



## Bite Size Online Learning Catalogue

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Keep up the great work guys.”

**L&D Manager, Finance Sector**

Microsoft Office and  
Computer Fundamental  
Courses

## MS Office and Computer Fundamentals

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## Course Objectives

This Computer Essentials course is for anyone who needs to understand the fundamental knowledge and skills necessary for using computers and mobile devices. It's suitable for complete beginners.

This course includes topics for creating and managing files, for dealing with networks, and ensuring data security.

Estimated Course duration is 2 - 3 hours. Each lesson takes on average 3-5 minutes to complete.

### Computer and Devices

- ICT
- Hardware
- Computer Memory
- Input Devices
- Output Devices
- Introducing PC Components
- Software
- Explaining Operating Systems
- Logging On
- Log Off, Shut Down and Restart

### Desktop, Icons and Settings

- The Desktop
- The Taskbar
- Icons and Shortcuts
- Using Windows
- Switch Between Open Windows
- Available Help Functions
- Desktop Configuration
- Language Settings
- Task Manager
- Installing/Uninstalling Applications
- USB Devices
- Screen Capture

### Outputs

- Opening and Closing MS Word
- Opening and Closing Documents
- Entering and Deleting Text
- Copying and Moving Text
- Saving Documents
- Printing
- Previewing and Printing Documents
- File Management

### File Explorer

- Displaying Files and Folders
- Creating Folders
- Renaming Files and Folders
- Searching for Files
- Viewing Recently Used Files
- Selecting Files and Folders
- Sorting Files
- Copying and Moving Files
- Recycle Bin
- Data Storage
- Understanding Compression
- Compressing Files and Folders

### Networks

- Network Access
- Network Concepts

### Security and Well-Being

- Protecting Devices
- Protecting Data
- Malware
- Computer Use
- Green IT
- Accessibility

## Course Objectives

This Security Essentials course is for anyone who needs to understand the concepts relating to the secure use of IT in daily life and the skills to maintain a safe and secure environment. It's suitable for complete beginners.

By the end of this course you will be able to understand the importance of connecting to a network securely, online security and how to back up your data and information.

Estimated Course duration is 2 - 3 hours. Each lesson takes on average 3-5 minutes to complete.

### Security Concepts

- Security Terms
- Data Threats
- Reason for Data Protection
- Data Protection Principles
- Social Engineering
- Identity Theft
- File Security
- Encryption

### Malware

- Malware Types
- Malware Methods
- Understanding Anti-Virus Software
- Updating and Scanning
- Dealing with Infected and Suspicious Files

### Network Security

- Network Security
- Firewalls
- Wireless Security
- Personal Hotspots

### Access Control

- Preventing Unauthorised Data Access
- Access Control
- Password Management

### Secure Web Use

- Autocomplete Settings
- Deleting Browsing Data
- Secure Browsing
- Pharming
- Content Control

### Communications

- Social Networking Risks
- Email Encryption
- Digital Signatures
- Fraudulent Emails
- Phishing
- Email Attachment Risks
- Using Social Networking
- VoIP and Instant Messaging
- Using Mobile Apps
- Mobile Security
- Device Security
- Backup Procedures
- Data Storage
- Data Deletion
- Permanent Data Disposal

## Computer Fundamental series - Online Essentials course outline

### Course Objectives

This Online Essentials covers the fundamental knowledge and skills necessary for browsing the web. It's suitable for complete beginners.

This course covers how to find information efficiently, online communication, and email use

Estimated Course duration is 2 - 3 hours. Each lesson takes on average 3-5 minutes to complete.

### Web Browsing Concepts

- Introducing the Internet
- Understanding Web Addresses
- Online Security

### Web Browsing

- Opening MS Edge
- Using the Address Bar
- Adding New Browser Tabs
- History
- Web Based Forms
- Translating Web Pages
- Setting the Home Page
- Pop-ups
- Cookies
- Available Browser Help Functions
- Favourites Bar
- Adding to your Favourites
- Organising Your Favourites
- Temporary Internet Files
- Downloading Files
- Copying Web Pages Elements
- Printing Web Pages

### Web-Based Information

- Search Engines
- Critical Evaluation
- Copyright & Data Protection

### Communication Concepts

- Online Community
- Communication Tools

### Using E-Mail

- Getting Started with MS Outlook
- Email Addresses
- File Attachments
- Email Security
- Email Folders
- Creating Emails
- Priority Levels
- Sending and Receiving Emails
- Reply and Reply to All
- Forwarding Emails
- Opening and Saving Attachments
- Printing Emails
- Available MS Outlook Help Functions
- The Ribbon
- Quick Access Toolbar
- Creating Signatures
- Out of office Assistant
- Email Status and Flags
- Creating Contacts
- Headers
- Sorting and Finding Emails
- Creating Email Folders
- Moving Emails
- Deleting Emails
- Assigning Emails to Junk
- Scheduling Meetings

## Course Objectives

This Word Processing course covers the essential topics relating to using a word processing application for everyday use. It's suitable for complete beginners.

By the end of this course you will be able to create and edit documents, format them and insert tables and images. You will learn how to prepare a mail merge too. Checking spelling and printing is also covered.

Estimated Course duration is 2 - 3 hours. Each lesson takes on average 3-5 minutes to complete.

### Using the Application

- MS Word Environment
- Opening/Closing MS Word
- Opening/Closing Documents
- Creating New Documents
- Saving Documents
- Creating Templates
- File Formats
- Switching Between Open Documents
- Setting Basic Options/Preferences
- Using Available Help Functions

### Document Creation

- Switching Between Page Views
- Entering/Deleting Text
- Special Characters and Symbols
- Non-Printing Formatting Marks
- Selecting Text
- Searching/Replacing Text
- Copying/Moving Text
- Office Clipboard
- Using Undo/Redo

### Formatting

- Font Size and Types
- Text Formatting
- Case Changes
- Automatic Hyphenation
- Aligning Text
- Indenting Paragraphs
- Setting and Removing Tabs
- Paragraph Spacing
- Bullets and Numbering
- Adding Borders
- Adding Shading
- Applying Styles
- Copy Format Tool

### Objects

- Creating Tables
- Inserting and Editing Data in Tables
- Navigating Tables
- Selecting Table Elements
- Inserting and Deleting Rows and Columns
- Modifying Column Width and Row Height
- Modifying Cell Borders
- Adding Shading to Cells
- Inserting Pictures
- Inserting Drawn Objects
- Inserting Online Pictures
- Inserting Charts
- Copying and Deleting Objects
- Resizing and Moving Objects

### Mail Merge

- Understanding Mail Merge
- Creating Mailing Lists
- Mail Merge
- Merging to Produce Labels

### Prepare Outputs

- Page Size and Orientation
- Page Margins
- Page Breaks
- Headers and Footers
- Page Numbering
- Spell Checking Documents
- Built-in Dictionaries
- Previewing and Printing Documents

## Course Objectives

This Advanced Word Processing course sets out the skills that can be used to produce complex documents, enhance outputs and improve productivity. Suited for those already familiar with using Word Processing.

By the end of this course you will be able to apply advanced text, paragraph, column and table formatting, work with foot and end notes and captions, manage citations and bibliographies, create table of contents, indexes and cross-references, use fields, forms and templates, apply conditional formatting to mail merges, automate tasks with macros and link and embed to integrate data.

Estimated Course duration is 3 hours. Each lesson take on average 3-5 minutes to complete.

## Topics covered

### Formatting

- Text Wrapping
- Find and Replace
- Paste Special
- Line Spacing
- Paragraph Pagination
- Multi-Level Outline Numbering
- Applying Styles
- Character Styles
- Paragraph Styles
- Column Layouts
- Column Formatting
- Column Breaks
- Table Styles
- Merging and Splitting Tables
- Modifying Cell Contents
- Repeating Table Headers
- Table Pagination
- Sorting Table Data
- Converting a Text to Tables
- Converting a Table to Text

### Referencing

- Adding and Editing Captions
- Footnotes
- Endnotes
- Source Manager
- Adding Citations
- Creating Bibliographies
- Table of Contents
- Table of Figures
- Indexes
- Bookmarks
- Cross-References

### Enhanced Productivity

- Using Fields
- Formula Fields
- Editing Fields
- Using Forms
- Protecting Forms
- Document Templates
- Modifying Default Templates
- Setting Up Mail Merging
- Mail Merging
- Conditional Mail Merging
- Creating Charts
- Linking and Embedding Data
- Modifying Embedding Data
- Auto-Correct Options
- Automatic Text Entry
- Using Macros
- Assigning Macros to Buttons

### Collaborative Editing

- Tracking Changes
- Using Comments
- Comparing and Merging Documents
- Protecting Documents

### Prepare Outputs

- Using Section Breaks
- Headers and Footers
- Document Watermarks
- Language Settings
- Using a Thesaurus



### Course Objectives

This Spreadsheet course covers the essential topics relating to using a spreadsheet application for everyday use. It's suitable for complete beginners.

