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Your skills. Your advantage.

Tosa Skills Framework

Office 365 Collaborative Tools

Contents

Introduction to Tosa Skills Framework

For Tosa Assessment and Certification

Tosa® (Test on Software Applications)

Tosa assessments and certifications determine and validate a candidate's proficiency and skill level in software applications used in a professional environment. Tosa assessments are designed to validate the professional Office 365 Collaborative Tools software skills of individuals (students, trainees, employees, or jobseekers) in supporting their employment, professional or academic objectives.

Tosa assessments employ the Adaptive Testing methodology, which creates a personalized testing experience adapted to a candidate's skill level for a selected software application. The score is based on the Item Response Theory using a 3-parameter logistic model, similar to the GMAT scoring method. Adaptive-based testing selects questions that challenge candidates to the limit of their knowledge and abilities.

Tosa Skills Framework Objective

This Tosa framework provides an overview of the subject areas being assessed during the Tosa Assessment and Certification exams. Tosa assessments and certification exams validate candidate proficiency in the most popular professional Office 365 Collaborative Tools software programs using a score on a scale from 1-1000 for the Certification Assessment, and a score divided into five levels, from "Beginner" to "Expert," for the Diagnostic Assessment.

The objective of this document is to present an overview of the technical skills associated with each of the four main Office 365 Collaborative Tools domains within each proficiency level. This information will also support educators and trainers in tailoring their training programs to achieve desired proficiency levels.

Unique Tosa Scoring

Tosa® assessment and certification is based on a single score scale translated into five levels:
- From Beginner to Expert for the assessment.
- From 1 to 1000 for certification.

Tosa® levels	Corresponding Tosa® score	Certification status & documents issued
Expert	876 - 1000	Certification earned - diploma & Credly digital badge issued
Advanced	726 – 875	Certification earned - diploma & Credly digital badge issued
Productive	551 – 725	Certification earned - diploma & Credly digital badge issued
Basic	351 – 550	Certification failed - certificate of completion issued
Beginner	1 – 350	Certification failed - certificate of completion issued

Office 365 Collaborative Tools Domains and Applications

File Sharing / Storage	■ SharePoint ■ OneDrive ■ Teams
Communication	■ SharePoint ■ Sway ■ Teams
Organization	■ To Do ■ Forms ■ Lists ■ Planner ■ OneNote
Environment	■ Delve ■ Home page ■ Search ■ Navigation 365

About the Office 365 Collaborative Tools Certification

The Tosa Office 365 Collaborative Tools certification relies on a database of around 300 questions. It is composed of 35 questions and lasts one hour. The algorithm adapts to each answer of the candidates to adjust the difficulty level of the questions until they reach the exact definition of the candidates' level by calculating the limit of their skills.

Since the test is adaptive, the series of questions that each candidate gets is unique for each test. This uniqueness allows for a more accurate evaluation of the candidate's level. It also limits cheating and the memorization of questions on different passages.

Our platform allows individuals to take the certification in class, in an approved testing center, or remotely via our integrated asynchronous online proctoring solutions.

Our remote proctoring solutions provide added flexibility for both the administrator and the candidate, allowing the certification exam to be taken anywhere, at any time. The candidate only needs an internet connection and a computer equipped with a working webcam and microphone.

Candidates receive a numeric score out of 1000 points associated to a proficiency level on a five-level scale. Candidates who score between 1 and 550 points don't earn the certification. They will not receive a diploma but a certificate of completion. Candidates who score 551 points or above earn the certification. They will receive a diploma by email within five (5) business days and are eligible to a Credly digital badge. There is no requirement to be eligible to take the exam, but our recommendations to be well prepared on exam day are:

- Take at least one Tosa Office 365 Collaborative Tools adaptive assessment to estimate your level and get familiar with the test format
- Use free practice tests on our website for training
- Follow e-learning or training courses (average duration per level is between 10 and 15 hours per certification so around 150 hours total)

Tosa certification diplomas are valid for three years from the date of issue as skill levels evolve or decline over time, depending on the use of the software. New software and software versions are released every year, and skills must be updated. We cannot legitimately certify a digital skills level for more than three years. Limiting the certification validity reinforces the need for life-long learning and professional development.

Tosa certifications can be retaken when it is expired. Earners willing to improve their score and level can also retake the exam at any time.

Level 1 – Beginner
Between 1 and 350 points

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The Beginner Proficiency is set for a score from 1 to 350, which is the lowest Tosa score category. Achievement of Beginner score defines little or limited knowledge of the Office 365 Collaborative tools, including the application's basic functions and features, highlighting the inability to use the applications in a professional environment.

