



Microsoft Office Specialist Corporate Solutions



STEP 1: MICROSOFT OFFICE SKILLS REQUIREMENT

Identify the Microsoft Office skills required for your employees' job roles

	 WORD	 WORD EXPERT	 EXCEL	 EXCEL EXPERT	 POWERPOINT	 OUTLOOK	 ACCESS
Accounting & Finance	✓		✓	✓	✓	✓	
Administration & Secretarial	✓	✓	✓		✓	✓	
Customer Service & Call Centre	✓		✓			✓	
Helpdesk & IT Support	✓	✓	✓	✓	✓	✓	✓
Legal	✓	✓			✓	✓	
Operations	✓		✓	✓		✓	
Sales & Marketing	✓		✓		✓	✓	

STEP 2: SKILLS ANALYSIS & ONLINE ACTION LEARNING

Identify skills gaps and use online action learning software to achieve these learning outcomes

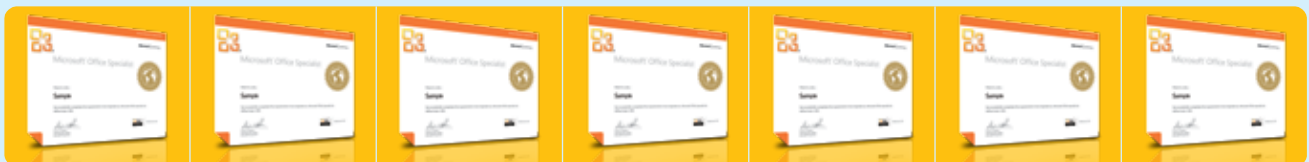
LEARNING OUTCOMES



<ul style="list-style-type: none"> • Creating and formatting documents • Working with illustrations, graphs and text boxes • Merge documents and data sources • Insert, modify and delete comments • Prepare documents for sharing 	<ul style="list-style-type: none"> • Format, position and resize graphics using advanced layout features • Merge letters with other data sources • Create and modify document indexes and tables • Publish and edit Web documents • Create, edit and run macros 	<ul style="list-style-type: none"> • Modify cell contents and formats • Insert and modify rows and columns • Summarise data using a formula • Format or modify text by using formulas • Create, format and modify charts 	<ul style="list-style-type: none"> • Define and apply advanced filters • Add, show, close, edit, merge and summarise scenarios • Create PivotTable and PivotChart reports • Use Database functions • Import and export data to Excel 	<ul style="list-style-type: none"> • Create new presentations and arrange slides • Apply, customise, modify, and remove animations • Create SmartArt diagrams • Insert illustrations and shapes • Insert and modify charts and tables 	<ul style="list-style-type: none"> • Create emails, appointments, meeting requests and events • Customise calendar settings • Create, modify, and mark tasks as complete • Create and modify distribution lists • Organise mail folders 	<ul style="list-style-type: none"> • Structure a Database • Create fields and modify field properties • Attach documents to and detach from records • Create and modify queries • Manage and maintain Databases
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STEP 3: POST TRAINING ASSESSMENT & ROI

Comprehensive reporting assesses skills progress and Microsoft certification improves Return On Investment



ONLINE ACTION LEARNING SOFTWARE

The interactive learning environment is complimented by comprehensive reporting



Task-based action learning allows staff to "learn by doing"



Comprehensive reporting supports skills analysis

MICROSOFT CERTIFICATION

- Increases productivity on Microsoft Office
- Improves Return On Investment in Microsoft Office
- Supports deployment of Microsoft Office 2010



TESTIMONIALS



"In a recent survey of over 2000 of our learners who have achieved Microsoft Office Specialist certification the results are extremely encouraging. 91% stated that taking part in the programme has increased their productivity in the workplace and overall a remarkable 99% would recommend the programme to their colleagues"

David Levison
Senior Project Manager
Department of Health & Informatics

Linklaters

"When we decided to move to Office 2010, we recognised the need to certify our team in 'Microsoft Office Specialist 2010'. If an end user calls in with a problem and the team member who answers is qualified and has full awareness of Office 2010 they will be comfortable enough to deal with the questions in a timely manner. This increases productivity back into the firm"

Jamie Mardell
IT Support Team Leader