.

L2 M71.30 V03	Identifies computer aided publishing as an effective form of communication.
L2 M71.30 V03	Identifies the difference between a computer input device and a computer output device.
L2 M71.30 V03	Opens and edits a desktop publishing documents.
L2 M71.30 V03	Identifies the function of icon tool buttons used to edit text and graphics in a DTP
L2 M71.30 V03	Interprets computer aided publishing software functions.
L2 M71.20 V05	Select and applies object animation effects to enhance the appearance of multimedia
L2 M71.20 V05	Explains the processes involved in creating a multimedia presentation.
L2 M71.20 V05	Demonstrates a multimedia presentation.
L2 M71.60 V01	States procedures for aligning text in word processing software.
L2 M71.60 V01	Uses a calculator program to solve mathematical problems.
L2 M71.60 V01	Investigates the tools available in a graphics editor.
L2 M71.60 V01	Extracts information from a database.
L2 M71.60 V01	Researches information using a computer.
L2 M71.80 V01	Manipulates objects using a computer image manipulation program.
L2 M71.80 V01	Identifies the process of adding special effects to a photographic image.
L2 M71.80 V01	Applies special effects to a photographic image.
L2 M71.40 V02	Identifies Internet search techniques.
L2 M71.40 V02	Identifies methods for finding, downloading and displaying image files on the Internet.
L2 M71.40 V02	Identifies basic features of email.
L2 M71.40 V02	Identifies the use of streamed and non-streamed multimedia files on the Internet.
L2 M71.20 V04	Identifies individual elements of a computer system.
L2 M71.20 V04	Identifies types of personal computer systems.

25.0 Test Programs.

L2 M71.10 V04	Tests voice trained commands following written instructions.
L2 M71.00 V02	Creates a simple menu and option button control array and explores the concepts
L2 M71.00 V02	Applies a basic error testing method and deduces how to prevent an error.
L2 M73.00 V01	Obtains a description of the Turing test from on-screen information.
L2 M73.00 V01	Investigates Errors.
L2 M73.00 V01	Investigates the debugging process.

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26.0 Plan program Design.

L2 M71.00 V02	Uses decision-making structures to develop a calculator program.
L2 M73.00 V01	Uses a Timer control to make a stopwatch program.
L2 M73.00 V01	Investigates the variables used in a stopwatch program.
L2 M73.00 V01	Investigates the variables used in a stopwatch program.
L2 M73.00 V01	Compares the uses of variable types.
L2 M73.00 V01	Follows instructions to change a timer event.
L2 M73.00 V01	Identifies the place to declare variables in the stopwatch program.
L2 M73.00 V01	Investigates types of controls used in a stopwatch program.
L2 M73.00 V01	Interprets code that instructs a stopwatch program to display and increase minutes
L2 M73.00 V01	Examines the code that makes a stop watch program reset.
L2 M73.00 V01	Defines the concept of event driven programming.
L2 M73.00 V01	Examines the use of diagrams and flowcharts in program design.
L2 M73.00 V01	Interprets a flow chart for a Stop Watch program.
L2 M73.00 V01	Investigates the rules of tic-tac-toe to aid the creation of a tic-tac-toe game program.
L2 M73.00 V01	Develops the user interface created for the tic-tac-toe program.
L2 M73.00 V01	Identifies features of important programming languages.
L2 M73.00 V01	Investigates the procedures that make the tic-tac-toe program respond to player inputs.
L2 M73.00 V01	Investigates the flow chart for the Tic-Tac-Toe program.
L2 M73.00 V01	Examines the use of data flow diagrams in program design.
L2 M73.00 V01	Interprets a data flow diagram for an Address Book program.

27.0 Code Program.

L2 M71.00 V02	Identifies and uses Visual Basic forms, controls and event procedures.
L2 M71.00 V02	Discovers the concept of Event Driven Programming.
L2 M71.00 V02	Identifies Visual Basic objects and their properties.
L2 M71.00 V02	Identifies the concept of a form in a visual programming environment.
L2 M71.00 V02	Explores further the use of Visual Basic controls and event procedures
L2 M71.00 V02	Identifies how to set and use shortcut keys using the Ampersand character.
L2 M71.00 V02	Creates a simple menu and option button control array and explores the concepts
L2 M71.00 V02	Explores the concepts of forms and code modules and how to manipulate them.
L2 M71.00 V02	Explores the syntax and construction of the block if construct.
L2 M71.00 V02	Applies the Block If construct to an array of option buttons.
L2 M71.00 V02	Explores the use and manipulation of variables.
L2 M71.00 V02	Explores the procedures required for handling multiple forms in a Visual Basic program.
L2 M71.00 V02	Investigates the use of If. Then statements to perform logical operations

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L2 M71.00 V02	Examines methods of employing list boxes in Visual Basic programs.
L2 M71.00 V02	Examines methods for handling arrays within a Visual Basic program.
L2 M71.00 V02	Identifies integer, double, string, and array variable types.
L2 M71.00 V02	Identifies features of ToolTip Text property in program code.
L2 M73.00 V01	Examines the code that makes a stop watch program reset.
L2 M73.00 V01	Compares compiled and interpreted programming languages.
L2 M73.00 V01	Investigates the code associated with the frmOptions form.
L2 M73.00 V01	Investigates code and the Print dialog box.
L2 M73.00 V01	Investigates code for the Print form and Print dialog box.
L2 M73.00 V01	Investigates code using the Show method.
L2 M73.00 V01	Investigates code continuation.
L2 M73.00 V01	Examines code for changing focus in program.
L2 M73.00 V01	Examines the code that passes an Email address in the program to a field
L2 M73.00 V01	Examines the code that runs an application.

29.0 Create and maintain documentation.

L2 M55.50 V01	Maintains and organizes a record of work.
L2 M71.20 V04	Uses a simple word processor to read and write information to disk.
L2 M71.60 V01	States procedures for aligning text in word processing software.
L2 M71.60 V01	Adjusts font and cuts & pastes text.
L2 M71.60 V01	Identifies the meaning of journal.
L2 M71.60 V01	Follows instructions to open a blank document.
L2 M71.10 V04	Maintains and organizes a record of work.
L2 M71.10 V04	Demonstrates the correct usage of the rules regarding sentence construction.
L2 M71.20 V04	Maintains and organizes a record of work.
L2 M71.20 V04	Maintains and organizes a record of work.
L2 M71.30 V03	Writes a report on Computer Aided Publishing.
L2 M73.10 V02	Maintains and organizes a record of work.

36.0 Develop an understanding of programming techniques and concepts.

L2 M71.00 V02	Identifies and uses Visual Basic forms, controls and event procedures.
L2 M71.00 V02	Discovers the concept of Event Driven Programming.
L2 M71.00 V02	Identifies Visual Basic objects and their properties.
L2 M71.00 V02	Identifies the concept of a form in a visual programming environment.
L2 M71.00 V02	Explores further the use of Visual Basic controls and event procedures
L2 M71.00 V02	Determines the use of names and captions, and distinguishes clearly between them.
L2 M71.00 V02	Identifies how to set and use shortcut keys using the Ampersand character.
L2 M71.00 V02	Explores the concepts of forms and code modules and how to manipulate them.

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L2 M71.00 V02	Creates a simple menu and option button control array and explores the concepts
L2 M71.00 V02	Discovers and uses elements of the Visual Basic help system.
L2 M71.00 V02	Identifies how to codify real life decision-making procedures.
L2 M71.00 V02	Explores the syntax and construction of the block if construct.
L2 M71.00 V02	Applies the Block If construct to an array of option buttons.
L2 M71.00 V02	States which parts of a Block If construct must always be present.
L2 M71.00 V02	Explores the use and manipulation of variables.
L2 M71.00 V02	Uses decision-making structures to develop a calculator program.
L2 M71.00 V02	Applies a basic error testing method and deduces how to prevent an error from occurring.
L2 M71.00 V02	Follows instructions to create a button that performs mathematical operations on variables
L2 M71.00 V02	Adds the Windows media player component to a Visual Basic program.
L2 M71.00 V02	Follows instructions to display a Visual Basic toolbar.
L2 M71.00 V02	Differentiates between object methods and properties.
L2 M71.00 V02	Explores the procedures required for handling multiple forms in a Visual Basic program.
L2 M71.00 V02	Investigates the use of If. Then statements to perform logical operations within program code.
L2 M71.00 V02	Evaluates methods for building error handling into program code.
L2 M71.00 V02	Examines methods of employing list boxes in Visual Basic programs.
L2 M71.00 V02	Examines methods for handling arrays within a Visual Basic program.
L2 M71.00 V02	Identifies integer, double, string, and array variable types.
L2 M71.00 V02	Identifies features of ToolTip Text property in program code.
L2 M71.00 V02	Investigates the use of the for...Next loop in a Visual Basic program.
L2 M71.00 V02	Adds a control to a media player program to restrict the file types users can open.
L2 M71.00 V02	Creates a media player program using Visual Basic.
L2 M73.00 V01	Describes controls and procedures in a clock program.
L2 M73.00 V01	Investigates the timer control.
L2 M73.00 V01	Identifies fundamental features of object-oriented programming.
L2 M73.00 V01	Locates the meaning from text of Visual Basic controls.
L2 M73.00 V01	Uses a Timer control to make a stopwatch program.
L2 M73.00 V01	Investigates the variables used in a stopwatch program.
L2 M73.00 V01	Compares the uses of variable types.
L2 M73.00 V01	Follows instructions to change a timer event.
L2 M73.00 V01	Identifies the place to declare variables in the stopwatch program.
L2 M73.00 V01	Investigates types of controls used in a stopwatch program.
L2 M73.00 V01	Interprets code that instructs a stopwatch program to display and increase minutes
L2 M73.00 V01	Examines the code that makes a stop watch program reset.
L2 M73.00 V01	Defines the concept of event driven programming.
L2 M73.00 V01	Obtains information about event driven programming from text.
L2 M73.00 V01	Examines the use of diagrams and flowcharts in program design.
L2 M73.00 V01	Interprets a flow chart for a Stop Watch program.
L2 M73.00 V01	Investigates the rules of tic-tac-toe to aid the creation of a tic-tac-toe game program.
L2 M73.00 V01	Develops the user interface created for the tic-tac-toe program.
L2 M73.00 V01	Investigates the use of a control array to select player turns in a tic-tac-toe program.
L2 M73.00 V01	Investigates properties of controls in a tic-tac-toe program.

