❖ **General Description**

This unit provides the skills and knowledge required to connect to the internet, securely send and receive emails, search the internet using web browsers and interact securely and in a socially responsible manner with a range of different internet sites. It applies to individuals who use business technology to perform a range of routine tasks in the workplace or home office with limited responsibility.

❖ **Learning Outcomes**

At the completion of this course you should be able to:

- understand some of the theoretical aspects of the internet
- use **Microsoft Edge** to access the internet, search for and locate information
- navigate web pages
- understand and conduct effective searches of the internet
- create and use favourites and the **Favourites** bar
- download and use information from the internet
- print all or part of a web page
- use the internet with a good awareness of security issues
- start **Outlook** and navigate some of its key features
- create and send email messages
- receive emails in your **Inbox** and then work with them
- work effectively with junk email
- use online researching resources
- understand and locate consumer information on the web
- conduct an online transaction
- understand and work with some of the more advanced search tools and aids

❖ **Prerequisites**

ICTICT103 Use, Communicate and Search Securely on the Internet assumes little or no knowledge of computing.

❖ **Topic Sheets**

154 topics

❖ **Methodology**

The InFocus series of publications have been written with one topic per page. Topic sheets either contain relevant reference information, or detailed step-by-step instructions designed on a real-world case study scenario. Publications can be used for instructor-led training, self-paced learning, or a combination of the two.

❖ **Formats Available**

A4 Black and White, A5 Black and White (quantity order only), A5 Full Colour (quantity order only), Electronic Licence

❖ **Companion Products**

There are a number of complementary titles in the same series as this publication. Information about other relevant publications can be found on our website at **www.watsoniapublishing.com**.

Product Information

ICTICT103 Use, Communicate and Search Securely on the Internet

Contents

Researching on the Web
Accessing Wikipedia
Checking Privacy and Copyright
Retrieving Information From Wikipedia

Consumer Specific Websites
Understanding Consumer Specific Sites
Examples of Consumer Specific Sites
Locating Consumer Specific Sites
Finding a Flight
Checking the Weather
Understanding Online Forms
The Good and Bad of Online Forms

Transacting Online
Understanding Online Transactions
The Online Transaction Process
Accessing Transaction Sites
Transacting Securely Online
Entering Required Information
Completing the Transaction
Online Receipts

Advanced Search Concepts
Using Advanced Search Features
Boolean Logic
Activity - Advanced Searching
Understanding Meta Searching
Understanding Discussion Forums
Understanding Wikis
Activity - Researching the Search Tools
Using Internet Information
Saving Information Found on the Web

Unit Mapping

This unit describes the skills and knowledge required to connect to the internet, securely send and receive emails, search the internet using web browsers and interact securely and in a socially responsible manner with a range of different internet sites.

