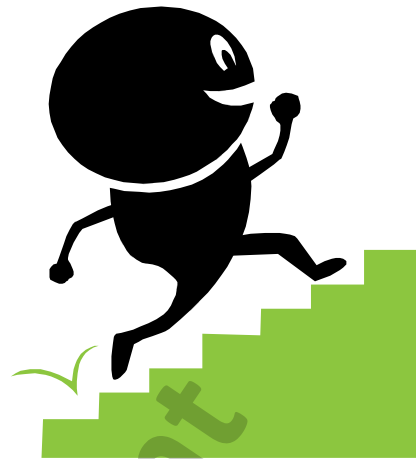


Easy Steps



Unit 12883 (V6)

**Enter and manage text for generic text
and information management**

with

Microsoft Word 2010

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

A Cheryl Price Publication

Unit Standard 12883 (Version 6)

Enter and manage text for generic text and information management – Word 2010

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

Unit Standard 12883 - TEXT AND INFORMATION MANAGEMENT - GENERIC (Level 1, Credit 4)
Create electronic documents and manage a file for generic text and information management (Version 6).

All topics in this Unit Standard 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.

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Cheryl Price
T.Dip.WP, T.Dip.T.

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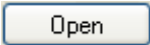

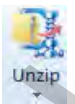


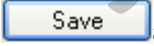
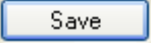
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Downloading Exercise Files

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 data-bbox="1161 510 1460 689" style="float: right; border: 1px solid #ccc; padding: 5px;"> <div style="background-color: #92d050; color: white; padding: 2px; font-weight: bold;">Product Search</div> <input style="width: 100%; margin-top: 5px;" type="text" value="US 12883"/> <div style="background-color: #92d050; color: white; padding: 2px; text-align: center; margin-top: 5px;">Search</div> </div>
4	Click on 
5	Click on US 12883
6	Under the Exercise Files heading click on the underlined blue hyperlink, ie Book Exercise Files - 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.

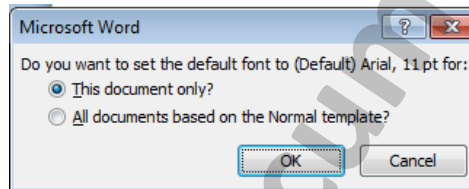
Changing Defaults

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:

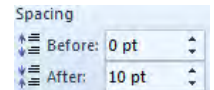
- 1 Click on the Font Dialog Box Launcher Font which will display the Font dialog box.
- 2 Change the Font: to Arial and the Size: to 11 pt.
- 3 Click on Set As Default.
- 4 Ensure the following option is selected for the font to be applied to **All documents based on the Normal template**.



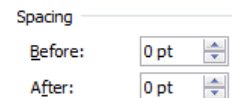
- 5 Click on OK then on OK from the Font dialog box.

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.



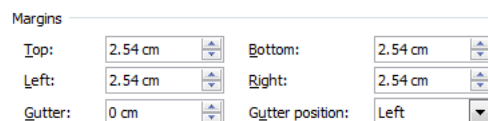
- 1 Click on the Paragraph Dialog Box Launcher Paragraph which will display the Paragraph dialog box.
- 2 Change the Spacing After: to 0 pt as shown at the right.
- 3 Click on Set As Default. Ensure *All documents based on the Normal template* is selected then click on OK. Click on OK from the Paragraph 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 12883 Version 6

Title	Enter and manage text for generic text and information management		
Level	1	Credits	4

Purpose	<p>This unit standard is intended for people who input and manipulate information using software applications to create documents which communicate efficiently and effectively and have visual appeal.</p> <p>People credited with this unit standard are, for generic text and information management, able to: enter text from provided data using an alpha-numeric keyboard; enter a direct composition using an alpha-numeric keyboard; and manage text from a retrieved electronic document.</p>
----------------	--

Classification	Business Administration > Text and Information Management - Generic
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Available grade	Achieved
------------------------	----------

Explanatory notes

- 1 All activities associated with this unit standard must comply with *Guidelines for using computers: Preventing and managing discomfort, pain and injury*, (Wellington: Accident Compensation Corporation, Department of Labour, 2010), available at <http://www.osh.govt.nz/order/catalogue/computers.shtml>.

