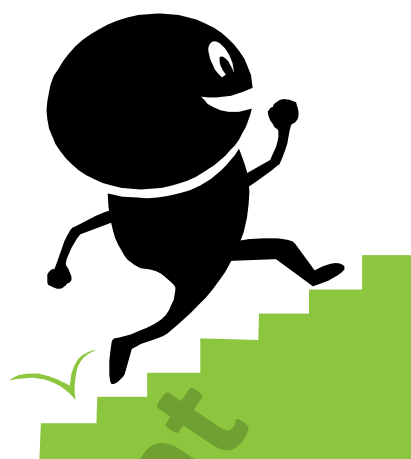


# Easy Steps



## Unit 109 (V6)

Apply text processing skills to produce specialist documents

*with*

Microsoft Word 2010

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

*A Cheryl Price Publication*

## **Unit Standard 109 (Version 6)**

### **Apply text processing skills to produce specialist documents - Word 2010**

This book covers the course outline for the following New Zealand Qualifications Authority Unit Standard version 6:

Unit Standard 109v6 - BUSINESS INFORMATION PROCESSING (Level 4, Credit 6)  
Apply text processing skills to produce specialist documents

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

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

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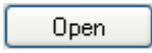

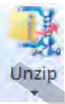


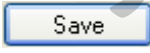
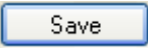
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Exercise files can be downloaded from the Cheryl Price web site as follows:

1	In your web browser, type: <b>www.cherylprice.co.nz</b>
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 499 1485 678" data-label="Image"> </div>
4	Click on  Search
5	Click on <a href="#">US 109</a>
6	Under the <b>Exercise Files</b> heading click on the underlined blue hyperlink, ie Book Exercise Files – V5 or V6 Word 2010 <a href="#">Free Download</a> 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 <b>Set default unzip folder</b> 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  Save and ensure My Documents folder is displayed. Click on  Save
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.

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Sample Document

## Unit 109 Version 6

<b>Title</b>	<b>Apply text processing skills to produce specialist documents</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>6</b>

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

<b>Available grade</b>	Achieved
------------------------	----------

<b>Entry information</b>	
<b>Recommended skills and knowledge</b>	Unit 108, <i>Apply text processing skills to produce business documents</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 Definitions  
*Text processing conventions* refers to accepted practices of display for page layout, font selection and size, text formatting, use of lines, boxes and borders, expression of scientific and mathematical symbols and formulae, foreign languages, and white space. Conventions used must produce documents that are fit for their intended use and meet organisational style requirements.  
*Commercially acceptable time frame* is a period of processing time considered acceptable in New Zealand business and in line with client needs and expectations.
- 3 Evidence of text processing and editing skills must include the following features, which may be demonstrated once over all five specialist documents rather than in each – extensive amendments, scientific and mathematical symbols and formulae, tables, 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.
- 5 This unit standard does not cover the requirements for medical and legal documents, as those are included in: Unit 21866, *Demonstrate knowledge required in medical administration roles, and produce medical documents*; Unit 18180, *Produce text processed clinical documents*; and Unit 127, *Demonstrate knowledge required in legal administration roles, and produce legal documents*; Unit 110, *Review text processing and information production practices in a business or organisational context*, at level 5, also includes legal documents.

---

## Outcomes and evidence requirements

### Outcome 1

Apply text processing skills to produce specialist documents.

Range specialist documents may include but are not limited to – organisational, administrative, promotional, scientific, mathematical, academic documents; evidence is required for five different types of specialist documents.

### Evidence requirements

- 1.1 Spelling, grammar, vocabulary, and punctuation are consistent with the nature and purpose of the specialist documents required.
- 1.2 Page layout, format and display of specialist documents are consistent with text processing conventions and the outputs required, and meet organisational style requirements.
- 1.3 Specialist documents are composed from instructions, including annotated drafts containing extensive editorial amendments, in accordance with information provided and output required.
- 1.4 Specialist documents are processed and presented within a commercially acceptable time frame and in accordance with information provided and output required.
- 1.5 Specialist documents are produced in accordance with text processing conventions.

