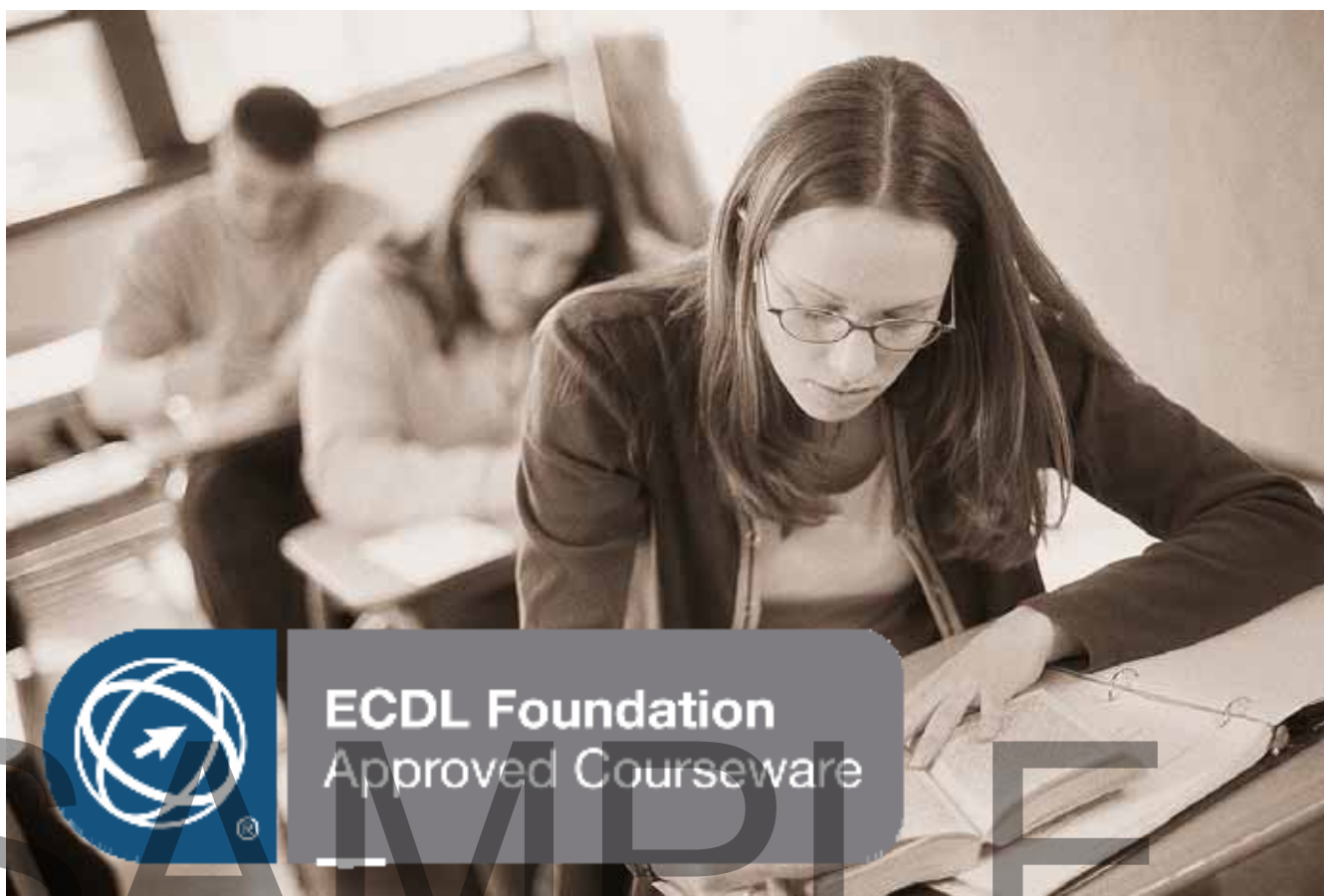# 1800+ ECDL / ICDL Practice Questions

For ECDL / ICDL Syllabus 5:

Based on Windows XP & Microsoft Office 2003.
Over 1800 practice questions: Over 140 handout pages.

ECDL Foundation
Approved Courseware

COURSEWARE

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ECDL Practice Sessions:

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Understanding the formatting used within this document

This document uses 'section formatting' to force each new chapter to start on an odd numbered page. This is great for printing the manual on a printer that prints on both sides of the paper. It gives a professional impression, and where necessary blank pages are inserted to force each new chapter to start on an odd page.

If you are printing to a printer that only prints singled sided, or if you are using a duplex printer, set to single sided operation, than you will find that blank pages are printed, prior to some of the new chapters. If these blank pages are a problem, go through the document and change 'odd page' section breaks, to 'continuous', section breaks.

Text marked with 'Header 1' and 'Header 2' styles may automatically insert a page break, as the styles may have this information embedded within the style. If this is an issue, modify the style to prevent the automatic page break insertion.

Step-by-step instructions for preventing blank page insertion, resulting from odd section breaks that are inserted before each new chapter.

NOTE: Only do this if you are printing the manual single sided. If you are printing the entire manual, on both sides of the paper, you should not do this.

- First make a copy of the document and rename it **ECDL Questions - No blank pages**.
- Click on the **File** drop down menu and select the **Page Setup** command.
- Select the **Layout** tab, at the top of the dialog box.
- Within the **Headers and footers** section of the dialog box, remove the tick next to the **Different Odd and Eve**n check box.
- Within the **Preview** section of the dialog box, click on the **down arrow** under the **Apply to** command.
- From the drop down menu displayed select **Whole Document**.
- Click on the **OK** button.

SAMPLE

Compare the practice sessions with the official ECDL syllabus

You can download the official ECDL syllabus from the ECDL Foundation web site. The ECDL Foundation is the world-wide governing body for the ECDL certification program.

If you compare the 'table of contents' of this document, with the official ECDL syllabus, you will see that these practice sessions have been *specifically* developed for the ECDL certification program, and allow you to practice each section of the syllabus.

You can download the ECDL syllabus from: **www.ecdl.org**

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The purpose of these practice sessions

NOTE: NOT AN OFFICIAL ECDL EXAMINATION:

The first thing to note is that these ECDL practice questions are not official ECDL examinations. You can only take an official ECDL examination at an approved ECDL testing centre, or via an approved, secure, on-line ECDL testing system.

These practice sessions have been officially approved by the ECDL Foundation, the world-wide governing body that regulates the ECDL certification scheme.

These ECDL Foundation approved practice sessions have been designed for use in conjunction with ECDL Foundation approved courseware, such as the courseware provided by Cheltenham Courseware.

These practice sessions aim to allow you to practice ECDL related skills.

You can check our official certification status on the ECDL Foundation web site. Go to:
www.ecdl.org
then click on the '**Partners**' button.

THESE PRACTICE SESSIONS ARE OFFICIALLY APPROVED FOR USE WITH ECDL APPROVED COURSEWARE. THEY SHOULD NOT BE USED AS A REPLACEMENT FOR OFFICIALLY APPROVED COURSEWARE MANUALS

PLEASE NOTE: You may not edit the syllabus related content of this document, as it has been approved in its present form by the ECDL Foundation.

ECDL Courseware Library: A complete library of ECDL training materials:
If you are not currently using ECDL courseware materials from Cheltenham Courseware, you can view details, and download samples from our web sites:

- UK / Ireland   www.cctglobal.com
- Australia / International   www.cheltenhamcourseware.com.au
- USA   www.cheltenhamcourseware.com

NOTE: These practice sessions have been written based on Windows XP and Microsoft Office XP / 2003.

Setting up the sample files
- o Copy the contents of the '**Practice Question Sample Files**' folder to the '**My Documents**' or '**Documents**' folder.
- o You will need to do this every time a different student uses the computer.
- o Some options, such as customisation options, may require resetting after a course.

ECDL Module 1

Practice your ECDL skills

ECDL Module One - Concepts of Information Technology (ICT)

ECDL Module 1

Practice your ECDL skills

Syllabus Section 1.1a – Hardware

1) On a modern computer, the speed of the computer CPU is normally quoted in:
a) Hz.
b) MHz.
c) GHz.
d) THz.

2) A 2 MHz CPU is faster than a 2 GHz CPU. Is this true or false?
a) True.
b) False.

3) What does ROM stand for?
a) Resting Only Memory.
b) Right On Memory.
c) Read Only Mess.
d) Read Only Memory.

4) Which media can normally store the most data?
a) CD-ROM.
b) A hard disk.
c) ROM.
d) RAM.

5) Which of the following is an input device?
a) Screen.
b) Speakers.
c) Keyboard.
d) Printer.

6) Which of the following is an output device?
a) Keyboard.
b) Mouse.
c) Touch Pad.
d) Speaker.

7) 1 GHz is 1000 times larger than 1 MHz. Is this true or false?
a) True
b) False.

8) RAM and ROM are the same thing. Is this true or false?
a) True.
b) False.

9) A touch screen can be considered as both an input device, and also an output device. Is this true or false?
a) True.
b) False.

10) An internal hard disk is normally faster than an external hard disk. Is this true or false?
a) True.
b) False.

11) Which of the following will most affect the speed of the computer?
a) Amount of RAM.
b) Colour of the computer box.
c) Type of keyboard.
d) Physical size of the system unit.

12) Running a lot of programs at the same time will slow down the overall computer performance. Is this true or false?
a) True.
b) False.

13) PDA stands for Personal Digital Assistant. Is this true or false?
a) True.
b) False.

14) The speed of the CPU will affect the overall speed of the computer. Is this true or false?
a) True.
b) False.

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Syllabus Section 1.1b - Hardware

1) List three items that are hardware.

2) List as many types of handheld portable digital devices as you can and describe their uses.

3) What does PDA stand for?

4) List the input/output ports commonly found on desktop PCs.

5) List some of the factors that affect the overall speed of a computer.

