

# IT Skills

**These courses cover a huge range of things you can do on your computer. You could develop the basic skills, master word processing and spreadsheet software that might help you at work or learn how to edit your photos or music collection at home.**



# Introduction to IT

### Chat

Internet chat is a system for sending public and private messages to other users instantly. Your message appears on another person's screen as soon as you have typed it. This byte will help you get the best out of chatting online.

Level: *Beginner*

Time to complete: 20 Minutes

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### E-Mail

Electronic mail, or e-mail, is a fast, efficient way of communicating both internally and externally with all sorts of people from colleagues to prospective clients. In this byte, you will learn the advantages and disadvantages of using e-mail and therefore when e-mail is the most appropriate communication tool for certain situations.

Level: *Beginner*

Time to complete: 20 Minutes

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### E-mail Etiquette: Writing Effective E-mail Messages

This course teaches students how to write effective e-mail messages. The program covers the differences between writing online and traditional paper-based writing, how to achieve your e-mail message objectives, the importance of using correct punctuation, how to construct effective sentences and paragraphs, and how to edit your e-mail messages. The program also focuses on the importance of using specific words to avoid vagueness and using active voice rather than passive.

Level: *Beginner*

Time to complete: 20 Minutes

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### Introduction to Computers – Basic IT

This byte will introduce you to the parts of the computer (hardware and software), basic word processing and file management.

Level: *Beginner*

Time to complete: 20 Minutes

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### Introduction to PCs and Application Software

To provide you with a broad introduction to the personal computer, its functions and uses and its associated software applications.

Level: *Beginner*

Time to complete: 6-8 Hours

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### Introduction to the Internet and World Wide Web

This course teaches the basic skills of using the Internet and World Wide Web.

Level: *Beginner*

Time to complete: 6-8 Hours

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### Netiquette

Netiquette is the set of rules and guidelines to be followed in using and communicating through the Internet, e-mail and Chat facilities. Netiquette comes from the word "net" (Internet) and etiquette (manners) and therefore encourages good manners when using the Internet.

Level: *Beginner*

Time to complete: 20 Minutes

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### Newsgroups

Newsgroups are public discussion forums on the Internet for people with shared interests. Many of the newsgroups have worldwide distribution and their users post messages or articles for all to respond to. When you send a message to a newsgroup or a mailing list you are sending your words into a large and open forum. This byte assists you in understanding different types of newsgroups and where these can be found.

Level: *Beginner*

Time to complete: 20 Minutes

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### Searching the Internet

The World Wide Web is an invaluable source of up-to-date information on all sorts of topics. But at almost 2 billion individual web pages and growing by the minute, it can be a bit overwhelming trying to find what you're looking for. This byte will provide an introduction to effective web searching techniques and includes links to further useful websites, e.g. the most-used internet search engine, Google.

Level: *Beginner*

Time to complete: 20 Minutes

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### Typing Tutor – KAZ

KAZ Keyboard A-Z combines word association with natural dexterity to create a teaching method, which centres on 5 clever phrases. This method is effective by the way the fingering is covered across the keyboard and the symmetry of keystrokes and can help retrain the two finger typist and teaches the complete novice to type in just 90 minutes. Very quickly, after completing the first phrase, the user gets a real buzz from the achievement and is motivated to succeed. All the method sections offer encouragement and byte sized instruction – enabling the user not only to work at their own pace but to assimilate information and gain speed and accuracy without being aware of the fact.

Level: *Beginner*

Time to complete: 90 Minutes

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### Use of Internet in Different Environments

The five services of the Internet, namely e-mail, the WWW, newsgroups, FTP and chat can benefit you on a personal, professional and educational basis and you will learn a little about these here.

Level: *Beginner*

Time to complete: 30 Minutes

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### What is the Internet?

This unit will give you a general introduction to the Internet and help you to gain the maximum benefit from using it. You will learn about and use a range of Internet services. You'll find out how to search effectively for information on the web and understand how the Internet is used in various environments.

Level: *Beginner*

Time to complete: 20 Minutes

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### World Wide Web

An introduction to the World Wide Web, a service on the Internet. Here you can learn about viewing pages, setting your own home page and searching for information.

