



Your skills. Your advantage.

Tosa for Microsoft Outlook 365

Skills Framework

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Introduction to the Tosa[®] Skills Framework

For Tosa[®] Assessment and Certification

Tosa® (Test on Software Applications)

Tosa® assessments and certifications are designed to determine a candidate's proficiency level by evaluating their skills in office software and digital tools commonly used in a professional or educational environment.

These tests are specifically developed to validate the professional competencies of candidates looking to enhance their employability (employees, students, job seekers, and individuals undergoing career transitions).

Tosa® assessments and certifications are adaptive tests, developed using scientific methodologies. The scoring is based on Item Response Theory (IRT). The test algorithm adapts to each candidate's response in real time, adjusting the difficulty level of subsequent questions until it precisely determines the candidate's skill level by calculating the upper limit of their competencies. As a result, the tests provide a detailed and unique diagnosis of each candidate's abilities.

The rigor and reliability of Tosa® tests stem from the combination of a mathematical model for analyzing question difficulty and the relevance of the questions selected for each candidate (IRT).

Tosa® Skills Framework Objective

This skills framework outlines all the skills assessed within the domains and sub-domains of the Tosa® assessment and certification tests for Microsoft Outlook.

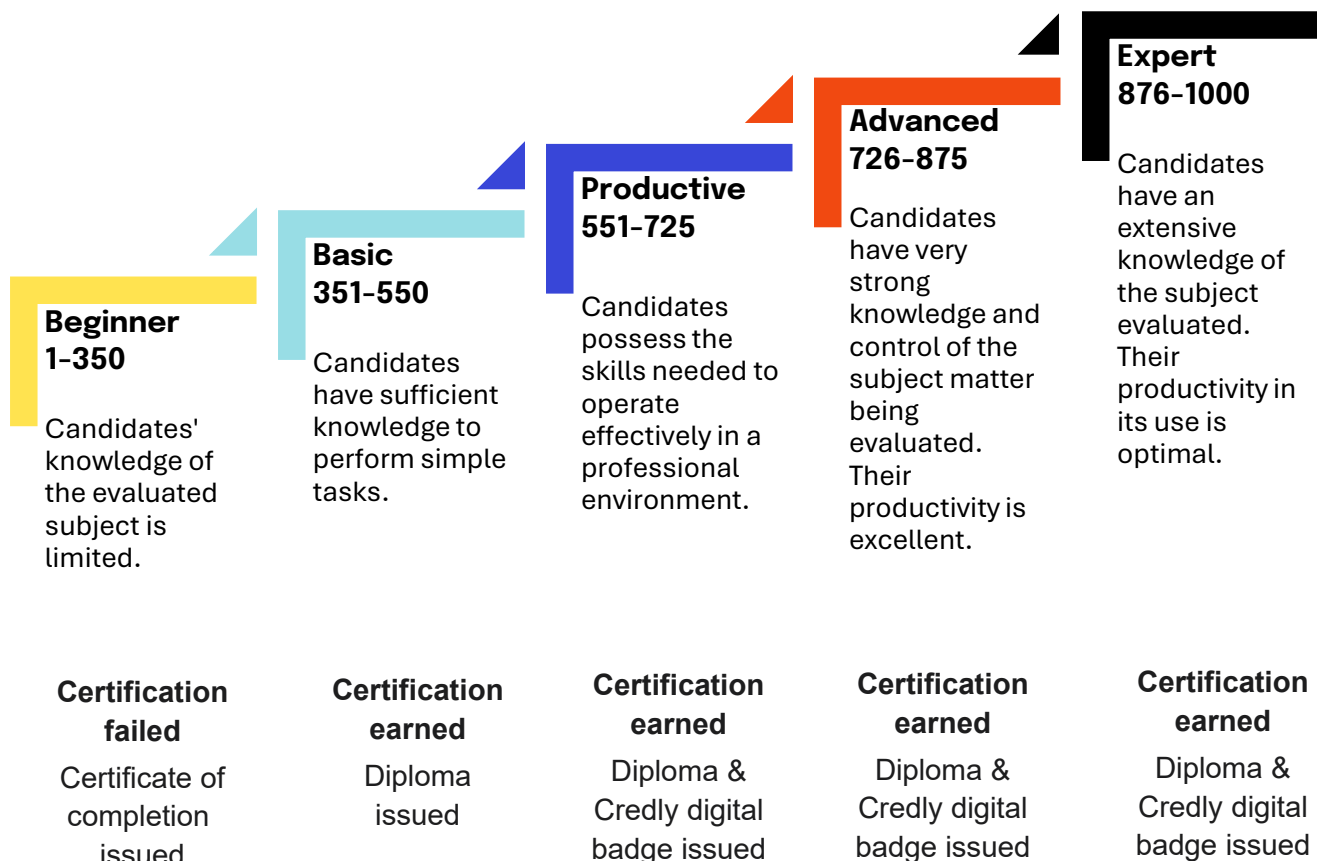
Tosa® assessment and certification solutions are designed to determine learners' proficiency levels using a single scoring scale—ranging from 0 to 1000 for certification—and divided into five levels, from “Beginner” to “Expert,” for the assessment.

