



lit.voc

ICT-Profile (including literacy demands)

Example Germany

Literacy and vocation

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PART I

ICT-Profile

Overview of task and fields

Information and communication technologies are a regular part of everyday working life. Companies and businesses streamline their workflow through extensive computer programs and networks. The digital processing of information has become increasingly important, new forms of knowledge transfer processes and new ways of communication have evolved.

Mobile devices such as cell phone or laptop are often for work equipment. For employees, it is the handling and management of PC and mobile devices to acquire safe and keep their knowledge available.

The requirements and skills are combined to an extensive profile. They are based on the "European Driver License" (<http://www.ecdl.com/>), <http://www.bbc.co.uk/webwise/0/>, "The new Essential Skills ICT Curriculum" (based on the National ICT Skill for Life Standards Levels 1 and 2 which can be found in on the DfES website - dfes.gov.uk.) and the New Zealand Curriculum for ICT Literacy.

Fields

1. Basic computer components
2. Using PC and file management
3. Word processing
4. Spreadsheet
5. Database
6. Internet and communication
7. Mobile communication

There is a great significance to the field 2, using PC and file management. The most important knowledge about functions is compiled to work with the PC. These functions are often similar in different programs, and make it possible to quickly incorporate in unknown programs.

Working with the PC and mobile devices depends on the technical equipment and internal communication of companies and businesses. Complex programs e.g. Databases with downloadable templates and text blocks can facilitate ease of use by working with the very PC. In addition, access and editing rights regulate the operation of the PC.

Information and communication technologies are tools that can encourage more autonomy at work. Whether it comes to knowledge independently to edit open up → need to solve problems, or problems in a team to present findings and results effective: more than ever, it is important that workers in shaping processes.

I Basic computer components

Hardware	Docks and port replicator
<ul style="list-style-type: none">▪ CPU▪ Server▪ Monitor▪ Hard disk	<ul style="list-style-type: none">▪ USBk▪ port replicator
Input devices	Memoryware and storage
<ul style="list-style-type: none">▪ keyboard▪ digital pen	<ul style="list-style-type: none">▪ external hard disk▪ USB-memory-stick▪ CD/DVD▪ hard drive
Output devices	Mobil devicese
<ul style="list-style-type: none">▪ printer▪ scanner▪ phone▪ camera,	<ul style="list-style-type: none">▪ notebooks▪ tablets▪ smartphone

II Using PC and File Management

Operate a Computer	File management
<ul style="list-style-type: none"> start, shutdown or turn off, ggf. reset log in if needed operating system open and close applications as appropriate 	<ul style="list-style-type: none"> Concept of the hierarchy of files (location and storage), e.g. application, files and folders file formats (xls. doc. pdf. usw.)
Input devices: e.g keyboard skills	Features icons ,buttons,
<ul style="list-style-type: none"> key types Alphanumeric Modifiers Navigation and typing modes 	<ul style="list-style-type: none"> pictograms, picture or symbol for application, files, folders and external devices,e.g.printer with Icons, open or close, create and delete, replicate, select, click or double-click and drag them to new positions on the screen, e.g applications, files and folders
Interface features	Output devices e.g. printer
<ul style="list-style-type: none"> window size, move, minimise, maximise, close scroll menu and submenu toolbar, icons, option buttons 	<ul style="list-style-type: none"> switch on and turn off printing with the icon „printer“ printer options, e.g.several copies, print preview stop or delete a print job insert paper
File operations	Input devices e.g. scanner
<ul style="list-style-type: none"> Open save, move, delete print 	<ul style="list-style-type: none"> switch on and turn off scan documents save the scanned documents on the right place File formats (pdf or jpeg)
Desktop search	Security and protection
<ul style="list-style-type: none"> File and folder names File contents 	<ul style="list-style-type: none"> Data masking, using passwords Backups copyright

III Word processing

Documents	Enter text or data in a table
<ul style="list-style-type: none">▪ open and close application, file or folder▪ move, copy, or delete documents (file),▪ rename documents▪ save documents▪ print documents▪ send documents	<ul style="list-style-type: none">▪ enter text/data in cell▪ format text/data▪ cut, copy, paste, delete text/data in a cell, row, column,▪ format cell/row/column▪ add or delete cell/row/column▪ Add a table
Insert text	Enter text or data in a template
<ul style="list-style-type: none">▪ inserts text▪ upper/lower case,▪ select,highlight words/text▪ delet words/text▪ cut, copy, paste words/text▪ varies font, size and style▪ grammar checker▪ spell checker▪ thesaurus▪ help	<ul style="list-style-type: none">▪ open template▪ enter text or data on the right place▪ save template

