

## Entry level IT skills

### Mouse Skills

---

#### Introduction to Pointing Devices

This section covers items like:

- Knowing that the mouse is a type of pointing device
- Knowing about some other types of pointing device
- Knowing that the mouse is used to control the computer

#### Moving the mouse & clicking

This section covers items like:

- Knowing how to rest your hand on the mouse
- Knowing how to use the mouse to control the movement of the mouse pointer on screen
- Knowing how to click to choose objects on the screen

#### Double Clicking

This section covers items like:

- Knowing when a double click should be used
- Being able to double click objects

#### Dragging

This section covers items like:

- Knowing that dragging is used to move objects around the screen
- Knowing how to drag objects around the screen

#### Scrolling

This section covers items like:

- Knowing why scrollbars appear
- Being able to use scrollbars to view the contents of a window
- Knowing that the mouse wheel can be used to scroll up and down

#### Right Clicking

This section covers items like:

- Knowing that a right click opens a context menu
- Being able to use a right click to access context menu options

## Drawing skills

This section covers items like:

- Being aware of occasions when you may need to draw with the mouse
- Being able to select colours
- Being able to draw and erase 'freehand' using the mouse
- Being able to draw straight lines and shapes
- Being able to fill objects with a colour
- Being able to annotate drawings with text

## Keyboard Skills

---

### Introduction to Text Entry Devices

This section covers items like:

- Knowing that the keyboard is a text input device
- Knowing about some other common text input devices

### Letters and numbers

This section covers items like:

- Knowing how to use the keyboard to input letters numbers and spaces on the computer

### Capital Letters

This section covers items like:

- Being able to use Caps Lock to type in block capitals
- Being able to use the Shift key to type a capital letter

### The Insertion Point / Text Entry Cursor

This section covers items like:

- Knowing the purpose of the text entry cursor
- Knowing that the text entry cursor is sometimes called the insertion point
- Being able to use the mouse to position the text entry cursor
- Being able to use the cursor keys to move the text entry cursor

### Punctuation & Symbols

This section covers items like:

- Knowing how and when to use the Shift key to type punctuation marks and other symbols

## **The Return key**

This section covers items like:

- Being able to use the Return key to begin a new line of text when typing
- Being able to use the Return key to submit information in a form

## **Backspace and Delete**

This section covers items like:

- Being able to use the Backspace and Delete keys to erase text

## **The Tab Key**

This section covers items like:

- Being able to use the Tab key to move to the next field on a form
- Being able to use Shift + Tab to move to the previous field on a form
- Knowing that the Tab key has a different function when typing

## **Useful Keys / Key Combinations**

This section covers items like:

- Being aware that the Function Keys are used to access common functions
- Being aware that the Ctrl and Alt keys are often used in combination with other keys to access functions
- Being able to use a key combination to access a function

## **Switching On & Off**

### **Power Switches & Switching On**

This section covers items like:

- Recognise the symbol used to identify the power switch on a computer
- Being able to locate the power switches on the system unit and monitor and switch the computer on

### **Logging On**

This section covers items like:

- Knowing what a computer network is
- Knowing that logging on identifies a user to the network.
- Understanding that having a password protected login helps to keep the information on the network secure
- Understanding the importance of not sharing your password / login with others
- Being able to log in to a Windows computer

## **Changing Your Password**

This section covers items like:

Knowing that regular password changes are an important part of network security

Knowing how to change your Windows login password

## **Smartcards**

This section covers items like:

Knowing that Smartcards are used to add additional security to Healthcare Information Systems

Knowing that Smartcards work in a similar way to chip and PIN bank cards

Knowing that it is important not to allow others to use your Smartcard

## **Locking the Computer**

This section covers items like:

Knowing when and why to lock the computer

Being able to lock and unlock the computer

## **Logging Off**

This section covers items like:

Knowing when and why to log off

Being able to log off

## **Restarting**

This section covers items like:

Knowing when and why to restart the computer

Being able to restart the computer

## **Shutting down**

This section covers items like:

Knowing when and why to shut down the computer

Being able to shut down the computer

## **Using Windows**

### **The Desktop**

This section covers items like:

Knowing the name and function of each of the main features of the Windows desktop

## **The Start Menu**

This section covers items like:

- Being able to open the Start menu
- Being able to find your way around the submenus in the Start menu
- Being able to choose options from the Start menu

## **Parts of a window**

This section covers items like:

- Knowing that Windows displays most tasks in a window
- Knowing the name and function of the common parts of a window