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L2 M73.00 V01	Describes the sequence of procedures followed by the tic-tac-toe program when it runs.
L2 M73.00 V01	Determines the winning combinations for the tic-tac-toe program.
L2 M73.00 V01	Identifies variables used in a tic-tac-toe program.
L2 M73.00 V01	Identifies features of important programming languages.
L2 M73.00 V01	Investigates the procedures that make the tic-tac-toe program respond to player inputs.
L2 M73.00 V01	Investigates the flow chart for the Tic-Tac-Toe program.
L2 M73.00 V01	Investigates the use of subroutines in the tic-tac-toe program.
L2 M73.00 V01	Examines the procedure for displaying pictures on the form of the tic-tac-toe program.
L2 M73.00 V01	Interprets the subroutines in the tic-tac-toe program that identify winning moves.
L2 M73.00 V01	Investigates the use of statements and conditions in Visual Basic.
L2 M73.00 V01	Investigates the process of saving in Visual Basic.
L2 M73.00 V01	Identifies methods for running a program in Visual Basic.
L2 M73.00 V01	Creates menu options for a tic-tac-toe program.
L2 M73.00 V01	Follows instructions to add menu options to a tic-tac-toe program.
L2 M73.00 V01	Describes caption properties of objects in the tic-tac-toe program.
L2 M73.00 V01	Identifies the variables used to store information for the tic-tac-toe program.
L2 M73.00 V01	Modifies a tic-tac-toe program so that it displays a score and number of games played.
L2 M73.00 V01	Investigates the concepts and applications of Artificial Intelligence.
L2 M73.00 V01	Obtains a description of the Turing test from on-screen information.
L2 M73.00 V01	Identifies features of machine and assembly programming languages.
L2 M73.00 V01	Compares compiled and interpreted programming languages.
L2 M73.00 V01	Locates a description of machine language from a paragraph of text.
L2 M73.00 V01	Examines the use of data flow diagrams in program design.
L2 M73.00 V01	Interprets a data flow diagram for an Address Book program.
L2 M73.00 V01	Describes properties of controls in the Address Book program.
L2 M73.00 V01	Identifies the MSGBOX function.
L2 M73.00 V01	Identifies the methods used in the Address Book program.
L2 M73.00 V01	Describes the concept of a database.
L2 M73.00 V01	Investigates the Index property.
L2 M73.00 V01	Identifies the RecordSet Type property.
L2 M73.00 V01	Investigates Errors.
L2 M73.00 V01	Investigates the Seek method.
L2 M73.00 V01	Investigates the debugging process.
L2 M73.00 V01	Investigates code relating to the printing process.
L2 M73.00 V01	Investigates forms and the Visual Basic environment.
L2 M73.00 V01	Investigates code and the Print dialog box.
L2 M73.00 V01	Investigates font properties.
L2 M73.00 V01	Investigates the controls on the Print form.
L2 M73.00 V01	Investigates code for the Print form and Print dialog box.
L2 M73.00 V01	Investigates the use of the Rich Textbox control.
L2 M73.00 V01	Identifies menu options on a form.
L2 M73.00 V01	Investigates code using the Show method.

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L2 M73.00 V01	Investigates code continuation.
L2 M73.00 V01	Investigates what the program does at runtime.
L2 M73.00 V01	Investigates the Chr function.
L2 M73.00 V01	Identifies controls and properties on the frmOptions form.
L2 M73.00 V01	Investigates the code associated with the frmOptions form.
L2 M73.00 V01	Identifies the properties in the Address Book program for the Splash screen.
L2 M73.00 V01	Investigates the Interval property for the timer control on the Splash screen.
L2 M73.00 V01	Investigates what happens at runtime for the Address Book program.
L2 M73.00 V01	Investigates the Const statement.
L2 M73.00 V01	Investigates the Hide method.
L2 M73.00 V01	Creates a login form for an address book program.
L2 M73.00 V01	Examines code for changing focus in program.
L2 M73.00 V01	Investigates the Declare statement.
L2 M73.00 V01	Investigates the ShellExecute command.
L2 M73.00 V01	Investigates the handle property.
L2 M73.00 V01	Examines the code that passes an Email address in the program to a field in an Email appl
L2 M73.00 V01	Examines the code that runs an application.
L2 M73.00 V01	Identifies the event that causes a sub routine to run that runs the computer's email software.
L2 M73.00 V01	Investigates the installation file.
L2 M73.00 V01	Identifies the database file used in an address book program.
L2 M73.00 V01	Follows procedures for the distribution of a completed program.
L2 M73.00 V01	Investigates DAO drivers.
L2 M73.00 V01	Creates and tests a game using Visual Basic.
L2 M73.00 V01	Explains clearly how the testing of a computer program could be improved.
L2 M73.00 V01	Creates and tests an Address Book program using Visual Basic.
L2 M73.00 V01	Explains clearly how the address book program uses a database file to store information.

41.0 Perform e-mail activities

L2 M71.40 V02	Explores functions of e-mail, using Outlook Express.
L2 M71.40 V02	Discovers methods of sending, receiving and deleting e-mails.
L2 M71.40 V02	Indicates the reasons why a web site should be tested before being published.
L2 M71.40 V02	Identifies basic features of email.
L2 M71.40 V02	Explores methods for sending and receiving files using email and the security issues L2
M73.40 V02	Creates Microsoft Outlook Express message rules to sort and block email.
L2 M73.40 V02	Examines problems caused by spam and possible solutions.
L2 M73.40 V02	Follows instructions to create a message rule in Microsoft Outlook Express.

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42.0 Demonstrate proficiency-using operating systems.

L2 M71.30 V02	Identifies properties of the Linux operating systems.
L2 M71.30 V02	Identifies 16-bit, 32-bit and 64-bit operating system.
L2 M71.30 V02	Compares features of network operating systems.
L2 M71.30 V02	Identifies facts about the development of Linux from a paragraph of text.
L2 M71.50 V02	Explores the differences between Apple Macs and PCs
L2 M71.70 V02	Compares and identifies suitability of operating systems.
L2 M71.70 V02	Compares basic commands of DOS and Windows operating systems.
L2 M71.70 V02	Locates features of operating systems in text.
L2 M71.70 V02	Explores Windows desktop features.
L2 M71.70 V02	Investigates the use of the Windows Control Panel for customization of the computer.
L2 M71.70 V02	Locates functions of Windows Control Panel features in text.
L2 M71.70 V02	Investigates the Windows desktop Start Button menu options.
L2 M71.70 V02	Identifies appropriate software required for given tasks.
L2 M71.70 V02	Examines the structure of the Windows filing system.
L2 M71.70 V02	Locates files in the Windows filing system.
L2 M71.70 V02	Identifies applications associated with files.
L2 M71.70 V02	Investigates the meaning of Windows file extensions.
L2 M71.70 V02	Examines procedures involved in installing an operating system.
L2 M71.70 V02	Describes methods for performing software upgrades.
L2 M71.70 V02	Describes how a computer starts up and loads an operating system.
L2 M71.70 V02	Identifies when Windows operating modes should be used.
L2 M71.70 V02	Investigates the way in which an operating system uses physical and virtual memory.
L2 M71.70 V02	Examines the way that Windows shares data between applications.
L2 M71.70 V02	Identifies Windows file attributes.
L2 M71.70 V02	Compares specifications and requirements of operating systems.
L2 M71.70 V02	Locates the cost of operating systems from a table.
L2 M71.70 V02	Calculates the total cost of purchasing operating system software for an office.
L2 M71.70 V02	Develops an operating system solution for a network of computers.
L2 M73.20 V02	Examines issues of hardware/OS compatibility and Windows 2000
L2 M73.20 V02	Recognizes other client types.
L2 M73.30 V02	Identifies tasks that Windows 2000 Server was designed to handle.
L2 M73.30 V02	Explores the Windows 2000 Architecture and other OS directory structures.
L3 M55.60 V02	Installs Windows on to a computer and understand how it interacts with the hardware.

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46.0 Develop electronic communication skills.

L2 M73.00 V02	Investigates the function and operation of a two-way radio.
L2 M73.00 V02	Identifies problems with early communication systems.
L2 M73.00 V02	Identifies methods of improving early communication systems.
L2 M73.00 V02	Extracts information from line of sight elevation diagrams.
L2 M73.00 V02	Decodes messages used in early communication systems.
L2 M73.00 V02	Identifies communication systems that rely on time.
L2 M73.00 V02	Identifies methods of increasing the range of early communication systems.
L2 M73.00 V02	Identifies a microwave link as a line of sight communication system.
L2 M73.00 V02	Investigates the maximum range of a line of sight communication system
L2 M73.00 V02	Uses the Windows calculator to solve communication system problems.
L2 M73.00 V02	Uses Pythagoras' theorem to calculate the distances in communication systems.
L2 M73.00 V02	Interprets and transmits Morse code signals.
L2 M73.00 V02	Identifies another application that uses the Morse code system.
L2 M73.00 V02	Extracts and transmits Morse code signals from information in a tables and charts.
L2 M73.00 V02	Identifies the receiver, transmitter and carrier used in a human communication system.
L2 M73.00 V02	Identifies and analyzes components required to transmit and receive voices along wires.
L2 M73.00 V02	Identifies one and two way communication systems.
L2 M73.00 V02	Constructs a system to transmit and receive voices along a microwave link.
L2 M73.00 V02	Identifies connections required to connect telephones on a telephone network.
L2 M73.00 V02	Investigates a multi-level telephone dialing code system.
L2 M73.00 V02	Investigates the history of the Fax machine.
L2 M73.00 V02	States the basic operation of the Fax machine.
L2 M73.00 V02	Identifies advantages and disadvantages of Fax technology.
L2 M73.00 V02	Investigates cellular phone connections using a computer simulation.
L2 M73.00 V02	Investigates the components required to connect cellular telephones.
L2 M73.00 V02	Identifies advantages and disadvantages of using cellular phones.
L2 M73.00 V02	Identifies the connection routes required to connect cellular phones at various locations.
L2 M73.00 V02	Analyzes the merits and drawbacks of various cellular telephone tariffs.
L2 M73.00 V02	Identifies the components used to create a transverse wave.
L2 M73.00 V02	Identifies wavelength, frequency, and amplitude properties of electromagnetic waves.
L2 M73.00 V02	Quantifies wavelength, frequency, and amplitude properties of electromagnetic waves.
L2 M73.00 V02	Investigates the wavelength of a microwave.
L2 M73.00 V02	Uses Kilo, Mega and Giga prefixes when describing properties of electromagnetic waves.
L2 M73.00 V02	Researches television signal production.
L2 M73.00 V02	Investigates television scanning using a computer simulation.
L2 M73.00 V02	Investigates the concept of microwave penetration on various materials.
L2 M73.00 V02	Investigates the concept of microwave polarization, used in satellite television systems.
L2 M73.00 V02	Relates parts of a Radar system to graphics in a computer simulation.

