



INFOCUS COURSEWARE

# Certificate II in Information Technology

## Part A (Microsoft Windows 7 and Office 2010)



Curriculum Series 3A

Order Code: INF872

ISBN: 978-1-921721-37-3

### ❖ General Description

The skills and knowledge acquired in this courseware are sufficient to be able to use and operate a personal computer using the **Microsoft Windows 7** operating system and **Microsoft Word 2010**.

### ❖ Learning Outcomes

At the completion of this course you should be able to:

- work effectively in an **IT** environment
- effectively communicate with colleagues and clients
- follow workplace safety procedures
- explain the various hardware components of the computer
- understand the role of software on the computer and the different types of software available for the computer
- gain an overview of **Windows 7** including windows and menus
- use the **Start** menu and **Taskbar** to open and manage programs
- understand data storage and navigate your computer's drives, folders and files
- navigate the folder hierarchy and work with folders
- manage files on the computer
- understand the purpose and function of libraries, and how to manage libraries
- personalise your computer and the desktop
- optimise **Windows** and clean up your computer
- access the command line interface in **Windows**
- understand and use some of the more common features in **Office 2010** applications
- understand the various aspects of document design and layout
- create a new document
- work with a document
- select and work with text in a document
- use a range of font formatting techniques
- format paragraphs
- create and use templates
- work effectively with features that affect the page layout of your document
- create and modify tables
- create and print letters, envelopes and labels
- print a document
- use the **Mail Merge Wizard** to perform mail merges
- insert and work with pictures in a **Word** document
- insert and work with **WordArt** and text effects
- create and use building blocks
- insert content from other sources

### ❖ Target Audience

**ICA20105 Certificate II In Information Technology Core Units - Part A (Using Windows 7 and Microsoft Office 2010)** is designed for users who are keen to extend their understanding and knowledge of computers and software.

### ❖ Prerequisites

This course assumes little or no knowledge of the personal computer, its hardware or its software.

### ❖ Pages

392 pages

### ❖ Student Files

Many of the topics in this courseware require you to open an existing file with data in it. These files can be obtained from your Instructor.

### ❖ Includes

This *Workbook* includes:

- ✓ Complete and comprehensive learning resources,
- ✓ Work-related exercises designed to allow the student to learn, develop and practice skills and knowledge and to work within designated timeframes.



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### ❖ Formats Available

- ❖ A4 Black and White, A5 Black and White (quantity order only), A5 Full Colour (quantity order only), Electronic licence
- ❖ Available also as a *Reference Booklet* (Product Code: **RB - INF872**)

### ❖ Additional Teaching Resources

A *Teacher Resource CD* is available for this workbook (sold separately) which includes a comprehensive test bank, solutions to all practice exercises and assessment activities, more detailed unit mapping documents, learning and assessment plans, additional assessment activities, and a teacher's handbook.

*This information sheet was produced on Wednesday, February 02, 2011 and was accurate at the time of printing. Watsonia Publishing reserves its right to alter the content of the above courseware without notice.*



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### Contents

#### ➤ Working Effectively in IT

- ✓ What Is The IT Environment?
- ✓ IT Service Areas
- ✓ Roles In IT Service Areas
- ✓ IT Roles In An Organisation
- ✓ IT Roles External To An Organisation
- ✓ External IT Organisations
- ✓ The Role of Government In IT
- ✓ IT Policies & Procedures
- ✓ IT Equipment
- ✓ Software
- ✓ Operating Environments & Procedures

#### ➤ Communicate in the Workplace

- ✓ The Art & Science Of Communication
- ✓ Who Are Your Clients?
- ✓ Receiving Requests & Enquiries
- ✓ Verbal & Non-Verbal Communication
- ✓ Questioning & Active Listening
- ✓ Accommodating Differences
- ✓ Differences in Documentation
- ✓ Answering Enquiries & Requests
- ✓ Referring Enquiries & Requests
- ✓ Following-up Enquiries & Requests
- ✓ Recording Enquiries & Requests

#### ➤ Workplace Safety Procedures

- ✓ Why Workplace Safety?
- ✓ Physical Hazards In The Office
- ✓ More Physical Hazards
- ✓ Social & Psychological Hazards
- ✓ Workplace Safety Standards & Procedures
- ✓ Workplace Safety Personnel
- ✓ Your Role In Workplace Safety
- ✓ Risk Assessment
- ✓ Controlling Risks
- ✓ Setting Up An Ergonomic WorkStation
- ✓ Rests, Breaks And Exercises
- ✓ Reporting Hazards & Incidents

#### ➤ Computer Hardware

- ✓ Types Of Computers
- ✓ Main Parts Of A Personal Computer
- ✓ The Central Processing Unit
- ✓ Computer Speed
- ✓ Computer RAM
- ✓ Computer ROM
- ✓ External Hardware Components
- ✓ Computer Peripherals
- ✓ Keyboards
- ✓ Other Input Devices
- ✓ Output Devices
- ✓ Input And Output Devices
- ✓ Storage Devices
- ✓ Connecting Hardware And Peripherals
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- ✓ Types Of Software
- ✓ Software Versions
- ✓ Operating System Software
- ✓ Command Line Operating Systems
- ✓ Graphical User Interface
- ✓ Application Software
- ✓ Business Applications
- ✓ Which Software Should I Use?
- ✓ Systems Development