- 2 Definitions

Acceptable key/finger pathways is the term used to describe the action of fingers in terms of recognised direction and placement when using an alpha-numeric keyboard. All fingers must be used.

Direct composition refers to text created in candidates own words without prior preparation and entered directly on the keyboard.

Fit for purpose means the information is accurate and relevant to the intended audience, and the document is free from text errors.

Intended audience is the individual or group who will receive the information, therefore the amount and nature of the information and the level of the language must be appropriate to this audience. The intended audience will be specified for each document.

Outcomes and evidence requirements

Outcome 1

Enter text from provided data using an alpha-numeric keyboard.

Range provided data refers to a passage of a minimum of 150 words which is a mixture of alpha and numeric text provided for direct copying.

Evidence requirements

- 1.1 Acceptable key/finger pathways to key location are demonstrated while entering text from provided data.
- 1.2 Overuse syndrome prevention techniques are demonstrated in accordance with Guidelines for using computers: Preventing and managing discomfort, pain and injury.

Outcome 2

Enter a direct composition using an alpha-numeric keyboard.

Evidence requirements

- 2.1 A paragraph of 70-80 words is directly composed on the keyboard using acceptable key/finger pathways to key location.
- 2.2 Composed paragraph is fit for purpose and the intended audience.

Outcome 3

Manage text from a retrieved electronic document.

Evidence requirements

- 3.1 An electronic document is retrieved and filename, date, and computer user's name are inserted in the header and/or footer in accordance with standard operating procedures of the software.
- 3.2 Formatting and editing features are applied to the document so that it is fit for purpose and the intended audience.

Range features may include but are not limited to – font type, font size, bold, italics;
evidence of three features is required.
- 3.3 Procedures for saving, previewing, spellchecking, and printing the electronic document are demonstrated in accordance with standard operating procedures of the software.

Planned review date	31 December 2015
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	22 December 1997	N/A
Revision	2	16 January 2001	N/A
Revision	3	13 November 2002	N/A
Revision	4	19 September 2005	N/A
Review	5	22 October 2010	N/A
Revision	6	15 September 2011	N/A

Sample Document

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	
A Guide to Holland	Growing Roses and Camellias
Banking	Italy Tourist Information
Beckinsales	Northern Europe
Bungee Jumping	Rollerblading
Email	Terminology
Formats	

Sample Document

Sample Document

Learning Outcomes

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

- Understand the purpose of using word processing software
- Describe and use parts of a keyboard
- Use a mouse
- Understand the term ergonomics - apply concepts and exercises to prevent health problems

Sample Document

Word Processing Software

A word processing program allows you to create text and/or graphics using a keyboard and screen and to store data on disk. It can be recalled to the screen and edited and reformatted as many times as required. One or more copies of a file can be printed during this process.

Some programs such as Microsoft Word have desktop publishing and calculation capabilities.

Tasks carried out with a word processing program include the creation of:

- Letters and other general correspondence, eg memos, faxes
- Minutes of meetings, financial documents, reports, travel documents
- Flyers, advertisements
- Tables, mail merges, labels
- Brochures, manuals, other documentation

EVENTS MANAGEMENT
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8 February 2013

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27 Moore Avenue
Croydon VIC 3136

Dear Miss Foster

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R Logan
Ticketing Manager

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Notebook Computers

Notebook computers (once called laptops) have made a big impact on the way many people live. From primary school children through university students to salespeople and company executives, the market appears to be growing fast.

It's not surprising. The modern notebook computer is small, powerful and packed with enough options to give most people a fully portable office and entertainment centre they can use anywhere and anytime.

Considerations:

Your back and neck
Note books encourage a slouched posture, which over time and frequent use can easily lead to painful physical problems in your back and neck. If you're a heavy computer user, a notebook should probably not be your main machine for this reason alone.

Poor screens
Even the screens on the best notebooks are harder to read than those on a modern full-size personal computer. This can raise stress levels and, enticing you to lean forward to squint at the screen, contribute to the problem of bad posture.

