



Tosa Skills Framework

Google Docs

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Introduction to Tosa Skills Framework

For Tosa Assessment and Certification

Tosa® (Test on Software Applications)

Tosa assessments and certifications will determine and validate a candidate's proficiency and skill level in software applications used in a professional environment. Tosa assessments and certifications are designed to validate individuals' digital skills (students, trainees, employees, or jobseekers) in supporting their employment, professional or academic objectives.

Tosa assessments and certifications employ the Adaptive Testing methodology, which creates a personalized testing experience adapted to a candidate's skill level for a selected software application. The score is based on the Item Response Theory using a 3-parameter logistic model, like the GMAT scoring method. Adaptive-based testing selects questions that challenge candidates to the limit of their knowledge and abilities.

Tosa Skills Framework Objective

This Tosa framework provides an overview of the subject areas being assessed during the Tosa Assessments and Certification exams. Tosa validates candidate proficiency in the most popular professional Google software programs using a score on a scale from 0-1000 for the Certification, and a score divided into five levels, from "Beginner" to "Expert," for the Assessment.

The objective of this document is to present an overview of the technical skills associated with each of the four main Google Docs domains within each proficiency level. This information will also support educators and trainers in tailoring their training program to achieve desired proficiency levels.

Unique Tosa Scoring

The Tosa assessments and certifications are based on a unique score, divided into 5 levels.

- ranging from 1 to 1000 for the certification.
- divided into five levels, from Beginner to Expert, for assessment.

Tosa® levels	Corresponding Tosa® score	Certification status & documents issued
Expert	876 - 1000	Certification earned - diploma & Credly digital badge issued
Advanced	726 – 875	Certification earned - diploma & Credly digital badge issued
Productive	551 – 725	Certification earned - diploma & Credly digital badge issued
Basic	351 – 550	Certification earned – diploma issued
Beginner	1 – 350	Certification failed - certificate of completion issued

Google Docs domains and subdomains

Environment / Methods	<ul style="list-style-type: none"> ■ Identifying and customizing the display mode ■ Using the basic functions of the software
Page Layout and Formatting	<ul style="list-style-type: none"> ■ Applying formatting options to texts with fonts ■ Using layout tools on paragraphs ■ Creating, handling, and customizing styles in documents ■ Using layout options
Editing Tools	<ul style="list-style-type: none"> ■ Identifying and using automation tools in documents ■ Using entry-aid ■ Managing selection and displacement in a document ■ Inserting and customizing references in documents
Graphic Objects and Tables	<ul style="list-style-type: none"> ■ Using graphic objects tools ■ Managing tables ■ Inserting and modifying graphic objects

About the Google Docs certification

The Tosa Google Docs Certification relies on a database of more than 200 questions. It is composed of 35 questions and lasts 1 hour. The algorithm adapts to each answer of the candidates to adjust the difficulty level of the questions until they reach the exact definition of the candidates' level by calculating the limit of their high skills.

Since the test is adaptive, the series of questions that each candidate gets is unique for each test. This uniqueness allows for a more accurate evaluation of the candidate's level. It also limits cheating and the memorization of questions on different passages.

Our platform allows individuals to take the certification in class, in an approved testing center, or remotely via our integrated asynchronous online proctoring solutions.

Our remote proctoring solutions provide added flexibility for both the administrator and the candidate, allowing the certification exam to be taken anywhere, at any time. The candidate only needs an internet connection and a computer equipped with a working webcam and microphone.

Candidates receive a numeric score out of 1000 points associated to a proficiency level on a five-level scale. Candidates who score between 1 and 350 points don't earn the certification. They will not receive a diploma but a certificate of completion. Candidates who score 351 points or above earn the certification. They will receive a diploma by email within five (5) business days. If candidates score 551 points or above, they will also be eligible to a Credly

digital badge. There is no requirement to be eligible to take the exam, but our recommendations to be well prepared on exam day are:

- Take at least one Tosa Google Docs adaptive assessment to estimate your level and get familiar with the test format
- Use free practice tests on our website for training
- Follow e-learning or training courses (average duration per level is between 10 and 15 hours per certification so around 150 hours total)

Tosa certification diplomas are valid for three years from the date of issue as skill levels evolve or decline over time, depending on the use of the software. New software and software versions are released every year, and skills must be updated. We cannot legitimately certify a digital skills level for more than three years. Limiting the certification validity reinforces the need for life-long learning and professional development.

