



# **Competency Based Learning Materials (CBLM)**

**Computer Operation**

**Level-3**

**Module: Operating a Personal Computer**

**Code: CBLM-OU-ICT-CO-01-L3-V1**



**National Skills Development Authority  
Prime Minister's Office  
Government of the People's Republic of Bangladesh**

## Copyright

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This Competency Based Learning Materials (CBLM) on “Operating a Personal Computer” under the Computer Operation, Level-3 qualification is developed based on the national competency standard approved by National Skills Development Authority (NSDA)

This document is to be used as a key reference point by the competency-based learning materials developers, teachers/trainers/assessors as a base on which to build instructional activities.

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This Competency Based Learning Materials is a document for the development of curricula, teaching and learning materials, and assessment tools. It also serves as the document for providing training consistent with the requirements of industry in order to meet the qualification of individuals who graduated through the established standard via competency-based assessment for a relevant job.

This document has been developed by NSDA in association with industry representatives, academia, related specialist, trainer and related employee.

Public and private institutions may use the information contained in this CBLM for activities benefitting Bangladesh.

## **List of Abbreviations**

CS	- Competency Standard
ISC	- Industry Skills Council
NSDA	- National Skills Development Authority
NSQF	- National Skills Qualifications Framework
BNQF	- Bangladesh National Qualifications Framework
OSH	- Occupational Safety and Health
PPE	- Personal Protective Equipment
SCVC	- Standards and Curriculum Validation Committee
STP	- Skills Training Provider
SOP	- Standard Operating Procedure
TNA	- Training Need Analysis
UoC	- Unit of Competency
EC	- Executive Committee
CBT&A	- Competency based Training & Assessment
CBC	- Competency based Curriculum
CAD	- Course Accreditation Document
CBLM	- Competency Based Learning Materials
CO	- Computer Operation

Approved by

---the Executive Committee (EC) Meeting of NSDA

Held on -----

Deputy Director (Admin)  
and  
Officer of Secretarial Duties for EC meeting  
National Skills Development Authority

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## How to use this Competency Based Learning Materials (CBLMs)

The module, contains training materials and activities for you to complete. These activities may be completed as part of structured classroom activities or you may be required you to work at your own pace. These activities will ask you to complete associated learning and practice activities in order to gain knowledge and skills you need to achieve the learning outcomes.

1. Review the **Learning Activity** page to understand the sequence of learning activities you will undergo. This page will serve as your road map towards the achievement of competence.
2. Read the **Information Sheets**. This will give you an understanding of the jobs or tasks you are going to learn how to do. Once you have finished reading the **Information Sheets** complete the questions in the **Self-Check**.
3. **Self-Checks** are found after each **Information Sheet**. **Self-Checks** are designed to help you know how you are progressing. If you are unable to answer the questions in the **Self-Check** you will need to re-read the relevant **Information Sheet**. Once you have completed all the questions check your answers by reading the relevant **Answer Keys** found at the end of this module.
4. Next move on to the **Job Sheets**. **Job Sheets** provide detailed information about *how to do the job* you are being trained in. Some **Job Sheets** will also have a series of **Activity Sheets**. These sheets have been designed to introduce you to the job step by step. This is where you will apply the new knowledge you gained by reading the Information Sheets. This is your opportunity to practice the job. You may need to practice the job or activity several times before you become competent.
5. Specification **sheets**, specifying the details of the job to be performed will be provided where appropriate.
6. A review of competency is provided on the last page to help remind if all the required assessment criteria have been met. This record is for your own information and guidance and is not an official record of competency

When working though this Module always be aware of your safety and the safety of others in the training room. Should you require assistance or clarification please consult your trainer or facilitator.

When you have satisfactorily completed all the Jobs and/or Activities outlined in this module, an assessment event will be scheduled to assess if you have achieved competency in the specified learning outcomes. You will then be ready to move onto the next Unit of Competency or Module

## Module Content

<b>Unit of Competency</b>	<b>Operate a Personal Computer</b>
<b>Unit Code</b>	OU-ICT-CO-01-L3-V1
<b>Module Title</b>	<b>Operating a Personal Computer</b>
<b>Module Descriptor</b>	This unit covers the knowledge, skills and attitude required to operate a personal computer. It specifically includes the requirements of starting computer and access system information and features, navigating and manipulating desktop environment, managing user accounts, organizing files and folders and following good practice
<b>Nominal Hours</b>	20 Hours
<b>Lerning Outcome</b>	<p>After completion of this module the trainees must be able to:</p> <ol style="list-style-type: none"> <li>1. Start computer and access system information and features</li> <li>2. Navigate and manipulate desktop environment</li> <li>3. Manage user accounts</li> <li>4. Organize files and folders</li> <li>5. Follow good practice</li> </ol>

### **Assessment Criteria:**

1. Workspace, furniture, and equipment are adjusted to suit user ergonomic requirements.
2. Work arrangements are ensured to meet organizational and Occupational Safety and Health (OSH) requirements for computer operation.
3. Personal Computer and all the Peripherals are checked and ensured operational as per job requirement.
4. Computer is started or logged on according to user procedures.
5. Basic functions and features are identified using system information.
6. Common applications of OS are accessed.
7. Help functions are used as required.
8. Correct desktop icons are selected, opened, closed, and accessed features.
9. Multiple windows are opened, resized, and closed
10. Desktop personalization is performed.
11. Start menu and taskbar are customized
12. Existing user account is manipulated.
13. New user account is created and managed.
14. Folders are created with appropriate name
15. Files are organized in appropriate folders
16. Rename and move folders and files as required
17. Identify folder and file attributes
18. Move folders and files using cut and paste, and drag and drop techniques
19. Save folders and files to appropriate media where necessary
20. Folders and files are searched

21. Deleted folder and files are restored as necessary
22. Naming convention is followed for files and folders.
23. Documents are saved in regular intervals
24. Backup is performed for documents in a regular interval.
25. All open applications are closed before shutdown or leaving workstation.
26. Shut down the Personal Computer and associated peripherals according to Standard Operating Procedure (SOP).

## **Contents**

This learning package includes the following:

1. Start Computer, system information and feature access
2. Navigate and manipulate desktop environment
3. Manage user account
4. Organize file and folder
5. Follow good practice

# **Learning outcome 1: Start computer and access system information and features**

## **Content:**

1. Ergonomic requirements
  - a. Avoiding radiation from computer screens
  - b. Screen position
  - c. Chair height, seat and back adjustment
  - d. Workstation height and layout
  - e. Document holder
  - f. Keyboard and mouse position
  - g. Lighting
  - h. Noise minimization
  - i. Posture
  - j. Footrest
2. Work arrangements
  - a. Exercise breaks
  - b. Mix of repetitive and other activities
  - c. Rest periods
  - d. Visual display unit (VDU) eye testing
3. Occupational safety and health requirements
  - a. OSH guidelines related to the:
  - b. Use of the screen equipment,
  - c. Computing equipment and peripherals
  - d. Ergonomic work stations,
  - e. Security procedures,
  - f. Customization requirements
  - g. Statutory requirements
4. Personal Computer and all the Peripherals
5. Common applications
  - a. Word pad
  - b. Note pad
  - c. Paint
  - d. Media player
  - e. Calculator
  - f. Sticky Notes
  - g. Snipping Tool

**Assessment Criteria:**

1. Workspace, furniture and equipment are adjusted to suit user ergonomic requirements.
2. Work arrangements are ensured to meet organizational and Occupational Safety and Health (OSH) requirements for computer operation.
3. Personal Computer and all the Peripherals are checked and ensured operational as per job requirement.
4. Computer is started or logged on according to user procedures.
5. Basic functions and features are identified using system information.
6. Common applications of OS are accessed.
7. Help functions are used as required.

**Resources Required/ Conditions:**

The trainees must be provided with the following:

**Training resources:**

- Training environment
- CBLM
- Handout
- Laptop
- Multimedia projector
- Paper, pen, pencil, eraser
- Internet
- Whiteboard & Marker
- Audio, Video device

**Methodologies**

- Discussion
- Presentation
- Demonstration
- Guided practice
- Individual practice
- Project work
- Problem solving
- Brainstorming

**Assessment Methods**

- Written test
- Demonstration
- Oral questioning

## **Learning experience 1: Start computer and access system information and features**

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

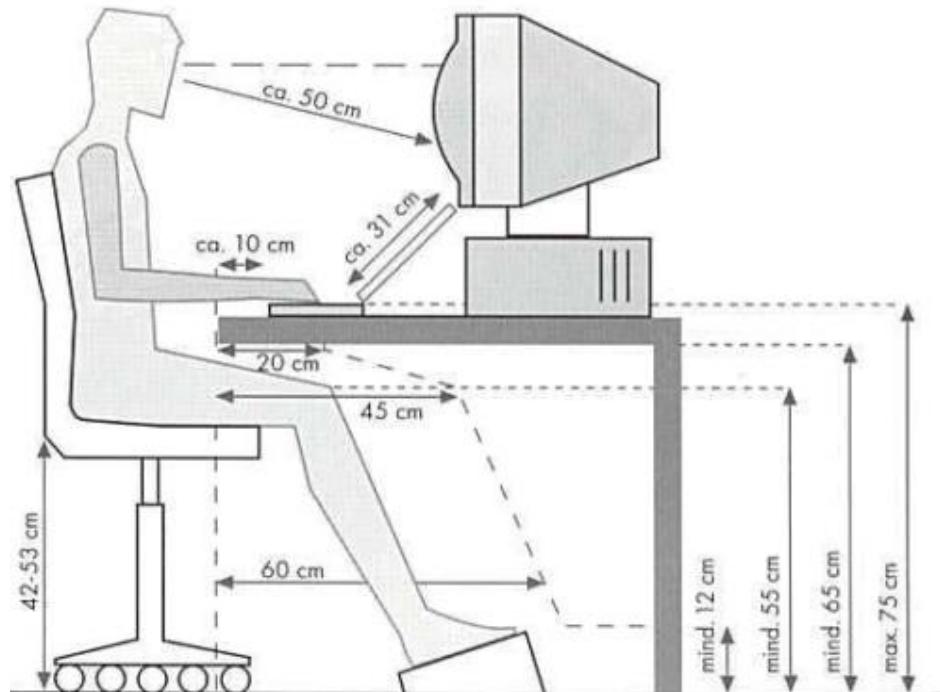
<b>Learning Steps</b>	<b>Resources specific instructions</b>
1. Student will ask the instructor about Start computer and access system information and features.	1. Instructor will provide the learning materials <b>“Operate a Personal Computer”</b>
2. Read the Information sheet/s	2. Information Sheet No:1 Start computer and access system information and features.
3. Complete the Self Checks & Check answer sheets.	3. Self-Check/sSelf-Check No: 1 Start computer and access system information and features. Answer key No. 1 Start computer and access system information and features.
4. Read the Job Sheet and Specification Sheet and perform job	4. Job- Sheet No: 1- Start computer and access system information and features. Specification Sheet 1 –Start computer and access system information and features.

# Information Sheet 1: Start computer and access system information and features

**Learning Objectives:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

- 1.1 Start Computer
- 1.2 Access system and feature

## 1.1 Start Computer and Workstation setup



### Avoiding radiation from computer screens:

Position your screen 50cm from your eyes, slightly below eye level, and tilted back 10–20 degrees. Avoid placing your computer's back overlooking someone sitting

#### Screen position:

##### Height

The top of the screen should be at or slightly below eye level, about 18 to 28 inches (45 to 71 cm) from your face. Your eyes should look slightly downward when viewing the middle of the screen. If your screen is larger, add more viewing distance.

## Distance

Set up your monitor directly in front of you, at least 20 inches (51 cm) away, or about an arm's length distance. The preferred viewing distance is between 20 and 40 inches (50 and 100 cm) from the eye to the front surface of the computer screen.

## Position

Set up your monitor so that you can maintain a neutral position when looking at the screen. You should not need to tilt or bend your neck forward to properly see the monitor.

## Desk height

The desk height should be level with your elbows, and there should be a little space between your keyboard and the edge of your desk where your hands can rest.



## Chair height, seat and back adjustment:

- Push your hips as far back as they can go in the chair.
- Adjust the seat height so your feet are flat on the floor and your knees are equal to, or slightly lower than, your hips.
- Adjust the backrest to a 100°-110° reclined angle. Make sure your upper and lower back are supported. Use inflatable cushions or small pillows if necessary. If you have an active back mechanism on your chair, use it to make frequent position changes.
- Adjust the armrests so that your shoulders are relaxed. If your armrests are in the way, remove them.



## Screen position, keyboard, mouse position

- An articulating keyboard tray can provide optimal positioning of input devices. However, it should accommodate the mouse, provide leg clearance, and have an adjustable height and tilt mechanism. The tray should not push you too far away from other work materials such as your telephone.
- Pull up close to your keyboard.
- Position the keyboard directly in front of your body.
- Determine what section of the board you use most frequently, and readjust the keyboard so that section is centered with your body.
- Adjust the keyboard height so that your shoulders are relaxed, your elbows are in a slightly open position (100° to 110°), and your wrists and hands are straight.
- The tilt of your keyboard is dependent upon your sitting position. Use the keyboard tray mechanism, or keyboard feet, to adjust the tilt. If you sit in a forward or upright position, try tilting your keyboard away from you at a negative angle. If you are reclined, a slight positive tilt will help maintain a straight wrist position.
- Palm support can help to maintain neutral postures and pad hard surfaces. However, the palm support should only be used to rest the palms of the hands between keystrokes. Resting on the palm support while typing is not recommended. Avoid using excessively wide palm support, or palm support that are higher than the space bar of your keyboard.
- Place the pointer as close as possible to the keyboard. Placing it on a slightly inclined surface, or using it on a mouse-bridge placed over the 10-keypad, can help to bring it closer.
- If you do not have a fully adjustable keyboard tray, you may need to adjust your workstation height, the height of your chair, or use a seat cushion to get in a comfortable position. Remember to use a footrest if your feet dangle.



## Monitor, Documents, and Telephone:

Incorrect positioning of the screen and source documents can result in awkward postures. Adjust the monitor and source documents so that your neck is in a neutral and relaxed position.

- Center the monitor directly in front of you above your keyboard.

- Position the top third of the monitor at your seated eye level. (If you wear bifocals, lower the monitor to a comfortable reading level.)
- Sit at least an arm's length away from the screen and then adjust the distance for your vision.
- Reduce glare by careful positioning of the screen.
- Place screen at right angles to windows.
- Adjust curtains or blinds as needed.
- Adjust the vertical screen angle and screen controls to minimize glare from overhead lights.
- Other techniques to reduce glare are optical glass glare filters, light filters, or secondary task lights.
- Position source documents directly in front of you, between the monitor and the keyboard, using an in-line copy stand. If there is insufficient space, place source documents on a document holder positioned adjacent to the monitor.
- Place your telephone within easy reach. Telephone stands or arms can help.
- Use a headset or speaker phone to eliminate cradling the handset.

**Footrest, Posture, Exercise breaks, Rest Periods, Mix of repetitive and other activities:**

Once you have correctly set up your computer workstation use good work habits. No matter how perfect the environment, prolonged, static postures will inhibit blood circulation and take a toll on your body.

- Take short 1-2-minute stretch breaks every 20-30 minutes. After each hour of work, take a break or change tasks for at least 5-10 minutes. Always try to get away from your computer during lunch breaks.
- Avoid eye fatigue by resting and refocusing your eyes periodically. Look away from the monitor and focus on something in the distance for at least 20 seconds.
- Rest your eyes by covering them with your palms for 10-15 seconds.
- Use correct posture when working. Keep moving as much as possible.

Visual Display Unit



**Visual display unit (VDU) eye testing:** A Visual Display Unit workstation eye test does not only test your vision but provides information that shall help you optimize your individual behavior in front of the screen. Many employees do not know that the eyes occasionally grow drier because you automatically blink much less while working in front of the screen – usually 22 times per minute, at the screen only 7 times: blink more often!

## Computer setup

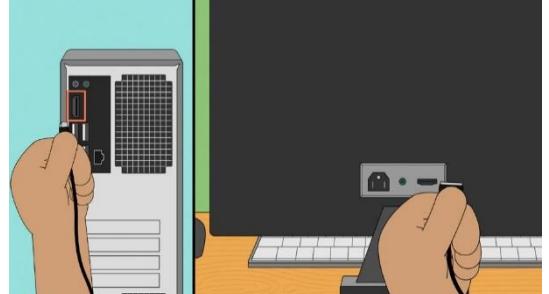
**Step 01:** Unpack the monitor and computer case from the box. Remove any plastic covering or protective tape. Place the monitor and computer case on a desk or work area. Be sure to place your computer case in an area that is well ventilated and has good air flow. This will help to prevent the computer from overheating.



