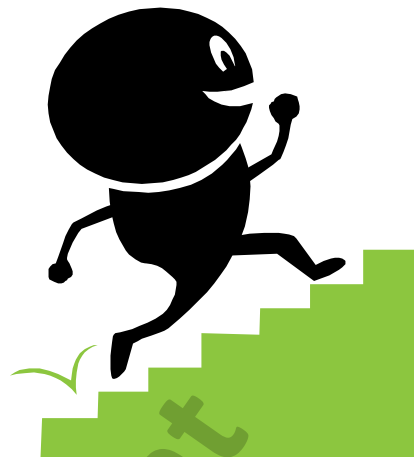


Easy Steps



Unit 112 - 108 (V6)

**Produce business or organisational
information using word processing functions;
Apply text processing skills to produce
business documents**

with

Microsoft Word 2010

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

A Cheryl Price Publication

Unit Standard 112, 108 (Version 6)

**Produce business or organisational information using word processing functions;
Apply text processing skills to produce business documents – Word 2010**

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

- Unit Standard 112 - BUSINESS INFORMATION PROCESSING (Level 3, Credit 5)
Produce business or organisational information using word processing functions
- Unit Standard 108 - BUSINESS INFORMATION PROCESSING (Level 3, Credit 5)
Apply text processing skills to produce business documents

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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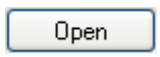

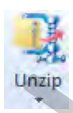


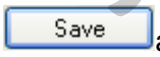
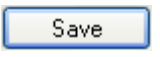
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Downloading Exercise Files

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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="1189 504 1484 683"> <div>Product Search</div> <div>US 112/108</div> <div>Search</div> </div>
4	Click on 
5	Click on US 112/108
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.

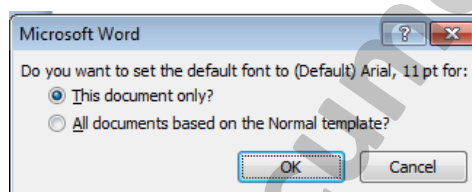
Changing Defaults

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:

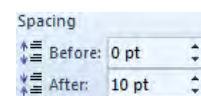
- 1 Click on the Font Dialog Box Launcher **Font** which will display the Font dialog box.
- 2 Change the Font: to Arial and the Size: to 11 pt.
- 3 Click on **Set As Default**.
- 4 Ensure the following option is selected for the font to be applied to **All documents based on the Normal template**.



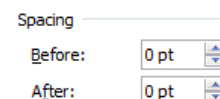
- 5 Click on OK then on OK from the Font dialog box.

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.



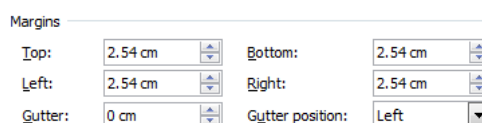
- 1 Click on the Paragraph Dialog Box Launcher **Paragraph** which will display the Paragraph dialog box.
- 2 Change the Spacing After: to 0 pt as shown at the right.
- 3 Click on **Set As Default**. Ensure *All documents based on the Normal template* is selected then click on OK. Click on OK from the 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 112 (Version 6)

Produce business or organisational information using word processing functions

Level	3	Credits	5
--------------	----------	----------------	----------

Purpose	People credited with this unit standard are able to: apply word processing features and functions to produce business or organisational information; and apply file management and printing techniques to manage document production.
----------------	---

Classification	Business Administration > Business Information Processing
-----------------------	---

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

Entry information	
Recommended skills and knowledge	Unit 111, <i>Use a word processor to produce documents for a business or organisation</i>

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 Logical structures such as folders must be used to organise and store files according to business or organisational requirements.
- 3 Business or organisational information requires the production of six different types of documents which may include but are not limited to – legal, financial and technical documents; formal reports; formal meeting documents; promotional brochures; forms for completing electronically and/or manually.
- 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 word processing features and functions to produce business or organisational information.

