

Introduction to ICT Skills

Introduction to ICT (Information & Communication Technology) Skills

Designed as a quick-reference guide for beginners

1. What Is ICT?

Term	Meaning
ICT	The use of computers, networks, software, and other digital tools to store, retrieve, transmit, and manipulate information.
Core Idea	Combines technology (hardware & software) with communication (internet, email, social media) to solve problems and support everyday activities.

2. Why ICT Skills Matter

Domain	Benefits of ICT Competence
Education	Access to e-learning, research databases, virtual labs.
Workplace	Automation, data analysis, remote collaboration, digital marketing.
Personal Life	Online banking, e-government services, social networking, digital creativity.
Society	Digital inclusion, smart cities, e-health, disaster response.

3. Core ICT Skill Areas

Skill Category	Key Concepts	Typical Tools/Applications
Digital Literacy	- Understanding hardware & software basics - Safe browsing, password hygiene	Operating systems (Windows, macOS, Linux), browsers (Chrome, Edge)
Office Productivity	- Word processing, spreadsheets, presentations - Data entry, formatting, basic formulas	Microsoft Office, Google Workspace, LibreOffice

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Skill Category	Key Concepts	Typical Tools/Applications
Internet & Communication	- Email etiquette, netiquette - Cloud storage, file sharing, video conferencing	Gmail/Outlook, Google Drive, Dropbox, Zoom, Teams
Information Management	Searching effectively, evaluating sources, citation	Search engines (Google, Bing), databases, reference managers (Zotero, Mendeley)
Multimedia & Content Creation	Basic image editing, audio/video capture, simple animation	Canva, GIMP, Audacity, iMovie, PowerPoint
Programming & Computational Thinking	- Logic, algorithms, problem decomposition - Introductory coding	Scratch, Python (IDLE, Jupyter), block-based editors
Cybersecurity Basics	Threat awareness, phishing detection, backup strategies	Antivirus software, password managers, two-factor authentication
Data Literacy	Interpreting charts, simple statistics, data visualization	Excel charts, Google Data Studio, Tableau Public (basic)
Emerging Tech Awareness	Cloud computing, IoT, AI basics, digital ethics	AWS Free Tier, Arduino kits, AI chatbots (e.g., ChatGPT)

4. Building ICT Competence – A Step-by-Step Path

1. Start with the Device

- Turn on/off, connect to Wi-Fi, adjust settings.
- Familiarize yourself with the file system (folders, drives).

2. Master the Operating System

- Learn to install/uninstall programs.
- Practice using the task manager and system preferences.

3. Develop Digital Literacy

- Practice safe browsing: identify HTTPS, avoid suspicious links.

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- Create strong passwords and enable two-factor authentication.

4. Learn Office Productivity

- **Word:** create, format, and save documents.
- **Spreadsheet:** enter data, use basic formulas (SUM, AVERAGE).
- **Presentation:** design slides with text, images, and transitions.

5. Explore Internet & Communication Tools

- Set up an email account, send/receive messages, attach files.
- Use cloud storage to sync files across devices.
- Conduct a video call, share screen