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Forward

This word processing resource prepared by Ger Ferris is designed for use with confident learners at QQI Level 3. It contains a set of assignment briefs which can be used to assess all the learning outcomes for the collection of work and skills demonstration as identified in the module descriptor. While the resource does not suit any particular learning style, it should be considered in the context of a framework which can be adapted to different styles. The assessment for the collection of work and skills demonstration should be undertaken throughout the duration of the course by learners who are well prepared.

NB: This assessment pack has been successfully tried and tested in terms of learner accreditation at QQI Level 3 on many occasions.

Prerequisites

The learner who completes this assessment pack will be familiar with the basics of using Microsoft Windows and have successfully completed an introductory course in basic word processing skills.

Ger Ferris
Tutor
Adult Literacy & Basic Education
Kerry ETB
Copyright & Disclaimer Notice

This tutoring resource on the Kerry ABE Tutors website is available to other interested tutors for free use and adaption subject to the following:

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Finally this work is based on the software program Microsoft Word & all references, images used in reference to the said programme for demonstration purposes remain the copyrighted property of the Microsoft Corporation.
Section 1: Concepts & Application
Collection of Work Assignment brief(s)
Guidelines

You are required to compile a collection of work which will demonstrate an understanding of the following:

- The significance of using word processing applications in terms of their common uses and features.
- Key terminology associated with word processing including page layouts, page setup, page breaks, text formats, object insertion, print preview, and toolbars.
- The toolbar icons and related functions associated with file handling and text formatting.
- Using a word processing application to modify an existing document using a variety of file save options.
- Creating a range of documents for personal or work requirements.
- Using a range of keyboard capabilities including text entry, numeric data entry, keyboard shortcuts, symbol insertion, cursor control, caps lock, and num lock.
- Applying text formatting to include bullets, numbering, change case, and apply bold, underline, italics, font, font size, font colour, and text and image alignment.
- Using simple proofreading tools where available to perform grammar and spell checking.
- Print a document to include print preview, spell and grammar check.
- Using a word processing application to create a file by performing all required steps including accessing the application, setting up the page, entering data using the keyboard and mouse, formatting, printing and storing the file appropriately for subsequent retrieval.

I confirm that this is my own original work.

Learner Signature: _______________________________ Date: __________

Dates Feedback Received

<table>
<thead>
<tr>
<th>Date</th>
<th>Learner Signature</th>
<th>Teacher/Tutor Signature</th>
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Adult Literacy and Basic Education

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Section 1: Word Processing Concepts & Terminology
LO1, LO2, LO3

Briefly outline the significance of using a word processing application.

Identify the common uses of a word processing application by indicating whether the following statements are “True or “False”, e.g., “T” for (true) or “F” for (false).

A word processing application is used for:

<table>
<thead>
<tr>
<th>Activity</th>
<th>T</th>
<th>F</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creating Documents.</td>
<td>T</td>
<td>F</td>
</tr>
<tr>
<td>Creating Spreadsheets.</td>
<td>T</td>
<td>F</td>
</tr>
<tr>
<td>Editing existing documents.</td>
<td>T</td>
<td>F</td>
</tr>
<tr>
<td>Storing documents for future retrieval.</td>
<td>T</td>
<td>F</td>
</tr>
<tr>
<td>Viewing documents.</td>
<td>T</td>
<td>F</td>
</tr>
<tr>
<td>Printing documents.</td>
<td>T</td>
<td>F</td>
</tr>
</tbody>
</table>

Identify the common features of a word processing application by indicating whether the following statements are “True” or “False”, e.g., “T” for (true) or “F” for (false).