III Spreadsheet

Enter data	Calculation
<ul style="list-style-type: none">▪ open and close application, file or folder, workbook▪ save workbook▪ rename a workbook ▪ enter numbers/date/text in a cell▪ format cells /cell contents (bold, alignment)▪ cut, copy, paste, delete cell contents▪ format data (time, number, percentage)▪ delete, add, move, copy a worksheet▪ rename worksheets ▪ enter data in a formular▪ recognise, that in formulars cells containing a formula, and contains reference to other cells and carry out calculations automatically▪ recognise, that delete cells, row, column delete the formula▪ recognise that formatting cell contents delete the formula▪ check: estimate	<ul style="list-style-type: none">▪ Sum formular▪ Basic calculation▪ in a cell: = 5*5 ->enter▪ function „sum“▪ check: estimate▪ save
Print	
<ul style="list-style-type: none">▪ print options e.g. print preview, select page	

IV Database

Database	Data records
<ul style="list-style-type: none"> understand database concept and structure open, close database log in know the icons, buttons for templates, forms, queries, reports or tablets open and close templates, reports or tablets 	<ul style="list-style-type: none"> Add or delet records enter data edit data in a existing record navigate between records know, that data must be updated regularly close records
Functions and commands	Print
<ul style="list-style-type: none"> icons and buttons fields Drop-Downs Radio button 	<ul style="list-style-type: none"> Print records, forms and reports printformat
Retrieve information	Security and Protection
<ul style="list-style-type: none"> open reports open data records forms manuels plans (architect's plan, financial plan) searching 	<ul style="list-style-type: none"> recognise, that database was drawn up by an administrator who allocates access rights recognise, that the administrator is responsible for the resoration after a database collapse recognise laws and rules of protection of data privacy and data security
Enter data in forms (or templates)	
<ul style="list-style-type: none"> open forms enter, delete, data in fields edit data in a existing record save and close forms or templates 	

IV Internet and Communication

IV Internet and Communication	
Internet	Online forms
<ul style="list-style-type: none">▪ purpose of a browser▪ icon for browser▪ Open and close a browser	<ul style="list-style-type: none">▪ complete and submit▪ fields▪ drop-down▪ radio buttons▪ choose a password (online banking)
Key features of a browser	Security and protection
<ul style="list-style-type: none">▪ features of a browser (back, forward, stop, refresh, home buttons)▪ delete history	<ul style="list-style-type: none">▪ recognise copyright constrains when using the internet
Navigation	
<ul style="list-style-type: none">▪ structure of a web adress▪ equates URL with web adress▪ use links (Hyperlink)▪ use navigation buttons▪ key features(e.g.map)▪ allowing or blocking cookies or plug ins if necessary▪ bookmark a location▪ bookmark favorites▪ Use prepared bookmarks▪ Save website on the right location▪ Copy text, picture or URL in documents▪ Download files and save▪ print a website, print option e.g. print preview and selecte pages bevor printing	

IV Internet and communication

Use internet	E-mail organisation
<ul style="list-style-type: none"> understand concept of search engine know popular search engine (google, bing or yahoo) 	<ul style="list-style-type: none"> open or close e-mail program with icon files and folder: inbox features for mail (open, close, store) buttons, e.g. "send", "delete", "save", "move" or drag and drop open or close e-mail messages
Find information	Send and receive e-mails
<ul style="list-style-type: none"> know business relevant search engine know business relevant information portals e.g. index, catalogues know relevant customers, manufacturers and suppliers know, which Information is sought (e.g. Manual for saw, manufacturers XY) search with key word (z.B. name of manufacturers) use multiple words (e.g. anti-bacterial multi-surface cleaner) <p>skim and scan results</p> <ul style="list-style-type: none"> select and use information that matches requirements advertising without cover as regards contents determines whether is current, accurate and reliable check the publication data cite any electronic references to information used 	<ul style="list-style-type: none"> understand the general structure of an e-mail address (name@lit.voc.eu) fill in e-mail address and send (To) send e-mail CC, BCC fill in subject fill in text or copy text from another location use spell check send e-mails with priority send an E-Mail with a read confirmation retrieve and reply to e-mails add, delete, open, save attachments move e-mails in files and folders delete or storage e-mails print e-mails
Working online	Address-book
<ul style="list-style-type: none"> Open or close application Log in or log out if needed features 	<ul style="list-style-type: none"> access address-book (list of contacts) add, delete, change contacts ggf. Verteiler erstellen oder aktualisieren
Collaborative tools	Security and Protect
<ul style="list-style-type: none"> open or close a file read or insert text view, add, edit and delete comments track and review changes to a document 	<ul style="list-style-type: none"> Phishing
Sharing (doodle, google+)	
<ul style="list-style-type: none"> Icon für Mitteilung öffnen, Mitteilung notieren 	

I V Mobile communication	
Mobile	
Switch on, turn off, log in recognize the keys make a call, answer a call send or replie an sms	▪
Smartphone	
<ul style="list-style-type: none"> ▪ Understand apps (application) ▪ use apps for information ▪ share information ▪ use instant messaging ▪ 	

PART II

ICT-Profile and literacy

Information and communication technologies enable new forms of data collection, processing, storage and transmission of information and data. The handling and use of these new technologies requires a high degree of literacy.

