



Microsoft Office Specialist Word Expert 2019



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MOS Microsoft Word Expert - 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.

eCollege Password

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

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 **20** 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 20 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
 - Online Learning
 - eCollege Policies and Procedures
 - Workstation Safety
- 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 **4** Course Content topics:

1. Using Advanced Design Elements
2. Managing Documents
3. Using Productivity Tools
4. Working with Advanced References

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.

Exam Booking Topic

In the Exam Booking topic, you will complete the Course Questionnaire and Exam Booking Form, and you will be guided through the exam booking process.

Course Information and Syllabus

Prerequisites

The Word Core course is a mandatory prerequisite.

Course Information

This is an expert level course; please review the prerequisites before you enrol.

If you already have a confident grasp of the basics of Microsoft Word, this online course will empower you to explore the program's deeper functionality. While studying to become a Word Expert, you will learn to create and manage documents for a wide variety of professional situations. You will gain a deeper insight into enhancing productivity by delivering dynamic, specialised documents and projects.

You can review the course syllabus [here](#).

QQI/FETAC

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

Certification

Upon successful completion of the Microsoft Office Specialist Word Expert 2019 MO-101 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 exam format incorporates multiple projects.
- The exam consists of performance-based questions conducted in a live or simulated environment.
- 25 questions (Since Microsoft does not publish this information, the number of exam questions may change without notice.)
- 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 convenient test centre 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 whereby you can complete the exam at home if you have the technical setup. [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

There are no live classes. The course content is laid out for you in interactive tutorials that can be accessed anytime once you are logged into eCollege.

Course Content and Videos

This eCollege course is designed using interactive tutorials from LearnKey and an eBook from CCI; we have complemented this with eTutor created video content where applicable.

How to approach the course

Once you have completed all the activities in the Getting Started topic, Course Resources and Course Content material will be unlocked and available to you. You will progress through each course topic in order. Course Content topics focus around the course material supplied by LearnKey - web-based interactive tutorials.



How to approach the Topics

The screenshot shows a course interface for 'Topic 1 of 4'. It is divided into five steps:

- Step 1: Overview**: Contains a 'Topic Overview' icon, circled with a '1'.
- Step 2: Course Videos**: Contains a 'Download' button, circled with a '2'. Below it are three video links, each with a checkmark icon to its right. A '3' is circled next to the first video link.
- Step 3: CCI Book**: Contains a 'CCI Lessons' icon, circled with a '4'.
- Step 4: Quiz**: Contains a 'Topic 1 Managing Documents and Options Quiz' icon, circled with a '5'.
- Step 5: Practical Exercises**: Contains two links: 'T1 Practical Exercise - Questions and files' and 'T1 Practical Exercises - Answers', each with an unchecked checkbox icon to its right. A '6' is circled next to the first link.

1. Topic Overview: Click the Topic Objectives icon to

review the topic objectives, which is a list of what you will learn in the topic.

2. Workbook and files: Download the topic workbook and files required for exercises in the course videos.

3. Videos: Click into each video and complete the content within.

4. CCI book exercises: Download the exercise and the files required to complete them.

5. Complete Topic Quiz. Click the Topic Quiz icon to begin. Then click the Attempt Quiz button to launch the video.

Attempt quiz now

The Quiz must be completed achieving a score of 90% or more in order to proceed to the next topic.

6. Practice Exercise: Download the practical exercises questions and files. Complete the exercises. Once complete, download the answer files to review.

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 Topic 2 and repeat the process.

GMetrix – Test Preparation Topic

Please allow four 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 90% 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 90%)

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

An eTutor assigned to your course 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 course's content and critical aspects. 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.