A word processing application has tools for:

<table>
<thead>
<tr>
<th>Feature</th>
<th>T</th>
<th>F</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inserting, formatting, deleting data.</td>
<td>T</td>
<td>F</td>
</tr>
<tr>
<td>Copying, cutting and pasting data.</td>
<td>T</td>
<td>F</td>
</tr>
<tr>
<td>Setting page layout, font changes,</td>
<td>T</td>
<td>F</td>
</tr>
<tr>
<td>and printing options.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Checking spelling and grammar.</td>
<td>T</td>
<td>F</td>
</tr>
<tr>
<td>Making Spreadsheets.</td>
<td>T</td>
<td>F</td>
</tr>
</tbody>
</table>
Match each of the following terms associated with word processing to the correct description.

- **Page Layout:** Used to enhance the appearance of text, e.g. font types, size, colour, bold, italic, and underline etc.
- **Page Set-up:** This term refers to the choices you make regarding how a printed page will appear, such as size, margins, page orientation, or quality of print.
- **Page Breaks:** Used to preview your document prior to printing in order to check for errors and to visualise the finished document.
- **Text Formats:** Use this when you want to just start typing on a new page but want the formatting to all stay the same.
- **Object Insertion:** Contains a set of commands used to edit and format a document.
- **Print Preview:** A term used to describe how each page of your document will appear when it is printed.
- **Tool Bars:** This term refers to the insertion of characters, words, paragraphs, images etc.

Identify the following file handling icons-buttons and briefly explain what each one is used for.
Match each of the following text formatting buttons/icons with the correct description

<table>
<thead>
<tr>
<th>Text Formatting buttons/Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Format Painter" /></td>
<td>Used to determine the amount of space between lines of text in a paragraph, and the space above or below a paragraph.</td>
</tr>
<tr>
<td><img src="image" alt="uppercase" /></td>
<td>Allows you to copy formatting that is applied to one piece of text and apply it to others.</td>
</tr>
<tr>
<td><img src="image" alt="Increase Paragraph" /></td>
<td>Used to increase or decrease the level of a paragraph.</td>
</tr>
<tr>
<td><img src="image" alt="Decrease Paragraph" /></td>
<td>Changes text to upper case, lower or other forms of capitalisation.</td>
</tr>
<tr>
<td><img src="image" alt="Align" /></td>
<td>Used to change the colour of text in a document.</td>
</tr>
<tr>
<td><img src="image" alt="Bold" /></td>
<td>Used to emphasise lists or key points in a document.</td>
</tr>
<tr>
<td><img src="image" alt="Underline" /></td>
<td>Used to align text on a page, e.g. left, right, centre or justify.</td>
</tr>
<tr>
<td><img src="image" alt="Highlight" /></td>
<td>Makes text look like it was marked with a highlighter pen.</td>
</tr>
<tr>
<td><img src="image" alt="Grow Shrink Text" /></td>
<td>Used to grow or shrink the size of text in a document.</td>
</tr>
<tr>
<td><img src="image" alt="Font" /></td>
<td>Used to change the font type of text in a document.</td>
</tr>
<tr>
<td><img src="image" alt="Size" /></td>
<td>Used to change the size of text in a document.</td>
</tr>
<tr>
<td><img src="image" alt="Paste" /></td>
<td>Used to paste the contents of the clipboard.</td>
</tr>
<tr>
<td><img src="image" alt="Cut" /></td>
<td>Use this to italicize selected text in a document.</td>
</tr>
<tr>
<td><img src="image" alt="Copy" /></td>
<td>Used to underline text in a document.</td>
</tr>
<tr>
<td><img src="image" alt="Paste" /></td>
<td>Used to cut selected text from a document and places it on the clipboard.</td>
</tr>
<tr>
<td></td>
<td>Used to copy selected text from a document and places it on the clipboard.</td>
</tr>
<tr>
<td></td>
<td>Makes the selected text bold.</td>
</tr>
</tbody>
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Section 2: Word Processing Applications

LO3, LO4, LO5, LO6, LO7, LO9, LO10, LO11

Instructions: Create 5 documents for both work and personal use based on the Exercises attached to this assignment brief and in the order presented to you, e.g. Exercise 1, 2, 3, 4, and 5. Each document will be edited and formatted according to the tasks indicated:

Exercise 1 (Informal Letter)

1. Access a word processing application.
2. Create a new document.
3. Change the page orientation from “Portrait” to “Landscape”.
4. Change the left margin of the page to 2cm.
5. Change the paper size from A4 to “Legal”.
6. Input the text, numbers and symbols of the document as presented on page 6 of this workbook.
7. Change the font for the 1st paragraph in the document to Arial.
8. Change the font size for the 1st paragraph in the document to 12.
9. Save the document as “Informal Letter 1” to your memory stick.
10. Copy the format of the 1st paragraph and apply it to the remaining document text using the format painter.
11. Apply a number style, e.g. (1, 2, 3) to the 1st 2 paragraphs of the document.
12. Change the word “Kildare” to all CAPS using an appropriate keyboard short cut.
13. Apply bold/Italics to the word “Kildare”.
14. Underline and change the font colour of the Eir Code “IEKD13#©” in the address to red.
15. Insert the image “Family Crest” from the memory stick directly above the senders address and centre align it.
16. Right align the 5 lines of the address and the date.
17. Justify the 3rd paragraph of the letter.
18. Apply 1.5-line spacing to the 3rd paragraph of the letter.
19. Indent the opening greeting “Dear Tom”, by 1.5cm.
20. Proof read your document, and make any appropriate changes to ensure it is free of grammar and spelling errors.
21. Use print preview to ensure your document is ready for printing and call your tutor to verify this task. Print, sign, and date one copy of this document.
22. Save any changes to the document.
23. Re-Save the document in PDF format, e.g. (Save as Type) as “Informal Letter PDF” and Close the document.
24. Open the PDF version of the document, e.g. “Informal Letter PDF” from your memory stick and print, sign, and date one copy including the letters PDF after your signature and close the document.
25. Reopen the “Informal Letter 1” document and resave it as a different file type, e.g. RTF using “Informal Letter RTF” as the file name.
26. Print, sign, and date one copy of the “Informal Letter RTF” file and then close the document.
27. Close all open documents.
56 Castle Troy
Oak Park Village
Maynooth
County Kildare
Eir Code: IEKD13#©

Wednesday, February 3, 2016

Dear Tom

How are things in Kerry? I have not seen you for ages so I decided to write and give you all the news from Maynooth.

The rugby team is doing well this season. We have reached the county semi-finals and expect to see of the competition for a place in the final itself. The new number 10 who replaced you is putting in quite the performance and has integrated well with the rest of the team.

My sister Mary has just had a baby boy, so I am now an uncle for the very first time. Do you have any plans to visit Maynooth anytime soon? It would be great to catch up over a coffee for a good old chat!

Write soon and let me know all the news.

Your friend

John
Section 2: Word Processing Applications

LO3, LO4, LO5, LO6, LO7, LO9, LO10, LO11

Exercise 2 (Letter of Complaint)

