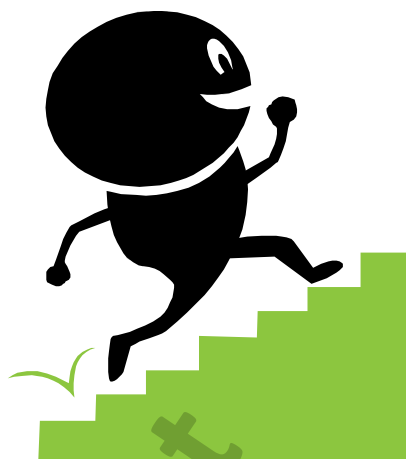


Easy Steps



Unit 112 (V6)

**Produce business or organisational
information using word processing functions
*with***

Microsoft Word 2010

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

A Cheryl Price Publication

Unit Standard 112 (Version 6)

Produce business or organisational information using word processing functions - Word 2010

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

Unit Standard 112 - BUSINESS INFORMATION PROCESSING (Level 3, Credit 5)
Produce business or organisational information using word processing functions
(version 6).

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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ISBN 978-1-927155-13-4

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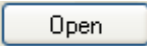





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Published in New Zealand

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 112</div> <div>Search</div> </div>
4	Click on 
5	Click on US 112
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.
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.

Note

The exercise files for this book will be stored by default into a folder called *112 Exercise Files W2010* in the My Documents folder displayed in the Documents Library.

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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.
-

Files used in this book

Achieving Consistency	Merge-Data
Adelaide Shopping	Merge-Main
Banking	Motor Homes
Beads, Seeds and Shells	Mouse
Beauty Care	Numbering
Book Sales	Numbering Exercise
Cairns	Paris in the late 19 th Century
Care of a New Puppy	Planning a Wedding
Caring for your Carpet	Proofreading-test
Cashflow	Rafting
Choosing a Cat	Send-a-Basket-test
Costello	Show Jumping
Departments	Sort List
Dining Out	Sorting Assessment
Email List	Sorting Exercises
Formats-test	Suncare
Good Food News	Tables-test
Healthcare Insurance	Toastmasters
Holland Sightseeing	Toastmasters Flyer
Italy	Tour and Event
Jury Service	Triathlon
Managing a Mortgage	Xmas Gifts
Mclvers	

File Management

Bullets and Numbering, Hyphenation Pagination

Learning Outcomes

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

- ☐ Create, use and delete folders
- ☐ Copy, move, rename and delete files
- ☐ Differentiate between program and document files
- ☐ Use bullets and numbering options
- ☐ Insert hyphens automatically and manually
- ☐ Use pagination options