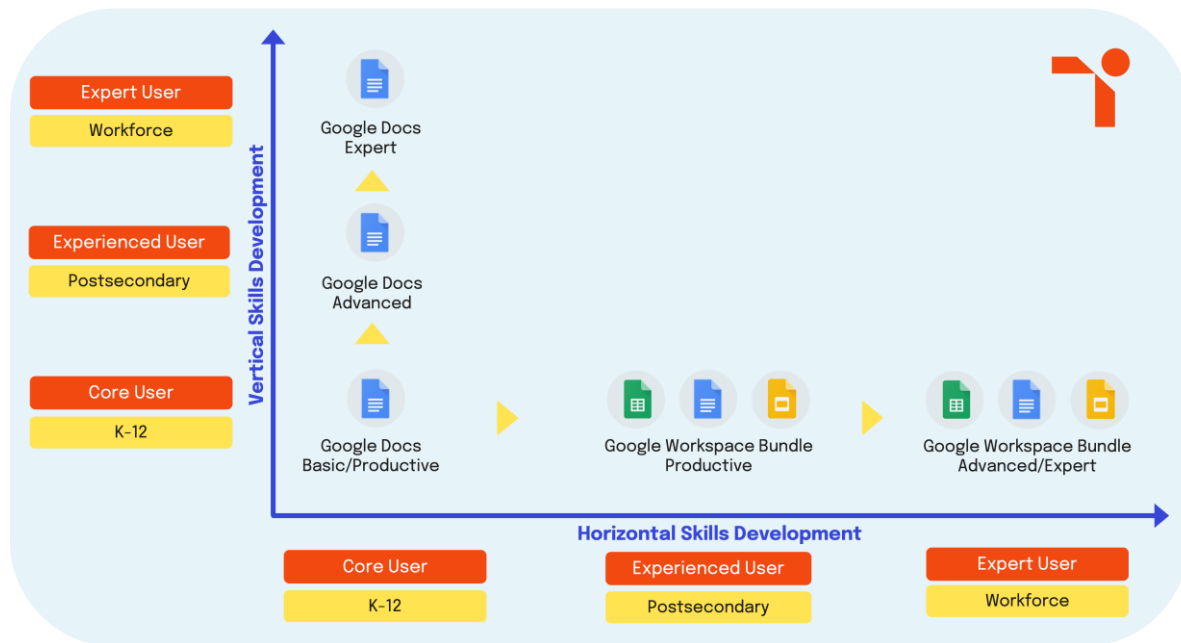
Tosa certifications can be retaken when it is expired. Earners willing to improve their score and level can also retake the exam at any time.

Tosa Sequence for Progressive Skills Development

Students and professionals can tailor their certification journey with Tosa, demonstrating their expertise in ways that align with their unique needs and goals.

With the **Tosa Google Docs Certification**, starting at a basic level, users can progress vertically, advancing to productive, advanced, and expert levels as their skills grow. This clear path encourages continuous improvement and validates each stage of their development. Tosa’s structure makes it easy to track progress and showcase evolving expertise.

With the **Tosa Google Workspace Bundle Certification**, users can expand their skill set horizontally across Google Workspace applications, mastering interconnected applications that touch on a broader range of competencies. This flexible approach empowers individuals to develop both depth and breadth in their skillset, enhancing career prospects and workplace versatility.



Level 1 – Beginner User

Between 1 and 350 points

The Beginner Proficiency is set for a score from 1 to 350, which is the lowest Tosa score category. Achievement of the Beginner score defines little or limited knowledge of the Docs application, including the application's basic functions and features, highlighting the inability to use the application in a professional environment.

Overview

Domains	Skills Assessed
Environment/ Methods	<ul style="list-style-type: none"> ↗ Open Docs and open a document ↗ Select text within a document ↗ Save a document ↗ Identify the ribbon tabs
Page Layout and Formatting	<ul style="list-style-type: none"> ↗ Change font ↗ Change font size ↗ Change the text color ↗ Format text in bold or italics ↗ Underline text
Editing Tools	<ul style="list-style-type: none"> ↗ Cut, copy, and paste text ↗ Use bullets (circles or numbers) ↗ Convert lowercase to uppercase
Graphic Objects and Tables	<ul style="list-style-type: none"> ↗ Insert a picture in a document ↗ Insert a shape in a document ↗ Insert a table in a document

Level 2 – Basic User

Between 351 and 550 points

Prior to the acquisition of the skills of the Basic level, the candidate will have mastered the skills of the Beginner level.