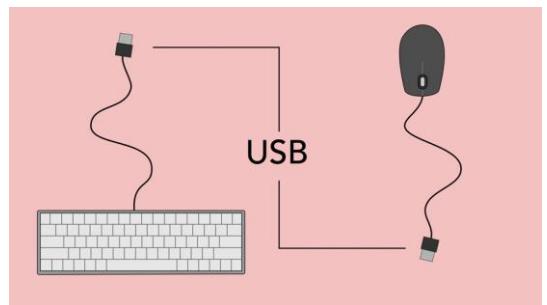
**Step 02:** Locate the monitor cable. There are several types of monitor cables, so the one for your computer may not look like the one in the image below. If you're having trouble finding your monitor cable, refer to the instruction manual for your computer. (If you have an all-in-one computer that's built into the monitor, you can skip to Step 4).



**Step 03:** Connect one end of the cable to the monitor port on the back of the computer case and the other end to the monitor.



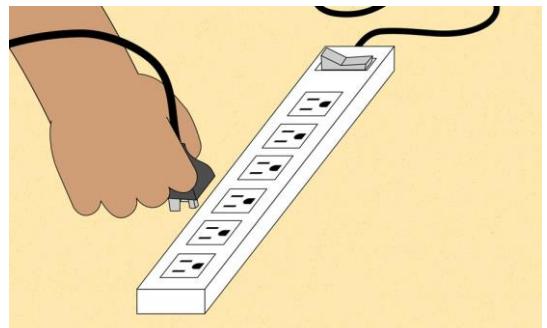
**Step 04:** Unpack the keyboard and determine whether it uses a USB (rectangular) connector or a PS/2 (round) connector. If it uses a USB connector, plug it into any of the USB ports on the back of the computer. If it uses a PS/2 connector, plug it into the purple keyboard port on the back of the computer.



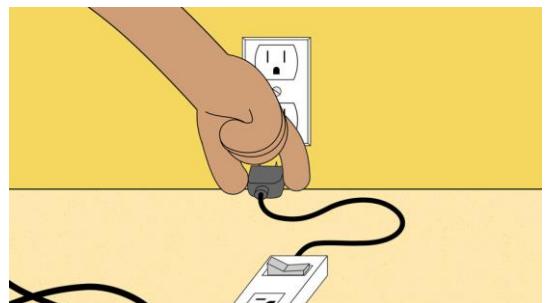
**Step 05:** If you have external speakers or headphones, you can connect them to your computer's audio port (either on the front or back of the computer case). Many computers have color-coded ports. Speakers or headphones connect to the green port, and microphones connect to the pink port. The blue port is the line in, which can be used with other types of devices.



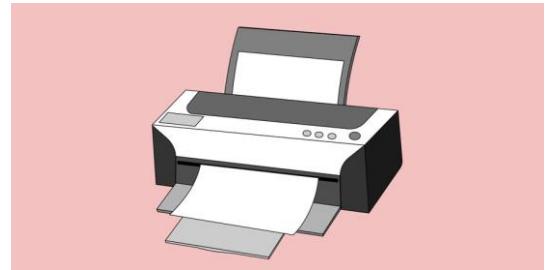
**Step 06:** Locate the two power supply cables that came with your computer. Plug the first power supply cable into the back of the computer case and then into a surge protector. Then, using the other cable, connect the monitor to the surge protector.



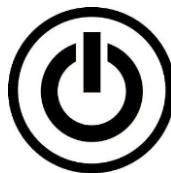
**Step 07:** Finally, plug the surge protector into a wall outlet. You may also need to turn on the surge protector if it has a power switch.



**Step 08:** If you have a printer, scanner, webcam, or other peripherals, you can connect them at this point. Many peripherals are plug and play, which means they will be recognized by your computer as soon as they are plugged in.



## Turn on your computer



- Locate the power button on the computer which may display the icon indicate.
- Press the power button once
- You should see the computer lights turn on.
- The computer will now go through several process to power on, these include several tests to ensure each part of the system is functioning correctly.
- Once the initial startup processes have completed, and this may take a minute or two, you should now see a screen displayed with the date and time.

## Logged on your computer



Once the welcome screen is displayed, you can log on to Windows 10. If you are using a work computer, then your IT administrator should have provided you with a username and password. If you are using your own personal computer, enter the username and password you set up.

## 1.2 Access system information and feature

### Basic functions and features

The primary functions of an operating system include Configuration Management, Device Management, File Systems Management, Security and Privacy, and Network Management. The main functions of operating systems are Virus Protection, File Systems Management, Device Management, Memory Management, and Process Management.

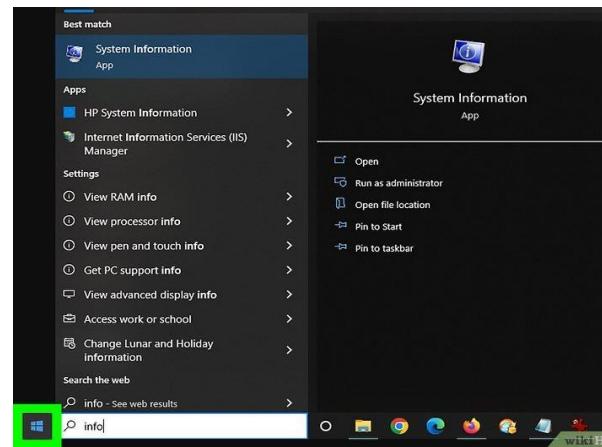
## System Information

### Step 01:

Click the  Start Windows Start button. It's in the bottom-left corner of the screen; doing so will open the Start menu, which has a built-in search feature.

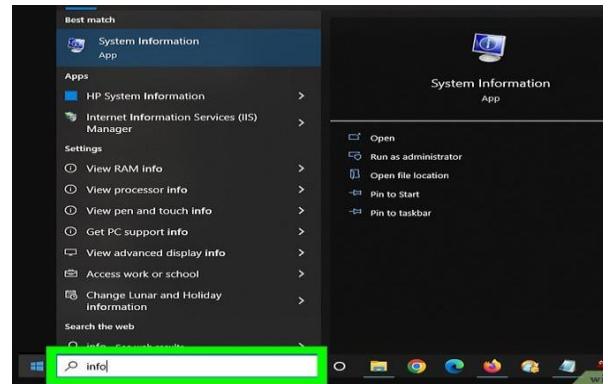
For a quick keyboard shortcut, you can also press the Windows key on your keyboard to open the menu.

If a search field doesn't appear at the bottom of the menu, press Windows key + S to open it now.



### Step 02:

Type info into the search bar. It's in the bottom-left corner of the screen. A list of search results will appear.



### Step 03:

Click System Information. This brings up the System Information window. There are four tabs listed in the top-left corner of the window. Click on “+” in front of each tab to select and view a subcategory:

**System Summary:** This tab contains details about your operating system, installed memory, and processor type.

**Hardware Resources:** View a list of all hardware drivers and information associated with devices (e.g., webcams or controllers) associated with your computer.

**Components:** View a list of technical components on your computer such as USB ports, the DVD drive, and speakers.

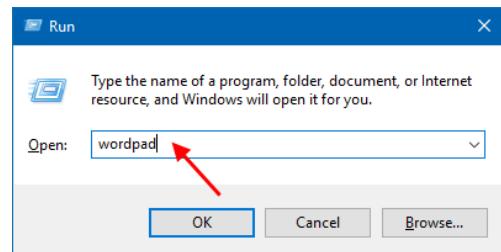
**Software Environment:** View drivers and running processes on your computer.



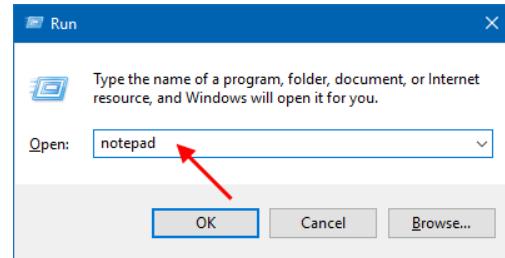
Item	Value
OS Name	Microsoft Windows 10 Pro
Version	10.0.10240 Build 10240
Other OS Description	Not Available
OS Manufacturer	Microsoft Corporation
System Name	HOME
System Manufacturer	Dell Inc.
System Model	Studio 1558
System Type	x64-based PC
System SKU	
Processor	Intel(R) Core(TM) i5 CPU M 460 @
BIOS Version/Date	Dell Inc. A12, 3/30/2011
SM BIOS Version	2.6
Embedded Controller Version	255.255

## Common Applications

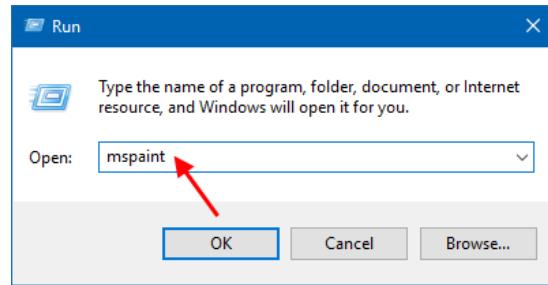
**WordPad:** WordPad is a free word processing program, that is part of the Microsoft Windows program. A word processor is a program used to process, format, and store documents like letters, memos, reports, resumes and many more. It is also capable of producing a printed version, when it's done. Open WordPad via Run Press Win+R to open Run box. Input WordPad, then hit Enter.



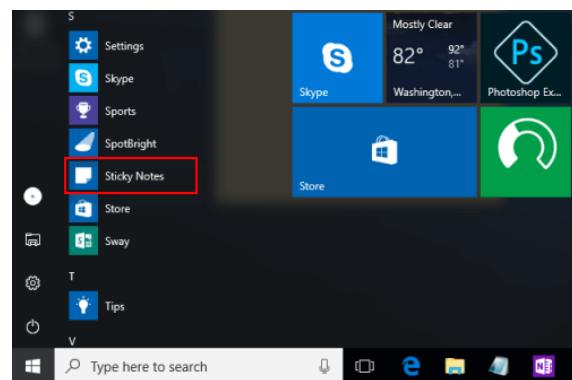
**Notepad:** Notepad is a text editor, i.e., an app specialized in editing plain text. It can edit text files (bearing the ".txt" filename extension) and compatible formats, such as batch files, INI files, and log files. Notepad offers only the most basic text manipulation functions, such as finding and replacing text. Open Notepad via Run. Press Win+R to open Run box. Input notepad and hit Enter.



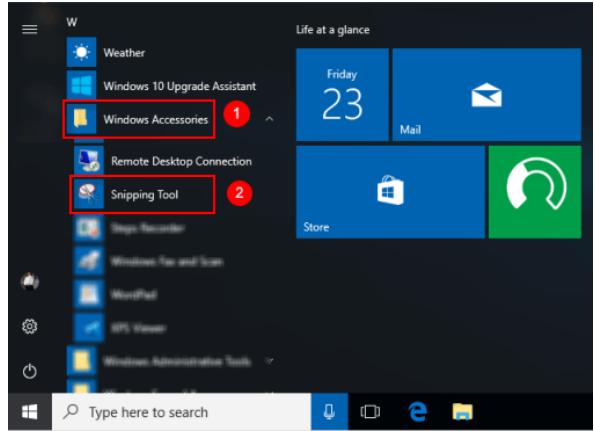
**Paint:** Paint is a basic graphics editor that comes with all versions of Windows. It can be used to create simple graphics and diagrams, crop and resize images, and add text and shapes to images. Press Win+R to open the Run box. Input mspaint and hit Enter.



**Sticky Notes:** Microsoft Sticky Notes is a feature in Windows that allows users to create virtual notes, save them in a history list, and sync them across multiple computers. Users can create notes, type, add pictures, format text, and stick them to the desktop. Go to the Start Menu and click **All apps**, you can find it under "S" in the Start Menu.

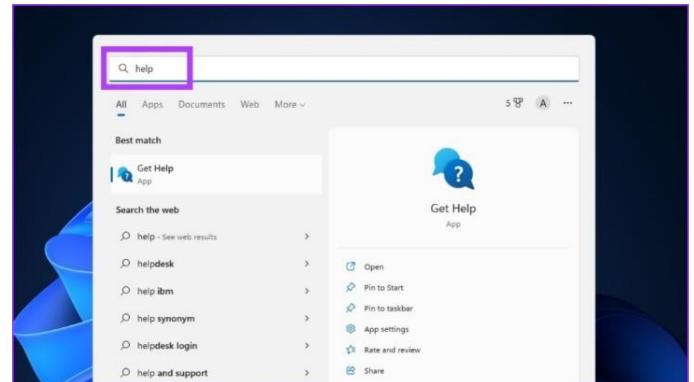


**Snipping Tools:** The Snipping Tool is a feature in Windows that allows users to take screenshots of their screen. It is included in Windows Vista and later versions. Go to Start Menu and click **All apps**, you can find it under **Windows Accessories** folder.



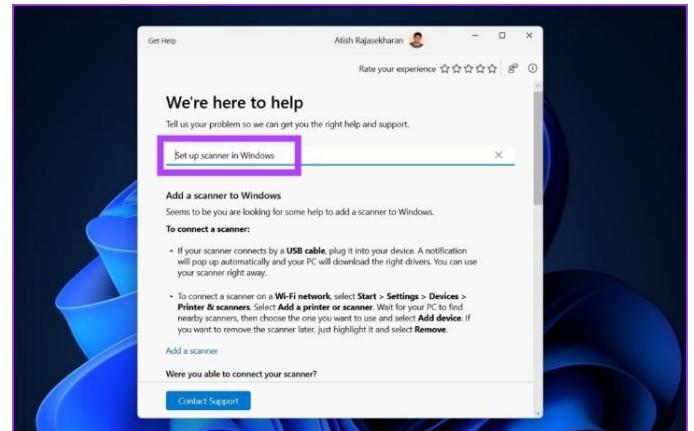
## Help Function

**Step 1:** Press the Windows key, type help in the search bar, and press Enter.



**Step 2:** In the Get Help app, you can search for your issue to get results that could potentially solve your problem.

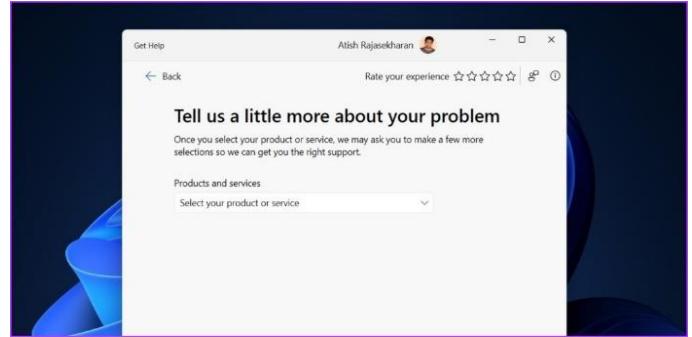
Example: Set up scanner in Windows



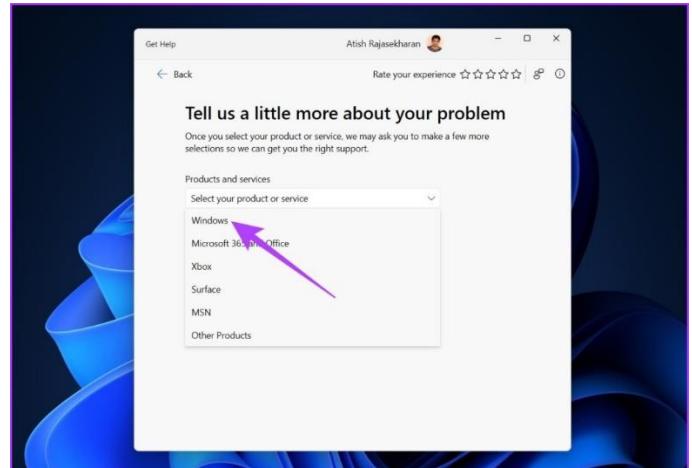
**Step 3:** Tap the Contact Support button at the bottom left corner.



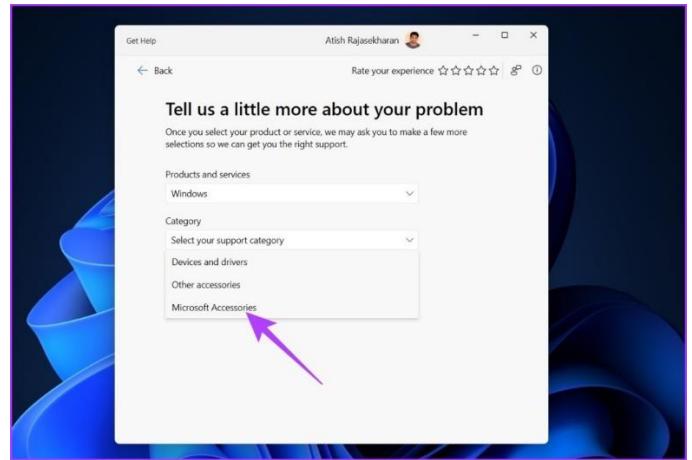
**Step 4:** Under Products and services, click on the drop-down menu.