Overview

Domains	Skills Assessed
File sharing / storage	**SharePoint** Open a document in SharePoint **OneDrive** Open a document in OneDrive **Teams** Open a document in Teams
Communication	**SharePoint** Edit a page **Sway** Share a presentation **Teams** Reply to a message
Organization	**Planner** Create a plan **Forms** Identify the Forms app **To Do** Identify actions **Lists** Create a list

	OneNote
	🧍 Open a notepad
	🧍 Use the search engine
Environment	**Navigation 365**
	🧍 Access Office 365 help
	🧍 Launch the Teams app
	Home Page
	🧍 Connect to Office 365
	🧍 Access profile
	🧍 Access the home page from another application
	🧍 Change password
	🧍 Change display language
	Search
	🧍 Search for information
	Delve
	🧍 Access profile
	🧍 Browse apps
	🧍 Recognize apps

Level 2 - Basic

Between 351 and 550 points

Prior to the acquisition of the skills of the Basic level, the candidate will have mastered the skills of the Beginner level.

File Sharing / Storage

SharePoint / OneDrive / Teams

At this level, candidates can create, modify and delete documents. Candidates can also understand the synchronization status, find a file, rename it, be familiar with the recycle bin, and how to work alone or how to co-edit a document.

Business application: in a professional context, these skills enable a sales assistant, for example, to organize documents in OneDrive but also in Teams or SharePoint sites, synchronize documents, work alone or on a co-editing basis.

Communication

SharePoint / Sway / Teams

Candidates know how to communicate with Sway presentations, SharePoint news pages, and manage online meetings from Teams.

Business application: in a professional context, these skills enable a commercial entity, for example, to exchange information with customers via Teams meetings, exchange original presentations with Sway or communicate internally via the SharePoint intranet.

Organization

Planner / Forms / Lists / To Do / OneNote

Candidates find their way in the Planner environment. They know how to add a plan to a Teams team and understand the basic functionalities of Forms such as creating a form or a questionnaire. Candidates also know how to open an item from a list or mark a To Do task as done.

Business application: in a professional context, these skills enable a technician to organize a team by defining tasks to be done in Planner, open action follow-up lists and assess teams by using Forms questionnaires.

Environment

Navigation 365 / Delve / Home Page / Search

At this level, candidates can access their OneDrive and find their way around Office 365 applications. They can follow a SharePoint site, bookmark a file on the home page, save a message or consult the latest modified files from the home page. Finally, candidates are familiar with Delve and know how to trigger a search.

Business application: in a professional context, these skills enable a marketing manager, for example, to find their way around the Office 365 environment, find a presentation on a product by triggering a search using Delve and save it as a favorite on their home page. Candidates are also able to consult the last modified presentations from the home page.

Overview

Domains	Skills Assessed
File Sharing / Storage	**SharePoint** - Create folders - Retrieve/archive a file - Find a file **OneDrive** - Create folders - Understanding synchronization statuses - Search for a file on OneDrive **Teams** - Create a team - Create folders - Rename a document
Communication	**SharePoint** - Getting around in SharePoint - Create a page - Change the title of a page

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	Sway
	
	    🯄 Identify the Sway app
	
	    🯄 Create a presentation
	
	Teams
	
	    🯄 Manage communication with Teams
	
	    🯄 Schedule an online meeting using Teams
	
	    🯄 Create a channel meeting

Organization	**Planner**
	
	    🯄 Add a plan to a Teams team
	
	    🯄 Getting around in Planner
	
	Forms
	
	    🯄 Create a questionnaire
	
	    🯄 Understand the basic features
	
	To Do
	
	    🯄 Mark a task as completed
	
	Lists
	
	    🯄 Open an item from a list
	
	OneNote
	
	    🯄 Know the composition of a notepad
	
	    🯄 Know the OneNote application
	
	    🯄 Add a section
	
	    🯄 Understand the usefulness of a OneNote

Environment	**Navigation 365**
	🦰 Access OneDrive
	🦰 Follow a SharePoint site
	Home page
	🦰 View all Office 365 apps
	🦰 Place a file in favorites
	🦰 View the last modified files from the home page
	Search
	🦰 Trigger a search
	Delve
	🦰 Know the convenience of Delve

Level 3 - Productive

Between 551 and 725 points

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> Prior to the acquisition of the skills of the Productive level, the candidate will have mastered the skills of the Basic level.

