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Microsoft Word (Microsoft 365 Apps and Office 2019): Exam MO-100

The Microsoft Office Specialist: Word Associate Certification demonstrates competency in the correct application of the principle features of Word by creating and editing documents for a variety of purposes and situations. The exam covers the ability to create and maintain professional-looking reports, multicolumn newsletters, résumés, and business correspondence.

An individual earning this certification has approximately 150 hours of instruction and hands-on experience with the product, has proven competency at an industry associate-level and is ready to enter into the job market. They can demonstrate the correct application of the principal features of Word and can complete tasks independently.

Microsoft Office Specialist Program certification exams use a performance-based format testing a candidate's knowledge, skills and abilities using the Microsoft 365 Apps and Office 2019 programs:

- Microsoft Office Specialist Program exam task instructions generally do not include the command name. For example, function names are avoided, and are replaced with descriptors. This means candidates must understand the purpose and common usage of the program functionality in order to successfully complete the tasks in each of the projects.
- The Microsoft Office Specialist Program exam format incorporates multiple projects as in the previous version, while using enhanced tools, functions, and features from the latest programs.

Microsoft Office Specialist Program is the only official Microsoft-recognized certification program for Microsoft Office globally.

Microsoft

Objective Domains

Manage Documents

1.1 Navigate within documents

- 1.1.1 Search for text
- 1.1.2 Link to locations within documents
- 1.1.3 Move to specific locations and objects in documents
- 1.1.4 Show and hide formatting symbols and hidden text

1.2 Format documents

- 1.2.1 Set up document pages
- 1.2.2 Apply style sets
- 1.2.3 Insert and modify headers and footers
- 1.24 Configure page background elements

1.3 Save and share documents

- 1.3.1 Save documents in alternative file formats
- 1.3.2 Modify basic document properties
- 1.3.3 Modify print settings
- 1.3.4 Share documents electronically

1.4 Inspect documents for issues

- 1.4.1 Locate and remove hidden properties and personal information
- 1.4.2 Locate and correct accessibility issues
- 1.4.3 Locate and correct compatibility issues

Microsoft Word (Microsoft 365 Apps and Office 2019)

Insert and Format Text, Paragraphs, and Sections

2.1 Insert text and paragraphs
- 2.1.1 Find and replace text
- 2.1.2 Insert symbols and special characters

2.2 Format text and paragraphs
- 2.2.1 Apply text effects
- 2.2.2 Apply formatting by using Format Painter
- 2.2.3 Set line and paragraph spacing and indentation
- 2.2.4 Apply built-in styles to text
- 2.2.5 Clear formatting

2.3 Create and configure document sections
- 2.3.1 Format text in multiple columns
- 2.3.2 Insert page, section, and column breaks
- 2.3.3 Change page setup options for a section

Manage Tables and Lists

3.1 Create tables
- 3.1.1 Convert text to tables
- 3.1.2 Convert tables to text
- 3.1.3 Create tables by specifying rows and columns

3.2 Modify tables
- 3.2.1 Sort table data
- 3.2.2 Configure cell margins and spacing
- 3.2.3 Merge and split cells
- 3.2.4 Resize tables, rows, and columns
- 3.2.5 Split tables
- 3.2.6 Configure a repeating row header

3.3 Create and modify lists
- 3.3.1 Format paragraphs as numbered and bulleted lists
- 3.3.2 Change bullet characters and number formats
- 3.3.3 Define custom bullet characters and number formats
- 3.3.4 Increase and decrease list levels
- 3.3.5 Restart and continue list numbering
- 3.3.6 Set starting number values

Create and Manage References

4.1 Create and manage reference elements
- 4.1.1 Insert footnotes and endnotes
- 4.1.2 Modify footnote and endnote properties
- 4.1.3 Create and modify bibliography citation sources
- 4.1.4 Insert citations for bibliographies

4.2 Create and manage reference tables
- 4.2.1 Insert tables of contents
- 4.2.2 Customize tables of contents
- 4.2.3 Insert bibliographies

