GIÁO TRÌNH

MÔN HỌC: NGOẠI NGỮ CHUYÊN NGÀNH CNTT

NGÀNH:CÔNG NGHỆ THÔNG TIN(ỨNG DỤNG PHẦN MỀM)

TRÌNH ĐỘ: TRUNG CẤP

(Ban hành kèm theo Quyết định số: 405 /QĐ-CĐKT ngày 5 tháng 7 năm 2022 của trường cao đẳng Thương Mại và Du Lịch)

Thái Nguyên, Năm 2022

(Lưu hành nội bộ)

TUYÊN BỐ BẢN QUYỀN

Tài liệu này thuộc loại sách giáo trình nên các nguồn thông tin có thể được phép dùng nguyên bản hoặc trích dùng cho các mục đích về đào tạo và tham khảo.

Mọi mục đích khác mang tính lệch lạc hoặc sử dụng với mục đích kinh doanh thiếu lành mạnh sẽ bị nghiêm cấm.

LỜI GIỚI THIỆU

Trong những năm gần đây, nhờ chính sách mở cửa, Việt Nam đã phát triển quan hệ hợp tác trên nhiều lĩnh vực với các nước khác trong khu vực và trên thế giới.Để góp phần vào công cuộc công nghiệp hoá, hiện đại hoá đất nước và mở rông quan hệ hợp tác kinh tế quốc tế việc giảng dạy và học tập ngoại ngữ trong các trường phổ thông cũng như trong các trường chuyên nghiệp đang ngày càng được chú trọng. Trường Cao đẳng thương mại cũng nằm trong xu thế phát triển chung đó. Việc dạy ngoại ngữ cho học sinh, sinh viên thuộc các chuyên ngành đào tạo khác nhau luôn được Nhà trường quan tâm. Bên cạnh các học phần tiếng ngoại ngữ cơ bản, học sinh sinh viên còn được học các học phần ngoại ngữ chuyên ngành, giúp cho học sinh, sinh viên có thể vận dụng vào công việc tương lai của mình sau khi ra trường.

Tuy nhiên, để giảng dạy ngoại ngữ chuyên ngành cho học sinh một cách hiệu quả thì cần phải có giáo trình phù hợp. Vì vậy, Bộ môn Ngoại ngữ đã nghiên cứu biên soạn giáo trình tiếng Anh chuyên ngành dành cho công nghệ thông tin (ứng dụng phần mềm)..

Giáo trình được biên soạn dựa trên một số tài liệu tiếng Anh chuyên ngành dành cho công nghệ thông tin của các tác giả trong và ngoài nước theo hướng chọn lựa những nội dung quan trọng và cần thiết đáp ứng được các yêu cầu đặt ra trong chương trình đào tạo của nhà trường và nhu cầu sử dụng tiếng Anh sau khi ra trường của học sinh, sinh viên theo học chuyên ngành Công Nghệ Thông Tin(Ứng dụng phần mềm). Giáo trình gồm có 8 bài, trong đó mỗi bài đều liên quan đến công nghệ thông tin, bao gồm từ vựng, ngữ pháp và các cấu trúc liên quan, thực hành các kĩ năng.Nhằm tạo điều kiện cho người học có một bộ tài liệu tham khảo mang tính tổng hợp, thống nhất và mang tính thực tiễn sâu hơn.

Nội dung của giáo trình bao gồm các bài sau:

Unit 1: Working in the IT industry

Unit 2: Computer System

Unit 3: Websites

Unit 4: Databases

Unit 5: E-commerce

Unit 6: Network systems

Unit 7: IT support

Unit 8: IT Security and safety

Trong quá trình biên soạn, giáo trình chắc chắn không tránh khỏi những thiếu sót, bất cập. Bộ môn Ngoại ngữ - Trường Cao đẳng Thương mại và Du lịch rất mong nhận được những ý kiến đóng góp của các đồng nghiệp và học sinh, sinh viên để từng bước hoàn thiện giáo trình này trong các lần tái bản sau. Mọi chi tiết góp ý xin gửi về : Nguyen.welldone@gmail.com. Xin trân thành cảm ơn!

Ngày   tháng   năm 2022

Tham gia biên soạn

1. ThS.   Nguyễn Thị Thái Ninh – Chủ biên

2 CN.   Nguyễn Thị Hải Yến

3. ThS.   Hoàng Thị Mai Anh

4. CN.   Hoàng Thị Thúy An

MỤC LỤC

GIÁO TRÌNH MÔN HỌC

1. Tên môn học: NGOẠI NGỮ CHUYÊN NGÀNH CÔNG NGHỆ THÔNG TIN

2. Mã môn học: MH 15

3. Vị trí, tính chất của môn học:

3.1. Vị trí: Ngoại ngữ chuyên ngành công nghệ thông tin là môn học thuộc kiến thức chuyên môn. Môn học này được bố trí giảng dạy trong chương trình đào tạo trình độ trung cấp ngành/nghề công nghệ thông tin (Ứng dụng phần mềm).

3.2.Tính chất: Ngoại ngữ chuyên ngành công nghệ thông tin là môn học quan trọng cung cấp cho học sinh những kiến thức chuyên môn về công nghệ thông tin.

4. Mục tiêu môn học:

4.1. Kiến thức:Môn học này trang bị cho học sinh những kiến thức ngữ pháp, từ vựng về chuyên ngành công nghệ thông tin (ứng dụng phần mềm).

4.2. Về kĩ năng: Sau khi hoàn thành môn học, học sinh có thể hiểu được Tiếng Anh chuyên ngành công nghệ thông tin cung cấp cho người học vốn từ vựng về chuyên ngành công nghệ thông tin, đặc biệt là các thuật ngữ được sử dụng trong hệ thống máy tính và các cụm từ xuất hiện trong các sự cố máy tính cũng như trong các chỉ dẫn, học sinh có khả năng trình bày, diễn đạt một vấn đề một cách tương đối lưu loát, thành thạo với kiến thức chuyên ngành công nghệ thông tin (ứng dụng phần mềm).

Ngoài những kỹ năng chuyên môn, môn học còn trang bị cho học sinh kỹ năng tư duy, sống và làm việc trong mối quan hệ tương tác với con người, tập thể, tổ chức, cộng đồng, xã hội phục vụ cho cuộc sống và công việc. Cụ thể như: kỹ năng làm việc nhóm; kỹ năng tìm kiếm, tổng hợp, phân tích và đánh giá thông tin ; kỹ năng sử dụng ngôn ngữ; kỹ năng khám phá; kỹ năng sáng tạo; kỹ năng viết; kỹ năng học tập suốt đời, rèn luyện kỹ năng giao tiếp , ứng xử, giải quyết các tình huống với khách của một IT .

4.3. Về năng lực tự chủ và trách nhiệm:Học sinh có thái độ nghiêm túc khi nghiên cứu môn học, tích cực, chủ động, sáng tạo trong học tập.

5. Nội dung môn học:

5.1. Chương trình khung

Mã MH	Tên môn học	Số tín chỉ	Thời gian học tập *(giờ)*			
			Tổng số	Trong đó		
				Lý thuyết	Thực hành/ thựctập/ bài tập/ thảo luận	Kiểm tra
I	**Các môn học chung**	**12**	**255**	**94**	**148**	**13**
MH01	Chính trị	2	30	15	13	2
MH02	Pháp luật	1	15	9	5	1
MH03	Giáo dục thể chất	1	30	4	24	2
MH04	Giáo dục quốc phòng và an ninh	2	45	21	21	3
MH05	Tin học	2	45	15	29	1
MH06	Ngoại ngữ	4	90	30	56	4
II	**Các môn học chuyên môn**	**64**	**1560**	**565**	**948**	**47**
II.1	***Môn học cơ sở***	***16***	***240***	***224***	***-***	***16***
MH07	Tin học văn phòng	2	30	28	-	2
MH08	Bảng tính Excel	2	30	28	-	2
MH09	Cấu trúc máy tính	2	30	28	-	2
MH10	Mạng máy tính	2	30	28	-	2
MH11	Lập trình cơ bản	2	30	28	-	2
MH12	Cấu trúc dữ liệu và giải thuật	2	30	28	-	2
MH13	Cơ sở dữ liệu	2	30	28	-	2
MH14	Lắp ráp và bảo trì máy tính	2	30	28	-	2
II.2	***Môn học chuyên môn***	***46***	***1290***	***313***	***948***	***29***
MH15	Ngoại ngữ ch.ngành CNTT	4	60	57	-	3
MH16	Hệ điều hành Windows Server	2	30	28	-	2
MH17	Quản trị CSDL với Access 1	3	45	43	-	2
MH18	Quản trị CSDL với SQL Server	3	45	43	-	2

