Specific Regulations for the Certification of Advanced Computer Knowledge and Skills

Advanced Office User

1. General Specifications of the Certification Scheme

The requirements for the **Advanced Computer Knowledge and Skills (Advanced Office User)** certification scheme across the following modules:

(1) Word Processing

(2) Spreadsheets

(3) Databases

(4) Presentations

are based on:

- Research conducted by the Federation of Hellenic Information Technology and Communications Enterprises (SEPE) regarding the 2017/2018 information and communications technology market, presenting developments in the digital technology industry concerning the global, European, and Greek information and communications technology markets.
- The requirements of the current edition of the ELOT EN ISO 9001 standard, specialised for personnel certification services.
- The requirements of the current edition of the ELOT EN ISO/IEC 17024 standard, in accordance with which the Quality Management System of the UCERT Certification Body has been adapted.

2. Description of the Modules of the Certification Scheme

(1) Word Processing

The person to be certified in this module will possess the necessary knowledge and skills to utilise advanced word processing, desktop publishing, and task automation techniques, create templates, and manage documents with sections, multi-column documents, and large documents in general. They will be able to create references and tables of contents, as well as manage spreadsheets, charts, forms, fields, and macros.

(2) Spreadsheets

The person to be certified in this module will possess the necessary knowledge and skills to utilise advanced techniques for spreadsheet processing, formatting, and task automation, as well as template creation and workbook management. They will be able to handle data and data linking (tables, charts, workbooks), utilise advanced techniques for data validation and analysis, create pivot tables and scenarios, and manage macros.

(3) Databases

The person to be certified in this module will possess the necessary knowledge and skills to design tables (definition of fields, data types, primary properties) and create relationships between them, design select queries (criteria, groupings, calculations) and action queries, forms, reports (groupings, calculations), and macros. They will be able to import, export, and link data.

(4) Presentations

The person to be certified in this module will possess the necessary knowledge and skills to utilise advanced techniques for slide design and editing, as well as the insertion and formatting of elements and objects within slides. They will be able to apply slide transition effects and animation effects to slide elements and objects, configure presentation views, and manage macros.

3. Type of Certificate

The **Advanced Computer Knowledge and Skills (Advanced Office User)** certificate issued by the Body relates to **one (1) up to four (4)** of the following modules:

(1) Word Processing

(2) Spreadsheets

(3) Databases

(4) Presentations

4. Prerequisites for Participation in Certification

The Body accepts an application for certification from any candidate seeking certification, regardless of gender and level of the knowledge and skills to be certified.

Applications for certification submitted by candidates who have any collaborative relationship with the Body or a kinship (up to the third degree) with members of its staff shall be rejected.

The signed application is submitted to an Examination Centre certified by the Body, together with proof of meeting the absolute prerequisites (for the absolute prerequisites and remote examination, see the General Regulations for the Certification of Natural Persons–GRCNP).

During participation in the certification examinations, the candidate is evaluated solely on their level of knowledge and skills based on the syllabus that follows.

5. Syllabus of the Modules of the Certification Scheme

5.1 Examination Syllabus

The examination syllabus is structured across three (3) levels: **modules** (1st structural level), **knowledge/skills** (2nd structural level), and **actions/procedures** (3rd structural level).

(1) Word Processing

1. Processing and Task Automation
    a. Text
        a1. Advanced text processing techniques
    b. Paragraphs
        b1. Paragraph editing
        b2. Paragraph borders
        b3. Paragraph shading
        b4. Application of control elements to paragraphs
        b5. Character or paragraph style
        b6. Creation of a new character or paragraph style
        b7. Modification of existing character or paragraph styles
    c. Templates
        c1. Creation of a new template
        c2. Modification of template formatting
2. Desktop publishing techniques
    a. Graphic objects
        a1. Insertion of images
        a2. Handling of images and graphics
        a3. Modification of image frames
        a4. Image compression
        a5. Use of drawing options
        a6. Drawing canvas

a7. Shape design
a8. Text wrapping
a9. Addition of a watermark
a10. Using graphic objects
a11. Arrangement of objects
a12. Grouping of objects
a13. Modification of object properties
a14. Text boxes
a15. Application of border and shading to a text box
a16. Customisation of colours

b. Sections and page layout
b1. Sections and document layout
b2. Document layout
b3. Headers and footers

c. Multi-column documents
c1. Creation of column structure
c2. Modification of columns
c3. Formatting of columns