File Management

Folders

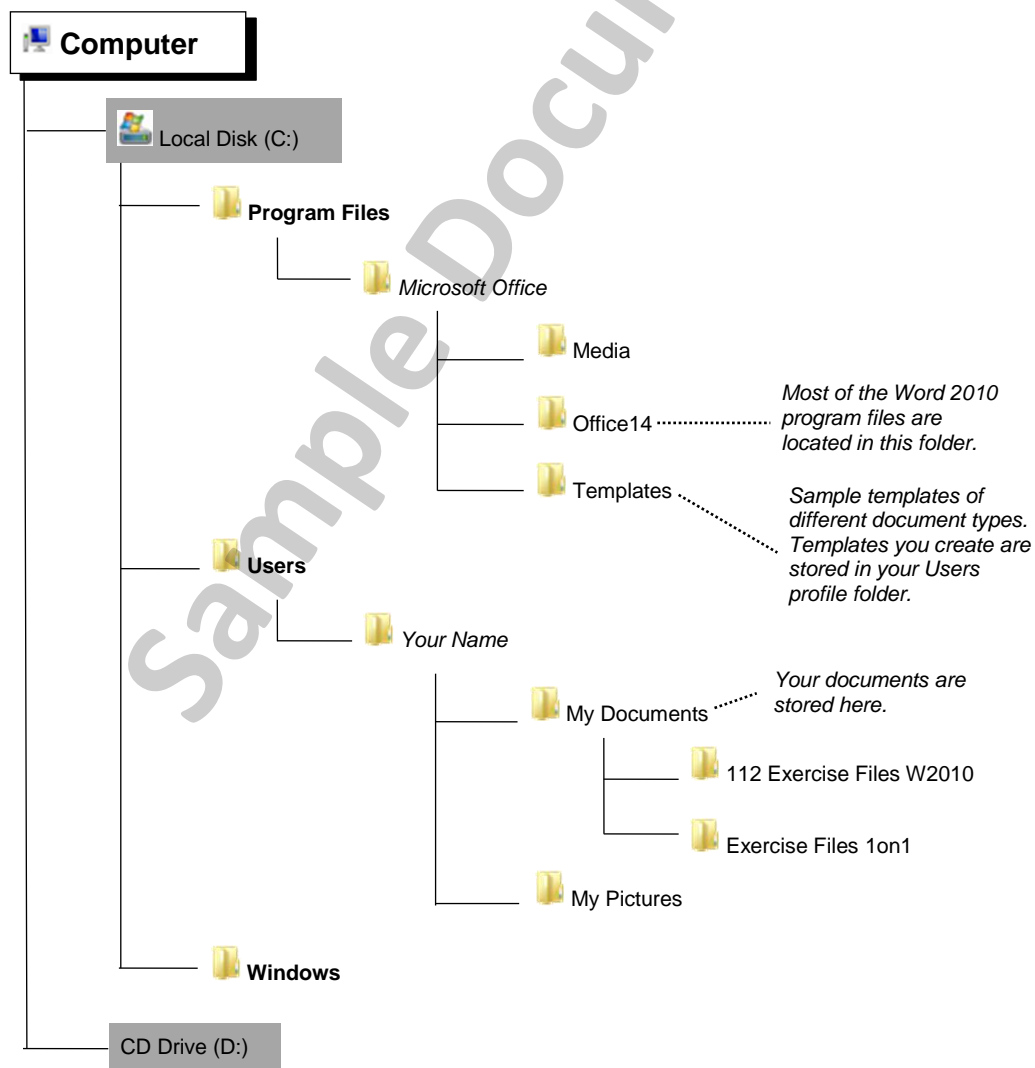
In any program it is useful to set up folders so that work can be filed in separate sections - similar to putting documents relating to different projects in separate drawers in a filing cabinet. (Subfolders can be created below folders.)

The hard disk is called *C Drive* which in computer language is written as C:\ (also called the *Root* or *Main* folder). (If you are on a network you may be on F Drive or G Drive or on another drive.)

The Word 2010 program files are in a subfolder called Office14 (off the Program Files \Microsoft Office folder). Some program files have file extensions such as .exe, .dll, .cnv, etc. (The file type can be seen by right clicking on a file and choosing Properties.)

Your documents are usually saved in a folder called *My Documents*. The general structure of Windows 7 is displayed below. A folder called 112 Exercise Files W2010 has been placed in the My Documents folder. This folder contains all the exercise files you will use in this book.

You will create the folder called Exercise Files 1on1 later in this section. (If you are working on another drive and using another folder you will need to substitute these in this section for *C Drive* and *My Documents*.)



Note If you are logging onto a network to use a computer the Users folder will be stored on a network server not on the local disk drive.

Path Names

A path name refers to the location of a file/or files. A backslash (\) is used between folder names to clearly identify each folder. An example of a path name would be the location of the Templates folder on your computer – c:\Program Files\Microsoft Office\Templates. In Windows Explorer or your Open/Save As dialog box you would double click on your C drive, then double click on Program Files folder, double click on the Microsoft Office folder then on the Templates folder.