Level: *Beginner*

Time to complete: 20 Minutes

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# Introduction to IT

### **Welcome to Computers**

Introductory course to help guide you through the basics of using a computer – how the mouse works, using the scroll bar to move around the screen, and opening and closing files. This course is intended to show you how to do a few of the most common tasks by watching short animated clips, and gives you the chance to try some of the activities for yourself. It is recommended as a taster for anyone who would like to try the Welcome to the Internet course but who has not used a computer before.

*Level: Beginner*

Time to complete: 15 Minutes

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### **Welcome to the Internet**

Introduces you to the Internet and how to get the most out of it. The course explains the buttons used to move around on the Internet, how to search for websites and information you are interested in, and explains some of the things that can go wrong when using the Internet and what to do about them.

*Level: Beginner*

Time to complete: 2 Hours

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### Microsoft Applications

#### Microsoft Access 2000 – Expert User

This course will teach you the advanced features of Microsoft Access 2000.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft Access 2000 – Fundamentals

This course will teach you the fundamental capabilities of Microsoft Access 2000.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Access 2000 – Proficient User

This course will teach you the intermediate skills of Microsoft Access 2000.

Level: *Intermediate*

Time to complete: 6-8 Hours

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#### Microsoft Access 2002 – Expert User

Provides participants with the knowledge to use the advanced features of Microsoft Access 2000. At the completion of this course, students will learn how to create and refine queries; create, modify and enhance the forms in the Design view; create, modify and enhance reports; and secure and enhance the performance of an Access 2002 database.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft Access 2002 – Fundamentals

This course is intended for end users who are looking to use the fundamental capabilities of Microsoft Access 2002. Participants will learn to identify the basic features of Access 2002; create and maintain tables; and work with Access 2002 data.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Access 2002 – Proficient User

This course is intended for end users that are looking to use the intermediate skills of Microsoft Access 2002. At the completion of this course, students will learn how to use Access 2002 to maintain tables and table data; manage Access 2002 data; create and modify forms; and create and modify report formats.

Level: *Intermediate*

Time to complete: 6-8 Hours

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#### Microsoft Access 2003 – Fundamentals

This course, along with course 75051, maps to the Microsoft Office Specialist certification objectives for the Access 2003 Specialist exam. It presents the learner with the fundamentals of Microsoft Access 2003. The student learns how to create tables and relationships, how to manipulate tables, and how to create simple and advanced queries.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Access 2003 – Proficient User

This course, along with course 75050, maps to the Microsoft Office Specialist certification objectives for the Access 2003 Specialist exam. Assuming knowledge of the fundamentals, it teaches how to create forms and reports and how to format controls on both forms and reports. The student is also introduced to importing and exporting data to and from Access. Finally, this course teaches about backing up and compacting and repairing databases.

Level: *Intermediate*

Time to complete: 6-8 Hours

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#### Microsoft Access 97 – Part 1

The course will teach you how to use the basic functions of Microsoft Access 97.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Access 97 – Part 2

The course will teach you how to use the more advanced functions of Microsoft Access 97.

Level: *Intermediate*

Time to complete: 6-8 Hours

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#### Microsoft Excel 2000 – Expert User

This course teaches you how to use the advanced features of Microsoft Excel 2000.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft Excel 2000 – Fundamentals

This course will teach you the fundamental skills for using Microsoft Excel 2000 on a regular basis.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Excel 2000 – Proficient User

This course will teach you intermediate level skills for using Microsoft Excel 2000 on a daily basis.

Level: *Intermediate*

Time to complete: 6-8 Hours

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#### Microsoft Excel 2002 – Proficient User

Provides participants with the skills to use Microsoft Excel 2002 on a daily basis in their workplace. At the completion of this course, students will learn how to format and print data in a worksheet; make worksheet calculations by using the advanced formulas and functions provided by Excel; manipulate data in a worksheet; create and edit workbooks for integrating with Web technology; and add and modify charts, graphics and 3D shapes to a worksheet.

Level: *Intermediate*

Time to complete: 3-4 Hours

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#### Microsoft Excel 2002 – Expert User

This course provides participants with the knowledge to use the advanced features of Microsoft Excel 2002. At the completion of this course, students will learn how to create and use templates; retrieve, sort and manipulate data from a list; create and modify shared workbooks; and analyse data by using Data Map, Pivot Table, Data Table Scenario and Data Analysis tools.