Environment and Methods

Interface

Candidates demonstrate a basic knowledge of the Docs environment. They know how to open the application and know the main options available on the interface menu and toolbar. They can open and print a document.

Methods

Basic users can move around a document and go to a specific page. They know how to use the zoom feature and how to undo and redo an action using the corresponding keyboard shortcuts.

Business application: For example, for an administrative assistant, these skills allow them to consult, record, and even create new administrative documents such as meeting minutes.

Page Layout and Formatting

Text formatting

Candidates can use most of the tab formatting buttons. This includes choosing different font types, changing the size of characters and text attributes (bold, italic, underline, highlighting), as well as text case. They can format text as superscript.

Paragraph formatting

Basic users know how to apply a predefined style to a paragraph and apply a predefined format to an entire document. They manage the alignment of paragraphs (left, centered, right, justified).

They can increase and decrease text indentation using the buttons on the toolbar.

Layout and preview before printing

The basic level requires knowing how to choose a paper format.

Business application: For example, for an administrative assistant profile, be able to format an administrative document to make it easier to read and understand.

Editing Tools

Entering and editing text

Basic users can copy, cut, and paste text and duplicate formatting.

Paragraphs

Candidates can insert a bulleted or numbered list.

Finding text in a document

Candidates can perform a simple Find/Replace operation. They can view document statistics (number of pages, number of words, number of symbols).

Business application: For example, on an administrative assistant profile, these skills allow the use of editing tools to modify and work on a document.

Graphic Objects and Tables

Inserting a table, working with cells

Basic users can insert a table and enter text in cells. They can also insert and delete table rows and columns.

Inserting and positioning graphic objects

Inserting a graphic object (a shape or image) as well as resizing it with the sizing handles are skills acquired. Candidates also know how to position objects.

Business application: For example, on an administrative assistant profile, these skills allow them to insert simple illustrations and tables in their documents to complete and illustrate their administrative documents.

Overview

Domains	Skills Assessed
<p>Environment/ Methods</p>	<p>Interface:</p> <ul style="list-style-type: none"> ✦ Identify the toolbar ✦ Identify the most common menu/toolbar options and their main functions ✦ Select all the text of a document <p>Methods:</p> <ul style="list-style-type: none"> ✦ Create a document ✦ Use the zoom ✦ Move within the pages of a document ✦ Undo and restore an action
<p>Page Layout and Formatting</p>	<p>Text formatting:</p> <ul style="list-style-type: none"> ✦ Modify text attributes (bold, italic, underline...) ✦ Change font size or text case ✦ Make text superscript or subscript ✦ Change font and text highlighting colors <p>Paragraph formatting:</p> <ul style="list-style-type: none"> ✦ Use text alignment (left, center, right, justified) ✦ Change the line spacing ✦ Adjust paragraph spacing <p>Layout and Preview before printing:</p> <ul style="list-style-type: none"> ✦ Print preview
<p>Editing Tools</p>	<ul style="list-style-type: none"> ✦ Enter and edit text ✦ Cut, copy, and paste text ✦ Use the Find box tool ✦ Insert special characters ✦ Duplicate formatting ✦ Acknowledge a suggestion of error, accept it or reject it ✦ Review a document's statistic

**Graphic Objects and
Tables****Inserting a table, working with cells:**

- Create a table
- Input text in a table
- Move throughout the table
- Select, insert, delete, and move rows and columns

Inserting and positioning graphic objects:

- Insert an image
- Resize and position a graphic object

Level 3 – Productive User

Between 551 and 725 points

Prior to the acquisition of the skills of the Productive level, the candidate will have mastered the skills of the Basic level.

Environment and Methods

Navigation in Docs

Candidates move quickly from one page to another to reach a given page. They are also able to display the navigation pane to move faster within a document.

Display documents

At this level, candidates can identify the appropriate display modes for saving or reviewing a Docs document.

Saving and printing documents

Productive users can save a document in PDF format. They master most printing options. They can print all or part of a text, specify the printing of even or odd pages and choose a printing format (A4, Letter, etc.). They can also insert a header or a footer.

