Outlook Level 1 – Email Management

What Can You Expect?

Outlook forms a great part of the business day. The topics covered are critical skills required to create, send and respond to emails in Outlook.

What Is Required From You?

Learners should be familiar with using a mouse and keyboard. They should be comfortable in the Windows environment and be able to use Windows to manage information.

Assessment Strategy

The assessment methodologies used in this course are to determine and recognise learner competence against the criteria in the related unit standard. Learners are required to successfully complete both Formative and Summative assessments.

Unit Standard Alignment

SAQA ID: 116945   **NQF Level:** 2   **Credits:** 2

US Title: Use electronic mail to send and receive messages.

1 Day Course Content

Getting Started with Outlook
- Identify the Components of the Outlook Interface
- Identify the Outlook Ribbon
- Customise the Outlook Environment
- Identify the Tabs and Commands in the Outlook Message Form
- Use Outlook Help

Composing Messages
- Create an E-mail Message
- Format a Message
- Check Spelling and Grammar
- Attach a File
- Enhance an E-mail Message

Sending and Receiving Messages
- Send an E-mail Message
- Read an E-mail Message
- Reply and Forward an E-mail Message
- Print an E-mail Message
- Delete an E-mail Message

Organise and Locate Messages
- Find Messages Using Instant Search
- Organise Messages

What Will I Take Back To Work With Me?

After attending this course, the learner will have the skills to work with and manage Outlook messages with ease and confidence.