



مدرسة قطر للعلوم المصرفية وإدارة الأعمال الثانوية  
Qatar Banking Studies and Business  
Administration | Secondary School

# Introduction to ICT مقدمة في تقنية المعلومات Grade 10

نبني  
اقتصادي  
المستقبل

• Semester 1

طبعة 1444 - 2022





حضرة صاحب السمو

## الشيخ تميم بن حمد آل ثاني

أمير دولة قطر

النشيد الوطني

قَسَمًا بِمَنْ نَشَرِ الضِّيَاءَ  
تَسْمُو بِرُوحِ الْأَوْفِيَاءِ  
وَعَلَى ضِيَاءِ الْأَنْبِيَاءِ  
عِزُّ وَأَمْجَادُ الْإِبَاءِ  
حُمَاتُنَا يَوْمَ النِّدَاءِ  
جَوَائِحُ يَوْمِ الْفِدَاءِ

قَسَمًا بِمَنْ رَفَعَ السَّمَاءَ  
قَطَرٌ سَتَبْقَى حُرَّةً  
سِيرُوا عَلَى نَهْجِ الْأَلَى  
قَطَرٌ بِقَلْبِي سِيرَةٌ  
قَطَرُ الرِّجَالِ الْأَوَّلِينَ  
وَحَمَائِمُ يَوْمِ السَّلَامِ

## Copyright

© Qatar Central Bank &  
Qatar Banking Studies and Business Administration  
Secondary School for Boys (QBSBAS)  
PO Box 31202  
DOHA QATAR

Telephone: +974 40127299  
Facsimile: +974 40127298

All rights reserved. This work has been produced by Learning Innovation and Development, Holmesglen Institute of TAFE, for Qatar Banking Studies and Business Administration Independent Secondary School. © This work is copyright. No part may be reproduced except in accordance with the Copyright Act or with the written permission of Qatar Banking Studies and Business Administration Independent Secondary School.

## Disclaimer

The views expressed in this publication do not necessarily represent the views of Qatar Central Bank and QBSBAS. Qatar Central Bank and QBSBAS do not give warranty nor accept any liability in relation to the content of this work. No person should rely on the contents of this publication without first obtaining advice from a qualified professional person.

This publication is distributed on the terms and understanding that the authors, consultants and editors are not responsible for the results of any actions taken on the basis of information in this publication, nor for any error in or omission from this publication and the publisher is not engaged in rendering legal, accounting, professional or other advice or services.

The publisher, and the authors, consultants and editors, expressly disclaim all and any liability and responsibility to any person, whether a purchaser or reader of this publication or not, in respect of anything, and of the consequences of anything, done or omitted to be done by any such person in reliance, whether wholly or partially, upon the whole or any part of the contents of this publication. Without limiting the generality of the above, no author, consultant or editor shall have any responsibility for any act or omission of any other author, consultant or editor.

## Published by:

Qatar Banking Studies and Business Administration Independent Secondary School PO Box 31202 DOHA QATAR Telephone: +974 44876351 Facsimile: +974 42417211	Printed for Qatar Banking Studies and Business Administration Independent Secondary School  First published: September 2011  Updated: March 2015	Version: 2  Version 1_15
--	--	--------------------------------



## Acknowledgements

These resources were developed by the Qatar Commercial Education Project Team in the State of Qatar, in conjunction with Holmesglen Institute in Melbourne, Australia. Holmesglen Institute would like to acknowledge the contribution made by:

- Mr Warren Wilkinson                      Australian Team Project Manager
- Mr Graham Smith                          Business/Banking Teaching Adviser
- Mr Stephen Parratt                        ESL/Teacher Training Adviser

All of the teaching staff at Qatar Banking Studies and Business Administration Independent Secondary School who have made a contribution to the development of these resources .

Refinement and editing of education content has been further developed by the Learning Innovation and development department at Holmesglen Institute of TAFE, in particular:

- Ms Grisel Arancio                          Administration and template design
- Mr Matt Morris                              Graphic design



# Contents

• <b>About this Learner Resource .....</b>	<b>7</b>
• How will I be assessed? .....	7
• Copyright .....	7
• <b>About this unit .....</b>	<b>8</b>
• <b>Introduction.....</b>	<b>9</b>
• <b>Computer basics .....</b>	<b>10</b>
• <b>Computer hardware .....</b>	<b>13</b>
• <b>Computer software .....</b>	<b>15</b>
• <b>Managing your data .....</b>	<b>19</b>
• <b>Data security and protection .....</b>	<b>22</b>
• <b>Workplace health and safety.....</b>	<b>24</b>
• <b>Keyboard techniques .....</b>	<b>29</b>
• <b>Using the Internet .....</b>	<b>32</b>
• <b>Preparing emails .....</b>	<b>39</b>
• <b>Semester 1 STUDENT ACTIVITIES.....</b>	<b>42</b>



## About this Learner Resource

The purpose of this Learner Resource is to provide you with the underpinning knowledge required to assist you in completing assessment/s in Introduction to ICT – Part A.

This Learner Resource also contains activities for you to test your knowledge and examples of skills application.

Throughout this Learner Resource you will see icons that identify important information, provide opportunities to test your knowledge and practice skills as well as suggested times to begin a formal assessment. These icons are displayed as follows:



### Practice

This icon is used to highlight an ideal time to test your knowledge or practise what you have learnt.

### How will I be assessed?

In order to achieve competency in Introduction to ICT – Part A you will need to demonstrate the skills and knowledge required for the unit.

Your teacher will decide with you how and when you will be assessed.

### Copyright

Parts of this Learner Resource (text and graphics) may have been obtained from other sources and are reproduced within the laws and rights of copyright.

## About this unit

Welcome to the Learner Resource for Introduction to ICT – Part A. In this Learner Resource you will be learning about the procedures required to start up and shut down a computer, correctly using computer hardware, organising files and folders and managing data, using the Internet and email software applications.

**It is suggested that to meet all the requirements of Introduction to ICT – Part A you will need to complete the following tasks:**

- Read the information contained in this Learner Resource.
- Complete the activities.
- Complete all the required assessment/s for this unit.

**The topics in this Learner Resource are:**

- Start computer and use system information and features
- Organise files using basic directory and folder structures
- Identify and develop keyboard skills
- Email applications
- Internet applications.





## Introduction

You are about to commence a vocational course where you will be required to demonstrate your competency in accessing, amending, saving and printing a variety of workplace documents using word processing, spreadsheet, data base, powerpoint, electronic mail and Internet search software applications.



# Computer basics

## Getting started

When you switch on the power to your computer, the Windows operating system automatically loads allowing you to begin using it.

You may be required to enter usernames and passwords. Your username will be assigned to you by your supervisor. You will be asked to provide a password.

A strong password is an important way of protecting your data, files and personal information. It also enables you to safely perform online transactions.

Here are steps you can take to create a strong password. Some or all might help protect your online transactions:

- **Length:** Make your passwords long with eight or more characters.
- **Complexity:** Include letters, punctuation, symbols, and numbers. Use the entire keyboard, not just the letters and characters you use or see most often. The greater the variety of characters in your password, the better. However, password hacking software automatically checks for common letter-to-symbol conversions, such as changing 'and' to '&' or 'to' to '2.'
- **Variation:** To keep strong passwords effective, change them often. Set an automatic reminder for yourself to

change your passwords on your email, banking, and credit card websites about every three months.

