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The repetitive movements and sustained body position associated with entering data into a computer is regarded as a hazardous manual task and puts the operator at risk of developing an MSD.

MSDs may include conditions such as:

- sprains and strains of muscles, ligaments and tendons
- back injuries, including damage to the muscles, tendons, ligaments, spinal discs, nerves, joints and bones
- joint and bone injuries or degeneration, including injuries to the shoulder, elbow, wrist, hip, knee, ankle, hands and feet
- nerve injuries or compression (e.g. carpal tunnel syndrome)
- muscular and vascular disorders as a result of hand-arm vibration
- soft tissue hernias
- chronic pain.

## Standard precautions

Your workplace may need you to use standard precautions, particularly work practices related to the prevention of repetitive strain injuries (RSIs). These include ergonomic practices, workstation design, enforced breaks and exercise routines.

Workers in an office environment follow standard precautions when using a computer workstation. However, research on sitting has demonstrated that other precautions also need to be considered, such as the use of standing workstations, to ensure that injuries are prevented. It is important that you carefully follow any standard precautions that are prescribed for your workplace.



## Equipment and systems safety checks

An important part of your daily work routine is to check the various systems and equipment you will use during the day to make sure they are in correct working order. Your workplace policies and procedures should include the steps to follow. You may need to perform this procedure at the start of your working day or at specified intervals during the day.

Workstation safety procedure/checklist:

- Seat is positioned in front of your computer and you can reach your keyboard comfortably.
- Computer monitor is positioned out of direct sunlight and at the correct height.

... continued

<b>Head</b>	Keep your head erect.
<b>Shoulder</b>	Have your upper arms hanging freely.
<b>Elbow</b>	Have your forearms approximately horizontal.
<b>Above knee</b>	Ensure there is clearance between the lower edge of the desk and your legs.
<b>Below knee</b>	Ensure there is clearance between the front edge of the seat and the lower leg.
<b>Footrest</b>	Use a footrest if needed.
<b>Back of chair</b>	The back support should be adjusted to support the small of your back.
<b>Under chair</b>	Adjust the seat height to suit your furniture and equipment.
<b>Chair legs</b>	Use a chair with a five castor base.

## Desktop layout



Items on your desk, including equipment and resources, should be arranged within easy reach.

Your desk area can be divided into three zones:

- the optimum reach zone – the area closest to you, where your hands operate most of the time
- the maximum reach zone – further away, but still close enough to reach comfortably
- the outer reach zone – where you may have to bend forward or stand to reach items.

Make sure your desk is organised so that frequently used objects, such as your keyboard, are close to you. Intermittently used objects, such as your phone, should be out of the way but still within easy reach. Other resources used less frequently, such as in- and out-trays, should be in the outer reach zone.

## Example: fax

Organisation's letterhead



JC JACKSON PHOTOGRAPHY

"Capturing moments for eternity"

Shop 21, Fairholme Plaza  
MAROOCHYDORE QLD R558  
Ph: 07 5443 4237  
Fax: 075443 4238  
Email: inquiries@jcjackson.net.au  
Web: www.jcjackson.net.au

Recipient's company name

To: Weber Auto Repairs

Recipient's name

Attention: James Patrick

Recipient's fax number

Fax number: 01 3847 2900

Sender's name

From: Joshua Jackson

Date

Date: 18 October 2016

Subject

Re: Staff photographs

Number of pages being sent

No. of pages: 1 (including this one)

Greeting

Hi James,

I really enjoyed doing the shoot with your staff and am glad to hear you are happy with the proofs. We have just started a new promotion and I wanted to let you know about it before you place your order.

Body (content)

November/December 2016 Special

During the months of November and December, corporate customers placing orders valued at \$1000 or more will receive 50 calendars featuring the workplace image of their choice for no extra charge. These calendars make the perfect gift for your valued customers. Hurry! Offer ends 31 December.

Things are certainly getting hectic here and I would suggest you place your order by the end of November to guarantee delivery before Christmas.

