



Tosa Microsoft Outlook

The Tosa Microsoft Outlook certification can help you ensure students are proficient in all Outlook functionalities.

Proficiency Level by Career:

- **Beginner:** the student 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

Expertise Report:

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

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

Assessment
☒ 25 questions 40 minutes

Certification
☒ 35 questions 60 minutes

In-app questions¹
Adaptive testing



Languages and Versions:

English,	2010
French,	2013
Spanish,	2016
Italian,	365
Dutch,	
German	

Why certify with Tosa?

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

According to our certified individuals, 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	Description
Expert	876 - 1000	Student has extensive knowledge of the subject evaluated. Student's productivity in its use is optimal.
Advanced	726 - 875	Student has very good knowledge and control of the subject matter being evaluated. Student's productivity is excellent.
Productive	551 - 725	Student possesses the skills needed to operate effectively in a professional environment.
Basic	351 - 550	Student has sufficient knowledge to perform simple tasks.
Beginner	1 - 350	Student's knowledge of the evaluated subject is limited.

What is an in-app question?

Beyond traditional MCQs, our tests offer the student 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. Students *do not* need to have the software installed on their computers.
- ✦ **Desktop in-app question:** to respond to the exercise, students must download the answer file and *open it in the software that must be installed on their computer*. Then, the student must submit the file on the Tosa platform.
- ✦ **Web in-app question:** students 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 student's answers. The more difficult the questions asked, the higher the student's proficiency level.