



Deputy of training Plan and curriculums office

## Competency Training standard

# Title

# **Microsoft Outlook2016**

# **Occupational group**

INFORMATION TECHNOLOGY (IT)

Training Organization

International code

2519-53-100-1

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**Revision Process:** - Scientific content - According to market - Equipment Lechnical and Vocational roanization

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#### **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 wetter 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. ocanona тесниса ана Skill:

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

#### 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 lendars, 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.

Training Organization

#### **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 CCMNICCI and Vocational

**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
T.	an Technical and Vocational
11	an rechnical and Focalional
	Training Organization
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Title:		time		
The Outlook 2016 Interface	theoretical	practical	total	
	Determined	by the inst	ructor	
				Equipments
Knowledge ,skill ,attitude ,safety, Environmental Conside	eration			,tools, materials ,books
Knowledge and Skill:	Determined	by the inst	ructor	From
• Overview of the Outlook Interface				Microsoft
• New Features of the Outlook 2016 Interface				-
• The Ribbon				_
• Tabs, Groups, and Commands on the Ribbon				
<ul> <li>Tabs on the Mail Ribbon</li> </ul>				
<ul> <li>Groups on the Mail Ribbon</li> </ul>				
<ul> <li>Configure Views</li> </ul>				
<ul> <li>Commands on the Mail Ribbon</li> </ul>				
• The Backstage View (FILE Menu)				
The Info Tab     The Open and Export Tab	nd I	, ОС	at	ional
<ul><li>The Save As Tab</li><li>The Print Tab</li></ul>	zani	zat	io.	п
<ul> <li>Office Account</li> </ul>				
<ul> <li>Options</li> </ul>				
Attitude:	<u> </u>			-
Speed and accuracy in doing the right thing				
Health & Safety:				_
Compliance with safety protection in the workplace				-
Environmental Consideration: Compliance with environmental protection				

time Title: theoretical practical total **Performing Popular Tasks in Outlook 2016** Determined by the instructor Equipments Knowledge, skill, attitude, safety, Environmental Consideration ,tools, materials .books Knowledge and Skill: Determined by the From microsoft instructor Setting Up an Email Account **Open Email Messages** Reply to and Forward Email Messages Include Original Messages with All Replies Change Quoted Text Color Using Cc and Bcc **Redirect Replies** Preview and Save an Attachment Print a MessageImage: Control of the state of **Delegate Access** Customize the Navigation Pane • Attitude: Speed and accuracy in doing the right thing Health & Safety: Compliance with safety protection in the workplace Environmental Consideration: Compliance with environmental protection

	time			
Title:	theoretical	practical	total	
Working with Messages	Determined	by the		
	instructor			7
Knowledge ,skill ,attitude ,safety, Environmental C	onsideration			Equipments ,tools, materials
Kilowiedge ,skili ,attitude ,salety, Elivitolinental C	onsideration			,books
Knowledge and Skill:	Determined	by the		From microsoft
Compose a Message	instructor		1	
<ul> <li>Set a Priority</li> </ul>				
<ul> <li>Mark as Private</li> </ul>				
<ul> <li>Quick Parts</li> </ul>				
<ul> <li>Change Text Formats</li> </ul>				
Add an Attachment				
<ul> <li>Set an Attachment Reminder</li> </ul>				
Add Voting Options				
Check Spelling and Grammar				
• Format Text Technical a	and	l'oc	ati	ional
<ul><li>Apply a Style</li><li>Use Microsoft Word to Edit Messages</li></ul>	'gan	izat	ioi	7
• Insert a Hyperlink or Image in a Message				
• Send a Message				
<ul> <li>Request a Read Receipt</li> </ul>				
Attitude:	11			
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			
Working with the Calendar	theoretical	practical	total	
0	Determined	by the		
	instructor			
Knowledge ,skill ,attitude ,safety, Environmental Co	onsideration			Equipments ,tools, materials
Knowledge ,skin ,attitude ,salety, Environmental C	onsideration			,books
Knowledge and Skill:	Determined	by the		From microsoft
Change Your Calendar View	instructor			
Set Up Availability Status				
<ul> <li>Change the Calendar's Time Zone</li> </ul>				
<ul> <li>Local Weather Forecast</li> </ul>				
Print Your Schedule				
Share Your Calendar				
Schedule a Meeting				
Schedule Resources				
<ul> <li>Set Calendar Item Importance</li> </ul>				_
<ul> <li>Schedule a Meeting from a Message</li> </ul>	and	l'oc	ati	ional
• Make Updates to Meetings 12 01	'gan	izat	ioī	7
<ul> <li>Add Participants</li> </ul>				
• 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				

