

Easy Steps



Unit 111 (v7) – 107 (v6)

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

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

with

Microsoft Word 2013

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

A Cheryl Price Publication

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

**Use a word processor to produce documents for a business or organisation;
Apply text processing skills to produce communications in a business or organisational
context - Word 2013**

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

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

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



It is recommended that defaults are changed according to instructions on page x.

All topics in this Unit Standard are included in this book.

Retrievable exercise files are used with this book and listed on page xvi. These are available as a free download from our web site at www.cherylprice.co.nz. Instructions for downloading the exercises are included on page xvii.

This book has been written using Microsoft Word 2013 with Windows 8.

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

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PO Box 187
Matakana
Auckland 0948

Phone: (09) 422 7230
Mobile: 021 715566
Fax: (09) 422 7236


Web address:

www.cherylprice.co.nz


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Table of Contents

Introduction.....	vii
Default Settings.....	vii
Retrievable Exercise Files.....	vii
What you will learn.....	vii
How you will learn.....	vii
Word meaning boxes.....	viii
Different Word buttons.....	viii
Glossary.....	viii
Icons used in this book.....	ix
Changing Defaults.....	x
Font and Font Size.....	x
Spacing.....	x
Margins.....	xi
Dictionary.....	xii
Save Options.....	xiii
Exercise Files used in this book.....	xvi
Downloading Exercise Files.....	xvii
NZQA Outcomes and Evidence Requirements.....	xviii
 Section 1 – Ergonomics, The Word 2013 Screen, Create, Save, Open and Print Documents, Cursor Movements, Zoom and Document Views	
What is Microsoft Word?.....	2
The Process of a Word Processed Document.....	2
What is Ergonomics?.....	3
Ergonomic Computer Equipment.....	3
Monitor.....	3
Copy-holder.....	4
Keyboard.....	4
Mouse.....	5
Chair.....	5
Foot-rest.....	6
Workstation.....	6
Physical Exercises.....	7
Preventing Eye Strain.....	8
Work Breaks.....	8
Starting Microsoft Word.....	9
Quick Access Toolbar.....	11
The Ribbon.....	11
Saving a document.....	13
Naming Files.....	14
Closing a document.....	14
Creating a new document.....	15
Opening a document.....	16
Print Preview and Print.....	17
Print.....	17
Open Dialog Box.....	18

Zoom.....	19
Cursor Movements	21
Go To	22
Saving changes to the document on screen and retaining the original document	23
Minimize, Restore Down and Maximize	24
Closing a document without saving changes	25
Document Views	25
Print Layout	26
Read Mode.....	26
Web Layout	27
Outline View	27
Draft View.....	28
Switching between Documents.....	29
Closing Microsoft Word	29
Word Processing Terminology.....	30
 Revision	34
<input checked="" type="checkbox"/> Practice Assessment.....	38

Section 2 – Selecting Text and Editing, AutoCorrect, Spelling and Grammar, Find and Replace, Help

Correction Signs.....	42
Selecting Text	43
Select Button	43
Basic Editing Summary	45
Pick up where you left off	49
Moving text.....	50
Copying text	52
Office Clipboard.....	53
Drag and Drop.....	54
AutoCorrect.....	56
Spelling and Grammar.....	57
Spelling and Grammar Options.....	58
Synonyms and Thesaurus.....	60
Proof-reading	61
Find and Replace	62
Find	62
Replace	63
Set Language Options.....	65
Changing the Default Language	66
Microsoft Word Help.....	68
 Revision	71
<input checked="" type="checkbox"/> Practice Assessment.....	74

Section 3 – Text Formats (Fonts, Font Sizes, Enhancements), Paragraph Alignment, Paragraph Formats (Line Spacing, Indents, Tabs), Format Painter

Fonts	78
Font Formatting As You Type	81
Font Dialog Box	82
Mini Toolbar	83
Paragraph Alignment	83
Shortcut Keys	86
Paragraph Formats	87
Line Spacing and Indents	87
Paragraph Dialog Box	88
First Line and Hanging Indents	90
Paragraphs Summary	92
Bullets	93
To apply bullets –	93
Numbering Paragraphs	97
Bullets and Numbering	100
Format Painter	106
Headings and Layout	108
Achieving Consistency	109
Page Layout tab, Spacing Before	109
Repeat Button	109
Format Painter Button	109
Shortcut Keys	109
Layout Concepts	110
Typography	110
Consistency	110
Major Headings	111
Subheadings	111
Lists	111
Borders and Lines	111
Spacing	111
Punctuation and Capitalisation	111
Paragraphs and Alignment	111
Margins and White Space	111
Layout Exercise	112
Setting Tabs	114
Left tabs	115
Centre Tabs	116
Right Tabs	116
Decimal Tabs	117
Aligning Text at the Right Margin	118
Leader Tabs	120
✎ Revision	124
☑ Practice Assessment	128


Section 4 - Sorting, Margins, AutoCorrect, Punctuation, Use of Numbers, Grammatical Errors, Thesaurus

Sorting	132
Automatic Hyphenation	133
Manual Hyphens	133
Synonyms and Thesaurus	134
Use of Punctuation	136
Commas	136
Semi-Colon	136
Colon	136
Exclamation Mark	136
Apostrophe	136
Punctuation Usage and Spacing	137
AutoCorrect	138
Words Commonly Confused	139
Checking Grammar	141
Common Errors	142
Capitals	146
Use of Numbers – Words or Figures	148
Date	148
Inserting the date	148
Time	149
Pages	149
Currency	149
Fractions and Symbols	150
Percentages	150
Measurements	151
General	151
Arabic, Cardinal and Ordinal Numbers	151
Roman Numerals	154
Punctuation and Vocabulary Summary	156
 Revision	157
<input checked="" type="checkbox"/> Practice Assessment	158

Section 5 – Page Formats (Margins, Orientation, Paper Sizes, Page Breaks, Page Numbers), Printing and Print Preview, Passwords and File Management

Page Layout	162
Margins Button	162
Changing Margins using Rulers	163
Orientation	164
Paper Sizes	165
Page Setup Dialog Box	166
Page Breaks	170
Page Numbers	173
Printing	174
Print Preview	176
Additional Exercises	177
Numbering Types	179