Cost
Notebooks are much more expensive than their full-size counterparts.

The Changing Market
In a fast-changing computer market, notebooks are among the machines that get superseded the most quickly. Upgrading options are more limited with notebooks.

Of course, there are also all those advantages. If space is at premium in your work area, or if you want to carry your work around with you (or, using a modem, keeping touch with your main office files, databases and the fax), a notebook will definitely appeal.

Touring Guides

	US \$	CAN \$	AUS \$	NZ \$
AA Bed and Breakfast/Britain	13.95	16.95	18.95	32.95
AA Big Road Atlas/Britain	9.95	12.95	14.95	27.95
AA Tour Guide: Scotland	14.95	18.95	19.95	35.95
AA Tour Guide: Britain	16.95	19.95	22.95	39.95
AA Scottish Highlands	16.95	22.95	24.95	39.95
Insight Guide: Scotland	19.95	19.95	24.95	43.95
Insight Guide: Britain	12.95	16.95	14.95	27.95
Insight Enjoy Scotland	8.95	9.95	10.95	17.95
Scotland Bed and Breakfast	12.95	12.95	14.95	23.95
Scotland Hotels/ Guest Houses	8.95	8.95	9.95	14.95
Scotland More than 1001 Things	9.95	10.95	12.95	19.95
Scotland Touring Map	7.95	6.95	7.95	11.95

The Keyboard

A computer keyboard is similar in layout to a typewriter and allows you to enter/edit data. There are many styles of keyboards available.



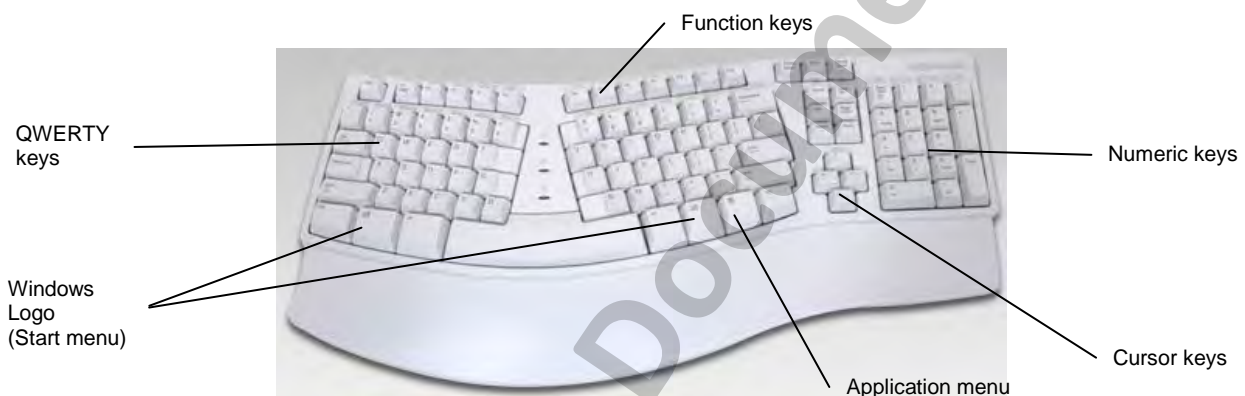
Microsoft Natural Keyboard



Standard 101 Keyboard

The keys on a computer keyboard can be grouped into four main categories.

- 1 QWERTY keys
- 2 Function keys
- 3 Cursor/Control keys
- 4 Numeric keys



A Microsoft Natural Keyboard has additional keys, eg right mouse shortcut menu key, and Windows keys.

QWERTY Keys

“QWERTY” refers to the layout of the keys on the keyboard, ie the first line of alphabetic characters that appear on the keyboard spell QWERTY.



This area has all the normal QWERTY keys as well as the following special keys.

Caps Lock Key

Used for typing in capitals and numbers. The Caps Lock light appears on your keyboard. (In some computer programs the word CAPS appears on the Status Line at the bottom of the screen when this key is on.)

Shift Key

Used for typing capitals and top row characters on the number keys. (If the Caps Lock key is pressed, the Shift key will then produce lower case letters.)

