

Communications Essentials v3



Certification Exam: ICT Communications Essentials Certificate Test

Exam Objectives

The ICT Communications Essentials courseware is written to the following Exam Objectives:

Domain 2.1: Explain how the Internet and its components function to enable communications, including data packets, connection types, Internet addressing, domains, browsers and servers, URLs, and navigation tools and techniques.

- 2.1.1: Define "Internet," and explain how it uses protocols and data packets to enable computers to communicate.
- 2.1.2: Identify requirements for connecting to the Internet.
- 2.1.3: Compare various Internet connection types (e.g., dial-up, cable, DSL, broadband, wireless, fiber-optic).
- 2.1.4: Describe Internet addressing, including domain names, IP addresses, DNS.
- 2.1.5: Compare various top-level domains (.com, .org, .edu, .gov, .net, .mil).
- 2.1.6: Distinguish the Internet from the World Wide Web.
- 2.1.7: Explain how Web browsers and Web servers interact to provide information to users.
- 2.1.8: Define "Uniform Resource Locator (URL)" and identify associated protocols, including http://, ftp://, mailto://.
- 2.1.9 Use various techniques and tools to navigate and access information on the Web, including hyperlinks, Web page and browser components, file downloads.

Domain 2.2: Conduct basic research using resources located on the Internet, including search engine techniques, evaluation of results, copyright guidelines and downloading images.

- 2.2.1: Use various techniques with common search engines to locate information on the Web, including basic vs. advanced searching, keywords, Boolean operators.
- 2.2.2: Evaluate search results and online information for relevance, credibility and quality using basic guidelines (e.g., authority, affiliation, purpose, bias).
- 2.2.3: Identify and apply copyright and fair use guidelines and explain plagiarism as an ethical and legal violation.
- 2.2.4: Incorporate results from Internet searches into a research project (e.g., report, summary).
- 2.2.5: Download images as needed to support a research project, complying with copyright notices.
- 2.2.6: Properly cite Internet sources used to obtain information for a research project.

Domain 2.3: Demonstrate knowledge of safety and privacy practices for online communications, including digital footprint, social network risks, cyberbullying, safe online communication techniques and acceptable use policies.

- 2.3.1: Define "privacy" and relate it to the term "digital footprint."
- 2.3.2: Describe risks of communicating on social networking sites (e.g., Facebook, MySpace, X) and identify ways to communicate safely.
- 2.3.3: Describe online communication practices that contribute to cyberbullying.
- 2.3.4: Practice safe online communication techniques with Internet searches, e-mail, chat rooms, and other social network Web sites.

Domain 2.4: Demonstrate effective strategies and techniques for locating, preparing and/or creating Web content, including writing text for Web sites, inverted pyramid model of journalism, word-processing software, message-driven image content, accessing graphics, and Web communication strategies.

- 2.4.1: Describe effective text and image content for Web pages based on how visitors use the Web.
- 2.4.2: List guidelines and conventions for effective text on a Web page.
- 2.4.3: Explain the inverted pyramid model of newspaper journalism and how it applies to Web content.
- 2.4.4: Use word-processing software to create effective written content for a Web page.
- 2.4.5: Create and/or edit message-driven image content for a Web page using graphics software.
- 2.4.6: Access graphics through various resources (e.g., scanner, digital camera, CD-ROM, clipart, copyright-free online graphics).
- 2.4.7: Plan the content and design of a basic Web page using strategies for effective Web communication, including brainstorming, determining audience, choosing content and media types, using white space.

Domain 2.5: Demonstrate effective and appropriate use of e-mail for online communication, including e-mail address format, components of e-mail messages, e-mail client interfaces and tools, file attachments, e-mail service features, appropriate e-mail communication, and e-mail etiquette and safety practices.

- 2.5.1: Define "e-mail" and describe its functions and advantages as a form of communication.
- 2.5.2: Explain the format of an e-mail address (i.e., user name, @ symbol, domain).
- 2.5.3: Identify components of an e-mail message, including addresses (sender and recipients), subject, body, attachments, etc.
- 2.5.4: Perform e-mail activities (send, reply, forward) using an e-mail client and/or Web-based e mail.
- 2.5.5: Attach a file to an e-mail message.
- 2.5.6: Use an address book, a calendar and other features of an e-mail service.
- 2.5.7: Compose appropriate e-mail communications based on audience and purpose.
- 2.5.8: Demonstrate etiquette and safe practices when using e-mail.