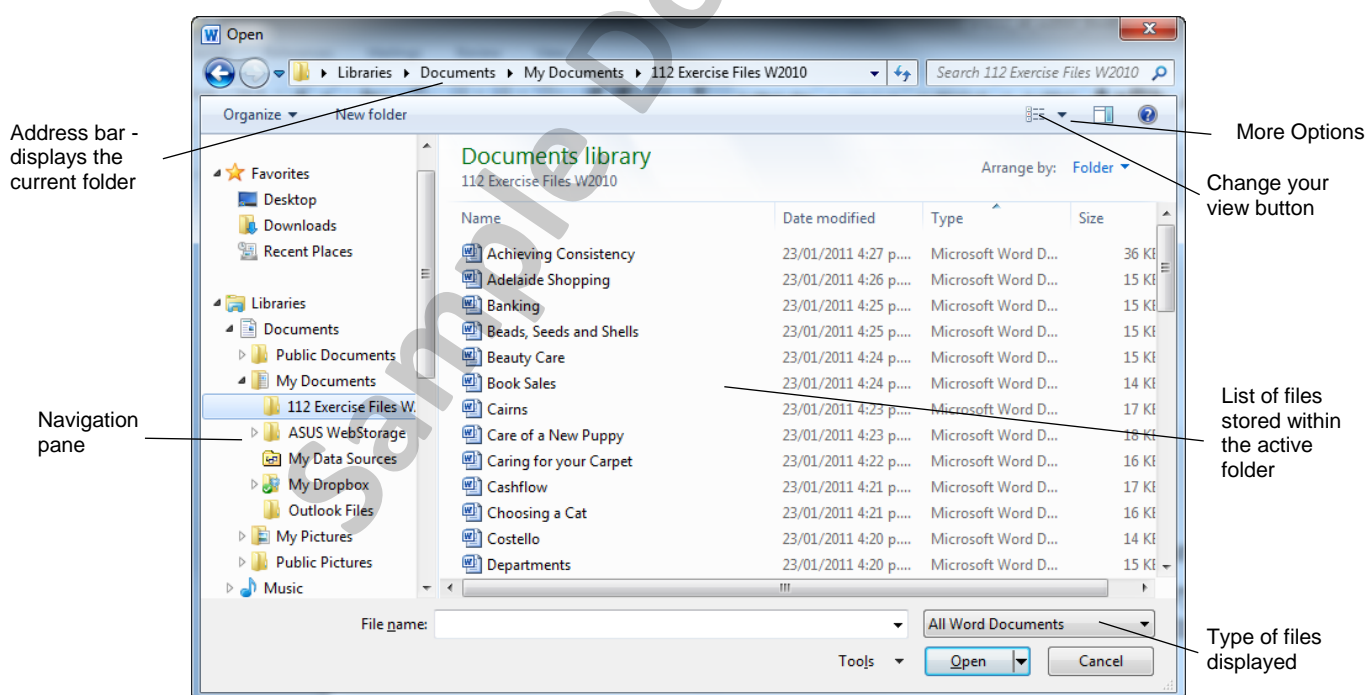
Templates created by you are stored in your own user profile folder at this location -

C:\Users\Your Name\AppData\Roaming\Microsoft\Templates

The Open Dialog Box

Exercise 1

- 1 Start Microsoft Word 2010.
- 2 Click on **File** and click on **Open**.
- 3 Click on the **Documents** under Libraries in the Navigation pane at the left. A list of folders displayed in the Documents library will appear. Click on the **My Documents**. Double click on **112 Exercise Files W2010**. This will display all Word documents in the 112 Exercise Files W2010 folder.
- 4 Click on the More Options from the Change your view button at the top of the dialog box and select **Details**.



The dialog box displays:

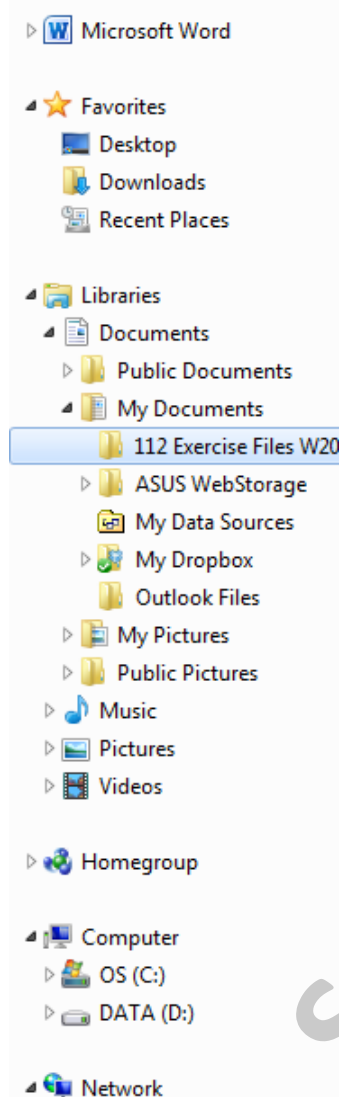
- The name of the active folder - currently *112 Exercise Files W2010*.
- A list of files stored within the *112 Exercise Files W2010* folder.
- The type of files currently selected, ie All Word Documents.

- 5 Position the mouse pointer on the title bar of the Open dialog box and double click. This will expand the dialog box to full screen. With the dialog box shown at full screen you can see all items listed in the Navigation Pane.

Tip The Open and Save As dialog boxes can be resized by placing the mouse pointer at the edge of the dialog box; when the double arrow appears click and drag to resize.

Navigation Pane

The Navigation Pane at the left of the Open and Save As dialog boxes helps you to move around your computer. Look at the options described below.