6) What is the unit of measurement for the operating frequency of the CPU?

7) What does RAM stand for?

8) What does ROM stand for?

9) What is the difference between RAM and ROM?

10) List the main components found in a modern PC.

SAMPLE

CHELTENHAM COURSEWARE

Syllabus Section 1.1c - Hardware

1) List the typical users for these types of PC.

Type of computer	Typical users
Tablet PC	
Desktop PC	
Laptop (Notebook)	

2) List the following in order of size, smallest first.
 - MB
 - KB
 - Byte
 - TB
 - Bit
 - GB

3) List as many types of storage media as you can.

4) List as many input devices as you can.

5) List as many output devices as you can.

6) List as many devices as you can, that can act as both input devices and output devices.

SAMPLE

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Syllabus Section 1.2a - Software

1) Which of the following is an operating system?
a) Microsoft Word.
b) Microsoft Excel.
c) Microsoft PowerPoint.
d) Microsoft Windows.

2) Which of the following is a word processing program?
a) Microsoft Word.
b) Microsoft Excel.
c) Microsoft PowerPoint.
d) Microsoft Access.

3) Which of the following is a database program?
a) Microsoft Word.
b) Microsoft Excel.
c) Microsoft PowerPoint.
d) Microsoft Access.

4) Which of the following is a spreadsheet program?
a) Microsoft Word.
b) Microsoft Excel.
c) Microsoft PowerPoint.
d) Microsoft Access.

5) Which of the following is a presentation program?
a) Microsoft Word.
b) Microsoft Excel.
c) Microsoft PowerPoint.
d) Microsoft Access.

6) Which of the following is an application program?
a) Microsoft Word.
b) Microsoft Windows.
c) Linux.
d) The system unit.

7) Which of these is a commonly used web browser?
a) Microsoft Internet Explorer.
b) Microsoft Excel.
c) Google.
d) Microsoft Windows.

8) Which of the following would you use to access e-mail?
a) Microsoft Word.
b) Microsoft Outlook.
c) Microsoft PowerPoint.
d) Microsoft Access.

SAMPLE

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Syllabus Section 1.2b - Software

1) Briefly explain the difference between an application, such as Microsoft Word, and an operating system, such as Microsoft Windows.

2) List as many operating system types, and versions, as you can.

3) List 4 common application programs.

4) List some of the functions of an operating system.

5) Give one example of a word processor application program.

6) Give one example of a database application program.

7) Give one example of a presentation application program.

8) Give one example of a web browser application program.

9) Give one example of a spreadsheet application program.

10) Give one example of an e-mail application program.

11) Give one example of a photo editing application program.

12) Give one example of a game application program.

13) Windows provides several features to enhance accessibility for users. List as many of these features as you can.

SAMPLE

Syllabus Section 1.3a - Networks

1) What does LAN stand for?
a) Lost and Networked.
b) Local Area Node.
c) Last Area Node.
d) Local Area Network.

2) What does WAN stand for?
a) Wide Area Network.
b) Wide Area Nuisance.
c) World Assistance Network.
d) World Area Network.

3) What does WLAN stand for?
a) Wireless Local Area Network.
b) Wide Land Area Nuisance.
c) World Local Assistance Network.
d) World Area Network.

4) An Intranet is just a private version of the Internet. Is this true or false?
a) True.
b) False.

5) Transferring data from a network to your PC is called uploading.
a) True.
b) False.

6) Broadband offers an always on, high speed connection.
a) True.
b) False.

7) What does BPS stand for?
a) Bits per sound.
b) Bits per second.
c) Best paid soon.
d) Boats blown south.

8) A broadband internet connection will be much faster than a dial-up connection. Is this true or false?
a) True.
b) False.

SAMPLE

Syllabus Section 1.3b - Networks

1) What is the Internet?

2) What is the primary use of the Internet?

3) Explain the term 'download'.

4) Explain the term 'upload'.

5) Explain the difference between the Internet and an Intranet.

6) Explain the difference between an Intranet and an Extranet.

7) Explain the terms 'client' and 'server'.

8) Explain the difference between a LAN and a WAN.

9) Explain some of the advantages of a broadband Internet connection compared to a dial-up connection.

10) Explain some of the security implications of an always-on broadband connection.

11) List the following in order of speed, slowest first.
 - 1 Kbps
 - 1 Mbps
 - 1 bps

12) List some of the methods available for connecting to the Internet, both at the home/office and on the move.

SAMPLE

Syllabus Section 1.4a - ICT in Everyday Life

1) Explain the term **ICT**.

2) List the main Internet services available to consumers.

3) Explain the term **e-learning** and list some of its main features.

4) Briefly list a few of the advantages to an individual of teleworking.

5) Briefly list a few of the advantages to an organisation of teleworking.

6) Briefly list a few of the disadvantages to an individual of teleworking.

7) Briefly list a few of the disadvantages, to an organisation of teleworking.

8) Explain the term **e-mail**.

9) Explain the term **Instant Messaging (IM)**.

10) What does **VoIP** stand for and what are its main uses?

11) What is the purpose of a Really Simple Syndication feed (RSS)?

12) What is a blog used for?

13) What would you use a podcast for?

14) Explain the concept of an online community.

15) List some examples of online communities.

16) There are many options open to users wanting to publish their own content online, list some of them.

17) What precautions should you take when using online communities to ensure that your personal information is safe?

Syllabus Section 1.4b - ICT in Everyday Life

1) Explain the term **ergonomics**.

2) List a few items that help to create a better ergonomic environment when using a computer.

3) List a few of the possible health issues associated with the improper use of a computer.

4) What can you do to make you computer use more comfortable?

5) List a few ways in which the choice of computer equipment, or operation of the computer, can help benefit the environment.

6) List some items of printer consumables that can be recycled.

SAMPLE

Syllabus Section 1.5a - Security

1) Why do you need to enter a username and password in order to logon to a computer system?

2) When choosing a password what can you do to make it more secure?

3) Why should you change your passwords regularly?

4) Why shouldn't you share your passwords with other people?

5) Why is it important to have an off-site backup copy of all your important files?

6) What is a firewall?

7) What can you do to prevent theft of data?

8) What can you do to prevent theft of hardware?

9) Explain the term 'computer virus'.

10) List ways in which a computer virus might infect your computer.

11) Explain why a computer virus checker needs to be constantly updated.

12) What precautions can you take to minimise to chance of a computer virus infection?

Syllabus Section 1.6a - Law

1) Explain the concept of 'copyright'.

2) Explain how you could check the product ID number of a software program, such as Microsoft Word.

3) Explain the term 'end-user licence agreement' or EULA.

4) Explain the term 'shareware'.

5) Explain the term 'freeware'.

6) Explain the term 'open source'.

7) Explain the purpose to data protection legislation.

8) Explain the rights you have under data protection legislation.

9) What are the main responsibilities of the data controller?

10) Where would you typically find the product registration details of a software program?

11) Explain how you would view the licence for a software program.

SAMPLE

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ECDL Module One: General Questions

1) List 3 items of hardware.

2) Explain the term software.

3) List 2 input devices.

4) List three examples of software applications.

5) Lists ways in which a computer may become infected by a computer virus.

6) Explain the difference between RAM and ROM.

7) What is the Internet?

8) Explain the difference between a LAN and a WAN.

9) Why should you backup data?

10) What unit of measurement is used to describe the speed of the memory on a modern PC?

11) Explain what an external hard disk is.

12) List a few health problems that can arise from the incorrect use of a computer.

13) List a few items relating to data protection legislation.

14) What is a byte?

15) How many bytes are there in a megabyte?

16) List some items that improve the ergonomic use of a computer.

CHELTENHAM COURSEWARE

ECDL Module One: General Questions

1) Explain the term freeware.

2) List two output devices.

3) Explain how you might check the product ID number for a software program.

4) List a few ways computers can be used within education.

5) What does the term BPS stand for, and what does it measure?

6) Is GHz a measure of speed or a unit of storage?

7) List some of the functions of the CPU.

8) Is a mouse an input device or an output device?

9) Explain the term e-commerce.

10) What is an Intranet?

11) List a few advantages of e-commerce.

12) Explain the difference between an application program and an operating system.

13) Explain the concept of copyright.

SAMPLE

ECDL Module One: General Questions

1) Briefly list some of the advantages of using a computer network within an office.

2) Explain the term teleworking.

3) Explain the term Extranet.

4) List a few disadvantages of e-commerce.

5) What recycling options are available when it comes to recycling computers?

6) Explain how a device may be an input device and also an output device.

7) Explain the difference between a 'login ID' and a 'password'.

8) Explain the term 'end user licence'.

9) Is a printer an input device or an output device?

10) List some of the features of an operating system.

11) Explain why virus checking programs must be regularly updated.

12) List a few methods for backing up data.

13) Which is more powerful, a desktop computer or a laptop computer?

14) Briefly list a few factors that will affect the performance of a PC.

15) What is a PDA?