Evidence requirements

- 1.1 Display and formatting features are applied to present documents in accordance with the output required and organisational style requirements.
- Range features include but are not limited to – page numbering options, page and section breaks, page layout, header and footer features, font selection and size, text format, use of lines, boxes, borders, alignment, columns including hyphenation, bullets and numbering.
- 1.2 A template is used and variable data is inserted in accordance with the output required.
- 1.3 A mail merge is created in accordance with the output required.
- 1.4 Sorting options are applied in accordance with the output required.
- 1.5 Tables are produced incorporating multiple line headings, ruled and non-ruled columns, and a range of column widths in accordance with the output required.

Outcome 2

Apply file management and printing techniques to manage document production.

Evidence requirements

- 2.1 Access to word processing files is controlled through the implementation of file management system procedures.
- Range password protection, login procedures, document storage, and file back up and/or copying procedures; evidence of three procedures is required.
- 2.2 The creation of folders and movement between them are consistent with file management system procedures.
- 2.3 File types are differentiated in accordance with file management system procedures.
- Range document, template.

2.4 Print options are identified and used in accordance with system features and output required.

Range may include but are not limited to – selected text, single page, multiple pages, entire document, print preview, duplex printing;
evidence of three is required.

2.5 Printer capability and settings are identified and, where available, an alternative printer is selected.

2.6 Paper loading and print cartridge changing operations are carried out in accordance with equipment guidelines and organisational requirements.

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	30 March 1993	December 2011
Review	2	27 June 1996	December 2011
Review	3	28 April 1997	December 2011
Review	4	28 June 1999	December 2011
Review	5	26 September 2005	December 2012
Review	6	17 December 2010	N/A

Accreditation and Moderation Action Plan (AMAP) reference	0113
--	------

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Unit Standard 108 (Version 6)

Title	Apply text processing skills to produce business documents		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to apply text processing skills to produce business documents.
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Classification	Business Administration > Business Information Processing
-----------------------	---

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

Entry information	
Recommended skills and knowledge	Unit 107, <i>Apply text processing skills to produce communications in a business or organisational context</i>

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, font selection and size, spacing, use of lines, boxes and borders, and white space. Conventions used must produce documents that are fit for their intended use and meet organisational style requirements.
- 3 Evidence of text processing skills must include the following features which may be demonstrated once over all five business documents rather than in each – amendments made from both printed and hand-written annotations, use of calculations, business terms and abbreviations, numbers, columns, tables, simple boxes and/or borders.
- 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 business documents.

Range: business documents may include but are not limited to – business correspondence, financial reports, meeting documents, formal reports, travel documents, promotional and advertising material, entertainment and social information, forms;
evidence is required for five different types of business documents.

Evidence requirements

- 1.1 Spelling, grammar, vocabulary, and punctuation are consistent with the nature and purpose of the business documents required.
- 1.2 Page layout, format and display of business documents are consistent with the output required, and meet organisational style requirements.
- 1.3 Business documents are composed from annotated drafts containing extensive editorial amendments, in accordance with information provided and output required.
- 1.4 Information is listed in sequence in accordance with the information provided and output required.
Range: chronological, alphabetical, numerical.
- 1.5 Business documents are processed and presented within a specified time frame in accordance with information provided and output required.
- 1.6 Business documents are produced in accordance with text processing conventions.