The purpose of this framework is to specify the technical knowledge expected at each level and within each of the four main skill categories of Microsoft Outlook. It is intended to help identify the most appropriate teaching or training programs to match a learner's target score.

Unique Tosa® Scoring

The Tosa® assessments and certifications are based on a unique score, divided into five levels.

- Ranging from 1 to 1000 for the certification.
- Divided into five levels, from Beginner to Expert, for the assessment.



About the Tosa® for Microsoft Outlook certification

The Tosa for Microsoft Outlook Certification relies on a database of more than 200 questions. It is composed of 35 questions from the question database and lasts for 1 hour and 30 minutes. The algorithm adapts to each of the candidate's answers to adjust the difficulty level of the questions until reaching the candidate's skill limit. This ensures a precise and accurate result.

Since the test is adaptive, the series of questions that a candidate gets is unique for each test. This algorithm 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 a classroom setting, 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. This score corresponds to one of five proficiency levels. Candidates who score between 1 and 350 points do not earn the certification. They receive a certificate of completion in lieu of a diploma. Candidates who score 351 points or above earn the certification and will receive a diploma by email within five business days. If a candidate scores 551 points or above, they will also be eligible to receive a digital Credly badge.

There are no prerequisites to be eligible to take the exam, but to ensure a candidate is well prepared on exam day, we suggest they:

- Take at least one Tosa for Microsoft Outlook adaptive assessment to estimate their level and get familiar with the test format
- Use the free practice tests on our website for training
- Follow an e-learning or training course (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. This three-year period has been set to ensure that our certifications are consistently accurate and relevant, taking into account software version updates as well as the natural evolution of a candidate's skills over time. Limiting the certification period also reflects the need for life-long learning and continual professional development.

Tosa certifications can be retaken when they expire. Earners willing to improve their score and proficiency level can retake the exam at any time.