**Step 5:** Select Windows.



**Step 6:** Under Category, select Microsoft Accessories.



**Step 7:** Finally, click on Confirm.

## Other Help Function

In Windows computers, the "Help" function typically refers to a built-in assistance feature that provides guidance and information on using various aspects of the operating system and installed applications. Here are the main components of the Help function in Windows:

- **Windows Help and Support:** This is the main hub for accessing help resources in Windows. It provides a searchable index of topics, tutorials, troubleshooting guides, and links to additional online resources. Users can access Windows Help and Support by clicking on the Start menu and selecting "Help and Support."
- **F1 Key:** In many Windows applications, pressing the F1 key (usually located at the top of the keyboard) opens context-sensitive help. This means that pressing F1 while a specific feature or window is active will bring up help documentation related to that feature or window.
- **Tool Tips:** Tool tips are small pop-up windows that appear when you hover your mouse cursor over buttons, icons, or other interface elements. These tool tips provide brief explanations or descriptions of the function of the element.
- **Online Resources:** Windows often provides links to online resources such as the Microsoft Support website, forums, and knowledge base articles for additional help and information.
- **Troubleshooting Wizards:** Windows includes built-in troubleshooting wizards for common issues such as network connectivity problems, hardware configuration issues, and performance optimization. These wizards guide users through a series of steps to diagnose and resolve the problem.

Overall, the Help function in Windows is designed to provide users with the information and assistance they need to effectively navigate the operating system, troubleshoot issues, and learn how to use various features and applications.

## Self-Check Sheet 1

**Question 01:** How do you adjust your workspace, furniture, and equipment to suit ergonomic requirements?

Answer:

**Question 02:** What steps do you take to ensure work arrangements meet organizational and Occupational Safety and Health (OSH) requirements for computer operation?

Answer:

**Question 03:** How do you ensure that your Personal Computer and all peripherals are operational as per job requirement?

Answer:

**Question 04:** What are the procedures for starting or logging on to the computer according to user procedures?

Answer:

**Question 05:** How do you identify basic functions and features using system information?

Answer:

**Question 06:** How do you access common applications of the operating system?

Answer:

**Question 07:** When and how do you use help functions as required?

Answer:

## **Answer key 1**

**Question 01:** How do you adjust your workspace, furniture, and equipment to suit ergonomic requirements?

Answer: Ensure your chair height is adjusted so that your feet are flat on the floor and knees are at a 90-degree angle. Position your monitor at eye level and an arm's length away, with the top of the screen at or slightly below eye level. Use an ergonomic keyboard and mouse, and ensure your wrists are straight and elbows are close to your body.

**Question 02:** What steps do you take to ensure work arrangements meet organizational and Occupational Safety and Health (OSH) requirements for computer operation?

Answer: Follow company policies and guidelines regarding workstation setup, breaks, and ergonomics. Adhere to OSH regulations regarding posture, breaks, and workstation safety practices.

**Question 03:** How do you ensure that your Personal Computer and all peripherals are operational as per job requirement?

Answer: Perform regular checks of hardware components such as the monitor, keyboard, mouse, printer, and scanner. Test connectivity and functionality of peripherals to ensure they are working properly.

**Question 04:** What are the procedures for starting or logging on to the computer according to user procedures?

Answer: Follow the specific steps outlined by your organization for starting up the computer, which may include entering a username and password at the login screen or following a startup checklist.

**Question 05:** How do you identify basic functions and features using system information?

Answer: Access the system information tool on your operating system (e.g., System Information on Windows, About This Mac on macOS) to view details about hardware components, system configuration, and installed software.

**Question 06:** How do you access common applications of the operating system?

Answer: Common applications such as web browsers, file explorers, and productivity tools are typically accessible from the desktop or Start menu (Windows) or Launchpad (macOS).

**Question 07:** When and how do you use help functions as required?

Answer: Use help functions when encountering difficulties or uncertainties while using software applications or navigating system settings. Help functions are usually accessible through the application's menu or by pressing F1 for context-sensitive help

## **Activity sheet 1**

**Task Name:** Start computer and access system information and features

**Working Procedure:**

1. Check Personal Computer and all the Peripherals and ensure operational
2. Start or log on Computer on according to user procedures.
3. Identify basic functions and features using system information.
4. Access Common applications of OS.
5. Use Help functions.

## **Learning outcome 2: Navigate and manipulate desktop environment**

### **Content:**

1. Desktop icons
  - Selected
  - Opened
  - Closed
  - Accessed features
2. Opened, resized and closed multiple window
3. Desktop personalization.
4. Customize start menu and taskbar

### **Assessment Criteria:**

1. Correct desktop icons are selected, opened, closed and accessed features.
2. Multiple windows are opened, resized and closed
3. Desktop personalization is performed.
4. Start menu and taskbar are customized

### **Resources Required/ Conditions:**

The trainees must be provided with the following:

### **Training resources:**

- Training environment
- CBLM
- Handout
- Laptop
- Multimedia projector
- Paper, pen, pencil, eraser
- Internet
- Whiteboard & Marker
- Audio, Video device

### **Methodologies**

- Discussion
- Presentation
- Demonstration
- Guided practice
- Individual practice
- Project work
- Problem solving
- Brainstorming

### **Assessment Methods**

- Written test
- Demonstration
- Oral questioning

## **Learning experience 2: Navigate and manipulate desktop environment**

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

<b>Learning Steps</b>	<b>Resources specific instructions</b>
1. Student will ask the instructor about Navigating and manipulating desktop environment	1. Instructor will provide the learning materials “Operating a Personal Computer”
2. Read the Information sheet/s	2. Information Sheet No:2 Navigate and manipulate desktop environment
3. Complete the Self Checks & Check answer sheets.	3. Self-Check/s  Self-Check No: 2 Navigate and manipulate desktop environment  Answer key No. 2 Navigate and manipulate desktop environment
4. Read the Job Sheet and Specification Sheet and perform job	4. Job- Sheet No:2- Navigate and manipulate desktop environment.  Specification Sheet: 2 –Navigate and manipulate desktop environment.

## Information sheet 2: Navigate and manipulate desktop environment

**Learning Objectives:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

After completion of this information sheet, the learners will be able to:

### 2.1 Navigate and manipulate desktop environment

#### 2.1 Navigate and manipulate desktop environment

##### Changing System Desktop Icons

###### Step 01:

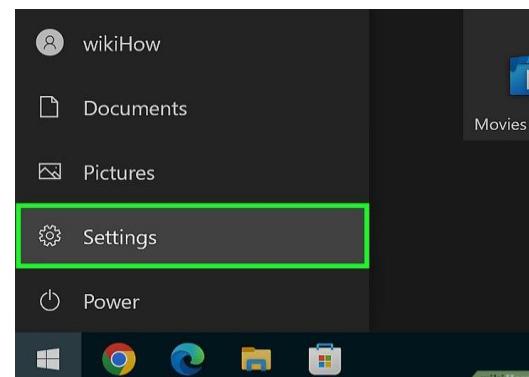


Open Start . Click the Windows logo in the bottom-left corner of the screen, or press the Windows key.



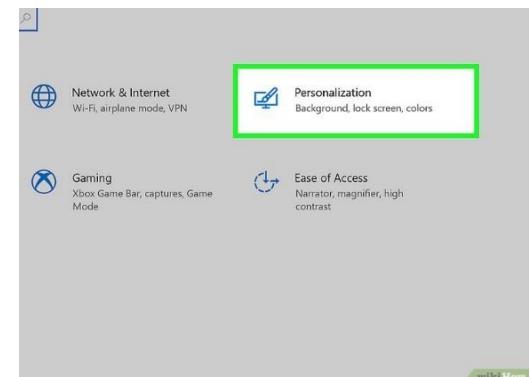
###### Step 02:

Click Settings . It's in the lower-left side of the Start window.



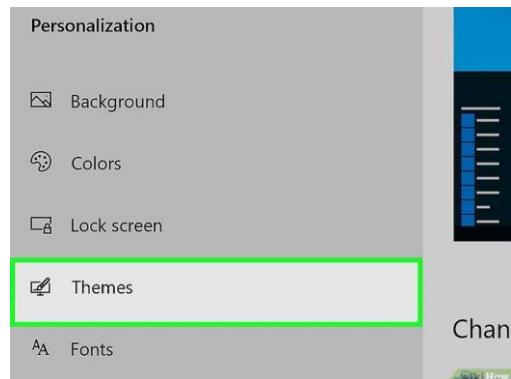
###### Step 03:

Click Personalization. This is the monitor shaped icon on the Windows Settings page.



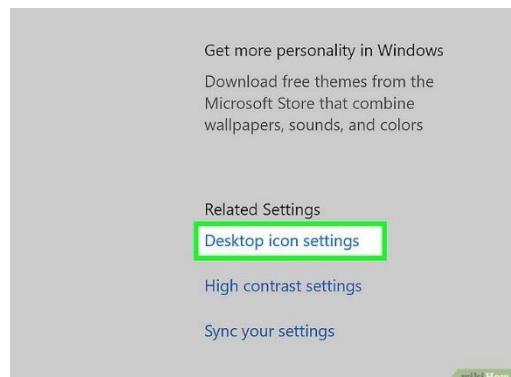
#### Step 04:

Click Themes. It's a tab on the left side of the Personalization window.



#### Step 05:

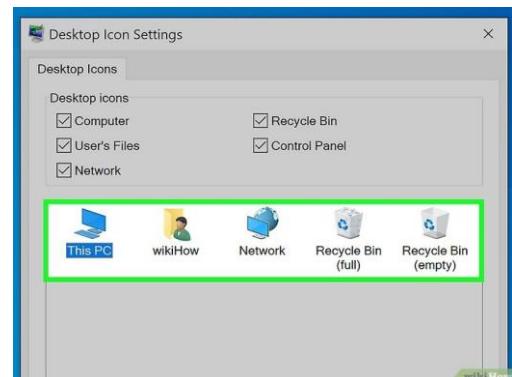
Click Desktop icon settings. This link is in the upper-right side of the Themes page. Clicking it opens the Desktop Icon Settings window.



#### Step 06:

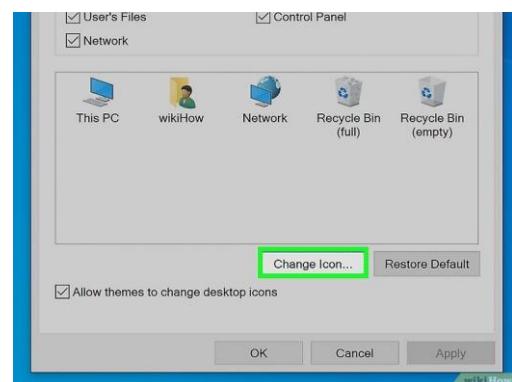
Click an icon you want to change. This will select the icon.

- For example, you might click This PC or Recycle Bin.
- You can also check the box next to a desktop icon's name at the top of the window to make it appear on your desktop, or uncheck the box to remove it from the desktop.
- Check the "Allow themes to change desktop icons" box on this window to enable theme-related icon changes.



#### Step 07:

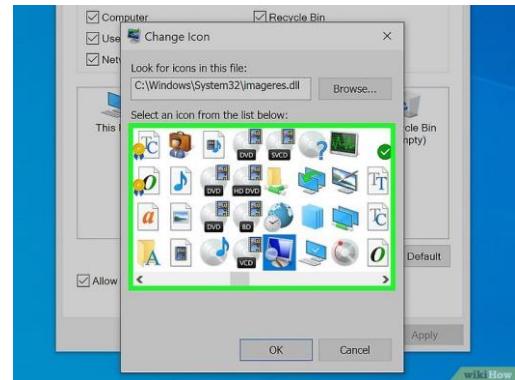
Click Change Icon. It's near the bottom of the window.



### Step 07:

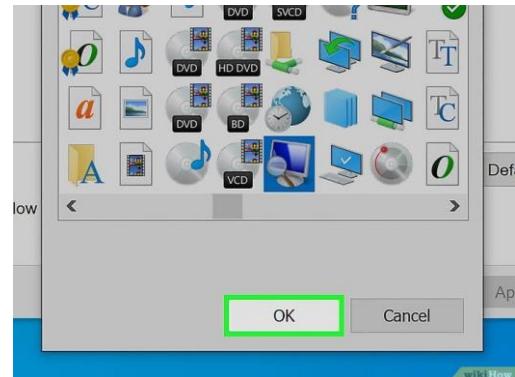
Select an icon. You can select two different types of icons:

- System icon: Click an icon in the window.
- Custom icon: Click Browse, then click the folder that your custom icons are in on the left side of the window. Select the icon you want to use, then click Open.



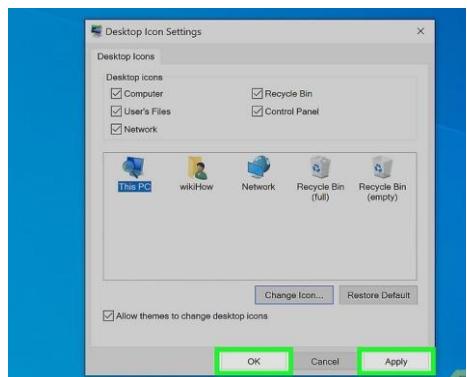
### Step 08:

Click OK. This will assign your selected icon to the desktop program.

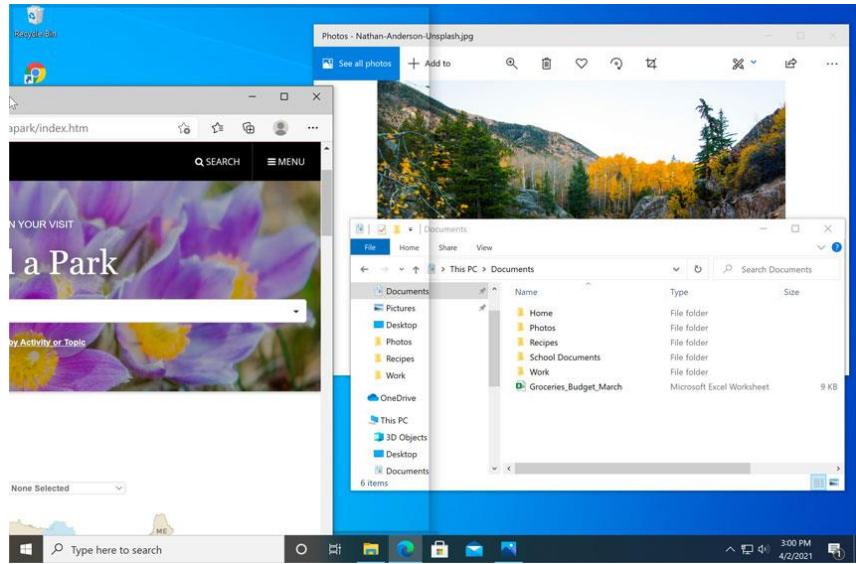


### Step 09:

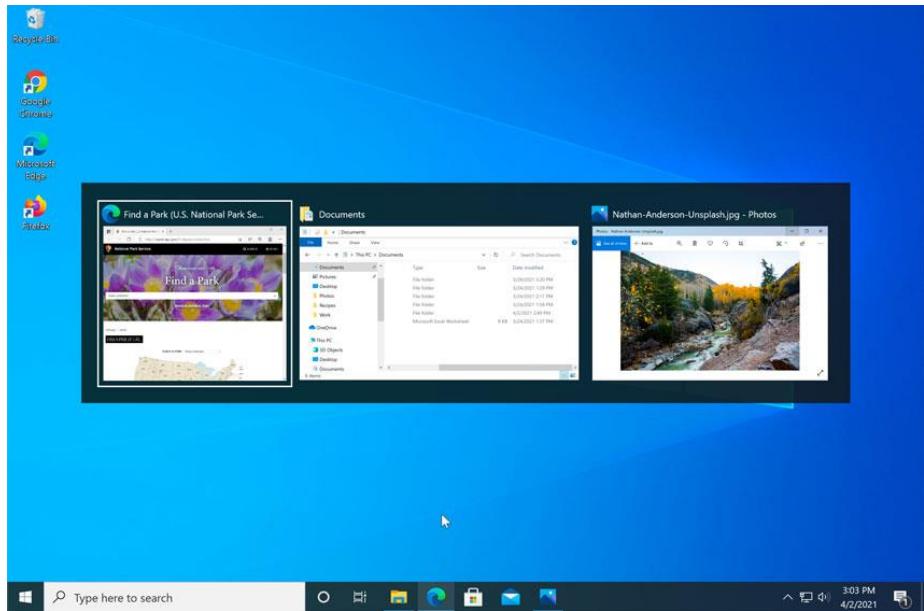
Click Apply, then click OK. Doing so confirms your decision and changes the desktop program's icon to your selected icon.



