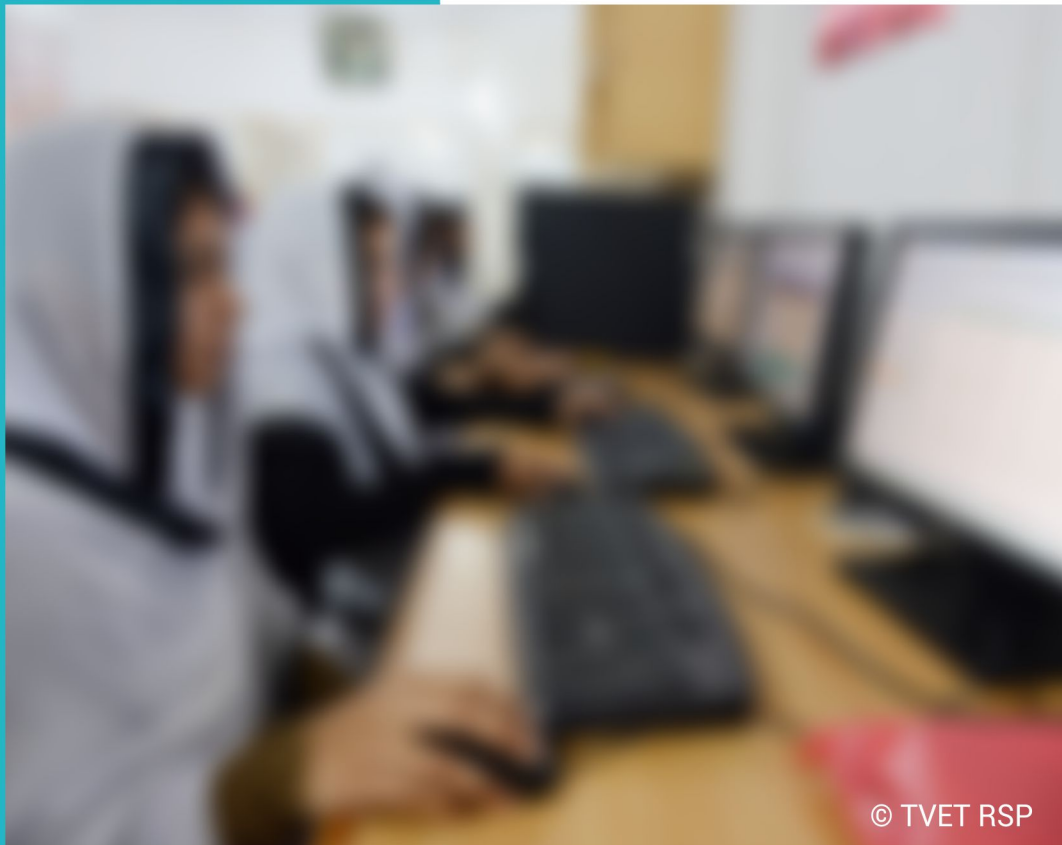


COMPUTER OPERATOR



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TRAINER GUIDE

National Vocational Certificate Level 2

Version 1 - July 2013



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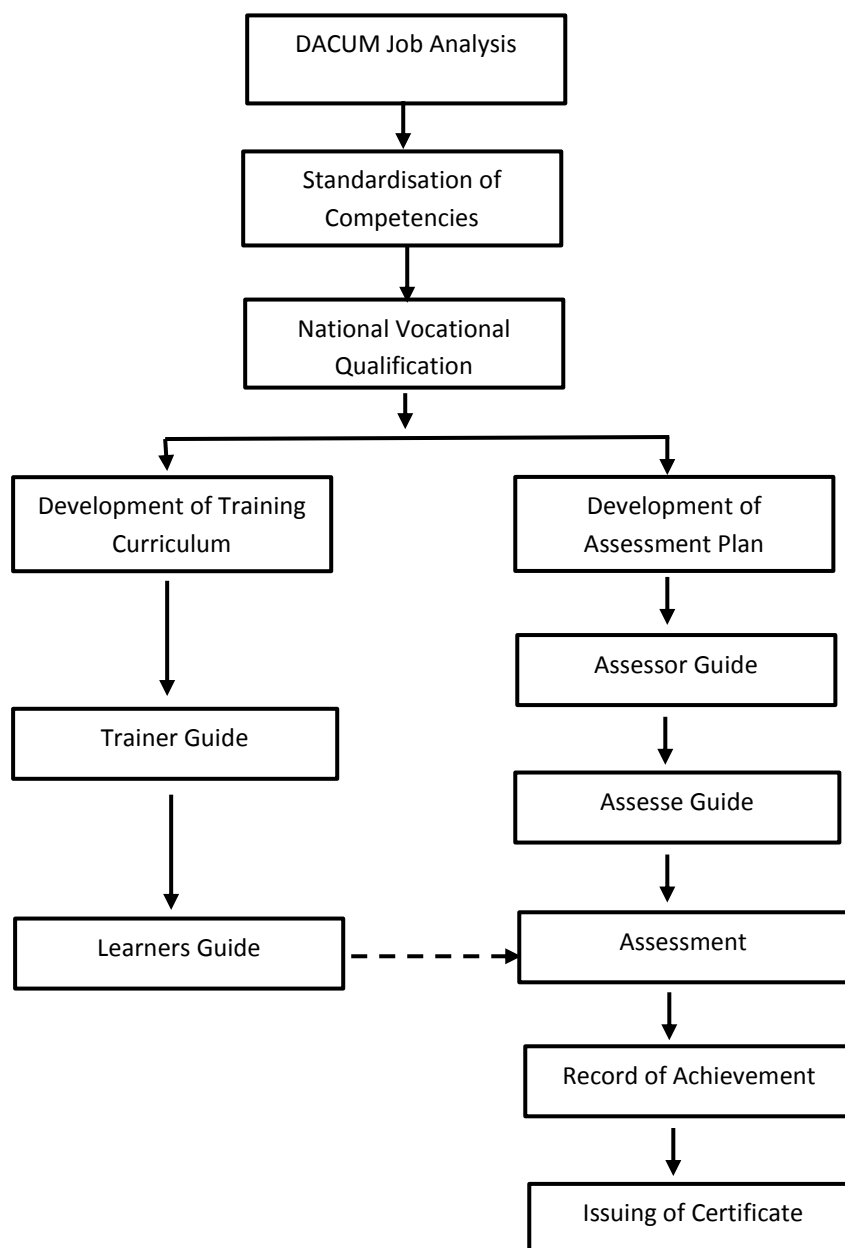
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INTRODUCTION

This Guide supports the Competency-Based Training Curricula that will enable the trainees to achieve the competency standards that have been set by the relevant industry group.

The NVQF Competency-Based Training Curricula along with the associated Training Guides and the Assessment Guides are all developed from the skill competency standards established by the Industry Advisory Group (IAG).

Figure 1 outlines the process of developing the competencies, developing the curriculum and the assessment requirements, and delivering the training program and the assessments necessary to certify achievement of the competencies.



