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|  | **Unit ID: 09** |
| **Domain** | **OFFICE ADMINISTRATION** |
| **Title:** | **Demonstrate knowledge of Microsoft Outlook** |
| **Level: 5** | **Credits: 15** |

# Purpose

This unit standard is intended for those who demonstrate knowledge of Microsoft Outlook in an office environment. People credited with this unit standard can analyse the use Electronic Mail to Send and Receive Messages; Edit and Organise Electronic Messages Using a Graphical User Interface-based Messaging Application; Utilize Calendar for Scheduling and Time Management; Manage Contacts and Address Books; Track and Manage Tasks and Implement Advanced Outlook Features.

This unit standard is intended for people who carry out administrative in an office environment.

# Special Notes

1. Entry information

Prerequisite:

* + Unit 1157 *- Demonstrate basic knowledge of workplace health and safety*
  + Unit 101 – *Communicate information in an office environment* or demonstrated equivalent knowledge and skills.

1. To demonstrate competence, at a minimum, evidence is required of planning, drafting, reviewing and finalising formal correspondence, as well as internal and workplace documents. Evidence of drafting two types of documents is required for assessment purposes.

1. Assessment evidence may be collected from a real workplace or a simulated real workplace in which administrative operations are carried out.

1. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, practical unit standards in this Subfield.

1. Performance of all elements in this unit standard must comply with all relevant workplace requirements.

1. Regulations and legislation relevant to this unit standard include the following:
   * + Labour Act, No. 11, 2007
     + Occupational Health and Safety Regulations, 1997 and all subsequent amendments

# Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on [www.nta.com.na](http://www.nta.com.na/)

**Elements and Performance Criteria**

**Range**:

**Aspects**: content, subject line, privacy, confidentiality, viruses.

**Benefits** may include but is not limited to - speed, cost, time, time zones,

portability.

**Limitations** may include but is not limited to - viruses, security, inappropriate use of email, attachments.

**Element 1:** **Use Electronic Mail to Send and Receive Messages**

* 1.1 Concepts and terms of electronic messaging are explained.

1.2 Benefits of using Microsoft Outlook are explained.

* 1.3 E-mail messages are created and sent.
* 1.4 E-mail messages are received and responded to.
* 1.5 E-mail messages are printed.
* 1.6 Multiple email messages are demonstrated to help handle large volumes of emails efficiently.
* 1.7 Settings to customise the view and preferences of the email application are demonstrated.

**Element 2: Edit and Organise Electronic Messages Using a Graphical User Interface-based Messaging Application**

* 2.1 Ethical and organisational issues are explained in relation to the use of email.
* 2.2 Use the address book facilities of an electronic mail application

# Element 3: Utilize Calendar for Scheduling and Time Management

# Performance Criteria

3.1 Appointments, events, and meetings in the calendar are created and managed.

3.2 Recurring events, reminders, and notifications are set to manage regular tasks and appointments.

3.3 Attendees, track responses, and adjust meeting details are invited and managed as needed.

3.4 Calendars of team members are shared and viewed to coordinate and align schedules.

3.5 Colour-coding and categories are used to distinguish between personal and professional events.

**Element 4:** **Manage Contacts and Address Books**

# Performance Criteria

4.1 New contacts are added with full information.

4.2 Contacts are organised into groups or categories for efficient communication and email management.

4.3 Contacts are imported and exported for ease of use across platforms.

4.4 Search and filter features are used to quickly locate contacts.

4.5 Contacts are updated to maintain an accurate and up-to-date address book.

**Element 5: Track and Manage Tasks**

# Performance Criteria

5.1 Due dates to tasks are created and assigned to track work responsibilities.

5.2 Task status feature is used to update completion percentages and progress on specific tasks.

5.3 Reminders and recurring tasks are set to maintain productivity and meet deadlines.

5.4 Tasks are assigned to others and the completion for collaborative projects are tracked.

5.5 Colour codes or categories are used to organize tasks by urgency or type.

**Element 6: Implement Advanced Outlook Features**

Range: Other applications may include, but not limited to, Ms Teams, OneNote.

# Performance Criteria

6.1 Automatic replies are set up and customized for out-of-office or away messages.

6.2 Manage junk mail and spam settings to protect the inbox from unwanted messages.

6.3 Advanced search tools, filters, and conditional formatting are used to locate and prioritize emails.

6.4 Important emails and files are backed up and archived as part of a data management plan.

6.5 Other applications are integrated with MS Outlook to streamline workflows.

# Registration Data

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| **Subfield:** | Business Services |
|  |  |
| **Date first registered:** | 28 September 2006 |
| **Date this version registered:** | 28 March 2018 |
| **Anticipated review:** | 2023 |
|  |  |
| **Body responsible for review:** | Namibia Training Authority |