



Your skills. Your advantage.

Tosa Microsoft Word 365

Exam Blueprint

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Introduction to the Tosa[®] Exam Blueprint

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® Exam Blueprint Objective

This exam blueprint outlines all the skills assessed within the domains and sub-domains of the Tosa® assessment and certification tests for Microsoft Word 365.

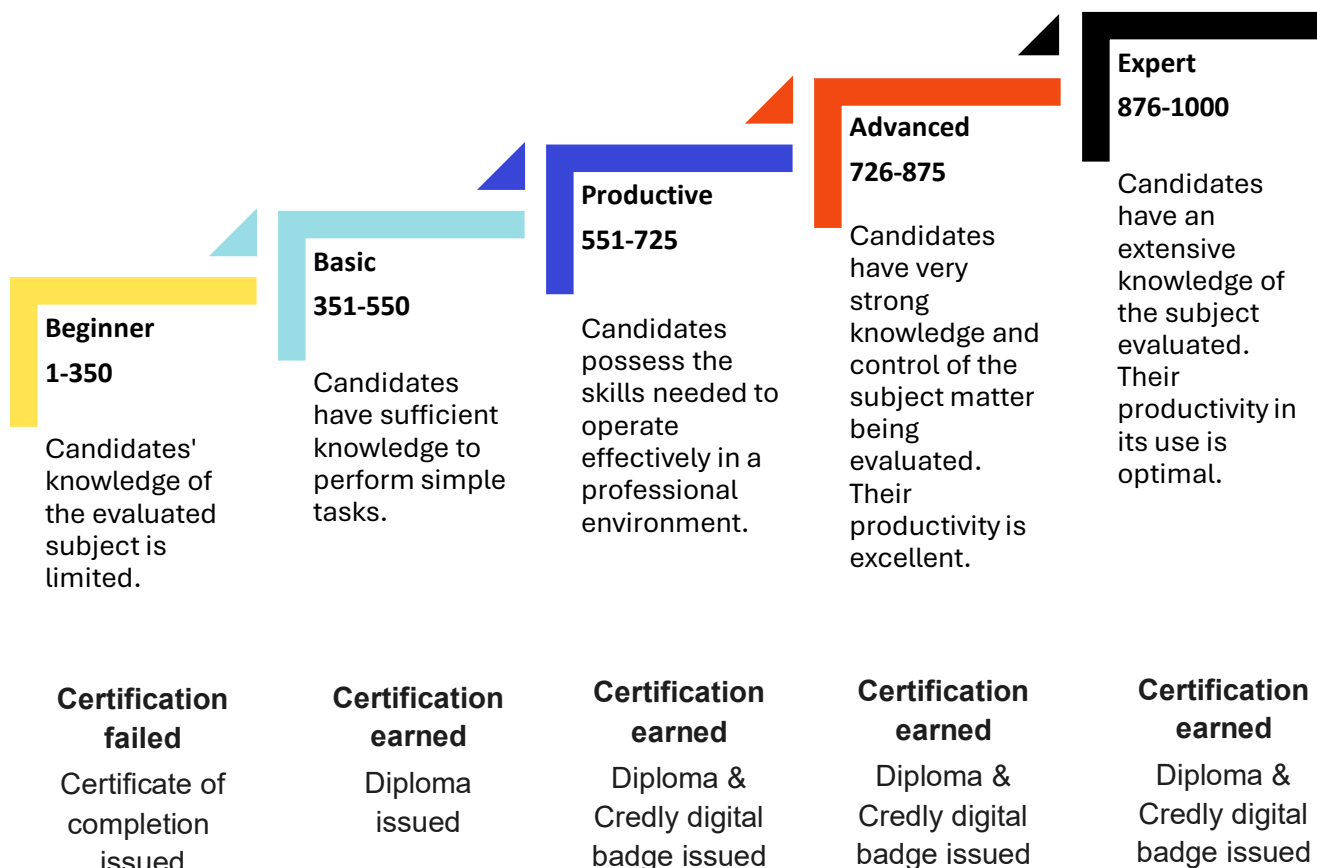
Tosa® assessment and certification solutions are designed to determine learners' proficiency levels using a single scoring scale—ranging from 0 to 1000 for certification—and divided into five levels, from “Beginner” to “Expert,” for the assessment.

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 Word 365. 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® Microsoft Word 365 certification

The Tosa Microsoft Word 365 Certification relies on a database of more than 250 questions. It is composed of 35 questions from the question database and lasts for 1 hour. 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 Microsoft Word 365 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.

