



ICA10105
Certificate I in Information Technology

ICAU1129B

Operate a Word Processing Application

(20hrs)

ICAU1129B Operate a Word Processing Application

About:

This unit defines the competency required to correctly operate word processing applications and perform basic operations including the creation and formatting of documents, creating tables, printing labels and mail merge. The following units are linked, and form an appropriate cluster:

ICAU1128B Operate a Personal Computer

ICAU1130B Operate a Spreadsheet Application

ICAU1131B Operate a Database Application

ICAU1132B Operate a Presentation Package

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Employability Skills

This unit contains employability skills.

Performance Criteria (the skills required to demonstrate your ability)

Element	Students must be able to:
1. Create Documents	<ul style="list-style-type: none">1.1 Open word processing application and create/open document and add data according to information requirements.1.2 Use document templates as required.1.3 Use simple formatting tools when creating the document.1.4 Save document to correct directory.
2. Customise basic settings to meet page layout conventions	<ul style="list-style-type: none">2.1 Adjust page layout to meet information requirements.2.2 Open and view different toolbars.2.3 Change font format to suit the purpose of the document.2.4 Change alignment and line spacing according to document information requirements.2.5 Modify margins to suit the purpose of the document.2.6 Open and switch between several documents.
3. Format document	<ul style="list-style-type: none">3.1 Use formatting features and styles as required.3.2 Highlight and copy text from another area in the document or from another active document.3.3 Insert headers and footers to incorporate all necessary data.3.4 Save document in another file format.3.5 Save and close document to disc.
4. Create tables	<ul style="list-style-type: none">4.1 Insert a standard table into a document.4.2 Change cells to meet information requirements.4.3 Insert and delete columns and rows as necessary.4.4 Use formatting tools according to style requirements.
5. Add images	<ul style="list-style-type: none">5.1 Insert appropriate images in a document and customise as necessary.5.2 Position and resize images to meet the document formatting needs.
6. Use mail merge	<ul style="list-style-type: none">6.1 Create simple mailing list in layout suitable for merging.6.2 Create or select another document for mail merging.6.3 Mail merge list with other document.
7. Print documents	<ul style="list-style-type: none">7.1 Preview document in print preview mode.7.2 Select basic print settings.7.3 Print document or part of the document to printer.

Skills and Knowledge

SKILLS

- Low-level decision making in relation to a limited range of routine areas
- Problem solving skills in known areas during normal routine
- Reading and writing at a level where basic workplace documents are understood
- Clear and precise communication
- Interpretation of user manuals and help functions

KNOWLEDGE

- Organisational benchmarks for minimum typing skills, including speed and accuracy
- Creating and opening documents
- Formatting documents
- Inserting tables and images
- Saving, printing and closing documents
- Mail merge function

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold, italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Information requirements may include:

- Memos
- Letters
- Minutes
- Agendas

Other business documents required by the organisation



File format may include (but is not limited to):

- Html pages
- Pdf files
- Text files
- Doc files
- Sxw (star office) files
- CSV files

Disk may include (but is not limited to):

