QQI Level 3 Word Processing 3N0588 - Resource

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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

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Section 1: Concepts & Application
Collection of Work Assignment brief(s)

Module Title:	Using a Word Processing Application (3N0588) QQI Level 3
Assessment Technique	Collection of Work
Assessment Title	Word Processing: Concepts & Application
Weighting	60%

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

Date	Learner Signature	Teacher/Tutor Signature

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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:			
Creating Documents.	**(T) (F)**	Creating Spreadsheets.	**(T) (F)**
Editing existing documents.	**(T) (F)**	Storing documents for future retrieval.	**(T) (F)**
Viewing documents.	**(T) (F)**	Printing documents.	**(T) (F)**

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:			
Inserting, formatting, deleting data.	**(T) (F)**	Copying, cutting and pasting data.	**(T) (F)**
Setting page layout, font changes, and printing options.	**(T) (F)**		
Checking spelling and grammar.	**(T) (F)**	Making Spreadsheets.	**(T) (F)**

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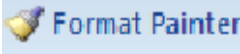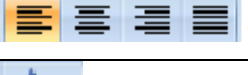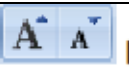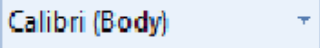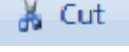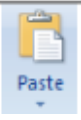
Match each of the following terms associated with word processing to the correct description.

Page Layout:

Page Set-up:

Page Breaks:

Text Formats

Object Insertion:

Print Preview:

Tool Bars:

Used to enhance the appearance of text, e.g. font types, size, colour, bold, italic, and underline etc.

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.

Used to preview your document prior to printing in order to check for errors and to visualise the finished document.

Use this when you want to just start typing on a new page but want the formatting to all stay the same..

Contains a set of commands used to edit and format a document.

A term used to describe how each page of your document will appear when it is printed.

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

Text Formatting buttons/Icon
Format Painter
(line spacing icon)
Aa
(indent icons)
(bullet and numbering list icons)
(text alignment icons)
A (font colour)
aby (text highlight)
A A (grow/shrink font)
Calibri (Body)
11
B
I
U
Cut
Copy
Paste

Used to determine the amount of space between lines of text in a paragraph, and the space above or below a paragraph.

Allows you to copy formatting that is applied to one piece of text and apply it to others

Used to increase or decrease the level of a paragraph.

Changes text to upper case, lower or other forms of capitalisation.

Used to change the colour of text in a document.

Used to emphasise lists or key points in a document.

Used to align text on a page, e.g. left, right, centre or justify.

Makes text look like it was marked with a highlighter pen.

Used to grow or shrink the size of text in a document.

Used to change the font type of text in a document.

Used to change the size of text in a document.

Used to paste the contents of the clipboard

Use this to italicize selected text in a document.

Used to underline text in a document.

Used to cut selected text from a document and places it on the clipboard.

Used to copy selected text from a document and places it on the clipboard.

Makes the selected text bold.

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 1.5**cm**.
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. P**rint,** 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 c**lose** 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**.**

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Exercise #1 Informal Letter

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

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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
27. **Reopen** the "**Formal Letter 1**" document and resave it as a different file type, e.g. **Word 97-2003** Document using "**Formal Letter Word 97 2003**" as the file name and close the document.
28. **Print**, sign, and date one copy of the "**Formal Letter Word 97 2003**" file and then **close** the document.

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Exercise #2 Letter of Complaint

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 you're 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

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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.

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Exercise #3 Informal Letter 2

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

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Section 2: Word Processing Applications

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

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 **1**st 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 **1**st **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. **Inden**t 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

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Exercise #4: Business Memo

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

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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. **C**hange 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 Technique:	Skills Demonstration
Assessment Title:	Text Entry/Editing/Formatting/Proof Reading & Printing
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 <u>underline</u> 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.

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KERRY EDUCATION AND TRAINING BOARD

Adult Literacy
and Basic Education

I confirm that this is my own original work.

Learner Signature: _____ Date**: _____**

<u>Dates Feedback Received</u>

Date	Learner Signature	Teacher/Tutor Signature