<ul> <li>Forward an Item</li> </ul>			
<ul> <li>Add Color to Your Calendar</li> </ul>			
<ul> <li>Set Item Importance</li> </ul>			
<ul> <li>Configure a Reminder</li> </ul>			
<ul> <li>Search Your Calendar</li> </ul>			
<ul> <li>Share Meeting Notes</li> </ul>			
• Use Multiple Calendars			
Attitude:			
Speed and accuracy in doing the right thing			
Health & Safety:			
Compliance with safety protection in the workplace	e		
Environmental Consideration:			
Compliance with environmental protection			

# Iran Technical and Vocational Training Organization

	time	
Title:	theoretical practical total	
Organizing Contacts	Determined by the	
	instructor	
		Equipments
Knowledge ,skill ,attitude ,safety, Environmental Co	onsideration	,tools, materials
	Γ	,books
Knowledge and Skill:	Determined by the	From microsoft
• Add, Delete, Import, and Print a Contact	instructor	-
Update a Contact		
Share a Contact		
Attach Notes to Contacts		
Locate a Contact		
Sort Contacts		
Work with Contact Groups		
<ul> <li>Add a Contact to a Group</li> </ul>		
<ul> <li>Update or Delete a Contact within a Group</li> <li>Add Notes to a Group</li> </ul>	and Vocat	ional
<ul> <li>Delete a Group 1112 O1</li> </ul>	gan <mark>izat</mark> io	1
Manage Multiple Address Books		
• Perform a Mail Merge		
Attitude:		
Speed and accuracy in doing the right thing		
Health & Safety:		
Compliance with safety protection in the workplace		
Environmental Consideration:		
Compliance with environmental protection		

	time	
Title:	theoretical practical total	
Working with Tasks and Notes	Determined by the	
	instructor	
		Equipments
Knowledge ,skill ,attitude ,safety, Environmental C	onsideration	,tools, materials
		,books
Knowledge and Skill:	Determined by the	From microsoft
• Create a Task	instructor	
Print a Task		-
Update a Task		
Search for Tasks		
Assign a Task		
Reply to a Task Request		
Track Tasks		
Change Your Task View		
<ul> <li>Work with Notes</li> <li>Create and Manage Notes</li> </ul>	and Vocat	ional
	ganizatio	7
Attitude:		
Speed and accuracy in doing the right thing		
Health & Safety:		
Compliance with safety protection in the workplace	2	
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

	time			
Title:	theoretical	practical	total	
Using Signature and Themes	Determined	by the		
	instructor			
				Equipments
Knowledge ,skill ,attitude ,safety, Environmental C	onsideration			,tools, materials
				,books
Knowledge and Skill:	Determined	by the		From microsoft
Create a Signature	instructor			
<ul> <li>Automatically Add a Signature to Messages</li> </ul>				
Modify a Signature				
Format Outgoing Messages				
Create and Apply a Theme				
Attitude:				
Speed and accuracy in doing the right thing				
Health & Safety:				
Compliance with safety protection in the workplace	;			
Environmental Consideration: Compliance with environmental protection	and	l'oc	ati	ional
Tugining Or		izat	:	

