NATIONAL OPEN UNIVERSITY OF NIGERIA

SCHOOL OF EDUCATION

COURSE CODE: BED112

COURSE TITLE: WORD PROCESSING

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Course Title: **WORD PROCESSING**

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COURSE GUIDE

Introduction

BED 112 – Word Processing is a 2 credit course. This course will teach you the methods used in typing business documents. The way you present your documents could be used to judge how corporate your organisation is.

The course is divided into two parts – Course Guide and the Main Text. Read this course guide before proceeding to the main text. The course guide will prepare you on what you will meet in the main text and the procedure you would take to aid your learning in the course. The facilitator for this course is required to read the course guide session for proper guidance on how the course will be facilitated.

What You Will Learn In This Course

In BED 111, you learned how to touch type. That is basic in typing business documents. There are specific ways typed business documents are presented. It is important to learn the specific skills of presentation because a good idea with poor presentation could lead to loss of money in business. Therefore, in this course you will learn how to use Microsoft Word to type business documents such as letters, memoranda, speeches, reports, minutes of meeting and so on. You will equally learn how to embed diagrams and illustrations within a document.

Course Aim

The course aims at preparing you to teach/facilitate Word Processing in Secondary Schools and to business professionals. It will also equip you with the necessary skills you will need to apply the learned skills in your day-to-day activities.

Course objectives

At the end of this course, you will be able to:

1. type presentable business documents; and
2. integrate diagrams and illustrations such as tables and organograms within typed documents.

Working Through This Course

In this course, there are three modules and fourteen study units. The modules and units are presented thus:

Module 1   Microsoft Word Environment

Unit 1   Home Tab
Unit 2   Insert Tab
Unit 3   Page Layout Tab
Unit 4   Mailings, View and References Tabs

Module 2   Display

Unit 1   Document Review
Unit 2   Multiple Columns on a Page/Multiple pages
Unit 3   Speeches and Reports
Unit 4   D r a w i n g s
Unit 5   Legal Document
Unit 6   Literary Document

Module 3   Business Documents

Unit 1   Letters
Unit 2   Memorandum
Unit 3   Mail Merging/e-mail
Unit 4   Tabulations

Every unit contains a list of references and further reading. Try to get the textbooks and materials listed. The textbooks and materials are meant to deepen your knowledge in the course.

Apart from the print course material, you will equally have the soft copy of the material in NOUN web site – www.nou.edu.ng. When you get to the site, click on *course ware* and select this course.

This course may be facilitated through face-to-face at the study centres and online through iLearn platform. In the platform you will receive both synchronous and asynchronous facilitations supplemented with video tapes. To get to i-learn platform, click on www.nou.edu.ng, and click on i-Learn.

Assessments

The assessments are in four forms – self-assessment exercises, Tutor Marked Assignments (TMAs), Computer Marked Assignments (CMAs), and final examination.

The self-assessment exercises are provided for you to check your progress. Each unit has self-assessment exercises within the texts, and the answers are provided at the end of each unit. You should be sincere when working on the self-assessment exercises. Do not be quick at looking at the answers. Check the answers only when you know you have sincerely completed the questions asked. It is only by this way you will find the questions helping to aid your learning and mastery of the skills. The self-assessment exercises will not be scored.

The TMAs and CMAs will be scored and they will form part of the final assessment for graduation. There will be four continuous scored assessments in this course. The first assessment is the CMA. This will be multiple choice questions that you will take through the computer and you will have immediate score feedback. In

addition, you will take three TMAs. These will be practical questions where you will be tested on the skills gained. You will be required to use the keyboard. At the end of assessment, the best three of the CMA and TMAs will form 30% of your final score in this course.

Final Examination will form 70% of the final grade. You will be examined on all the sessions of the course material to test your mastery of Word Processing skills through the use of computer keyboard.

Course Marking Scheme/Grading

This table shows how the actual course marking is broken down.

Assessment	Marks
Assignments	Four assignments, best three marks of the four count at 30% of course mark
Final Examination	70% of overall course marks
Total	100% of course marks

How to Get the Most from This Course

In distance learning, the study units replace the university lectures. This is one of the great advantages of distance learning; you can read and work through specially designed study materials at your own pace, and at a t time and place that suits you best. Think of it as reading the lecture instead of listening to the lecturer. In the same way a lecturer might give you some reading to do, the study units tell you when to read, and which are your text materials or set books. You are provided exercises to do at appropriate points, just as a lecturer might give you an in-class exercise.

Each of the study units follows a common format. The first item is an introduction to the subject matter of the unit, and how a particular unit is integrated with the other units and the course as a whole. Next to this is a set of learning objectives. These objectives let you know what you should be able to do by the time you have completed the unit. These learning objectives are meant to guide your study. The moment a unit is finished, you must go back and check whether you have achieved the objectives. If you make this a habit, then you will significantly improve your chances of passing the course. The main body of the unit guides you through the required reading from other sources. This will usually be either from your set books or from reading sections. The following is a practical strategy for working through the course. If you run into any trouble, telephone your facilitator/tutor. The facilitator's job is to help you. When you need assistance, do not hesitate to call and ask your tutor/facilitator to provide it.

In addition, do the following:

1. Study this course guide thoroughly.
2. Turn to the modules and units.

3. Study the set modules and units objectives.
4. Identify and arrange all the resources or materials you would need in all.
5. Identify the hours of study allocated to each study unit.
6. Plan your hours of study.
7. Adhere to your study plan.
8. Start your study:
a. Read the introduction in Module 1 and Unit 1.
b. Study the objectives in the unit.
c. Note the focus in the unit objective.
d. With the focus on the unit objectives, study the unit.
e. Attend to all self-assessment exercises. You could stop to re-read the text to answer the questions. Note key points on the 'wide space margin in your course material' when you are studying or answering the self-assessment exercises.
f. Go through the conclusion and summary and compare with the notes you jotted at the margins of your course material.
g. Try to read the references and further readings for wider knowledge.
9. Proceed to the next unit following the steps in 8 when you are sure you have mastered the preceding unit.
10. Make sure you watch videos in the units and comment as required.

Note: You will only be facilitated in this course; this means you must study the course material before facilitation. Your facilitator is to guide you and take you through challenging parts in the course material. You are not to be lectured.

Mode of facilitation

This course will be facilitated through Face-to-face and Online. For the face-to-face, go to your study centre. Use the facilitation timetable in your study centre. This is not compulsory.

For the online facilitation, go to NOUN iLearn platform. You will be given your user name and identity number by the school authority once you complete your registration.

Hours of Study and Facilitation

You are required to spend a minimum of 4 hours of self-study per week for each study unit. That will give you a total of 64 hours in this course. You will receive 8 hours of face-to-face facilitation. There are 34 lecture videos of 5 minutes each in this course.

Learner Support

You can receive immediate Information, Advice and Guidance (IAG) on deferment of course and examination, course registration, time table etc from your counsellors at the study centres, centre director, facilitator, iLearn through the provided contacts and the directorate of learner support services.

The Facilitator's Guide

As a facilitator in this course, you have three stages of activities to do as explained below:

Pre-facilitation Activities

Study the course guide and the main text. Note the resources required and how the resources will be applied. Note the number of hours required for facilitation. This course being a two credit course you have only 8 hours for face-to-face facilitation. This is different in the case of online facilitation. For online facilitation you must begin the week with the student, but you need to note the online learning environment – asynchronous or synchronous.

The knowledge of the content, learning environment and what is required in this course will help you plan your facilitation effectively. Do not start facilitating this course based on assumption. Plan your time table.

Activities during Facilitation

For face-to-face facilitation, plan the course material into 8 facilitation hours. You are not to lecture but to guide the students. Find out what the students have known and understood in the course materials with special attention to the unit objectives. Identify their area of difficulty and take them through it. Answer their questions. Guide them on how to achieve the most using the unit objectives and the resource materials indicated in the material.

For online facilitation, indentify the learning environment on your planning. Note the activities to be carried out in the asynchronous and those to be done in synchronous environment. Begin by introducing yourself to the students and create environment for them to introduce themselves and upload their pictures. Also ensure that your picture is uploaded. This will make you to know yourselves even when you are not seeing each other physically. By this way the students will be aroused and ready to learn.

At the beginning of each week, introduce the students to the topic(s) of discussion in the week. Where there is a preceding week, summarize the previous week's lesson and introduce the new lesson. Where you need to meet with the students synchronously, give them date and time and ensure compliance.

In NOUN iLearn Platform, you have the chat and discussion sections. Make sure that these sections are well utilized to achieve the set objectives. Ask questions that will lead students to attend to all the self-assessment exercises. Ask questions on the videos to find out if they actually understood the knowledge that is transferred.

You must give feedback to students in their assessments. Apart from the scores, let a student know what he/she did right and those that were not right. In addition, let the student know why his/her response was wrong. Feedbacks help students to learn.

Post Facilitation Activities

At the end of facilitation you have to mark the final examination scripts and give feedback to the students. Note that it is not just enough for a student to pass rather the idea is to train the students to master the skills. So they need every explanation that would make them have that mastery when giving feedback.

Assess the course material and give over-all feedback through the questionnaire provided for you to assess the material.

Main Text

Module 1   Microsoft Word Environment

The ribbon has been used to replace toolbar. The ribbon is two-dimensional and it is divided into tabs. Tabs are divided into groups. The ribbon expands and contracts to fit the available space. The general look changed significantly in word 2010. The module will take you through the tabs and what each of them is used for.

Contents

Unit 1   Home Tab
Unit 2   Insert Tab
Unit 3   Page Layout Tab
Unit 4   Mailings, View and References Tabs

Unit 1   Home Tab

Contents

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4.0   Conclusion
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1.0   Introduction

The home tab ribbon is often the default of the Microsoft Word environment i.e. once you open the Word Document; it is the environment that will be opened. The word *Home* is written on the tab as shown in the ribbon below:

In this unit you will learn what each sub-tab in the *Home* is used for.

2.0   Objectives

At the end of this unit, you will be able to:

- format text using the font functions in Microsoft Word;
- format text using the paragraph functions in Microsoft Word;
- format text using the styles functions in Microsoft Word; and
- edit text with the use of editing functions in Microsoft Word.

3.0   Main Content

3.1   Font

From the *Home* tab, look at the section written *Font:*
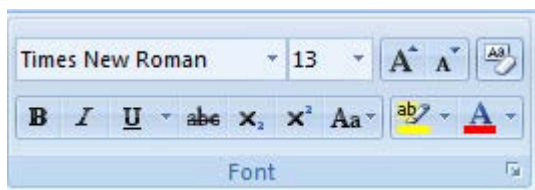
The 'Times New Roman' in the tab represents 'Font type' and the '13' represents 'Font Size'. To select other font types, click on the little black button to the right of the font type and select your font type as desired. Do same to the font size. The short cut to increase or decrease the font size is to use the big and the small As . A click on the 'A' to the left will increase the font size while a click to the A to the right will decrease the font size. To clear all the formatting from the section leaving only the plain text click on . Changing the appearance of your text type is formatting. Such formatting could be change in font type, font size, bold, italic etc.   To bold (making a particular section more pronounced than the others), highlight the section of the text you wish to bold and click on or click on before typing. To type your text in italics, you could highlight   ( ) first and click on or click on the icon and type. Also highlight or click the icon when you want to underscore (underline) a word or text. To discontinue each of actions re-click on the icon to stop the function.   On the right of the underscore icon, there is a small black button, click on it to select desirable line for your underscore. A click on that line will appear thus:
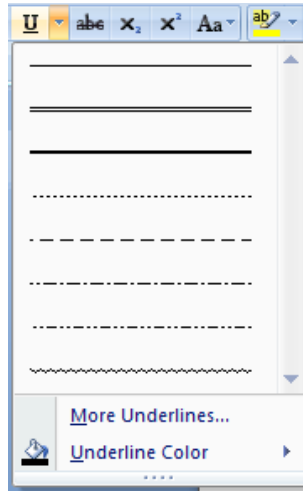
Click on 'More Underlines' to get more lines and click on 'Underline Color' to select line colours.

To draw a line through the middle of selected text, click on . Note that in this context, *selected* is same as *highlighted*. The icons are used to type subscript and superscript. Typing subscript means creating small letter below the line of text e.g. HO_2 while superscript is typing a small letter above the line of text e.g 4^2. The icon is used for subscript, using the previous example HO_2, type the Ho and click on and type 2, click on it again to go back to your typing line. Do same when typing the superscript. The icon is used to change case. Select the text and click on the icon and select what is desirable from the drop down menu which appear thus:
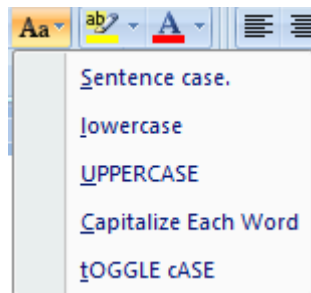
To make text look as if it was highlighted with a highlighter pen, select the text and click on . You could select the colour of your choice by clicking on the little black button by the side. You could also change the text colour by clicking on icon. Click on the little black button to the right to select other colours of your choice.

