Unit: Email Communication and Internet Technology	**Guided Learning Hours:** 240
Exam Paper No.: 2	**Number of Credits:** 24
Prerequisites: Good knowledge of file management.	**Corequisites:** A pass or higher in Diploma in Information Technology or equivalence.

Aim: This unit provides introductory, intermediate and advanced level training using Microsoft Outlook. Learners will be introduced to the features and capabilities of Outlook including: learning to manage contact information, creating reminder notes, managing the calendar, managing a task list, working with categories, preparing outgoing messages, handling incoming messages, integrating Outlook Mail with other tools and applications. The intermediate features of Outlook include: managing e-mail, including using signatures and sorting inbox, planning meetings and assigning tasks, creating and editing notes, customising Outlook to meet user needs and integrating Outlook with Word. The advanced features of Outlook include: review of calendar features; including scheduling, editing and deleting appointments and events, recurring appointments and events, setting reminders, calendar views, printing options and advanced options. This unit also provide learners with an introduction to the concepts of the Internet and the opportunity to gain a broad understanding of how the World Wide Web works. Learners will become proficient at using the Internet Explorer browser, learning how to search for, find and access information on the Web using a variety of different software tools. They will also be able to communicate information with others by means of Internet e-mail and newsgroups.

Required Materials: Recommended Learning Resources.	**Supplementary Materials:** Recommended textbooks and lecture notes.

Special Requirements: This is a hands-on unit, hence practical use of computers is essential. Requires intensive lab work outside of class time.

Intended Learning Outcomes:	**Assessment Criteria:**
1. Uses, impacts and controversies of the internet on education, society, businesses and economy.	1.1 Describe the origins of the internet 1.2 Describe how internet data travels 1.3 Explore internet technologies and trends 1.4 Explore the ways to creating web pages 1.5 Describe the top level domains
2. Criminal activities facilitated through the use of the internet and how more criminals are exploiting the speed, convenience and anonymity of the Internet to commit a diverse range of criminal activities that know no borders, either physical or virtual.	2.1 Explain invasion of privacy terms 2.2 Describe the different types of fraud 2.3 Describe how users can protect themselves from online profiling 2.4 Describe attacks against computer hardware and software, for example, botnets, malware and network intrusion 2.5 Examine financial crimes, such as online fraud, penetration of online financial services and phishing 2.6 Describe abuse, especially of young people, in the form of grooming or 'sexploitation'
3. Internet connection options, equipment, technologies and ways of connecting to the Internet through broadband options such as ISDN, xDSL, cable, leased lines and wireless.	3.1 Describe internet connection technologies 3.2. Describe internet hardware and software 3.3 Explain computer input, storage and output devices 3.4 Describe the different types computing and networking devices 3.5 Describe the speed, cost and availability of analog modems and broadband

		3.6	Examine the advantages and disadvantages of analog, ISDN, modem, DSL, Cable, T-1-2-3 and Satellite
		3.7	Evaluate ISP connection types, speed, rates and security services
		3.8	Research on the major ISPs
		3.9	Describe the requirements to connect on the internet
4. Understand the impact of email and messaging software by contrasting email programs and web mail services.		4.1	Describe web mail services
		4.2	Explain email standards
		4.3	Explain email software and web-base email programs
		4.4	Describe functions of an operating system
		4.5	Compare and contrast electronic vs paper filing
		4.6	Describe web program file extensions
		4.7	Describe file attributes and how to reveal hidden files
		4.8	Describe the online communication types
		4.9	Describe the email message components
5. Email communication using Outlook program; steps for setting; configuring Outlook Express; spam, hoaxes, viruses, workplace monitoring and privacy issues.		5.1	Describe Outlook components
		5.2	Demonstrate creating and sending email messages from Outlook
		5.3	Demonstrate creating contacts and distribution lists
		5.4	Demonstrate storing and archiving messages
		5.5	Attach files, forwarding emails to recipients and using message flags
		5.6	Demonstrate computer settings to protect privacy and security
		5.7	Describe advantages of antivirus
		5.8	Demonstrate using an address book
		5.9	Describe the methods used to avoid spam
		5.10	Describe email privacy in the workplace rules
6. The origins of the web, differences between web browsers, how URLs, web servers, IP addresses and domain names are set up		6.1	Contrast internet vs web
		6.2	Describe hyperlinks
		6.3	Describe functions of a web browser
		6.4	Describe the internet backbone and technical services
		6.5	Describe functions of World Wide Web Consortium (W3C)
		6.6	Compare and contrast static vs dynamic HTML
.		6.7	Describe a search engine
		6.8	Describe Boolean operators
		6.9	Describe the process of copying programs, videos, music files, graphics and documents from the Internet
7. Understand how communication services work; ways to use the internet to communicate; internet privacy, surveillance issues and the concerns about the technologies used.		7.1	Describe Instant Messaging (IM) and popular messaging clients; facebook, twitter etc.
		7.2	Describe the security and privacy

		concerns of IM
	7.3	Describe Internet Relay Chat (IRC) technology
	7.4	Describe streaming media and technology
	7.5	Demonstrate webcasting
	7.6	Describe data snooping
	7.7	Describe government surveillance and control issues
	7.8	Explore reasons why organisations track employees
	7.9	Describe the different biometric technologies
	7.10	Describe advantages and disadvantages of using cookies
	7.11	Explore issues surrounding identify theft
	7.12	Describe the different types of internet based attacks
	7.13	Describe internet ethics
8. Understand tools for creating web sites and web hosting services.	8.1	Demonstrate creating basic web pages using HTML
	8.2	Outline the importance of using graphical elements in a web site
	8.3	Demonstrate publishing a website
	8.4	Demonstrate creating web pages in Microsoft Office

Methods of Evaluation: A 3-hour essay written paper with 5 questions, each carrying 20 marks. Candidates are required to answer all questions. Candidates also undertake project/coursework in Email Communication & Internet Technology with a weighting of 100%.

Recommended Learning Resources:
Email Communication & Internet Technology

Text Books	• Total Workday Control Using Microsoft Outlook, 2nd Ed. by Michael Linenberger. ISBN-10: 0974930423 • Microsoft Office Outlook 2007 Inside Out by Jim Boyce, Beth Sheresh and Doug Sheresh. ISBN-10: 0735623287 • Microsoft Internet Explorer: Introductory Concepts and Techniques by Thomas J. Cashman, Steven G. Forsythe and Gary B. Shelly. ISBN-10: 0619202165 • Internet Explorer One Step at a Time by CRAIG. ISBN-10: 0764531042
Study Manuals	BCE produced study packs
CD ROM	Power-point slides
Software	Microsoft Outlook and Web Browser