

<b>Training Package</b>	Tourism, Hospitality and Events (SIT07)/Business Services (BSB07)	<b>HSC Requirements and Advice</b>
<b>Unit code</b>	<b>Unit title</b>	<b>HSC Indicative Hours</b>
<b>BSBITU201A</b>	<b>Produce simple word processed documents</b>	<b>20</b>

<b>Unit descriptor</b>	This unit describes the performance outcomes, skills and knowledge required to correctly operate word processing applications in the production of workplace documents. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
<b>Competency field</b>	Information and Communications Technology – IT Use
<b>Application of the unit</b>	This unit applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of word processing and software in a defined context, under direct supervision or with limited individual responsibility.
<b>Employability skills</b>	This unit contains employability skills.

<b>Evidence Guide</b>			
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.			
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<b>Context of and specific resources for assessment</b>	<b>Method of assessment</b>	<b>Gather information for assessment</b>
Evidence of the following is <u>essential</u> : <ul style="list-style-type: none"> <li>knowledge of simple word processing functions, standard document layout and design principles</li> <li>production of a minimum of three simple, word processed documents.</li> </ul>	Assessment <u>must</u> ensure: <ul style="list-style-type: none"> <li>access to an actual workplace or simulated environment</li> <li>access to office equipment and resources</li> <li>access to examples of word processed documents and style guides.</li> </ul>	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: <ul style="list-style-type: none"> <li>direct questioning combined with review of portfolios of evidence and third party workplace reports of on the job performance by the candidate</li> <li>review of formatted document</li> <li>review of final document</li> <li>demonstration of techniques</li> <li>oral or written questioning to assess knowledge of word processing software functions.</li> </ul>	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: <ul style="list-style-type: none"> <li>general administration units</li> <li>other IT use units.</li> </ul>

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- communication skills to clarify document requirements
- editing and proofreading skills to check own work for accuracy
- keyboarding skills to enter text and numerical data
- literacy skills to read and understand organisation's procedures, and to use basic models to produce a range of correspondence
- problem solving skills to solve routine problems.

### Required knowledge

- formatting styles and their effect on formatting, readability and appearance of documents
- purpose, use and function of word processing software
- organisational requirements for ergonomics, work periods and breaks, and conservation techniques
- organisational style guide.

Element	Performance Criteria	Range Statement
1 Prepare to produce documents	1.1 Use safe work practices to ensure <i>ergonomic, work organisation</i> , energy and resource <i>conservation requirements</i> are addressed.	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <b><i>Bold italicised</i></b> wording, if used in the performance criteria, is detailed below.</p> <p>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.</p> <p><b><i>Ergonomic requirements</i></b> may include:</p> <ul style="list-style-type: none"> <li>• avoiding radiation from computer screens</li> <li>• chair height, seat and back adjustment</li> <li>• document holder</li> <li>• footrest</li> <li>• keyboard and mouse position</li> <li>• lighting</li> <li>• noise minimisation</li> <li>• posture</li> <li>• screen position</li> <li>• workstation height and layout.</li> </ul> <p><b><i>Work organisation requirements</i></b> may include:</p> <ul style="list-style-type: none"> <li>• exercise breaks</li> <li>• mix of repetitive and other activities</li> <li>• rest periods.</li> </ul> <p><b><i>Conservation requirements</i></b> may include:</p> <ul style="list-style-type: none"> <li>• disposing of non confidential waste paper in recycling bins</li> <li>• double sided paper use</li> <li>• re using paper for rough drafts (observing confidentiality requirements)</li> <li>• utilising power save options for equipment.</li> </ul>
	1.2 Identify <i>document</i> purpose, audience and presentation requirements, and clarify with relevant personnel as required.	<p><b><i>Documents</i></b> may include:</p> <ul style="list-style-type: none"> <li>• agendas</li> <li>• briefing papers</li> <li>• envelopes</li> <li>• faxes</li> <li>• labels</li> <li>• letters</li> <li>• mail merges</li> <li>• memos</li> <li>• minutes</li> </ul>