Level: *Advanced*

Time to complete: 3-4 Hours

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#### Microsoft Excel 2002 – Fundamentals

Provides participants with the fundamental skills to use Microsoft Excel 2002 on a daily basis in their workplace. At the completion of this course, students will learn how to create and save a new workbook; add and manipulate worksheets; enter and manipulate data in single and multiple cells; use formulas and functions; format workbooks, worksheets and cells; and change fonts and data formats.

Level: *Beginner*

Time to complete: 3-4 Hours

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### Microsoft Applications

#### Microsoft Excel 2003 – Expert Part 1

This course, along with course Microsoft Excel 2003 – Expert Part 2, maps to the Microsoft Office Expert certification objectives for the Excel 2003 Expert exams. Learners completing these courses should be well prepared for the certification exams, and have a solid foundation in basic Excel skills.

Level: *Advanced*

Time to complete: 2-3 Hours

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#### Microsoft Excel 2003 – Expert Part 2

This course, along with course Microsoft Excel 2003 – Expert Part 1, maps to the Microsoft Office Expert certification objectives for the Excel 2003 Expert exams. Learners completing these courses should be well prepared for the certification exams, and have a solid foundation in basic Excel skills.

Level: *Advanced*

Time to complete: 2-3 Hours

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#### Microsoft Excel 2003 – Fundamentals

This course, along with course Microsoft Excel 2003 – Proficient User, maps to the Microsoft Office Specialist certification objectives for the Excel 2003 Expert exams. Learners completing these courses should be well prepared for the certification exams, and have a solid foundation in basic Excel skills.

Level: *Beginner*

Time to complete: 3-4 Hours

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#### Microsoft Excel 2003 – Proficient User

This course, along with course Microsoft Excel 2003 – Fundamentals, maps to the Microsoft Office Specialist certification objectives for the Excel 2003 Expert exams. Learners completing these courses should be well prepared for the certification exams, and have a solid foundation in basic Excel skills.

Level: *Intermediate*

Time to complete: 2 Hours

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#### Microsoft Excel 97 – Expert User

This course will teach you the advanced features and functions of Microsoft Excel 97.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft Excel 97 – Proficient User

This course will teach you the main functions of Microsoft Excel 97.

Level: *Intermediate*

Time to complete: 6-8 Hours

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#### Microsoft Excel for Windows 95 – Advanced Topics

This course will teach you the advanced skills of Excel 95 necessary to maximise your productivity.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft Excel for Windows 95 – Fundamentals

This course teaches you how to use the basic functions of Excel 95.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Exchange 5.0 – Fundamentals

This course will teach you the main functions of Microsoft Exchange.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft FrontPage – Expert User

This course prepares IT Professionals to create, organise and manage web pages using FrontPage.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft FrontPage – Proficient User

Introduces the learner to core elements of FrontPage. The principles of designing and structuring a website are introduced, as well as, the procedures essential to creating both web pages and websites. The organisation and management of a website is covered as well as Task management. Features such as SharePoint Team Services and FrontPage Server extensions are also presented in the course.

Level: *Intermediate*

Time to complete: 6-8 Hours

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#### Microsoft FrontPage 2000 – Expert User

This course enables you to create, organise and manage web pages using FrontPage 2000.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft FrontPage 2000 – Proficient User

This course shows you how to create web pages, and create and maintain web pages using FrontPage 2000.

Level: *Intermediate*

Time to complete: 6-8 Hours

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#### Microsoft FrontPage 98 – Expert User

This course shows you how to create web pages, and create and maintain web pages using FrontPage 98.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft FrontPage 98 – Proficient User

This course will teach the fundamental capabilities of Microsoft FrontPage 98.

Level: *Intermediate*

Time to complete: 6-8 Hours

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#### Microsoft Internet Explorer 5.0 – User Fundamentals

Provides participants with the skills to use Microsoft Internet Explorer 5.0. At the completion of this course, students will learn how to search for web pages; customise the display of web pages; organise web pages in the Favourites folder; save and print web pages; identify the advanced features of IE 5.0; and use the basic features of Outlook Express.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Internet Explorer 6.0 – User Fundamentals

This course provides the learner with an introduction to IE 6.0. It also covers web page management and security, and features of the IE 6.0 suite including Newsgroups and NetMeeting.