File Sharing / Storage

SharePoint / OneDrive / Teams

Sharing and storing files at the productive level involves skills to make use of documents with filters, extract documents, as well as manage versions and personal views. At this level, candidates can share documents outside the company, from their smartphones or in Teams channels.

Business application: in a professional context and with the use of a trainer of a training organization, these skills enable users to structure the educational documentation provided, work with colleagues using versions, organize personal views to work without disruption to other users. The user can also work offline thanks to synchronization and collaborating in Teams channels.

Communication

SharePoint / Sway / Teams

At this level, candidates can distribute Sway presentations or documents, as well as exchange conversations or in Teams meetings, participate in online meetings and manage them.

Business application: in a professional context, these skills enable a user or a sales manager, for example, to communicate quickly with teams through conversations or meetings. The user can also address specific topics by selecting the right channels.

Organization

Planner / Forms / Lists / To Do / OneNote

At the productive level, candidates can create plans, lists, tasks with adapted rules, add stages, classify with labels, and add lists in Teams.

Business application: in a professional context, these skills enable an HR recruitment officer to follow the hiring track in lists, to manage the actions to be taken for the user and other people in the recruitment process, the user can also assess an application.

Environment

Navigation 365 / Delve / Home Page / Search

Environment management at the productive level involves skills enabling candidates to change their profile, add a photo, view the number of connected devices, view a colleague's profile, manage their bookmarked files, recognize all the applications, and search for information.

Business application: in a professional context, these skills enable a communication manager to search for a profile in the company and to organize content according to specific criteria.

Overview

Domains	Skills Assessed
File Sharing / Storage	**SharePoint** Copy / Move documents Save a file Modify the logo of a collaborative space Change the name of a SharePoint site Create a personal view Share a file outside the company Manage versions Access versions of a file Retrieve/archive a document Enable content approval Preview a document Filter / Sort files Upload a SharePoint file Administer a SharePoint site

OneDrive

- Upload a file
- Copy / Move documents
- Manage documents
- Save a file
- Co-edit a file
- Access versions of a file
- Share a file outside the company
- Share a file in the company
- Filter / Sort files
- Preview a document
- Understanding synchronization statuses
- Restore a file from a OneDrive primary Recycle Bin

Teams

- Create a document in Teams
- Upload a Teams file
- Save a file
- Share a file
- Restore a Teams file
- Co-edit a file
- Access versions of a file
- Retrieve/archive a file
- Create a personal view
- Modify the logo of a collaborative space
- Share a file outside the company
- Filter / Sort files
- Structure the team with channels
- Manage Teams files from a smartphone

Communication	**SharePoint**
	🔻 View a document
	Sway
	🔻 Display images in a Sway presentation
	🔻 Create a Sway presentation
	🔻 Edit a Sway
	Teams
	🔻 Reply to a team message on Teams
	🔻 View meeting attendees
	🔻 Record an online meeting
	🔻 Convert an email into a message
	🔻 Pin a message in the Teams team
	🔻 Manage the waiting room
	🔻 Manage views in Teams meetings
	🔻 Join an online meeting on Teams
	🔻 Schedule an online meeting using Teams
	🔻 Send a private message on Teams
	🔻 Manage an online meeting
	🔻 Change the Teams calendar view
Organization	**Planner**
	🔻 Manage schedule labels in Planner
	Forms
	🔻 Name a form or a survey
	🔻 Differentiate between a questionnaire and a form
	To Do
	🔻 Create a task with To Do
	🔻 Add a step to a task

Lists

- Create a rule in Lists
- Edit in grid view
- Add a list to Teams
- Create columns

OneNote

- Insert an object in a notepad
- Insert tags
- Copy a link from a notepad
- Detect an open notepad
- View modified pages
- Move a notepad
- Organize the sections of a notepad
- Manage notes
- Insert a notepad
- Work with multiple OneNote windows
- Know the structure of a notepad
- Identify authors in OneNote

Environment

Navigation 365

- Change the application
- Add your photo to the 365 homepage
- Recognize application icons

Home Page

- Change profile picture
- View the number of installed devices
- View shared files from the home page
- Use the search filter

Search

- View a colleague's profile

	- Search for information **Delve** - View a colleague's profile - Remove a file from Delve favorites - Add a file to favorites - View a colleague's last shared files - Find a file in favorites

Level 4 - Advanced
Between 726 and 875 points

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File Sharing / Storage

SharePoint / OneDrive / Teams

File sharing and storage at the advanced level involves skills that enable candidates to restore documents from the secondary Recycle Bin, temporarily stop synchronization, manage subgroups in meetings, but also to describe documents with columns and configure peripherals.