The Trainer Guide provides guidelines and instructions to Trainers on the approaches that are required and on the organisation and delivery of the curriculum training program.

Curriculum

The Curriculum Manual is included in the Training and Learning Materials Package.

The curriculum is organised as a series of modules. Each module is broken down into a series of Learning Units. Each Learning Unit includes Learning Outcomes, Learning Elements, an estimate of the time needed, a list of materials required and the location for the learning to take place.

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials needed	Location

Lesson Plans

The Trainer will need to develop a coherent set of lesson plans for each module of the curriculum. This Guide includes a Lesson Plan Template. The Lesson Plans must be filed for later review if necessary.

Assessment

It is necessary to assess the knowledge and skills of the trainees at the completion of each module. (See the Assessment Guide for further details)

Evaluation of Training Material

Trainers are invited to evaluate the Training Materials based on their experience of delivering the training. A template is provided to assist.

EVALUATION OF TRAINING MATERIAL

The trainers/instructors who implement this training material can inform NAVTTC promptly of any shortcomings in training material on the following format. Please consider it as one of your responsibilities.

Format

Trade:			
Training Material	Module Title & Module Code	Learning Unit Title & Learning Unit Code	Suggested amendments/ feedback/proposal
Trainer Guide			
Learner Guide			
Trainer Name:		Training Centre:	
Signature of Trainer:		Date:	

GUIDELINES FOR WRITING LESSON PLAN

The template for lesson plan has been provided at next page. These guidelines are for trainers for writing their own lesson plans which are as follows:

1. Introduce yourself and the Learning Unit, and state the Learning Outcomes of the session clearly to activate attention of learners.
2. In **Introduction** part of lesson plan state the Learning Objectives of the lesson. This allows the learners to organize their thoughts on what they will learn and to perform. Also state some questions to recall prior knowledge of learners to arouse their interest and motivation.
3. In **Body** part of lesson plan present the new information or material that is to be learned. Demonstration of a skill relevant with the Learning Unit is also stated here. Also mention the teaching and learning methods for each learning element from *Trainer Guidelines*, the relevant media including handouts, power-point slides, videos, white board and time duration for each activity in the relevant columns.
4. In **Conclusion** part list the strategies used for summarizing and reviewing the lesson delivered. Also mention the strategies for formative assessment to ensure that the transfer of knowledge and skill has been achieved.

LESSON PLANS

Dear Instructors,

Model Lesson Plans for one module have been provided in this trainer guide. A format and guidelines for writing Lesson Plans have also been provided in the succeeding pages. You are advised to prepare your own lesson plans for the remaining Learning Units using the suggested format and guidelines.

LESSON PLAN -1

Module-1	Maintain Computer System		
Learning Unit-1	Install Operating System		
Learning Outcomes After the end of the session the learner will be able to: <ul style="list-style-type: none"> • Become familiar with basic parts of computer • Identify the difference between hardware and software. • Define operating system and windows • Necessary precautions have been taken before installing any operating system • Install operating system in the PC/ computers by following instructional manual. 			
Methods	Key Notes	Media	Time
Introduction			
Lecture/ Presentation/ Demonstration	Introduction of learning unit. Motivate the learner for active participation in activity. Inform them about Learning Objectives: <ul style="list-style-type: none"> • Knowledge about the basic parts of computer • Difference between hardware and software • Necessary precautions before installing any operating system 	Computer/ laptop Multimedia Projector	1-Hour
Main Body			
Exposition Presentation Demonstration	Brief Learner about basic parts of computer i.e. hardware and software. Describe different operating system and differentiate one from other. Explain necessary precautions like securing data, RAM size, size of Operating Windows, compatibility etc.	Computer/ Laptop/ Multimedia Projector Instructional Manual	3½- hrs.
Practice Session	Ask the learners to install window-2007 Guide them if any problem occur during activity	PC/Laptop CD ROM CD's Instructional Manual USB	25- hrs
Conclusion			
Question and Answer Summery/Wrap up	Ask question to ensure comprehension in learners. Explain if anything is ambiguous for students. Summarize the lesson by reviewing important facts and details.		30- Mintues
Total time:			30 hrs

LESSON PLAN - 2

Module-1	Maintain Computer System		
Learning Unit- 2	Configure peripheral devices		
Learning Outcomes After the end of the session the learner will be able to: <ul style="list-style-type: none"> • Define most commonly used peripheral devices • Comprehend the working and uses of various peripheral devices • Use different computer communication ports • Configure peripheral devices, as per given instructions in their respective manuals 			
Methods	Key Notes	Media	Time
Introduction			
<i>Preamble/ preliminary</i>	<ul style="list-style-type: none"> - Introduce the learning unit - Report objectives - Motivate learners about the topic and its importance 	Learner's guidelines, handbook, Whiteboard multimedia	1hr.
Main Body			
<i>Exposition</i>	<ul style="list-style-type: none"> - Explain most commonly used input and output peripheral devices: keyboard, mouse, printer, USB camera etc. - Illustrate operation and application of commonly used peripheral devices and communication ports like eStata, S- Video, Display Port etc. 	Computer system CD ROM CD's Scanner Printer Keyboard	1½-hr.
<i>Demonstration/Lab</i>	<ul style="list-style-type: none"> - Exemplify use of commonly used peripheral devices and communication ports, and different tasks executed with help of these devices and ports. 	Mouse Webcam Other peripheral devices with respective manuals Computers for students Laptop for trainer Multimedia projector	

		Marker Whiteboard Duster UPS	
Group Activity	- Assign task to learners to demonstrate setting up of commonly used peripheral devices employing communication ports and experience their operation.		7½hrs.
Conclusion			
Question/ Answer session	Conduct Question/ Answers session to ensure learners' acquisition of relevant knowledge.		1hr.
Wrap Up	Restate important points of the lesson.		
Total time:			12 hrs.

LESSON PLAN - 3

Module-1	Maintain Computer System		
Learning Unit-3	Install Peripheral Devices		
Learning Outcomes:			
<ul style="list-style-type: none"> • Ensure necessary precautions before installing any peripheral devices. • Install any peripheral device as per instruction manual. • Pass functional test for the same peripheral device. 			
Methods	Key Notes	Media	Time
Introduction			
Preamble /preliminary/ Lecture	Introduce the learning unit Motivate learners about the topic and its importance Report objectives to learners: <ul style="list-style-type: none"> - Knowledge of necessary precautions for installing any peripheral devices - Follow instruction manual while installing any peripheral device - Perform functional test for the same peripheral device 	Computer Multimedia Projector Whiteboard Duster	30mins.
Main Body			
<i>Exposition/ Presentation/ Discussion</i> <i>Demonstration/Lab</i>	<ul style="list-style-type: none"> - Explain why it is necessary to be cautious and follow instruction manual while installing most commonly used peripheral devices - Elucidate cautions as per instruction manual to install most commonly used peripheral devices per instruction manual - Illustrate the required steps for installation of various peripheral devices. - Exemplify installation of most commonly used peripheral devices such as CD ROM, USB, Printer, Scanner, Key Board, Mouse, Web CAM etc. - Test the newly installed peripheral device practically for example test print, use of mouse, Key Board etc 	Computer/ Laptop CD ROM CD's Scanner Printer Keyboard Mouse Webcam Peripheral devices with respective manuals Marker White Board Duster Multimedia Projector UPS	2½hrs.