- **Variety:** Don't use the same password for everything. Cyber-criminals steal passwords on websites that have very little security, and then they use that same password and user name in more secure environments, such as banking websites.

Never disclose or share your password with anyone, either at school or at work.

At the end of the day you should ensure that all work is saved, programs closed and the computer is shutdown correctly.



## Practice

### Practice activity 1

Your workplace procedures require you to establish secure passwords.

When creating your password you must observe the following:

- At least 8 characters
- At least 2 characters should be numbers
- At least 1 character should be non alpha/numeric
- One character must be in upper case.

**Write your password below.**

---

---

---



## Practice

### Practice activity 2

Rewrite the procedures for using a personal computer listed in column A in the correct order in column B.

Column A	Column B
Turn off computer	
Open software application	
Enter username	
Turn on computer	
Save document	
Close software application	
Enter password	
Create a document	



# Computer hardware

The workplace digital environment will consist of a number of other electronic products apart from your computer, monitor, keyboard and mouse.

## Printers

Look around your current workplace to identify the location of the printers. Are these printers connected to your computer or are they wireless? What is the brand of the printer? Is it a laser or colour printer? How many pages per minute does the printer produce? Can you print using both sides of the paper?

## Scanners

A scanner is a device that can transform a physical image, whether text or graphics, into a form that a computer can use. A scanner allows us to create an electronic version of a hard copy. Various software applications then allow us to edit the data or images on the electronic copy.

## Digital cameras

The use of digital cameras and downloading photographs onto the computer system creates a variety of publishing and printing opportunities as well as being useful for social networking activities.

## Web cameras

Web cameras enable the video images to be sent over the Internet. These are widely used with communications such as Skype.

## External storage devices

Apart from CD and DVD drives there are other means of storing large amounts of data that you can transfer between computers. USBs (flash drives) and external hard drives are also popular devices for storing and transferring data.



## Practice

### Practice activity 3

Write the word that best matches the definition below.

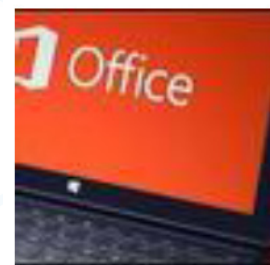
Devices used for storing and transferring data between computers.	
A device that enables video images to be sent over the internet simultaneously.	
A device that enables digital photographs to be downloaded onto the computer.	
A device that can transform a physical image into a form that a computer can use.	

# Computer software

A computer software provides instructions to your computer and tells it what to do. Computer softwares can be divided into two groups, operating systems and applications. The operating system (OS) controls how you and your computer interact. An OS is a collection of software that manages your computer hardware and provides common services for computer programs. The OS is a vital component of the system software in a computer system. Application programs usually require an operating system to function. Examples of popular modern operating systems include Android, BSD, iOS, Linux, Mac OS X, QNX, Microsoft Windows, Windows Phone, and IBM z/OS.



Software applications are varied and include packages such as the Microsoft Office suite of programs as well as customised business applications for tasks such as invoicing, payroll, stock control etc. Accounting software packages such as Quick Books and MYOB are also popular within the business environment.



QuickBooks

MYOB



## Word processing

Word processing is a computer application software package that allows you to process text, check your spelling and grammar and incorporates graphics.

Word processing is a computer application software that composes, edits, formats and prints written material. Typical features of a word processor include font application, spell checking, grammar checking, a built-in thesaurus, automatic text correction etc.



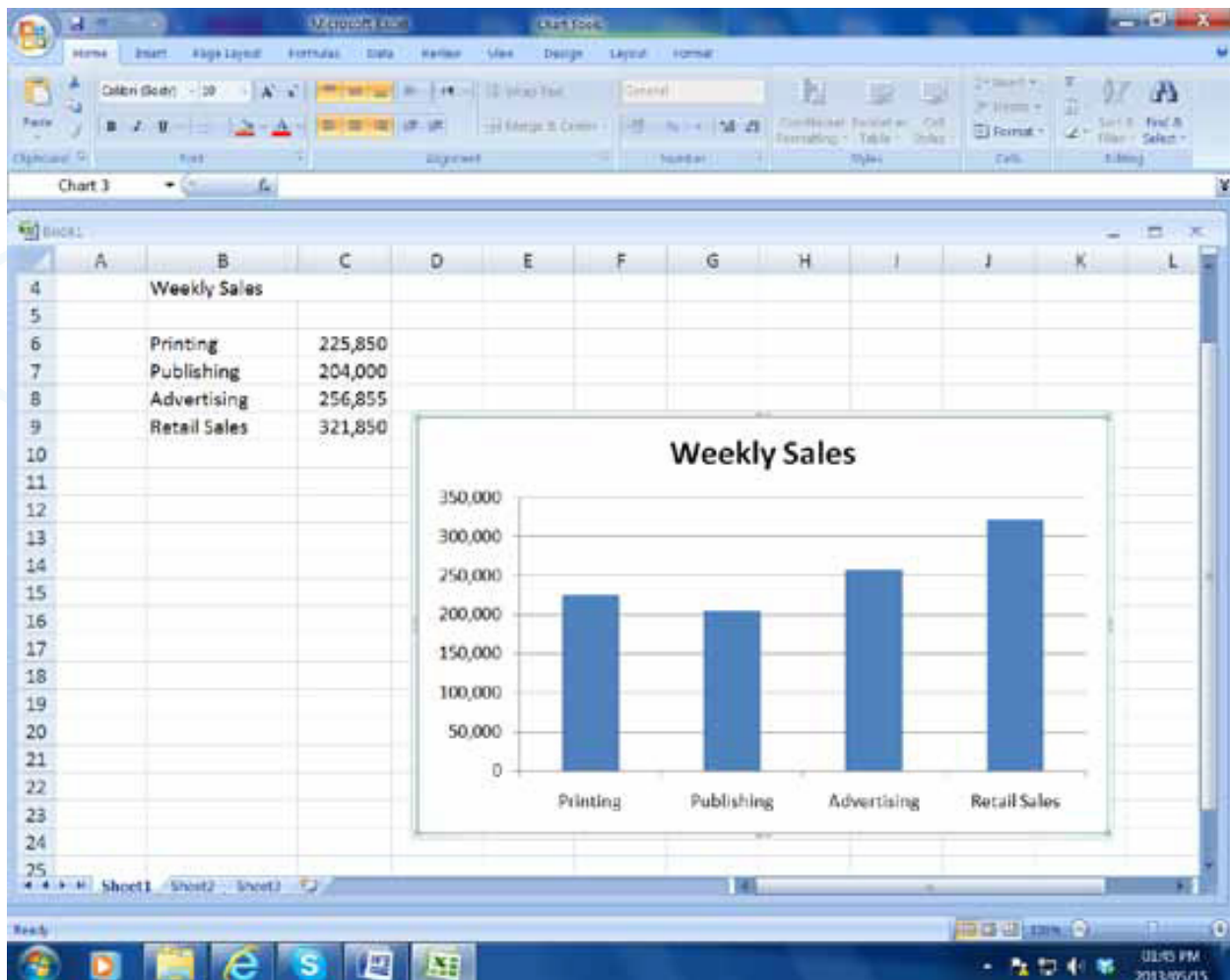
## Desktop publishing

Desktop publishing is the creation of documents using page layout skills on a personal computer. When used skillfully, desktop publishing software can produce text and images with attractive layouts and typographic quality comparable to traditional commercial printing. This technology allows individuals, businesses, and other organisations to self-publish a wide range of printed matter including menus, newsletters, books, magazines, and newspapers.



