



Bite Size Online Learning Catalogue

Minutes of learning
saving you time forever



“It is refreshing to work alongside such competent and upbeat external partners. Bite Size have been a pleasure to engage with. An incredible service and one that is exceptionally competitive in such a crowded marketplace.

Keep up the great work guys.”

L&D Manager, Finance Sector



Microsoft Office and
Computer Fundamental
Courses

13 February 2026

Contents

MS Edge Course Outline – Introduction level.....	4
Google Chrome – Introduction level.....	5
MS Windows 11 Course Outline – Introduction level (updated January 2026)	6
Microsoft Copilot - Introduction level (CPD Certified).....	7
Microsoft 365 - Introduction level.....	8
Microsoft 365 - Intermediate level.....	9
MS Excel 365 - Introduction level (CPD Certified).....	10
MS Excel 365 - Intermediate level (CPD Certified).....	11
MS Excel 365 - Advanced level (CPD Certified).....	12
MS Excel 365 - Master level (CPD Certified)	13
MS Excel 365 - Expert level (CPD Certified)	14
MS Outlook 365 - Introduction level (CPD Certified).....	15
MS Outlook 365 - Intermediate level (CPD Certified).....	16
MS PowerPoint 365 - Introduction level (CPD Certified).....	17
MS PowerPoint 365 - Intermediate level (CPD Certified).....	18
MS PowerPoint 365 - Advanced level (CPD Certified)	19
MS SharePoint 365 Course Outline – Introduction level	20
MS SharePoint 365 Course Outline – Site Owners	21
MS Teams Course Outline – Introduction level (CPD Certified)	22
MS Teams Course Outline – Intermediate level (CPD Certified)	23
MS Teams Course Outline – Advanced level (CPD Certified).....	24
MS Word 365 - Introduction level (CPD Certified).....	25
MS Word 365 – Intermediate level (CPD Certified).....	26
MS Word 365 – Advanced level Course Objectives.....	27
MS Excel 2016 Course Outline – Introduction level	28
MS Excel 2016 Course Outline – Introduction level	29
MS Excel 2016 Course Outline – Intermediate level.....	30
MS Excel 2016 Course Outline – Advanced level.....	31
MS Excel 2016 Course Outline – Master level	32
MS Excel 2016 Course Outline – Expert level	33
MS OneNote for Desktop Course Outline – Introduction.....	34
MS PowerPoint 2016 Course Outline – Introduction level.....	35
MS PowerPoint 2016 Course Outline – Intermediate level.....	36
MS PowerPoint 2016 Course Outline – Advanced level	37
MS Project 2016 Course Outline – Introduction level	38
MS Project 2016 Course Outline – Intermediate level	39
MS Visio 2016 Course Outline – Introduction level.....	40
MS Word 2016 Course Outline – Introduction level.....	41

MS Word 2016 Course Outline – Intermediate level.....	42
MS Word 2016 Course Outline – Advanced level.....	43
MS Word 2016 Course Outline – Master level	44
MS Word 2016 Course Outline – Expert level	45
Zoom – Introduction level.....	46
MS Office Tests	47
Millionaire Games - MS Office	47
Snakes and Ladders - Computer Fundamentals	47
Computer Fundamental Series - Computer Essentials course outline	48
Computer Fundamental Series - Security Essentials course outline	49
Computer Fundamental Series - Online Essentials course outline	50
Computer Fundamental Series - Presentations course outline.....	51
Computer Fundamental Series – Word Processing - Introduction level	52
Computer Fundamental Series – Word Processing - Advanced level.....	53
Computer Fundamental Series – Spreadsheets.....	54
Computer Fundamental Series – Online Collaboration	55
Computer Fundamental Series – Using Databases (MS Access).....	56
Computer Fundamental Series – Tests	57

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. You will also learn how the Microsoft 365 Apps are integrated into Edge.

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

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
- Search For Web Content
- Setting the Default Search Providers
- Using Auto Complete
- Opening Videos as Picture-in-Picture
- Using Split Screen

Accessibility Features

- Magnification Settings
- Reading Support

Saving web content

- Printing Web Pages
- Saving Web Pages
- Downloading Content
- Screen Shot & Annotations

Organising web content

- Creating favourites
- Organising favourites
- Importing & exporting favourites
- Pinning sites
- Using Collections
- Integrating Microsoft 365 Apps

Browser Management

- Changing the Default Browser
- Setting the Home Page
- Installing Extensions
- Search History
- Temporary Internet Files
- Cookies & Pop-Ups
- Changing Themes & Appearance
- Setting Up New Tab Page Preferences
- Resolving Common Issues
- Resetting Edge Settings

Privacy and Security

- Using in Private Browsing
- Tracking Prevention levels
- SmartScreen
- Controlling Permissions
- Password Management

Google Chrome – Introduction level

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

MS Windows 11 Course Outline – Introduction level (updated January 2026)

Course Objectives

This introduction course is for anyone who wants to understand how to use Windows 11. It's suitable for complete beginners or those who have a little self-taught knowledge. We assume learners will already be familiar with using a keyboard, mouse, computer and assistive technology. By the end of this course you will be able to

- Do the basic things such as starting up and shut down as well as work with accessibility features such as hearing, mobility and neurodiversity
- Open and work with apps such as the Snipping Tool, Speech Recognition and Sticky Notes
- Keep secure with privacy and security settings
- Manage, move, copy and delete files and folders. Search and use Jump Lists
- Lastly, use Widgets, Virtual Desktops, change Wallpapers, Snap Layouts, the Task Manager and minimise interruptions