The icons discussed so far are short cuts under 'font'. You could also click on the black little button to the right of the 'Font' to have a drop down menu through which you could do all that have been discussed and more. A click on the black button will appear thus:
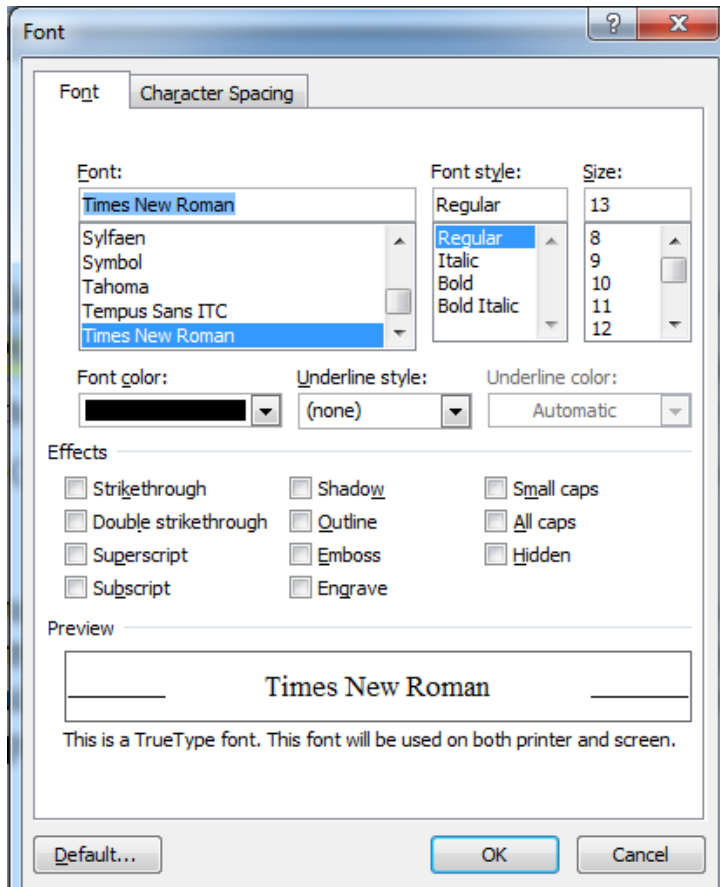
You could change all you need to change by clicking on the box beside what you desire and click ok. In this box you could do so many at a time. Click on Default if you wish to save the changes made as your default and click cancel if you wish to terminate the command already given. To select the space between the text characters, click on 'character spacing' and follow the instruction to select the space you wish to adopt for your text.

Self Assessment Exercise

To change the font colour of already typed text from the original colour to a different colour, select the text and click on:
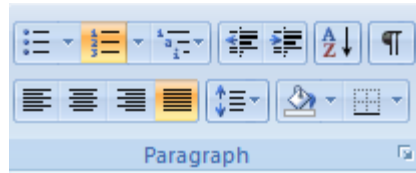
a.

b.

c.

d.

Give reason for your answer.

The answer is 'b' because a click on the black button by the side of the icon in 'b' will present more colours through which selections can be made.

3.2   Paragraph

The next sub-tabs on the ribbon is the paragraph:

Through the paragraph, you can bullet, number, align and indent your typed text. You could also sort text, ruled table and shade background behind selected text or paragraph.

The icon is used for bullet. For more bullets, click on the little black button by the side. Here is an example of bulleted text:

- One
- Two
- Three

The icon is used for numbering. Click on the little black button to the right to select your desired numbering style. A numbered text may appear thus:

a. Girls
b. Boys
c. Men
d. Women

The icon is used for multilevel listing such as:

1. Paragraph
    a. Blocked
    b. Indented
    c. Semi blocked

Click on the icon and type. For more selection, click on the arrow to the right of the icon.

The icons are used to increase or decrease indent. The one to the right is used to increase indent and the one to the left is used to decrease indent. For text alignment use any of which represents left alignment, centre, right and justification. A click on the icon justify, aligns the on both the left and right. To quickly select line spacing, click on . Click on the arrow for more options. To colour the background behind a selected text or paragraph, click on ; click on the arrow for more options. A click on it will show a shading at the background of the text e.g. This is an example of the effect.

To sort words alphabetically click on [image: A↓Z icon]. A dialog box will appear thus:
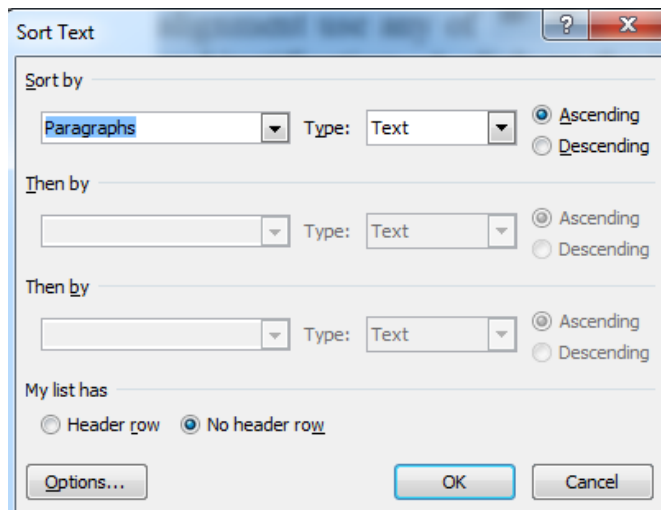
Select the option as you desired and click ok. For more option, click on *options* and follow directions. You can sort by paragraph, heading, field and column. A click on icon [image: ¶ icon] shows paragraph marks and other hidden formatting symbols. Here is an example:

The· course· is· divided· into· two· parts· –·
Course·Guide·and·the·Main·Text.··Read·this·
course·guide·before·proceeding·to·the·main·
text.··¶
¶
The·course·guide·will·prepare·you·on·what·
you· will· meet· in· the· main· text· and· the·
procedure· you· would· take· to· aid· your·
learning·in·the·course.··¶
¶
The·facilitator·for·this·course·is·required·to·
read· the· course· guide· session· for· proper·
guidance· on· how· the· course· will· be·
facilitated¶

Re-click on the icon to remove the marks.

Finally, in this section, you have [image: border icon] for border and shading. A click on the arrow will present:
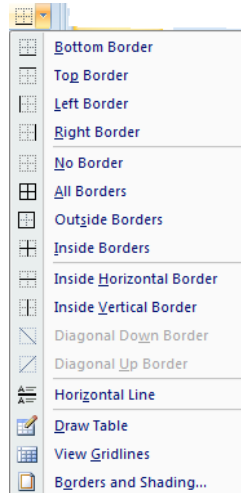
Select the cells or table you wish to shading or border and click on the desired pattern. For page border, click on borders and shading and select Page Border to get this dialog box
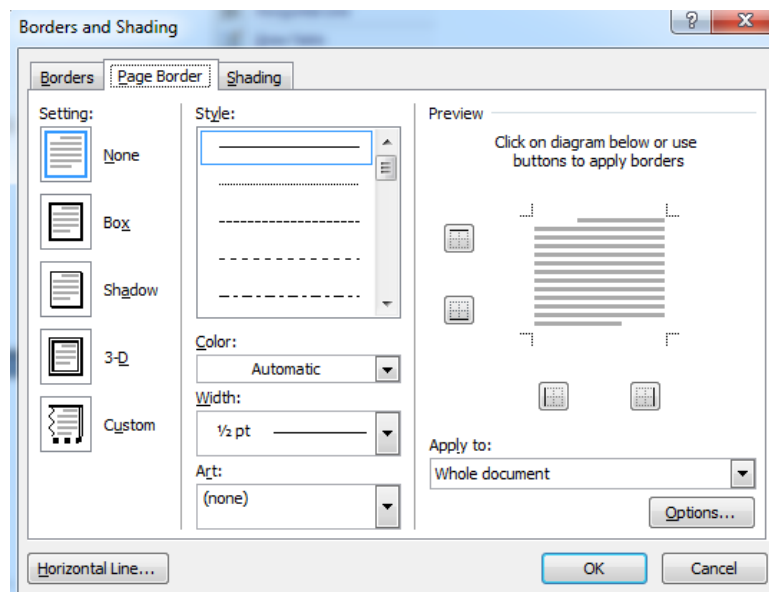
then select as desired.

Self Assessment Exercise

Present the icon you will click if you are to centre your text horizontally on a page; and in about twenty-five words, state how you will achieve it using the icon.

Answer

. Is either you click on the icon first before typing or type first and highlight the text and click on the icon.

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3.3   Styles

From the Home ribbon, styles are represented by:
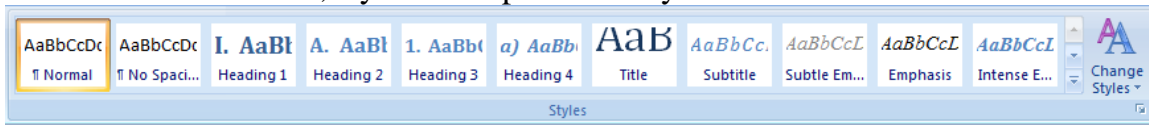
The styles merely help you to change the pattern you may wish to present your texts or words. A click on each of the pattern presented will give you different look. This section gives you variety for presenting your texts and words. For more functions on
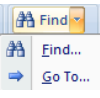
the ribbon click on these arrows and to change styles or have more varieties

click on the arrows in and select as desired.

3.4   Editing

Editing enables you to present your document in the best way that most acceptable by all. After typing a document you wish to make some changes ranging from the words used to format type. From the ribbon you have the editing tools for find,

replace, and select as presented in . A click on 'Find' presents you with two

options - .   A click on any of them – find or Go to will present:
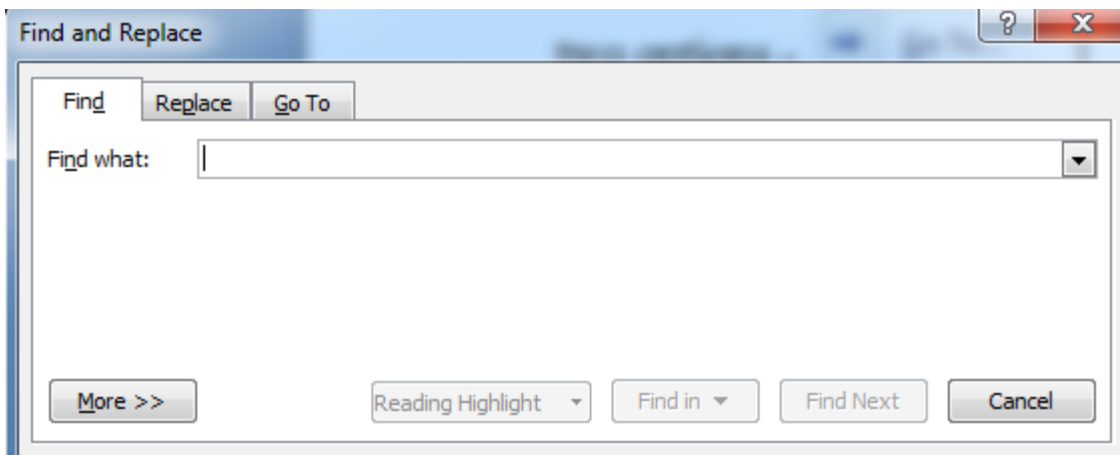
If you want to search for a particular word(s) in a large document, click on find and type word(s) in the box for *Find what* and select from the command in the boxes that best meet your demand. Where you want to replace a word in large document of about 50 to 350 pages you may wish to use both *find* and *replace* in the box. In this case, click on *Replace* after typing in the box for *find what*. The following box will appear:
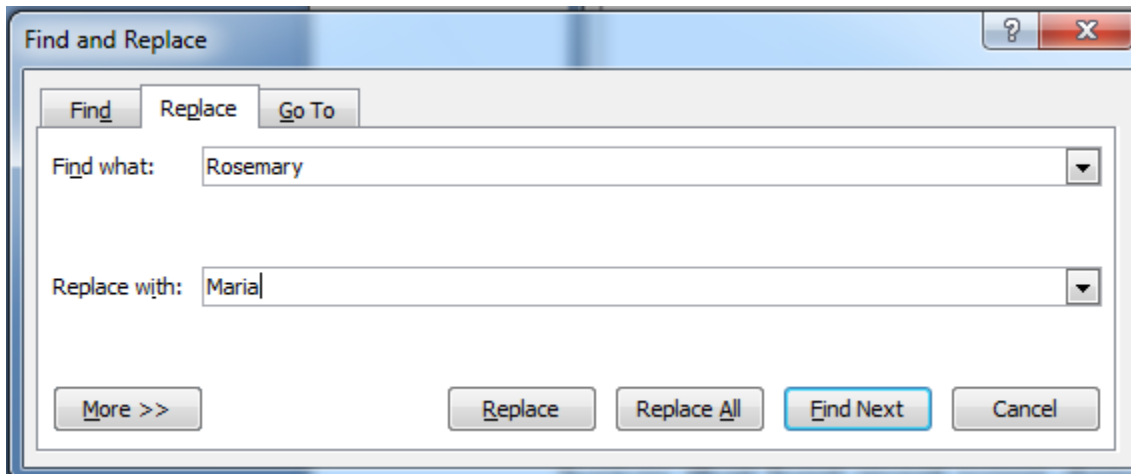
In this case you wish to replace **Rosemary** with **Maria**. That is why Rosemary is typed in the box for 'Find what' and Maria in the box 'Replace with'. Then click on **Replace All** to replace all in the document. To go to a particular page or section within a document select '**Go To**' to get the following dialog box:
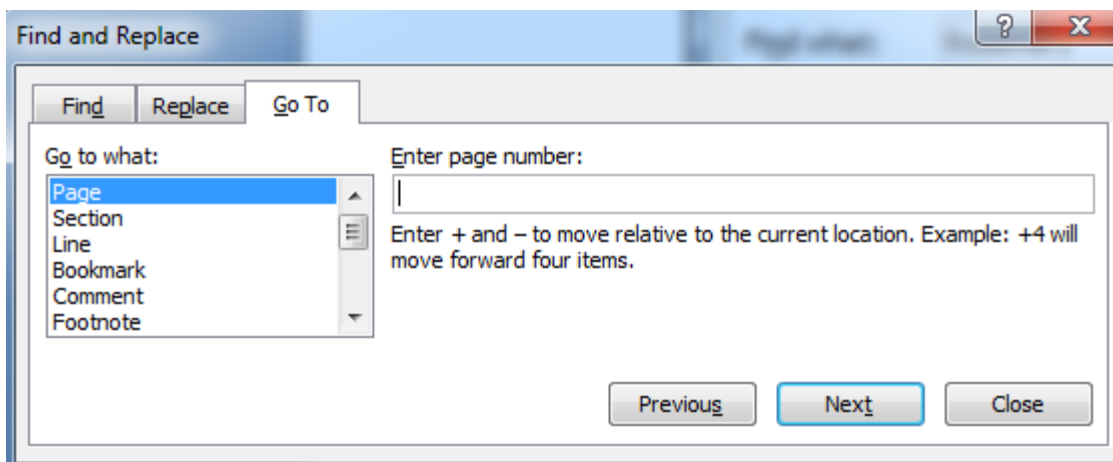
Selection the action you wish to take under **Go to what:** and enter the required instruction in the box to the right. Select the desired box to complete the command.
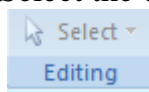
To select object or format click on .