# Files used in this book

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

Files to be opened	
AA	Hillary Letterhead
B&A Paragraphs	Homestay Letterhead
BC Letterhead	Homonyms
Bloxbury Letterhead	JS Letterhead
Confused Words1	Maori Language Act
Copy	Multi-Choice Questions File
Count	Open Houses
Count1	Planner
Craft Homes	Replace Text
Email	Roses Letterhead
Evans Letterhead	Sadd
Excavation	Services
FD Letterhead	Specifications
FD Order Form	Star Signs1
Find Text	TEV Letterhead
Garamond Macron Font	Travel Destinations
GCC Letterhead	

Sample Document

## Theory Creation of Documents

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### Learning Outcomes

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

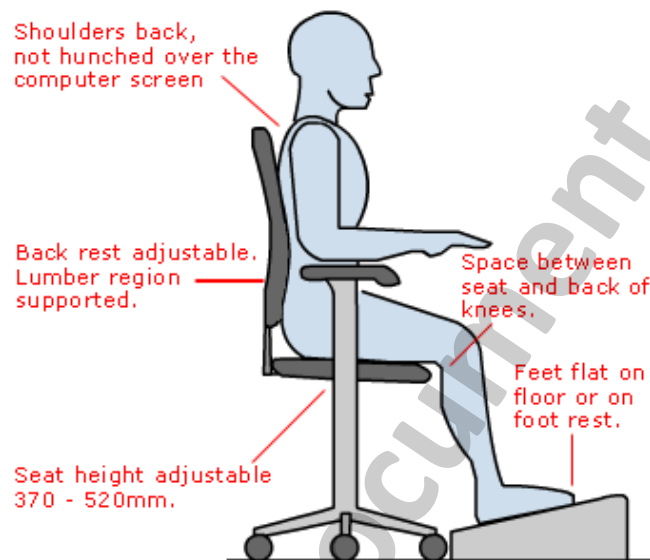
- ☐ Save, print and file documents
- ☐ Create documents/templates -
  - Letterheads
  - Use a template
  - Memoranda
  - Insert field codes
  - Fax forms
  - Email messages
  - Forms
  - Form letters
  - Application forms

Sample Document

# Ergonomics

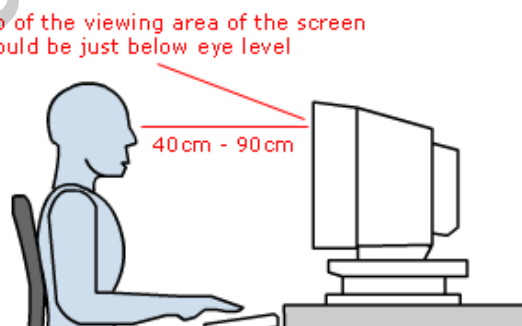
Ergonomics is the study of the efficiency, comfort and safety of people in their working environment. In the office/computing sector, the field of ergonomics plays an important role in the production of monitors, keyboards and furniture, specifically in ensuring good design techniques that avoid the 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 our web site (Resources tab, Free Resources) at [www.cherylprice.co.nz](http://www.cherylprice.co.nz).

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.



## Health Problems

It is important that steps be taken to prevent health problems such as Occupational overuse syndrome (OOS) and repetitive strain injury (RSI) from occurring. Exercises should be used to stimulate blood flow - to help reverse the effects of muscle tension - and help you to relax.

# Exercises

The following exercises are designed to help prevent OOS, reduce muscle tension and increase blood flow.

		
<b>Side neck stretch</b> Slowly tilt your head to one side, stretching the side of your neck. Return your head to upright and repeat on the other side.	<b>Head turn</b> Slowly turn your head to one side. Return to centre and repeat on the other side.	<b>Bi-directional neck stretch</b> 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.
		
<b>Shoulder Roll</b> 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.	<b>Upper back stretch</b> 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.	<b>Upper arm and shoulder stretch</b> 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.
		
<b>Chest and shoulder stretch</b> Interlace your fingers behind your back. Gently turn your elbows inwards, straightening your arms. Pause and then release.	<b>Arm and rib cage stretch</b> Interlock your fingers; stretch your arms above your head, palms upward. Try to keep your shoulders lowered.	<b>Finger Spread</b> 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.
		