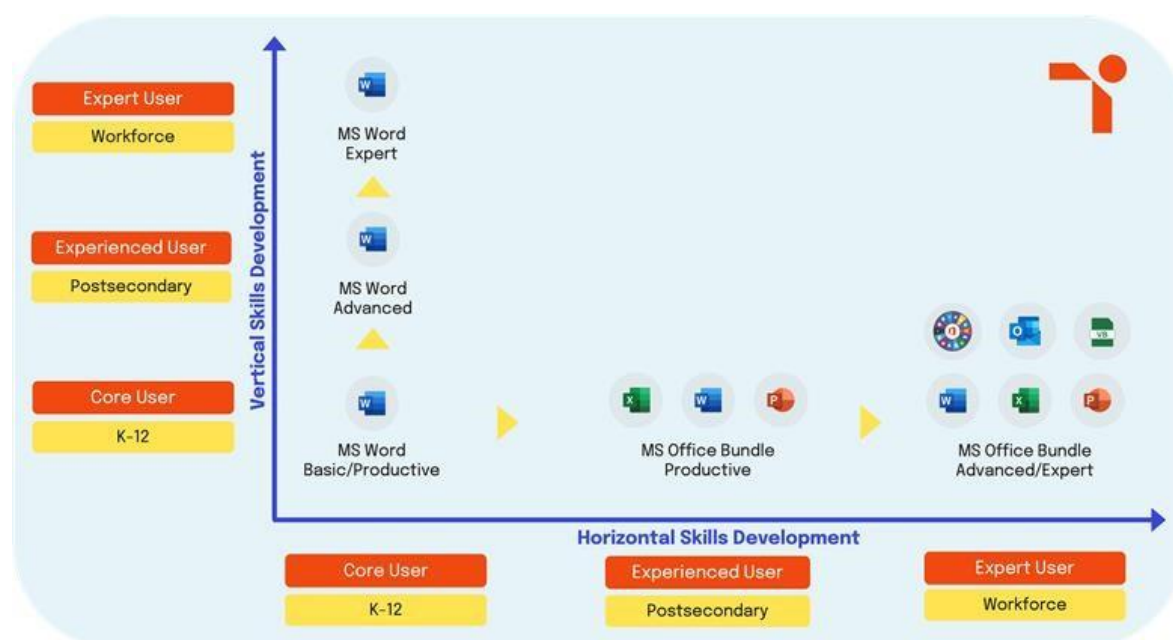
Tosa certifications can be retaken when they expire. Earners willing to improve their score and proficiency level can retake the exam at any time.

Tosa Sequence for Progressive Skills Development

Students and professionals can tailor their certification journey with Tosa, demonstrating their expertise in ways that align with their unique needs and goals.

With the **Tosa Microsoft Word 365 Certification**, starting at a basic level, users can progress **vertically**, advancing 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.

With the **Tosa Microsoft Office Bundle Certification**, users can expand their skill set **horizontally** across Microsoft applications, mastering interconnected applications that touch on a broader range of competencies. This flexible approach empowers individuals to develop both depth and breadth in their skillset, enhancing career prospects and workplace versatility.

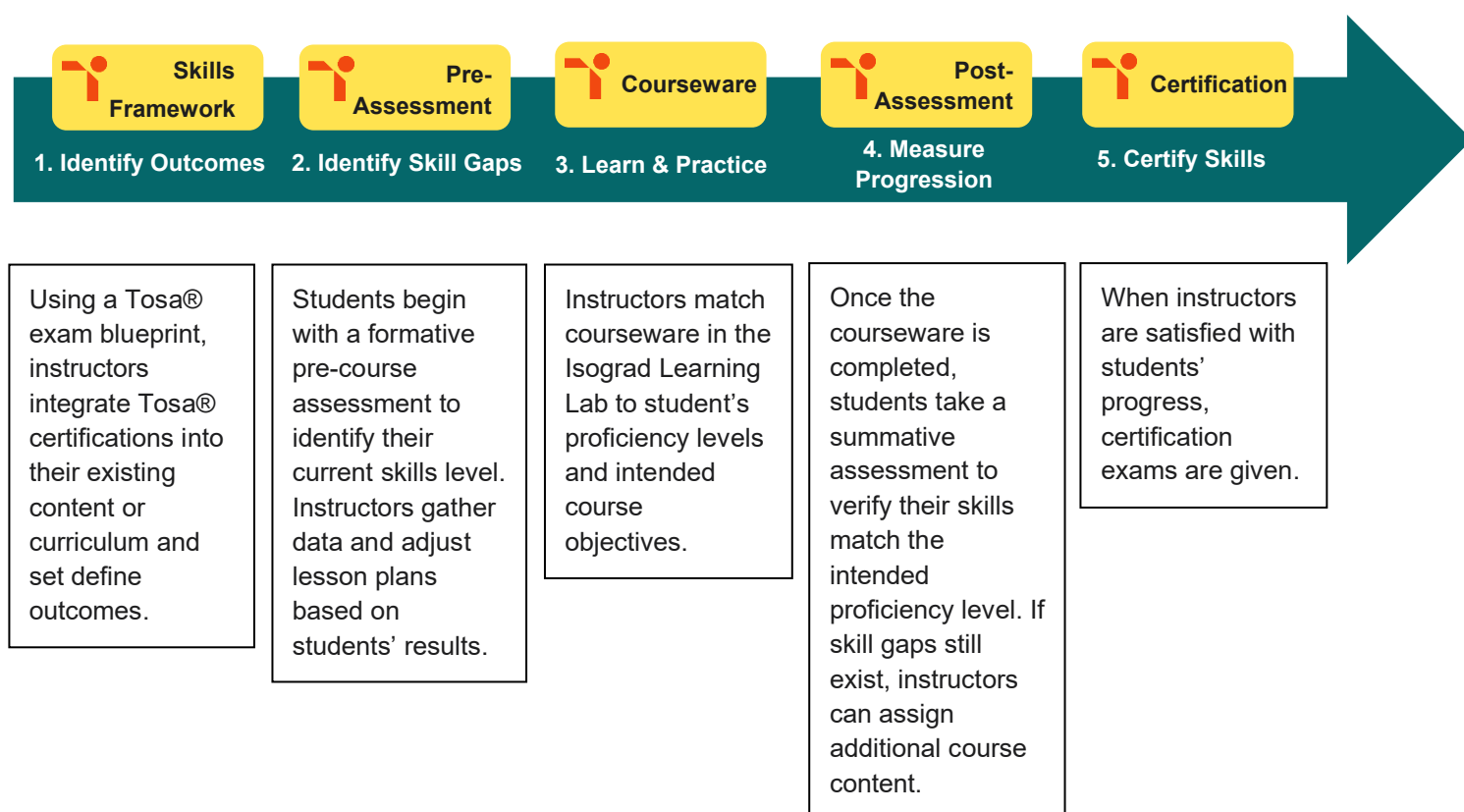


Isograd Learning Lab

The Isograd Learning Lab 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 lab 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 Lab is aligned to a Tosa exam blueprint, which is the foundation of any Tosa certification exam. By aligning course content to an exam blueprint, learners will be prepared to take the exam once they complete the courseware.



