

# Unit 214 Word processing software Level 2

## Unit Summary

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Use word processing software to produce professional looking documents, for example, mail merged documents, reports and content for web pages. This is based on the e-skills Area of Competence: Word Processing Software, Level 2 unit.

## Skills

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You will apply the following skills:

- Presentation
- Checking
- Communicating
- Planning
- Reading
- Organising
- Using technology

## Performance Indicators

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You will:

1. Use appropriate techniques to handle, organise and save files
2. Link information within the same type of software
3. Add information from one type of software to information produced using different software, such as a spreadsheet graph to a word processing document; text to an image file; picture to a presentation slide; or simple information from a database onto a website
4. Use a wide range of editing techniques appropriately, such as size and sort; inserting special characters and symbols and mail merge
5. Format information in line with an organisational house style
6. Format word processing documents to make them look professional, using a wide range of tools and techniques for tabs; columns (such as adding columns to whole document and part of a page); styles (such as apply an existing style to a word, line or paragraph); pages (such as headers and footers or inserting page breaks); and files (such as change format of word processing documents to RTF or HTML)
7. Use appropriate tools and techniques for creating, editing and formatting professional looking tables, such as insert tables; create, add and delete columns; modify column width and row height and add borders and shading
8. Select, change and use appropriate templates
9. Use proof reading techniques to check that text looks professional

10. Checking line, paragraph and page breaks fall in appropriate places, and check that headings, subheadings and other formatting techniques are used appropriately
11. Set up short cuts

## Knowledge

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You will know:

1. How to produce information that communicates clearly and accurately with the audience, where and when it is needed.
2. How to produce professional looking word processing documents for a wide variety of uses. Professional looking documents are well structured and appropriately styled so that they communicate effectively.

## Evidence requirements

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This section is aimed at the assessor and sets out the evidence requirements for this unit.

1. Evidence for this unit is generated when your candidate is carrying out real work in a private sector organisation, not-for-profit organisation or public service organisation, whether full-time or part-time, paid or voluntary.
2. For this unit, evidence may be collected in an approved Realistic Working Environment or an extended work placement.
3. Simulation is allowed for this unit. Simulation refers to the simulation of work tasks and activities, not to the use of IT. The techniques involved in using IT must always be assessed at least in part through evidence gained from practical tasks or activities. All assessment must be based on the use of real IT software and hardware to carry out tasks and activities that may be simulated. Where tasks and activities are simulated they must be undertaken in an approved Realistic Working Environment.
4. Evidence must show that your candidate has consistently met the standard over a sufficient period of time for you to consider the candidate competent.
5. You may use the following assessment methods when assessing this unit:

Performance evidence	Observation	Yes
	Examination of work products	Yes
Supplementary evidence	Witness testimony	Optional
	Questions *	Yes

\* This includes verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

6. Your candidate needs to demonstrate the following skills and techniques by carrying out **at least two** comprehensive tasks to demonstrate their competence in:

**File handling techniques appropriate for the software use.** Evidence will include:

- Using appropriate techniques to handle, organise and save files

**Ways of combining information of various types.** Evidence will include:

- Linking information within the same type of software
- Adding information from one type of software to information produced using different software, such as a spreadsheet graph to a word processing document; text to an image file; picture to a presentation slide; or simple information from a database onto a website

**Editing text in simple, professional looking and complex documents.** Evidence will include:

- Using a wide range of editing techniques appropriately for
  - Size and sort
  - Inserting special characters and symbols
  - Mail merge

**Formatting text using appropriate techniques for characters, lines, paragraphs, pages, sections, columns and styles.** Evidence will include:

- Formatting word processing documents to make them look professional, using a wide range of tools and techniques, for
  - Tabs
  - Columns e.g. adding columns to whole document and part of a page
  - Styles e.g. apply an existing style to a word, line or paragraph
  - Pages e.g. headers and footers, inserting page breaks
  - Files e.g. change format of word processing documents to RTF or HTML
- Formatting information in line with an organisational house style

**Laying out documents to communicate effectively, such as using tables, templates and structure.** Evidence will include:

- Using appropriate tools and techniques for creating, editing and formatting professional looking tables, such as insert tables, create, add and delete columns, modify column width and row height, add borders and shading
- Selecting, changing and using appropriate templates

**Checking text to make sure that it is accurate, consistent and well laid-out.** Evidence will include:

- Using proof reading techniques to check that text looks professional
- Checking line, paragraph and page breaks fall in appropriate places, and that headings, subheadings and other formatting techniques are used appropriately

**Ways of improving efficiency.** Evidence will include:

- Setting up short cuts

7. Evidence generated for this unit may contribute towards Unit 201:

- Communicate information
- Plan and be accountable for your work
- Improve your own performance
- Behave in a way that supports effective working

and Unit 202

- Work to achieve your organisation's purpose and values
- Support sustainability
- Maintain security and confidentiality