

MICROSOFT WORD BASIC – LEVEL 1



LEARNING OUTCOMES

By the end of this course, you should be able to:

- Work with the basic features of Word
- Create a new document
- Work with a document
- Display documents using various views
- Select and work with text in a document
- Use a range of font formatting techniques
- Format paragraphs
- Work effectively with features that affect the page layout of your document
- Create and modify tabs and tables
- Insert and work with clip art and pictures
- Use the Mail Merge Wizard to perform mail merges
- Print a document
- Find the information you need in Help
- Create high quality document designs and layouts.

COURSE OUTLINE

1. **Getting started with Word**
 - a. Starting Word
 - b. Understanding the start screen
 - c. Creating a new blank document
 - d. The word screen
 - e. How Microsoft Word works
 - f. Using the ribbon
 - g. Showing and collapsing the ribbon
 - h. Understanding the backstage view
 - i. Accessing the backstage view
 - j. Using shortcut menus
 - k. Understanding dialog boxes
 - l. Launching dialog boxes
 - m. Understanding the quick access toolbar
 - n. Adding commands to the QAT
 - o. Understanding the status bar
 - p. Exiting safely from Word

2. Your first document

- a. Creating documents in word
- b. Typing text
- c. The save as place
- d. The save as dialog box
- e. Saving a new document on your computer
- f. Typing numbers
- g. Inserting a date
- h. Document proofing
- i. Checking spelling and grammar
- j. Making basic changes
- k. Saving an existing document
- l. Printing a document
- m. Safely closing a document

3. Working with a document

- a. The open place
- b. The open dialog box
- c. Opening an existing document
- d. Navigating with the keyboard
- e. Scrolling through a document
- f. Page zooming
- g. Viewing the ruler
- h. Showing paragraph marks
- i. Counting words

4. Viewing documents

- a. Viewing multiple pages
- b. Splitting the window
- c. Opening a new window
- d. Understanding document views
- e. Changing document views
- f. Understanding read mode
- g. Viewing a document in read mode
- h. Using resume reading

5. Working with text

- a. Techniques for selecting text
- b. Selecting text using the mouse
- c. Selecting text using the keyboard
- d. Editing text in insert mode
- e. Editing text in overtype mode
- f. Deleting text
- g. Using undo
- h. Using redo
- i. Understanding find and replace
- j. Finding words



- k. Replacing words
- l. Using go to
- m. Understanding cutting and copying
- n. Cutting and pasting
- o. Copying and pasting
- p. Drag and drop cutting
- q. Drag and drop copying
- r. Using the clipboard task pane

6. Text appearance

- a. Understanding font formatting
- b. Understanding font formatting tools
- c. Working with live preview
- d. Changing fonts
- e. Changing font size
- f. Increasing and decreasing font size
- g. Making text bold
- h. Italicizing text
- i. Underlining text
- j. Highlighting text
- k. Changing text color
- l. Using the format painter
- m. Using the font dialog box
- n. Clearing font formatting

7. Working with paragraphs

- a. Understanding paragraph formatting
- b. Understanding text alignment
- c. Changing text alignments
- d. Changing line spacing
- e. Changing paragraph spacing
- f. Indenting paragraphs
- g. Out denting paragraphs
- h. Starting a bulleted list
- i. Adding bullets to existing paragraphs
- j. Removing existing bullets
- k. Starting a numbered list
- l. Numbering existing paragraphs
- m. Removing existing numbers
- n. Shading paragraphs
- o. Applying borders to paragraphs
- p. Using the paragraph dialog box

8. Working with pages



- a. Changing page margins
- b. Setting custom margins
- c. Changing page orientation
- d. Changing paper sizing
- e. Setting custom paper sizes
- f. Inserting page breaks
- g. Removing page breaks
- h. Inserting page numbers
- i. Formatting page numbers
- j. Removing page numbers

9. Tabs and tables

- a. Using default tabs
- b. Setting tabs on the ruler
- c. Modifying tabs on the ruler
- d. Setting tabs in the tabs dialog box
- e. Setting tab leaders
- f. Setting bar tabs
- g. Setting mixed tabs
- h. Removing tabs
- i. Understanding tables
- j. Creating a table
- k. Adding data to a table
- l. Selecting in tables using the ribbon
- m. Selecting in tables using the mouse
- n. Inserting columns and rows
- o. Deleting columns and rows
- p. Changing column widths
- q. Changing row heights
- r. Auto fitting columns
- s. Shading cells
- t. Modifying borders
- u. Adding custom borders
- v. Choosing a table style