Tosa® Microsoft Word 365 Level Descriptions

At each level, candidates can:

Beginner

- Navigate the user interface and open existing documents.
- Employ basic actions such as entering and editing text, basic formatting (bold, italic, underlined), and adding and deleting pages.

Basic

- Demonstrate understanding of document layout.
- Insert and manipulating images.
- Create simple tables.
- Use search and replace functions.

Productive

- Perform routine tasks such as creating simple documents, formatting text, inserting images and tables, and using spelling and grammar correction tools.
- Manage files and folders, save and export documents in a variety of formats, and collaborate with other users by sharing documents and using comments and revisions.

Advanced

- Work efficiently with long documents.
- Use styles and templates for consistent formatting.
- Create complex tables with formulas.
- Employ advanced features such as headers and footers, footnotes, and cross-references.

Expert

- Manage complex documents with advanced features such as track changes, merge, and send mailings.
- Create forms and custom macros.
- Collaborate in real time with other users.
- Troubleshoot and optimize Word to meet specific user needs.

Business Applications

Achievement of Beginner score defines little or limited knowledge of the Word 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 Word documents: open and review them, create and edit content, apply formatting for clarity and consistency, and insert tables or images to support and illustrate the text.

For an executive assistant, human resources specialist, or other office worker, these skills enable a candidate to create, organize, proofread, and professionally format Word documents; insert tables, graphics, and other visual elements; and prepare the final version for saving, printing, or sharing.

For a journalist, writer, executive assistant, or office manager, these skills enable a candidate to compose, enhance, and structure a document such as an article or report; manage graphic elements like images, shapes, or charts; and export or share the file in the appropriate format.

For an executive assistant, office manager, journalist, writer, human resources manager, or many other office-based professionals, these skills enable a candidate to customize the environment, organize and present complex information, produce tailored documents for specific audiences, and manage advanced graphic elements such as SmartArt, charts, and image layouts.

Domain 1: Environments and Methods

Sub-domain 1: Using the main functions of the software

Covers: Using the fundamental functions of Microsoft Word: creating and editing documents, manipulating text and images, using formatting tools, and applying basic functions such as saving and printing documents.

Beginner

- Launch the Word application.
- Open a document.
- Save a previously saved document.

Basic

- Select all the text in a document using simple keyboard shortcuts or menu commands, enabling formatting changes or global actions to be applied quickly to the entire contents of a document.
- Save and print documents.
- Navigating Word features and shortcuts

Productive

- Master most tabs and understand their purpose (References, Review, View).
- Navigate efficiently through Microsoft Word's various tabs to use advanced features.
- Using Dictate and Transcribe features
- Using transcription and voice tools
- Using accessibility and reading tools
- Using editing and proofreading tools

Advanced

- Save documents in a variety of formats by using Microsoft Word's advanced options to convert and save files in various formats such as PDF, HTML, and formats compatible with other word processors, ensuring compatibility, accessibility and preservation of document formatting according to specific needs.
- Use extensions for different Word file types.

Expert

- Create and use customized templates for specific documents.
- Automate complex tasks using advanced VBA scripts.
- Handle large documents or documents containing rich media without loss of performance.
- Use advanced real-time collaboration features, such as track changes and comments.

Sub-domain 2: Understanding different display modes

Covers: Using the various display modes available in Microsoft Word to view and work on a document efficiently, according to specific needs.

Beginner

- Locate tabs within the software interface.

Basic

- Demonstrate knowledge of the most common tabs and their main functions (File, Home, Insert, Create, Page Setup) to create, edit, and organize documents in a professional manner.

Productive

- Recognize the different display modes.
- Use Read mode.
- Display two documents side by side
- Activate synchronous scrolling.
- Save documents as PDF.
- Prepare for printing.

Advanced

- Control the navigation pane and Map mode.
- Apply predefined themes to documents.
- Customize user interface settings according to preferences.
- Create documents using predefined templates, selecting and customizing professional templates for different types of documents such as reports, brochures, and presentations.

Expert

- Efficiently use display modes to analyze and reorganize complex document content.
- Fully customize the document display using specific configurations tailored to needs.
- Adjust view options, display modes, zoom settings, and configure custom windows and panels to optimize the working interface, facilitating more efficient editing and revision tailored to professional preferences and requirements.

Sub-domain 3: Managing themes and personalizing the environment

Covers: Customizing the Microsoft Word work environment: managing themes, templates and styles. Customizing toolbars, keyboard shortcuts and user preferences to optimize work efficiency

Beginner

- N/A

Basic

- Undo and redo an action using Ribbon commands, allowing quick correction of errors.
- Restore previous changes to a document.

Productive

- Create documents using predefined templates.
- Apply predefined themes to documents.
- Customize user interface settings according to preferences.