By the end of this course you will be able to work with spreadsheets and save them in different file formats. Use the Help facility. Enter data into cells and use good practice in creating lists. Select, copy, sort and move and delete data. Copy, move, delete and rename worksheets. Create mathematical and logical formulas. Format numbers. create and format charts. Lastly you will learn how to adjust page settings before committing to printing.

Estimated Course duration is 2 - 3 hours. Each lesson takes on average 3-5 minutes to complete.

#### Using the Application

- MS Excel Environment
- Backstage View
- Creating New Workbooks
- Opening and Closing Workbooks
- Saving and Updating Workbooks
- Saving Workbooks as Templates
- File Formats
- Switching between Workbooks
- Available Help Functions

#### Cells

- Entering Text and Values
- Selecting Ranges
- Using Undo/Redo
- Searching and Replacing Content
- Sorting Cell Ranges
- Copying and Moving Cell Contents

#### Managing Worksheets

- Inserting Columns and Rows
- Deleting Columns and Rows
- Modifying Columns and Rows
- Modifying Worksheets
- Freezing Panes

#### Formulas and Functions

- Order of Calculation
- Creating Formulas
- Relative and Absolute Cell Referencing
- AutoSum
- Sum Function
- Average Function
- Min and Max Functions
- Count Function
- Round Function
- IF Function

#### Formatting

- Formatting Numbers
- Formatting Font Size and Type
- Cell Contents Formatting
- Format Painter
- Text Wrapping
- Aligning Cell Contents
- Cell Content Orientation
- Merging Cells

#### Charts

- Creating Column Charts
- Creating Bar Charts
- Creating Line Charts
- Creating Pie Charts
- Editing Charts
- Formatting Charts

#### Prepare Outputs

- Page Setup
- Headers and Footers
- Print Set-Up
- Previewing and Printing
- Printing Workbooks
- Printing Selected Ranges



## Computer Fundamental series – Online Collaboration

### Course Objectives

This Online Collaboration course is for anyone who needs to set up and use online collaborative tools, such as storage, productivity applications, social media, web meetings, learning environments and mobile technology.

This course covers the key skills needed to understand the main concepts relating to online collaboration and cloud computing that ensures best practice in the effective use of online collaboration tools and mobile technology.

Estimated Course duration is 2 - 3 hours. Each lesson takes on average 3-5 minutes to complete.

### Collaboration Concepts

- The Role of ICT - Information and Communication Technology
- Service/Tools Supporting Online Collaboration
- Characteristics and Benefits of Online Collaborative Tools
- Risks and Proper Use of Online Collaboration Tools
- Using Cloud Computing

### Preparation for Online Collaboration

- Common Setup Features
- Collaboration Tools Setup

### Online Storage and Productivity Collaboration

- Understanding Online Storage Solutions
- Managing Online Files and Folders
- Understanding Productivity Applications
- Creating, Editing and Saving Files Online
- Sharing Online Files
- Viewing and Restoring Online Files

### Online Calendars

- Showing/Hiding Shared Calendars
- Calendar Events
- Sharing Online Calendars

### Social Media

- Social Media Tools that support Online Collaboration
- Managing Permission and Privacy Options
- Social Media Connections
- Social Media Posts
- Using a Wiki to Add to or Update Topics

### Online Meetings

- Online Meetings
- Sharing Meeting Files

### Online Learning Environments

- Understanding Online Learning Environments
- Using Online Learning Environments

### Mobile Collaboration

- Understanding Mobile Devices
- Mobile Connection Options
- Key Security Considerations for Mobile Devices
- Searching the Web
- Sending and Receiving Emails
- Using Calendars
- Sharing Pictures and Videos

## Course Objectives

This Using Databases course is for anyone who needs to understand the concept of a database, demonstrate competence in using a database and understand what a database is and how it is organised and operated

This course covers the key skills needed to create a simple database and view the database content in various modes, create a table; define and modify fields and their properties, enter and edit data in a table, sort and filter a table or form; create, modify and run queries to retrieve specific information from a database. Understand what a form is; create a form to enter, modify, and delete records and data in records and create routine reports and prepare outputs ready for distribution.

Estimated Course duration is 2 - 3 hours. Each lesson takes on average 3-5 minutes to complete.

### Understanding Databases

- Understanding Databases
- Database Organisation
- Field Properties
- Keys and Indexes
- Database Relationships
- Database Operations

### Using the Application

- Working with Databases
- Creating Databases
- Accessing Commands
- Using the Help Function
- Working with Objects
- Navigating and Sorting Records

### Tables

- Adding, Editing and Deleting Records
- Creating Tables
- Creating Validation Rules
- Modifying Tables

### Retrieving Information

- Searching Databases
- Filtering Database Data
- Creating Queries
- Adding Criteria
- Editing Queries

### Objects

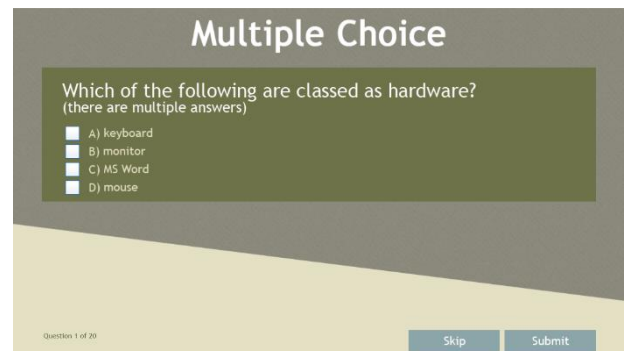
- Creating Forms
- Modifying Forms

### Outputs

- Creating Reports
- Modifying Reports
- Exporting Data
- Printing Tables, Queries, Reports and Forms

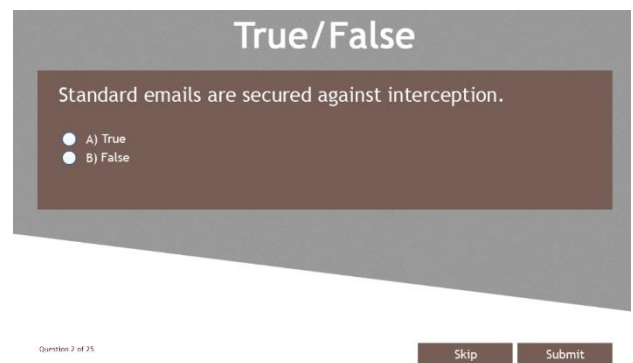
### Computer Fundamentals Test

This test covers questions relating to the essential skills required for the use of devices and file management. It has 20 questions which are wither true/false, multiple choice, hotspot, fill in the blank or match. The pass mark is 80% and you will receive a certificate if you pass. You can re-take the test.



### Security Essentials Test

This test covers questions across Security Concepts, Malware, Network Security, Access Control, Secure Web Use, Communications and Secure Data Management. It has 20 randomly asked questions from a pool of 80. Questions are either true/false, multiple choice, hotspot, fill in the blank or match. The pass mark is 80% and you will receive a certificate upon passing. You can re-take the test.



### Online Essentials Test

Once you have completed the Online Essentials Course, why not test your knowledge?

This test covers questions relating to the essential skills required for the use of devices and file management. It has 20 questions which are either true/false, multiple choice, hotspot, fill in the blank or match.

The pass mark is 80% and you will receive a certificate if you pass. You can re-take the test whenever you like.



### Course Objectives

This introductory Chrome course is for anyone who needs to understand how Google Chrome works. Suitable for beginners and anyone who wants to brush up on their skills.

### Course Description

By the end of this course you will be able to open up Google Chrome, understand Web addresses and use the Address Bar. You will also learn how to use Chrome Profiles, Search and be aware of Accessibility features. Also included is how to Print and Save webpages and Download content. Lastly you will also learn how to manage bookmarks and create reading lists.

Estimated Course duration is 2-3 hours. Each lesson takes on average 3 - 5 minutes

### Topics covered

#### Getting Started

- Introducing the Internet
- Getting Started with Google Chrome
- Understanding Web Addresses
- Using the Address Bar

#### Using Google Chrome

- Using Chrome Profiles
- Start-up Preferences
- Using Browser Tabs
- Understanding Search Engines
- Searching for Web Content
- Setting the Default Search Engine
- Accessibility Features
- Using Auto Complete
- Privacy & Security Settings

#### Saving web content

- Printing Web Pages
- Saving Web Pages
- Using Forms
- Downloading Content

#### Organising web content

- Creating Bookmarks
- Organising Bookmarks
- Importing & Exporting Bookmarks
- Spell Checking
- Creating Reading Lists

#### Browser management

- Changing the Default Browser
- Version Update
- Setting the Home Page
- Customising the New Tab Page
- Notifications
- Installing Extensions
- Search History
- Temporary Internet Files
- Cookies & Pop-Ups

### Course Objectives

This introductory MS Excel course is for anyone who needs to understand the way Excel works. It's suitable for complete beginners.