Business application: For example, for a secretary profile, these skills allow them to consult, create but and navigate administrative documents while mastering the display and saving modes. The secretary can print documents for sharing with colleagues or for archiving.

Page Layout and Formatting

Fundamentals

Candidates have a good knowledge of most of the formatting commands. They can apply different fonts and change text case, using strikethrough text. They can apply predefined font style and enhance titles.

Paragraph formatting

Productive users know how to increase or decrease paragraph spacing. They apply indentation and set tab stops with ease. They can add a border (lower, upper, left, right, outside, inside) and highlight paragraphs.

Page layout

The productive level requires a good command of the tools for the layout of a document. They can change the orientation (portrait, landscape) and margins of a document by opting for the different predefined margins, and they also know how to structure text into columns. They can insert page breaks. They know how to manage word cuts at the end of the line.

Business application: For example, on a secretary's profile, these skills allow them to customize the layout of a document to make the most of it and manage its appearance.

Editing Tools

Reviewing and editing a document

Candidates can use Docs' simple review functions like tracking, inserting, accepting, and rejecting revision marks, and Show/Hide Markup. They master the automatic verification tool for spelling and grammar.

Document references

Candidates can add or delete simple references to and from a document such as page numbers, headers, footers, footnotes, or endnotes. They can insert a table of contents and update it.

Business application: For example, on a secretary's profile, these skills can be used to check and correct the spelling of a text, but also to annotate and structure it to make it easier to share with colleagues.

Graphic Objects and Tables

Candidates can insert all the Docs-compatible graphic objects, pictures, photos, shapes, and drawings. They can select and reposition them within a document and create a simple drawing canvas using Docs' shapes. They can insert a legend.

Business application: For example, on a secretary's profile, these skills allow the use of graphic objects and tables and their insertion within documents without compromising the formatting of the text.

Overview

Domains	Skills assessed
<p>Environment/ Methods</p>	<p>Navigation in Docs:</p> <ul style="list-style-type: none"> -> Master most common tabs and their functions -> Use the navigation pane <p>Display documents:</p> <ul style="list-style-type: none"> -> Identify the different display modes -> Display two documents side by side -> Activate synchronous scrolling <p>Options for saving and printing a document:</p> <ul style="list-style-type: none"> -> Set print parameters -> Download a document in PDF format

<p>Page Layout and Formatting</p>	<p>Fundamentals:</p> <ul style="list-style-type: none"> ➤ Know the commands of the toolbar ➤ Apply different fonts and change the text case ➤ Apply a predefined font style ➤ Enhance titles <p>Paragraph formatting:</p> <ul style="list-style-type: none"> ➤ Use indentation and tabs (including adding leaders) ➤ Manage borders and shading ➤ Use text effects <p>Page layout:</p> <ul style="list-style-type: none"> ➤ Use existing document templates and themes ➤ Change document orientation ➤ Change margins ➤ Split the text into columns ➤ Control pagination ➤ Insert a page break
<p>Editing Tools</p>	<p>Reviewing and editing a document:</p> <ul style="list-style-type: none"> ➤ Manage Suggestion mode (track changes, accept, reject changes) ➤ Replace text ➤ Find specific text or formatting ➤ Use the replacement feature ➤ Open PDF documents <p>Document references:</p> <ul style="list-style-type: none"> ➤ Insert page numbers ➤ Insert headers and footers ➤ Insert footnotes and endnotes ➤ Create a Table of Contents automatically <p>Automatic Correction Options Tools:</p> <ul style="list-style-type: none"> ➤ Create simple personal automatic corrections, manage options when typing
<p>Graphic Objects and Tables</p>	<p>Tables:</p> <ul style="list-style-type: none"> ➤ Use table styles ➤ Use cell formatting ➤ Merge and split table cells ➤ Change borders and cell alignment ➤ Insert a caption <p>Manipulating graphic objects:</p>

	✚ Insert object images and pictures
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Level 4 - Advanced User

Between 726 and 875 points

Prior to the acquisition of the skills of the Advanced level, the candidate will have mastered the skills of the Productive level.

Environment and Methods

Advanced users have advanced knowledge of the interface windows: they manage their files and related data. They can access recent documents' history. They know how to share documents in different formats.