## Spreadsheets

A spreadsheet is a document that stores data in a grid of horizontal rows and vertical columns. Rows are typically labelled using numbers (1, 2, 3, etc), while columns are labelled with letters (A, B, C, etc). Individual row/column locations, such as C3 or B12, are referred to as cells. Each cell can store unique data. By entering data into a spreadsheet, information can be stored in a more structured way than using plain text. The row/column structure also allows the data to be analysed using formulas and calculations.



## Database

A database is a collection of information organized in such a way that a computer program can quickly select desired pieces of data. You can think of a database as an electronic filing system. Traditional databases are organised by fields, records, and files. A field is a single piece of information; a record is one complete set of fields; and a file is a collection of records. For example, a telephone book is similar to a file. It contains a list of records (the individual entries), each of which consists of three fields: name, address, and telephone number.

## Presentation

Presentation applications such as powerpoint are widely used in business to create slideshows. The slides are usually projected from the computer onto a screen.



## Practice

### Practice activity 4

Identify the software application that would be used to complete the following tasks.

A presentation to sales employees explaining the benefits of a new range of products.	
A report to departmental managers comparing their actual sales figures with budgeted figures.	
A brochure inviting customers to the launch of the latest innovations in technology.	
Creation of a client data list.	
Preparation of a monthly staff newsletter.	

## Managing your data

Before you can save the files you create on your computer you need to be aware of the data storage areas available to you.

The data you create using the software applications is held in the computer's temporary memory until it is saved. If you turn your computer off before it is saved you risk losing your data.

You will have access to a specific drive on your network to save your work. You may also be allowed to save your work on a USB if authorised by your school or business organisation.

Your data will be stored as a file and your files should be organised in folders and subfolders. The folders will be organised in the same way that files or documents are stored in folders in a filing cabinet.

The hierarchy of folders is called a path or filepath. For example, the following path shows how to locate the 2013 marketing report.

- *f:\Reports\Marketing\2013*

This path indicates the file can be found in the f drive, under the reports folder, the marketing subfolder and the file name is 2013. The marketing subfolder would also contain the reports for previous years eg 2012, 2011, 2010 etc.

A folder can contain more than one subfolder. The diagram below shows subfolders for marketing and sales within the reports folder.





You can perform a number of tasks to manage your files and folders such as opening and deleting files, creating folders and moving, copying and renaming files.

## Practice

### Practice activity 5

Turn on your computer, logon using your correct username and password.

Create a folder for each of your vocational subjects (Vocational English, Applied Maths, ICT, Business and Career and Personal Development).

Within the ICT folder, create subfolders for semester one and semester two.

## Practice

### Practice activity 6

Turn on your computer, logon using your correct username and password.

Open your ICT folder and create a new subfolder called ABC Business. Create three subfolders called 'Sales', 'Employees' and 'Assets'. Within the 'Sales' subfolder create subfolders for 'Actual' and 'Budget'.

Within the 'Assets' subfolder, create subfolders for 'Vehicles' and 'Computers'.

Rename the 'Assets' subfolder 'Equipment'.

Delete the 'Employees' subfolder.

# Data security and protection

A backup, or the process of backing up, refers to the copying and archiving of computer data so it may be used to restore the original after a loss of data.

It is essential that data is backed up on a regular basis. Usually data will be backed up overnight. Often backups will be stored offsite to provide further data security.

Data backup can be stored on USBs, external hard drives, magnetic tape, DVDs and blu-ray discs and remote backup services.

As broadband Internet access becomes more widespread, remote backup services are gaining in popularity. Backing up via the Internet to a remote location can protect against some worst-case scenarios such as fires, floods, or earthquakes which would destroy any backups in the immediate vicinity along with everything else.

A computer virus is a piece of software that has been written to secretly enter your computer system and infect your data. Viruses can be sent to your computer over the Internet via email or copied with data from a USB. Some viruses do not harm your system but just create mischief, while others are destructive and can damage or destroy data.

Anti-virus software should be installed onto your computer system. Common virus checking software includes McAfee, Norton AntiVirus, PC-illin etc.

Virus software must be regularly updated. These frequent updates, sometimes weekly, allow the software to protect the computer system and prevent harmful viruses from spreading across the Internet.



## Practice

### Practice activity 7

How often is your data backed up at school?

---

---

---

Where are the backups stored?

---

---

---

What device allows you to transfer your work at school to your home computer, add to it or amend it at home and re-save your updated copy on your school file?

---

---

---

What is the name of the virus protection software on your computer at school?

---

---

---

# Workplace health and safety

If you work on a computer for any length of time, you should pay special attention to 'workplace ergonomics' – the way your working environment affects your performance and your health. Some of the common problems you can avoid include:

- headaches
- eye-strain
- aches and pains
- repetitive strain injury (RSI).

## Your work area

1. Place the items you use most often within easy reach. Cut down the amount of reaching or twisting you have to do to get to the materials you have to use.
2. Place your monitor at a right angle to any windows, to minimise reflections or glare.
3. Adjust or close blinds to shut out reflective glare.
4. Position your monitor at eye-level.
5. Use a document holder to manage papers, books or printouts that you need to refer to.
6. Keep the floor around you free of cables and power cords.



## Your posture

1. Place your feet flat on the floor or footrest.
2. Adjust your chair so that your legs are bent at an angle of ninety degrees.
3. Sit with your back slightly arched and your neck straight.
4. Sit so your upper and lower arms form an angle of ninety degrees.
5. Keep your wrists straight, with your fingers dangling down.
6. Position your monitor so you don't have to crane your head and shoulders forward to look at the screen.
7. Only rest your wrists on a keyboard rest when you are not typing.



## Prevent fatigue

1. Stretch your fingers apart, trying to make your hand as big as possible. Hold the stretch for a few seconds, then curl your fingers inward without clenching. Keep your fingers curled for a few seconds before repeating the exercise.
2. Regularly drop your hands to your sides and shake them gently as though you are trying to shake off drops of water. This helps to restore circulation.
3. To increase the flow of oxygen to your brain, breathe out until your lungs are almost empty, then breathe in slowly deeply and naturally. Breathe out and in again slowly, deeply and naturally a few more times. Repeat the exercise every 30 minutes.
4. Stretch your neck every 30 minutes. Concentrate on your breathing while you stretch. Exhale slowly and lower your chin to your chest. Inhale deeply and raise your chin. Exhale and drop your left ear toward your left shoulder, then inhale and raise your head to the centre again. Do the same for the right side and then repeat. Concentration and breathing is also relaxing.
5. Rest your eyes by periodically focussing on distant objects. If that is not possible, look away from your screen regularly. Blink as often as possible to keep your eyes moist.