Clipboard
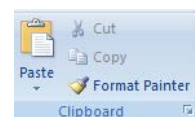
The final part you will look at in the home ribbon is the clipboard -

To copy format from one place and apply in another place click on . To achieve this, double click on , a brush hand handle will appear, use the brush like handle to select the text and copy and paste in the desired section. To cut i.e. to move word(s) or paragraph(s) from one place to another in a document, select the text and click , then place the cursor where you want the text to be and click Some times you might need to use 'paste special'. In this case click on

the arrow on the paste button and select as desired from the dialog box that appears. To copy and paste, select the text you wish to copy and click on Copy . Go to the new environment where you wish to paste the text and click on the paste button (Paste). You can also perform these functions by using the short cuts. To copy select the text and press Ctrl + C. To cut, select the text and press Ctrl + X and to paste press Ctrl + V. The use of short cuts increases the speed in which you complete your task.

When typing, you may have a need to do and unto a function. Click on to undo and click on redo.

4.0 Conclusion

To make your work presentable, use the right tool when you want to format or edit a document. There are three ways you could use this tools to format a document. It is either you use the short cut on the ribbon or use the keyboard short cut or click on the black arrow to access the dialog boxes to use the functions. Learn to use all types.

5.0 Summary

In this unit you have learned how to access the home tab and use font, paragraph, styles, clipboard and edit your document.

6.0 References/Further Readings

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NIIT Global Net (1999). *Computer Concepts*. Ohia: Sona Printers Pvt. Ltd.

NIIT Global Net (1999). *Word*. Okhia: Sona Printers Pvt. Ltd.

Davies, S. & West R. (1982). *Pitman Business English 2: Secretarial*. Great Britain: Pitman Publishing Pty Ltd. Melbourne.

Microsoft Office (2007). Word Processing

Paint – Microsoft Windows (2007)

Windows 7

Unit 2   Insert Tab

Contents

1.0   Introduction

In this document, you will learn how to embed pages, tables, illustrations, links, header & footer, text and symbols in a document when typing. To access pages, tables, illustrations, links, header and footer, text and symbols sub-tabs, click on insert tab on the window ribbon. Study and practice how to use each of the sub-tabs. Make sure you have a computer by your side while studying this unit.

2.0   Objectives

At the end of this unit, you will be able to:

- embed tables in a Microsoft Word document;
- link text(s) in Word document;
- insert page numbers in a Word document;
- insert symbols, equation and pictures in a Word document; and
- insert text.

3.0   Main Content

3.1   Pages

On the pages sub-tab, you have cover page, blank page and page break as shown in:
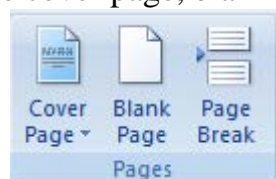
Click on [Cover Page] to insert designed page cover and from the drop down menu –

Put your cursor on the page you want to insert the design and click on desired design. Click on the black arrow to scroll more design. Click on *Remove Current Cover Page* if you want to remove already inserted page.

To create a blank page within a document, place the cursor where you intend the new
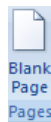
page to be and click on [Blank Page] Pages to insert blank page(s). Click on [Page Break] to go to the next page of typing in a word document.
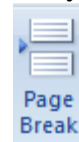
3.2   Tables

On the Table tab, click on the arrow and you will have a drop down menu thus:
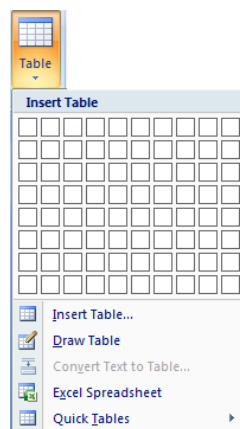
In the drop down menu, select the cells in the rows and column you wish to work with and click. The selected cells will automatically appear on the page. For example, select four cells on the row and five cells on the column:
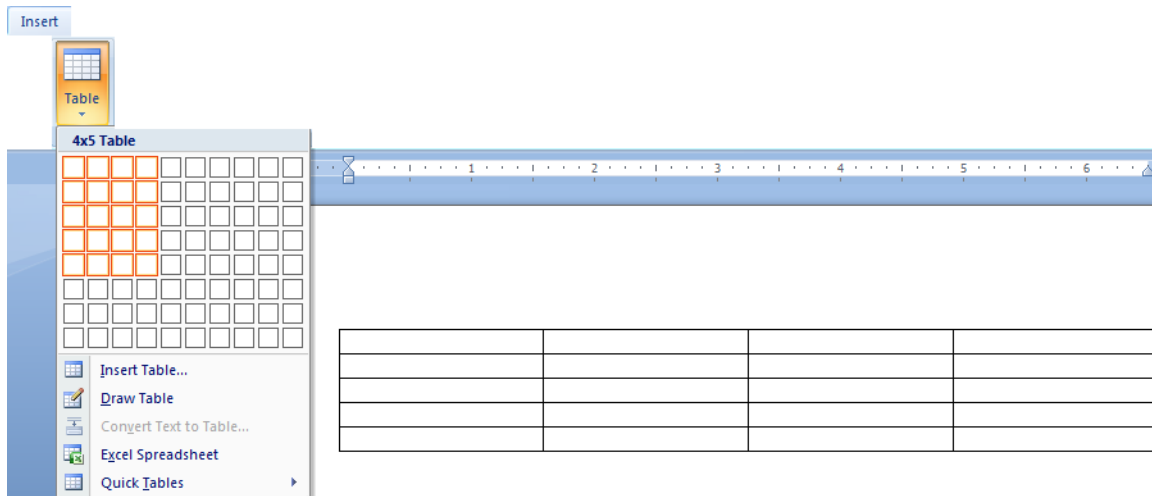
You will observe that as you are selecting, the cells will automatically appear on the page and as you click, the cells are created on the page. This is a quick way to insert a table. You could also click on the *Insert Table* in the dialog box and a dialog box will appear thus:
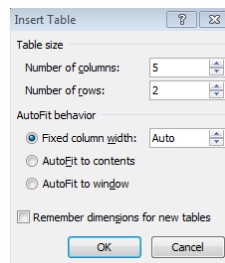
This will enable you select more rows and columns and add more effect such as Autofit to contents and Autofit to window. You highlight the function by clicking on the function you wish to use to activate it. Where you do not need a function, do not highlight it.

You can insert an excel spreadsheet into word document. You do not need to go to Microsoft Excel environment before you can work on excel while typing with Microsoft Word. All you need to do is to insert excel spreadsheet and as you are typing in the excel worksheet it will automatically appear in the Word document. This helps to save time in integrating documents. To achieve this, click on Table and from the drop down menu click on Excel Spreadsheet, it will show thus:

Type on the worksheet, it is a true Microsoft Excel environment.

You can also use Quick Table. Click on the Table tab and select Quick Table. This will prompt different styles for you to select the one that best fits the job type you wish to do. Use the scroll button to scroll for more styles in the drop down menu. Let assume you want to select a style that fits calendar format, selecting the calendar format may appear thus:

MAY

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

You may now adjust the figures by deleting and replacing with the right figure to match the year.

Lastly, you can draw a table by clicking on the Draw Table from the drop down menu and draw a table and type in the table. With this you can place table inside a table.

3.3   Illustrations

Thoughts are not only presented in textual forms, they are also presented with illustrations such as pictures, diagrams and charts. Microsoft Word gives you the opportunity to embed these features into your document while typing. On the illustration group tab you have picture, clip art, shapes, smartart and chart as shown thus:
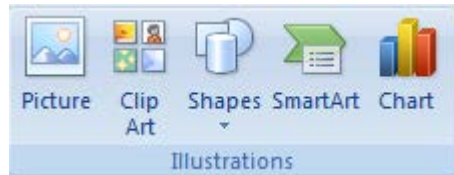
To insert a picture from your file, click on the icon for picture - , and select the picture you want to insert from the location where the picture is saved; then click insert for the picture to appear in the document. You can resize the picture to the desired size by clicking on any of the diagonal buttons and drag. The diagonal buttons are illustrated in the picture below:
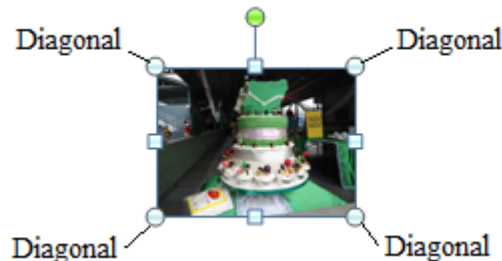
It is better to use the diagonal buttons because it will help to retain the features and appearance of the picture after resizing.

A click on the Clip Art icon will present a dialog box by the side of your computer screen. In the dialog box type in what you want to search for in the *search for* box and click on *Go*. Automatically, all the available pictures on that searched word will appear. Click on the desired picture to insert into the document. You can get more clipart from the online by clicking on *Clip art on Office Online* in the drop down menu. Do more with the ClipArt.

For shapes, click on the shape icon and you will see a drop down menu as shown below:

24
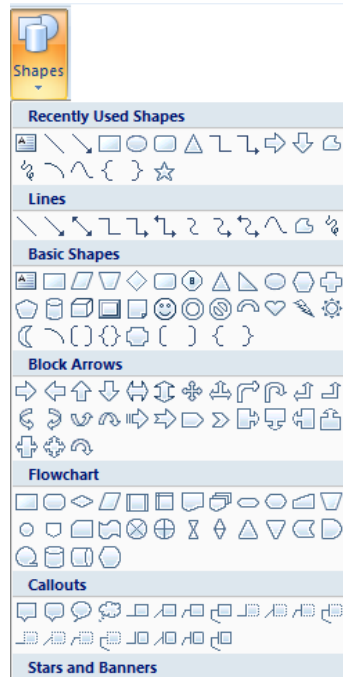
From the drop down menu, select the desired shape. The box with letter 'A' within is known as the text box. When you click on the box place the cursor in the position you want the box to be and drag to draw the box. On the release of you cursor, the box is drawn with a cursor inside the box. Type in the box. The cursor can only automatically appear in text box. To type inside the other boxes, right click in the box and select *Add Text*. This will enable you type inside the box.

A click on the SmartArt icon ( ) gives you access to several graphic illustrations. Click on the desired art and format or change to meet your demand. A click on the SmartArt icon will present a drop down box thus:
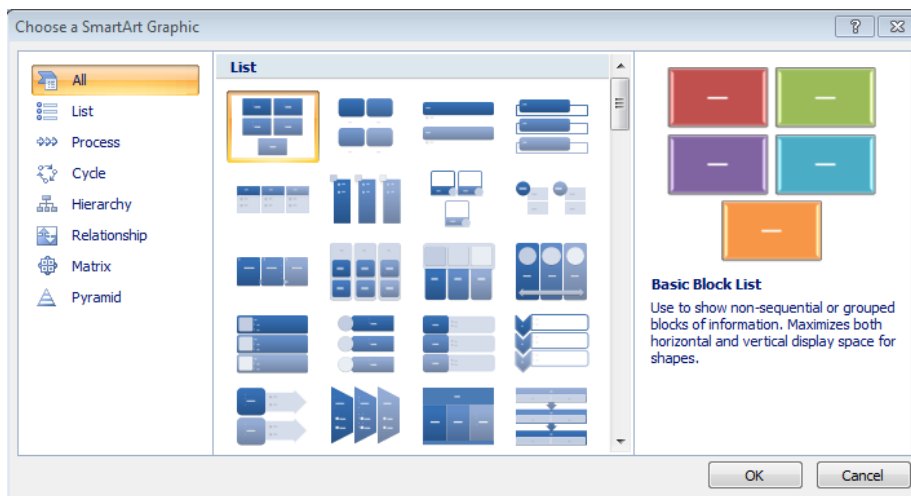
Select the illustration that best meets your demand and click ok.

