

Word processing software

About this unit

Structure

This unit is taken from the national occupational standards for IT Users (ITQ), Unit 2I It is divided into sections covering “what you need to do”, “what you need to know and understand” and “what proof you need”. These are described in detail below.

What it is about

Who is this unit for?

This unit is suitable for you if your work involves using a wide range of tools and techniques to produce professional looking documents (eg producing mail merged business letters and invoices, complex reports and content for web pages).

At the end of this unit you will be able to:

Use word processing software effectively to produce professional looking documents that communicate clearly and accurately.

What you need to do

Handle files

- 1 Use appropriate techniques to handle, organise and save files.

Combine information

- 2 Link information within the same type of software.
- 3 Add information from one type of software to information produced using different software.

Edit text

- 4 Use a wide range of editing techniques appropriately.

Format text

- 5 Format information in line with an organisational house style.
- 6 Format word processing documents to make them look professional, using a wide range of tools and techniques for: tabs, columns, styles, pages and files.

Layout

- 7 Use appropriate tools and techniques for creating, editing and formatting professional looking tables.
- 8 Select, change and use appropriate templates.

Check text

- 9 Use proof reading techniques to check that text looks professional.
- 10 Check line, paragraph and page breaks fall in appropriate places, and check that headings, subheadings and other formatting techniques are used appropriately.

Improve efficiency

- 11 Set up short cuts.

EXAMPLES

Combine information (3) a spreadsheet graph to a word processing document; text to an image file; picture to a presentation slide; or simple information from a database onto a website.

Edit text (4) size and sort, inserting special characters and symbols, and mail merge.

Format text (6) columns – adding columns to whole document and part of a page; styles – apply an existing style to a word, line or paragraph; pages – headers and footers, inserting page breaks, and files – change format of word processing documents to RTF or HTML.

Layout (7) insert tables, create, add and delete columns, modify column width and row height, add borders and shading.

What you need to know and understand

Produce information

- A How to produce information that communicates clearly and accurately with the audience, where and when it is needed.

Word processing documents

- B How to produce professional looking word processing documents for a wide variety of uses. Professional looking documents are well structured and appropriately styled so that they communicate effectively.

What proof you need

You will need to produce at least **two comprehensive** tasks for your assessor to judge and decide whether you have met the requirements of this unit. These tasks must:

- be fully supported by evidence which has come from your job in the workplace (or from a simulated activity)
- show that you have done and know everything from the “What you need to do” and “What you need to know and understand” sections of the unit