Insert and Format Graphic elements

5.1 Insert illustrations and text boxes
- 5.1.1 Insert shapes
- 5.1.2 Insert pictures
- 5.1.3 Insert 3D models
- 5.1.4 Insert SmartArt graphics
- 5.1.5 Insert screenshots and screen clippings
- 5.1.6 Insert text boxes

5.2 Format illustrations and text boxes
- 5.2.1 Apply artistic effects
- 5.2.2 Apply picture effects and picture styles
- 5.2.3 Remove picture backgrounds
- 5.2.4 Format graphic elements
- 5.2.5 Format SmartArt graphics
- 5.2.6 Format 3D models

5.3 Add text to graphic elements
- 5.3.1 Add and modify text in text boxes
- 5.3.2 Add and modify text in shapes
- 5.3.3 Add and modify SmartArt graphic content

5.4 Modify graphic elements
- 5.4.1 Position objects
- 5.4.2 Wrap text around objects
- 5.4.3 Add alternative text to objects for accessibility

Manage Document Collaboration

6.1 Add and manage comments
- 6.1.1 Add comments
- 6.1.2 Review and reply to comments
- 6.1.3 Resolve comments
- 6.1.4 Delete comments

6.2 Manage change tracking
- 6.2.1 Track changes
- 6.2.2 Review tracked changes
- 6.2.3 Accept and reject tracked changes
- 6.2.4 Lock and unlock change tracking

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Microsoft Excel (Microsoft 365 Apps and Office 2019): Exam MO-200

The Microsoft Office Specialist: Excel Associate Certification demonstrates competency in the fundamentals of creating and managing worksheets and workbooks, creating cells and ranges, creating tables, applying formulas and functions and creating charts and objects. The exam covers the ability to create and edit a workbook with multiple sheets, and use a graphic element to represent data visually. Workbook examples include professional-looking budgets, financial statements, team performance charts, sales invoices, and data-entry logs.

An individual earning this certification has approximately 150 hours of instruction and hands-on experience with the product, has proven competency at an industry associate-level and is ready to enter into the job market. They can demonstrate the correct application of the principal features of Excel and can complete tasks independently.

Microsoft Office Specialist Program certification exams use a performance-based format testing a candidate's knowledge, skills and abilities using the Microsoft 365 Apps and Office 2019 programs:

- Microsoft Office Specialist Program exam task instructions generally do not include the command name. For example, function names are avoided, and are replaced with descriptors. This means candidates must understand the purpose and common usage of the program functionality in order to successfully complete the tasks in each of the projects.
- The Microsoft Office Specialist Program exam format incorporates multiple projects as in the previous version, while using enhanced tools, functions, and features from the latest programs.

Microsoft Office Specialist Program is the only official Microsoft-recognized certification program for Microsoft Office globally.

Microsoft

Objective Domains

Manage Worksheets and Workbooks

1.1 Import data into workbooks
- 1.1.1 Import data from .txt files
- 1.1.2 Import data from .csv files

1.2 Navigate within workbooks
- 1.2.1 Search for data within a workbook
- 1.2.2 Navigate to named cells, ranges, or workbook elements
- 1.2.3 Insert and remove hyperlinks

1.3 Format worksheets and workbooks
- 1.3.1 Modify page setup
- 1.3.2 Adjust row height and column width
- 1.3.3 Customize headers and footers

1.4 Customize options and views
- 1.4.1 Customize the Quick Access toolbar
- 1.4.2 Display and modify workbook content in different views
- 1.4.3 Freeze worksheet rows and columns
- 1.4.4 Change window views
- 1.4.5 Modify basic workbook properties
- 1.4.6 Display formulas

Microsoft Excel (Microsoft 365 Apps and Office 2019)

1.5 Configure content for collaboration
- 1.5.1 Set a print area
- 1.5.2 Save workbooks in alternative file formats
- 1.5.3 Configure print settings
- 1.5.4 Inspect workbooks for issues