They can run recorded macros.

Business application: For example, for a journalist, these skills allow him to use documents when writing articles and to share them in the right format with his various colleagues.

Page Layout and Formatting

Editing tools

The advanced level requires using advanced formatting tools, applying drop caps, and editing themes and style sets.

Managing long document

Candidates know how to work on and manage long documents. They can also change heading levels and text formatting.

Page layout

Candidates have thorough proficiency in the layout tools, including adding a document background, configuring page color and page borders, and inserting a watermark.

Business application: For example, on a journalist's profile, these skills allow them to format their article as well as their page layout to structure and organize their text.

Editing Tools

References in a long document

Candidates can add cross-references, hyperlinks, and notes.

They can customize footnotes and manage pagination options (even and odd page headers). They can create a bibliography and find and install an add-on.

Business application: For example, on a journalist's profile, these skills allow them to translate their article, correct it, but also to structure it (table of contents, index, etc.) and consolidate it (bibliography, notes, table of illustrations, etc.)

Graphic Objects and Tables

Tables and their layout

Candidates master all the table style options (header, total, and banded rows; first, last, and banded columns).

Editing an image or graphic object

Advanced users master advanced tools for retouching and editing graphic objects. They are familiar with the various image cropping options (crop to shape, crop height, or length). They can retouch and resize an image, rotate an object, or restore it to its original version. They can also adjust its brightness or colors and apply artistic effects and manage text wrapping around a graphic object.

Business application: For example, on a journalist's profile, these skills allow them to manage graphic objects and tables. They know how to modify them and use the tools at their disposal to customize and modify them.

Overview

Domains	Skills assessed
Environment/ Methods	<ul style="list-style-type: none"> → Master the Docs interface and window → Download a document in various format → Share a document → Run recorded macros
Page Layout and Formatting	<p>Editing tools:</p> <ul style="list-style-type: none"> → Manage multi-level lists → Create drop caps → Use themes and style sets → Edit styles <p>Managing long documents:</p> <ul style="list-style-type: none"> → Develop and reduce the titles in the body of the document → Master pagination options <p>Formatting</p> <ul style="list-style-type: none"> → Insert a cover page → Insert a watermark → Edit footnotes
Editing Tools	<p>References in a long document:</p> <ul style="list-style-type: none"> → Use the advanced table of contents options → Create a bibliography → Add bookmarks

	<ul style="list-style-type: none"> → Add cross-references → Insert hyperlinks <p>Correction and translation of a document</p> <ul style="list-style-type: none"> → Insert notes → Find and install an add-on → Translate a document
<p>Graphic Objects and Tables</p>	<p>Editing an image or graphic object:</p> <ul style="list-style-type: none"> → Manage the different options of a table of contents → Rotate an object → Delete an image background → Use a bibliography → Restore the original size of an image <p>Illustrate a text with graphic objects:</p> <ul style="list-style-type: none"> → Group objects → Use text wrapping → Enter text in a shape → Use the image positioning tool

Level 5 – Expert User

Between 876 and 1000 points

Prior to the acquisition of the skills of the Expert level, the candidate will have mastered the skills of the Advanced level.

Environment and Methods

Sharing and protecting a file

Candidates can manage all file protection. They can also restrict document editing and restrict who may edit a document.

They master the PDF format whether it is reading or recording.

Business application: For example, for an executive assistant profile, mastering the Docs environment and its tools allows them to customize their display so that they can control all the options and tools useful in the production and management of their documents.

Page Layout and Formatting

Formatting

Expert users have complete proficiency in all the page layout tools, even the most specific ones.

Page layout

Candidates can create and format a section. They know how to customize a table of materials and manage with ease all the options of the headers and page footers as well as the watermark. They master all pagination options and can rotate a text.

Business application: For example, on an executive assistant profile, these skills allow them to format and layout a document to write letters, reports, summary notes, etc., whose form is adapted to the recipient(s).

Editing Tools

Complex editing tools

The management of editing tools on Docs at the Expert level mobilizes skills to exploit all the criteria for the creation and sending of the mailing, thus targeting the most appropriate public. At this level, the candidate can manage all the revision mark options of the software.

Business application: For example, for an executive assistant profile, the mastery of editing tools allows the organization, structuring, and exploitation of documents.