1. Open a word processing application.
2. Open the file “Exercise 2” from your memory stick.
3. Change the page orientation from “Landscape to “Portrait”.
4. Change the right margin of the page to 2cm.
5. Change the paper size from “Legal” to “A4”.
6. Input the text, numbers and symbols of the document as presented, on page 8 of this work book.
7. Change the font for the 2nd paragraph in the document to corbel.
8. Change the font size for the 2nd paragraph in the document to 10.
9. Save the document as “Formal Letter 1” to your memory stick.
10. Copy the format of the 2nd paragraph and apply it to the remaining document text using the format painter.
11. Insert the following line of text after the full stop at the end of the 2nd sentence in the 1st paragraph, “This suit was newly purchased by me for €299”.
12. Apply a bullet style to the first 2 paragraphs of the document.
13. Change the words “Customer Services Department” to all CAPS using an appropriate keyboard short cut.
14. Underline and change the font colour of the words “CUSTOMER SERVICES DEPARTMENT” to red.
15. Insert the image “Coat of Arms” from the memory stick directly above the document address and center align it.
16. Right align the 5 lines of the address and date.
17. Apply 1.5-line spacing to each paragraph in the document.
18. Indent the word “Dear Mr. Murphy” by 1cm.
19. Proof read your document and make any appropriate changes to ensure it is free of grammar and spelling errors.
20. Use print preview to ensure your document is ready for printing and call your tutor to verify this task.
21. Print, sign and date one copy of this document
22. Save any changes to the document.
23. Re-Save the document in PDF format, e.g. (Save As Type) as “Formal Letter PDF”
24. Close the document
25. Open the PDF version of the document, e.g. “Formal Letter PDF” from your memory stick and print, sign, and date one copy.
26. Close the document
28. Print, sign, and date one copy of the “Formal Letter Word 97 2003” file and then close the document.
10 Rose Avenue  
Upper Street  
Tralee  
County Kerry  
Eir Code: 245!#©

Friday, February 5, 2016

Customer Services Department  
Dry Clean Business  
New Street  
Tralee  
County Kerry  
Eir Code: 235#!!

Dear Mr. Murphy

I wish to make a complaint about a suit which I brought to your business 2 weeks ago to be cleaned. It is a black tailored suite with cufflinks on the sleeves.

I wore this new suit just once to a dinner party and decided to bring it to your business to have it cleaned.

When I arrived home I noticed a stain on the lapel of the suit jacket and upon closer inspection came to the very clear conclusion that this matter could only have occurred as a result of an error on the part of your launderette during the cleaning process.

This situation is most unsatisfactory and I would like you to replace this suit immediately as the possibility of repair is not a viable alternative!

Please confirm upon receipt of this letter your intentions with regard to resolving this issue promptly.

Yours sincerely

David Casey
Section 2: Word Processing Applications

LO3, LO4, LO5, LO6, LO7, LO9, LO10, LO11

Exercise 3: (Informal Letter 2)

1. Open a word processing application
2. Create a new document
3. Change the page orientation from “Portrait to “Landscape”.
4. Change the left margin of the page to 2cm.
5. Change the paper size from A4 to “Letter”.
6. Input the text, numbers and symbols of the document as presented on page 10 of this work book.
7. Change the font for the 3 lines of the address in the document to Comic Sans MS.
8. Change the font size for the 3 lines of the address in the document to 12.
9. Save the document as “Informal Letter 2” to your memory stick
10. Copy the format of the 3 lines of the address and apply it to the remaining document text using the format painter.
11. Insert the following line of text after the full stop at the end of the 3rd sentence in the 3rd paragraph, e.g. “Tom would love to meet up with you and asked if he could come along”.
12. Apply a number style, e.g. (a, b, c) to the first 2 paragraphs of the document
13. Change the word “Tralee” to all CAPS using an appropriate keyboard short cut
14. Apply Italics to the word “TRALEE”.
15. Underline and change the font colour of the words “safety inspection” in paragraph 2 to red.
16. Insert the image “Family Crest 2” from your memory stick directly above the address and center align it.
17. Right align the date
18. Apply double line spacing to the last paragraph in the document.
19. Indent the words “Dear Anne” by 1cm
20. Proof read your document and make any appropriate changes to ensure it is free of grammar and spelling errors.
21. Use print preview to ensure your document is ready for printing and call your tutor to verify this task.
22. Print, sign and date one copy of this document
23. Save any changes to the document.
24. Re-Save the document in PDF format, e.g. (Save As Type) as “Informal Letter 2 PDF”
25. Close the document
26. Open the PDF version of the document, e.g. “Informal Letter 2 PDF” from your memory stick and print, sign, and date one copy of the document with the letters PDF after your signature.
27. Close the document
28. Reopen the “Informal Letter 2” file from your memory stick.
29. Resave the document in RTF format, e.g. (Save As Type) as “Informal Letter 2 RTF”
30. Print, sign, and date one copy of the document with the letters RTF after your signature
31. Save & close all open documents.
36 High Street
Tralee
County Kerry

Wednesday, February 3, 2016

Dear Anne

How are you settling down in your new job in Limerick? Work seems very different since you left. It’s a lot quieter for starters! All the team here really missed having you around.