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	30 March 1993	December 2011
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Review	6	17 December 2010	N/A

Accreditation and Moderation Action Plan (AMAP) reference	0113
--	------

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Exercise Files used in this book

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

Name of Files	
Achieving Consistency	Invoice
Adelaide Shopping	Italy
Banking	Jury Service
Beads, Seeds and Shells	Managing a Mortgage
Beauty Care	McIvers
Bertrams Letterhead	MemoForm
Book Sales	Merge-Data
Cairns	Merge-Main
Canterbury Tours	Motor Homes
Care of a New Puppy	Mouse
Caring for your Carpet	Numbering Exercise
Cashflow	Numbering
Cherry Venture	Otaki Tramping Club
China	Pacific Hotels Letterhead
Choosing a Cat	Paris in the late 19 th Century
Costello	Parkvale Letterhead
Credit Note	Parkvale Memo
Departments	Pinetree Invoice
Dining Out	Pinetree Letterhead
Dinos	Planning a Wedding
Dr Bradley Letterhead	Posture
EAL Letterhead	Proof reading-test
EAL Memo	Rafting
Email List	Rata Motor Camp Ltd Newsletter
Email	Sales
Ergonomics1	Send-a-Basket-test
FaxForm	Shareholders Report – 2011
Fitness Equipment	Show Jumping
Formats-test	Sort List
Good Food News	Sorting Assessment
Healthcare Insurance	Sorting Exercises
Holland Sightseeing	Sparkling Pools
Statement	Tour and Event
Suncare	Travel Confirmation
Tables-test	Travel Itinerary
Tasty Icecream Letterhead	Triathlon
Toastmasters Flyer	Xmas Gifts
Toastmasters	

Ergonomics, Revision Tabs, Indenting Bullets and Numbering

Learning Outcomes

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

- ☐ Understand and apply ergonomics procedures
- ☐ Revise –
Correction Signs, Moving and Copying Text, Spelling and Grammar,
Vertical Centring, Page Numbering, Paragraph Numbering, Sorting,
Format Painter, Paragraph Spacing, Repeat
- ☐ Set and adjust tab settings
- ☐ Indent paragraphs
- ☐ Use Bullets and Numbering options

Introduction

The Appendix in this book contains a summary of Word features and instructions, and theory such as Punctuation and Vocabulary, Correction Signs, Words Commonly Confused etc which can be used for reference purposes.

A Practice Assessment is included at the end of each section where students should show consistency and proficiency in layout of each of the documents. Your tutor will specify the time frame for completion of these tasks on the first page of each Practice Assessment.

Instructions in this manual will cover Word 2010 and will be displayed as shown below.

To change left and right margins -

- 1 Click on the **Page Layout** tab at the top of the screen.
- 2 Click on the Page Setup Dialog Box Launcher as shown at the right, to display the Page Setup dialog box.
- 3 In the Margins section, type in measurements in the Left: and Right: boxes.
- 4 Click on OK.

Page Setup Dialog Box
Launcher

Page Setup

Alternatively

Left and right margins can be changed on screen by positioning the mouse pointer between the indent markers (changes to a black horizontal arrow) on the horizontal ruler and dragging to the left or right.

The top margin can be changed by moving the mouse pointer to the top of the vertical ruler (where the grey top margin meets the ruler) and dragging upwards or downwards. The bottom margin can be altered in the same way.



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.



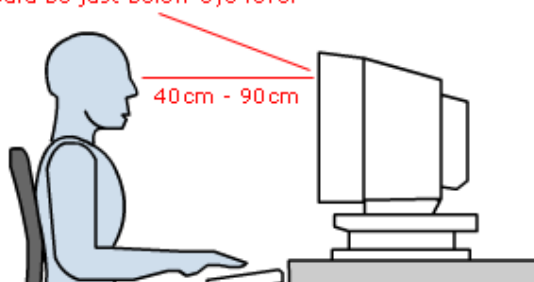
Ergonomic Computer Equipment

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.