Passwords	181
Adding a Password	181
Removing a Password	182
File Management	183
Selecting Files	184
Renaming Files	185
Changing and Moving through Drives/ Folders	185
Locating Files	186
Storage Locations	187
Backup	188
Backup Versus Copy	188
Backup Methods	188
Backup Schedule	188
External Storage	189
Saving to a different storage device	190
Copying several files to a storage device	190
Viewing files on an external storage device	190
✍ Revision	192
☑ Practice Assessment One	195
☑ Practice Assessment Two	196
 Section 6 – Emails and Letters, Business Documents, Community Work	
Additional Proof-reading Exercise	202
Organisational Style Requirements	204
Styles and Templates	204
Email	206
Hints for Writing and Sending Email (“Netiquette”)	207
Business Letters	210
Annotated Emails and Letters	213
Second/Subsequent Pages of Business Letter	218
Page Numbering	219
Headers and Footers	219
Envelopes	220
Field Codes	223
Read-only files	224
Memoranda	224
Fax Forms	226
Forms	228
Community Work	231
Notice of Meeting	231
Agenda	232
Notice of Meeting and Agenda	233
Newsletters	234
Reports	235
Layout	235

Essays	238
Footnotes	238
Bibliographies.....	238
An Example of Text and Footnotes.....	239
 Revision	241
<input checked="" type="checkbox"/> Practice Assessment.....	242
 Glossary.....	 246
 Index.....	 254

Sample Document

Introduction

Welcome to combined Unit Standards 111 v7 Use a word processor to produce documents for a business or organisation; 107 v6 Apply text processing skills to produce communications in a business or organisational context with Microsoft Word 2013.

This book has been written using Microsoft Word 2013 with Windows 8. (The Windows 7 operating system can be used. However screen shots will differ slightly from those shown in this book.)

Default Settings

Before commencing this course you will need to check (and amend if necessary) the default settings for Word 2013 as described on pages x to xii. This will ensure that all exercises and instructions in this book will work exactly as they should.

Retrievable Exercise Files

Some exercise files have been created for you to prevent time in keying in many exercises. You can then open these files and use the features of Word to manipulate and format text.

A list of these files is shown on page xvi and instructions for downloading these files from our web site are included on page xvii.

What you will learn

In this course you will learn how to -

- describe basic terminologies and techniques used for word processing
- edit, format, manipulate, save and print documents
- manage files and apply data security procedures
- apply text processing skills to produce communications in a business or organisational context
- edit, format and display documents attractively
- produce a variety of documents including essays, assignments, memoranda, correspondence, newsletters, reports, notices, advertisements, forms, email
- compose documents from drafts and notes

How you will learn

This book is divided into sections. Each section page lists the learning outcomes for that section. You will work through each section and do all exercises (or those instructed by your tutor).

Revision theory is included at the end of the section followed by a Practice Assessment. Our books include accumulation and consolidation of learning which carries across each section.

After you have completed the book your tutor will give you the actual Unit Standard Assessment.

Word meaning boxes

Sometimes you will see a box at the left side of the page of a line that has dotted underlining. This box will contain information to help you understand the meaning of the underlined word (or how that word is formed). An example is shown below.

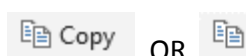
forecast
= to
calculate a
future
result

Data can therefore be altered to re-calculate budgets and to forecast results using different sales figures. Worksheets can be saved, opened and printed as required.

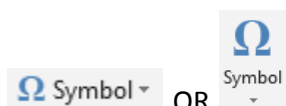
Different Word buttons

Depending on the size of your Word screen buttons on the ribbon may vary to those shown in this book. The icon with the word of that feature may show, or the icon only.

For example, the Copy button in the Clipboard group on the Home tab may be displayed in either of the following ways.





The Symbol button can show as either -



Shortcut keys

Shortcut keys are indicated in the left margin, usually the first time they are used. An example follows.

Ctrl S

- 1 Click on the Save button  on the Quick Access Toolbar .
- 2 Type a file name for your document then click on Save.

Glossary

Generally when a word(s) is first used that is a technical term or a word that you may not know that relates to an exercise, or a particular Word 2013 feature, a description is given. You will also see that such words are in **bold**.

These terms are listed on each section page, an example is shown below. Explanations are also included in the Glossary at the end of the book.



In this section you will come across the following words highlighted in bold. This indicates that the word is included in the Glossary at the end of the book together with a description of that word.

AutoCorrect
Clipboard
Correction Signs
Cut
Drag and Drop
Find

Format
Microsoft Office Help
Move Text
Navigation Pane
Proof-reading
Redo

Replace
Selecting Text
Synonyms and Thesaurus
Typing Replaces Selection
Undo

Icons used in this book

This book contains icons to help guide you in your learning.

The following list shows the icon and its meaning.



Learning Outcomes

Learning Outcomes are displayed on the section page and describe what you will learn in that section.



EXERCISE 1

These are the exercises that you are required to do. Often there will be an introduction sentence to tell you what you will be doing in that exercise.



These are notes for your information.



Revision

This appears at the end of each section and contains theory revision questions relating to features learnt in that section.



Practice Assessment


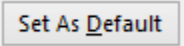
Each practice assessment covers consolidation of topics learnt in that section and provides practice for students prior to sitting the actual Unit Standard Assessment.

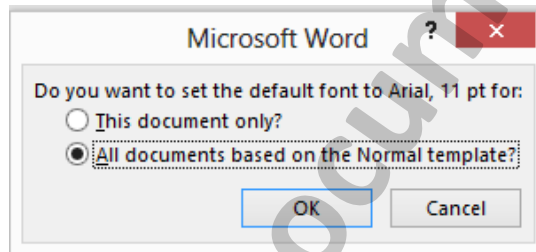
Changing Defaults

Default settings may have already been changed in your Word 2013 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:

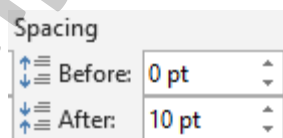
- 1 Click on the Font Dialog Box Launcher  which will display the Font dialog box.
- 2 Change the Font: to Arial and the Size: to 11 pt.
- 3 Click on .
- 4 Ensure the following option is selected for the font to be applied to *All documents based on the Normal template*.