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

Getting started

- Start Menu & Taskbar
- Shutting Down
- Vision Accessibility
- Hearing Accessibility
- Mobility Accessibility
- Neurodiversity Accessibility

Desktop Management

- Using and Customising Widgets
- Virtual Desktops
- Changing Wallpaper & Themes
- Snap Layouts, Assist and Groups
- Task Manager
- Minimising Interruptions
- Personalising the Lock Screen
- Notifications Centre

Working with Apps

- Working with Apps
- Snipping Tool
- Sticky Notes
- Playing Music & Videos
- Photos App
- Speech Recognition

Keeping Secure

- Privacy Settings
- Security Settings

Managing Files

- File Explorer
- Move, Copy & Paste
- Compressing Files
- Organising Files & Folders
- Deleting Files & Folders
- Searching
- Jump Lists

Microsoft Copilot - Introduction level (CPD Certified)

Course Objectives

This course is suitable for absolute beginners to MS Copilot. We assume learners will already be familiar with using a keyboard, mouse, computer and assistive technology. This Introduction course shows you how to

- Get started with Chatting with Copilot via your Microsoft 365 login (free version) and
- How to take advantage of using Copilot in Word, Excel, PowerPoint, Outlook, Teams and Excel using the free and paid for versions.

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

Getting Started with the free version

- Introduction to Copilot
- Summarising Content
- Edit In Pages
- Uploading files
- Creating Content
- Using pre-built Agents
- Creating Agents
- Editing Agents
- Security Considerations

Using Copilot in MS Word

- Creative Content Generation
- Advanced Writing Assistance
- Dynamic Data Integration
- Summarising & Interpreting Content
- Proactive Suggestions

Using Copilot in MS PowerPoint

- Quick Content Generation
- Enhancing Visuals
- Presentation Improvements
- Summarising Text
- Speech Preparation

Using Copilot in MS Excel

- Formula Creation
- Data Charts & Insights
- Conditional Formatting
- Error Explanation & Fixes
- Data Cleaning

Using Copilot in MS Outlook

- Organising the Inbox
- Email Content Creation
- Smart Replies
- Email Summarisation
- Calendar Management

Using Copilot in MS Teams

- Meeting Insights
- Action Item Tracking
- Customised Responses
- Idea Generation
- Collaboration Tool

Microsoft 365 - Introduction level

Course Objectives

This introduction course is for anyone who wants to understand how to use Microsoft 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 Microsoft 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 Viva Engage, Teams and Planner.

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

Topics covered

Getting Started

- An overview of Microsoft 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
- Viva Engage
- SharePoint
- Teams
- Planner
- Delve
- Whiteboard
- Sway
- Stream

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

Microsoft 365 - Intermediate level

Course Objectives

This intermediate course is for anyone who wants to learn more about Microsoft 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 work with the free version of Copilot, 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 Viva Engage 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 the free version of Copilot

- Introducing Copilot
- Security Considerations
- Creating and Summarising Content
- Edit in Pages
- Uploading Files

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 & 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 & Sharing Notebooks

Microsoft Forms overview

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

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 Viva Engage

- Taking part in Conversations
- Creating Posts
- Creating Polls
- New and Existing Communities
- Storylines
- Using Praise

Keeping organised with Delve

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

Collaborating with Teams

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

MS Excel 365 - Introduction level (CPD Certified)



Course Objectives

This introductory MS Excel course is for anyone who needs to understand the way Excel works. It's suitable for complete beginners. The lessons show the desktop and web version.

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.

Topics covered

Getting Started

- Excel environment
- Worksheet terminology
- Navigating worksheets
- Switching between open workbooks
- The ribbon
- Customising the ribbon
- Mini toolbar
- Quick Access Toolbar
- Status bar
- Backstage view
- Getting help
- Opening & closing workbooks
- Creating & saving workbooks
- File formats

Working with Data

- Entering data
- Selecting data
- Moving & copying data
- Editing cells
- Clearing v Deleting cell contents
- Using Undo & Redo
- Find & Select
- Creating custom lists
- Working with comments

Working with Worksheets

- Managing columns & rows
- Inserting columns & rows
- Deleting columns & rows
- Managing worksheets
- Inserting/Deleting worksheets
- Moving & copying 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

- Live Preview
- Text formatting
- Text alignment
- Text wrapping
- Merge & Centre
- Text orientation
- Formatting numbers & dates
- Format Painter
- Cell Styles
- Conditional Formatting

Charts

- Charts Basics, Formatting & Recommended

Preparing to Print

- Print preview
- Page Break Preview
- Page Setup options
- Setting Print Areas
- Spell Check
- Printing worksheets

MS Excel 365 - Intermediate level (CPD Certified)



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, alter your worksheet display, work with additional formatting options such as custom number formats and paste special, use conditional formatting and find blank cells, work with ranges of cells using named ranges, work with objects i.e. text boxes and screenshots, work with Tables, sort and filter data, use outlining and consolidate and use subtotals, protect worksheets/books and create and manage templates.

