



Contents

▶ Overview	5
1. Plan Complex Document	
1.1 Determine Purpose	8
1.2 Choose Appropriate Format	10
1.3 Establish Method of Communication	13
1.4 Determine Requirements	14
1.5 Determine Categories and Logical Sequence of Information	15
2. Draft Complex Document	
2.1 Compiling and Organising Data, Information and Knowledge	22
2.2 Interpret and Summarise Data, Information and Knowledge	24
2.3 Identify and Rectify Data and Information Gaps	25
2.4 Draft Text According to Document Requirements	26
3. Finalise Complex Document	
3.1 Review Draft Text	34
3.2 Check Grammar, Spelling, Punctuation and Writing Style	37
3.3 Incorporate Necessary Revisions and Ensure Approval of Final Copy	39
4. Produce Document	
4.1 Apply Basic Design Elements to Documents	42
4.2 Check Document to Ensure all Requirements are Met	48

5. Introduction to Microsoft Word

5.1 Introduction 52

5.2 The Word Environment 53

5.3 Entering Text 58

5.4 File Operations 60

5.5 Selecting Text 66

5.6 Copying, Cutting and Pasting 68

5.7 Editing Text 71

5.8 Undo and Redo 75

5.9 Correcting Spelling, Word Usage and Grammar 76

5.10 Printing a Document 83

5.11 Help 86

5.12 Exiting Word 88

6. Formatting Documents

6.1 Formatting Characters 94

6.2 Symbols 101

6.3 Formatting Paragraphs 103

6.4 Using Tab Stops 109

6.5 Page Formatting 112

7. Effective Word Processing

7.1 Find and Replace Text 128

7.2 Working with Multiple Documents 131

7.3 Tables 134

7.4 Numbered or Bulleted Lists 154

7.5 ClipArt 157

7.6 WordArt 159

7.7 Macros 162