

Easy Steps



Unit 111 (v7) -107 (v6)

**Use a word processor to produce documents
for a business or organisation**

**Apply text processing skills to produce
communications in a business or
organisational context**

with

Microsoft Word 2010

- ☒ Easy to follow
- ☒ Step-by-step instructions
- ☒ Covers Unit Standard Criteria

A Cheryl Price Publication

Unit Standards 111 (Version 7), 107 (Version 6)

Use a word processor to produce documents for a business or organisation;

Apply text processing skills to produce communications in a business or organisational context - Word 2010

This book covers the course outline for the following New Zealand Qualifications Authority Unit Standards for:

Unit Standard 111 - BUSINESS INFORMATION PROCESSING (Level 2, Credit 5)
Use a word processor to produce documents for a business or organisation (Version 7)

Unit Standard 107 - BUSINESS INFORMATION PROCESSING (Level 2, Credit 5)
Apply text processing skills to produce communications in a business or organisational context (Version 6)

All topics in these Unit Standards are included in this book.

Retrievable exercise files are used with this book. These are available for free download from our web site at www.cherylprice.co.nz. Instructions for downloading are included on the next page.

Certain default options are used throughout this book. To check that you have the same options in Word see Default Options after the Downloading Exercise Files page.

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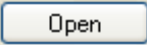



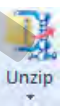

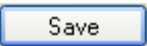
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Downloading Exercise Files

Exercise files can be downloaded from the Cheryl Price web site as follows:

1	In your web browser, type: www.cherylprice.co.nz
2	Press Enter on the keyboard to display the Cheryl Price website.
3	Click in the Product Search box and type the number of this unit standard, as shown at the right. <div> <div>Product Search</div> <div>US 111-107</div> <div>Search</div> </div>
4	Click on 
5	Click on US 111-107
6	Under the Exercise Files heading click on the underlined blue hyperlink, ie Book Exercise Files – 111 V7 / 107 V6 Word 2010 Free Download The File Download dialog box will display.
7	If you have Winzip use the following instructions otherwise move to step 8.
	a Click on  .
	b Click on the  of the  button.
	c If My Documents folder is not displayed click on Set default unzip folder at the bottom of the list. Ensure My Documents is selected then click on Select Folder.
	d Click on the  of the  button and click on the My Documents folder. The files will be unzipped.
8	Click on  and ensure My Documents folder is displayed. Click on 
9	Click on Open Folder which will display My Documents folder. Right click on the zipped exercise file and select Extract All. Click on Extract. A folder will be created containing the exercise files.

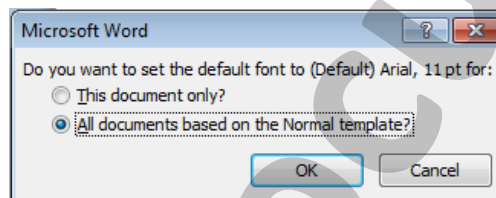
Changing Defaults

Default settings may have already been changed in your Word 2010 program. If not, you can use the following instructions to change these.

Font and Font Size

You can check if the font and font size have been changed by looking at the Font box on the Home tab. If it shows **Calibri (Body)** **10** then it has not been altered. Change the default font to Arial 11 pt as follows:

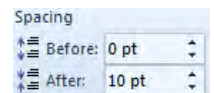
- 1 Click on the Font Dialog Box Launcher **Font** which will display the Font dialog box.
- 2 Change the Font: to Arial and the Size: to 11 pt.
- 3 Click on **Set As Default**.
- 4 Ensure the following option is selected for the font to be applied to **All documents based on the Normal template**.



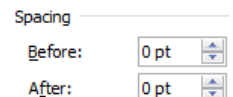
- 5 Click on OK then on OK from the Font dialog box.

Spacing

Click on the Page Layout tab and if 10 pt Spacing After is displayed as shown at the right then this has not been altered. Remove 10 pt spacing as follows.



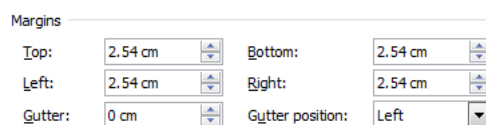
- 1 Click on the Paragraph Dialog Box Launcher **Paragraph** which will display the Paragraph dialog box.
- 2 Change the Spacing After: to 0 pt as shown at the right.
- 3 Click on **Set As Default**. Ensure *All documents based on the Normal template* is selected then click on OK. Click on OK from the Paragraph dialog box.



Margins

Click on the Page Layout tab then click on the Page Setup Dialog Box Launcher **Page Setup** which will display the Page Setup dialog box. If margins are displayed as 3.17 cm change them as follows. (If they have been changed, click on Cancel.)

- 1 The Top: margin will be selected, ie **Top:** **3.17 cm**. Type: **2.54** then press the Tab key. Repeat this until the margins are displayed as shown below.