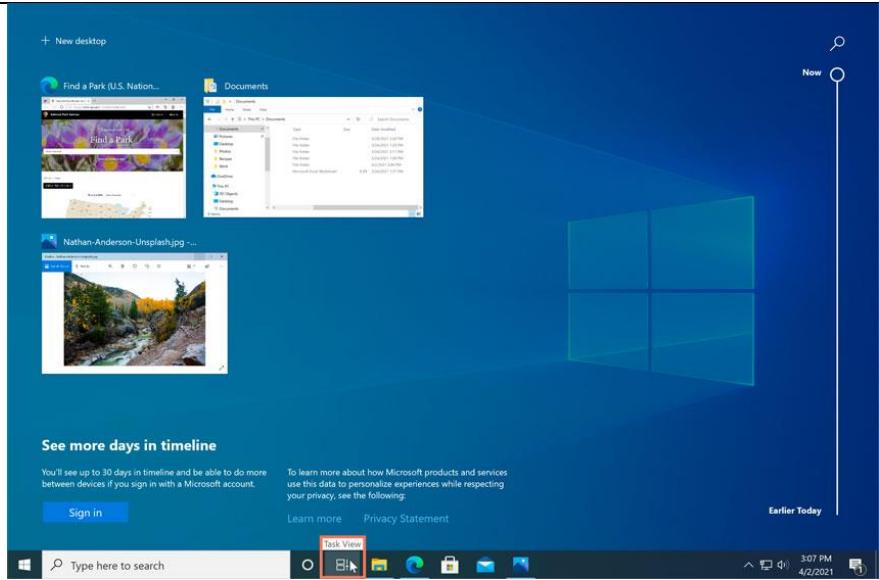
## Managing Multiple Windows



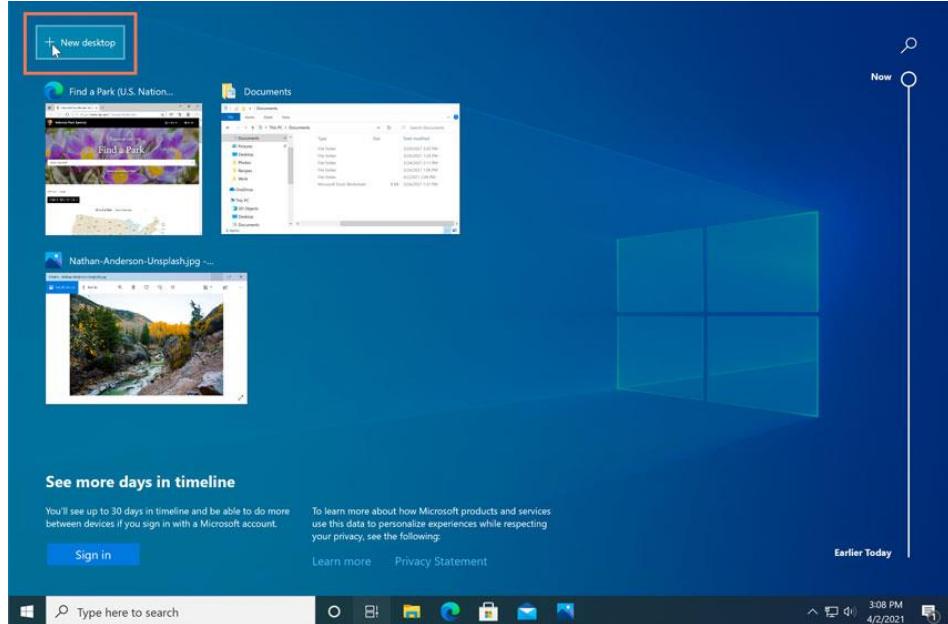
Snap allows you to resize windows quickly, which is especially convenient when you want to see two windows side by side. To do this, click and drag the desired window to the left or right until the cursor reaches the edge of the screen, then release the mouse. The window will snap into place. To unsnap a window, simply click and drag the window down.



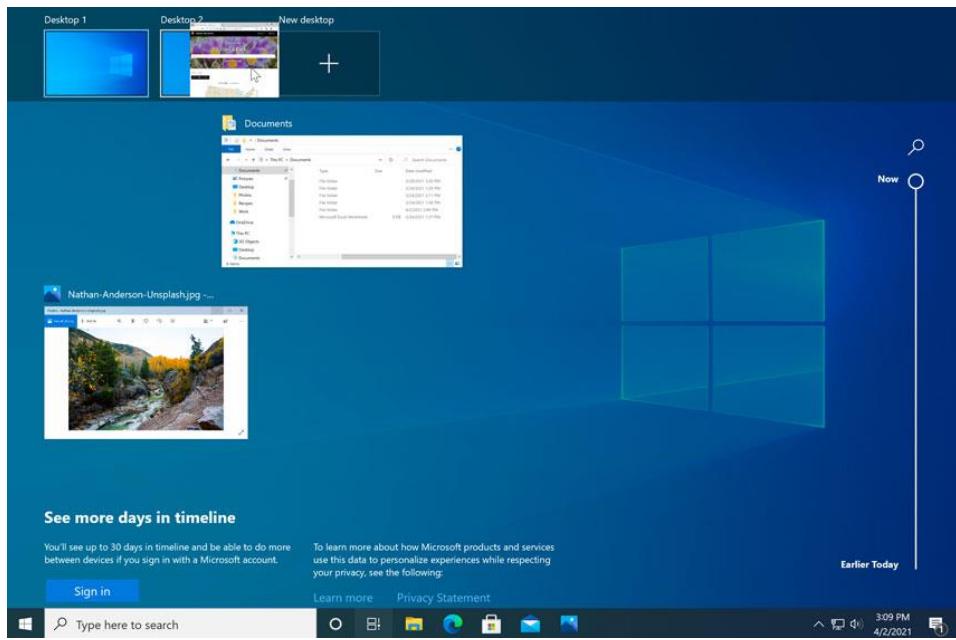
You can use Flip to switch between open windows. To do this, press and hold the Alt key on your keyboard, then press the Tab key. Continue pressing the Tab key until the desired window is selected.



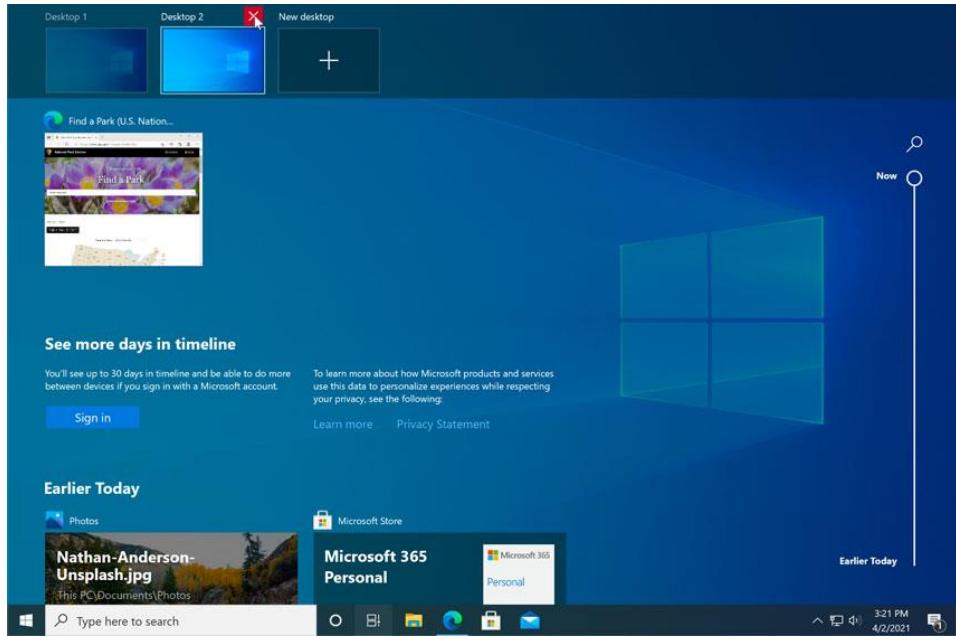
The Task view feature is similar to Flip, but it works a bit differently. To open Task view, click the Task view button near the bottom-left corner of the taskbar. Alternative, you can press Windows key+Tab on your keyboard. All of your open windows will appear, and you can click to choose any window you want.



Instead of keeping everything open on the same desktop, you can move some of your windows to a virtual desktop to get them out of the way. This feature wasn't available in previous versions of Windows, and it's especially helpful for managing a lot of windows at the same time. To create a new desktop, open Task view, then select New desktop near the bottom-right corner.



Once you've created multiple desktops, you can use Task view to switch between them. You can also move windows between desktops. To do this, open Task view, then click and drag a window to the desired desktop.

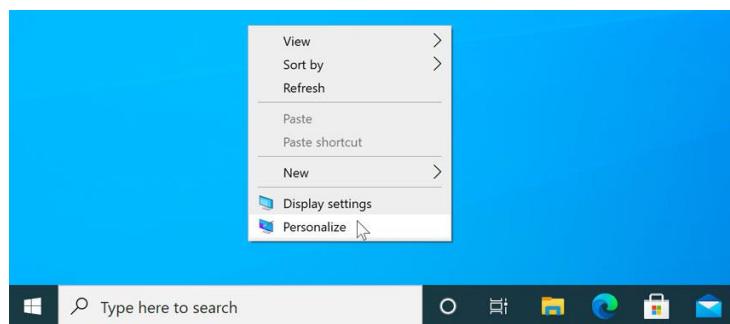


To close a virtual desktop, open Task view and click the X in the upper-right corner of any desktop you want to close.

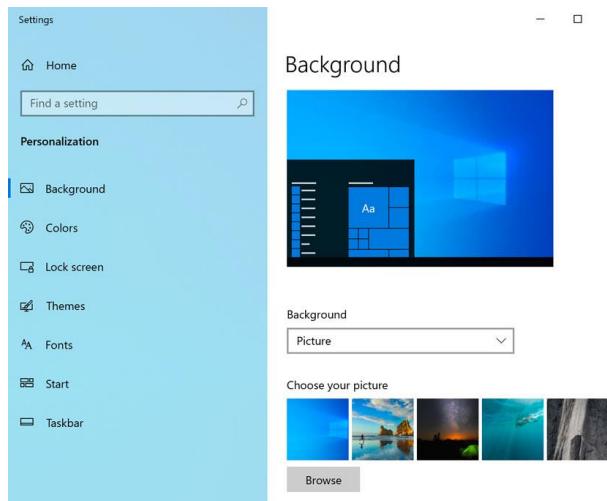


If you have a lot of windows open at the same time, it can be difficult to see the desktop. When this happens, you can click the bottom-right corner of the taskbar to minimize all open windows. Just click it again to restore the minimized windows.

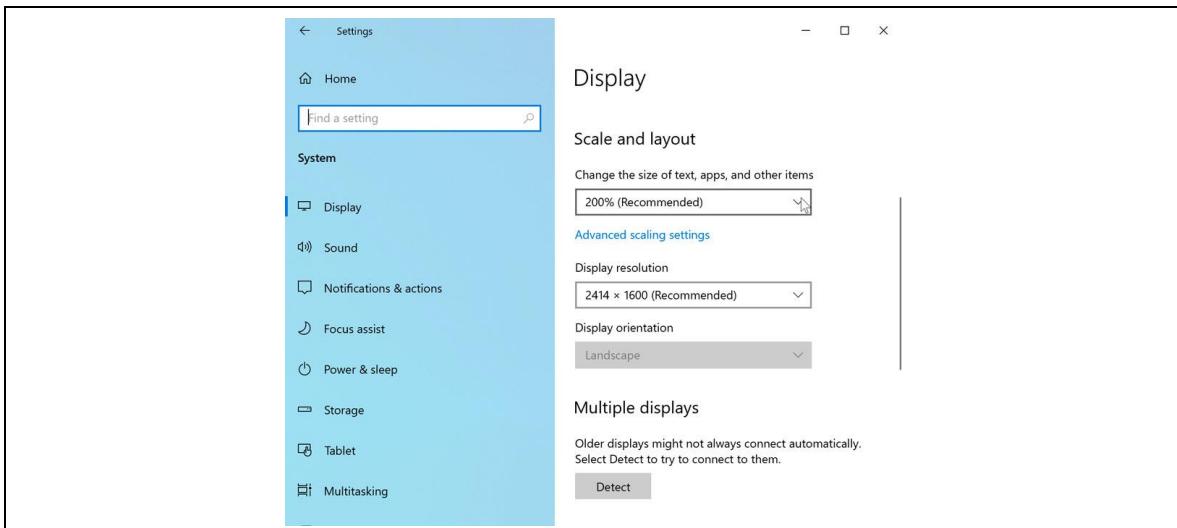
## Personalizing desktop



To access the Personalization settings, right-click anywhere on the desktop, then select Personalize from the drop-down menu. The Personalization settings will appear.

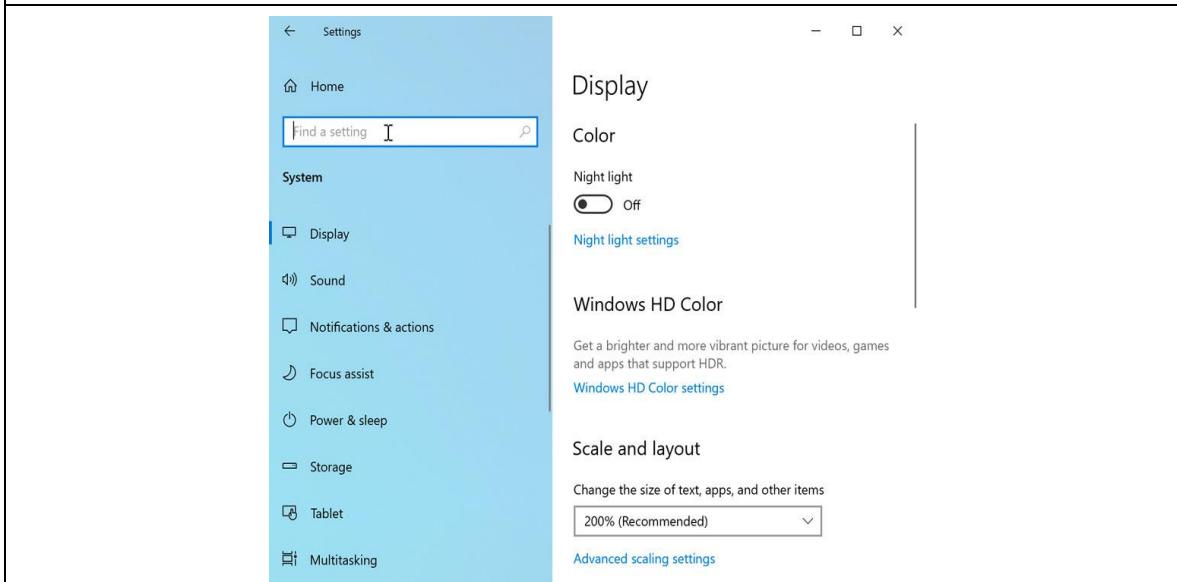


Click the buttons in the interactive below to learn more about using the Personalization settings.