Num Lock Key

Press to turn the numeric keypad off and press again to turn on.

Backspace

For deleting one space to the left.

Enter

When this key is pressed it is telling the computer to accept instructions, to insert blank lines or to start a new paragraph. Enter is not pressed at the end of each line as text "wraps" to the next line (also referred to as "word wrap").

Esc

The Esc key is used as a cancel key and to back out of a dialog box.

Windows Logo

Used to access the Start menu.

Application Menu

Used to display a shortcut menu for a selected item within Windows.

Function Keys

The function keys are programmable keys which perform special operations in many software programs. The Shift, Alt and Ctrl keys can be used with the function keys to carry out different features, eg Alt F4 can be used to close a window.



Cursor Keypad

The cursor keys enable you to move the cursor around the screen. The cursor is the flashing vertical line (or block) on your screen. The Insert, Delete, Home, End, Page Up and Page Down keys have varying functions depending on the application you are using.



Numeric Keypad

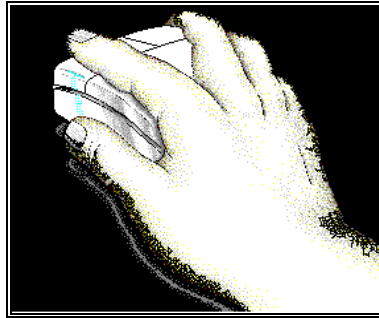


The numeric keypad is designed for fast keying-in of numbers. The NUM LOCK key is automatically on.

Using the Mouse and Buttons

The mouse can be moved around on a flat surface to relocate the insertion point or mouse pointer to any position on the screen.

Place your hand so it rests on the mouse with your index finger resting on the left mouse button and your remaining fingers resting on the middle and right mouse buttons (or just across two mouse buttons if your mouse has only a left and right mouse button).



The following are the actions carried out using the mouse buttons:

Left Mouse Movement	Explanation
Point	Move the mouse until the tip of the mouse cursor or "pointer" rests on what you want to point to.
Click	Lightly press and release the left mouse button. This is used for different operations, eg after pointing to a menu, a click displays a pull down menu.
Double click	Lightly click the left mouse button twice in rapid succession. This is used, for example, to start a program after you have pointed to the name of the application.
Click and drag	Click and hold down the left mouse button and drag the mouse. This is used, for example, to move a window to a new position.
Activate/Select/Choose	Point to an option button, an option box, menu or command and click the left mouse button.
Right Mouse Movement	Explanation
Right click	Used to bring up the shortcut menu.

Note The wheel between the left and right mouse buttons can be used for a variety of functions.

Ergonomics

Ergonomics is the study of efficiency, comfort and safety of people in their working environment. Ergonomic requirements for computer operators are covered in the *Approved Code of Practice for the use of Visual Display Units in the Place of Work*, published by the Department of Labour as part of the Health and Safety in Employment Act 1992.

Ergonomic Computer Hardware and Equipment

Monitor



Poor visibility can cause eye irritation and headaches. To prevent eyestrain, take the following steps.

- 1 The top of the screen should be just below eye level. To do this, you may need to reposition your system unit and use a separate stand for your monitor.
- 2 Adjust your monitor for maximum contrast and minimum brightness.
- 3 Reduce reflections by tilting the screen and avoid locations where the monitor directly faces towards or away from bright light from windows.
- 4 The monitor should also be adjusted to avert any glare from direct lighting. A glare screen and dark clothing can help reduce reflections.
- 5 Blink often when using a computer to prevent dry eyes and headaches and look away from your screen often.

UV filter and anti-glare screen

Where a computer monitor is located near a window or lights, glare can commonly be a problem, causing eyestrain or headaches. An anti-glare screen can be positioned over the monitor to reduce or eliminate the problem.



Many anti-glare screens incorporate radiation filters to protect the user from potentially harmful rays emitted by a computer monitor.

New monitors are available that incorporate filters, and have flat screen technology which reduces or eliminates glare.

Copy-holder

A copy-holder makes it possible to view documents without excessive neck bending. It should be large enough to support the copy placed on it and should be stable in all positions. Position the copy-holder so it is comfortable, usually on a slight angle at the left of the screen.