Level: *Beginner*

Time to complete: 6-8 Hours

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### Microsoft Applications

#### Microsoft Office 2000 Web Integration

This course will teach experienced Microsoft Office users the skills and knowledge necessary to be able to take advantage of the enhanced web integration capabilities of Microsoft Office 2000 applications.

Level: *Intermediate* Time to complete: 6-8 Hours

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#### Microsoft Office 97 Integration

This course teaches the basics of Microsoft Office 97 applications and focuses on the knowledge you need to use them in an integrated fashion.

Level: *Intermediate* Time to complete: 6-8 Hours

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#### Microsoft Office XP – Planning Collaborative Solutions Part 1

This is the first course in a two part series that presents the learner with a comprehensive introduction to SharePoint Team Services and the principal technologies within Office XP that facilitate sharing of line-of-business data. The course begins with an introduction to SharePoint Team Services and Team Services site architecture. It covers administrative issues and user roles, and then moves into detailed coverage of Document Libraries and Discussion Boards. The other chief components of a SharePoint Team Services site are covered: Announcements, Events, Lists, Surveys, Contacts and Customisation of the Team Services site using FrontPage 2002. The course then covers the principal Office XP technologies that facilitate the sharing of line of business data, namely, Smart Tags, XML and Office Web Components.

Level: *Intermediate* Time to complete: 6-8 Hours

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#### Microsoft Office XP – Planning Collaborative Solutions Part 2

This is the second course in a two-part series that provides the learner with an introduction to Knowledge Management, and how SharePoint Portal Server facilitates this. Topics include, portal server's difference from team services, principal areas of data sharing within SharePoint Portal Server, data access and search mechanisms. Digital dashboards are covered in considerable detail of setup, content management, Web parts and using with Office XP developer. Lastly, the course then moves on to treatment of collaborative applications, covering principally Exchange 2000 Server and Web storage systems, workflow design and processes, and BizTalk Server 2000.

Level: *Intermediate* Time to complete: 6-8 Hours

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#### Microsoft Office XP New Features – Part 1

The is the first course in a two part series which begins with a general overview of new productivity and information handling tools. It then concentrates on new features within Microsoft Word, Excel and PowerPoint.

Level: *Intermediate* Time to complete: 6-8 Hours

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#### Microsoft Outlook – Expert User

Teaches the advanced features of Outlook and will enable the learner to become an expert user. Message formats and templates, security tools and network configuration newsgroups, instant messaging and working remotely topics are covered in the course. It assumes the learner has taken the Outlook Fundamentals and Proficient User courses.

Level: *Advanced* Time to complete: 6-8 Hours

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#### Microsoft Outlook 2000 – Expert User

This course will teach you how to use Microsoft Outlook 2000 effectively.

Level: *Advanced* Time to complete: 6-8 Hours

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#### Microsoft Outlook 2000 – Fundamentals

This course prepares you to identify the basic features of Outlook 2000, send messages and use the Calendar feature effectively.

Level: *Beginner* Time to complete: 6-8 Hours

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#### Microsoft Outlook 2000 – Proficient User

This course prepares you to send messages to people inside and outside your organisation using Outlook 2000.

Level: *Intermediate* Time to complete: 6-8 Hours

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#### Microsoft Outlook 2002 – Fundamentals

Presents the learner with the basics of Microsoft Outlook 2002. Individuals will learn how to open and reply to e-mail messages, insert attachments in messages and schedule appointments in the Outlook Calendar.

Level: *Beginner* Time to complete: 6-8 Hours

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#### Microsoft Outlook 2002 – Proficient User

This course teaches common utilities within Outlook 2002 and will enable the learner to become proficient in using Outlook. The course covers the advanced skills of scheduling meetings, Tasks, and working with Outlook Journal and Notes.

Level: *Intermediate* Time to complete: 6-8 Hours

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#### Microsoft Outlook 2003 – Fundamentals

Presents the learner with the basics of Microsoft Outlook 2003. Individuals will learn how to open and reply to e-mail messages, insert attachments in messages and schedule appointments in the Outlook Calendar.

Level: *Beginner* Time to complete: 6-8 Hours

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#### Microsoft Outlook 2003 – Proficient User

This course teaches common utilities within Outlook 2003 and will enable the learner to become proficient in using Outlook. The course covers the advanced skills of scheduling meetings, Tasks, and working with Outlook Journal and Notes.

