

Course:  
 Number of students:  
 Start Date:  
 End Date:

Tutor:  
 Days :  
 Time:  
 Course Group :

### TIME TABLE and SCHEME OF WORK

WK#	Date	Monday Day1	Tuesday Day2	Wednesday Day 3	Online Exam/ Activities to be Completed
		Induction (Welcome to ELATT!!) Introduction to Course Structure and Time Table Introduction to Policies Network Structure, working model, ILP, Learning Styles & Soft Skills			Soft Skills ILP Learning Style Skills Exercise
		Introduction to Personal Computers 1.1 – 1.8	Introduction to Personal Computers 1.9 – 1.10 2A. Safe Lab Procedure and Tool Use 2.1 – 2.3	Lab Session: Using Multi-meter, Disassembling PC, Implement proper tool use	Cisco Ch 1 & 2 Lab Sheets
		<b>Group Activity of Assembling a PC</b>	3 A. Computer Assembly Step -by-Step 3.1 – 3.7 Virtual PC Desktop	Electricity Log Call Log Lab 3	Chapter 3 Lab sheets
		4.A Basics of Preventive Maintenance and Trouble shooting 4.1 – 4.5	5A. Operating Systems 5.1 – 5.4	<b>Review of Chapters 1- 4</b> 5A. Operating Systems 5.5 – 5.6	Chapter 4 Lab sheets

WK#	Date	Monday Day1	Tuesday Day2	Wednesday Day 3	Online Exam/ Activities to be Completed
		6A. Laptops and Portable Devices 6.1 – 6.7	Mail Merge in Word Outlook Configuration	Group Activity for Disassembling Laptop	Chapter 5 Lab sheets
		7 A. Printers and Scanners 7.1 – 7.4	7 A. Printers and Scanners 7.5 – 7.6	Mock exam	Chapter 6 Lab sheets
		Review of Chapters 5- 7	Exam	Progress Review CV Writing	Chapter 7 Lab sheets
		8. Networks 8.1 – 8.3	8. Networks 8.7 – 8.10	Lab Sessions for Chapter 8	none
		<b>Bank Holiday</b>	9. Security 9.1 – 9.4	Group Activity for Researching Security Threats	Chapter 8 Lab sheets
		10. Communication Skills 10.1 – 10.4	Part 2 : 11 Advanced Personal Computers 11.1 - 11.4	Recap of Network and Security Group Activity for Network Configuration (Trip to Server Room and ELATT Network setup)	Chapter 9 Lab sheets
		12. Operating Systems 12.1 – 12.4	12. Operating Systems 12.5 – 12. 6	Group Activity for Network & OS Configuration	Chapter 10 Chapter 1-10 Lab sheets

WK#	Date	Monday Day1	Tuesday Day2	Wednesday Day 3	Online Exam/ Activities to be Completed
		Mock exam	Exam	451 Preparation Practice Literacy and Numeracy Assessment	Chapter 11 Lab sheets
		13. Laptops and Portable Devices 13.1 – 13.4	14. Printers and Scanners 14.1 – 14. 4	Group Activity for Printer Set Up	Chapter 12 Lab sheets
		15. Advanced Networks 15.1 – 15.3	15. More on Networks 15.4 – 15.6	Group Discussion on Different OS & Networks	Chapter 13 Lab sheets
		15. Advanced Networks 15.7 – 15.8	Recap on Networks	Day Out (Excursion to a company TBC)	Chapter 14 Lab sheets
		Computer Building Challenge	Mock	Computer Building Challenge	Chapter 15 Lab sheets
		Exam	Preparation		Chapter 16 Chapter 1-16 Lab sheets
		16. IT Security 16.1 – 16.5	Mock	Exam	Practice 1-10 Practice 1-16
		Course rap up week Achievement Reviews	Mock interviews sessions	Feedback Skills –based exam Hurray! Exit Review and Its all Over....	Final 1-10 Final 1-16