To draw graphs, click on chart icon and select the chart that best meet your demand. A click on the chart icon will present:

25
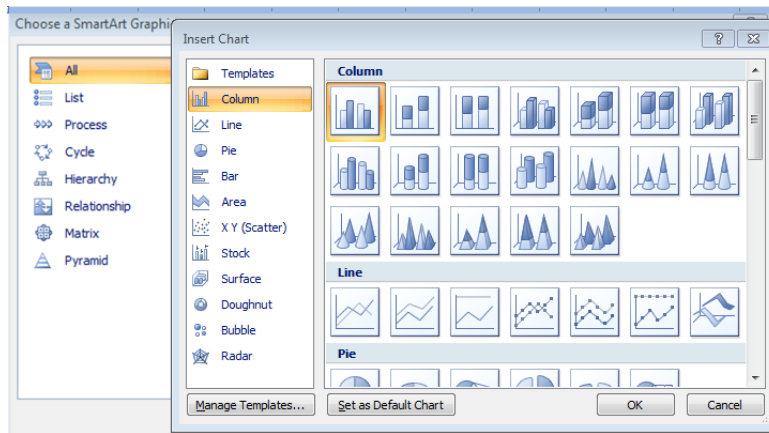
Use the scroll button to scroll for more charts. To insert a chart, click on a chart, click ok and follow the instructions.

3.4   Links

You can link text within Word document and to other documents. The Link group -
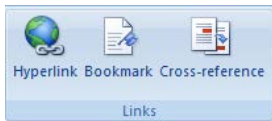
in the ribbon will enable you achieve this. You can hyperlink to an existing file, web page, in the same document, on a new document and to an email address. To hyperlink, select the text and click on hyperlink icon and follow the instruction. You can hyperlink texts, pictures and web site.

 Bookmark is used to assign a name to a specific point in a document. In this curse BED 112, you can use the Modules as bookmark. If you bookmark modules 1,2, and 3, it will become easier for you to locate when reading. In this case, once you click on Module 1 in the document, the document will automatically take you to where you have module 1. To achieve this, click on bookmark icon:
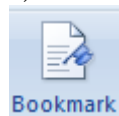
A dialog box will open. Select the words you want to bookmark and type the words in the space provided in the box. Click add after typing a word to make a list; and will be appear thus:
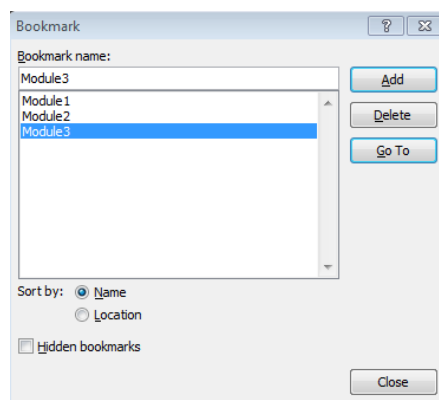
To use the generated hyperlink, click on hyperlink icon, select a work and click Go to. This will take you to the point in the document. It is good for voluminous document to easily trace words and terms.

Cross-reference is another function that makes reading through voluminous document less stress free. You may wish to make reference to particular table or page. You may say: see Table 3 or turn to page 4. The cross-reference automatically picks what you are working on. It works with reference type which may be figures, number listing, tables etc. Click on the cross-reference icon in the Link group and select from the reference type and click insert. If it is a number, that number will appear where you placed the cursor in the document. To click on that number you press Ctrl + Click.

3.5   Header and footer

The header and footer group is represented with:

When you want some words to be repeated at the top of each page in your document, you use the header. To insert header, click on and a dialog box will open thus:
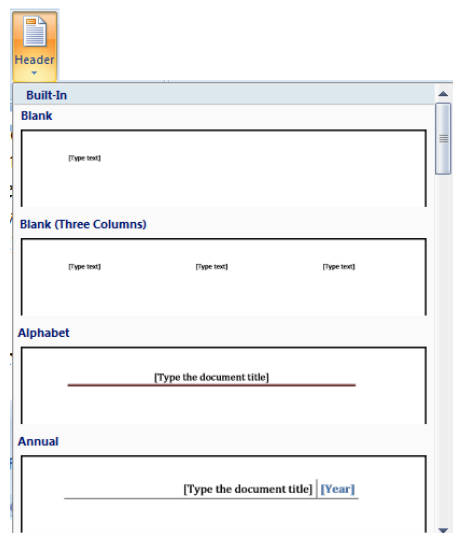
Select the desired pattern and type in your text and close. But where you want the text to appear at the bottom of each page of typing, use footer. Click on the footer icon and a dialog box similar to the one above will appear. Click the desired pattern and type in your text. Click on the close button when you are done.

The page number icon is used to insert page numbers. Page number can be placed at the top or bottom of the page. To insert page number click on the Page number icon and the following dialog box will appear:
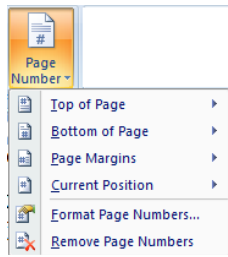
To place the number at the top of the page, click on *Top of Page* and follow the instruction and if it is bottom page, do the same. You could also use page margins. To check for current position, you click on the *Current Position*. To format page number, click on format page numbers in the dialog box and follow the instruction. Then to remove page numbers from a document, click on *Remove Page Number*.

3.6   Text

In this section, you will be introduced to how text could be presented apart from the traditional way of typing text on a plain paper. This takes you to the Text group on the Insert Tap.
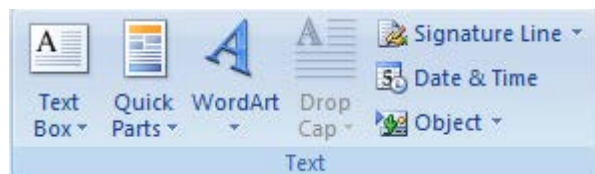
Text could be presented in a box. To do this you click on the text box icon. Text box is also located under the Shapes icon as presented in the previous unit. You can insert date and time on your document by clicking on the icon and follow the instruction within. You can use the object icon to insert object or text from file. WordArt is used to present text in a graphic form. To use the WordArt, click on the icon and you will receive:

Click on the pattern you like; type and click ok. You can adjust the text by clicking on the diagonal arrow at the bottom to resize. The Drop Cap is used to display the beginning part of a paragraph.

You will learn more of these in the subsequent units.

3.7   Symbols

Symbols group is represented with:
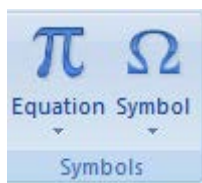
These are used for typing scientific connotations. A click on equation icon will present:
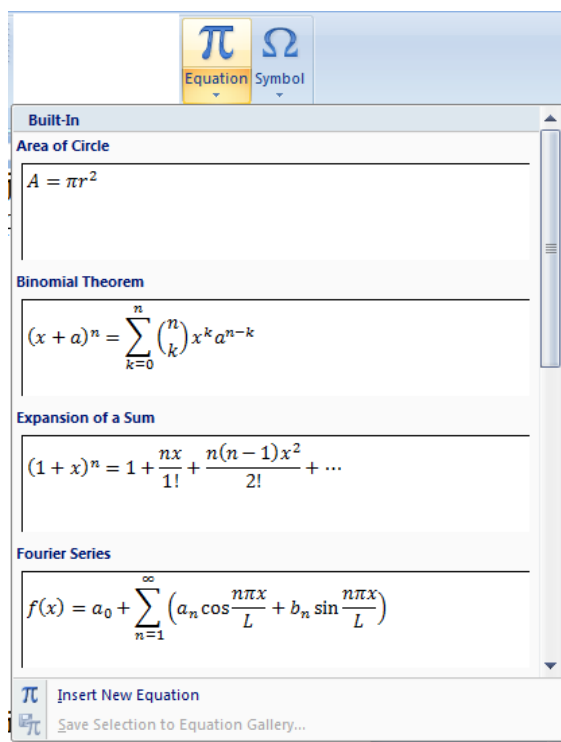
Select from the equations in the box. To get more equations, click on *Insert New Equation* to display:
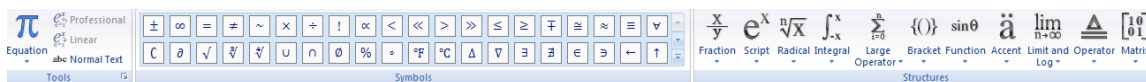
Choose any of the format in line with what you want to type and a box will appear thus depending on what you choose: — ; then type your figures in the box.

A click on the symbol icon will display:
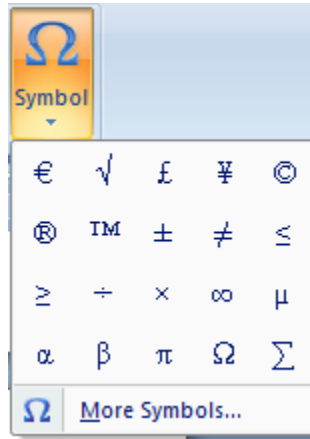
To get more symbols, click on *More Symbols* in the drop box.

4.0   Conclusion

Practice more with your computer. Ensure you are able to use these tools before proceeding to the next unit.

5.0   Summary

In this section, you have learned how to use the insert tab in making your document rich. To create page cover, blank page and insert page break, use the Pages group. The table icon helps you to insert table in your document. To embed illustrations into your document use the illustrations group. Link documents with the help of Links group. You have also been introduced to the use of header, footer, text enrichment and symbols.

Self Assessment Exercises

From your practice on the tools, share your experience on the discussion page in iLearn platform. Read what others have shared and find out the similarities and differences in your experiences.

6.0   References/Further Readings

Ailen, M. Prince (1987).   *Walmsley's Commercial Typewriting*. London: Pitman Publishing Ltd.

Archie, Drummond and Anne, Cole-Mogford (1989). *Applied Typing*. 5th Ed. Maidenhead Berkshire England: McGraw-Hill Book Company (UK) Ltd.

NIIT Global Net (1999). *Computer Concepts*. Ohia: Sona Printers Pvt. Ltd.

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Microsoft Office (2007). Word Processing

Paint – Microsoft Windows (2007)

Windows 7

Unit 3   Page Layout Tab

Contents

1.0   Introduction

This unit will introduce to the use of page layout tab in Microsoft Word environment.

2.0   Objectives

At the end of this unit, you will be able to format document using Page Layout in Microsoft Word.

3.0   Main Content

3.1   Themes
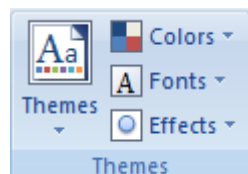
Theme enables you to format entire document to give it a professional and modern look. Document theme is a set of formatting choices that include a set of theme colours, fonts, and effect such as lines and fill. This is also used in PowerPoint and Excel document presentations.

3.2   Page Setup

The page setup group is represented by:
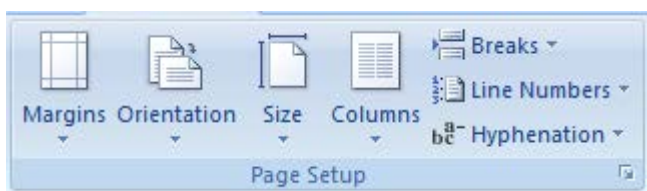
From the page set up group you can set the typing margins. The standard margins set for document typing is 1inch all round i.e. left, right, top, bottom. But there are instances that this varies, depends on the type of document that you are typing. To set margins click ![Margins] for quick use; to select paper size click on ![Size], click on orientation ![Orientation] to select portrait or landscape. You can also achieve this by clicking on the Page Setup arrow which will take you to a drop down menu that will appears thus:

At the top of the box, you have three buttons – margins, paper and layout. To set margins, click on margin; to select paper sizes, click on paper and to format layout, click layout. In each of them follow the instruction set.

Apart from the margins, orientation and size in the page setup group, there are column, breaks, line numbers and hyphenation. The column is used to split text into two or more columns. You can click on the column icon ![Columns] before typing or type and highlight the text and click the column icon. In each of the method, follow the instruction in the drop down menu when you click on the column. The break is used to add page, section or column break to a document. Click on it and follow the instruction. To insert line page on your document click on ![Line Numbers]. The document will appear thus:

The line numbers are 1033, 1034, 1035 etc. To break lines in between syllabus, put on the hyphenation function by clicking on ![Hyphenation]. You will learn more of the functions later.