- 2 Click on **Set As Default**. Ensure *All documents based on the Normal template* is selected then click on OK. Click on OK from the Paragraph dialog box.

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Unit Standard 111 Version 7

Title	Use a word processor to produce documents for a business or organisation		
Level	2	Credits	5

Purpose	People credited with this unit standard are able to: describe basic terminologies and techniques used for word processing; and use basic word processing to produce business or organisational documents.
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Classification	Business Administration > Business Information Processing
-----------------------	---

Available grade	Achieved
------------------------	----------

Explanatory notes

- 1 All activities associated with this unit standard must comply with occupational health and safety guidelines and recommendations in relation to working environment and work practices. Reference for this unit standard includes *Guidelines for Using Computers*. Occupational Safety and Health Service: Department of Labour, available at <http://www.osh.dol.govt.nz/order/catalogue/computers.shtml>.
- 2 Logical structures such as folders must be used to organise and store files according to business or organisational requirements.

Outcomes and evidence requirements

Outcome 1

Describe basic terminology and techniques used for word processing.

Evidence requirements

- 1.1 Basic terminology used for word processing is described in terms of function and use.

Range	basic terminology includes but is not limited to – document creation, naming, storing, retrieval, editing, formatting, previewing, printing.
-------	--

- 1.2 Basic techniques used for word processing are described in terms of their function.
- Range basic techniques include but are not limited to – keyboard shortcuts, use of mouse; customising formats; manipulating text in accordance with the system requirements.

Outcome 2

Use basic word processing to produce business or organisational documents.

Evidence requirements

- 2.1 Use of keyboard shortcuts and mouse is in accordance with program features and requirements.
- Range evidence of six keyboard shortcuts and three uses of a mouse is required.
- 2.2 Documents are produced, formatted, manipulated, saved and printed in accordance with information provided, and output required.
- Range documents must be of sufficient length and complexity to provide scope for the assessment evidence;
format includes – paragraph, page orientation, margins, tabulation, font selection, format painter;
manipulation may include but is not limited to – move, copy, insert, delete, undo/redo, find and replace, set language, check spelling and grammar, customise dictionary;
evidence of six manipulation techniques is required;
save – name, save, save as a new file.
- 2.3 System features are used to identify and manipulate screen display options and controls.
- Range features may include but are not limited to – maximise and minimise, page view, layout view, normal view, print preview, zoom %, ruler, ribbons, groups, tool bars, help;
evidence of at least four features is required.
- 2.4 Data security procedures and file management techniques are used according to the word processing program in use and business or organisational requirements.
- Range password protection of documents, rename file, locate files, backup files, external storage of documents, display folder contents.

Unit Standard 107 Version 6

Title	Apply text processing skills to produce communications in a business or organisational context		
Level	2	Credits	5

Purpose	People credited with this unit standard are able to apply text processing skills to produce communications in a business or organisational context.
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Classification	Business Administration > Business Information Processing
-----------------------	---

Available grade	Achieved
------------------------	----------

Explanatory notes

- 1 All activities associated with this unit standard must comply with occupational health and safety guidelines and recommendations in relation to working environment and work practices. Reference for this unit standard includes OSH 3211 AFC: 1996 *Approved Code of Practice for the use of Visual Display Units in the Place Of Work*. Occupational Safety and Health Service: Department of Labour, available at <http://www.osh.govt.nz/order/catalogue/pdf/vdu-ac.pdf>.
- 2 **Definition**
Text processing conventions refer to accepted practices of display for page layout, use of white space, consistency, and spacing. Conventions used must produce documents that are fit for their intended use and meet organisational style requirements.
- 3 Evidence of text processing skills and editing must include the following features, which may be demonstrated once over all five communications rather than in each – amended text, deleted text, copied text, moved text, use of additional information, use of page and paragraph numbering.
- 4 Spelling, grammar, vocabulary, and punctuation in the documents must be consistent with the nature and purpose of the business or organisational information required. Candidates must be given the opportunity to proofread their work prior to submission.

Outcomes and evidence requirements

Outcome 1

Apply text processing skills to produce communications in a business or organisational context.

Range: communications may include but are not limited to – essays, assignments, memoranda, correspondence, newsletters, reports, notices, advertisements, forms, email;
evidence is required for five different types of communication.

Evidence requirements

- 1.1 Spelling, grammar, vocabulary, and punctuation are consistent with the nature and purpose of the communications required.
- 1.2 Page layout, format and display of communications are consistent with the output required, and meet organisational style requirements.
- 1.3 Communications are composed from drafts and notes in accordance with information provided and output required.
- 1.4 Use of words and figures is consistent with the nature and purpose of the communications required.
- 1.5 Communications are produced in accordance with text processing conventions.

Exercise Files used in this book

(Instructions are at the front of this book for downloading retrievable files from our web site.)

