Australian Government

Department of Education, Employment and Workplace Relations

BSBCMN213A Produce simple word-processed documents

Release: 1

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

BSBCMN213A Produce simple word-processed documents

Modification History

Not applicable.

Unit Descriptor

This unit covers preparation and production of short routine letters, notes, memos and records using word processing software.
This unit is related to BSBCMN107A Operate a personal computer, BSBCMN108A Develop keyboard skills and BSBCMN306A Produce business documents.
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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Use safe work practices	1.1 Workspace, furniture and equipment are adjusted to suit the ergonomic requirements of the user
	1.2 Work organisation meets organisational and Occupational Health and Safety requirements for computer operation
	1.3 Energy and resource conservation techniques are used to minimise wastage in accordance with organisational and statutory requirements
2 Confirm document requirements	2.1 Document purpose, audience and presentation requirements are clarified with relevant personnel in accordance with organisational policy and procedures
	2.2 Organisational requirements in relation to document style, storage and security requirements are identified
3 Produce documents	3.1 Text is entered, checked and amended in accordance with organisational and task requirements
	3.2 Software functions are utilised for consistency of design and layout and document is formatted in accordance with organisational style and presentation requirements
	3.3 Manuals, user documentation and on-line help are used to overcome problems with document presentation and production
	3.4 Mailable document is previewed, adjusted and printed in accordance with organisational and task requirements
	3.5 Documents are prepared within designated timelines, organisational requirements and Australian standards for speed and accuracy
	3.6 Document is named and stored, in accordance with organisational requirements and the application

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exited without information loss/damage

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

Critical Aspects of Evidence

Integrated demonstration of all elements of competency and their performance criteria

Knowledge of simple word processing functions

Knowledge of standard document layout

Knowledge of simple document design principles

Knowledge of organisational requirements for simple wordprocessed documents

Underpinning Knowledge*

* At this level the learner must demonstrate basic operational knowledge in a moderate range of areas.

The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

Knowledge of the purposes of and the uses and function of wordprocessing software.

Organisational requirements for ergonomics, work periods and breaks, and conservation techniques.

Formatting styles and rules of the organisation's style guide

Effect of formatting on readability and appearance of documents

Underpinning Skills

Keyboarding and technology skills

Literacy skills for reading and understanding the organisation's procedures; using basic models to produce a range of correspondence; using page layout to support text structure

Proofreading and editing skills for checking own work and re-reading for accuracy against original

Communication including questioning and clarifying

Problem solving skills to solve routine problems

Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

Consistency of Performance

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

Resource Implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace. These may include:

workplace reference materials such as style guides

computer equipment with wordprocessing software

English dictionary

Context/s of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement

Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment

Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels at the end of this unit

Key Competency Levels

Collecting, **analysing and organising information** (Level 2) - to meet organisational requirements

Communicating ideas and information (Level 2) - through well-designed business documents

Planning and organising activities (Level 2) - to meet designated timelines

Working with teams and others (Level 2) - to determine document purpose and audience

Using mathematical ideas and techniques (Level 2) - to determine spatial design requirements

Solving problems (Level 2) - using manuals and on-line help

Using technology (Level 2) - to produce wordprocessing documents

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies

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Using technology (Level 2) - to produce wordprocessing documents

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies

Range Statement

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, **codes and national standards relevant to the workplace may include**:

award and enterprise agreements and relevant industrial instruments

relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

relevant industry codes of practice

Organisational policy and procedures may include:

log-on procedures

password protection

storage / location of data

standard formats

author's instructions

use of templates

Ergonomic requirements may include:

workstation height and layout

chair height, seat and back adjustment

footrest

screen position

keyboard and mouse position

document holder

posture

avoiding radiation from computer screens

lighting

noise minimisation

Work organisation may include:

mix of repetitive and other activities

rest periods

exercise breaks

Conservation techniques may include:

double-sided paper use

re-used paper for rough drafts (observing confidentiality requirements)

disposing of non-confidential waste paper in recycling bins

utilising power-save options for equipment

Documents may include:

memos

faxes

letters

standard form letters

labels

envelopes

agendas

minutes

briefing papers

short reports

simple one-page flyers

Software functions may include:

default settings

page setup

paragraph formatting

text formatting

tabs

line spacing

page numbers

headers/footers

spell check

grammar check

indent

document protection

Formatting may include:

page orientation

margins

company logo / letterhead

columns

enhancements to text - colour, size, orientation

enhancements to format - borders, patterns and colours

alignment on page

headers/footers

Designated timelines may include:

timeline agreed with supervisor/person requiring document/s

timeline agreed with internal/external client

organisation timeline eg deadline requirements

Printing may include:

printer setup

whole document

specified pages

odd or even pages

multiple copies

Naming and storage of documents may include:

file names which are easily identifiable in relation to the content

file/directory names which identify the operator, author, section, date etc

file names according to organisational procedure eg numbers rather than names

storage in folders / sub-folders

storage on hard/floppy disk drives, CD ROM, tape backup

organisation policy for backing up files

organisation policy for filing hard copies of documents

filing locations

security

authorised access

Checking may include:

proofreading

accuracy of information

spelling, electronically and manually

grammar

consistency of layout

ensuring instructions with regard to content and format have been followed

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envelopes
agendas
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briefing papers
short reports
simple one-page flyers
Software functions may include:
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page setup
paragraph formatting
text formatting
tabs
line spacing
page numbers
headers/footers
spell check
grammar check
indent
document protection
Formatting may include:
page orientation
margins
company logo / letterhead
columns
enhancements to text - colour, size, orientation
enhancements to format - borders, patterns and colours
alignment on page
headers/footers
Designated timelines may include:
timeline agreed with supervisor/person requiring document/s
timeline agreed with internal/external client
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multiple copies
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file names which are easily identifiable in relation to the content
file/directory names which identify the operator, author, section, date etc
file names according to organisational procedure eg numbers rather than names
storage in folders / sub-folders
storage on hard/floppy disk drives, CD ROM, tape backup
organisation policy for backing up files
organisation policy for filing hard copies of documents
filing locations
security

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authorised access

Checking may include:

proofreading

accuracy of information

spelling, electronically and manually

grammar

consistency of layout

ensuring instructions with regard to content and format have been followed

Unit Sector(s)

Not applicable.

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