## General Resources: Projector, Workstations, White Board & Marker, Flip Charts

CHAPTERS	MODULE	OBJECTIVES / CONTENT	RESOURCES / ACTIVITIES / ASSESSMENT	SKILL FOR LIFE/ COURSE REF.
0	<b>Induction Week</b>	<b>Induction to ELATT</b> <ul style="list-style-type: none"> <li>• H&amp;S</li> <li>• Equal Opportunity</li> <li>• Code of Conduct</li> </ul>	<b>Induction Ppt, ILP and LA</b> <b>Soft Skills Questionnaire</b> <b>Access to Learning Styles Site</b>	
1	<b>1 PC Fundamentals</b>	Introduction to the Personal Computer: 1 .1 Explain IT industry certifications 1 .2 Describe a computer system 1 .3 Identify the names, purposes, and characteristics of cases and power supplies 1 .4 -1.7 Identify the names, purposes, and characteristics of input devices, output devices and internal components such as Motherboards, processor, cooling systems, ROM and RAM, adapter cards, storage drives, internal cables, ports and cables 1 .8 Explain system resources and their purpose, IRQ , I/ O Address, and DMA <i>1.9 Explain binary Number System and relate it to computer speed, RAM etc.</i> <i>1.10 General Desktop properties</i> <ul style="list-style-type: none"> <li>• Taking Screen Shot</li> <li>• View System Properties</li> </ul>	Chapter 1 Presentation, Chapter 1 Handouts <hr/> Lab Worksheets: <ul style="list-style-type: none"> <li>• Job_Hunt</li> <li>• Research_Computer_Components</li> </ul> Individual Computer components Motherboard, Power supply, Adapter card, Processor, Heat Sink, Processor Fan, NIC to show to the learners  <b>Additional Handout on 1.8 and motherboard diagrams</b>  Chapter 1 Online Exam	MSS1/L1.7 (convert units of measurement in the same system)  N1/L2.2 (carryout calculations with numbers of any size using efficient methods)  SLc/L1.3 (express clearly statement of fact, explanations, instructions, accounts and descriptions)
2	<b>2. Safe Lab Procedure and Tool Use</b>	2 .1 Explain the purpose of safe working conditions and procedures: potential hazards, procedures to protect equipment	Chapter 2 Presentation, <a href="#">Literacy session- Health and</a>	SLc/L1.3

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		<p>from damage and data from loss and to protect the environment from contamination</p> <p>2 .2 Identify tools and software used with personal computer components and their purposes</p> <p>2 .3 Implement proper tool use</p>	<p><a href="#">safety presentation worksheet and discussion.</a></p> <p>Chapter 2 Handouts</p> <p>Lab Worksheets:</p> <hr/> <ul style="list-style-type: none"> <li>• Diagnostic_software</li> <li>• Complete_disassembly</li> </ul> <p>PC Lab. Tools e.g. Wrist straps, screw drivers, tool kit, Multi meter etc.</p> <p>Chapter 2 Online Exam</p>	
3	<b>3 Computer Assembly Step-by-Step</b>	<p>3 .1 Open the case</p> <p>3 .2 Install the power supply</p> <p>3 .3 Attach the components to the motherboard and install the motherboard Install a CPU and a heat sink / fan assembly, RAM, motherboard</p> <p>3.4 Install other components internal drives, external bays, optical drive, the floppy drive, adapter cards, NIC, video adapter card, internal cables, 3.5 Connect the power cables, the data cables</p> <p>3.6 Close the panel and connect external cables</p> <p>3.7 Boot computer for the first time Identify beep codes and Describe BIOS setup</p>	<p>Chapter 3 Presentation,</p> <p>Chapter 3 Handouts</p> <p>Virtual Desktop &amp; Laptop Assembly Software</p> <p>Lab Worksheets:</p> <hr/> <ul style="list-style-type: none"> <li>• IG_Install Power Supply</li> <li>• Install_Motherboard</li> <li>• Install Drives</li> <li>• Install_Adapter_Cards</li> <li>• Install_Internal_Cables</li> <li>• Complete_Assembly</li> <li>• Boot_the_Computer</li> </ul> <p>Workstations for Disassembly PC hardware components PC Lab. Tools e.g. Wrist straps,</p>	<p>SLc/L1.3</p> <p>Wt/L1.3 (present information in a logical sequence, using paragraphs where appropriate) Wt/L1.1 (plan and draft writing)</p>

