



To prepare those who wish to take the OCR Text Production examination at level 2 (mandatory unit of the Text Processing Certificate or Diploma)

Business Document Production

Lesson 1 – Including: Keying in a business letter using the correct layout, keying in a memo and a report, recognising spelling errors and correcting them, correctly expand abbreviations, changing line spacing within a document, emphasising text as instructed

Lesson 2 – Including: Recognising and interpreting amendment and correction signs in order to produce correct copy, producing a letter and memo that include a special mark, locating and incorporating a forward date, keying in a report with a change of line spacing.

Lesson 3 – Including: Producing documents from written draft that includes special marks and continuation pages, recognising and correcting errors of agreement, transposing text vertically, inserting missing punctuation, locating and correctly inserting text not included in the written draft, being aware of the importance of consistency of style in relation to figures

Lesson 4 – Including: Keying in a letter, memo and report observing all instructions, locating and correctly inserting information contained in another document. Completing the three documents within 1¼ hours. Revision of all topics covered in the course.

Guideline Study Time: 6-8 hours



For those who want to improve their written and verbal skills for a work environment

Communication at Work

Lesson 1 – Including: Sentence structure, subject and verb agreement, correct rules for the use of punctuation, common errors, including use of the apostrophe

Lesson 2 – Including: Communicating effectively on the telephone, procedures for taking and receiving messages, dealing with difficult telephone calls, interpreting body language, appropriate dress code, procedures when receiving visitors, different methods of remote conferencing

Lesson 3 – Including: Writing effective emails, advantages and disadvantages of email, netiquette and email principles, setting out a business email

Guideline Study Time: 6 hours



Create Manage and Integrate Files

For those who wish to learn how to work with files and folders and be able to use word effectively

Lesson 1 – Including: Creating a folder, moving files from one folder to another, copying files from one folder to another, renaming a folder, deleting files from a folder, producing a screen printout of folder and file structure

Lesson 2 – Including: Keying in text, deleting text, joining and splitting paragraphs, inserting page breaks, cut, copy and paste, using different text alignments, using bold, italic and underline, changing case, applying bullets, spell-check, distinguishing between serif and sans-serif fonts, working with different file formats, inserting an accented foreign character

Lesson 3 – Including: Changing margins, creating header and footer text, finding and replacing text, inserting tables, adjusting column widths, controlling the display of gridlines, inserting a picture from file, applying 'house' styles, controlling widows and orphans, format painter

Lesson 4 – Including: Importing a chart, re-sizing a chart, formatting text in a chart, applying a border to a chart, importing a data file, changing text in a data file, adjusting the column widths in a data file, apply gridlines to a data file

Guideline Study Time: 10-12 hours



Effective Business Communication

For those who wish to learn how to communicate effectively in business.

Lesson 1: Different sorts of communication, construction of a sentence, sentence structure, subject and verb agreement, correct use of punctuation, know about common errors, including use of the apostrophe.

Lesson 2: Use the appropriate tone for a letter, know to use positive words and phrases, using non-sexist language in writing, avoiding clichés and jargon, know about the plain English Campaign.

Lesson 3: Know about the style of writing including short words, sentences and paragraphs, know the correct layout for letters, writing letters from draft through to final copy, know how to proofread effectively, know about proofreading symbols.

Lesson 4: Writing a letter of complaint, a letter of apology, a circular letter and a thank you letter

Lesson 5: Be familiar with the format of a curriculum vitae, know how to write a job application letter, learn how to write notes, notices, memos and fax forms, know how to design and about the use of leaflets, learn about envelope sizes and uses of different paper.

Lesson 6: Learn about E-mail, learn about net acronyms, netiquette, how to set out a business email and how to format and present web pages.

Lesson 7: Know how to communicate effectively on the telephone, about non-verbal communication such as body language and dress, learn about video conferencing and the advantages of personal networking.

Lesson 8: Understand how to alleviate fears when doing a presentation, structure and prepare a presentation, use your voice for effective communication and learn about non-verbal communication in a presentation

**Guideline Study Time:
18-20 hours**



Mail Merge Using Ms Word

Those familiar with using Microsoft Word who want to learn Mail Merge techniques

Lesson 1 – Mail merge using existing documents, create a main document and a data source, set filter options within mail merge, use mail merge to create envelopes and labels

Lesson 2 – Merge letters and labels with data sources from other programs, print a data source, sort records, update, insert and delete records, manage fields

Guideline Study Time: 5 hours