

معاونت پژوهش، برنامه‌ریزی و سنجش مهارت

دفتر پژوهش، طرح و برنامه‌ریزی درسی

استاندارد آموزش شایستگی Microsoft Outlook ۲۰۱۶

گروه شغل

فناوری اطلاعات

کد ملی آموزش شایستگی

۳	۵	۱	۱	۳	۰	۵	۳	۱	۲	۴	۰	۰	۲	۱
ISCO-۰۸				سطح مهارت	شناسه گروه			شناسه شغل			شناسه شایستگی		نسخه	

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*Ministry of cooperatives
Labour and Social Welfare*



*Iran Technical and Vocational
Training Organization*

Deputy of training
Plan and curriculums office

Competency Training standard

Title

Microsoft Outlook2016

Occupational group

INFORMATION TECHNOLOGY (IT)

*Iran Technical and Vocational
Training Organization*

International code

2519-53-100-1

Date of Standard Compilation: 2016/03/05

Control of board on content compilation and accreditation: Plan and curriculums office
National code: 2519-53-100-1

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Cooperator Specialized organizations for compiling the training standard :

- **Hormozgan Technical and Vocational Training Organization**
- **IT Training Centre in Bandar Abbas**

Revision Process:

- **Scientific content**
- **According to market**
- **Equipment**
- **Tools**

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7						

Definitions:

Job standard:

The characteristics ' required competencies and abilities for Efficient Performance in work environment is called "the Job standard", and sometimes “The Occupational standard”

Training standard:

The Training Map for achieving the Job’s subset Competencies.

Job title:

Is a set of Tasks and Abilities which is expected from an employed person in the defined level

Job description:

A statement covering the most important elements of a job, namely the position or title of the job, the duties, job’s relation with other jobs in a occupational field, the responsibilities, workplace conditions and required performance standards.

Course duration:

The minimum of time which is required to achieve the training objects.

Admission requirements:

The minimum of competencies and abilities which are obligatory for a potential admission.

Evaluation:

The process of collecting evidence and judgment about whether a competency is achieved or not.

Include: written examination, practical examination

Required Qualifications for Trainers:

The minimum of Trainer’s technical and vocational abilities which the trainer is required to have.

Competency:

The ability of efficient performing a duty in a variety of workplaces conditions

Knowledge:

The minimum set of facts and mental capacities which is necessary for achieving a competency. This can include science, (Mathematics, physics, chemistry or biology), technology or technical.

Skill:

The minimum coordination between mind and body for achieving an ability or competency. It normally applied to practical skills.

Attitude:

A set of emotional behaviors required for achieving a competency and can have non-technical skills and occupational ethics.

Safety:

The cases which doing or not doing something can cause harm or accident

Environmental Consideration:

A set of consideration about the act which should be done to minimize the environmental damage or pollution.

Competency Title:

Microsoft Outlook 2016

Competency Description:

Microsoft Outlook is a personal information manager from Microsoft, available as a part of the Microsoft Office suite. Although often used mainly as an email application, it also includes a calendar, task manager, contact manager, note taking, journal, and web browsing. It can be used as a stand-alone application, or can work with Microsoft Exchange Server and Microsoft SharePoint Server for multiple users in an organization, such as shared mailboxes and calendars, Exchange public folders, SharePoint lists, and meeting schedules. Microsoft has also released mobile applications for most mobile platforms, including iOS and Android. Developers can also create their own custom software that works with Outlook and Office components using Microsoft Visual Studio. In addition, mobile devices can synchronize almost all Outlook data to Outlook Mobile.

Admission Requirements:

minimum degree of education: Post first year of high school
minimum physical and mental ability:-
Prerequisite skills: icdl 2

Course duration:

Course duration: 40 hours
-Theoretical :10 Hours
-Practical :30 Hours
-Apprenticeship: ... Hours
-Project: ... Hours

Evaluation : (%)**IRANTVTO Evaluation : (%)**

Written Examination:25%
Practical Examination:65%
Ethics:10%

Required Qualifications for Trainers:

Computer engineer with 3 years experience

Competency Training Standard

Competencies

	Title
1	The Outlook 2016 Interface
2	Performing Popular Tasks in Outlook 2016
3	Working with Messages
4	Working with the Calendar
5	Organizing Contacts
6	Working with Tasks and Notes
7	Using Signature and Themes
8	Managing Your Inbox
9	Working with Multiple Email Accounts

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Training standard
Contents analysis form

Title: The Outlook 2016 Interface	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: <ul style="list-style-type: none"> • Overview of the Outlook Interface • New Features of the Outlook 2016 Interface • The Ribbon • Tabs, Groups, and Commands on the Ribbon <ul style="list-style-type: none"> ▪ Tabs on the Mail Ribbon ▪ Groups on the Mail Ribbon ▪ Configure Views ▪ Commands on the Mail Ribbon • The Backstage View (FILE Menu) <ul style="list-style-type: none"> ▪ The Info Tab ▪ The Open and Export Tab ▪ The Save As Tab ▪ The Print Tab ▪ Office Account ▪ Options 	Determined by the instructor			From Microsoft
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard
Contents analysis form

Title: Performing Popular Tasks in Outlook 2016	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: <ul style="list-style-type: none"> • Setting Up an Email Account • Open Email Messages • Reply to and Forward Email Messages <ul style="list-style-type: none"> ▪ Include Original Messages with All Replies ▪ Change Quoted Text Color ▪ Using Cc and Bcc ▪ Redirect Replies ▪ Preview and Save an Attachment • Print a Message • Delete a Message • Save a Message in an Alternate Format • Delegate Access • Customize the Navigation Pane 	Determined by the instructor			From microsoft
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