ECDL Module One: General Questions Crossword

Down

1 What does the 'C' in CPU stand for? (7)

2 Common type of printer, used in the home. (6)

3 A type of software that can be freely copied and distributed. (8)

5 Common type of printer, used in offices. (5)

7 An application program from Microsoft for producing spreadsheets. (5)

8 Malicious software that can infect a computer. (5)

9 An application program from Microsoft used for producing presentations. (10)

11 What does the 'G' in GUI stand for? (9)

12 The keyboard, screen and printer are examples of: (8)

13 A device that allows you to digitise a picture or printed page and import the data into your computer. (7)

15 Term used to describe sending messages between computers. (5)

17 A very large, powerful computer used by large organisations. (9)

18 The brain of the computer. (3)

19 What does the 'U' in USB stand for? (9)

21 The company that manufactures Windows. (9)

23 Operating system found on most personal computers. (7)

24 Used to connect computers within an office. (3)

25 An output device. (7)

26 An application program from Microsoft used for word-processing. (4)

29 Number of bits in a byte. (5)

31 A device that protects your computer in the event of a loss of power. (3)

33 An application program from Microsoft used for producing databases. (6)

36 What does the 'R', in ROM stand for? (4)

38 When a program loads from disk it is copied into: (3)

Across

4 A well known CPU manufacturer. (5)

6 Microsoft Word, Excel and Windows are examples of: (8)

10 A term referring to the legal protection given to text and images that have been placed on the WWW. (9)

14 Software that can be used for a limited trial period. (9)

16 What does the 'R', in RAM stand for? (6)

19 An operating system. (4)

20 What is the 'I' in IT short for? (11)

21 The ability to run more than one program at a time is called. (12)

22 A common type of injury caused by incorrect use of the keyboard. (3)

24 Small portable computer. (6)

27 An output device. (6)

28 An input device. (10)

30 An input device. (5)

32 Personal computers are not analogue, they are: (7)

34 Operating system widely used before Microsoft Windows. (3)

35 Private version of the Internet. (8)

37 An output device. (7)

39 An input device. (8)

ECDL Module 1

Practice your ECDL skills

ECDL Module One: General Questions Crossword Solution

INTEL

SOFTWARE

COPYRIGHT

SHAREWARE

RANDOM

UNIX

INFORMATION

MULTITASKING

RSI

LAPTOP

SCREEN

MICROPHONE

MOUSE

DIGITAL

DOS

INTRANET

SPEAKER

KEYBOARD

SAMPLE

ECDL Module 2

Practice your ECDL skills

ECDL Module Two - Using the Computer and Managing Files

Syllabus Section 2.1a – Operating System

1) You will find controls for modifying the Desktop configuration, changing the date/time and also modifying the screen resolution within the:
a) Device Manager.
b) Control Panel.
c) System Unit.
d) Accessories.

2) Which keys would you press to copy an image of the screen, to the Windows Clipboard?
a) Esc.
b) Enter+Esc.
c) Ctrl+P.
d) Print Scrn.

3) What keys would you press to paste an image from the Windows Clipboard, into an application, such as Microsoft Word?
a) Ctr+C.
b) Ctrl+X.
c) Ctrl+V.
d) Ctrl+P.

4) Which key would you press to display Help information about Windows?
a) F1.
b) F5.
c) F6.
d) Alt+F4.

5) Which keys would you press to save your changes within a text editing application?
a) Esc.
b) Alt+F4.
c) Ctrl+F4.
d) Ctrl+S.

6) Which keys would you press to close a window?
a) Esc.
b) Ctrl+C.
c) Alt+F4.
d) Alt+E.

7) Which keys would you press to copy an image of, just the active window, to the Windows Clipboard?
a) Home.
b) Alt+Print Scrn.
c) Alt+Tab.
d) Alt+Esc.

8) You should shutdown your computer properly, rather than just switching off the power. Is this true or false?
a) True.
b) False.

9) If a program is not-responding, you should always switch off the power to the computer, and then restart the computer. Is this true or false?
a) True.
b) False.

10) Once installed, software cannot be uninstalled. Is this true or false?
a) True.
b) False.

Syllabus Section 2.1b – Operating System

1) Start your Microsoft Windows based computer and log into Windows.

2) Once the computer has finished loading Microsoft Windows, use the correct procedure to shut down Microsoft Windows.

3) Restart your Microsoft Windows based computer. Once Microsoft Windows has finished loading, restart the computer using the restart procedure within the Shut Down menu.

4) Use Microsoft Windows to get information, about the version number, of the type of Windows that is running on your computer.

5) How much RAM is installed on your computer?

6) Adjust the volume setting on your computer.

7) Change the screen saver used by the computer.

8) Change the background colour used by the Desktop on your computer.

9) Check the keyboard language used by your computer.

10) Create a desktop shortcut icon linking to the Notepad program.

11) Use the Notepad desktop shortcut icon to start the Notepad program. Close the Notepad program.

12) View the Windows Display Settings. What is your current display resolution and colour setting?

13) View a list of installed applications. Make sure that you know how you would uninstall an application, but do not actually remove any programs.

14) Display the Windows Task Manager. Make sure that you know how to close down an application that has stopped responding.

15) Select an icon on the Windows Desktop.

16) Move an icon on the Windows Desktop.

17) Delete the Notepad desktop shortcut icon.

18) Shut down Windows.

Syllabus Section 2.1c – Operating System

1) Start your Microsoft Windows based computer and log into Windows.

2) Display the Help window and see if you can find details of 'what's new' within your version of Microsoft Windows'.

3) Open the Notepad program.

4) Resize the Notepad program window.

5) Move the Notepad program window to another area of the desktop.

6) Enter your name into the Notepad program.

7) Save the Notepad file, using your ***full name*** as the file name.

8) Close the Notepad program.

9) Use the Notepad program to open the file that you previously saved (using your name as the file name). Close the Notepad program.

10) Open the WordPad program.

11) Copy an image of the entire screen to the Clipboard.

12) Paste the image from the Clipboard into the WordPad program.

13) Save the file using just your ***last name*** as the file name, and then close the program.

14) Add a new keyboard language to Windows.

15) Select the new keyboard language.

16) Restore to its original setting.

17) Use the Windows Explorer program to display the contents of the **My Documents** (or **Documents**) folder. Display the contents of the **Microsoft Windows Samples** folder.

18) Open the file called **CCT Memo**.

19) Close the file.

20) Identify each of the following icons:

ECDL Module 2

Practice your ECDL skills

Sheet
019

Syllabus Section 2.1d – Operating System

1) Which keys would you press to switch between open windows?
a) Ctrl+C.
b) Alt+W.
c) Alt+Tab.
d) Esc.

2) Which keys would you press to close a window?
a) Alt+F4.
b) Esc.
c) Enter.
d) F7.

3) What does the small arrow in this icon indicate?

a) Desktop icon.
b) Favourite.
c) Marked for deletion.
d) Shortcut.

4) What is the name of this part of a window?
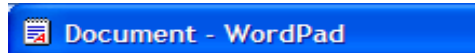
a) Title bar.
b) Menu bar.
c) Toolbar.
d) Status bar.

5) What is the name of this part of a window?

a) Side bar.
b) Move bar.
c) Slide control.
d) Scroll bar.

6) What is this part of a window called?

a) Title bar.
b) Menu bar.
c) Toolbar.
d) Status bar.

7) What is this part of a window called?
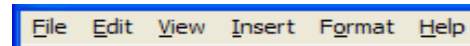
a) Title bar.
b) Menu bar.
c) Toolbar.
d) Status bar.

8) What is this part of a window called (normally displayed along the bottom of the window)?
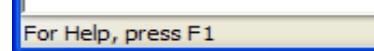
a) Title bar.
b) Menu bar.
c) Toolbar.
d) Status bar.

9) What is this icon called?

a) Open.
b) Close.
c) Save.
d) New.

10) What is this icon called?

a) Maximise.
b) Minimise.
c) Restore.
d) Close.

Syllabus Section 2.2a – File Management

1) A Microsoft Word document has a file extension of:
a) DOC or DOCX.
b) XLS or XLSX.
c) PPT or PPTX.
d) TXT.

2) GIF and JPEG files are examples of:
a) Microsoft Word files.
b) Image files.
c) Audio files.
d) Video files.

3) AVI and WMV files are examples of:
a) Microsoft Word files.
b) Image files.
c) Audio files.
d) Video files.

4) MP3 and WMA files are examples of:
a) Microsoft Word files.
b) Image files.
c) Audio files.
d) Video files.

5) MDB and ACCDB files are examples of:
a) Text files.
b) Image files.
c) Database files.
d) Temporary files.

6) If a file has a file name extension of ZIP, this indicates that the file is:
a) Read only.
b) Compressed.
c) Corrupted.
d) Backed up.

7) A Microsoft Excel document has a file extension of:
a) DOC or DOCX.
b) XLS or XLSX.
c) PPT or PPTX.
d) TXT.

8) The hierarchical order for storage on a hard disk is.
a) Disk, Folder, File.
b) Disk, File, Folder.
c) Hard disk, CD-ROM.
d) File, Hard disk, File.

9) A Microsoft PowerPoint document has a file extension of:
a) DOC or DOCX.
b) XLS or XLSX.
c) PPT or PPTX.
d) TXT.

10) Normally, when you delete a file, it is actually moved to the Recycle Bin. Is this true or false?
a) True.
b) False.

11) When searching you can use the * character. This is called a:
a) Soft search.
b) Hard search.
c) Data search.
d) Wildcard.

12) You can mark files as read-only. Is this true or false?
a) True.
b) False.

13) Within the Windows Explorer you can sort files by file size. Is this true or false?
a) True.
b) False.

14) Changing the file extension of a file from .doc to .ppt will make it faster to open. Is this true or false?
a) True.
b) False.

15) Windows automatically makes a backup of your data files, so on a modern computer there is now no need to make regular data backups. Is this true or false?
a) True.
b) False.

Syllabus Section 2.2b – File Management

1) Open the Windows Explorer and explore the way that files are organised by disk, then by folder, and then by file name.

2) Display the contents of the **My Documents** (or **Documents**) folder.

3) Display the contents of the **Microsoft Windows Samples** folder.

4) How many files are contained within the **Microsoft Windows Samples** folder?

5) How many Microsoft Word files are contained within the **Microsoft Windows Samples** folder?

6) How many text files are contained within the **Microsoft Windows Samples** folder?

7) Copy all the Microsoft Word files from the **Microsoft Windows Samples** folder to the **Word Documents** folder

8) Copy just the Microsoft Excel file with the largest file size, from the **Microsoft Windows Samples** folder, to the **Excel Documents** folder

9) What is the compressed file within the **Microsoft Windows Samples** folder called?