Microsoft Word – A shortcut to the Templates folder

Favorites – Shortcut links to favourite locations.

Desktop – Displays a list of files, folders, etc on the Desktop

Downloads – Displays a list of files downloaded from the Internet

Recent Places – Displays a list of folders and files previously used

Libraries – Libraries are a new concept introduced with Windows 7. Libraries, however are not actual storage locations. Rather, they display the contents of other folders, grouping similar files together.

Documents – Displays the contents of the My Documents folder on the hard disk drive and other document folders assigned to the Documents library

Music – Displays the contents of the My Music folder and other folders containing music assigned to the Music library

Pictures – Displays the contents of the My Pictures folder and other folders containing pictures assigned to the Pictures library

Videos – Displays the contents of the My Videos folder and other folders containing videos assigned to the Videos library


Homegroup – Allows you to share files and printers across a home network.

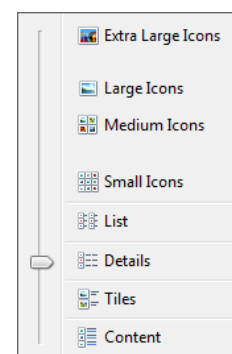
Computer – Displays your hard drive(s), CD/DVD drive and any other external drives (USB devices, etc).

Network – Displays a list of drives and folders that can be accessed from a server.

Managing Files

Exercise 2

- 1 Double click on the title bar of the Open dialog box to return it to its normal size.
- 2 Use the Change your view button  to look at each of the options shown at the right and how these options change the display of your files.
- 3 Change the view back to Details.



Exercises that relate to the following notes are included on page 8.

Selecting Files

One File Click on the file.

Random Files Click on the first file. Hold down the Ctrl key and click on other files. (You can click again on a file to deselect it.)

Sequential Files Click on the first file. Hold down the Shift key and click on the last file to be selected. All files between these two files will be selected.

Selected files can then be -

Deleted - by pressing the Delete key.

Ctrl C,
Ctrl V to
paste

Copied - by right clicking and selecting Copy. You can then change folders and select the folder you want to copy the files to. Right click on a blank area in that folder and select Paste. (If you are copying to a CD/DVD or USB Drive you can select the Send to option from the shortcut menu, instead of Copy.)

Ctrl X,
Ctrl V to
paste

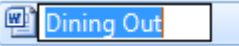
Moved - by right clicking and selecting Cut. You can then change folders and select the folder you are moving the files to. Right click on a blank area and select Paste.

Printed - by right clicking and selecting Print.

Tip

You can also use the **Organize** button to delete, copy and move selected files.

Renaming Files

F2 1 In the Open dialog box right click on the file and select Rename. The name will be selected, eg 


2 Type a new name for the document, eg **Restaurants** then press Enter.

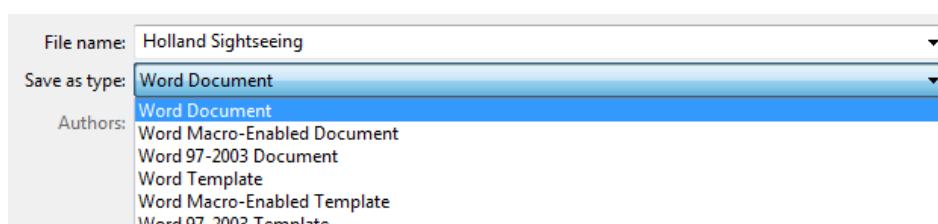
Alternatively, click twice in the file name, type the new name and press Enter.

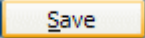
Saving Files in a Different Format

Word files can be saved in a different format, eg as a text file, template, Web Page, PDF, in Rich Text Format (for exporting to other programs), etc.

1 With the file open, click on  then click on Save As.

2 Type a file name for the document if necessary then click on the Save as type: .



3 Select the file format required and click on .

Creating Folders

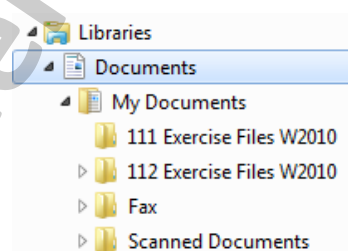
- 1 In the Open OR Save As dialog box move to the folder or position on your hard disk drive where you require a new folder.
- 2 Click on **New folder**.
- 3 Type the name of the folder in the Name box. Press Enter.

Note A folder can be deleted by right clicking on it and selecting Delete. All files in the folder will also be deleted.