Manage Data Cells and Ranges

2.1 Manipulate data in worksheets
- 2.1.1 Paste data by using special paste options
- 2.1.2 Fill cells by using Auto Fill
- 2.1.3 Insert and delete multiple columns or rows
- 2.1.4 Insert and delete cells

2.2 Format cells and ranges
- 2.2.1 Merge and unmerge cells
- 2.2.2 Modify cell alignment, orientation, and indentation
- 2.2.3 Format cells by using Format Painter
- 2.2.4 Wrap text within cells
- 2.2.5 Apply number formats
- 2.2.6 Apply cell formats from the Format Cells dialog box
- 2.2.7 Apply cell styles
- 2.2.8 Clear cell formatting

2.3 Define and reference named ranges
- 2.3.1 Define a named range
- 2.3.2 Name a table

2.4 Summarize data visually
- 2.4.1 Insert Sparklines
- 2.4.2 Apply built-in conditional formatting
- 2.4.3 Remove conditional formatting

Manage Tables and Table Data

3.1 Create and format tables
- 3.1.1 Create Excel tables from cell ranges
- 3.1.2 Apply table styles
- 3.1.3 Convert tables to cell ranges

3.2 Modify tables
- 3.2.1 Add or remove table rows and columns
- 3.2.2 Configure table style options
- 3.2.3 Insert and configure total rows

3.3 Filter and sort table data
- 3.3.1 Filter records
- 3.3.2 Sort data by multiple columns

Perform Operations by using Formulas and Functions

4.1 Insert references
- 4.1.1 Insert relative, absolute, and mixed references
- 4.1.2 Reference named ranges and named tables in formulas

4.2 Calculate and transform data
- 4.2.1 Perform calculations by using the AVERAGE(), MAX(), MIN(), and SUM() functions
- 4.2.2 Count cells by using the COUNT(), COUNTA(), and COUNTBLANK() functions
- 4.2.3 Perform conditional operations by using the IF() function

4.3 Format and modify text
- 4.3.1 Format text by using RIGHT(), LEFT(), and MID() functions
- 4.3.2 Format text by using UPPER(), LOWER(), and LEN() functions
- 4.3.3 Format text by using the CONCAT() and TEXTJOIN() functions

Manage Charts

5.1 Create charts
- 5.1.1 Create charts
- 5.1.2 Create chart sheets

5.2 Modify charts
- 5.2.1 Add data series to charts
- 5.2.2 Switch between rows and columns in source data
- 5.2.3 Add and modify chart elements

5.3 Format charts
- 5.3.1 Apply chart layouts
- 5.3.2 Apply chart styles
- 5.3.3 Add alternative text to charts for accessibility

Microsoft

EXAM OBJECTIVES

COMMUNICATION SKILLS FOR BUSINESS

PROFESSIONAL COMMUNICATION

The Professional Communication certification is intended for use primarily in academic settings including secondary and post-secondary, but could also be used for candidates who need to upskill to enter the workforce. These candidates may be in government or development institutions and programs, or they may be individuals looking to become more employable on their own.

An individual earning this certification has approximately 150 hours of instruction and hands-on experience. Individuals who have earned the Professional Communication certification have demonstrated expertise of the following skills.

1. DESCRIBE BASIC COMMUNICATION PRINCIPLES

1.1 Identify professional communication skills

May include differentiating between professional and unprofessional behaviors; recognizing a professional email address; cultivating an appropriate social media presence including profile information, posts, photos, and videos; describing professional time-management skills including punctuality, attendance, and notification.

1.2 Identify effective verbal, nonverbal, and listening skills

May include basic delivery standards such as facing the audience or speaker and making eye contact; communicating a message or feedback through nonverbal methods; moderating intonation, rate, tone, volume, and enunciation; keeping your attention on the message; deferring judgment.