By the end of this course you will be able to navigate a spreadsheet, use the ribbon and the quick access toolbar. You will be able to enter and edit data as well as copy and move it. You will learn about absolute and relative referencing and be able to determine the order of calculations. You will learn how to create basic formulas and use basic functions such as the auto-sum, minimum, maximum, average and count Functions. You will also learn how to format worksheets, create basic charts and lastly manage large worksheets

Estimated course duration is 3-4 hours. Each lesson takes on average 3-5 minutes to complete.

#### Getting Started

- Spreadsheet Terminology
- Creating, Saving and Closing Workbooks
- Switching Between Open Windows
- The Excel Environment
- Getting Help
- Navigating a Worksheet
- The Ribbon
- Customising the Ribbon
- Backstage View
- Live Preview
- Quick Access Toolbar
- Mini Toolbar
- File Formats
- Status Bar
- Using Undo and Redo

#### Working with Data

- Entering Data
- Selecting Data
- Copying and Moving Data
- Editing Cells
- Find and Select
- Creating Custom Lists
- Working with Comments

#### Working with Columns and Rows

- Managing Columns and Rows
- Inserting Columns and Rows
- Deleting Columns and Rows

#### Worksheets

- Insert or Delete a Worksheet
- Copying and Moving Worksheets
- Managing Worksheets

#### Formulae and Functions

- Understanding Formulas
- Order of Calculation
- Entering and Editing Formulas
- Moving and Copying Formulas
- Absolute and Relative Cell References
- Using AutoSum
- Sum Function
- Min and Max Function
- Average Function
- Count Function

#### Formatting

- Font Formatting
- Font Alignment
- Text Wrapping
- Merge and Centre Data
- Text Orientation
- Formatting Numbers and Dates
- Conditional Formatting
- Cell Styles
- Format Painter

#### Charts

- Charts Basics
- Formatting Charts
- Recommended Charts

#### Preparing to Print

- Print Preview
- Page Break preview
- Page Setup Options
- Printing Worksheets
- Setting Up Print Areas
- The Spell Check

## MS Excel Course Outline – Intermediate level

### Course Objectives

This intermediate MS Excel course is designed for users who have attended an introductory level course or are already confident with the basic features.

By the end of this course you will be able to work with multiple worksheets and workbooks, work with ranges, format numbers, create subtotals and consolidate data. You will learn about how to name cells, filter data, work with graphics, create mini charts with Sparklines and create and manage templates.

Estimated course duration is 3-4 hours. Each lesson takes on average 3-5 minutes to complete.

#### Multiple Workbooks and Worksheets

- Using Multiple Workbooks
- Linking Workbooks
- Linking Worksheets with 3-D Formulas
- Managing Workbooks
- Headers and Footers

#### Working with Ranges

- Creating Named Ranges
- Using Named Ranges in formulae
- Editing Named Ranges

#### Creating Graphics

- Inserting Text Boxes
- Inserting Pictures
- Inserting Online Pictures
- Inserting Shapes
- Inserting SmartArt

#### Excel Tables

- Creating an Excel Table
- Editing an Excel Table
- Inserting and deleting rows and columns in tables
- Sorting
- Filtering
- Totals
- Creating a dropdown list for table entry
- Removing duplicate rows
- Advanced Filtering

#### Worksheet Display

- Freezing Panes
- Transpose Columns and Rows
- Create a Custom View
- Group and Ungroup Worksheets

#### Advanced Formatting

- Using Special Number Formats
- Using Functions to Format Text
- Working with Styles
- Working with Themes

#### Outlining and Subtotals

- Outlining
- Consolidating Data
- Creating Subtotals

#### Additional Saving Options

- Saving Workbooks as Web Pages
- Web and Sharing Features
- Using Office Templates
- Creating and Managing Templates
- Digitally Signing a Workbook

#### Advanced Charts

- Sparklines
- Chart Formatting Options
- Combo Charts

## MS Excel Course Outline – Advanced level

### Course Objectives

This advanced MS Excel course focuses on analysing data in Excel. You will also find it helpful if you spend most of your working day using Excel and need to learn more about the various functions.

By the end of this course you will be able to work with logical functions such as IF and OR, NOT and count up blank cells, add up cells that meet a certain criteria with CountIF. You will learn how to use V and H lookups to quickly pick up data. You will learn how to perform calculations based around dates and also create different types of charts (depending on the data you have) including new ones such as Waterfall and Histograms.

Estimated course duration is 3-4 hours. Each lesson takes on average 3-5 minutes to complete.

#### Logical Functions

- If Function
- Nesting Functions
- AND & OR Functions
- Not Function
- Nested IF Functions

#### Maths and Statistical Functions

- Count A
- Count Blank
- Count IF
- SUM IF
- Integer
- Displaying and Printing Formulas

#### Lookups

- VLOOKUPS
- HLOOKUPS
- Using Index
- Using Match

#### Working with dates and times

- Calculations with dates and times
- Subtracting time
- Subtracting one year from another
- Working out your age
- How many days to a future date
- Number of weekdays between 2 dates
- Add days, weeks, months or years to a date
- How many minutes have you been alive?

#### Text Functions

- Case
- Left and Right
- Concatenate

#### Charts

- Column charts
- Line charts
- Bar charts
- Pie charts
- Area charts
- Scatter charts
- Stock charts
- Surface charts
- Doughnut charts
- Radar charts
- Bubble charts
- Histogram charts
- Pareto charts
- Waterfall charts
- Box and Whisker charts
- Sunburst charts
- Tree map charts



## MS Excel Course Outline – Master level

### Course Objectives

This master MS Excel course is aimed at learners who have a good sound knowledge of Excel and can use basic functions such as IF and OR, NOT, CountIF and CountBLANK.

By the end of the course you will be able to use financial functions such as PMT, FV and Rate and also Match and Index functions. You will learn how to use conditional formatting to highlight trends and exceptions with a click of the mouse. You will learn how to work with pivot tables and charts, create and play back macros. Lastly you will learn how to use analytical functions such as goal seek, solver and scenarios as well as use one and two input data tables.

Estimated course duration is 3-4 hours. Each lesson takes on average 3-5 minutes to complete.

#### Financial Functions

- Financial Functions PMT
- Financial Functions FV
- RATE

#### Lookup Functions

- Combining MATCH with INDEX
- Combining LOOKUP with MATCH
- Lookup Functions with Named Ranges

#### Logical functions

- IFERROR

#### Conditional Formatting

- Creating Rules
- Creating Rules Using Formulas

#### PivotTables & Pivot Charts

- Working with Pivot Tables
- Rearranging Pivot Tables
- Slicers
- Formatting Pivot Tables
- Pivot Charts
- Using GETPIVOTDATA with Pivot Tables

#### Documenting and Auditing

- Auditing Features Formula Errors
- Auditing Features Evaluate Formulas
- Using the Watch Window
- Comments in Cells and Workbooks
- Validating Cell Entries
- Protection
- Workbook Collaboration

#### Custom Sorts

- Sort a List by Value
- Sort a List by Colour
- Advanced Features
- Converting Text to Columns

#### Macros

- Explaining Macros
- Macros Security Levels
- Recording a Macro
- Running a Macro
- Assigning Macros to the QAT

#### Analytical Options

- Goal Seek
- Solver
- The Analysis Tool Pak
- Scenarios

#### Data Tables

- One Input Variable
- Two Input Variable

## MS Excel Course Outline – Expert level

### Course Objectives

This expert MS Excel course is aimed at learners who want to get the most out of MS Excel and who have a very good practical knowledge of using MS Excel.

By the end of this course you will be to create dynamic ranges, use ISERR, ISBLANK and ISNA functions and DSUM and DCOUNT. You will also take macros to another level by exploring the Visual Basic Editor and turning off screen flashing. Lastly you will explore further features with pivot tables such as filtering fields and calculated items

Estimated course duration is 3-4 hours. Each lesson takes on average 3-5 minutes to complete.

#### Advanced Features

- Creating a Dynamic Range Name
- Assigning a Name to a Formula
- Applying Custom Data Validation
- Using Offset Functions

#### More on Pivot Tables

- Creating Calculated Fields
- Creating Calculated Items
- Creating Filter Fields
- Showing Filter Page Fields
- Drilling Down into the Data
- Creating a Table From Multiple Ranges
- Grouping Fields
- Using VLOOKUPS with Pivots

#### Working with Macros

- Assign a Macro to a Worksheet Control
- Exploring the Visual Basic Editor
- Making Simple Changes to a Macro
- Turn Off Screen Flashing
- Create a Worksheet Function
- Using a Worksheet Function
- Distribute a Worksheet Function

#### Excel Integration

- Create a Hyperlink in a Cell
- Hyperlink to a Website or File
- Hyperlink to a Location in a Workbook
- Hyperlink to a Email Address
- Add a Hyperlink to a Graphic
- Using Excel Data in Word
- Using Excel Charts in Word
- Using Excel Data as a Mail Merge

#### Information Functions

- ISERR
- ISERROR
- ISBLANK
- ISNUMBER
- ISNA

#### Database Functions

- DSUM and DCOUNT
- DMIN and DMAX
- DAVERAGE

## MS Edge Course Outline – Introduction level

### Course Objectives

This introductory Edge course is for anyone who needs to understand how Edge works. Suitable for beginners and for those who want to brush up on their browsing skills.