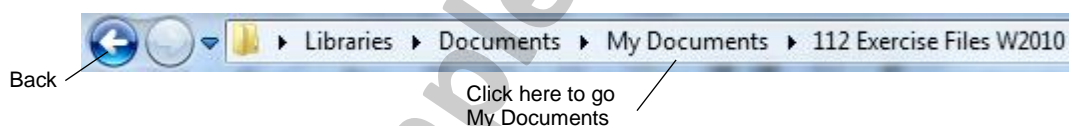
Changing and Moving through Drives/Folders

The Navigation Pane is used to move/change to a different folder/drive. The following actions can be used in the Navigation Pane:

- Clicking once on a drive or folder will display its contents.
- Double clicking on a folder will display the contents of the folder and a list of any folders contained within under the folder name in the Navigation Pane. An example is shown at the right.
- Clicking on ► at the left of a folder will display the contents of the folder and a list of any folders contained within, under the folder name in the Navigation Pane, an example is shown at the right.
Clicking on the ◀ will turn off the display of folders listed.




The Address bar at the top of the dialog box can be used to move up a folder or back to a previous location. In the example below, files for *112 Exercise Files W2010* folder are displayed. To move to the *My Documents* folder, just click on *My Documents* in the Address bar, or to display *Libraries*, click on *Libraries*.



To go back to a previous location click on the Back button as shown above, eg if your last location was F drive it would go to that drive, not to the My Documents folder (one level up).

Recycle Bin

Note If you are on a network you may not be able to use the Recycle Bin.

Right click on a blank area of the Taskbar and select Show the Desktop. Double click on the Recycle Bin icon  on the Desktop to display all deleted files.

Files can be restored to their original folder by selecting the file(s) and clicking on **Restore this item** (you can choose [Edit] Select All to select all files, then click on **Empty the Recycle Bin** to delete all files.)

Delete files from the Recycle Bin from time to time. Remember that once files are deleted from here they are gone forever!

Storage Locations

Each organisation will have different policies for where electronic documents should be stored. Ask your supervisor or consult your policies and procedures manual to see whether documents should be stored in a specific folder or subfolder on the server.

You may also find there is an organisational policy relating to the printing and storage of paper-based documents. Some “paperless” offices will encourage their staff to store documents solely in an electronic format. Others will have a designated location for the storage of printed documents. Printed documents should be stored in a secure, protected location as they often contain commercially sensitive information.

Folder Structures and File Names

Use logical folder structures on a computer to ensure that files/documents can be located quickly and easily. This allows other users to find and access files just as easily.

An example would be to have a policy that all faxes and letters are stored in the Correspondence folder, monthly reports stored in the Reports folder etc. Businesses and organisations will have procedures in place as to the folder structure to be used. This information is normally found in the company’s policies and procedures manual.

Most organisations have a systematic procedure for naming files, eg all correspondence may have the surname of the recipient, the date and the creator’s initials (smith_20-12-11_JD). Information on how to name your files is usually included in the company’s policies and procedures manual.

Read the scenario below and use the organisation’s policies and procedures to complete Exercise 3 on the next page.

Training One on One

You work as an assistant for a group of computer tutors and are required to perform various tasks guided by the Organisational Policies and Procedures information below.

Organisational Policies and Procedures

Each student workstation has a folder containing exercise files stored in a folder called **Exercise Files 1on1** in the default My Documents folder.

Files used for testing have the word **test** at the end of the file name. These need to be deleted once a student has completed and passed an individual course.

For on-site training at a client’s location exercise files are to be copied onto a USB drive.






Exercise 3

- 1 Delete the file called **Formats-test**.
- 2 Delete random files – **Tables-test, Proofreading-test, Send-a-Basket-test**.
- 3 Rename the file called **Mouse** to **Using IntelliMouse** and **Suncare** to **Sun Protection**.
- 4 Print all the files that begin with **C**.
- 5 Make a folder under the My Documents folder called **Exercise Files 1on1**.
- 6 Copy the following files to the *Exercise Files 1on1* folder - **Italy, Jury Service, Motor Homes**.
- 7 Practise moving through folders and drives.
- 8 Copy the following files to a USB Drive - **Sparkling Pools, Costello, Toastmasters**.
- 9 Open the file called **Jury Service** from the *Exercise Files 1on1* folder, type **Training One on One** at the end and then save the file in Rich Text Format. Close the file.
- 10 Open the file called **Dining Out** and save it as a Web Page. Close the file.
- 11 Delete the folder called **Exercise Files 1on1** and the files within that folder.