Advanced

- Add headers and footers to a document.
- Insert graphic elements such as images or shapes into the document.
- Manage advanced formatting options such as columns and margins.
- Create professional documents using advanced formatting tools.

Expert

- Create custom themes to ensure visual consistency across all documents.
- Customize advanced layout options for sophisticated documents, such as brochures or professional reports.
- Use library management tools to efficiently organize and share reusable elements such as styles, templates, and themes.
- Integrate interactive elements such as fields, forms, and controls into documents for advanced functionality.

Domain 2: Page Layout and Formatting

Sub-domain 1: Applying text formatting to characters

Covers: Application of various character-level formatting in Microsoft Word. This includes modifying font, size, color, style (bold, italic, underlined), as well as adding special effects such as shading and underlining.

Beginner

- Change the text font.
- Change text font size.
- Change text color.
- Bold or italicize text.
- Underline text.

Basic

- Apply different formatting to text from a character point of view, using basic formatting tools such as changing font, size, color, and style (bold, italic, underline) via the Ribbon or keyboard shortcuts to meet basic aesthetic and readability requirements.

Productive

- Recognize non-printable characters.
- Modify character spacing.
- Demonstrate understanding of indents and tabs (including periods).
- Use background borders and frames.
- Employ text effects by applying predefined styles

Advanced

- Use special characters such as shadows, highlights, glows, and bevels via Ribbon options to add attractive, professional visual elements to text, enhancing the visual impact of document.
- Use custom fonts and character sets.
- Create custom character styles.

Expert

- Demonstrate mastery of themes (colors, fonts, graphic effects) by customizing and creating complete themes that harmonize colors, typography, and visual effects throughout a document, ensuring a consistent and professional presentation and enabling specific branding and design needs to be met.

Sub-domain 2: Applying text formatting to paragraphs

Covers: Applying various formatting options to paragraphs in Microsoft Word. These include text alignment (left, centered, justified, right), line and paragraph spacing, indentation, and the use of bullets and numbers to create lists.

Beginner

- N/A

Basic

- Align text (left, centered, right, justified) using the alignment options available in the toolbar, allowing text to be formatted according to basic layout preferences, ensuring a clear, organized layout.
- Modify line spacing.

Productive

- Use existing document templates.
- Change document orientation.
- Change margin width.
- Split text into columns.
- Manage word breaks (widows and orphans).
- Insert page breaks.
- Manage page borders.

Advanced

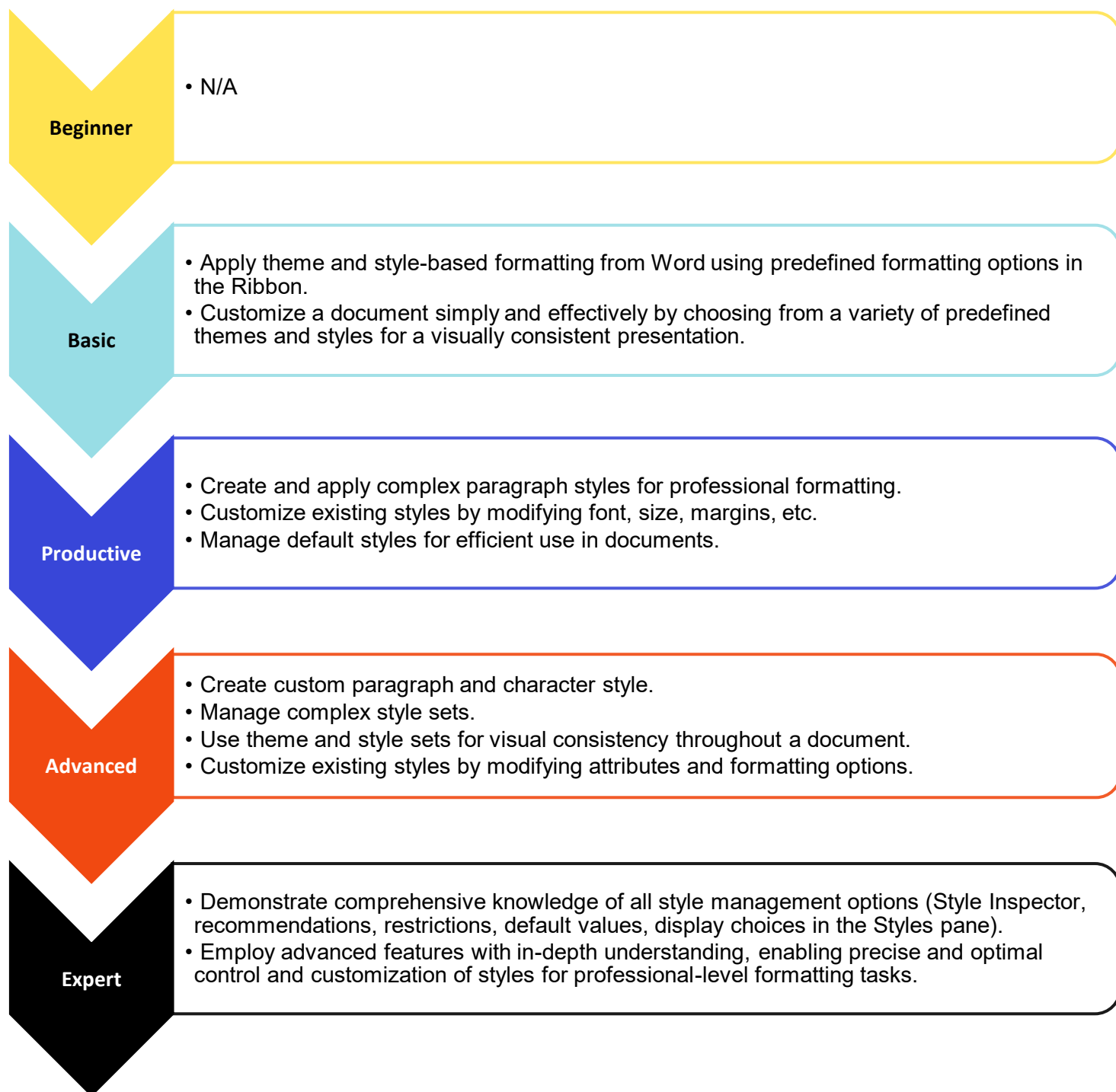
- Create and manage multi-level lists using the list tools available in the Ribbon or via keyboard shortcuts, enabling content to be organized in a hierarchical, structured way, making it easier to understand and navigate the document for a professional presentation.