Business application: in a professional context, these skills enable a Quality Manager to organize all relevant procedures by precisely describing the documents and structure them according to a designed classification system. The user can also organize quality training based on work groups and focus groups.

Communication

SharePoint / Sway / Teams

At this level, candidates can analyze a news page, set up a meeting and manage rooms for small meeting groups. The user can convert an email into a Teams message, or even insert a Stack group into a Sway presentation.

Business application: in a professional context, these skills enable a Product Manager to make optimal use of communication tools and analyze their effectiveness.

Organization

Planner / Forms / Lists / OneNote

At the advanced level, candidates know how to display the progress of a plan, organize a plan, add Likert type questions, manage rules and options in lists.

Business application: in a professional context, these skills enable an After-Sales Service Manager, for example, to follow up on requests or organize priorities using rules. The user can also assess customer satisfaction by sending out customized forms.

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Environment

Navigation 365 / Delve / Home Page / Search

At this level, candidates can manage the application launcher, visualize the day, use a search result, or even manage panels in Delve.

Business application: in a professional context, these skills enable a software developer to find a person likely to provide support on a specific subject. The user can also fully customize the work environment.

Overview

Domains	Skills Assessed
File Sharing / Storage	**SharePoint** 　Create a personal view 　Add a column 　Switch from Office Online to Office Desktop 　Retrieve/archive a file 　Restore a file from the primary Recycle Bin 　Edit file properties 　Create columns 　Manage your documents from your smartphone 　Manage alerts **OneDrive** 　Temporarily stop synchronization 　Request files 　Restore a file from the secondary Recycle Bin 　Create a personal view

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	Teams ᵀ Create subgroups ᵀ Find a file ᵀ Manage a team ᵀ Configure peripherals ᵀ Retrieve / archive a file ᵀ Structure the team with channels ᵀ Copy / move a file
Communication	**SharePoint** ᵀ Edit a News piece ᵀ Analyze a page **Sway** ᵀ Create a presentation ᵀ Insert a Stack Group into a presentation **Teams** ᵀ Configure meetings ᵀ Edit/delete a conversation ᵀ Use breakout rooms ᵀ Convert an email into a Teams message
Organization	**Planner** ᵀ View the progress of a plan ᵀ Organize a plan **Forms** ᵀ View the results of a questionnaire ᵀ Add a Likert question **To Do** ᵀ Manage list options **Lists** ᵀ Manage rules ᵀ Use a table

	OneNote
	⫮ Transmit a OneNote page
	⫮ See the status of the synchronization
	⫮ Use OneNote page templates
	⫮ Know the OneNote views
	⫮ Know how a OneNote works
Environment	**Office 365 navigation**
	⫮ Manage Application Launcher menu
	Home
	⫮ Visualize the day
	Search
	⫮ Use the result of a search
	Delve
	⫮ Create a panel
	⫮ Know the features
	⫮ Add a keyword to the panel
	⫮ Find a file with Delve

Level 5 – Expert

Between 876 and 1000 points

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Prior to the acquisition of the skills of the Expert level, the candidate will have mastered the skills of the Advanced level.

File Sharing / Storage

SharePoint / OneDrive / Teams

Sharing and storing files at the expert level involves skills that enable candidates to manage the modification of documents and recycle bins in detail.

Business application: in a professional context, these skills enable a Knowledge manager to distribute company-specific knowledge thanks to the user's expert knowledge of document management functionalities. The user also knows how to share personal documents inside and outside the company in the best conceivable way.

At this level, candidates can provide training on the software.

Communication

SharePoint / Sway / Teams

The Expert level involves skills allowing the use of dynamic blocks to create simple and effective pages and optimize notifications.

Business application: in a professional context, these skills enable a communication project manager to administer a site or a team with the most advanced document management functionalities.

At this level, candidates can provide training on the software.

Organization

Planner / Forms / To Do / OneNote

The Expert level involves skills to optimize the monitoring of a plan and different display options, create plans from a smartphone or optimize task list options.

Business application: in a professional context, these skills enable a digital project manager to coordinate the operations related to the digital transformation of a company. The user can

organize the tasks of one or several teams, organize his/her own tasks and organize surveys.

At this level, candidates can provide training on the software.

Environment

Navigation 365 / Delve / Home Page / Search

Candidates can use the different functionalities of the home page at an expert level. They know to create an Office file directly from this page to manage their profile.