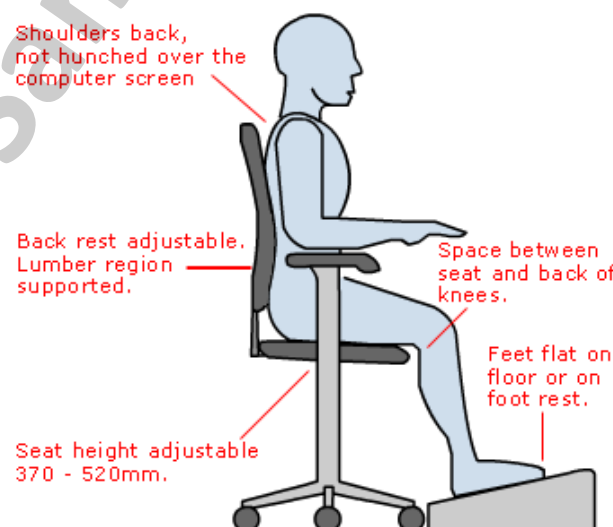


Chair

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

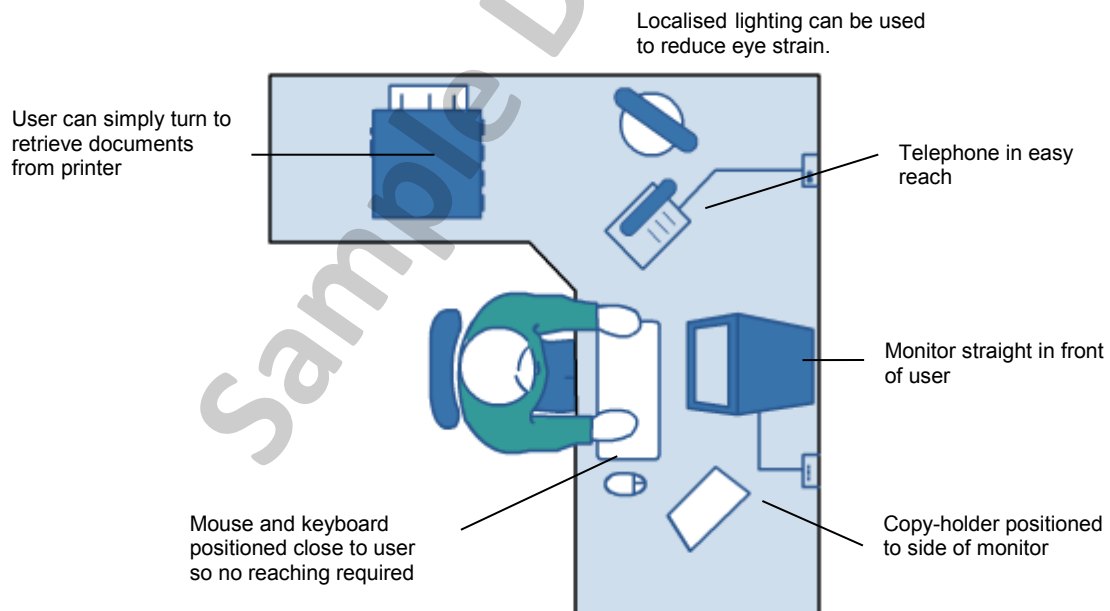
A foot-rest is useful when the desk and chair cannot be adjusted and can be used to ensure proper posture. Ideally the foot-rest slope should be comfortable; 0°-10° is recommended, with a flat surface area of 350 x 45 mm.



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.


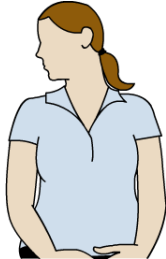




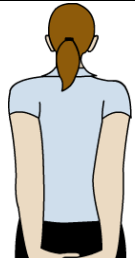



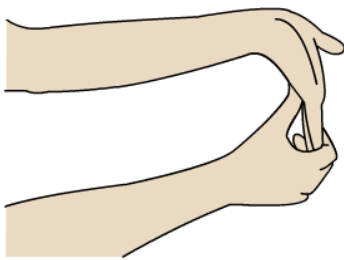
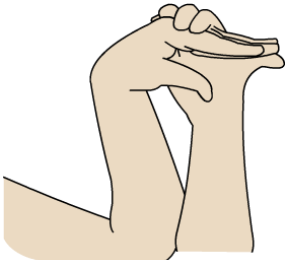


Workstation Location

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)

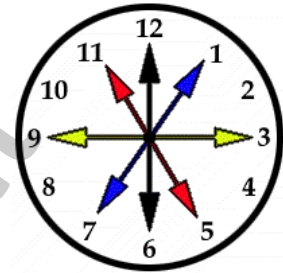
1 to 7

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.