Tosa Sequence for Progressive Skills Development

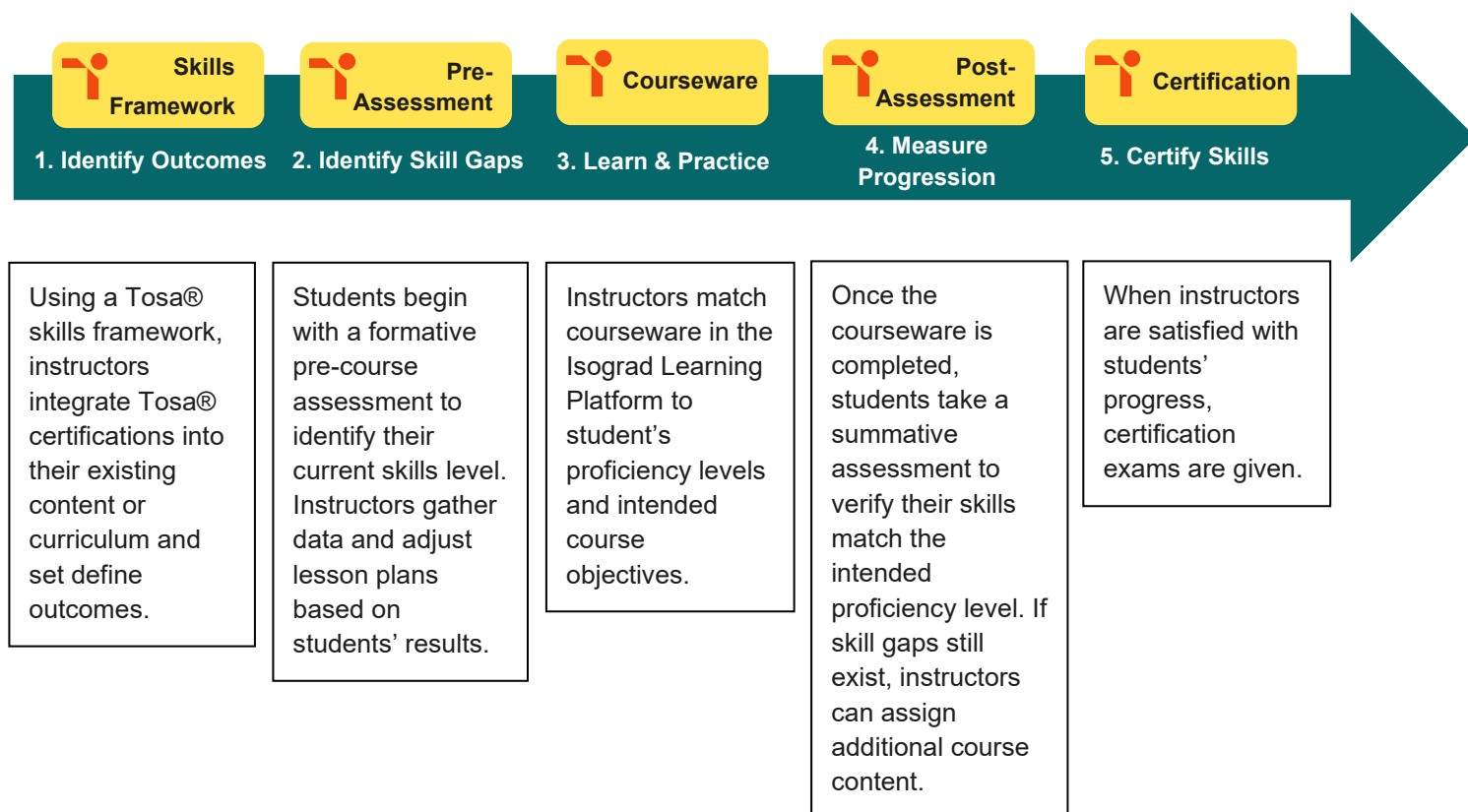
Students and professionals can tailor their certification journey with Tosa through vertical progression, demonstrating increasing proficiency in Microsoft Outlook. Starting at a basic level, users can advance to productive, advanced, and expert levels as their skills grow. This clear path encourages continuous improvement and validates each stage of their development. Tosa's structure makes it easy to track progress and showcase evolving expertise.

Isograd Learning Platform

The Isograd Learning Platform is a multifaceted and adaptable courseware solution designed to help learners prepare for Tosa certification exams. It offers personalized, self-paced, and fully interactive learning experiences, equipping candidates with the essential digital skills that employers seek. These skills span a wide and varied range, applicable to learners just starting their career journey to those wishing to advance on their path.

The browser-based platform supports all learning styles with a wide array of features, including in-application exercises. These in-application capabilities allow learners to experience real-world examples of specific tasks within a given software environment. The platform includes inclusive learning resources, along with extension activities and project-based learning challenges that foster creativity and critical thinking.

All course content on the Isograd Learning Platform is aligned to a Tosa skills framework, which is the foundation of any Tosa certification exam. By aligning course content to a skills framework, learners will be prepared to take the exam once they complete the courseware.