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L2 M73.00 V02	Investigates the function and basic operation of a Radar system.
L2 M73.00 V02	Performs an experiment to investigate the reflection of microwaves on different materials.
L2 M73.00 V02	Describes the position of aircraft on a radar display using polar coordinates.
L2 M73.00 V02	Converts from positive to negative angles.
L2 M73.00 V02	Describes the positions of aircraft using polar coordinates.
L2 M73.00 V02	Identifies applications of reflected waves.
L2 M73.00 V02	Extracts information about aircraft flight plans from Radar readings.
L2 M73.00 V02	Identifies a suitable communication method for a pilot to talk to an air traffic control
L2 M73.00 V02	Interprets polar coordinates on a Radar plot as flight paths of aircraft.
L2 M73.00 V02	Researches applications of computers.
L2 M73.00 V02	Identifies applications of the Internet.
L2 M73.00 V02	States the function and operation of the modem.
L2 M73.00 V02	Investigates the cause and effect of signal errors on an electronic communication link.
L2 M73.00 V02	Uses a table of values to convert from decimal to binary coded decimal.
L2 M73.00 V02	Identifies and uses patterns of bits to interpret and produce binary codes.
L2 M73.00 V02	Uses a computer and electronic simulation to investigate binary signals used by modems.
L2 M73.00 V02	Converts numbers from decimal to binary.
L2 M73.00 V02	Converts decimal and binary numbers to ASCII.
L2 M73.00 V02	Converts ASCII to decimal numbers.
L2 M73.00 V02	Interprets the terms binary, bit, byte and ASCII.
L2 M73.00 V02	Uses the 'Divide by two' method to convert decimal numbers into binary.
L2 M73.00 V02	Uses the search tools of a World Wide Web simulation to research information
L2 M73.00 V02	Identifies types of computer misuse.
L2 M73.00 V02	Extracts information from Web Pages on a simulated Web.
L2 M73.00 V02	Uses an Email simulation to read messages.
L2 M73.00 V02	Identifies components of an electronic mail address.
L2 M73.00 V02	Uses an Electronic Mail simulation to send messages.
L2 M73.00 V02	Investigates time taken to transfer files using floppy disks.
L2 M73.00 V02	Uses a File Transfer Protocol simulation to analyze the process of down loading software
L2 M73.00 V02	Uses a Web Page Editor simulation to create a Web Page relating to digital signals.
L2 M73.00 V02	Identifies the main components of a Web Page.
L2 M73.00 V02	Uses Radar Pulse signals to determine the positions of aircraft.
L2 M73.00 V02	Interprets readings on a Radar pulse graph.
L2 M73.00 V02	Investigates the impact of communication links on society.
L2 M73.00 V02	Extracts information about communication links from maps and tables.
L2 M73.00 V02	Specifies suitable communication links for a landscape within a given budget.
L2 M73.00 V02	Analyzes potential line of sight communication links from information on a map.
L2 M73.00 V02	Investigates the microwave penetration and reflection properties, using several composite
L2 M73.00 V02	Identifies composite materials suitable for a specific application.
L2 M73.00 V02	Describes function, merits and operation of different types of computer networks.
L2 M73.00 V02	Investigates the various tools available to a news group on the Internet using a computer
L2 M73.00 V02	Investigates the purposes and intentions of communication.
L2 M73.00 V02	Identifies components of a Web Page advertisement for an electronic communication

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55.0 Demonstrates proficiency navigating the Internet, intranet, and the WWW.

L2 M71.40 V02	Obtains technical information from a web site.
L2 M71.40 V02	Describes how URLs are used to access information on the World Wide Web.
L2 M71.40 V02	Examines the use of text and hyperlinks in web pages.
L2 M71.40 V02	Follows instructions to retrieve information from a web site.
L2 M71.40 V02	Identifies Internet search techniques.
L2 M71.40 V02	Describes use of Boolean logic to conduct searches on the World Wide Web.
L2 M71.40 V02	Identifies methods for finding, downloading and displaying image files on the Internet.
L2 M71.40 V02	Examines the use of HTML to create web pages.
L2 M71.40 V02	Identifies basic features of email.
L2 M71.40 V02	Explores methods for sending and receiving files using email and the security issues
L2 M71.40 V02	Indicates the reasons why a web site should be tested before being published.
L2 M71.40 V02	Identifies the use of streamed and non-streamed multimedia files on the Internet.
L2 M71.40 V02	Describes how to publish a web page.
L2 M71.40 V02	Follows instructions to load and view a non-streaming media file.
L2 M71.40 V02	Describes methods for configuring a web browser.
L2 M71.40 V02	Investigates audio and video conferencing methods.
L2 M71.40 V02	Examines the development of the Internet.
L2 M71.40 V02	Explores key components of the World Wide Web.
L2 M71.40 V02	Investigates the structure of URL Internet addressing.
L2 M71.40 V02	Investigates security threats to a computer system that has Internet access.
L2 M71.40 V02	Explores methods of security for computers that have Internet access.
L2 M71.40 V02	Identifies methods of ensuring that Internet sites are secure, for specific situations.
L2 M71.40 V02	Explores functions of e-mail, using Outlook Express.
L2 M71.40 V02	Investigates digital ID's.
L2 M71.40 V02	Discovers methods of sending, receiving and deleting e-mails.
L2 M71.40 V02	Investigates issues relating to electronic commerce.
L2 M71.40 V02	Creates a web page aimed at facilitating electronic commerce.
L2 M73.40 V02	Tests a web page with different browser versions to examine changes in browsers
L2 M73.40 V02	Uses the Internet to obtain information about alternative browser software applications.
L2 M73.40 V02	Describes features of common browser plug-ins.
L2 M73.40 V02	Locates the manufacturer of the Shockwave plug-in from a paragraph of text.
L2 M73.40 V02	Follows procedures to install Internet browser software.
L2 M73.40 V02	Follows procedures for configuring a proxy server Internet connection.
L2 M73.40 V02	Obtains information about the development of the Internet from a web site.
L2 M73.40 V02	Locates information in a textbook about groups that administrate the Internet.
L2 M73.40 V02	Compares text-based Internet communication methods.
L2 M73.40 V02	Identifies characteristics of newsgroups.

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L2 M73.40 V02	Identifies characteristics of Internet Relay Chat communication systems.
L2 M73.40 V02	Creates Microsoft Outlook Express message rules to sort and block email.
L2 M73.40 V02	Examines problems caused by spam and possible solutions.
L2 M73.40 V02	Follows instructions to create a message rule in Microsoft Outlook Express.
L2 M73.40 V02	Identifies reasons for using mirror web sites.
L2 M73.40 V02	Identifies the function of browser and proxy caching.
L2 M73.40 V02	Examines categories of files that are commonly available for download from the Internet.
L2 M73.40 V02	Investigates file download time and factors that affect it.
L2 M73.40 V02	Identifies the characteristics of ISDN.
L2 M73.40 V02	Calculates estimates for file download times.
L2 M73.40 V02	Uses Boolean Internet searches to obtain population information.
L2 M73.40 V02	Follows instructions to submit a web site to a search engine.
L2 M73.40 V02	Compares Internet search tools.
L2 M73.40 V02	Investigates the role of DNS in displaying a web page.
L2 M73.40 V02	Compares methods for connecting to the Internet.
L2 M73.40 V02	Examines how networks of different sizes connect together in order to form the Internet.
L2 M73.40 V02	Investigates the hardware used to route data packets around the Internet.
L2 M73.40 V02	Identifies the principal factors affecting delays across an Internet backbone.
L2 M73.40 V02	Examines how and why submarine connections are used to link Internet backbones.
L2 M73.40 V02	Interprets a diagram showing the relative delays between sections of an Internet backbone.
L2 M73.40 V02	Interprets a diagram showing the delays across an Internet backbone at different times
L2 M73.40 V02	Identifies the principal factors affecting delays across an Internet backbone.
L2 M73.40 V02	Examines how and why submarine connections are used to link Internet backbones.
L2 M73.40 V02	Interprets a diagram showing the relative delays between sections of an Internet backbone.
L2 M73.40 V02	Observes the different links used to connect to the Internet.
L2 M73.40 V02	Investigates how URLs are used to access web pages.
L2 M73.40 V02	Observes the steps involved when installing an internal modem.
L2 M73.40 V02	Compare different methods of connecting to the Internet.
L2 M73.40 V02	Uses a simulation to configure modem software.
L2 M73.40 V02	Uses a connection wizard to connect a home computer to an Internet Service Provider.
L2 M73.40 V02	Investigates the connection between television and the Internet.
L2 M73.40 V02	Uses a simulation to configure a computer on a LAN to the Internet.
L2 M73.40 V02	Recognizes some of the implications of sharing an Internet connection via a proxy server.
L2 M73.40 V02	Investigates the use of DSL and ADSL modems.
L2 M73.40 V02	Recognizes why Network Computers might be an attractive solution
L2 M73.40 V02	Examines how a hybrid of satellite and palmtop technology can provide Internet access
L2 M73.40 V02	Recognizes the advantages of Internet Explorer favorites over the traditional bookmark.
L2 M73.40 V02	Explores the ways in which Internet Explorer Favorites can be organized.
L2 M73.40 V02	Investigates the advantages of being able to view web pages offline.
L2 M73.40 V02	Determines whether it is appropriate to schedule an offline web page for synchronization.
L2 M73.40 V02	Discovers what kind of content is available on Internet radio stations?