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

Topics covered

Using Multiple Workbooks and Worksheets

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

Worksheet Display Features

- Hide and Show
- Arranging Workbooks
- Freezing Panes
- Create Custom Views
- Grouping and Ungrouping Worksheets
- Split Command
- Advanced Printing Settings

Additional Formatting Options

- Cell Borders
- Custom Number Formats
- Paste Special Options
- Using Functions to format text
- Working with Styles
- Working with Themes

Conditional Formatting

- Creating Rules
- Creating Rules using Formulas
- Finding Blank Cells

Working with Ranges

- Creating Named Ranges
- Using Named Ranges in Formulas
- Editing Named Ranges

Using Objects

- Inserting Text Boxes
- Inserting Pictures
- Inserting Shapes and Icons
- Inserting SmartArt
- Screenshots

Excel Data and Tables

- Creating Excel Tables
- Formatting Excel Tables
- Table Totals
- Inserting/Deleting Table Rows and Columns
- Sorting Data
- Filtering Data
- Data Validation Drop-Down Lists
- Removing Duplicates
- Using Slicers

Outlining Data

- Outlining
- Consolidating Data
- Creating Subtotals

Additional Saving Options

- Protecting Workbooks
- Protecting Worksheets
- Saving Workbooks and Web Pages
- Creating and Managing Templates
- Digitally Signing a Workbook

MS Excel 365 - Advanced level (CPD Certified)

Course Objectives

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

By the end of this course, you will be able to work with logical functions such as IF, Nesting IFs, IFS and IFERROR as well as using COUNTA, COUNTBLANK, ROUND, SUMIF. Take advantage of Lookup Functions such as V and XLOOKUP. Work with Text functions and work with dates and times when using formulas. Lastly understand when to use which chart to visualise data with.

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

Topics covered

Logical Functions

- IF Function
- Nesting Functions
- AND & OR Functions
- NOT Function
- IFS Function
- IFERROR Function
- IF with AND & OR Functions

Maths & Statistical Functions

- COUNTA Function
- COUNTBLANK Function
- COUNTIF Function
- ROUND Function
- SUMIF Function
- AVERAGEIF Function **NEW**
- INT Function
- RANK Function
- SMALL & LARGE Functions

Lookup Functions

- VLOOKUP Function
- HLOOKUP Function
- Using the INDEX Function
- Using the MATCH Function
- INDIRECT function
- UNIQUE function
- XLOOKUP Function

Text Functions

- Text case Functions
- LEFT, RIGHT & MID Functions
- TRIM Function
- LEN Function
- SEARCH Function
- CONCATENATE & CONCAT Functions

Working with dates and times

- Calculations with dates
- Calculations with times
- Subtracting & adding date values
- Date/Time functions
- Age calculations
- Adding & subtracting years, months & days
- NETWORKDAYS function
- WORKDAY function

Exploring Charts

- Value comparison charts (Column, Bar)
- Category comparison charts (Pie, Doughnut)
- Time related charts (Line, Area)
- Data correlation charts (Scatter)
- 3D Data charts (Bubble, Surface)
- Financial charts (Stock)
- Multiple criteria charts (Radar)
- Data frequency charts (Histogram, Pareto)
- Process charts (Waterfall, Funnel)
- Visual analysis charts (Box & Whisker)
- Hierarchical data charts (Sunburst, Treemap)
- Geographical charts (Map)
- Sparklines
- Combined charts
- Advanced chart editing
- Advanced chart formatting

MS Excel 365 - Master level (CPD Certified)

Course Objectives

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

By the end of this course, you will be able to work with Financial functions such as PMT, FV, PV and Rate, Lookup and Reference Functions such as Match, Index, Offset, Filter and Sort, Pivot Tables and Charts, Documenting and Auditing, Manipulating Data including Sorting, Compare and Merge and Flash Fill, Automating repetitive tasks with Macros.

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

Financial Functions

- PMT Function
- FV & PV Functions
- RATE Function

Using Lookup & Reference Functions

- Combining MATCH with INDEX
- Combining LOOKUP with MATCH
- Using Lookup Functions with Named Ranges
- OFFSET Function
- FILTER Function
- SORT Function

PivotTables & Pivot Charts

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

Documenting and Auditing

- Formula errors
- Evaluating formulas
- Using the Watch Window
- Using Comments
- Data Validation
- Workbook co-authoring
- Displaying & printing formulas

Manipulating data

- Sorting by value
- Sorting by formatting
- Advanced sorting features
- Converting Text to Columns
- Compare & merge data
- Flash Fill
- Automating repetitive tasks

Explaining Macros

- Macros Security Levels
- Recording Macros
- Running Macros
- Assigning Macros to Quick Access Toolbar
- Introduction to Power Query

Analytical Options

- Goal Seek
- Solver
- The Analysis Toolpak/Quick Analysis Tool

Scenarios

- Data Tables
- One Input Variable
- Two Input Variable

Course Objectives

This expert MS Excel course is for anyone who needs to take their Excel skills to the next level. We assume learners will already be familiar with using a keyboard, mouse, computer and assistive technology. By the end of this course you will be able to explore Pivot Tables includes using calculated fields, items, sorting, grouping fields and using VLOOKUP's with Pivots amongst other topics, work with Macros, integrate Excel with Word, use Advanced Formula Features with creating Dynamic Named Ranges, look at information Functions including ISERR, ISERROR, ISBLANK, ISNUMBER, ISNA and ISFORMULA, work with Database Functions covering DSUM, DCOUNT, DMIN, DMAX and DAVERAGE and more.

