

## Table of Contents

Notes for students .....	ix
Activities .....	ix
Performance Criteria .....	xi
Unit Competencies .....	xi
<b>Section 1 Prepare to produce documents .....</b>	<b>1-1</b>
1.1 Set up your work environment .....	1-2
Download support files .....	1-2
1.2 Identify the type of document you are producing .....	1-3
1.2.1 Get started with document production .....	1-3
1.2.2 Identify the type of document you are writing .....	1-3
1.2.3 Identify the purpose of your document .....	1-5
Why are you writing this document? .....	1-5
1.2.4 Identify your audience .....	1-6
Who will read your documents? .....	1-6
What frame of mind will they be in? .....	1-6
What is their skill level? .....	1-7
1.2.5 Design a document .....	1-8
1.3 Identify organisational requirements for documents .....	1-9
1.3.1 Find any documents relating to existing systems and standards .....	1-9
1.3.2 Identify requirements for document display and presentation .....	1-10
1.3.3 Copyright .....	1-12
What is copyright .....	1-12
Marking written materials .....	1-12
Quoting other people's words .....	1-12
Copyright on internet resources including images .....	1-12
Unit 1 Assessment against Unit Competencies .....	1-15
<b>Section 2 Produce documents .....</b>	<b>2-1</b>
Pre-test checklist .....	2-1
2.1 Select your template and structure your document .....	2-3
2.1.1 Background to Word Themes .....	2-3
2.1.2 Background to Word Templates .....	2-3
What is a template? .....	2-3
2.1.3 PROJECT 1 – Create a letter of application .....	2-5
Open Word 2007 .....	2-5
Create a document with a letter template .....	2-6
Type letter .....	2-10
Remove Content Control .....	2-13
Change date format .....	2-14
Save your letter .....	2-15
Guided tour of Word – Moving text around .....	2-18
Save your letter again .....	2-20
Close your letter .....	2-20
Open your letter .....	2-21
Guided tour of Word – The Ribbon, Page Layout tab .....	2-22
Guided tour of Word – Looking at themes .....	2-23
Guided tour of Word – Changing theme colours .....	2-25
Guided tour of Word – Changing theme fonts .....	2-25
Format your letter .....	2-26

	Save your letter .....	2-27
	Guided tour of Word – The Ribbon, Review tab .....	2-27
	Run the spell checker .....	2-28
	Select the correct paper size .....	2-30
	Guided tour of Word – The Ribbon, Print Preview tab .....	2-31
	Print your letter.....	2-32
	Project 1 Review of commands.....	2-34
	Project 1 Review of the Ribbon.....	2-35
	Project 1 Review of keyboard shortcuts.....	2-37
	Project 1 Review of computer and business terminology.....	2-38
	Project 1 Extension activities .....	2-39
	Project 1 Assessment Portfolio Checklist .....	2-45
2.1.4	PROJECT 2 – Create and format a document using Normal template .....	2-47
	What is “Normal” template?.....	2-47
	Create a new document with “Normal” template .....	2-47
	What is a style? .....	2-49
	Look at the “Styles” in “Normal” template .....	2-50
	Guided tour of Word –“Styles” and fonts in “Normal” template.....	2-50
	Guided tour of Word – Styles and their attributes.....	2-53
	Guided tour of Word – Show Preview in the Styles Task Pane .....	2-55
	Open a document and save to a new name.....	2-57
	Looking at styles.....	2-59
	Apply styles to text.....	2-60
	Prepare document for printing .....	2-63
	Guided tour of Word – Formatting text .....	2-65
	Guided tour of Word – Formatting paragraphs .....	2-73
	Guided tour of Word – The ruler and text margins.....	2-77
	Guided tour of Word – The ruler and page margins .....	2-79
	Guided tour of Word – Headers and footers .....	2-79
	Guided tour of Word – The ruler and tabs.....	2-80
	Guided tour of Word – Inserting automatic page numbers .....	2-83
	Putting it all together .....	2-85
	Project 2 Review of commands.....	2-87
	Project 2 Review of the Ribbon.....	2-88
	Project 2 Review of keyboard shortcuts.....	2-91
	Project 2 Review of computer and business terminology.....	2-92
	Project 2 Extension activities .....	2-93
	Project 2 Assessment Portfolio Checklist .....	2-97
2.1.5	PROJECT 3 – Create a flyer .....	2-99
	Open a flyer and save to a new name.....	2-99
	Check paper size.....	2-100
	Type text into flyer.....	2-100
	Guided tour of Word – Use graphical elements.....	2-101
	Guided tour of Word – Set image display default .....	2-101
	Insert and format Clip Art .....	2-103
	Insert and format photos .....	2-107
	Format table cells.....	2-111
	Putting it all together .....	2-112
	Project 3 Review of commands.....	2-113
	Project 3 Review of the Ribbon.....	2-114
	Project 3 Review of computer and business terminology.....	2-115
	Project 3 Extension activities .....	2-117