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L2 M73.40 V02	Explores the process of buffering when streaming multimedia content across the Internet.
L2 M73.40 V02	Investigates how audio is transmitted across the Internet.
L2 M73.40 V02	Explores the merits of Internet video streaming.
L2 M73.40 V02	Investigates how Internet video streaming works.
L2 M73.40 V02	Recognizes how Multicast IP can make Internet delivered video more efficient.
L2 M73.40 V02	Uses a simulation to run a virus checker utility.
L2 M73.40 V02	Recognizes the importance of updating virus signatures regularly.
L2 M73.40 V02	Explores how viruses work.
L2 M73.40 V02	Uses a simulation of WinZip to compress files.
L2 M73.40 V02	Recognizes how file compression algorithms work.
L2 M73.40 V02	Observes that different kinds of file undergo different amounts of compression.
L2 M73.40 V02	Uses a simulation to compare the quality of images and video at different compression
L2 M73.40 V02	Examines advantages and disadvantages of lossy compression.
L2 M73.40 V02	Relates percentages of file compression to changes in quality.
L2 M73.40 V02	Tests whether machine translations have been successful in terms of meaning and syntax.
L2 M73.40 V02	Applies techniques to optimize the translation of technical terms and idiomatic phrases.
L2 M73.40 V02	Uses a simulation to set up Outlook Express as a newsgroups client.
L2 M73.40 V02	Examines how newsgroups work.
L2 M73.40 V02	Examines how TCP/IP works.
L2 M73.40 V02	Explores the other protocols used in the TCP/IP protocol suite.
L2 M73.40 V02	Identifies the software required to interpret TCP/IP.
L2 M73.40 V02	Recognizes some common error messages on the Internet and the correct action to take
L2 M73.40 V02	Examines the uses of IP address and Domain Names.
L2 M73.40 V02	Explores how IP addresses are 'resolved' using DNS.
L2 M73.40 V02	Observes some of the conventions of HTML code using an example page.
L2 M73.40 V02	Examines how HTML and DHTML work.
L2 M73.40 V02	Generates a new web page using only a HTML editor.
L2 M73.40 V02	Explores the results when Internet Explorer is told to disallow cookies.
L2 M73.40 V02	Examines the advantages and disadvantages of using cookies for both the client and web
L2 M73.40 V02	Investigate how firewalls and proxy servers protect a network from outside attack.
L2 M73.40 V02	Observes how a typical chat room operates.
L2 M73.40 V02	Investigates examples of bad behavior in a chat room and ways of dealing with it.
L2 M73.40 V02	Examines how Internet Chat and Instant Messaging work.
L2 M73.40 V02	Explores how phone calls can be made using the Internet.
L2 M73.40 V02	Compares several example business sites in terms of design style and content.
L2 M73.40 V02	Uses a simulation to buy a computer online and to test that the connection is secure.
L2 M73.40 V02	Investigates how online buying works.
L2 M73.40 V02	Creates a plan of how the research for the Locality web site will take place.

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L2 M73.40 V02	Investigates which Internet resources are available for use in the Locality web site.
L2 M73.40 V02	Explore ways of making the Locality web site easier to navigate.
L2 M73.40 V02	Provides an adequate amount of content for each assignment while creating the utilities
L2 M73.40 V02	Uses a a range of FrontPage features in order to communicate ideas
L2 M73.40 V02	Justifies orally the reasons why certain design choices were made

56.0 Demonstrates proficiency using HTML commands.

L2 M71.10 V02	Explains the meaning of DHTML.
L2 M71.40 V02	Examines the use of HTML to create web pages.
L2 M73.10 V02	Recognizes HTML programming basics.
L2 M73.10 V02	Follows instructions to manually create the HTML code of a web page.
L2 M73.10 V02	Recognizes the relationship between HTML and Script languages.
L2 M73.10 V02	Investigates the basics of web page style.
L2 M73.10 V02	Recognizes the relationship between HTML and CSS.
L2 M73.10 V02	Uses DHTML to create dynamic objects on a web page.
L2 M73.10 V02	Uses DHTML positioning values to locate dynamic objects on a web page.
L2 M73.10 V02	Uses script code to identify the requirements of cross-browser compatible DHTML
L2 M73.10 V02	Uses dynamic mouse-over actions to produce hide or show events

57.0 Demonstrates proficiency in page design applicable to the WWW.

L2 M71.10 V02	Describes tools and techniques used to format text in a web page.
L2 M71.10 V02	Examine procedures for creating web pages.
L2 M71.10 V02	Follows Instructions to open a web page using a web page editor.
L2 M71.10 V02	Describes the structure of a web site comprised of several pages.
L2 M71.10 V02	Identifies procedures for modifying the style of a web page.
L2 M71.10 V02	Explores methods for giving the pages of a web site a common style.
L2 M71.10 V02	Investigates the use of image files in a web page.
L2 M71.10 V02	States the procedure for resizing an image file present in a web page.
L2 M71.10 V02	Examines the creation of transparent images in web page design.
L2 M71.10 V02	Investigates the creation of image hyperlinks to navigate within a web site.
L2 M71.10 V02	Describes good practice for testing and saving during the development of web pages.
L2 M71.10 V02	Compares the use of text and image hyperlinks to navigate within a web site.
L2 M71.10 V02	Investigates the relationship between download speeds and file size.
L2 M71.10 V02	Identifies a reason for using both picture and text hyperlinks within Web Pages.
L2 M71.10 V02	Investigates issues relating to the general layout and appearance of the pages of a web site.
L2 M71.10 V02	Identifies methods for customizing the interface of a graphical web page editor.
L2 M71.10 V02	Describes the features and functions of a homepage.

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L2 M71.10 V02	Identifies information required for a web page from a letter.
L2 M71.10 V02	Investigates the use of image hyperlinks.
L2 M71.10 V02	Describes methods for testing web page links during design time.
L2 M71.10 V02	Investigates the use of tables in web pages.
L2 M71.10 V02	Describes issues concerning the use of images to navigate around a web site.
L2 M71.10 V02	Investigates design concepts for commercial and non-commercial web sites.
L2 M71.10 V02	Investigates special graphical creation tools for a web site.
L2 M71.10 V02	Explains the meaning of DHTML.
L2 M71.10 V02	Follows a design loop to improve a web site so that it matches customer requirements.
L2 M71.10 V02	Locates a definition for a web site Legend.
L2 M71.10 V02	Creates a web site containing image and text links between pages.
L2 M73.10 V02	Identifies differences between viewing and printing web documents.
L2 M73.10 V02	Recognizes key web page design concepts.
L2 M73.10 V02	Recognizes requirements and links in a plan for a web site.
L2 M73.10 V02	Interprets a diagram showing navigation within a web site.
L2 M73.10 V02	Recognizes HTML programming basics.
L2 M73.10 V02	Follows instructions to manually create the HTML code of a web page.
L2 M73.10 V02	Recognizes differences between available editing tools.
L2 M73.10 V02	Investigates the purpose and uses of a web page template.
L2 M73.10 V02	Explores differences between viewable and available documents.
L2 M73.10 V02	Locates information about web page editors in text provided on-screen.
L2 M73.10 V02	Recognizes the relationship between HTML and Script languages.
L2 M73.10 V02	Identifies differences between JavaScript and VBScript.
L2 M73.10 V02	Investigates the uses of script coding.
L2 M73.10 V02	Investigates the basics of web page style.
L2 M73.10 V02	Recognizes the relationship between HTML and CSS.
L2 M73.10 V02	Investigates web page performance issues.
L2 M73.10 V02	Explores benefits and drawbacks of ActiveX controls.
L2 M73.10 V02	Investigates file specific plug-ins.
L2 M73.10 V02	Explores uses of generic plug-ins.
L2 M73.10 V02	Examines the structure of a database.
L2 M73.10 V02	Explores database design issues.
L2 M73.10 V02	Creates an Active Server Page form.
L2 M73.10 V02	Explores the input elements of an Active Server Page.
L2 M73.10 V02	Investigates the output elements of an Active Server Page.
L2 M73.10 V02	Investigates factors that influence download times.
L2 M73.10 V02	Uses thumbnails to open web documents in separate browser windows.
L2 M73.10 V02	Investigates the use of text labels to embed information inside images in a web page.
L2 M73.10 V02	Creates hotspots that allow specified areas of image files to work as hyperlinks.

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L2 M73.10 V02	Examines the use of cookies by web pages.
L2 M73.10 V02	Creates a web page that uses a cookie to allow viewers to alter the style settings of a web
L2 M73.10 V02	Obtains information about the use of cookies in web page design.
L2 M73.10 V02	Performs a functionality test of a multimedia web site to identify errors.
L2 M73.10 V02	Investigates tools for helping web site administration that are provided with a web site
L2 M73.10 V02	Fixes problems found in a multimedia web site and performs additional tests
L2 M73.10 V02	Examines the importance of the target visitor when designing an e-commerce site.
L2 M73.10 V02	Imports files that will be used to create an e-commerce site.
L2 M73.10 V02	Identifies the meaning of B2B and B2C.
L2 M73.10 V02	Interprets requirements for the design of an e-commerce web site.
L2 M73.10 V02	Uses DHTML to create dynamic objects on a web page.
L2 M73.10 V02	Uses DHTML positioning values to locate dynamic objects on a web page.
L2 M73.10 V02	Uses script code to identify the requirements of cross-browser compatible DHTML
L2 M73.10 V02	Uses e-commerce software to create an online electronic store.
L2 M73.10 V02	Follows instructions to add products to a list of available items in an online store.
L2 M73.10 V02	Creates a store structure and produces the required HTML documents for a site.
L2 M73.10 V02	Creates the HTML documents required for the feedback system of a web site.
L2 M73.10 V02	Tests the functionality of a feedback system in a web site.
L2 M73.10 V02	Creates an alternative currency setting on a web site.
L2 M73.10 V02	Applies tax and shipping costs to products sold through an e-commerce web site.
L2 M73.10 V02	Distinguishes between Internet, intranet and extranet.
L2 M73.10 V02	Creates scripts that improve security by clearing the browser history and allowing users to
L2 M73.10 V02	Investigate web access using wireless application protocol.
L2 M73.10 V02	Uses emulator software to test web pages that are designed for displaying on cellular
L2 M73.10 V02	Interprets the definition of WAP from text delivered on-screen.
L2 M73.10 V02	Investigates systems to enable online transactions to take place.
L2 M73.10 V02	Uses images to promote products in an e-commerce web site.
L2 M73.10 V02	Develops a database connection to obtain user details and use them to push product
L2 M73.10 V02	Examines differences between pushing and pulling products available in an e-commerce
L2 M73.10 V02	Identifies criteria that can be used to monitor the performance of a web site
L2 M73.10 V02	Performs a functionality test of an e-commerce web site to identify errors.
L2 M73.10 V02	Fixes problems found in an e-commerce web site and performs additional tests
L2 M73.10 V02	Creates a web site for a media production company.
L2 M73.10 V02	Creates an e-commerce web site.

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58.0 Develop an awareness of Internet/Intranet tools.

L2 M71.40 V02	Identifies Internet search techniques.
L2 M71.40 V02	Identifies basic features of email.
L2 M73.40 V02	Uses the Internet to obtain information about alternative browser software applications.
L2 M73.40 V02	Identifies the function of browser and proxy caching.
L2 M73.40 V02	Investigates the hardware used to route data packets around the Internet.
L2 M73.40 V02	Investigates how audio is transmitted across the Internet.
L2 M73.40 V02	Investigates how Internet video streaming works.
L2 M73.40 V02	Uses a simulation of WinZip to compress files.
L2 M73.40 V02	Recognizes how file compression algorithms work.
L2 M73.40 V02	Investigate how firewalls and proxy servers protect a network from outside attack.
L2 M73.40 V02	Observes how a typical chat room operates.
L2 M73.40 V02	Examines how Internet Chat and Instant Messaging work.
L2 M73.40 V02	Explores how phone calls can be made using the Internet.