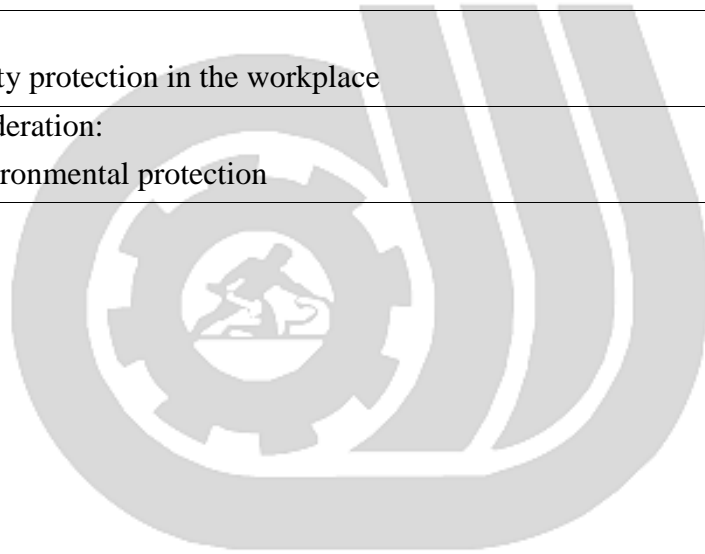
Training standard
Contents analysis form

Title: Working with Messages	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: <ul style="list-style-type: none"> • Compose a Message <ul style="list-style-type: none"> ▪ Set a Priority ▪ Mark as Private ▪ Quick Parts ▪ Change Text Formats • Add an Attachment <ul style="list-style-type: none"> ▪ Set an Attachment Reminder • Add Voting Options • Check Spelling and Grammar • Format Text <ul style="list-style-type: none"> ▪ Apply a Style • Use Microsoft Word to Edit Messages • Insert a Hyperlink or Image in a Message • Send a Message <ul style="list-style-type: none"> ▪ Request a Read Receipt 	Determined by the instructor			From microsoft
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard
Contents analysis form

Title: Working with the Calendar	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: <ul style="list-style-type: none"> • Change Your Calendar View • Set Up Availability Status <ul style="list-style-type: none"> ▪ Change the Calendar's Time Zone ▪ Local Weather Forecast • Print Your Schedule • Share Your Calendar • Schedule a Meeting <ul style="list-style-type: none"> ▪ Schedule Resources ▪ Set Calendar Item Importance ▪ Schedule a Meeting from a Message • Make Updates to Meetings <ul style="list-style-type: none"> ▪ Add Participants • Cancel a Meeting • Reply to a Meeting Invitation • Schedule an Appointment • Make Updates to an Appointment • Create Calendar Groups • Delete a Calendar • Work with Calendar Items 	Determined by the instructor			From microsoft

<ul style="list-style-type: none"> ▪ Forward an Item ▪ Add Color to Your Calendar ▪ Set Item Importance ▪ Configure a Reminder ▪ Search Your Calendar ▪ Share Meeting Notes <ul style="list-style-type: none"> • Use Multiple Calendars 				
<p>Attitude: Speed and accuracy in doing the right thing</p>				
<p>Health & Safety: Compliance with safety protection in the workplace</p>				
<p>Environmental Consideration: Compliance with environmental protection</p>				



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Training standard
Contents analysis form

Title: Organizing Contacts	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: <ul style="list-style-type: none"> • Add, Delete, Import, and Print a Contact • Update a Contact • Share a Contact • Attach Notes to Contacts • Locate a Contact • Sort Contacts • Work with Contact Groups <ul style="list-style-type: none"> ▪ Add a Contact to a Group ▪ Update or Delete a Contact within a Group ▪ Add Notes to a Group ▪ Delete a Group • Manage Multiple Address Books • Perform a Mail Merge 	Determined by the instructor			From microsoft
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard
Contents analysis form

Title: Working with Tasks and Notes	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safet, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: <ul style="list-style-type: none"> • Create a Task • Print a Task • Update a Task • Search for Tasks • Assign a Task • Reply to a Task Request • Track Tasks • Change Your Task View • Work with Notes <ul style="list-style-type: none"> ▪ Create and Manage Notes ▪ Create a Journal Entry 	Determined by the instructor			From microsoft
	Attitude: Speed and accuracy in doing the right thing			
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Equipment & Tools & Materials & Resources (books, site, software...) form

*Required quantity for each 16 Trainees

From: Microsoft

Training standard

Contents analysis form

Title: Using Signature and Themes	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: <ul style="list-style-type: none"> • Create a Signature • Automatically Add a Signature to Messages • Modify a Signature • Format Outgoing Messages • Create and Apply a Theme 	Determined by the instructor			From microsoft
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

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Training standard
Contents analysis form

Title: Managing Your Inbox	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: <ul style="list-style-type: none"> • Search for Messages • Search by Location • Advanced Find • Create Search Folders • Sort Messages • Sort By Conversation • Add New Local Folders • Move Messages between Folders • Group Your Mailbox Items • Filter Messages • Organize Messages • Apply Categories • Create and Manage Rules • Edit or Delete Rules • Manage Your Junk Email • Block Specific Addresses • Archive Your Messages • Create an Outlook Data File • Create a Quick Step • Add Protection to Your Outgoing Messages • Create Auto-Replies 	Determined by the instructor			From microsoft
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard
Contents analysis form

Title:	time			
	theoretical	practical	total	
Working with Multiple Email Accounts	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: <ul style="list-style-type: none"> • Setting Up Multiple Accounts in Outlook • Send Emails from Different Accounts • POP vs IMAP Email Programs 	Determined by the instructor			From microsoft
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				