



This certification is for all Microsoft Outlook users who wish to certify their skills regardless of their proficiency level.

Expected Proficiency Level by Career:

- **Beginner:** the candidate is not able to use the software in a professional environment.
- **Basic:** secretary, account manager.
- **Productive:** sales manager, human resources manager.
- **Advanced:** administrative manager, purchasing manager.
- **Expert:** executive assistant, Outlook trainer.

Skill Domains:

Environment, Configuration and Saving

- Knowing the Outlook interface
- Knowing and customizing the software environment
- Using the basic functions of the software

E-mailing

- Creating and sending e-mails
- Attaching Outlook files and items
- Adding a signature
- Using acknowledgement of receipt and reading
- Formatting e-documents
- Creating and managing of rules and alerts
- Managing messages and search

Calendar and Tasks

- Customizing display
- Creating and managing tasks

Contacts and Notes

- Creating and managing contacts
- Creating and managing notes
- Using the software's basic functions

Assessment

✓ 15 questions ⌚ 30 minutes

Certification

✓ 20 questions ⌚ 40 minutes

In-app questions ¹

Adaptive testing



Expertise Report:

Comprehensive and easy-to-interpret skills reports are generated at the end of each assessment test. They help you:

- **Identify** candidates' skills at a glance.
- **Adapt** your programs to their training needs.
- **Measure** the effectiveness of your programs.
- **Obtain** group reports or progress reports.

Languages and Versions:

English	2010
French	2013
Spanish	2016
Italian	
Dutch	
German	

Why certify with Tosa?

It is essential to make a difference in the job market. **Tosa certifications enable candidates to measure and attest to their digital skills.** Tosa certifications deliver a score out of 1,000 for candidates to put on their resume or on their professional networks.

According to our certified candidates, the Tosa certification:

- ✚ Gives them more confidence in their skills (86%)
- ✚ Adds value on their CV (76%)

Understanding the Tosa score

The Tosa certification is based on a single score scale, available in five levels:

Level	Scores	Certification status & documents issued	Description
Expert	876 – 1000	Certification earned - diploma & Credly digital badge issued	Candidates have a comprehensive knowledge of the subject being assessed. Their productivity in its use is optimal.
Advanced	726 – 875	Certification earned - diploma & Credly digital badge issued	Candidates have a very good command of the subject evaluated. Their productivity is excellent.
Productive	551 – 725	Certification earned - diploma & Credly digital badge issued	Candidates are autonomous on the current operations they encounter in their professional environment.
Basic	351 – 550	Certification failed - certificate of completion issued	Candidates have sufficient knowledge to perform simple tasks.
Initial	1 – 350	Certification failed - certificate of completion issued	Candidates have notions on the subject evaluated to understand its use in a given context.

What is an in-app question?

Beyond traditional MCQs, our tests offer the candidate practical exercises (or in-app questions) directly in the development environment or software.

- ✚ **Online in-app question:** a software window opens directly in the test environment. Candidates *do not* need to have the software installed on their computers.
- ✚ **Desktop in-app question:** to respond to the exercise, candidates must download the answer file and *open it in the software that must be installed on their computer*. Then, the candidate must submit the file on the Tosa platform.
- ✚ **Web in-app question:** candidates have a connection link to the software in its web version with login credentials. They must click on the link that opens a new tab, log in, and answer the question.

What is adaptive testing?

Our technology adapts the test's difficulty to the candidate's answers. The more difficult the questions asked, the higher the candidate's proficiency level.