Element	Performance Criteria	Range Statement
		<ul style="list-style-type: none"> <li>• short reports</li> <li>• simple one page flyers</li> <li>• standard form letters.</li> </ul>
	1.3 Identify organisational and task requirements for document layout and design.	<p><b>Organisational requirements</b> may include:</p> <ul style="list-style-type: none"> <li>• company colour scheme</li> <li>• company logo</li> <li>• consistent corporate image</li> <li>• content restrictions</li> <li>• established guidelines and procedures for document production</li> <li>• house styles</li> <li>• observing copyright legislation</li> <li>• organisation name, time, date, document title, filename etc. in header/footer</li> <li>• templates.</li> </ul>
2 Produce documents	2.1 <b>Format</b> document using appropriate <b>software functions</b> to adjust page layout to meet information requirements, in accordance with organisational style and presentation requirements.	<p><b>Formatting</b> may include:</p> <ul style="list-style-type: none"> <li>• alignment on page</li> <li>• columns</li> <li>• company logo/letterhead</li> <li>• enhancements to format – borders, patterns and colours</li> <li>• enhancements to text – colour, size, orientation</li> <li>• headers/footers</li> <li>• margins</li> <li>• page orientation.</li> </ul> <p><b>Software functions</b> may include:</p> <ul style="list-style-type: none"> <li>• default settings</li> <li>• document protection</li> <li>• grammar check</li> <li>• headers/footers</li> <li>• indent</li> <li>• line spacing</li> <li>• page numbers</li> <li>• page set up</li> <li>• paragraph formatting</li> <li>• spell check</li> <li>• tabs</li> <li>• text formatting.</li> </ul>
	2.2 Use system features to identify and manipulate screen display options and controls.	<p><b>Screen display options and controls</b> may include:</p> <ul style="list-style-type: none"> <li>• layout view</li> </ul>

Element	Performance Criteria	Range Statement
		<ul style="list-style-type: none"> <li>• maximise/minimise</li> <li>• normal view</li> <li>• page view</li> <li>• print preview</li> <li>• ruler</li> <li>• toolbars</li> <li>• zoom percentage.</li> </ul>
	2.3 Use manuals, user documentation and online help to overcome problems with document presentation and production.	
3 Finalise documents	3.1 Ensure final document is previewed, <b>checked</b> , adjusted and <b>printed</b> in accordance with organisational and task requirements.	<p><b>Checking</b> may include:</p> <ul style="list-style-type: none"> <li>• accuracy of information</li> <li>• consistency of layout</li> <li>• ensuring instructions with regard to content and format have been followed</li> <li>• grammar</li> <li>• proofreading</li> <li>• spelling, electronically and manually.</li> </ul> <p><b>Printing</b> may include:</p> <ul style="list-style-type: none"> <li>• basic print settings</li> <li>• multiple copies</li> <li>• odd or even pages</li> <li>• print preview</li> <li>• printer setup</li> <li>• specified pages</li> <li>• whole document.</li> </ul>
	3.2 Ensure document is prepared within <b>designated time lines</b> and organisational requirements.	<p><b>Designated time lines</b> may include:</p> <ul style="list-style-type: none"> <li>• organisational time line e.g. deadline requirements</li> <li>• time line agreed with internal/external client</li> <li>• time line agreed with supervisor/person requiring document/s.</li> </ul>
	3.3 <b>Name and store document</b> in accordance with organisational requirements and exit application without information loss/damage.	<p><b>Naming and storing documents</b> may include:</p> <ul style="list-style-type: none"> <li>• appropriate file type</li> <li>• authorised access</li> <li>• file names according to organisational procedure e.g. numbers rather than names</li> <li>• file names which are easily identifiable in relation to the content</li> <li>• file/directory names which identify the operator, author, section, date etc.</li> </ul>

Element	Performance Criteria	Range Statement
		<ul style="list-style-type: none"> <li>• filing locations</li> <li>• organisational policy for backing up files</li> <li>• organisational policy for filing hard copies of documents</li> <li>• security</li> <li>• storage in folders/sub folders</li> <li>• storage on hard/floppy disk drives, CD ROM, tape back up.</li> </ul>