10. Clip Art and pictures

- a. Understanding clip art and pictures
- b. Inserting clip art
- c. Selecting clip art
- d. Applying text wrapping styles
- e. Positioning clip art
- f. Resizing clip art
- g. Applying picture styles to clip art
- h. Resetting clip art
- i. Deleting clip art
- j. Inserting a picture
- k. Inserting an online picture
- l. Resizing a picture



- m. Changing the picture
- n. Cropping a picture

11. Performing a mail merge

- a. Understanding mail merge
- b. Understanding the mail merge process
- c. Creating a recipient list
- d. Creating the starting document
- e. Starting the mail merge wizard
- f. Selecting a recipient list
- g. Inserting mail merge fields
- h. Previewing the merged documents
- i. Completing the merge

12. Printing your documents

- a. Understanding printing
- b. Previewing your document
- c. Quick printing
- d. Selecting a printer
- e. Printing the current page
- f. Specifying a range of pages
- g. Specifying the number of copies

13. Getting help

- a. Understanding how help works
- b. Accessing the help window
- c. Navigating the help window
- d. Using the office website
- e. Googling help
- f. Printing a help topic

14. A guide to brilliant documents

- a. The four pillars of great design
- b. Perfect page layouts
- c. Make it readable
- d. Pictures tell a story
- e. The tips and traps of writing





MICROSOFT EXCEL BASIC – LEVEL 1

OUTCOMES

By the end of this course, you should be able to:

- Navigate your way around Excel
- Create and work with a new workbook
- Open and navigate within workbooks and worksheets
- Understand and work with ranges in a worksheet
- Understand, create and work with formulas and functions used to perform calculations
- Copy and paste data
- Understand and use formula cell referencing
- Use font formatting techniques
- Align the contents of cells in a number of ways
- Format rows and columns in a worksheet
- Understand and use the number formatting features
- Print workbook data
- Create effective charts.

Course Outline:

1. Getting to know Excel

- a. Starting from the desktop
- b. Understanding the start screen
- c. The workbook screen
- d. How excel works
- e. Using the ribbon
- f. Showing and collapsing the ribbon
- g. Understanding the backstage view
- h. Accessing the backstage view
- i. Using shortcut menus
- j. Understanding dialog boxes
- k. Launching dialog boxes
- l. Understanding the quick access toolbar
- m. Adding commands to the quick access toolbar
- n. Understanding the status bar
- o. Exiting safely

2. Creating a new workbook

- a. Understanding workbooks
- b. Using the blank workbook template



- c. Typing text
- d. Typing numbers
- e. Typing dates
- f. Typing formulas
- g. Easy formulas
- h. Saving a new workbook on your computer
- i. Checking the spelling
- j. Making basic changes
- k. Printing a worksheet
- l. Safely closing a workbook

3. Working with workbooks

- a. Opening an existing workbook
- b. Navigating a workbook
- c. Navigating using the keyboard
- d. Using go to
- e. Recent files and folders

4. Editing in a workbook

- a. Understanding data editing
- b. Overwriting cell contents
- c. Editing longer cells
- d. Editing formulas
- e. Clearing cells
- f. Deleting data
- g. Using undo and redo

5. Selecting ranges

- a. Understanding cells and ranges
- b. Selecting contiguous ranges
- c. Selecting non-contiguous ranges
- d. Using special selection techniques
- e. Selecting larger ranges
- f. Selecting rows
- g. Selecting columns

6. Copying data

- a. Understanding copying
- b. Using fill for quick copying
- c. Copying from one cell to another
- d. Copying from one cell to a range
- e. Copying from one range to another
- f. Copying relative formulas
- g. Copying to a non-contiguous range
- h. Copying to another worksheet
- i. Copying to another workbook



7. Formulas and functions

- a. Understanding formulas
- b. Creating formulas that add
- c. Creating formulas that subtract
- d. Formulas that multiply and divide
- e. Understanding functions
- f. Using the sum function
- g. Summing non-contiguous ranges
- h. Calculating an average
- i. Finding a maximum value
- j. Finding a minimum value
- k. Creating more complex formulas
- l. What if formulas
- m. Common error messages

8. Formula referencing

- a. Absolute versus relative referencing
- b. Relative formulas
- c. Problems with relative formulas
- d. Creating absolute references
- e. Creating mixed references

9. Font formatting

- a. Understanding font formatting
- b. Working with live preview
- c. Changing fonts
- d. Changing font size
- e. Growing and shrinking fonts
- f. Making cells bold
- g. Italicising text
- h. Underlining text
- i. Changing font colours
- j. Changing background colours
- k. Using the format painter
- l. Applying strikethrough
- m. Subscripting text
- n. Superscripting text
- o. Practice exercise

