

FREQUENTLY ASKED QUESTIONS (FAQs)

Why should organisations select ICDL rather than other certification providers?

ICDL is the world's leading computer skills certification which enables individuals and organizations to access, build and certify their competence in the use of computers and digital tools to the globally-recognized ICDL standard. The quality and reputation of ICDL is built over 20 years of experience in delivering the certification programme to over 16 million people and in more than 40 languages worldwide, with more than 2.5 million ICDL tests taken annually.

What is the structure of the programme?

Participants shall complete the learning sessions according to the duration of each module. Upon completion of the lessons, candidates will sit for the ICDL Diagnostic Test. Candidates who achieve a pass in the ICDL diagnostic test will be assigned to the ICDL certification test.



Learners will be provided with ICDL learning material (either e-book or e-learning), supported by ICDL certified trainers at MCKL.

What is the assessment format for this programme?

Candidates shall complete the assessment using ICDL's online platform, ICDL Skillbox. Candidates are expected to demonstrate their understanding in the digital skills by answering a set of multiple-choice and practical skills questions.

Are the tests graded? If yes, what is the minimum passing grade?

Yes, all tests are graded! The minimum passing grade for an ICDL diagnostic test is 80% and 75% for ICDL certification test. Each candidate is given 3 times to attempt your diagnostic test for practices before the final certification test.

What happens if a participant does not meet the minimum requirement for the test?

An additional RM 100.00 shall be charged per additional attempt.

Does a participant received a certificate after completing a module?

Yes, participant will receive an ICDL Digital Badge and e-Certificate upon successfully completing an ICDL module and passing the certification test.

Is this programme HRD Corp claimable?

MCKL is an approved training provider and selected programmes* are HRD Corp claimable. (*Terms & conditions apply)

Who can I contact if I require further information pertaining to this programme?

Customised courses and workshops are available. Contact us by emailing admission@mckl.edu.my for further details.

CONTINUING PROFESSIONAL DEVELOPMENT COURSE ICDL - The Digital Skills Standard



Digital transformation is affecting every level of work. Many roles have evolved to rely closely on technology, while new sectors and new categories of work are emerging that are entirely technology dependent. Around the world, most professional roles now require digital skills.

To remain relevant and competitive, organisations of every type are integrating technology into their working practices. These organisations require working professionals that are digitally literate, possess easily transferable skills and can collaborate in an international setting.



ICDL is the digital skills standard. Across the world, education and training institutions, public and private sector employers, use ICDL to provide the current and future workforce with the digital skills necessary to perform effectively in the modern workplace. ICDL will enable learners to develop their digital skills to a high standard and provide them with a highly regarded international certification. ICDL offers a wide range of digital skills for learners with no prior computer experience, as well as those requiring advanced digital skills.

There are three (3) categories of ICDL programmes:

i. ICDL Workforce: Digital Skills for Employability and Productivity

ICDL Workforce is designed to build the digital skills of the modern workplace. These modules will help employees and candidates demonstrate their effective use of technology with skills and knowledge that can be further developed by progressing to the ICDL Professional modules and beyond.

ii. ICDL Professional: Digital Skills for Occupational Effectiveness

ICDL Professional is designed to meet the needs of modern professionals in a range of sectors and develops an advanced level of skills for those with technology reliant roles. From the use of business applications to the fundamentals of advanced technologies, these skills allow them to manage different types of workload as well as collaborate with technical teams.

iii. ICDL Insights: Digital Understanding of Trending and Emerging Technologies

ICDL Insights offers overview modules that are contextualised in a practical way. These short, introductory modules provide the conceptual understanding to allow business managers who are not IT professionals to consider the potential of technology and have informed conversations with IT professionals or specialists.

ICDL WORKFORCE

■ Cyber Security

- Level : Beginner
- Duration : 8 hours (1 day)
- Delivery mode : Conventional face-to-face only

This module is suitable for individuals and organisations to understand good practice in maintaining a secure network connection, using the Internet safely and securely, and managing data and information. It covers concepts underlying IT security in daily life and learning the best practices with regard to managing data, browsing Internet securely, and backing-up and restoring data appropriately.

■ Documents

- Level : Beginner
- Duration : 8 hours (1 day)
- Delivery mode : Conventional face-to-face only

This module covers the main concepts and skills needed for common word processing tasks, such as creating, formatting, and finishing letters and other everyday documents. Developing the skills needed to create complex documents that are attractive and easy to read.

■ Spreadsheets

- Level : Beginner
- Duration : 8 hours (1 day)
- Delivery mode : Conventional face-to-face only

This module covers the main concepts and skills needed to use spreadsheets, such as tasks associated with developing, formatting, modifying and using a spreadsheet. Having the skills to operate and get the most from a spreadsheet application directly enhances your ability to manage numerical data and will positively impact on your job performance.