- 5 Click on OK.

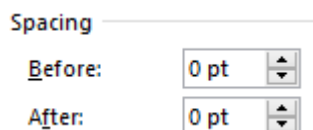
Spacing

- Click on the **PAGE LAYOUT** tab and if 10 pt Spacing After is displayed as shown below then this has not been altered. (Use the instructions below also if 8 pt After is displayed.)




Remove 10 pt spacing as follows.

- 1 Click on the Paragraph Dialog Box Launcher  which will display the Paragraph dialog box.
- 2 Change the Spacing After: to 0 pt as shown below.



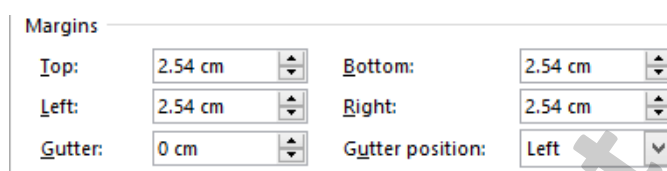
- 3 Click on .
- 4 Ensure *All documents based on the Normal template* is selected then click on OK.

Margins

- On the **PAGE LAYOUT** tab click on the Page Setup Dialog Box Launcher  which will display the Page Setup dialog box.

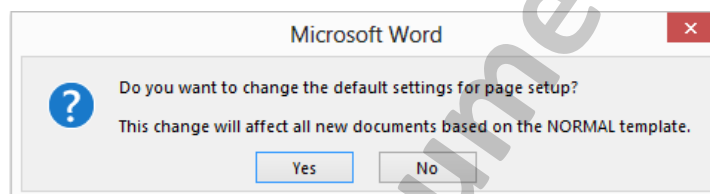
If margins are displayed as 3.17 cm change them as follows. (If they have been changed to those shown below click on Cancel.)

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



Margins	
Top:	2.54 cm
Bottom:	2.54 cm
Left:	2.54 cm
Right:	2.54 cm
Gutter:	0 cm
Gutter position:	Left

- 2 Click on **Set As Default**.



- 3 Click on Yes.

Bullets and Numbering

When bullets and/or numbering are inserted in Word 2013 a style is applied to these features. This can prevent spacing before and after, or spacing options to be used with the Line and Paragraph Spacing button.

You will therefore change bullets and numbering to be applied using the Normal style as follows:

- 1 Click on the **FILE** tab and select **Options**.
- 2 Click on **Advanced** at the left.
- 3 Ensure a tick is displayed in the following ☒ **Use Normal style for bulleted or numbered lists**.
- 4 Click on OK.


Dictionary

Microsoft Office 2013 does not have an inbuilt dictionary. We recommend that you download the Bing Dictionary as instructed below.

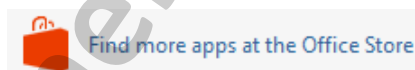
(If another dictionary has already been added captures in our Word 2013 books will be very similar but may not be exactly the same.)

You will need to be connected to the Internet to be able to download the dictionary and to use it.

- 1 Click on the **INSERT** tab then click on .


- 2 In the Apps for Office dialog box click on  which will take you to the Microsoft Apps Store.

(If other apps have been installed you need to click on



- 3 In the Search box at the top of the window type **dictionary** as shown below.

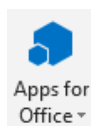



- 4 Click on the Search button .
- 5 Click on the following dictionary which we have selected because it is FREE and has the highest star rating. It can also be used in Excel 2013.



Bing Dictionary (English)
Next generation English dictionary that leverages Bing for accurate and natural lookup experiences.
★★★★★ (5)
Microsoft Corporation
Excel 2013, Word 2013
FREE

- 6 Click on  then on .



The Bing Dictionary will now show on the  button and will be used for spelling and grammar checking, synonyms and thesaurus.

Save Options

When a document is saved you will be requested to select the location, ie Computer then click on the Browse button and select the folder required. You can eliminate this procedure by selecting the location and saving directly to the Save dialog box and therefore bypass Backstage view.

For the purposes of this book we have used My Documents folder as the default folder. This means that files you open and save will be on your hard drive.



If you wish to open and save files to SkyDrive (ie the cloud) use instructions on the next page.

Use the following instructions to specify My Documents as the default file location:

- 1 Click on the **FILE** tab then click on **Options**.
- 2 Click on **Save** at the left.
- 3 Ensure that the Documents folder is displayed as the Default local file location as shown below.
- 4 Also ensure that *Don't show the Backstage when opening or saving files* option displays a tick.
- 5 Remove the tick from the next option *Show additional places for saving, even if sign-in may be required*.

- ☒ Don't show the Backstage when opening or saving files
- ☐ Show additional places for saving, even if sign-in may be required.
- ☐ Save to Computer by default

Default local file location:

C:\Users\Cheryl\Documents\

Browse...

- 6 Click on OK.

SkyDrive

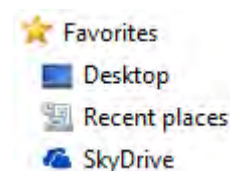
SkyDrive is a cloud storage application from Microsoft. It is one of the major online file storage options competing with Dropbox and Google Drive.



Because files are stored “in the cloud” it means that you can access those files from anywhere in the world because you will always have access to the SkyDrive application and your files. You do however need an Internet connection to be able to update those files.



Saving to SkyDrive


SkyDrive is automatically set up when Microsoft Office 2013 (ie Office 365) is installed on your computer. A SkyDrive folder will be displayed on the Navigation Pane in Windows Explorer as shown at the right.



Files can be saved manually by clicking on the Save button  on the Quick Address Toolbar, specifying a name for your file then clicking on the  SkyDrive icon (you may wish to double click on Documents and save to that folder).

SkyDrive as the Default File Location

Use the following instructions if you wish to specify SkyDrive as your default file location.