3.3   Page Background

The page background has watermark, page color and page borders presented thus:
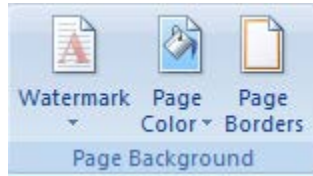
Watermark is used to insert ghosted text behind the text. Such ghosted text could be *Confidential* or *Draft*. Such document will appear thus:
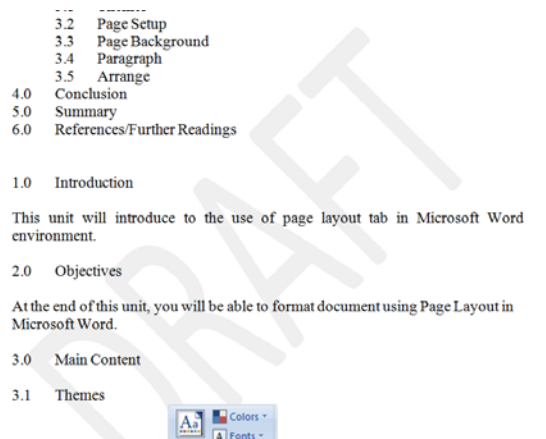
You could see the word Draft behind the text. To insert ghosted text click on . Click on the arrow for more watermark and from the drop down menu click on custom watermark to type in your own word(s). You can use the default watermark and you can type in your own watermark. To type your own watermark, click on and click custom watermark, in the dialog box that will appear, click 'text watermark', type in your text, select your choice of font type, size and colour and click ok. Let assume you want to use BED 112 as your watermark with font size 34 and font type Cooper Black as font type. The result will appear thus:

To choose colour for your page, click , click desired colour. For page borders, borders and shading click , this will give you a dialog box that appear thus:
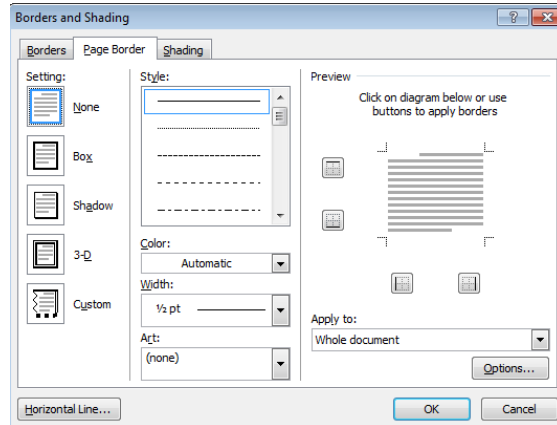
Click on borders if you need to work on borders or shading if you need to work on shading and page border if you are working on page border and follow the instruction given.

3.4   Paragraph

The paragraph under Page Layout is for quick use indent or space as presented in:
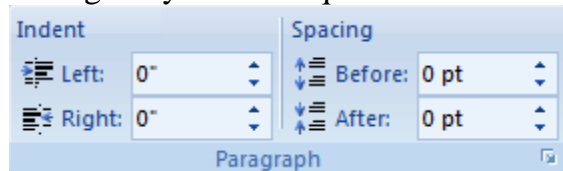
Click on the upper button on the indent box to increase the indent and the lower button to decrease the indent. Do same for spacing. This spacing is the spacing before or after the paragraph. To go into the full indent and spacing box, click on the arrow   at   the   bottom   in   line   with   the   word   'paragraph' to give you:
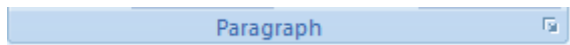
Follow the instructions in the box to get what you need.

3.5   Arrange

The icons on the arrange group are used in positioning objects within a text. These
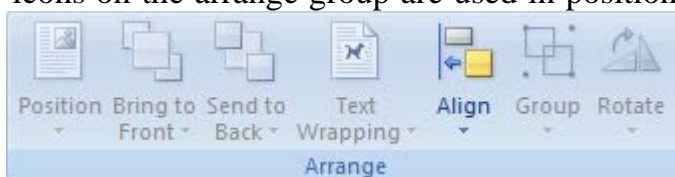
are . The 'position' icon is used to

position text around selected object. Click on the object, Click on , click on one of the icons that best describes the position you want your object to take, type your text. Let assume when you click on your object, you selected the icon that describes *position in top left with square text wrapping*, the object will be on top left while the text is typed to the right and below the object, which may appear thus:
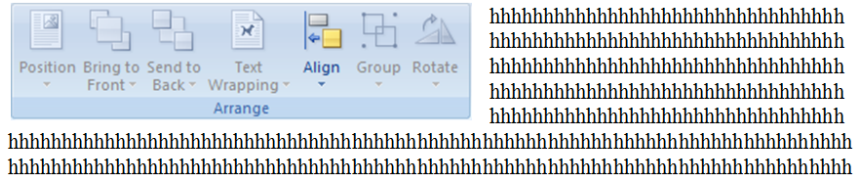
hhhhhhhhhhhhhhhhhhhhhhhhhhhhhhhhhhh
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 You can send the object behind text or bring to the front of text. To bring the object in front or behind text, type the text and insert the object and click bring to front or send to back depending on what you want to do. Let assume you have send the object ball behind the text following the instruction given above, the text will appear thus:

You can send the object behind text or bring to the front of text. To bring the object in front or behind text, type the text and insert the object and click bring to front or send to back depending on what you want to do.

Use the icon to change how text wraps round the text. Click on the icon and follow the instruction. Use the to allege edges of multiple selected objects. Use to rotate selected object to the angle you want the object to take. To treat two or more objects as one, you will use the Group icon . You will learn more of this in the subsequent units.

4.0   Conclusion

Practice each step discussed in this unit. To get it right ensure you are using at least Office 2007. You can either use laptop or desk top. Also watch the lecture videos and share with other on the iLearn platform.

5.0   Summary

In this unit, you have learned how to format document using themes, page setup, background, paragraph, arrange in the Page Layout ribbon. With page set up you can set document margins, paper orientation and size, type text in columns, insert line numbers and hyphenate your text. On the background group, you can apply watermark, page colour and borders in your document. From the arrange group, you can type text around an object and you can also send the text behind or in front of the object.

6.0   References/Further Readings

Ailen, M. Prince (1987). *Walmsley's Commercial Typewriting*. London: Pitman Publishing Ltd.

Archie, Drummond and Anne, Cole-Mogford (1989). *Applied Typing*. 5th Ed. Maidenhead Berkshire England: McGraw-Hill Book Company (UK) Ltd.

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Davies, S. & West R. (1982). *Pitman Business English 2: Secretarial*. Great Britain: Pitman Publishing Pty Ltd. Melbourne.

Microsoft Office (2007). Word Processing

Paint – Microsoft Windows (2007)

Windows 7

Unit 4   Mailings, View and References Tabs

Contents

1.0   Introduction

In this unit, you will learn the last groups in the ribbon. This includes references, mailing and view. This is the last unit in module one.

2.0   Objectives

At the end of this unit, you will be able to use references, mailing and view tools to enhance your document.

3.0   Main Content

3.1   Create Envelopes and Labels

To create envelopes or labels click on Mailing, click create:
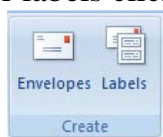
On the icon on create you have envelopes and labels. Sometimes some people find it very to type an envelope or label. This function makes it easy to type an envelope or label. To type an envelope click on and follow the instructions. To type label click on and follow the instruction.

3.2   Start Mail Merge

Mail merge is used when you are sending same content to several persons as letters or envelopes or labels. You can insert field such as name, address which will be replaced automatically with information from data base or saved list for each copy of the form letter. To mail merge, click on start mail merge icon , select any of

letter, envelope or label. As beginner, it is advised you click on *step by step mail wizard*, and select the type of document you wish to merge, then follow the instruction. You will study more of this later.

3.3   Document Views

Before a document is printed into hard copy or sent as an electronic mail, it is important to view such document on the screen to ensure that presentable and in its standard format. The view group in the Word ribbon will enable you to view print layout, through this you will know whether the document is within the set format. You can also view the full screen, web layout, outline and draft. A click on any of these functions will present the view in that function.

Under document view you can zoom your view, you can also view your document in different forms. You can view your document as one page or two pages or more. With the use of window view you can also work on two windows on the same screen side by side. You can also switch from one window to another with ease so you can work on more than a document at a time.

To use these functions, click on view tab and it will present:
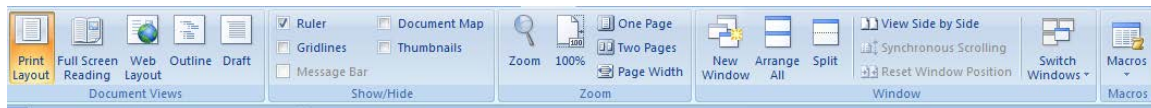
Self Assessment Exercises

Click on each of the functions on View tab and see how it works. Share your experience on the discussion board in the iLearn platform.
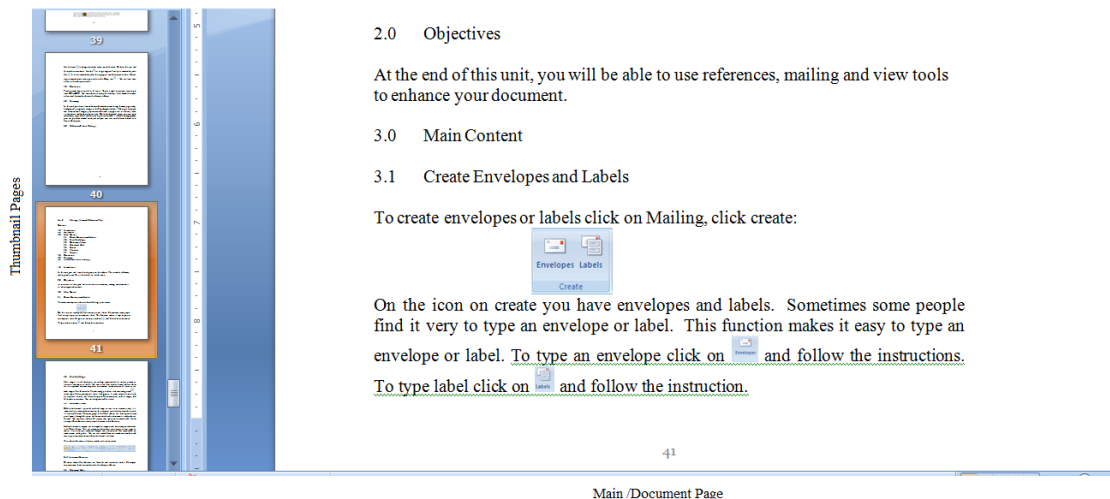
3.4   Show and Hide

There are some functions you may want to hide or show while typing, such as the ruler, document map, gridlines, thumbnails and message bar. The ruler has same measurement with the normal ruler you use in school. If you want the ruler to show on the screen while working click on it, you will see a little tick in the box, which indicates that it is activated for use and it automatically comes up on the screen. To navigate through the structural view of a document, activate *Document Map*. To be able to align objects in a document click on gridlines, this will appear on your document thus:
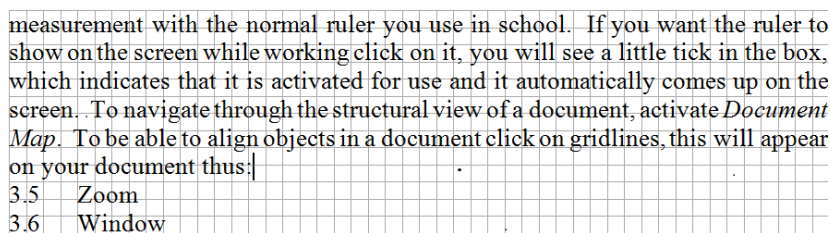
The lines are the gridlines.

To navigate through the pages of a document, activate the thumbnails. A click on the thumbnails will automatically present the pages on the left side of the document. You will be able to easily go through the pages and select a page. Any page you click on the thumbnail presents the page for example:

Main /Document Page

3.5   Window

To view documents side by side, open the documents on the same window; click on . If you have only two word document opened, the two documents will appear on the screen once you click on the icon, view side by side. But where more than two word documents are opened, a dialog box will prompt to request for the one you want to open. In this case, you have to select one.