63.0 Demonstrate proficiency using specialized web design software.

L2 M71.10 V02	Describes tools and techniques used to format text in a web page.
L2 M71.10 V02	Examine procedures for creating web pages.
L2 M71.10 V02	Follows Instructions to open a web page using a web page editor.
L2 M71.10 V02	Describes the structure of a web site comprised of several pages.
L2 M71.10 V02	Identifies procedures for modifying the style of a web page.
L2 M71.10 V02	Explores methods for giving the pages of a web site a common style.
L2 M71.10 V02	Investigates the use of image files in a web page.
L2 M71.10 V02	States the procedure for resizing an image file present in a web page.
L2 M71.10 V02	Examines the creation of transparent images in web page design.
L2 M71.10 V02	Investigates the creation of image hyperlinks to navigate within a web site.
L2 M71.10 V02	Describes good practice for testing and saving during the development of web pages.
L2 M71.10 V02	Compares the use of text and image hyperlinks to navigate within a web site.
L2 M71.10 V02	Investigates the relationship between download speeds and file size.
L2 M71.10 V02	Identifies a reason for using both picture and text hyperlinks within Web Pages.
L2 M71.10 V02	Investigates issues relating to the general layout and appearance of the pages of a web site.
L2 M71.10 V02	Identifies methods for customizing the interface of a graphical web page editor.
L2 M71.10 V02	Describes the features and functions of a homepage.
L2 M71.10 V02	Identifies information required for a web page from a letter.

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L2 M71.10 V02	Investigates the use of image hyperlinks.
L2 M71.10 V02	Describes methods for testing web page links during design time.
L2 M71.10 V02	Investigates the use of tables in web pages.
L2 M71.10 V02	Describes issues concerning the use of images to navigate around a web site.
L2 M71.10 V02	Investigates design concepts for commercial and non-commercial web sites.
L2 M71.10 V02	Investigates special graphical creation tools for a web site.
L2 M71.10 V02	Explains the meaning of DHTML.
L2 M71.10 V02	Follows a design loop to improve a web site so that it matches customer requirements.
L2 M71.10 V02	Locates a definition for a web site Legend.
L2 M71.10 V02	Creates a web site containing image and text links between pages.
L2 M73.10 V02	Identifies differences between viewing and printing web documents.
L2 M73.10 V02	Recognizes key web page design concepts.
L2 M73.10 V02	Recognizes requirements and links in a plan for a web site.
L2 M73.10 V02	Interprets a diagram showing navigation within a web site.
L2 M73.10 V02	Recognizes HTML programming basics.
L2 M73.10 V02	Follows instructions to manually create the HTML code of a web page.
L2 M73.10 V02	Recognizes differences between available editing tools.
L2 M73.10 V02	Investigates the purpose and uses of a web page template.
L2 M73.10 V02	Explores differences between viewable and available documents.
L2 M73.10 V02	Locates information about web page editors in text provided on-screen.
L2 M73.10 V02	Recognizes the relationship between HTML and Script languages.
L2 M73.10 V02	Identifies differences between JavaScript and VBScript.
L2 M73.10 V02	Investigates the uses of script coding.
L2 M73.10 V02	Investigates the basics of web page style.
L2 M73.10 V02	Recognizes the relationship between HTML and CSS.
L2 M73.10 V02	Explores compatibility issues between browsers.
L2 M73.10 V02	Recognizes necessary steps to provide cross-browser compatibility.
L2 M73.10 V02	Investigates web page performance issues.
L2 M73.10 V02	Explores benefits and drawbacks of ActiveX controls.
L2 M73.10 V02	Investigates file specific plug-ins.
L2 M73.10 V02	Explores uses of generic plug-ins.
L2 M73.10 V02	Performs a functionality test of a multimedia web site to identify errors.
L2 M73.10 V02	Investigates tools for helping web site administration
L2 M73.10 V02	Fixes problems found in a multimedia web site and performs additional tests
L2 M73.10 V02	Examines the importance of the target visitor when designing an e-commerce site.
L2 M73.10 V02	Imports files that will be used to create an e-commerce site.
L2 M73.10 V02	Identifies the meaning of B2B and B2C.

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L2 M73.10 V02	Interprets requirements for the design of an e-commerce web site.
L2 M73.10 V02	Uses DHTML to create dynamic objects on a web page.
L2 M73.10 V02	Uses DHTML positioning values to locate dynamic objects on a web page.
L2 M73.10 V02	Uses script code to identify the requirements of cross-browser compatible DHTML
L2 M73.10 V02	Creates a web site for a media production company.
L2 M73.10 V02	Creates an e-commerce web site.
L2 M73.40 V02	Uses a range of FrontPage features in order to communicate ideas

65.0 Develop an awareness of microprocessors and digital computers.

L2 M71.10 V04	Demonstrates sound wave conversion using a microphone, computer, and cassette
L3 M55.60 V02	Identifies features and the operation of microprocessors used in personal computers.
L3 M55.60 V02	Identifies the components required to build a Personal Computer.
L3 M55.60 V02	Identifies the steps required to assemble a Personal Computer.
L3 M55.60 V02	Recognizes the technology used on a Portable PC.
L3 M55.70 V01	Recognize the different available types of hardware.
L3 M55.70 V01	Recognize the hardware operation and connections.
L2 M71.20 V04	States computer operations.
L2 M71.20 V04	Identifies individual elements of a computer system.
L2 M71.20 V04	Identifies types of personal computer systems.
L2 M71.20 V04	Identifies the requirement for support circuitry and expansion slots in computers.
L2 M71.60 V02	Examines computer evolution up to the introduction of electronics.
L2 M71.60 V02	Identifies key characteristics of computer generations.
L2 M71.60 V02	Identifies characteristics and functions of basic computer components.
L2 M71.60 V02	Explores basic computer component assembly sequencing.
L2 M71.60 V02	Identifies characteristics and functions of CPUs.
L2 M71.60 V02	Explores characteristics and functions of motherboards.

66.0 Develop an awareness of programming languages.

L2 M71.00 V02	Identifies and uses Visual Basic forms, controls and event procedures.
L2 M71.00 V02	Discovers the concept of Event Driven Programming.
L2 M71.00 V02	Identifies Visual Basic objects and their properties.
L2 M71.00 V02	Identifies the concept of a form in a visual programming environment.
L2 M71.00 V02	Explores further the use of Visual Basic controls and event procedures
L2 M71.00 V02	Determines the use of names and captions, and distinguishes clearly between them.
L2 M71.00 V02	Identifies how to set and use shortcut keys using the Ampersand character.
L2 M71.00 V02	Determines the use of names and captions, and distinguishes clearly between them.

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L2 M71.00 V02	Identifies how to set and use shortcut keys using the Ampersand character.
L2 M71.00 V02	Explores the concepts of forms and code modules and how to manipulate them.
L2 M71.00 V02	Creates a simple menu and option button control array and explores the concepts
L2 M71.00 V02	Discovers and uses elements of the Visual Basic help system.
L2 M71.00 V02	Identifies how to codify real life decision-making procedures.
L2 M71.00 V02	Explores the syntax and construction of the block if construct.
L2 M71.00 V02	Applies the Block If construct to an array of option buttons.
L2 M71.00 V02	States which parts of a Block If construct must always be present.
L2 M71.00 V02	Explores the use and manipulation of variables.
L2 M71.00 V02	Uses decision-making structures to develop a calculator program.
L2 M71.00 V02	Applies a basic error testing method and deduces how to prevent a simple error
L2 M71.00 V02	Follows instructions to create a button that performs mathematical operations
L2 M71.00 V02	Adds the Windows media player component to a Visual Basic program.
L2 M71.00 V02	Follows instructions to display a Visual Basic toolbar.
L2 M71.00 V02	Differentiates between object methods and properties.
L2 M71.00 V02	Explores the procedures required for handling multiple forms in a Visual Basic program.
L2 M71.00 V02	Investigates the use of If..Then statements to perform logical operations
L2 M71.00 V02	Evaluates methods for building error handling into program code.
L2 M71.00 V02	Examines methods of employing list boxes in Visual Basic programs.
L2 M71.00 V02	Examines methods for handling arrays within a Visual Basic program.
L2 M71.00 V02	Identifies integer, double, string, and array variable types.
L2 M71.00 V02	Identifies features of ToolTip Text property in program code.
L2 M71.00 V02	Investigates the use of the for...Next loop in a Visual Basic program.
L2 M71.00 V02	Adds a control to a media player program to restrict the file types users can open.
L2 M71.00 V02	Creates a media player program using Visual Basic.

68.0 Develop an awareness of application architecture.

L2 M73.20 V02	Recognizes the key stages of the software production cycle.
L2 M73.20 V02	Recognizes and applies the white box testing strategy to find and remove syntax errors.
L2 M73.20 V02	Recognizes and applies the white box testing strategy to find and remove run-time errors.
L2 M73.20 V02	Recognizes and applies the black box testing strategy.
L2 M71.50 V02	Explores the differences between Apple Macs and PCs
L2 M71.50 V02	Investigates file and application compatibility issues.
L2 M71.50 V02	Identifies the hardware and software requirements of applications.
L2 M71.50 V02	Identifies properties of a graphics card from a table showing computer specifications.
L3 M55.70 V01	Recognize available software types.
L3 M55.70 V01	Recognize MS-DOS application management.

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69.0 Demonstrate an understanding of the seven layers of open system interface.

L2 M71.00 V03	Indicates the number and position of layers contained in an animation.
L2 M71.10 V02	Identifies methods for customizing the interface of a graphical web page editor.
L2 M71.00 V03	Uses labeled layers to create an animation with a foreground, background
L2 M71.00 V03	Interprets text stating the problem of animating two objects on the same layer.
L2 M71.00 V03	Calculates the number of frames when the number of frames is doubled.