Names of files	
Advertisements	Health
Africa	History and Rules of Tennis
Appliances	Jacob and Sons – Sales Personnel
Appliances-1	Jan Jasmine
Balloon Gifts	Layout Exercise
Beads, Seeds and Shells	Macroworks
Body Shape	Mobile Phone Specialists
Brick Bay Sculpture Trail	Owning a Cat
Buying a Boat	Owning a Dog
Caring for your Carpet	Pohutakawa Retreat and Sanctuary
China	Second-hand Shops
Computer Wizz Limited	Scuba Diving
Cookery Book	Supreme Packaging
Cruises	Supreme Property Service
Cruising the Murray River	Suzannah's Cookery Book
Educational Systems	Tour de France
Email	Training Requirements-1
Fabric Wholesalers	Travelers
Fiji Retrievable	TRIATHLON-1
Freezers	What is an iPod
Garden Designs	Words and Figures

Section

1

Ergonomics

The Word 2010 Screen

Create, Save, Open and Print Documents

Cursor Movements, Document Views

Learning Outcomes

At the end of this section you should be able to -

- ☐ Understand about ergonomics
- ☐ Start and exit Word 2010
- ☐ Identify parts of the Word 2010 screen
- ☐ Understand the Ribbon and groups
- ☐ Create, save, open, print and close documents
- ☐ Practise cursor movements
- ☐ Use the Zoom feature and Document View options
- ☐ Minimize, Restore Down and Maximize a document

Sample Document

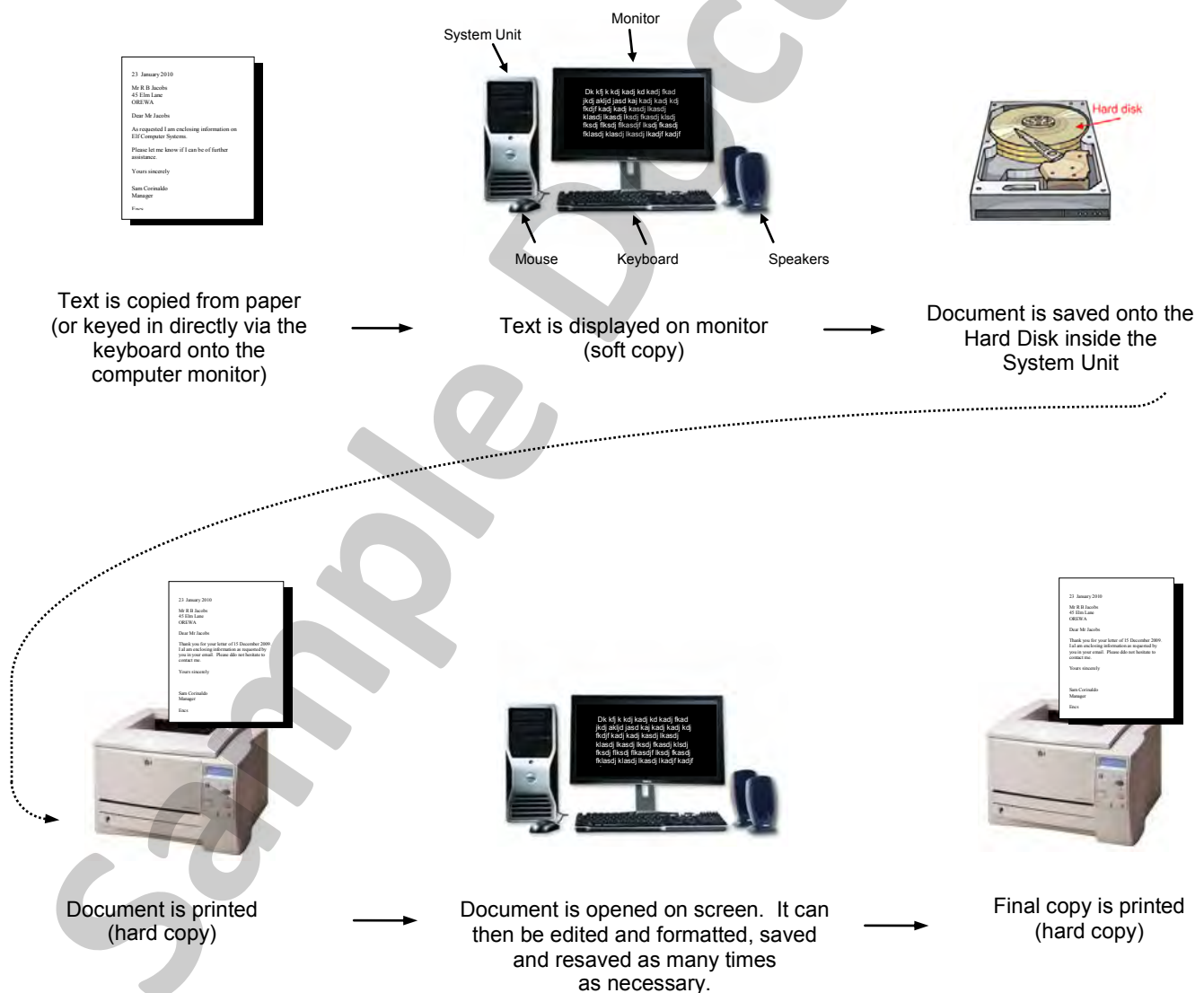
What is Microsoft Word?