First, users can operate the PC. They must have knowledge of functioning of symbols and icons to navigate through the system, to open programs, edit documents or store. The design and structure of the file management, names and abbreviations of folders and files is more knowledge to be able to find your way in the system.

Users must have read strategies that enable them to find the information in documents quickly.

Knowledge of reading direction in templates, forms and lists are required when entering or addition of data. The users need to know to be entered at which point data.

When users send messages, they must write simple texts. Complex texts they write, if workflows or documented reports will be prepared.

The Internet research poses special challenges. To Find targeted can have keywords are entered, the items shown to be spotted quickly. Gathering information is no knowledge. Researched information must be processed into knowledge, that is, they must be evaluated to classify and recycle. It must also consider risks and basic security aspects. Getting and using information and data requires an independent and responsible use.

To calculate the arithmetic and number formats, users must know, be able to assess results and possibly use formulas.

Even the media phone is integrated into the digital world. A phone number can be selected by mouse click from your PC. Digital switching technology provides the connection, regardless whether transfer language, send a message or email or a video conference is organized. The telephone network allows free exchange of data between computers around the world. This includes access remote computers and machines. Geographically widely separated persons can jointly and simultaneously view and edit documents.

This development means that the handling of information and communication technologies, the social skills to be able to communicate and work with others to belong.

PART III

ICT Profile – Overview literacy on demands

Literacy on the job: READING

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>understand features: icons and buttons:</p> <ul style="list-style-type: none"> • use desktop, windows • use applications and programmes • use menu, tool bars, dialog box • navigate around the web • use e-mail and sharing <p>read and understand formats, names or abbreviation for file management</p> <p>read and understand messages, e.g. notes and informations</p>	<p>Read and understand short documents about important information</p> <p>Instructions</p> <p>Customer addresses</p> <p>Work plans</p> <p>Time plans</p> <p>maps and routes if necessary</p>	<p>Read and understand</p> <p>Manuals</p> <p>Instructions</p> <p>Pay slips</p> <p>General accident prevention rules and regulations</p> <p>Working terms and conditions to the company, holiday,-sickness reporting</p> <p>Internet searching, read and select results</p>

Literacy on the job: WRITING

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>compose and send short messages</p> <p>fill in text/data in form or table</p> <p>fill out time sheets and leave forms</p> <p>compile or update lists</p> <p>arrange dates</p>	<p>complete documentation</p> <p>write brief factual statement</p> <p>documentation of the results of work</p>	<p>Record registering, reporting and assessment of incidents and injuries</p> <p>Write detailed report</p>

Literacy on the job: SPEAKING AND LISTENING (Mobile Phone)

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p> speak clearly and distinctly speak slowly mention name and company use strategies to check listener has understood, ask for questions listen and respond for instructions and explanations talk to other colleagues to coordinate work </p>	<p> speak to a mailbox request a callback arrange dates inform colleagues inform customers answer questions from customers </p>	<p> discuss problems Ask someone on the phone </p>

Literacy on the job: NUMERACY

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>read and understand formats, numbers, dates, names or abbreviations for file management (folder 06->file-> ZW033_2012)</p> <p>read maps and estimate distances</p> <p>Enter data and numbers</p>	<p>estimate and check calculations</p> <p>itineraries plan</p> <p>Calculate with drawings and plans sizes and quantities</p>	<p>simple calculation with excel</p> <p>Calculate with plans to scale</p>

Literacy on the job: CRITICAL THINKING

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>work independently with the PC</p> <p>Folder and files search</p> <p>save and storage</p> <p>delete and refresh</p> <p>Security and protection e. g mails</p> <p>mobile: network receiving</p>	<p>disorder:</p> <p>printer don't print</p> <p>a file can not be opened, save or closed</p> <p>memory stick can not be opened</p> <p>e-mail messages are not sent</p> <p>ask for help or inform the administrator</p>	<p>deal with unexpected issues</p> <p>the network does not work</p> <p>the computer stops responding</p> <p>act or react instantly, inform the administrator</p>

IMPRINT

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