

Produce Simple Word Processed Documents (Word 2013)

This workbook supports BSBITU201A Produce simple word processed documents in the BSB07 Business Services Training Package.

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The Software Publications writing team

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BSBITU201A Produce simple word processed documents

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to correctly operate word processing applications in the production of workplace documents. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the unit This unit applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of word processing and software in a defined context, under direct supervision or with limited individual responsibility.

Employability skills This unit contains employability skills.

Prerequisites There are no prerequisites for this unit.

Element	Performance Criteria	Page Reference
1	Prepare to produce documents	
1.1	Use safe work practices to ensure ergonomic, work organisation, energy and resource conservation requirements are addressed	Software Publications WHS
1.2	Identify document purpose, audience and presentation requirements, and clarify with relevant personnel as required	xvii–xix, 59, 68, 104, Section 6
1.3	Identify organisational and task requirements for document layout and design	xii–xix, 104, 135, 154–155
2	Produce documents	
2.1	Format document using appropriate software functions to adjust page layout to meet information requirements, in accordance with organisational style and presentation requirements	Throughout book
2.2	Use system features to identify and manipulate screen display options and controls	5, 14, 18–22, 49, 114
2.3	Use manuals, user documentation and online help to overcome problems with document presentation and production	xii, 66–67
3	Finalise documents	
3.1	Ensure final document is previewed, checked , adjusted and printed in accordance with organisational and task requirements	13–14, 32–32, 35–37, 45–46, 102, 114
3.2	Ensure document is prepared within designated time lines and organisational requirements	x, Practice Assessments
3.3	Name and store document in accordance with organisational requirements and exit application without information loss/damage	vi–ix, xi–xii, 9, 11, 16, 152

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to clarify document requirements
- editing and proofreading skills to check own work for accuracy
- keyboarding skills to enter text and numerical data
- literacy skills to read and understand organisation's procedures, and to use basic models to produce a range of correspondence
- problem-solving skills to solve routine problems.

Required knowledge

- formatting styles and their effect on formatting, readability and appearance of documents
- purpose, use and function of word processing software
- organisational requirements for ergonomics, work periods and breaks, and conservation techniques
- organisational style guide.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Variable	Scope	Pages
Ergonomic requirements may include:	avoiding radiation from computer screens	Software Publications WHS (included in exercise file download)
	chair height, seat and back adjustment	
	document holder	
	footrest	
	keyboard and mouse position	
	lighting	
	noise minimisation	
	posture	
	screen position	
	workstation height and layout	
Work organisation requirements may include:	exercise breaks	
	mix of repetitive and other activities	
	rest periods	
Conservation requirements may include:	disposing of non-confidential waste paper in recycling bins	
	double-sided paper use	
	re-using paper for rough drafts (observing confidentiality requirements)	
	utilising power-save options for equipment	
Documents may include:	agendas	123
	briefing papers	126
	envelopes	133
	faxes	138–139
	labels	136
	letters	Throughout workbook
	mail merges	143–150
	memos	137
	minutes	124–125
	short reports	126–127
	simple one-page flyers	59, 68, 154
	standard form letters	140
Organisational requirements may include:	company colour scheme	xviii
	company logo	xviii, 135
	consistent corporate image	n/a
	content restrictions	n/a
	established guidelines and procedures for document production	xii, xviii
	house styles	xviii

Variable	Scope	Pages
	observing copyright legislation	xvi
	organisation name, time, date, document title, filename etc. in header/footer	xviii
	templates	xviii
Formatting may include:	alignment on page	51, 113
	columns	75–79 (tabbed columns)
	company logo/letterhead	131–135
	enhancements to format - borders, patterns and colours	87, 120–121
	enhancements to text - colour, size, orientation	50–51
	headers/footers	115–116
	margins	108
	page orientation	112
Software functions may include:	default settings	Throughout workbook
	document protection	152
	grammar check	13, 35–36
	headers/footers	115–116
	indent	81
	line spacing	70
	page numbers	116
	page set up	108–113
	paragraph formatting	70–73
	spell check	13, 35–36
	tabs	75–79
	text formatting	Throughout workbook
Screen display options and controls may include:	layout view	19–21
	maximise/minimise	n/a
	normal view	19–21
	page view	19–21
	print preview	14, 114
	ruler	18
	toolbars	5, 49
	zoom percentage	22
Checking may include:	accuracy of information	n/a
	consistency of layout	102
	ensuring instructions with regard to content and format have been followed	Throughout workbook
	grammar	13, 35–36
	proofreading	37
	spelling, electronically and manually	13, 35–36