3. Large documents

a. Master/sub-document
a1. Use of outline options
a2. Reorganisation of an existing document
a3. Creation of a master document
a4. Addition of sub-documents to the master document
a5. Removal of a sub-document from a master document
a6. Printing of a master document

b. Collaboration
b1. Comments
b2. Tracking of changes in a document
b3. Acceptance or rejection of changes in a document
b4. Printing of a list of changes made to a document

c. References and tables of contents
c1. Table of contents
c2. Footnotes and endnotes
c3. Bookmarks
c4. Cross-references
c5. Index

4. Advanced table and chart techniques

a. Tables
    a1. Cell merging
    a2. Cell splitting
    a3. Table sorting
    a4. Conversion of text to a table and vice versa
    a5. Calculation of the sum of a numerical list in a table
b. Spreadsheet objects and charts
    b1. Linking and embedding objects (OLE)
    b2. Linking and embedding MS Excel data
    b3. Modification of linked and embedded worksheets
    b4. Creation of a chart
    b5. Modification of a chart
    b6. Positioning of a chart
c. Captions
    c1. Addition of captions
    c2. Modification of captions
    c3. Update of captions
    c4. Captions referencing document chapters
    c5. Modification of caption styles

5. Advanced automation techniques
    a. Mail merge
        a1. Creation of a main document
        a2. Creation of a data source document
        a3. Modification of a data source document
        a4. Selection of mail merge recipients
        a5. Drafting of the main document
        a6. Completion of mail merge
        a7. Creation of other document types
    b. Forms and fields
        b1. Using fields in a document
        b2. Display of field codes
        b3. Creation of a form
        b4. Modification of a form
        b5. Automation of a form
        b6. Deletion of form objects
        b7. Protection of a form
6. Macros
    a. Management of macros

a1. Creation of a macro
a2. Assignment of a macro to a tool or command
a3. Execution of a macro
a4. Organisation of macros

7. Finalising document processing
   a. Document security
      a1. Protection of a document
   b. Print preparation
      b1. Print options

(2) Spreadsheets

1. Advanced processing and formatting techniques
   a. Processing and formatting
      a1. Using names
      a2. Conditional formatting
      a3. Autoformatting
      a4. Using custom number formats
      a5. Insertion of a text file into a worksheet
      a6. Paste special options
   b. Views and outline
      b1. Hiding and unhiding columns and rows
      b2. Displaying or hiding a worksheet
      b3. Working with large sheets
      b4. Grouping and outlining data
      b5. Expanding or collapsing outlined data
      b6. Subtotals
      b7. Insertion of subtotals
      b8. Using a two-variable data table
2. Advanced data handling techniques
   a. Sorting and filtering
      a1. Sorting of data
      a2. Filtering of data
   b. Data linking
      b1. Linking data or a chart within the same or a different worksheet
      b2. Linking data or a chart to different workbooks
      b3. Linking of data or a chart to a word processing document
      b4. Insertion of a Word table into Excel
      b5. Modification of links
      b6. 3D aggregation of continuous worksheet data

3. Functions
    a. Functions
        a1. Function characteristics
        a2. Mathematical functions
        a3. Statistical functions
        a4. Date and time functions
        a5. Text functions
        a6. Logical functions
        a7. Database functions
        a8. Financial functions
        a9. Lookup and reference functions
4. Charts
    a. Charts
        a1. Chart characteristics
        a2. Modifying chart elements
        a3. Modifying data in a chart
        a4. Data series modifications
        a5. Pie chart
        a6. Grouping smaller slices of a pie chart
        a7. Column and bar charts
        a8. Specific settings for 2D column and bar charts
        a9. Data labels in a chart
        a10. Moving the title, legend, or data labels
        a11. Use of an image in a chart
5. Advanced data analysis techniques
    a. Pivot tables
        a1. Pivot table characteristics
        a2. Data preparation
        a3. Creation of a pivot table report
        a4. Modification of source data and updating
        a5. Grouping of data based on specific criteria
        a6. Formatting of a pivot table report
        a7. Deletion of a pivot table report
        a8. Creation of a customised pivot table
    b. Scenarios and versions
        b1. Scenario characteristics
        b2. Creation of a scenario summary report
        b3. Merging scenarios from another worksheet