Training Organization

Managing Your Inbox       Incordical practical practical total         Determined by the instructor       Equipments         Knowledge and Skill:       Determined by the instructor         Search for Messages       Determined by the instructor         Advanced Find       From microsoft         Create Search Folders       Incord and the sages         Sort Messages       Sort Mossages         Sort Messages       Four Mailbox Items         Filter Messages       Organize Messages         Organize Messages       Organize Messages         Apply Categories       Incord and the sages         Manage Your Junk Email       Block Specific Addresses         Manage Your Messages       Incord and the sages         Create an Quicok Step       Sourd Step         Add Protection to Your Outgoing Messages       Sourd Step         Add Protection to Your Outgoing Messages       Create Auto-Replies         Artitude:       Speed and accuracy in doing the right thing         Heatth & Safety:       Compliance with safety protection in the workplace         Environmental Consideration:       Environmental Consideration:	Contents analysis form	· · · · · · · · · · · · · · · · · · ·	
Managing Your Inbox       Incordical practical practical total         Determined by the instructor       Equipments         Knowledge and Skill:       Determined by the instructor         Search for Messages       Determined by the instructor         Advanced Find       From microsoft         Create Search Folders       Incord and the sages         Sort Messages       Sort Mossages         Sort Messages       Four Mailbox Items         Filter Messages       Organize Messages         Organize Messages       Organize Messages         Apply Categories       Incord and the sages         Manage Your Junk Email       Block Specific Addresses         Manage Your Messages       Incord and the sages         Create an Quicok Step       Sourd Step         Add Protection to Your Outgoing Messages       Sourd Step         Add Protection to Your Outgoing Messages       Create Auto-Replies         Artitude:       Speed and accuracy in doing the right thing         Heatth & Safety:       Compliance with safety protection in the workplace         Environmental Consideration:       Environmental Consideration:		time	
Determined by the instructor       Equipments tools, materials books         Knowledge and Skill:       Determined by the instructor       From microsoft         • Search for Messages       Determined by the instructor       From microsoft         • Advanced Find       Determined by the instructor       From microsoft         • Create Search Folders       Determined by the instructor       From microsoft         • Sort Messages       Sort By Conversation       Add New Local Folders         • Add New Local Folders       Move Messages between Folders       Folders         • Group Your Mailbox Items       Filter Messages       Folders         • Organize Messages       Organize Messages       Folders         • Add New Local Folders       Hode Governmental Consideration       Manage Your Junk Email         • Block Specific Addresses       Hode Governmental Consideration       Hode Governmental Consideration         • Add Protection to Your Outgoing Messages       Create an Quick Step       Hode Governmental Consideration         • Add Protection to Your Outgoing Messages       Create Auto-Replies       Health & Safety:         Compliance with safety protection in the workplace       Environmental Consideration:       Environmental Consideration:	Title:	theoretical practical total	
Knowledge ,skill ,attitude ,safety, Environmental Consideration       Equipments ,tools, materials ,books         Knowledge and Skill:       Determined by the instructor       From microsoft         Search for Messages       Instructor       From microsoft         Advanced Find       Create Search Folders       Sort Messages       From microsoft         Sort Messages       Sort Messages       Instructor       From microsoft         Advanced Find       Create Search Folders       Sort Messages       Instructor         Sort Messages       Sort Messages       Instructor       Instructor         Add New Local Folders       Move Messages       Instructor       Instructor         Filter Messages       Organize Messages       Instructor       Instructor         Create and Manage Rules       Edit or Delete Rules       Instructor       Instructor         Block Specific Addresses       Create a Quick Step       Instructor       Instructor         Create a Quick Step       Instructor       Instructor       Instructor         Add Protection to Your Outgoing Messages       Create Auto-Replies       Instructor       Instructor         Attitude:       Speed and accuracy in doing the right thing       Health & Safety:       Compliance with safety protection in the workplace       Environmental Consideration: <td>Managing Your Inbox</td> <td>Determined by the</td> <td></td>	Managing Your Inbox	Determined by the	