	Project 3 Assessment Portfolio Checklist .....	2-121
2.2	Customise screen display options and navigation controls .....	2-123
2.2.1	Guided tour of Word – Keyboard shortcuts .....	2-123
	Key Combination Shortcuts.....	2-124
	Display ScreenTips.....	2-126
	Display Key Combination Shortcuts in ScreenTips .....	2-127
	Explore Access Keys and the Ribbon .....	2-128
2.2.2	Guided tour of Word – The Quick Access Toolbar .....	2-131
	Identify the default items on Quick Access Toolbar .....	2-131
	Move and Customise the Quick Access Toolbar.....	2-132
2.2.3	Guided tour of Word – Minimise the Ribbon.....	2-136
2.2.4	Guided tour of Word – The View tab (Alt W).....	2-136
	Document Views .....	2-137
	Show/Hide.....	2-138
	Zoom .....	2-139
	Window.....	2-140
	Macros .....	2-140
2.2.5	Guided tour of Word – Minimise and maximise .....	2-140
2.2.6	Guided tour of Windows XP – Accessibility options.....	2-141
2.3	Use documentation to overcome problems .....	2-144
2.3.1	Microsoft Get Started .....	2-144
2.3.2	Microsoft Help .....	2-145
2.3.3	Microsoft on-line training .....	2-146
2.3.4	Microsoft Knowledge Base.....	2-147
2.3.5	The Word MVP Site (Microsoft Most Valuable Professional).....	2-147
2.3.6	Other Online Experts.....	2-148
	Unit 2 Assessment against Unit Competencies.....	2-149
<b>Section 3</b>	<b>Finalise documents .....</b>	<b>3-1</b>
3.1	Name, store, secure and backup documents.....	3-2
3.1.1	Why document names and document storage locations matter .....	3-2
3.1.2	Document naming conventions and protocols .....	3-4
3.1.3	Storage location conventions and protocols.....	3-5
	File and folder management in Windows Explorer (Windows XP).....	3-5
	File and folder management in Windows Explorer (Windows Vista).....	3-6
	Folder naming conventions and path size limits .....	3-6
	Some folder naming conventions .....	3-7
3.1.4	A word on file extensions.....	3-7
3.1.5	File security .....	3-10
	How to prevent others opening a file .....	3-10
	How to prevent others editing a file .....	3-11
3.1.6	System security .....	3-14
3.1.7	Protocols for backing up and storing files .....	3-14
	The three levels of backup .....	3-15
	Automatic backups done by Word.....	3-16
	Perform backups manually.....	3-18
	Performing backups using a backup utility.....	3-19
	Filing Hardcopies .....	3-23
	Managing a home computer .....	3-23
3.2	Preview, adjust and publish documents .....	3-24
3.2.1	Review and edit documents.....	3-24
	Design review.....	3-24

Business or technical review .....	3-24
Grammar and style review .....	3-24
Presentation review .....	3-25
Proofread .....	3-25
3.2.2 Guided tour of Word – Set Spelling and Grammar checking options.....	3-26
3.2.3 Guided tour of Word – Review printer setup.....	3-30
3.2.4 Print your final documents.....	3-33
3.3 Prepare documents within designated time lines .....	3-34
3.3.1 The role of a “junior”.....	3-34
3.3.2 Pre-planning your work.....	3-34
3.3.3 Getting your task clearly defined .....	3-35
3.3.4 Establishing quality standards.....	3-38
The Pareto Principle .....	3-38
3.3.5 Planning your work .....	3-39
Unit 3 Assessment against Unit Competencies .....	3-41
<b>Section 4 Ancillary Materials.....</b>	<b>4-1</b>
List of documents and templates supplied .....	4-2
Student workbooks.....	4-2
Student resources.....	4-2
Teacher resources .....	4-2
<b>Section 5 Assessment .....</b>	<b>5-1</b>
BSBITU201A Assessment Portfolio Checklist.....	5-3
BSBITU201A Assessment Test .....	5-5
BSBITU201A Continuous Assessment – Unit Competencies .....	5-9
BSBITU201A Continuous Assessment – Required Skills and Knowledge.....	5-13
BSBITU201A Continuous Assessment – Range Statement .....	5-15
BSBITU201A Continuous Assessment – Evidence Guide .....	5-21
BSBITU201A Assessment of Employability Skills .....	5-23
BSBITU201A Student Assessment Test Submission Form .....	5-25
Student Declaration .....	5-25
BSBITU201A Unit Completion Sign-off .....	5-27
BSBITU201A Index .....	5-29