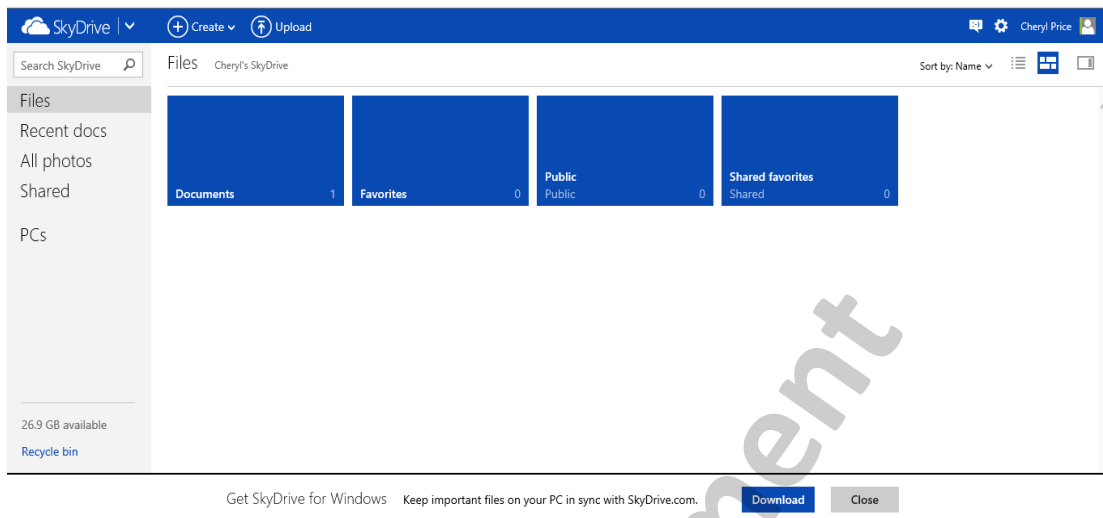
- 1 Click on the **FILE** tab then click on **Options**.
- 2 Click on **Save** at the left.
- 3 Ensure that the Documents folder is displayed as the Default local file location as shown below.
- 4 Also ensure that *Don't show the Backstage when opening or saving files* option displays a tick.
- 5 Remove the tick from the next option *Show additional places for saving, even if sign-in may be required*.
- 6 Click on **Browse...** at the right of *Default local file location:* and select  SkyDrive .
 - ☒ Don't show the Backstage when opening or saving files
 - ☐ Show additional places for saving, even if sign-in may be required.
 - ☐ Save to Computer by default

Default local file location: **Browse...**
- 7 Click on OK.

SkyDrive Website

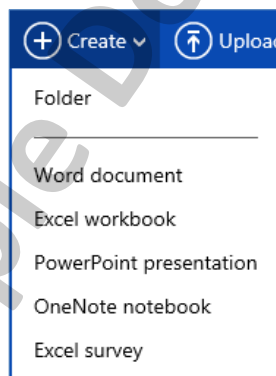
You can log in to the SkyDrive website using your web browser with your login name and password.

The website is www.skydrive.live.com.



You can upload photos and use files and share files.

New files can be created through SkyDrive by clicking on the **Create** button and selecting the program you wish to use, eg Word (web applications in SkyDrive are slightly cut-down versions of Office 2013 programs).



Sharing Files

From within Word 2013 you can save files to SkyDrive (usually to the Documents folder). You can then click on the **FILE** tab, on **Share** and invite people to share files in SkyDrive. (For further information click on the Help button **?** in the Share screen.)

Alternatively, you can right click on a file in the SkyDrive website (see above) and select Sharing.

Use Google in your web browser to search for additional information on SkyDrive.

Exercise Files used in this book

(Instructions are included on the following page for downloading retrievable files from our web site at www.cherylprice.co.nz)

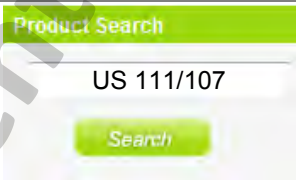


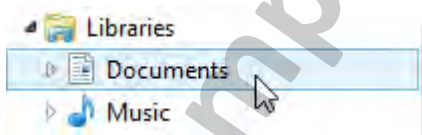
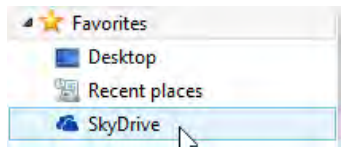
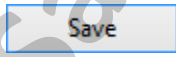
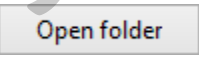
Names of files	
Advertisements	Health
Africa	History and Rules of Tennis
Africa-1	Jacob and Sons – Sales Personnel
Appliances	Jan Jasmine
Appliances-1	Layout Exercise
Balloon Gifts	Macroworks
Beads, Seeds and Shells	Mobile Phone Specialists
Body Shape	Owning a Cat
Brick Bay Sculpture Trail	Owning a Dog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

Downloading Exercise Files

The exercise files listed on the previous page can be downloaded from the Cheryl Price web site using the instructions below.



Exercise files can be downloaded to My Documents folder OR SkyDrive. However, for the purposes of this book we have specified My Documents as the folder for saving and opening files. If you are using SkyDrive simply use the SkyDrive folder instead.

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>
4	Click on 
5	Click on US 111/107
6	Under the Exercise Files heading click on the underlined blue hyperlink, ie Book Exercise Files – 111 v7-107 v6 Word 2013 Free Download The File Download dialog box will display.
7	<p>a Click on  Save as then click on the Documents folder shown below at the left OR on SkyDrive shown below at the right.</p> <div>   </div> <p>b Click on .</p>
8	<p>a Click on .</p> <p>b Right click on the zipped exercise file and select Extract All. Click on Extract. A folder will be created containing the exercise files.</p> <p>c Delete the Compressed (zipped) Folder.</p>

NZQA Outcomes and Evidence Requirements

Unit Standard 111 Version 7

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

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

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

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

Explanatory notes

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

Outcomes and evidence requirements

Outcome 1

Describe basic terminology and techniques used for word processing.

Evidence requirements

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

Range	basic terminology includes but is not limited to – document creation, naming, storing, retrieval, editing, formatting, previewing, printing.
-------	--
- 1.2 Basic techniques used for word processing are described in terms of their function.