Tosa® for Microsoft Outlook Level Descriptions

At each level, candidates can:

Beginner

- Manage email and calendar operations in essential professional, social, or personal situations.
- Create and send simple messages, respond to calendar invitations, and organize emails into folders; however, may occasionally need assistance from others to navigate more advanced features or troubleshoot issues.

Basic

- Use Outlook's basic features in both professional and personal contexts.
- Manage emails with relative ease.
- Use the calendar to schedule standard events, and create and manage simple tasks.
- Configure basic settings such as automatic replies without requiring assistance, as long as the tasks are clearly defined and technically straightforward.

Productive

- Manage email, calendars, tasks, and contacts effectively in most common situations.
- Use rules to automate email management, share calendars, and manage task delegation.
- Work independently, resolving common issues and optimizing personal organization.

Advanced

- Expertly use Outlook's features to optimize communication and organization in all common scenarios.
- Demonstrate proficiency with advanced functions such as managing contact groups, integrating Outlook with other Office applications, and making extensive use of customization options for the calendar and email.
- Demonstrate ability to train others on how to use Outlook effectively.

Expert

- Demonstrate advanced and creative skills in using Outlook to manage complex communications and projects in a demanding professional environment.
- Leverage sophisticated features such as advanced permission management, deep integration with CRM systems, and extensive customization through add-ins and macros.
- Show creativity in adapting Outlook to specific needs and readily share advanced expertise with others, influencing organizational practices.

Business Applications

Achievement of the Beginner score defines little or limited knowledge of the Outlook application, including the application's basic functions and features, highlighting the inability to use the application in a professional environment.

For an administrative assistant, skills at this level enable a candidate to manage emails and calendars: read and respond to messages, compose and format new emails, schedule appointments, and insert attachments or links to support communication.

For an executive assistant, these skills enable a candidate to compose, organize, revise, and format professional emails, include tables or visuals when needed, and prepare messages for sending, archiving, or printing.

For a journalist, communications officer, executive assistant, or office manager, these skills enable a candidate to craft well-structured messages, incorporate visual elements, manage contact groups, and share communications in the appropriate format.

For an executive assistant, office manager, journalist, communications specialist, human resources manager, or many other office-based roles, these skills enable a candidate to personalize the Outlook interface, organize information efficiently, craft tailored communications, and manage advanced formatting and visual elements.

Domain 1: Environment, Configuration, and Saving

Sub-domain 1: Customizing the interface and views

Covers: Adapting the ribbon, navigation bar, and display settings to optimize user efficiency.

Beginner

- Configure basic view settings (such as recipient display and font).

Basic

- Customize the ribbon and navigation bar based on personal preferences to optimize efficiency and organization when managing professional emails and calendars.

Productive

- Adjust display options and create custom views for specific tasks such as tracking ongoing projects, managing daily priorities, or organizing recurring meetings.

Advanced

- Integrate advanced features such as automated mail rules, custom keyboard shortcuts, and Outlook add-ins into the interface to improve efficiency.

Expert

- Develop custom solutions in Outlook—such as VBA macros, PowerShell scripts, and third-party API integrations—to maximize productivity through the user interface.

Sub-domain 2: Configuring and securing accounts

Covers: Adding and managing email accounts, as well as configuring security and privacy settings.

Beginner

- N/A

Basic

- Add basic email accounts to centralize all messages and simplify management.

Productive

- Configure security and privacy settings according to standard guidelines to protect professional information and ensure secure use of Outlook email.

Advanced

- Manage multiple accounts and configure advanced security settings to protect sensitive data and ensure efficient, secure management of professional communications in Outlook.

Expert

- Optimize synchronization and security settings for professional environments.
- Implement complex and customized security policies for different accounts.

Sub-domain 3: Managing performance and archiving

Covers: Techniques for improving Outlook's performance and efficiently managing mailbox size through archiving.

Beginner

- N/A

Basic

- Archive emails and data to free up storage space and organize communications effectively, making it easier to access important information when needed.