Variable	Scope	Pages
Printing may include:	basic print settings	14, 45–46, 114
	multiple copies	
	odd or even pages	
	print preview	
	printer setup	
	specified pages	
	whole document	
Designated time lines may include:	organisational time line e.g. deadline requirements	x, Practice Assessments
	time line agreed with internal/external client	
	time line agreed with supervisor/person requiring document/s	
Naming and storage of documents may include:	appropriate file type	n/a
	authorised access	xii, 152
	file names according to organisational procedure e.g. numbers rather than names	ix
	file names which are easily identifiable in relation to the content	ix
	file/directory names which identify the operator, author, section, date etc.	ix
	filing locations	xii
	organisational policy for backing up files	xi
	organisational policy for filing hard copies of documents	xii
	security	xii
	storage in folders/sub-folders	Throughout workbook
	storage on hard/floppy disk drives, CD-ROM, tape backup	vi, 9, 11

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • knowledge of simple word processing functions, standard document layout and design principles • production of a minimum of three simple, word processed documents.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to an actual workplace or simulated environment • access to office equipment and resources • access to examples of word processed documents and style guides.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of formatted document • review of final document • demonstration of techniques • oral or written questioning to assess knowledge of word processing software functions.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • general administration units • other IT use units.

Employability Skills for BSB20112: Certificate II in Business

Employability Skill	Industry/enterprise requirements for this qualification include	How this Employability Skill is covered
Communication	<ul style="list-style-type: none"> communicating verbally with clients and colleagues drafting routine correspondence that meets the organisational standards of style, format and accuracy 	<p>Page xviii describes organisational requirements of documents</p> <p>Letters (including mail merged), memoranda and faxes are created throughout the book</p> <p>In the final practice assessment the learner is required to plan and create a flyer using organisational standards and create a mail merge</p>
Teamwork	<ul style="list-style-type: none"> working in a team environment to promote team commitment and cooperation 	<p>The final practice assessment requires a role play with team members</p>
Problem solving	<ul style="list-style-type: none"> choosing appropriate methods for communication and transferring information dealing with client enquiries and complaints 	<p>In several exercises throughout the book the candidate is expected to select formatting appropriate for the document</p> <p>Many of the documents throughout the book deal with client enquiries and the letter on page 24 deals with a customer complaint</p>
Initiative and enterprise	<ul style="list-style-type: none"> raising occupational health and safety issues with designated personnel 	<p>Software Publications WHS <i>(included in exercise file download)</i></p> <p>The final practice assessment contains an exercise where safety issues are communicated in a written format</p>
Planning and organising	<ul style="list-style-type: none"> planning and organising own work schedule for the day planning the layout of simple documents using appropriate software 	<p>Page xviii covers organising and prioritising work</p> <p>Page xvii–xix covers planning document layouts</p> <p>All practice assessments are given a time limit</p> <p>The final practice assessment requires time management planning as well as planning the layout of a document</p>
Self management	<ul style="list-style-type: none"> dealing sensitively with client needs and cultural, family and individual differences obtaining feedback on work performance and identifying opportunities for improvement 	<p>Page xviii covers writing for a specific audience</p> <p>The final practice assessment requires feedback to be gathered and any recommended changes implemented</p>

Employability Skill	Industry/enterprise requirements for this qualification include	How this Employability Skill is covered
Learning	<ul style="list-style-type: none"> • encouraging, acknowledging and acting on constructive feedback from team members • using manuals, training booklets and online help to overcome difficulties 	<p>In the final practice assessment the candidate must perform online research or talk to colleagues to learn how to complete a task</p> <p>Also in this practice assessment, feedback is sought from both the supervisor and a team member</p>
Technology	<ul style="list-style-type: none"> • selecting, maintaining and using business technology appropriate to the task 	<p>The whole book requires the learner to operate a PC running a Windows operating system and the Microsoft Word 2013 application</p>

Timelines

Whether at work or at a training organisation, most projects you participate in will have a **timeline** attached to it. A timeline is a schedule of activities that need to happen in order for the project to be completed. These activities are referred to as **milestones** and each milestone may have a date attached. The **deadline** is the date or time at which the project must be finally completed and submitted.

The following is a simple timeline for the creation of a small database. The Done column can be used to tick off activities as they are completed.

Actions	Due Date	Done
Discussions with team members about database requirements	1 July	✓
Planning completed and planning documents created	7 July	✓
Database created	8 August	✓
Testing completed	16 August	✓
Changes made	22 August	
Retesting completed	26 August	
Database signed off by all stakeholders	31 August	

A very simple task, e.g. writing a letter to a client, will probably only have a deadline, rather than a detailed timeline. For example you might be required to have the letter word processed and printed by close of business.

The timeline or deadline may be given to you by:

- your supervisor
- a company manager
- a client
- a team member who is working on the same project.

When you have milestones and deadlines to meet, it is important that you keep these dates in mind and organise your work tasks so that the deadline is met. Enter all key dates into a calendar and that sufficient time is allocated for each activity.