This course also covers the desktop and web versions. Estimated Course duration is 3 - 4 hours. Each lesson takes on average 3-5 minutes to complete

Topics covered

Exploring Pivot Tables

- Creating Calculated Fields
- Creating Calculated Items
- Sorting Pivot Table Data
- Creating Filter Fields
- Showing Filter Page Fields
- Drilling Down Into the Data
- Creating Pivot Tables from Multiple Ranges
- Grouping Fields
- Using VLOOKUP's with Pivots
- Percentages of Parent Row Totals
- Summarise Values By
- Inserting Timelines

Working with Macros

- Assign Macros to Worksheet Controls
- Exploring the Visual Basic Editor
- Making Simple Edits to Macros
- Disable Screen Flashing
- Inserting Breakpoints
- Creating Worksheet Functions
- Using Worksheet Functions
- Distributing Worksheet Functions

Excel Integration

- Creating Hyperlinks to Files and Websites
- Creating Links to Workshop Locations and Emails
- Using Excel Data in Word
- Using Excel Charts in Word
- Using Excel Data as a Mail Merge
- Importing & Exporting Data

Advanced Formula Features

- Creating Dynamic Named Ranges
- Assigning Formula Names
- Data Validation with the INDIRECT Function
- Creating Running Totals

Information Functions

- ISERR Function
- ISERROR Function
- ISBLANK Function
- ISNUMBER Function
- ISNA Function
- ISFORMULA Function

Database Functions

- DSUM & DCOUNT Functions
- DMIN & DMAX Functions
- DAVERAGE Function

Introduction to Array Formulas

- Understanding Array Formulas
- Creating Array Formulas
- Understanding Dynamic Arrays

Using Power Query

- Cleaning and Shaping Data
- Combining Data with Merge
- Combining Data with Amend
- Loading and Refreshing

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
- Creating and Using Templates
- 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

MS Outlook 365 - Intermediate level (CPD Certified)



Course Objectives

This intermediate MS Outlook 365 course is for anyone who needs to understand how Outlook works. Suitable for those with a basic knowledge of MS Outlook. The lessons show the desktop and web version.

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. The lessons show the desktop and web version.

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

- PowerPoint Environment
- The ribbon
- Customising the ribbon
- Backstage view
- Status Bar
- Opening and closing presentations
- Navigating between slides
- PowerPoint views
- Quick Access Toolbar
- Using the Zoom tool
- Getting Help
- Using Smart Lookup

Creating a Presentation

- Placeholders explained
- Resizing and Moving Placeholders
- Slide orientation
- Inserting new slides
- Moving Slides
- Copying slides
- Deleting slides
- Saving Presentations
- Presentation templates
- Recovering presentations
- File formats
- Running Slide Shows
- Presenter View

Formatting Slides

- Choosing slide layouts
- Modifying slide layouts
- Changing slide backgrounds
- Applying themes
- Using sections
- Headers & Footers

Manipulating Text

- Selecting text
- Cut, Copy & Paste
- Mini Toolbar
- Finding & replacing text
- Deleting text
- Using Undo and Redo

Text Formatting

- Font type & size
- Text effects
- Live Preview
- Changing case
- Clearing text formatting

Proofing and Printing

- Spell checking
- Selecting output formats
- Printing presentations

MS PowerPoint 365 - Intermediate level (CPD Certified)



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 at an introduction level.

Course Description

By the end of this course, you will be able to plan your presentation, 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, cropping, and compressing them. You will learn how to use SmartArt to create flow charts and organisation charts. You will be able to fill background colours, apply shape borders, merge shapes, use the eye dropper tool and work with icons and 3-D models. 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.

Presentation Planning

- Audience & environment
- Presentation design
- PowerPoint Designer
- Basic settings

Paragraph Formatting

- Text alignment
- Using bullet and numbered lists
- Line spacing
- Indenting text
- Using Outline view
- Setting Tabs
- Text Autofit
- Format Painter
- Ink annotations

Working with Objects

- Inserting pictures
- Inserting WordArt
- Inserting drawn objects
- Inserting shape text
- Inserting screenshots
- SmartArt to create organisation charts
- Using SmartArt to create flow charts
- Inserting icons & 3-D models
- Copying & moving objects
- Resizing objects
- Deleting objects
- Grouping and aligning objects
- Alignment tools
- Rotating & Flipping objects
- Layering objects

Formatting Objects

- Formatting objects
- Applying object effects
- Background fills
- Merging objects
- Eyedropper tool

Picture Editing

- Modifying contrast & brightness
- Re-colouring pictures
- Removing image backgrounds
- Cropping pictures
- Re-scaling pictures
- Compressing pictures
- Setting picture shapes
- Alternative text
- Converting & saving pictures

Working with Charts

- Inserting Charts
- Editing Charts
- Formatting Charts
- Advanced Chart Formatting
- Combination Charts

Media

- Embedding videos
- Inserting sound clips
- Converting video files
- Screen recording

MS PowerPoint 365 - Advanced level (CPD Certified)

Course Objectives

This advanced MS PowerPoint course is for anyone who has a good understanding of PowerPoint and wants to take their skills to the next level. Suitable for those who have taken both the introduction and intermediate levels.

Course Description

By the end of this course, you will be able to use slide masters, watermarks, handouts, templates, link and action buttons, animating objects, slide transitions plus lots more!

