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Business Administrator  
Module 64  
Word Processing Software



*Supporting development of your career*

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***Introduction:***

Administrators use word processing software in virtually every business. This unit is about the skills and knowledge required by an administrator to select and use a range of advanced word processing software tools and techniques to produce complex and non-routine documents.

In this developmental study module, you will develop the skills to create, modify and evaluate multi-page documents. You will use advanced word processing tools, functions and techniques that are complex, require new learning and, at times, will involve having the idea that there may be a tool or function to make your task easier, e.g. improve efficiency or create an effect. You will explore technical support and self-teach to learn how to create and work with documents in an efficient and effective manner.

***Assessment Methods:***

To demonstrate how you have developed the appropriate skills, knowledge and understanding and behaviours required to be proficient in this area of develop, your TLC will utilise a wide range of assessment methods to allow explanation through written work and audio recorded professional discussions.

They will also undertake direct observation of your practice to record your performance levels when dealing with work duties that relate to the areas featured within each section

Work products produced should be recorded within a direct observation

This module, relating to word processing software is divided into three linked sections all of which will allow development of the required skill set and knowledge and understanding to be able to work effectively within your role as a business administrator. The three main areas are:

1. Enter and combine text and other information accurately within word processing documents
2. Create and modify appropriate layouts, structures and styles for word processing documents
3. Use word processing software tools and techniques to format and present documents effectively to meet requirements

To enable development to take place, within each of the three sections you will be required to meet other criteria as detailed below:

**1. *Enter and combine text and other information accurately within word processing documents***

- Summarise what types of information are needed for the document and how they should be linked or integrated
- Use appropriate techniques to enter text and other types of information accurately and efficiently
- Create, use and modify appropriate templates for different types of documents
- Explain how to combine and merge information from other software or multiple documents
- Combine and merge information within a document from a range of sources
- Store and retrieve document and associated files effectively, in line with local guidelines and conventions where available
- Select and use tools and techniques to work with multiple documents or users
- Customise interface to meet needs

***Create and modify appropriate layouts, structures and styles for word processing documents***

- Analyse and explain the requirements for structure and style
- Create, use and modify columns, tables and forms to organise information
- Define and modify styles for document elements
- Select and use tools and techniques to organise and structure long documents

***Use word processing software tools and techniques to format and present documents effectively to meet requirements***

- Explain how the information should be formatted to aid meaning
- Select and use appropriate techniques to format characters and paragraphs
- Select and use appropriate page and section layouts to present and print multi-page and multi-section documents
- Check documents meet needs, using IT tools and making corrections as necessary
- Evaluate the quality of the documents produced to ensure they are fit for purpose
- Respond appropriately to any quality problems with documents to ensure that outcomes meet needs and are fit for purpose