

## **Computer Skills**

### **Produce simple word processed documents (Word 2016)**

This concise workbook supports BSBITU201 Produce simple word processed documents in the BSB Business Services Training Package.

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# BSBITU201 PRODUCE SIMPLE WORD PROCESSED DOCUMENTS

## ***Application***

This unit describes the skills and knowledge required to correctly operate word processing applications in production of workplace documents.

It 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.

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

## ***Elements and Performance Criteria***

<b>Element</b> <i>Elements describe the essential outcomes.</i>	<b>Performance Criteria</b> <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	<b>Page reference</b>
1 Prepare to produce documents	1.1 Use safe work practices to ensure ergonomic, work organisation, energy and resource conservation requirements are met	7–14, 144
	1.2 Identify document purpose, audience and presentation requirements, and clarify with relevant personnel as required	21–22, 144
	1.3 Identify organisational and task requirements for document layout and design	23–24, 144
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
	2.2 Use system features to identify and manipulate screen display options and controls	38–41, 60
	2.3 Use manuals, user documentation and online help to overcome problems with document presentation and production	14, 73–75
3 Finalise documents	3.1 Ensure final document is previewed, checked, adjusted and printed in accordance with organisational and task requirements	32, 49–51, 54–58, 109
	3.2 Ensure document is prepared within designated timelines and organisational requirements	14, 59, 76, 103, 144, 146
	3.3 Name and store document in accordance with organisational requirements and exit application without information loss/damage	Throughout workbook

## **Foundation Skills**

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

<b>Skill</b>	<b>Performance Criteria</b>	<b>Description</b>	<b>Page reference</b>
Reading	1.2, 1.3, 2.1, 2.3, 3.1, 3.3	<ul style="list-style-type: none"><li>Recognises textual information within organisational and task requirements to determine work requirements</li></ul>	19, 23
Writing	3.1, 3.3	<ul style="list-style-type: none"><li>Records numerical and textual information in accordance with requirements of task</li></ul>	Throughout workbook
Oral communication	1.2	<ul style="list-style-type: none"><li>Participates in a variety of spoken exchanges with relevant personnel in an effort to clarify document purpose, audience and presentation requirements</li></ul>	20–21, 144
Navigate the world of work	1.1-1.3, 2.1, 3.1-3.3	<ul style="list-style-type: none"><li>Recognises and follows explicit and implicit protocols and meets expectations associated with own role</li></ul>	7–14, 23
Interact with others	1.2	<ul style="list-style-type: none"><li>May seek guidance from more experienced work colleagues</li></ul>	20–21, 65, 144
Get the work done	2.1-2.3, 3.1-3.3	<ul style="list-style-type: none"><li>Understands functions and features of specific computer software and uses these to perform work tasks</li></ul>	Throughout workbook

## Assessment for this Unit

This Unit is assessed by:

- answering questions
- using a manual or help facility
- planning and creating documents.

### **Assessment Requirements v1.0**

#### **Performance Evidence**

Evidence of the ability to:	Page reference
<ul style="list-style-type: none"><li>• produce documents following correct ergonomic, conservation requirements and organisational policies and procedures</li></ul>	7–14
<ul style="list-style-type: none"><li>• adhere to organisational style manual when formatting documents</li></ul>	23–24
<ul style="list-style-type: none"><li>• refer to help function and user documentation to rectify document problems</li></ul>	14, 73–75
<ul style="list-style-type: none"><li>• use system features</li></ul>	Throughout workbook
<ul style="list-style-type: none"><li>• follow designated timelines when preparing documents.</li></ul>	14, 59, 76, 103, 144, 146

#### **Knowledge Evidence**

To complete the unit requirements safely and effectively, the individual must:	Page reference
<ul style="list-style-type: none"><li>• identify basic formatting styles and their effect on formatting, readability and appearance of documents</li></ul>	Throughout workbook
<ul style="list-style-type: none"><li>• describe purpose, use and function of word processing software</li></ul>	25
<ul style="list-style-type: none"><li>• outline organisational requirements for ergonomics, work periods and breaks, and conservation techniques</li></ul>	7–14
<ul style="list-style-type: none"><li>• describe what is contained in an organisational style guide</li></ul>	21
<ul style="list-style-type: none"><li>• outline the organisation's conventions for naming files</li></ul>	14

### Exercise 56

- 1 Create a new document and remove paragraph spacing.
- 2 Type the fax using tabs where required. The fonts shown below are a guide only, format the document appropriately.
- 3 Save with an appropriate file name in your working folder and close.