In some cases deadlines will need to be negotiated with your supervisor. You will both need to agree the timeframe allocated to the task will be sufficient to complete it to the required standard.

If you realise that a milestone or deadline will not be met, it is important to let your workplace supervisor or the person expecting delivery know as soon as possible. Other staff members or clients of the company may require the finished product on a certain date. Your supervisor may be able to allocate more resources to you to help meet the milestone/deadline.

Backup Procedures

A backup is a security procedure to protect data on a computer or computer network. It involves copying files and folders onto a disc or drive that can be stored away from the computer. If the computer is lost or damaged, the information contained in the backup can be loaded onto a new computer.

The contents of your computer(s) should be backed up regularly as valuable data and software can be lost, e.g.:

- a hard disk can fail
- computer could be stolen
- a natural disaster can destroy your computer.

Although you can back up your files onto your hard drive, it is better to back up to a removable storage media and then store it in a remote location. If your computer is stolen or is destroyed in a disaster, you will not lose the backed up data as well.

A wide range of storage media can be used to back up files including special backup tapes, CD/DVDs and removable hard drives such as USB memory sticks.

Backup versus Copy

The difference between copying files and creating a backup is that when the files are copied, the actual file is transferred to a disk. Files that have been copied can be used by accessing the disk. Copying is a slow process and takes up a large amount of disk space.

Files that are backed up are compressed, meaning they are squeezed into one file and they cannot be used from the disk; they must be restored to your hard drive before use.

Backup Software

Backup software backs up data quickly and easily. You can use it to do a one-off backup or to schedule backups on a regular basis. Tell it what data to back up, where to store it and when to perform the backup and the program will do the rest.

Windows 8.1 includes a backup program called **File History**. When this is turned on, File History will automatically backup the main storage folders and drives at regular intervals.

Organisational Policies for Backing up Files

All organisations which use computers should have policies and procedures for ensuring important material is backed up regularly. The schedule for backups will depend on the type of organisation. If important documents are created on a daily basis then a backup should be done every night. Other organisations may backup their data less frequently, e.g. weekly. Others might backup their data several times a day.

Usually key personnel are made responsible for ensuring backups are made as required. They will need to ensure the backup device, e.g. tape or drive, is connected to the machine running the backup program. They may have to take completed backups home to ensure an offsite copy is kept safe.

In your organisation you may be responsible for backing up the material stored on your local computer.

Protecting Data

Most companies have computerised data which they need to keep secure. This could include:

- personal information about staff including pay information
- contact information for clients
- financial records relating to the business
- files, plans, diagrams or price lists which could give an advantage to competitors if released.

Unauthorised Access

The threat of unauthorised access of information comes from many sources including burglars, guests to the company and computer hackers who access the company network illegally. Staff members can also be a threat if they gain access to information they are not allowed to view, such as pay or contract details for other staff members.

Preventing Unauthorised Access

The following security procedures can be followed to prevent unauthorised access to computer data:

- Ensure offices containing computer equipment are kept locked after hours.
- Ensure visitors to the site do not have unsupervised access to computers.
- Apply passwords to files so they cannot be opened without entering the password.
- Set up sign in names and passwords to access the computer systems.
- Use different logins to restrict which files different staff members can access.

Data Storage

An organisation should have policies for how files are stored, be they electronic or printed documents. On a network there may be a specific drive in which all work data is stored. If material is stored on CD or DVD disks or on portable drives, there should be an allocated storage area. This area should ideally be protected, for example, locked in a fireproof box or safe.

Hard copies of documents also need to be protected. Filing cabinets are often used and they should be locked where possible.

Malware

The term malware (malicious software) is used to describe any intrusive software which is introduced to a user's computer without their consent. Some of the main types of malware are described below.

Computer Viruses

A computer virus is a program deliberately designed to infect files. Viruses can:

- delete or corrupt files
- delete or corrupt programs
- cause messages to display on the screen
- slow down processing time.

Whenever data is transmitted through the internet, within a network or by sharing drives, there is a chance that a virus has been transmitted.

Worms

A worm is a computer program which is designed to replicate itself and spread its duplicates across a network. Unlike a virus, it does not need to attach itself to another file to be transmitted.

This can slow down a network due to the increase in the number of files being transmitted. Other worms carry a payload which is code designed to corrupt (damage) files.

Worms are often transmitted via an email. When the email is received and opened (or even previewed), the worm infects the computer. Some worms will then attempt to send copies of itself to every email address in a computer's email address book.

Trojan Horse Programs

Trojan horse programs (trojans) allow a hacker to access your computer from a remote location. Once a trojan has been installed on a computer, the hacker can access the computer and perform various tasks without the user noticing, including:

- stealing data
- corrupting/damaging files
- using the PC to perform illegal or unethical transactions over the internet
- keystroke logging where the hacker records information typed, e.g. passwords to online bank accounts.