Keyboard


Ideally, the keyboard should allow the operator to work with his or her elbows at a 90-degree angle. The following steps can reduce strain on the hands and wrists.

- 1 Don't pound the keys. This sends shockwaves up the arms that can create or aggravate problems with the fingers, wrists and arms.


- 2 Don't over-reach when reaching for the function keys. This causes the finger tendons to stretch. Move your hand closer to the desired key before pressing it.



There are now many different designs of keyboard available, depending on personal preference, where and how the keyboard will be used, and what ergonomic considerations need to be taken into account for an individual.

Keyboard Type	Description	Advantages and Disadvantages
Standard 101 keyboard	These are the traditional keyboards with which most people are familiar. Until the mid 1990s, they were the only option.	<p><i>Advantages</i></p> <ul style="list-style-type: none"> • Cheap • Familiar layout frequently makes this keyboard a popular choice for those who don't touch-type (and sometimes those who do!) <p><i>Disadvantages</i></p> <ul style="list-style-type: none"> • Have been associated with RSI and OOS in the past.
Split keyboard 	Designed in a curve, the keyboard is split into two sides – one for the keys struck by the left hand, and one for the right. Newer models have built-in wrist rests	<p><i>Advantages</i></p> <ul style="list-style-type: none"> • Built with ergonomics in mind, these keyboards encourage a more “natural” hand position than the traditional keyboard. • Built-in wrist wrists address an important ergonomic concern for many, and means there is no need to have a separate wrist rest. <p><i>Disadvantages</i></p> <ul style="list-style-type: none"> • More expensive than a traditional keyboard. • May take some time and perseverance to adjust to. • The split keyboard may be more difficult for non-touch typists to use than a traditional keyboard.

More recently, there have been other keyboard innovations designed with ergonomic considerations in mind, such as the following.

Keyboard Type	Description	Advantages and Disadvantages
Keyboard with weighted keys	A standard keyboard in appearance, but the force required to press each key is varied. Keys that are struck by the fourth and fifth fingers don't require as much force as those struck by the thumb and second and third fingers.	<p><i>Advantages</i></p> <ul style="list-style-type: none"> • Reasonably priced. • Can create a higher level of comfort when typing for a period of time. • Can, if used correctly, address the ergonomic concern of "thumping" the keys. <p><i>Disadvantages</i></p> <ul style="list-style-type: none"> • Must be a touch-typist to benefit from the weighted keys.
 <p>Flexible keyboard</p>	A plastic keyboard that can be rolled up to transport, and scrubbed if spills occur.	<p><i>Advantages</i></p> <ul style="list-style-type: none"> • Light weight. • Good for travelling. • Good in an environment where dirt will accumulate. <p><i>Disadvantages</i></p> <ul style="list-style-type: none"> • Different key action may be difficult to get used to. • Must be used on a solid surface due to its flexibility.

Mouse

The mouse is positioned at the right or left of the keyboard. It is used by placing your hand so it rests with your index finger on the left mouse button, your middle finger on the right mouse button and remaining two fingers at the right of the mouse (assuming you are right-handed). A wrist rest may help prevent RSI problems from occurring.



There is now a huge range of mouse designs available to fit comfortably into large and small hands, and left and right.

Mouse mat

Mouse mats are designed to provide a surface with maximum traction on which the mouse ball can travel. This allows the user to have precise control, eliminating the need to place excessive or uneven pressure on the mouse, which can be a contributing factor to injuries. As with other accessories, mouse mats are made in different sizes and with a variety of surface types; some have built-in wrist rests. Using an optical mouse eliminates the need for a mouse mat, as they do not need physical contact with a surface.

Trackball

The trackball is a pointing device that is used as an alternative to a traditional mouse. The trackball stays still, and the ball is moved with the thumb, finger or palm of the hand. Some people prefer a trackball to a mouse. You don't need much space to use a trackball, as it doesn't have to move anywhere, and unlike a mouse, it can sit on any surface.



Combination devices

There is a range of keyboards that include a pointing device such as a mouse or trackball. They are usually ergonomically designed and have a range of special features, allowing everyone to find something to suit their needs.