## Exercises for office workers

Stop, get up and move. Getting up and walking around is the best exercise you can get to provide a break from sitting, concentrating and using the muscles of the arms and hands. About every 20 to 30 minutes is a guide to how often it is helpful to move around.

Even getting up for 20 to 30 seconds to pick up papers from the photocopier or get some water is a way to change your posture and give muscles a chance to recover.

S-t-r-e-t-c-h and check!

Stretching exercises help to relax muscles which have been working and move those which have been in a fixed position. If possible, stand up to do your stretches. Make sure you relax and perform them gently. Do not over-stretch.

Stop if you feel discomfort when performing an action.







## Practice

### Practice activity 8

Complete the ergonomic checklist below and answer the questions about your current workstation.

	Yes	No
Do you have an individual workstation?		
Is there enough space around your furniture to gain access to the workstation and move around it comfortably?		
Is your desk large enough to accommodate all your work?		
Is your desk at the correct height?		
Is your chair comfortable and able to be adjusted?		
Is your computer screen at a comfortable reading distance?		
Is the height and angle of your monitor correct?		
Is there sufficient space to move your mouse effectively?		
Is the keyboard angled correctly?		
Do you have to twist your neck to see your work?		
Are document holders available?		
Can you place your feet on the floor or is there a footrest available?		
Is the monitor clean and the image stable?		
Does your monitor reflect glare from windows and other objects?		

## Keyboard techniques

You will have already used a computer keyboard. Many people use a computer keyboard without knowing exactly where each of the keys are located. This can be very time consuming and frustrating.

Touch typing is typing without having to stop, look and find each of the keys. A touch typist will know the location of all the keys on the keyboard. Touch typing involves placing the eight fingers in a horizontal row along the middle of the keyboard (the home row) and having them reach for other keys. Touch typing is done using both hands.

The keyboard is called a QWERTY keyboard because these are the first six letters on the keyboard. Most modern computer keyboards have a raised dot or bar on the home keys for the index fingers to help touch typists maintain and rediscover the correct position on the keyboard quickly with no need to look at the keys. More recently, the ability to touch type on touch-screen phones has been made possible with the use of specialised virtual keyboard software for touch typing.

On a standard keyboard for English speakers the home row keys are: 'ASDF' for the left hand and 'JKL;' for the right hand. The diagram below shows which fingers are placed on the home row keys.



The fingers will always return to the home row position after typing another key.

The following diagram shows, which keys each of the home row fingers are responsible for typing.

When not reaching for another key, your fingers and thumbs should rest on their home keys as in the figure below.

Your fingers should be curved and your hands should be floating slightly above the keyboard.

To type other keys, try to move only the required finger or fingers. Use the coloured zones below as a guide to what keys each finger should hit. Try not to lift your hands away from the keyboard, as fingers that aren't being used should stay in contact with their home keys. The space bar should be pressed by the thumb of the opposite hand used to type the last character of the current word.



Typing speed generally improves with practice. While practicing, it is important to ensure that there are no weak keys. Typing speed is typically determined by how slow these weak keys are typed rather than how fast the remaining keys are typed.

Use the keyboard tutor referred to by your teacher to improve your keyboarding speed and accuracy.

This tutor will introduce you to all the keys on the keyboard. Remember not to look at the keyboard – learn where all the keys are located and which fingers to use to type them.



## Practice

### Practice activity 9

Complete the typing tutor activities as directed by your teacher.

# Using the Internet

The Internet, sometimes referred to as cyberspace, is a global system of interconnected computer networks linked by telecommunication lines. By connecting your computer (PC), laptop or mobile phone to the Internet, you can access a wealth of information, services and online businesses anywhere in the world.

The Internet carries an extensive range of information resources and services, such as the inter-linked hypertext documents of the World Wide Web (www) and the infrastructure to support email.



A web browser is a software application for retrieving and presenting information resources on the World Wide Web.

Although browsers are primarily intended to use the World Wide Web, they can also be used to access information provided by web servers in private networks or files in file systems.

The major web browsers are Google Chrome, Mozilla Firefox, Internet Explorer, Opera, and Safari.





## Practice

### Practice activity 10

List the web browsers you are familiar with.

---

---

---

---

What web browser is available to you on the school's computers?

---

---

What web browser do you access on your home computer or personal digital devices eg iPhone, iPad etc?

---

---



Firefox



*Mozilla Firefox, Safari and Internet Explorer are popular web browsers*





## Practice

### Practice activity 11

Turn on your computer and open Internet Explorer.

Search for QCB.

On the page that reveals the search results, select the site for [www.qcb.gov.qa](http://www.qcb.gov.qa).

Answer the following questions.

Read the Governor's Welcoming Statement. What is the name of the Governor of the Qatar Central Bank?

---

---

List three quick links provided on this web page.

---

---

What is the current and previous interest rate?

---

---

Click on the virtual tour to discover what information the tour provides.

---

---

How many important updates are there?

---

---

What is the date of the most recent update?

---

---

With so much information on the web, how do you find the web page you want? Most search sites allow you to type in keywords to locate information, However, the way in which you use keywords affects your search results. Below are some tips when using keywords to locate a web page.

Search tip	Example
Use more than one keyword. More specific keywords will provide a more successful search.	The keyword <b>coffee</b> will provide numerous search results. The keywords <b>roasted arabica coffee</b> will provide more specific searches related to the keywords.
Use basic maths concepts of + (add) and – (subtract).	The keywords <b>Tom Ford</b> results in many results for Ford Motors. The keywords <b>Tom Ford – motors</b> will eliminate all the references to Ford Motors.
Use the ‘Control F’ function key to find a word.	When your search reveals a long article or document and you cannot find the reference to your search keyword/s, hit ‘Ctrl F’ to find the specific reference in the article.
To locate information on an entire group of words (a string), put quotation marks around the text.	‘long-haired cats’
Use * to locate different endings to words or groups of words.	The keyword <b>truck*</b> will find any words or group of words beginning with truck, eg trucks, trucking, truck enthusiasts, trucking industry, truck repairs etc.
Ignore sponsored links.	Sponsored links usually appear at the beginning of each page of search results. They are usually highlighted to indicate they represent advertising and will rarely be of any benefit in your search.



## Practice

### Practice activity 12

Research the following topic.

‘Henry Ford designs first mass-produced cars.’

Answer the questions below, based on that topic.

1. Who was involved? (ie organisations, people, countries, corporations)

---

---

2. What was the final outcome? (ie who won or lost?, what did they win or lose?)

---

---

3. When did this all occur? (ie time period, date)

---

---

4. Where did all of this take place?

---

---

---



## Practice

### Practice activity 13

Use the Internet to find answers to the following questions. Include the Internet source you used to find the answer.

1	Who invented the game of baseball? Source:_____
2	Which war in history claimed the most lives? Source:_____
3	What is the capital of Peru? Source:_____
4	What year was the Burj Khalifa in the UAE built? Source:_____
5	Which volcanic eruption caused the most deaths? Source:_____

6	What is the fastest land animal in the world? Source:_____
7	How deep is the deepest part of the ocean? Source:_____
8	How old is the oldest living person in the world? Source:_____
9	What town was Abraham Lincoln assassinated in? Source:_____

## Preparing emails

Computer networks enable people to communicate across the world using electronic mail or email. The email can be as simple as sending a text or it can contain file attachments.