Productive

- Manage automatic data archiving to optimize performance.
- Configure performance settings to reduce loading times and improve responsiveness.

Advanced

- Integrate data management practices to maintain system efficiency by ensuring consistency, security, and availability of information stored in archives.

Expert

- Create custom archiving policies to meet compliance and data management requirements.

Domain 2: Emailing

Sub-domain 1: Composing, sending, and managing messages

Covers: Creating and sending emails, applying advanced formatting, and managing read receipts and automatic replies.

Beginner

- Write and send simple emails.

Basic

- Use basic formatting features and manage attachments efficiently.

Productive

- Implement automatic replies to inform senders of absence and configure custom email signatures for professional identification.

Advanced

- Design email templates for various standard communications such as inquiry responses, appointment confirmations, or event notifications using advanced features like mail merge fields and graphic elements.

Expert

- Automate responses and interactions based on business-specific scenarios by developing advanced email processing rules, integrating custom scripts, or using automated workflows.

Sub-domain 2: Organizing and managing the inbox

Covers: Sorting, filtering, and searching messages; using folders and categories for optimal organization.

Beginner

- N/A

Basic

- Sort emails into basic folders.

Productive

- Create rules to automate message sorting and management.
- Categorize emails and use advanced filters to optimize organization.

Advanced

- Analyze email habits using advanced tools such as Outlook performance tracking features or third-party data analysis tools to optimize email organization and search.

Expert

- Integrate advanced content management solutions to improve inbox efficiency by centralizing and organizing documents and information related to emails.

Sub-domain 3: Automating tasks using rules

Covers: Using rules to automate common actions such as sorting emails and managing spam.

Beginner

- Apply simple rules to move emails to specific folders.

Basic

- Configure simple rules to manage incoming and outgoing messages.

Productive

- Optimize workflows by automating recurring tasks.

Advanced

- Integrate custom actions into rules for automated responses.

Expert

- Design interconnected automation systems to manage communication and administrative tasks.

Domain 3: Calendar and Tasks

Sub-domain 1: Managing appointments and events

Covers: Creating and customizing calendar appointments and events, including their management and modification.

Beginner

- Understand the basic Outlook calendar functionality to view events and appointments.

Basic

- Create simple appointments in the Outlook calendar by specifying the date, time, and location.

Productive

- Manage events and appointments efficiently in the Outlook calendar by adding additional details such as reminders and participants.

Advanced

- Customize appointments and events in the Outlook calendar using advanced features such as categorization, recurrence, and attachments.

Expert

- Optimize event and appointment management in the Outlook calendar by integrating advanced features such as synchronization with other calendars, creation of complex recurring meetings, and advanced handling of invitations and responses.

Sub-domain 2: Scheduling and tracking meetings

Covers: Organizing meetings, sending invitations, managing responses, and setting up recurring meetings.

Beginner

- Identify the basic functionality for scheduling meetings in Outlook.

Basic

- Schedule simple meetings using Outlook's calendar tool and send invitations to participants.

Productive

- Organize meetings efficiently in Outlook by managing participant responses and modifying meeting details.

Advanced

- Configure recurring meetings and customize advanced options such as reminders and permissions in Outlook.

Expert

- Perform advanced meeting follow-ups using features such as action tracking, resource management, and integration with other productivity tools in Outlook.

Sub-domain 3: Managing tasks

Covers: Creating and tracking tasks, setting priorities and reminders, and managing to-do lists.

Beginner

- N/A

Basic

- Create and manage simple tasks and reminders using Outlook's task management tool by specifying task details and setting reminders to avoid missing important deadlines.

Productive

- Assign tasks to other users in Outlook by specifying task details, deadlines, and responsibilities.

Advanced

- Use advanced tools for managing priorities and deadlines.
- Integrate tasks with other applications for real-time tracking.

Expert

- Analyze and optimize workflows to automate processes, streamline task flows, and improve team efficiency.

Domain 4: Contacts and Notes

Sub-domain 1: Creating and organizing contacts

Covers: Adding, editing, and managing contacts, including creating contact groups to streamline communication.