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			screw drivers etc. <b>Electricity Log</b>  Literacy session- write step- by- step computer assembly process. Understanding difficult words strategies.  Chapter 3 Online Exam	
4	<b>4. Basics of Preventive Maintenance and Troubleshooting</b>	4.1 Explain the purpose of preventive maintenance 4.2 Identify the steps of the troubleshooting process 4.3 Purpose of data protection 4.4 Creating Macro's in Word Application 4.5 <i>Running Applications like Disk Clean up and Disk Defragmenter etc</i>	Chapter 4 Presentation,  Chapter 4 Handouts  Virtual PC with Virtual Machine to access administrative tools.  Literacy session-  Call Log  Troubleshooting Log  <b>Handout on how to Create Macro's</b>	SLc/L1.3  Wt/L1.3
5	<b>5. Operating Systems</b>	5 .1 Explain the purpose of an operating system <ul style="list-style-type: none"> <li>Describe the characteristics of modern operating systems and their concepts</li> </ul> 5 .2 Describe and compare operating systems to include purpose, limitations, and compatibilities <ul style="list-style-type: none"> <li>Desktop OS, Network OS, Logon Scripts</li> </ul>	Chapter 5 Presentation,  Chapter 5 Handouts  Literacy- reading- Understanding how writers achieve their purpose. Using adverts, make comparisons of operating systems whilst identifying language used to achieve purpose; writing-	SLc/L1.3

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		<p>5 .3 Determine operating system based on customer needs such as</p> <ul style="list-style-type: none"> <li>• applications and environments that are compatible with an OS</li> <li>• minimum hardware requirements and compatibility with the OS platform</li> </ul> <p>5 .4 Install an operating system</p> <ul style="list-style-type: none"> <li>• hard drive setup procedures</li> <li>• Prepare hard drive</li> <li>• Create accounts</li> <li>• Describe custom installation option</li> <li>• Boot sequence files and Registry files</li> <li>• Manipulate operating system files</li> <li>• Describe directory structures</li> </ul> <p>5 .5 Navigate a GUI (Windows)</p> <ul style="list-style-type: none"> <li>• Manipulate items on the desktop</li> <li>• Explore control panel applets</li> <li>• Explore administrative tools</li> <li>• Install, navigate, and uninstall an application</li> <li>• Describe upgrading an operating system</li> </ul> <p>5 .6 Identify and apply common preventive maintenance techniques for operating systems</p> <ul style="list-style-type: none"> <li>• Create a preventive maintenance plan</li> <li>• Schedule a task</li> <li>• Backup the hard drive</li> <li>• Troubleshoot operating systems</li> <li>• Review the troubleshooting process</li> <li>• Identify common problems and solutions</li> </ul>	<p><a href="#">comparison of operating systems.</a></p> <p><u>Lab Worksheets:</u></p> <ul style="list-style-type: none"> <li>• Search_NOS_Certs_Jobs</li> <li>• Upgrade_HW</li> <li>• Lab_Create_Accounts_and_Update</li> <li>• NTFS_FAT32_Qs</li> <li>• Lab_Run</li> <li>• Lab_Install_Third_Party_Software</li> <li>• Restore_Points</li> <li>• Registry_Backup</li> </ul> <p>Workstations with no OS Windows XP Operating System Installation Log</p> <p>Chapter 5 Online Exam</p> <p><b>Additional Notes on Operating Systems, Logon Scripts</b></p> <p><a href="#">Literacy- creating a preventative maintenance plan &amp; identify common problems and solutions. Understanding descriptive texts.</a></p>	<p>Wt/L1.3</p>

