



Outlook

National Competency Standard (BSB)
BSBITU203 Communicate electronically

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 of competency outlined above (additional fee applies – please enquire when you book). Participants who choose not to be assessed will receive a Certificate of Attendance. Exercises completed during the course will be used as evidence towards unit competency.

Course Content

Course Overview

- General Outline
- Prerequisites
- Specific Objectives
- Software Versions
- Methodology Used in the Exercises

Important Concepts

- Outlook and Exchange Server
- Outlook in Standalone Mode
- Determining Which Mode Outlook is Running in

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

Journal

- Journal Views
- Creating a Journal Entry
- Modifying a Journal Entry
- Deleting a Journal Entry
- Printing

File and Folder Management

- The Folder List
- File Management
- Folder Management
- Managing Deleted Items
- Managing Mailbox Limits
- Sharing Folders
- Accessing Other Users' Folders

Public Folders

- Viewing Public Folders
- Posting to a Public Folder
- Replying to a Post
- Editing a Post
- Deleting Posts
- Creating a New Folder
- Setting Permissions
- Deleting Folders

Outlook Web Access

- Accessing Outlook on the Web
- Navigating the Interface
- Significant Differences

Outlook

Mail Etiquette

- Don't put Unrelated Recipients in the 'To:' or 'CC:' field
 - Don't Forget to Include the Attachment
 - Use a Personal Name
 - Include a Relevant Subject Heading
 - Don't Write in all Capital Letters
 - Keep to One Subject
 - Use Correct Spelling, Grammar and Punctuation
 - Avoid Abuse
- Message History
 - Greetings and Sign-offs
 - Be Polite and Patient
 - Don't Rely Solely on Formatting to Convey your Message
 - Use Emoticons where Helpful
 - Be Careful of Abbreviations
 - Don't Attach Huge Files
 - Don't Respond to Spam in Any Way
 - Don't Forward Hoaxes and Chain Letters