

Unit ID: 2332

Domain **INFORMATION AND COMMUNICATION
TECHNOLOGY- FOUNDATION**
Title: **Use basic internet and email applications**
Level: 2

Credits: 4

Purpose

This unit standard is intended for those who use basic internet and email applications. People credited with this unit standard are able to demonstrate an understanding of the internet, establish internet connection, use browser and search engine, download and upload information on the internet, use links, use favourites / bookmarks, apply basic security features, use e-mail applications to send and receive messages and use address book application.

This unit standard is intended for those who work in the information and communication technology environment.

Special Notes

1. Entry information:

Prerequisite:

- None.

2. This unit standard is to be delivered and assessed in the context of information and communication technology

3. Assessment evidence may be collected from a real or a simulated workplace in which ICT operations are carried out.

4. Glossary of terms

- *Bookmarks* – are links to website that makes it easy to get back to your favourite places.
- *Web browser* – Is special software needed to surf the web and read web pages by merely pointing and clicking at pages and links on the web.
- *Search engine* – is a website that explores the web to find matches for keywords entered by the user.
- *Internet* – is a wide area network of computers that allows people worldwide to share information and to communicate electronically.
- *Email* – is a method of sending text and graphics from one computer to another through a telephone line or wireless connection.
- *Link* – is a method of moving from one web page to another.
- *Favourite* – You save it in a sort of filling system from where you can retrieve it whenever needed.

- *Searching* – information on literally any subject can be found on the internet.
5. Performance of all elements in this unit standard must comply with industry standards
 6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act 2007(Act no 11,2007)
 - Regulations relating to the health and Safety of employees at work under Schedule 1 (2) of the Labour Act No.11 of 2007 and all subsequent amendments
 - Workplace specific policies and regulations.

Quality Assurance Requirements

This unit standard and others within this sub-field may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority on www.namqa.org and the Namibia Training Authority on www.nta.com.na

Elements and Performance Criteria

Element 1: Demonstrate an understanding of the Internet

Range

Internet terminologies and protocols may include but are not limited to URL, HTTP, HTTPS,

Performance Criteria

- 1.1 Internet terminologies and protocols are explained.
- 1.2 Evolution of Internet is discussed.

Element 2: Establish Internet connection

Range

Internet connections may include but are not limited to 3G, 4G, ADSL, WiMax, leased lines and VSAT.

Performance Criteria

- 2.1 Internet connections is explained
- 2.2 Different types of browsers are identified.

- 2.3 Internet is connected according to instruction.
- 2.4 Web browser is launched.
- 2.5 Specific web address is entered according to instructions.
- 2.6 Web browser is exited.

Element 3: Use browser and search engine

Performance Criteria

- 3.1 Search engine is explained
- 3.2 Search engine is launched.
- 3.3 Search criteria is composed and entered according to instructions.
- 3.4 Information is selected and evaluated according to instructions.

Element 4: Download and upload information on the internet

Range

Downloading and uploading information on the internet may include but is not limited to using downloading managers and google driver.

Performance Criteria

- 4.1 Selected information is downloaded to specific destination according to requirements.
- 4.2 Selected information is uploaded according to requirements.

Element 5: Use links

Range

Links may include but are not limited to backups / restore or transfers collections produced in Internet explorer.

Performance Criteria

- 5.1 Links are identified and explained.
- 5.2 Windows/file explorer is opened.
- 5.3 Required websites are accessed.

Element 6: Use favourites/bookmarks

Performance Criteria

- 6.1 Favourites/bookmarks are identified and explained.
- 6.2 Favourites folder is accessed according to instructions.
- 6.3 Required websites are accessed.
- 6.4 Web site links are added to favourites/bookmarks.
- 6.5 Favourite/bookmark links are removed or edited according to instruction.

Element 7: Apply basic security features

Range

Security threats may include but are not limited to Viruses, spam and worms.

Security features include firewalls, anti-spy and anti-virus programmes.

Performance Criteria

- 7.1 Security threats are discussed.
- 7.2 Security features are explained.
- 7.3 Security features status are checked.
- 7.4 Devices/Files are scanned.
- 7.5 Security features are updated.
- 7.6 Security features are activated and deactivated.

Element 8: Use e-mail applications to send and receive messages

Range

When sending new emails, the message header / subject line of the new email must allow the email to be easily identified in terms of its purpose and content, single and multiple addressees, CC, BCC.

Performance Criteria

- 8.1 E-mail application is explained.
- 8.2 E-mail application is opened according to instructions.
- 8.3 E-mail account is created.

- 8.4 E-mail is send and received.
- 8.5 E-mail message with attachment is sent and received.
- 8.6 Troubleshooting procedures with sending and receiving emails are performed.

Element 9: Use address book application

Range

Address books may include but are limited to managing your current address book, personal organizer, or business card collection device.

Address book allows you to enter all sorts of information about a person, including his/her email, address phone numbers, addresses, websites, chat names, names of important people in his/her life.

Performance Criteria

- 9.1 Address books are identified, explained and opened.
- 9.2 New contact is added.
- 9.3 Existing contact is edited, deleted, grouped and moved to folders.
- 9.4 Address books are used to send emails, make calls, and send Short Message Service (SMS) or Multimedia Messaging Service (MMS) to a single or multiple groups according to task requirements.

Registration Data

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| Subfield: | Information and Communication Technology |
| Date first registered: | 30 July 2020 |
| Date this version registered: | 30 July 2020 |
| Anticipated review: | 2025 |
| Body responsible for review: | Namibia Training Authority |