Range	basic techniques include but are not limited to – keyboard shortcuts, use of mouse; customising formats; manipulating text in accordance with the system requirements.
-------	--

Outcome 2

Use basic word processing to produce business or organisational documents.

Evidence requirements

- 2.1 Use of keyboard shortcuts and mouse is in accordance with program features and requirements.

Range evidence of six keyboard shortcuts and three uses of a mouse is required.

- 2.2 Documents are produced, formatted, manipulated, saved and printed in accordance with information provided, and output required.

Range documents must be of sufficient length and complexity to provide scope for the assessment evidence;
format includes – paragraph, page orientation, margins, tabulation, font selection, format painter;
manipulation may include but is not limited to – move, copy, insert, delete, undo/redo, find and replace, set language, check spelling and grammar, customise dictionary;
evidence of six manipulation techniques is required;
save – name, save, save as a new file.

- 2.3 System features are used to identify and manipulate screen display options and controls.

Range features may include but are not limited to – maximise and minimise, page view, layout view, normal view, print preview, zoom %, ruler, ribbons, groups, tool bars, help;
evidence of at least four features is required.

- 2.4 Data security procedures and file management techniques are used according to the word processing program in use and business or organisational requirements.

Range password protection of documents, rename file, locate files, backup files, external storage of documents, display folder contents.

Planned review date	31 December 2015
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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	December 2012
Revision	7	18 August 2011	N/A

Consent and Moderation Requirements (CMR) reference	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Unit Standard 107 Version 6

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

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

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

Outcomes and evidence requirements

Outcome 1

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

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

Evidence requirements

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

Planned review date	31 December 2015
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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
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This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Sample Document

Ergonomics

The Word 2013 Screen

Create, Save, Open and Print Documents

Cursor Movements

Zoom and Document Views



Learning Outcomes

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

- ☐ Understand about ergonomics
- ☐ Start and exit Word 2013
- ☐ Identify parts of the Word 2013 screen
- ☐ Understand the ribbon and groups
- ☐ Create, save, open, print and close documents
- ☐ Practise cursor movements
- ☐ Use the Zoom feature and Document View options
- ☐ Minimize, Restore Down and Maximize a document



In this section you will come across the following words highlighted in bold. This indicates that the word is included in the Glossary at the end of the book together with a description of that word.

Close
Copy-holder
Cursor Movements
Customising Formats
Document Creation
Document View Buttons
Draft View
Editing
Editing
Ergonomics
Foot-rest
Formatting
Formatting
Hard Copy
Keyboard Shortcut
Manipulating Text

Micropauses
Minimize
Mouse Options
Mouse Pointer
Naming
OOS
Outline View
Previewing
Print Layout
Print Preview
Printing
Quick Access Toolbar
Read Mode
Restore Down
Retrieval
Ribbon

Save
Save As
Soft Copy
Storing
Taskbar
Vertical Scroll Bar
Vertical Scroll Box
Web Layout View
Workstation
Wrist Rest
Zoom
Zoom In
Zoom Out
Zoom Slider

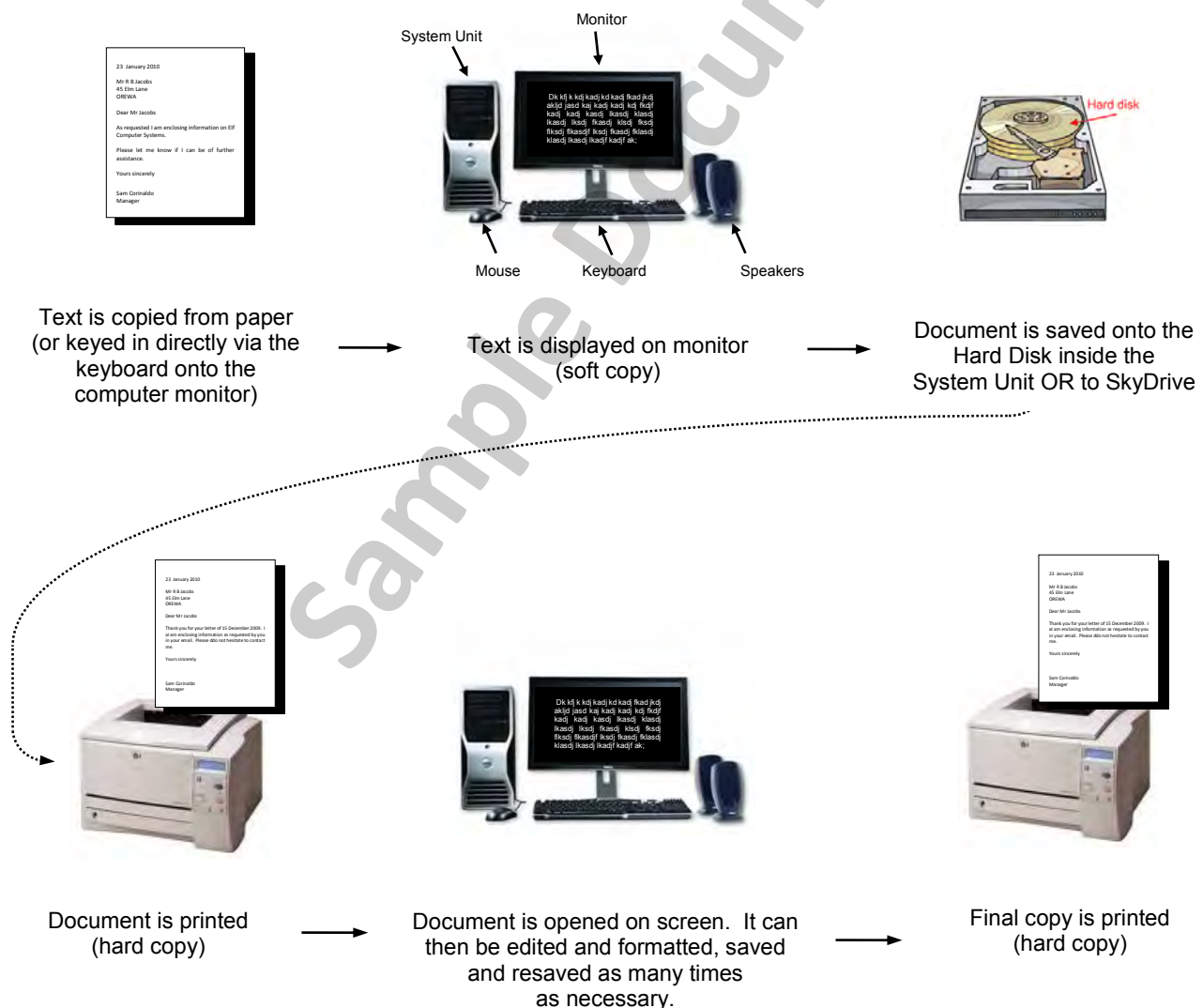
What is Microsoft Word?

