ACADEMIQUE

Diploma of Hospitality Management
SIT50416

Design and Produce Business Documents
BSBITU306

Student Handout

BSBITU306 Design and Produce Business Documents

This unit describes the skills and knowledge required to design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications.

It applies to individuals who possess fundamental skills in computer operations and keyboarding. They may exercise discretion and judgement using appropriate theoretical knowledge of document design and production to provide technical advice and support to a team.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Select and prepare resources	1.1 Select and use appropriate technology and software applications to produce required business documents 1.2 Select layout and style of publication according to information and organisational requirements 1.3 Ensure document design is consistent with company and/or client requirements, using basic design principles 1.4 Discuss and clarify format and style with person requesting document/publication
2. Design document	2.1 Identify, open and generate files and records according to task and organisational requirements 2.2 Design document to ensure efficient entry of information and to maximise presentation and appearance of information 2.3 Use a range of functions to ensure consistency of design and layout 2.4 Operate input devices within designated requirements
3. Produce document	3.1 Complete document production within designated timelines according to organisational requirements 3.2 Check document produced to ensure it meets task requirements for style and layout 3.3 Store document appropriately and save document to avoid loss of data 3.4 Use manuals, training booklets and/or help-desks to overcome basic difficulties with document design and production
4. Finalise document	4.1 Proofread document for readability, accuracy and consistency of language, style and layout prior to final output 4.2 Make any modifications to document to meet requirements 4.3 Name and store document in accordance with organisational requirements and exit application without data loss/damage 4.4 Print and present document according to requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	2.1, 2.2, 3.2, 3.4, 4.1	• Recognises and interprets textual information from a range of sources to determine and adhere to requirements • Applies strategies to self-correct and verify clarity and conformity of information
Writing	2.2, 2.3, 3.1, 4.2, 4.3	• Develops documents using required format, accurate spelling and grammar and terminology specific to requirements • Organises content to support purposes and audience of material, using clear and logical language
Oral Communication	1.4	• Confirms requirements with relevant personnel using specific terminology and listening and questioning techniques
Navigate the world of work	1.2, 1.3, 2.1, 2.4, 3.1, 3.2, 4.2-4.4	• Recognises and follows explicit and implicit protocols and meets expectations associated with own role
Interact with others	1.4	• Selects and uses appropriate conventions and protocols when communicating in a range of familiar work contexts
Get the work done	1.1-1.3, 2.1-2.4, 3.1-3.4, 4.1-4.4	• Uses basic features and functions within applications to access, store, organise data and perform routine work tasks

Performance Evidence

Evidence of the ability to:

• select appropriate technology and software for design and production of business documents
• adhere to organisational requirements when:

  • selecting layout and style
  • opening and generating files
  • producing documents within designated timelines
  • naming and storing documents
  • printing and presenting documents

• adhere to task requirements when producing documents including:

  • applying basic design principles
  • applying consistent formatting
  • using appropriate styles
  • using correct layouts
  • proofreading as required

• use appropriate data storage options
• apply knowledge of functions and features of contemporary computer applications
• print and present completed documents.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify appropriate technology for production requirements
- describe functions and features of contemporary computer applications
- outline organisational policies, plans and procedures
- list organisational requirements for document design e.g. style guide.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the information and communications technology – IT use field of work and include access to:

- office equipment and resources
- relevant software applications
- examples of style guides
- organisational procedures.

Design and produce business documents

There are several ways you can tackle the task of planning a document. The following steps are a useful way of getting started and of ensuring that the result is appropriate, readable and clear.

1. Identify your reason for writing the document
2. Consider the needs of your receiver
3. Decide what points and ideas you need to include
4. Decide the best way to organise these points.

In our transition from a paper-based society to an electronic society, the means of producing documents are continually improving; however, to take advantage of the improvements, each of us has to be willing to learn how to use the new capabilities. Word-processing software programs provide the east-to-use features, plus many others.

Organisations need people who can use the capabilities available in the current software programs and new technologies to write and design clear business messages that people are able to understand, interpret and translate into action.

Some of the things that you will need to become familiar with are:

- office equipment and resources
- relevant software applications
- examples of style guides
- organisational procedures

Using Business Technology

Every organisation uses some sort of technology. It is important to know what is available in your workplace and to use it appropriately. You might need to make choices about:

- Business equipment
- Business software

Most organisations depend on business equipment to operate. The most common piece of equipment in the office is the computer, which is used to input, process and output business information.