Microsoft Word is a word processing program that allows you to create text and/or graphics using a keyboard which is displayed on screen (referred to as “soft copy”). The document is then saved onto the hard disk in your computer system. A document can be opened on screen and edited and formatted (as many times as necessary). A “hard copy” can be produced by sending the document to the printer.

A word processing program generally includes the creation of -

- General correspondence, eg letters, memos, faxes
- Reports, travel documents, minutes of meetings, financial documents
- Advertisements, flyers, brochures
- Mail merges (ie direct mail), labels, tables
- Manuals, other documentation

The Process of a Word Processed Document



What is Ergonomics?

Ergonomics is the study of the efficiency, comfort and safety of people in their working environment. In the office/computing sector, the field of ergonomics plays an important role in the production of monitors, keyboards and furniture, specifically in ensuring good design techniques that avoid the cause of backaches and muscle cramps.

Learning how to sit at a desk and use your computer in an ergonomically sound manner will reduce the risk of health problems and ensure that you are comfortable in your working environment.

The New Zealand Department of Labour has published an approved *Code of Practice for the use of Visual Display Units* covering all of the ergonomic factors that should be considered in a workplace. This is available on the Resources tab of our web site at www.cherylprice.co.nz under the heading of Free Resources.



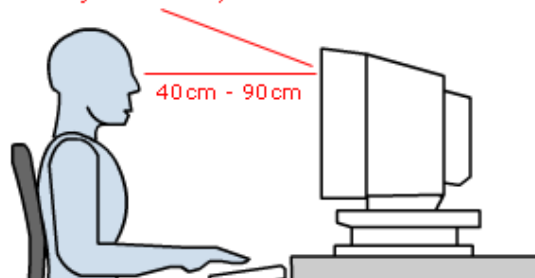
Ergonomic Computer Equipment

Monitor

The monitor should be positioned so that it is straight in front of the operator, an arm's length (40cm - 90cm) away from the eyes. The top of the viewing area of the screen should be just below eye level and the screen should be tilted so that the operator looks slightly downwards onto the screen. The height of the monitor should be adjustable; this may require using a monitor stand to ensure it is at the correct height.



Top of the viewing area of the screen
should be just below eye level



Anti-glare Screens and UV Filters

Where a computer monitor is located near a window or lights, glare can commonly be a problem, causing eyestrain or headaches. Many modern computer screens incorporate an anti-glare surface. For older computers, an anti-glare screen can be positioned over the monitor to reduce or eliminate the problem.

Most anti-glare screens incorporate a filter which protects from ultra-violet (UV) radiation. CRT monitors emit a small amount of UV radiation (and there is significant debate as to the danger or otherwise of this exposure). LCD monitors do not emit a measurable amount of radiation.

Copy-holder

A copy-holder (also called a document holder) is used to position documents so they can be viewed easily while typing. A well positioned copyholder reduces the need to bend the neck. There are various types of copyholder; the most common are free standing devices which are positioned beside the computer screen. Others can be attached to the side of the monitor.



Keyboard

While there are many different types of keyboard, all keyboards should have the following attributes:

- They should be thin; the „asdf“ row should be 30mm or less in height.
- The slope should be between 0° and 15° and should be adjustable.
- The keys should be sensitive enough so that they do not need to be hit hard.
- They should make a clicking noise when the key is pressed successfully.



To ensure the keyboard is correctly positioned on the workstation, place your hands over the centre of the keyboard and check the following:

- Your forearms are parallel with the ground.
- Your elbows are at a 90° angle (forming an L shape between the upper and lower arms).
- Your fingers rest over the „asdf“ row and all keys are able to be reached without stretching the fingers or forearms.
- Your wrists are not raised or bent in an unnatural angle.
- Your elbows are tucked in neatly by your sides.
- Your fingers are curved in a natural position.

Keyboard Wrist Rest

The purpose of a wrist rest is to support the wrists in a natural, comfortable position. This is an important ergonomic consideration for many people who experience pain or tiredness in their wrists when using a keyboard. The wrist-rest is positioned in front of the keyboard. Some keyboards have built-in wrist rests.



Built-in wrist rest

Mouse

The mouse needs to be positioned so that the operator can move it without having to stretch their arm. It should be placed on a flat surface such as a specifically designed mouse pad, which allows it to be moved easily.