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

A word processing program generally includes the creation of -

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

The Process of a Word Processed Document



What is Ergonomics?

sector
= division

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 our web site (Resources tab, Free Resources) at www.cherylprice.co.nz.



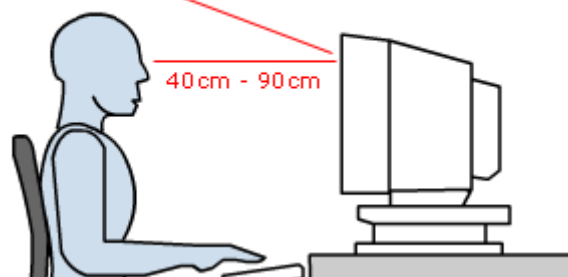
Ergonomic Computer Equipment

Monitor

monitor
= screen

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 include an anti-glare surface.

Many anti-glare screens incorporate a filter which protects from ultra-violet (UV) 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 copy-holder reduces the need to bend the neck. There are various types of copy-holder; 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 (ie used without an attached cord to the computer) 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.

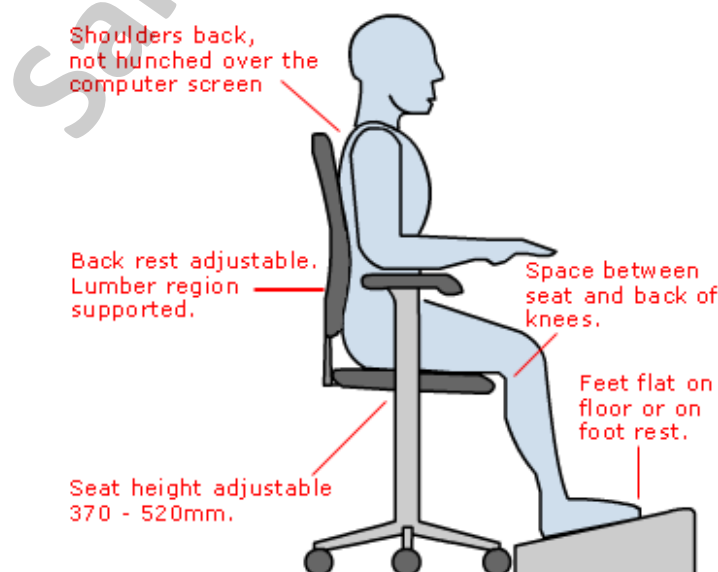


Chair

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

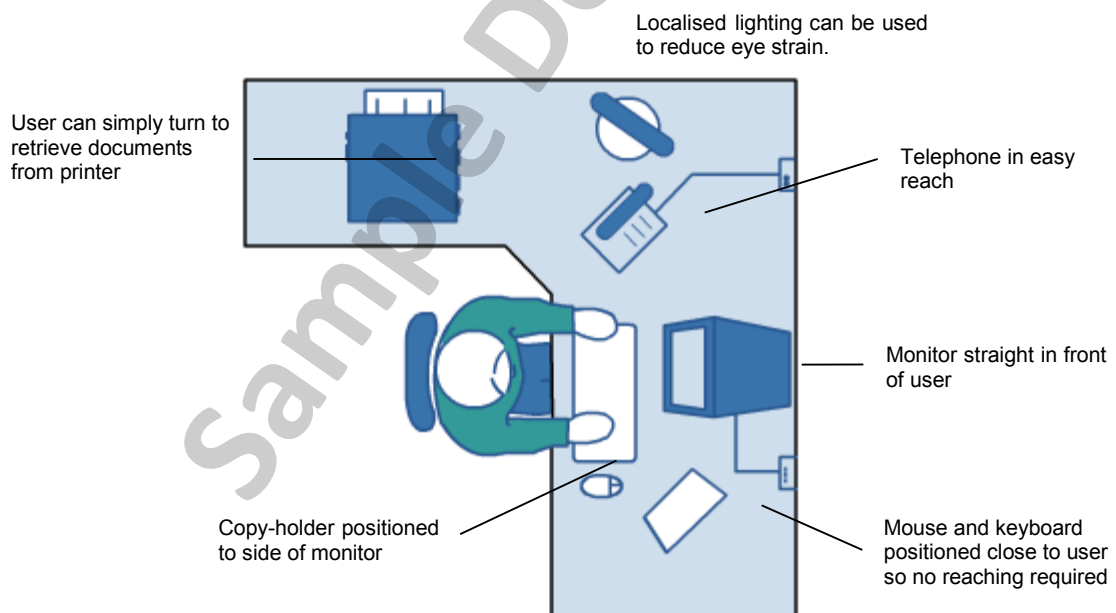
A **foot-rest** is useful when the desk and chair cannot be adjusted and can be used to ensure proper posture. Ideally the foot-rest slope should be comfortable; 0°-10° is recommended, with a flat surface area of 350 x 45 mm.



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 with privacy in one's workspace.