File Types

There are different types of files stored on a computer. In Word 2010 documents are saved as files. Files in Windows 7 can be identified in several ways in the Open or Save As dialog boxes –

- the icon displayed next to a file
- information in the Type column when Details view is selected from the Change your view button OR Type of file information displayed in the File Properties dialog box (right click on a file then select Properties)
- the file extension (these are the letters that are added to the end of a file name, eg Word 2010 documents have *.docx* added). (By default extensions are turned off in Windows 7.)


Icon	File	Extension
	Microsoft Word Document	.docx
	Microsoft Word Template	.dotx
	Microsoft Excel Worksheet	.xlsx
	Microsoft PowerPoint Presentation	.pptx
	Microsoft Access Database	.accdb

Other files you may come across when using your computer:

Executable files (ie files that start a program)	.bat, .exe
Program files	.dll, .ini
Files with unknown file extensions	



Identifying Documents and Templates

Unit Standard 112 version 6 requires you to differentiate between a document and template file. In the following exercise you will look at where templates are stored on your computer and how you can identify them. As you have learnt above documents can be identified by an icon , extension (*.docx*) and by file type shown in Details view.

In Word 2010 there are three locations where templates are stored –

- Sample templates supplied with Word 2010
C:\Program Files\Microsoft Office\Templates\1033

- Templates you create including the Normal template (ie the “default” template that is used to display a blank document)

C:\Users\Your Name\AppData\Roaming\Microsoft

Note


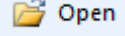
This path may vary depending on the version of Windows you have installed on your computer. The above path is for a computer with Windows 7 or Windows Vista. A computer with Windows XP will differ, ie C:\Documents and Settings\user name\Application Data\Microsoft\Templates

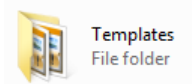
- From Word you can link to the Microsoft Templates Website - <http://office.microsoft.com/en-au/templates>

Exercise 4


Note

This exercise is designed for a computer with Windows 7 installed, although notes have been included for those running Windows Vista or Windows XP.

- 1 Click on  and click on .
- 2 From the Navigation Pane click on Microsoft Word (you may need to scroll up the Navigation Pane). A Templates icon will display. This is a shortcut to the Templates folder on your computer. Double click on this folder.



Windows Vista users – click on Favorite Links, and then click on Templates.

Windows XP users – click on the Save in  and select Trusted Templates.

Name	Date modified	Type	Size
Document Themes	17/11/2010 7:10 p....	File folder	
LiveContent	9/11/2010 5:31 a.m.	File folder	
SmartArt Graphics	15/11/2010 1:34 p....	File folder	
Normal.dotm	24/01/2011 9:25 a....	Microsoft Word M...	69 KB
NormalEmail.dotm	15/11/2010 1:51 p....	Microsoft Word M...	21 KB
NormalOld.dotm	8/11/2010 12:41 p....	Microsoft Word M...	16 KB

A list of templates and folders relating to your login will appear. There are two types of templates in Word 2010 – Word Templates and Word Macro-Enabled Templates. A Word template is a normal template used to create simple documents. More complex documents are created using a Macro-Enabled template where macros are used to create a document.