#### ➤ Starting Off With Windows 7

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- ✓ Windows 7 Editions
- ✓ Turning On The Computer
- ✓ Logging On
- ✓ The Windows 7 Screen
- ✓ Running Programs From The Start Menu
- ✓ The Anatomy Of A Window
- ✓ Minimising And Maximising A Window
- ✓ Resizing A Window Using The Mouse
- ✓ Moving A Window On The Desktop
- ✓ Understanding Windows Aero
- ✓ Using Aero Snap
- ✓ Shaking Down Windows
- ✓ Scrolling In A Window
- ✓ Understanding Menus
- ✓ Displaying Menus In A Window
- ✓ Closing A Window
- ✓ Putting Your Computer To Sleep
- ✓ Shutting Your Computer Down

#### ➤ Using Programs

- ✓ Understanding The Start Menu
- ✓ Starting a Program From the Start Menu
- ✓ Running Multiple Programs
- ✓ Starting Programs From the Desktop
- ✓ Understanding The Taskbar
- ✓ Managing Programs From the Taskbar
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- ✓ Other Ways To Open Programs

#### ➤ Data Storage On Your Computer

- ✓ Viewing Storage Devices On Your Computer
- ✓ Understanding Windows Explorer
- ✓ Viewing Network Connections
- ✓ Understanding USB Flash Drives

#### ➤ Working With Folders

- ✓ Understanding Folder Hierarchy
- ✓ Navigating The Folder Hierarchy
- ✓ Understanding The My Documents Folder
- ✓ Accessing Your Personal Folders
- ✓ Creating A New Folder
- ✓ Copying A Folder
- ✓ Moving A Folder
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- ✓ Deleting A Folder
- ✓ Viewing The Hierarchy Path
- ✓ Changing Folder Views

#### ➤ Working With Files

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- ✓ Creating A Simple File
- ✓ Exploring Files In Windows 7
- ✓ Copying A File
- ✓ Renaming A File
- ✓ Selecting Files
- ✓ Copying Multiple Files
- ✓ Setting Files As Read-Only
- ✓ Replacing Files
- ✓ Moving Files
- ✓ Deleting Files
- ✓ Deleting Folders With Files
- ✓ Common File Types



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### ➤ Working With Libraries

- ✓ Understanding Libraries
- ✓ Exploring Your Libraries
- ✓ Creating Folders In A Library
- ✓ Creating A Library
- ✓ Adding Folders To A Library
- ✓ Changing Library Views
- ✓ Deleting Folders From A Library
- ✓ Deleting A Library

### ➤ Personalising Windows 7

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- ✓ Changing The Desktop Background
- ✓ Other Background Options
- ✓ Changing Themes
- ✓ Setting A Screen Saver
- ✓ Changing Mouse Pointers
- ✓ Changing Display Settings
- ✓ Personalising Sounds
- ✓ Working With Gadgets

### ➤ Optimising Windows

- ✓ Viewing System Properties
- ✓ Checking Hardware Devices
- ✓ Tidying Up The Desktop
- ✓ Performing A Disk Cleanup

### ➤ The Command Line Interface

- ✓ Understanding The Command Line Interface
- ✓ The DIR Command
- ✓ The CD Command
- ✓ Redirecting Output
- ✓ The CHKDSK Command

### ➤ At Home In Office 2010

- ✓ Understanding Microsoft Office 2010
- ✓ Starting Microsoft Office Applications
- ✓ A Typical Application Screen
- ✓ Working With Screen Features
- ✓ Understanding Dialog Boxes
- ✓ Launching Dialog Boxes
- ✓ Using The Ribbon
- ✓ Using Ribbon KeyTips
- ✓ Minimising The Ribbon
- ✓ Understanding The Quick Access Toolbar
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- ✓ Understanding The Backstage View
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- ✓ Browsing For Help
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- ✓ Searching Using Keywords

- ✓ Other Sources Of Help
- ✓ Exiting Safely From Applications

### ➤ Document Design And Layout

- ✓ Types Of Business Documents
- ✓ Choosing Appropriate Software
- ✓ Who Prepares Business Documents?
- ✓ Speeding Up Document Production
- ✓ Establishing Document Standards
- ✓ Creating Organisational Documents
- ✓ The Four Basic Principles Of Design
- ✓ Document Layout
- ✓ Understanding White Space
- ✓ Understanding Typeface
- ✓ Understanding Visual Elements
- ✓ Understanding Rules And Borders
- ✓ Understanding Headings
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- ✓ Using The Blank Document Template
- ✓ Typing Text
- ✓ The Save As Dialog Box
- ✓ Saving A New Document
- ✓ Typing Numbers
- ✓ Inserting A Date
- ✓ Document Proofing
- ✓ Checking Spelling And Grammar
- ✓ Making Basic Changes
- ✓ Saving An Existing Document
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- ✓ Safely Closing A Document