10. Cell alignment

- a. Understanding cell alignment
- b. Horizontal cell alignment
- c. Vertical cell alignment
- d. Rotating text
- e. Indenting cells



11. Number formatting

- a. Understanding number formatting
- b. Applying general formatting
- c. Formatting for money
- d. Formatting percentages
- e. Formatting as fractions
- f. Formatting as dates
- g. Using the thousands separator
- h. Increasing and decreasing decimals

12. Row and column formatting

- a. Approximating column widths
- b. Setting precise columns widths
- c. Setting the default column width
- d. Approximating row height
- e. Setting precise row heights

13. Working with a worksheet

- a. Understanding worksheets
- b. Changing the worksheet view
- c. Worksheet zooming
- d. Viewing the formula bar
- e. Viewing worksheet gridlines
- f. Viewing the ruler
- g. Inserting cells into a worksheet
- h. Deleting cells from a worksheet
- i. Inserting columns into a worksheet
- j. Inserting rows into a worksheet
- k. Deleting rows and columns
- l. More than one worksheet
- m. Worksheet wisdom

14. Sorting data

- a. Understanding lists
- b. Performing an alphabetical sort
- c. Performing a numerical sort
- d. Sorting on more than one column
- e. Sorting numbered lists
- f. Sorting by rows

15. Filtering data

- a. Understanding filtering
- b. Applying and using a filter
- c. Clearing a filter
- d. Creating compound filters
- e. Multiple value filters



- f. Creating custom filters
- g. Using wildcards

16. Printing

- a. Understanding printing
- b. Previewing before you print
- c. Selecting a printer
- d. Printing a range
- e. Printing an entire workbook
- f. Specifying the number of copies
- g. The print options

17. Creating charts

- a. Understanding the charting process
- b. Choosing the right chart
- c. Using a recommended chart
- d. Creating a new chart from scratch
- e. Working with an embedded chart
- f. Resizing a chart
- g. Repositioning a chart
- h. Printing an embedded chart
- i. Creating a chart sheet
- j. Changing the chart type
- k. Changing the chart layout
- l. Changing the chart style
- m. Printing a chart sheet
- n. Embedding a chart into a worksheet
- o. Deleting a chart



MICROSOFT POWERPOINT LEVEL 1

LEARNING OUTCOMES

By the end of this course, you should be able to:

- Work with the basic features of PowerPoint
- Create a new presentation
- Work with presentations
- Insert text into a slide and apply basic formatting
- Work with the various slide layouts
- Create and work with SmartArt graphics
- Draw and format shapes
- Navigate a slide show in PowerPoint
- Use a range of printing techniques
- Follow the procedures for using various forms of Help
- Create brilliant presentations.

COURSE OUTLINE

- 1. Getting to know PowerPoint**
 - a. Starting PowerPoint
 - b. Understanding the start screen
 - c. Creating a new blank presentation
 - d. The PowerPoint screen
 - e. How Microsoft PowerPoint works
 - f. Using the ribbon
 - g. Using ribbon key tips
 - h. Showing and collapsing the ribbons
 - i. Understanding the backstage view
 - j. Accessing the backstage view
 - k. Using shortcut menus
 - l. Understanding dialog boxes
 - m. Launching dialog boxes
 - n. Understanding the quick access toolbar
 - o. Adding commands to the QAT
 - p. Understanding the status bar
 - q. Customizing the status bar
 - r. Exiting safely from PowerPoint

2. Your first presentation

- a. Creating presentations in PowerPoint
- b. Creating a presentation
- c. Applying theme variants
- d. The save as place
- e. The save as dialog box
- f. Typing text into a slide
- g. Inserting new slides
- h. Typing text using the outline pane
- i. Applying slide transitions
- j. Saving a presentation
- k. Previewing a slide show
- l. Closing a presentation

3. Working with presentations

- a. The open place
- b. The open dialog box
- c. Opening a presentation
- d. Opening multiple presentations
- e. Switching between open presentations
- f. Understanding presentation views
- g. Changing presentation views
- h. Navigating a presentation
- i. Using the zoom tool
- j. Opening a recent presentation

4. Working with text

- a. Editing text
- b. Checking spelling and grammar
- c. Understanding font formatting
- d. Applying font formatting
- e. Applying paragraph formatting
- f. Changing bullet and numbering styles
- g. Moving and resizing placeholders
- h. Applying word art to text
- i. Converting text to SmartArt