Here is an example of the prompt from the dialog box when you click on view side by side:
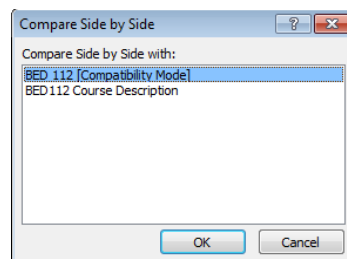
In this case, three documents are opened, the document you are working on and two others which appeared on the screen. So you need to select one which will open with the current document you are working on. Let assume you want to open the document titled *BED 112 (Compatible Mode)*. The side by side view of the two documents will appear thus:
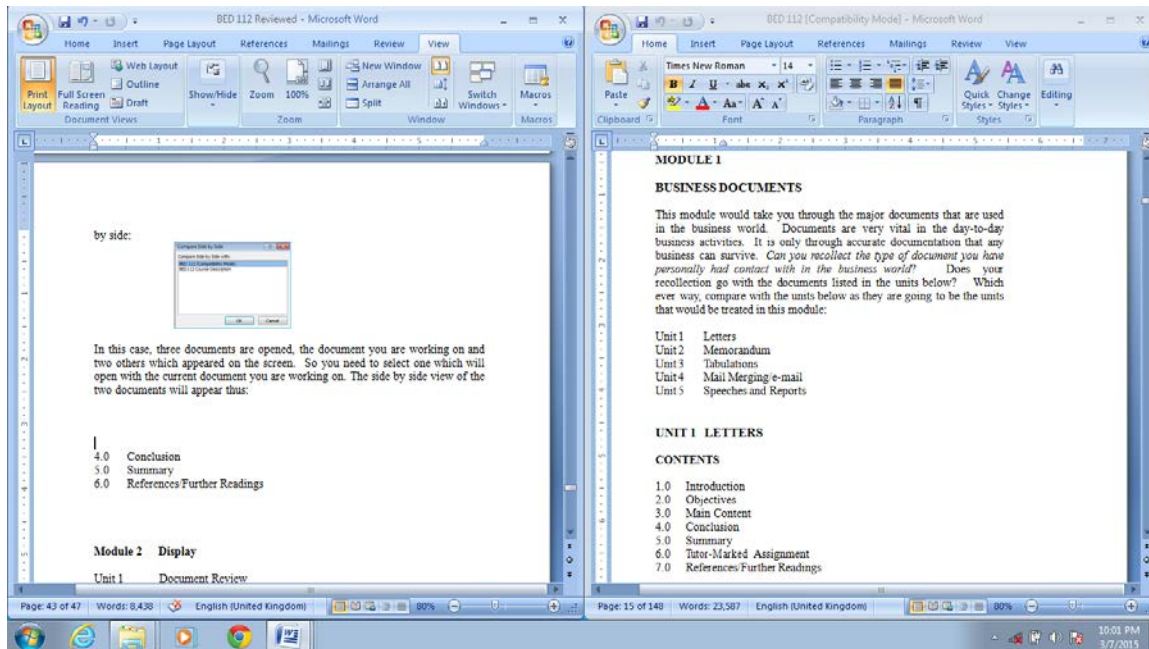
Activate the synchronous scrolling if the two documents should scroll simultaneously if not deactivate the synchronous scrolling.

Try your hands on this to ensure mastery.

4.0   Conclusion

You have come to the end of the first module in this course. To master the skills you have learned, practice each of them and participate in discussions and forums posted in this course in the iLearn platforms.

5.0   Summary

In this module you have learned how to use each tabs in the window ribbon. This include the use of the home, insert, page layout, references, mailings, review and view tabs. To get the most on what you have learned, practice each step, watch the lecture videos and participate in the discussion and forums on iLearn platforms. If you forget any of these principles, take the cursor close to the tabs, do not click rather there will be a pop up showing what that icon is used for.

6.0   References/Further Readings

Ailen, M. Prince (1987). *Walmsley's Commercial Typewriting*. London: Pitman Publishing Ltd.

Archie, Drummond and Anne, Cole-Mogford (1989). *Applied Typing*. 5th Ed. Maidenhead Berkshire England: McGraw-Hill Book Company (UK) Ltd.

NIIT Global Net (1999). *Computer Concepts*. Ohia: Sona Printers Pvt. Ltd.

NIIT Global Net (1999). *Word*. Okhia: Sona Printers Pvt. Ltd.

Davies, S. & West R. (1982). *Pitman Business English 2: Secretarial.*
Great Britain: Pitman Publishing Pty Ltd. Melbourne.

Microsoft Office (2007). Word Processing

Paint – Microsoft Windows (2007)

Windows 7

Module 2   Display

This module will take you through different type of document display in business documents. To achieve this seven topics have been selected as presented thus:

Unit 1   Document Review
Unit 2   Common Display
Unit 3   Multiple Columns on a Page/Multiple pages
Unit 4   Speeches and Reports
Unit 5   D r a w i n g s
Unit 6   Legal Document
Unit 7   Literary Document

Unit 1   Document Review

Contents

1.0   Introduction
2.0   Objectives
3.0   Main Content
4.0   Conclusion
5.0   Summary
6.0   References/Further Readings

1.0   Introduction

Most transactions in business today are carried out through electronic mailings. Some executives also run their official schedules at a distance. When such executives are not physically present in the office, their official activities may not be affected if they have the skill of using Microsoft Word for electronic review. In this unit, you will learn how to use this skill.

2.0   Objectives

At the end of this unit, you will be able to review business document electronically using Microsoft word.

3.0   Main Content

There are two basic activities done when reviewing a document. Is either you make comment or you change the content of what has been written. This is same when you reviewing a document electronically. In changing a document, you may want to change the spelling, grammar, language or reconstruct sentence(s). Let assume you are to correct spelling errors and make comment on the errors made in the following document:

Most transactions in business today are carried out through electronic mailings. Some executives also run their official schedules at a distance. When such executives are not physically present in the office, their official activities may not be affected if they have the skill of using Microsoft Word for electronic review. In this unit, you will learn how to use this skill

To correct the spellings, click Review tab
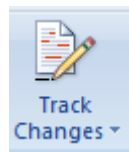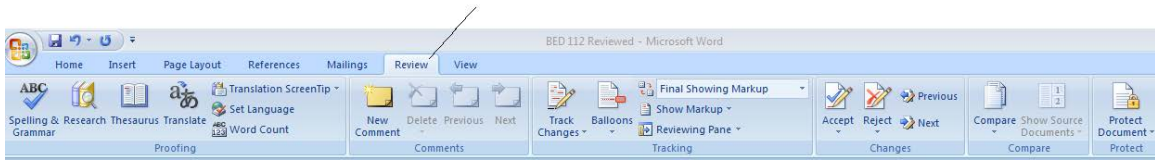
Click track changes icon

Make your corrections.

The corrected document will appear thus:

> Most transactions in business today are carried out through electronic mailings. Some executives also run their official schedules at a distance. When such executives are not physically present in the office, their official activities may not be affected if they have the skill of using Microsoft Word for electronic review. In this unit, you will learn how to use this skill

You will observe that as you make correction, there will be automatic strike through on the former. Click on the arrow in track changes if you need to change tracking options such as the colour, font type and the like. But to include comment, click on

New comment and make your comment in the balloon. The document will appear thus:

To the right are the comments in balloon.

To delete comment from a document click and to delete all comments in the document, click on the arrow and click delete all comments. You can also navigate from previous to next comments and vice versa by clicking either of as required.

You can reset the features for tracking by using:
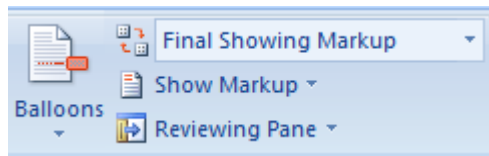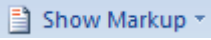
Click on each of these tools to reset the features in the way you most preferred. For example, let assumed in the document reviewed above, you selected *show revisions in balloon* when you clicked on the arrow in balloon. The document will appear thus:
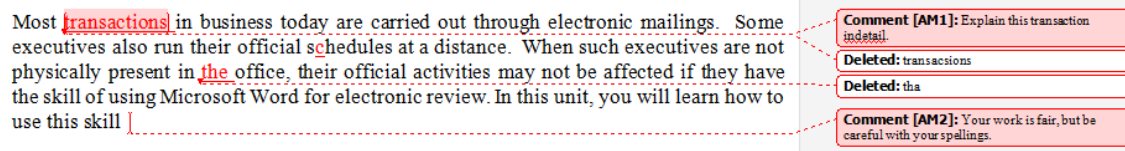
You will observe that in the first document, the words deleted were shown beside the words used in replacing them. But in the second document, the deleted words are in the balloon. All you need to do is to choose the one that best suits you.

Reviewers

More than one person can review a document. You could also change the name of the reviewer. Sometimes you find reviewer reviewing document with their default name setting in the computer. When you are to review a document and you do not want your name to show, insert another name which you may simply classify as reviewer. To do this changes, click on from the Tracking group and select reviewers:
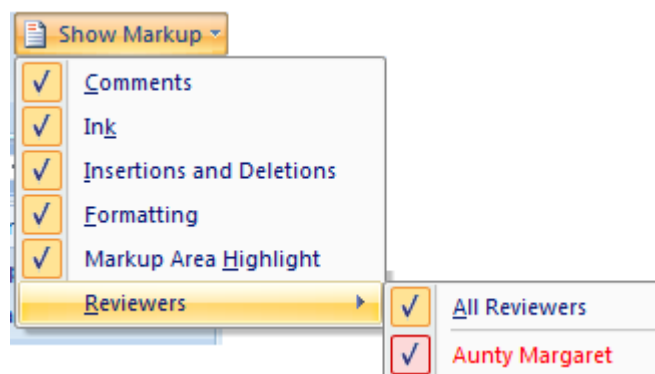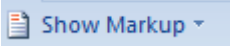
You will observe a name: Aunty Margaret in the drop down menu that is the name for the owner of the computer which automatically appears as you go to review.

That name has been typed into the personal folder as the owner of the computer. If Aunty Margaret is to use her computer to review and she does not want her name to appear in the reviewed document she will insert another name for the purpose of

such review. To do this, click on the arrow in , it will give you the following drop down menu:
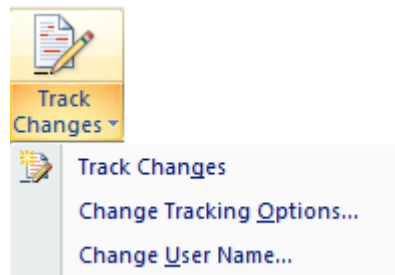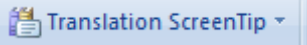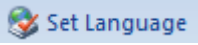
Click on change User Name. Type the name you want to use in the box indicated for user name. Replace the new name with the existing name in the box. Let assume you want to replace the existing name with *Dean, SoE*, after typing in the new name, start your review. As you review the new name will then be listed among the reviewers name list. You can check this when you click on and select reviewer. From the name list, you can always select the name you want to review with at a time.
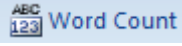
To set format for review click the arrow on track changes, balloons, show markup, and reviewing pane to select your desire before review.

To aid proof reading, there are other functions such as spelling & grammar , click on it to spell check both spelling and grammar. To clarify the meaning of words used in a document click on to research. This function works better if you are connected to the internet. Click on when you want computer to suggest other words with similar meaning to the word you have selected. When you want to translate selected words into a different language, click on and follow the instruction in the box. Click on when you want to pause your cursor over into another language. To set your document to appear in a preferred language, click and select the preferred language. You could set your language before or after typing. A click on will give you a document statistics, for example the following is the statistics of a particular document:
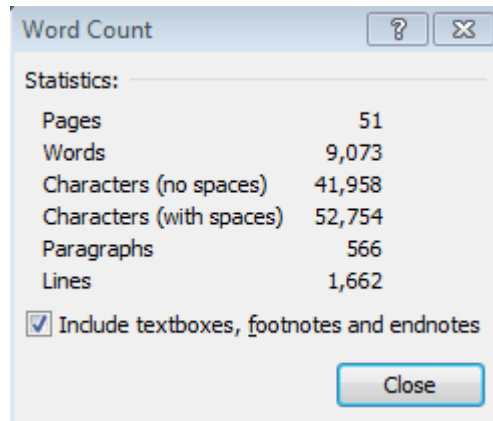
It showed the number of pages, words, character with spaces and with no spaces, paragraphs, and lines.

To accept the changes made, click on the changed word(s) and click and click to reject the correction. You can navigate through the corrections by using the navigation keys - .

You can compare or combine multiple versions of document. You can compare documents of different versions, for example this course BED 112 has two versions, the first print and the reviewed copy which is this you are reading. You can compare the first print and reviewed copy of BED 112. The computer, will identify the changes made. You can also use it to find out if your students have effected corrections on earlier correction made by the teacher.

Apart from comparing documents, you could also combine document. To achieve these functions, click on and follow the instruction. You could also protect your document. Click on and follow the instruction. You may need permission to use this function effectively. You also need to connect to internet to get the trial version of some of the functions.

Self Assessment Exercise

Choose from your existing word documents or create a new word document. Review the document with the name 'student practice'. Post your challenge on the discussion board on iLearn platform for discussion. You should also contribute the other post on this assessment in the discussion board.

4.0   Conclusion

Review tab is very important for the teacher to review students' assignments and projects electronically. You can only acquire this skill through practice.

5.0   Summary

In this unit, you have learned how to review a document using the buttons in review tab. With the buttons, you can use the spelling and grammar button to spell check for wrongly spelt words, use the research button to search through the reference materials; thesaurus button to check for words with similar meaning to the selected word.   You can also translate, know the statistics of the document, compare document, protect document, accept or reject corrections made using the specified buttons.

6.0   References/Further Readings

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Windows 7

Unit 2   Common Display

Contents

1.0   Introduction

There are different types of display.   The kind of document to be typed determines the type of display that should be used in that document. In this unit, some display would be discussed in relation to the presentation of documents. Display is vital in business documents. The focus of this unit will be on:

Draft
Centering – Horizontal and Vertical
Inset matters
Elision (omission of a letter), Ellipsis (omission of words) Form Layout
Menu
Itineraries Logo Numbering/Bullets Boarders
Notice of meeting
Allocating space
Leader dots/The tabs dialog box options (Tap stop position, left, center, right, decimal, leader – none).
Folded Leaflet
Invoices
Special characters (symbols) Curriculum vitae
Fractions (sloping and vulgar) Tear-off portion
Enumeration (Arabic, Decimal and Roman
Chart (Flow, organization) Balance sheet Bibliography/References

2.0   Objectives

At the end of this unit, you will be able to apply appropriate display in the typing of simple business documents of various kinds.