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

Slide Masters

- Using the Master Slide
- Inserting Slide Masters
- Modifying Slide Masters
- Working with backgrounds
- Theme backgrounds & graphics
- Adding watermarks
- Handout Masters
- Notes Masters
- Templates & Themes

Links & Action Buttons

- Using Hyperlinks
- Adding Action buttons
- Linking data
- Embedding data

Working with presentations

- Merging slides & presentations
- Comparing presentations
- Saving slides as images
- Exporting to Microsoft Word
- Importing from Microsoft Word
- Converting presentations
- Securing presentations
- Version History
- Compatibility checker
- Document properties & inspection

Tables

- Inserting Tables
- Selecting Table elements
- Modifying Tables
- Formatting Tables

Animations & Transitions

- Slide transition effects
- Slide animation effects
- Slide Zoom animation

Slide Shows

- Rehearsing presentations
- Slide Show setup
- Speaker Notes
- Live captions & subtitles
- Annotating Slide Shows
- Slide Show navigation
- A closer look at Presenter view
- Custom Slide Shows

Photo Albums

- Creating photo albums
- Formatting photo albums

Collaboration

- Sharing presentations
- Real time co-editing
- Digital signatures
- Packaging presentations
- Printing handouts

MS SharePoint 365 Course Outline – Introduction level

Course Objectives

This introductory MS SharePoint course using Office 365 is for anyone who needs to understand how SharePoint O365 works. It's suitable for complete beginners or those who have a little self-taught knowledge.

By the end of the course, you will be able to understand how to access SharePoint O365 and understand about permission levels. You will learn about Document Libraries and Lists and how to check files in and out as well as version control. You will also learn about how to manage sharing of files. Working with MS Excel, Word on-line and Outlook is also covered. Lastly you will get to understand how to set up approvals and work with alerts.

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

Topics covered

Getting Started

- What is SharePoint 365
- Accessing SharePoint 365
- SharePoint 365 Environment
- Understanding Permissions

Documents, Libraries and Lists

- SharePoint Libraries
- SharePoint Lists
- Adding Content to Document Libraries
- Adding Content to Lists
- Updating and Editing Lists
- Checking In and Out
- Versioning
- Sharing Files
- Synchronising Files
- Co-authoring
- How to manage Document Sharing
- Folders in SharePoint Online
- Recycle Bin

Working with Microsoft Office and SharePoint

- Microsoft Office Browser Apps
- Working with MS Excel Online
- Working with MS Word Online
- Working with MS Outlook Online
- Working with the Calendar, Tasks and Contacts

Managing SharePoint

- Understanding Site Permissions
- Personalising Documents and Libraries
- Site Action Settings
- Views for Lists and Libraries
- Approvals
- Working with Alerts

MS SharePoint 365 Course Outline – Site Owners

Course Objectives

This course is designed for those who need to know how to create/manage Sites, apply SharePoint Security, manage Lists/Libraries and create and deploy a Content Types. It is suitable for those who have attended an Introduction course and have a working knowledge of using SharePoint as a user.

By the end of this course, you will be able to create Sites. Understand the difference between the Classic and New Experience views. Create and customise Libraries and Lists. Create and use Workflows. Modify Web parts and Wiki Pages.

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

Topics covered

Working with Sites

- Understanding Site Creation
- Creating Top Level Team Sites
- Creating Team Subsites
- Linking to a Parent site
- Site Settings Overview
- Look and Feel Settings
- Site Action Settings
- Understanding Site Permissions
- Setting Group Permissions
- Setting Library Permissions
- Setting List Permissions

Documents Libraries

- Classis vs New Experience
- Customising Library Views

Lists

- Customising List Views
- Creating List Columns
- Adding Calculated Columns
- Creating Lists from Excel

Workflow and Rules

- Understanding Workflows
- Creating Workflows
- Using Workflows
- Creating Rules

Modifying Pages

- Creating Web Part pages
- Editing Web Part pages
- Creating Wiki pages
- Editing Wiki pages
- Working with Site pages

MS Teams Course Outline – Introduction level (CPD Certified)



Course Objectives

This course is suitable for absolute beginners to MS Teams. We assume learners will already be familiar with using a keyboard, mouse, computer and assistive technology.

This Introduction course shows you how to get started with MS Teams, work with Teams and Channels and use the Calendar and Host and Attending meetings

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

Getting Started

- Understanding Teams
- Navigating Teams
- User Settings
- Accessing Teams and Switching Tenants

Chats & Messages

- Create One to One & Group Chats
- Reply & React to Messages
- Message Options
- Using @Mentions in Chats
- Editing, Pinning & Deleting Chats
- Formatting Chats
- Creating Tasks from Chats
- Attaching Files

Working with Teams

- Combined and Separate Views
- Adding and Removing Favourites **NEW**
- Creating Sections **NEW**
- Teams vs Channels
- Team Types
- Showing & Hiding Teams/Channels
- Joining & Leaving a Team
- Finding Content
- Filtering and Notifications Settings within Activity

Working with channels

- Channel Types
- Adding Channels
- Creating new Posts
- Creating Announcements
- Replying to Team Conversations
- Using @ Mentions in Channels
- Formatting Posts
- Use Praise, Like and Reacting to Posts
- Edit, Pin and Delete Posts
- Obtain Channel Email Addresses

Using the Calendar

- Navigating the Calendar
- Adding Appointments
- Instant Meetings

Hosting Meetings

- Meeting Types
- Scheduling Meetings in the Teams Calendar
- Meeting Options
- Edit and Cancel Meetings
- Creating Meeting Agendas
- Meet Now vs Schedule Meetings
- Meeting Options within the Meeting Window
- Share Screen vs Window
- Understanding the Meeting Control Bar
- Leave vs End a Meeting