Please give me a call if I can be of any further assistance.

Closing

Regards,

Signature

Joshua Jackson

Joshua Jackson

Sender's identification






Manager

Footer

Please check that you have received all pages.  
If not, please phone 07 5443 4237.

... continued

## Example: tri-fold brochure

<p><b>Who are our photographers?</b></p> <p>Joshua Jackson and his team of leading photographers have all studied photography at leading educational institutions. Our team has a combined 35 years of experience in capturing memories. Portfolios are available for viewing to help you get a feel for their work.</p> <p><b>Photographic Services</b></p> <p><b>Studio Portraits</b></p> <p>Studio portraits make the perfect gift for family and friends. We offer sittings for individuals, couples, friends and families. Portrait sittings are conducted at our Marrochydore studio. The services of hair and makeup artists are available on request.</p>  <p><b>Event Photography</b></p> <p>Are you hosting a major corporate event. We are able to create a photography services package to meet the needs of your event. Options include social photographs, guest portraits, award/stage photos.</p>	<p><b>Wedding Photography</b></p> <p>Create a beautiful record of your special day. We are there for every step and will even help you select the perfect location for your photos. Capture every moment including the bridal party preparing for the big day, the service and reception.</p>  <p><b>Special Occasions</b></p> <p>We are happy to capture any special occasion including, birthdays, christenings, engagements and sporting events.</p> 	<p><b>Corporate Photography</b></p> <p>We are able to meet all your business needs. We specialise in team photos, portraits and workplace images. Our images have been gracing brochures, calendars, business cards, websites and offices for years.</p>  <p><b>Landscape Photography</b></p> <p>Our award winning team are able to capture landscape images including sunsets, sunrises, ocean and rural scenes. We also supply images for use on planners and calendars.</p> 
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Did you notice that the first page looks like it is backwards? When you create tri-fold brochures you need to create it this way so that when it is printed double-sided the content is displayed correctly. If you open a brochure template in Word, you will see this is how it is laid out.

## Forms and tables

Forms are used by organisations to record and collect information. Forms can be single or multiple pages and can be created to meet any need. Common forms include customer feedback forms, order forms and time sheets. Your word-processing software has a range of features you can use to create forms, but one of the more popular methods is to use either one or a series of tables.



# 1C

## Identify requirements to ensure consistency of style and image

Producing text documents that meet an organisation's requirements takes more than just great computer skills. Every time you produce a document you should apply your knowledge of organisational policies and requirements to ensure your work conforms to the established style and company image.



### Why organisational requirements are important

Production guidelines are implemented for several reasons. One of the most important is to ensure that documents have a consistent style and image. By following organisational guidelines, all staff will create documents that have a similar style and format. This means that customers, business associates and anyone receiving material from your organisation will instantly recognise it as belonging to your organisation.

In many cases written communication forms most of an organisation's contact with its clients. Each time a client has contact with an organisation, they form an opinion based on the documents they receive. In some instances an unprofessional looking document, or one containing errors, can be the difference between gaining and losing a client.



Conforming to organisational requirements will also ensure you are able to complete your work in an efficient and timely manner. It is very frustrating to have spent hours working on the design of a document, only to find it does not meet requirements. To avoid a situation like this, there may be a simple template you could use.

the company name, logo and telephone number, although other details may also need to be included. Check your organisation's style guide and templates and always ask another person to review your design and finished flyer or brochure. Below is some useful information for producing a range of promotional materials.

### Forms and tables

Just like flyers and brochures, designing new forms will require you to use your design skills. You will need to know if they will be in colour or black and white, the paper size they will be printed on and what information must be included. The information to be included may depend on whether the form is for internal company use or external (client) use. Check your organisation's style guide and templates and always ask your supervisor to review your design and finished form.

### Reports

You need to undertake a variety of tasks when preparing a report. You need to determine the complexity of the report, including its length, structure and the level of detail needed to suit the purpose and audience. See your organisation's style guide or templates for the preferred layout.