We had a health and safety inspection here yesterday by the department which was unannounced and took us all completely by surprise. As you can imagine there was steam coming out of the managers ears for the rest of the afternoon!

Tom and Mary Murphy have split up. Tom is quite upset as you can imagine, but otherwise everyone is in great form. I will be up in Limerick in 3 weeks’ time and would love to catch up with you if you have time?

Write when you can and let me know all the news.

Love

Susan
Section 2: Word Processing Applications

Exercise 4: (Memo)

1. **Open** a word processing application
2. **Open** the file “Exercise 4” from your memory stick.
3. Change the page orientation from “Landscape to “Portrait”.
4. Change the right margin of the page to 3cm.
5. Change the paper size from letter to “A4”.
6. Input the text, numbers and symbols of the document as presented on page 12 of this work book.
7. Change the font for the 1st paragraph to Corbel.
8. Change the font size for the words “Kerry College of Higher Education” to 16.
9. **Save** the document as “Memo” to your memory stick.
10. Copy the format of the 1st paragraph and apply it to the remaining paragraphs using the format painter.
11. Insert the following line of text after the full stop at the end of the last sentence in the first paragraph, “This issue is of great concern to all parties involved.”
12. Apply a number style, e.g. (1, 2) to the 2 paragraphs of the document.
13. Change the words “Kerry College of Higher Education” to all CAPS using an appropriate keyboard short cut.
14. Apply **bold/Italics** to the words “Kerry College of Higher Education”.
15. **Underline** and change the font colour of the words “county planner” in the 1st paragraph to green.
16. Insert the image “Company Logo” from the memory stick directly below the words “Kerry College of Higher Education” and center align it.
17. Apply 1.5-line spacing to each paragraph in the document.
18. **Indent** the word “Confidential” by 1cm.
19. Proof read your document and make any appropriate changes to ensure it is free of grammar and spelling errors.
20. Use print preview to ensure your document is ready for printing and call your tutor to verify this task.
21. **Print**, sign and date one copy of this document.
22. **Save** any changes to the document.
23. **Re-Save** the document in PDF format, e.g. (Save As Type) as “Memo PDF” to your memory stick.
24. **Close** the document.
Kerry College of Higher Education

Confidential

Date: Friday, February 5, 2016

To: The Board of Management

From: Barrow Civil Engineers

Re: School Refurbishment

As you know the schedule of work as agreed with the board of management on the 16/01/16 has been postponed due to errors in the planning application process as identified by the senior county planner.

This delay will have a significant impact on the previously identified completion date and therefore I propose that every effort should be made to resolve these issues ASAP.

We apologize for any disruption this delay will cause and thank you for your continued support.

_______________
Robert Murphy

Barrow Civil Engineers
Section 2: Word Processing Applications

LO3, LO4, LO5, LO6, LO7, LO9, LO10, LO11

Exercise 5: (Flyer)

