



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

This accredited, short programme is Unit Standard aligned and aimed at individuals who need a solid foundation in using a Graphical User Interface (GUI) based email messaging application and MS Outlook.

It is highly practical and covers all the basics of Microsoft Outlook and the concepts and terminology of electronic messaging. Delegates will learn how to use MS Office more efficiently, create and send mail, manage an address book, insert text, create signatures, manage folders and use the calendar to schedule appointments, tasks, events and meetings.

What underpins this intensive short programme is maximising on the Outlook functions to save time, become more organised and plan more effectively.

## Target Audience

This short programme is aimed at individuals in any business sector, who need to use MS Outlook more effectively.

It will benefit those who want to use the range of functions of MS Outlook optimally.

## Entry Requirements

- Competence in Communication Literacy at NQF Level 1.
- Competence in Mathematical Literacy at NQF Level 1.
- Competence in using the generic functions of a GUI.

## Additional Requirements

- Access to MS Outlook and electronic email.
- Access to appropriate workplace activities.
- Access to a PC, software and the internet.
- Internet and bandwidth to accommodate virtual, facilitator-led sessions.

## Information Technology

# Microsoft Outlook

### MICTSETA Statement of Results

US ID:	116935 & 116945
NQF Level:	2
Credits:	7

## Course Delivery & Assessment

We use inclass, virtual classroom and blended interactive, facilitated training, group discussions and practical exercises to embed skills.

You will need to:

- Attend all scheduled sessions.
- Demonstrate theoretical and practical understanding of course content.
- Complete and present practical assignments.
- Participate in group activities and discussions.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Microsoft Outlook, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

## Learning Outcomes

By the end of the short programme, you will be able to:

- Explain what MS Outlook is and the legal, ethical and organisational issues in relational to the use of email.
- Work with multiple email messages.
- Manage email messages.
- Organise mail and mail folders.
- Use the contacts and address book facilities of an electronic mail application.
- Understand the concepts and terms of electronic messaging.
- Create and send an email message.
- Receive and respond to emails.
- Work with multiple email messages.
- Work with and manage the calendar.
- Adjust settings to customise the view and preferences of the email application.





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## Course Content

### Microsoft Outlook

Accreditation Body: MICTSETA

| SAQA ID: 116935 | NQF Level: 2 | Credits : 2  
| SAQA ID: 116945 | NQF Level: 2 | Credits : 2

#### US: Use Electronic Mail to Send and Receive Messages

- Understand the concepts and terms of electronic messaging
- Create and send an email message
- Receive and respond to emails
- Print an email message
- Work with multiple email messages
- Adjust settings to customise the view and preferences of the email application

#### US: Enhance, Edit and Organise Electronic Messages Using a Graphical User Interface-based Messaging Application

- Explain legal, ethical and organisational issues in relation to the use of email
- Manage email messages
- Use the address book facilities of an electronic mail application

### Our Accredited Organisations



FACULTY  
TRAINING  
INSTITUTE



Siyangoba



Siyaya  
SKILLS INSTITUTE



PROSERV  
SOUTH AFRICA



MBAT  
DEVELOP - EMPOWER - GROW