Spyware

Spyware is a type of malware installed by unethical business organisations to collect information about a computer user's internet habits. Although it is generally not designed to damage your computer, it can slow your system down by accessing the computer processor. Spyware invades the user's privacy by recording information about websites visited.

Spyware will monitor the computer user's activity on the internet and send web-based advertising to the computer based on the type of websites visited.

Protection against Malware

Steps can be taken to reduce the risk of your computer or network getting infected by malware. Your workplace may have policies similar to these.

- Check up-to-date antivirus software is loaded onto your computer and network.
- Do not download programs from the internet unless it is from a trusted provider. Downloadable games are particularly prone to having malware attached to them.
- Do not transfer files between computers using discs or USB memory sticks without scanning them for viruses first.
- Do not open email attachments from unknown sources.

Antivirus Software

Antivirus software is used to protect computers from viruses and other malware. It is designed to check files for viruses and destroy any it finds.

Part of any organisation's data security plan should include the purchase of reputable antivirus software. Software should be kept up-to-date as new malicious programs are being developed every day.

Antivirus software does not guarantee your computer will never get a virus. Sometimes a virus will slip in unnoticed; however, it does greatly reduce the risk of infection.

Firewalls

A firewall is designed to prevent unauthorised access to a PC. Basically it puts a wall between computers within an organisation and the internet. This wall allows users out to access the internet, but stops malware coming in.

The firewall cannot block all incoming data otherwise it would prevent downloading legitimate software or remove a legitimate file attached to an email.

The firewall has to analyse each piece of data which passes through it to try and distinguish between advantageous and dangerous programs.

Activity

Find out what measures your workplace or training organisation have in place to protect data from threats such as unauthorised access or malware and describe them below. Alternatively, describe measures that could be taken to protect this organisation from such a threat.

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Filing Hard Copies of Documents

Good filing systems ensure documents can be located easily when required.

When storing printed documents, labelled dividers should be used to categorise the documents – some examples are listed below. Documents are usually filed in alphabetical or date order (the most recent date would be on top for easy access).

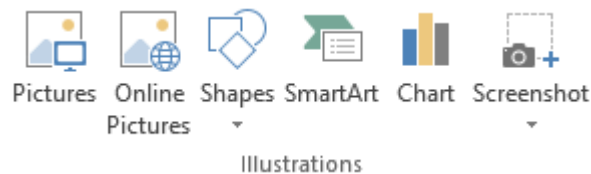
- Specific document types, e.g. letters, memos, faxes, forms, emails.
- Company areas, e.g. Accounts, Orders, General Correspondence.
- Customer numbering system.

Exercise 50

- 1 Using **Dining Out**, ensure the text *Kresta Café and Craft Shop* is selected.
- 2 From the Paragraph Group on the Home Ribbon click on the Align Right button .
- 3 Click on the Align Left button .
- 4 Click on the Center button .
- 5 Centre the *Mt Hobson Lookout* text.
- 6 Make the other text, font and paragraph formatting changes to the advertisement as shown on page 54. Add blank lines if required to space out the document appropriately.
- 7 Save the document and leave it open for the next exercise.

Inserting a Picture and an Image

Pictures and images are inserted using the Illustrations Group on the Insert Ribbon.