Level: *Intermediate* Time to complete: 6-8 Hours

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#### Microsoft Outlook 98 – Expert User

This course will teach the advanced features of Microsoft Outlook 98.

Level: *Advanced* Time to complete: 6-8 Hours

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#### Microsoft Outlook 98 – Fundamentals

This course teaches you the fundamental skills to use Outlook 98 on a daily basis.

Level: *Beginner* Time to complete: 6-8 Hours

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### Microsoft Applications

#### Microsoft Outlook 98 – Proficient User

This course will teach the fundamental features of Microsoft Outlook 98.

Level: *Intermediate*

Time to complete: 6-8 Hours

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#### Microsoft PowerPoint 2000 – Expert User

This course teaches the advanced features of Microsoft PowerPoint 2000 to create powerful presentations.

Level: *Advanced*

Time to complete: 2-3 Hours

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#### Microsoft PowerPoint 2000 – Proficient User

This course will teach the fundamental skills needed to use Microsoft PowerPoint 2000 to create powerful presentations.

Level: *Intermediate*

Time to complete: 2-3 Hours

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#### Microsoft Powerpoint 2003 – Fundamentals

Introduces the basics of Microsoft PowerPoint 2003. The learner is guided through the steps for creating a new presentation and how to manage slides. Participants learn how to work with AutoShapes, WordArt, Clip Art and graphics. How to use the Thesaurus and Spell Check tools, how to set up a presentation for printing, and how to create headers and footers are covered. Finally, this course teaches how to add and rehearse slide show timings and how to run a slide show.

Level: *Beginner*

Time to complete: 2-3 Hours

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#### Microsoft Powerpoint 2003 – Proficient User

Builds on the knowledge acquired in the first course of this two-part series, Microsoft PowerPoint 2003 Fundamentals. In this course, the learner is guided through the steps for enhancing slide elements. How to add design templates and how to customise Slide Master are covered. Participants learn about hyperlinks, importing objects, and working with charts and graphs. This course teaches how to transfer presentations to Microsoft Word and how to package to CD. Finally, participants learn about publishing presentations as Web pages and how to broadcast a presentation.

Level: *Intermediate*

Time to complete: 3 Hours

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#### Microsoft PowerPoint 97

This course will teach you the main functions of Microsoft PowerPoint 97.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft PowerPoint for Windows 95 – Fundamentals

This course will teach you to perform key PowerPoint functions to create eye-catching presentations.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Project 2000 – Fundamentals

As the first in a two-part series, this course will provide learners with a foundation for using Project 2000. Learners will be given a thorough overview of the features of Project. Learners will also be taught how to create, communicate and track a Project plan.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Project 2000 – Proficient

This second course in the two-part series will add to the skills and knowledge gained in the first course. In this course, students will gain proficiency with Project Central, be able to customise a Project plan and use advanced functions.

Level: *Intermediate*

Time to complete: 6-8 Hours

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#### Microsoft Project 2002 – Fundamentals

Introduces students to the fundamentals of Project 2002. The course covers how to create, schedule, and manage projects using Project 2002. It covers how to create and schedule tasks, how to create and use a Work Breakdown Structure (WBS), how to create and assign resources, and how to create and use calendars. The course also deals with filtering, grouping, sorting, working with task views, project baselines, and how to track and update projects.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Project 2002 – Proficient

The Microsoft Project 2002 Proficient User course covers advanced table, view, and report features, interface customisation, macro automation, and data exchange. The course also teaches about project consolidation and collaboration. In addition, the course covers Project Server and Project Web Access.

Level: *Intermediate*

Time to complete: 6-8 Hours

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#### Microsoft Project 2003 – Fundamentals

This, the first of a two-part curriculum, covers fundamental Project 2003 skills used in the areas of task, calendar, and outlining management, manipulation of data, views and reports, and project updating, tracking and conflict resolution.

Level: *Beginner*

Time to complete: 3-4 Hours

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#### Microsoft Project 2003 – Proficient

This, the second course in a two-part curriculum covers Project 2003 proficiency-level skills, i.e. advanced management of Tables, Views, and Reports, the customisation, automation, and exchange of data, Project consolidation and collaboration, and Project Server and Project Web Access.