The mouse should be shaped so that the hand rests on it comfortably. The buttons should be able to be used without cramping the hand. The pressure required to click the buttons should not be so hard as to make it tiring to use, nor so light that they are easily clicked in error. The mouse movement and click speed should be adjustable to suit the individual.

Some mice are designed specifically with ergonomics in mind. Wireless mice allow total freedom of movement. Other mice are shaped specifically to fit the hand's natural shape and provide support.

Mouse Wrist Rest

In the same vein as keyboard rests, there is a huge range of wrist rests available to support the wrist while using the mouse. All are designed to keep the wrist in a relaxed, natural position to avoid discomfort and injury.

Some mouse pads come with a built in wrist rest as shown at the right.

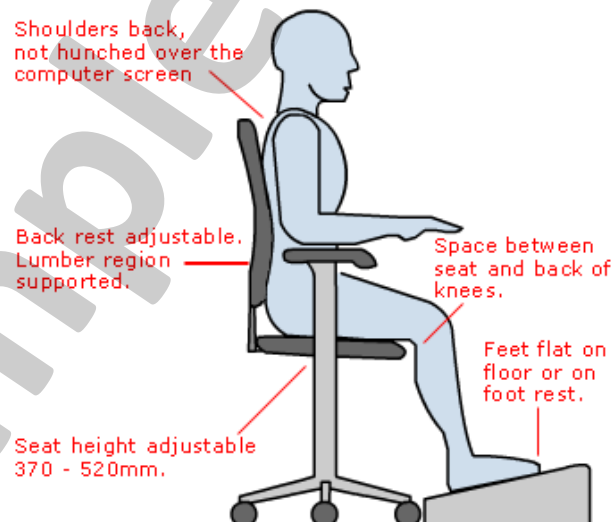


Chair

A well designed, adjustable chair is one of the most important factors in preventing posture problems. Your chair should be adjustable vertically (usually between 450 mm and 520 mm in height). The chair should be at a height where you can sit comfortably with both feet on the floor, or on a foot-rest.

The back rest should be adjustable for height and angle. The back rest should provide support for the lumbar region of the back.

The recommended seat depth is between 380 and 480 mm. When seated in the chair you should be able to fit one hand-width between the seat and the back of your knee.



Position in the Chair

It is important to sit upright in the chair with your back pushed into the backrest, rather than slumped forward over the keyboard. This will reduce the chance of back and shoulder pain. When you are seated in your chair ensure you are sitting at the back, not perched at the edge. Ensure your feet are flat on the floor or on a footrest, your shoulders are straight and there is a slight curve of the spine in the lumbar region.

Foot-rest

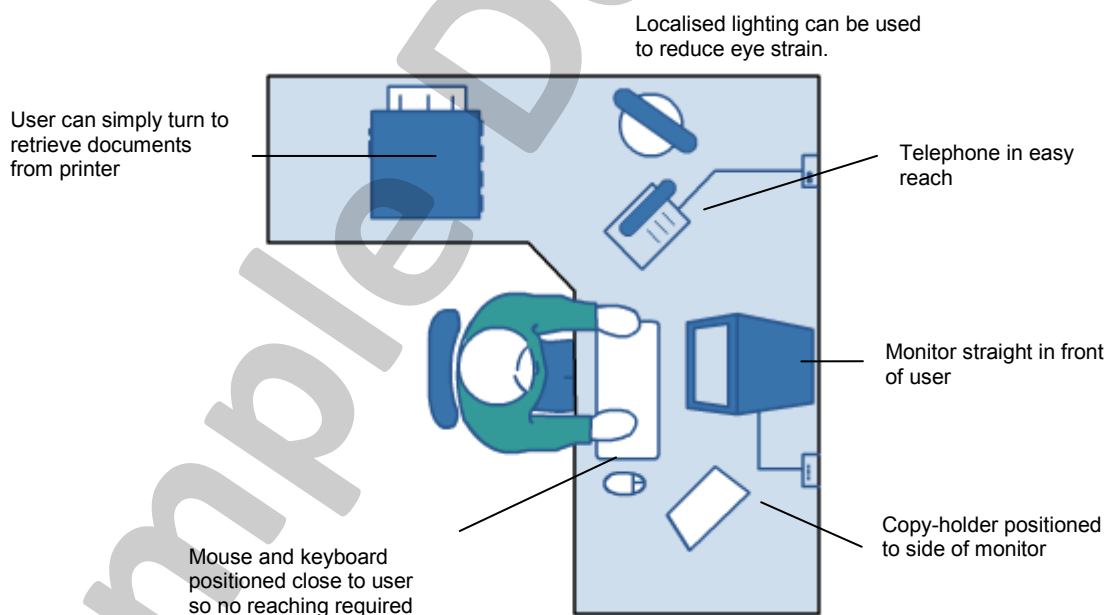
A foot-rest is useful when the desk and chair cannot be adjusted and can be used to ensure proper posture. Ideally the foot-rest slope should be comfortable; 0°-10° is recommended, with a flat surface area of 350 x 45 mm.