### Course Description

By the end of this course you will be able to open Edge, understand web addresses and use search engines and set a default search provider. You will learn how to use profiles, browser tabs, accessibility features, print and save web pages and download content. You will also learn how to create and organise favourites, pin sites, use collections and lastly how to set your home page, search history, work with cookies and pop-ups

Estimated course duration is 2-3 hours. Each lesson takes on average 3-5 minutes to complete.

### Topics covered

#### Getting Started

- Introducing the Internet
- Getting started with Microsoft Edge
- Understanding web addresses
- Using the Address Bar

#### Using Microsoft Edge

- Using profiles
- Using browser tabs
- Understanding search engines
- Searching for web content
- Setting the Default Search Providers
- Accessibility features
- Using AutoComplete
- Privacy & security settings

#### Organising web content

- Creating favourites
- Organising favourites
- Importing & exporting favourites
- Pinning sites
- Using Collections

#### Browser management

- Changing the default browser
- Setting the Home Page
- Installing extensions
- Search History
- Temporary Internet Files
- Cookies & pop-ups

#### Saving web content

- Printing web pages
- Saving web pages
- Downloading content

### Course Objectives

This introductory IE11 course is for anyone who needs to understand how Internet Explorer works. Suitable for beginners.

### Course Description

By the end of this course you will be able to open up IE and understand web addresses and search engines. You will learn about the modern and desktop interfaces. In the modern ones you will learn about the address bar, setting the home page, flip ahead, how to pin websites, add and organise favourites. In the desktop interface you will learn how to use the address bar, set your home page, add and organise your favourites. You will also learn how to add new browser tabs, cookies and temporary internet files. Lastly you will learn how to pin web pages and about compatibility settings.

Estimated course duration is 2-3 hours. Each lesson takes on average 3-5 minutes to complete.

#### Getting Started

- Introducing the Internet
- Opening Internet Explorer
- Understanding Web Addresses
- Search Engines
- Modern (UI) Versus New Course

#### Internet Explorer 11 Modern (UI)

- Changing the Default Browser
- Using the Address Bar
- Setting the Home Page
- Flip Ahead
- Pinning Websites
- Adding to Your Favourites
- Organising Your Favourites
- History Settings
- Adding New Browser Tabs
- Using Auto Complete
- Notification Bar
- Setting the Default Search Providers
- Printing Web Pages

#### Internet Explorer 11 Desktop

- Using the Address Bar
- Setting the Home Page
- Adding To Your Favourites
- Favourites Bar
- Organising Your Favourites
- History Settings
- Adding New Browser Tabs
- Using Auto Complete
- Notification bar
- Setting the Default Search Providers
- Temporary Internet Files
- Cookies
- Printing Web Pages
- Compatibility Settings
- Saving Web Pages
- Using the Download Manager

## Microsoft 365 Course Outline – Introduction level

### Course Objectives

This introduction course is for anyone who wants to understand how to use Office 365. It's suitable for complete beginners or those who have a little self-taught knowledge.

By the end of this course you will be able to access your Office 365 account, understand the home page, change settings, themes and sign out. You will be able to access the online version of Outlook, Word, Excel and PowerPoint and learn about the difference between contacts and groups. Learn the difference between SharePoint and OneDrive. Understand about other apps such as Yammer, Teams and Planner.

Estimated Course duration is 2-3 hours. Each lesson takes on average 3-5 minutes to complete.

#### Getting Started

- An overview of Office 365
- Showing you around
- Changing the Theme and Useful settings

#### A whirlwind tour of the apps

- Outlook online
- Word online
- Excel online
- PowerPoint online
- OneDrive for business
- OneNote
- Yammer
- SharePoint
- Teams
- Planner
- Delve
- Sway
- Whiteboard

#### Collaborating with Outlook online

- Working with emails and folders
- Outlook People
- Using the Calendar
- Shared Calendars
- Outlook tasks in the Web app
- Setting Outlook options, signatures, automatic Replies and Rules

#### Groups

- Introduction to Groups
- Creating Groups and Setting options
- Collaboration using Groups
- Managing Groups as an Owner

#### Keeping organised with OneDrive

- Navigating around OneDrive
- Accessing Content in OneDrive
- Using the Office online apps
- Collaborative working
- Connecting Microsoft Office to OneDrive
- Creating and Saving Office documents to OneDrive
- Version History

### Course Objectives

This intermediate course is for anyone who wants to learn more about Office 365 having taken the introduction course. It's suitable for those who have a little self-taught knowledge.

By the end of this course you will be able to create and edit documents, workbooks, PowerPoint presentations and OneNote online. You will understand how to create forms and quizzes, share and collate responses. You will be able to create a Plan, create and assign tasks. Communicate with colleagues via Yammer and keep organised with Delve. Lastly you will learn about how to work with Teams and set up meetings and chat too.

Estimated Course duration is 2-3 hours. Each lesson takes on average 3-5 minutes to complete.

#### Working with Word online

- Creating documents
- Adding content to documents
- Formatting document contents
- Sharing/Co-authoring documents
- Saving documents to OneDrive

#### Working with Excel online

- Creating workbooks
- Adding content to workbooks
- Formatting workbook contents
- Sharing/Co-authoring workbooks
- Saving workbooks to OneDrive

#### Working with PowerPoint online

- Creating presentations
- Adding content to presentations
- Formatting presentation contents
- Sharing/Co-authoring presentations
- Saving presentations to OneDrive

#### Working with OneNote online

- Creating Notebooks
- Understanding Notebook structure
- Adding content to Notebooks
- Sharing Notebooks

#### Microsoft Forms overview

- Creating Forms
- Setting Form options
- Creating Quizzes
- Sharing Forms
- Collating Responses

#### Keeping organised with Delve

- Finding content using Delve
- Tagging files
- Working with Favourites, Content and People
- Delve Boards

#### Working with Planner

- Creating Plans
- Creating Groups
- Categorising Tasks using Buckets
- Creating Tasks
- Assigning Tasks
- Boards
- Viewing Plans
- Planner Insights
- Using Planner with Outlook

#### Communicating with Yammer

- Viewing and updating your Profile
- New and existing groups
- Taking part in Conversations
- Creating Posts
- Using Praise

#### Collaborating with Teams

- Creating and joining Teams
- Working with Channels
- Searching within Teams
- Working with files in Teams
- Meetings & Chat

#### Working with Sway

- Navigating Sway
- Creating Sways
- Adding content
- Editing Cards
- Grouping Cards
- Customising Sways
- Previewing Sways
- Sharing Sways

## MS OneNote Course Outline – Introduction level

### Course Objectives

This introduction course is for anyone who wants to understand how to use MS OneNote. It's suitable for complete beginners or those who have a little self-taught knowledge.

By the end of this course you will be able to organise and find Notebook information including customising the workspace, handle notebook files, sections and pages. You will be able to add notes, tables and graphics to pages as well as video and audio. Lastly you will learn how to collect and organise research information such as Office documents and quickly add notes and tags to make working with OneNote easy.

Estimated Course duration is 2.5 hours. Each lesson takes on average 3-5 minutes to complete.

### Organise & Find Notebook Information

- Understanding OneNote
- Notebook Location
- Workspace
- Customising the Workspace
- Handling Notebook Files
- Notebook Structure
- Notebook Sections
- Notebook Pages
- Searching for Information
- Securing Notebook Information
- Save, Restore and Secure

### Creating Notes

- Typing Notes
- Adding Tables to a Note
- Adding Graphics to a Note
- How to use Page Templates
- Page Templates
- Audio and Video Content
- Audio and Video Requirements
- How to Create Audio and Video Notes
- Manage Audio and Video Notes
- Using Outlines to Organise Notes
- Creating and Managing an Outline
- Exporting an Outline to MS Word

### Collect & Organise Research Information

- Collecting Research Information
- Inserting a Scanned Document
- Office Documents
- Inserting Web Page Content
- Quick Notes
- Using Quick Notes
- Adding Screen Clippings
- Using Note Tags
- Searching for Note Tags



### Course Objectives

This introductory MS Outlook course is for anyone who needs to understand how Outlook works. Suitable for beginners.