Level: *Intermediate*

Time to complete: 3-4 Hours

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#### Microsoft Project 98 – Expert User

This course will teach the advanced features of Microsoft Project 98.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft Project 98 – Fundamentals

This course will teach the fundamental capabilities of Microsoft Project 98.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Visio 2003 – Expert User

This course focuses on the advanced features in Microsoft Visio 2003. This will help the learners create specialised diagrams by using different shapes and wizards provided by Visio 2003.

Level: *Advanced*

Time to complete: 2-3 Hours

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### Microsoft Applications

#### Microsoft Visio 2003 – Proficient User

This course introduces the basics of Microsoft Visio 2003. The course focuses on the core features of Visio 2003, providing learners with a solid foundation in essential Visio 2003 skills. This will help the learners create simple and specialised diagrams by using different shapes and wizards provided by Visio 2003.

Level: *Beginner*

Time to complete: 2-3 Hours

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#### Microsoft Windows 2000 Professional – Advanced User

The course will teach users a wide range of features of Windows 2000 Professional up to advanced level.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft Windows 2000 Professional – User Fundamentals

The course introduces users to the fundamental features of Windows 2000 Professional.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Windows 95 – Advanced Topics

The course will teach you the advanced features of Windows 95.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft Windows 95 – Fundamentals

The course will teach you the main functions of Windows 95.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Windows 98 – Advanced User

The course will teach you the advanced features of Windows 98.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft Windows 98 – Fundamentals

The course will teach you the main functions of Windows 98.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Windows 98 – Power User

The course will teach the most advanced features and capabilities of Windows 98.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft Windows NT 4.0 – User Fundamentals

Multimedia guide to working with Microsoft Windows NT 4.0 Workstation. The unique instruction uses text, voice, questioning, practice, quizzes and multiple study paths to create a learning environment that enhances your enjoyment and comprehension. Preassessment testing in the beginning of each unit will allow you to have a personalized study path based on the knowledge and skills demonstrated. Mastery tests at the end of each unit allow you to verify your understanding of key skills and guide you back to any content that warrants further study.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Windows XP Professional – Advanced User

Builds on existing knowledge of the Windows XP operating system by teaching the more skilled facets of XP's functionality and features. It builds from some basic assumptions about the learner's previous experience within the Windows environment (particularly with Windows XP) and it comprehensively guides the learner through the more advanced uses of this latest version of Windows with the emphasis on learning by doing.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft Windows XP Professional – User Fundamentals

Presents the learner with the skills to become proficient at Microsoft Windows XP. It builds from some basic assumptions about the learner's previous experience within a Windows environment and it comprehensively guides the learner through the basics of using this latest version of Windows with the emphasis on learning by doing.

Level: *Beginner*

Time to complete: 4-5 Hours

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#### Microsoft Word 2000 – Expert User

This course teaches you to use the advanced features of Microsoft Word 2000.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft Word 2000 – Fundamentals

This course teaches the fundamental skills to use Microsoft Word 2000 on a daily basis in the workplace.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Word 2000 – Proficient User

This course teaches the intermediate skills of Microsoft Word 2000.

Level: *Intermediate*

Time to complete: 6-8 Hours

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#### Microsoft Word 2002 – Expert User

Covers skills particular to the expert user of Word 2002. Advanced text and document handling is covered along with document styles and macros. Learners will cover group editing and document distribution, advanced workgroup collaboration and forms. Lastly, this course will cover tables, indexes and referencing, advanced document navigation and data tables.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft Word 2002 – Fundamentals

Introduces the learner to the fundamental elements of Word 2002. The Word interface is covered along with the creation of documents and use of Word Help. Working with documents as well as document formatting and management and organisation are covered.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Word 2002 – Proficient User

Covers more advanced skills of working with documents in Word 2002. Learners will deal with document enhancement, table management, and column management. This course also covers visual enhancements including WordArt, graphics, and diagrams. Lastly, learners will cover mail merge and workgroup collaboration.

Level: *Intermediate*

Time to complete: 6-8 Hours

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### Microsoft Applications

#### Microsoft Word 2003 – Expert User Part 1

This course, along with Microsoft Word 2003 – Expert User Part 2, maps to the Microsoft Office Expert certification objectives for the Word 2003 Expert exams. Learners completing these courses should be well prepared for the certification exams, and have a solid foundation in basic Word skills.