2. PLAN FOR EFFECTIVE COMMUNICATION

2.1 Analyze the effect of the audience on a message

May include identifying the audience data required to craft an effective message; analyzing audience demographics such as age, education, gender, marital status, race, religion, and other statistical factors by which population is measured.

2.2 Analyze the effect of the environment on a message

May include in-person vs. remote, audience size, room size, available equipment.

2.3 Given a communication scenario, identify the specific purpose

May include identifying the primary message you need to deliver; distinguishing between informative, persuasive, and motivational messages, differentiating between ethical, emotional, and logical persuasion.

2.4 Given a communication scenario, address ethical and legal issues

May include defining and identifying issues related to accessibility, attribution, bias-free communication, confidentiality, copyright, trademark, and plagiarism; responding to requests for data, identifying biased communication terminology, ensuring that presentations and documents comply with accessibility standards, removing personal information from presentations and documents.

2.5 Given a business scenario, select the most appropriate communication medium

May include verbal messages such as face-to-face discussions, phone calls, and voice messages; written messages such as emails, text messages, business letters, job applications, resumes, and meeting agendas and minutes; visual messages such as PowerPoint presentations and videos; business-related social media messages using services such as Facebook, Instagram, LinkedIn, and Twitter.

2.6 Effectively outline and summarize your message

May include creating a complete and concise outline; outlining messages; summarizing your planned message.

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3. APPLY BEST PRACTICES FOR CREATING BUSINESS DELIVERABLES

3.1 Assemble accurate business communication deliverables

May include creating business communications such as business letters, meeting agendas, meeting minutes, and resumes from components; analyzing the effectiveness of different forms of business communications; using spelling and grammar tools.

3.2 Apply visual design standards to business communications

May include identifying design principles of business communications such as balance, proximity, alignment, repetition, contrast, space, rule of thirds, font choice, color choice, and white space; distinguishing among effective and ineffective visual designs for common forms of business communications such as presentation slides, email messages, and documents.

3.3 Identify effective uses of data visualization to present complex information

May include types of data visualization such as graphs, charts, plots, and infographics; accurate visual representation of data; interpreting the message of a data visualization graphic.

4. DELIVER YOUR MESSAGE

4.1 Describe the variables involved in delivering an effective message

May include personal presentation such as attire and hygiene; environmental variables such as location, physical space, technology, and formality; and issues such as regional language variations, imprecise language, jargon, context, and perceptions.

4.2 Identify methods of adapting a message based on audience feedback

May include direct feedback; indirect feedback such as body language.

5. RECEIVE COMMUNICATIONS

5.1 Given a business communication, restate the key points of the message

May include identifying the primary goal of a specific communication; summarizing verbal or written messages.

5.2 Given a message, identify appropriate responses or clarifying questions

May include responding to and clarifying messages.

6. ANALYZE COMMUNICATION SCENARIOS

6.1 Analyze important factors of obtaining employment

May include identifying common mistakes made by interviewers and applicants, distinguishing between appropriate and inappropriate job application documents.

6.2 Analyze expressions of and responses to feedback

May include giving constructive criticism, receiving constructive and destructive criticism, seeking feedback, setting and clarifying expectations, and modeling correct behavior as a feedback method.

6.3 Analyze communication etiquette within a business hierarchy

May include communications with supervisors, peers, and subordinates; collaborating with a group.

6.4 Given a customer service request, identify the problem, solution, and appropriate action

May include identifying and restating the problem, identifying the customer's desired solution and the available solutions, and interfacing with team members and customers.

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Intuit QuickBooks Certified User Desktop Certification

1. QuickBooks Setup

A Candidate Should Know:

1.1 What information is required before they set up a QuickBooks file

1.2 How to start a new company data file in QuickBooks (Easy Step Interview)

1.3 How to keep the lists and preferences from an old file while removing old transactions

1.4 How to customize the home page

1.5 How to set up lists (customers, vendors, items, etc.). This includes understanding which names and items should appear on which lists.