3.0   Main Content

Draft

There are two types of draft. A draft may be typed to see the exact way the document would look at the end of typing or for amendment. If a draft is typed for the purpose of the former, use the exact line spacing and display. But where a draft is typed for amendment, use double or two and half or treble line spacing

in typing. The purpose is for the writer to have sufficient space for corrections. Always type the word *DRAFT* on top of every draft you are typing.

Being a draft does not mean it should not follow the document format; the format of the document is maintained but provision is made for corrections.

Centering – Horizontal and Vertical

Documents are more appreciable when they are well displayed on the paper. There are two basic ways our documents are centered on paper; it is either horizontal or vertical e.g.
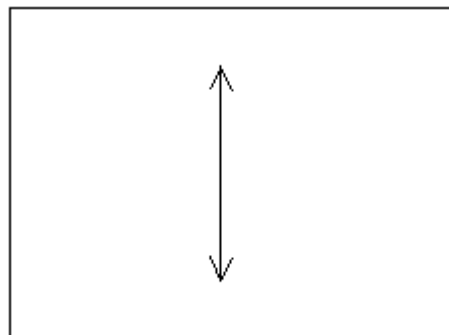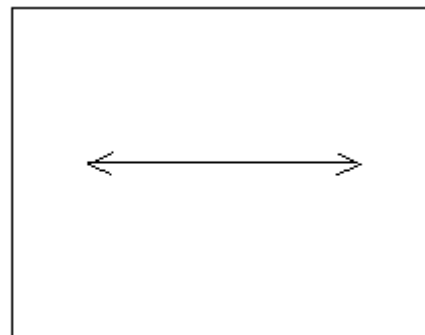
Vertical   Horizontal

Click on print preview to see how well centred the document is. For word document, set equal margins to align the document if you want the document align vertically and horizontally.

It is easier to achieve this in other packages like Microsoft Excel. In excel under page layout you have button to click on to give this command. Click Excel, click page setup, click margin and select as desired.

Inset matters

Inset matters are typed in single line spacing at the center of the document. You may reduce the font size from the size used in typing the other parts of the document, and at the same time italicize the inset if it is a text. Any quotation that goes beyond three lines should be typed as an inset.

If the body of the document is typed in single line spacing, give one clear space before and after the inset and if it typed in one and half line spacing give 2 clear spaces by simply pressing the Enter key twice and if it is typed in double line spacing, give three clear spaces, all you need to do is to press the Enter key twice.

The styles of typing (blocked or indented) do not have any effect on the typing of inset matter.

SELF-ASSESSMENT EXERCISE 1

Type the following text.

To develop behavioural objectives a learning task must be broken down into smaller components through analysis into specific measurable tasks. The learning success may be measured by tests developed to measure each objective.

The advent of behavioural objectives can be traced back to the Elder Sophists of ancient Greece, Cicero, Herbart and Spencer, but Franklin Bobbitt developed the modern concept of behavioural objectives in the early 1900s (Saettler 1990 in Mergel 1998).

The behavioural objectives are stated to elicit a desired behaviour from the topic in question. Well stated behavioural objectives give further guide to the producer. The producer at each stage in the production process would always ask the questions _Would the learner achieve the desired behaviour through this process? What method would make the learners attain the desired behaviour? The producer considers the set objectives each time a new idea is to be incorporated into the process of production. Further to this, Bloom emphasise the need.

Bloom's Taxomomy of Learning – in 1956 Bloom and his colleagues began the development of a taxonomy in the cognitive, attitudinal (affective) and psychomotor domains.

By the late 1960's most teachers were writing and using behavioural objectives. There were, of course, people who questioned the breaking down of subject material into small parts, believing that it would lead away from an understanding of the ‒whole‖ (Saettler 1990 in Mergel 1998).

A well stated behavioural objective would serve as a guide through out the process of designing an instruction.

Elision (omission of a letter), Ellipsis (omission of words)

Elision means omission of a letter(s) in a word e.g. won't for would not, can't for cannot. In typewriting, such abbreviations of words are not allowed in formal documents. They must be typed in full.

Ellipsis means omission of word(s). The omission may be at the beginning, middle or ending. It is usually represented by three dots (…) to show that something is missing. It is typed as four dots (….) if the ellipsis ends a sentence, the fourth dot is the normal full stop typed at the end of a sentence.

SELF-ASSESSMENT EXERCISE 2

Type the following words in full:

i. Haven't
ii. can't

iii.   wouldn't
iv.   aren't

Form Layout

In designing a form, the following should be noted:

Know the purpose of the
form.
Have accurate knowledge of the content.
Choose a particular layout that is explicit.

When these facts are known then mind:

The line spacing. Use one and half or double line spacing to create space for writing. The space created must not be too wide or too narrow for writing. Use the ‗line' in the ‗Draw Tool' to rule the lines be it dots or straight lines. With this you can easily fill the spaces with the use of computer without much difficulty.

Present information in an unambiguous manner.

You may use ruled lines or dotted lines.

Where information is to be typed in with the use of the machine, the designed form may be saved in the machine to be retrieved and worked on when need be. All that need to be done is to take the cursor to the space provided. And when the form is already in the hard copy, use the manual ruler to measure the hard copy form and then use the computer ruler to gauge the line of typing so that when it printed on the form after typing, it will fall into the appropriate space provided for the information.

The space between the typed text and the beginning of the space created should be at least 2 clear spaces and at most 4 clear spaces e.g. the space between ‗NAME' and the beginning of the line in the example below.

E.G.

NAME: OMOSUN AGBON _____   OMOSUN AGBON _____

          _____   _____

Self Assessment Exercise

a.   Type the following

Insurance Renewal Form

Name: …………………………………….

Address: ………………………………..……………………

Car Model: …………………………………..

Number: …………………………………..

Tick as applicable

Fully Comprehensive:	YES	NO
Third Party:	YES	NO

---

b.   *Get a hard copy form, and use the personal computer to fill in the required information.*

        Share your experience at the forum on iLearn platform.

Menu

Sometimes we may need to have display of menu. In doing this take note of the following:

1.   Type in either blocked or indented style.

2.   Type in single line spacing.

3.   Choose a desired font and font size.

4.   Give equal spacing between courses.

5.   Use appreciable emphasis

Blocked style

Indented Style

You can make your typing look more attractive by inserting pictures from Clip Art and filling the background and fonts with colours. We will talk more on this later.

Itineraries

There are two types of itineraries – appointment itineraries and travel itineraries. An itinerary is prepared to serve as a guide to an employer or a boss. An appointment itineraries contain a day's schedule. While travel itineraries contains travel appointment. These are typed in columns. The heading may be typed as shoulder or side heading. Give two clear spaces between the heading and the column. The headings may be typed in capitals and bold.

Logo

This is a symbol or trademark of an organization. You can insert pictures from Clip Art or use drawing tools to create it. E.g.
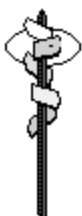
The best software to create logo is desktop publishing tools.

Numbering/Bullets

Numbers and Bullets are used for emphasis or itemization. The style of display determines the position of the numbering or bullets.   When you are using a blocked style, let the numbering be blocked as well and when you are using an indented style, indent the numbering. E.g.
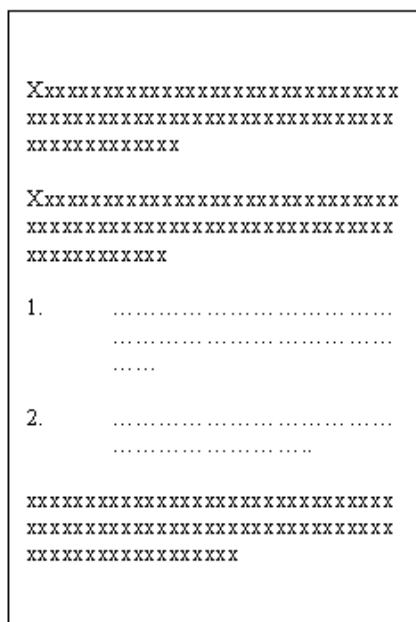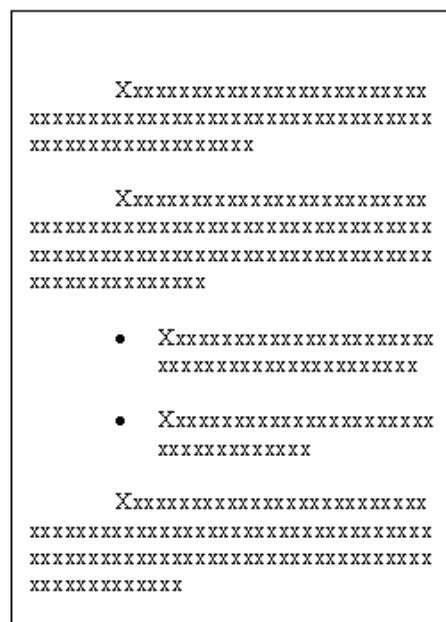
Blocked Style   Indented Style

There are two types of numbering, page numbering and numbering within the body of a document. What we have above is the numbering within the body of a document. Take note of the following when numbering within a document:

1. The space given between the text and itemization. When the body of the text is typed in single line spacing, give one clear space before and after itemization. If the line spacing is set in one and half or double line spacing, press the space bar twice before and after the itemization.

2. Be consistent with the space given.

3. When there is a sub outline number, choose an appropriate outline.

To insert Numbering/bullets click on Home tab and on the paragraph group, click the button for bullet. Refresh your mind with what you learned in Module 1, unit 1.

If it is page numbering, it is not advisable to start numbering from the first page if it is an official document. Let the numbering start from the second page. But the

second page has to read page two e.g.
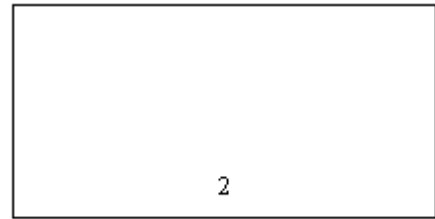
page 1   page 2

To insert a page number, click insert tab and under Header & Footer group, click page number and follow the instruction.

Notice of meeting

In formal meetings, notices are sent to those to attend the meeting. The notice should contain the agenda, date, time and venue of the meeting. You may type notice of meeting in blocked or indented style with open or closed punctuation. In formal notice of meeting, the chairman's agenda is sometimes typed differently from others so as to create space for side comment(s). See the following examples:
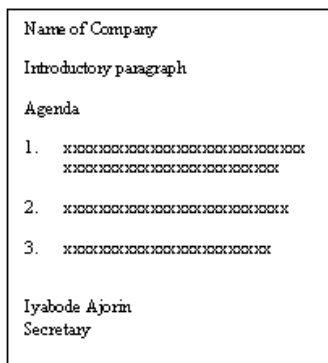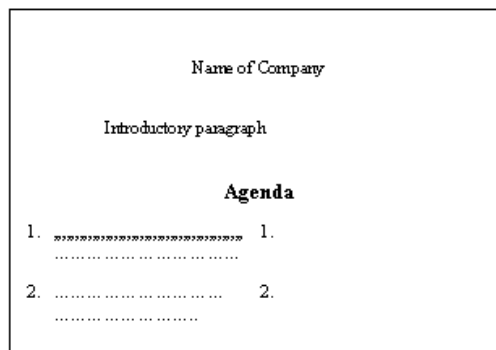
General Agenda   Chairman's Agenda

Give appropriate spacing between paragraphs.

Self-Assessment Exercise

Type the following:

Taxonomic Analysis of Learning Behaviours

Bloom's Taxonomy of Learning – in 1956 Bloom and his colleagues began the development of a taxonomy in the cognitive, attitudinal (affective) and psychomotor domains. Many people are familiar with Bloom's Cognitive taxonomy:

➢ Knowledge
➢ Comprehension
➢ Application

- ➢ Analysis
- ➢ Synthesis
- ➢ evaluation

Gagne's Taxonomy of Learning – Robert Gagne developed his taxonomy of learning in 1972. Gagne's taxonomy comprised of five categories:

- ➢ verbal information
- ➢ intellectual skill

Compare your typed work with the one in the course material and participate in the forum discussion to share your experience.

- ■ cognitive strategy
- ■ attitude
- ■ motor skill
- ■ Gagne's and Brigg's
- ■ Model
- ■ Action
- ■ Object
- ■ Situation
- ■ Tools and Constraints
- ■ Capability to be Learned

Allocating space

There are times we need to leave space within the document either for photographs, thumb print or for some other purposes. To have appropriate allocation of space, first determine the purpose for leaving that space, then determine the amount of space that need to be left. With the use of the ruler on the screen take the desired measurement. Click on the square or text box in the drawing tool to draw the required space. When you use the text box, you can easily type within the box, but when you use the square box it will not accept text. To type text within it, take the cursor to the box and click the right button on the mouse, from the displayed menu click on "add text" and type as desired.