Expert

- Expertly use page breaks, section breaks, and multicoloring options.
- Manipulate advanced features of Word to control document layout and structure with maximum precision, enabling the creation of complex, well-organized presentations.

Sub-domain 3: Creating, managing, and customizing styles

Covers: Style creation, management, and customization: creating new styles for different formatting elements, such as headings, subheadings and normal text; managing existing styles, including modifying their attributes and applying them consistently throughout the document to ensure uniform document formatting.



Sub-domain 4: Using different page layout options

Covers: Employing various layout features available in Microsoft Word: managing document margins to define the space around content; choosing between portrait or landscape orientations for page layout; creating columns to organize text; and inserting and managing headers and footers to add recurring information.

Beginner

- N/A

Basic

- Select paper size and print preview.

Productive

- Manage word breaks (widows and orphans).
- Insert page breaks to control document pagination.
- Apply page borders.

Advanced

- Organize titles in Plan mode.
- Control pagination options.
- Insert a cover page.
- Insert a watermark to add security features.
- Alternate page orientation.

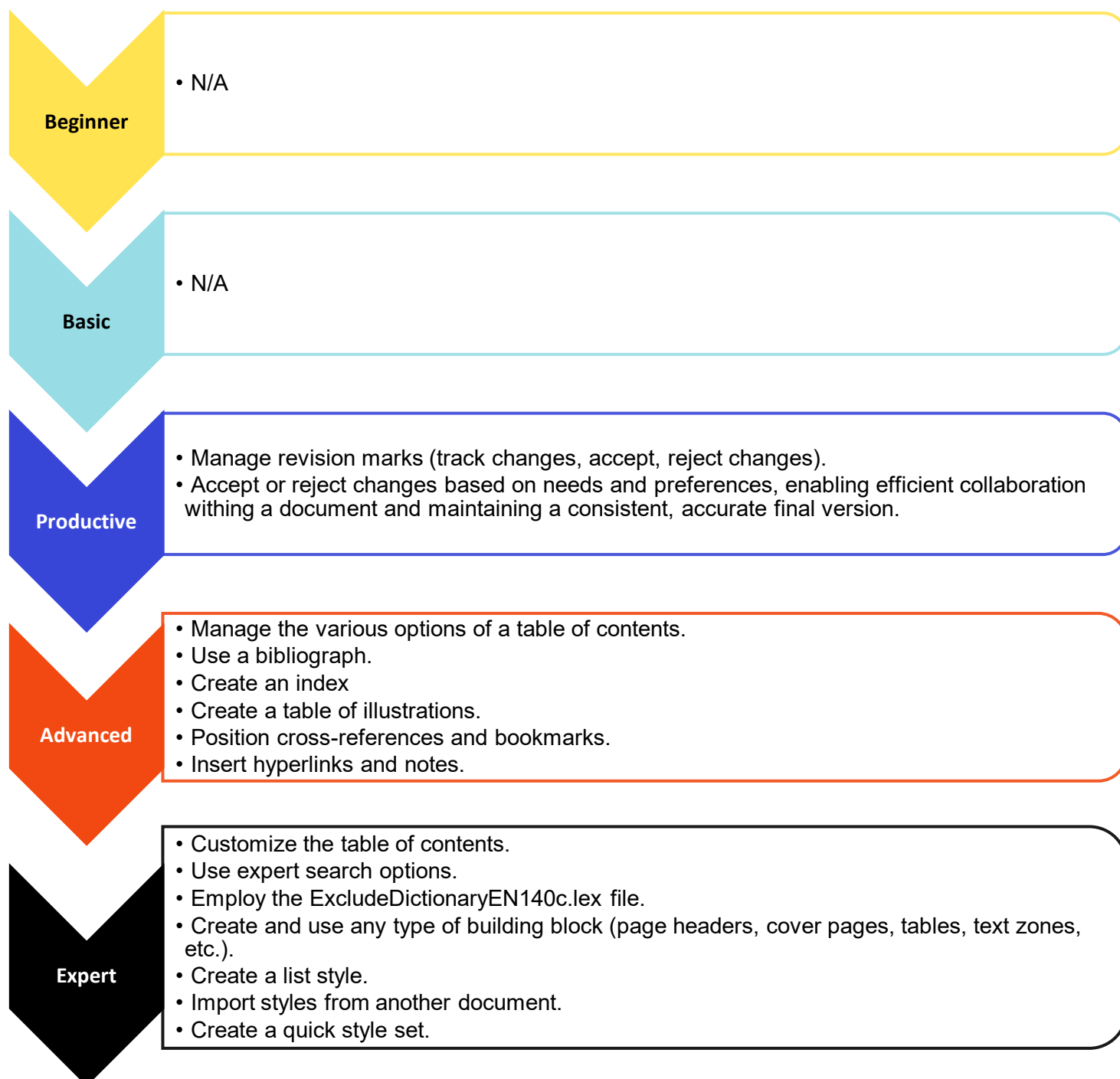
Expert

- Demonstrate exhaustive knowledge of all style management options (Style Inspector, recommendations, restrictions, default values, display choices in the Styles pane), understanding their impact on document formatting and consistency.
- Configure custom styles, applying style recommendations for a consistent document, and limiting unwanted modifications with style restrictions.