Saving and Printing your Work

When you have finished typing an exercise it is a good idea to save your work, print it out and then check for errors.

Saving

1 Click on the Save button  on the Quick Access Toolbar  at the top left of the screen, OR press Ctrl S.


2 Type a file name for your document.

Note A file name can contain up to 255 characters in the main part of the file name.


3 Click on Save.

Printing


1 Click on the File tab in the top left of the screen.

2 Click on Print, change options as required then click on  OR you can press Ctrl P then Enter. (Quick Print can also be selected from the Quick Access Toolbar.)

Close

➤ Click on the File tab then select  OR press Ctrl W.

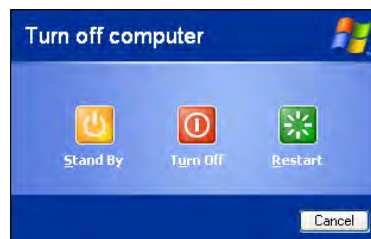
Exiting from Word

➤ Click on the File tab then select  OR press Alt F4.

Shutting down your Computer

1 Click on the Start button and select Turn off Computer.

2 Select Turn Off.



Remember to save your work often, usually every 10-15 minutes depending on how fast you type and how much work you have done.

Always save -

- at the end of a page
- at the end of a document
- before spell checking or printing
- before changing to another program.

Use one of the following.

Ctrl S, *or*

Click on the Save button, *or*

Click on the File tab and select Save.



Saving regularly prevents loss of work due to power failure, when the computer “hangs”, or a network crashes.

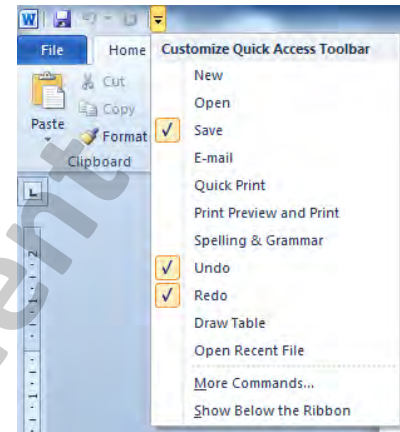
Customising the Quick Access Toolbar

The Quick Access Toolbar can be used for your most frequently used commands. It can be customised – commands can be added or removed and the toolbar itself can be positioned either above or below the ribbon.

Quick Access Toolbar List

Exercise 1


- 1 In a new document click on the Customize Quick Access Toolbar  to the right of the Quick Access Toolbar. Options that can be added are displayed as shown at the right.
A tick displays to the left of every option that is currently displayed on the Toolbar.
- 2 Click on New to add it to the Quick Access Toolbar.
- 3 Click on the Customize Quick Access Toolbar  again and click on Open.
- 4 Add the following options to the Toolbar using the same steps.
Quick Print, Spelling & Grammar