10) How many PowerPoint files are in the **Microsoft Windows Samples** folder?

11) Change the file status of the compressed file so that it is marked as a **read-only** file.

12) Sort the display of the files, within the **Microsoft Windows Samples** folder, so that they are listed by file size. What is the largest file?

13) Sort the display of the files, within the **Microsoft Windows Samples** folder, so that the files are listed by name.

14) Sort the display of the files, within the **Microsoft Windows Samples** folder, so that the files are listed by date.

15) Sort the display of the files, within the **Microsoft Windows Samples** folder, so that the files are listed by type.

16) Rename the file called **memo 1**, to **Current memo**.

17) Delete the folder called **Old Stuff**.

18) Rename the folder called **More Stuff** to **My Stuff**.

19) Change the file status of the compressed file so that it is marked as a **read-write** file.

20) Move all the Microsoft PowerPoint files from the **Microsoft Windows Samples** folder to the **PowerPoint Documents** folder.

21) Restore the deleted folder called **Old Stuff**.

22) Create a new folder, called **Folder-01**, in the **Microsoft Windows Samples** folder.

23) Create a new folder, called **Folder-02**, in (i.e. under) the **Folder-01** folder.

24) Compress all the files within a folder called **Presentations**, and save the compressed file as **Presentation Backup**.

25) Copy the compressed file to the **Test** folder and expand the file, to extract the compressed files, within this folder.

26) Collapse the view of the **Microsoft Windows Samples** folder.

27) Collapse the view of the drive containing the **Microsoft Windows Samples** folder.

Syllabus Section 2.2c – File Management

1) Use the Windows **Search** facility to locate a file called **Memo 99**.

2) Draw a diagram to illustrate the folder structure that is used to store the file **Memo 99**. An example is shown below for another file, to give you an idea of what the diagram should look like.

3) Use the Windows **Search** facility, to locate a Microsoft Word document containing the text '**I am here**'. What is the file called? Where is the file stored?

4) Use the Windows **Search** facility, to locate all files stored within the **Microsoft Windows Samples** folder (including sub-folders), that have file names starting with **XYZ**. How many files did you find?

5) Use the Windows **Search** facility, to locate all files stored within the **Microsoft Windows Samples** folder (including sub-folders), that have file sizes larger than **300 Kbytes**. How many files did you find?

6) Use the Windows **Search** facility, to locate all files stored within the **Microsoft Windows Samples** folder (including sub-folders), that were created before **2008**. How many files did you find?

7) Use the Windows **Search** facility, to locate all files stored within the **Microsoft Windows Samples** folder (including sub-folders), that were modified before **August 20, 2008**. How many files did you find?

8) Use the Windows **Search** facility, to locate all Word document files stored within the **Microsoft Windows Samples** folder (including sub-folders), using the wildcard search ***.DOC**. How many files did you find?

9) Display a list of recently used files.

10) Why should you always give files and folders relevant and descriptive names?

Syllabus Section 2.2d – File Management

1) Use the Windows Explorer program to display the contents of the **My Documents** (or **Documents**) folder. Display the contents of the **Microsoft Windows Samples** folder.

2) Select the **Selection Techniques** folder and expand the folder view.

3) Open the **Selection Techniques** folder.

4) Select a file called **presentation 005.ppt**.

5) Select a folder called **Folder 03**.

6) Simultaneously select the following files:
- **presentation 002.ppt**
- **presentation 003.ppt**
- **presentation 004.ppt**
- **presentation 005.ppt**

7) Simultaneously select the following files:
- **presentation 002.ppt**
- **presentation 004.ppt**
- **presentation 006.ppt**
- **presentation 008.ppt**

8) Simultaneously select the following folders:
- **Folder 01**
- **Folder 02**
- **Folder 03**
- **Folder 04**

9) Simultaneously select the following folders:
- **Folder 01**
- **Folder 03**
- **Folder 05**
- **Folder 07**

10) Use the Windows Explorer program to display the contents of the **My Documents** (or **Documents**) folder. Display the contents of the **Microsoft Windows Samples** folder. Finally display the contents of the **Remove** folder.

11) Delete the files contained within the **Remove** folder.

12) View the contents of the Recycle Bin. Delete the contents of the Recycle Bin.

Syllabus Section 2.3a - Utilities

1) What is a computer virus?

2) List some of the ways a computer virus could infect a PC.

3) List the reasons for the need to regularly update your virus checking program.

4) Name a virus checking program.

5) If a virus checking program is installed on your PC, try running it to scan your disk. Cancel the scan if it looks like taking a long time.

6) Briefly explain what a virus might do to your computer data.

7) Briefly explain the process of using your particular virus checker, to scan your files, folders and drives.

8) Name a popular file compression format.

9) Use the Windows Explorer program to display the contents of the **My Documents** (or **Documents**) folder. Display the contents of the **Microsoft Windows Samples** folder.

10) Open the folder called **Compression**.

11) Compress the 5 PowerPoint presentation files into a single file.

12) Extract the presentation files from the compressed file into the folder called **Extracted**.

SAMPLE

Syllabus Section 2.4a - Print Management

1) Display a list of printer drivers that are installed on your computer.

2) If more than one printer is installed, which is the active printer, and how can you tell this?

3) If more than one printer is installed, change the active, default printer. Then change it back to the original default printer.

4) Investigate the printer options and make sure that you understand how you would install a new printer driver.

5) Display the Print Manager window for the default printer.

6) Open the WordPad program, type in your name and print the document to the default printer. Close WordPad without saving your document.

7) Print a document and use the Print Manager to pause the print job.

8) Use the Print Manager to restart the paused print job.

9) Print a document and then pause the printing. Delete the print job.

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ECDL Module Two: General Questions

1) Explain what is meant by the term file compression.

2) List some of the devices that can be used to store files.

3) What file name extension is used by Microsoft Excel?

4) Explain the concept of the Windows Clipboard.

5) Describe the relationship between files, folders and disks within the Windows operating system.

6) Explain the concept of the recycle / waste bin.

7) What file name extension is used by Microsoft PowerPoint?

8) Explain the concept of a computer virus.

9) List some of the benefits of storing your files online.

10) What key would you normally press to display Help?

11) Explain the concept of a Desktop shortcut.

12) Why is it important to not change the file name extension?

13) Explain the importance of correctly shutting down a Windows based PC.

14) Explain why regular backing up of your data is a good idea.

15) Why does a virus checker program need to be regularly updated?

16) What is the name of the bar displayed across the top of most Windows based application programs?

17) What is a text editing program?

18) What is the name of one of the text editing programs supplied with Microsoft Windows?

19) List some of the devices used to store data.

20) What file name extension is used by Microsoft Word?

21) Explain the concept of a printer driver.

22) Explain the effect of wildcard characters * and ? on a search.

23) What does KB, MB and GB stand for?

ECDL Module Two: General Questions

1) Start your computer and wait for Windows to load. If necessary, logon.

2) Display help and print out a help topic.

3) Open the WordPad program. Copy an image of the entire screen to the WordPad document.

4) Save the WordPad document within the **Microsoft Windows Samples** folder, which in turn, is contained within the **My Documents,** (or **Documents**) folder.

5) Use the Windows Explorer to display the contents of the **Microsoft Windows Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

6) Display the contents of the **Microsoft Windows Samples** folder.

7) Create a new folder called **My Own Folder**.

8) Delete a folder called **Old Memos**.

9) Copy all the files that start with the character '**CCT**' to the folder you have just created.

10) Move the folder called **My Own Folder** to another drive.

11) Rename a folder called **XZY** to **ABC**.

12) Print a file called **Meeting**.

13) Delete a file called **Report**, located within the **Microsoft Windows Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

14) Restore the deleted file from the recycle/waste bin.

15) Create a document using Notepad, enter your name and save the document using the file name **My Details** in the **Microsoft Windows Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

16) Create a Desktop icon (of your choice).

17) Change the file status of a file called **Current Sales**, so that it is marked as 'read only'.

18) How many Excel spreadsheet files are contained within the folder called '**Keep These**'?

19) Copy the folder called **Keep These** to another drive.

20) Change the Desktop background to display a picture.

21) Change the volume setting on the computer.

22) Investigate your computer and make a note of how much RAM is installed and also what version of Microsoft Windows is installed.

ECDL Module Two: General Questions Crossword

Down

2 To display the Start Menu you would press the Ctrl key and which other key? (3)

3 What command is the keyboard shortcut, Ctrl+V equivalent to? (5)

4 Name of the Desktop button, normally displayed at the bottom-left of the screen. (5)

7 Files with a .PPT, or .PPTX file extension are created using Microsoft: (10)

9 Files with a .XLS, or .XLSX file extension are created using Microsoft: (5)

11 The pictorial representation of programs on the Windows Desktop. (5)

13 Name of the button used to make an application fill the screen. (8)

15 Command located under the File drop down menu. (4)

16 Name of a bar containing icons or buttons, displayed across the top of an application. (7)

17 Command used to move a selected item to the Clipboard. (3)

19 Area of memory that you can 'Copy' or 'Cut' items to. (9)

20 When you load an application program, it is copied into: (3)

21 Within the Windows Explorer you can sort files by: (4)

22 Common file name extension used to indicate a temporary file. (3)

23 Text editing application included with Windows. (7)

24 File extension used by program files. (3)

25 Computer screen resolution is measured in: (6)

28 File name extension used by Adobe Acrobat files. (3)

33 What does the 'R' in RTF stand for? (4)

35 Common file name extension used to store pictures. (3)

Across

1 What is normally displayed when you press the F1 key? (4)

5 Common file name extension used to store text. (3)

6 The term used to describe the screen background on a Windows based computer. (7)

8 Common file name extension used to store pictures. (4)

10 An operating system from Microsoft. (7)

12 What does the 'P' in PDF stand for? (8)

14 Name of the button used to reduce an application down to an icon. (8)

18 A special type of Desktop icon that points to an actual program, and is indicated by a small arrow. (8)

20 What does the 'R', in RAM stand for? (6)

22 To switch between open applications you can press the Alt key together with which other key? (3)

23 Within the Windows Explorer you can sort files by: (4)

26 Common file name extension used by compressed files. (3)

27 Within the Windows Explorer you can sort files by: (4)

29 Cross shaped icon at the top-right corner of most program windows. (5)

30 When using an application program, you store your documents on disk as: (5)

31 What does the 'R', in ROM stand for? (4)

32 Files with a .DOC, or .DOCX file extensions are created using Microsoft: (4)

34 A name for software errors. (4)

ECDL Module Two: General Questions Crossword Solution

```
H E L P       S
  S   A     T X T
  C   S     A
      T     R
  D E S K T O P   J P E G
          O       X
  W I N D O W S   C
    C       E     E
    O   P O R T A B L E
    N   P             M
M I N I M I S E     O   A
    T   I     C     P   X
    O   N     U     E   I
    S H O R T C U T   R A N D O M
    L     L     A         I
S   T A B I   N A M E     S
I   M   A   P   O   X   P E
Z I P   R   B   T Y P E   I
E       C L O S E   D   X
        A     P   F I L E S
        R E A D       L
      W O R D   D   B U G S
        I             I
        C             F
        H
```