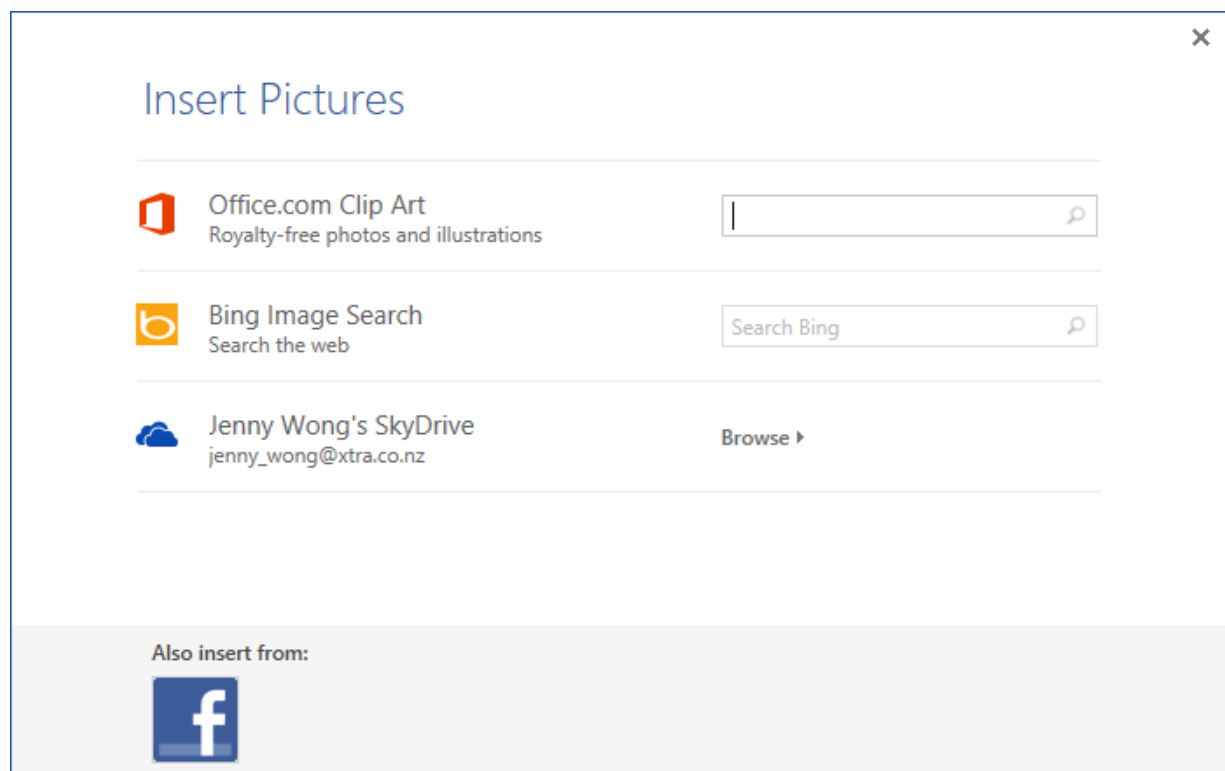
Exercise 51

Note that this exercise can only be completed if you are connected to the internet.

- 1 Using **Dining Out**, click anywhere in the document and display the Insert Ribbon.



- 2 Click on the Online Pictures button . The Insert Pictures dialog box will display.




- 3 Check that the cursor is in the Office.com Clip Art search box.
- 4 Type: **cafe** and press Enter.
- 5 Click on a picture of your choice then click on . The picture will be inserted into your document and the Insert Pictures dialog box will close.

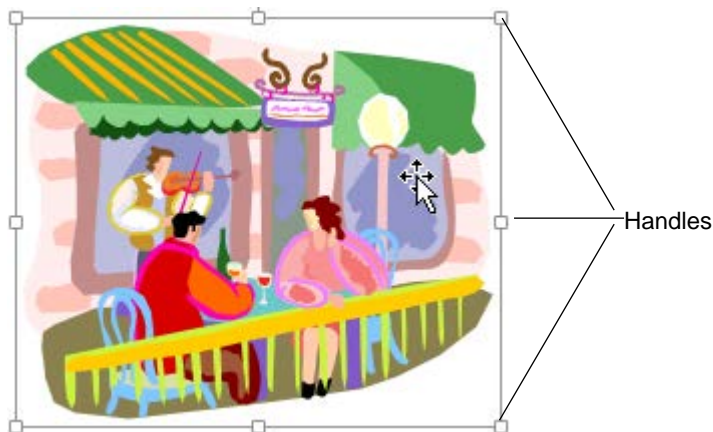
When the picture is selected, the Picture Tools Format Ribbon will automatically be displayed. This is an extra Ribbon which is used to format pictures and images.




Wrap


- 6 Click on the Wrap Text button  and select **Square**. This will allow text to wrap around the graphic – it can then be moved freely around the screen.
- 7 Click on the image and holding down the mouse button, drag the image to the right of the text under the *Casual, Elegant Dining* heading.

When an image is selected handles are displayed around the picture as shown below.



- 8 Ensure the image is selected, with handles displayed on each corner.
- 9 Position the mouse pointer over the bottom right handle. The mouse will display as .
- 10 Hold down the Shift key and drag inwards to reduce the size or outwards to increase the size of the image (holding down the Shift key resizes the picture proportionally). Check that the image is now an appropriate size for the document. Reposition the image as required.



- 11 From the Insert Ribbon, click on the Pictures button . The Insert Picture dialog box will display.
- 12 Use the Insert Picture dialog box to navigate to the folder containing your exercise files.
- 13 Double click on the file called **Cook**.
- 14 Change text wrapping of the picture to In Front of Text.
- 15 Position the image to the right of the text under the heading *Elegant, Relaxed Dining*.
- 16 Reduce the size of the image appropriately.
- 17 Save, print and close the document.