There are a number of different email software programs currently available including Microsoft Outlook and Microsoft Outlook Express.

Internet companies provide free email accounts such as Hotmail and Gmail.

To send and receive emails you need your own email address as well as knowing the email address of the recipient. Your email address is your identity on the Internet.

All email addresses have a number of similar features:

- username@domainname.typeoforganisation.country
- the username is the name of the person whose address it is
- the @ symbol separates the username and domain name
- the domain name is the computer address, usually the name of the company or ISP (Internet service provider)
- the type of organisation can be:
  - .com (commercial)
  - .org (a non-commercial organisation)
  - .edu (educational)
  - .gov (government)
- the country code at the end, such as .qa (Qatar) or .au (Australia). Not all addresses include a country code.



- Check email addresses carefully before sending them



Email messages are just like other types of business correspondence and are regarded as legal documents. Because emails are a convenient way of sending messages, it is easy to make mistakes. It is important to draft all emails as you would any other written correspondence. Do not incorporate 'text messaging' language.

Email messages should be clear, concise, correct and courteous. Each paragraph should contain a separate idea.

Be careful how you compose your email message. Vague or unclear statements can easily be misunderstood. Statements intended as light-hearted comments or jokes could be misinterpreted.

### **Tips for writing emails:**

- Use a meaningful subject line
- Use short sentences
- Use simple, plain English
- Use short paragraphs
- Keep emails short
- Don't use excessive bold, italic or underline
- Avoid using all upper case
- Avoid humour or slang
- Sign your email by typing your name or insert a scanned signature.

### **Common email errors include:**

- Sending information to the wrong person. Sometimes this can be confidential information.

- 'Replying to all' instead of replying to one person.
- Forgetting to include the attachment.
- Entering an incorrect address and the information fails to be delivered to the recipient in a timely manner, or is delivered to the wrong person.



## Practice

### Practice activity 14

What is your email address?

What is the preferred email address of your teacher?

Locate the following web link:

- <http://www.albion.com/netiquette/corerules.html>.

List the suggested 10 core rules of netiquette.

---

---

---

---

---

---

---

Send an email to your teacher and list the 10 core rules of netiquette as suggested by this website.

Supply a suitable subject heading.

**Grade 10**  
**Semester 1**  
**STUDENT ACTIVITIES**



## Activity 1

### Question 1

What are the features of a strong password?

- 1- \_\_\_\_\_  
\_\_\_\_\_
- 2- \_\_\_\_\_  
\_\_\_\_\_
- 3- \_\_\_\_\_  
\_\_\_\_\_

### Question 2

Give an example of a strong password.

### Question 3

Give an example of a poor password

## Activity 2

**Your workplace procedures require you to establish secure passwords. When creating your password you must observe the following:**

- At least 6 characters
- 2 characters must be numbers
- At least 1 character should be non alpha/numeric
- One character must be in upper case.

**Write your password below.**

---

## Activity 3

**Rewrite the procedures listed in column A in the correct order in column B.**

Procedures for using a personal computer to create a simple document.

Column A	Column B
1. Create a new document	
2. Change the font type and size	
3. Open the word processing application	
4. Enter username and password	
5. Turn off the computer	
6. Save the document	
7. Turn on the computer	
8. Close the word processing application	

## Activity 4

**Write the in a new document:**

1- school name

2- your name

3-your age

4-hobbies

**Protect the document** with password

5-save the document in your folder

## Activity 5

### Question 1

Write down the name of the hardware devices available in the pictures:



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



## Question 2

Match the hardware device name with its function:

Hardware device name	Function
Printer	Device that can transform a physical image, whether text or graphics, into a form that a computer can use.
Scanner	prints documents.
Digital camera	Popular device for storing and transferring data.
Web camera	Enables the video to be sent over the Internet.
USB	Downloads photographs onto the computer system.

## Question 3

By google search list three output devices and four input devices

output

input

## Activity 6

### Question 1

Identify and name the printer connected to your computer. (                      )

\_\_\_\_\_

### Question 2

List the other peripheral hardware items you have connected to your computer

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

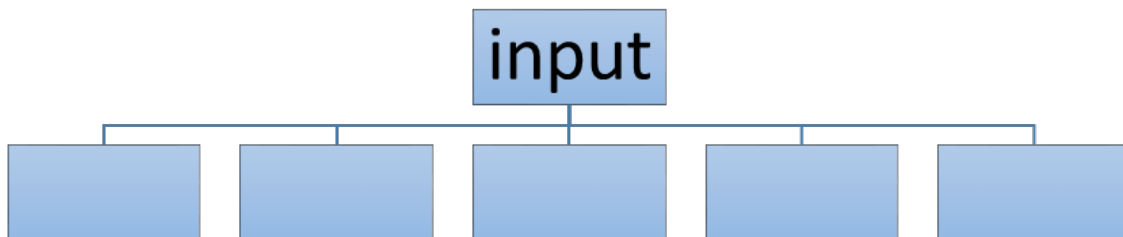
Question 3 : by using MS word design smartart and complete



## Activity 7

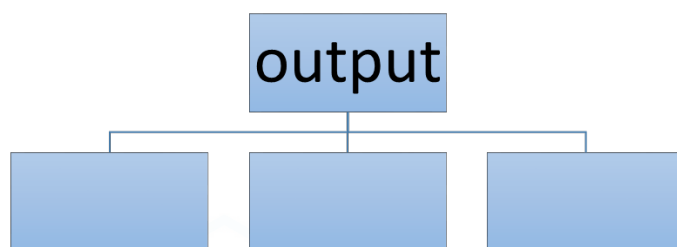
### Question 1

Identify 5 input devices connected with your PC then In MS-WORD insert a diagram :