### Course Description

By the end of this course you will be able to understand how to navigate between email, calendar, the to do bar and your contacts. You will be able to create and address an email, as well as reply and forward emails. You will learn how to attach files to emails and attach items such as previous emails. You will be able to enter appointments and events, classify and categorise appointments, schedule a meeting and set and delete reminders. Lastly you will learn how to create and forward contacts, add tasks to the to do bar, assign tasks and keep track of them.

Estimated Course duration is 3 hours. Each lesson takes on average 3-5 minutes to complete.

#### Getting Started

- Outlook Environment
- Using the Ribbon
- Quick Access Toolbar
- Navigating and Folder Pane
- To Do Bar
- Accessibility Features
- Getting Help

#### Mail

- Receiving Mail
- Sending Mail
- Formatting Mail
- Forwarding and Reply
- Printing Emails
- Attachments
- Inserting Images
- Read and Delivery Receipts
- Delaying Mail
- Spell Check

#### Contacts

- Creating Contacts
- Editing and Deleting Contacts
- Creating Contact Groups
- Contact Views
- Profile Card
- Electronic Business Cards
- Communicating with Contacts
- Searching Contacts
- Creating Contact Folders

#### Calendar

- Navigating Calendars
- Scheduling Appointments and Events
- Scheduling Meetings
- Editing and Deleting Appointments
- Using Find Time
- Categorising Appointments
- Reminders
- Printing Calendars
- Tracking Meeting Responses
- Calendar Snapshots
- Using Time Zones

#### Tasks

- Creating Tasks
- Editing Tasks
- Task Progress and Completion
- Tasks Views
- To Do Bar Tasks
- Assigning Tasks

### Course Objectives

This intermediate MS Outlook course is for anyone who needs to understand how Outlook works. Suitable for those with a basic knowledge of MS Outlook.

### Course Description

By the end of this course you will be able to understand how to management your emails by flagging emails, grouping them, marking them as read/unread and using the focused inbox, create rules, colour code emails and filter. You will learn about quick parts, using direct replies, recalling emails, quick steps and the out of office assistant. Working with Notes is covered and lastly you will learn how to work with multiple calendars.

Estimated Course duration is 3 hours. Each lesson takes on average 3-5 minutes to complete.

#### Mail Management

- Using the Focused Inbox
- Marking Mail as Read or Unread
- Grouping Mail
- Flagging Mail
- Using Mail Folders
- Moving Mail
- Junk Mail
- Deleting Mail
- Sorting Mail
- Colour Coding and Categories
- Filtering Mail
- Rules
- Searching Mail

#### Mail Features

- Mail Tips
- Signatures
- Quick Parts
- Voting Buttons
- Priority and Sensitivity Levels
- Using Direct Replies To
- Send and Receive Settings
- Resend and Recall
- Quick steps
- Out of Office Assistant
- Screenshots

#### Working with Multiple Calendars

- Creating Calendars
- Working with Multiple Calendars
- Sharing Calendars
- Accessing other Calendars
- Calendar Groups

#### Working with Notes

- Creating Notes
- Reading and Editing Notes
- Organising Notes
- Resizing and Deleting Notes
- Working with Notes
- Printing Notes
- Creating Appointments and Tasks from Notes

### Course Objectives

This introductory MS PowerPoint course is for anyone who needs to understand how PowerPoint works. Suitable for beginners.

### Course Description

By the end of this course you will be able to open and close presentations, zoom in and out and navigate around. You will be able to move, copy and delete slides and work with different file formats. You will be able to choose and modify slide layouts and change the background to slides, apply themes and use sections. You will manipulate text, format text effects, change the size and type of fonts and spell check and print presentation as well as learn how to elect different output formats.

Estimated Course duration is 3 hours. Each lesson takes on average 3-5 minutes to complete.

#### Getting Started

- The PowerPoint Environment
- The Ribbon
- Customising the Ribbon
- Backstage View
- Status Bar
- Opening and Closing a Presentation
- Navigating Between Slides
- PowerPoint Views
- Quick Access Toolbar
- Using the Zoom Tool
- Getting Help
- Using Smart Lookup

#### Creating a Presentation

- Creating Presentations
- Slide Orientation
- Inserting New Slides
- Moving Slides
- Copying Slides
- Deleting Slides
- Saving Presentations and Templates
- Auto Revisions
- File Formats
- Running slide Shows
- Presenter Views

#### Formatting Slides

- Choosing Slide Layouts
- Modifying Slide Layouts
- Changing Background Slides
- Applying Themes
- Using Sections
- Headers and Footers

#### Placeholders

- Placeholders Explained
- Resizing and Moving Placeholders

#### Manipulating Text

- Selecting Text
- Cut, Copy and Paste
- Mini Toolbar
- Finding and Replacing Text
- Deleting Text
- Using Undo and Redo

#### Font Formatting

- Font Type and Size
- Text Effects
- Live preview
- Changing case
- Clearing Text formatting

#### Proofing and Printing

- Spell checking
- Selecting output formats
- Printing presentations

### Course Objectives

This intermediate MS PowerPoint course is for anyone who understands the basics and wants to take their skills up one level. Suitable for those who have used PowerPoint to a basic level.

### Course Description

By the end of this course you will be able to manipulate paragraphs and text alignment. You will also learn how to work with various line spacing and quickly re-use formatted text with the Format Painter. You will also learn how to work with objects and graphics and grouping, resizing, aligning, nudging them and cropping and compressing them. You will be able to fill background colours, apply shape borders, merge shapes and use the eye dropper tool. Lastly you will learn how to embed videos, insert sounds clips and create screen recordings.

Estimated Course duration is 3 hours. Each lesson takes on average 3-5 minutes to complete.

#### Getting Started

- Paragraph formatting
- Text alignment
- Modifying bullets and numbers
- Line spacing
- Using outline view
- Setting tabs
- Text Autofit
- Format painter
- Ink annotations
- PowerPoint designer

#### Working with objects and graphics

- Using pictures
- Working with Online Pictures
- Inserting WordArt
- Inserting shapes
- Inserting shape text
- Drawing perfect shapes
- Working with SmartArt
- Inserting charts
- Selecting objects
- Moving and resizing objects
- Copying objects
- Deleting objects
- Grouping and ungrouping
- Aligning objects
- Nudging objects
- Rotating and Flipping objects
- Layering objects

#### Formatting shapes

- Background fill colours
- Shape borders
- Applying shape effects
- Merging shapes
- Eyedropper tool

#### Formatting pictures

- Applying picture effects
- Modifying contrast and brightness
- Re-colour pictures
- Cropping pictures
- Re-scaling pictures
- Resetting pictures
- Compressing pictures
- Setting picture shapes

#### Media clips

- Embedding videos
- Inserting sound clips
- Using pictures instead of the sound icon
- Converting video files
- Screen recording

### Course Objectives

This advanced MS PowerPoint course is for anyone who wants to get the most out of PowerPoint having used it regularly up to an intermediate level.

### Course Description

By the end of this course you will be able to work with slide masters and hyperlinks. You will also learn how to quickly merge presentations, compare presentations and insert screenshots. You will also learn how to transfer your presentation over to MS Word and create a presentation from Word. Working with tables is included as well as understanding how to work with slideshows and speaker notes. By the end of this course you will be able to create and format a Photo Album. Lastly you will be able to share your presentations, convert presentations and print out handouts.

Estimated Course duration is 3 hours. Each lesson takes on average 3-5 minutes to complete.

#### Slide Masters

Slide master view  
Inserting slide master  
Modifying slide master  
Hand out masters  
Note master  
Adding a watermark

#### Hyperlinks and Action buttons

- Creating hyperlinks
- Adding action buttons

#### Merging presentations

- Merging slide presentations
- Comparing presentations
- Saving Slides as images
- Inserting screenshots
- Transferring to MS Word
- Creating presentations from MS Word

#### Tables

- Inserting tables
- Modifying tables
- Formatting tables

#### Slideshows

- Slide show transition effects
- Slide show animation effects
- Speaker notes
- Slide show tips

#### Photo Albums

- Creating photo albums
- Formatting photo albums

#### Sharing Presentations

- Sharing a presentation
- Real time co-editing
- Conflict resolution
- Version History
- Viewing editing properties
- Document inspector
- Presentation encryption
- Digital signatures
- Converting presentations
- Packaging presentations
- Printing handouts
- Compatibility checker

### Course Objectives

This Introduction course focuses on understanding how to get started with MS Project.

By the end of this course you will be able to understand the environment, use views, open, create and save projects. During the course you will work with Tasks, Notes and Milestones. You will also learn how to create and assign resources. Lastly you will learn how to create and apply new calendars and input start and end dates.

Estimated course duration is 3-4 hours. Each lesson takes on average 3-5 minutes to complete.

