

CONTENTS

THE AIM OF THIS WORKBOOK	5
HOW YOU MIGHT BE ASSESSED	10
WHAT YOU NEED TO COMPLETE THIS UNIT	11
How to download exercise files using Windows XP and Internet Explorer 8.....	12
How to download exercise files using Windows 7 and Internet Explorer 9	14
Exercise files and software troubleshooting.....	16
HOW TO USE THIS WORKBOOK.....	17
SECTION 1: COMPUTER BASICS AND OFFICE PROCEDURES	19
Turning a computer on and off.....	19
File management	21
Windows Explorer – Windows 7	22
Windows Explorer – Windows XP.....	25
Backup procedures.....	28
Protecting data.....	29
SECTION 2: PLAN THE DOCUMENT	33
Writing business documents	33
The importance of planning	33
The document audience	34
The purpose of the document.....	35
Establish key points	36
Document format – presenting the information	36
Choosing appropriate software.....	47
Communication methods	52
Document structure	58
Organisational requirements.....	63
SECTION 3: DRAFT THE DOCUMENT.....	65
Creating the first draft	65
Writing business letters.....	68
Writing email messages.....	70
Creating forms	72
Open and use a memo template – Word 2010	74
Including additional information	79
SECTION 4: VIEW THE DRAFT AND WRITE THE FINAL DOCUMENT	89
Checking the draft.....	89
Checking spelling and grammar	95

SECTION 5: SEND AND FILE THE DOCUMENT	113
Send document to recipients	113
File the document.....	116
SOLUTIONS TO EXERCISES.....	121
INDEX.....	145
BSB BUSINESS SERVICES TRAINING PACKAGE SUPPLEMENT	147
BSBWRT301 Write simple documents.....	148