### Schedules

As schedules may be distributed either within an organisation or to external clients, make sure you follow the guidelines in your organisation's style guide and templates and get your supervisor's approval for the final document and distribution.

### Calendars

Calendars are usually generated for the month, but can be customised to any length.

The easiest way to create a calendar is by using the inbuilt wizards in your word-processing or desktop publishing software. The major advantage of using these wizards is that the dates are automatically generated. Like schedules, calendars can be distributed to internal or external clients.

To ensure you uphold the required corporate image, follow the guidelines in your organisation's style guide and templates and get your supervisor's approval for the final document.



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## Topic 2

# Design word-processed documents

One of your main duties when working in an office may be creating and editing word-processed documents. To ensure you perform your duties in an efficient manner, you must establish the purpose, audience and information requirements for documents before you start creating them. In this topic you will become familiar with the various information requirements and design elements that must be considered, along with the functions you can use to ensure consistency in your documents.

In this topic you will learn how to:

- 2A Design the structure and layout of a document
- 2B Design the document to enhance readability and appearance
- 2C Ensure consistency of design and layout



## What information is required?

Most documents you create will have specific information that must be included in them. This may be information to maintain your organisation's corporate image; for example, the company logo or standard headers and footers. It could also be information that is critical to conveying the document's message; for example, a flyer about an upcoming workshop must include the date, time and venue of the workshop.

The design of the document will be determined by the information it contains. You need to consider the type of information and the clearest way to display it. Is the information communicated in graphics or text? Would you use bullets, tables or columns? Once this is clarified, you can identify how you will structure and lay out the document.



## Structure and layout

After you have determined the purpose, information and audience requirements for the document, you can implement the design. Designing a document refers to the way you organise the content and layout. You should take several design aspects into consideration.

Design aspects to consider:

- Boxes
- Columns
- Headings
- Page layout
- White space
- Colour
- Graphics, photographs and drawings
- Letter and memo conventions
- Typeface

## Boxes

Text boxes can be used to give clearly defined borders or edges to particular content on a page. Putting an item in a box can make it stand out. Using design elements – such as boxes – consistently on a range of documents can help the audience to quickly locate information they have a particular interest in. An example of this is displaying small advertisements in a newsletter. If you use the same positioning and boxed design in each edition, readers will learn to look for the information in that format.

You can have tables that are larger than one page when creating documents. You can use the Heading Rows Repeat command to automatically show the table headings on each page.

You might use this command when you have a document that contains a client list, as shown below. The column headings have been automatically repeated on each page, making the information easier to understand.

Community contact list		
Name	Organisation	Phone number
John Martin	Community Builders	5423 9000
Julie Phillips	Youth At Risk	1800 999 555
Cassandra Hughes	Away From Home Foundation	5466 7833
Anton Hirolski	Carers Respite	3847 6555
Susan Carpenter	Brisbane Youth Council	3854 1200
Patrizia Baretti	Youth Support Fund	5423 0087

Note: This command only works for automatic page breaks. It will not work if you insert manual page breaks within your table.

1. Create a table.
2. Select the rows that you want repeated at the top of each page. You must include the first row in the table.
3. Click the **Layout** tab, and then click **Repeat Header Rows**. The heading rows will now be repeated on each page.



Note: This toolbar is only available if you are in a table.

The AutoFormat feature in Word allows application of predefined styles to documents. The styles you can choose from are a standard component of Word. You can also create your own templates and styles.

## Use functions for efficiency and consistency

Using various text, graphic and page formatting options will help you increase your efficiency and consistency.

You should become familiar with each of the following functions:

- Indentations
- Page numbers
- Captions
- Footnotes or endnotes
- Borders
- Spacing
- Typeface styles, point size and colour
- Bullets and numbering
- Annotated references

## Indentations

The indent of a line of text or paragraph is how far it is positioned from the margin. Text can be indented on either the left or right sides of the paragraph or both. Indenting is useful for drawing attention to sections of text. It can be used very effectively to emphasise lists of data, including bulleted lists.