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6	<b>6. Laptops and Portable Devices</b>	<p>6.1 Describe laptops and other portable devices such as PDAs and Smart phones</p> <p>6.2 Identify and describe the components of a laptop</p> <p>6.3 Compare and contrast desktop and laptop components including motherboards, processors, power management, expansion capabilities</p> <p>6.4 Explain how to configure laptops Power settings, safe installation and removal of laptop components</p> <p>6.5 Define the different mobile phone standards</p> <p>6.6 Identify common preventive maintenance techniques for laptops and portable devices, cleaning procedures optimal operating environments</p> <p>6.7 Describe how to troubleshoot laptops and portable devices</p>	<p>Chapter 6 Presentation,</p> <p>Chapter 6 Handouts</p> <p><a href="#">Literacy- student presentations-comparing and contrasting components of desktops and laptops.</a></p> <p>Lab Worksheets:</p> <hr/> <ul style="list-style-type: none"> <li>• Research Laptop_SmartPhone_PDA</li> <li>• Complete_Docking_Stations</li> <li>• Answer_Laptop_expansion</li> <li>• Match_ACPI_Standards</li> <li>• Research_Laptop_Problems</li> </ul> <p>Laptop for Demonstration</p> <p><a href="#">Literacy- writing- how to trouble shoot laptops and portable devices.</a></p> <p>Chapter 6 Online Exam</p>	SLc/L1.3
7	<b>7. Printers and Scanners</b>	<p>7.1 Describe the types of printers currently available</p> <ul style="list-style-type: none"> <li>• Characteristics and capabilities of printers, printer-to-computer interfaces</li> <li>• Describe laser printers, impact printers, inkjet printers, solid ink printers etc</li> </ul>	<p>Chapter 7 Presentation,</p> <p>Chapter 7 Handouts</p> <p>Virtual Printer Assembly Software</p>	SLc/L1.3

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		<p>7 .2 Describe the installation and configuration process for printers</p> <ul style="list-style-type: none"> <li>• Describe how to set up a printer</li> <li>• Explain how to power and connect a device using local or network port</li> <li>• Describe how to install and update a device driver, firm ware, and RAM</li> <li>• Identify configuration options and default settings</li> <li>• Explain how to optimise printer performance</li> <li>• Describe how to print a test page</li> <li>• Describe how to share a printer</li> </ul> <p>7 .3 Describe the types of scanners currently available</p> <ul style="list-style-type: none"> <li>• Describe scanner types, resolution, and interfaces</li> <li>• Describe all-in-one devices, flatbed scanners, handheld scanners, drum scanners</li> </ul> <p>7 .4 Describe the installation and configuration process for scanners</p> <ul style="list-style-type: none"> <li>• Powering and connecting a scanner</li> <li>• Installing and updating the device driver</li> <li>• Configuration options and default settings</li> </ul> <p>7 .5 Identify and apply common preventive maintenance techniques for printers and scanners</p> <p>7 .6 Troubleshoot printers and scanners</p>	<p>Lab Worksheets:</p> <hr/> <p>Install_AllinOne</p> <p>Networked Workstations and Printer &amp; Scanner</p> <p>Chapter 7 Online Exam</p> <p>Literacy- reading to identify the purpose of a text.</p>	
8	<b>8. Networks</b>	<p>8 .1 Explain the principles of networking</p> <ul style="list-style-type: none"> <li>• Define computer networks,</li> <li>• Benefits of networks</li> <li>• Types of networks - L AN, WAN, WLAN, Peer-to-peer networks, client/ server networks</li> </ul>	<p>Chapter 8 Presentation,</p> <p>Literacy- reading to understand main points in a text.</p>	SLc/L1.3

