

Introduction to ICT Skills

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Information and Communication Technology (ICT) – the tools, systems and processes that enable the creation, storage, exchange and use of information.

1. Why ICT Skills Matter

Benefit	Explanation
Employability	Most jobs require basic digital competence (email, office software, internet research).
Productivity	Automating routine tasks saves time and reduces errors.
Collaboration	Cloud-based platforms let teams work together from anywhere.
Lifelong Learning	Online resources (MOOCs, webinars) expand knowledge quickly.
Digital Citizenship	Understanding safe, ethical online behavior protects individuals and organisations.

2. Core ICT Skill Areas

Category	Typical Tools / Technologies	Key Competencies
Hardware & Devices	Desktops, laptops, tablets, smartphones, printers, routers	• Identify components (CPU, RAM, storage) • Connect peripherals • Perform basic troubleshooting
Operating Systems	Windows, macOS, Linux, Android, iOS	• Navigate file systems • Install/uninstall software • Manage user accounts & permissions
Productivity Software	Microsoft Office, Google Workspace, LibreOffice	• Create & format documents, spreadsheets, presentations • Use formulas, charts, mail merge • Collaborate in real-time

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Category	Typical Tools / Technologies	Key Competencies
Internet & Web Skills	Browsers, search engines, cloud services	• Effective keyword searching • Evaluate source credibility • Use cloud storage, file sharing, and online forms
Communication Tools	Email, instant messaging, video conferencing (Zoom, Teams, Teams), social media	• Write professional emails • Conduct virtual meetings (screen sharing, recording) • Manage digital etiquette
Data Management	Databases (Access, MySQL), spreadsheets, CSV files	• Organise data in tables • Perform basic queries & filters • Export/import data securely
Basic Programming & Automation	Scratch, Python, VBA, Power Automate	• Understand logic (loops, conditionals) • Write simple scripts to automate repetitive tasks
Cybersecurity Basics	Antivirus, firewalls, password managers, two-factor authentication (2FA)	• Recognise phishing & malware • Apply strong password practices • Secure personal and work devices
Digital Ethics & Citizenship	Online privacy laws (GDPR, CCPA), copyright, netiquette	• Respect intellectual property • Protect personal data • Behave responsibly in digital communities

3. Learning Path – From Beginner to Proficient

1. Foundations (Weeks 1-2)

- Turn on/off devices, connect to Wi-Fi.
- Navigate the desktop, file explorer, and settings.
- Practice typing and basic mouse/trackpad skills.

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2. Productivity Suite (Weeks 3?5)

- **Word/Docs:** formatting, styles, tables, mail merge.
- **Excel/Sheets:** formulas (SUM, IF), charts, data sorting.
- **PowerPoint/Slides:** slide design, animations, presenter view.

3. Internet & Communication (Weeks 6?7)

- Effective web searching, bookmarking, and citation.
- Email etiquette, labeling, and filters.
- Conduct a video call: schedule, share screen, record.

4. Data Handling (Weeks 8?9)

- Create a simple database or