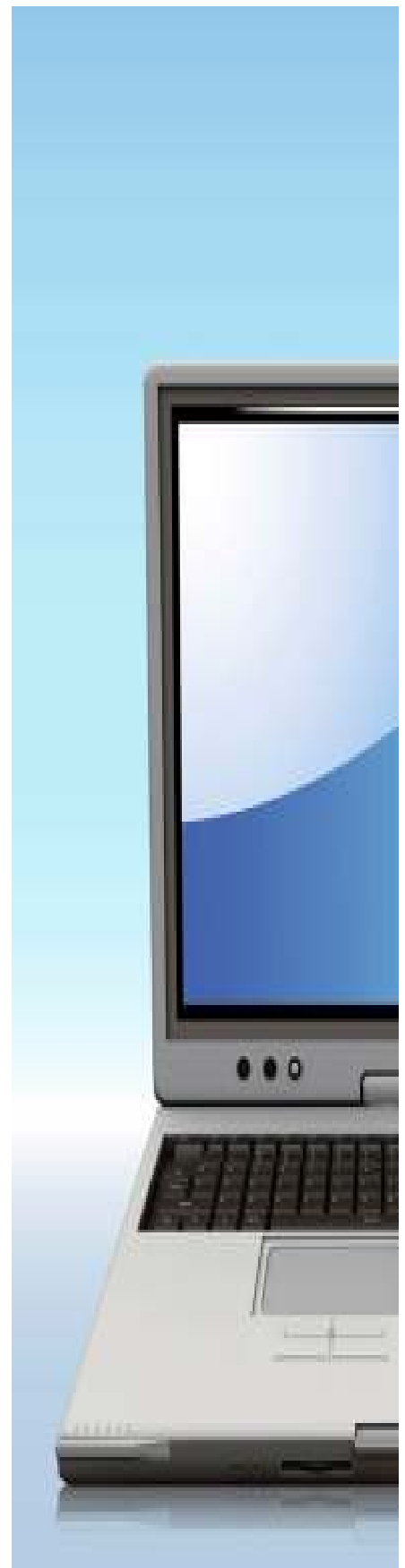
- CDs
- CD-RW (Compact Discs-Read Write)
- DVD RW
- Zip disks
- Solid state hard drives

Images may include (but is not limited to):

- Graphics
- Clipart
- Pictures

Print settings

- Layout
- Paper size
- Number of copies
- Orientation
- Sides



Evidence guides

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

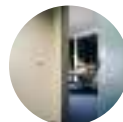
(Critical aspects for assessment and evidence required to demonstrate)

Evidence of the following is essential:

- Assessment must ensure the ability to create open and retrieve documents, customise basic settings, format documents, create tables, add objects and images, and save and print documents

To demonstrate competency in this unit the student will require access to:

- Personal computer
- Printer
- Mouse and keyboard
- Monitor
- Basic Software
- Documents detailing organisational style/guide policy
- Documents or information containing data suitable for use with word processing packages



Context of, and Specific Resources for Assessment

Operating a word processing application is a core function for almost all businesses and is an essential skill.

The breadth, depth and complexity of knowledge and skills in this competency would prepare a person to perform a defined range of activities, many of which may be routine and predictable.

Assessment must ensure:

- Applications may include a variety of employment related skills including preparatory access and participation skills, broad-based induction skills and/or specific workplace skills. They may also include participation in a team or work group.

Method of Assessment

The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1.

- Competency in this unit should be assessed if using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed if either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency.
- Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning or underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.

Guidance Information for Assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- ICAU1128B Operate a personal computer
- ICAU1130B Operate a spreadsheet application
- ICAU1131B Operate a database application
- ICAU1132B Operate a presentation package

An individual demonstrating this competency would be able to:

- Demonstrate knowledge by recall in a narrow range of ideas
- Demonstrate basic practical skills, such as the use of relevant tools
- Perform a sequence of routine tasks given clear direction
- Receive and pass on messages and information

Demonstration of these competencies would involve:

- Demonstrating basic word processing skills in a moderate range of areas
- Applying a defined range of skills to basic processing operations
- Applying known processing solutions to a limited range of predictable problems
- Performing a range of basic processing tasks where operating options are varied
- Assessing and recording information from varied sources
- Maintaining knowledge of industry products and services

Formatting a Document

To format a document according to the following set of instructions, it will be easier to work if you can view both documents at the same time.

You already have this document open.

Now open 'Twitter Document For Formatting'.

Click on the WINDOW document on the toolbar, and select compare **side by side**.

Both documents will now appear side by side on your screen.

Read the following directions and make the changes to the Twitter document. To access either document, you will need to place the cursor on the required document.

1. **Change the font for the whole document:**

Currently the Twitter document is displayed in Times New Roman font, size 10.

Click EDIT, SELECT ALL, choose ARIAL from the font list and choose **12** from the FONT SIZE function.

The whole document is now displayed in ARIAL 12 font.

2. **Set the page margins to 2cm all around:**

From the menu, select FILE/Page Setup and click the margins tab.