MH19	Lập trình Windows 1	3	45	43	-	2
MH20	Thiết kế và quản trị website	3	45	43	-	2
MH21	Đồ họa ứng dụng	2	30	28	-	2
MH22	An toàn và bảo mật thông tin	2	30	28	-	2
MH23	TH xây dựng phần mềm quản lý	4	120	-	114	6
MH24	TH thiết kế và quản trị website	4	120	-	114	6
MH25	Thực tập tốt nghiệp	16	720		720	
II.3	*Môn học tự chọn* (chọn 1 trong 2)	*2*	*30*	*28*	*-*	*2*
MH26	Kỹ năng giao tiếp, phục vụ khách hàng	2	30	28	-	2
MH27	Lập trình mạng	2	30	28	-	2
	Tổng cộng	**76**	**1815**	**659**	**1096**	**60**

5.2. Chương trình chi tiết môn học

Số TT	Tên chương, mục	Thời gian (giờ)			
		Tổng số	Lý thuyết	Thực hành, thí nghiệm, thảo luận,bài tập	Kiểm tra
1	**Unit 1:Working in the IT industry** 1. Meeting people . 2. Jobs in IT 3. Schedules . 4. Spelling . 5. Business matters	8	8		
2	**Unit 2: Computer system** 1. Computer hardware	7	7		

	2. Computer software 3. Working with computers 4. Computer usage 5. Business matters				
3	**Unit 3: Websites** 1. Website purpose 2. Website analytics 3. Website development 4. The best websites 5. Business matters	8	7		1
4	**Unit 4: Databases** 1. Database basics 2. Data processing 3. Data storage and back up 4. Database systems benefits 5. Business matters	7	7		
5	**Unit 5: E-commerce** 1. E-commerce companies 2. E-commerce features 3. Transaction security 4. Online transactions 5. Business matters	7	7		
6	**Unit 6: Network systems** 1. Types of network 2. Networking hardware 3.Talking about the Networking sites 4. Network range and speed 5. Business matters	8	7		1
7	**Unit 7: IT support** 1. Fault diagnosis 2. Software repair 3. Hardware repair 4. Customer service	7	7		

	5. Business matters				
8	**Unit 8: IT Security and safety** 1. Security solutions 2. Workstation health and safety 3. Security procedures 4. Reporting incidents 5. Business matters	8	7		1
	Tổng	**60**	**57**		**3**

6. Điều kiện thực hiện môn học:

6.1. Trang thiết bị máy móc: máy chiếu, loa, bảng, phấn viết, máy vi tính có kết nối Internet.

6.2. Học liệu, dụng cụ, nguyên vật liệu:

(Giáo trình/ bài giảng chính): English for information technology, mô hình học tập

7. Nội dung và phương pháp đánh giá

7.1. Nội dung:

Kiến thức: Mỗi bài đều củng cố cho người học về từ vựng chuyên ngành công nghệ thông tin, kiến thức ngữ pháp, mẫu câu thông dụng trong tình huống giao tiếp..

Kỹ năng: Người học tiếp tục rèn luyện từ vựng, kỹ năng sử dụng ngôn ngữ; kỹ năng khám phá; kỹ năng sáng tạo; kỹ năng viết; kỹ năng học tập suốt đời, rèn luyện kỹ năng giao tiếp , ứng xử, giải quyết các tình huống với khách của một IT .

Về năng lực tự chủ và trách nhiệm: Học sinh có thái độ nghiêm túc khi nghiên cứu môn học, tích cực, chủ động, sáng tạo trong học tập.

7.2. Phương pháp:

Việc đánh giá kết quả học tập của người học được thực hiện theo quy định tại Thông tư 04/2022/TT-BLĐTBXH ngày 30 tháng 3 năm 2022 của Bộ lao động – Thương binh và Xã hội; Quy chế Tổ chức đào tạo trình độ trung cấp, trình độ cao đẳng theo phương thức tích lũy mô đun, tín chỉ của Nhà trường ban hành kèm theo Quyết định số 246/QĐ-CĐTMDL ngày 01/6/2022 và hướng dẫn cụ thể theo từng môn học/ mô đun trong chương trình đào tạo.

STT	Phương pháp	Hình thức
1	Kiểm tra thường xuyên	Tự luận
2	Kiểm tra định kỳ	Tự luận

| 3 | Thi kết thúc môn học | Tự luận |

8. Hướng dẫn thực hiện môn học:

8.1. Phạm vi áp dụng môn học: Chương trình đào tạo môn học Ngoại ngữ chuyên ngành công nghệ thông tin(ứng dụng phần mềm) được sử dụng cho hệ đào tạo trung cấp ngành/nghề công nghệ thông tin(ứng dụng phần mềm) do Trường cao đẳng Thương mại và Du lịch thực hiện.

8.2. Hướng dẫn về phương pháp giảng dạy, học tập môn học:

8.2.1.Đối với người dạy: Khi giảng dạy môn học này cần kết hợp giữa giảng dạy lý thuyết với vận dụng phương pháp dạy học tích cực, tăng cường phát vấn, giao tiếp, kiểm tra đánh giá kết quả học tập.

8.2.2. Đối với người học: Phải có giáo trình và tài liệu tham khảo, tích cực xây dựng bài, làm bài đầy đủ trước khi đến lớp, thường xuyên thảo luận và trao đổi và luyện kĩ năng nói, thuyết trình.

9.Tài liệu tham khảo:

[1]. Basic English for computing- Eric.H.Glending; John Mr Ewan Oxford University press- 2002/ English for information technology 1.

 [2]. Tiếng Anh trong vi tính- Trần Thanh Tuyến; Minh Chung NXB Thống kê – 2000

[3]. English in computing science- Cát Văn Thành- Nxb thống kê – 1999

[4]. Giáo trình Tiếng Anh công nghệ thông tin, Lê Đức Hào - Ngọc Huyên, Nxb thống kê – 2002

[5]. Thạc Bình Cường, Hướng dẫn môn học Anh văn chuyên ngành, Tiếng Anh chuyên ngành CNTT (English for IT & Computer users), Nhà xuất bản Khoa học và Kỹ thuật, 2007.

UNIT 1: Working in the IT industry

TEACHING AIMS:

After learning this unit, the students can know:

Knowledge:

> In order to equip learners with some knowledge of specialized vocabulary related to computers in general and types of computers,

> Practice reading comprehension skills, and consolidate grammar knowledge: present simple and tense.

> Develop vocabulary about the topic.

> Practice listening, speaking, reading and writing

Skills:

Listening, speaking, reading and writing

Working in pairs and in groups

Capacity for autonomy and responsibilty:

Have inspiration in learning

Be aware of the importance and practical significance of English for Tourism

Follow the workplace rules and regulations

TEACHING METHODS

For teachers: use active teaching methods (lecture, question and answer, problem-based teaching)

For learners: proactively read the textbook (Unit 1) before class

CONDITIONS FOR IMPLEMENTATION

TEACHING AIDS:

Chalks, textbook, projector and handouts

LEARNING MATERIALS, TOOL, MATERIAL

Course curriculum, textbooks, reference materials, lesson plans, movies, and related documents

CHECKING AND EVALUATING

Content:

Knowledge: Check and evaluate all content stated in the knowledge objectives

Skills: Evaluate all content stated in the skill objectives.

Capacity for autonomy and responsibility: During the learning process, learners need to:

+ Research the lesson before going to class

+ Prepare full study materials.

+ Participate in the full duration of the course.

+ Serious in the learning process.

Method:

Regular check point

Periodically check theory

CONTENT: UNIT 1

Meeting people .

Speaking: How do you greet people in your country ?

What do you say when you greet people in English?

Reading: 1. **Taylor**: Hi Betty, pleased to meet you.