#### Getting Started

- MS Project Explained
- The Ribbon
- Customising the Ribbon
- Backstage View
- Quick Access Toolbar
- Mini Toolbar
- File Formats
- Status Bar
- Getting Help

#### Views

- Using Views
- Splitting the Window

#### Creating New Projects

- Opening Existing Projects
- Creating New Projects
- Projects based on a Template
- Scheduling Projects
- Team Planner
- Renaming Projects
- Saving Projects

#### Task, Notes & Milestones

- Grouping Project Information
- Entering Tasks
- Entering Sub Tasks
- Recurring Tasks
- Editing Tasks
- Deleting Tasks
- Moving/Copying Tasks
- Predecessors and Successors
- Tracing Task Paths
- Task Notes
- Milestones
- Using Status Indicators

#### Resources

- Creating Resource Lists
- Adding Resources Manually
- Specifying Resource Availability
- Adding Material Resources
- Setting Costs for Work Resources
- Assigning Resources
- Reviewing Total Planned Costs
- Communicating with Team Members

#### Calendar

- Creating/Applying New Calendars
- Inputting Start/Finish Dates

### Course Objectives

This MS Project course is for anyone who is already familiar with the basics of using Project and now wants to expand their knowledge.

By the end of this course you will be able to work with themes and attach project documentation and set up work breakdown structures. You will learn how to work with Tasks and Resources. We will cover how to edit a project as well as create various reports such as Dashboards, Resources, Cost and Progress reports. We will also cover how to view reports in Excel and explain about cloud storage and using Project online.

Estimated course duration is 2-3 hours. Each lesson takes on average 3-5 minutes to complete.

#### Project Set up

- Themes
- Attaching project documentation
- Setting up work breakdown structures

#### Work with Tasks

- Entering durations
- Establishing task dependencies
- Overlapping linked tasks
- Adding constraints

#### Resources

- Understanding assignment calculations
- Contouring resource assignments
- Reviewing resource allocations
- Resource usage view
- Resource engagements
- Resource notes

#### Edit Projects

- Saving original plan information
- Rescheduling projects
- Reviewing schedule progress
- Reviewing schedule variances

#### Reporting & Analysis

- Dashboard reports
- Resource reports
- Cost reports
- Progress reports
- Printing views & reports
- Page setup
- View visual reports in Excel
- View visual reports in Visio

#### Project Online

- Cloud storage
- Project Lite
- Project Online
- Project Pro for Office 365



## MS SharePoint 365 Course Outline – Introduction level

### Course Objectives

This introduction course is for anyone who wants to understand how to use SharePoint. It's suitable for complete beginners or those who have a little self-taught knowledge.

By the end of this course you will be able to access your SharePoint account and understand how to navigate around. You will learn the difference between SharePoint libraries and lists and be able to add to them. You will learn about checking in and out and versioning as well as permission levels. Sharing documents, libraries and lists are also covered. Lastly you will learn how to use the MS Office online versions of Excel, Outlook and Word.

Estimated Course duration is 3-4 hours. Each lesson takes on average 3-5 minutes to complete.

### Getting Started

- What is SharePoint
- Accessing SharePoint
- SharePoint Environment
- Understanding Permissions

### Documents, Libraries and Lists

- Libraries
- Lists
- Adding Content to Document Libraries
- Adding content to Lists
- Updating and editing Lists
- Checking in and out
- Versioning
- Recycle Bin
- Sharing files
- How to Share documents
- How to Manage document sharing - ready to be published
- Folders in SharePoint on-line

### Working with MS Office

- Introducing MS Office browser Apps
- Working with MS Word online
- SharePoint and Outlook
- Working with the Calendar, Tasks and Contacts
- Working with MS Excel online

### Working with Alerts

- Working with Alerts
- Approvals
- Views for lists and libraries

### Course Objectives

This course is designed for delegates who wish to work collaboratively with internal and external colleagues.

On completion of this course, delegates will be able to create and join Teams, adding team members and participate in conversations and personal chats. They will be able to work in Channels, join and create a meeting.

Estimated course duration is 2-3 hours. Each lesson takes on average 3-5 minutes to complete.

### Topics covered

#### Getting Started

- Understanding Teams
- Accessing Teams
- Navigating around

#### Creating Teams

- Setting up your Team
- Adding and Removing Members
- Searching for Teams and becoming a Member
- Showing and Hiding Teams
- Privacy options
- Organising your Teams List
- Managing Teams
- Connectors
- Get attention with @mentions
- Archiving Teams

#### Chats, calls and Meetings

- Starting a chat
- Creating instant meetings
- Managing your meetings
- Meeting Notes
- Using Meeting Controls
- Making calls

#### Creating channels

- Creating a Channel
- Channel Notifications
- Editing channels
- Sending an email to a Channel
- Starting conversations
- Using the Activity Feed
- Managing Notifications
- Working on files
- Uploading and sharing files
- Turning a File into a Tab
- Adding Wiki tabs

### Course Objectives

This course is designed for delegates who wish to work collaboratively with internal and external colleagues.

On completion of this course, delegates will be able to make announcements, post across channels, organise channels and glean analytics from channels. They will learn how to host meetings including setting up breakout rooms. They will learn how to alter settings for audio and video, use the whiteboard and screen share. Work with files and co-author on them and add apps.

Estimated course duration is 2-3 hours. Each lesson takes on average 3-5 minutes to complete.

### Topics covered

#### Working with Channels

- Private channels
- Announcements
- Posting across channels
- Channel organisation
- Channel analytics

#### Hosting Meetings

- Meeting types & roles
- Presence states
- Creating meeting agendas
- Meeting lobby
- Recording meetings
- Breakout rooms

#### Attending Meetings

- Audio settings
- Video settings
- Screen sharing
- Taking meeting notes
- Using the whiteboard

#### Communication & Collaboration

- Searching & bookmarking posts
- Chat tips
- Making & managing calls in Teams
- Working with external users

#### File Management

- Creating, uploading & moving files
- File collaboration
- Co-authoring files
- File storage

#### Using Team apps & devices

- Using the Web, Desktop & Mobile apps
- Adding apps
- Immersive Reader

#### Live Events

- Live event roles
- Scheduling live events
- Producing live events
- Presenting within live events
- Event recording & reporting

### Course Objectives

This Introduction course focuses on understanding how to get started with MS Visio.

By the end of this course you will be able to understand the environment, open, close, create and save diagrams. You will learn how to use the drawing page as well as pan and zoom. You will learn how to create basic diagrams, building plans, flowcharts, brainstorming diagrams plus many others. We cover how to work with stencils, shapes i.e. merging, ordering, aligning, as well as learning about the shape handles. Lastly, we cover working with PowerPoint and Excel and quick styles and page duplication.

Estimated course duration is 3-4 hours. Each lesson takes on average 3-5 minutes to complete.

#### Getting Started

- Visio Explained
- Visio Environment
- The Ribbon
- Opening and Closing Diagrams
- Saving Diagrams
- Getting Help
- Backstage View

#### Drawing Tools

- Drawing Page
- Drawing Explorer
- Panning and Zooming

#### Creating Diagrams and Charts

- Creating Basic Diagrams
- Creating Flowcharts
- Creating Brainstorming Diagrams
- Creating Map Diagrams
- Creating Organization Charts
- Creating Calendars
- Creating Project Timelines
- Creating Gantt Charts

#### Creating New Stencils

- Creating New Stencils

#### Working with Shapes

- Adding Text to Shapes
- Moving Shapes
- Merging Shapes
- Ordering Shapes
- Grouping Shapes
- Aligning Shapes
- Shape Handles
- Replacing Shapes

#### Editing

- Copying Shapes
- Copying Drawings
- Applying Shape Effects
- Themes
- Quick Styles
- Page Duplication

#### Collaboration

- Creating PowerPoint Presentations
- Data Connectivity with Excel

#### Proofing, Printing & Sharing

- Spell Checking
- Printing

### Course Objectives

This introduction course is for anyone who wants to understand how to use Windows 10. It's suitable for complete beginners or those who have a little self-taught knowledge.

By the end of this course you will be able to do the basic things such as logging in, open apps, lock and unlock your device and understand the Start screen. You will also learn how to access, organise and add tiles as well as search for them. You will learn how to access your desktop, themes and jump lists. Lastly you will learn how to use file explorer to search for files and folders. Navigate using File Explorer.

Estimated Course duration is 2 hours. Each lesson takes on average 3-5 minutes to complete.

### Getting started

- Logging In
- Getting Help
- Opening Apps
- Locking and Unlocking
- PC Shutdown
- Start Screen

### Start Screen

- Start Screen Environment
- Live Tiles
- Resizing Tiles
- Organising Tiles
- Adding Tiles
- Start Screen Customisation
- Searching

### The Desktop

- Accessing the Desktop
- Desktop Environment
- Themes
- Desktop Customisation
- Jump Lists
- Create a New Desktop

### Managing files and folders

- File Explorer
- Selecting Files and Folders
- Viewing and Grouping
- File History
- Navigating using the File Explorer Ribbon
- Hidden Files

## MS Windows 10 Course Outline – Intermediate level

### Course Objectives

This intermediate course is for anyone who wants to understand how to get more out of Windows 10. It's suitable for those who have used the basics or those who have a little self-taught knowledge.