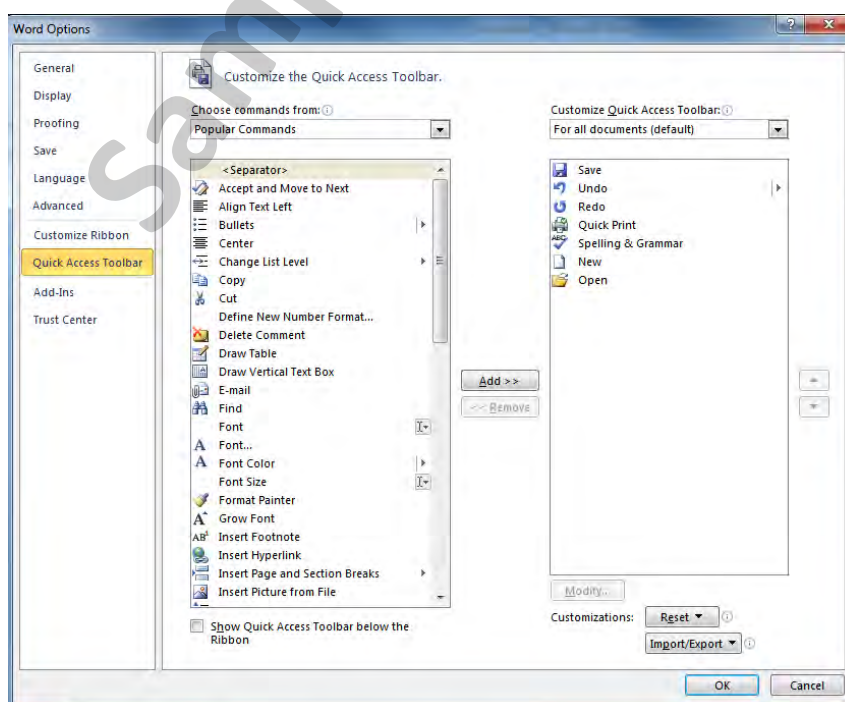




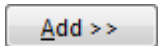


Additional Quick Access Toolbar Commands

Some other useful options that are not on the Quick Access Toolbar list can be added using the following steps.

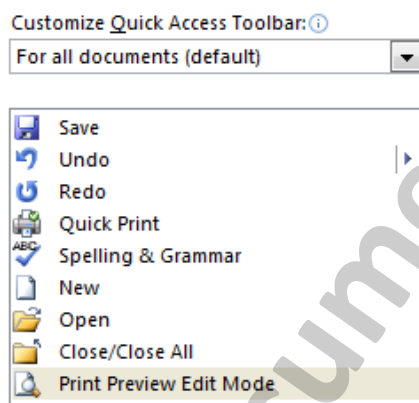
Exercise 2


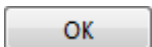
- 1 Click on the Customize Quick Access Toolbar  at the right of the Quick Access Toolbar and select *More Commands...*
The Word Options dialog box will display, with the Quick Access Toolbar option selected.



- 2 Click on the Choose commands from:  and select All Commands. The commands are listed in alphabetical order.
- 3 In the list at the left, scroll down until Close/Close All is displayed.
- 4 Click on  Close/Close All then click on .
- 5 Also add  Print Preview Edit Mode which is Print Preview from Word 2007 (and Word 2003). (You can also add Print Preview and Print which is the Word 2010 option if desired. This will be displayed with the same button  but the name will be different.)


The commands will be added to the Quick Access Toolbar list on the right as shown below.



- 6 Add other buttons as required, eg AutoText.
- 7 Ensure a tick is displayed in the following option  Show Quick Access Toolbar below the Ribbon at the bottom of the dialog box.
- 8 Click on .

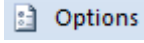
The Quick Access Toolbar is now displayed between the ribbon and the ruler as shown below.



You can click on the Customize Quick Access Toolbar  and select Show Above the Ribbon. The position that you display the Quick Access Toolbar is entirely up to you.

It is a more effective option however, to display the Quick Access Toolbar below the ribbon for speedy access to the buttons you have added.

You can add other useful buttons to the Quick Access Toolbar as you progress through this book.

Note The ribbon can also be customised by clicking on the File tab, selecting  Options then Customize Ribbon. Commands can be added/removed in the same way as customising the Quick Access Toolbar. New groups and new tabs can be created.



Formatting Text

Text is *formatted* when you want to change the style, increase/decrease the size, colour, apply special effects, change alignment and spacing etc.