	Performance Criteria	Location
1	**Connect to and access the internet**	
1.1	Connect to the internet via existing internet connection and confirm functionality	Chapter 1: About the Internet
1.2	Open internet browser and set home page of personal choice by setting internet options	Chapter 2: Microsoft Edge Basics, Chapter 3: Navigating Web Pages, Chapter 4: Searching the Web, Chapter 5: Working With Favourites
1.3	Ensure internet browser software security	Chapter 8: Internet Security
1.4	Adjust display of the internet browser to suit personal requirements	Chapter 2: Microsoft Edge Basics, Chapter 3: Navigating Web Pages
1.5	Modify toolbar to meet user and internet browser needs	Chapter 2: Microsoft Edge Basics, Chapter 3: Navigating Web Pages
1.6	Access a particular website, note privacy and other conditions of use, and retrieve data	Chapter 1: About the Internet, Chapter 2: Microsoft Edge Basics, Chapter 3: Navigating Web Pages
1.7	Use socially responsible behaviour when sharing information on the internet	Chapter 2: Microsoft Edge Basics, Chapter 3: Navigating Web Pages
1.8	Enter uniform resource locator (URL) in address line of internet browser	Chapter 1: About the Internet, Chapter 2: Microsoft Edge Basics, Chapter 3: Navigating Web Pages
2	**Use email for communications**	
2.1	Open email application package, create new email message and add addressees	IOI1183_1600, Chapter 10: Sending Email
2.2	Compose text of an email message according to organisational guidelines, and spell check and edit text as required	Chapter 10: Sending Email
2.3	Create and add an automatic signature for the user	Chapter 10: Sending Email
2.4	Attach files to the email message where required	Chapter 10: Sending Email
2.5	Determine and set priority and send email message	Chapter 10: Sending Email
2.6	Reply to and forward a received message using available features	Chapter 10: Sending Email, Chapter 11: Receiving Email
2.7	Open and save an attachment to the relevant folder	Chapter 11: Receiving Email
2.8	Search for, sort and save email message using available settings	Chapter 11: Receiving Email
2.9	Adjust email accounts to restrict and quarantine possible email security problems	Chapter 12: Junk Email
2.10	Print email message as required	Chapter 11: Receiving Email
3	**Search the internet**	
3.1	Review organisational guidelines on internet access	Chapter 13: Researching on the Web
3.2	Open internet application and locate and access a search engine on the internet, and define search expressions based on data required	Chapter 4: Searching the Web
3.3	Enter appropriate key words into the search engine to locate desired information	Chapter 4: Searching the Web
3.4	Refine a search depending on outcomes of original search	Chapter 4: Searching the Web
3.5	Save search expression results and present them in a report according to information requirements	Chapter 4: Searching the Web

Product Information

	Performance Criteria	Location
3.6	Create a bookmark within the internet browser or a link for the required web page for the key results	Chapter 5: Working With Favourites
3.7	Save key results in a bookmark folder	Chapter 5: Working With Favourites
3.8	Modify internet browser options for printing and print a web page	Chapter 7: Printing Techniques
3.9	Close internet browser	Chapter 2: Microsoft Edge Basics, Chapter 3: Navigating Web Pages
4	**Access and use consumer specific sites on the internet**	
4.1	Identify, access and review information specific sites to gain consumer information	Chapter 13: Researching on the Web, Chapter 14: Consumer Specific Websites
4.2	Identify and use internet application sites to lodge details and gain access and information	Chapter 14: Consumer Specific Websites
4.3	Access and use online forms on the internet	Chapter 14: Consumer Specific Websites
5	**Undertake online transactions**	
5.1	Access online transaction site	Chapter 15: Transacting Online
5.2	Ensure security of transaction site	Chapter 15: Transacting Online
5.3	Enter required information into fields on merchant's website	Chapter 15: Transacting Online
5.4	Ensure pop-up dialog boxes, prompts or feedback mechanisms are completed	Chapter 15: Transacting Online
5.5	Enter, check and make changes to preferred transaction options	Chapter 15: Transacting Online
5.6	Complete online transaction	Chapter 15: Transacting Online
5.7	Record and archive receipts according to business processes	Chapter 15: Transacting Online
5.8	Close down and leave transaction process	Chapter 15: Transacting Online
6	**Conduct an advanced search**	
6.1	Use search tools and advanced search features	Chapter 16: Advanced Search Concepts
6.2	Use Boolean search techniques when required to enhance the search	Chapter 16: Advanced Search Concepts
6.3	Use multiple or meta-search tools with a range of key words	Chapter 16: Advanced Search Concepts
6.4	Use search engines particular to a field of knowledge to refine the outcome	Chapter 13: Researching on the Web, Chapter 16: Advanced Search Concepts
6.5	Access related virtual community sites and newsgroups, and note their objectives and operational arrangements	Chapter 13: Researching on the Web, Chapter 16: Advanced Search Concepts
6.6	Conduct a search with domain names to refine the search	Chapter 16: Advanced Search Concepts
7	**Use information that has been located**	
7.1	Cross reference information found by using several websites to determine accuracy of information	Chapter 16: Advanced Search Concepts
7.2	Check date that website was last updated or properties of website to determine currency of information	Chapter 16: Advanced Search Concepts
7.3	Determine website authority by looking at copyright statements, privacy statements and organisational information	Chapter 16: Advanced Search Concepts
7.4	Save and print information found in different file forms	Chapter 16: Advanced Search Concepts