

MICROSOFT OUTLOOK

COURSE SCHEDULES

1 MICROSOFT OUTLOOK UNIT STANDARD 116945-

INTRODUCTION COURSE SCHEDULE

- Exploring the concepts of email
- Benefits and Limitations of email
- Basics of Sending and Receiving
- Exploring the Outlook Screen
- Sending a New E-mail
- Receiving E-mail
- Formatting Mail Messages
- Setting the Priority of a Mail Message
- Managing connections
- Deleting Messages
- Replying to an E-mail
- Sending one E-mail to many
- Forwarding an email Message
- Copying Information from Emails
- The Drafts Folder
- Working with Attachments
- Sending and receiving an Attachment



2 MICROSOFT OUTLOOK UNIT STANDARD 116935-

INTERMEDIATE COURSE SCHEDULE

- Introduction to email
- Anatomy of an E-Mail Message
- Email Addresses
- Benefits of email
- Legislation relating to emails
- Provision of email facilities to employees
- Security considerations
- Sending Email
- Working with Folders
- The Email Client Window
- Managing and organising emails
- Organizing and Managing Email
- To Create a New Folder
- Moving Messages into Personal Folders
- Sorting the mail folder
- Prioritising the sending of messages
- Using the address book facility
- Types of address books
- Adding Contacts
- Deleting Contacts



Prerequisites: Candidates should be comfortable using a mouse and keyboard

You will learn:

- Theory of emails
- SA Laws of emails
- Security and safety of emails
- Managing and organizing emails and contacts

3 MICROSOFT OUTLOOK UNIT STANDARD 258897-

ADVANCED COURSE SCHEDULE

- Searching for messages
- Arranging messages
- Using categories
- Organise messages into folders (rules)
- Archiving messages
- Using multiple time zones
- Explore options of printing a calendar
- Linking to an online calendar
- Working with multiple calendars
- Searching for contact information
- Organising contacts by using categories
- Creating distribution lists
- Creating additional address books
- Creating and formatting business graphics
- Personalising the appearance of messages
- Adding signatures to messages
- Scheduling, updating and cancelling meetings
- Responding to meeting requests
- Creating a task or an appointment from a message
- Sending calendar information in an e-mail

4 MICROSOFT OUTLOOK UNIT STANDARD 114984-

EMAIL ETIQUETTE

E-MAIL BASICS

- E-mail characteristics
- E-mail programs
- When to use e-mail
- Writing an e-mail message

E-MAIL POLICIES

- Company policies
- Copyright laws, viruses, and liability

E-MAIL FEATURES AND SECURITY

- Features of an e-mail program
- Securing e-mail

E-MAIL MESSAGES

- Message headers
- E-mail message body
- E-MAIL EFFECTIVENESS
- E-mail recipients
- Message management

NETIQUETTE GUIDELINES

- Netiquette style
- Emoticons and abbreviations

COMPOSING ONLINE CORRESPONDENCE

- Online communication
- Language and punctuation
- Efficient writing habits