Level: *Advanced*

Time to complete: 3-4 Hours

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#### Microsoft Word 2003 – Expert User Part 2

This course, along with Microsoft Word 2003 – Expert User Part 1, maps to the Microsoft Office Expert certification objectives for the Word 2003 Expert exams. Learners completing these courses should be well prepared for the certification exams, and have a solid foundation in basic Word skills.

Level: *Advanced*

Time to complete: 3-4 Hours

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#### Microsoft Word 2003 – Fundamentals

This series addresses the fundamental features of Word as defined by the Microsoft Office Specialist certification objectives for Word 2003 Specialist exams. Learners completing this series should be well prepared for the certification exams, and have a solid foundation in essential Word skills.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Microsoft Word 2003 – Proficient User

This series addresses the fundamental features of Word as defined by the Microsoft Office Specialist certification objectives for Word 2003 Specialist exam. Learners completing this series should be well prepared for the certification exam, and have a solid foundation in essential Word skills.

Level: *Intermediate*

Time to complete: 3-4 Hours

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#### Microsoft Word 97 – Expert User

This course will teach you how to work with the advanced features of Microsoft Word 97.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft Word 97 – Proficient User

This course will teach you how to work with Microsoft Word 97.

Level: *Intermediate*

Time to complete: 6-8 Hours

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#### Microsoft Word for Windows 95 – Advanced

This course will teach you the advanced skills necessary to maximise your productivity with Microsoft Word for Windows 95.

Level: *Advanced*

Time to complete: 6-8 Hours

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#### Microsoft Word for Windows 95 – Fundamentals

This course will teach you the main functions of Word for Windows 95.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Adobe Photoshop 7: Fundamentals of Working with Images

An introduction to working with images and working with colour, layers, and photographs. The Introduction to Working with Images section provides an introduction to Photoshop 7.0 and image properties. You learn how to use the selection tools and the basic image manipulation tools. The Working with Colour, Layers, and Photographs section teaches about the colour selection tools and how to adjust colour. You also learn about the Layers palette and how to modify photographs.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Adobe Photoshop 7: Image Manipulation and Web Graphics

Learn about image manipulation and automation and vector graphics and ImageReady. The Image Manipulation and Automation section teaches about manipulating selections and images, advanced layers, channels, masks, filters, and automating tasks. The Vector Graphics and ImageReady section introduces vector graphics, preparing images for the web, and the ImageReady 7.0 software.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Building a Website

This byte assists you in learning to build a website and looks into the technical encoding elements that are required to ensure your website is as exciting as possible.

Level: *Intermediate*

Time to complete: 30 Minutes

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#### Contemporary Web Development

Learn about the various exciting developments in website design and maintenance. Includes references to XML, Cascading Style Sheets (CSS) and JavaScript.

Level: *Intermediate*

Time to complete: 30 Minutes

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#### FTP

File Transfer Protocol (FTP) is a service that allows you to download and upload files from one computer to another through the Internet. Most major software companies have FTP sites which are freely open to the public; these may contain free trials of new programs and updates to existing software. Learn how to set up an FTP session and take the quiz.

Level: *Beginner*

Time to complete: 20 Minutes

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#### Introduction to e-Commerce

Once you have completed this course you will be able to: Define electronic commerce and discuss electronic commerce elements, give an overview of business-to-consumer and business-to-business electronic commerce. Address issues and technologies available for companies wishing to engage in e-commerce.

Level: *Intermediate*

Time to complete: 7 Hours

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#### Lotus Approach 97 – Fundamentals

This course will teach users a fundamental understanding of the features and functionality of Lotus Approach 97.

Level: *Beginner*

Time to complete: 6-8 Hours

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#### Netscape Communicator 4.6 – User Fundamentals

This course prepares the learner to locate, obtain and exchange information using Netscape Navigator.

Level: *Beginner*

Time to complete: 3-4 Hours

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#### Upload a Website

Once you have built web pages, in order to make them publicly available, they need to be uploaded on a web server. An Internet Service Provider (ISP) or a company that you work for may give you access to a web server to upload your files.

Level: *Intermediate*

Time to complete: 30 Minutes

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#### Web Page Characteristics

Before you can build your own web page it is essential that you understand the types of content you can embed in your web pages. This course will introduce you to some of the characteristics of a web page and widely included basic and expected content.

Level: *Beginner*

Time to complete: 30 Minutes

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