Garamond, 36 pt, Text
Effect, Centred

Arial, 10 pt, Bold,
Italics, Right Aligned

Advertisement

Mt Hobson Lookout

Arial, 20 pt, Bold,
Italics, Red, Small
Caps, Centred

KRESTA CAFÉ AND CRAFT SHOP

BYO UNLICENSED

Insert this heading
Arial, 16 pt, Small
Caps, Bold, Centred

Casual, Elegant Dining

Insert this side heading
Arial, 14 pt, Bold

Delicious buffet, fresh sandwiches, salads and tasty snacks.

Tempting cakes and great cappuccino.

Terrace dining at an affordable price.

Souvenir and craft shop.

Open every day 7 am – 11 pm

Arial, 11 pt

Italics



Arial, 20 pt, Bold, Italics,
Red, Small Caps,
Centred

ROMEO'S SUMMIT RESTAURANT

FULLY LICENSED

Arial, 16 pt, Bold,
Small Caps,
Centred

Elegant, Relaxed Dining

Arial, 14 pt, Bold

A sensational dining experience awaits you.

Contemporary Australian cuisine.

Perfect for intimate dining, celebrations and special functions.

Open 7 days – lunch, afternoon tea and dinner

Arial, 11 pt

Italics



Arial, 14 pt, Bold,
Italics, Centred

Phone: 9369 9922

For reservations

Arial, 14 pt,
Underline, Centred

Shortcut Keys

The following shortcut keys can also be used for formatting.

Shortcut Key	Applies
Ctrl D	Font dialog box
Ctrl B	Bold
Ctrl I	Italics
Ctrl U	Underline (does not break between words)
Ctrl Shift D	Double underline (does not break between words)
Ctrl Shift W	Word underline (breaks between words)
Ctrl Shift A	All Caps
Ctrl Shift K	Small Caps
Ctrl Shift H	Hidden Text
Ctrl Shift +	Superscript
Ctrl =	Subscript
Ctrl [Decreases font size to previous point size
Ctrl]	Increases font size to next point size
Ctrl Shift >	Increases font size to next listed size
Ctrl Shift <	Decreases font size to previous listed size
Ctrl Spacebar	Turns off all formatting: it will also remove all formatting from any selected text and change it back to the default for the current style.

Exercise 52

- 1 Open the file called **Formats**.

The Format column lists the formats you will apply to the paragraph displayed in the Sample column.

- 2 Triple click on *The Font dialog box....* paragraph. Press Ctrl D and apply Century Gothic, 10 pt, wiggly double underline, then click on OK.
- 3 Select the next sample paragraph (*Bold can...*) and press Ctrl B U I.
- 4 Work down the table applying the relevant formats using the method shown in the Format column.
- 5 Press Ctrl End.

Although it is generally easier to type text and then apply formatting, you can also switch on formatting, type the text and then switch off the formatting again.

- 6 Press Ctrl B I. Type: Pacific Fair Shopping Centre
- 7 Press Ctrl B I again to switch off the formatting. Press Enter twice.
- 8 Press Ctrl Shift K D (i.e. small caps and double underline). Type with capitals at the beginning of each word and the rest in lowercase.

MULBERRY SHOPPING CENTRE

- 9 Save, print and close the document.

Page Numbers

Some Built-In footers will contain page numbers; however you can also enter them into the header or footer manually.



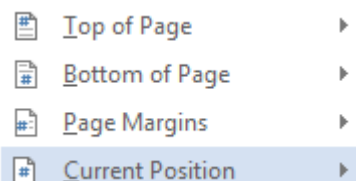
Page Number ▾

If you do not currently have a header or footer, click on the Page Number button in the Header & Footer group. Select the position for your page number (e.g. top of page). Select the style of page number required. A header or footer will automatically be created and the page number positioned in it.

Tip

If your document already contains headers and footers you need to be careful; adding a page number if not done correctly, can delete your current header or footer.

Open the current header or footer and click where you want the page number to be positioned. Click on the Page Number button and select Current Position. Then select the style required. This will insert the page number without disrupting the rest of the document.



Exercise 116

- 1 Open the file called **Care of a New Puppy**.




Header ▾

- 2 With the Insert Ribbon displayed, click on the Header button from within the Header & Footer group. The Built-In list will display.
- 3 Select Blank from the Built-In list. The following field will display: **[Type here]**.
- 4 With Type here selected, type: **Ross Veterinary Services**
- 5 Select the text and press Ctrl I to format to italics.




Footer ▾

- 6 Click on the Footer button on the Header & Footer Tools Design Ribbon.
- 7 Scroll down and select Motion (Odd Page). This will enter a Date field.
- 8 Click on **[Date]** then click on . A calendar will display.
- 9 Click on **[Today]** to enter today's date.



Close Header and Footer

- 10 Click on  **Edit Header**
- 11 With the Insert Ribbon displayed, click on the Header button and select Edit Header.
- 12 Click at the end of the *Ross Veterinary Services* text and press Tab twice to move to the right of the header.