2. QuickBooks Utilities and General Product Knowledge

A Candidate Should Know:

2.1 How to navigate or move around QuickBooks (use home page, menus, icon bar etc.)

2.2 How to back up and restore a data file

2.3 How to determine the release number and how to update QuickBooks

2.4 How to use QuickBooks in a single-user and multi-user mode

2.5 What versions and editions of QuickBooks are available for a specific year (desktop version)

2.6 How to password protect QuickBooks

2.7 How and why to use preferences

3. List Management

A Candidate Should Know:

3.1 How to manage lists (customers, vendors, items, etc.). List management include:

- 3.1.1 Adding new entries
- 3.1.2 Deleting entries
- 3.1.3 Editing entries
- 3.1.4 Merging entries

4. Items

A Candidate Should Know:

4.1 How QuickBooks uses items to perform the necessary accounting entries

4.2 The different types of items and when to use each type

4.3 How to use items for different types of scenarios. These include companies that sell:

- 4.3.1 Products for a specified price
- 4.3.2 Services for a specified price
- 4.3.3 Unique products or services that have different prices for each sale
- 4.3.4 One service or product

5. Sales

A Candidate Should Know:

5.1 Who should be listed in the Customer Center

5.2 How to navigate and use the Customer Center

5.3 How to complete the workflow (from the sale to making the deposit) for:

- 5.3.1 Invoicing (A/R)
- 5.3.2 Sales Receipts (no A/R)

5.4 How QuickBooks uses the Undeposited Funds, Accounts Receivable, and checking accounts in the invoicing cycle.

5.5 How and why to record a customer credit

5.6 How and why to create statements

5.7 How to handle bounced (NSF) checks

6. Purchases

A Candidate Should Know:

6.1 Who should be listed in the Vendor Center

6.2 How to navigate and use the Vendor Center

6.3 The different workflows for making purchases

- 6.3.1 Entering and paying bills (A/P)
- 6.3.2 Writing checks
- 6.3.3 Using a Credit Card
- 6.3.4 Using a Debit Card

6.4 How to record the transactions in the purchase workflows

6.5 How and why to record a Vendor credit

6.6 How to complete the inventory workflow (PO to payment)

6.7 How to set up, collect and pay sales tax

6.8 Bank reconciliation

7. Payroll

A Candidate Should Know:

7.1 The differences between the Payroll Services available from QuickBooks

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7.2 How to set up Payroll (including employees, Federal and State taxes and basic Payroll deductions) using the Payroll Setup Wizard.

7.2.1 How to set up an employee's earnings and sick or vacation time

7.2.2 How to track sick or vacation time (accruing hours and using "banked" hours)

7.3 How and why to setup Payroll Schedules

7.4 How to run Payroll

7.5 How and why to pay Payroll Liabilities

7.6 How to prepare payroll forms (941, W2) in QuickBooks

7.7 Track time and use it for payroll or for invoicing customers

8. Reports

A Candidate Should Know:

8.1 Why and how to use the Report Center

8.2 How to customize reports (report modifications, collapsing subaccounts, etc.)

8.3 The basic question that each report answers (basic understanding of each report)

8.4 How and why to process multiple reports

8.5 How and why to send reports to Excel (understand and use the basic and advanced tab)

8.6 How and why to process multiple reports

8.7 How to memorize reports

9. Basic Accounting

A Candidate Should Know:

9.1 What the basic financial statements are and have a basic understanding of what they mean.

9.2 The difference between cash and accrual reports

9.3 How and why to set a closing date

9.4 How to enter a Journal Entry if asked to do so by an accountant (they do not need to fully understand what accounts to debit or credit)

10. Customization/Saving Time and Shortcuts

A Candidate Should Know:

10.1 How and why to memorize transactions (automatically enter)

10.2 How to set up multiple users and what level of access can be granted or denied

10.3 How and why to create custom fields (customers, vendors, and employees)

10.4 How to customize an invoice

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