Betty: Pleased to meet you, too. This is Tim.

Tim: Hello everyone. Nice meeting you here.

Taylor: Where do you work, Tim?

Tim: I'm a system analyst. My job is to maintain and improve the computer system for Dell. How about you?

Taylor: I work for Microsoft in Canada. I'm a programmer. I write code for Word.

Tim: Who do you work for, Betty?

Betty: I'm a software designer at Samsung. I often develop a plan for software solutions.

Tim: It seems challenging, but interesting.

Taylor: I see. Let's go. The workshop starts in ten minutes.

2. Teacher: Good morning, everyone! Today I have good news for you.

Mike: What is it? I can't figure it out.

Teacher: Well, our school has launched a school website. I think it will be useful for all of us.

Willam: What are the features of the school website?

Teacher: You can update news about school activities, such as workshops, sports day, and the book week celebration on the school website. Also, your weekly timetable and the date of exams are updated on the website, too.

Mike: That sounds good.

Sophie: Is there a blog on our school website?

Teacher: Yes! There is a blog sharing inspirational stories about students in the school and advice on how to study more effectively.

Harry: I'm looking forward to it. Hope that it will be well-designed and eye-catching.

Mike: I can't wait to read the blog.

3.Jane: Good morning, everyone! Please welcome our new coworker. This is Andrew, and he is an IT support officer.

Andrew: Hi everyone. Nice to meet you guys! Today is my first day at the office. I'm very excited to work with all of you.

Thomas: Andrew, can you introduce yourself more to everyone?

Andrew: I have worked as an IT support officer for 5 years. Before joining our company, I worked for a logistics company.

Jane: Can you share why you applied for this position in our company?

Andrew: I saw the information about the IT support officer position on a job-hunting site. As soon as I read the job description, I decided to apply for it. I think it suits me well.

Thomas: What does your job involve?

Andrew: I am responsible for monitoring and providing technical assistance for all staff in the company, so you can call me when you get into trouble with your computer. I also create new accounts and deal with password issues.

Thomas: Can you help me set up systems or resolve software and hardware issues?

Andrew: Of course! This is my duty. I can also support you to set up the equipment and ensure the cables and software work properly.

Jobs in IT

Some communication patterns

1.What programming languages are you proficient in?

2.Have you worked on any software development projects recently?

3.Could you explain the process of debugging a program?

4.How do you handle database management and design?

5.Can you describe your experience with network security?

6.What coding frameworks or libraries are you familiar with?

7.Have you used any version control systems like Git?

8.Could you provide an example of a complex algorithm you've implemented?

9.How do you approach software testing and quality assurance?

10.Can you explain the concept of object-oriented programming?

11.Have you worked with cloud computing platforms like AWS or Azure?

12.Could you describe your experience with mobile app development?

13.How do you stay updated with the latest trends and advancements in technology?

14. Can you discuss any projects where you collaborated with a team of developers?

15. What steps do you take to ensure the security of sensitive user data in your applications?

Pair work. Practice the conversation.

1. Mary: What's in these boxes?

Jim: The big one is my scanner and the little ones are my speakers and modem.

Mary: You sure bought a lot of peripherals.

Jim: Well, I still want to buy a laser jet printer.

2. **Linda**: Hey Jim, that's a nice computer.

Jim: Yeah, but it doesn't work. Look, I turn on the monitor, turn on the computer, and nothing happens.

Linda: Are all the cables plugged in?

Jim: Yes, and I read the manual three times. I don't understand!

Linda: Let me look at it. Oh, here you are - you didn't plug it in..

Jim: Oh no....

2. Bob: Hi Andrew, I think my computer went wrong.

Andrew: What's wrong with it?

Bob: I don't know exactly. I can't turn it on.

Andrew: Have you checked the cords on your computer?

Bob: What cords?

Andrew: It is the cord that connects your computer to the power outlet.

Bob: I have just reconnected this cord.

Andrew: Now turn it on and see if it works.

Bob: Luckily, it works. Thank you so much.

Andrew: You're welcome. Let me know if you have any problems with your computer.

Language focus

1. S + to be + excited to…: ai đó rất hào hứng làm gì.

2. Introduce someone to someone: giới thiệu ai với ai.

3. Work as + Danh từ chỉ nghề nghiệp: làm công việc gì.

4. As soon as + mệnh đề ở thì quá khứ, hiện tại đơn, hiện tại hoàn thành: ngay khi….

5. Suit someone well: phù hợp với ai.

6. Be responsible for + Danh từ/ V-ing: chịu trách nhiệm về điều gì.

7. Deal with + Danh từ/ cụm danh từ: giải quyết, xử lý

8. Where do you work?: Bạn làm ở đâu thế?

9. My job is to + Động từ: Công việc của tôi là.

10. S + work for + tên công ty: Tôi làm cho công ty…

11. It seems + tính từ: nó dường như/ có vẻ…

12. Let's + động từ : hãy… => Mẫu câu cầu khiến, dùng để yêu cầu người khác làm gì.

Spelling

ACL -   access control list

CAT - category

PC   -   personal computer

MAC –media access control

NAC - network access control

AP   - access point

DC   - desktop computer

Business matters

1. Do you work or are you a student?

2. What is your ideal job?

3. Is your town a nice place to live?

4. Do you prefer to work for someone else or work for yourself?

5. Do you think it is risky to set up a business by yourself?

6. Why do some people decide to set up their own business?

7. What are some of the dangers involved in starting a business?

8. What are some of things you have to do when running your own business that might not appeal to everyone?

9. What kind of business are you interested in?

10.Do you prefer to work for a multinational company or a domestic one?

11. Do you work or are you a student?

> I am currently in my first year of college. My major is information technology. However, I have recently considered starting my own business. Perhaps it will be an online store that sells used devices such as laptops or cell phones.
>
> To consider (v): cân nhắc

12. Do you prefer to work for someone else or work for yourself?

While some people prefer to work for an organization, others decide to start their own businesses. For me, I would prefer to start out working for a company before switching to being my own boss once my financial situation has been secured.

13. To start one's own business (v): tự thành lập công ty, tự mình làm chủ công việc

14. Financial situation (n): tình hình tài chính

15. To be secured (v): được bảo đảm, được bảo vệ

16. Do you think it is risky to set up a business by yourself?

Yes, it is always a high risk to start your own company. Your personal income is not guaranteed, particularly in the initial months and years of the existence of your business. Surely it would require a lot of effort when being your own boss

UNIT 2: Computer system

TEACHING AIMS:

After learning this unit, the students can know:

Knowledge:

To equip learners to master specialized vocabulary related to computers in general and the applications of hardware and software in computer systems in daily life.

Practice reading comprehension skills, and Review grammar knowledge: comparative forms of countable and uncountable adjectives and nouns

Practice listening, speaking, reading and writing

Skills:

Listening, speaking, reading and writing

Working in pairs and in groups

Capacity for autonomy and responsibilty:

Have inspiration in learning

Be aware of the importance and practical significance of English for Tourism

Follow the workplace rules and regulations

TEACHING METHODS

For teachers: use active teaching methods (lecture, question and answer, problem-based teaching)

For learners: proactively read the textbook (Unit 2) before class

CONDITIONS FOR IMPLEMENTATION

TEACHING AIDS:

Chalks, textbook, projector and handouts

LEARNING MATERIALS, TOOL, MATERIAL

Course curriculum, textbooks, reference materials, lesson plans, movies, and related documents

CHECKING AND EVALUATING

Content:

Knowledge: Check and evaluate all content stated in the knowledge objectives

Skills: Evaluate all content stated in the skill objectives.

Capacity for autonomy and responsibility: During the learning process, learners need to:

+ Research the lesson before going to class

+ Prepare full study materials.

+ Participate in the full duration of the course.

+ Serious in the learning process.

Method:

Regular check point

Periodically check theory

CONTENT: UNIT 2

Computer hardware

A computer is a machine with an intricate network of electronic circuits that operate switches or magnetize tiny metal cores. The I switches, like the cores, are capable of being in one of two possible I states, that is, on or off; magnetized or demagnetized. The machine is capable of storing and manipulating numbers, letters, and characters.The basic idea of a computer is that we can make the machine do what we want by inputting signals that turn certain switches on and turn others off, or that magnetize or do not magnetize the cores.