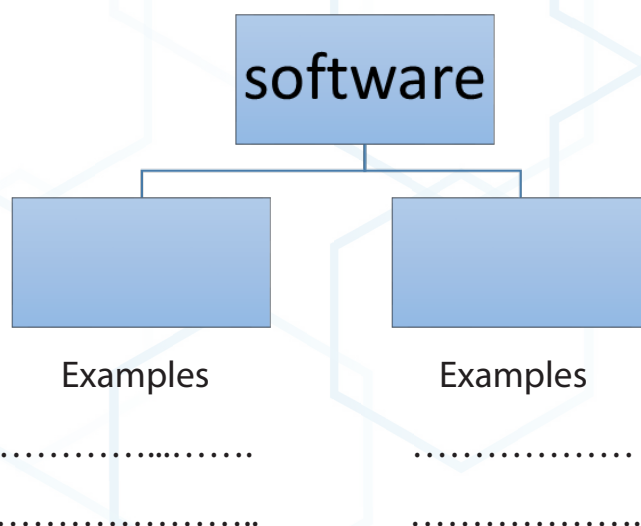
### Question 2

Identify 3 output devices connected with your pc then In MS-WORD insert diagram



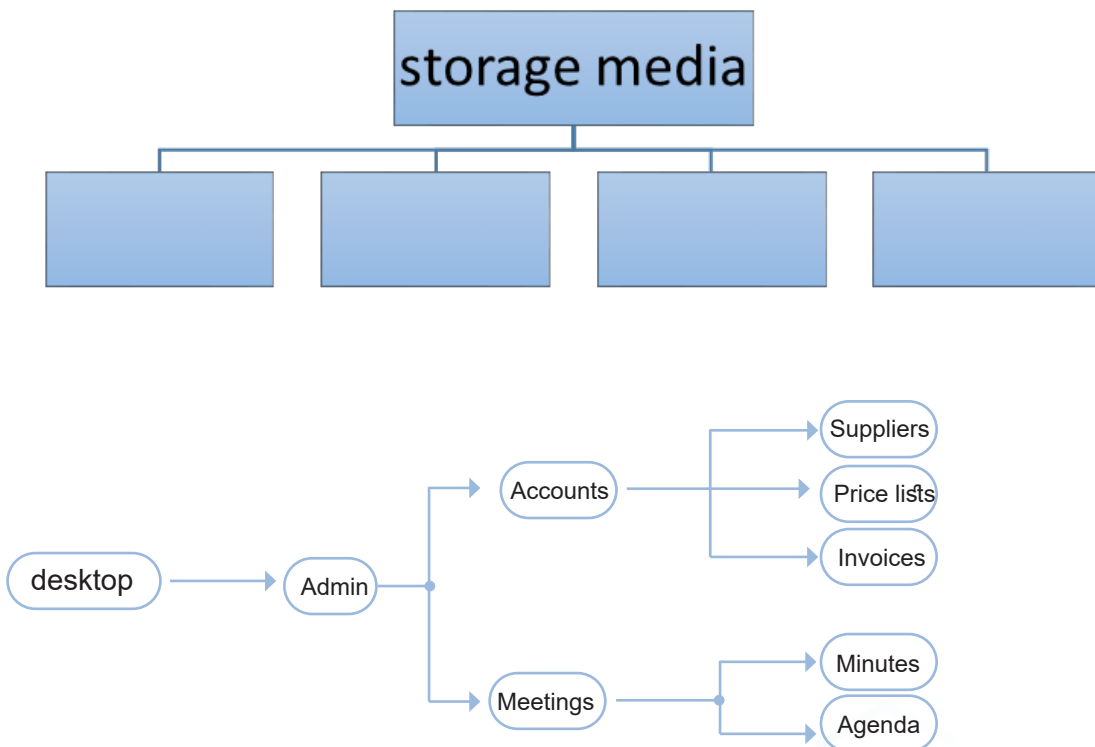
### Question 3

In MS-WORD insert the following diagram



#### **Question 4**

Write down 4 examples to storage media



Refer to the folder and file structure above to answer the following questions

#### **Question 1**

List the names of the first level of subfolders.

#### **Question 2**

List the name of the main folder.

### Question 3

List the names of the second level of subfolders.

### Question 4

List the name of the drive.

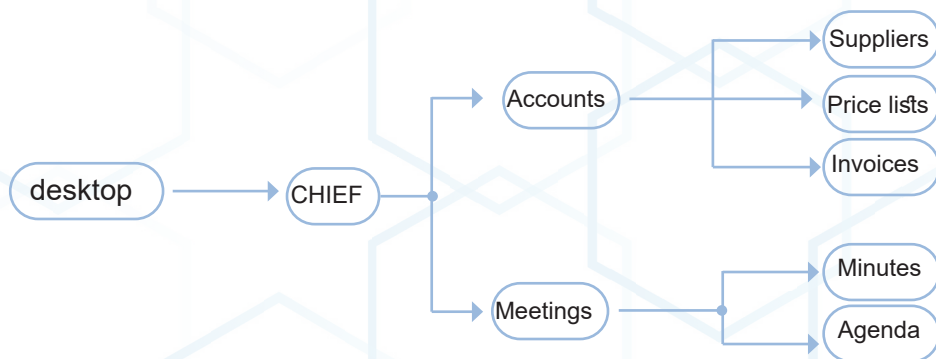
### Question 5

What is the file pathway for the agenda?

### Question 6

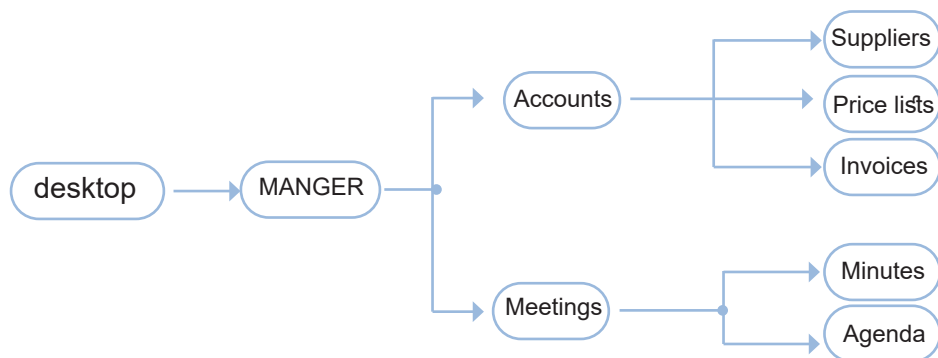
What is the file pathway for the supplier folder?

## **Activity 8**

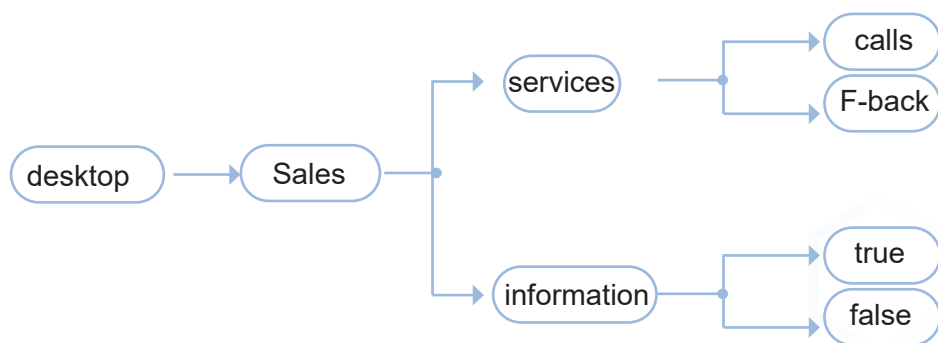


## Activity 9

(A)



(B)



Refer to the folder and file structure above to answer the following questions

### Question 1

List the names of the first level subfolders.

### Question 2

List the name of the main folder.

### Question 3

List the names of the second level of subfolders.

### Question 4

List the name of the drive.

### Question 5

What is the file pathway for the **true** folder ? add print screen

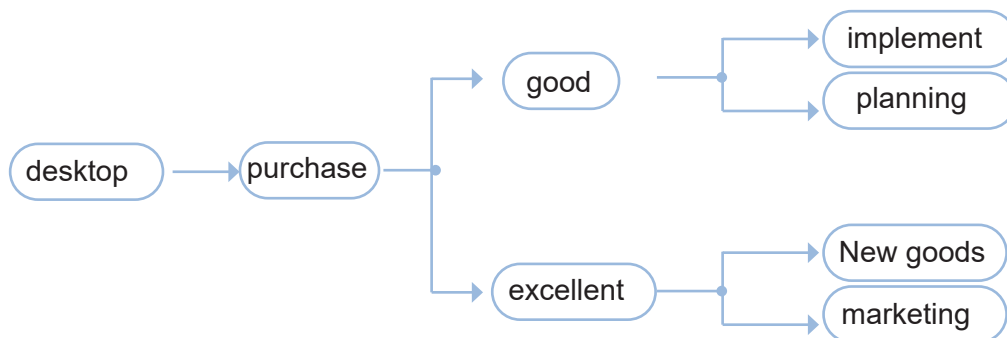
### Question 6

What is the file pathway for the calls folder? print screen



## Activity 10

(C)



Refer to the folder and file structure above to answer the following questions

### Question 1

List the names of the first level of subfolders.