Beginner

- Retrieve basic contact information.

Basic

- Organize contacts into groups to streamline communication.

Productive

- Manage advanced contact information and share it with colleagues.

Advanced

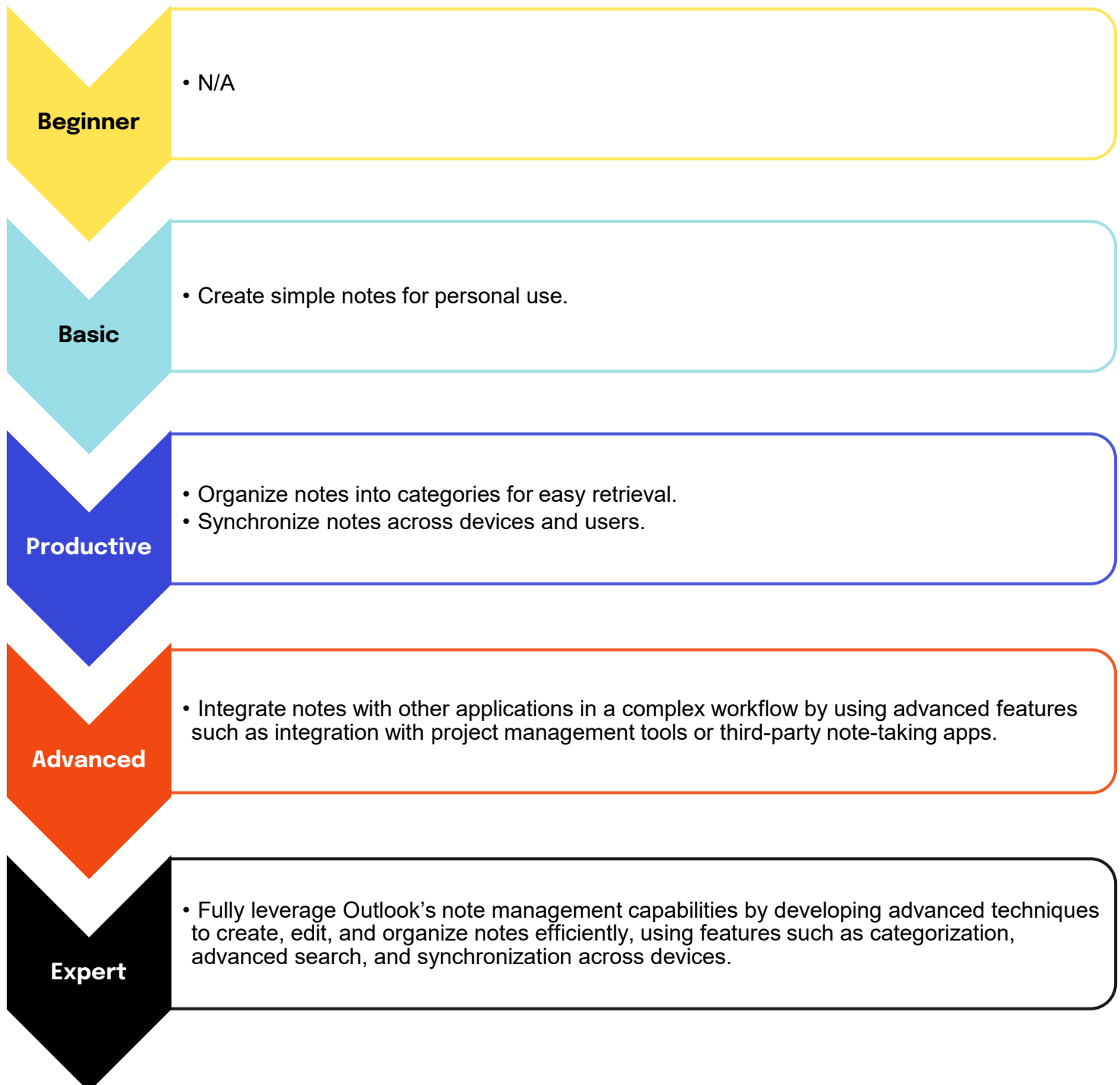
- Integrate contacts with CRM systems for centralized access and management.