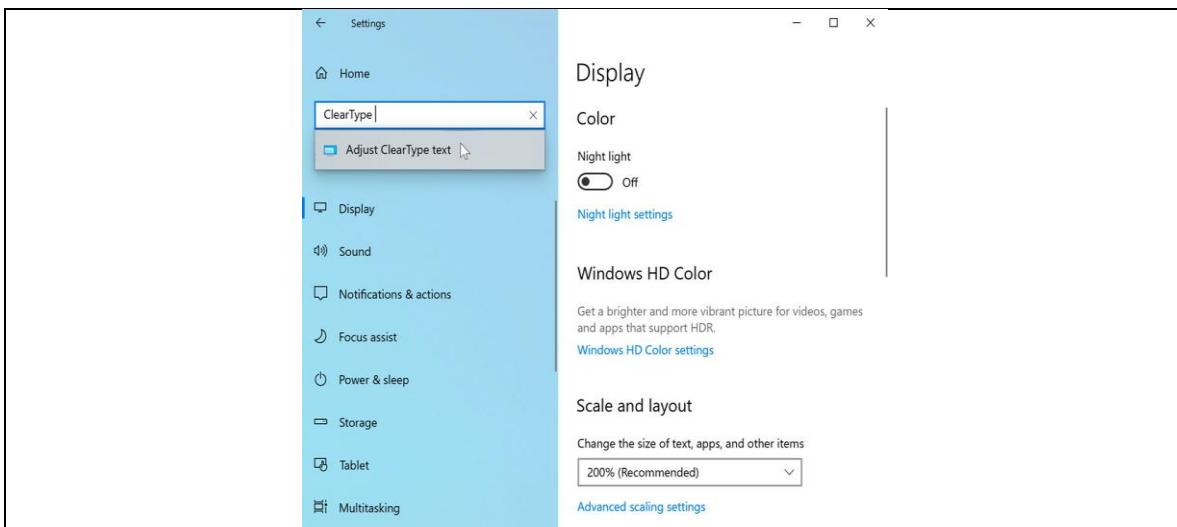
### To change the font size:

If you have difficulty seeing the text on your computer, you can increase the font size. Increasing the font size will also increase the size of icons and other items on your desktop.



The Display options will appear. Use the drop-down arrow to scale up or down the size. Note that a larger size may interfere with the way some items appear on the screen.

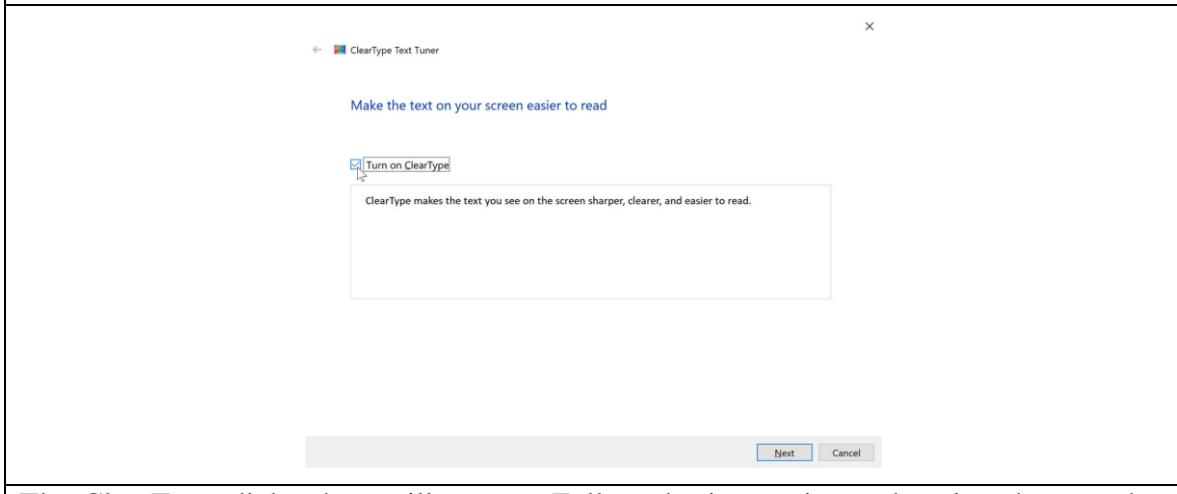
Once you've made your selection, the changes will take effect



### To adjust ClearType settings:

ClearType allows you to fine tune how the text on your computer looks, which helps improve readability.

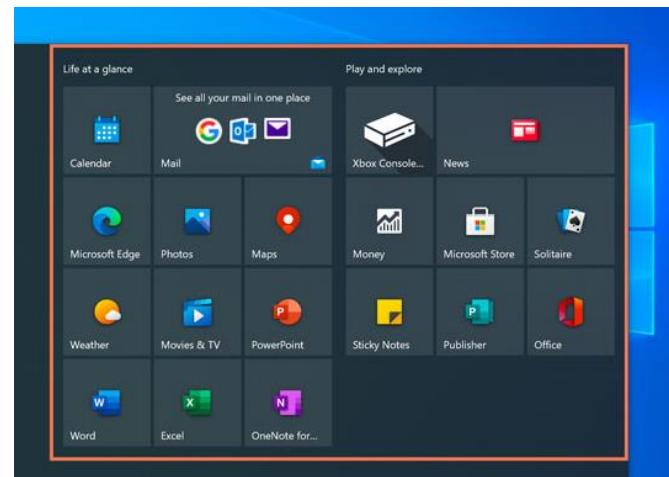
From the settings pane, click the Find a setting search box.



The ClearType dialog box will appear. Follow the instructions, choosing the text that appears best to you. When you're done, click Finish. The ClearType settings will be applied.

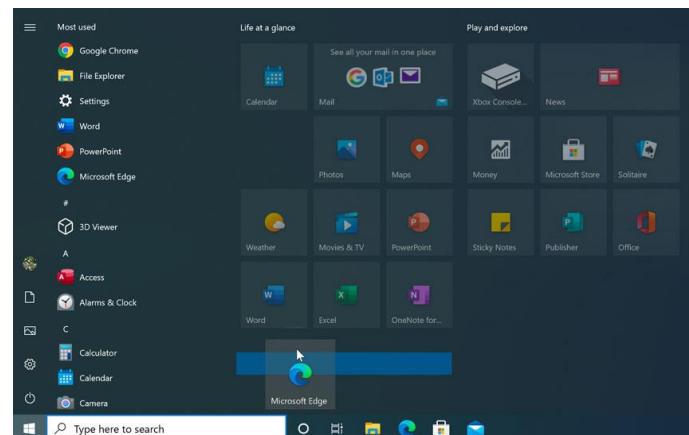
## Customizing the Start menu

## Start Menu

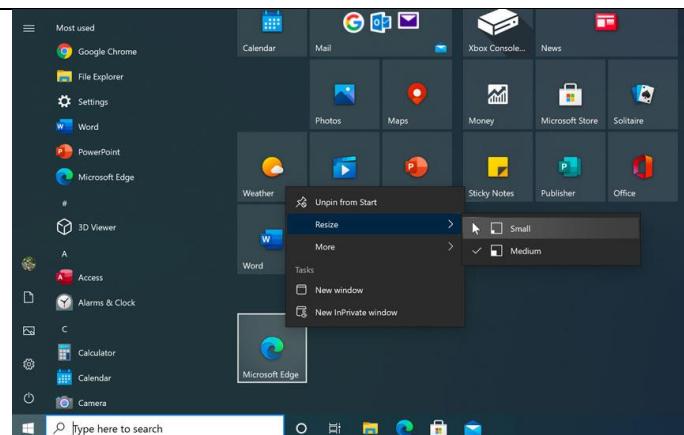


## To rearrange tiles

If you don't like the way your tiles are arranged on the Start menu, you can rearrange them. To move a tile, simply click and drag it to the desired location. In this example, we'll move the Microsoft Edge tile



**To make a tile bigger or smaller:** right-click the tile, select Resize, then choose the desired size.

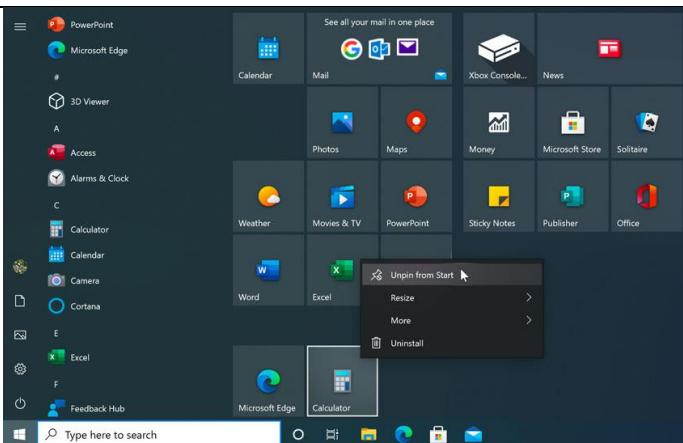
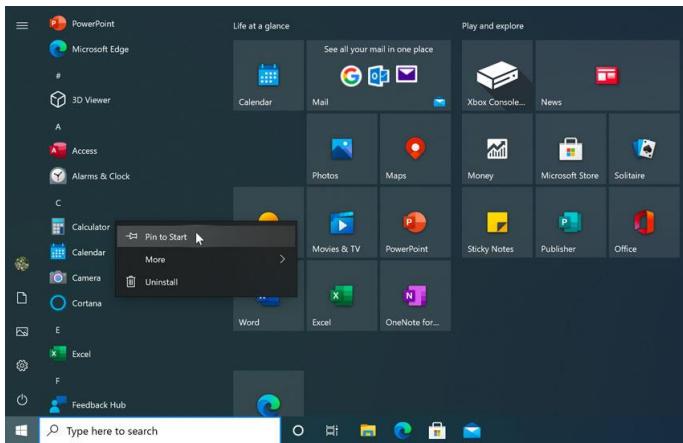
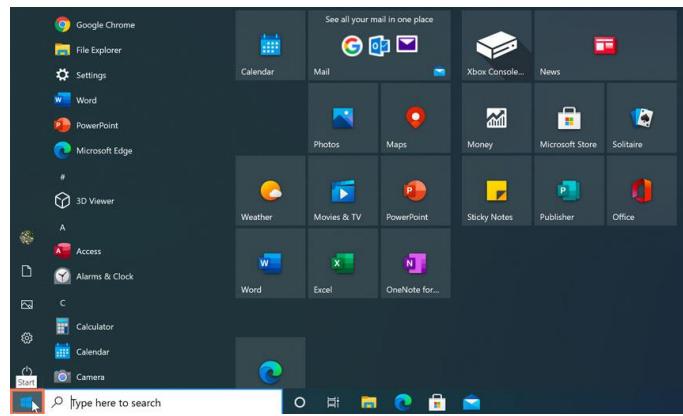


## Pinning and unpinning tiles:

If you want to add a tile to the Start menu, you can pin it. You can also unpin tiles you don't use very often. Click the Start button, then find the desired app from the list.

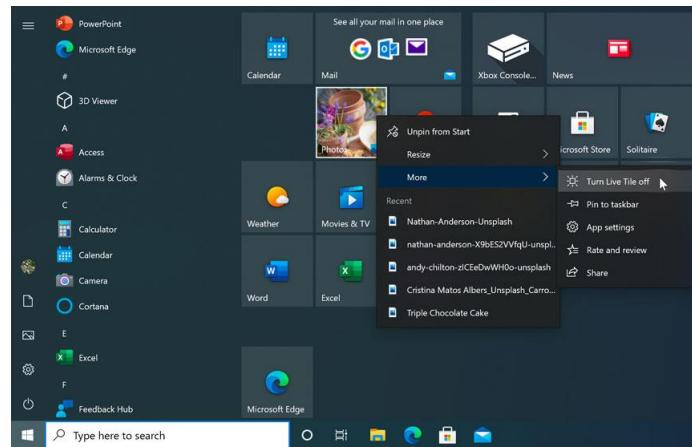
Right-click the app, then select Pin to Start. In this example, we'll pin the Calculator app.

The app will be pinned to the Start menu. You can remove any tile by right-clicking, then selecting Unpin from Start.



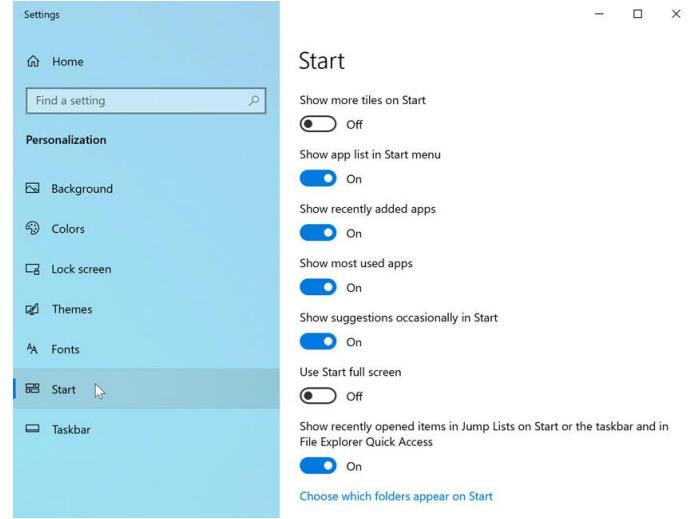
### To turn off live tiles:

You may notice that certain tiles, such as those for the News and Weather apps, are animated. These are called live tiles. However, if you find that these are too distracting, you can turn them off. To do this, right-click the desired tile, then select Turn live tile off. In this example, we'll turn off the live tile for the Photos app.



### Other Start menu options:

There are a few other settings you can change for the Start menu, including viewing the Start menu in full-screen mode. To access these options, right-click the desktop, select Personalize, then choose Start. From here, you can choose to turn these options on or off.

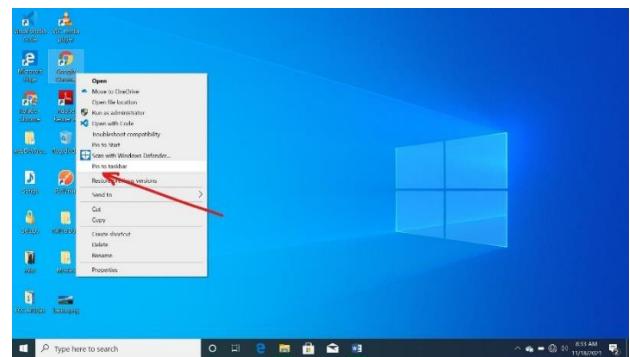


## Customizing the Taskbar

### How to Pin Apps to the Taskbar in Windows:

To pin an app to the taskbar, right-click on the app and select “Pin to Taskbar”

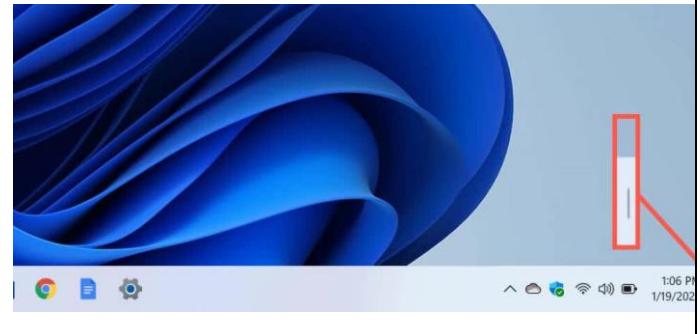
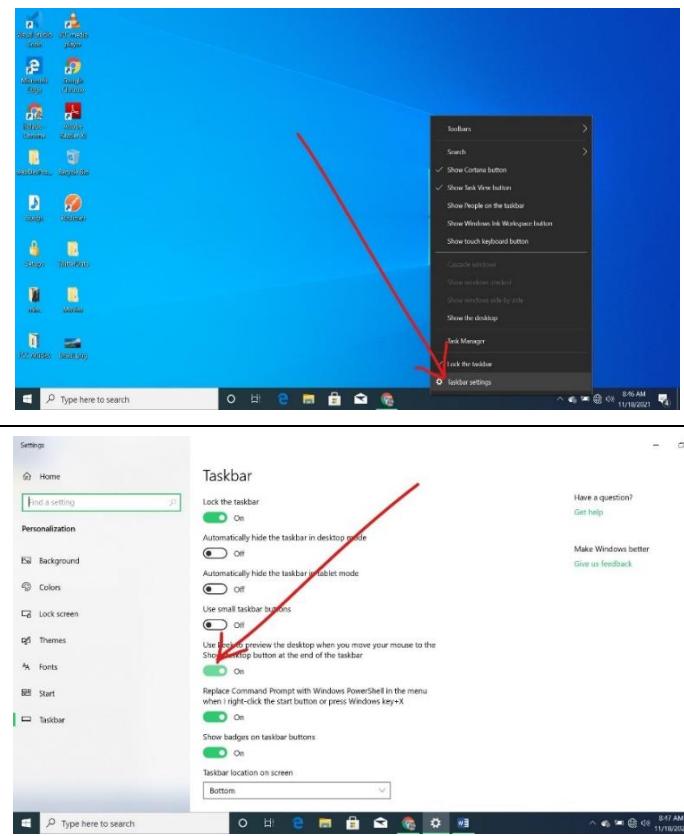
You can now launch the app pinned to the taskbar in one click

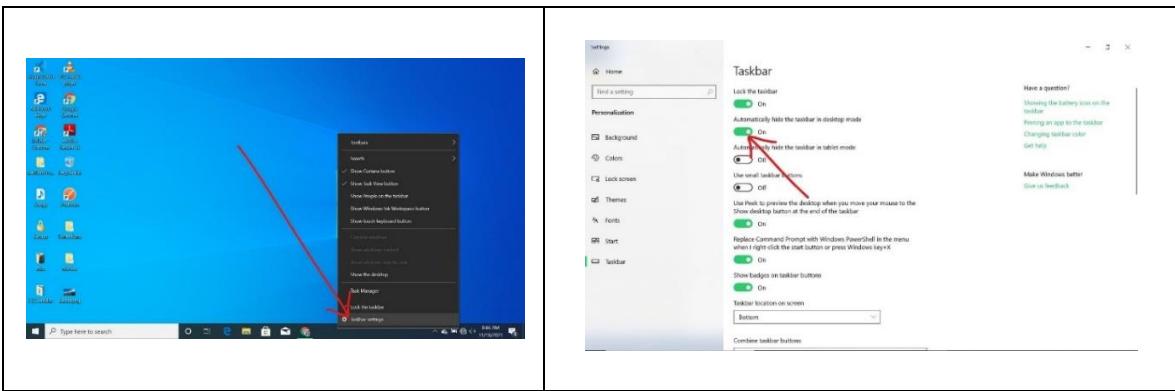


### How to Peek at Your Desktop with the Taskbar:

**Step 1:** Right-click on an empty space on the taskbar and select “Taskbar settings”.

**Step 2:** Turn on “Use Peek to preview the desktop when you move your mouse to the 'Show desktop button at the end of the taskbar”.