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		<p>8 .2 Describe basic networking concepts and technologies, bandwidth and data transmission</p> <ul style="list-style-type: none"> <li>• Describe IP addressing</li> <li>• Define DHCP</li> <li>• Describe Internet protocols and applications</li> <li>• Define ICMP</li> </ul> <p>8 .3 Describe the physical components of a network</p> <ul style="list-style-type: none"> <li>• Identify names, purposes, and characteristics of network devices and network cables</li> </ul> <p>8.4 Describe LAN topologies and architectures</p> <p>8.5 Identify standards organisations</p> <p>8.6 Identify Ethernet standards</p> <ul style="list-style-type: none"> <li>• cabled Ethernet standards</li> <li>• wireless Ethernet standards</li> </ul> <p>8.7 Explain &amp; compare OSI and TCP/ IP Data Models</p> <p>8.8 Configure and Installing NIC and a modem</p> <p>8.9 Describe the installation of a modem</p> <p>8.10 Identify names, purposes, and characteristics of other technologies used to establish connectivity</p> <ul style="list-style-type: none"> <li>• Telephone technologies</li> <li>• Define power line communication</li> <li>• Define Broadband, VoIP</li> <li>• Troubleshoot a network</li> </ul>	<p>Chapter 8 Handouts</p> <p>Lab Worksheets:</p> <hr/> <ul style="list-style-type: none"> <li>• Answer_Broadband_Qs</li> <li>• Diagnose_Network_Problem</li> <li>• IP_Address_Classes</li> <li>• IP_Address_Classes2</li> <li>• NIC_Driver_Search</li> <li>• NIC_Driver_Search2</li> <li>• Lab_Config_NIC_DHCP</li> </ul> <p>3 Workstations Network hardware components e.g. Hub, cables, router, switch etc Create Peer to Peer Network And Create Client Server Network</p> <p><b>Additional Handout on IP Addressing and subnetting</b></p> <p>Chapter 8 Online Exam</p> <p><a href="#">Literacy- understanding the features of different texts- using ads, memos, emails, articles and letters to identify names, purposes and characteristics of other technologies used to establish connectivity.</a></p>	

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9	<b>9. Security</b>	<p>9 .1 Explain why security is important</p> <p>9 .2 Describe security threats</p> <ul style="list-style-type: none"> <li>• Define viruses, worm s, and Trojans</li> <li>• Define adware, spyware, and grayware</li> <li>• Explain Denial of Service</li> <li>• Describe spam and popup windows</li> <li>• Explain social engineering</li> <li>• Explain TCP/ IP attacks</li> <li>• Explain hardware deconstruction and recycling</li> </ul> <p>9 .3 Identify security procedures</p> <ul style="list-style-type: none"> <li>• Explain what is required in a basic local security policy</li> <li>• Describe wireless security techniques</li> </ul> <p>9.4 Identify common preventive maintenance techniques for security</p> <ul style="list-style-type: none"> <li>• Installing and Updating signature files for anti-virus and anti-spyware software</li> </ul>	<p>Chapter 9 Presentation,</p> <p>Chapter 9 Handouts</p> <p><a href="#">Literacy- understanding tables with words and symbols- using a table of symbols recognise security threats.</a></p> <p>Lab Worksheets:</p> <ul style="list-style-type: none"> <li>• Security_Attacks</li> <li>• ThirdPartyAVSoftware</li> <li>• OS_Software_Updates</li> <li>• RT_Gather_Info</li> </ul> <p>Workstations with Internet access Hardware components</p> <p>Chapter 9 Online Exam</p>	<p>SLc/L1.3</p> <p>Wt/L1.3</p>
10	<b>10. Communication Skills</b>	<p>10.1 Explain the relationship between communication and troubleshooting</p> <p>10.2 Describe good communication skills and professional behaviour</p> <ul style="list-style-type: none"> <li>• Determine the computer problem of the customer</li> <li>• Display professional behaviour with the customer</li> <li>• Focus the customer on the problem during the call</li> <li>• Use proper netiquette</li> <li>• Implement time and stress management techniques</li> <li>• Observe Service Level Agreements (SL As)</li> <li>• Follow business policies</li> </ul>	<p>Chapter 10 Presentation,</p> <p>Chapter 10 Handouts</p> <p><a href="#">Literacy- understanding tables with words and numbers- using a database printout of call centre log, determine the relationship between communication and troubleshooting.</a></p>	<p>SLc/L1.3</p>