Attending Meetings

- Accept and Join a Teams Meeting
- Making Calls during a Meeting
- Meeting Chat & Chat Bubbles
- Reactions and Raising Hands
- Activating Live Captions
- Changing Backgrounds
- Taking Notes & Assigning Tasks

MS Teams Course Outline – Intermediate level (CPD Certified)



Course Objectives

This intermediate course explains to delegates how manage and organise your Teams to create Teams, add and edit members and guests and with features such as Tags and Archiving old ones. Use Meetings features such as PowerPoint and Excel Live, Spotlight and Recordings. How to Share Files, work with files and collaborate with them too including how to check a document out. Lastly, we cover post meeting resources such as Meeting Chat, Notes, Recordings, Transcripts and Attendance Registers.

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

Managing Teams

- Creating Teams
- Adding & Editing Members/Guests
- Organising Teams
- Adding Tags
- Archiving Teams

Meeting Presentations

- Presenter Modes
- Share PowerPoint Live
- Share Excel Live
- Spotlight
- Recording Meetings

Sharing Files

- Attaching Files & Links in Chat
- Sharing Files & Links
- Delete Files from Chat
- Downloading Files

Working with Files

- Understanding File Permissions
- Creating new Files
- Opening Files in Teams, Apps & Online
- Renaming Files
- Copying & Moving Files
- Deleting & Restoring Files from SharePoint
- Making Files into Tabs

File Collaboration

- Co-authoring Files
- Accessing Version History in Teams
- Checking Documents Out

Post Meeting Resources

- Meeting Chats
- Meeting Notes
- Recordings & Transcripts
- Viewing & Downloading Attendance

MS Teams Course Outline – Advanced level (CPD Certified)



Course Objectives

This advanced course explains to delegates how use and add web, desktop and mobile apps. It also explains how to create and manage Meeting Polls, Setup and manage Breakout Rooms, use the Whiteboard, set up and manage Live Events and lastly understand Town Hall Meetings. Estimated course duration is 2-3 hours. Each lesson takes on average 3-5 minutes to complete.

Working with Apps

- Using the Web, Desktop & Mobile Apps
- Adding Apps

Creating and Managing Meeting Polls

- Poll Types
- Creating Polls from messages and posts
- Launching Meeting Polls
- Launching Instant Polls
- Closing & Re-Opening Polls
- Viewing & Exporting Poll Results
- Deleting Polls

Working with Breakout Rooms

- Creating Breakout Rooms
- Opening, Closing, Renaming & Removing Rooms
- Joining a Breakout Room as an Organiser
- Sending Announcements
- Chat in Breakout Rooms
- Breakout Room Meeting Controls
- Sharing & Accessing Files
- Leaving Breakout Rooms
- Accessing Resources from Breakout Rooms

Using the Whiteboard

- Accessing Whiteboards in Teams
- Using Whiteboard Templates
- Adding a Whiteboard to a Channel
- Adding a Whiteboard to a Meeting
- Whiteboard Controls
- Enabling Collaborative Cursors
- Adding Comments
- Timed Activities
- Follow Me

Live Events

- Live Event Roles
- Scheduling Live Events
- Producing Live Events
- Presenting with Live Events
- Live Event Recording & Reporting

Town Hall Meetings

- Town Hall Meeting Roles
- Scheduling Town Hall Meetings
- Running Town Hall Meetings
- Presenting with Town Hall Meetings
- Town Hall Meetings Recording & Reporting

MS Word 365 - Introduction level (CPD Certified)



Course Objectives

This introductory MS Word course is for anyone who needs to understand how Word works. Suitable for beginners. The lessons show the desktop and web version.

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.

Topics covered

Getting Started

- Word 2019 environment
- The ribbon
- Mini Toolbar
- Quick Access toolbar
- Status bar
- Backstage features
- Understanding different views
- Read mode
- Getting help
- Opening & 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 & size
- Applying text effects
- Format Painter
- Clearing formatting
- Changing case
- Highlighting text
- Inserting Drop Caps
- Changing the default font

Paragraph Formatting

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

Working with Objects

- Inserting pictures
- Inserting Online pictures
- Inserting shapes & icons
- Inserting 3D models
- Inserting screenshots
- Inserting SmartArt
- Copying & deleting objects
- Alignment guides
- Resizing & moving objects
- Object zoom

Proofing and Printing

- Spell checking documents
- Using built in dictionaries
- Previewing & printing documents

MS Word 365 – Intermediate level (CPD Certified)

**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 format documents by adding borders, shading, page breaks, cover pages, headers and footers and page numbering. You will also learn how to format paragraphs, work with graphics, templates and edit text with features such as find and replace, insert special characters and use paste special. Lastly you will learn how to format tables and use features such as formulas, styles, pagination and lots more.

