

# Communications Essentials v3



## Certification Exam: ICT Communications Essentials Certificate Test

The Communications Essentials course focuses on the fundamentals of effective communication in a technological society. Students will learn about basic network functions and Internet connections. They will use strategies and techniques to perform efficient web searches. They will also explore issues related to online safety and privacy. Students will learn strategies for creating effective website content. Finally, they will study the tools, practices, and etiquette needed for communicating effectively via email.

## Candidate Profile

The ICT Communications Essentials v3 certification and courseware serve a wide range of learners seeking practical, industry-relevant skills, including:

### Middle School Students

- Grades 5- 8th middle school students.
- Familiar with computer operations (logging in, file management, keyboarding).
- Limited or no prior experience with spreadsheet software.

### High School Students

- Grades 9 – 12 or recent graduates with basic tech literacy.
- Familiar with computer operations (logging in, file management, keyboarding).
- Are preparing for workforce readiness or career and technical education (CTE) pathways.

### Adults

- Basic computer literacy skills (file management, email, Internet navigation).
- Individuals entering or re-entering the workforce.
- Professionals seeking to strengthen administrative, business, or technical skills.
- Participants in corporate upskilling, reskilling, or workforce development programs.

## Career Profile

This course aligns with the Department of Labor Standard Occupational Classification for the following:

### SOC: 11-0000 Management Occupations

Management occupations encompass leadership roles responsible for planning, directing, and coordinating the operations and strategic direction of an organization or organizational unit. Individuals in these roles oversee personnel, allocate resources, establish objectives, and ensure that performance outcomes align with organizational goals.

### SOC: 13-0000 Business and Financial Operations Occupations

Business and financial operations occupations encompass roles that support the strategic, operational, and financial management of organizations. These professionals analyze data, manage resources, ensure regulatory compliance, and improve organizational efficiency.

### SOC: 43-0000 Office and Administrative Support Occupations

Office and administrative support occupations include roles that facilitate the day-to-day operational, clerical, and organizational functions of an office or department. These professionals provide essential administrative infrastructure that enables management and professional staff to operate efficiently. Duties vary by industry and position.

## Topics

### **Lesson 1: Using the Internet and the World Wide Web**

Points to Ponder

What Is the Internet?

The Cloud

How Data Travels

Connecting to the Internet

Internet Addressing

What Is the World Wide Web?

### **Lesson 2: Searching the Web**

Points to Ponder

Understanding Search Engines

Evaluating a Website

Copyright and Fair Use

Citing Sources

### **Lesson 3: Internet Life and Privacy**

Points to Ponder

Social Networking and My Privacy

What is Cyberbullying?

Acceptable Use Policy

Virus Protection

### **Lesson 4: Creating Content for the Web**

Points to Ponder

Writing for the Web

Accessing Graphics for the Web

Creating a Basic Webpage

### **Lesson 5: Communication Using Email**

Points to Ponder

Introduction to Email

Understanding Email Addresses

Sending and Receiving Email Messages

Email Etiquette