<i>Individual Practice Session</i>	Assign task to learners to practically experience installation of commonly used peripheral devices applying necessary precautions and carry out a functional test to assess the success of learning.		
Conclusion			
Question/ Answer session	Conduct Question/ Answers session to ensure learners' acquisition of relevant knowledge.		1hr.
Wrap Up	Restate important points of the lesson.		
Total time:			10 hr.

LESSON PLAN - 4

Module-1	Maintain Computer System		
Learning Unit-4	Install Software Application		
Learning Outcomes			
<ul style="list-style-type: none"> • Understand different software applications. • Ensure necessary precautions before installing any software application. • Register software with the help of key • Carefully install a software application as per given instructional manual. 			
Methods	Key Notes	Media	Time
Introduction			
<i>Preamble/ preliminary</i>	Introduce the learning unit Motivate learners about the topic and its importance Report learning objectives to learners: <ul style="list-style-type: none"> - Practice installing variety of software applications such as MS Word, Excel, PowerPoint, Access, Publisher etc. - State utility of variety of software - Take precautions while installing a software - Install software 		1hr.
Main Body			
<i>Exposition/ Presentation/ Discussion</i>	<ul style="list-style-type: none"> - Elaborate types of software. - Discuss precautionary measures and their significance. - Explain function of various software applications. 	Computer system CD ROM CD's of software like MS Word, Excel, PowerPoint, Access, Publisher etc.	1½hrs.
<i>Demonstration/Lab</i>	<ul style="list-style-type: none"> - Show practically how to install a software application as per instructional manual while applying the relevant precautions. - Complete the process with registering the software with the help of key. 	Marker White Board Duster Multimedia Projector UPS USB(for installation)	
<i>Individual Practice</i>	<ul style="list-style-type: none"> - Assign task to learners to practically experience installation of software application as per instructional manual while applying the relevant precautions. Complete the process with registering the software with the help of key. - Guide the learners whenever encounter any problem during practice. 	Computer system CD ROM CD's of software like MS Word, Excel, PowerPoint, Access,	17½ hrs

		Publisher etc. Marker White Board Duster Multimedia Projector UPS USB(for installation)	
Conclusion			
Question/ Answer session	Conduct Question/ Answers session to ensure learners' acquisition of relevant knowledge.		½hr.
Wrap Up	Reinforce important points of the lesson.		
Total time:			

LESSON PLAN - 5

Module-1	Maintain Computer System		
Learning Unit-5	Update/ Upgrade Software Application		
Learning Outcomes <ul style="list-style-type: none"> • Check the registration of the application • Use the instructional manual for updating/upgrading software applications • Update/upgrade software application with the help of CD or Online available software • Ensure coordination of updated features with specifications / requirements 			
Methods	Key Notes	Media	Time
Introduction			
Preamble /preliminary/ Lecture	Introduce the learning unit Motivate learners about the topic and its importance Report learners about Learning Objectives: <ul style="list-style-type: none"> • Knowledge of various versions of software application • Follow relevant precautions while updating/ upgrading software applications • Employ various techniques to update/ upgrade different versions of software 		30mins
Main Body			
<i>Exposition/ Presentation</i>	Familiarize learner with different versions of software applications Discuss application of relevant precautions while updating/ upgrading software like legal, not a spam etc. Explain some of the online applications Show case up gradation of software through CDs	Computer system CD ROM CD's Internet Facilities Instructional Manual Marker White Board Duster Multimedia Projector UPS	9hrs
<i>Demonstration/Lab</i>	Carry out manual procedures for updating / upgrading software and where necessary employ automatic update. Ensure suitability of updated features with relation to specifications / requirements.		
<i>Individual Practice</i>	Assign task to learners to practice: <ul style="list-style-type: none"> - Manual procedures for updating / upgrading software and where necessary automatic update. - Up gradation through CDs - Online applications Instruct them to ensure relevant precautions during the process and maintain suitability of		

	updated features with relation to specifications / requirements.		
Conclusion			
Question/ Answer session	Conduct Question/ Answers session to ensure learners' acquisition of relevant knowledge.		30mins.
Wrap Up	Reinforce important points of the lesson.		
Total time:			10hrs.

LESSON PLAN - 6

Module-1	Maintain Computer System		
Learning Unit-6	Perform un-installation of software		
Learning Outcomes After the end of the session the learner will be able to: <ul style="list-style-type: none"> • Know about necessary precautions before uninstalling software application. • Demonstrate to uninstall software application through control panel. • Demonstrate the impact on the memory space after uninstalling. 			
Methods	Key Notes	Media	Time
Introduction			
Lecture/ Presentation/	Introduction of learning unit. Motivate the learner for active participation in activity. Inform them about Learning Objectives: <ul style="list-style-type: none"> • Knowledge about uninstalling application software through control panel • Demonstrate the impact on the memory space of PC 	PC/laptop Multimedia Projector Whiteboard Marker Duster	1-hr
Main Body			
<i>Exposition/Lecture Presentation/ Demonstration</i>	Explain Learner about necessary precaution before uninstalling system software. Describe/demonstrate uninstalling system software Demonstrate the impact on the memory space after uninstalling	PC/laptop Multimedia Projector	1-hr
<i>Practice Session</i>	Ask the learner to uninstall any software application through control panel and demonstrate its impact on memory space. Guide them if any problem occur during activity		7½ hrs.
Conclusion			
Question and Answer	Ask question to ensure comprehension in learners. Explain if anything is ambiguous for students.		30-Mintues
Summery/Wrap up	Summarize the lesson by reviewing important facts and details.		
Total time:			10 hrs.

LESSON PLAN - 7

Module-1	Maintain Computer System		
Learning Unit-7	Perform Window Scan		
Learning Outcomes			
After the end of the session the learner will be able to:			
<ul style="list-style-type: none"> • Know about necessary precautions before performing window scan. • Demonstrate to scan any infected system to detect the viruses. • Demonstrate to delete all infected files without losing any active data. 			
Methods	Key Notes	Media	Time
Introduction			
<i>Lecture/ Presentation</i>	Introduction of learning unit. Motivate the learner for active participation in activity. Inform them about Learning Objectives: <ul style="list-style-type: none"> • Knowledge about types of viruses and spams • Inform about registered scanning software • Demonstrate the process of scanning windows and deleting infected files. 	PC/laptop Multimedia Projector Whiteboard Marker Duster	½-hr
Main Body			
<i>Exposition/Lecture Presentation/ Demonstration</i>	State necessary precaution before window scanning. Describe/demonstrate performing scanning and detecting virus with any registered antivirus. Demonstrate to delete infected files	PC/laptop Multimedia Projector	½-hr
<i>Practice Session</i>	Ask the learner to perform scanning, detect infected system files, and delete all infected data. Guide them if any problem occur during activity	PC CD ROM CD's USB UPS	4½ hrs.
Conclusion			
<i>Question and Answer Summery/ Wrap up</i>	Ask question to ensure comprehension in learners. Explain if anything is ambiguous for students. Summarize the lesson by reviewing important facts and details.		½-hr
Total time:			6-hrs