ECDL Module 3

Practice your ECDL skills

ECDL Module Three - Word Processing

SAMPLE

Syllabus Section 3.1a - Using the Application

1) What is the function of this icon?

a) Open.
b) Close.
c) Save.
d) New.

2) What is the function of this icon?

a) Open.
b) Close.
c) Save.
d) New.

3) What is the function of this icon?

a) Open.
b) Close.
c) Save.
d) New.

4) What is the function of this icon?

100%
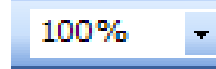
a) Font Size.
b) Landscape.
c) Zoom level.
d) Screen width.

5) What is the function of this icon?

a) New.
b) Open.
c) Close.
d) Save As.

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Syllabus Section 3.1b – Using the Application

1) Open a document.
a) Alt+O.
b) Shift+N.
c) Ctrl+O.
d) Shift+O.

2) Create a new document.
a) Shift+N.
b) Ctrl+N.
c) Alt+O.
d) Ctrl+O.

3) Save a document.
a) Ctrl+S.
b) Tab+S.
c) Alt+S.
d) Shift+S.

4) Switch between open documents.
a) Alt+Tab.
b) F1.
c) F9.
d) Ctrl+N.

5) Display the help window.
a) Alt+O.
b) Shift+F9.
c) F1.
d) F6.

6) Close a document.
a) Alt+O.
b) Alt+F4.
c) Ctrl+F4.
d) Shift+F4.

7) Toggle the display of a task pane.
a) Alt+O.
b) Shift+O.
c) Ctrl+F1.
d) Shift+F1.

8) Display the Save As dialog box.
a) Shift+F1.
b) F1.
c) F12.
d) F3.

9) Close the Word program.
a) Alt+Tab.
b) F1.
c) Alt+F4.
d) Ctrl+F4.

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Syllabus Section 3.1c – Using the Application

1) Open the Microsoft Word program.

2) Display the **Open** dialog box.

3) Display the contents of the **My Documents** (or **Documents**) folder. Then display the contents of the **Microsoft Word Samples** folder, which is located under the **My Documents** (or **Documents**) folder.

4) Open a Word document called **Sales 2006**. Open two more Word documents called **Sales 2007** and **Sales 2008**.

5) Practice switching between the three documents.

6) Close the **Sales 2006** and **Sales 2007** documents.

7) Create a new document, and type you name into the document.

8) Save the document you have just created, into the **Microsoft Word Samples** folder, using the file name, **Names**.

9) Close all open documents and then close the Microsoft Word program. Restart the Word program.

10) Open a file called **Sales 2008**, and then save the file using the Rich Text Format (RTF) (within the **Microsoft Word Samples** folder).

11) Save the file in a format that is compatible with an earlier version of Word, (within the **Microsoft Word Samples** folder).

12) Save the file with a plain text format, (within the **Microsoft Word Samples** folder).

13) Save the file as a document template.

14) Close the Microsoft Word program, and then reopen the program. Open a file called **Font Size**. Make a note of the current zoom magnification level.

15) Increase the zoom magnification so that you can read the bottom line of text. Restore the zoom magnification to the original level.

16) Display an additional toolbar, such as the Picture or Outline toolbar. Then hide the toolbar that you have just displayed.

17) Modify the default Word file location, to point to the **Microsoft Word Samples** folder, located under the **My Documents** (or **Documents**) folder.

18) Open a document called **Show Hide**. Display the tabs set within the document using show/hide. How many tabs can you see? Close the document.

Syllabus Section 3.1d - Using the Application

1) Create a new document based on a **Fax** template. Enter information into the document and save the document using the file name '**My Fax Page**', in the **Microsoft Word Samples** folder, which is located under the **My Documents** (or **Documents**) folder.

2) Create a new document based on a **Memo** template. Enter information into the document and save the document using the file name '**My Memo Page**', in the **Microsoft Word Samples** folder, which is located under the **My Documents** (or **Documents**) folder.

3) Create a new document based on an **Agenda** template. Enter information into the document and save the document using the file name '**My Agenda Page**', in the **Microsoft Word Samples** folder, which is located under the **My Documents** (or **Documents**) folder.

4) Display Help relating to 'what's new' in your version of Microsoft Word.

5) Print out a page of Help information.

6) If your computer is connected to the Internet, display an online Help page.

7) Change the Word setup options so that it stores your name as the 'user name'.

8) Set the default opening and saving folder to the **Microsoft Word Samples** folder, which is located under the **My Documents** (or **Documents**) folder.

9) Open a document called **Data**. Save the file using the name '**Text data**', as a **text file**, within the **Microsoft Word Samples** folder, which is located under the **My Documents** (or **Documents**) folder. Close the file.

10) Open a document called '**Annual Sales**'. Save the document as a template in the **Microsoft Word Samples** folder, which is located under the **My Documents** (or **Documents**) folder.

11) Open a document called '**Annual Sales**'. Save the document using an alternative file format, such as Microsoft Works.

12) Close all open documents and close Word.

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Syllabus Section 3.2a – Document Creation

1) Select to the end of a line.
a) Home.
b) Shift+End.
c) Alt+Home.
d) Alt+End.

2) Select to the end of a paragraph.
a) Alt+End.
b) Ctrl+Shift+Down Arrow.
c) Alt+Shift.
d) Ctrl+End.

3) Select to the start of a line.
a) Shift+Home.
b) Shift+End.
c) Ctrl+Home.
d) Ctrl+F9.

4) Select to the start of a document
a) Ctrl+Shift+Home.
b) Alt+Shift+Home.
c) Alt+Shift+F6.
d) Alt+Shift.

5) Select to the end of a document
a) Alt+End.
b) Alt+Home.
c) Ctrl+Home.
d) Ctrl+Shift+End.

6) Select the entire document
a) Ctrl+A.
b) Ctrl+S.
c) Ctrl+B.
d) Ctrl+C.

7) Insert the copyright symbol
a) Home+C.
b) Alt+C.
c) Alt+Ctrl+C.
d) F10.

8) Insert the registered trademark symbol.
a) Alt+Ctrl+R.
b) Alt+T.
c) Alt+M.
d) Shift+T.

9) Insert the trademark symbol
a) Alt+T.
b) Alt+S.
c) Alt+Home.
d) Alt+Ctrl+T.

10) Undo the last action
a) F8.
b) Ctrl+J.
c) Ctrl+A.
d) Ctrl+Z.

11) Redo the last action
a) F8.
b) Ctrl+Y.
c) Ctrl+R.
d) Ctrl+Z.

12) Display the Find dialog box within Word
a) Ctrl+D.
b) Ctrl+H.
c) Ctrl+A.
d) Ctrl+F.

13) Display the Replace dialog box within Word
a) Ctrl+A.
b) Ctrl+H.
c) Ctrl+M.
d) Ctrl+R.

14) Move selected text within Word to the Clipboard.
a) Ctrl+C.
b) Ctrl+V.
c) Ctrl+X.
d) Ctrl+A.

Syllabus Section 3.2b – Document Creation

1) Open a document called **Manipulating Text**, located within the **Microsoft Word Samples** folder, which in turn is under the **My Documents** (or **Documents**) folder.

2) Follow the instructions within the document and move a line of text, to the end of the document.

3) Follow the instructions within the document to insert your name.

4) Insert the trademark symbol, as indicated within the document.

5) Insert the registered trademark symbol, within the document.

6) Insert the copyright symbol, as indicated within the document.

7) As directed within the document, practice selecting a single character.

8) As directed within the document, practice selecting a single word.

9) As directed within the document, practice selecting a line.

10) As directed within the document, practice selecting a sentence.

11) As directed, practice selecting an entire paragraph.

12) As directed within the document, practice selecting all the text.

13) As directed within the document, delete a paragraph above

14) Undo the deletion. Then redo this deletion.

15) As directed, copy a line of text to the start of the document.

16) Use the 'Find' facility to find the word '***PowerPoint***'.

17) Find the phrase '***start of the document***'.

18) Use 'Replace' to replace the text '***MS***' with the text '***Microsoft***'.

19) Use the 'Replace' facility to replace the phrase **'the MS Office family of products'** with the text **'Microsoft Office'**.

20) View the open document in a range of different views, such as Normal, Print Layout, Outline and Full Screen. Also view the document within the Print Preview layout.

21) Save your changes and close Microsoft Word.