Domain 3: Editing Tools

Sub-domain 1: Recognizing and using automation tools

Covers: Using the automation tools available in Microsoft Word: learning about and using features such as predefined templates, macros, fields, and advanced search and replace functions to automate repetitive tasks and speed up workflow.



Sub-domain 2: Recognizing and using data entry tools

Covers: Understanding and using the input tools available in Microsoft Word, such as autocomplete, autocorrect, word and phrase suggestions, as well as spelling and grammar checking tools to improve the accuracy and efficiency of text input.

Beginner

- N/A

Basic

- Use simple bullets and numbering.
- Launch the search tool, providing quick access to the search interface to find specific words or phrases within a document being edited.
- Consult a document's statistics.

Productive

- Locate specific elements in the document based on text content or formatting attributes such as font, color, size or style.
- Demonstrate understanding of page numbering.
- Insert headers and footers.
- Insert footnotes and endnotes.

Advanced

- Set up spelling and grammar checkers.
- Perform approximate searches using wildcards, search operators, and other advanced features to find words or phrases that partially or approximately match a specified term.
- Manage translation options.
- Using the Editor feature
- Using Translate in Word
- Translating a document

Expert

- Master AutoCorrect and AutoFormat settings, including the use of AutoCorrect for custom entries and the AutoMath feature for mathematical symbol substitution.
- Demonstrate how to configure rules to streamline text input and correct common typing errors automatically.

Sub-domain 3: Selecting and moving within the Word environment

Covers: Selecting and moving content in Microsoft Word: using keyboard shortcuts and selection techniques to quickly select text, images, or objects, and how to move content within a document or between different documents.

Beginner

- Cut, copy, and paste text into a document.
- Recognize bullets or numbering.

Basic

- Use menu commands to move, cut, copy, and paste text within a document, enabling straightforward reorganization and basic content editing.

Productive

- Use selection and movement options such as word selection and paragraph selection.
- Master keyboard shortcuts for rapid selection and movement, using specific key combinations to quickly select text, move the cursor, and perform actions such as cut, copy, and paste without having to resort to the mouse.

Advanced

- Employ advanced selection and dragging methods to effectively manipulate document content.
- Master advanced document navigation features such as bookmarks, cross-references, etc.

Expert

- Master all advanced selection and moving techniques in Microsoft Word using shortcuts.
- Precisely select specific parts of text to edit and format documents smoothly, accurately, and efficiently, contributing to optimum productivity and quality of work.

Sub-domain 4: Managing document references (tables, indexes, cross-references, etc.)

Covers: Managing references in a Word document: creating and managing tables of contents, indexes, cross-references and citations. Using automatic updating and reference customization features to ensure the accuracy and consistency of information referenced in a document.

Beginner

- Identify the various references in a document, such as tables, indexes, and cross-references.
- Understand the importance of references in structuring and navigating a document.

Basic

- Locate sections where references are needed in a document.
- Insert tables of contents and indexes in a document.
- Create simple, personal auto-corrections.

Productive

- Manage revision marks (track changes, accept and reject changes).
- Use the replace function.
- Add cross-references to different parts of the document to improve readability and comprehension.
- Update references when changes are made to document content.

Advanced

- Demonstrate understanding of advanced management of references in a document, including the creation and management of bibliographies, indexes, tables of illustrations, etc.
- Insert hypertext links and notes to enrich document content and facilitate navigation for readers.