Page

- 13 Click on **Number** from the Header & Footer group. Select Current Position then select Accent Bar 1. *1 | Page*
- 14 Close header and footers.
- 15 Check the headers and footers by print previewing the document.
- 16 Save and close the document.


Exercise 117

- 1 Open the file called **Good Food News** and edit as shown on the next two pages. Grade headings by font size – remember you can use F4 or the Format Painter.
- 2 Insert a header as shown below using the Grid Built-In style. Insert today's date.

Good Food News

April 20, 2013

Food Allergies and Intolerances

- 3 Change the font size of the header to 10 pt using the mini toolbar.
- 4 In the Position Group on the Header & Footer tools Design Ribbon, change the Header from Top: to 1 cm  Header from Top: . Change the Footer from Bottom to 1 cm as well.



Page

- 5 Click on **Number** from the Header & Footer group. Select Bottom of Page and then select Plain Number 2.
- 6 Change the font size of the page number to 8 pt.



Close Header

- 7 Click on **and Footer**.
- 8 Use the Backstage view to preview the document, then return to the document.
- 9 Change the margins so that the document will print on two pages. Keep previewing until you get the margins right.
- 10 Proofread and make any required changes.
- 11 Save and close the document.

Exercise 118

- 1 Open the file called **Notebook Computers**.
- 2 Insert a built-in header which contains the document title (e.g. Alphabet).
- 3 Create a blank footer.
- 4 Insert the date.
- 5 Save and close the document.

Evidence Guide

Elements and Performance Criteria

The elements and performance criteria are covered during assessment in the following ways.

Element	Performance Criteria	Assessment Tasks
1 Prepare the produce documents		
1.1	Use safe work practices to ensure ergonomic, work organisation , energy and resource conservation requirements are addressed	Task 1
1.2	Identify document purpose, audience and presentation requirements, and clarify with relevant personnel as required	Task 3
1.3	Identify organisational and task requirements for document layout and design	Task 3
2 Produce documents		
2.1	Format document using appropriate software functions to adjust page layout to meet information requirements, in accordance with organisational style and presentation requirements	Task 3, Task 4
2.2	Use system features to identify and manipulate screen display options and controls <ul style="list-style-type: none"> • layout view • maximise/minimise • normal view • page view • print preview • ruler • toolbars • zoom percentage 	Task 1
2.3	Use manuals, user documentation and online help to overcome problems with document presentation and production	Task 2
3 Finalise documents		
3.1	Ensure final document is previewed, checked , adjusted and printed in accordance with organisational and task requirements	Task 3, Task 4
3.2	Ensure document is prepared within designated time lines and organisational requirements	Task 3
3.3	Name and store document in accordance with organisational requirements and exit application without information loss/damage	Task 3, Task 4

Required Skills and Knowledge

The skills and knowledge are covered during assessment in the following ways.

Required Skills	How will Evidence be Gathered?
<ul style="list-style-type: none">• communication skills to clarify document requirements	Can be assessed through communication between candidate and assessor.
<ul style="list-style-type: none">• editing and proofreading skills to check own work for accuracy	Assessment Task 3
<ul style="list-style-type: none">• keyboarding skills to enter text and numerical data	Assessment Task 3, Assessment Task 4
<ul style="list-style-type: none">• literacy skills to read and understand organisation's procedures, and to use basic models to produce a range of correspondence	Assessment Task 3
<ul style="list-style-type: none">• problem-solving skills to solve routine problems	Assessment Task 4
Required Knowledge	How will Evidence be Gathered?
<ul style="list-style-type: none">• formatting styles and their effect on formatting, readability and appearance of documents	Assessment Task 3
<ul style="list-style-type: none">• purpose, use and function of word processing software	Assessment Task 1
<ul style="list-style-type: none">• organisational requirements for ergonomics, work periods and breaks, and conservation techniques	Assessment Task 1
<ul style="list-style-type: none">• organisational style guide	Assessment Task 3

Employability Skills BSB10112 Certificate I in Business

Employability skills for BSB10112 Certificate II in Business are assessed in the following assessment tasks.