## Table of Exercises

<b>1.1</b>	<b>Set up your work environment</b> .....	<b>1-2</b>
<b>1.2</b>	<b>Identify the type of document you are producing</b> .....	<b>1-3</b>
	Exercise 1 – Identify document types.....	1-3
	Exercise 2 – Identify document purpose .....	1-5
	Exercise 3 – Identify document audience.....	1-6
	Exercise 4 – Identify requirements for document usability .....	1-7
<b>1.3</b>	<b>Identify organisational requirements for documents</b> .....	<b>1-9</b>
	Exercise 5 – Find in-house standards .....	1-9
	Exercise 6 – Find requirements for document display and presentation.....	1-10
	Exercise 7 – Observe copyright .....	1-13
<b>2.1</b>	<b>Select your template and structure your document</b> .....	<b>2-3</b>
	Microsoft On-line Training – Save time with templates.....	2-4
	Project 1.1 – Open Word 2007 .....	2-5
	Project 1.2 – Create a document with a Word template .....	2-7
	Project 1.3 – Type your letter .....	2-10
	Project 1.4 – Remove Content Control.....	2-13
	Project 1.5 – Change date format .....	2-14
	Project 1.6 – Save your letter .....	2-16
	Microsoft On-line Training – Edit text and revise your documents.....	2-18
	Project 1.7 – Move your text around .....	2-18
	Project 1.8 – Save your letter again .....	2-20
	Project 1.9 – Close your letter .....	2-20
	Project 1.10 – Open your letter.....	2-21
	Project 1.11 – Cruise around themes .....	2-23
	Project 1.12 – Change theme colours, keep theme fonts .....	2-25
	Project 1.13 – Change theme fonts, keep theme colours .....	2-26
	Project 1.14 – Format your letter.....	2-26
	Project 1.15 – Save your letter using Save As.....	2-27
	Project 1.16 – Run spell checker .....	2-28
	Microsoft On-line Training – Create your first document .....	2-30
	Project 1.17 – Select paper size.....	2-30
	Project 1.18 – Print Preview letter .....	2-31
	Project 1.19 – Print letter .....	2-32
	Exercise 8 – Review keyboard shortcuts .....	2-37
	Exercise 9 – Define computer terms .....	2-38
	Extension Activity 1.1– More about fonts .....	2-39
	Extension Activity 1.2 – Pinning a document to the Office Menu.....	2-41
	Extension Activity 1.3 – Quick tour of the Control Panel, set language options. ....	2-42
	Microsoft On-line Training - Tap into template power .....	2-47
	Project 2.1 – Create a document with “Normal” template .....	2-47
	Project 2.2 – Apply styles to text and review fonts .....	2-50
	Project 2.3 – Look at styles and their attributes .....	2-53

Exercise 10 – Identify style attributes .....	2-54
Project 2.4 – Select “Show Preview” in the Styles Task Pane.....	2-55
Project 2.5 – Open a document and save to a new name.....	2-57
Project 2.6 – Check out the document styles.....	2-59
Project 2.7 – Apply styles to text.....	2-60
Project 2.8 – Prepare document for printing .....	2-63
Microsoft On-line Training – Make your documents look great .....	2-66
Project 2.9 – Change font and font size .....	2-66
Project 2.10 – Change font colour.....	2-68
Project 2.11 – Experiment with bold, italics, underline and more .....	2-71
Project 2.12 – Format paragraph .....	2-73
Project 2.13 – Understand the ruler and text margins.....	2-77
Project 2.14 – Understand the ruler and page margins .....	2-79
Project 2.15 – Open Headers and Footers .....	2-79
Project 2.16 – Understand formatting tabs.....	2-81
Project 2.17 – Understand automatic page numbers .....	2-83
Microsoft On-line Training – Make your documents look great .....	2-85
Project 2.18 – Format “The Magic of the Ginger Family” your way.....	2-85
Exercise 11 – Review keyboard shortcuts .....	2-91
Exercise 12 – Define terms .....	2-92
Extension Activity 2.1– Research colour .....	2-93
Extension Activity 2.2 – Work with colour .....	2-93
Extension Activity 2.3 – Understand colour blindness .....	2-94
Extension Activity 2.4 – Find more themes .....	2-94
Extension Activity 2.5 – Understand the psychology of colour.....	2-95
Project 3.1 – Open a flyer and save to a new name.....	2-99
Project 3.2 – Check paper size.....	2-100
Project 3.3 – Type text into flyer .....	2-100
Microsoft On-line Training – Decorate documents with backgrounds, borders and text effects.....	2-101
Manage Word 1 – Set insert image default to “In Line with Text”.....	2-101
Project 3.4 – Insert Clip Art .....	2-103
Project 3.5 – Format Clip Art.....	2-105
Project 3.6 – Insert photos.....	2-107
Project 3.7 – Format photos.....	2-108
Project 3.8 – Format the bars.....	2-109
Project 3.9 – Format table.....	2-111
Project 3.10 – Format your flyer your way.....	2-112
Exercise 13 – Define terms .....	2-115
Extension Activity 3.1 – More on inserting images , “floating” and “in line with text”.....	2-117
Extension Activity 3.2 – Readability .....	2-118
<b>2.2 Customise screen display options and navigation controls.....</b>	<b>2-123</b>
Microsoft On-line Training – Keyboard shortcuts in the 2007 Office system .....	2-123
Manage Word 2 – Find Key Combination Shortcuts .....	2-124
Manage Word 3 – Identify other Useful Key Combination Shortcuts.....	2-125