Wrist rests

The purpose of a wrist rest is to support the wrist(s) 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 or mouse. Using a keyboard or mouse for prolonged periods can cause wrist injuries.

Keyboard wrist rests

A keyboard wrist rest is positioned on the desk directly in front of the keyboard. Many new keyboards have built-in wrist rests, and many different types can be used with any keyboard. A common type of wrist rest is made of foam and covered in vinyl or leather.

Other types of keyboard wrist rests include:

- Separate rests for each wrist;
- Gel-filled pads instead of foam;
- Rests for wave/natural keyboards;
- Bead fillings that cushion and massage the wrists and can be frozen to relieve short-term discomfort.



Mouse wrist rests

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.

Another ergonomically-designed accessory is a mouse bridge, which allows the mouse to be used over the numeric keypad of the keyboard. It brings the mouse closer to the body and in line with the arm, eliminating the need to reach for the mouse beside the keyboard.



Wireless Devices

An exciting development in computer equipment is infra-red (wireless) or radio-frequency technology. This means that it is possible to have a cordless mouse, keyboard and printer with no more messy, trailing, dangerous cables to worry about.

Workstation and Equipment Layout

Even on the best-designed workstation, computer equipment can take up a large amount of space. Computer equipment is now being designed with this in mind, and there are several alternatives becoming available to keep the space needed for computer equipment to a minimum. Some of these are as follows.

“Short-neck” monitors

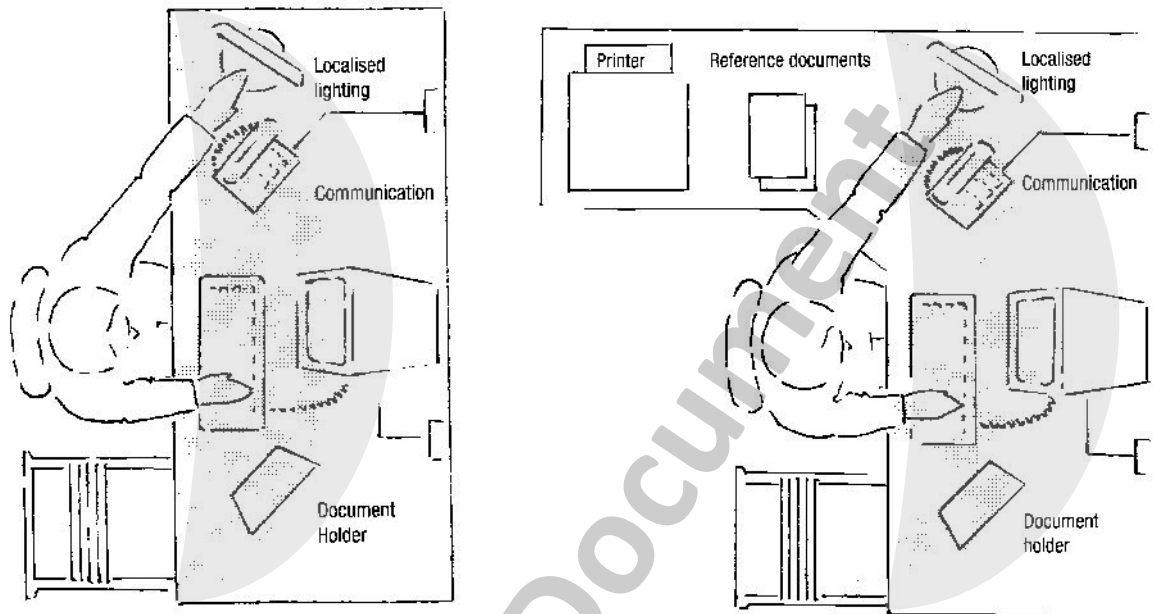
These are monitors that have a shallower tube, so the monitor cabinet doesn't have to be as big as older monitors. Monitor cases have also been made smaller (shallower) in recent times by manufacturers rearranging internal components and making them smaller.