Employability Skill	Industry/Enterprise Requirements for this Qualification Include:	Task
Communication	<ul style="list-style-type: none"> communicating verbally with clients and colleagues drafting routine correspondence that meets the organisational standards of style, format and accuracy 	Assessment Task 3
Teamwork	<ul style="list-style-type: none"> working in a team environment to promote team commitment and cooperation 	n/a
Problem-solving	<ul style="list-style-type: none"> choosing appropriate methods for communication and transferring information dealing with client enquiries and complaints 	n/a
Initiative and enterprise	<ul style="list-style-type: none"> raising occupational health and safety issues with designated personnel 	n/a
Planning and organising	<ul style="list-style-type: none"> planning and organising own work schedule for the day planning the layout of simple documents using appropriate software 	Assessment Task 3
Self-management	<ul style="list-style-type: none"> dealing sensitively with client needs and cultural, family and individual differences obtaining feedback on work performance and identifying opportunities for improvement 	n/a
Learning	<ul style="list-style-type: none"> encouraging, acknowledging and acting on constructive feedback from team members using manuals, training booklets and online help to overcome difficulties 	Assessment Task 2
Technology	<ul style="list-style-type: none"> selecting, maintaining and using business technology appropriate to the task 	Technology is used throughout assessment

BSB Business Services Training Package Supplement

This workbook can be used by learners completing a qualification in the BSB Business Services Training Package.

BSBITU201 Produce simple word processed documents

Application

This unit describes the skills and knowledge required to develop basic keyboard skills using touch typing techniques in a broad range of settings.

It applies to individuals who perform a range of mainly routine tasks and generally work under direct supervision using limited practical skills and fundamental knowledge.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Elements and Performance Criteria

Element <i>Elements describe the essential outcomes.</i>	Performance Criteria <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	Workbook page reference	Assessment tasks
1. Prepare to produce documents	1.1 Use safe work practices to ensure ergonomic, work organisation, energy and resource conservation requirements are met	Software Publications WHS	Task 1
	1.2 Identify document purpose, audience and presentation requirements, and clarify with relevant personnel as required	xvii–xix, 59, 68, 104, Section 6	Task 3
	1.3 Identify organisational and task requirements for document layout and design	xii–xix, 104, 135, 154–155	Task 3
2. Produce documents	2.1 Format document using appropriate software functions to adjust page layout to meet information requirements, in accordance with organisational style and presentation requirements	Throughout workbook	Task 3, Task 4
	2.2 Use system features to identify and manipulate screen display options and controls	5, 14, 18–22, 49, 114	Task 1
	2.3 Use manuals, user documentation and online help to overcome problems with document presentation and production	xii, 66–67	Task 2
3. Finalise documents	3.1 Ensure final document is previewed, checked, adjusted and printed in accordance with organisational and task requirements	13–14, 32–32, 35–37, 45–46, 102, 114	Task 3, Task 4
	3.2 Ensure document is prepared within designated timelines and organisational requirements	x, Practice Assessments	Task 3
	3.3 Name and store document in accordance with organisational requirements and exit application without information loss/damage	vi–ix, xi–xii, 9, 11, 16, 152	Task 3, Task 4

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description	Workbook page reference
Reading	1.2, 1.3, 2.1, 2.3, 3.1, 3.3	<ul style="list-style-type: none"> Recognises textual information within organisational and task requirements to determine work requirements 	Throughout workbook
Writing	3.1, 3.3	<ul style="list-style-type: none"> Records numerical and textual information in accordance with requirements of task 	Throughout workbook
Oral Communication	1.2	<ul style="list-style-type: none"> Participates in a variety of spoken exchanges with relevant personnel in an effort to clarify document purpose, audience and presentation requirements 	xvii–xix
Navigate the world of work	1.1-1.3, 2.1, 3.1-3.3	<ul style="list-style-type: none"> Recognises and follows explicit and implicit protocols and meets expectations associated with own role 	Throughout workbook and Software Publications WHS document
Interact with others	1.2	<ul style="list-style-type: none"> May seek guidance from more experienced work colleagues 	Workbook exercises can be discussed with classmates, work colleagues or trainer
Get the work done	2.1-2.3, 3.1-3.3	<ul style="list-style-type: none"> Understands functions and features of specific computer software and uses these to perform work tasks 	Throughout workbook

Assessment Requirements v1.0

Performance Evidence

Evidence of the ability to:	Assessment task
<ul style="list-style-type: none">• produce documents following correct ergonomic, conservation requirements and organisational policies and procedures	Task 1, Task 3, Task 4
<ul style="list-style-type: none">• adhere to organisational style manual when formatting documents	Task 3
<ul style="list-style-type: none">• refer to help function and user documentation to rectify document problems	Task 2
<ul style="list-style-type: none">• use system features	Task 1, Task 3, Task 4
<ul style="list-style-type: none">• follow designated timelines when preparing documents.	Task 3

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:	Assessment task
<ul style="list-style-type: none">• identify basic formatting styles and their affect on formatting, readability and appearance of documents	Task 3 and Task 4
<ul style="list-style-type: none">• describe purpose, use and function of word processing software	Task 1, Task 3, Task 4
<ul style="list-style-type: none">• outline organisational requirements for ergonomics, work periods and breaks, and conservation techniques	Task 1
<ul style="list-style-type: none">• describe what is contained in an organisational style guide.	Task 3