LESSON PLAN - 8

Module-1	Maintain Computer System		
Learning Unit-8	Format External Mass Storage		
Learning Outcomes After the end of the session the learner will be able to: <ul style="list-style-type: none"> • Know about necessary precautions before formatting any external mass storage. • Demonstrate to format external mass storage like USB. • Demonstrate the clean formatted mass storage device through various formatting options. 			
Methods	Key Notes	Media	Time
Introduction			
Lecture/ Presentation	Introduction of learning unit. Motivate the learner for active participation in activity. Inform them about Learning Objectives: <ul style="list-style-type: none"> • Knowledge about some examples of mass storage as USB, CD, Memory Card etc. • Knowledge about precautions of formatting external mass storage like back-up data, archive etc. • Demonstrate various formatting processes. 	PC/laptop Multimedia Projector Whiteboard Marker Duster	1-hr
Main Body			
<i>Exposition/ Lecture Discussion</i> <i>Presentation/ Demonstration</i>	Explain necessary precautions before formatting external mass storage e.g. back-up, data security etc. Describe/demonstrate formatting on any one mass storage device like USB, CD, memory card etc. Demonstrate formatted/clear mass storage device.	PC/laptop Multimedia Projector Whiteboard Marker duster	½-hr
<i>Practice Session / Group Activity</i>	Divide the learners into groups Ask them to choose any one mass storage device from USB, CD, memory card etc. Format it according to demonstrated process Demonstrate the clear/formatted device. Guide them if any problem occur during activity	PC CD ROM CD's USB UPS	4½ hrs.
Conclusion			
Question and Answer Summery/ Wrap up	Ask question to ensure comprehension in learners. Explain if anything is ambiguous for students. Summarize the lesson by reviewing important facts and details.		½-hr
Total time:			6- hrs.

LESSON PLAN - 9

Module-1	Maintain Computer System		
Learning Unit-9	Trouble-shoot basic software errors.		
Learning Outcomes After the end of the session the learner will be able to: <ul style="list-style-type: none"> • Select the right troubleshooting software. • Troubleshoot problems of corrupted software. • Remove the errors from the PC/computer. 			
Methods	Key Notes	Media	Time
Introduction			
<i>Lecture/ Presentation</i>	Introduction of learning unit. Motivate the learner for active participation in activity. Inform them about Learning Objectives: <ul style="list-style-type: none"> • Knowledge about trouble-shoot software like window scan, Window optimizer, Compress Disk etc. • Knowledge about general software errors including computer bug, path/track corruption, its damage etc. • Demonstrate/apply precautions for trouble shooting errors, system and structural testing etc. 	PC/laptop Multimedia Projector Whiteboard Marker Duster	½-hr
Main Body			
<i>Exposition/ Lecture Presentation/ Demonstration</i>	Explain trouble shooting software, and trouble-shooting problems of corrupted software. Describe/demonstrate removing errors encountered.	PC/laptop Multimedia Projector Whiteboard Marker duster	1-hr
<i>Practice Session</i>	Ask the learners to perform troubleshooting through troubleshoot software Guide them if any problem occur during activity	Computer system CD ROM CD's Internet facility UPS	4 hrs.
Conclusion			
Question and Answer Summery/ Wrap up	Ask question to ensure comprehension in learners. Explain if anything is ambiguous for students. Summarize the lesson by reviewing important facts and details.		½-hr
Total time:			6-hrs

LESSON PLAN - 10

Module-1	Maintain Computer System		
Learning Unit-10	Troubleshoot basic hardware faults		
Learning Outcomes After the end of the session the learner will be able to: <ul style="list-style-type: none"> • Know about basic hardware faults • Apply the precautions for troubleshooting error • Understand and demonstrate types of hardware troubleshooting • Execute the hardware troubleshooting • Ensure error free hardware 			
Methods	Key Notes	Media	Time
Introduction			
<i>Lecture/ Presentation</i>	Introduction of learning unit. Motivate the learner for active participation in activity. Inform them about Learning Objectives: <ul style="list-style-type: none"> • Knowledge about hardware faults. • Understand hardware troubleshooting • Execution of hardware troubleshooting by keeping in mind precautions. 	PC/laptop Multimedia Projector Whiteboard Marker Duster	½-hr
Main Body			
<i>Exposition Discussion Presentation/ Demonstration</i>	Explain basic hardware faults Discuss hardware troubleshooting and its precaution Describe/demonstrate Execute hardware troubleshooting and identify solution.	PC/laptop Multimedia Projector Whiteboard Marker duster	1-hr
<i>Practice Session</i>	Ask the learners to perform hardware troubleshooting. Guide them if any problem occur during activity	Computer system CD ROM CD's Internet facility UPS	4 hrs.
Conclusion			
<i>Question and Answer Summery/ Wrap up</i>	Ask question to ensure comprehension in learners. Explain if anything is ambiguous for students. Summarize the lesson by reviewing important facts and details.		½-hr
Total time:			6- hrs.

LESSON PLAN -11

Module-1	Maintain Computer System		
Learning Unit-11	Configure basic internet connectivity		
Learning Outcomes			
<ul style="list-style-type: none"> - Configure basic internet connectivity of a system. - Perform successful connectivity test. 			
Methods	Key Notes	Media	Time
Introduction			
<i>Preamble/ preliminary</i>	Introduce the learning unit Motivate learners about the topic and its importance Report learning objectives to learners: <ul style="list-style-type: none"> - Knowledge about internet - Explain types of internet connections - Learn about procedure of internet connectivity for each type 	Computer CD ROM CD's Modem Lan Card Wifi device Marker Duster Multimedia Projector	30mins.
Main Body			
<i>Exposition/Presentation</i>	<ul style="list-style-type: none"> - Give details about what is internet. - Explain variety of internet connection - Elaborate procedure of internet connectivity for each type 	Computer CD ROM CD's Modem Lan Card Wifi device Marker Duster Multimedia Projector	6hrs.
<i>Demonstration/Lab Individual Practice</i>	<ul style="list-style-type: none"> - Set up basic internet connection - Test internet connectivity Assign task to learners to configure basic internet connection and run a test to assess its success.	Computer system CD ROM CD's Modem LAN card Wi-Fi device with respective manuals	<i>Demonstration/Lab</i> <i>Individual Practice</i>

		Marker White Board Duster Internet Connectivity Multimedia Projector UPS	
Conclusion			
Question/ Answer session	Conduct Question/ Answers session to ensure learners' acquisition of relevant knowledge.		30mins.
Wrap Up	Reinforce important points of the lesson.		
Total time:			7hrs

DEMONSTRATION OF SKILL

Demonstration or modelling a skill is a powerful tool which is used in vocational training. The instructions for trainers for demonstration are as under:

1. Read the Procedure mentioned in the Learner Guide for the relevant Learning Unit before demonstration.
2. Arrange all tools, equipment and consumable material which are required for demonstration of a skill.
3. Practice the skill before demonstration to learners, if possible.
4. Introduce the skill to learners clearly at the commencement of demonstration.
5. Explain how the skill relates with the skill(s) already acquired and describe the expected results or show the objects to learners.
6. Carry out demonstration in a way that it can be seen by all learners.
7. Perform each step slowly and read out each step of the Performance Guide loudly so that all learners can hear and understand.
8. Identify critical or complex steps, or steps that involve safety precautions to be followed.
9. Explain theoretical knowledge where applicable and ask questions to learners to test their understanding.
10. Repeat critical steps in demonstration, if required.
11. Summarize the demonstration by asking questions to learners.