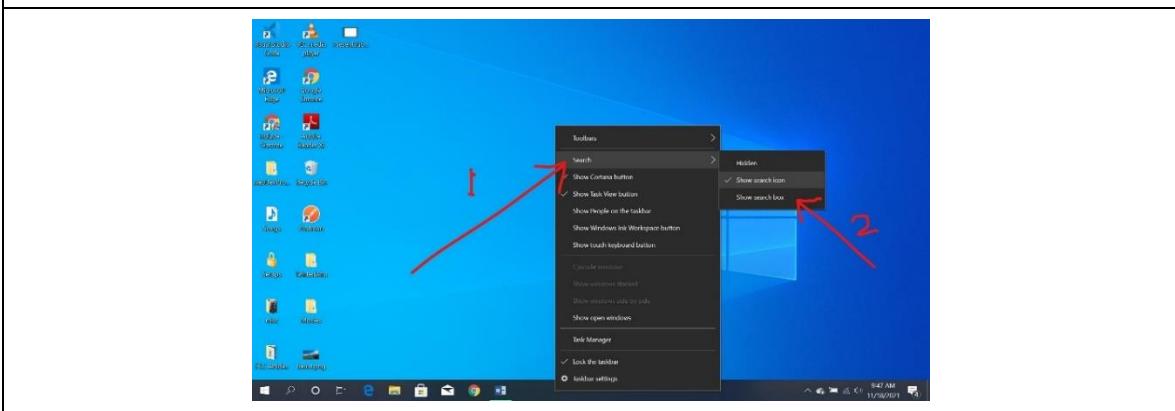




## How to Automatically Hide the Taskbar

**Step 1:** Right-click on an empty portion on the taskbar and select “Taskbar settings”.

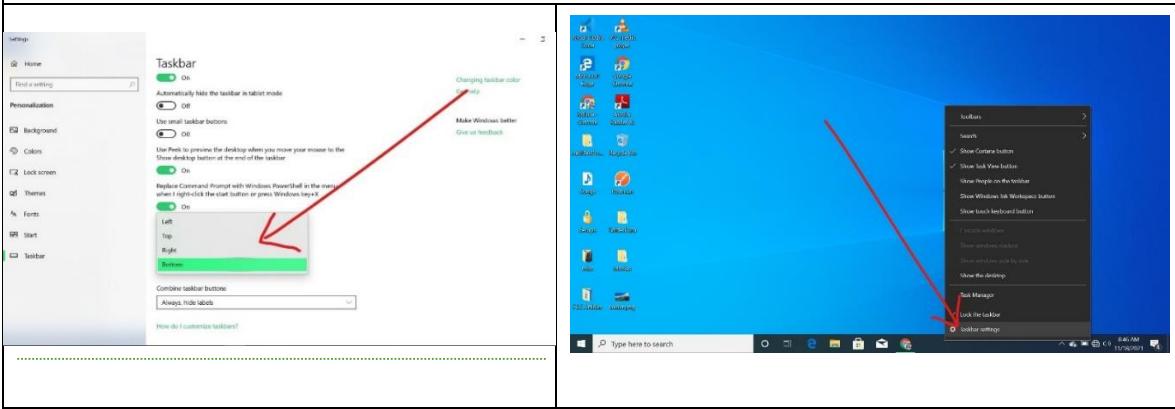
**Step 2:** Turn on “Automatically hide the taskbar in desktop mode”.



## How to Hide the Search box or Display a Search Icon Instead on the Taskbar:

**Step 1:** Right-click on an empty portion on the taskbar and hover on “Search”.

**Step 2:** Select “Hidden” to hide the search bar, or “Search icon” to show a search icon instead of the box.



## How to Change the Location of the Taskbar:

**Step 1:** Right-click on an empty space on the taskbar and select “Taskbar settings”.

**Step 2:** Under “Taskbar location on screen”, click the box and select wherever you want your taskbar to be.

## Self-check sheet 2

**Question 01:** How do you select a desktop icon?

Answer:

**Question 02:** How do you open a desktop icon?

Answer:

**Question 03:** How do you close an opened window?

Answer:

**Question 04:** How do you access features of an opened window?

Answer:

**Question 05:** What is the process for opening multiple windows?

Answer:

**Question 06:** How do you resize a window?

Answer:

**Question 07:** How do you close a window?

Answer:

**Question 08:** What steps are involved in desktop personalization?

Answer:

**Question 09:** How do you customize the Start menu?

Answer:

**Question 10:** What options are available for customizing the taskbar?

Answer:

## Answer Key 2

**Question 01:** How do you select a desktop icon?

**Answer:** Click once on the icon with the left mouse button.

**Question 02:** How do you open a desktop icon?

**Answer:** Double-click on the icon with the left mouse button.

**Question 03:** How do you close an opened window?

**Answer:** Click on the "X" button located in the top-right corner of the window.

**Question 04:** How do you access features of an opened window?

**Answer:** Use the menu bar, toolbar, or right-click context menu within the window to access features and options.

**Question 05:** What is the process for opening multiple windows?

**Answer:** Double-click on the desired application icon or file to open multiple windows simultaneously.

**Question 06:** How do you resize a window?

**Answer:** Click and hold the edge or corner of the window, then drag it to the desired size.

**Question 07:** How do you close a window?

**Answer:** Click on the "X" button located in the top-right corner of the window.

**Question 08:** What steps are involved in desktop personalization?

**Answer:** Right-click on the desktop, select "Personalize" or "Properties," then customize desktop background, colors, themes, and screen savers as desired.

**Question 09:** How do you customize the Start menu?

**Answer:** Right-click on the Start button, select "Settings," then navigate to "Personalization" to customize Start menu layout, colors, and other options.

**Question 10:** What options are available for customizing the taskbar?

**Answer:** Right-click on the taskbar, select "Taskbar settings," then customize taskbar location, appearance, notification area icons, and other settings as desired.

## **Activity sheet 2**

**Task Name:** Navigate and manipulate desktop environment.

**Working Procedure:**

1. Select, open, close correct desktop icons and access features.
2. Open, resize and close multiple windows
3. Perform desktop personalization
2. Customize start menu and taskbar

## **Learning Outcome 3: Manage User Accounts**

### **Content:**

#### **3.1 Existing user account manipulation**

- Local user account: A local user account is a user account that is created and managed on a single device, such as a personal computer or small network
- Microsoft account: A Microsoft account is a personal account used to access Microsoft's products and services, such as an Xbox console, Microsoft 365, Outlook.com, OneDrive, Xbox Live, Family Safety, Skype, Bing, Microsoft Store and MSN

#### **3.2 New user account is created and managed.**

### **Assessment Criteria:**

#### **3.1 Existing user account is manipulated.**

#### **3.2 New user account is created and managed.**

The trainees must be provided with the following Training resources:

- Training environment
- CBLM
- Handout
- Laptop
- Multimedia projector
- Paper, pen, pencil, eraser
- Internet
- Whiteboard & Marker
- Audio, Video device

### **Methodologies**

- Discussion
- Presentation
- Demonstration
- Guided practice
- Individual practice
- Project work
- Problem solving
- Brainstorming

### **Assessment Methods**

- Written test
- Demonstration
- Oral questioning

## Learning Experience 3: Manage User Accounts

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

Learning Steps	Resources specific instructions
1. Student will ask the instructor about Manage user accounts	1. Instructor will provide the learning materials <b>“Operating a Personal Computer”</b>
2. Read the Information sheet/s	2. Information Sheet No:2 Manage user accounts
3. Complete the Self Checks & Check answer sheets.	3. Self-Check/s Self-Check No: 2 Manage user accounts Answer key No. 2 Manage user accounts
4. Read the Job Sheet and Specification Sheet and perform job	4. Job- Sheet No:2- Manage user accounts Specification Sheet: 2 –Manage user accounts

## Information Sheet 3: Manage User Accounts

**Learning Objectives:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

### 3.1 Existing user account manipulation

- Local user account
- Microsoft account

### 3.2 New user account is created and managed.

#### 3.1 Existing User Account Manipulation

A user account allows you to sign in to Windows 10. By default, your computer already has one user account, which you were required to create when setting up Windows for the first time. But if you plan to share your computer, you can create a separate user account for each member of your home or office.

##### Local user account

A local user account is an offline account that you can use to log in to your Windows PC. Unlike a Microsoft account, which requires an email address and shares account-related information with Microsoft, a local user account stores all its information locally on your computer. Here are some key points about local user accounts:

##### Microsoft account

A Microsoft account is a personal account required for access to various Microsoft products and services. Here's what you need to know:

**Sign-In and Access:** A Microsoft account allows you to sign in to your Windows PC, Xbox console, or any of Microsoft's products and services. Whether you're using Office, Outlook.com, OneDrive, Xbox Live, or Microsoft 365, your Microsoft account serves as the gateway to these services

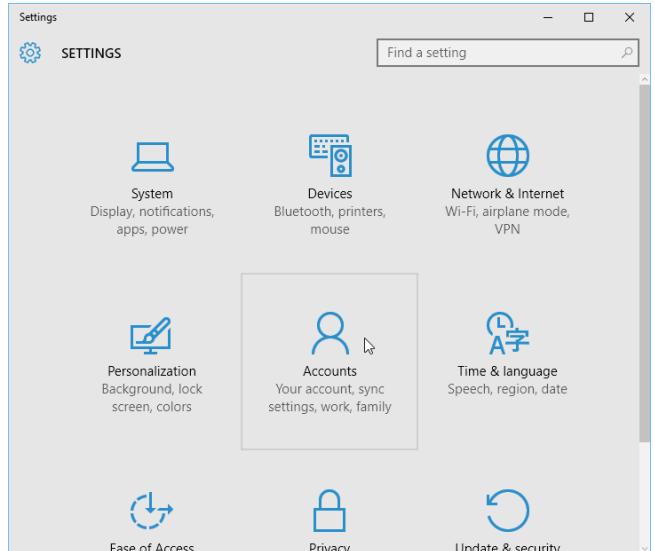
### 3.2 New user account is created and managed.

##### To Add A New User (With A Microsoft Account):

Connecting users to a Microsoft account will help them get the most out of Windows. But if a user prefers not to create a Microsoft account, you can also add a local user account that exists only on your computer.

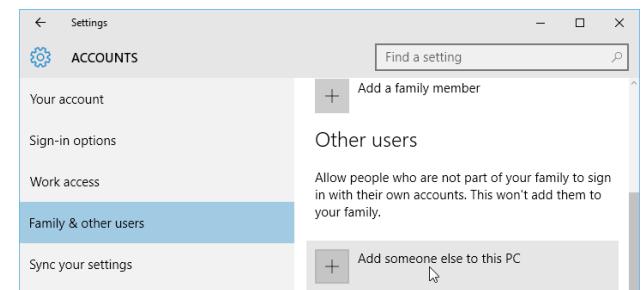
## Step 01:

Open the Settings app, then select Accounts.



## Step 02:

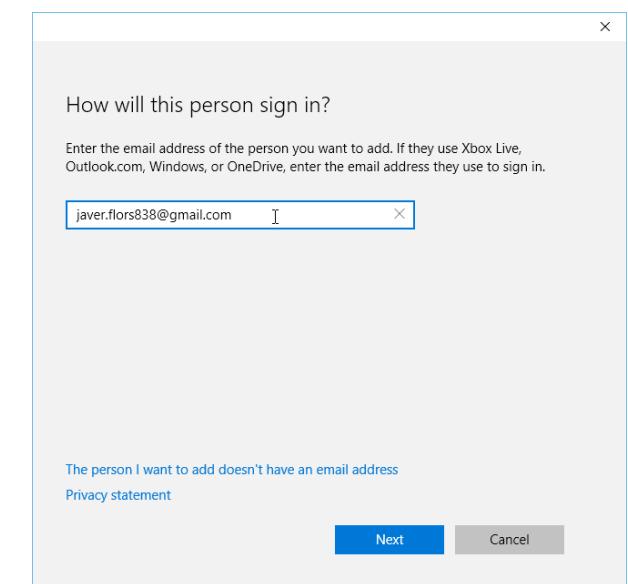
Select Family & other users. Scroll down to the Other Users section, then choose Add someone else to this PC.



## Step 03:

If the new user already has a Microsoft account, enter the associated email address, then click Next.

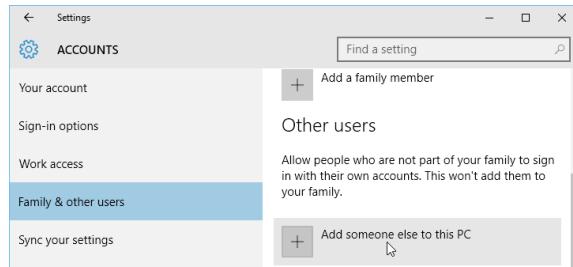
The user can then sign in to the computer with his or her Microsoft account information. Note that it may take several minutes to configure a user's settings when logging in with a Microsoft account for the first time.



## To add a new local user (without a Microsoft account)

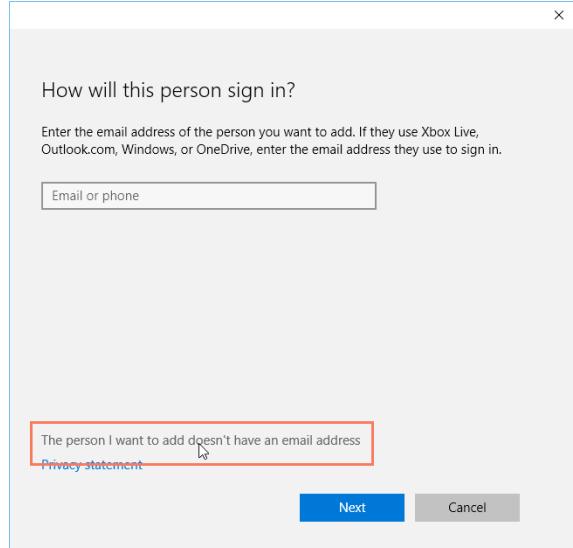
### Step 01:

From the Account settings, click Add someone else to this PC.



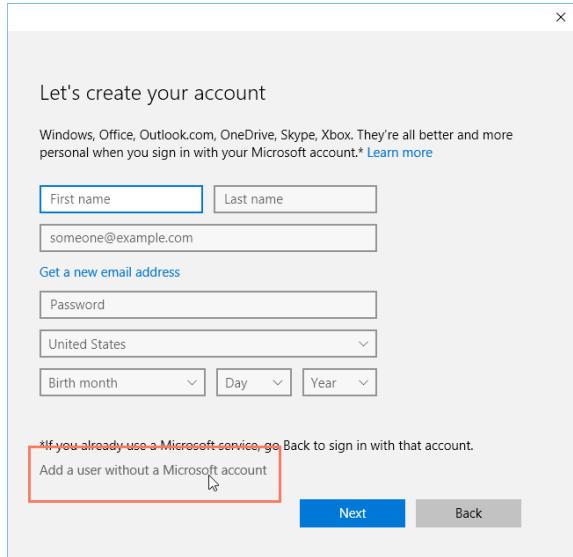
### Step 02:

Select The person I want to add doesn't have an email address.