### Question 2

List the name of the main folder.

### Question 3

List the names of the second level of subfolders.

### Question 4

List the name of the drive.

### Question 5

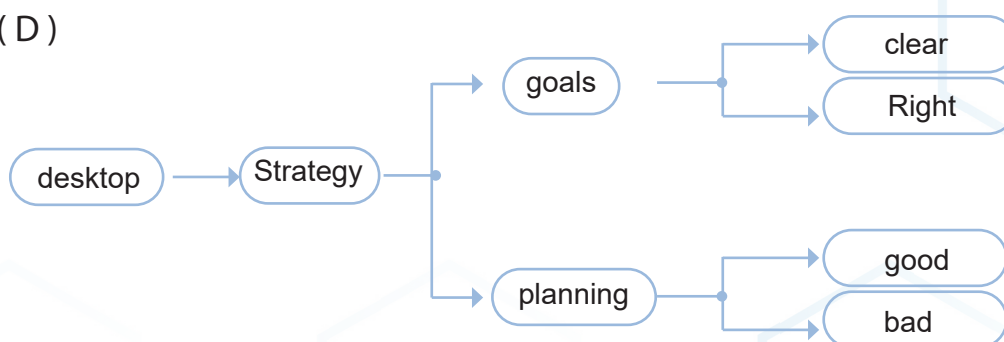
What is the file pathway for the planning folder ? print screen

### Question 6

What is the file pathway for the marketing folder? print screen

## Activity 11

( D )



Refer to the folder and file structure above to answer the following questions

### Question 1

List the names of the first level of subfolders.

### Question 2

List the name of the main folder.

### Question 3

List the names of the second level of subfolders.

### Question 4

List the name of the drive.

### Question 5

What is the file pathway for the clear folder ? print screen

### Question 6

What is the file pathway for the good folder? print screen

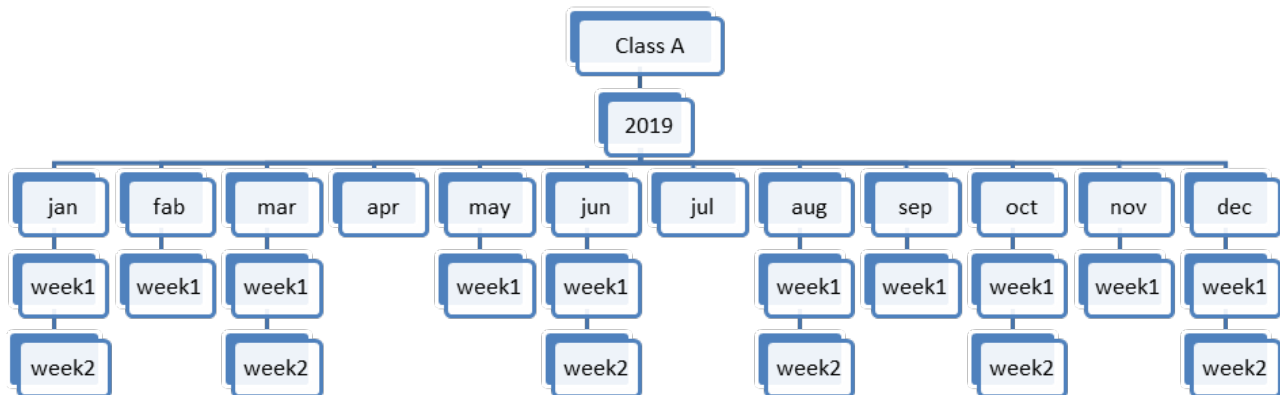
## Activity 12

**Identify** the software application or hardware that would be used to complete the following tasks.

A pie graph showing population figures by age group.	
A device that enables you to transfer information from your work computer and take it home to work on the same file.	
A list of employees showing their payroll calculation.	
An electronic report showing the monthly bank reconciliation statement.	
A search to find the location of a bank's ATMs.	
A presentation explaining new workplace health and safety procedures	
An advertising brochure inviting residents to attend a sales exhibition.	
An electronic message informing sales staff about price increases.	
A list of employee names, addresses and emergency contact numbers.	

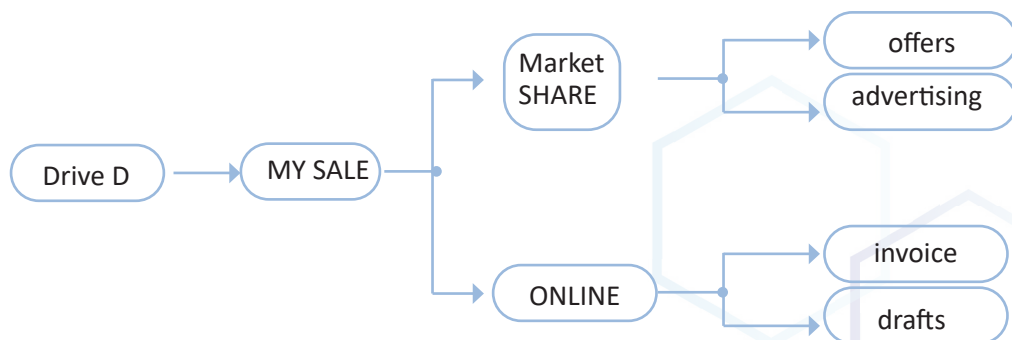
### Activity 13

Create folders and sub folders in the following :



### Activity 14

- 1-Look through the Internet to three pictures showing input devices
- 2- Look through the Internet to three pictures showing storage media
- 3-insert all pictures in MS-Word
- 4-Save as your work in work folder (work13)



What is the name of the subfolder that the document has been saved in?

What is the name of the drive that the document is saved in?

What is the name of the main folder?