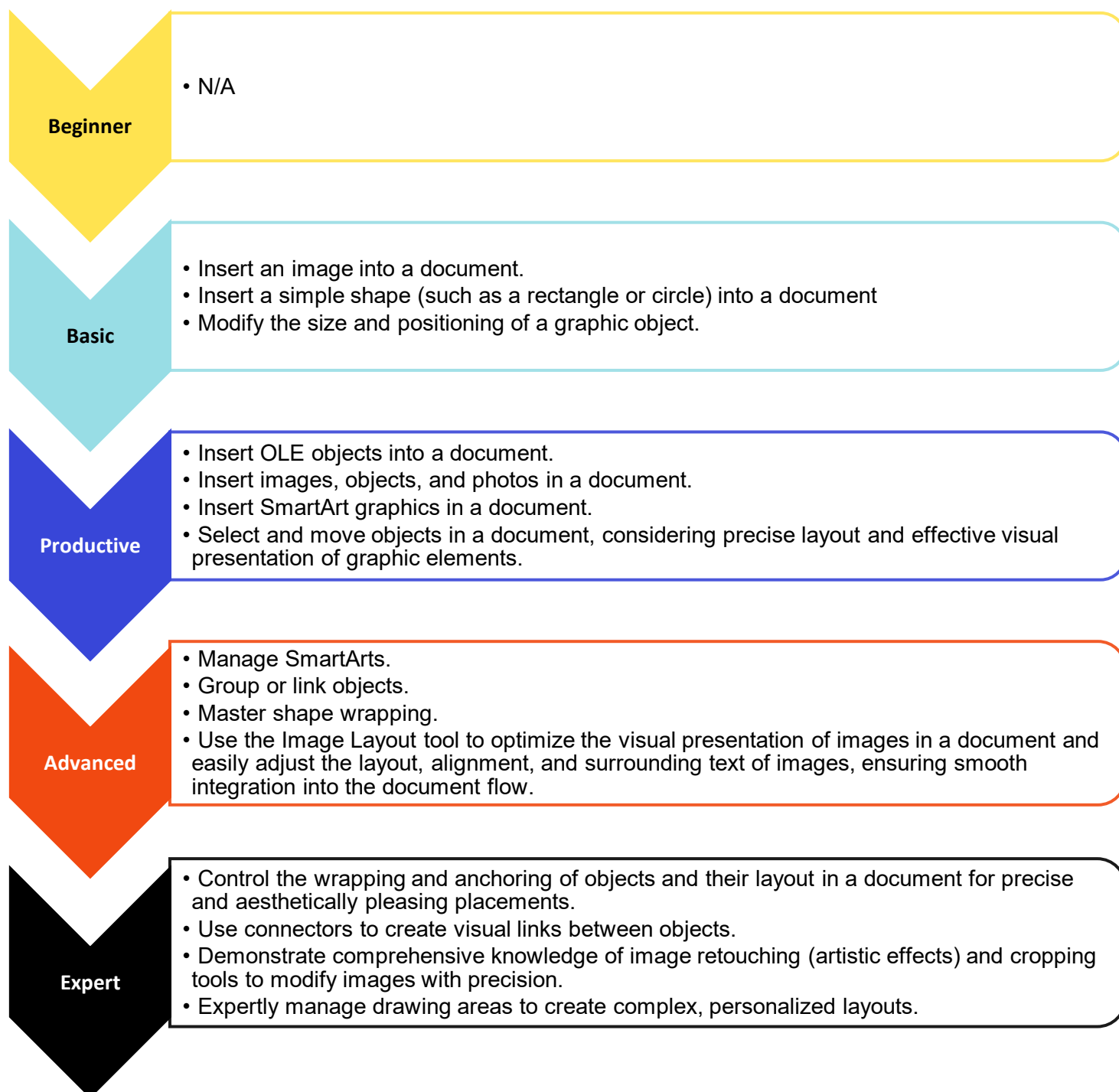
Expert

- Customize the table of contents in an advanced way to meet the specific needs of a document
- Use advanced search options to quickly locate specific items in a document.
- Automate the generation and updating of tables of contents, indexes, and cross-references using advanced features and custom scripts.
- Use external tools and plugins to extend reference management functionalities and improve the efficiency of the referencing process within a document.

Domain 4: Graphic Objects and Tables

Sub-domain 1: Managing graphic objects in a document

Covers: Management of graphic objects such as images, shapes, and diagrams in a Word document. This includes inserting, resizing, rotating, and positioning graphic objects, as well as applying advanced styles, effects, and formatting to enhance the visual presentation of a document.



Sub-domain 2: Managing tables

Covers: Managing tables in a Word document: creating, modifying, and formatting tables to organize and present data in a structured way. Adding and deleting rows and columns, merging and splitting cells, using advanced features such as formulas, sorting, and employing text-to-table conversions.

Beginner

- Recognize and insert a Word table into a document.

Basic

- Create a table in a document.
- Enter content into a table.
- Select, insert, delete and move rows and columns in a table.

Productive

- Use table styles to format tables.
- Apply formatting to table cells.
- Merge and split cells in a table as required.
- Use tabs in a table to align contents.