By the end of this course you will be able to set up picture passwords, work with screen savers and the snipping tool. You will also learn about the apps such as Edge, mail, the calendar, the camera, maps, Cortana and People. Lastly you will learn about privacy settings and access OneDrive.

Estimated Course duration is 2 hours. Each lesson takes on average 3-5 minutes to complete.

### Working with Apps

- Picture Passwords
- Account Picture
- Task View
- Printing
- Screensavers
- Snipping Tool
- Spell checking
- Task Manager
- Quiet Hours
- Opening Multiple Windows

### Apps

- Edge
- Mail
- Calendar
- Alarms and Clocks
- Camera
- Photos
- Maps
- Weather
- Windows Store
- Cortana
- People

### Security and Storage

- Privacy Settings
- Understanding OneDrive

## Course Objectives

This introductory MS Word course is for anyone who needs to understand how Word works. Suitable for beginners.

By the end of this course you will be able to understand about backstage view, work with the Ribbon, create, open, print and save documents. You will learn how to format and manipulate text, paragraphs and documents. You will learn about drop caps and how to manipulate graphics. Lastly you will learn how to switch between open documents and how to proof and print documents.

Estimated course duration is 3-4 hours. Each lesson takes on average 3-5 minutes to complete.

### Getting Started

- The Word Environment
- The Ribbon
- Mini Toolbar
- Quick Access Toolbar
- Status Bar
- Backstage Features
- Understanding Different Views
- Read Mode
- Getting Help
- Opening and Closing Documents
- Resume Reading
- Creating New Documents
- Saving Documents
- File Formats

### Page Setup

- Page Size and Orientation
- Page Margins

### Text Editing

- Inserting and deleting Text
- Using Undo and Redo
- Drag and Drop
- Cut, Copy and Paste
- Office Clipboard

### Working with Multiple Documents

- Switching Between Open Documents
- Arranging Documents
- Comparing Documents Side By Side

### Text Formatting

- Live Preview
- Selecting Text
- Font Type and Size
- Applying Text Effects
- Format Painter
- Clearing Formatting
- Changing Case
- Highlighting Text
- Inserting Drop Caps
- Changing the Default Font

### Working with Graphics

- Inserting SmartArt
- Copying and Deleting Graphics
- Inserting Pictures
- Inserting Online Pictures
- Inserting Shapes
- Inserting Screen Shots
- Alignment Guides
- Resizing and Moving Graphics
- Object Zoom

### Proofing and Printing

- Spell Checking Documents
- Using Built in Dictionaries
- Previewing and Printing Documents

### Paragraph Formatting

- Aligning Text
- Line Spacing
- Indenting Paragraphs
- Applying Bullets and Numbering

### Course Objectives

This intermediate MS Word course is designed for users who have attended an introductory level course or are already confident with the basic features.

By the end of this course you will be able to insert special characters, symbols and WordArt. You will be able to work with tables, create section breaks and insert columns. You will learn how to insert watermarks, compress pictures, work with styles and create templates. Lastly you will be able to use quick parts and building blocks to quickly re-use saved text and objects.

Estimated course duration is 3-4 hours. Each lesson takes on average 3-5 minutes to complete.

#### Document Formatting

- Adding Borders
- Adding Shading
- Page Breaks
- Cover Pages
- Headers and Footers
- Page Numbering
- Opening and Editing PDF Files

#### Paragraph Formatting

- Reversing Paragraph Colours
- Revealing Document Marks
- Setting and Removing Tabs
- Sorting Lists

#### Text Editing

- Finding and Replacing Text
- Auto-Correct Options
- Special Characters and Symbols
- Inserting Placeholder Text

#### Working with Graphics

- Text Wrapping Options
- Live Layout
- WordArt
- Picture Editing
- Compressing Pictures
- Modifying Graphics
- Re-Ordering Graphics
- Grouping and Ungrouping Shapes
- Inserting Watermarks

#### Templates

- Creating Templates
- Applying Templates
- Quick Parts and Building Blocks
- Auto Text
- Recreating a Default Normal.DOTM File

#### Tables

- Navigating Tables
- Inserting Tables
- Resizing Tables
- Moving Tables
- Table Margins
- Selecting Table Elements
- Selecting and Editing Text Within Tables
- Text Orientation
- Sorting Data Within Tables
- Inserting, Deleting Rows and Columns
- Moving Rows and Columns
- Modifying Column Width and Row Height
- Adding Shading to Cells
- Modifying Cell Borders
- Merging and Splitting Cells
- Formulas
- Repeating Header Information
- Converting Text to Tables
- Converting Tables to Text



### Course Objectives

This advanced course in MS Word focuses on understanding how to use the more advanced features such as mail merge, linking and embedding objects and inserting charts.

By the end of this course you will be able to create a mail merge and track changes in a document. You will learn how to customise Word and work with text boxes as well as view documents in outline view. Lastly you will learn how to apply and modify themes and link and embed objects and charts.

Estimated course duration is 3-4 hours. Each lesson takes on average 3-5 minutes to complete.

#### Document information

- Word Count
- Thesaurus
- Smart Lookup

#### Document outlines

- Viewing documents in Outline view
- Creating documents in Outline view
- Using Outline view with Header styles

#### Working with columns

- Creating column layouts
- Column formatting
- Inserting & deleting Column Breaks

#### Section Breaks

- Creating Section Breaks
- Viewing & deleting sections
- Expanding & collapsing sections

#### Styles

- Creating paragraph styles
- Applying styles
- Modifying paragraph styles
- Using the Navigation Pane

#### Themes

- Applying themes
- Modifying themes
- Custom themes
- Applying themes from documents
- Office themes

#### Text boxes

- Inserting text boxes
- Formatting text boxes
- Copying & pasting text boxes
- Resizing, moving & deleting text boxes
- Text wrapping around text boxes
- Linking text boxes

#### Charts

- Inserting charts
- Basic chart formatting

#### Embedding and linking

- Embedding & linking Excel charts
- Editing embedded charts
- Formatting embedded charts
- Embedding & linking objects
- Watching online videos

#### Mail Merge

- Understanding Mail Merge
- Using the Mail Merge Wizard
- Creating mailing lists
- Creating a directory listing
- Merging to produce labels
- Sending out emails using MS Outlook
- Conditional mail merging

#### Customising MS Word

- Modifying Word options
- Customising the ribbon
- Customising the Quick Access toolbar
- Hyphenation options
- Widow & Orphan paragraphs

### Course Objectives

This master course in MS Word focuses on understanding how to use the more advanced features such as field codes, fill in forms, collaborative working and various referencing options.

By the end of this course you will be able to understand what field codes are and when and how to use them, how to create fill in forms and share documents, insert comments and track changes. You will also gain an understanding of working with the web and creating hyperlinks. Lastly you will gain knowledge on how to create a table of contents, add bookmarks, foot and end notes as well as work with cross referencing.

Estimated course duration is 3-4 hours. Each lesson takes on average 3-5 minutes to complete.

#### Field codes

- Understanding field codes
- Inserting field codes
- Displaying field codes
- Editing & deleting fields
- Updating fields
- Locking & unlocking fields
- Converting fields to text

#### Fill-in Forms

- Understanding fill-in forms
- Creating fill-in forms
- Editing & formatting fill-in forms
- Deleting fill-in form fields
- Protecting fill-in forms

#### Collaborative working

- Document sharing
- Real time co-editing
- Tracking changes
- Simple Mark Up
- Comparing & combining documents
- Inserting comments
- Comment Reply
- Ink annotations
- Checking documents for sensitive information
- Password protecting documents
- Making a document read only

#### Macros

- Understanding macros
- Recording macros
- Assigning macros to buttons

#### Master Documents

- Creating master documents
- Editing subdocuments
- Removing subdocuments

#### Working with the web

- The internet
- Saving documents as web pages
- Previewing web formatted pages
- Saving web pages from the internet
- Creating internet hyperlinks
- Editing internet hyperlinks
- Removing hyperlinks

#### Referencing options

- Table of Contents
- Creating indexes
- Adding bookmarks
- Deleting bookmarks
- Navigating using bookmarks
- Creating footnotes
- Formatting footnotes
- Deleting footnotes
- Creating endnotes
- Formatting endnotes
- Deleting endnotes
- Cross referencing
- Adding & updating captions

### Course Objectives

This expert course in MS Word focuses on understanding how to use the more advanced features such as controlling content with ActiveX controls, sharing and securing content, managing styles and managing reference sources.

By the end of this course you will be able to understand XML, secure content by encryption, mark documents as final and use version history. You will be able to access the styles window and organise content with multi-level lists and line numbering. You will learn how to work with equations and learn more about macros. Lastly you will gain knowledge on inserting citations, generate a bibliography and add placeholders.