The basic job of computers is the processing of information. For this reason, computer can be defined as devices which accept information in the form of instructions called a program and

characters called data, perform mathematical and/or logical operations on the information, and then supply results of these operations. The program, or part of it, which tells the computers what

to do and the data, which provide the information needed to solve the problem, are kept inside the computer in a place called memory. Computers are thought to have many remarkable powers. However, most computers,

whether large or small have three basic capabilities. First, computers have circuits for performing arithmetic operations, such as: addition, subtraction, division, multiplication and exponentiation.

Second, computers have a means of communicating with the user. After all, if we couldn't feed information in and get results back, these machines wouldn't be of much use. However,.certain

computers (commonly minicomputers and microcomputers) are used to control directly things such as robots, aircraft navigation systems, medical instruments, etc. Some of the most common methods of inputting information are to use punched cards, magnetic tape, disks, and terminals. The computer's input device (which might be a card reader, a tape drive or disk drive, depending on the medium used in inputting information) reads theinformation into the computer.

For outputting infonnation, two common devices used are a printer which prints the new information on paper, or a CRT display screen which shows the results on a TV-like screen.

Third, computers have circuits which can make decisions. The kinds of decisions which computer circuits can make are not of the type: "Who would win a war between two countries?"

or "Who is the richest person in the world?" Unfortunately, the computer can only decide three things, named: Is one number less than another? Are two numbers equal? and, Is one number

greater than another? A computer can solve a series of problems and make hundreds, even thousands, of logical

decisions without becoming tired or bored. It can find the solution to a problem in a fraction of the time it takes a human being to do the job. A computer can replace people in dull, routine tasks, but

it has no originality; it works according to the instructions given to it and cannot exercise any value judgements. There are times when a computer seems to operate like a mechanical "brain",

but its achievements are limited by the minds of human beings. A computer cannot do anything unless a person tells it what to do and gives it the appropriate infonnation; but because electric pulses can move at the speed of light, a computer can carry out vast numbers of arithmeticlogical operations almost instantaneously. A person can do everything a computer can do, but in many cases that person would be dead long before the job was finished.

a. Main idea

Which statement best expresses the main idea of the text? Why did you eliminate the other choices?

1. Computers have changed the way in which many kinds of jobs are done.

2. Instructions and data must be given to the computer.

3. Computers are machines capable of processing and outputting data.

4. Without computers, many tasks would take much longer to do.

b. Understanding the passage

Decide whether the following statements are true or false (T/F) by referring to the information in the text. Then make the necessary changes so that the false statements become true.

1. A computer can store or handle any data even if it hasn't received information to do so.

2. All computers accept and process information in the form of instructions and characters.

3. The information necessary for solving problems is found in the memory of the computer.

4. Not all computers can perform arithmetic operations, make decisions, and communicate in some ways with the users.

5.Computers can still be useful machines even if they can't communicate with the users.

6.There are many different devices used for feeding information into a computer.

7.There aren't as many different types of devices used for giving results as there are for accepting information.

8.Computers can make any type of decisions they are asked to do.

9. Computers can work endlessly without having to stop to rest unless there is a breakdown

Computer software

Write down whether the following statements are true or false.

1 Computers can think. .

2 All systems are made up of groups of elements.

3 Computers can remember a set of instructions.

4 Computers make few mistakes.

5 A computer does not learn from past experiences.

6 Output is something put into the system.

7 A computer was first developed to perform numerical calculations.

8 Computers are human.

9 Our modern society is dependent on computers.

10 Computers hate people.

What can computers do?

Computers and microchips have become part of our everyday lives: we visit shops and offices which have been designed with the help of computers, we read magazines which have been produced on computer, we pay bills prepared by computers. Just picking up a telephone and dialling a number involves the use of a sophisticated computer system, as does making a flight reservation or bank transaction. We encounter daily many computers that spring to life the instant they're switched on (e.g. calculators, the car's electronic ignition, the timer in the microwave, or the programmer inside the TV set), all of which use chip technology. What makes your computer such a miraculous device? Each time you turn it on, it is a tabula rasa that, with appropriate hardware and software, is capable of doing anything you ask. It is a calculating machine that speeds up financial calculations. It is an electronic filing cabinet which manages large collections of data such as customers' lists, accounts, or inventories. It is a magical typewriter that -allows you to type and print any kind of document - letters, memos or legal documents. It is a personal communicator that enables you to interact with other computers and with people around the world. If you like gadgets and electronic entertainment, you can even use your PC to relax with computer games.

Working with computers

1. operation, operate, operator, operational, operationally, operating

a. A computer can perform mathematical ...... very quickly.

b. One of the first persons to note that the computer is malfunctioning is the computer ......

c. The job of a computer operator is to .... the various machines in a computer installation.

d. The new machines in the computer installation are not yet ....

2. acceptance, accept, accepted, acceptable, acceptably

a. A computer is a device which ...... processes and gives out information.

b. The students are still waiting for their .....into the Computer Science program.

c. It is .....to work without a template if the flowcharts are not kept on file.

Computer usage

discussion - What kind of computers have you used?

Reading: When only a few computers are hooked together, usually in a single office or building, the result is called a Local Area Network (LAN). When the computers are connected over a greater distance, for example sales offices throughout a city, the result is called a Wide Area Network (WAN). Connecting all of these LANs and WANs together results in an Internet.The Internet is the world wide connection of all different kinds of networks. A new kind of

network is emerging for businesses called an intranet. This refers to all the computers in a company sharing data using the same kind of system as the Internet.

What does a scanner do?

A scanner converts fext or pictures into electronic codes that can be manipulated by the computer. In a flatbed scanner, the paper with the image is placed face down on a glass screen similarto a photocopier. Beneath the glass are the lighting and measurement devices. Once the scanner is activated, it reads the image as a series of dots and then generates a digitized image that is sent to

the computer and stored as a file. The manufacturer usually includes software which offers different ways of treating the scanned image. A colour scanner operates by using three rotating lamps, each of which has a different coloured fIlter: red, green and blue. The resulting three separate images are combined into one by appropriate software

Business matters

Many people do not understand how a system works, yet they know that if the system is given a certain input it will produce a certain output. For example, in a

recorded music system when a CD is placed in the CD player and the play button is pressed, the music will be heard.

Most people are not concerned with how the CD player works. A system such as this can be called a 'black box' because the internal components of the system are not fully understood by most people. Their main concern is that the system accomplishes its task.

UNIT 3: Websites

TEACHING AIMS:

After learning this unit, the students can know:

Knowledge:

Master specialized vocabulary related to the topic of websites, purposes, and applications of websites in daily life.

Practice skimming skills to find details in reading texts, practice conversational speaking skills

Practice listening, speaking, reading and writing

Skills:

Listening, speaking, reading and writing

Working in pairs and in groups

Capacity for autonomy and responsibilty:

Have inspiration in learning

Be aware of the importance and practical significance of English for Tourism

Follow the workplace rules and regulations

TEACHING METHODS

For teachers: use active teaching methods (lecture, question and answer, problem-based teaching)

For learners: proactively read the textbook (Unit 3) before class

CONDITIONS FOR IMPLEMENTATION

TEACHING AIDS:

Chalks, textbook, projector and handouts

LEARNING MATERIALS, TOOL, MATERIAL

Course curriculum, textbooks, reference materials, lesson plans, movies, and related documents

CHECKING AND EVALUATING

Content:

Knowledge: Check and evaluate all content stated in the knowledge objectives

Skills: Evaluate all content stated in the skill objectives.

Capacity for autonomy and responsibility: During the learning process, learners need to:

+ Research the lesson before going to class

+ Prepare full study materials.

+ Participate in the full duration of the course.

+ Serious in the learning process.

Method:

Regular check point

Periodically check theory

CONTENT: UNIT 3

Website purpose

In order to use computers effectively to solve problems in our environment, computer systems are devised. A "system" implies a good mixture of integrated parts working together to form a useful whole. Computer systems may be discussed in two parts. The first part is hardware - the physical, electronic and electromechanical devices that are thought and recognized as "computers". The second part is software - the programs that control and coordinate the activities of the computer hardware and that direct the processing of data.