Knowledge ,skill ,attitude ,safety, Environmental Consideration       ,tools, materials ,tooks         Knowledge and Skill:       Determined by the instructor         • Search for Messages       Determined by the instructor         • Advanced Find       • Create Search Folders         • Sort Messages       • Sort Messages         • Sort Messages       • Sort Messages         • Sort Messages       • Organize Messages         • Move Messages between Folders       • Organize Messages         • Organize Messages       • Organize Messages         • Organize Messages       • Organize Messages         • Add New Local Folders       • Move Messages         • Organize Messages       • Organize Messages         • Organize Messages       • Organize Messages         • Adply Categories       • Manage Your Junk Email         • Block Specific Addresses       • Manage Your Messages         • Create an Outlook Data File       • Create a Quick Step         • Add Protection to Your Outgoing Messages       • Create Auto-Replies         Attitude:       Speed and accuracy in doing the right thing         Health & Safety:       Compliance with safety protection in the workplace         Environmental Consideration:       • More Messages		instructor	
Jooks       Knowledge and Skill:     Determined by the instructor       Search for Messages     instructor       Advanced Find     instructor       Create Search Folders     Sort Messages       Sort Messages     Sort Messages       Sort By Conversation     Add New Local Folders       Move Messages between Folders     Move Messages       Organize Messages     Group Your Mailbox Items       Filter Messages     Organize Messages       Apply Categories     Apply Categories       Create and Manage Rules     Heath & Safety       Manage Your Junk Email     Block Specific Addresses       Archive Your Messages     Create an Outlook Data File       Create a Quick Step     Group Zuick Step       Add Protection to Your Outgoing Messages     Create Auto-Replies       Attitude:     Speed and accuracy in doing the right thing       Health & Safety:     Compliance with safety protection in the workplace       Environmental Consideration:     Environmental Consideration:			Equipments
Knowledge and Skill:       Determined by the instructor       From microsoft         • Search for Messages       instructor       Instructor         • Advanced Find       Instructor       Instructor         • Create Search Folders       Sort Messages       Instructor         • Sort By Conversation       Add New Local Folders       Instructor         • Add New Local Folders       Instructor       Instructor         • Move Messages       Form Microsoft       Instructor         • Filter Messages       Instructor       Instructor         • Organize Messages       Organize Messages       Instructor         • Organize Messages       Organize Messages       Instructor         • Organize Messages       Organize Messages       Instructor         • Adply Categories       Instructor       Instructor         • Add Protection to Polder Sues       Instructor       Instructor         • Block Specific Addresses       Instructor       Instructor         • Add Protection to Your Outgoing Messages       Instructor       Instructor         • Add Protection to Your Outgoing Messages       Instructor       Instructor         • Create Auto-Replies       Instructor       Instructor       Instructor         Attitude:       Speed and accuracy in doing the	Knowledge ,skill ,attitude ,safety, Environmental C	Consideration	,tools, materials
<ul> <li>Search for Messages</li> <li>Search by Location</li> <li>Advanced Find</li> <li>Create Search Folders</li> <li>Sort Messages</li> <li>Sort By Conversation</li> <li>Add New Local Folders</li> <li>Move Messages between Folders</li> <li>Group Your Mailbox Items</li> <li>Filter Messages</li> <li>Organize Messages</li> <li>Organize Messages</li> <li>Organize Messages</li> <li>Organize Messages</li> <li>Create and Manage Rules</li> <li>Edit or Delete Rules</li> <li>Manage Your Junk Email</li> <li>Block Specific Addresses</li> <li>Archive Your Messages</li> <li>Create an Outlook Data File</li> <li>Create an Quick Step</li> <li>Add Protection to Your Outgoing Messages</li> <li>Create Auto-Replies</li> <li>Attitude:</li> <li>Speed and accuracy in doing the right thing</li> <li>Health &amp; Safety:</li> <li>Compliance with safety protection in the workplace</li> <li>Environmental Consideration:</li> </ul>			,books
<ul> <li>Search by Location</li> <li>Advanced Find</li> <li>Create Search Folders</li> <li>Sort Messages</li> <li>Sort By Conversation</li> <li>Add New Local Folders</li> <li>Move Messages between Folders</li> <li>Group Your Mailbox Items</li> <li>Filter Messages</li> <li>Organize Messages</li> <li>Organize Messages</li> <li>Organize Messages</li> <li>Apply Categories</li> <li>Create and Manage Rules</li> <li>Edit or Delete Rules</li> <li>Manage Your Junk Email</li> <li>Block Specific Addresses</li> <li>Create an Outlook Data File</li> <li>Create a Quick Step</li> <li>Add Protection to Your Outgoing Messages</li> <li>Create Auto-Replies</li> <li>Attitude:</li> <li>Speed and accuracy in doing the right thing</li> <li>Health &amp; Safety:</li> <li>Compliance with safety protection in the workplace</li> <li>Environmental Consideration:</li> </ul>	Knowledge and Skill:	Determined by the	From microsoft
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<ul> <li>Move Messages between Folders</li> <li>Group Your Mailbox Items</li> <li>Filter Messages</li> <li>Organize Messages</li> <li>Apply Categories</li> <li>Create and Manage Rules</li> <li>Edit or Delete Rules</li> <li>Manage Your Junk Email</li> <li>Block Specific Addresses</li> <li>Archive Your Messages</li> <li>Create an Outlook Data File</li> <li>Create an Outlook Data File</li> <li>Create a Quick Step</li> <li>Add Protection to Your Outgoing Messages</li> <li>Create Auto-Replies</li> </ul> Attitude: Speed and accuracy in doing the right thing Health & Safety: Compliance with safety protection in the workplace Environmental Consideration:	Sort By Conversation		-
