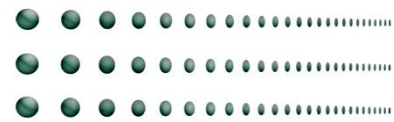




RT0 provider code: 60034

Business Skills
IT Solutions
Qualifications



Outlook

National Competency Standard (BSB):

BSBITU213 Use digital technologies to communicate electronically

Course Objectives

The course shows how to use Microsoft Outlook to manage your personal information and communications. You should come to this course if you find yourself missing appointments, having trouble managing your time between many tasks, losing addresses or phone numbers and making innumerable notes on scrap paper which you invariably throw away the day before you really need it.

Pre-Requisites

Those attending this course should be familiar with personal computers and be competent in the use of the keyboard and mouse.

Duration

Half day.

Course Outcomes

1. Use advanced features of electronic mail.
2. Use Calendar to manage appointments, meetings and events.
3. Use Tasks to manage tasks.
4. Use Contacts for recording addresses, phone numbers, fax numbers and email addresses.
5. Use Notes to record information for future reference.
6. Manage folders and files
7. Access Outlook via a web browser
8. Understand mail etiquette

Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit(s) of competency outlined above (additional fee applies – please enquire when you book). Exercises completed during the course will be used as evidence towards unit competency. Participants who choose not to be assessed will receive a Certificate of Attendance.

Outlook

Course Content

Course Overview

- General Outline
- Prerequisites
- Specific Objectives
- Software Versions
- Methodology Used in the Exercises

Advanced Mail

- Troubleshooting Mail Delivery
- Recipient Categories
- AutoText
- Signatures
- Templates
- Rules
- Junk Mail
- Automatic Replies

Calendar

- Calendar Views
- Appointments
- Meeting Requests
- Managing a Proposed Meeting
- Printing

Contacts

- Contact Views
- Contacts
- Contact Groups
- Printing

Tasks

- Task Views
- Tasks
- Task Requests
- Printing

Notes

- Uses for Notes
- Note Views
- Creating a Note
- Displaying a Note
- Moving and Resizing a Note
- Modifying a Note
- Categorising a Note
- Deleting a Note
- Printing

File and Folder Management

- The Folder List
- File Management
- Folder Management
- Managing Deleted Items
- Managing Mailbox Limits
- Sharing Folders
- Accessing Other Users' Folders

Outlook Web Access

- Accessing Outlook on the Web
- Navigating the Interface
- Significant Differences

Mail Etiquette

- Dos and Don'ts of electronic communication