5. Slide layouts

- a. Understanding slide layouts
- b. Inserting a title slide
- c. Inserting a title and content slide
- d. Inserting a section header slide
- e. Inserting a table
- f. Inserting a picture with caption slide
- g. Inserting a chart
- h. Changing the slide layout



6. SmartArt

- a. Understanding SmartArt
- b. Inserting a SmartArt graphic
- c. Inserting text into SmartArt
- d. Adding shapes below
- e. Adding shapes above
- f. Adding shapes before and after
- g. Adding an assistant
- h. Promoting and demoting shapes
- i. Switching SmartArt right to left
- j. Resizing SmartArt
- k. Changing the SmartArt layout
- l. Applying a color scheme
- m. Applying a SmartArt style
- n. Deleting SmartArt shapes

7. Shapes

- a. Drawing shapes
- b. Resizing shapes
- c. Editing shapes
- d. Positioning shapes
- e. Arranging shapes
- f. Merging shapes
- g. Formatting shapes
- h. Using the eyedropper
- i. Copying shapes
- j. Aligning shapes using the ribbon
- k. Aligning objects using the smart guides
- l. Inserting and formatting text
- m. Connecting shapes
- n. Grouping shapes
- o. Rotating shapes

8. Preparing for presentations

- a. Using slide sorter view
- b. Reusing slides
- c. Adding sections
- d. Adding notes to your slides
- e. Slide numbers
- f. About hyperlinks
- g. Creating an internal hyperlink
- h. Creating a hyperlink to another presentation
- i. Creating a hyperlink to another application
- j. Keyboard shortcuts for navigating slide shows
- k. Using resume reading
- l. Presenting a slide show



9. Printing you presentation

- a. Understanding printing
- b. Previewing slides
- c. Printing slides
- d. Printing handouts
- e. Printing notes pages
- f. Printing the outline

10. Getting help

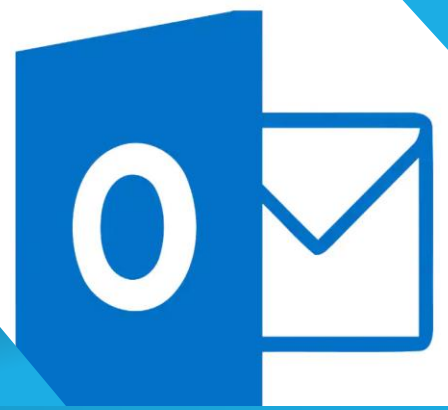
- a. Understanding how help works
- b. Accessing the help window
- c. Navigating the help window
- d. Using the office website
- e. Googling help
- f. Printing a help topic

11. Brilliant presentations

- a. Make it readable
- b. The four pillars of great design
- c. Perfect presentation layouts
- d. Presenting polished presentations
- e. Presentation methods and hardware



MICROSOFT OUTLOOK



COURSE OUTLINE:

- 1. Introduction**
 - a) 1.01 Introduction
 - b) 1.02 Using Setup Wizard to set up a Primary E-mail Account
 - c) 1.03 Different Types of E-mail Accounts
 - d) 1.04 Adding an Additional Email Account
 - e) 1.05 Create Additional Outlook 2007 Profiles
 - f) 1.06 View the Outlook 2007 Workspace

- 2. Customizing Outlook**
 - a) 2.01 Introduction
 - b) 2.02 Organize the Workspace
 - c) 2.03 Add and Remove Toolbar Buttons
 - d) 2.04 Customizing Settings

- 3. Outlook Interface**
 - a) 3.01 Introduction
 - b) 3.02 Navigating Outlook
 - c) 3.03 Information and Reading Panes
 - d) 3.04 To-Do Bar

- 4. Creating E-mail**
 - a) 4.01 Introduction
 - b) 4.02 Creating Messages
 - c) 4.03 Addressing the Message
 - d) 4.04 E-mail Options
 - e) 4.05 Delivery Options

- 5. Setting E-mail Defaults**
 - a) 5.01 Introduction
 - b) 5.02 E-mail Settings
 - c) 5.03 Mail Format
 - d) 5.04 Themes and Fonts
 - e) 5.05 Creating E-mail Signatures
 - f) 5.06 Creating Multiple Signatures

6. E-mail Extras

- a) 6.01 Introduction
- b) 6.02 Formatting
- c) 6.03 Voting Buttons
- d) 6.04 Attachments
- e) 6.05 Importance and Sensitivity
- f) 6.06 Spell Check
- g) 6.07 Saving a Draft