Website analytics

Word-processing facilities

Writing letters, memos or reports are the ways most people use computers. They manipulate words and text on a screen primarily to print at some later time and store for safe keeping. Computers alleviate much of the tedium associated with typing, proofing and manipulating words. Because computers can store and recall information so readily, documents need not be retyped from scratch just to make corrections or changes. The real strength of word processing lies in this ability to store, retrieve and change information. Typing is still necessary (at least, for now) to put the information into the computer initially but once in, the need to retype only applies to new information. Word processing is more than just typing, however. Features such as Search and Replace allow users to find a

particular phrase or word no matter where it is in a body of text. This becomes more useful as the amount of text grows. Word processors usually include different ways to view the text. Some include a view that

displays the text with editor's marks that show hidden characters or commands (spaces, returns, paragraph endings, applied styles, etc.). Many word processors include the ability to show exactly how the text will appear on paper when printed. This is called WYSIWYG (What You See Is What You Get, pronounced 'wizzy-wig'). WYSIWYG shows bold, italic, underline and other type style characteristics on the screen so that the user can clearly see what he or she is typing. Another

feature is the correct display of different typefaces and format characteristics (margins, indents, super- and sub-scripted characters, etc.). This allows the user to plan the document more accurately and reduces the frustration of printing something that doesn't look right. Many word processors now have so many features that they approach the capabilities of layout applications for desktop publishing. They can import graphics, format multiple columns of text, run text around graphics, etc. Two important features offered by word processors are automatic hyphenation and mail merging. Automatic hyphenation is the splitting of a word between two lines so that the text will fit better on the page. The word processor constantly monitors words typed and when it reaches

the end of a line, if a word is too long to fit, it checks that word in a hyphenation dictionary. This dictionary contains a list of words with the preferred places to split it. If one of these cases fits part of the word at the end of the line, the word processor splits the word, adds a hyphen at the end and places the rest on the next line. This happens extremely fast and gives text a more polished and professional look. Mail merge applications are largely responsible for the explosion of 'personalized' mail. Form letters with designated spaces for names and addresses are stored as documents with links to lists of names and addresses of potential buyers or clients. By designating what information goes

into which blank space, a computer can process a huge amount of correspondence substituting the 'personal' information into a form letter. The final document appears to be typed specifically to the person addressed.

Many word processors can also generate tables of numbers or figures, sophisticated indexes

Website development

Large computer systems, or mainframes, as they are referred to in the field of computer science, are those computer systems found in computer installations processing immense amounts of data. These powerful computers make use of very high-speed main memories into which data and programs to be dealt with are transferred for rapid access. These powerful machines have a larger repertoire of more complex instructions which can be executed more quickly. Whereas smaller computers may take several steps to perform a particular operation, a larger machine may accomplish the same thing with one instruction. [2] These computers can be of two types: digital or analog. The digital computer or general purpose computer as it is often known, makes up about 90 percent of the large computers now in use. It gets its name because the data that are presented to it are made up of code consisting of digits single character numbers. The digital computer is like a gigantic cash register in that it can do calculations in steps, one after another at tremendous speed and with great accuracy. Digital computer programming is by far the most commonly used in electronic data processing for business or statistical purposes. The analog computer works something like a car speedometer

The best websites

Really powerful computers continue to be bulky and require special provision of their housing, refrigeration systems, air filtration and power suppliers. This is because much more space is taken up by the input output devices the magnetic tape and disk unit and other peripheral equipment than by the electronic components that do not make up the bulk of the machine in powerful installation. The power consumption of these machines is also quite high, not to mention the price that runs into hundreds of thousands of dollars. The future will bring great developments in the mechanical devices associated with computer systems. For a long time these have been the weak link, from the point of view of both efficiency and reliability.

Business matters

Computers can do wonders, but they can waste a lot of money unless careful consideration goes into buying them. Any businessman thinking of buying a computer system should ……………………… admit he knows very little about computers…………….., he must realize that the computer salesman doesn't know how his business works………. , that he should get outside advice is a must, not necessarily from consultants but from other executives who have had

recent experience in buying a computer system…….. he should try to see systems similar to ones under consideration in operation. Because his operations will have differences that must be accommodated, he should find out what would be involved in upgrading a system……….. important thing to know before buying a computer is the financial situation of the supplier because computer companies come and go and not all are financially stable…….. , the prospective buyer should demand that every detail be covered in writing, including hardware and software if they are supplied by different companies. 1bere's nothing wrong with computers

UNIT 4: Databases

TEACHING AIMS:

After learning this unit, the students can know:

Knowledge:

>Know about specialized database storage and backup vocabulary.

>Grasp the main idea of the lesson, become familiar with the conjunctions that connect the layout of a paragraph.

>Practice speaking skills through conversation situations in the lesson.

>Practice listening, speaking, reading and writing

Skills:

>Listening, speaking, reading and writing

>Working in pairs and in groups

Capacity for autonomy and responsibilty:

>Have inspiration in learning

>Be aware of the importance and practical significance of English for Tourism

>Follow the workplace rules and regulations

TEACHING METHODS

>For teachers: use active teaching methods (lecture, question and answer, problem-based teaching)

>For learners: proactively read the textbook (Unit 4) before class

CONDITIONS FOR IMPLEMENTATION

TEACHING AIDS:

>Chalks, textbook, projector and handouts

LEARNING MATERIALS, TOOL, MATERIAL

Course curriculum, textbooks, reference materials, lesson plans, movies, and related documents

CHECKING AND EVALUATING

Content:

Knowledge: Check and evaluate all content stated in the knowledge objectives

Skills: Evaluate all content stated in the skill objectives.

Capacity for autonomy and responsibility: During the learning process, learners need to:

+ Research the lesson before going to class

+ Prepare full study materials.

+ Participate in the full duration of the course.

+ Serious in the learning process.

Method:

Regular check point

Periodically check theory

CONTENT: UNIT 4

Database basics

It is common practice in computer science for the words "computer" and "processor" to be used interchangeably. More precisely, "computer" refers to the central processing unit (CPU) together with an internal memory. The internal memory or main storage, control and processing components make up the heart of the computer system. Manufacturers design the CPU to control

and carry out basic instructions for their particular computer. The CPU coordinates all the activities of the various components of the computer. It

determines which operations should be carried out and in what order. The CPU can also retrieve information from memory and can store the results of manipulations back into the memory unit for later reference.

In digital computers the CPU can be divided into two functional units called the control unit (CU) and the arithmetic - logical unit (ALU). These two units are. made up of electronic circuits with millions of switches that can be in

one of two states, either on or off. The function of the control unit within the central processor is to transmit coordinating

control signals and commands. The control unit is that portion of the computer that directs the sequence or step-by-step operations of the system, selects instructions and data from memory,

interprets the program instructions, and controls the flow between main storage and the arithmetic - logical unit.

The arithmetic - logical unit, on the other hand, is that portion of the computer in which the

actual arithmetic operations, namely, addition, subtraction, multiplication, division and exponentiation, called for in the ' instructions are performed. It also performs some kinds of logical operations such as comparing or selecting information. All the operations of the ALU are under the direction of the control unit. Programs and the data on which the control unit and the ALU operate, must be in internal memory in order to be processed. Thus, if located on : secondary memory devices such as disks or tapes, programs and data and ftrst loaded into internal memory. Main storage and the CPU are connected to a console, where manual control operations can be performed by an operator. The console is an important, but special purpose, piece of equipment. It is used mainly when the computer is being started up, or during maintenance and repair. Many mini and micro systems do not have a console.