Workstation

A workstation is simply the desk or table used when working on a computer. The workstation should be deep enough to allow the positioning of the keyboard and monitor correctly. The work surface needs to be big enough to allow the mouse, documents, document holder, and any other items which are used regularly (telephone, desk caddy, etc) to be within easy reach. It should also be as thin as practical, preferably less than 2.5 cm, to give maximum knee room. Ideally the height of the workstation should be adjustable to suit the height of the operator. If it is not adjustable a foot-rest may need to be used.

The equipment on the workstation needs to be arranged so that all equipment can be reached comfortably. Frequently-used items should be within easy reach. A possible workstation layout is shown below.




Workstation Location

The location of the workstation within an office needs to be chosen with care. The workstation should be positioned at right angles to windows, mirrors or other light sources to help reduce glare or reflections. Power cables need to be able to reach the computer safely, without being stretched or lying across access ways. People need clear access to and around the workstation. In a large office, space or partitions between desks can help to give the illusion of having privacy in one's workspace.

Physical Exercises

There are exercises which, when done regularly, can help to prevent OOS. These exercises are designed to reduce muscle tension and increase blood flow.

		
Side neck stretch Slowly tilt your head to one side, stretching the side of your neck. Return your head to upright and repeat on the other side.	Head turn Slowly turn your head to one side. Return to centre and repeat on the other side.	Bi-directional neck stretch Bend your head forward and then turn your head to right. Use your right hand to gently pull your chin down towards your armpit. Repeat on the other side.
		
Shoulder Roll Lift both shoulders upward toward your ears, and then down again slowly. Roll your shoulders gently backwards and forwards to ease tension in the neck.	Upper back stretch Clasp your hands behind your head, keeping your elbows straight out to the side. Gently lean over the back of your chair, stretching your upper back.	Upper arm and shoulder stretch Bend your right arm placing your right hand on your upper back. Hold your right elbow with your left hand and use this hand to gently push your right arm down. Repeat on the other side.
		
Chest and shoulder stretch Interlace your fingers behind your back. Gently turn your elbows inwards, straightening your arms. Pause and then release.	Arm and rib cage stretch Interlock your fingers; stretch your arms above your head, palms upward. Try to keep your shoulders lowered.	Finger Spread Hold your right arm out bent upward at the elbow. Spread fingers wide apart stretching the inner palm and fingers. Repeat on the other side.
		
Chair twist Sit in a chair with your left knee crossing your right. Place your right hand on the outside of your left knee. Twist and place your left hand on the back of the chair. Hold and repeat on the other side.	Front wrist stretch Hold your right forearm out straight, palm facing up. Take your fingers with your left hand and pull them back gently so the front of your wrist is stretched. Repeat on the other side.	Back wrist stretch Hold your right forearm out bent upward at the elbow. Take your fingers with your left hand and pull them gently downward so the back of your wrist is stretched. Repeat on the other side.

Eye Exercises



To avoid eye strain when using a computer screen do the following.

- Blink often to prevent the surface of your eyes drying out and becoming irritated.
- Stare off into space - every now and then look across the room or out the window.
- Adjust your screen so it is not too bright.
- Use a glare screen to minimise glare reflected back into your eyes.
- Wipe the dust off your screen regularly.

- Use the clock at the right to practise eye exercises (you can also do these exercises in greater movements shown in brackets below).

12 to 6 (from ceiling to floor)

9 to 3 (from one side of the room to the other)

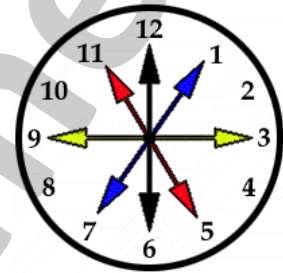
1 to 7

11 to 5

Now close your eyes for a few seconds, relax and open your eyes. Begin at 12 and circle around to 3, 6, 9 and back to 12 three times.

Reverse directions, then close your eyes and relax.

- To release tension in your face around your eyes, close them tightly and gently squeeze, allowing your facial muscles to draw up. Hold for two seconds, relax your face and open your eyes, then open your mouth wide while raising your eyebrows. Repeat three times.



Work Breaks




Operators should be given frequent breaks away from their terminals in order to avoid eyestrain and posture problems. The recommended break is 10 minutes every hour worked where work is screen-intensive. Try to vary tasks and take a break from your computer to do filing, make business phone calls etc.

Micropauses

A micropause is a short break in work for muscle relaxation. Specifically, it is a 5-10 second break in work for muscle relaxation every three minutes or so. Micropauses allow for the restoration of blood flow to muscles which have been held tense. It is when the muscles relax fully that micropauses are of most value. They help you be more productive. A variation to exercises is simply to count your breaths.