### Activity 15

1. In your own words, describe the internet.

2. List three benefits for the internet.

3. What do the letters **www & com** stand for?

4. Name four common web browsers.


5. What web browser do you use at school?

--

6. In your own words, describe the search engine?

--

### Activity 16

**Use the search engine to answer the following questions:**

**1-**What is the capital of the Netherlands?

the answer: \_\_\_\_\_

the source: \_\_\_\_\_

**2-**What is the currency in Tunisia?

the answer: \_\_\_\_\_

the source: \_\_\_\_\_



**3-What The first country to win the World Cup?**

the answer: \_\_\_\_\_

the source: \_\_\_\_\_

**4-What is the most famous camel race in Qatar?**

the answer: \_\_\_\_\_

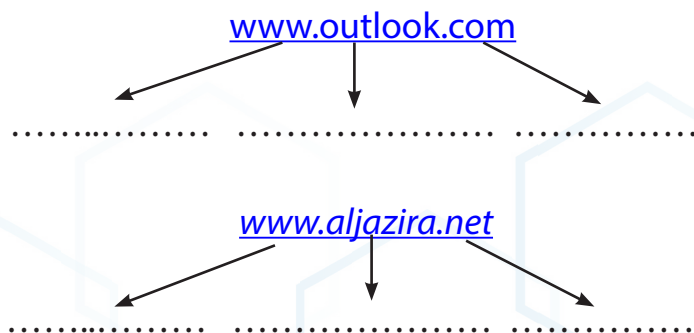
the source: \_\_\_\_\_

**5-What are the most famous tourist attractions in Qatar?**

the answer: \_\_\_\_\_

the source: \_\_\_\_\_

**1- What are the parts of web address for the following sites**



**2- What is the difference between a web browser and a search engine?**

- A web browser : \_\_\_\_\_
- example : \_\_\_\_\_
- A search engine: \_\_\_\_\_
- example : \_\_\_\_\_

3- What is the difference between a website and a webpage?

- A website : \_\_\_\_\_
- A webpage: \_\_\_\_\_
- example : \_\_\_\_\_

4- **Use the search engine to answer the following questions:**

A- Population of Qatar in 2018 \_\_\_\_\_

B- When was the first bank in Qatar founded?

\_\_\_\_\_

5- **Use the search engine to** Download a copy of **(Qatar Laboure Law)**

**Answer the following questions.**

A- What is the definition of a worker?

\_\_\_\_\_

\_\_\_\_\_

B- What is the definition of a basic wage?

\_\_\_\_\_

\_\_\_\_\_

C- What is the definition of a wage?

\_\_\_\_\_

\_\_\_\_\_

D- List the terms concerning the individual labour relationship.  
(Part Four, Article 38)

---

---

---

---

E- How often should workers get paid? (Part Six, Article 66)

---

---

---

---

F- What are the maximum ordinary working hours? (Part Seven, Article 73)

---

---

---

---

---

---



## Activity 17

To:

Subject:

Dear Name of Recipient,

Salutation

purpose

Closure

Signature

Name and job Title

**rewrite the letter using the steps in the previous page to send a business e-mail**

You are working in (Q- cotton) Company as a manager . you will offer a VIP customer (ahmed\_yafai@outlook.com) **a discount**

Good Morning

Dear Ahmed

This month we are offering our most valued customers an exceptional opportunity to save on our most popular clothing line. Our records show that you have never ordered apparel with this label. Perhaps you were unaware that we carry the line. Well, we want to give you a chance to become acquainted with it.

We know you will enjoy our cotton/polyester blend that feels like superior quality soft wool but at a fraction of the price. For a limited time, you can purchase a faux wool sweater that is virtually impossible to tell from the real thing at a 25% reduction. Go ahead, take advantage of the opportunity. You won't be disappointed! Fill out the enclosed order form and we will rush your sweaters to you.

Ali alkawari

Administration Manager

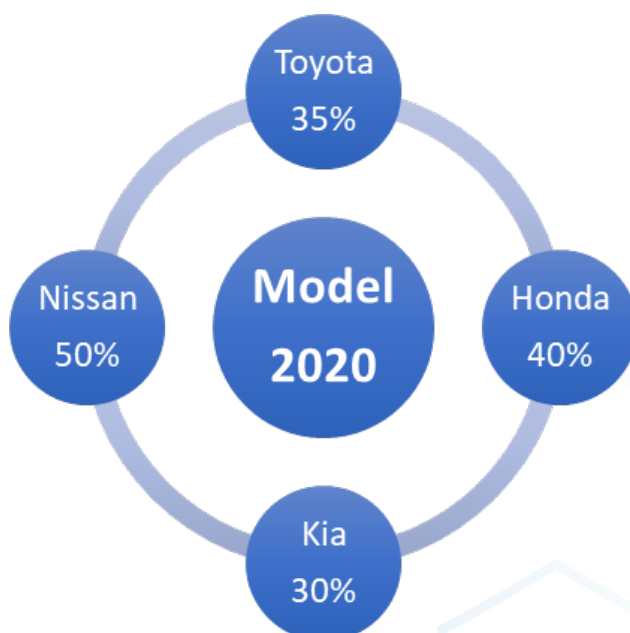
We are pleased that you have chosen Q- cotton for your clothing needs.

## Activity 18

**Rewrite the letter using the steps in the previous page to send a business e-mail**

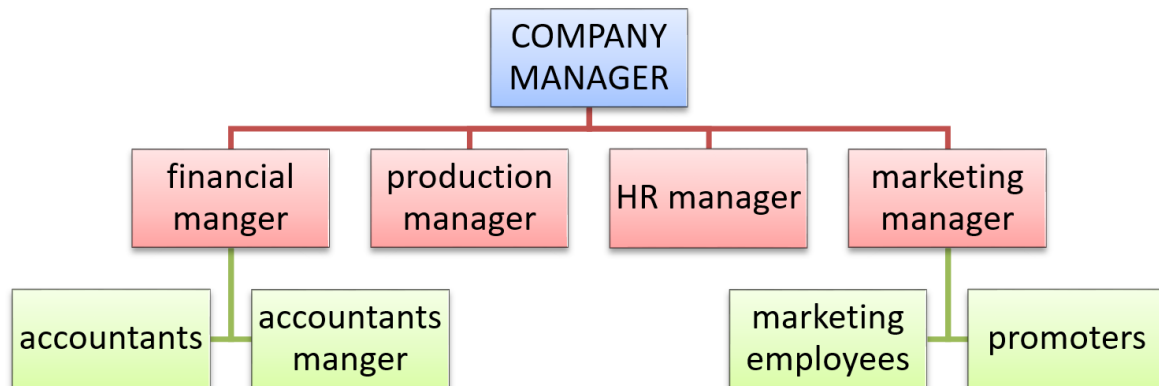
**Your name is Ali Al Mohannadi** you work as a sales manager at Al Mana Motors  
you have sent an email to **Rashed Al - Jassim, (RASHID@outlook)** the director  
of Doha Bank

tell him a bout a **big sale** for the new year's models 2020 for Nissan, Toyota,  
Honda and Kia (



## Activity 19

Create the following diagram by using smartart:



Make the following changes:

1. From design tab change the diagram colour
2. From design tab change the diagram layout

## Activity 20

### Part A

Create a new document, insert a table and type the following in the table.

Business aims	Description
Survival	To survive, businesses need to work hard to find and keep customers by making sure they are better than their competitors.
Breaking even	Break even is the point where a business becomes self-sufficient, ie the money it collects in sales is equal to the money it spends on costs.
Sales	Some businesses focus on increasing sales.
Growth	Growth is another way of saying increasing sales.
Increasing market share	To increase market share a business has to sell more compared with its competitors.
Maximizing profit	Profit maximization means that a business is focused on making as much money as possible.

Save the document as Aims table 1.



## **Part B**

1. Change the column headings to bold and Arial 16pt.
2. Adjust the column width for the first column such that the heading, Business aims, appears on one line only.
3. Shade using an appropriate colour, the part of the table that contains the column headings only.
4. Save as Aims table 2.