b4. Goal seek

c. Auditing

c1. Working with comments

c2. Tracing cells in a worksheet

c3. Displaying all formulas

c4. Replacing a formula with its calculated result

6. Macros

a. Management of macros

a1. Creation of a macro

a2. Assignment of a macro to the toolbar

a3. Execution of a macro

a4. Deletion of a macro

7. Finalising worksheet processing

a. File security and protection

a1. Workbook security and protection

a2. Saving a workbook as read-only

a3. Protection of worksheets and workbooks

b. Templates

b1. Template workbooks

b2. Creation of a new template

b3. Modification of a template

(3) Databases

1. Tables

a. Fields/Columns

a1. Table design

a2. Basic data types

a3. Creation of a table

a4. Application or modification of data type

a5. Impact of changing data type or field size

a6. Value lookup list in a field

a7. Basic field properties

a8. Field size property (decimal places)

a9. Zero length property

a10. Required property

a11. Field format

a12. Input mask property

a13. Default value of a field

a14. Definition of a primary key

a15. Data validation

b. Relationships
   b1. Definition of relationships between tables
   b2. Enforcement of rules on relationships between tables
   b3. Application of automatic deletion and/or updating of related records
   b4. Join and relationship combinations
   b5. Association and linking of data during query design
   b6. Impact of relationships on table view

2. Queries
   a. Basic query types and query structuring
      a1. Query design
      a2. Basic query types
      a3. Creation of a query
      a4. Insertion of criteria into queries
      a5. Use of wildcards in a query
      a6. Select queries
      a7. Action queries
      a8. Cross-tab queries
      a9. Grouping of information in a query
      a10. Use of numerical and logical expressions in a query
      a11. Association and linking of data during query design
   b. Refinement of a query
      b1. Refinement of queries
      b2. Display of duplicate records
      b3. Display of unmatched values
      b4. Creation of a parameter query
      b5. Display of the highest/lowest value in a range of values
      b6. Refinement of queries using Null and NOT values
3. Forms
   a. Form design
      a1. Creation of a form
      a2. Controls
      a3. Creation of a control without the use of Wizards
      a4. Creation of numerical and logical calculation elements in a form
      a5. Determination of the sequence followed in controls (tab sequence)
      a6. Insertion of a data field into the header and footer of the first page or all pages
      a7. Subforms
4. Reports

a. Report design
    a1. Creation of a report
    a2. Insertion of a data field into the report header or footer
    a3. Insertion of a page break for report groupings
    a4. Creation of numerical and logical calculation controls in a report
    a5. Use of summary expression types using the wizard
    a6. Calculation of percentage figures in a report
    a7. Concatenation of text
    a8. Calculation of a running sum

5. Macros
    a. Management of macros
        a1. Creation of a macro
        a2. Working with macros
        a3. Execution of a macro
        a4. Assignment of a macro to a control
6. Data management
    a. Import, export, and linking of data
        a1. Import and linking of external data
        a2. Linking of data
        a3. Export of data

(4) Presentations

1. Presentation design
    a. Basic principles of presentation design
        a1. Speeches and presentations
        a2. Audience and presentation conditions
        a3. Assimilation – Understanding
        a4. Use of colours in a presentation
        a5. Delivery – Presentation
2. Advanced slide design techniques
    a. Slide preparation and design
        a1. Slide design
        a2. Using design templates
        a3. Customising the slide colour scheme
        a4. Background formatting
        a5. Insertion of slides from an existing presentation into another presentation
        a6. Insertion of an outline from a word processing file into a presentation
    b. Master slides and templates
        b1. Presentation templates

b2. Creation of a template
b3. Creation of a template based on a blank presentation

3. Graphics, images, charts, and diagrams
   a. Advanced graphics techniques
      a1. Images, graphics, and shapes
      a2. Insertion of graphical objects
      a3. Shapes
      a4. Lines, arrows, rectangles, and ellipses
      a5. Resizing objects
      a6. Composition of objects
      a7. Alignment of an object
      a8. Alignment of a group of objects
      a9. Distribution of a group of objects
      a10. Arrangement of an object
      a11. Positioning of an object on a slide
      a12. Grouping, ungrouping, and separation of multiple objects on a slide
      a13. Conversion of an image or graphic into a drawing object
      a14. Omission of background graphics for one or more slides
      a15. Saving a slide as an image (.gif, .jpeg, .bmp, .png)
      a16. Application of effects to images and graphics
   b. Photo editing
      b1. Photo editing
      b2. Launching a photo editing application
      b3. Paint
      b4. Using PowerPoint
   c. Charts and diagrams
      c1. Creation of a chart
      c2. Combination charts
      c3. Modification of a chart
      c4. Modification of chart options
      c5. Use of an image in a chart
      c6. Creation of diagrams or organisation charts
      c7. Flowcharts
4. Use of multimedia
   a. Object and slide effects
      a1. Object and slide effects
      a2. Basic animation effects
      a3. Creation of custom animation effects