<b>Chair twist</b> 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.	<b>Front wrist stretch</b> 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.	<b>Back wrist stretch</b> 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)

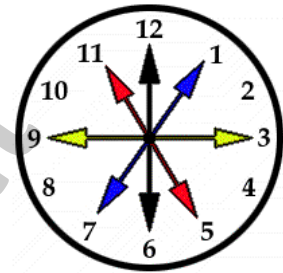
1 to 7

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.

# Workplace Health and Safety

The principal object of the Health and Safety in Employment Act 1992 is to prevent harm to employees at work. Your employer usually takes steps to ensure your health and safety.

The following is a list of the principal risks found in offices and how they should be managed.

## Electricity

Faulty plugs, sockets and leads cause more electrical accidents than the appliances themselves. Electrical safety arrangements should include:

- providing sufficient socket outlets to avoid the use of adapters and dangling power leads;
- prohibiting the use of taped joints to connect leads;
- not ignoring obvious tell-tale signs such as faulty switching or intermittent stopping. These may indicate an internal fault such as a loose wire;
- switching off equipment before unplugging and before cleaning;
- encouraging staff to report electrical equipment which is not working properly;
- ensuring that staff are aware of safety precautions.

## Slips, trips and falls

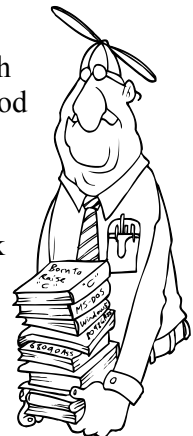
Slips, trips and falls account for most of the accidents in offices, many of them when staff are moving or carrying loads. They happen because of the condition of floors, poor lighting or untidiness. Such accidents can easily be prevented by:

- not allowing trailing leads to create tripping hazards;
- clearing up spills on floors quickly;
- replacing or repairing torn floor coverings;
- ensuring stairs are well lit;
- ensuring that passageways and corridors are kept tidy and clear of obstacles.

## Moving/Lifting

Moving/lifting of large objects/loads is a common cause of injury in an office which can lead to back injuries and pains in hands, wrist and neck. To reduce the likelihood of these types of accidents it is important to:

- remove the need for moving/lifting that could be the cause of injury;
- identify those tasks where moving/lifting cannot be avoided and assess the risk of injury;
- reduce the risk of injury by re-arranging the work being done (eg have paper delivered to photocopier rather than manually carrying it);
- provide manual handling training to workers who really need it.



## Visual Display Units

Ensure you take regular breaks away from your monitor. Do other work for a few minutes regularly. Eye exercises will prevent eyestrain and help relieve tired eyes.

## Work Equipment

Equipment used in the office (eg photocopiers, fax machines, printers) should be used correctly and kept in good condition. Any defects should be reported to the office manager and repairs and servicing should be carried out by qualified persons.



## Chemicals

Check on containers for the hazards in using chemicals in the office which include printing inks, toner cartridges, photocopier toners, cleaning chemicals and correction fluids.

## Checklist


<b>Ergonomics</b>	<b>Yes</b>	<b>No</b>
<i>I have -</i>		
Adjusted my chair correctly.		
Ensured my monitor is at the correct brightness/contrast/height for my own personal requirements.		
Located my workstation to avoid reflections and adjusted the table height (if possible - or ensured a foot rest can be used).		
Ensured that the room temperature can be adjusted when necessary by the use of fans/heaters or air-conditioning.		
Planned to take work breaks periodically for other tasks such as filing, phone calls etc.		
Practised exercises to use when taking micropauses.		
Ensured that I have the correct posture when seated at my workstation.		
<b>Health and Safety</b>	<b>Yes</b>	<b>No</b>
<i>I have -</i>		
Kept my desk tidy and uncluttered of unnecessary papers and objects.		
Checked that leads are positioned where people cannot trip over them.		
Ensured that my equipment is not overloading power sockets.		
Remembered to switch off power when cleaning my equipment.		