### Indent a section of text

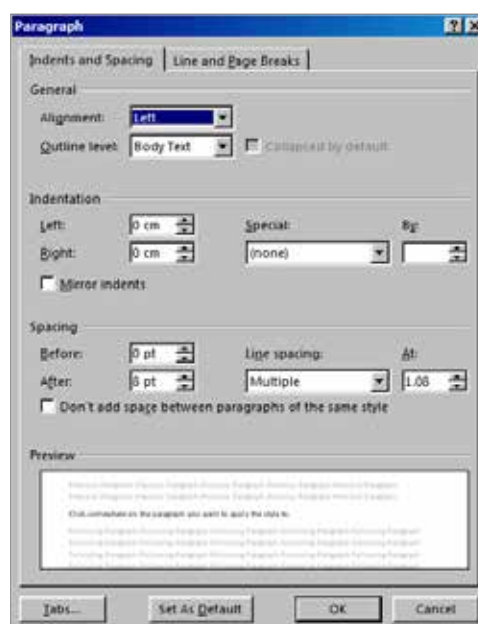
From the **Ribbon**, choose **Page Layout**, and go to the **Paragraph** grouping.

Enter the indent amounts and choose the special type if applicable.

Click **OK**.

OR

Click the small downwards arrow next to **Paragraph** on the **Home** tab and the following dialogue box will appear.



## Example: organisational style guide

Here is an example of a style guide for Techno Train.

**Techno Train**  
**Making sense of technology**

**Style guide**

**Templates**

Templates are to be used when producing documents. Available templates are:

- letter
- fax
- memo
- invoice
- meeting agenda
- meeting minutes

The company logo is to appear on all documents produced. Available logos are:

- Techno train Logo.bmp
- Techno train Logo.jpg

Employees have access to the Data drive (H:\), that contains a folder called 'logos and templates'. All the standard document templates and logos for the company are stored in this folder. Ensure you do not save over these templates. Printed copies of these templates are provided in Appendix A of this guide.

**Document Formatting guidelines**

**Letters**

- All pages to be printed on Techno Train letterhead
- Letters are to be formatted in full block, open punctuation style
- Text is to be formatted in Arial font, size 11
- Left and right margins are to be 2.5cm
- Page numbers are to be on all pages except the 1st page

**Faxes**

- Use Techno Train fax template
- Faxes are to be formatted in full block, open punctuation style
- Text is to be formatted in Arial font, size 11
- Left and right margins are to be 2.5cm
- Page numbers are to be on all pages

**Memos**

- Use Techno Train memo template

**Flyers**

- Company logo to be included on all flyers
- Company phone number, email address and web address to be included on all flyers

**Forms**

Refers to any document used to collect information from staff or customers for example, course registration forms, customer satisfaction surveys and employee timesheets.

- Company logo to be included on all forms
- Company phone number, address and email address to be included on all forms
- Regularly used forms to be saved as templates

**Invoices**

- Use Techno Train invoice template
- Ensure that formulas are not edited and amounts are automatically added

If you are unsure of how to format a document please consult your supervisor.

**Naming and storing of files**

Documents created are to be stored on your network drive in folders relating to the type of document, e.g. letters, faxes, flyers. Documents relating to a particular customer are to be saved in a folder with that customer's name. File names should include the date of creation and an indication of what the document is about.

Examples: J:\Flyer\Workshop 23May16.doc  
J:\Sullivan Consulting\course confirmation 12 June16.doc

**Email disclaimer**

This email is intended for the use of the addressee only and may contain confidential information. If you are not the intended recipient, you are hereby notified that any use or dissemination of this communication is strictly prohibited. The sender disclaims liability for any errors, omissions, viruses, loss and/or damages arising from using, opening or transmitting this email. If you received this transmission in error, please notify Techno Train immediately on (07) 5555 5555, then delete this email.

### Using the menu

Select a column or row to resize.

From the **Ribbon**, choose **Table Tools**, select **Layout**. Use the pull-down menu, from the **Cell Size** grouping to access **Table properties**.