Starting Microsoft Word

Exercise 1

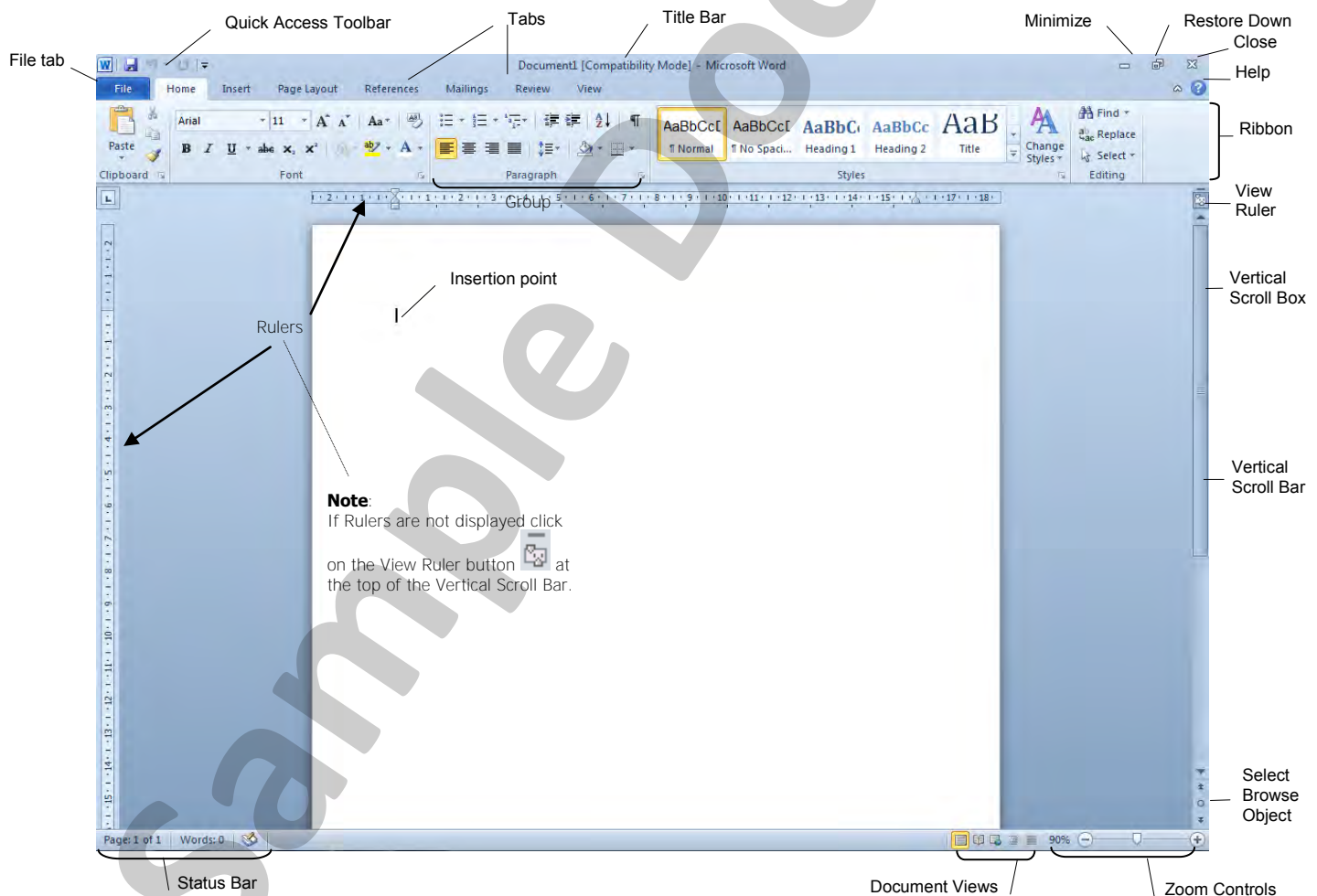
- 1 Click on the Start button  at the bottom left-hand corner of the screen.
- 2 Select  from the Start Menu.
- 3 Select  Microsoft Office from the Programs menu.





Microsoft Word 2010 appears on the Start menu after you have used it three times. You can click on it to start Word.

- 4 Select  Microsoft Word 2010 from the list to start Word 2010.

Microsoft Word will be displayed on screen with a new document, ready for you to enter text.



Note The  File tab which contains all basic tasks such as opening, saving and printing a document has replaced the Office Button  in Word 2007.