Manage Word 4 – Set Word to display detailed screen tips .....	2-126
Manage Word 5 – Set Word to display shortcuts .....	2-127
Manage Word 6 – Explore Access Keys and the Ribbon .....	2-128
Manage Word 7 – Identify Quick Access Toolbar icons .....	2-131
Manage Word 8 – Customise the Quick Access Toolbar .....	2-132
Manage Word 9 – Add and remove commands on the Quick Access Toolbar – the quick way .....	2-134
Manage Word 10 – Identify Quick Access Toolbar icons (2) .....	2-135
Manage Word 11 – Minimise the Ribbon .....	2-136
Manage Word 12 – Explore Document Views group .....	2-137
Manage Word 13 – Explore Show/Hide group .....	2-138
Manage Word 14 – Explore Zoom group .....	2-139
Manage Word 15 – Explore minimise and maximise .....	2-140
Manage Word 16 – Accessibility options .....	2-141
<b>2.3 Use documentation to overcome problems .....</b>	<b>2-144</b>
Manage Word 17 – Install Microsoft Get Started (optional).....	2-144
Microsoft Word Exercise 14 – Guided tour of Microsoft Help .....	2-145
Microsoft On-line Training – Menu for all available Word 2007 training .....	2-146
<b>3.1 Name, store, secure and backup documents.....</b>	<b>3-2</b>
Exercise 15 – Identify requirements for document naming and storage .....	3-2
Exercise 16 – Group Activity – Establish document naming conventions .....	3-4
Microsoft On-line Training – Files and Folders Overview (Windows XP) (Optional) .....	3-5
Microsoft On-line Training – Organise Files and Folders (Windows XP) (Optional) .....	3-6
Microsoft On-line Training – Working with Files and Folders (Windows Vista) (Optional).....	3-6
Manage Word 18 – Select details view in Windows Explorer (optional) .....	3-8
Manage Word 19 – Apply, modify and remove a password on a file .....	3-10
Manage Word 20 – Make a file “read only” .....	3-11
Manage Word 21 – Make a file “read only” – the quick way.....	3-13
Microsoft On-line Training – Find out about security risks (optional).....	3-14
Exercise 17 – Identify backup policy.....	3-15
Manage Word 22 – Set Word to save automatic backups .....	3-16
Manage Word 23 – Set Word to save AutoRecover files .....	3-17
Manage Word 24 – Backup your files manually to a removable memory device.....	3-18
Manage Word 25 – Perform backups using a backup utility (optional) .....	3-19
Microsoft On-line Training – Back up your files .....	3-23
<b>3.2 Preview, adjust and publish documents.....</b>	<b>3-24</b>
Exercise 18 – Edit documents.....	3-25
Manage Word 26 – Set spelling and grammar options method 1 .....	3-26
Manage Word 27 – Set spelling and grammar options, method 2 .....	3-28
Manage Word 28 – Set printing options for a document .....	3-30
Manage Word 29 – Print preview and print your documents .....	3-33
<b>3.3 Prepare documents within designated time lines.....</b>	<b>3-34</b>
Exercise 19 – Group Activity – Identify where pre-planning is necessary .....	3-34
Exercise 20 – Case Study – Get a SMART statement .....	3-36

Exercise 21 – Group Activity – Apply the 80:20 rule .....	3-38
Exercise 22 – Case Study – Prioritise work .....	3-39