### ➤ Working With A Document

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- ✓ Opening An Existing Document
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- ✓ Page Zooming
- ✓ Viewing The Ruler
- ✓ Showing Paragraph Marks

### ➤ Working With Text

- ✓ Techniques For Selecting Text
- ✓ Editing Text In Insert Mode
- ✓ Editing Text In Overtyping Mode
- ✓ Deleting Text
- ✓ Using Undo
- ✓ Finding Words
- ✓ Understanding Find And Replace
- ✓ Performing Advanced Searches
- ✓ Replacing Words
- ✓ Understanding Cutting And Copying
- ✓ Cutting And Pasting
- ✓ Copying And Pasting
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### ➤ Font Formatting

- ✓ Understanding Font Formatting
- ✓ Working With Live Preview
- ✓ Changing Fonts
- ✓ Changing Font Size
- ✓ Growing And Shrinking Fonts
- ✓ Making Text Bold
- ✓ Italicising Text
- ✓ Underlining Text
- ✓ Changing Text Colour
- ✓ Using The Format Painter
- ✓ Using The Font Dialog Box

### ➤ Paragraph Formatting

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- ✓ Changing Text Alignments
- ✓ Changing Line Spacing
- ✓ Changing Paragraph Spacing
- ✓ Indenting Paragraphs
- ✓ Outdenting Paragraphs
- ✓ Starting A Bulleted List
- ✓ Adding Bullets To Existing Paragraphs
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- ✓ Numbering Existing Paragraphs
- ✓ Shading Paragraphs
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- ✓ Using The Paragraph Dialog Box

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- ✓ Using A Sample Template
- ✓ Creating A Template
- ✓ Modifying A Template
- ✓ Tips For Developing Templates
- ✓ Understanding Styles
- ✓ Applying Paragraph Styles
- ✓ Applying Character Styles
- ✓ Creating A Quick Style
- ✓ Understanding Themes
- ✓ Applying A Theme



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### ➤ Page Layout

- ✓ Changing Page Margins
- ✓ Changing Page Orientation
- ✓ Changing Paper Sizing
- ✓ Inserting Page Breaks
- ✓ Removing Page Breaks
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- ✓ Formatting Page Numbers
- ✓ Removing Page Numbers
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- ✓ Inserting Headers And Footers
- ✓ Switching Between Headers And Footers

### ➤ Tables

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- ✓ Setting Tabs On The Ruler
- ✓ Modifying Tabs On The Ruler
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- ✓ Setting Tab Leaders
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- ✓ Creating A Table
- ✓ Adding Data To A Table
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- ✓ Selecting Using The Mouse
- ✓ Inserting Columns And Rows
- ✓ Deleting Columns And Rows
- ✓ Changing Column Widths
- ✓ Changing Row Heights
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- ✓ Modifying Borders
- ✓ Modifying Border Styles
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### ➤ Creating Letters

- ✓ Selecting A Letter Template
- ✓ Typing The Letter
- ✓ Inserting The Date
- ✓ Customising The Layout
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- ✓ Formatting The Envelope Text
- ✓ Creating A Sheet Of Address Labels

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- ✓ Previewing Your Document
- ✓ Quick Printing
- ✓ Selecting A Printer
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- ✓ Specifying A Range Of Pages
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### ➤ Mail Merging

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- ✓ Understanding Mail Merge Terminology
- ✓ The Mail Merge Wizard Process
- ✓ Selecting The Starting Document
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- ✓ Inserting Merge Fields
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- ✓ Completing The Merge

### ➤ Saving Documents

- ✓ Understanding Computer Filing
- ✓ Naming Conventions For Filing
- ✓ File Formats And Version Compatibility
- ✓ Saving With A Different File Name
- ✓ Saving In A Different Location
- ✓ Saving A Document For Version Compatibility
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- ✓ Saving A Document For The Web
- ✓ Saving A Document With Thumbnail Preview

### ➤ Pictures

- ✓ Understanding Pictures
- ✓ Inserting A Picture
- ✓ Changing The Picture
- ✓ Removing A Picture Background
- ✓ Correcting Pictures
- ✓ Changing Picture Colouring
- ✓ Applying Artistic Effects
- ✓ Changing Picture Styles
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- ✓ Changing The Picture Layout

### ➤ WordArt

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- ✓ Applying WordArt
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- ✓ Formatting WordArt Text
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### ➤ Building Blocks

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- ✓ Inserting A Building Block
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- ✓ Using AutoText
- ✓ Editing AutoText
- ✓ AutoText Versus Quick Parts

### ➤ Importing

- ✓ Understanding Importing
- ✓ Importing Text
- ✓ Importing Excel Data

### ➤ Concluding Remarks



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