Data processing

Security and privacy on the Internet There are a lot of benefits from an open system like the Internet, but we are also exposed to hackers who break into computer systems just for fun, as well as to steal information or propagate

viruses. So how do you go about making online transactions secure? Security on the Web The question of security is crucial when sending confidential information such as credit card numbers. For example, consider the process of buying a book on the Web. You have to type your credit card number into an order form which passes from computer to computer on its way to the online bookstore. If one of the intermediary computers is illustrated by hackers, your data can be copied. It is difficult to say how often this happens, but it's technically possible. To avoid risks, you should set all security alerts to high on your Web browser. Netscape Communicator and Internet Explorer display a lock when the Web page is secure and allow you to disable or delete 'cookies'. If you use online bank services, make sure your bank uses digital certificates. A popular security standard is SET (secure electronic transactions). E-mail privacy

Similarly, as your e-mail message travels across the net, it is copied temporarily on many computers in between. This means it can be read by unscrupulous people

Data storage and back up

The only way to protect a message is to put it in a sort of 'envelope', that is, to encode it with some form of encryption. A system designed to send e-mail privately is Pretty Good Privacy, a freeware program written by Phil Zimmerman. Network security Private networks connected to the Internet can be attacked by intruders who attempt to take valuable information such as Social Security numbers, bank accounts or research and business reports. To protect crucial data, companies hire security consultants who analyse the risks and provide security solutions. The most common methods of protection are passwords for access control, encryption and decryption systems, and firewalls. Virus protection Viruses can enter a PC through files from disks, the Internet or bulletin board systems. If you want to protect your system, don't open e-mail attachments from strangers and take care when downloading files from the Web. (Plain text e-mail alone can't pass a virus.) Remember also to update your anti-virus software as often as possible, since new viruses

Database systems benefits

As mentioned previously, one of the most important characteristics of a computer is its capability of storing information in its memory long enough to process it. Not all computers have the same type of memory. In this section, three types of memory will be discussed: core memory, semiconductor memory (or chip), and bubble memory. The memory of the first computers was made up of a kind of grid of fine vertical and horizontal wires. At each intersection where the wires crossed, there was a small ferrite ring called a core (hence the name "core memory") which was capable of being either magnetized or demagnetized. Every intersection had its unique address: consequently, when an electrical current was passed through the wires, the magnetized as well as the unmagnetized cores were identifted by their respective addresses. Each core represented a binary digit of either 0 or 1, depending on its state. Early computers had a capacity of around 80,000 bits; whereas now, it is not surprising to hear about computers with a memory capacity of millions of bits. This has been made possible by the advent of transistors and by the advances in the manufacture of miniaturized circuitry. As the result, mainframes have been

reduced in both size and cost. Throughout the 1950s, 1960s and up to the mid 1970s, core memory dominated the market. In the 1970s, there was a further development which revolutionized the computer field. This was the ability to etch thousands of integrated circuits onto a tiny piece (chip) of silicon, which is a non-metallic element with semiconductor characteristics. Chips have thousands of identical circuits, each one capable of storing one bit. Because of the very small size of the chip, and consequently of the circuits etched on it, electrical signals do not have to travel far, hence, they are transmitted faster. Moreover, the size of the components containing the circuitry can be considerably reduced, a step which has led to the introduction of both minis and micros. As a result, computers have become smaller, faster, and cheaper. There is one problem with semiconductor memory, however: when power is removed, information in the memory is lost unlike core memory, which is capable of retaining information during a power failure.

Business matters

Comprehension

a. Main idea

Which statements do not express the main idea of the text?

0 1. Core memory was the fIrst type of computer memory developed.

0 2. There are at least three different kinds of memory used in computers.

0 3. Bubble memory is the latest development in computer memory.

b. Understanding the passage

Decide whether the following statements are true or false (T /F) by referring to the

information in the text. Then make necessary changes so that the false statements become true.

1. The most important function of a computer is to hold information in its memory in order

to process it.

2. Minicomputers, microcomputers, and mainframes all have the same kind of memory.

3. Semiconductor memory was developed before core memory and after bubble memory.

4. Core memory uses small metal rings which can be magnetized or unmagnetized.

5. The state of the core can be represented by either 0 or 1.

6. Early computer memories had less storage capacity than newer ones.

7. A transistor and a chip are the same kind of device.

8. The development of chips made it possible for minicomputers and microcomputers to

be invented.

9. Bubble memory is smaller than a chip.

10. Bubble memory doesn't have very many advantages.

UNIT 5: E-commerce

TEACHING AIMS:

After learning this unit, the students can know:

Knowledge:

Master specialized vocabulary related to the topic of e-commerce, commercial features, transaction security in computer systems.

Practice skimming skills to find details in the reading

Practice listening, speaking, reading and writing

Skills:

Listening, speaking, reading and writing

Working in pairs and in groups

Capacity for autonomy and responsibilty:

Have inspiration in learning

Be aware of the importance and practical significance of English for Tourism

Follow the workplace rules and regulations

TEACHING METHODS

For teachers: use active teaching methods (lecture, question and answer, problem-based teaching)

For learners: proactively read the textbook (Unit 5) before class

CONDITIONS FOR IMPLEMENTATION

TEACHING AIDS:

Chalks, textbook, projector and handouts

LEARNING MATERIALS, TOOL, MATERIAL

Course curriculum, textbooks, reference materials, lesson plans, movies, and related documents

CHECKING AND EVALUATING

Content:

Knowledge: Check and evaluate all content stated in the knowledge objectives

Skills: Evaluate all content stated in the skill objectives.

Capacity for autonomy and responsibility: During the learning process, learners need to:

+ Research the lesson before going to class

+ Prepare full study materials.

+ Participate in the full duration of the course.

+ Serious in the learning process.

Method:

Regular check point

Periodically check theory

CONTENT: UNIT 5

E-commerce companies

Tapes are an example of sequential-access memory technology; an example of randomaccess or direct-access secondary memory devices is the magnetic disk. It provides a large amount of storage and rapid retrieval of any stored information. All disks are made of substance coated with metal oxide, and can therefore be magnetized. Magnetic disks are of two kinds, namely floppy and hard. The hard disks, in turn, are subdivided into fixed-head and moving-head disks which are either cartridge or pack. Floppy disks, or diskettes as they are called, are made from plastic, which makes them very light, flexible, are quite inexpensive, whereas hard disks are made from a rigid material. A disk cartridge is made of a circular disk called a platter, about the same size as a longplaying record, which can be magnetized on both sides. When a number of these circular platters are stacked one on top of the other, they are called a disk pack. How many platters there are in a disk pack varies depending on the manufacturer and the model.The recording surface of a disk has concentric circles called tracks, which are similar to the grooves in a record. Information is stored on a track in magnetized spots called bits. These bits are similar to the bits in internal memory and are situated on the track such that usually every eight of them make up one byte.

E-commerce features

Information on a disk is organized in terms of blocks, each having its own address, which consists of a cylinder number, a track number, and a record number. To access directly the necessary information, the recording heads first seek the required cylinder, then search to find the begining of the required record, and then transfer the information to the memory of the computer or to another form of storage, all of which is done in a few milliseconds.

Dust and dirt cause the recording condition of disks to deteriorate. As a result, data packs, which are disks with the recording heads sealed inside, were developed. They are more expensive than the nonnal disk packs but the drives on which they are mounted are cheaper than the normaldisk drives. Disk drives are of two kinds: drives with a single non-removable platter, and drives in which disks can be changed. The latter kind is further subdivided into top-loading single platter, front-loading single platter, and top-loading multiple platter. Some disk drives open from the top, where single platter disks are placed. Other drives open in the front and single platter disks, either hard disks or diskettes, are inserted. For very long storage, the top-loading multiple platter drives are used.

After being mounted on a disk drive, disks are kept spining at a very high and constant speed, thus allowing the recording heads to have direct access to the required information. For example, the pack on the IBM 3330 spins at 60 revolutions per second.

Transaction security

Comprehension

a. Main idea

Which statements do not express the main idea of the text?

01. There are many different types of magnetic disks and disk drives.

02. It takes a very short time to access information from disks.

03. Disks provide more storage than tapes, and therefore are more expensive.

b.Understanding the passage

Decide whether the following statements are true or false (T/F) by referring to the information in the text. Then make the necessary changes so that the false statements become true.

1.Magnetic disks are better than magnetic tapes only because they provide large amounts of storage.

2. Disk packs are fixed-head disks.

3. Not all disks are made from a rigid material.

4. There are two platters in each disk cartridge.

5. The number of platters in a disk depends on the company that makes it.

6. Bits are magnetized grooves in the surface of a disk.

7. To access information, the recordillg heads move from one groove to another.

8. Information on cylinders is accessed one track at a time.

9. The recording heads in a data pack are part of the disk and not the disk drive.

10. There are three kinds of disk drives.

Online transactions

Algorithms are used to enable computers to solve particular problems and perform a variety of tasks. This involves a number of stages: first, the problem is analysed to determine its essential features. Secondly, the algorithm is written to solve the problem. Thirdly, the algorithm is changed into a programming language which can be understood by the computer. In order for the algorithm to be easily changed into a programming language, it needs to be written in a particular form. Algorithms can be expressed in a number of forms including English prose pseudocode and flowcharts.