7. Receiving E-mail

- a) 7.01 Introduction
- b) 7.02 Replying to Messages
- c) 7.03 Forwarding Messages
- d) 7.04 Receiving Attachments
- e) 7.05 Sent Items
- f) 7.06 Recall and Resend Messages
- g) 7.07 Voting
- h) 7.08 Vote Tally

8. Hyperlinks and Quick Parts

- a) 8.01 Introduction
- b) 8.02 Using Hyperlinks
- c) 8.03 Bookmark Hyperlinks
- d) 8.04 Using Quick Parts

9. Configuring Outlook 2007

- a) 9.01 Introduction
- b) 9.02 Creating Rules and Storing Messages
- c) 9.03 Advanced E-mail Options
- d) 9.04 Record Information in the Journal

10. Securing E-mail

- a) 10.01 Introduction
- b) 10.02 Digital Signatures
- c) 10.03 Encrypting Messages
- d) 10.04 The Trust Center

11. Changing Views

- a) 11.01 Introduction
- b) 11.02 Sorting
- c) 11.03 Fields
- d) 11.04 Customizing Views

12. Organizing Information

- a) 12.01 Introduction
- b) 12.02 Organizing with Categories
- c) 12.03 Quick Click
- d) 12.04 Organizing with Flags



- e) 12.05 Custom Flags

13. Sharing Information

- a) 13.01 Introduction
- b) 13.02 Share Folders (Contacts, Email, Tasks, etc)
- c) 13.03 Access Shared Folders

14. Customizing Folders

- a) 14.01 Introduction
- b) 14.02 Folder Settings
- c) 14.03 Deleting Items
- d) 14.04 Creating Folders
- e) 14.05 Organizing Folders
- f) 14.06 Recover Deleted Items
- g) 14.07 Saving in Different File Types
- h) 14.08 Creating a Personal Folder Set
- i) 14.09 Personal Folder Properties

15. Rules and Alerts

- a) 15.01 Introduction
- b) 15.02 Automated Features
- c) 15.03 Rules
- d) 15.04 Alerts
- e) 15.05 Ordering Rules

16. Archiving

- a) 16.01 Introduction
- b) 16.02 Activating Archiving
- c) 16.03 AutoArchive Settings
- d) 16.04 Manual Archiving

17. Searching

- a) 17.01 Introduction
- b) 17.02 Search Options
- c) 17.03 Simple Searches
- d) 17.04 Query Searches
- e) 17.05 Using Search Folders
- f) 17.06 Category Searches
- g) 17.07 Custom Search Folders

18. Contact Basics

- a) 18.01 Introduction
- b) 18.02 Creating Contacts
- c) 18.03 Modifying Contacts
- d) 18.04 Adding Contacts
- e) 18.05 Contact Views



19. Advanced Contacts

- a) 19.01 Introduction
- b) 19.02 Business Card Options
- c) 19.03 Distribution Lists
- d) 19.04 Secondary Address Books

20. Calendars and Scheduling

- a) 20.01 Introduction
- b) 20.02 Calendar Views and Entries
- c) 20.03 Creating Appointments
- d) 20.04 Creating Events
- e) 20.05 Recurring Events
- f) 20.06 Creating Events from E-mail

21. Calendar Defaults and Permissions

- a) 21.01 Introduction
- b) 21.02 Calendar Settings
- c) 21.03 Assigning Delegate Permissions
- d) 21.04 Viewing Other People's Calendars

22. Collaboration

- a) 22.01 Introduction
- b) 22.02 Group Calendars
- c) 22.03 Send a Calendar via E-mail
- d) 22.04 Publish Calendars Online

23. Meetings

- a) 23.01 Introduction
- b) 23.02 Scheduling Meetings
- c) 23.03 Responding to Requests
- d) 23.04 Tracking Responses
- e) 23.05 Recurring Meetings
- f) 23.06 Proposing New Meeting Times

24. Tasks and Journal

- a) 24.01 Introduction
- b) 24.02 Creating Tasks
- c) 24.03 Assigning Tasks
- d) 24.04 Recurring Tasks
- e) 24.05 Responding to Assigned Tasks
- f) 24.06 Task Views
- g) 24.07 Tracking with the Journal

25. Working with Notes

- a) 25.01 Introduction
- b) 25.02 Record Information in Notes



- c) 25.03 Sharing and Saving Notes
- d) 25.04 Link to a Note

26. Working with Remote Connections

- a) 26.01 Introduction
- b) 26.02 Connect to a Server from a Remote Location
- c) 26.03 Cached Exchange Mode
- d) 26.04 View Contacts While Offline
- e) 26.05 Configure the Out of Office Functionality space