Syllabus Section 3.2c – Document Creation

1) Open a document called **Editing**, located within the **Microsoft Word Samples** folder, which in turn is under the **My Documents** (or **Documents**) folder.

2) Within the first paragraph, insert the letter **'a'** to correct the sentence.

3) Within the second paragraph, insert the word **'line'** after the word **'This'**.

4) Within the third line select the word **'line'** and overtype the word **'paragraph'**.

5) Open the document called **'One'**. Open another document called **'Two'**.

6) Copy line **'a'** to the bottom of the document.

7) Copy line **'b'** to the second document.

8) Move line **'c'** to the bottom of this document.

9) Move line **'d'** to the second document.

10) Open a document called **Deletion**.

12) Delete a word within the document, as directed within the document.

13) Delete a line within the document, as directed within the document.

14) Use the **Show/Hide** icon to display the non-printing formatting marks in this document.

15) Hide the non-printing formatting marks from view.

16) Save your changes and close the document.

17) Create a new Word document call **Good Practice**.

18) Enter a paragraph of text explaining why you would use the text alignment features of Word instead of inserting spaces.

19) Enter a paragraph of text explaining why you would use the paragraph spacing features of Word instead of using the Return key.

20) Enter a paragraph of text explaining why you would insert a page break instead of using the Return key.

21) Save your changes and close the document.

Syllabus Section 3.3a - Formatting

1) What is the function of this icon?

a) Bold.
b) Italic.
c) Underline.
d) Blue colour.

2) What is the function of this icon?

a) Spell check.
b) Increase font size.
c) Decrease font size.
d) Font colour.

3) What is the function of this icon?

a) Left align.
b) Right align.
c) Centre.
d) Justify.

4) What is the function of this icon?

a) Left Align.
b) Right Align.
c) Bullets.
d) Numbering.

5) What is the function of this icon?

a) Left Align.
b) Right Align.
c) Bullets.
d) Numbering

6) What is the function of this icon?

Verdana
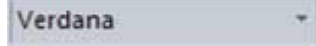
a) Left Align.
b) Right Align.
c) Font Size.
d) Font Type.

7) What is the function of this icon?

a) Left align.
b) Right align.
c) Increase Indent.
d) Decrease indent.

8) What is the function of this icon?

a) Font size.
b) Font colour.
c) Foreground colour.
d) Background colour.

Syllabus Section 3.3b - Formatting

1) Apply bold formatting.
a) Ctrl+A.
b) Ctrl+B.
c) Shift+B.
d) Alt+B.

2) Apply underline formatting.
a) Alt+I.
b) Ctrl+U.
c) Alt+I.
d) Ctrl+U.

3) Justify text.
a) Ctrl+A.
b) Ctrl+J.
c) Ctrl+K.
d) Ctrl+D.

4) Increase font size by exactly 1 pt.
a) Ctrl+1.
b) Ctrl+2.
c) Ctrl+3.
d) Ctrl+].

5) Decrease font size by exactly 1 pt.
a) Ctrl+1.
b) Ctrl+[.
c) Ctrl+A.
d) Ctrl+S.

6) Indent a paragraph from the right.
a) Ctrl+L.
b) Ctrl+R.
c) Ctrl+A.
d) Ctrl+S.

7) Apply italic formatting.
a) Alt+S.
b) Ctrl+Spacebar.
c) Alt+I.
d) Ctrl+I.

8) Indent a paragraph from the left.
a) Ctrl+L.
b) Ctrl+R.
c) Ctrl+A.
d) Ctrl+S.

9) Apply subscript formatting.
a) Ctrl+Equals sign.
b) Ctrl+S.
c) Alt+S.
d) Shift+S.

10) Apply double underlining.
a) Ctrl+T.
b) Ctrl+Shift+D.
c) Ctrl+D.
d) Alt+D.

11) Apply underline formatting.
a) Alt+I.
b) Ctrl+U.
c) Alt+I.
d) Ctrl+U.

12) Remove paragraph formatting
a) Ctrl+P.
b) Ctrl+Q.
c) Ctrl+L.
d) Ctrl+S.

13) Remove manual character formatting.
a) Ctrl+A.
b) Ctrl+Spacebar.
c) Ctrl+R.
d) Ctrl+C.

Syllabus Section 3.3c - Formatting

1) Horizontal text alignment options include. Left, right, centre and...
a) Sideways.
b) Up.
c) Justify.
d) Down.

2) The 2 in the formula E=MC2 is formatted using:

$$E=MC^2$$

a) Subscript.
b) Superscript.
c) Lower case.
d) All caps.

3) The 2 in the formula H2O is formatted using.

$$H_2O$$

a) Subscript.
b) Superscript.
c) Lower case.
d) All caps.

4) To insert a soft carriage return (line break), press the Enter key while depressing which other key
a) Alt.
b) Ctrl.
c) Shift.
d) Tab.

5) The default text colour is white. Is this true or false?
a) True.
b) False.

6) Paragraph marks are displayed by default. Is this true or false?
a) True.
b) False.

7) Adding a line around selected text involves adding a:
a) Fill colour.
b) Border.
c) Field.
d) Shadow.

SAMPLE

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Syllabus Section 3.3d - Formatting

1) Open a file called **Formatting-01**, located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

2) There are 4 tab spaces within the document. Find them and remove them (use show / hide to see them).

3) Remove indenting from a paragraph, as indicated within the document.

4) Remove numbering formatting from the list within the document.

5) Remove bulleted formatting from the list within the document.

6) Change the colour of the text used by one of the paragraphs within the document.

7) Change the font type used by one of the paragraphs within the document.

8) Change the font size used by one of the paragraphs within the document.

9) Change the capitalisation used by one of the paragraphs, so that it is displayed using only upper case letters.

10) Apply a heading style to one of the paragraphs.

11) Apply double line spacing to the paragraph that you removed the indent from.

12) Apply bullet style formatting to one of the lists, and use one of the alterative bullet styles.

13) Apply numbering style formatting to one of the lists, and use one of the alterative numbering styles.

14) Save your changes and close the document.

Syllabus Section 3.3e - Formatting

1) Open a file called **Formatting-02**, located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

2) Change the case of the first line, so that it is displayed as all upper case.

3) Format the list of countries so that they are bulleted.

4) Centre the top line.

5) Justify the text in the last paragraph.

6) Indent the second line.

7) Save your changes and close the document.

8) Open a document called **Hyphenation**. Experiment with enabling and disabling automatic hyphenation.

9) Open a document called **Styles**. As directed within the document, apply a style to a word, a line and to a whole paragraph. Save your changes and close the document.

10) Open a document called **Tabs** located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

11) Format the tabs to align the first item in each row (i.e. the sales region), to the left.

12) Format the tabs to centre align the second item in each row (i.e. the names).

13) Format the tabs to decimal align the third item in each row (i.e. the sales values).

14) Format the tabs to align the fourth item in each row (i.e. the sales targets), to the right.

15) Save the document.

16) Remove all the tabs within the document.

17) Insert tab spaces between each item within the document.

18) Save the document as **My tabs** and close Microsoft Word.

Syllabus Section 3.3f - Formatting

1) Open a file called **Formatting-03**, located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

2) Align paragraph (a) to the left.

3) Align paragraph (b) to the right.

4) Centre paragraph (c).

5) Apply bold formatting to paragraph (d).

6) Apply italic formatting to paragraph (e).

7) Apply underline formatting to paragraph (f).

8) Apply bold and italic formatting to paragraph (d).

9) Apply italic and underlining formatting to paragraph (e).

10) Apply bold and italic formatting to paragraph (f).

11) Format the formula for water, as illustrated within the document.

12) Format Einstein's formula, as illustrated within the document.

13) Format the text within paragraph (j) so that it uses normal sentence case formatting.

14) Format the text within paragraph (k) so that it uses 'title case' formatting.

15) Remove the line break within paragraph (l).

16) Insert a line break within paragraph (m).

17) Copy the formatting from one paragraph to another, at the bottom of the document.

18) Justify the text within paragraph (n).

19) Select the word formatting in paragraph (d) and apply a style to this text only.

20) Save your changes and close Microsoft Word.

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Syllabus Section 3.3g - Formatting

1) Open a file called **Formatting-04**, located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

2) Apply a left indent to paragraph (b).

3) Apply a right indent to paragraph (c).

4) Apply a left and right indent to paragraph (d).

5) Apply indenting to just the first line within paragraph (e).

6) Apply single underlining to the first sentence within paragraph (f).

7) Apply double underlining to the first sentence within paragraph (g).

8) Open a file called **Formatting-05**, located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

9) Apply 1.5 line spacing above and below paragraph (b).

10) Apply single line spacing above and below paragraph (b).

11) Apply double the spacing above and below paragraph (b).

12) Apply a box border to paragraph (f).

13) Apply a shading effect to paragraph (f).

14) Apply a background colour to paragraph (f).

15) Save your changes and close Microsoft Word.

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Syllabus Section 3.4a - Objects

1) What is the function of this icon?

a) Insert Word table.
b) Insert Excel worksheet.
c) Insert Columns.
d) Insert Picture.

2) What is the function of this icon?

a) Insert Word table.
b) Insert Excel Table.
c) Insert Columns.
d) Insert Picture.

3) What is the function of this icon?

a) Converts Word table into an Excel table.
b) Insert a table.
c) Displays the 'Table & Borders' toolbar.
d) Deletes the selected table.

4) What is the function of this icon?

a) Displays the Drawing toolbar.
b) Inserts a picture.
c) Inserts WordArt.
d) Inserts a table.

5) What is the function of this icon?

a) Inserts a table.
b) Displays the drawing toolbar.
c) Inserts Clip Art.
d) Exits Word.

Syllabus Section 3.4b - Objects

1) Move to the next table cell.
a) Alt.
b) Ctrl.
c) Tab.
d) Alt+F9.