70.0 Demonstrate proficiency using common software applications.

L2 M71.20 V01	Recognizes features of the Word screen.
L2 M71.20 V01	Recognizes how to save a document and get help in Word.
L2 M71.20 V01	Recognizes how documents can be opened and protected with Word.
L2 M71.20 V01	Recognizes the different ways that a document can be viewed onscreen with Word.
L2 M71.20 V01	Recognizes how paragraph formatting can be changed and displayed with Word.
L2 M71.20 V01	Recognizes how text can be handled in a document with Word.
L2 M71.20 V01	Recognizes how text can be handled in a document with Word.
L2 M71.20 V01	Recognizes how to check spelling and make corrections using Word.
L2 M71.20 V01	Recognizes how to protect files and edit text-using Word.
L2 M71.20 V01	Recognizes how to change the appearance of text with Word.
L2 M71.20 V01	Recognizes how to change the style of text in a document using Word.
L2 M71.20 V01	Recognizes how to make bulleted and numbered lists using Word.
L2 M71.20 V01	Recognizes how to apply text effects to paragraphs using Word.
L2 M71.20 V01	Recognizes how to use hyphenated text with Word.
L2 M71.20 V01	Recognizes how to divide a document using page and section breaks using Word.
L2 M71.20 V01	Recognizes how to position text on the page using Word.
L2 M71.20 V01	Recognizes how to print a document using Word.
L2 M71.20 V01	Recognizes how to make changes to the font style in a Word document.
L2 M71.20 V01	Recognizes how to view and use more than one opened document in Word.
L2 M71.20 V01	Recognizes how to create and edit the size of tables in Word.
L2 M71.20 V01	Recognizes how text can be positioned and arranged in tables with Word.
L2 M71.20 V01	Recognizes how to change the format and style of tables in Word.
L2 M71.20 V01	Recognizes how to insert a table and undo changes in Word.
L2 M71.20 V01	Recognizes how to insert AutoShapes in Word documents.
L2 M71.20 V01	Recognizes how to add pictures and text boxes to Word documents.
L2 M71.20 V01	Recognizes how simple changes can be made to graphics inserted into Word documents.
L2 M71.20 V01	Recognizes how Wizards and Templates can be used to help create documents
L2 M71.20 V01	Recognizes how to create macros and change buttons displayed on a toolbar.
L2 M71.20 V01	Recognizes how to set up a document to allow mail merging using Word.

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L2 M71.20 V01	Recognizes ways in which Word can be used with the Internet.
L2 M71.20 V01	Recognizes how to create a macro and assign short keys using Word.
L2 M71.20 V01	Recognizes features of the Word screen and use of a mouse.
L2 M71.20 V01	Recognizes how to save a document and get help in Word.
L2 M71.20 V01	Recognizes how documents can be opened and protected with Word.
L2 M71.20 V01	Recognizes the different ways that a document can be viewed onscreen with Word.
L2 M71.20 V01	Recognizes how paragraph formatting can be changed and displayed with Word.
L2 M71.20 V01	Recognizes how text can be handled in a document with Word.
L2 M71.20 V01	Recognizes how to check spelling and make corrections using Word.
L2 M71.20 V01	Recognizes how to change the appearance of text with Word.
L2 M71.20 V01	Recognizes how to change the style of text in a document using Word.
L2 M71.20 V01	Recognizes how to change the appearance of paragraphs with Word.
L2 M71.20 V01	Recognizes how to use hyphenated text and borders with Word.
L2 M71.20 V01	Recognizes how to divide a document using page and section breaks using Word.
L2 M71.20 V01	Recognizes how to position text on the page using Word.
L2 M71.30 V01	Recognizes how to start Excel and its main features.
L2 M71.30 V01	Identifies ways of entering data into a worksheet.
L2 M71.30 V01	Recognizes methods of automatically completing a series of data entries.
L2 M71.30 V01	Recognizes features of Excel.
L2 M71.30 V01	Recognizes how to use multiple workbooks and the help utility.
L2 M71.30 V01	Recognizes how to use passwords, search for files using Criteria and edit data.
L2 M71.30 V01	Recognizes how to edit data within cells.
L2 M71.30 V01	Recognizes how to find, replace and link data and use a comment box.
L2 M71.30 V01	Recognizes how to change the layout of a worksheet.
L2 M71.30 V01	Recognizes how to use page setup, change the look of the table, preview and print
L2 M71.30 V01	Recognizes how to create a new spreadsheet.
L2 M71.30 V01	Recognizes how to use formulas and Auto Calculate.
L2 M71.30 V01	Recognizes how to copy formulae across cells.
L2 M71.30 V01	Recognizes how to use Scenarios.
L2 M71.30 V01	Recognizes how to edit formulae.
L2 M71.30 V01	Recognizes how to hide and freeze rows, split worksheets, change fonts and colors.
L2 M71.30 V01	Recognizes how to change fonts and text color.
L2 M71.30 V01	Recognizes how to format, position data and use AutoFormat.
L2 M71.30 V01	Recognizes how to format and position data.
L2 M71.30 V01	Recognizes how to use Conditional Formatting, printing and the use of headers
L2 M71.30 V01	Recognizes how to insert page breaks, headers and footers.
L2 M71.30 V01	Recognizes how to work with multiple worksheets and create charts.
L2 M71.30 V01	Recognizes how to create a series of charts.
L2 M71.30 V01	Recognizes how to display data by using a chart and how to format information.
L2 M71.30 V01	Recognizes how to create and customize a chart.

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L2 M71.30 V01	Recognizes how to use AutoShapes and graphics.
L2 M71.30 V01	recognizes how to use WordArt and Text Boxes.
L2 M71.30 V01	Recognizes how to select, position, group and change objects.
L2 M71.30 V01	Recognizes how to position graphics.
L2 M71.30 V01	Recognizes how to use a DataForm, sort data, use Autofilter and Macros.
L2 M71.30 V01	Recognizes how to use macros.
L2 M71.30 V01	Recognizes how to send workbooks by E-mail and establishing a hyperlink.
L2 M71.30 V01	Recognizes how to create a macro.
L2 M71.30 V01	Recognizes features of Excel.
L2 M71.30 V01	Recognizes how to save a workbook.
L2 M71.30 V01	Recognizes how to use passwords, search for files using criteria and edit data.
L2 M71.30 V01	Recognizes how to move and spell-check data in a workbook
L2 M71.30 V01	Recognizes how to find, replace and link data.
L2 M71.30 V01	Recognizes how to change the layout of a worksheet and how to remove cell comments.
L2 M71.30 V01	Recognizes how to use page setup, preview and print information.
L2 M71.30 V01	Recognizes how to add formulas to a worksheet.
L2 M71.30 V01	Recognizes how to copy formulas and use AutoCalculate in a worksheet.
L2 M71.30 V01	Recognizes how to use Scenarios.
L2 M71.30 V01	Recognizes how to hide and freeze rows, split worksheets.
L2 M71.30 V01	Recognizes how to change the font and color.
L2 M71.30 V01	Recognizes how to format and position data.
L2 M71.40 V01	Recognizes features of an Access database.
L2 M71.40 V01	Recognizes how to create a database.
L2 M71.40 V01	Recognizes how to open a database.
L2 M71.40 V01	Recognizes how to create a table.
L2 M71.40 V01	Recognizes how to print a database.
L2 M71.40 V01	Recognizes how to change the width of a column and the name of a table in the database
L2 M71.40 V01	Produces a database table and prints it out.
L2 M71.40 V01	Recognizes how to move to the first record and select fields.
L2 M71.40 V01	Recognizes how to freeze a field and redisplay hidden fields.
L2 M71.40 V01	Recognizes how to use Design View and which data type to use for information.
L2 M71.40 V01	Recognizes which format to use and the use of a zero string length.
L2 M71.40 V01	Recognizes the advantage of indexing a field and the use of the validation rule.
L2 M71.40 V01	Recognizes OLE and a Hyperlink.
L2 M71.40 V01	Produces a table and modifies some of the field properties.
L2 M71.40 V01	Recognizes the use of the Primary Key and editing relationships.

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207.0 Develop the big picture of database design and how to best organize data according to business rules and / or client needs.

L2 M71.40 V01	Recognizes the main design features and uses of database.
L2 M71.40 V01	Recognizes how to start and recover information from a database.
L2 M71.40 V01	Recognizes how to create a database-using database Wizard.
L2 M71.40 V01	Recognizes how to open and display a database.
L2 M71.40 V01	Recognizes how to create and open a Table in the Datasheet view.
L2 M71.40 V01	Recognizes how to create a table using the Table Wizard.
L2 M71.40 V01	Recognizes the ways of preparing datasheets before printing.
L2 M71.40 V01	Recognizes the steps necessary to print datasheets and mailing labels.
L2 M71.40 V01	Identifies ways of editing fields and tables.
L2 M71.40 V01	Recognizes maintenance procedures to repair, compact and backup database files.
L2 M71.40 V01	Recognizes how to prepare a database to meet given criteria.
L2 M71.40 V01	Recognizes how to modify and print the resultant Table.
L2 M71.40 V01	Recognizes how to select steps needed to navigate about a table.
L2 M71.40 V01	Recognizes methods of editing data in a table.
L2 M71.40 V01	Recognizes ways of changing the contents and appearance of a table.
L2 M71.40 V01	Identifies the methods and benefits of hiding and freezing fields in a table.
L2 M71.40 V01	Identifies methods of editing fields in a table.
L2 M71.40 V01	Recognizes the meaning of field properties.
L2 M71.40 V01	Recognizes how to select data types and format a table.
L2 M71.40 V01	Recognizes ways to add default values.
L2 M71.40 V01	Recognizes ways of restricting the form of input data.
L2 M71.40 V01	Identifies ways of assisting the inputting of data.
L2 M71.40 V01	Recognizes how to select suitable methods for adding pictures and other objects
L2 M71.40 V01	Recognizes methods and benefits of adding a hyperlink to a record.
L2 M71.40 V01	Recognizes how to select and apply methods of designing a table.
L2 M71.40 V01	Recognizes how to edit a table and print the design parameters.
L2 M71.40 V01	Recognizes the method of setting a primary key.
L2 M71.40 V01	Identifies the benefits and methods of establishing relationships between tables.
L2 M71.40 V01	Recognizes the characteristics and benefits of referential integrity.
L2 M71.40 V01	Recognizes how to perform a Query on a Database.
L2 M71.40 V01	Recognizes how to create a Report as indicated.
L2 M71.40 V01	Identifies steps in creating and viewing a Data Access Page.
L2 M71.40 V01	Recognizes ways of editing and navigating Data Access Pages.
L2 M71.40 V01	Identifies ways of navigating through a report.
L2 M71.40 V01	Recognize ways of modifying a report.
L2 M71.40 V01	Recognizes how to create a report using the Report Wizard.

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L2 M71.40 V01	Recognizes how to create a report using AutoReport.
L2 M71.40 V01	Recognizes how to perform calculations on records and to review the results.
L2 M71.40 V01	Identifies the steps necessary to summarize data and to find unmatched records.
L2 M71.40 V01	Recognizes ways of designing a query.
L2 M71.40 V01	Recognizes how to use a Query to extract required information.
L2 M71.40 V01	Recognizes the ways to use Criteria to improve a Query.
L2 M71.40 V01	Recognizes the ways to use multiple Criteria.
L2 M71.40 V01	Recognizes how to open, use and close a Query.
L2 M71.40 V01	Identifies to the ways of using fields within a Query.
L2 M71.40 V01	Recognizes ways to change view of a form.
L2 M71.40 V01	Recognizes how to make changes to a form by adding fields and labels.

