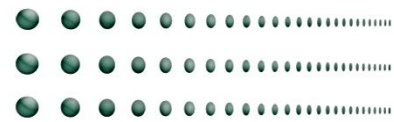




RT0 provider code: 60034

Business Skills  
IT Solutions  
Qualifications



## Outlook

National Competency Standard (BSB):  
BSBITU203 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

One day.

### Course Outcomes

1. Send and receive internal and external 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. Use Journal to record activities.
7. Manage folders and files
8. Use Public Folders
9. Access Outlook via a web browser
10. 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

### Outlook Fundamentals

- Running Outlook
- The Ribbon
- The Navigation Pane
- Quitting Outlook

### Mail Basics

- Mail Essentials
- Addressing
- Recipient Categories
- Sending Mail
- Checking Mail
- Reading Mail
- Replying to Mail
- Forwarding
- Reply to All
- Printing

### More on Mail

- Attachments
- Signatures
- Rules
- Junk Mail
- Out of Office

### 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