BSBITU201A	**Produce simple word processed documents**
Description	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.
Employability Skills	This unit contains Employability Skills
Application	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.
Competency Field	Information and Communications Technology – IT Use

ELEMENT	PERFORMANCE CRITERIA
1. Prepare to produce documents	1.1 Use safe work practices to ensure *ergonomic, work organisation,* energy and resource *conservation requirements* are addressed
	1.2 Identify *document* purpose, audience and presentation requirements, and clarify with relevant personnel as required
	1.3 Identify *organisational* and task *requirements* for document layout and design
2. Produce documents	2.1 *Format* document using appropriate *software functions* to adjust page layout to meet information requirements, in accordance with organisational style and presentation requirements
	2.2 Use system features to identify and manipulate *screen display options and controls*
	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, *checked,* adjusted and *printed* in accordance with organisational and task requirements
	3.2 Ensure document is prepared within *designated time lines* and organisational requirements
	3.3 *Name and store document* in accordance with organisational requirements and exit application without information loss/damage

REQUIRED SKILLS AND KNOWLEDGE

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively perform task skills; task management skills; contingency management skills and job/role environment skills as outlined in elements and performance criteria of this unit

These include knowledge of:
- 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.

Essential 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.

RANGE STATEMENT

Ergonomic requirements *may include:*	- avoiding radiation from computer screens - chair height, seat and back adjustment - document holder - footrest - keyboard and mouse position - lighting - noise minimisation - posture - screen position - workstation height and layout
Work organisation requirements *may include*:	- exercise breaks - mix of repetitive and other activities - rest periods
Conservation requirements *may include:*	- disposing of non-confidential waste paper in recycling bins - double-sided paper use - re-using paper for rough drafts (observing confidentiality requirements) - utilising power-save options for equipment

RANGE STATEMENT

Documents *may include*:	• agendas • briefing papers • envelopes • faxes • labels • letters • mail merges • memos • minutes • short reports • simple one-page flyers • standard form letters
Organisational requirements *may include:*	• company colour scheme • company logo • consistent corporate image • content restrictions • established guidelines and procedures for document production • house styles • observing copyright legislation • organisation name, time, date, document title, filename etc. in header/footer • templates
Formatting *may include:*	• alignment on page • columns • company logo/letterhead • enhancements to format – borders, patterns and colours • enhancements to text – colour, size, orientation • headers/footers • margins • page orientation
Software functions *may include:*	• default settings • document protection • grammar check • headers/footers • indent • line spacing • page numbers • page set up • paragraph formatting • spell check • tabs • text formatting

RANGE STATEMENT

***Screen display options and controls** may include:*

- layout view
- maximise/minimise
- normal view
- page view
- print preview
- ruler
- toolbars
- zoom percentage

***Checking** may include:*

- accuracy of information
- consistency of layout
- ensuring instructions with regard to content and format have been followed
- grammar
- proofreading
- spelling, electronically and manually

***Printing** may include:*

- basic print settings
- multiple copies
- odd or even pages
- print preview
- printer setup
- specified pages
- whole document

***Designated time lines** may include:*

- organisational time line e.g. deadline requirements
- time line agreed with internal/external client
- time line agreed with supervisor/person requiring document/s

***Naming and storing documents** may include:*

- appropriate file type
- authorised access
- file names according to organisational procedure e.g. numbers rather than names
- file names which are easily identifiable in relation to the content
- file/directory names which identify the operator, author, section, date etc.
- filing locations
- organisational policy for backing up files
- organisational policy for filing hard copies of documents
- security
- storage in folders/sub-folders
- storage on hard/floppy disk drives, CD-ROM, tape back-up