Physical Exercises

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

 <p>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.</p>	 <p>Head turn Slowly turn your head to one side. Return to centre and repeat on the other side.</p>	 <p>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.</p>
 <p>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.</p>	 <p>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.</p>	 <p>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.</p>
 <p>Chest and shoulder stretch Interlace your fingers behind your back. Gently turn your elbows inwards, straightening your arms. Pause and then release.</p>	 <p>Arm and rib cage stretch Interlock your fingers; stretch your arms above your head, palms upward. Try to keep your shoulders lowered.</p>	 <p>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.</p>
 <p>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.</p>	 <p>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.</p>	 <p>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.</p>

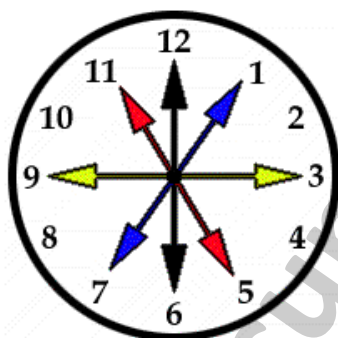
Preventing Eye Strain

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.
- Wipe the dust off your screen regularly.

Exercises to Prevent Eye Strain

Pretend you are looking at a giant clock. Move your eyes to look at the different hours on the clock face as listed 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
- Begin at 12 and circle around to 3, 6, 9 and back to 12 three times. Then reverse directions.

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 computer 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 5-15 second break in work for muscle relaxation every 5-10 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. Micropauses help you be more productive.

Starting Microsoft Word




EXERCISE 1

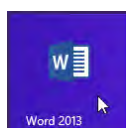
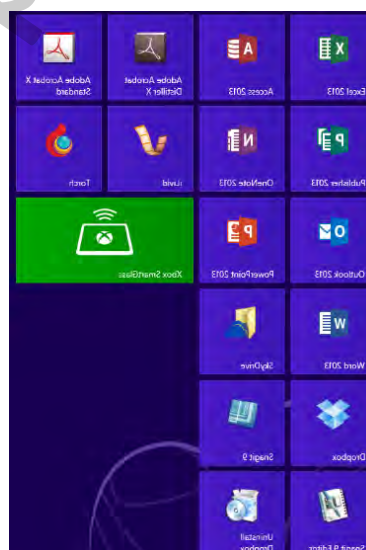
- 1 If the Start screen shown below is not displayed click on the Windows key  on your keyboard OR move your mouse pointer to the very bottom left of the window where the Start button shown at the right is displayed.



Click here to display the Start button

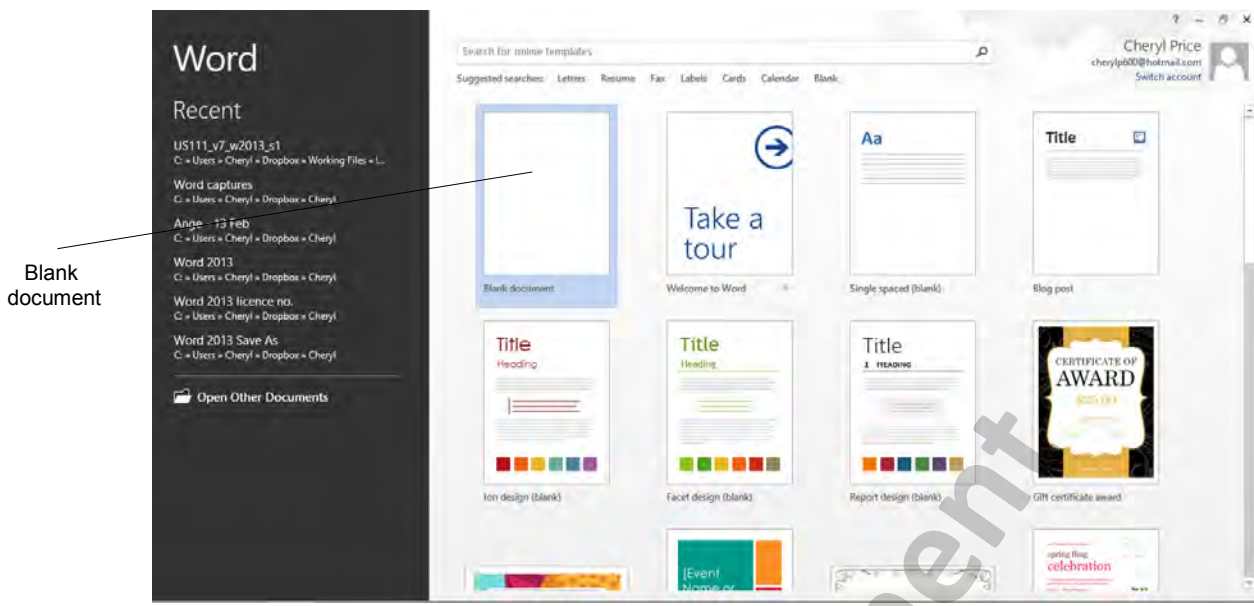
Click here to scroll across the screen

- 2 Click on  at the bottom right of the screen which will display program options, an example is shown below. (Yours will be slightly different and may have more, or less programs displayed.)