Graphic objects and tables

Managing graphic objects and tables

Candidates have an exhaustive knowledge of graphics.

They understand anchors and their use in repositioning a graphic object or attaching it to a paragraph. They can easily manipulate shapes (notably flowcharts, stars, and banners), callouts, and use connectors and drawing options. They master the drawing area.

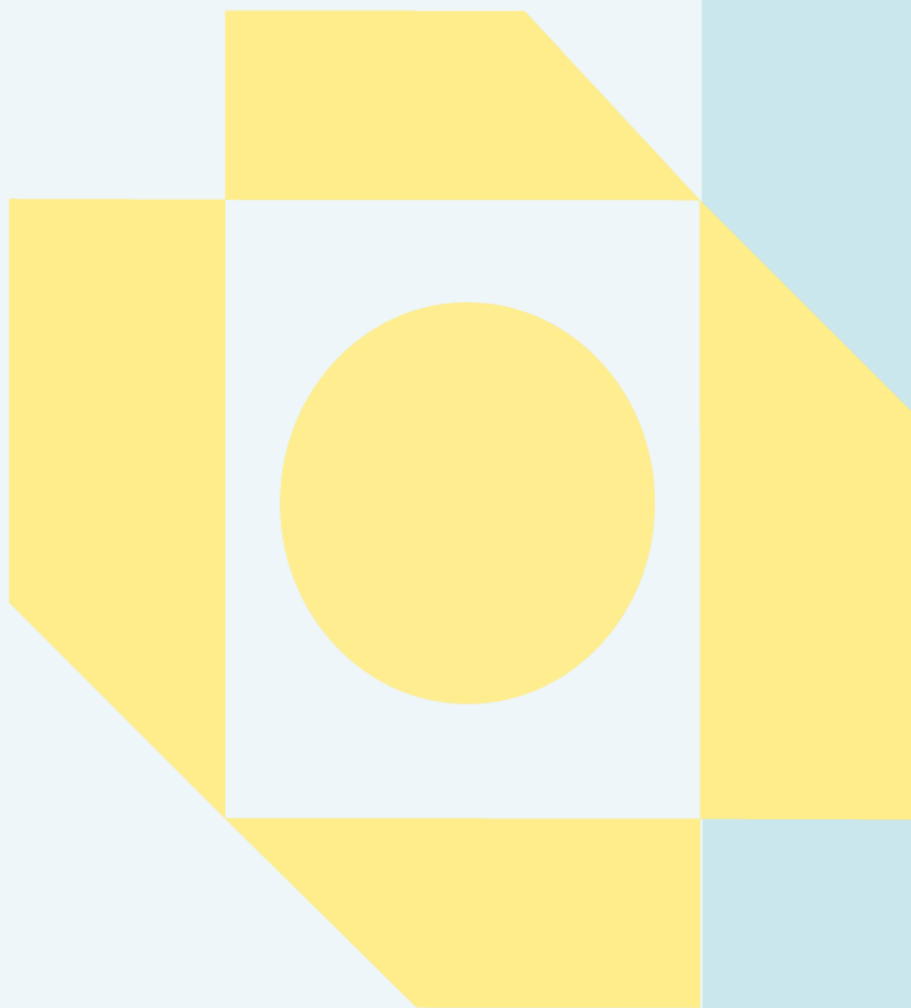
Business application: For example, for an executive assistant profile, these skills enable them to master the insertion, modification, and use of graphic objects and tables. They know how to use retouching tools and master the different contents.

Overview

Domains	Skills assessed
Environment/ Methods	<ul style="list-style-type: none"> → Compare documents → Create a script → Protect and secure a shared document
Page Layout and Formatting	<p>Formatting:</p> <ul style="list-style-type: none"> → Edit a document template → Customize footnotes <p>Page layout:</p> <ul style="list-style-type: none"> → Create and format section differentiated headers and page footers → Expertly use page breaks, columns, section jumps, and multicloning options → Create and manage links between text zones
Editing Tools	<p>Complex editing tools:</p> <ul style="list-style-type: none"> → Customize the table of contents → Create a list style → Manage thoroughly the image retouching tools
Graphic Objects and Tables	<ul style="list-style-type: none"> → Master Graphic object anchors → Manage thoroughly the image retouching tools → Master drawing area



Your skills. Your advantage.



contact@isograd.com