2) Go to the last cell in a table row.
a) Ctrl+Home.
b) Alt+End.
c) Alt+C.
d) Ctrl+V.

3) Paste a picture from the Clipboard.
a) Ctrl+C.
b) Ctrl+V.
c) Ctrl+S.
d) Ctrl+X.

4) Go to the first cell within a table column.
a) Alt+Page Up.
b) Page Up.
c) Page Down.
d) Ctrl+Page Up.

5) Go to the previous row.
a) Ctrl+P.
b) Up Arrow.
c) Alt+N.
d) Ctrl+Up Arrow.

6) Copy a selected picture to the Clipboard.
a) Ctrl+A.
b) Ctrl+V.
c) Ctrl+C.
d) Ctrl+X.

7) Move a selected picture to the Clipboard.
a) Ctrl+X
b) End
c) Esc
d) Ctrl+V

8) Delete a selected picture.
a) Alt.
b) Ctrl.
c) Shift.
d) Del.

9) Go to the first cell in a table row.
a) Alt+Home.
b) Home.
c) End.
d) Ctrl+Home.

10) Move to the previous table cell.
a) Shift+Tab.
b) End.
c) Alt.
d) Alt+Tab.

11) Go to the last cell within a table column.
a) End.
b) Esc.
c) Ctrl+Page Down.
d) Alt+Page Down.

Syllabus Section 3.4c - Objects

1) Open a document called **Tables**, located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

2) Insert a table containing 5 rows and 3 columns.

3) Insert the following data into the table.

Region	Sales in 2007	Sales in 2008
North	12	15
South	23	26
East	13	17
West	24	29

4) Select the cell relating to northern region sales for 2008 and change the value to **35**.

5) Practice selecting the top row.

6) Practice selecting the first column

7) Practice selecting the entire table.

8) Simultaneously select the cells, containing the words '**North**', '**South**' and '**East**'.

9) Practice simultaneously selecting the cells, containing the words '**North**' and '**East**'.

10) Insert a column before the '**Sales in 2007**' column. Enter a column header called '**Sales in 2006**'. Enter the following data for each region:
- **North 18**
- **South 26**
- **East 22**
- **West 31**

11) Delete the column and then undo the deletion.

12) Insert a row beneath the first row. Then delete the row.

13) Delete the column containing the data for '**Sales in 2006**'.

14) Add shading to the top row, as illustrated.

Region	Sales in 2007	Sales in 2008
North	12	15
South	23	26
East	13	17
West	24	29

15) Modify the table border, make it wider, apply a different style and use a different border colour.

16) Double the height of each row.

17) Make the column wider. Save your changes and close the document.

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Syllabus Section 3.4d - Objects

1) Open a document called **Objects-01**, located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

2) As indicated within the document, insert an item of clip art, relating to computers.

3) As indicated within the document, insert a file from your hard disk called **Happy**, (located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder).

4) As indicated within the document, insert a chart.

5) As indicated within the document, insert an AutoShape. Insert a **Star** shape.

6) Practice selecting the objects within the page.

7) Move each object in turn; from page one, to page two.

8) Copy each object in turn, from page two, to page one.

9) Open a second document called **Objects-02**, located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

10) Move each object in turn, from page one of the first document, to page one of the second document.

11) Copy each object in turn, from page one of the second document, to page one of the first document.

12) Close the second file, and save your changes.

13) Within the first file, resize all the objects to make them bigger.

14) Delete the item of clip art on page one, and also delete the 'happy' object on page two.

15) Save your changes and close the document.

Syllabus Section 3.5a - Mail Merge

NOTE. The following assumes that the Mail Merge toolbar is displayed.

1) What is the function of this icon?

a) Cut to data file.
b) Merge to new document.
c) Main document setup.
d) Spell check.

2) What is the function of this icon?

a) Last record.
b) Next record.
c) New record.
d) Previous record.

3) What is the function of this icon?

a) First record.
b) Last record.
c) Next record.
d) Previous record.

4) What is the function of this icon?

a) Previous record.
b) Exit mail merge.
c) Next record.
d) Last record.

5) What is the function of this icon?

a) Open data source.
b) Spell check.
c) Merge to new document.
d) Inserts a table.

6) What is the function of this icon?

a) Inserts a table.
b) Spell checking.
c) Insert merge field.
d) Previous record.

7) What is the function of this icon?

a) Spell check.
b) View merged data.
c) View database.
d) Merge to new document.

8) What is the function of this icon?

a) Cut to Clipboard.
b) Merge to new document.
c) Copy to Clipboard.
d) Previous record.

ECDL Module 3

Practice your ECDL skills

Syllabus Section 3.5b - Mail Merge

NOTE. These Shortcuts may only work during the actual mail merge process.

1) Preview a mail merge.
a) Ctrl+P.
b) Ctrl+V.
c) Alt+Shift+K.
d) Ctrl+Shift+V.

2) Insert a merge field.
a) Ctrl+V.
b) Alt+Shift+F.
c) Ctrl+I.
d) Ctrl+M.

3) Merge to a document.
a) Alt+Shift+N.
b) Ctrl+M.
c) Ctrl+Shift+V.
d) Shift+M.

4) Edit the mail merge data document.
a) Alt+Shift+E.
b) Ctrl+C.
c) Ctrl+Shift+V.
d) Ctrl+E.

5) Print a merged document.
a) Ctrl+Shift+V.
b) Esc.
c) Prnt Scrn.
d) Alt+Shift+M.

6) Open a main document for mail merging.
a) Ctrl+Shift+V.
b) Ctrl+Enter
c) Ctrl+O.
d) Alt+O.

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Syllabus Section 3.5c - Mail Merge

1) Explain the concept of mail merging.

2) Explain the concept of merging a data source with a main document such as a letter or a label document.

3) Open a file called **Main Letter**, located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

4) Start the mail merge process to produce a mail merged letter.

5) Use a data source file called **Employees**, located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

6) Insert the necessary mail merge fields, as illustrated below.

«Title» «FirstName» «SecondName»
«Department»

MEMO: Meeting next Wednesday at 11.30 in the main

Hi «FirstName»

Are you available to attend a meeting next Wednesday at 11.30 in the room. We are planning the final details for the next months product

7) Finish the mail merge and produce a new, merged document. Save the new document as **My Merged Letters**, within the **Microsoft Word Samples** folder.

8) Repeat the procedure, but this time; produce mailing labels (using a label size of your choice). Save the file as **My Merged labels**, within the **Microsoft Word Samples** folder.

9) Close Word.

10) Explain how you would output your merged letters and mailing labels to a printer.

Syllabus Section 3.6a – Prepare Outputs

1) Print a document.
a) Alt+P.
b) Ctrl+F1.
c) Esc.
d) Ctrl+P.

2) Move to the first preview page when zoomed out.
a) Print Scrn.
b) Alt+Print Scrn.
c) Ctrl+Home.
d) Esc.

3) Toggle between Print Preview and Normal View.
a) Alt+Ctrl+I.
b) Ctrl+P.
c) F1.
d) Ctrl+F4.

4) Start the spell checker.
a) F1.
b) F5.
c) F7.
d) F9.

5) Move to the last preview page when zoomed out.
a) Ctrl+End.
b) End.
c) Alt+End.
d) Ctrl+E.

6) Display the Print dialog box.
a) Ctrl+P.
b) Ctrl+O.
c) Ctrl+F1.
d) Esc.

7) What is the function of this icon?

a) Printing.
b) Scans the document.
c) Save.
d) Open document.

8) What is the function of this icon?

a) Printing.
b) Spelling.
c) Set language.
d) Open.

9) What is the function of this icon?

a) Zoom.
b) Save this version.
c) Print.
d) Print Preview.

10) Page breaks and line breaks are the same thing. Is this true or false?
a) True.
b) False.

11) To insert a page break, press the Enter key, and which other key?
a) Alt.
b) Ctrl.
c) Shift.
d) Tab.

Syllabus Section 3.6b – Prepare Outputs

1) Open a file called **Printing-01**, located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

2) Read through the document and look for errors, but do not correct any errors that you may find.

3) Run the spell and grammar checking facility and fix all the errors that you can. Add **CCT** to the spelling directory.

4) Re-read the document and manually fix any errors that may still be present within the document.

5) Check the paper size and if necessary, change the paper size setting.

6) Check the page layout in **Print Preview**. Close the Print Preview view.

7) Change the document orientation to landscape.

8) Check the page layout in **Print Preview**. Close the Print Preview view.

9) Change the document orientation back to portrait.

10) Print the page.

11) Set the system to print two copies at a time.

12) Open a file called **Printing-02**.

13) Apply automatic page numbering to the document.

14) Print just page 2 of the document.

15) Print page 2-3 of the document.

16) Close Word and save any changes you have made.

Syllabus Section 3.6c – Prepare Outputs

1) Open a file called **Formatting-06**, located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

2) Change the paper size to the normal page size used within your country. Also change the page orientation.

3) Modify the existing header by inserting a copyright symbol in front of the text.

4) Delete the existing footer.

5) Insert a field within the header, to display the number of pages.

6) Insert a field within the footer, to display the date.

7) Insert a field within the footer, to display file storage name & location.

8) Double the size of the top margin.

9) Double the size of the bottom margin.

10) Halve the size of the left margin.

11) Halve the size of the right margin.

12) Insert 4 new pages using manual page breaks, so that you can see the effect of the page numbering.

13) Delete one of the page breaks.

14) Save the file using the file name **My Fields**. Close the document. Reopen the document and you should see that the footer displays the new file name and storage location.

15) Open a file called **Formatting-07**.

16) Apply bullet formatting to the first list. Apply a different bullet style to the bulleted list.

17) Apply numbering formatting to the second list. Apply a different numbering style to the numbered list.

18) Save your changes and close Microsoft Word.

ECDL Module Three: General Questions

1) Open a file called **Company Report**, located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

2) Spell check the document.