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		<p>10.3 Explain ethics and legal aspects of working with computer technology</p> <p>10.4 Describe call centre environment and technician responsibilities</p> <ul style="list-style-type: none"> <li>• Describe the call centre environment</li> <li>• Describe level-one technician responsibilities</li> <li>• Describe level-two technician responsibilities</li> <li>• Provide overview of field, remote, and bench technician jobs</li> </ul>	<p>Lab Worksheets:</p> <hr/> <ul style="list-style-type: none"> <li>• TroubleshootingResources</li> <li>• ControltheCall</li> <li>• CustomerTypes</li> <li>• CustomerPrivacy</li> </ul> <p>Chapter 10 Online Exam  <a href="#">Literacy and soft skills- role- playing trouble shooting using correct netiquette (online) and speaking and listening (on phone).</a></p> <p><a href="#">Employability skills incorporating literacy- CV's and Covering letters- Spelling, grammar, subject- verb agreement etc.</a></p>	

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11	<b>Part 2 Advanced Personal Computers</b>	<p><b>Review of Chapter 1-10</b></p> <p>11.1 Explain safe lab procedure and tool use</p> <ul style="list-style-type: none"> <li>Review safe working environment and procedures</li> <li>Review names, purposes, characteristics, and safe and appropriate use of tools</li> <li>Identify potential safety hazards and implement proper safety procedures for computer components</li> <li>Describe environmental issues</li> </ul> <p>11.2 Describe situations requiring replacement of computer components</p> <p>11.3 Upgrade and configure personal computer components and peripherals (case and power supply, motherboard, the CPU and heat sink / fan assembly, RAM, adapter cards, storage devices and hard drives, input and output devices)</p> <p>11.4 Identify and apply common preventive maintenance techniques for personal computer components</p> <ul style="list-style-type: none"> <li>Clean internal components &amp; case</li> <li>Inspect computer components</li> <li>Troubleshoot computer components and peripherals</li> <li>Review the troubleshooting process</li> <li>Identify common problems and solutions</li> <li>Apply troubleshooting skills</li> </ul>	<p><a href="#">Literacy- understanding explanation texts.</a></p> <p>Chapter Handouts</p> <p>Lab Worksheets:</p> <hr/> <ul style="list-style-type: none"> <li>Job_Opportunities</li> <li>Computer_Components</li> <li>Lab_Install_NIC</li> <li>Lab_Install_RAM</li> <li>Lab_BIOS_File_Search</li> <li>Lab_Install_Second_HDD</li> <li>RT_Repair Boot Problem</li> <li>Lab_Repair Boot Problem</li> </ul> <p>Chapter 1-10 Online Exam Chapter Online Exam</p>	SLc/L1.3