Experiment with the **AutoFit**, **Sizes** and **Distribution** (makes all columns or rows equal).

If you click the drop-down menu you can click on the **Previous Column** or **Next Column** buttons to change the width of adjacent columns.

Select row and repeat these actions to modify its size.

### Using the ruler

This applies to columns only. Move the pointer to the hashed area on the ruler to resize. The pointer will change to a **double-headed arrow**.



(Note: This method will maintain the width of adjacent columns.)

## Use the Table Tools Design tab

The Design tab in Table Tools can be used to perform a range of formatting tasks on tables.



Note: This tab is only available if your cursor is in a table.

Use the different options to experiment with table design and style.

## Format table borders

You can apply a variety of different borders to table cells. It is also possible to select which parts of one cell have borders displayed.

### Using the mouse to delete rows

1. Position your pointer on the left edge of a row and the pointer will change to a white mouse arrow. Click the **left mouse button** and the row will be selected.
2. Click the **right mouse button** and select **Delete Rows**. The selected row will be deleted.
3. Use the menu to insert or delete rows or columns.
4. From the **Ribbon**, choose the **Table Tools** tab, and select the **Layout** tab.
5. Select **Rows & Columns**.
- Experiment with the options.

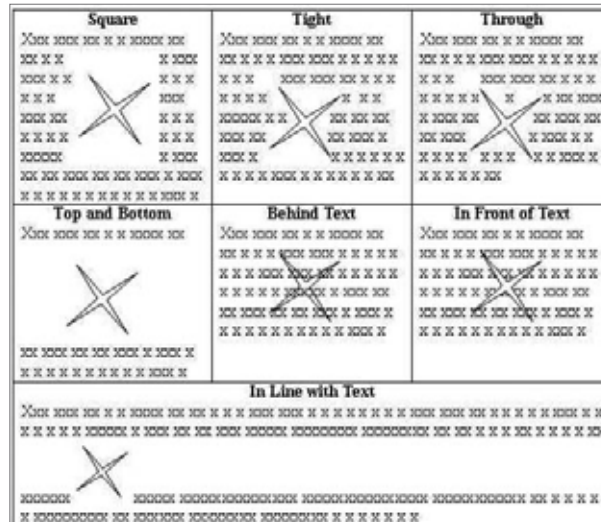
## Practice task 10

Using the instructions provided in this section, create a table with seven rows and three columns. Edit the table so that it is similar to this example. Save and print your document with the name 'Table Practice'.


Merged Cells		
Top Left Aligned	Top Centre Aligned	Top Right Aligned
Centre Left Aligned	Centre Aligned cell with shading and no borders	Centre Right Aligned
Bottom Left Aligned	Bottom Centre Aligned	Bottom Right Aligned
Split Cell	Shaded Cell	
Text Direction - Down	Text Direction - Up	
Cell with no left border or bottom border		Cell with no bottom border

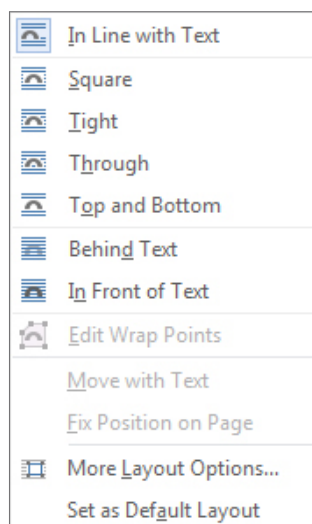
## Example: image and text wrapping interactions

The following example shows the way the graphic and text interact using each different text wrapping style.



## Adjust the text wrapping properties of a graphic

1. Click on your graphic and go to the **Ribbon**, then choose **Picture Tools, Format**.
2. Choose the  **Wrap Text** button and click on the style you want to apply.
3. Move the graphic into the desired position.





## Learning checkpoint 3 Add tables and other data

This learning checkpoint allows you to review your skills and knowledge in adding tables and other data.