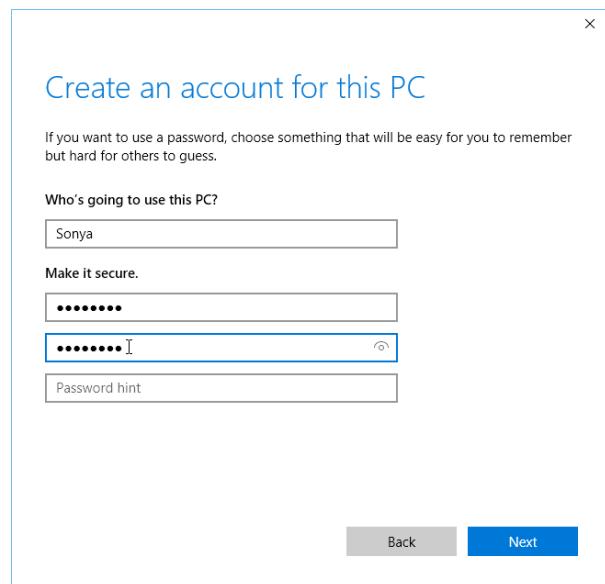
### Step 03:

The account creation screen will appear. Select Add a user without a Microsoft account.

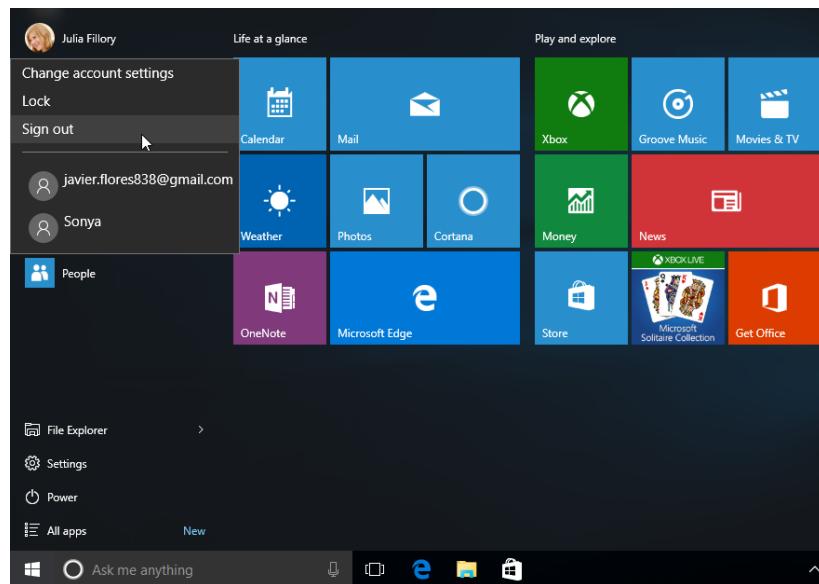


## Step 04:

Enter an account name, then type the desired password. It's important to choose a strong password—in other words, one that is easy to remember but difficult for others to guess. For more information, check out Password Tips in our Tech Savvy Tips and Tricks tutorial. When you're finished, click Next.



## Signing out and switching users



If you're finished using your account, you can sign out. To do this, click the Start button, select the current account in the top-left corner, then choose Sign out. Other users will then be able to sign in from the lock screen.

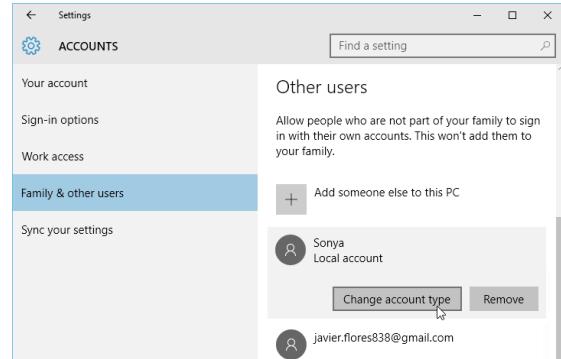
It's also easy to switch between users without signing out or closing your current apps. Switching users will lock the current user, so you won't need to worry about someone else accessing your account. To do this, select the current account, then choose the desired user from the drop-down menu. You can use this same method to switch back to the other user.

## Managing user accounts

By default, the user account you created when setting up your computer is an Administrator account. An Administrator account allows you to make top-level changes to the computer, like adding new users or modifying specific settings. Any users you add are automatically assigned to a Standard user account, which should meet the everyday needs of most users. You will probably only need one Administrator account on a shared computer, but you have the option to promote any user to an Administrator account if you want.

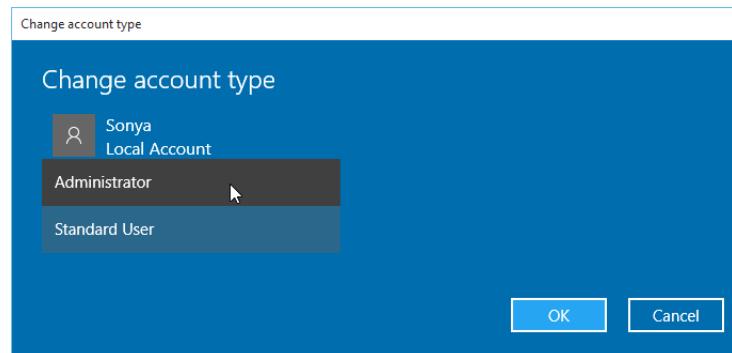
### Step 01:

From the Family & other user's options, select the desired user, then click Change account type.



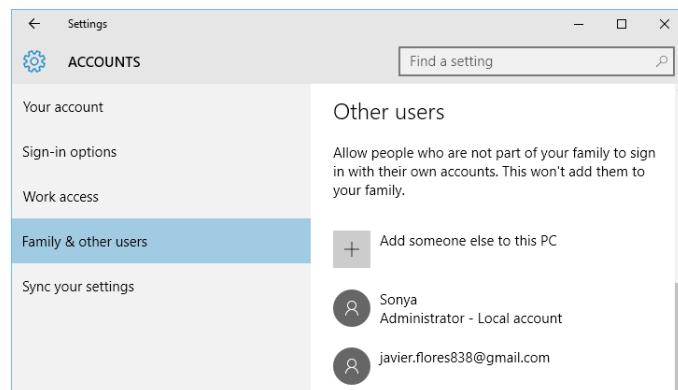
### Step 02:

Select the desired option from the drop-down list, then click OK. In this example, we'll choose Administrator.



### Step 03:

The user will now have administrative privileges.



## Self-Check Sheet 3

**Question 01:** How do you change the password for an existing user account?

Answer:

**Question 02:** What steps are involved in changing the account type of an existing user account?

Answer:

**Question 03:** How do you delete a user account?

Answer:

**Question 04:** What options are available for managing user account settings?

Answer:

## **Answer Key 3**

**Question 01:** How do you change the password for an existing user account?

**Answer:** You can change the password for an existing user account by accessing the user account settings in the operating system's control panel or settings menu, then selecting the option to change the password. You will need to provide the current password and then enter and confirm the new password.

**Question 02:** What steps are involved in changing the account type of an existing user account?

**Answer:** To change the account type of an existing user account, you would navigate to the user account settings in the operating system's control panel or settings menu. From there, you can select the user account and choose to change the account type to either a standard user or an administrator, depending on your requirements.

**Question 03:** How do you delete a user account?

**Answer:** To delete a user account, you would navigate to the user account settings in the operating system's control panel or settings menu. From there, you can select the option to delete the user account. You may need administrative privileges to perform this action.

**Question 04:** What options are available for managing user account settings?

**Answer:** User account settings typically include options to modify the account name, password, account type, and account privileges. Additionally, you may be able to configure settings related to user profile customization, login options, and parental controls.

## **Activity Sheet 3**

**Task Name:** Manage User Accounts

**Working Procedure:**

1. Manipulate Existing user account.
2. Create and manage New user account.

## **Learning Outcome 4: Organize Files and Folders**

### **Content:**

1. Create Folders
2. Organize files in appropriate folder
3. Rename and move files and folder
4. File and folder attribute
5. Save file and folder
6. Appropriate media
7. Search file and folder
8. Restore the deleted file and folder

### **Assessment Criteria:**

- 4.1 Folders are created with appropriate name
- 4.2 Files are organized in appropriate folders
- 4.3 Rename and move folders and files as required
- 4.4 Identify folder and file attributes
- 4.5 Move folders and files using cut and paste, and drag and drop techniques
- 4.6 Save folders and files to appropriate media where necessary
- 4.7 Folders and files are searched
- 4.8 Deleted folder and files are restored as necessary

### **Resources Required/ Conditions:**

The trainees must be provided with the following:

### **Training resources:**

- Training environment
- CBLM
- Handsout
- Laptop
- Multimedia projector
- Paper, pen, pencil, eraser
- Internet
- Whiteboard & Marker
- Audio, Video device

### **Methodologies**

- Discussion
- Presentation
- Demonstration
- Guided practice
- Individual practice
- Project work

- Problem solving
- Brainstorming

### **Assessment Methods**

- Written test
- Demonstration
- Oral questioning

## Learning Experience 4: Organize Files and Folders

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

Learning Steps	Resources specific instructions
1. Student will ask the instructor about Organize files and folders	1. Instructor will provide the learning materials <b>“Operating a Personal Computer”</b>
2. Read the Information sheet/s	2. Information Sheet No:2 Organize files and folders
3. Complete the Self Checks & Check answer sheets.	3. Self-Check/s Self-Check No: 2 Organize files and folders Answer key No. 2 Organize files and folders
4. Read the Job Sheet and Specification Sheet and perform job	4. Job- Sheet No:2 Organize files and folders Specification Sheet: 2 –Organize files and folders

## Information sheet 4: Organize files and folders

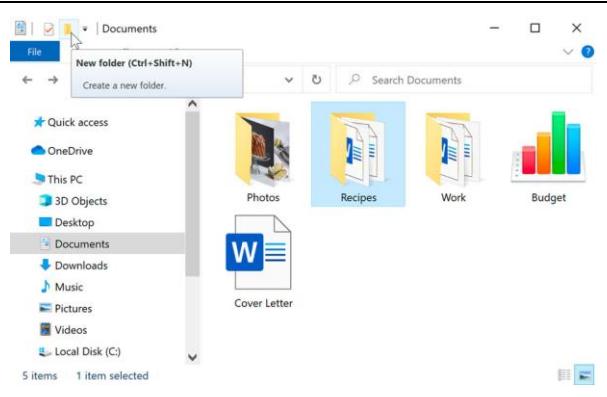
**Learning Objectives:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

- 4.1 Create Folders
- 4.2 Organize files in appropriate folder
- 4.3 Rename and move files and folder
- 4.4 File and folder attribute
- 4.5 Save file and folder
- 4.6 Search file and folder
- 4.7 Restore the deleted file and folder

### 4.1 Create folder

#### To create a new folder:

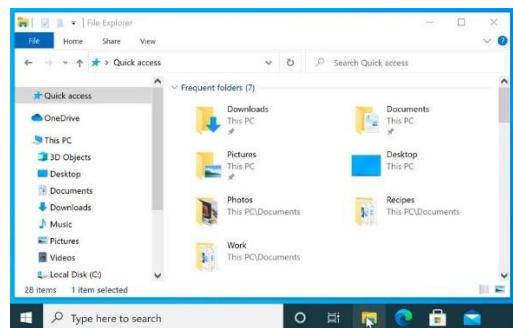
Within File Explorer, locate and select the New folder button. You can also right-click where you want the folder to appear, then select New > Folder.



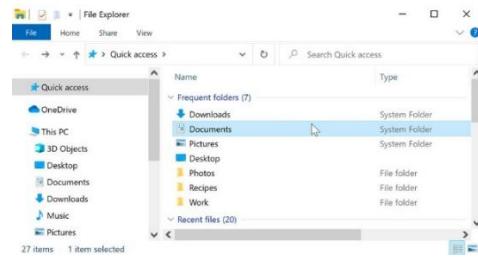
### 4.2 Organise file in appropriate folder

You can view and organize files and folders using a built-in application known as File Explorer (called Windows Explorer in Windows 7 and earlier versions).

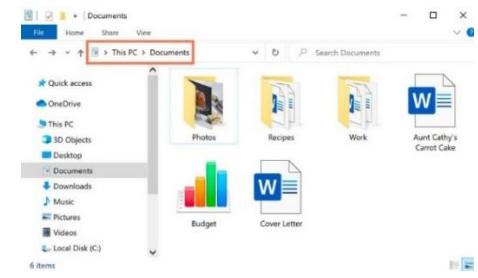
To open File Explorer, click the File Explorer icon on the taskbar, or double-click any folder on your desktop. A new File Explorer window will appear. Now you're ready to start working with your files and folders.



From File Explorer, double-click a folder to open it. You can then see all of the files stored in that folder.



Notice that you can also see the location of a folder in the address bar near the top of the window.

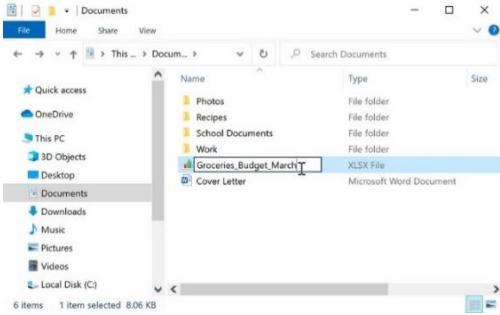


### 4.3 Rename and moves File and Folder

You can change the name of any file or folder. A unique name will make it easier to remember what type of information is saved in the file or folder.

Click the file or folder, wait about one second, and click again. An editable text field will appear.

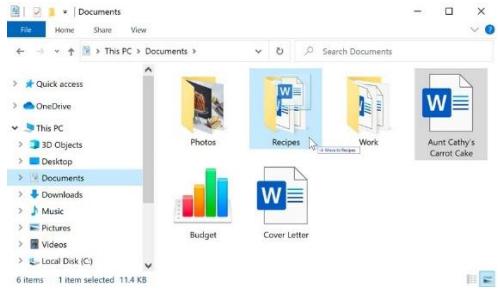
Type the desired name on your keyboard and press Enter. The name will be changed.



As you begin using your computer, you will start to collect more and more files, which can make it more difficult to find the files you need. Fortunately, Windows allows you to move files to different folders.

It's easy to move a file from one location to another. For example, you might have a file on the desktop that you want to move to your Documents folder.

Click and drag the file to the desired location.

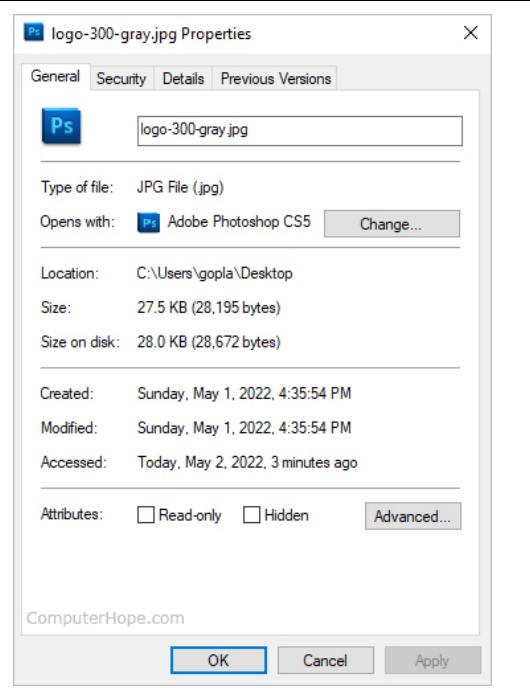


## 4.4 File and folder attributes

Locate and highlight the file(s) or folder that you want to determine the size.

Right-click the file and click Properties.

The image below shows that you can determine the size of the file or files you have highlighted from in the file properties window. In this example, the chrome.jpg file is 18.5 KB (19,032 bytes), and that the size on disk is 20.0 KB (20,480 bytes).



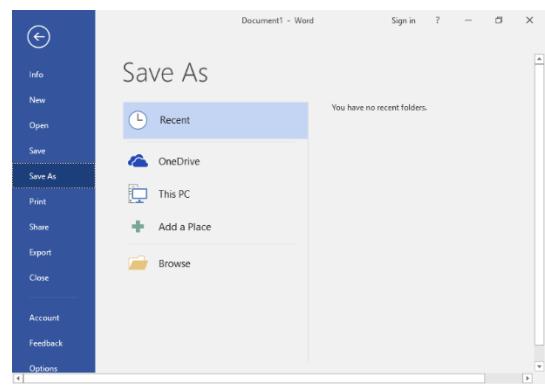
## 4.5 Save file and folder

To save a file, you can click the Save icon in the top-left corner, click File>Save, or use the shortcut Ctrl+S



Whichever method you choose, you will see the backstage view with some option about where to save your file. (Pre-2016 versions of Word will skip straight to the dialog box—if this applies to you, skip ahead to the Save dialog box.) First, you must choose where you want to save your file.