Two examples of font and font sizes are:

This is BrushScript 16 pt font
This is Arial 14 pt font

Fonts

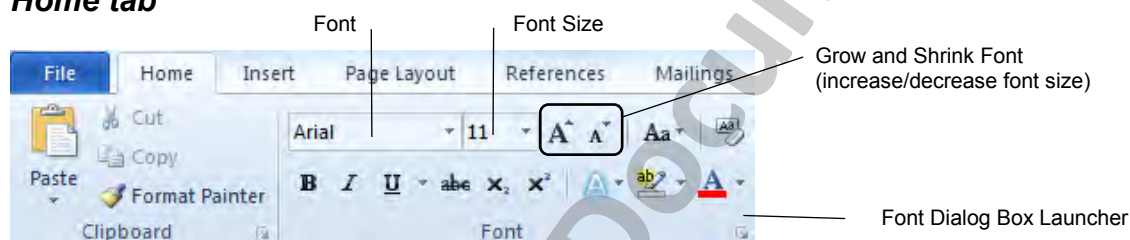
A font is a style of type. Fonts can be increased or decreased in size (known as point size or pt). Windows has a variety of “OpenType” and “TrueType” fonts that will print with all printers (they have  and  next to them on the drop-down list on the Home tab).

In Word it is quicker to type text, then select it and apply formatting, rather than applying formats as you type.

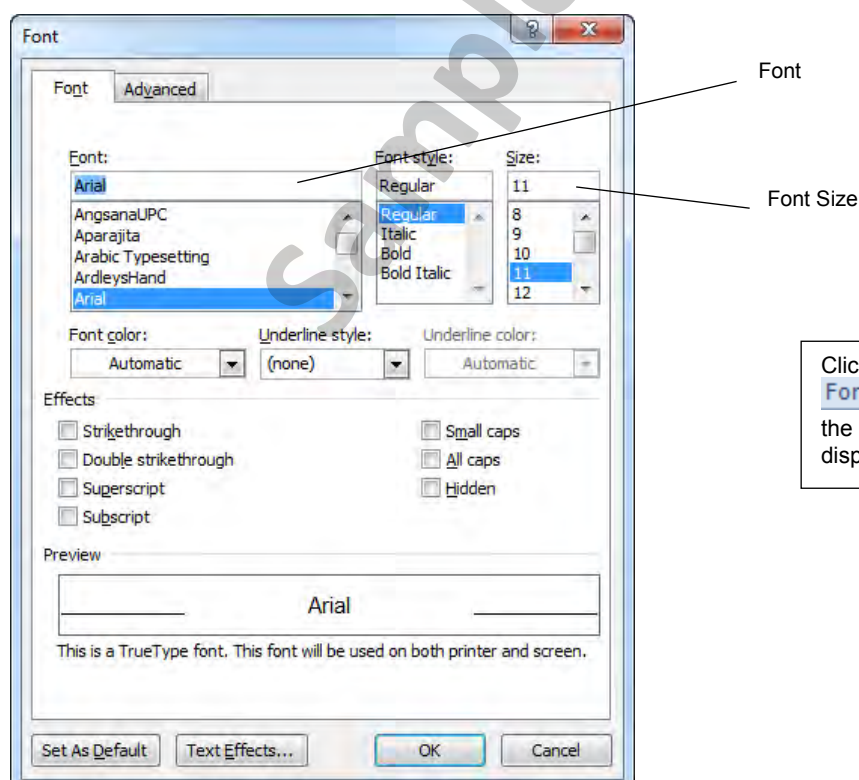
To apply character formatting to a single word simply click in cursor anywhere within it and formatting will be applied to the whole word (ie it is not necessary to select the entire word).


Once you have selected text, you can apply formatting using either –

Home tab



Font dialog box



Click on the Font Dialog Box Launcher  from the Home tab in the Font group to display the Font dialog box.