OVERVIEW OF PROGRAMME

Course: Computer Operator

Course Overview:

The overall objective of this program is to produce employable computer operators who can provide computer operating services in nearly any industry or organization, which involves computer in its operations. The graduates of this program will also be able to be entrepreneurs. However, this will require providing additional input on entrepreneurship development for the one who is willing to start his/her own business. (Not included in the curriculum).

Module	Learning Unit	Duration
1: Maintain Computer System	LU-1 Install operating system LU-2 Configure peripheral devices LU-3 Install peripheral devices LU-4 Install software application LU-5 Update/upgrade software application LU-6 Uninstall software application LU-7 Perform windows scan LU-8 Format external mass storage LU-9 Troubleshoot basic software errors LU-10 Troubleshoot basic hardware faults LU-11 Configure basic internet connectivity	112 Hours
2: Prepare Word Documents	LU-1 Type document LU-2 Set up page in a word document LU-3 Edit word document LU-4 Format word document LU-5 Save word document LU-6 Insert in a word document LU-7 Import document LU-8 Protect document LU-9 Insert table in a word document	

	<p>LU-10 Hyperlink data in a word document</p> <p>LU-11 Perform mail merge in a word document</p> <p>LU-12 Insert header/footer in a word document</p> <p>LU-13 Insert section break in a word document</p> <p>LU-14 Set style in word document</p> <p>LU-15 Insert table of contents in word document</p>	
3: Prepare Spreadsheets	<p>LU-1 Create workbook</p> <p>LU-2 Insert sheet</p> <p>LU-3 Apply basic formulae / functions</p> <p>LU-4 Create charts/graphs</p> <p>LU-5 Filter data</p> <p>LU-6 Format cell</p> <p>LU-7 Edit worksheet</p> <p>LU-8 Insert page break</p> <p>LU-9 Split cells</p> <p>LU-10 Merge cells</p>	142 hours
4: Prepare Presentation	<p>LU-1 Prepare Master slide</p> <p>LU-2 Insert Slide</p> <p>LU-3 Design Slide</p> <p>LU-4 Apply Animation</p> <p>LU-5 Apply sound effect</p> <p>LU-6 Format Slide</p>	88 hours
5: Prepare In-page documents	<p>LU-1 Set keyboard preferences</p> <p>LU-2 Layout Page</p> <p>LU-3 Toggle between Languages</p>	40 hours

	LU-4 Insert Columns	
6: Manage e-mail/internet	LU-1 Configure Email Accounts LU-2 Sort out Emails LU-3 Manage Address Book LU-4 Archive email Data LU-5 Perform Browsing LU-6 Download Data LU-7 Send/Receive Email	45 hours
7: Manage Information System	LU-1 Perform Data Entry LU-2 Manage File/folder LU-3 Perform Scanning LU-4 Maintain Office Record LU-5 Perform Printing LU-6 Search Files/Folders LU-7 Convert Files	50 hours
8: Identify and peruse new business opportunities in the field of Computer (ICT)	LU-1 Identify business opportunities in the field of Computer (ICT). LU-2 Develop structure of the new Computer Business LU-3 Communicate new computer business to the customers LU-4 Negotiate arrangements for the new computer business	80 hours

TRAINER GUIDELINES

Module 01: Maintain Computer System

Learning Unit	Suggested Teaching/ Learning Activities	Delivery Context	Media
<p>LU1: Install operating system</p>	<p>Give illustrative talk on the following learning element:</p> <ul style="list-style-type: none"> • Basic parts of computer i.e. hardware and software. • Different operating system and differentiate one from other. • Explain necessary precautions like securing data, RAM size, size of Operating Windows, compatibility etc. <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	<p style="text-align: center;">Class Room</p>	<p style="text-align: center;">Learner's Guide</p>
<p>LU2: Configure peripheral devices</p>	<p>Give illustrative talk on the following learning element:</p> <ul style="list-style-type: none"> • Input and output peripheral devices: keyboard, mouse, printer, USB camera etc. • Operation and application of commonly used peripheral devices and communication ports like eStata, S- Video, Display Port etc. • Exemplify use of commonly used peripheral devices and communication ports, and different tasks executed with help of these devices and ports. <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	<p style="text-align: center;">Class Room</p>	<p style="text-align: center;">Learner's Guide</p>
<p>LU3: Install peripheral devices</p>	<p>Give illustrative talk on the following learning element:</p> <ul style="list-style-type: none"> • Explain why it is necessary to be cautious and follow instruction manual while installing most commonly used peripheral devices • Elucidate cautions as per instruction manual to install most commonly used peripheral devices per instruction manual <p>Demonstrate the steps for installation of</p>	<p style="text-align: center;">Class Room/ Computer Lab</p>	<p style="text-align: center;">Learner's Guide</p>

	<p>various peripheral devices.</p> <p>Demonstrate the installation of most commonly used peripheral devices such as CD ROM, USB, Printer, Scanner, Key Board, Mouse, Web CAM etc.</p> <p>Demonstrate the procedure of testing the newly installed peripheral device for example test print, use of mouse, Key Board etc.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>		
<p>LU4: Install software applications</p>	<p>Give illustrative talk on the following learning element:</p> <ul style="list-style-type: none"> • Types of software. • Precautionary measures and their significance. • Function of various software applications. <p>Demonstrate the procedure to install a software application as per instructional manual while applying the relevant precautions.</p> <p>Demonstrate the process of registering the software with the help of key.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	<p>Class Room/ Computer Lab</p>	<p>Learner's Guide</p>
<p>LU5: Update/upgrade software application</p>	<p>Give illustrative talk on the following learning element:</p> <ul style="list-style-type: none"> • Different versions of software applications • Application of relevant precautions while updating/upgrading software like legal, not a spam etc. • Online applications • Show case up gradation of software through CDs • Ensure suitability of updated features with relation to specifications / requirements. <p>Demonstrate procedure for updating / upgrading software and where necessary employ automatic update.</p> <p>Ask learners to practice in small groups.</p>	<p>Class Room/ Computer Lab</p>	<p>Learner's Guide</p>