Expert

- Develop custom solutions in Outlook for managing client relationships and contacts by integrating advanced features such as custom contact form design, automated client interactions, and integration with other customer relationship management (CRM) tools.

Sub-domain 2: Using and managing notes

Covers: Techniques for creating, editing, and organizing notes efficiently.



Sub-domain 3: Integrating contacts with other modules

Covers: Using contact information to enhance email and calendar functionality, facilitating planning and communication.

Beginner

- Use contacts to send emails.

Basic

- Integrate basic contacts into Outlook to streamline email and calendar usage by enabling quick access to contact information when composing emails or creating events.

Productive

- Leverage contact information in Outlook to enhance scheduling and communication by linking contacts to calendar events and using search features to quickly find necessary contact details.

Advanced

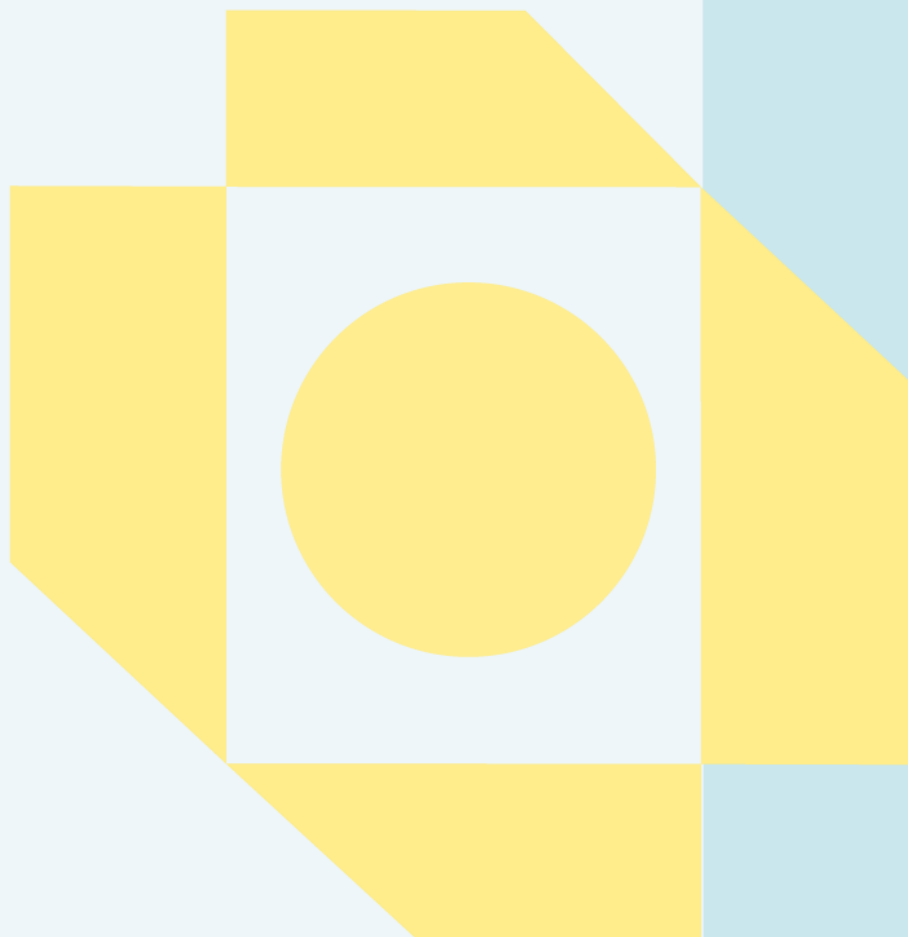
- Integrate contacts across Outlook modules by customizing contact fields, creating dynamic distribution lists, and using advanced filtering features.

Expert

- Fully leverage contact information across all Outlook modules by using advanced tools such as integration with customer relationship management (CRM) systems and synchronization with other platforms.



Your skills. Your advantage.



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