Icon Template



Word Template









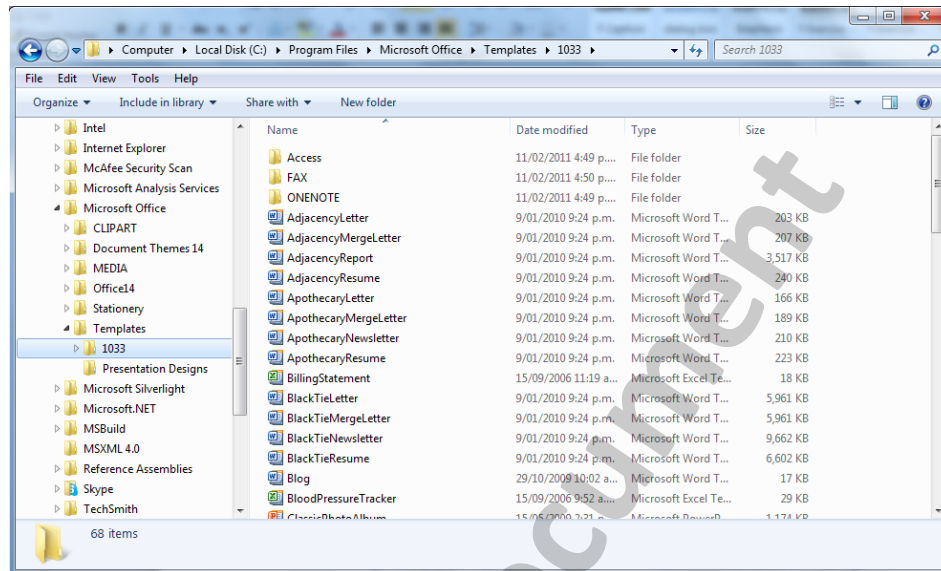
Word Macro-Enabled Template

Tip

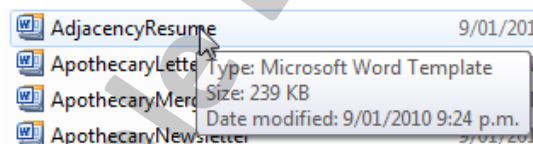
Placing your mouse pointer over a file in the Open or Save As dialog boxes will display the Type, Size and Date modified information.

- 3 The location of the Templates folder is displayed on the Address bar at the top of the Open dialog box. Write this path name in the space below for your own information:



- 4 From the Navigation Pane double click on  **Computer** to display a list of the drives installed on your computer. Double click on  **Local Disk (C:)** (Your C drive may have a different name, eg OS (C:).)
- 5 Scroll down the list of folders shown in the Navigation Pane and double click on  **Program Files** . Scroll down and double click on  **Microsoft Office** .
- 6 Double click on  **Templates** displayed in the Navigation Pane. Click on  **1033** . Sample templates are displayed to the right of the dialog box.

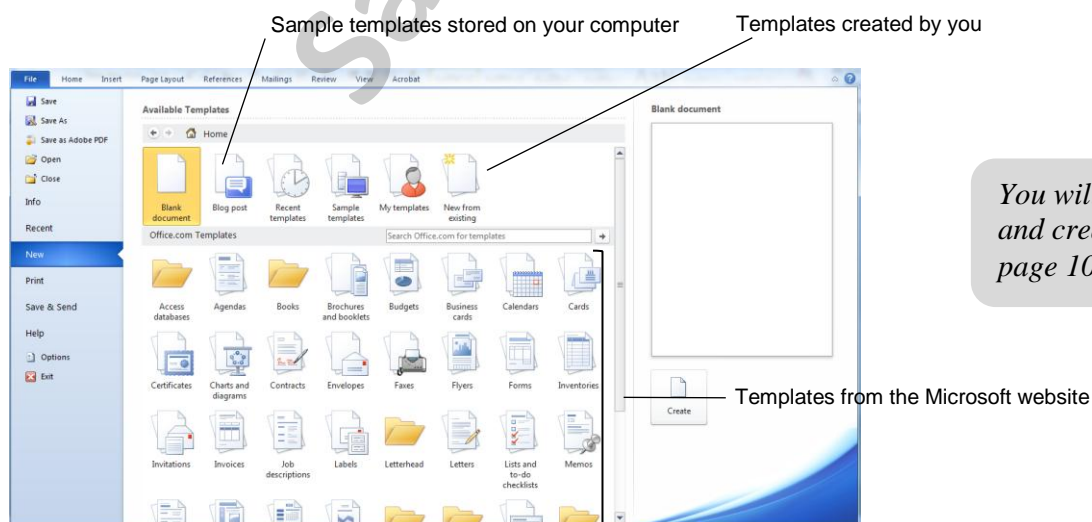


- 7 Position your mouse pointer on a template. Information about the type of file, size and date modified is displayed, an example is shown below. This is a quick way to see the file type.



- 8 Click on Cancel to exit the Open dialog box.

Documents are created from templates by clicking on  **File** then  **New** , and selecting the appropriate template.



You will learn how to use and create templates on page 109.

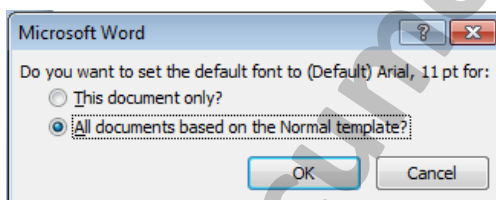
Changing Defaults

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:

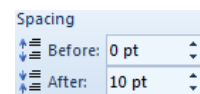
- 1 Click on the Font Dialog Box Launcher **Font** which will display the Font dialog box.
- 2 Change the Font: to Arial and the Size: to 11 pt.
- 3 Click on **Set As Default**.
- 4 Ensure the following option is selected for the font to be applied to **All documents based on the Normal template**.