208.0 Develop the process of creating an entity by identifying relationships.

L2 M71.40 V01	Identifies the benefits and methods of establishing relationships between tables.
L2 M71.40 V01	Recognizes the use of the Primary Key and editing relationships.

266.0 Manipulating Data.

L2 M71.40 V01	Recognizes how to open and display a database.
L2 M71.40 V01	Recognizes the ways of preparing datasheets before printing.
L2 M71.40 V01	Recognizes the steps necessary to print datasheets and mailing labels.
L2 M71.40 V01	Recognizes how to select steps needed to navigate about a table.
L2 M71.40 V01	Recognizes methods of editing data in a table.
L2 M71.40 V01	Recognizes ways to find, replace and sort data in a table.
L2 M71.40 V01	Identifies the result of filtering data from a table.
L2 M71.40 V01	Recognizes ways of creating a Query in Design View and changing the view of the Query.
L2 M71.40 V01	Recognizes how to create a report using the Report Wizard.
L2 M71.40 V01	Recognizes how to create a report using AutoReport.
L2 M71.40 V01	Recognize ways of modifying a report.
L2 M71.40 V01	Recognizes how to perform a Query on a Database.
L2 M71.40 V01	Recognizes how to create a Report as indicated.

267.0 Building and modifying tables.

L2 M71.40 V01	Identifies ways of editing fields and tables.
L2 M71.40 V01	Recognizes maintenance procedures to repair, compact and backup database files.
L2 M71.40 V01	Recognizes how to create and open a Table in the Datasheet view.

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L2 M71.40 V01	Recognizes how to create a table using the Table Wizard.
L2 M71.40 V01	Recognizes how to modify and print the resultant Table.
L2 M71.40 V01	Recognizes how to select steps needed to navigate about a table.
L2 M71.40 V01	Recognizes methods of editing data in a table.
L2 M71.40 V01	Recognizes ways of changing the contents and appearance of a table.
L2 M71.40 V01	Identifies the methods and benefits of hiding and freezing fields in a table.
L2 M71.40 V01	Identifies methods of editing fields in a table.
L2 M71.40 V01	Recognizes the meaning of field properties.
L2 M71.40 V01	Recognizes how to select data types and format a table.
L2 M71.40 V01	Recognizes ways to add default values.
L2 M71.40 V01	Recognizes ways of restricting the form of input data.
L2 M71.40 V01	Identifies ways of assisting the inputting of data.
L2 M71.40 V01	Recognizes how to select and apply methods of designing a table.
L2 M71.40 V01	Recognizes how to edit a table and print the design parameters.
L2 M71.40 V01	Recognizes how to create a table.

268.0 Performing queries and filtering records.

L2 M71.40 V01	Recognizes ways to find, replace and sort data in a table.
L2 M71.40 V01	Identifies the result of filtering data from a table.
L2 M71.40 V01	Recognizes ways of creating a Query in Design View and changing the view of the Query.
L2 M71.40 V01	Recognizes the method of using the Simple Query Wizard to create a Query.
L2 M71.40 V01	Recognizes how to open, use and close a Query.
L2 M71.40 V01	Identifies to the ways of using fields within a Query.
L2 M71.40 V01	Recognizes the ways to use Criteria to improve a Query.
L2 M71.40 V01	Recognizes the ways to use multiple Criteria.
L2 M71.40 V01	Recognizes the ways to use Criteria to improve a Query.
L2 M71.40 V01	Recognizes the ways to use multiple Criteria.
L2 M71.40 V01	Recognizes ways of designing a query.
L2 M71.40 V01	Recognizes how to use a Query to extract required information.
L2 M71.40 V01	Identifies the result of filtering data from a table.
L2 M71.40 V01	Recognizes ways to find, replace and sort data in a table.

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Computer Support Specialist-OES Code 25104

02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing.

L2 M71.10 V04	Identifies the tools used to perform specified operations using audio software.
L2 M71.10 V04	Demonstrates sound wave conversion using a microphone, computer, and cassette recorder
L2 M71.10 V04	Trains a voice recognition system.
L2 M71.10 V04	Tests voice trained commands following written instructions.
L2 M71.10 V04	Recognizes the way computers regard input information.
L2 M71.10 V04	Completes calculations using a voice-activated calculator.
L2 M71.10 V04	Uses a voice recognition system to open a virtual safe.
L2 M71.10 V04	Calculates the number of combination of access codes to open a virtual safe.
L2 M71.20 V04	Uses a simple word processor to read and write information to disk.
L2 M71.20 V04	Uses input devices to alter information in a graphics file.
L2 M71.20 V04	Creates an advertising flyer using a word processor, incorporating text and graphics.
L2 M71.20 V04	Identifies the process used by printers to create text and graphics.
L2 M71.20 V04	Uses software to write a simple program.
L2 M71.20 V04	Identifies the purpose and uses of types of software.
L2 M71.30 V03	Identifies computer aided publishing as an effective form of communication.
L2 M71.30 V03	Opens and edits a desktop publishing documents.
L2 M71.30 V03	States some career opportunities in the computer aided publishing industry.
L2 M71.20 V05	Investigates the operation of a multimedia presentation.
L2 M71.20 V05	Identifies terms used in multimedia presentation production.
L2 M71.20 V05	Creates a user directory to store graphic files by following written instructions.
L2 M71.20 V05	Creates and links to and from a diary slide.
L2 M71.20 V05	Enter and formats text in a diary slide.
L2 M71.20 V05	Interprets a diagram of linked slides.
L2 M71.10 V02	Describes tools and techniques used to format text in a web page.
L2 M71.10 V02	Examine procedures for creating web pages.
L2 M71.10 V02	Describes the structure of a web site comprised of several pages.
L2 M71.10 V02	Identifies procedures for modifying the style of a web page.
L2 M71.40 V02	Obtains technical information from a web site.
L2 M71.40 V02	Examines the use of text and hyperlinks in web pages.
L2 M71.40 V02	Follows instructions to retrieve information from a web site.

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L2 M71.40 V02	Identifies basic features of email.
L2 M71.40 V02	Explores methods for sending and receiving files using email and the security issues
L2 M71.40 V02	Indicates the reasons why a web site should be tested before being published.
L2 M71.40 V02	Investigates audio and video conferencing methods.
L2 M71.40 V02	Explores key components of the World Wide Web.
L2 M71.40 V02	Writes a report on Working With The Internet.
L2 M71.40 V02	Makes a presentation to a group on Working With The Internet.
L2 M71.50 V02	Examines skills need to perform customer support.
L2 M71.50 V02	Explores procedures for dealing with customer complaints.
L2 M71.50 V02	Examines methods of technical support.
L2 M71.50 V02	Explores methods of information logging and call tracking.

06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.

L2 M71.50 V02	Examines skills need to perform customer support.
L2 M71.50 V02	Identifies procedures for escalating a computer problem.
L2 M71.50 V02	Explores procedures for dealing with customer complaints.
L2 M71.50 V02	Examines methods of technical support.
L2 M71.50 V02	Explores methods of information logging and call tracking.
L2 M71.50 V02	Observes the differences between knowledge bases and expert systems.
L2 M71.50 V02	Uses a knowledge base and expert system in a simulation to assist with problem solving.
L2 M71.50 V02	Explores an asset management database and how it can be used.
L2 M71.50 V02	Examines call tracking systems and methods for logging call information.
L2 M71.50 V02	Locates a person with a required skill in a table.

38.0 perform installation and configuration activities.

L3 M55.60 V02	Identifies the features of the system unit and system board.
L3 M55.60 V02	Identifies the components required to build a Personal Computer.
L3 M55.60 V02	Identifies the steps required to assemble a Personal Computer.
L3 M55.60 V02	Identifies features and the operation of microprocessors used in personal computers.
L3 M55.60 V02	Installs Windows on to a computer and understand how it interacts with the hardware.
L3 M55.60 V02	Recognizes the different BIOS types.
L3 M55.60 V02	Recognizes how to replace and update the BIOS.
L3 M55.60 V02	Recognizes the operation and connections of a computer keyboard.
L3 M55.60 V02	Recognizes the operation and connections of a computer mouse.
L3 M55.60 V02	Recognizes the operation and connections of a computer monitor.

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L3 M55.60 V02	Examines the connectors and settings for the keyboard, mouse and monitor.
L3 M55.60 V02	Recognizes the operation and connections of the Serial, Parallel and USB port.
L3 M55.60 V02	Recognizes the operation and connections for a Sound Card and Game Port.
L3 M55.60 V02	Identifies ports for connecting peripheral devices.
L3 M55.60 V02	Recognizes features of the floppy disk
L3 M55.60 V02	Recognizes the operation and connections of a Floppy Drive.
L3 M55.60 V02	Creates a system and recovery disk for troubleshooting.
L3 M55.60 V02	Recognizes the basics of Hard Drive storage operations.
L3 M55.60 V02	Recognizes the basics of Hard Drive storage operations.
L3 M55.60 V02	Recognizes the features and operation of a Video Card and monitor.
L3 M55.60 V02	Installs and sets up a Scanner with a SCSI interface.
L3 M55.60 V02	Recognizes the different types of computer viruses.
L3 M55.60 V02	Recognizes virus prevention techniques.
L3 M55.60 V02	Identifies the features and operation of different printer types available.
L3 M55.60 V02	Understands the basics of Fax Modem communication.
L3 M55.60 V02	Installs and sets up an Internal Modem Card.
L2 M73.20 V02	Replaces a faulty network card in a computer.
L2 M73.20 V02	Builds and tests a coaxial computer networks.
L2 M73.20 V02	Recognizes the procedure for replacing a network card by listening to instructions
L2 M73.20 V02	Evaluates ways to customize workstations for individuals.
L2 M73.20 V02	Recognizes that some users may be vision/mobility impaired.
L2 M73.20 V02	Examines Network Printer options and setup.
L2 M73.20 V02	Follows instructions to install a Printer Server and Printer in a simulation exercise.
L2 M71.20 V02	Identifies simple network hardware.
L2 M71.20 V02	Identifies LAN connectivity issues for expanding a simple peer-to-peer network.
L2 M71.20 V02	Identifies characteristics of network resources.
L2 M71.20 V02	Locates a reason for expanding a network.
L2 M71.20 V02	Identifies basic broadcast topologies.
L2 M71.20 V02	Identifies the characteristics of a network hub.
L2 M71.20 V02	Investigates cable fault troubleshooting for different network topologies.