You might also use printers, scanners and photocopiers.

Printers

A printer is a device that produces a paper copy of the information displayed on the monitor of your computer. There are many different printers available. The main differences are the speed at which material is printed, the quality of the print, the options available and the cost.

Scanners

A scanner is a device that produces a digital version of a hard-copy document. For example, if yu scan the hard-copy version of a report into a computer, you can send the information electronically or make alterations before reprinting.

A scanner can be a useful piece of equipment if you are producing a newsletter, catalogue, or any other document containing photographs, illustrations, maps or handwritten material. It can copy a selected image into a graphic file on a computer. This can then be imported into the document you are working on.   The image can be re-sized, if you need to make it smaller, or cropped if you only want to keep part of the image.

Photocopiers

Photocopying is a process that makes a paper copy of a document, or any other visual image, quickly and cheaply. If an organisation needs multiple copies of a document, a photocopier is the most suitable equipment to use.

What is digital literacy?

Digital literacy is more than being able to use computers and the internet, it gives you the ability to locate, evaluate, adapt and interact confidently with digital content to advance your personal and professional needs.

What are the advantages of digitally literacy?

Having skills and knowledge in technology provides many advantages to you both socially and economically and is essential in most types of employment. Using computers and the internet can make day to day tasks easier and faster and also provide instant access to information and people from around the world. These skills and knowledge are more and more important in most types of employment.

Using computers allows you to create records, documents and spreadsheets which can be saved and stored, shared, sent and easily updated

Using the internet allows you to:

- save time and money by transacting and communicating online
- access to timely and relevant information, particularly outside traditional business hours for:
  - government services
  - health
  - education
  - work/employment
  - personal interest areas
  - shopping.
- access to improved and more timely online services
- communicating with family and friends who live interstate and overseas.
- With the implementation of the National Broadband Network (NBN) even more opportunities will become available as the amount and speed of online content and services increase.

Operating a personal computer is a fairly straightforward task if you carefully follow some basic processes. The key steps in this process are:

- set up a computer and other devices
- select seating and computer positioning for comfortable use
- activate a computer
- use a mouse
- use a keyboard
- alter the computer settings
- add and remove software
- navigate and manipulate the desk top environment
- open a folder and file, change it and save it
- send and receive an email
- conduct a basic search on the internet
- use a scan to reduce security threats
- use basic peripheral devices
- shut down the computer.

What is a Style Guide

A **style guide** (or **manual of style**) is a set of standards for the writing and design of documents, either for general use or for a specific publication, organization, or field. (It is often called a **style sheet**, though that term has other meanings.)

A style guide establishes and enforces style to improve communication. To do that, it ensures consistency within a document and across multiple documents and enforces best practice in usage and in language composition, visual composition, orthography and typography. For academic and technical documents, a guide may also enforce the best practice in ethics (such as authorship, research ethics, and disclosure), pedagogy (such as exposition and clarity), and compliance (technical and regulatory).

Style guides are common for general and specialized use, for the general reading and writing audience, and for students and scholars of various academic disciplines, medicine, journalism, the law, government, business, and specific industries.

In publishing and media companies, use of a style guide is the norm. However, style guides can also be useful for any organization that prepares documents for clients and the public. This article is for organizations outside of the publishing industry who can benefit from the introduction of a style guide.

A style guide is a reference point that sets standards for writing documents within your organization. The focus of the style guide is not usually a matter of 'correct' or 'incorrect' grammar or style but, rather, it provides guidance for instances when many possibilities exist.

Style guides offer you the chance to present your brand in a consistent way. They help to ensure that multiple authors use one tone. And they help save time and resources by providing an instant answer when questions arise about preferred style.

What are organisational policies?

Policies and procedures go hand-in-hand to clarify what your organisation wants to do and how to do it.

Policies are clear, simple statements of how your organisation intends to conduct its services, actions or business. They provide a set of guiding principles to help with decision making.

Policies don't need to be long or complicated – a couple of sentences may be all you need for each policy area.

Procedures describe how each policy will be put into action in your organisation. Each procedure should outline:

- Who will do what
- What steps they need to take?
- Which forms or documents to use.

Procedures might just be a few bullet points or instructions. Sometimes they work well as forms, checklists, instructions or flowcharts.

Policies and their accompanying procedures will vary between workplaces because they reflect the values, approaches and commitments of a specific organisation and its culture. But they share the same role in guiding your organisation.