Outlook Level 1 – Email Management

What Can You Expect?

Outlook forms a great part of the business day. The topics covered are critical skills required to create, send and respond to emails in Outlook.

What Is Required From You?

Learners should be familiar with using a mouse and keyboard. They should be comfortable in the Windows environment and be able to use Windows to manage information.

Unit Standard Alignment

SAQA ID: 116945　　　　　　　**NQF Level:** 2　　　　　　　**Credits:** 2
US Title: Use electronic mail to send and receive messages.

Getting Started with Outlook

Identify the Components of the Outlook Interface
Identify the Outlook Ribbon
Customise the Outlook Environment
Identify the Tabs and Commands in the Outlook Message Form
Use Outlook Help

Composing Messages

Create an E-mail Message
Format a Message
Check Spelling and Grammar
Attach a File
Enhance an E-mail Message

Sending and Receiving Messages

Send an E-mail Message
Read an E-mail Message
Reply and Forward an E-mail Message
Print an E-mail Message
Delete an E-mail Message

Organise and Locate Messages

Find Messages Using Instant Search
Organise Messages