Business matters

Flowcharts are a way of describing algorithms in pictorial form. They are often favoured since it is easier to follow the structure in a picture than in words; however, it is very easy to draw a flowchart which is complex and difficult to change into programming language. The basic elements of a flowchart are a set of symbols (containing messages) and interconnecting lines with arrows: A set of standards for flowcharts has been established for a number of different applications. The four most commonly used symbols are shown in the following table.

UNIT 6: Network systems

TEACHING AIMS:

After learning this unit, the students can know:

Knowledge:

> Master specialized vocabulary related to the topic of computer networks and easily understand instructions or symbols related to networks, consolidate grammar about simple past tense and present passive voice,

Practice practice reading comprehension skillsPractice listening, speaking, reading and writing

Skills:

Listening, speaking, reading and writing

Working in pairs and in groups

Capacity for autonomy and responsibilty:

Have inspiration in learning

Be aware of the importance and practical significance of English for Tourism

Follow the workplace rules and regulations

TEACHING METHODS

For teachers: use active teaching methods (lecture, question and answer, problem-based teaching)

For learners: proactively read the textbook (Unit 6) before class

CONDITIONS FOR IMPLEMENTATION

TEACHING AIDS:

Chalks, textbook, projector and handouts

LEARNING MATERIALS, TOOL, MATERIAL

Course curriculum, textbooks, reference materials, lesson plans, movies, and related documents

CHECKING AND EVALUATING

Content:

Knowledge: Check and evaluate all content stated in the knowledge objectives

Skills: Evaluate all content stated in the skill objectives.

Capacity for autonomy and responsibility: During the learning process, learners need to:

+ Research the lesson before going to class

+ Prepare full study materials.

+ Participate in the full duration of the course.

+ Serious in the learning process.

Method:

Regular check point

Periodically check theory

CONTENT: UNIT 6

Types of network

Fill in the blank with a suitable word:

popular / do/ can/ than/ with/ away/ music/ some/ of/good.

Computer now is very ..(1)....to people in the world. It helps us ..(2)....many things. It has many advantages such as we ...(3)....search the information in the Internet faster...(4).....search it in the books. Nowadays, we can communicate ...(5)....each other even though we are very far ...(6).....from them. Moreover, we can learn foreign language, read newspaper, watch TV, listen to..(7)..... and many things. However, it also has..(8)....... disanvantages. It wastes lots ...(9)....your time for sitting in front of the computer which is not ...(10)...... for your help and makes you lazier.

Networking hardware

Translate English into Vietnamese

Computers are an essential tool that has made life very convenient and simple. It can help you complete more than one task in a short and fast time. It can do the work of many people in a short time. It is the utility smart device of the highest efficiency. The first computer was a mechanical calculator invented by Charles Babbage. Computers operate more efficiently when using hardware together with fully installed application software. Other necessary computer accessories are keyboard, mouse, printer, CPU and UPS.

Talking about the Networking sites

Computer is a modern tool which has made life very easy and simple. It has the capability to complete more than one task in small time. It is able to do work of many human beings alone within less time. It is the utility of highest efficiency. The first computer was a mechanical computer which was created by the Charles Babbage. A computer works successfully using its hardware and fully installed application software. Other accessories of the computer are keyboard, mouse, printer, CPU and UPS.

The data which we put into the computer using device is called input data and device as input device and data which we take outside using printer or the other device is called as output data and device as output device. The input data gets changed into the information which can be stored and changed anytime. Computer is very safe tool for data storage which is being used in various fields.

We can shop, pay our electricity bill, water bill, video chat, messaging, e-mail messages anywhere in the world and lots of online activities using the internet.

Network range and speed

Choose the correct answer.

1. When I work on the train I always use my _____.

A. pc   B. log out   C.laptop

2. You should create a new _____ for security reasons.

A.printer   B. password   C.username

3. Click on the following _____ for more information.

A.link   B. linked   C. laptop

4. I am going to _____ for information on the internet.

A. see   B.search   C. screen

5. This _____ needs a new cartridge. It's running out of ink.

A. computer   B. laptop   C. printer

Business matters

Complete the questions.

1   What's the battery …………………….. of your tablet?

2   Has your laptop got a built-in …………………….. you can use for talking on Skype?

3   Where's the memory card …………………….. on this games console?

4   How many USB …………………….. has your computer got?

5   Where can I get a new SIM …………………….. for my phone?

Put the words in the correct order to make sentences.

1.   document / an / they / scanning / are / important

2.   uploading / he / is / some / photos

3.   contact / her / she / entering / details / is

4.   they / a / downloading / internet / the / from / are / song

5.   comment / posting / a / she / Facebook / on / is

6.   she / photos / deleting / her / from / tablet / is

UNIT 7: IT support

TEACHING AIMS:

After learning this unit, the students can know:

Knowledge:

Master specialized vocabulary related to information technology support topics on error diagnosis, how to repair hardware and software in computer systems.

Practice skimming skills to find details in readings , practice speaking skills through conversations

Practice listening, speaking, reading and writing

Skills:

Listening, speaking, reading and writing

Working in pairs and in groups

Capacity for autonomy and responsibilty:

Have inspiration in learning

Be aware of the importance and practical significance of English for Tourism

Follow the workplace rules and regulations

TEACHING METHODS

For teachers: use active teaching methods (lecture, question and answer, problem-based teaching)

For learners: proactively read the textbook (Unit 7) before class

CONDITIONS FOR IMPLEMENTATION

TEACHING AIDS:

Chalks, textbook, projector and handouts

LEARNING MATERIALS, TOOL, MATERIAL

Course curriculum, textbooks, reference materials, lesson plans, movies, and related documents

CHECKING AND EVALUATING

Content:

Knowledge: Check and evaluate all content stated in the knowledge objectives

Skills: Evaluate all content stated in the skill objectives.

Capacity for autonomy and responsibility: During the learning process, learners need to:

+ Research the lesson before going to class

+ Prepare full study materials.

+ Participate in the full duration of the course.

+ Serious in the learning process.

Method:

Regular check point

Periodically check theory

CONTENT: UNIT 7

Fault diagnosis

A computer is a machine or device that performs processes, calculations and operations based on instructions provided by a software or hardware program. It has the ability to accept data (input), process it, and then produce outputs.

Everything you do on your computer will rely on both hardware and software. For example, right now you may be viewing this lesson in a web browser (software) and using your mouse (hardware) to click from page to page.

Many people use desktop computers at work, home, and school. Desktop computers are designed to be placed on a desk, and they're typically made up of a few different parts, including the computer case, monitor, keyboard, and mouse.

The second type of computer you may be familiar with is a laptop computer, commonly called a laptop. Laptops are battery-powered computers that are more portable than desktops, allowing you to use them almost anywhere.

Software repair

Choose the word to complete the sentence: bold / back / e-mail / print / folder / laptop / mouse / password / user name / download / search / ASAP

Example: My colleague sent me an _____ about the meeting. (Email)

1. Confirm your attendance _____.

2. You should save all the documents in this _____.

3. Click on the left button of the _____.

4. A lot of people _____ music from the internet.

5. You can _____ for cheap flights online.

6. If you want to emphasize something put the words in _____.

7. Can I _____ this document on that printer?

8. When you set up an account you need to choose a user name and a secret _____.

9. Go _____ to the first folder.

10. I prefer using a _____ than a regular computer. I can bring it anywhere.

1. You should save all the documents in this folder.

Click on the left button of the mouse.

2. A lot of people _____ music from the internet.

A lot of people download music from the internet.

3. You can _____ for cheap flights online.

You can search for cheap flights online.

4. If you want to emphasize something put the words in _____.

If you want to emphasize something put the words in bold.

5. Can I _____ this document on that printer?

Can I print this document on that printer?

6. When you set up an account you need to choose a user name and a secret _____.

. When you set up an account you need to choose a user name and a secret password.