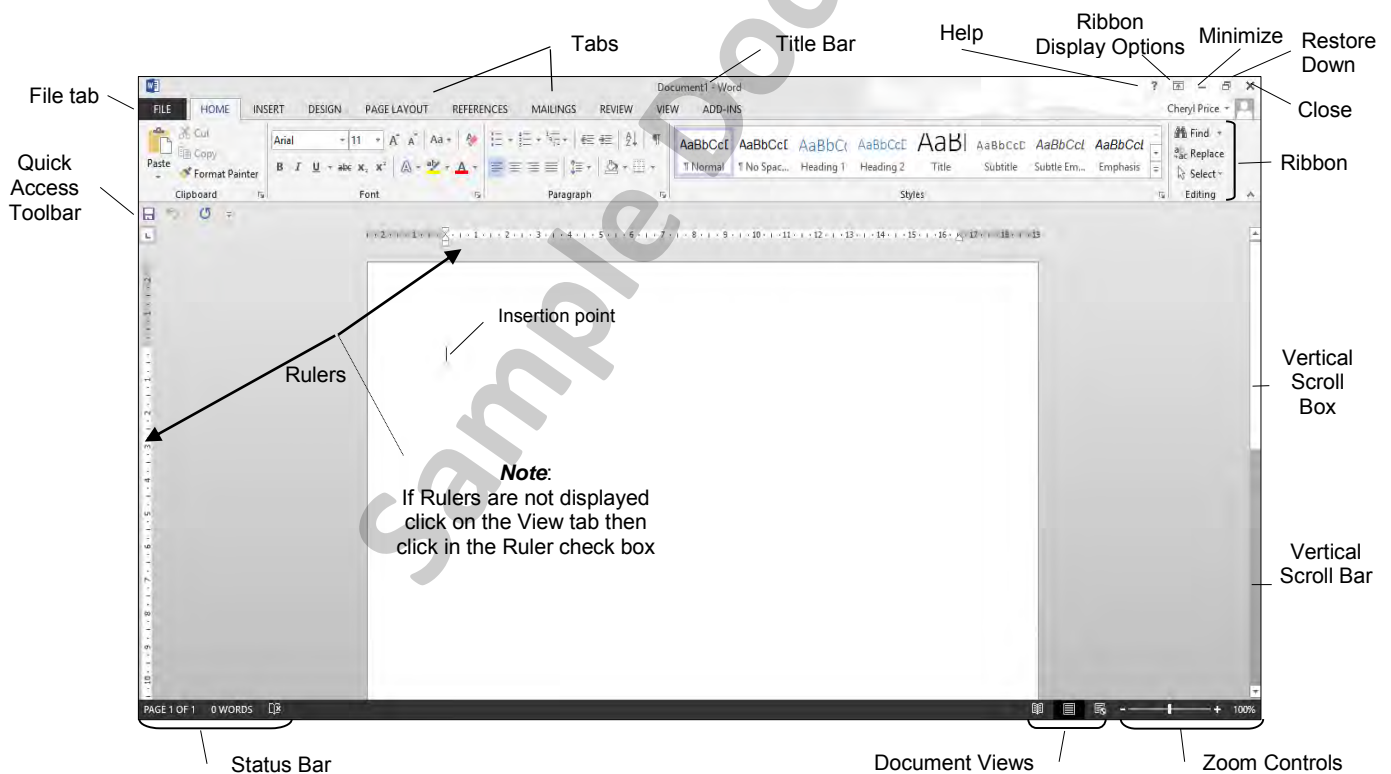
- 3 Click on the Word 2013 program icon

Microsoft Word will open. If Word 2013 has been used previously then Backstage View will be displayed as shown below. (Recent documents are shown at the left.)



- 4 Click on Blank document as indicated above.

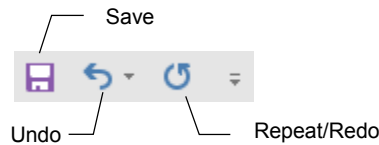
The screen will display with a new document, ready for you to enter text as shown below.



The **FILE** tab contains all basic tasks such as opening, saving and printing a document.

Quick Access Toolbar

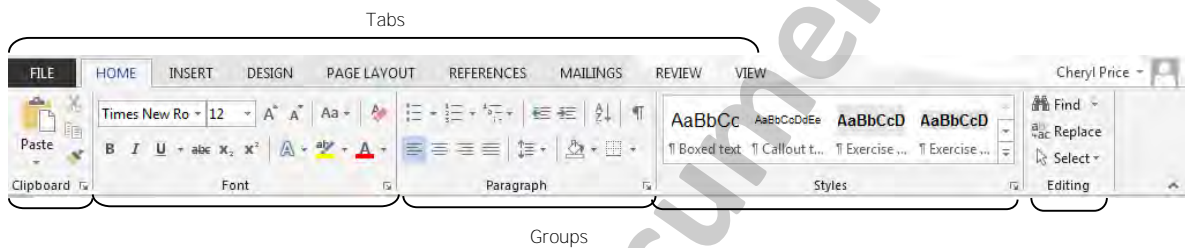
The **Quick Access Toolbar** contains commands to Save, Undo and Repeat/Redo. Other frequently used commands can be added to this toolbar.






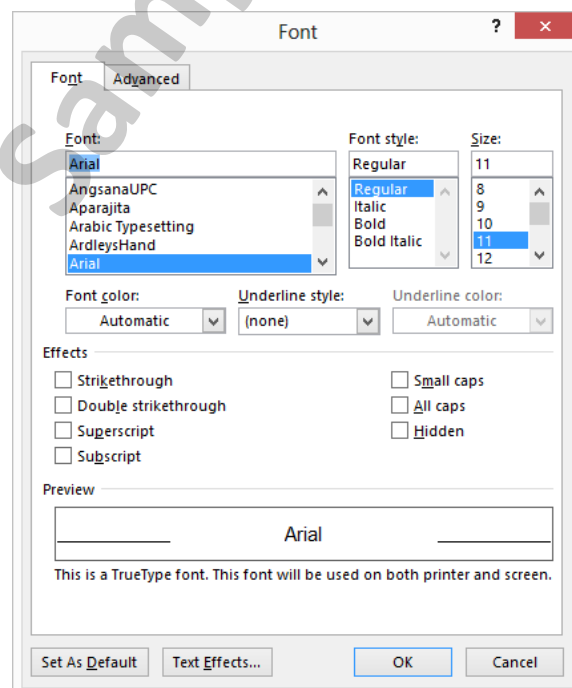
The Ribbon

The **ribbon** in Microsoft Word 2013 is divided into groups and used as described below.

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






- (b) Clicking on a down arrow  displays options for that feature, eg when you click on the down arrow at the right of Underline button in the Font group underlining options are displayed as shown at the right.
- (c) Clicking on the Dialog Box Launcher  to the right of the group name displays the relevant dialog box, from which you can also select the same, and additional options, eg when you click on the Font Dialog Box Launcher  the dialog box for that group is displayed as shown below. (Click on Cancel to remove the dialog box.)





EXERCISE 2

- 1 On the **PAGE LAYOUT** tab click on  in the Page Setup group.
 - 2 Write down the two options that are displayed
.....
 - 3 Click to remove options.
 - 4 Click on the Page Setup Dialog Box Launcher  to display
.....
 - 5 Ensure the Margins tab is displayed
- (You will notice there is an Orientation section with the same options as the  button in the Page Setup group on the ribbon.)
- 6 Click on Cancel.
 - 7 Click on the **HOME** tab.



EXERCISE 3

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

uppercase
= capital
letters

ONLINE AUCTIONS

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