1. **Open** a word processing application
2. **Create** a new blank document
3. Change the page **orientation** from “Portrait” to “Landscape”.
4. Change the **right margin** to 3cm
5. Change the **paper size** from A4 to “Executive”.
6. Input the text, numbers and symbols of the document as presented on page 14 of this work book.
7. Change the font of the words “Your Career Options!” in the document to **Comic Sans Ms**.
8. Change the font size for the words “Your Career Options!” to **28**.
9. Change the font size for the words “Learn about Careers in Community Service”.
10. **Save** the document as “Career Options Flyer” to your memory stick.
11. Change the font size for the remainder of the exercise to “14”.
12. Copy the format applied to the words “Your Career Options!” to the words “Kerry Careers Fair” using the **format painter**.
13. Apply a bullet style to the word “Itinerary”.
14. Change the words “Your Career Options!” to all **CAPS** using an appropriate keyboard short cut.
15. Apply **italics** to the words “Kerry Careers Fair”.
16. **Underline** and change the font colour of the word “Itinerary” to blue.
17. Insert the image “Magnifying Glass” from the memory stick directly below the words “Your Career Options!” and **center align** it.
18. Apply **1.5-line spacing** to the **content** of the itinerary.
19. **Indent** the word “Memo” by **1.5cm**.
20. **Proof read** your document and make any appropriate changes to ensure it is free of **grammar and spelling errors**.
21. **Use print preview** to ensure your document is ready for printing and **call your tutor to verify this task**.
22. **Print**, sign and date one copy of this document
23. **Save** any changes to the document.
24. **Close** the document
Exercise # 5 Flyer

You’re Career Options!

Learn about careers in Community Service

Kerry Careers Fair

Tralee Town Hall
Friday, February 5, 2016
5pm – 7pm

Permanent, Part-time and Internship opportunities available

Adult Education Students are particularly welcome!

Memo

Itinerary

5:15pm: Industrial expert John Murphy, author of Steely Determination, speaks on “The 12 steps to a successful career”
6:15pm: Panel presentation on the changing nature of employment in post-recession Ireland

For more information contact Susan Andrews, Tralee Chamber of Commerce at 0667120094
Section 2: Text entry/Editing/Formatting/
Proof reading & Printing - Skills Demonstration brief
Module Title: Using a Word Processing Application (3N0588) QQI Level 3
Assessment Title: Skills Demonstration
Weighting: 40%
Time Allowed: 30 Minutes

| LO3, LO6, LO7, LO8, LO9, LO10 |

Instructions to Candidate:

1. **Open** the word processing application, “Microsoft Word”.
2. Open the file “Skills Demonstration” from your memory stick.
3. **Type** the following paragraph of text below the 4th paragraph of the document.

“How are you settling in to your new job at Alberts? I was surprised when you mentioned previously that you had decided to take work in the construction field given the sluggish nature of the marketplace since the economic crash in 2008”.

4. **Right align** the senders address and date.
5. **Delete** the sentence, “I can’t remember the last time we were all together?” from the 2nd paragraph of the document.
6. **Cut** the 2nd paragraph of the document and past it below the 3rd paragraph.
7. **Copy** the word “Maynooth” in the 1st paragraph and **Paste** it directly below the word “John” at the end of the document.
8. **Insert** the following reference “Eir Code: NW123©#” directly below the last line of the address at the top of the document.
9. **Apply a number style** to the paragraphs of your document.
10. **In the space provided, write down the keyboard short cut** you would use to change a piece of text to “ALL CAPS”, ______________.
11. Use this **keyboard short cut** to change the word “Celebrate” in the 1st paragraph to all CAPS.
12. **Apply bold, italic, and underline** to the word “Celebrate”.
13. Increase the **font size** for the word “celebrate” to 12.
14. Change the **colour** of the word “celebrate” from black to blue.
15. **Insert** the picture “Crest” which can be found on your memory stick above the senders address and **resize/center align** as appropriate.
16. **Proof reading and run a spell check and grammar check** on the document to ensure it is free from errors.
17. **Adjusting the left margin of the document to 2cm.**
18. **Save** the document as “Learner Name Skills Demonstration” to your memory stick.
19. **Use the print preview button** to review your document & **call your tutor to verify this task.**
20. **Print, sign and date** a copy of the document.
21. **Close** the document and the word processing application.
I confirm that this is my own original work.

Learner Signature: ___________________________ Date: _________

Dates Feedback Received

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