



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **BSBITU201A Produce simple word processed documents**

**Revision Number: 1**

## BSBITU201A Produce simple word processed documents

### Modification History

Not applicable.

### Unit Descriptor

<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.
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### Application of the Unit

<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.
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### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare to produce documents	<p>1.1. Use safe work practices to ensure <b><i>ergonomic, work organisation, energy and resource conservation requirements</i></b> are addressed</p> <p>1.2. Identify <b><i>document</i></b> purpose, audience and presentation requirements, and clarify with relevant personnel as required</p> <p>1.3. Identify <b><i>organisational</i></b> and task <b><i>requirements</i></b> for document layout and design</p>
2. Produce documents	<p>2.1. <b><i>Format</i></b> document using appropriate <b><i>software functions</i></b> to adjust page layout to meet information requirements, in accordance with organisational style and presentation requirements</p> <p>2.2. Use system features to identify and manipulate <b><i>screen display options and controls</i></b></p> <p>2.3. Use manuals, user documentation and online help to overcome problems with document presentation and production</p>
3. Finalise documents	<p>3.1. Ensure final document is previewed, <b><i>checked</i></b>, adjusted and <b><i>printed</i></b> in accordance with organisational and task requirements</p> <p>3.2. Ensure document is prepared within <b><i>designated time lines</i></b> and organisational requirements</p> <p>3.3. <b><i>Name and store document</i></b> in accordance with organisational requirements and exit application without information loss/damage</p>

## Required Skills and Knowledge

### 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.

## Evidence Guide

<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>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the following is essential:</p> <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>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure:</p> <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>
<b>Method of assessment</b>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <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>
<b>Guidance information for assessment</b>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> <li>• general administration units</li> <li>• other IT use units.</li> </ul>

## Range Statement

### 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.

<b><i>Ergonomic requirements</i></b> may include:	<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>
<b><i>Work organisation requirements</i></b> may include:	<ul style="list-style-type: none"> <li>• exercise breaks</li> <li>• mix of repetitive and other activities</li> <li>• rest periods</li> </ul>
<b><i>Conservation requirements</i></b> may include:	<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>
<b><i>Documents</i></b> may include:	<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> <li>• short reports</li> <li>• simple one-page flyers</li> <li>• standard form letters</li> </ul>
<b><i>Organisational requirements</i></b> may	<ul style="list-style-type: none"> <li>• company colour scheme</li> </ul>

<b>RANGE STATEMENT</b>	
include:	<ul style="list-style-type: none"> <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>
<b><i>Formatting</i></b> may include:	<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>
<b><i>Software functions</i></b> may include:	<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>
<b><i>Screen display options and controls</i></b> may include:	<ul style="list-style-type: none"> <li>• layout view</li> <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>



<b>RANGE STATEMENT</b>	
<b><i>Checking</i></b> may include:	<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>
<b><i>Printing</i></b> may include:	<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>
<b><i>Designated time lines</i></b> may include:	<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>
<b><i>Naming and storing documents</i></b> may include:	<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> <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>

## Unit Sector(s)

<b>Unit sector</b>	
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## Competency field

<b>Competency field</b>	Information and Communications Technology - IT Use
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## Co-requisite units

<b>Co-requisite units</b>		