# GRACES LIMITED

## *Sports Goods Distributors*

34 O'Neill Street Phone: 9483 1084  
PO Box 23-506 Fax: 9429 1280  
LILYFIELD NSW 2040

## FACSIMILE

**TO:** R McKenzie  
**COMPANY:** Opak Insurance Ltd  
**FAX:** 9338 6700  
**FROM:** Helen Morgan  
**DATE:** (Today's date)  
**SUBJECT:** Olympic team equipment insurance quote  
**NO. OF PAGES** 1  
**(inc. cover)**

Further to our telephone conversation, here is a list of the Olympic team sports equipment to be covered by travel insurance:

Item	Quantity	Replacement value
Archery sets (bows, quivers, carry cases)	3	\$1,800.00
Hockey sticks	52	\$31,199.48
Horse saddles, pads, bridles	4	\$8975.66
Kayaks and paddles	16	\$81,520.00
Rifles	16	\$71,920.00
Starter blocks	16	\$7937.60
Tennis rackets	18	\$4499.82
Vaulting poles	8	9,599.92

I am still waiting to receive specific makes, models and serials numbers (if applicable) from individual team members. This will be provided should we choose to take out insurance with your company.

Personal equipment such as swim accessories, boxing gloves and sports clothing will be the responsibility of the individual athletes.

## Tabs with leaders

Leaders can be specified across to a tab stop. The tab leaders in Word are:

### Dots

January .....\$5675

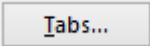
### Hyphens

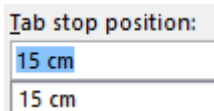
January -----\$5675

### Underscore

January \_\_\_\_\_ \$5675

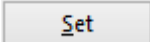
### Exercise 57

- 1 In a new document set a right tab at approximately 15 cm.
- 2 Display the Paragraph dialog box and remove paragraph spacing.
- 3 Click on the Tabs button  to open the Tabs dialog box.
- 4 In the *Tab stop position:* box click on the tab at approximately 15 cm.



- 5 In the Leader section click on option **2** to insert dots up to the tab set at the right margin.


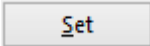


- 6 Click on  then click on OK.
- 7 Type the following. When the Tab key is pressed dots will be inserted.

Desks.....	\$12550
Chairs .....	\$10460
Filing cabinets .....	\$8500

- 8 Press Enter three times.
- 9 Clear the tab by click on the tab mark and dragging it downwards off the ruler.
- 10 Save the document with the file name **Leader tabs** in your working folder and keep it open for the next exercise.

### Exercise 58

- 1 Using **Leader tabs**, set left tabs at 4 cm and 14 cm.
- 2 Display the Tabs dialog box and select the tab at 14 cm. Select option 4 from the Leader section .
- 3 Click on  and then OK.

## Changing indents

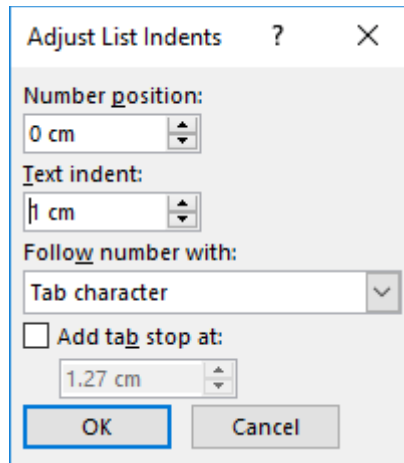
It is possible to change the position of the number and the text.

### Exercise 67

- 1 Using **Logging on instructions**, select the numbered paragraphs.
- 2 Right click and select Adjust List Indents.



The *Number position* is the position of the number relative to the left margin. The *Text indent* is the position of the text relative to the left margin.

- 3 Change the number position to **0** and the text indent to **1 cm**.



- 4 Click on OK.
- 5 Save and close the document.



### Note

This technique for changing indents will not work if you have skipped numbers for some paragraphs or if you have blank lines between numbers. In these cases, the Decrease Indent  and Increase Indent  button can be used to adjust the indents of numbered paragraphs.



# BULLETS


## Inserting bullets

Click on the Bullets button  from the Paragraph Group on the Home Ribbon to insert the first bullet. When you press Enter the next bullet will be inserted OR existing text can be selected and bullets applied using .

## Skipping/turning off bullets

Bullets can be skipped by clicking on  on that line OR Press Enter twice.

## Changing the bullet type

- 1 Select the bulleted paragraphs.
- 2 Click on the Bullet button . The Bullet Library will display.



- 3 Click on the bullet type required.

The [Define New Bullet...](#) option can be used to create a new bullet image, e.g. you can use a picture or a symbol for your bullet points.