Advanced

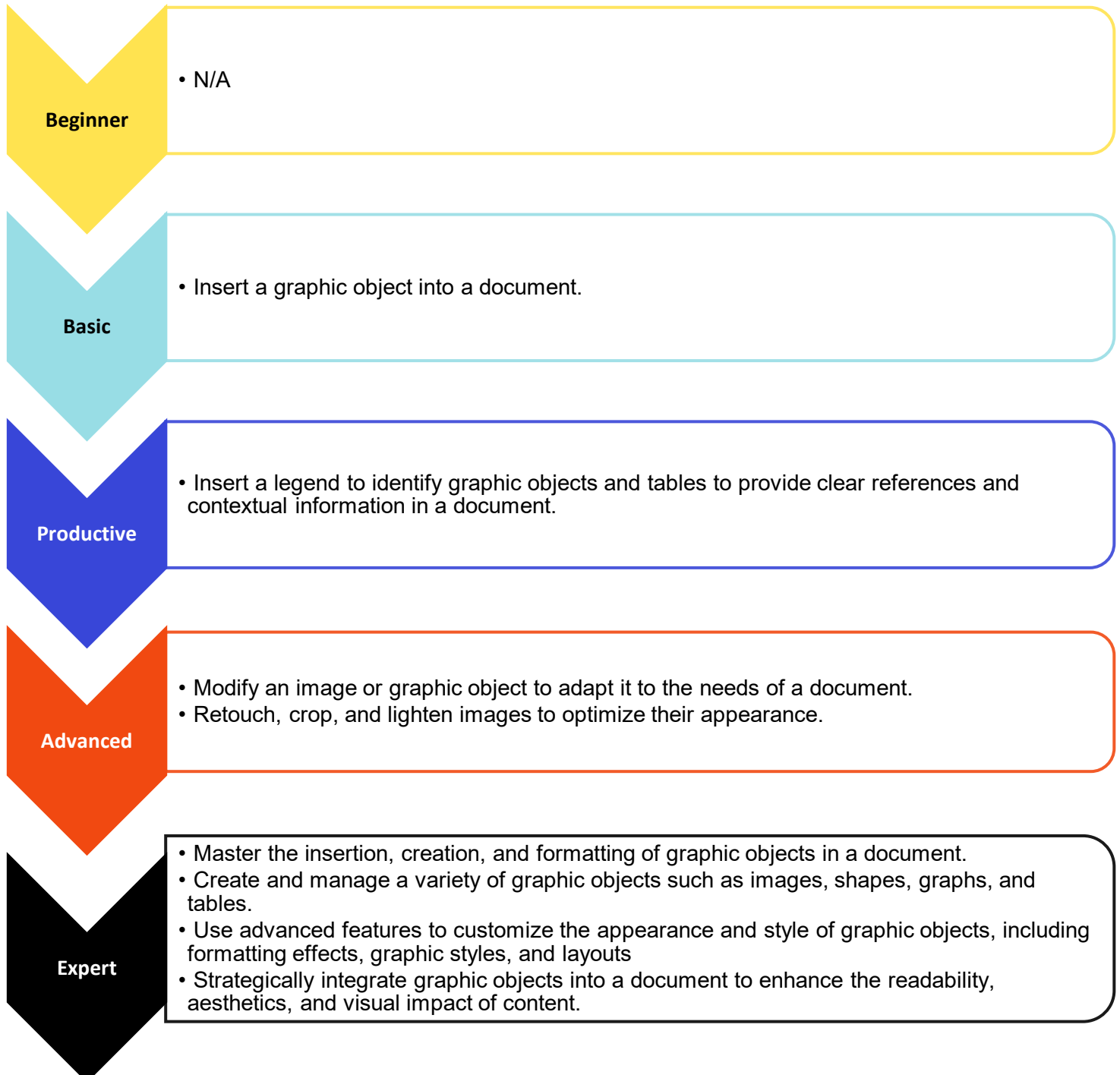
- Perform calculations in a table to analyze data.
- Master the insertion of an Excel table into a Word document to integrate dynamic data.
- Know and use table style options (header, total, banded line) to customize the appearance of tables.

Expert

- Create and manage forms in the document and fully master the various controls (content and legacy controls, ActiveX controls) to interact with other users.

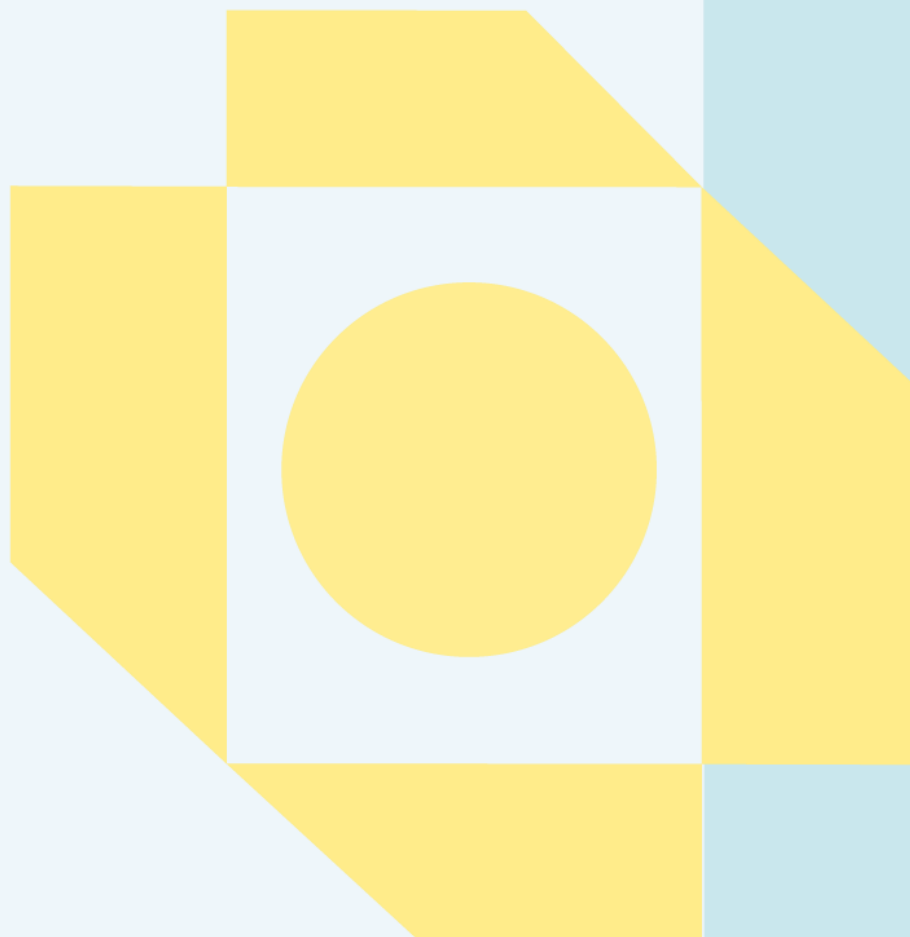
Sub-domain 3: Inserting, creating, and formatting graphic objects

Covers: Inserting, creating, and formatting graphic objects in a Word document: adding images from external files, creating custom shapes, applying styles, effects, and formatting to enhance the visual appearance of graphic objects.





Your skills. Your advantage.



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