7. Go _____ to the first folder.

Go back to the first folder.

8. I prefer using a _____ than a regular computer. I can bring it anywhere.

I prefer using a laptop than a regular computer. I can bring it anywhere.

9. Confirm your attendance _____.

Confirm your attendance ASAP.

Hardware repair

Complete the sentences with the correct words.

1 I don't …………………… many comments on social media sites.

a install   b post   c surf

2   Why don't you …………………… all the files on your computer that you don't need any more?

a delete   b follow   c upload

3   I decided to …………………… my ole photos to make a digital copy of them.

a connect to   b remove   c scan

4 You need to …………………… your password to log on to the site.

a enter   b restart c visit

5 …………………… the receipt and take it with you to collect your tickets.

a Install   b Print   c Upload

6 Do you …………………… any famous people on Twitter?

a scan   b enter   c follow

Customer service

Computer is a modern tool which has made life very easy and simple. It has the capability to complete more than one task in small time. It is able to do work of many human beings alone within less time. It is the utility of highest efficiency. The first computer was a mechanical computer which was created by the Charles Babbage. A computer works successfully using its hardware and fully installed application software. Other accessories of the computer are keyboard, mouse, printer, CPU and UPS.

The data which we put into the computer using device is called input data and device as input device and data which we take outside using printer or the other device is called as output data and device as output device. The input data gets changed into the information which can be stored and changed anytime. Computer is very safe tool for data storage which is being used in various fields. We can shop, pay our electricity bill, water bill, video chat, messaging, e-mail messages anywhere in the world and lots of online activities using the internet.

Business matters

Multiple Choice Questions:

1. The process of input, processing and output is called as IPO Cycle.

a. Computer System b. Information c. IPO Cycle

2. The game you play on a computer is an example of Software.

a. Hardware b. Software c. Printer

3. Printer is not present inside the CPU box.

a. RAM b. Microprocessor c. Printer

4. Keyboard is an example of input device.

a. CPU b. Keyboard c. Book

5. We can touch and feel the hardware.

a. System Software b. Application Software c. Hardware

6. Calculator is a software used to do sums on a computer.

a. Paint b. Calculator c. Printer

7. System software is like a manager of a computer system.

a. Manager b. Teacher c. Student

8. Windows is an operating system.

a. Word Pad b. Paint c. Windows

UNIT 8: IT Security and safety

TEACHING AIMS:

After learning this unit, the students can know:

Knowledge:

Master specialized vocabulary related to the topic of safety solutions, security processes in computer systems.

Practice skimming skills to find details in reading passages, practice speaking skills through conversations phone.

Practice listening, speaking, reading and writing

Skills:

Listening, speaking, reading and writing

Working in pairs and in groups

Capacity for autonomy and responsibilty:

Have inspiration in learning

Be aware of the importance and practical significance of English for Tourism

Follow the workplace rules and regulations

TEACHING METHODS

For teachers: use active teaching methods (lecture, question and answer, problem-based teaching)

For learners: proactively read the textbook (Unit 8) before class

CONDITIONS FOR IMPLEMENTATION

TEACHING AIDS:

Chalks, textbook, projector and handouts

LEARNING MATERIALS, TOOL, MATERIAL

Course curriculum, textbooks, reference materials, lesson plans, movies, and related documents

CHECKING AND EVALUATING

Content:

Knowledge: Check and evaluate all content stated in the knowledge objectives

Skills: Evaluate all content stated in the skill objectives.

Capacity for autonomy and responsibility: During the learning process, learners need to:

+ Research the lesson before going to class

+ Prepare full study materials.

+ Participate in the full duration of the course.

+ Serious in the learning process.

Method:

Regular check point

Periodically check theory

CONTENT: UNIT 8

Security solutions

Dialogue 1:

Jim: I want to get the newest version of Netscape. How do I do it?

Paul: You will need to use FTP to download it from Netscape.

Jim: Is it difficult?

Paul: Not really. Go to the Netscape site, and choose the one you want.

Jim: Anything else?

Paul: Yes, don't forget which folder it's in.

Dialogue 2:

Jim: Thanks for finding that new program. How much is it?

Paul: It's shareware, and it costs $20.

Jim: What's shareware?

Paul: Shareware is software you can try for free. If you like it, you send money to the

Jim: Oh, I see.

Workstation health and safety

Typically, a mouse is a palm-sized device, slightly smaller than a pack of cards. On top of the mouse there are one or more buttons for communicating with the computer. A 'tail' or wire extends from the mouse to a connection on the back of the computer. The mouse is designed to slide around on your desktop. As it moves, it moves an image on the screen called a pointer or mouse cursor. The pointer usually looks like an arrow or I-bar, and it mimics the movements of the mouse on your desktop. What makes the mouse especially useful is that it is a very quick way to move around on a screen. Move the desktop mouse half an inch and the screen cursor will leap four i~ches. Making the same movements with the arrow keys takes much longer. The mouse also issues instructions to the computer very quickly. Point to an available option with the cursor, click on the mouse, and the option has been chosen. Mice are so widely used in graphics

applications because they can do things that are difficult, if not impossible, to do with keyboard keys. For example, the way you move an image with a mouse is to put the pointer on the object you want to move, press the mouse button and drag the image from one place on the screen to another. When you have the image where you want it, you release the mouse button and the image stays there. Simi larly the mouse is used to grab one corner of the image (say a square) and stretch it into another shape (say a rectangle). Both of these actions are so much more difficult to perform with a keyboard that most graphics programs require a mouse. The buttons on the mouse are used to select items at which the mouse points. You position the pointer on an object on the screen, for example, on a menu or a tool in a paint program, and then you press the mouse button to 'select' it. Mice are also used to load documents into a program: you put the pointer on the file name and double-click on the name - that is, you press a mouse button twice in rapid succession.

Security procedures

As central computers became faster and more powerful, it was possible to establish many remote display stations from which operators could all use the same computer to display information and enter data. Later, even the small machines were equipped with a fairly large display screen and keyboard oriented towards use by a person with limited training, rather than by a highly skilled computer operator. For many interactions with computers a permanent record is unnecessary; therefore, output that is scanned once and then thrown away procedures a lot of wasted paper. To solve this problem cathode ray tube (CRT) terminal can be used. In addition to eliminating paper waste, these terminals are completely silent and frequently much safer than hard-copy terminals. Because of their speed and quietness, CRT tenninals are very useful interactive devices for use in offices and in other areas. The electronic circuitry used in them is very much the same as that in the familiar TV (video) set.

These display terminals are diverse and colourful. The original video output was singlecolour (black and white) upper-case letters, but in more highly developed devices, lower-case letters can be displayed, and some give options of blinking and dual-density characters. Certain screens can produce "negative" (dark) characters on a bright' background or even make each character a different colour, if so desired. The latter is an important feature in order to catch someone's attention when a value is abnormal.

Reporting incidents

A computer system

A computer can be considered as a system made up of hardware and software, which work together, processing data to achieve a purpose. Computer hardware refers to the parts of the computer system that you can see and hold, such as the keyboard, monitor, disk drive or printer. Computer software refers to the computer programs or instructions which direct the hardware to perform particular tasks.Computer systems can be viewed as five co-operating sub-systems. Input - entering data into the system for processing. Output - presenting data/information which can be used outside the system Processing - changing data to produce information Storage - retaining data for later use by the system

Business matters

Locating Information

Find the passages in the text where the following ideas are expressed. Give line references

1. A computer can do the same operation millions of times without stopping.

2. A computer must work out the detail of a problem before reaching a solution.

3. A computer needs to be told what to do.

4. Computer can solve all kinds of different problem.

5. Knowlegde of a computer's capabilities and limitations is important.

6. A computer can process information very rapidly.

7. Computer are exact and dependable.

8. Input and output devices operate more slowly than the arithmetic and decisionmaking devices.

Read the text and find:

1. the text-based operating system delivered with most PCs

2. the mail package included with Windows '98

3. the function of the Finder in Macintosh computers

4. the meaning of 'multitasking'

5. the operating system which is written in C language abd has been adopted by many

corporate installations as standard

6. the OS that is freely redistributable under the GNU general public licence

7. the OS used by Digital computers

8. the os created to run Java applications.

Operating systems - MS-DOS