Cordless devices

It's surprising how much room computer cables take up – getting rid of a few can free up desk space. With a cordless device, you're not confined by the length of the cord; although you'll probably keep your mouse and keyboard close to hand, an infra-red printer that doesn't require cables can be put on another piece of furniture, and doesn't need to tie up your desk space.

Suggested layouts

A workstation should be set up so that frequently-used items are within easy reach. Two possible layouts recommended in the Department of Labour's Code of Practice are shown below.



The Code of Practice recommends reducing exposure to magnetic fields by keeping the monitor and printer at arm's length.

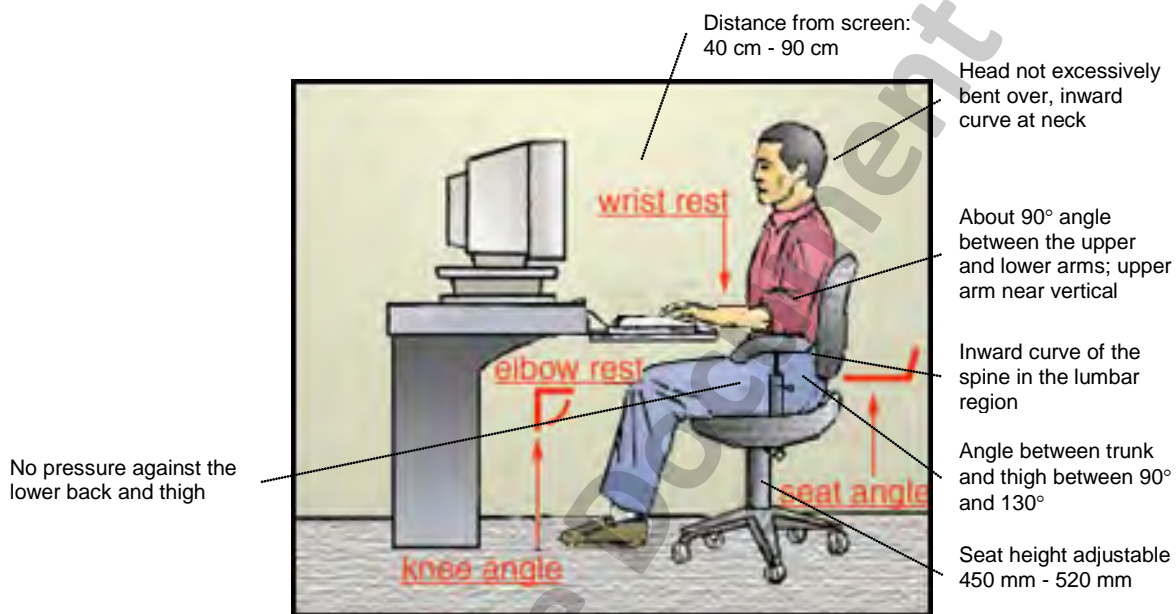
Exercise 1

- Which Act has created many ergonomic requirements that must be adhered to in a workplace?
 - A: Health Research Council Act 1990
 - B: Health and Safety in Employment Act 1992
 - C: Health and Disability Services Act 2001
 - D: Health and Disability Commissioner Act 1994

Furniture and Operator Posture

An important ergonomic consideration in an office is the manner in which space is used, and the furniture that is used with computer equipment. There is a huge range of desks/workstations available, providing an ergonomic work space solution for anyone. Features of ergonomically-designed workstations include:

- Electrically adjustable parts;
- Sit-down or stand-up operation;
- Adjustable, tilted keyboard surfaces;
- Sliding trays for keyboard and mouse;
- Safe and tidy cable securing.



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 38 cm and 52 cm in height) and be adjustable while you are seated.

You should be able to sit with both feet on the floor and there should be no pressure against the lower back or your thighs – you should be able to fit one hand-width between the seat and the back of your knee.

Sit at the back of your seat, with your back supported by the chair.



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.



Desk

If the height of your chair and foot-rest are fixed then you must be able to adjust the height of your desk. Normally, a desk should allow the keyboard to be around 60 cm to 78 cm off the ground and give you around 40 cm of leg room. The desk should allow you to position the centre of the screen at a height to suit you. If the desk is not adjustable then it is even more important for the chair to be adjustable.