

Course Description/Class Syllabus

Digital Literacy and Technology Skills Certificate Program

OVERVIEW:

This 32-hour hands-on course is designed to empower students with the digital skills essential for success in the modern workforce. Through interactive activities and collaborative projects, participants will gain practical experience in navigating the digital landscape, from keyboarding and effective email communication to understanding core software applications and basic hardware maintenance. The course also introduces industry-standard tools, including CompTIA, to support a foundation for advanced technology proficiency.

By the end of the coursework, students will be able to:

- Demonstrate keyboarding proficiency and understand best practices for ergonomic typing and data entry.
- Communicate effectively through professional email practices.
- Navigate essential software applications used in office environments (e.g., word processors, spreadsheets, and presentation tools).
- Understand and perform basic hardware troubleshooting and maintenance.
- Apply safety and privacy protocols for online activities.
- Use industry-standard technology tools with confidence, such as CompTIA, enhancing employability.

The course is organized into modules, each designed to build foundational skills progressively. Instruction includes group projects and real-world simulations to practice digital skills applicable to various professional contexts.

INDUSTRY RELATED JOB TITLES:

1. Office Support Roles

- Administrative Assistant
- Office Clerk
- Data Entry Specialist
- Virtual Assistant
- Receptionist

2. Customer and Technical Support

- Help Desk Technician
- IT Support Specialist
- Customer Service Representative (with a digital focus)
- Technical Support Specialist
- Call Center Support

3. Data and Document Management

- Data Entry Operator
- Document Specialist
- Records Clerk
- File Management Specialist

4. Marketing and Digital Content

- Digital Marketing Assistant
- Social Media Coordinator
- Content Management Assistant
- E-Commerce Assistant

5. Project and Operations Support

- Project Assistant
- Operations Coordinator
- Inventory Control Clerk (using digital tracking tools)
- Logistics Support

6. Basic IT Roles

- Computer Support Technician
- Junior IT Technician
- Hardware Technician
- Computer Lab Assistant

7. Entry-Level Data Analysis and Reporting

- Data Processing Clerk
- Junior Data Analyst (involving basic spreadsheet and data tools)
- Information Clerk

8. Retail and Sales Support with Digital Focus

- E-Commerce Customer Support
- Sales Operations Assistant
- Product Data Specialist

COURSE TAUGHT VIRTUALLY VIA ZOOM: Digital Literacy and Technology Skills

Week 1

Session 1: Introduction and Keyboarding

- Course Overview
 - Digital Literacy and Citizenship
 - Technology's Influence on Career Choices
 - Overview of Computers and Networks
 - Future of Computer Technology
- Keyboard Fundamentals
 - Keyboard Skills and Ergonomics
 - Typing Practice: Letters, Words, Sentences

Session 2: Hardware and Operating Systems

- Hardware Components
 - Overview of Computer Hardware and Best Practices
 - Input/Output, Storage, Processing Basics
 - Motherboard, CPU, RAM, Storage Devices (SSD, HDD)
 - Peripherals (Printers, Monitors, External Devices)
- Operating Systems and File Systems
 - Introduction to Operating Systems (Windows, Linux, MacOS)
 - File System Navigation (GUI/CLI) and File Management
 - Boot Process and Troubleshooting

Week 2

Session 3: Applications and Word Processing

- Introduction to Software Applications
 - Common Application Types (Productivity, Communication, Digital Media)
 - Basic Microsoft Office Tasks (Word, Excel, PowerPoint)
 - Troubleshooting Software Issues
- Word Processing
 - Formatting Documents: Text, Paragraphs, Pages
 - Inserting Tables & Images
 - Common Word Processing Tools (Copy, Paste, Undo, etc.)

Session 4: Spreadsheets and Presentations

- Spreadsheet Basics
 - Navigating Workbooks and Worksheets
 - Data Entry, Formulas, Functions (SUM, AVERAGE)
 - Creating Tables and Charts
- Presentation Software
 - Slide Creation and Layout
 - Inserting Text and Images
 - Transitions and Animations
 - Presentation Tips and Best Practices

Week 3

Session 5: Networks and Internet Technology

- Introduction to Networks
 - Computer Networks (LAN, WAN, etc.)
 - Networking Devices (Routers, Switches, Cables)
 - Common Networking Protocols
- Internet and Cloud Technologies
 - Internet Basics, Web Applications, Online Collaboration
 - Cloud Computing and Data Centers
 - File Sharing and Global Communication

Session 6: Digital Citizenship and Mobile Technology

- Digital Citizenship
 - Ethical Use of Technology
 - Digital Rights and Responsibilities
 - Cyberbullying, Data Privacy, and Security
- Mobile Technology
 - Mobile Devices and Apps
 - Mobile Security Settings (Passcode, Biometrics, Privacy)

Week 4

Session 7: Programming Fundamentals

- Introduction to Programming
 - Basic Programming Concepts (Variables, Operators)
 - Structured Programming and Functions
 - Debugging and Fixing Errors

Session 8: Career Pathways and Final Review

- IT Career Opportunities
 - Overview of IT/IS, Programming, and Cybersecurity Careers
 - Preparing for a Career in Technology
- Review and Next Steps
 - Review of Key Course Concepts
 - Next Steps in Learning and Career Planning

Course Provided By:

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