



# Microsoft Office Specialist Word 2019



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COLLEGE

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## MOS Microsoft Word - eCollege Course

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## Enrolment and Course Access

### eCollege Login

Once you have activated the course, you will always log in to eCollege here: [www.ecollege.ie](http://www.ecollege.ie).

### eCollege Password

If you forget your password, you can use the password reset option on eCollege:

[https://ecollege.etbonline.ie/login/forgot\\_password.php](https://ecollege.etbonline.ie/login/forgot_password.php)

### Course Start Date

The course starts once you have logged into eCollege. We run this course on a continuous intake basis. You may see other start dates on Fetch Courses; these are incorrect.

### Course Length

We allow **16** weeks to complete the course, and we suggest you will need to study about 10 hours a week. Based on previous statistics, many learners complete this course in less than 16 weeks.

There are several contact hours within the interactive tutorials, and you may have to go back over specific topics. There is also a portion of self-directed learning involved.

## eCollege Course Structure

We have laid out the course structure with these topics:

- Getting Started
- Course Resources
- Course Content (multiple topics)
- Test Preparation
- Exam Booking

### Getting Started Topic

The Getting Started topic includes:

- Induction Module
- Getting Started Questionnaire
  - Provides you with valuable course information. We also ask some questions concerning your employment and education status.

### Course Resources Topic

The Course Resources topic includes software details, exam information, recommended reading, and a learning plan. You can use these resources as you progress through the course.

## Course Content Topics

All course work is included in the following **6** Course Content topics:

1. Insert and Format Text, Paragraphs, and Sections
2. Manage Tables and Lists
3. Create and Manage References
4. Insert and Format Graphic Elements
5. Manage Document Collaboration
6. Manage Documents

## Test Preparation Topic

The Test Preparation topic helps ensure you are ready for your examination. You will complete activities that prepare you for the examination. You must achieve a certain percentage in these activities before moving on to the Exam Booking stage.

Please allow **three weeks** to complete this topic.

## Exam Booking Topic

In the Exam Booking topic, you will complete the Course Questionnaire and Exam Booking Form to help guide you through the exam booking process.

## Course Information and Syllabus

### Prerequisites

There are no prerequisites required to begin this course. Although we do recommend the International Computer Driving Licence (ICDL) course is completed first

### Course Information

Microsoft Word is one of the most widely recognised computer programs in history, with over 1.2 billion current users worldwide. However, Word's ubiquity means its deeper functionality is often overlooked. This online course will help you to progress beyond the simple tasks of typing and saving documents, and unlock Word's editing and graphical functionality. A command of the industry standard graphical word processor is the most fundamental technical proficiency demanded of office workers worldwide.

### QQI/FETAC

There is no QQI/FETAC qualification associated with this course.

## Certification

Upon successful completion of the Microsoft Office Specialist Word 2019 (MO-100) examination, you will be awarded an industry qualification from Microsoft. See more information [here](#).

## Examination

### Exam Costs

SOLAS will cover the cost of your exam.

### Exam Format

- The MOS 2019 exam format incorporates multiple projects.
- 35 questions
- Duration: 50 minutes
- Passing Score: 700/1000

### Register for the Examination

You will be able to register for the exam once you have completed all the topics, including the Test Preparation topic. After these are all successfully completed, the Exam Booking topic will be available to you.

At this point, eCollege administration staff will work with you to purchase the exam from Certiport. This process will require you to create a Certiport account and complete a registration form for them.

### Where Can I Complete My Examination?

You can choose a Test Centre that is convenient for you on the Exam Booking Form (if applicable). Once the Exam Booking Form is submitted, eCollege will send you exam authorisation and you will be able to book your exam with Certiport.

Please review the test centre list [here](#) for this Microsoft Office Specialist (MOS) exam.

There is currently a system in place whereby you can complete the exam at home if you have the technical setup to do so. [Click here](#) for more information.

### Refund of Public Travel Expenses

You may have to travel to a test centre; we can refund the cost of any public transport used. Please keep your receipts.

## Exam Support

If you require accommodation (support for any documented learning difficulties), you need to apply for this in advance. Any request for additional support **will require documented evidence** from a medical professional.

We cannot request additional support on your behalf due to data protection. There is no requirement to start this process now. You will be able to do this once you have reached the Exam Booking topic.

## Course Content

### Live Classes

eCollege is holding regular live webinars. Students can join the webinars live or watch them at a later stage as they will be recorded.

### Interactive Tutorials

The course content is laid out for you in interactive tutorials that can be accessed anytime once you are logged into eCollege. Course content is created and designed by a company called LearnKey. LearnKey supply eCollege with interactive tutorials aligned to the course syllabus. These interactive tutorials are found within each topic. They cannot be viewed offline.

### eBook

There is a recommended optional eBook and additional reference materials available in the Course Resources topic.

### How to approach the course

Once you have completed all the activities in the Getting Started topic, the Course Resources and Course Content material will be unlocked and available to you. You will progress through each course topic in order.

### How to approach each topic

1. Familiarise yourself with the Topic Objectives
2. Complete the Interactive Course Material
3. Complete the Quiz
4. Complete the Exercises

Review the forums, ask a question of your fellow participants if you wish to transfer knowledge.

Once you complete all steps for the topic, you can move to the next Topic and repeat the process.

## GMetrix – Test Preparation Topic

Please allow three weeks to complete the Test Preparation Topic. Learners need to complete and pass at least three GMetrix (Practice Tests) Projects. The projects must be completed in TESTING Mode, and a grade of 85% or more should be achieved before you will be put forward for the examination. Please contact your eTutor if you are unsure, as there may be exceptions to this rule. (Note: GMetrix tells you that you have passed with a grade of 700 or 70%, this is not sufficient to sit your exams with eCollege, we require 85%)

## eCollege Support

We have a reliable support system in place, and you can contact us via email for any questions or concerns. You can request a phone call if you wish to speak to eCollege.

## eTutor

There is an eTutor assigned to your course who is available via email if you have any subject matter related queries. Your eTutor will email you to welcome you to the course. You can also see their contact information on the course homepage.

## Administration and Helpdesk

We have a team of administrators who can help with general course questions and technical support.

## Technical Requirements

Most eCollege courses will require you to have a Windows PC, especially any Microsoft courses. Other courses may allow the use of an Apple device.

We recommend:

- Dual-core processor
- 4GB of RAM or higher
- The latest up-to-date operating system
- Chrome or Firefox web browser
- Minimum screen resolution of 1024 X 768
- High-speed broadband – we do not recommend the use of mobile dongles

A printer is not required.

## Pop-Ups

You must enable popups to allow the interactive course material to run. Please add the following URL as an authorised site for popups: <https://ecollege.etbonline.ie/>. Do not turn off popup blockers completely.

How to do this per browser:

- [Chrome](#)
- [Firefox](#)
- [Internet Explorer](#)
- [Edge](#)

## eLearning General Information

We are aware that eLearning has its challenges that can prevent you from absorbing the content and the critical aspects of the course.

We are also aware that you may be on-the-go and don't have a lot of time to devote to the eLearning experience.

You can overcome this by engaging your course in bite-sized chunks when you are ready to learn. You should also avoid lengthy study sessions; by doing this, you give yourself the chance to acquire and retain information more effectively.

We also offer the opportunity for peer collaboration through the various discussion forums within the course, where learners can collaborate on the subject matter. If you have a specific issue with the course, we advise you to contact the eCollege team.