### Part A

Produce a document similar to the following example. You will need to search for similar Clip Art images to use in the document. Your document should use the same layout (positioning of text and images), similar heading styles, tables and margins. Ensure you create appropriate styles to support the formatting of the document. Save the document as 'Capricorn newsletter.docx' and print it.



# CAPRICORN STATE SCHOOL

*Pride through spirit*

February 2016

## NEWSLETTER

Welcome back to all staff and students who are returning to our school this year. I am pleased to announce that we are also joined by five new staff and 51 new students across years one to seven.

This year we will be implementing several new programs including our morning two-hour literacy and numeracy initiative. We are also trialling a new sports and recreation program.

During the holidays work was completed on the tennis courts and they are now available for use by students and for rent on the weekends.

The first Queensland Arts Council performance for the year will be on February 27. Please ensure you return the student permission form to the school along with the \$2 entry fee.

Let me close by saying my door is always open and that I am looking forward to working with our school families this year.

**Mike Passmore**  
Principal

### NEW STAFF 2016

This year our school is lucky enough to have enlisted the services of the following new staff members:

Team member	Position
Mrs Hailey Parker	Year 1 teacher aide
Mrs Nola Jones	Library assistant
Miss Bree Smith	School counsellor

### TUCKSHOP ROSTER

Next week's tuckshop roster is now available. Please contact Janelle Daley if you are unable to attend your rostered slot.

Remember, parent helpers are needed to collect orders and money, prepare food and clean the canteen.

### LITERACY AND NUMERACY PROGRAM

The new literacy and numeracy program is aimed at ensuring a significant amount of class time is dedicated to these core skills.

Each morning students will spend the first 2 hours completing activities to assist them in developing these vital skills.

Students will complete assessments every two weeks to check their progress and parents will be advised of the results.

Students will also be given specific reading, spelling and maths activities as part of their homework.

If you want more information, please contact our English teacher Mrs Elen Johnson for further details.

Capricorn State School – Phone: 4833 4823 – Email: [info@capricornstateschool.edu.au](mailto:info@capricornstateschool.edu.au)

Page 1 of 1

... continued

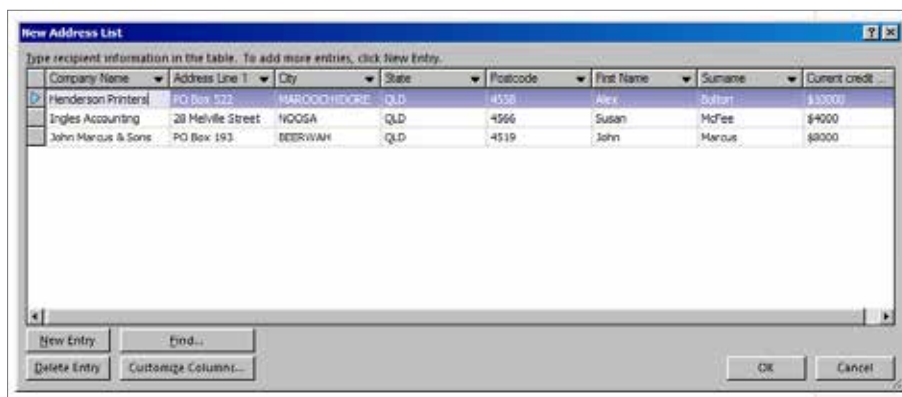
## Practice task 15

7. Create a recipient list with the following information. Remember to customise your address list first.

Company Name	Address	City	State	Post code	First name	Surname	Current
Henderson Printers	PO Box 522	MAROOCHYDORE	QLD	4558	Alex	Bolton	\$10000
Ingles Accounting	28 Melville Street	NOOSA	QLD	4566	Susan	McFee	\$4000
John Marcus & Sons	PO Box 193	BEERWAH	QLD	4519	John	Marcus	\$8000

8. Type these details into the fields. When entering data, you can either click into each field using the mouse or use the Tab and Enter keys on the keyboard to jump from field to field. To create a new record, click New Entry after you have entered a record. When you have finished entering all the details, click OK. When you do this, you will be prompted to save the list. Choose an appropriate location for the list file. Choose an appropriate name for the recipient list. Click Save.