**OneDrive**—This is Microsoft's cloud computing storage system. If you have a Microsoft account and sign in, you can use OneDrive for free to store your documents. **This PC**—This lets you save your file directly to your computer. By default, the

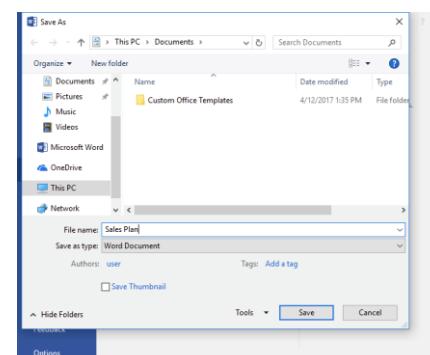


save folder is called Documents with the file path This PC/Documents.

**Add a Place**—If you save a lot of documents to a particular folder, you can add that folder as a Save As option here.

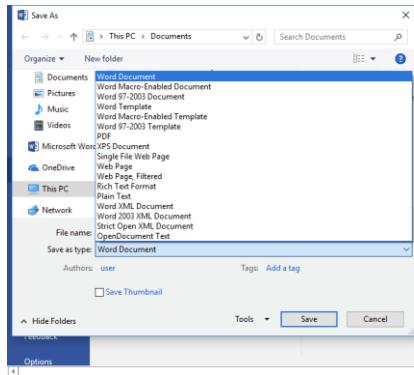
**Browse**—To save a different folder not listed above, click Browse. This will take you to a dialog box that lets you search your computer for the folder you want to store your document in

Once in the Save dialog box, you can choose the folder you want to save your file in. Select that folder, then type a name for your file in the File name field.



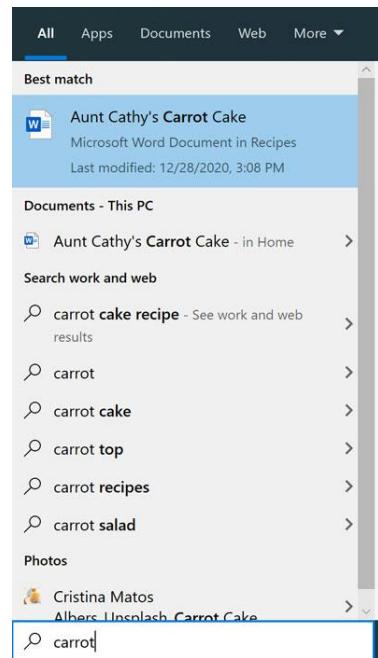
Ensure that you are saving the document as the correct file type. There are a variety of options to choose, but you will almost always choose Word Document (which is the default).

Click Save in the bottom-left corner next to the Cancel button. Congratulations! Your file is saved! As you continue to edit your file, you can click the save icon, select File>Save, or use the shortcut Ctrl+S to save the file again.



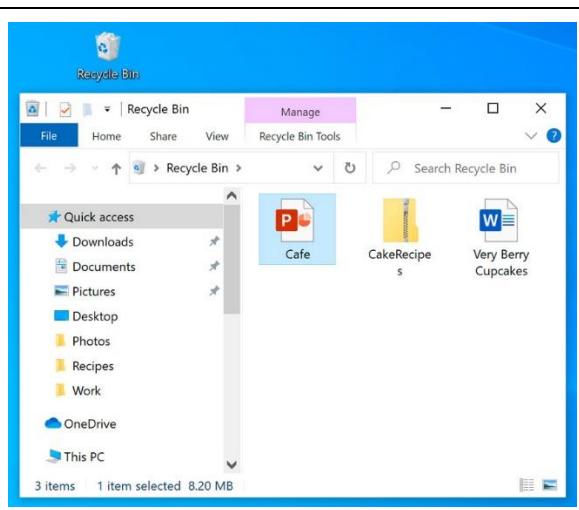
## 4.6 Search file and folder

In the Search Box next to the Start button, type to search for a file. The search results will appear above the search box.



## 4.7 Restore the deleted file and folder

If you deleted a file by mistake, it may still be in the Recycle Bin. You can double-click the Recycle Bin icon on the desktop to open it. If you find the file you need, click and drag it back to the desktop or to a different folder.



## Self-Check Sheet 4

**Question 01:** How do you create a new folder?

Answer:

**Question 02:** What is the purpose of organizing files into folders?

Answer:

**Question 03:** How do you rename a folder or file?

Answer:

**Question 04:** How do you move a folder or file to a different location?

Answer:

**Question 05:** What are some common folder and file attributes?

Answer:

**Question 06:** What are the advantages of using cut and paste versus drag and drop techniques for moving folders and files?

Answer:

**Question 07:** How do you save a folder or file to an external storage device?

Answer:

**Question 08:** How do you search for a specific folder or file?

Answer:

**Question 09:** How do you restore a deleted folder or file?

Answer:

## Answer Key 4

**Question 01:** How do you create a new folder?

Answer: Right-click in the desired location, select "New," then choose "Folder" from the context menu. Alternatively, you can use the keyboard shortcut Ctrl + Shift + N to create a new folder.

**Question 02:** What is the purpose of organizing files into folders?

Answer: Organizing files into folders helps in maintaining a structured and easily navigable file system, making it simpler to locate and manage files efficiently.

**Question 03:** How do you rename a folder or file?

Answer: Right-click on the folder or file, select "Rename," then type the new name and press Enter. Alternatively, you can select the folder or file and press the F2 key to rename it.

**Question 04:** How do you move a folder or file to a different location?

Answer: Drag the folder or file to the desired location using the mouse, or cut (Ctrl + X) and paste (Ctrl + V) it to the new location.

**Question 05:** What are some common folder and file attributes?

Answer: Common attributes include name, size, type, date modified, and permissions/security settings.

**Question 06:** What are the advantages of using cut and paste versus drag and drop techniques for moving folders and files?

Answer: Cut and paste allows for precise control over moving files, while drag and drop provides a more intuitive and visual method. Both techniques are effective, but the choice may depend on user preference and specific workflow requirements.

**Question 07:** How do you save a folder or file to an external storage device?

Answer: Copy the folder or file to the external storage device using the drag and drop method or by using the copy (Ctrl + C) and paste (Ctrl + V) commands.

**Question 08:** How do you search for a specific folder or file?

Answer: Use the search bar located in the file explorer window and enter the name or part of the name of the folder or file you are searching for.

**Question 09:** How do you restore a deleted folder or file?

Answer: Retrieve the folder or file from the Recycle Bin (Windows) or Trash (macOS) and restore it to its original location or a different location if necessary. Alternatively, use file recovery software if the folder or file has been permanently deleted.

## **Activity Sheet 4**

Task Name: Organize files and folders

### **Working Procedure:**

1. Create folders with appropriate name
2. Organize files in appropriate folders
3. Rename and move folders and files
2. Identify folder and file attributes
3. Move folders and files using cut and paste, and drag and drop techniques
4. Save folders and files to appropriate media
5. Search Folders and files
6. Restore deleted folder and files

## **Learning outcome 5: Follow good practice**

### **Content:**

- 5.1 File, Folder naming convention
- 5.2 document Saving procedure
- 5.3 Document backup
- 2. Shutdown according to SOP

### **Assessment Criteria:**

- 5.1 Naming convention is followed for files and folders.
- 5.2 Documents are saved in regular intervals
- 5.3 Backup is performed for documents in a regular interval.
- 5.4 All open applications are closed before shutdown or leaving workstation.
- 5.5 Shut down the Personal Computer and associated peripherals according to Standard Operating Procedure (SOP).

The trainees must be provided with the following:

### **Training resources**

- Training environment
- CBLM
- Handout
- Laptop
- Multimedia projector
- Paper, pen, pencil, eraser
- Internet
- Whiteboard & Marker
- Audio, Video device

### **Methodologies**

- Discussion
- Presentation
- Demonstration
- Guided practice
- Individual practice
- Project work
- Problem solving
- Brainstorming

### **Assessment Methods**

- Written test
- Demonstration
- Oral questioning

## Learning Experience 5: Follow Good Practice

In order to achieve the objectives stated in this learning guide, you must perform the learning steps below. Beside each step are the resources or special instructions you will use to accomplish the corresponding activity.

Learning Steps	Resources specific instructions
1. Student will ask the instructor about follow Good Practice	1. Instructor will provide the learning materials “: <b>Follow Good Practice</b> ”
2. Read the Information sheet/s	2. Information Sheet No: 2 : Follow Good Practice
3. Complete the Self Checks & Check answer sheets.	<b>3.</b> Self-Check/s  Self-Check No: 2 : Follow Good Practice.  Answer key No. 2 : Follow Good Practice.
4. Read the Job Sheet and Specification Sheet and perform job	4. Job- Sheet No: 2: Follow Good Practice.  Specification Sheet: 2: Follow Good Practice.

## Information Sheet 5: Follow Good Practice

**Learning Objectives:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

- 5.1 File, Folder naming convention
- 5.2 document Saving procedure
- 5.3 Document backup
- 5.4 Shutdown according to SOP

### 5.1 Naming Convention for Files and Folders

- Establish a clear naming convention for files and folders to ensure consistency and easy organization.
- Examples include: yyyy-mm-dd\_description for date-based files, or project\_name\_phase for project-related files.
- Ensure all team members are aware of and adhere to the naming convention.

### 5.2 Saving Documents Regularly

- Set reminders or utilize auto-save features in software applications to save documents at regular intervals.
- Aim to save every 10-15 minutes or after significant changes to prevent loss of work in case of unexpected events like power outages or crashes.

### 5.3 Regular Backup of Documents

- Implement a backup schedule to automatically back up documents at regular intervals.
- Choose a reliable backup solution such as cloud storage, external hard drives, or network drives.
- Ensure backups are stored securely and can be easily accessed in case of data loss.

### 5.4 Shutting Down the Personal Computer and Peripherals

- Follow the Standard Operating Procedure (SOP) for shutting down the personal computer and associated peripherals.
- Ensure all open applications are closed, documents are saved, and any ongoing tasks are completed before initiating shutdown.
- Power off the computer and peripherals in the recommended sequence to avoid damage and ensure proper shutdown.

## Self-Check Sheet 5

**Question 01:** What is the purpose of following a naming convention for files and folders?

Answer:

**Question 02:** Why is it important to save documents at regular intervals?

Answer:

**Question 03:** What is the significance of performing backups for documents in a regular interval?

Answer:

**Question 04:** Why should all open applications be closed before shutting down or leaving the workstation?

Answer:

**Question 05:** What is the purpose of shutting down the personal computer and associated peripherals according to Standard Operating Procedure (SOP)?

Answer:

## Answer Key 5

**Question 01:** What is the purpose of following a naming convention for files and folders?

Answer: The purpose of following a naming convention for files and folders is to ensure consistency, organization, and ease of retrieval of documents.

**Question 02:** Why is it important to save documents at regular intervals?

Answer: Saving documents at regular intervals helps prevent data loss in case of unexpected system crashes or power failures.

**Question 03:** What is the significance of performing backups for documents in a regular interval?

Answer: Performing backups for documents in a regular interval ensures that there is a copy of important files stored securely, reducing the risk of data loss due to hardware failures, accidental deletions, or other unforeseen events.

**Question 04:** Why should all open applications be closed before shutting down or leaving the workstation?

Answer: Closing all open applications before shutting down or leaving the workstation helps prevent data loss, ensures proper shutdown procedures are followed, and helps maintain system performance.

**Question 05:** What is the purpose of shutting down the personal computer and associated peripherals according to Standard Operating Procedure (SOP)?

Answer: The purpose of shutting down the personal computer and associated peripherals according to Standard Operating Procedure (SOP) is to ensure that proper protocols are followed for system maintenance, security, and energy conservation.

## **Activity sheet 5**

Task Name: Follow good practice

### **Working Procedure:**

1. Follow naming convention for files and folders.
2. Save documents in regular intervals
3. Perform backup for documents in a regular interval.
4. Close all open applications before shutdown or leaving workstation.
5. Shut down the Personal Computer and associated peripherals according to SOP.

## **Job sheet for computer operation, level - 03**

### **Job-1: Operate a personal Computer.**

#### **Working Procedure:**

1. Adjust workspace, furniture, and equipment for ergonomic requirements.
2. Ensure work arrangements meet organizational and Occupational Safety and Health (OSH) requirements for computer operation.
3. Check Personal Computer and all peripherals to ensure operational readiness as per job requirement.
4. Log in to the computer according to user procedures.
5. Use system information to identify basic functions and features.
6. Access common applications of the Operating System (OS).
7. Use help functions (if required).
8. Select, open, close, and access features of correct desktop icons.
9. Open, resize, and close multiple windows.
10. Personalize the desktop environment.
11. Customize Start menu and taskbar.
12. Manipulate existing user accounts.
13. Create and manage new user accounts.
14. Create folders with appropriate names.
15. Organize files in appropriate folders.
16. Rename and move folders and files as required.
17. Identify folder and file attributes.
18. Move folders and files using cut and paste, and drag and drop techniques.
19. Save folders and files to appropriate media where necessary.
20. Search folders and files.
21. Restore deleted folders and files as necessary.
22. Follow naming conventions for files and folders.
23. Close all open applications before shutdown or leaving workstation.
24. Shut down the Computer.

## Specification Sheet for Computer Operation, Level – 03

**Conditions for the job:** Work must be carried out in a safe manner and according to Computer operation in ICT Sector, Level- III standards.

### Resources Required:

<b>Tools, Equipment, and furniture</b>	1. Personal Computer – 1 set 2. Printer – 1 No 3. USB/Pen drive – 1 No 4. Ergonomic Chair and Table – 1 Pc
<b>Software/apps</b>	1. Operating Software – Windows
<b>PPE</b>	1. Rubber sole Shoes/Sandal – 1 pair or insulated floor mat.

## Review of competency

Below is yourself assessment rating for module “**Operating a personal Computer**”

Sl no	Assessment of performance Criteria	Yes	No
1.	Workspace, furniture and equipment are adjusted to suit user ergonomic requirements.		
2.	Work arrangements are ensured to meet organizational and Occupational Safety and Health (OSH) requirements for computer operation.		
3.	Personal Computer and all the Peripherals are checked and ensured operational as per job requirement.		
4.	Computer is started or logged on according to user procedures.		
5.	Basic functions and features are identified using system information.		
6.	Common applications of OS are accessed.		
7.	Help functions are used as required.		
8.	Correct desktop icons are selected, opened, closed and accessed features.		
9.	Multiple windows are opened, resized and closed		
10.	Desktop personalization is performed.		
11.	Start menu and taskbar are customized		
12.	3.1 Existing user account is manipulated.		
13.	3.2 New user account is created and managed		
14.	4.1 Folders are created with appropriate name		
15.	4.2 Files are organized in appropriate folders		
16.	4.3 Rename and move folders and files as required		
17.	4.4 Identify folder and file attributes		
18.	4.5 Move folders and files using cut and paste, and drag and drop techniques		
19.	4.6 Save folders and files to appropriate media where necessary		
20.	4.7 Folders and files are searched		
21.	4.8 Deleted folder and files are restored as necessary		
22.	5.1 Naming convention is followed for files and folders.		
23.	5.2 Documents are saved in regular intervals		
24.	5.3 Backup is performed for documents in a regular interval.		
25.	5.4 All open applications are closed before shutdown or leaving workstation.		
26.	5.5 Shut down the Personal Computer and associated peripherals according to Standard Operating Procedure (SOP).		

I now feel ready to undertake my formal competency assessment.

Signed:

Date:

## **Development of CBLM**

The Competency based Learning Material (CBLM) of '**Operating a Personal Computer**' (**Occupation: Computer Operation, Level-3**) for National Skills Certificate is developed by NSDA with the assistance of SIMEC System Ltd., ECF Consultancy & SIMEC Institute of Technology JV (Joint Venture Firm) in the month of June , 2024 under the contract number of package SD-9B dated 15th January 2024.

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3	Md. Zuwel Parves	Co-Ordinator	01737-278906
4	Md. Saif Uddin	Reviewer	01723-004419

## **Reference:**

1. <https://finance.uw.edu/recmgt/resources/file-folder-naming-conventions>
2. <https://edu.gcfglobal.org/en/computerbasics/getting-started-with-your-first-computer/1/>
3. <https://edu.gcfglobal.org/en/computerbasics/basic-troubleshooting-techniques/1/>
4. <https://edu.gcfglobal.org/en/basic-computer-skills/>
5. <https://edu.gcfglobal.org/en/windowsbasics/working-with-files/1/>