# 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

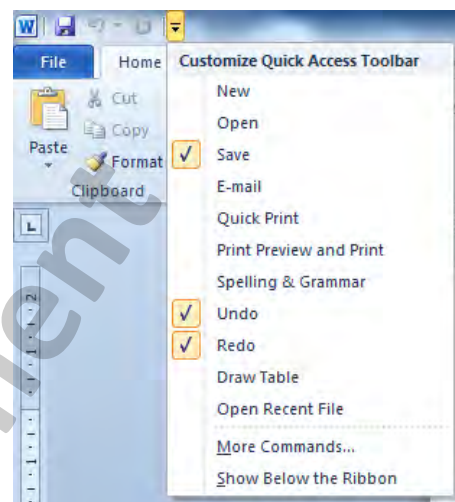
### Exercise 1

- 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  again and click on Open.
- 4 Add the following options to the Toolbar using the same steps.

**Quick Print, Spelling & Grammar**



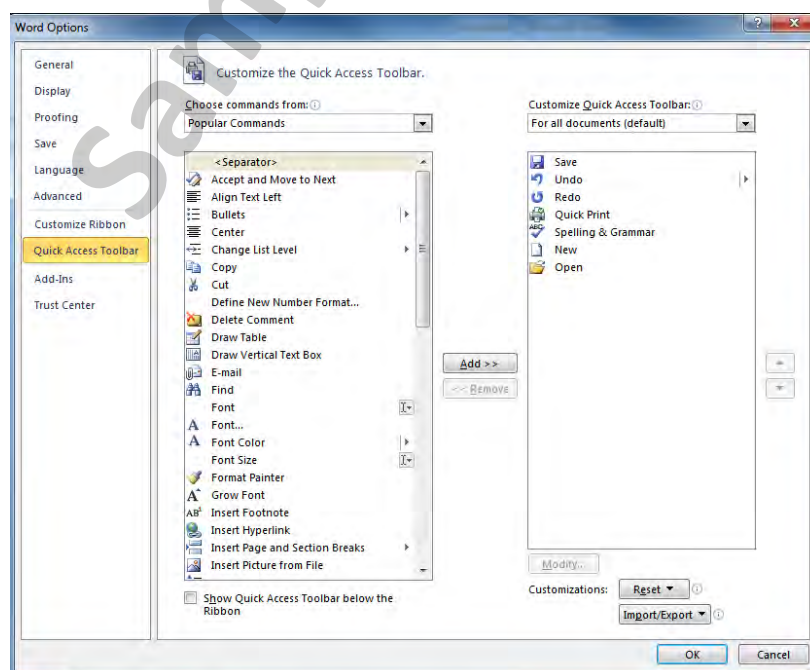
## Additional Quick Access Toolbar Commands



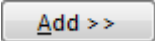


Some other useful options that are not on the Quick Access Toolbar list can be added using the following steps.

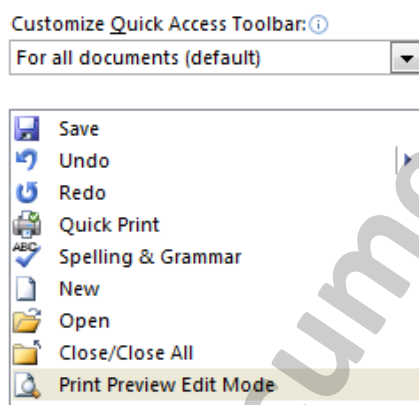
### Exercise 2


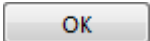
- 1 Click on the Customize Quick Access Toolbar  at the right of the Quick Access Toolbar and select *More Commands...*

The Word Options dialog box will display, with the Customize 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.

As you progress through this book you will add other buttons to the Quick Access Toolbar (and you can also add your own).

# Word Reference




Instructions for Word features have not always been given throughout this Unit if they have been covered in previous Unit Standards. However, there is an Appendix at the end of this book which will be helpful. Useful information is also contained on the next few pages. (Additional information is included in the Appendix, eg layout, letter format etc.)

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






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# Moving the Cursor

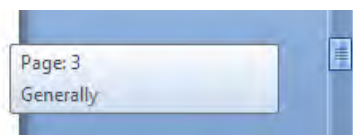
The mouse pointer shows as follows on your Word screen.