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

Topics covered**Document Formatting**

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

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
- Paste Special Option

Working with Graphics

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

Templates

- Creating Templates
- Applying Templates
- Modifying Default Templates
- Quick Parts and Building Blocks
- AutoText

Working with Tables

- Creating and Deleting Tables
- Navigating Tables
- Resizing Tables
- Moving Tables
- Table Margins
- Selecting Table Elements
- Modifying Cell Contents
- Inserting and Editing Data within Tables
- Sorting Table Data
- Inserting and 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
- Applying Table Styles
- Repeating Table Headers
- Table Pagination
- Converting Text to a Tables
- Converting a Table to Text

MS Word 365 – Advanced level

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

Sections

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

Styles

- Applying paragraph styles
- Creating paragraph 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

Working with Columns

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

Charts

- Inserting charts
- Basic chart formatting

Embedding & Linking

- Embedding & linking Excel charts
- Editing embedded charts
- Formatting embedded charts

Linking Objects

- Embedding 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
- Pagination options
- Automatic text formatting
- Automatic text entries
- Widow & Orphan paragraphs
- Language settings

MS Excel 2016 Course Outline – Introduction level

Course Objectives

This introductory MS Excel course is for anyone who needs to understand the way Excel works. It's suitable for complete beginners. The lessons show the desktop and web version.

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.

Topics covered

Getting Started

- Excel environment
- Worksheet terminology
- Navigating worksheets
- Switching between open workbooks
- The ribbon
- Customising the ribbon
- Mini toolbar
- Quick Access Toolbar
- Status bar
- Backstage view
- Getting help
- Opening & closing workbooks
- Creating & saving workbooks
- File formats

Working with Data

- Entering data
- Selecting data
- Moving & copying data
- Editing cells
- Clearing v Deleting cell contents
- Using Undo & Redo
- Find & Select
- Creating custom lists
- Working with comments

Working with Worksheets

- Managing columns & rows
- Inserting columns & rows
- Deleting columns & rows
- Managing worksheets
- Inserting/Deleting worksheets
- Moving & copying 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

- Live Preview
- Text formatting
- Text alignment and Wrapping
- Merge & Centre
- Text orientation
- Formatting numbers & dates
- Format Painter
- Cell Styles
- Conditional Formatting

Charts

- Charts Basics
- Formatting Charts
- Recommended Charts

Preparing to Print

- Print preview
- Page Break Preview
- Page Setup options
- Setting Print Areas
- Spell Check
- Printing worksheets

MS Excel 2016 Course Outline – Introduction level

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 and 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 2016 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 2016 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 2016 Course Outline – Master level

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 2016 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 an 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 OneNote for Desktop Course Outline – Introduction



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. 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. Both the OneNote Desktop and OneNote for Windows 10 are explained.

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

Topics covered

Getting Started

- Understanding OneNote
- Notebook location
- Notebook structure
- Notebook sections
- Notebook pages & subpages
- Help resources

Creating Notes

- Typing notes & lists
- Adding tables
- Adding graphical objects
- Formatting pages
- Page templates
- Linking & embedding files
- Creating audio & video notes
- Managing audio & video notes
- Calculations

OneNote Tools

- Customising the Quick Access Toolbar
- Using the Send to OneNote tool
- Quick notes
- Working with drawing tools
- Adding Screen Clippings
- Accessibility features

OneNote Management

- Handling Notebook Files
- Securing Notebook Information
- Collecting research information
- Using Outlines to organise notes
- Adding Tags
- Searching Notebooks
- Deleting OneNote elements
- Recycle bin
- OneNote backups
- Transferring notes to Microsoft Word
- Using OneNote with MS Outlook
- Using OneNote with MS Teams

Collaboration

- Exporting Notebooks
- Printing Notebooks
- Sharing Notebooks

MS PowerPoint 2016 Course Outline – Introduction level

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

MS PowerPoint 2016 Course Outline – Intermediate level

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

MS PowerPoint 2016 Course Outline – Advanced level

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

MS Project 2016 Course Outline – Introduction level

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

MS Project 2016 Course Outline – Intermediate level

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 Visio 2016 Course Outline – Introduction level



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 basis 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

MS Word 2016 Course Outline – Introduction level

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

MS Word 2016 Course Outline – Intermediate level

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

MS Word 2016 Course Outline – Advanced level

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

MS Word 2016 Course Outline – Master level

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

MS Word 2016 Course Outline – Expert level

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

Zoom – Introduction level

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

MS Office Tests

Unlock the full potential of your team with technology—but don't just train - prove expertise!

Our **Bite Size Microsoft Office Competency Tests** ensure staff not only learn but demonstrate their ability to use these essential tools with confidence. Designed to align seamlessly with our Bite Size Microsoft Office Course Outlines, these **competency tests** cover everything from introduction to advanced levels.

Whether taken **before or after training**, these assessments provide measurable results with **25 to 30 engaging questions**—including true/false, multiple choice, hotspot, fill in the blanks, and sequence formats.

With an **80% pass mark**, successful participants receive an official **online Bite Size competency certificate**—perfect for validating their Microsoft Office skills. Plus, our tests are **included in the Bite Size Library**, making them the perfect companion to our training courses.

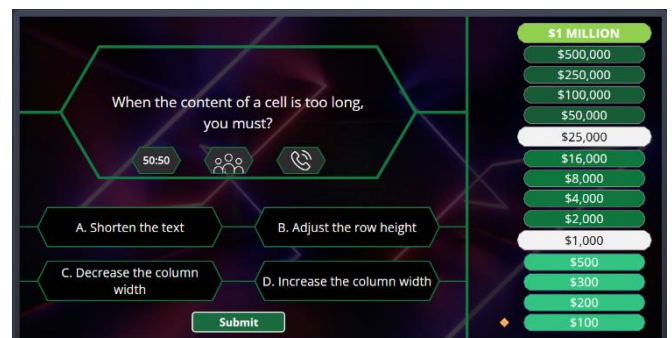
NOTE: - 365 courses have been CPD certified.