44.0 Demonstrate proficiency using computer networks.

L2 M71.20 V02	States reasons for installing a network.
L2 M71.20 V02	Identifies LAN connectivity issues for a simple peer-to-peer network.
L2 M71.20 V02	Examines characteristics of the peer-to-peer network model.
L2 M71.20 V02	Identifies the need for investment in computing in the context of an expanding business.
L2 M71.20 V02	Identifies LAN connectivity issues for expanding a simple peer-to-peer network.

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L2 M71.20 V02	Identifies characteristics of network resources.
L2 M71.20 V02	Locates a reason for expanding a network.
L2 M71.20 V02	Identifies simple network hardware.
L2 M71.20 V02	Identifies LAN transmission media.
L2 M71.20 V02	Analyzes limitations with coaxial cable.
L2 M71.20 V02	Identifies the characteristics of a repeater.
L2 M71.20 V02	States the bandwidth capability of category 5-network cable.
L2 M71.20 V02	Identifies basic broadcast topologies.
L2 M71.20 V02	Identifies the characteristics of a network hub.
L2 M71.20 V02	Investigates cable fault troubleshooting for different network topologies.
L2 M71.20 V02	Examines varying types of backup hardware.
L2 M71.20 V02	Examines the use of UPS and surge protectors in avoiding common computer disasters.
L2 M71.20 V02	Identifies the characteristics of a network server.
L2 M71.20 V02	Indicates the main purpose of installing a backup device in a network.
L2 M71.20 V02	Describes features of a token ring network architecture.
L2 M71.20 V02	Describes features of an ARCnet network architecture.
L2 M71.20 V02	Describes features of an AppleTalk network architecture.
L2 M71.20 V02	Describes features of an Ethernet network architecture.
L2 M71.20 V02	Uses simulation to compare features of Ethernet cables.
L2 M71.20 V02	Locates information about 1000baseX network cables in a table.
L2 M71.20 V02	Investigates advantages of using fiber optic cable over conventional network cable types.
L2 M71.20 V02	Describes features of radio, infrared, and microwave network media.
L2 M71.20 V02	Compares LAN, MAN and WAN network types.
L2 M71.20 V02	Investigates remote network access using a modem.
L2 M71.20 V02	Investigates remote network access using an ISDN connection.
L2 M71.20 V02	Investigates remote network access using a leased line.
L2 M71.20 V02	Examines appropriate systems for connecting LANs to other networks.
L2 M71.20 V02	Examines the procedure for troubleshooting a problem caused by a loose network
L2 M71.20 V02	Identifies certification schemes appropriate for network support personnel.
L2 M71.20 V02	Evaluates potential solutions to network problems.
L2 M71.30 V02	Analyzes a business requirement for a network.
L2 M71.30 V02	Investigates functions of computer networks.
L2 M71.30 V02	Investigates relevant information from a networking case study.
L2 M71.30 V02	States the minimum number of computers required for a network.
L2 M71.30 V02	Examines procedures for setting up file sharing on a computer using Windows 95/98.
L2 M71.30 V02	Examine methods for accessing shared files in a Windows 95/98 network.
L2 M71.30 V02	Identifies security issues relating to file sharing in a Windows 95/98 network.
L2 M71.30 V02	Examine methods for accessing shared resources in a Windows 95/98 network.

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L2 M71.30 V02	Investigates the relationship between network hardware and software.
L2 M71.30 V02	States that IBM-compatible and Macintosh computers can be used on the same network.
L2 M71.30 V02	Identifies the installation method used for sharing printers.
L2 M71.30 V02	Identifies a need for a data recovery system.
L2 M71.30 V02	Identifies individual backup systems.
L2 M71.30 V02	Identify procedures for backing up and restoring data.
L2 M71.30 V02	Uses arithmetic to calculate financial cost of lost data.
L2 M71.30 V02	Identifies advantages and disadvantages of the client/server and peer-to-peer network
L2 M71.30 V02	Identifies the administrative duties in peer-to-peer and client/server network models.
L2 M71.30 V02	Identifies individual security and activity logging features of client/server and peer-to-peer
L2 M71.30 V02	Identifies properties of the Linux operating systems.
L2 M71.30 V02	Identifies 16-bit, 32-bit and 64-bit operating system.
L2 M71.30 V02	Compares features of network operating systems.
L2 M71.30 V02	Identifies facts about the development of Linux from a paragraph of text.
L2 M71.30 V02	Examines the role of network user accounts.
L2 M71.30 V02	Identifies steps involved in creating user accounts.
L2 M71.30 V02	Examines the need for creating a set of network policies
L2 M71.30 V02	Examines the use of user profiles in computer networks.
L2 M71.30 V02	Investigates how client computers can be configured by a network administrator.
L2 M71.30 V02	Examines procedures required to create a user profile.
L2 M71.30 V02	Investigates factors that affect network performance.
L2 M71.30 V02	Examines systems for assessing network performance.
L2 M71.30 V02	Identifies the needs of network users in a simulation.
L2 M71.30 V02	Identifies network groups available in a simulation.
L2 M71.30 V02	Allocates network user accounts to network groups in a simulation.

81.0 Perform the process for problem diagnostic and problem resolution through telephone, e-mail, remote access, or direct contact.

L2 M71.50 V02	Explores the simulated computer problems and identifies the symptom, cause and solution.
L2 M71.50 V02	Identifies common faults in computer hardware.
L2 M71.50 V02	Explores different types of diagnostic programs.
L2 M71.50 V02	Identifies symptoms, causes, solutions and implements tests on faulty computers
L2 M71.50 V02	Locates information about diagnostic software tools in a textbook.
L2 M71.50 V02	Examines skills need to perform customer support.
L2 M71.50 V02	Identifies procedures for escalating a computer problem.
L2 M71.50 V02	Explores procedures for dealing with customer complaints.
L2 M71.50 V02	Examines methods of technical support.

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L2 M71.50 V02	Explores methods of information logging and call tracking.
L2 M71.50 V02	Examines how Windows uses Dial-Up Networking to connect to the Internet.
L2 M71.50 V02	Uses a computer simulation to investigate computer problem telephone support.
L2 M71.50 V02	Provides computer telephone support in a simulation.
L2 M71.50 V02	Explains clearly a course of action that is required to deal with a computer problem.
L2 M71.50 V02	Explores preventive maintenance systems and procedures.
L2 M71.50 V02	Investigates software and hardware compatibility issues.
L2 M71.50 V02	Investigates methods of performing customer support.
L2 M73.20 V02	Discovers Virtual Private Network infrastructure and compares solutions.
L2 M73.20 V02	Identifies limitations of Intra-Network real-time data transfer.
L2 M73.20 V02	Discovers consequences of bandwidth limitations.
L2 M73.20 V02	Describes how to troubleshoot a computer network.
L3 M55.50 V01	Fixes a problem with a computer mouse.
L3 M55.50 V01	Fixes a POST error problem caused by the parallel port of a faulty motherboard.
L3 M55.50 V01	Fixes a problem with a computer keyboard.
L3 M55.50 V01	Fixes a problem with a parallel port start-up error.
L3 M55.50 V01	Fixes a problem with a computer monitor display.
L3 M55.50 V01	Fixes a display problem caused by a software fault.
L3 M55.50 V01	Fixes a CD-ROM device driver problem.
L3 M55.50 V01	Fixes a problem with a CD-ROM drive.
L3 M55.50 V01	Fixes a USB port problem caused by a device manager resource conflict.
L3 M55.50 V01	Fixes a system with a memory problem and a keyboard problem.
L3 M55.50 V01	Fixes a sound device problem caused by a memory resource conflict.

82.0 Identify appropriate wide area network access strategies.

L2 M71.20 V02	Compares LAN, MAN and WAN network types.
L2 M73.20 V02	Creates a local user account.
L2 M73.20 V02	Shares a local user account folder on different computers and between different users.
L2 M73.20 V02	Over-rides quota settings by logging on as an administrator 'over' the current user.
L2 M73.20 V02	Examines some basic rules and restrictions for using network hardware.
L2 M73.20 V02	Identifies a communication method between devices.
L2 M73.20 V02	Recognizes detail differences in network hardware of similar function.
L2 M73.20 V02	Discovers additional rules and restrictions for using network hardware.
L2 M73.20 V02	Recognizes differences in forwarding methods of network hardware.
L2 M73.20 V02	Identifies how dissimilar network architectures communicate.
L2 M73.20 V02	Discovers Virtual Private Network infrastructure and compares solutions.
L2 M73.20 V02	Identifies limitations of Intra-Network real-time data transfer.
L2 M73.20 V02	Discovers consequences of bandwidth limitations.

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L2 M73.20 V02	Examines Proxy and Firewall security for networks.
L2 M73.20 V02	Compares Firewall types, and usage in networks.
L2 M73.20 V02	Examines Windows 2000 user security access options.
L2 M73.20 V02	Recognizes possible network attack routes and defenses.
L2 M73.20 V02	Examines encryption methods and application of encryption.
L2 M73.20 V02	Explores the Windows 2000 Encrypted File System.
L2 M73.20 V02	Recognizes how to build a simple computer network.
L2 M73.20 V02	Describes how to troubleshoot a computer network.
L2 M73.20 V02	Describes how to set up and manage local user accounts.
L2 M73.20 V02	Identifies features of the TCP/IP protocol.
L2 M73.20 V02	Investigates methods of providing security for a network.
L2 M73.20 V02	Recognizes methods of providing redundancy in a network.

83.0 Identify appropriate local area network access strategies.

L2 M71.20 V04	Identifies procedures used in the major LAN topologies.
L2 M71.20 V02	Identifies LAN connectivity issues for a simple peer-to-peer network.
L2 M71.20 V02	Examines characteristics of the peer-to-peer network model.
L2 M71.20 V02	Identifies LAN connectivity issues for expanding a simple peer-to-peer network.
L2 M71.20 V02	Identifies LAN transmission media.
L2 M71.20 V02	Compares LAN, MAN and WAN network types.
L2 M71.20 V02	Examines appropriate systems for connecting LANs to other networks.
L2 M71.20 V02	Examines the procedure for troubleshooting a problem caused by a loose network
L2 M71.20 V02	Evaluates potential solutions to network problems.
L2 M71.30 V02	Identifies advantages and disadvantages of the client/server and peer-to-peer network
L2 M71.30 V02	Identifies the administrative duties in peer-to-peer and client/server network models.
L2 M71.30 V02	Identifies individual security and activity logging features of client/server and peer-to-peer
L2 M73.20 V02	Discovers Virtual Private Network infrastructure and compares solutions.
L2 M73.20 V02	Examines Proxy and Firewall security for networks.
L2 M73.20 V02	Compares Firewall types, and usage in networks.
L2 M73.20 V02	Recognizes possible network attack routes and defenses.
L2 M73.20 V02	Examines encryption methods and application of encryption.