Quick Access Toolbar

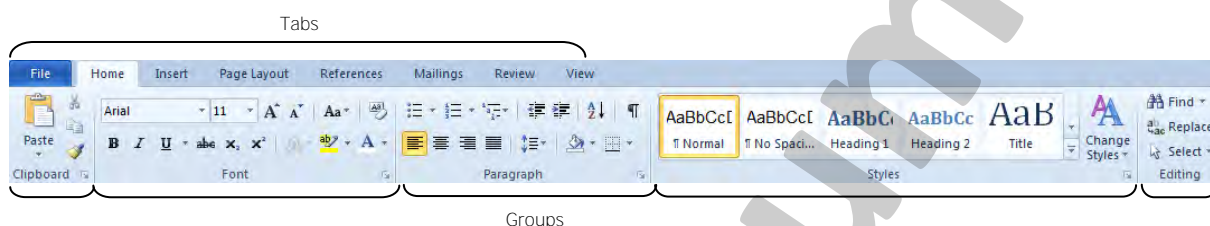
The Quick Access Toolbar contains commands to Save, Undo and Redo. Frequently used commands can be added to this toolbar.




The Ribbon



The ribbon in Microsoft Word 2010 is divided into groups and used as described below. (The ribbon replaces menus and toolbars that were used in Word 2003).

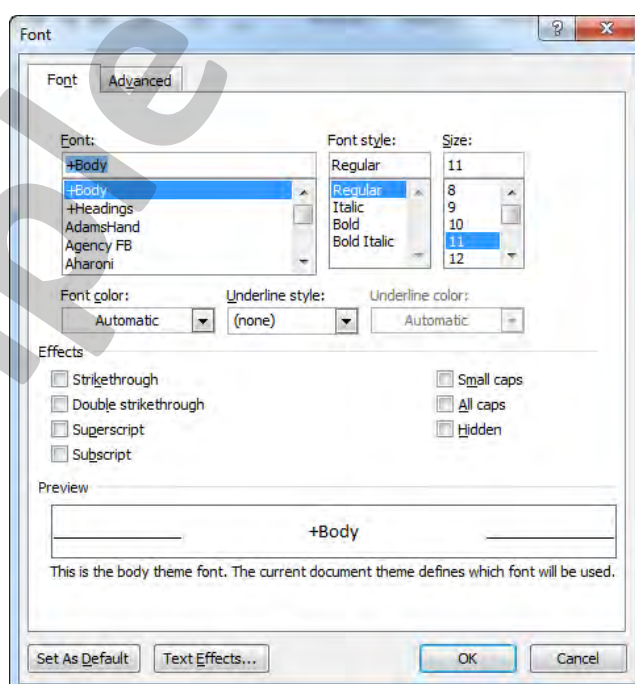
- (a) When you click on a tab, groups will be displayed relating to that particular feature, eg the Home tab displays the groups shown below, ie Clipboard, Font, Paragraph, Styles, Editing.



- (b) Clicking on a down arrow displays options for that feature, eg clicking on the down arrow at the right of Underline  in the Font group displays underlining options as shown at the right.






- (c) Clicking on the Dialog Box Launcher  to the right of the group name displays the relevant dialog box, from which you can also select the same, and additional options, eg clicking on the Font Dialog Box Launcher  displays the dialog box for that group as shown below. (Click on Cancel to remove the dialog box.)



Exercise 2



- 1 Click on the Orientation down arrow  in the Page Setup group on the Page Layout tab.
- 2 Write down the two options that are displayed
- 3 Click to remove options.
- 4 Click on the Page Setup Dialog Box Launcher  which displays
Click on the Margins tab.

(You will notice there is an Orientation section with the same options as the  button in the Page Setup group on the ribbon.)

- 5 Click on Cancel. Click on the Home tab.

Exercise 3

- 1 Type the text shown below onto your screen using the following instructions:
 - a To type the heading in uppercase press the Caps Lock key. Type: **ONLINE AUCTIONS** then press the Caps Lock key to turn off uppercase typing.
 - b Press Enter twice to insert a blank line.
 - c For an initial uppercase letter, eg the A of An, hold down the Shift key on the opposite side of the keyboard to the letter you are going to type, ie hold down the right Shift key, type **A** then release the Shift key. Continue typing the remainder of the word.
(The Shift key is also used to type the top symbols on the keys showing two symbols.)
 - d Type the remaining text. Leave any typing errors; you will correct these in Exercise 7. Do not press Enter at the end of each line as the text will automatically wrap to the next line. (Enter is pressed once for a new line or twice for a new paragraph.)



ONLINE AUCTIONS

An online auction business is a web site where participants bid for products and services over the Internet. The process of buying and selling in an auction format is made possible through auction software which regulates the various processes involved.

Saving a document

Every document you create must be saved with a unique name (called the “file name”) so you can recall it to the screen for editing, formatting or printing at a later time. (Keep file names simple and relevant to the document. You can use letters and numbers, hyphen and underscore.)

Exercise 4

- Ctrl S 1 Click on the Save button  on the Quick Access Toolbar  at the top left of your screen. (**Note:** The Quick Access toolbar may be displayed under the ribbon.)

Tip You can click on the  tab then click on Save.