## Spacing between bullets

- 1 Display the Paragraph dialog box.
- 2 In the Spacing section change the *Before* and/or *After* to display the required spacing.
- 3 Remove the tick from the *Don't add space between paragraphs of the same style* check box.
- 4 Click on OK.

### Exercise 68

- 1 In a new document type the boxed text inserting bullets as shown. Change the indent so the bullet is against the left margin and add spacing after bullet points.

#### *Heating your home*

*There are a range of options available for heating your home. The most common ones are listed below:*

- *electric heaters*
- *gas heaters*
- *open fires*
- *wood or pellet burners*
- *heat pumps*

*The heating option best for you depends on the size of your house, the type of insulation used and your budget.*

- 2 Select the bulleted section and change the bullet type to an arrow style.
- 3 Click at the end of the last bulleted paragraph. Press Enter and type:
  - *under floor heating*
  - *central heating.*
- 4 Save the document with an appropriate file name in your working folder and close.

### Exercise 69

- 1 Create a new document. Change the line spacing to single and remove paragraph spacing.
- 2 Create the letter shown on the next page.
- 3 Use a decorative font to create the letterhead. Use Calibri font for the body of the letter.
- 4 Add appropriate spacing between the bulleted items. Change the indent so the bullet point is against the left margin.
- 5 Save the document in your working folder with the file name **Downey**, print and close.

# Clean Green Cleaning Services

54 Fullers Road  
MELBOURNE VIC 3000  
Ph (03) 9478 2345  
Fax (03) 9478 2346

Insert today's date

Mrs Judith Downey  
32 Glenroy Avenue  
LYSTERFIELD VIC 3156

Dear Mrs Downey

recent / Thank you for your enquiry regarding our cleaning services for your office at 135 Archibold Road, Dingley, and for your home at 32 Glenroy Avenue, Lysterfield.

The Clean Green Cleaning Company was established in 1992 and has five branches in the Melbourne area. Franchise branches have also been set up in Sydney, Brisbane, Adelaide and Perth.

Our sales representative, George Henry, will phone you within the next few days to make an appointment to visit with you to discuss your requirements.

9 / ~~I hope this is all to your satisfaction and look forward to hearing from you shortly.~~

Please contact me if I can be of further assistance.

Yours sincerely


Keith Patterson  
Manager

The three main areas we specialise in are:




- bold • Weekly cleaning service which includes total dusting, vacuuming, showers and toilets and general tidying of premises.
- bold • Periodic cleaning service which includes additional services not covered in the general weekly clean such as oven cleaning, upholstery and blinds, washing of interior walls, etc.
- bold • Exterior cleaning service which includes outside windows, exterior cleaning, waterblasting of driveways and cleaning of gutters.

# BORDERS AND SHADING

Borders can be applied to paragraphs, characters, words, pages and tables. By default borders are applied to a **paragraph** unless text is selected.

The Borders button  in the Paragraph Group of the Home Ribbon is used to add borders. Click on this button to display the border options. Select the type of border required. Note that the Borders button always displays the last border option used.




## Exercise 77

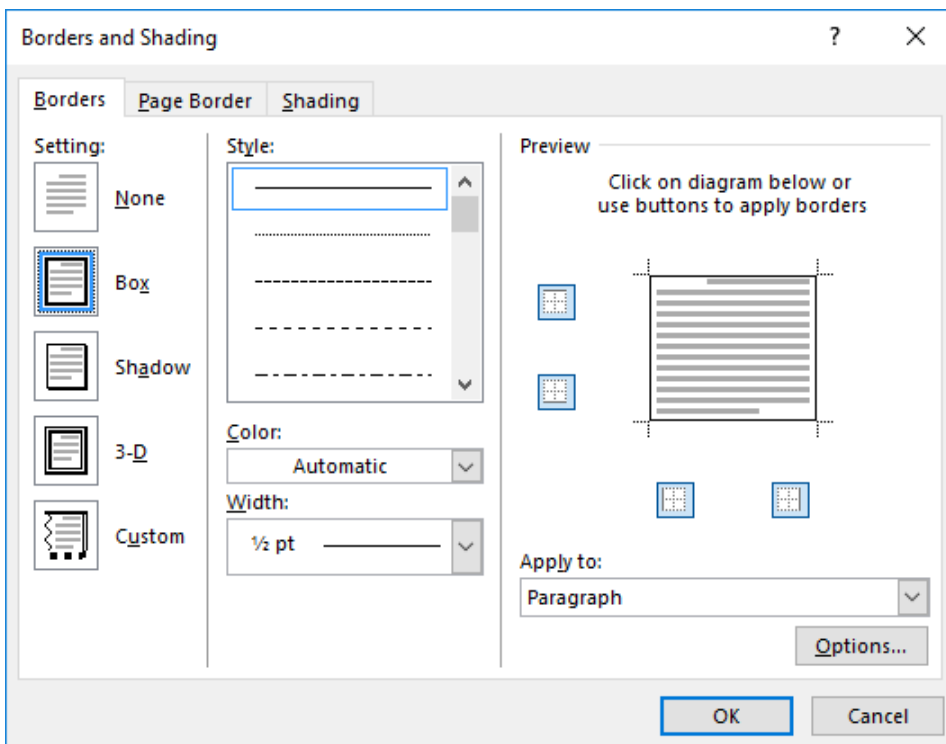
- 1 Open the document called **Music tuition** from the *978-1-925291-22-3 CSS BSBITU201 exercise files* folder and click within the first line.
- 2 With the Home Ribbon displayed, click on the  of the Borders button . The border options will display.
- 3 Select Outside Borders  **Outside Borders**. The Outside Border button will insert a border around the paragraph, from the left margin to the right margin.
- 4 To display the border around the text only, display the Paragraph dialog box and change the Left and Right Indentation options to 4 cm. Click on OK.
- 5 Save the file and leave it open for the next exercise.