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12	<b>Operating Systems</b>	<p>12 .1 Select the appropriate operating system based on customer needs : Describe OS, Network OS,</p> <p>12 .2 Install, configure, and optimise or upgrade an operating system</p> <ul style="list-style-type: none"> <li>• Compare and contrast a default installation and a custom installation</li> <li>• Install Windows XP Professional using a custom installation</li> <li>• Create, view, and manage disks, directories, and files</li> </ul> <p>12 .3 Identify procedures and utilities used to optimise the performance of</p> <ul style="list-style-type: none"> <li>• operating systems</li> <li>• Browsers</li> </ul> <p>12.4 Set screen resolution and update video driver</p> <p>12.5 Describe installation of a second operating system</p> <p>12.6 Describe preventive maintenance procedures for operating systems</p> <ul style="list-style-type: none"> <li>• Schedule automatic task s and updates</li> <li>• Set restore points</li> <li>• Troubleshoot operating systems</li> <li>• Identify com m on problem s and solutions</li> </ul>	<p>Chapter Presentation,</p> <p>Chapter Handouts</p> <p>Lab Worksheets:</p> <hr/> <ul style="list-style-type: none"> <li>• Advanced_XP_Install</li> <li>• Create_and_Convert_Partition</li> <li>• Lab_Virtual_Memory</li> <li>• Lab_Alternate_Browser</li> <li>• Lab_Scheduled_Task</li> <li>• Lab_Fix_Operating_System</li> <li>• RT_Fix_Operating_System</li> </ul> <p>Workstation and Windows Server 2008. Installation</p> <p>Chapter 12 Online Exam</p>	SLc/L1.3
13	<b>Laptops and Portable Devices</b>	<p>13.1 Describe wireless communication methods for laptops and portable devices such as Bluetooth Technology, Infrared Technology, Cellular WAN Technology, Wi-Fi Technology, Satellite Technology</p> <p>13.2 Describe repairs for laptops and portable devices</p> <p>13 .3 Select laptop components: batteries, a docking station or port replicator, storage devices, additional RAM</p>	<p>Chapter Presentation,</p> <p>Chapter Handouts</p> <p>Lab Worksheets:</p> <hr/> <ul style="list-style-type: none"> <li>• Repair_Center</li> <li>• Laptop_Batteries</li> <li>• Wk_Docking_Station</li> <li>• Wk_Research_DVD_Drives</li> </ul>	SLc/L1.3

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		<p>13 .4 Describe preventive maintenance procedures for laptops</p> <ul style="list-style-type: none"> <li>• Schedule and perform maintenance for laptops</li> <li>• Manage data version control between laptops and desk tops</li> <li>• How to troubleshoot a laptop</li> <li>• Identify common problems and solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Laptop_RAM</li> <li>• Verify_Work_Order_Info Workstations</li> </ul> <p>Wireless router, workstation with wireless adapter and set up a wireless network. Setting a WEP key</p> <p>Literacy- write a preventative maintenance guide for a low computer-literate person- both in formal and informal language.</p> <p>Chapter Online Exam</p>	
14	<b>Printers and Scanners</b>	<p>14.1 Describe potential safety hazards and safety procedures associated with printers and scanners</p> <p>14.2 Install and configure a local printer and scanner</p> <ul style="list-style-type: none"> <li>• Connect the device to a local port</li> <li>• Install and configure the driver and software</li> <li>• Configure options and default settings</li> <li>• Verify functionality</li> </ul> <p>14.3 Describe how to share a printer and a scanner on a network</p> <ul style="list-style-type: none"> <li>• Describe types of printer servers</li> <li>• Describe how to install network printer software and drivers on a computer</li> <li>• Upgrade and configure printers and scanners</li> </ul> <p>14.4 Describe printer and scanner preventive maintenance techniques</p> <ul style="list-style-type: none"> <li>• Determine scheduled maintenance according to vendor guidelines</li> </ul>	<p>Chapter Presentation,</p> <p>Chapter Handouts</p> <p>Lab Worksheets:</p> <hr/> <ul style="list-style-type: none"> <li>• LAB_Install_Printer_Scanner</li> <li>• Lab_Share_Printer_Scanner</li> <li>• Lab_Optimize_Scanner_Output</li> <li>• SH_Printer_Technician</li> <li>• Lab_Fix_Printer</li> <li>• Lab_RT_Fix_Printer</li> </ul> <p>Literacy- understanding argument texts and identifying points of view. Debating about manufacturing quality of printers and scanners these days vs consumer demand and consumer fault when they go wrong. (Speaking and listening)</p>	