Set the top, bottom, left and right margins to 2cm. Click OK.

3. **Set the line spacing to double:**

From the menu, select EDIT/SELECT ALL.

From the menu, select FORMAT/PARAGRAPH and click the INDENT AND SPACING tab.

Set line spacing to double. Click OK.

4. **Adding the footer:**

The following section explains how to add a header consisting of your last name and the page number (see figure below).

Click VIEW at the top of the screen and a list of options will appear.

Click HEADER AND FOOTER. Run the cursor over the symbols in the window and choose SWITCH BETWEEN HEADER AND FOOTER. The dotted grey box will now be at the bottom of the page.

On the menu bar just above the ruler, click the ALIGN RIGHT icon (it looks like four lines aligned to the right).

Change the font size to 8.

Click on INSERT AUTO TEXT. Choose FILE NAME AND PATH. The footer identification will now appear in the box, and this information will appear at the bottom of your page when you print the document and will help you locate it from wherever you saved it to on your computer.

Click CLOSE to return to your document. You can look at the bottom right hand section of your page to see the footer. It appears faint, to remind you that it is automatic; when you print your document it will not appear faded.

Click on INSERT. Choose PAGE NUMBERS. Choose position TOP and align CENTRE. Click OK.

5. Formatting the TITLE:

Highlight the first line of the article.

Change the font size to 20 and also click on the BOLD symbol (B) and centre the title by clicking on the CENTRE ALIGNMENT SYMBOL.

Change the first line under the title to font size 16, BOLD and CENTRED.

5. Formatting the text of the article:

In paragraph 6, a publication called 'Fortune' is mentioned.

Highlight the word and change it to *Italics (I)* and also click on the A arrow which shows a drop-down menu of colour options. Click on BLUE. The word 'Fortune' should now be coloured blue and in italics.

6. Saving your work:

Computer crashes can and will happen. To avoid losing a huge chunk of your work, you should save frequently whilst you work.

Save your formatted Twitter document.

Print out a copy and put it in your evidence file. Number it and enter the document on the Evidence File Index.

TWITTER FORMATTING DOCUMENT

Is Twitter worth \$1 billion?

The microblogging site reportedly is planning to raise \$100 million based on that valuation.

NEW YORK (CNNMoney.com) -- Twitter is planning to raise \$100 million in its second round of funding this year, which would put the company's valuation at \$1 billion, according to media reports citing sources familiar with the deal.

The reports say that the investors include T. Rowe Price and Insight Venture Partners, who are new investors in Twitter, as well as venture-capital firms Spark Capital and Institutional Venture Partners, who had previously invested in the microblogging Web site.

Requests for comment from Twitter were not returned.

Twitter is not publicly traded, making it difficult to put a price tag on the social networking firm. The site, which allows users to post 140-character entries called "tweets," has yet to announce a business model or revenue strategy.

That hasn't stopped Twitter from actively raising capital. In February, co-founder Biz Stone posted on Twitter's official blog about "an offer we couldn't refuse" from Benchmark Capital and Institutional Venture Partners. While the post did not disclose financial details of the "very attractive offer," it was widely reported that the firms gave approximately \$35 million combined.

In July, Stone [told](#) Fortune that the company would reveal its money-making plans sometime this year. He has previously said publicly that Twitter does not need to generate revenue any time soon, since it has not yet exhausted the more than \$50 million it has raised from venture capitalists.

Though Twitter has not revealed its business model, co-founder Stone announced earlier this week that the company would not raise money through advertising in 2009 as some experts had anticipated. At the 140: Twitter Conference in Los Angeles on Tuesday, Stone said it would be "awhile" before Twitter displays ads on its Web site.

Correction: An earlier version of this story incorrectly stated that Twitter had raised more than \$50 billion from venture capitalists. It is more than \$50 million.

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USING DOCUMENT TEMPLATES

Benefits of using document templates

Document templates can save you time! By establishing page settings, fonts, and any text that you use in many documents in one template, you save yourself from manually repeating these preferential settings each time you begin a new document.

You can access a variety of “ready made” templates that may suit your purpose.