a4. Removal of animation effects

b. Multimedia

b1. Use of multimedia in a presentation

b2. Insertion of audio into animation effects

b3. Insertion of multimedia files (audio and/or video) into a slide

5. Management of presentations

a. Slide show control and custom views

a1. Custom views

a2. Use of interactivity in a presentation

a3. Use of interactivity on the content of a slide

a4. Modification of interactivity properties on a slide

a5. Slide transition effects

a6. Application and removal of timings from slide transitions

a7. Slide show setup

b. Correlation of presentation information

b1. Use of hyperlinks and links in a presentation

b2. Linking text from a document or a worksheet range

b3. Updating and modification of linked elements in a presentation

b4. Embedding of an object

b5. Conversion of a linked object into an embedded object

b6. Insertion of an image file and linking it to the file

6. Macros

a. Management of macros

a1. Creation of a macro

a2. Assignment of a macro to the toolbar

a3. Execution of a macro

a4. Execution of a macro from a hotspot

a5. Deletion of a macro

5.2 Knowledge and skills certified

(1) Word Processing

In terms of knowledge, the candidate shall:

- Know the basic functions of a PC
- Know the basic applications of a PC
- Know the basic elements of an operating system
- Know task processing and automation techniques
- Know advanced word processing techniques
- Know paragraph processing techniques

- Know the methods for creating templates
- Know desktop publishing processing techniques
- Know the characteristics of sections and page layout
- Know how to manage multi-column layouts
- Know how to manage large documents
- Know the characteristics of workgroups
- Know the methods for creating reports and tables of contents
- Know how to manage spreadsheets and charts
- Know advanced automation techniques
- Know how to manage forms, fields, and macros
- Know the methods for finalising text processing

In terms of skills, the candidate shall:

- Use search tools
- Work across different windows/work tabs
- Process paragraphs (borders, shading, styles)
- Create and modify templates
- Insert, compress, handle, and modify images
- Design shapes
- Adjust colours
- Group and process objects
- Insert and process headers and footers
- Modify columns
- Create, reorganise, print, and delete documents
- Track and accept or reject changes in documents
- Process tables of contents, footnotes, bookmarks, and cross-references
- Process cells and tables
- Link and embed MS Excel objects
- Process annotations
- Process mail merge
- Merge mail merge components
- Manage forms and fields
- Automate, delete, and protect forms
- Create, execute, and organise commands
- Protect documents
- Select print characteristics

(2) Spreadsheets

In terms of knowledge, the candidate shall:

- Know advanced spreadsheet processing and formatting techniques
- Know view and outlining techniques
- Know data handling techniques
- Know data linking techniques (tables, charts, workbooks)
- Know the characteristics of functions
- Know the characteristics of charts
- Know advanced data analysis techniques
- Know the characteristics of pivot tables
- Know the characteristics of sorting and filtering
- Know the characteristics of scenarios
- Know auditing techniques
- Know the methods for managing macros
- Know the methods for document protection
- Know the characteristics of template workbooks

In terms of skills, the candidate shall:

- Process and format spreadsheets
- Import text files into spreadsheets
- Insert totals
- Group and outline data
- Display or hide worksheets
- Sort and filter data
- Link data or charts to workbooks or word processing documents
- Handle functions (mathematical, statistical, logical, financial, etc.)
- Process charts
- Modify data series
- Change chart elements
- Insert special settings for column and bar charts
- Use images in charts
- Prepare data to be inserted into tables
- Group and modify data
- Create, format, and delete tables and data
- Create scenario summary reports
- Merge scenarios
- Replace formulae
- Create, execute, and delete macros

- Secure and protect workbooks
- Create and process template workbooks

(3) Databases

In terms of knowledge, the candidate shall:

- Know the basic properties of fields and tables
- Know table design methods
- Know the basic data types
- Know the implications of changing data types
- Know the input mask property
- Know the definition of relationships between tables
- Know the rules governing relationships between tables
- Know how to relate and link data
- Know join types and relationship combinations
- Know the basic query types
- Know query construction methods
- Know how to enter criteria in queries
- Know how to group information in a query
- Know how to relate and link data when designing queries
- Know how to refine a query
- Know how to design forms and subforms
- Know how to design reports
- Know how to create reports
- Know how to create numerical and logical calculation controls in a report
- Know the impact of relationships on table views
- Know how to concatenate text
- Know how to calculate sums and running totals
- Know how to create and edit macros
- Know how to import, export, and link data

In terms of skills, the candidate shall:

- Design and create tables
- Apply and change data types
- Validate data
- Apply rules governing relationships between tables

- Apply cascade delete and cascade update of records
- Relate and link data
- Design and create queries
- Group information in a query
- Relate and link data when designing queries
- Group information in queries
- Refine queries
- Create parameter queries
- Create forms
- Create controls without using wizards
- Create numerical and logical calculation controls on forms
- Define tab order
- Create reports
- Process headers and footers
- Create numerical and logical calculation controls in reports
- Link text
- Calculate running sums
- Create, edit, and execute macros
- Import, link, and export data

(4) Presentations

In terms of knowledge, the candidate shall:

- Know how to design presentations
- Know how to deliver presentations
- Know advanced slide design techniques
- Know how to use design templates
- Know how to format slides
- Know how to insert slides
- Know how to create templates
- Know advanced graphics techniques
- Know how to insert and process objects
- Know how to group, separate, and ungroup objects
- Know how to convert images
- Know how to save images
- Know how to apply effects
- Know how to process images

- Know how to create charts and diagrams
- Know how to use multimedia in a presentation
- Know how to control slide shows
- Know the properties of interactivity on slides
- Know how to set up slide shows
- Know how to correlate information in a presentation
- Know how to embed objects
- Know the characteristics of macros
- Know how to manage macros

In terms of skills, the candidate shall:

- Create presentations
- Design slides
- Use design templates
- Format slides
- Insert and delete slides
- Create presentation templates
- Insert graphical objects into presentations
- Convert images into drawing objects
- Save slides as images
- Apply effects to images and graphics
- Process photos
- Create charts
- Modify chart options
- Create diagrams or organisation charts
- Apply and remove effects on slides
- Use multimedia
- Insert audio into animation effects
- Insert multimedia files into slides
- Use interactivity on slides
- Change interactivity properties
- Apply slide transitions
- Set up slide shows
- Use hyperlinks and links in presentations
- Update and modify linked elements
- Embed objects
- Create, assign, execute, and delete macros

6. Examination Duration and Topics

The certification examination for each subject area shall last **forty-five (45) minutes** and shall consist of **twenty-eight (28) examination tasks (questions) of the "case study" type**, randomly selected from the corresponding Item Bank. Of these, fourteen (14) shall be of low difficulty (easy, accounting for 50%), seven (7) of medium difficulty (moderate, accounting for 25%), and seven (7) of high difficulty (hard, accounting for 25%).

Successful participation in the examination shall require answering at least 70% of the twenty-eight (28) examination tasks.

Each Item Bank shall be distinct according to the candidate subject area and software version and may include "closed-ended" examination tasks not exceeding 40% of the total.

7. Recertification

Prior to the expiry of the five-year validity period of a certificate bearing the ESYD logo, the certificate holder—provided they wish to have their knowledge, skills, and/or competences recertified and, consequently, have the validity period extended for a further five (5) years—shall be required to complete the following actions in a timely manner:

1. Submit a request for the recertification of knowledge, skills, and/or competences in electronic or hard-copy format, in accordance with the instructions provided by the Manager of a Certified Examination Centre of the Body or, in the event of participation in a remote examination, directly to the Body.
2. Pay the recertification fee in accordance with the Body's current price list.
3. Successfully participate in a certification examination.

Upon successful completion of the procedure, the certificate shall be reissued, bearing thereon the date of the initial certification.

In the event that the aforementioned actions are not completed in a timely manner, the certificate shall be deemed invalid upon its expiry, and the individual shall be required to repeat the prescribed (initial) certification procedure in full.

It is noted that recertification shall be valid provided that the above actions are successfully completed. Otherwise, the individual concerned shall be required to repeat the (initial) certification procedure, which, upon successful completion, shall result in the issuance of a new

certificate (with a different code). The recertification procedure may be repeated every five (5) years under the same conditions.

8. Revision History

Revision Number	Description of Revision	Effective Date
1.0	Initial edition	04-07-2020
1.2	Revision of the recertification process	30-09-2021