Word has a range of default locations for saved files. The default location for data sources is Libraries\Documents\My Data Sources. When you insert or save a data source, this is the location Word will automatically look in. If you have an existing recipient list, when you choose Use an Existing List from the Select recipients panel, the browse tool's default location is also Libraries\Documents\My Data Sources.



After you have saved your recipients list, when you open this file the information appears in the Mail Merge Recipients window. In this window, you can choose which entries to include in the mail merge by checking (ticking) or unchecking the box beside the first field. This option is useful because data sources or recipient lists often contain hundreds of records.

continued ...

Here are some other considerations to prevent data loss.

#### **Exiting application**

When finishing work on a document you need to exit the application. This maintains security and frees up computer resources, such as memory, for other applications.

#### **Multiple files**

Try to work on one document at a time. If you need to have multiple applications open, make sure you close the applications that are no longer needed. This will help your computer to work more quickly and prevent data loss if the computer fails.

#### **Unattended workstation**

Data loss can also occur if someone else tampers with your work. If you are working on a document at your workstation, you should lock your computer or exit the application before leaving your workstation unattended.

#### **Software**

Other causes of data loss include virus damage, operating system or application software bugs and failed upgrades.

#### **Hardware**

If your computer starts to make unusual noises or display warning messages, shut it down immediately and do not power up again until you have received advice from the IT coordinator.

## Summary

1. Use advanced software functions to produce documents efficiently.
2. Enter and import text to enhance your documents.
3. Editing ensures that the document is grammatically correct, has an effective design and meets organisational requirements.
4. A checklist is often used to help people systematically go through all the points that need to be considered when editing a document.
5. A range of print options are available when printing a document.
6. Most organisations have folder structures and naming standards. This allows users to set up folders quickly and easily.
7. Naming methods need to be kept consistent, simple and meaningful.
8. Hard-copy documents need to be kept and archived, or destroyed after the appropriate period of time.
9. Make sure you exit applications without causing damage or data loss.
10. A time line sets the schedule for a task or project. It gives details of each task that needs to be accomplished to achieve that goal.
11. Time lines are often set by other people in your organisation. To successfully meet these requirements you need to define the scope of the document.
12. Use online and paper-based manuals and other training materials to overcome problems with document design and production.

Recipient data:

First name	Surname	Fax number
Wafah	Dafour	07 5423 0987
Jacob	Shelby	07 3645 0978
Vladimir	Klimovitch	07 4164 5632
Ryan	Wheelan	07 5419 0088
Charlotte	Johnson	07 4162 3277

## Page 2

- On the second page of the same document create a flyer containing the specials information shown below.
  - Ensure you create a professional design that adheres to design principles outlined in Topic 2.
3. Insert the pictures of the fruits and vegetables into the flyer from plant-paradise-images.docx. Access and download this by either scanning the QR code provided or at: <http://chilp.it/6b8c562>.
- The flyer should be on A4 paper, have a border and the margins should be 1 cm on all sides. Do not change the margins on the fax cover sheet.
  - Ensure you include the company name, phone number and website address on the flyer.



## Summer Specials

### Sweet corn

Sweet corn fresh from the garden is one of summer's great treats. Sweet corn should be planted in blocks of several rows close together for best pollination. Single-row plantings can result in poor kernel set. Pick and use immediately for maximum sweetness.

### Pumpkin

These summer favourites come in a huge range of varieties. They are easy to grow, and love heat and regular water. Varieties available include Butternut, Jarradale, Ken Special and Queensland Blue. For best results plant on small mounds in groups of three.

### Elderberry (new)

This easy-to-grow clumping tree has attractive white flowers followed by dark purple berries. Harvest the berries to make a tangy jam. Berries can also be used to produce either sparkling or still wine.