Creating a document Template

- Click on FILE;
- Select NEW;
- Select TEMPLATES ON OFFICE ONLINE and browse through the list.

Or

- In the window provided type in the name of the template you want. Click on GO.

Choose **one** of the following and download it to you computer. Save it into the folder '**ICAU1128A Operate a Word Processing Application**' name the document '**Using templates**'.

- *Thank you letter to speaker. In this template you will need to alter the position of your Street Address so that it aligns to left. Highlight the Street Address detail, click on the triangle above it on the top ruler, and drag it to the left, in line with the rest of the text.*

Continued over page...

- *Thank-you for a job reference (not the blue line one) Use your imagination to fill in the appropriate details.*
- *Thank you for presentation (change the letter to read “there is a definite need among **the youth of today...**” rather than “**senior citizens**”).*

Use your imagination to complete the relevant details on the template.

View the letter in *Print View* (click on the magnifying glass on the tool bar).

Determine if the letter is positioned correctly on the page, close *Print View*, and make the necessary adjustments. Save the changes.

Print off a copy of the letter for your evidence file. Number the document and enter the details on the Evidence Index.

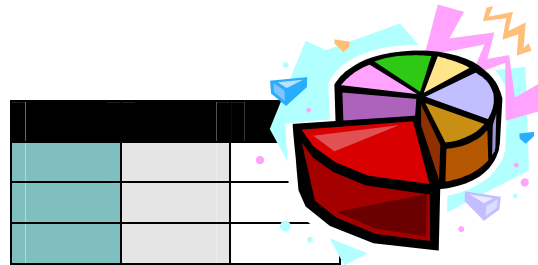
NOTE:

In business, if this document was one that would be used a number of times, you would save the original template as a **template document**. (***File, save as, choose document template from the drop down menu in the file type box***).

End of task.

TASK 2:

CREATING TABLES



1. Create a table on which you can enter the following information under the headings **Surname, Given Name, Telephone, Section and Email.**

The title of the table is **STAFF CONTACT DETAILS.**

Access the following functions:

Table, Insert, Table.

Choose the number of columns, number of rows, *autofit to content.*

Click OK.

In your table, enter the following information:

William ARMSTRONG	9534 5227
Donald FORBES-CARLYSLE	9586 8162
Barry MACDONALD	9535 1867
Aaron ZIERGWERT	9733 3516
Robert DONAGHAN	9581 1342
Alicia ANTONOVICH	9534 6198
Steven BRANDSFORD	9586 8005
Mary FARNSWORTH	9581 4697
Amanda CHANDLER	9536 2991
Cheryl GRANT	0409 333 223

2. Insert an extra column between the name and the telephone number and enter the heading, **Address** (*table, insert*).
3. Sort the list alphabetically by surname (*table, sort*).
4. Select the names in the **Surname** column and grey shade the column (*format, borders and shading*).
5. Insert an extra row after BRANDSFORTH and enter details for Elizabeth Carpenter 0411 345 678.
6. Bold the names in the **Surname** column.
7. Delete the email column (*highlight, edit cut.*)

When you have completed the document, save it to the '**ICAU1129B Operate a Word Processing Application**' folder and name it '**Creating a Table**'.

Print a copy of the document for you Evidence File. Number the document and enter it in the Evidence File Index.

END OF TASK

TASK 1:

ADD IMAGES



Your class is going to support the **Save The Koalas** fundraising effort by having a sausage sizzle at lunchtime next Friday.

You have been given the task of designing the advertising flyers to be posted around the school to let students know about the event.

- Make a list of the information you need to include in the flyer;
- Make appropriate use of the different formatting tools that are available to you on your computer;
- You must show that you can insert appropriate images in the document such as clip art or graphics or images from the net or photos.

NOTE: You must be able to position and resize them appropriately for the document.

When you have completed the flyer, save it to the **ICAU1129B Operate a Word Processing Application** folder and name it '**Adding Images**'.

Print a copy of the document for your Evidence File. Number the document and enter it in the Evidence File Index.

END OF TASK