Millionaire Games - MS Office

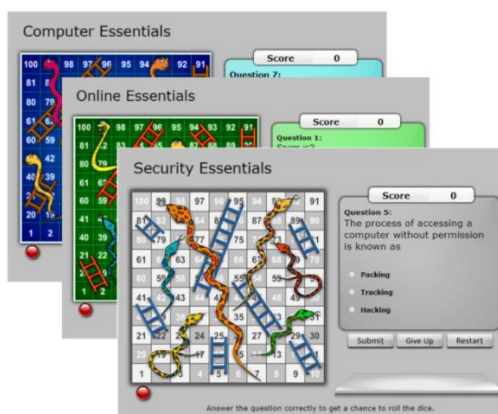
Boost engagement and bring excitement to your workday with our **Millionaire Games!** Put your Microsoft Office skills to the test with five thrilling challenges—**Excel, Teams, PowerPoint, Word, and Outlook**.

Climb the leaderboard, strategise with **Phone a Friend, 50/50, or Ask the Audience**, and see if you can make it all the way to **MS Office Millionaire status**—just **15 questions** away! While there's no cash prize, the bragging rights are priceless.

Want a **customised** version for your team? We can tailor games for **ANY** skill assessment—not just Microsoft Office. Let's make learning competitive, interactive, and fun! Ready to play?



Snakes and Ladders - Computer Fundamentals



Turn your workday into a **game-changing adventure** with our **Snakes and Ladders Games!**

Roll the dice, climb the ladders, dodge the snakes, and put your skills to the test with **Computer Essentials, Online Essentials, and Security Essentials**. Whether you soar ahead or hit a setback, just answer another question to keep rolling—play as many times as you like!

Want a **customized version** for your team? We can tailor the game for **ANY** topic or skill assessment, making learning interactive, competitive, and fun. Ready to roll?

Computer Fundamental Series - Computer Essentials course outline

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

Computer Fundamental Series - Security Essentials course outline

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 Presentation course covers the essential topics relating to everyday use. It's suitable for complete beginners.

By the end of this course, you will be able to understand the key concepts of using presentation software, identify the options available in built-in layouts, designs, and themes, recognise good practice in formatting text and tables, know how to add charts, pictures, and drawn objects to enhance presentations and lastly prepare a presentation to be used for presenting or printing.

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

Using the Application

- Opening & Closing Presentations
- Creating Presentations
- Saving Presentations
- File Formats
- Basic Settings
- Using Help Resources
- Using Magnification Tools
- Mini Toolbar
- The Ribbon
- Quick Access Toolbar

Developing a Presentation

- PowerPoint Views
- Slide Layouts
- Applying Themes
- Slide Backgrounds
- Inserting New Slides
- Copying Slides
- Moving Slides
- Deleting Slides
- Using the Master Slide

Enhancing Productivity

- Creating Slide Content
- Copying & Moving Text
- Deleting Text
- Using Undo & Redo
- Text Lists & Indenting
- Font Type & Size
- Font Formatting
- Case Changes
- Text Alignment
- Line Spacing
- Using Hyperlinks
- Creating & Deleting Tables
- Selecting Table Elements
- Modifying Columns & Rows

Charts

- Creating Charts
- Editing Charts
- Formatting Charts
- Creating Organisation Charts

Graphical Objects

- Inserting Objects
- Copying & Moving Objects
- Resizing Objects & Charts
- Rotating Objects
- Aligning Objects
- Deleting Objects & Charts
- Inserting Drawn Objects
- Adding Text to Shapes
- Formatting Objects
- Grouping Objects
- Layering Objects

Prepare Outputs

- Slide Transition Effects
- Animation Effects
- Presenter Notes
- Selecting Slides to Present
- Headers & Footers
- Spell Checking
- Slide Output Formats
- Printing Presentations
- Running Slide Shows
- Navigating Slide Shows

Computer Fundamental Series – Word Processing - Introduction level

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 and 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

Computer Fundamental Series – Word Processing - Advanced level



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 takes 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

Computer Fundamental Series – Spreadsheets



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

Computer Fundamental Series – Using Databases (MS Access)

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 Fundamental Series – Tests

Once you have completed on of the Computer Fundamental Courses, why not test your knowledge? The pass mark is 80% and you will receive a certificate if you pass. You can re-take the test. Questions are either true/false, multiple choice, hotspot, fill in the blank or match.

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.

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.

Online Essentials Test

This test covers questions relating to the essential skills required for the use of devices and file management.

Presentations Introduction Test

This test covers questions on the key concepts of using presentation software, identify the options available in built- in layouts, designs, and themes, recognise good practice in formatting text and tables, know how to add charts, pictures, and drawn objects to enhance presentations and lastly prepare a presentation to be used for presenting or printing.

Spreadsheets Introduction Test

This test covers questions on saving spreadsheets in different file formats. Enhance your productivity and 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 and dates. Create, edit and format charts and printing.

Word Processing Introduction Test

This test covers questions on how to create and edit documents, format them and insert tables and images, how to prepare a mail merge too. Checking spelling and printing.

Word Processing Advanced Test

This test covers questions on how to work with Page Breaks, Headers/Footers, Page Numbering, Spell Checking, Section Breaks, Watermarks, Table of Contents, Bookmarks, Cross References, Foot & End Notes, Tracking & Comments.