	<p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>		
<p>LU6: Perform un- installation of software</p>	<p>Give illustrative talk on the following learning element:</p> <ul style="list-style-type: none"> • Necessary precaution before uninstalling system software. • Impact on the memory space after uninstalling <p>Demonstrate the procedure to uninstall system software</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	<p>Class Room/ Computer Lab</p>	<p>Learner's Guide</p>
<p>LU7:Perform windows scan</p>	<p>Give illustrative talk on the following learning element:</p> <ul style="list-style-type: none"> • Necessary precaution before window scanning. <p>Demonstrate procedure for scanning and detecting virus with any registered antivirus.</p> <p>Demonstrate procedure to delete infected files</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	<p>Class Room/ Computer Lab</p>	<p>Learner's Guide</p>
<p>LU8: Format External Mass Storage</p>	<p>Give illustrative talk on the following learning element:</p> <ul style="list-style-type: none"> • Necessary precautions before formatting external mass storage e.g. back-up, data security etc. <p>Demonstrate formatting on any one mass storage device like USB, CD, memory card etc.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	<p>Class Room/ Computer Lab</p>	<p>Learner's Guide</p>
<p>LU9: Trouble shoot basic software errors</p>	<p>Demonstrate the procedure of troubleshooting software like window scan, Window optimizer, compress disk etc.</p> <p>Explain that general software errors include computer Bug, path /track corruption and its damages etc.</p> <p>Demonstrate the procedure of applying the precautions for trouble shooting errors and system testing, structural</p>	<p>Class Room/ Computer Lab</p>	<p>Learner's Guide</p>

	<p>testing, how to use windows help etc.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>		
<p>LU10: Troubleshoot basic hardware faults</p>	<p>Give illustrative talk on the following learning element:</p> <ul style="list-style-type: none"> • Basic hardware faults • Types of hardware troubleshooting • Precautions for trouble shooting errors. • Identify solution of hardware errors. <p>Demonstrate the procedure to execute hardware troubleshooting and identify solution.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	<p>Class Room/ Computer Lab</p>	<p>Learner's Guide</p>
<p>LU11: Configure basic internet connectivity</p>	<p>Explain internet</p> <p>Explain types of internet connections.</p> <p>Demonstrate procedure of internet connectivity for each type.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	<p>Class Room/ Computer Lab</p>	<p>Learner's Guide</p>

Module 02: Prepare Word Documents

Module	Suggested Teaching/ Learning Activities	Delivery Context	Media
LU-1 Type document	<p>Demonstrate procedure to use Shift and Ctrl keys,</p> <p>Demonstrate procedure to use Delete and back space keys,</p> <p>Demonstrate procedure to use Space bar key,</p> <p>Demonstrate procedure to use Enter, etc.</p> <p>Demonstrate procedure to use numeric pad on the key board</p> <p>Demonstrate procedure to use left, right, up, down arrow keys on the key board.</p> <p>Demonstrate procedure of typing using keyboard and mouse of computer etc.</p> <p>Demonstrate systematic way of typing. Typing lesson from any of the typing tutor programs.</p> <p>Demonstrate use of about at least 3 types of typing tutor programs like free typing tutor, typing web, rapid typing etc.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Computer Lab	Learner's Guide
LU-2 Set up page in a word document	<p>Demonstrate the components of page set up through toolbar dialog box.</p> <p>Demonstrate procedure of suitable orientation of the page like landscape of portrait etc.</p> <p>Demonstrate procedure of applying page margins like Top, bottom, left and right etc.</p> <p>Demonstrate procedure of using paper sizes like Letter, legal, executive, A5, A4 etc.</p> <p>Demonstrate procedure to perform switching between Landscape and portrait layouts etc.</p> <p>Demonstrate procedure to insert columns like one, two, three or left and right etc.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Computer Lab	Learner's Guide
LU-3 Edit word document	<p>Demonstrate procedure to perform save as function</p> <p>Demonstrate procedure to perform different features of editing through "Edit" toolbars and dialogue box</p>	Class Room/Computer Lab	Learner's Guide

	<p>Demonstrate procedure to perform track changes command along with balloon, show mark-up, accept, reject and comments commands etc.</p> <p>Explain different editing options available in the toolbars of the Word file like, word count, set language, treasure, spell check, reviewing pane etc.</p> <p>Demonstrate procedure to perform editing like insert delete text in the file, change name etc.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>		
LU-4 Format word document	<p>Demonstrate different features of formatting the word file through toolbar and dialog box.</p> <p>Demonstrate procedure to justify, font selection, use font size, insert, delete text and page layout etc.</p> <p>Demonstrate features of paragraph dialogue box and fonts etc like size, colour, bold, italic, Justify and styles etc.</p> <p>Demonstrate procedure to add page numbers to the word document.</p> <p>Demonstrate procedure to separate headings in the text.</p> <p>Demonstrate procedure to use appropriate style of different fonts.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Computer Lab	Learner's Guide
LU-5 Save word document	<p>Demonstrate procedure of saving a word file like "ctrl S" on key board and file menu on menu bar etc.</p> <p>Demonstrate procedure to save a word file with different names</p> <p>Demonstrate procedure to save word file at different locations.</p> <p>Explain storage device</p> <p>Explain memory and capacity functions.</p> <p>Demonstrate difference between "Save" and "Save as" by changing some location, name and paths etc.</p> <p>Ask learners to practice in small groups.</p>	Class Room/Computer Lab	Learner's Guide

	<p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>		
LU-6 Insert in a word document	<p>Demonstrate procedure of inserting different types of objects (picture, clip art, shapes, smart Art and chart etc.) in a word file.</p> <p>Demonstrate procedure of inserting object (Illustrations) in a word document</p> <p>Demonstrate other insert commands like insert table, cover page, table of contents, header footer etc.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Computer Lab	Learner's Guide
LU-7 Import document	<p>Demonstrate the procedure of importing various kinds of material like slide, data, table, text into a word document.</p> <p>Explain online availability of material</p> <p>Demonstrate procedure to import contents materials into a document file.</p> <p>Demonstrate procedure to use reference to assign various imported material.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-8 Protect document	<p>Demonstrate the procedure to protect a word document as to limit its formatting for a style.</p> <p>Demonstrate the procedure to apply protection to a word document for restricting its editing to a particular style only.</p> <p>Demonstrate the procedure to save a word document by assigning a particular password in order to restrict its accessibility to others.</p> <p>Demonstrate the procedure to open a protected word document with the help of a valid password at any stage of time.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Computer Lab	Learner's Guide
LU-9 Insert table in a word document	<p>Demonstrate the procedure of inserting table in the word file.</p> <p>Explain various uses of tables in the word file.</p> <p>Demonstrate the procedure to use toolbar and</p>	Class Room/Computer Lab	Learner's Guide