ICDL PROFESSIONAL

■ Computing

- Level : Beginner
- Duration : 16 hours (2 days)
- Delivery mode : Conventional face-to-face only

The module sets out the skills and competences relating to computational thinking and coding and will guide learners through the process of problem solving and creating simple computer programs. It will help learners to understand how to use computational thinking techniques to identify, analyse and solve problems, as well as how to design, write and test simple computer programs using well structured, efficient and accurate code.

■ Data Analytics

- Level : Intermediate
- Duration : 16 hours (2 days)
- Delivery mode : Conventional face-to-face only

This module covers the essential knowledge and skills relating to key data analytics concepts, statistical analysis, data set preparation, data set summarisation and creating data visualisations using Microsoft Excel and Power Bi desktop. It is suitable for entrepreneurs, managers or workers who need practical skills in data analysis.

■ Digital Marketing

- Level : Beginner
- Duration : 16 hours (2 days)
- Delivery mode : Conventional face-to-face only

This module covers the main concepts and skills of digital marketing, such as creating a web presence, optimising content for search engines, using social media platforms, selling online, different types of advertising, as well as using data analytics.

■ Documents (Advanced)

- Level : Intermediate / Advanced
- Duration : 16 hours (2 days)
- Delivery mode : Conventional face-to-face only

This module covers the advanced skills needed to create, produce, review and distribute complex documents, such as working with tables of contents, footnotes and endnotes, adding comments, tracking changes, creating forms and labels, and using Mail Merge. Building on word processing application skills through ICDL Advanced Documents module help candidates to demonstrate professionalism and save time in creating, producing, reviewing and distributing of documents.

■ Financial Spreadsheets

- Level : Intermediate / Advanced
- Duration : 16 hours (2 days)
- Delivery mode : Conventional face-to-face only

This module covers the advanced skills needed to produce sophisticated reports, perform complex mathematical and statistical calculations, and improve productivity using a spreadsheet application. It looks at elements of spreadsheet use most relevant to people working in finance roles and complements the skills and concepts in the ICDL Financial Spreadsheets module.

■ Management Spreadsheets

- Level : Intermediate / Advanced
- Duration : 16 hours (2 days)
- Delivery mode : Conventional face-to-face only

This module covers the advanced skills needed to use the versatile features of spreadsheets to produce reports, provide statistical or mathematical analysis, and manage data more effectively and productively.

■ Presentations (Advanced)

- Level : Intermediate / Advanced
- Duration : 16 hours (2 days)
- Delivery mode : Conventional face-to-face only

This module covers the advanced skills needed to plan and create effective presentations, manage and protect presentations, as well as the technical considerations of giving presentations. Learning the skills to use the presentation applications to its full potential and having a well-prepared, original and memorable presentation can make the difference in creating an engaging slideshow and have greater impact on your audience.

■ Project Planning

- Level : Beginner
- Duration : 16 hours (2 days)
- Delivery mode : Conventional face-to-face only

This module covers the main skills needed to use project management software when managing projects. This includes preparing, monitoring and overseeing different elements of a project, such as time, costs, tasks, resources, priorities and collaborators.

ICDL INSIGHTS

■ Artificial Intelligence

- Level : Beginner
- Duration : 8 hours
- Delivery mode : e-Learning

This module introduces the potential of Artificial Intelligence (AI), which is a form of intelligence demonstrated by machines whereby the machine perceives its environment and takes actions that maximises the chance of achieving specified goals.

■ Big Data

- Level : Beginner
- Duration : 8 hours
- Delivery mode : e-Learning

This module introduces the term 'Big Data' which is used to describe the massive volume of both structured and unstructured data that is so large to process using traditional techniques. Big Data is important not in terms of volume but in terms of what you do with the data and how you utilise it to benefit your organisation.

■ Cloud Computing

- Level : Beginner
- Duration : 8 hours
- Delivery mode : e-Learning

The module introduces the use of Internet connected remote servers to store, manage, and process data, instead of using local servers or computers. It provides an understanding of the potential of these technologies, as well as a grasp of the benefits and challenges associated with their adoption.

■ Internet of Things

- Level : Beginner
- Duration : 8 hours
- Delivery mode : e-Learning

This module introduces the Internet of Things (IoT), which extends Internet connectivity from computers and related devices to other physical devices or common objects and leverages from technologies such as embedded systems, wireless sensors, and automation.

■ Information Literacy

- Level : Beginner
- Duration : 16 hours (2 days)
- Delivery mode : Conventional face-to-face only

This module covers the main concepts and skills relating to identifying, searching, evaluating, organising and communicating online information. The vast amount of information available online is a valuable resource when carrying out research, but suitable knowledge and skills must be applied to enable students to create factually sound and well-researched outputs. The skills developed in this module can be applied to searches relating to any topic or area.

■ ICT in Education

- Level : Beginner
- Duration : 16 hours (2 days)
- Delivery mode : Conventional face-to-face only

This module is designed for educators to develop the skills and knowledge needed to use ICT resources in a learning environment. It comprises of nine topics that covers the main concepts and skills needed to use ICT as an effective support to pedagogy. It will enable educators to use ICT to support and enhance teaching and learning effectively.

Exclusive for Educators!