3) Insert an item of clip art relating to sales.

4) Format the text to try and match the illustration below, as closely as possible.

5) Save your changes and close the document.

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COMPANY REPORT

Summary.
We have had anotehr year of steady growth and have expamed out slases operations to more countries. Pfofits have increased and be have been able to invest in more research and development. The work work has incrase substancailly and our new head officce will shortly be completed.

Sales Offices
We now have sales offcies in the following countries:
⇒ Australia
⇒ United Kingdom
⇒ South Africa
⇒ Russia
⇒ Hong Kong

Production Facilities are now located in:
1. China
2. South Korea
3. United States

Please see our web site for a detailed repost.

ECDL Module Three: General Questions

1) Open a file called **National Sales**, located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

2) Insert the following table under the main heading. Format the table as illustrated below.

Region	Product Range 1	Product Range 2	Product Range 3
North	23	34	31
South	28	23	24
East	19	23	12
West	22	25	30

3) At the bottom of the document, insert a picture from your hard disk called **National Sales**, which is located in the **Microsoft Word Samples** folder, which in turn is contained within the **My Documents** (or **Documents**) folder.

4) Centre the title, use a different font and use a larger font size.

5) Enter your name into the document footer.

6) Remove the bullet formatting from the list and replace it with number formatting.

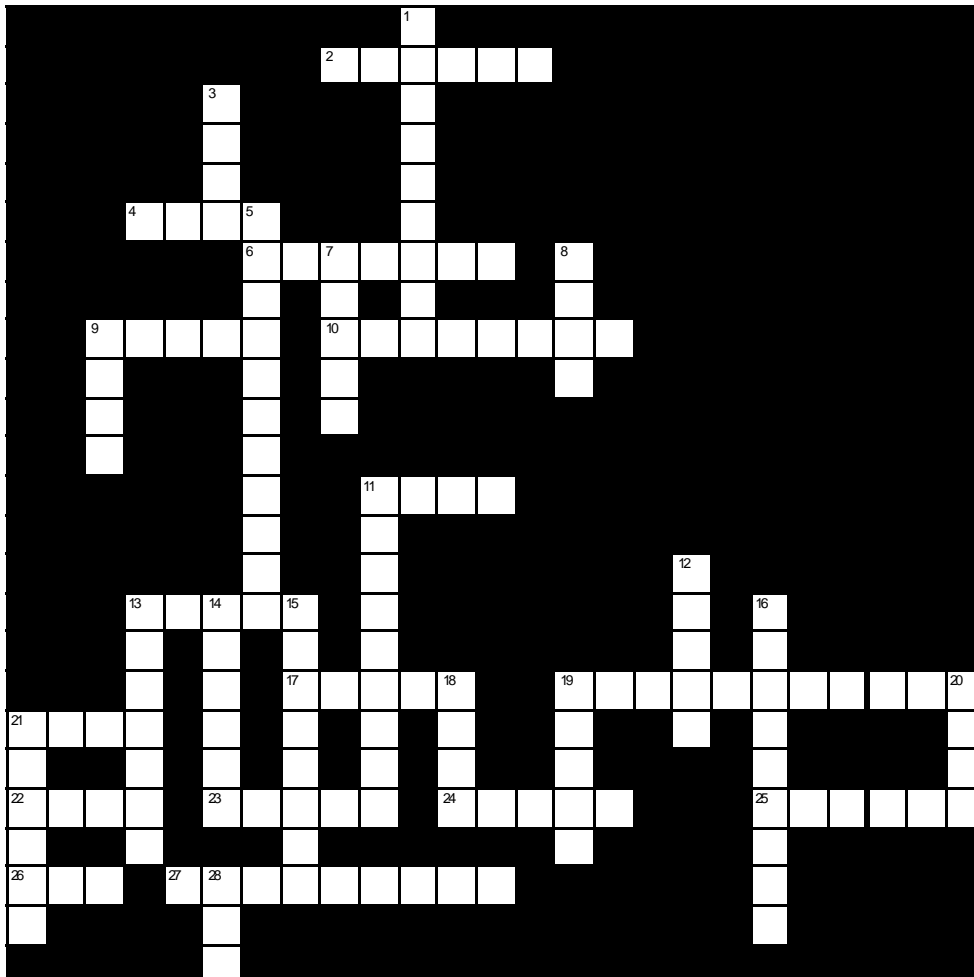7) Change the colour of the font used by the title, so that it is displayed in Red.

8) Save the document using the file name **My National Sales**.

9) Resave the document in RTF format.

10) Close the document.

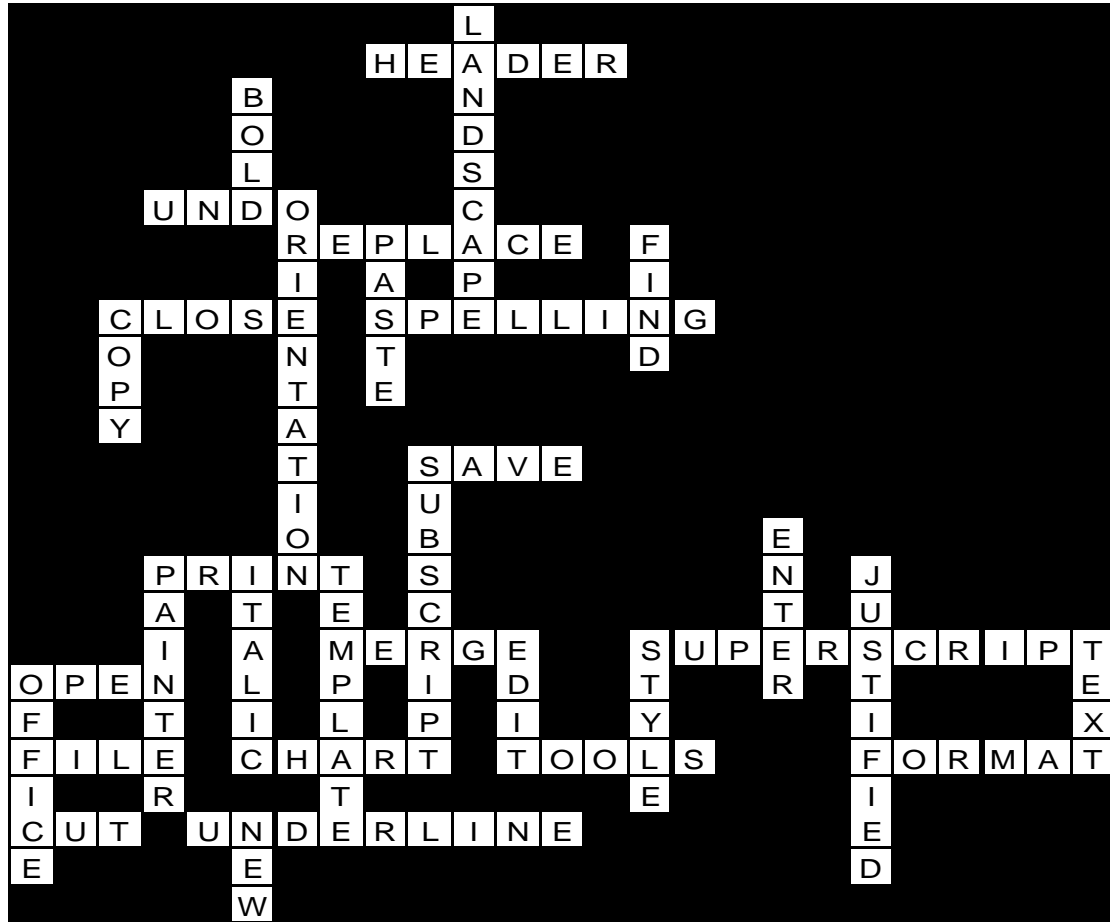## ECDL Module Three: General Questions Crossword

Down

1 Pages can be formatted as portrait or: (9)

3 Ctrl+B is equivalent to which command? (4)

5 Portrait and landscape are types of page: (11)

7 Ctrl+V is equivalent to which command? (5)

8 Ctrl+F is equivalent to which command? (4)

9 Ctrl+C is equivalent to which command? (4)

11 Formatting used to display a character below the line. (9)

12 To insert a manual page break, press the Ctrl key and which other key? (5)

13 The tool used to copy formatting from one item of text to another is called the Format: (7)

14 Ctrl+I is equivalent to which command? (6)

15 A special type of Word document, which can be recycled and used to create new documents. (8)

16 Newspaper column formatting is described as: (9)

18 Under which drop down menu will you find the Cut, Copy and Paste commands. (4)

19 A collection of formatting information that has a name and can be applied to text. (5)

20 What does the 'T' stand for in RTF? (4)

21 Microsoft Word is often used within a suite of programs, called Microsoft: (6)

28 Ctrl+N is equivalent to which command? (3)

Across

2 Area at the top of the page, which can display information on every page. (6)

4 Ctrl+Z is equivalent to which command? (4)

6 Ctrl+H is equivalent to which command? (7)

9 Alt+F4 is equivalent to which command? (5)

10 What will pressing the F7 key check? (8)

11 Ctrl+S is equivalent to which command? (4)

13 Ctrl+P is equivalent to which command? (5)

17 The process of combining letters with addresses to produce mass mailing letters is referred to as mail: (5)

19 Formatting used to display a character above the line. (11)

21 Ctrl+O is equivalent to which command? (4)

22 Under which drop down menu will you find page formatting options? (4)

23 An alternative name for a graph. (5)

24 Under which drop down menu, will you find the command to allow you to set the Word customisation options? (5)

25 Under which drop down menu will you find paragraph formatting options? (6)

26 Ctrl+X is equivalent to which command? (3)

27 Ctrl+U is equivalent to which command? (9)

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ECDL Module Three: General Questions Crossword Solution

ECDL Module 7

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