Business application: in a professional context, these skills enable a project manager to quickly access work files and organize them. The user knows how to set up the profile and change the password.
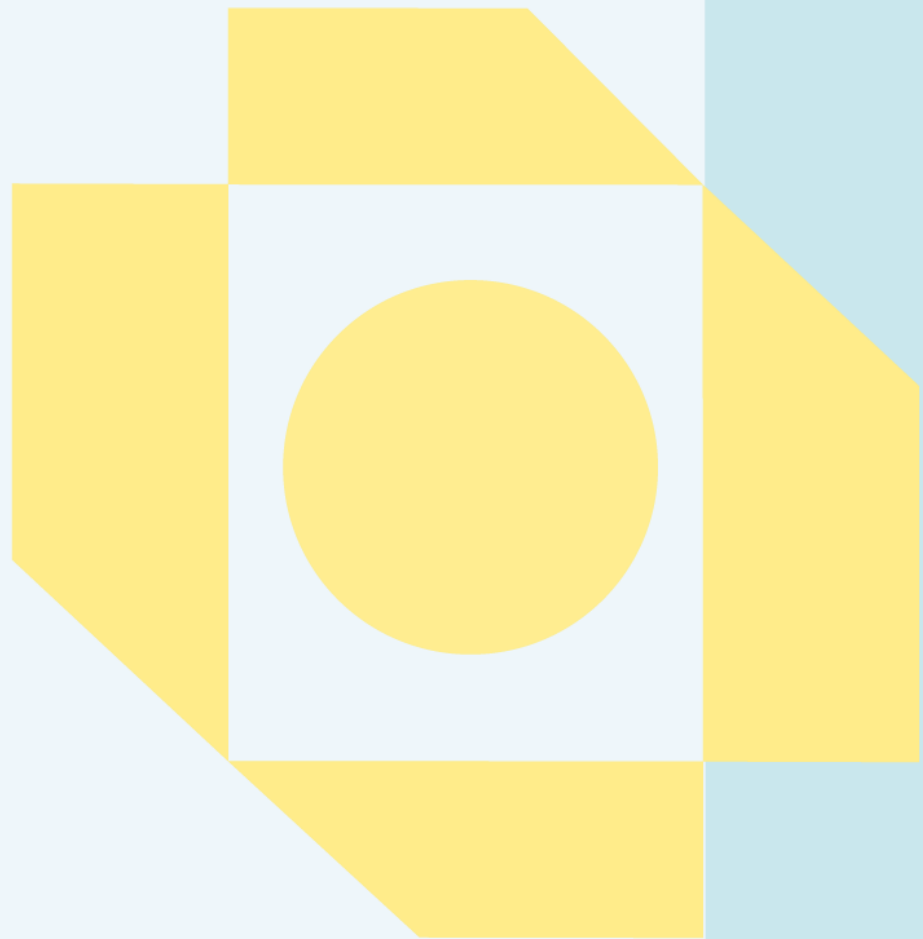
At this level, candidates can provide training on the software.

Overview

Domains	Skills Assessed
File Sharing / Storage	**OneDrive** ᵀ Share a file in the company **Teams** ᵀ Share a file **SharePoint** ᵀ Manage secondary Recycle Bin ᵀ Retrieve / archive documents ᵀ Administer a SharePoint site ᵀ Manage content types ᵀ Create a prioritized list ᵀ Create a site column
Communication	**SharePoint** ᵀ Dynamically display documents on a SharePoint page

	Sway 🧍 Share a Sway presentation **Teams** 🧍 Manage notifications 🧍 Share your screen or an application
Organization	**Planner** 🧍 Monitor a plan in graphic form 🧍 Manage buckets of a plan 🧍 Manage views 🧍 Manage tasks 🧍 Create a list **Forms** 🧍 Share a form **To Do** 🧍 Manage options in To Do 🧍 Manage Forms settings 🧍 Create a plan from your smartphone **OneNote** 🧍 Secure a notepad 🧍 Use the version history 🧍 Share a notepad 🧍 Know the synchronization 🧍 Know the limits of a notepad 🧍 Know how to store a notepad 🧍 Know the links between OneNote and Office 365 Collaborative tools
Environment	**Office 365 navigation** 🧍 Create an Office file from the homepage **Home**

	Change your password
	Access online help
	Identify the elements of Office 365 home
	Record a conversation
	Search
	Filter search results
	Delve
	Add a file to a Delve panel
	Edit your profile on Delve

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