Estimated course duration is 3-4 hours. Each lesson takes on average 3-5 minutes to complete.

#### Controlling content

- Adding ActiveX controls
- Understanding XML
- The Schema library
- Tagging Word content

#### Sharing and securing content

- Document properties
- Digital signatures
- Marking as Final
- Encrypting documents
- Attaching documents to emails
- Version history
- Auto Recover

#### Managing Styles

- Accessing the Styles window
- Recommending Styles
- Restricting Styles
- Setting default Styles
- Switching Quick Styles Sets
- Style Inspector
- Creating character styles
- Copying Styles between templates

#### Organising content

- Creating multi-level lists
- Creating list styles
- Line numbering

#### Working with equations

- The Equation gallery
- Inserting equations
- Accessing the equation tools
- Equation symbol sets

#### Advanced macros

- Duplicating macros between documents
- Macros security
- Using Step Into
- Using Breakpoints

#### Managing reference sources

- Source Manager
- Inserting citations
- Editing citations
- Generating a bibliography
- Adding placeholders

### Course Objectives

This Introduction course gives an overview of how Zoom is used as well as creating and joining meetings. It explains how to set up meetings and chat with colleagues.

Estimated Course duration is 1 hour. Each lesson take on average 4-6 minutes to complete.

#### Getting Started

- Creating instant/scheduled meetings
- Creating Contacts
- Inviting attendees
- Joining meetings
- Managing participants

#### Working in Meetings

- Creating polls
- Waiting Room
- In-meeting controls
- Chat feature
- Sharing content
- Recording meetings
- Breakout rooms

Using technology comes at a price when employing staff and knowing they can use the technology efficiently is vital. Taking the training is only part of the story, proving their competence is key.

That's why we have created 8 competency tests that follow our Bite Size Microsoft Office Course Outlines from introduction to advanced level which can be taken pre or post learning to measure skills. Our competency tests have either 25 or 30 questions ranging from true/false, multiple choice, hotspot, fill in the blanks or sequence.

The pass mark is 80% and you will receive an on-line Bite Size competency certificate to print out if you pass. It's a great way to test your knowledge of Microsoft Office applications and is included in our Bite Size Library to complement our courses.

### Excel Introduction Test

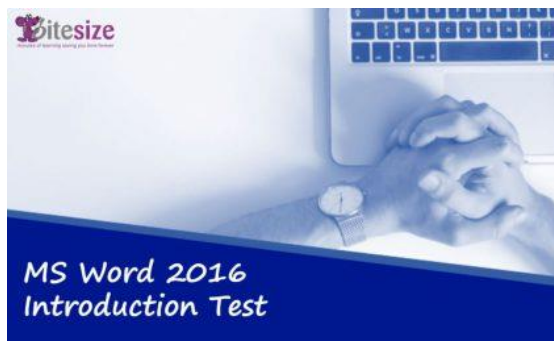
This test has 25 questions covering the following topics:



- Basic Formulas
- Keyboard Navigation shortcuts
- Functions like SUM and COUNT
- Conditional Formatting
- Formatting Options
- Order of Calculation
- Absolute and Relative References

### Word Introduction Test

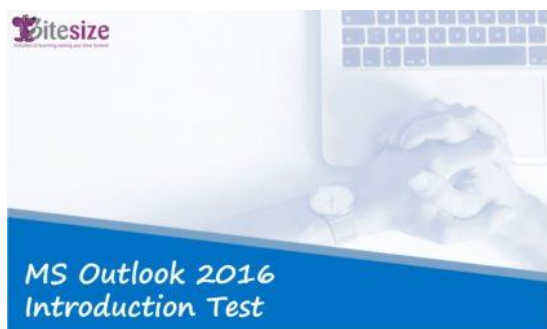
This test has 30 questions covering the following topics:



- Creating, opening, saving and closing documents
- Working with the Ruler and Margins
- Line spacing, bullet lists
- Copying and pasting selection methods, undo, font formatting
- Working with objects/views
- Comparing documents
- Printing and screenshots

### MS Outlook Introduction Test

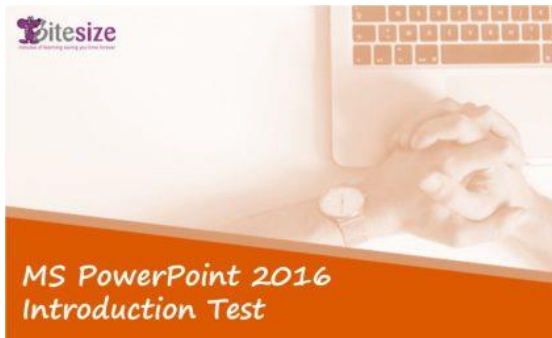
This test has 25 questions covering the following topics



- Ribbon; Working with Emails
- Setting up Voting Options
- Printing Emails
- Attachments
- Calendar Appointments
- Calendar Events
- Calendar Meetings
- Working with Reminders
- Setting up Tasks.

### PowerPoint Introduction Test

This test has 25 questions covering the following topics:



- Opening and Closing Presentations
- Zooming In and Out
- Navigating Around
- Moving, copying and deleting slides
- Different File Formats
- Slide Layouts
- Changing the background to slides
- Applying Themes
- Working with Sections
- Manipulating text and effects
- Spell Checking
- Printing presentations
- Output formats

### MS Excel Intermediate Test

This test has 25 questions covering the following topics:



- Working with Multiple Workbooks
- Working with Ranges
- Working with Graphics
- Working with Tables
- Sorting and Filtering
- Worksheet Displays
- Auditing
- Templates
- Chart Options.

### MS Word Intermediate Test

This test has 30 questions covering the following topics:



- Inserting Special Characters
- Inserting Symbols and WordArt
- Tables
- Section Breaks and Columns
- Watermarks
- Compressing Pictures
- Styles
- Templates
- Quick Parts and Building Blocks

### **MS Excel - Formulas and Functions Test (Advanced level)**

This test has 25 questions covering the following topics:



- IF Function
- Absolute and Relative References
- Working with time
- Keyboard shortcuts
- Viewing Formulas
- Concatenation
- Order of Calculation
- Working with dates
- Text Functions

### **MS Word - Working with Long Documents Test (Advanced level)**

This test has 30 questions covering the following topics:



- Page Breaks
- Headers/Footers
- Page Numbering
- Spell Checking
- Section Breaks
- Watermarks
- Table of Contents
- Bookmarks
- Cross References
- Foot and End Notes
- Tracking and Comments



## Millionaire Games - MS Office

Add a bit of fun into your working day and test your skills with our Millionaire Games. There are 5 to choose from - MS Excel, Teams, PowerPoint, Word and Outlook.

See how far you can get on the leader board. Phone a Friend, use your 50/50 or Ask the Audience. Each section is based on our Microsoft Courses from Introduction Level to Advanced Level. You can play the game as many times as you like to become a Millionaire. Just 15 questions away from being an MS Office Millionaire.

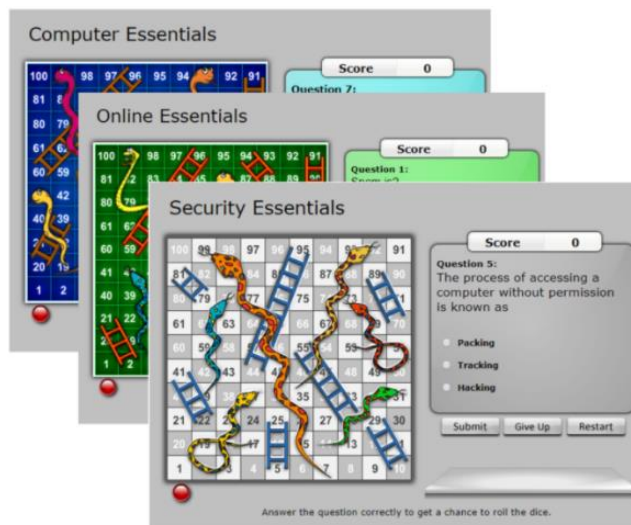
Unfortunately, there will be no money changing hands, but it will give you the kudos that you know your subject well.

Our games can be tailor made for your organisation and can cover any form of testing you need. It doesn't have to be Microsoft Office.





## Snakes and Ladders - Computer Fundamentals



Add a bit of fun into your working day and test your skills with our three Snakes and Ladder Games.

Just like in the real board game, see how far you can get as you roll the dice, and go up the ladders and down the snakes.

Each question is based on our Computer Fundamental series – Computer Essentials, Online Essentials and Security Essentials courses. You can play each game as many times as you like. Even if you get a question wrong, simply answer another question to get a chance to roll the dice again.

Our games can be tailor made for your organisation and can cover any form of testing you need. It can be on any topic. Even if you get a question wrong, simply answer another question to get a chance to roll the dice again. Have fun!