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<ul> <li>Filter Messages</li> <li>Organize Messages</li> <li>Apply Categories</li> <li>Create and Manage Rules</li> <li>Edit or Delete Rules</li> <li>Manage Your Junk Email</li> <li>Block Specific Addresses</li> <li>Archive Your Messages</li> <li>Create an Outlook Data File</li> <li>Create a Quick Step</li> <li>Add Protection to Your Outgoing Messages</li> <li>Create Auto-Replies</li> </ul> Attitude: Speed and accuracy in doing the right thing Health & Safety: Compliance with safety protection in the workplace Environmental Consideration:	Move Messages between Folders		
<ul> <li>Organize Messages</li> <li>Apply Categories</li> <li>Create and Manage Rules</li> <li>Edit or Delete Rules</li> <li>Manage Your Junk Email</li> <li>Block Specific Addresses</li> <li>Archive Your Messages</li> <li>Create an Outlook Data File</li> <li>Create a Quick Step</li> <li>Add Protection to Your Outgoing Messages</li> <li>Create Auto-Replies</li> </ul> Attitude: Speed and accuracy in doing the right thing Health & Safety: Compliance with safety protection in the workplace Environmental Consideration:	Group Your Mailbox Items		
<ul> <li>Apply Categories</li> <li>Create and Manage Rules</li> <li>Edit or Delete Rules</li> <li>Manage Your Junk Email</li> <li>Block Specific Addresses</li> <li>Archive Your Messages</li> <li>Create an Outlook Data File</li> <li>Create a Quick Step</li> <li>Add Protection to Your Outgoing Messages</li> <li>Create Auto-Replies</li> </ul> Attitude: Speed and accuracy in doing the right thing Health & Safety: Compliance with safety protection in the workplace Environmental Consideration:	Filter Messages		
<ul> <li>Create and Manage Rules</li> <li>Edit or Delete Rules</li> <li>Manage Your Junk Email</li> <li>Block Specific Addresses</li> <li>Archive Your Messages</li> <li>Create an Outlook Data File</li> <li>Create a Quick Step</li> <li>Add Protection to Your Outgoing Messages</li> <li>Create Auto-Replies</li> </ul> Attitude: Speed and accuracy in doing the right thing Health & Safety: Compliance with safety protection in the workplace Environmental Consideration:	Organize Messages		
<ul> <li>Edit or Delete Rules</li> <li>Manage Your Junk Email</li> <li>Block Specific Addresses</li> <li>Archive Your Messages</li> <li>Create an Outlook Data File</li> <li>Create a Quick Step</li> <li>Add Protection to Your Outgoing Messages</li> <li>Create Auto-Replies</li> </ul> Attitude: Speed and accuracy in doing the right thing Health & Safety: Compliance with safety protection in the workplace Environmental Consideration:	Apply Categories		
<ul> <li>Manage Your Junk Email</li> <li>Block Specific Addresses</li> <li>Archive Your Messages</li> <li>Create an Outlook Data File</li> <li>Create a Quick Step</li> <li>Add Protection to Your Outgoing Messages</li> <li>Create Auto-Replies</li> <li>Attitude:</li> <li>Speed and accuracy in doing the right thing</li> <li>Health &amp; Safety:</li> <li>Compliance with safety protection in the workplace</li> <li>Environmental Consideration:</li> </ul>	Create and Manage Rules		
<ul> <li>Block Specific Addresses</li> <li>Archive Your Messages</li> <li>Create an Outlook Data File</li> <li>Create a Quick Step</li> <li>Add Protection to Your Outgoing Messages</li> <li>Create Auto-Replies</li> </ul> Attitude: Speed and accuracy in doing the right thing Health & Safety: Compliance with safety protection in the workplace Environmental Consideration:			
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<ul> <li>Add Protection to Your Outgoing Messages</li> <li>Create Auto-Replies</li> <li>Attitude:</li> <li>Speed and accuracy in doing the right thing</li> <li>Health &amp; Safety:</li> <li>Compliance with safety protection in the workplace</li> <li>Environmental Consideration:</li> </ul>	Create an Outlook Data File	• •	
<ul> <li>Add Protection to Your Outgoing Messages</li> <li>Create Auto-Replies</li> <li>Attitude:</li> <li>Speed and accuracy in doing the right thing</li> <li>Health &amp; Safety:</li> <li>Compliance with safety protection in the workplace</li> <li>Environmental Consideration:</li> </ul>	Create a Quick Step 1119	rganizatioi	1
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Compliance with safety protection in the workplace Environmental Consideration:	Speed and accuracy in doing the right thing		
Environmental Consideration:	Health & Safety:		
	Compliance with safety protection in the workplac	e	
Compliance with environmental protection	Environmental Consideration:		
	Compliance with environmental protection		

	time						
Title:	theoretical	practical	total				
Working with Multiple Email Accounts	Determined	by the					
	instructor						
				Equipments			
Knowledge ,skill ,attitude ,safety, Environmental C	onsideration			,tools, materials			
				,books			
Knowledge and Skill:	Determined	by the		From microsoft			
• Setting Up Multiple Accounts in Outlook	instructor	_					
• Send Emails from Different Accounts							
POP vs IMAP Email Programs							
Attitude:							
Speed and accuracy in doing the right thing							
Health & Safety:							
Compliance with safety protection in the workplace							
Environmental Consideration:	ati	ional					
Compliance with environmental protection							
Training Or	Training Organization						
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