## **Maximise, minimise, close and restore**

This section covers items like:

- Being able to maximise, minimise, restore and close a window using its title bar buttons and its taskbar button

## **Moving a window**

This section covers items like:

- Understanding the reason why you may need to move a window
- Being able to drag a window around the desktop

## **Resizing a window**

This section covers items like:

- Understanding the reason why you may need to resize a window
- Being able to resize a window

## **Working with Applications**

---

### **Introduction to Applications**

This section covers items like:

- Knowing what an application is
- Knowing some of the office applications commonly used in the NHS

### **Starting Applications**

This section covers items like:

- Being able to start applications using desktop icons and the Start menu

## **Toolbars**

This section covers items like:

- Being able to identify and use toolbars within applications
- Knowing that hovering over a toolbar button will display a tooltip indicating its function

## **Menus**

This section covers items like:

- Being able to identify and use application menus

## **The Application Ribbon**

This section covers items like:

- Being able to access and use the application ribbon

## **Context Menus**

This section covers items like:

- Being able to access and use context menus within an application

## **Working with Dialogue Boxes & Task Panes**

This section covers items like:

- Being able to identify and use dialogue boxes and task panes to select options within an application
- Being able to identify and use some of the common controls found on dialogue boxes and task panes

## **Save & Save As**

This section covers items like:

- Knowing the difference between Save and Save As and be able to use both functions appropriately
- Understanding the importance of saving your work regularly

## **Opening Files**

This section covers items like:

- Being able to open files from within an application
- Being able to open files from the filing system (My Documents window)

## **Page Setup, Print Preview and Printing**

This section covers items like:

- Being able to use Page Setup to change settings that affect the way your work is laid out on a page
- Being able to use Print Preview to see on screen how your work will look when it is printed
- Being able to print your work using the Print dialogue box

## **Accessing 'Help'**

This section covers items like:

- Being able to access and search the Help facility in an application

## **Switching Between Windows**

This section covers items like:

- Being able to switch between open tasks using the taskbar
- Being able to switch between open files in an application using the Windows menu

## **Selecting Text**

This section covers items like:

- Being able to select text using the mouse and keyboard
- Understanding how the 'select then do' principle applies to text

## **Overtyping**

This section covers items like:

- Being able to overwrite selected text

## **Cut, Copy and Paste**

This section covers items like:

- Being able to use Cut and Paste to move text
- Being able to use Copy and Paste to duplicate text

## **Using 'Undo'**

This section covers items like:

- Being able to use the Undo command to reverse actions in an application
- Knowing that Undo can be used to undo a series of actions
- Being able to use Redo to reverse the Undo command

## **Working with Tables**

This section covers items like:

- Understanding how tables are used to present structured information in applications
- Being able to sort the contents of a table
- Being able to move and resize columns
- Knowing that clinical and corporate systems often present information in tables

## **Using Task Manager**

This section covers items like:

- Being able to identify the symptoms of a non-responding application
- Being able to use the Task Manager to close a non-responding application

## **File Management**

---

### **Introducing the Computer Filing System**

This section covers items like:

- Understanding the basics of the computer filing system
- Knowing the main storage devices available on a computer

### **The 'My Computer' window**

This section covers items like:

- Knowing that the My Computer window gives access to the storage devices on a computer
- Being able to open the My Computer window

### **Changing views**

This section covers items like:

- Being able to use the View menu to change the way the icons are displayed
- Being able to display icons in groups

### **Locating your Network Drive**

This section covers items like:

- Understanding the advantages of storing your work on the network drive
- Being able to identify and open the network drive from the My Computer window and explore its contents



## **Working with the Explorer View**

This section covers items like:

Being able to view the Folders Explorer Bar

Being able to drill down through the filing system using the Folders Explorer Bar

## **Finding and Opening Files & Folders**

This section covers items like:

Being able to identify the application associated with file icons

Being able to locate and open files from the filing system

Being able to use the file Search facility to locate files

## **Sorting Files**

This section covers items like:

Being able to sort the contents of a folder in Details view

Recognising useful file information in Details view

## **Creating Folders**

This section covers items like:

Being able to create folders in the computer filing system

## **Moving & Copying Files / Folders**

This section covers items like:

Being able to use Cut and Paste to move files and folders

Being able to use Copy and Paste to copy files and folders

## **Renaming Files / Folders**

This section covers items like:

Being able to rename files and folders

Knowing the importance of retaining file extensions when renaming

## **Deleting Files**

This section covers items like:

Being able to delete files from the filing system

## **Restoring Files from the 'Recycle Bin'**

This section covers items like:

Being able to restore deleted files from the Recycle Bin

## Emptying the 'Recycle Bin'

This section covers items like:

Being able to empty the Recycle Bin

## Web Skills

---

### Introducing Web Browsers

This section covers items like:

Knowing the purpose of web browsing software

Understanding that web pages are available on the World Wide Web, NHS Net and your organisation's Intranet

Understanding the basic precautions that should be taken when accessing information from the Web

Being familiar with the Internet Explorer window

### Using Web Addresses

This section covers items like:

Being able to navigate to a web site using the Internet Explorer address bar

Knowing how to identify a secure web page

### Finding and Following Links

This section covers items like:

Being able to identify and follow links on web pages

### Searching the Web

This section covers items like:

Being able to navigate to a search engine

Being able to use a search engine to search the World Wide Web (www)

### Using Web Forms

This section covers items like:

Being able to identify and use the components of a web form to submit information to a web site

Knowing some of the precautions to take to ensure that the information you transfer is safe

## E-mail Skills

### Introducing E-mail

This section covers items like:

Understanding some of the advantages and disadvantages of e-mail as a form of communication

Knowing about the national NHS mail service and its benefits

Knowing that Microsoft Outlook is the E-mail Client most widely used in the NHS

### Opening & Closing Inbox Messages

This section covers items like:

Being able to identify the number of messages in the Inbox

Being able to identify those messages that have not been read

Being able to open and close Inbox messages

### Replying & Forwarding

This section covers items like:

Being able to Reply to Inbox messages

Being able to Forward Inbox messages

### Sending a New Message

This section covers items like:

Being able to send e-mail messages

### Deleting Messages

This section covers items like:

Being able to delete Inbox messages

### Emptying 'Deleted Items'

This section covers items like:

Being able to empty the Deleted Items folder

### Sorting Messages

This section covers items like:

Being able to sort the messages in a message folder

## **Organising Messages**

This section covers items like:

- Understanding the reasons for organising messages into message folders
- Being able to create new message folders
- Being able to move messages from one folder to another

## **Creating Contacts**

This section covers items like:

- Being able to add contacts to the Outlook Contacts folder

## **Using the Address Book**

This section covers items like:

- Being able to address messages using the Outlook Address Book

## **Working with Attachments**

This section covers items like:

- Being able to identify messages that contain file attachments
- Being able to open file attachments that you receive
- Being able to save file attachments that you receive

## **Adding Attachments**

This section covers items like:

- Being able to attach a file to a message that you send

## **Word Processing**

---

### **Introduction to Word Processing**

This section covers items like:

- Understanding what word processing is and what type of documents can be produced
- Understanding the different types of production such as on screen and hard copy
- Understanding the effect of design on different audiences

## **Working with Templates**

This section covers items like:

- Creating a new document based on the default template
- Creating a new document based on alternative templates
- Saving a document as a template
- Opening a previously saved template

## **Text Formatting**

This section covers items like:

- Changing font and font size
- Applying borders and shading to text
- Changing the alignment of text
- Changing line spacing within a paragraph
- Changing spacing between paragraphs
- Setting indents for a block of text

## **Layout Formatting**

This section covers items like:

- Applying and remove bullets and numbering
- Applying column layout to a block of text
- Creating a table and insert text
- Setting and use tabs

## **Find and Replace Text**

This section covers items like:

- Using Find to search for a specific word or phrase in a block of text
- Using Replace to replace a word or phrase within the text

## **Page layout**

This section covers items like:

- Inserting page breaks
- Applying page numbering, date and time

## **Inserting pictures and objects**

This section covers items like:

- Inserting a picture or clipart into a document
- Inserting AutoShapes into a document
- Inserting WordArt into a document
- Changing the text wrapping settings for an object
- Moving and resize pictures, WordArt and AutoShapes

## **Spell checking and proof-reading**

This section covers items like:

- Checking the spelling and grammar in your document

## **Working Safely**

---

### **Understanding the Risks**

This section covers items like:

- Understanding the risks to your physical health associated with use of a computer

### **Setting up your workstation**

This section covers items like:

- Being able to set up your chair, monitor and mouse position to work safely at a workstation
- Being able to adjust lighting to reduce glare and reflections

### **Routine Maintenance**

This section covers items like:

- Understanding your responsibilities in relation to hardware and software maintenance