CHAPTERS	MODULE	OBJECTIVES / CONTENT	RESOURCES / ACTIVITIES / ASSESSMENT	SKILL FOR LIFE/ COURSE REF.
		<ul style="list-style-type: none"> <li>Describe a suitable environment for printers and scanners</li> <li>Describe cleaning methods</li> <li>Describe checking capacity of ink cartridges and toners</li> <li>Troubleshoot printers and scanners</li> <li>Identify common problems and solutions</li> </ul>	Chapter Online Exam	
15	<b>Networks</b>	<p>15.1 Identify potential safety hazards and implement proper safety procedures related to networks</p> <ul style="list-style-type: none"> <li>Fibre-optic safety</li> <li>Cable, cable cutters, and cable cutting safety hazards</li> </ul> <p>15.2 Design a network based on the customer' s needs. Determine a topology, protocols and network applications, the components for your customer' s network, cable types, ISP connection type, network cards, network device.</p> <p>15.3 Implement the customer' s network</p> <p>15.4 Upgrade the customer' s network</p> <p>15.5 Install and configure wireless NIC, wireless routers,</p> <p>15.6 Describe preventive maintenance procedures for networks</p> <p>15.7 Troubleshoot the network</p> <p>15.8 Identify common problem s and solutions</p>	<p>Chapter Presentation,</p> <p>Chapter Handouts</p> <hr/> <p><a href="#">Literacy- writing to persuade, grammar, punctuation, spelling.</a></p> <p>Lab Worksheets:</p> <hr/> <ul style="list-style-type: none"> <li>Wk_Protocols</li> <li>Wk_ISP_Connections</li> <li>Lab_Config_Browser_Settings</li> <li>Lab_Sharing</li> <li>Lab_Install_Wireless_NIC</li> <li>Lab_Configure_Wireless_Router</li> <li>Lab_Test_Wireless_NIC</li> <li>Lab_Fix_Network_Problem</li> <li>Lab_RT_Fix_Network_Problem</li> </ul> <p>Example Network Diagram</p> <p>Chapter 15 Online Exam</p>	

CHAPTERS	MODULE	OBJECTIVES / CONTENT	RESOURCES / ACTIVITIES / ASSESSMENT	SKILL FOR LIFE/ COURSE REF.
16	<b>Security</b>	<p>16.1 Outline security requirements based on customer needs: local security policy</p> <ul style="list-style-type: none"> <li>• Explain when and how to use security hardware</li> <li>• Explain when and how to use security application software</li> </ul> <p>16.2 Select security components based on customer needs: Describe and compare security techniques, access control devices, firewall types</p> <p>16.3 Implement customer' s security policy</p> <ul style="list-style-type: none"> <li>• Configure security settings</li> <li>• Describe configuring firewall types</li> <li>• Describe protection against malicious software</li> </ul> <p>16.4 Perform preventive maintenance on security</p> <ul style="list-style-type: none"> <li>• Describe the configuration of operating system updates</li> <li>• Maintain accounts</li> <li>• Explain data backup procedures, access to back ups, and secure physical backup material</li> </ul> <p>16.5 Troubleshoot security: Identify common problems and solutions</p>	<p>Chapter Presentation,</p> <p>Chapter Handouts</p> <p>Lab Worksheets:</p> <hr/> <ul style="list-style-type: none"> <li>• Wk_Security_Policy</li> <li>• Wk_Research_Firewalls</li> <li>• Lab_Config_Windows</li> <li>• Lab_Fix_Security_Problem</li> <li>• Lab_Fix_Security_Problem</li> </ul> <p><i>Install and Configure Firewall</i></p>	