❖ **General Description**

The skills and knowledge acquired in ICTICT107 Use Personal Productivity Tools are sufficient to be able to use the features and components of a range of personal productivity tools. It applies to individuals who perform routine tasks in the workplace and use a range of current technology based personal productivity tools, under direct supervision or with limited responsibility.

❖ **Learning Outcomes**

At the completion of this course you should be able to:

- understand some of the more basic email concepts
- start **Microsoft Outlook** and navigate its key features
- create and send email messages
- receive emails in your **Inbox** and then work with them
- competently work with file and item attachments within email messages
- use the search facilities to locate messages and other **Outlook** items
- work with the **Calendar** feature
- schedule appointments and events in your calendar
- schedule meetings using **Outlook**
- create and work with contacts
- monitor and manage your contacts within **Outlook**
- create and work with tasks
- create and work with task requests

❖ **Prerequisites**

ICTICT107 Use Personal Productivity Tools assumes no prior knowledge of Microsoft Outlook 2016. However, it would be beneficial to have a general understanding of personal computers and the Windows operating system environment.

❖ **Topic Sheets**

123 topics

❖ **Methodology**

The InFocus series of publications have been written with one topic per page. Topic sheets either contain relevant reference information, or detailed step-by-step instructions designed on a real-world case study scenario. Publications can be used for instructor-led training, self-paced learning, or a combination of the two.

❖ **Formats Available**

A4 Black and White, A5 Black and White (quantity order only), A5 Full Colour (quantity order only), Electronic Licence

❖ **Companion Products**

There are a number of complementary titles in the same series as this publication. Information about other relevant publications can be found on our website at **www.watsoniapublishing.com**.

Contents

Unit Mapping

This unit describes the skills and knowledge required to use the features and components of a range of personal productivity tools.

	Performance Criteria	Location
1	**Use calendar features**	
1.1	Navigate within the calendar of the personal productivity tool and schedule events and appointments	Chapter 2: Getting Started With Outlook, Chapter 7: Working With the Calendar, Chapter 8: Appointments and Events, Chapter 9: Scheduling Meetings
1.2	Set a reminder and customise the reminder	Chapter 8: Appointments and Events
1.3	Customise the calendar views, menus and toolbars, and work within different views	Chapter 7: Working With the Calendar
1.4	Delete events and appointments	Chapter 8: Appointments and Events
1.5	Customise the calendar's print options and print the calendar according to format requirements	Chapter 8: Appointments and Events
2	**Use contact management**	
2.1	Create, edit and delete contacts as required, recording information in the appropriate fields	Chapter 2: Getting Started With Outlook, Chapter 10: People
2.2	Use contact information for email purposes according to organisation policies related to privacy	Chapter 11: Managing Contacts
2.3	Group contacts into categories that are consistent and meaningful	Chapter 11: Managing Contacts
3	**Use additional features**	
3.1	Link activities and contacts when required	Chapter 3: Sending Email, Chapter 4: Receiving Email, Chapter 6: Searching, Chapter 9: Scheduling Meetings, Chapter 11: Managing Contacts, Chapter 13: Task Requests
3.2	Use expense sheets, search facilities, notes and email when appropriate	Chapter 1: Email Concepts, Chapter 2: Getting Started With Outlook, Chapter 3: Sending Email, Chapter 4: Receiving Email, Chapter 5: Working With Attachments, Chapter 6: Searching
3.3	Integrate the above features with other applications or the calendar and contacts list	Generally assumed throughout

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