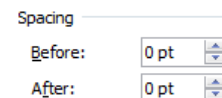
- 5 Click on OK.

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.

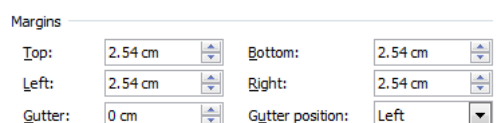


- 1 Click on the Paragraph Dialog Box Launcher **Paragraph** which will display the Paragraph dialog box.
- 2 Change the Spacing After: to 0 pt as shown at the right.
- 3 Click on **Set As Default**. Ensure *All documents based on the Normal template* is selected then click on OK.



Margins

- 1 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.)
- 2 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.



- 3 Click on **Set As Default**. Click on Yes.



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

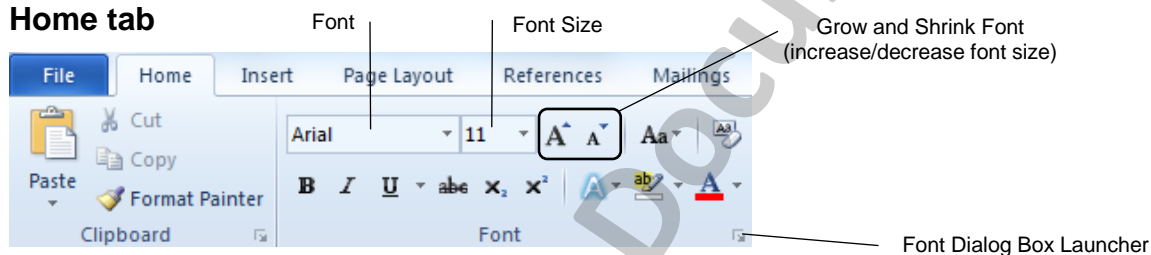
A font is a style of type. Fonts can be increased or decreased in size (known as point size or pt). Windows has a variety of “OpenType” and “TrueType” fonts that will print with all printers (they have  and  next to them on the drop-down list on the Home tab).

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

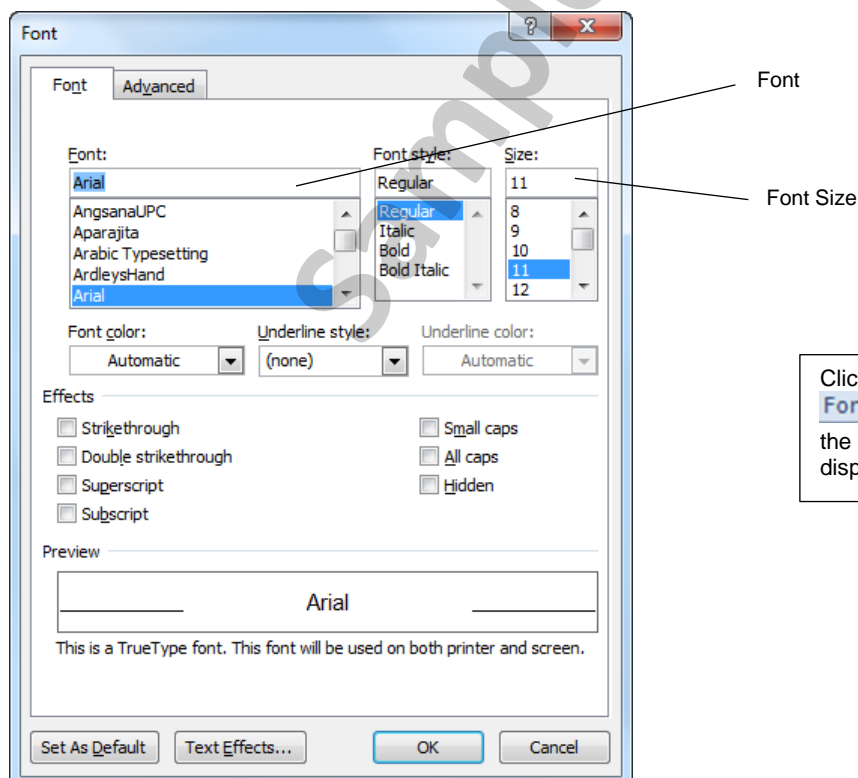
To apply character formatting to a single word simply click in cursor anywhere within it and formatting will be applied to the whole word (ie it is not necessary to select the entire word).


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.