	<p>dialogue box for insert table.</p> <p>Demonstrate the procedure to insert a table with five rows and six columns and headings with shaded area and bold and all entries in a center text with some etc.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>		
LU-10 Hyperlink data in a word document	<p>Demonstrate the procedure of data hyperlink in a word file on a appropriate location.</p> <p>Demonstrate the procedure to open and close the same data when required.</p> <p>Explain the use and purpose of inserting bookmark, cross reference and hyperlink in a word file.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-11 Perform mail merge in a word document	<p>Explain the purpose of mail merge.</p> <p>Demonstrate the procedure of mail merge function with the help of given/available data.</p> <p>Demonstrate the procedure of mail merge to create same from letters in word format and design mail labels and address book etc.</p> <p>Explain attributes of mail merge box</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-12 Insert header/footer in a word document	<p>Explain the purpose of using Header and Footer in the word file.</p> <p>Demonstrate the process of inserting Header and Footer in the word file.</p> <p>Explain the difference between header and footer and their options available as a ready format in the toolbar of a Microsoft word.</p> <p>Demonstrate the procedure of inserting date and page numbers etc. in the footer</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide

<p>LU-13 Insert section break in a word document</p>	<p>Explain the purpose of inserting section break in a word document.</p> <p>Demonstrate the procedure of inserting section break in a word document.</p> <p>Explain difference between section break and page break and their purpose and utility.</p> <p>Demonstrate different attributes of Breaks menu in a word file.</p> <p>Demonstrate the procedure to Insert a Section Break at a given location of a word document.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	<p>Class Room/Computer Lab</p>	<p>Learner's Guide</p>
<p>LU-14 Set style in word document</p>	<p>Demonstrate the procedure of set style with the help of Multimedia projector.</p> <p>Explain the purpose of setting styles in a word document and its various utilities.</p> <p>Demonstrate the procedure to set the same style in the given word document file available at PC.</p> <p>Demonstrate the procedure to assess the quality of performance.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	<p>Class Room/Computer Lab</p>	<p>Learner's Guide</p>
<p>LU-15 Insert table of contents in word document</p>	<p>Demonstrate the process of inserting a table of contents in the word file.</p> <p>Demonstrate procedure of using different heading options in the toolbars for inserting Table of content.</p> <p>Explain purpose and uses of inserting table of contents in a word file.</p> <p>Demonstrate various features of Table of content menu in a word file.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	<p>Class Room/Computer Lab</p>	<p>Learner's Guide</p>

Module 03: Prepare Spreadsheets

Module	Suggested Teaching/ Learning Activities	Delivery Context	Media
LU-1 Create workbook	<p>Explain excel spreadsheet application software.</p> <p>Demonstrate the procedure to create a workbook on spreadsheet applications in the Excel software.</p> <p>Demonstrate the procedure to create workbook using spreadsheet.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-2 Insert sheet	<p>Demonstrate procedure how to insert sheet in the Excel file.</p> <p>Demonstrate procedure to insert Sheet in the Excel file, as per given instructions.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-3 Apply basic formulae / functions	<p>Demonstrate basics of creating a formula / function in the spreadsheet in the latest versions of Excel.</p> <p>Demonstrate procedure to create and use formulas, including a step by step example of a basic Excel formula. Such as</p> <ul style="list-style-type: none"> • How to enter a formula • Make it easy to change your spreadsheet • Automatic updating • Adding to formulas • Entering the Data • Add the Equal (=) Sign • Add Cell References Using Pointing <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Computer Lab	Learner's Guide
LU-4 Create charts/graphs	<p>Explain charts/graphs and their use in the excel sheets with examples</p> <p>Demonstrate procedure to create different kinds of charts like, charts, graphs pie chart, bar chart, gant chart, line graph, scattered chart, area chart etc.</p>	Class Room/Computer Lab	Learner's Guide

	<p>Demonstrate procedure to set a default chart in the file.</p> <p>Demonstrate procedure to assign a suitable name to the chart</p> <p>Demonstrate procedure to add values and labels in the chart</p> <p>Demonstrate procedure to convert a chart into another form</p> <p>Demonstrate the procedure of creating different charts/graphs</p> <p>Demonstrate procedure to select type of chart, colour of chart area and present the same with labels and values etc.</p> <p>Demonstrate procedure to edit the different components of charts areas</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>		
LU-5 Filter data	<p>Demonstrate the procedure of filtering data by making some different fields and preferences on the same sheet as well as on some other sheets.</p> <p>Explain difference between filter and sort of data from different aspects.</p> <p>Demonstrate the procedure of data sorting from A-Z and also from Z-A.</p> <p>Demonstrate the procedure of some basic functions on the filter and some advance options like skipping the lower values or date wise etc.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-6 Format cell	<p>Explain the features of Format Cell available in the toolbar and the dialog box.</p> <p>Demonstrate the procedure to format different cells in different manners.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-7 Edit worksheet	<p>Demonstrate the procedure to edit worksheet with different requirements like size of cells, colours, shades and lines etc.</p>	Class Room/Computer Lab	Learner's Guide

	<p>Explain the precautions to be taken while editing a spreadsheet worksheet also some basic functions like Wrap Text, font boarder, fill protection etc.</p> <p>Demonstrate the procedure of editing worksheet.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>		
LU-8 Insert page break	<p>Demonstrate the procedure of inserting page break in an excel file according to the given design</p> <p>Demonstrate the procedure of inserting page break in a excel file according to the given design.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-9 Split cells	<p>Demonstrate the procedure to split cells in the worksheet</p> <p>Demonstrate the procedure to split cells by demonstrating various steps in an excel sheet.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-10 Merge cells	<p>Demonstrate the procedure for splitting cells in the excel file.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide

Module 04: Prepare Presentation

Module	Suggested Teaching/ Learning Activities	Delivery Context	Media
LU-1 Prepare Master slide	<p>Explain the interface of presentation software</p> <p>Demonstrate the procedure of using Master Slide as per options available in the software of Power Point.</p> <p>Explain the significance of preparing master slide before preparing a presentation.</p> <p>Demonstrate the procedure of preparing master slide including slide orientation and layout of the master slide.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-2 Insert Slide	<p>Demonstrate the procedure to insert slide in the power Point presentation.</p> <p>Demonstrate the procedure of inserting different types of slides like new slide, duplicate slide or any other slide with a different look and theme.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Computer Lab	Learner's Guide
LU-3 Design Slide	<p>Explain design slide</p> <p>Demonstrate the procedure to design a slide in the power point</p> <p>Demonstrate the procedure to change the design and colour, fonts, effects and background etc.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-4 Apply Animation	<p>Explain the concept of adding animation in the power Point slide show.</p> <p>Demonstrate the basic techniques of animation like wipe down, wipe up, Wedge, Shape diamond, Wheel clockwise etc.</p> <p>Demonstrate the features/attributes of animation pane available in the power Point software.</p> <p>Demonstrate the procedure to apply animation</p>	Class Room/Computer Lab	Learner's Guide

	<p>to a single slide and to various slides</p> <p>Explain the difference between animation and transition of a slide and setting a transition time (Fast, Medium or Slow) for a slide or setting it on a single click, or mouse click etc.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>		
LU-5 Apply sound effect	<p>Explain sound effect.</p> <p>Demonstrate the uses of sound effect</p> <p>Demonstrate the procedure to apply sound effect e.g. Camera, Bomb, arrow, applause, drum roll etc.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-6 Format Slide	<p>Demonstrate the procedure to format slide</p> <p>Demonstrate the procedure to format slide</p> <p>Demonstrate the procedure to format the slide in different ways</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Computer Lab	Learner's Guide

