



Contents

Overview	6
1. Document and Communication Planning	
<i>Step 1: Planning</i>	8
1.1 Determine the Document's Audience and Purpose	9
1.2 Determine the Document's Type, Format and Structure	15
1.3 Establish Key Points for Inclusion	39
1.4 Identify Organisational Requirements	57
1.5 Establish Method of Communication	60
1.6 Establish Means of Communication	64
2. Drafting a Document	
<i>Step 2: Drafting</i>	68
2.1 Develop Draft Document to Communicate Key Points	69
2.2 Obtain and Include any Additional Information that is Required	76
3. Introduction to Microsoft Word	
3.1 Introduction	80
3.2 Basic Word Elements	83
3.3 Office Backstage	87
3.4 Using Ribbons	90
3.5 Quick Access Toolbar	96
4. Creating Documents in Word	
4.1 New Documents	106
4.2 View	107
4.3 Navigating Documents	115
4.4 Using Templates	120
4.5 Saving Documents	123
4.6 Opening Documents	124
4.7 Saving Multiple Versions	125

4 • Write Simple Documents

5. Creating and Entering Text in Word

5.1	Entering Text	134
5.2	Selecting Text	138
5.3	Moving and Copying Text	141
5.4	Repeat, Undo, Redo	149
5.5	Auto Correct	151
5.6	Inserting Symbols	154
5.7	Inserting Fields	155

6. Review Draft

	<i>Step 3: Reviewing</i>	166
6.1	Review Tone, Purpose and Format	167
6.2	Check Legibility, Grammar and Spelling	171
6.3	Check Sequencing and Structure	176
6.4	Ensure Draft Document Meets Organisational Requirements	178
6.5	Ensure Draft is Proofread	180

7. Refine and Check Document using Word

7.1	Reviewing Documents	186
7.2	Correct Spelling and Grammar	192
7.3	Using Word Count	196
7.4	Working with Document Properties	196
7.5	Adding a Hyperlink	198

8. Finalise Document

	<i>Step 4: Finalising</i>	204
8.1	Make and Proofread Necessary Changes	205
8.2	Ensure Document is Sent to Intended Recipients	209
8.3	Ensure Document is Filed Correctly	210