## Borders and Shading dialog box



The Borders and Shading dialog box provides options for working with borders and shading.

## Exercise 78

- 1 Using **Music tuition**, check the cursor is positioned within the first line of text. Click on the  of the Borders button  and select  **Borders and Shading...**



- 2 Select  (double line) from the *Style:* box.

- 3 Click on the *Width:*  and select 1½ (i.e. 1½ pt line weight).
- 4 Click on the *Color:*  and select Dark Blue from the list of Standard Colors.
- 5 Click on OK to view the changes.
- 6 Save the document and leave it open for the next exercise.





**Exercise 79**

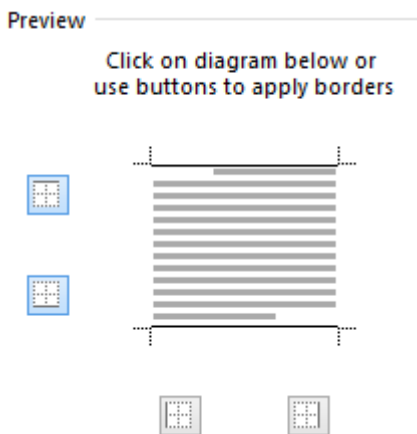
- 1 Using **Music tuition**, select the paragraphs Private Lessons and Adults and Children – all Levels.
- 2 Display the Borders and Shading dialog box. Click on the Shading tab.
- 3 Select Black, Text 1 from the *Fill* list. Click on OK. The text will be displayed in white.
- 4 Change the left and right indentations to 3.6 cm using the Paragraph dialog box.

**Private Lessons  
Adults and Children – all Levels**

- 5 Save the document and leave it open for the next exercise.

**Exercise 80**

- 1 Using **Music tuition**, click within the last line of the document.
- 2 Display the Borders and Shading dialog box (Borders tab).
- 3 Click on the *Color:*  and select Dark Blue.
- 4 Click on the *Width:*  and select 1 pt.
- 5 Click on the Top  and Bottom  buttons at the left of the diagram in the Preview section. The Preview will display as shown below.



- 6 Click on the Shading tab. From the Fill drop-down list select a pale blue colour.
- 7 Click on OK.
- 8 Change the left and right indentation to 2 cm.
- 9 Save and close the document.

# ASSESSMENT

BSBITU201 Product simple word processed documents.

## ***Elements and performance criteria***

<b>Element</b> <i>Elements describe the essential outcomes.</i>	<b>Performance Criteria</b> <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	<b>Assessment task</b>
1 Prepare to produce documents	1.1 Use safe work practices to ensure ergonomic, work organisation, energy and resource conservation requirements are met	Assessment task 1
	1.2 Identify document purpose, audience and presentation requirements, and clarify with relevant personnel as required	Assessment task 3
	1.3 Identify organisational and task requirements for document layout and design	Assessment 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	Assessment tasks 3 and 4
	2.2 Use system features to identify and manipulate screen display options and controls	Assessment task 1
	2.3 Use manuals, user documentation and online help to overcome problems with document presentation and production	Assessment task 2
3. Finalise documents	3.1 Ensure final document is previewed, checked, adjusted and printed in accordance with organisational and task requirements	Assessment tasks 3 and 4
	3.2 Ensure document is prepared within designated timelines and organisational requirements	Assessment task 3
	3.3 Name and store document in accordance with organisational requirements and exit application without information loss/damage	Assessment tasks 3 and 4

## Assessment requirements v1.0

### Performance evidence

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

### Knowledge evidence

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