-  When the mouse pointer is moved to the scroll bars, status line, or to the ribbons and top part of the screen, the mouse shape is a pointer.
-  When the mouse pointer is within text, the shape is an insertion point, sometimes called an I-Beam. It is important when you move the insertion point to click the left mouse button to set the cursor in position.
-  When you move through a blank page the insertion point will display like this. (Sometimes the text icon will display below the I-Beam.)

For speed in word processing, practise the following quick cursor movements.




Moving the Cursor		
	Keyboard	Mouse
A character at a time	Right or Left Cursor	Move mouse and click
A line at a time	Up or Down Cursor	Move mouse and click
Beginning of Line	Home key	Move mouse and click
End of Line	End key	Move mouse and click
Up one window	Page Up key	Point and click above vertical scroll box 
Down one window	Page Down key	Point and click below vertical scroll box 
Beginning of text	Ctrl Home	Point and drag vertical scroll box up 
End of text	Ctrl End	Point and drag vertical scroll box down 
Top of current window	Alt Ctrl Page Up	Move mouse and click
Bottom of current window	Alt Ctrl Page Down	Move mouse and click
Word at a time	Ctrl → or ←	Move mouse and click
Up one paragraph	Ctrl ↑	Move mouse and click
Down one paragraph	Ctrl ↓	Move mouse and click
Down one page	Ctrl Page Down	Click on  and select  , then click on 
Up one page	Ctrl Page Up	Click on  and select  , then click on 

When you drag the scroll box up or down on the vertical scroll bar you will see the page indicator (and heading text if styles have been used).



The Select Browse Object button  is located at the bottom right corner of your screen. This button allows you to move through a Word document in various ways, jumping from table to table, page to page, section to section, graphic to graphic etc.

# Basic Editing Summary

Editing Feature	Procedure to Use
<b>Inserting</b>	Inserting is automatic. Click the I-Beam at the point to insert text and type in the text to be inserted.
<b>New paragraph</b>	Place cursor to the left of the beginning character of the intended new paragraph and press ⌵Enter twice.
<b>Join paragraphs</b>	Place cursor at the end of the first paragraph and press the Delete key twice OR place cursor at the beginning of the second paragraph and press Backspace twice. Press Spacebar twice.
<b>Delete to right of cursor</b>	Press the Delete key. ( <i>Ctrl Delete</i> deletes a <u>word</u> to the right).
<b>Delete to left of cursor</b>	Backspace key. ( <i>Ctrl Backspace</i> deletes a <u>word</u> to the left).
<b>Delete a blank line</b>	Place cursor on blank line and press Delete.
<b>Insert a blank line</b>	Place cursor <u>below</u> line to be inserted and press Enter.
<b>Undo last action</b> 	Click on the Undo Clear button on the Quick Access Toolbar OR <i>Ctrl Z</i> or click on the down arrow to see multiple actions.
<b>Redo last "Undo"</b> 	Click on the Redo Clear button on the Quick Access Tollbar to redo last "Undo" OR <i>Ctrl Y</i> .
<b>Typing Replaces Selection</b>	Select text and type new text.
 <b>Selecting Text</b>	
<b>A word</b>	Double click.
<b>A sentence</b>	Ctrl click anywhere in the sentence.
<b>A line</b>	Move I-Beam into the selection bar (left of text) and click.
<b>A paragraph</b>	Triple click anywhere within the paragraph OR Move I-Beam into the selection bar, point to the paragraph and double click.
<b>Multiple paragraphs at a time</b>	Move I-Beam into the selection bar, point to the paragraph and double click. Hold down the left mouse button and drag down the document to select subsequent paragraphs.
<b>Horizontally</b>	Click and drag across text.
<b>Vertically</b>	Click and drag down with I-Beam OR drag in selection bar.
<b>Between two points</b>	Click at the beginning, move I-Beam to end and Shift click.
<b>Whole document</b>	Ctrl click in the selection bar OR triple click.
<b>Deselect text selected with the mouse</b>	Click away from the selected area OR press any cursor key.