Module 05: Prepare In-page documents

Module	Suggested Teaching/ Learning Activities	Delivery Context	Media
LU-1 Set keyboard preferences	<p>Explain keyboard preferences</p> <p>Demonstrate procedure of step wise setting of keyboard preferences on the PC with In-Page interface.</p> <p>Demonstrate key position of any keyboard preferences by switching the language from English to Urdu, as per user requirement</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-2 Layout Page	<p>Explain different page sizes in the In-Page file.</p> <p>Demonstrate procedure of elaborating page margins in the in page format</p> <p>Demonstrate procedure of exhibit to add page numbering in the file</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-3 Toggle between Languages	<p>Explain supportive languages in In-page such as Urdu, Arabic or Persian etc.</p> <p>Demonstrate the procedure of performing toggle between different languages</p> <p>Explain procedure of toggling between languages</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-4 Insert Columns	<p>Explain the importance of columns in In-page and performing them manually.</p> <p>Demonstrate the procedure of supporting options for inserting columns.</p> <p>Demonstrate the steps of inserting columns</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide

Module 06: Manage e-mail/internet

Module	Suggested Teaching/ Learning Activities	Delivery Context	Media
LU-1 Configure Email Accounts	<p>Explain Email</p> <p>Demonstrate the steps for Email configuration</p> <p>Demonstrate the procedure of identifying Errors while Email configuration</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-2 Sort out Emails	<p>Demonstrate the procedure of sorting out of emails on the PC.</p> <p>Demonstrate procedure of sorting out emails in the outlook and its benefits</p> <p>Demonstrate procedure of successfully sorting out of emails as per instructions.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-3 Manage Address Book	<p>Explain address book</p> <p>Demonstrate the method of managing the address book by adding some contacts, removing contacts, importing, exporting sorting and updating etc.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-4 Archive email Data	<p>Demonstrate procedure of archiving Email data</p> <p>Demonstrate practically the procedure of archiving emails, as per requirements</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-5 Perform Browsing	<p>Explain Browsing</p> <p>Demonstrate the procedure of browsing as per given instructions</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p>	Class Room/Computer Lab	Learner's Guide

	Arrange Question/Answer Session.		
LU-6 Download Data	<p>Give illustrative talk on the following learning element:</p> <ul style="list-style-type: none"> • Downloading • Take precautions to be taken to download data <p>Demonstrate the procedure of downloading data</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-7 Send/Receive Email	<p>Demonstrate the procedure to send an email.</p> <p>Demonstrate the procedure to receive an Email.</p> <p>Explain precautions to be taken for sending/receiving Emails</p> <p>Demonstrate the procedure to perform the components to send/Receive Emails</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide

Module 07: Manage Information System

Module	Suggested Teaching/ Learning Activities	Delivery Context	Media
LU-1 Perform Data Entry	<p>Demonstrate procedures of data entry.</p> <p>Explain types of data.</p> <p>Demonstrate the techniques to enter the data efficiently.</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-2 Manage File/folder	<p>Explain the difference between files/folders</p> <p>Explain types of files</p> <p>Explain storage devices</p> <p>Demonstrate procedure of managing data on Hard disk</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-3 Perform Scanning	<p>Explain the procedure of scanning</p> <p>Explain pre-requisites for scanning</p> <p>Demonstrate step by step procedure of scanning a computer</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-4 Maintain Office Record	<p>Explain the importance of indexing</p> <p>Demonstrate procedure of identifying steps for maintain the office record</p> <p>Demonstrate procedure of performing indexing</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-5 Perform Printing	<p>Demonstrate the steps of printing</p> <p>Demonstrate procedure of performing printing options</p> <p>Explain essential requirements before printing</p> <p>Explain types of printers</p>	Class Room/Computer Lab	Learner's Guide

	<p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>		
LU-6 Search Files/Folders	<p>Explain types of files</p> <p>Demonstrate procedure of enlisting wild cards</p> <p>Demonstrate procedure of search</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-7 Convert Files	<p>Demonstrate the procedure of identifying file conversion software</p> <p>Demonstrate the procedure of files conversion</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide

Module 08: Identify and peruse new business opportunities in the field of Computer (ICT)

Module	Suggested Teaching/ Learning Activities	Delivery Context	Media
LU-1 Identify business opportunities in the field of Computer (ICT).	<p>Give illustrative talk on the following learning element:</p> <ul style="list-style-type: none"> • Look for, and recognise, business opportunities in the Computer sector • Create Computer business opportunities where they do not obviously exist • Quickly identify potential Computer business developments and how they will affect the new business • Identify the additional benefits of potential Computer business opportunities <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room	Learner's Guide
LU-2 Develop structure of the new Computer Business	<p>Give illustrative talk on the following learning element:</p> <ul style="list-style-type: none"> • Check what laws and other regulations will affect the new Computer business • Work out what money needed to start the new Computer business and keep it running • Identify own contribution to running the new Computer business • Determine the staff needed for the new Computer business • Decide how to use quality standards in the new Computer business • Decide on the new Computer business's policy for looking after customers • Investigate suitable premises for the new Computer business • Decide how you will get equipment, tools and materials • Identifying other sources of support <p>Demonstrate the procedure of Sourcing suppliers for the new Computer business</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/Computer Lab	Learner's Guide
LU-3 Communicate new computer business to the	<p>Give illustrative talk on the following learning element:</p>	Class Room/Computer Lab	Learner's Guide

customers	<ul style="list-style-type: none"> • Know the competition from other Computer businesses and be able to explain to customers the advantages of own offer • Check that the marketing strategy is based on an accurate understanding of potential customer's needs and preferences • Remind customers regularly of the benefits of dealing with the new business, including in person, by e-mail, through advertising or promotional campaigns • Improve the experience new customers have when dealing with the new business, including maintaining contact with them, tailoring products or services to meet their specific needs, offering discounts for customer loyalty. <p>Demonstrate the procedure of employing methods of marketing</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>		
LU-4 Negotiate arrangements for the new computer business	<p>Give illustrative talk on the following learning element:</p> <ul style="list-style-type: none"> • Clearly explain the features of the arrangements that need to be made and the benefits to the other person or organization • Think whether there is anything to negotiate on other than price • Behave ethically throughout negotiations <p>Demonstrate the procedure of negotiating arrangements calmly and effectively</p> <p>Demonstrate the procedure of signing off arrangements so they are clear to all parties</p> <p>Demonstrate the procedure of recording the outcome of the deal so it is clear to all parties and legally sound, including contractual arrangements, communicating the agreement by e-mail or fax</p> <p>Ask learners to practice in small groups.</p> <p>Summarize the lecture.</p> <p>Arrange Question/Answer Session.</p>	Class Room/ Computer Lab	Learner's Guide