See the example below: click on the rectangle and draw in the desired space and put your mouse in the box and right click, there will be a dropped down menu, in the dropped down menu select "Add Text", once that is down, a cursor will immediately appear in the rectangular box. See the second box below.
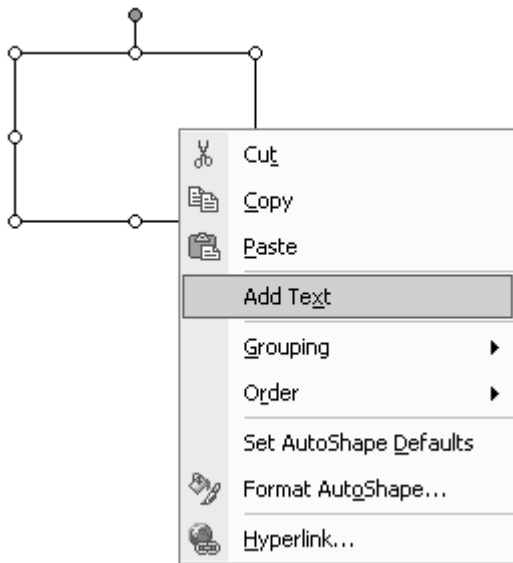
Self Assessment Exercise

Type the following on A5 portrait paper:

Personal Data Form

Name: ………………………………………….............................

Address: ……………………………………..…..………………..

Next of Kin: ……………………………………............................

State the relationship

Attach your recent passport here
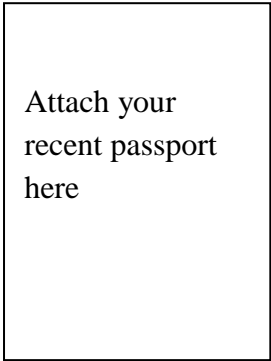
Address of next of kin: …………………………………….....................

…………………………………………………….

Leader dots/The tabs dialog box options (Tap stop position, left, center, right, decimal, leader – none)

Leader dots are basically used to guide the eyes from one item to the other. To type leader dots with the aid of already formatted dots, Click on Format, click on paragraph, click on tab option, from the dialog box select as desired. But when you want to type it manually do the following:

One dot with three spaces in-between e.g. .   .   .   .   .

 Two dots with three spaces in-between e.g. .. ..

Three dots with two spaces in-between e.g. … … … … … … …

Continuous dot, type without space e.g. ………………………..

Continuous dot is the simplest and it is recommended for use except for special instruction. Where by an item goes more than a line, let the leader dots go with the last line. Where you are using 1 to 3 above, you must ensure alignment of the dots. Leave at least two character spaces before the leader dots.

Self Assessment Exercise

Type a copy of the following on A5 portrait paper:

Module 1   *Page*

Keywords & Concepts in Multimedia

Unit 1	*Definition of Terms ………………….…….*	*1 – 7*
Unit 2	*Importance of Multimedia Systems ……….*	*8 – 11*
Unit 3	*Teachers' Expectations in the Use of Multimedia …………………….*	*12 – 14*
Unit 4	*Students' Expectations in the use of Multimedia ……………………………………*	*15 – 17*
Unit 5	*Multimedia Technology in the Classroom*	*18 – 20*

Module 2

Multimedia Production

Unit 1	*Introduction to Multimedia Production……*	*21 – 40*
Unit 2	*Tools Required in Multimedia Production*	*41 – 50*
Unit 3	*Production Procedure ………………………..*	*51 – 60*
Unit 4	*Multimedia Delivery …………………….....*	*61 – 64*
Unit 5	*Problems & Solutions in Multimedia.........*	*65 – 69*

Folded Leaflet

The nature of the document to be typed on a folded leaflet determines the kind of display that may be used. To have an accurate typing on the right side of a folded leaflet, test run your print if you are not very used to the side of paper that is printed when fed into the printer.   The purpose of this is to enable you mark out the page numbers especially on the reverse side.

Determine the size of paper required and into how many folds.   It is most appropriate to use ‚Columns' under ‚ Format'. You will see more of this later. One important thing to note is that though the prints will go into one paper, the typing may not be done on one page on the screen. Let's consider the following:
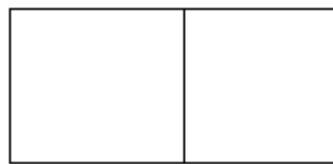
front page
(The side facing you when folding)
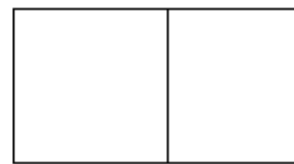
back page
(Reverse side of front page)

Let assume that the above is an A4 paper folded into two equal parts, making four pages. After folding, the back page will be numbers 4 and
1 while the front page will be numbers 2 and 3. It will appear thus:

| 2 | 3 |

front page

| 4 | 1 |
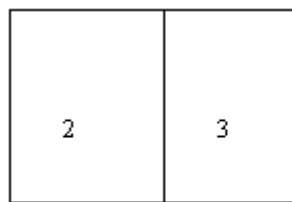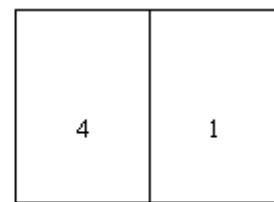
back page

When typing on the screens do the following:

1. From page set up, select A4 Landscape, click on columns, select two from the dialog box, type the information on the right page demarcation guide you have on the screen.

2. When you are through with the first two pages, take the cursor to the next page on the screen and type the next two pages.

3. At the time of printing, do not send the two pages for print at once. If you do that the pages will print on separate sheets. Remember you want the four pages to be on one sheet. Therefore send the pages for print one after the other. Send the first page, at the end of print, turn the reverse side of the paper and re-insert into the printer, while doing this be conscious of the matching pages, then send the second page for print.

The same is applicable if you are to fold A4 landscape paper into three folds as it appear thus:

2	3	4

front page

5	6	1
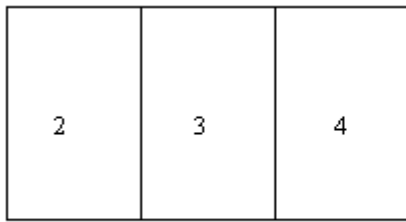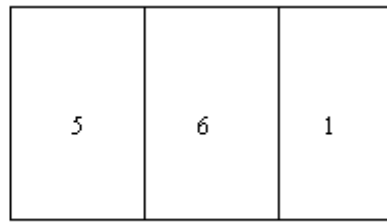
back page

You will learn more on multiple columns on a page in the subsequent unit.

Self Assessment Exercise

Type a four page leaflet using the following information:

Front Page

A profile

National Open University of Nigeria

Inside Page One

Justification for Open and Distance Education in Nigeria

In Nigeria, the adoption and deployment of open and distance education delivery systems is just on several grounds. These include:

Provision of Education For All and Promotion of Lifelong Learning

Filling the gap created by the closure of Outreach/Satellite Campuses
Cost effectiveness
Improved economic of scale
Flexibility of delivery system
Maximum utilisation of academic personnel
On the job teacher training
Poverty eradication
Vocational and life long education
Provision of non-formal education
Reaching the 'unreached'.

(Bullet these points)

Inside Page Two

B.Sc. Ed
1. Integrated Science
2. Biology
3. Physics
4. Chemistry
5. Mathematics
6. Agricultural Science
7. Information Technology for Teachers
8. Vocational Technical Education
9. Business Studie

(**B.A. Ed**
1. Early Childhood Education
2. Primary Education
3 .French
4 .English)

Invoices

Type in single line spacing and apply the rule of typing tabulation which you have learned in one of the previous units.

Self Assessment Exercise

Get a copy of an invoice from a supplier and type, using the format learnt.

Special Characters (Symbols)

There are some characters or symbols that you may not find on the keyboard. For such characters or symbols click on "Insert' on the menu bar and from the drop down menu, click on "Symbol", from the dialog box, choose as desired. If the symbol desired is not on the displayed box, scroll the button on the "font" box within the displayed dialog box.

Put the cursor in the point you want the symbol. After clicking on the symbol click insert and then close to come out of the environment.

Curriculum vitae

Mixed display is allowed in typing curriculum vitae. You may use both indented and blocked styles. Shoulder or side heading can be use. But whichever style that is used; the information must be displayed in such a way that there would not be any conflict of information by the reader. Appropriate spacing is equally required. The words – 'Curriculum Vitae' must be typed at the top in capital and bold letters. Word Arts can also be use.

Fractions (Sloping and Vulgar)

Use the tabs under symbols group – Equation and symbol to type sloping and vulgar fractions. Click on Insert tab, under symbols, click equation. Here are examples of sloping and vulgar fractions:
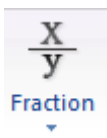
$$^3/_8 \qquad\qquad ^5/_{10} \qquad\qquad 23\frac{22+34}{40-12} \qquad\qquad 23^{22-12}_{12+3}$$

$$\frac{\frac{6}{17}+\frac{4}{5}}{2\frac{7}{15}+\frac{2}{9}}$$

The best way to achieve this is to click on insert tab, click equation, click insert new equation, the following ribbon will open:
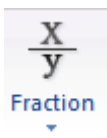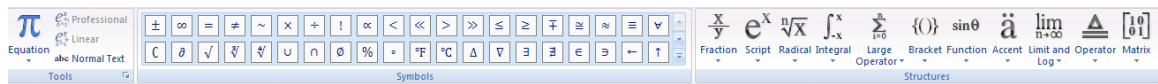
Select the tab with fraction ▾ , click on the arrow to display
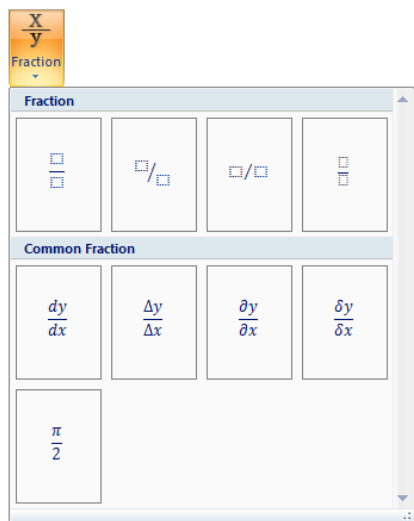
Place your cursor on the point you want the equation to be, Click on any of the boxes. For this unit, let assume you clicked the first box ⬜ , to display ⬜ , click in the box and type, you can equally click in the box and insert another box.
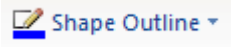
Self Assessment Exercise

Type the following:

1. 4/7

2. $^3/_9$

3. $\dfrac{34}{84}$

4. $23\dfrac{\frac{22+34}{56-22}}{4\frac{23\,x\,12}{94-23}}$

Tear-off portion

Sometimes, documents are designed in such a way that some parts may be detached for an onward transmission. There should be demarcation between the text and the detached part. Give a minimum space of half an inch but where yu have a lot of space give one inch. Use broken lines to show the line of demarcation. Click on insert tab, click shapes, click line and draw the line, while the line is still highlighted, click ![Shape Outline] to display

![Shape Outline menu showing Theme Colors, Standard Colors, No Outline, More Outline Colors, Weight, Dashes, Arrows, Pattern]
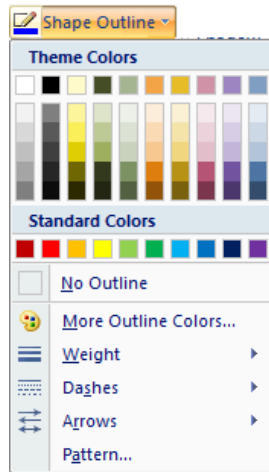
Click on dashes and select the dashes that best suits you. The output will appear thus:

From the drop down menu, you can click on any of the options to change the line features.

Enumeration (Arabic, Decimal and Roman)

Note the following:

    Alignment of numbers is automatic.
    You may put the numbering in brackets or end them with a full
    stop. You may use letters in place of numbers.

Distinguished subdivisions of enumerated items by applying say:

4.1

4.2

4.3

Should there be further subdivision of the above, follow this:

4.1.1.

4.1.2.

4.1.3.

You may or may not leave space between enumerated items. But leave space before and after enumeration.

You may use any of these punctuations before enumeration – colon (:), which is commonly used, full stop (.), a colon and dash (:-), which is seldom used today, it is regarded as old fashioned. In all, the sense of writing determines the punctuation to use. Be consistent with the style of spacing, display and punctuation. You may use the already formatted enumeration. To achieve this, click on 'Format', click on 'Bullets and Numbering', from the dialog box click on 'numbered' or 'outline numbered', click on the desired option and click O.K. You may refresh your memory with the discussion on Pagination above.

Self Assessment Exercise

Type a copy of the following:

Sale! Sale!! Sale!!!

The following houses are available for sale at Magodo Phase II, Ikeja-Lagos.

Fully detached 4 bedroom duplex
Semi detached 4 bedroom duplex
Fully detached 3 bedroom
bungalow Semi detached 3
bedroom bungalow Fully
detached 2 bedroom bungalow
Semi detached 2 bedroom
bungalow
2 bedroom terrace
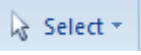
Interested members should fill the space provided below. Detach and mail to the concerned address.   .

Name: ……………………………………………………………………………

Address: ……………………………………………………………………………

Type of Property: ……………………………………………………………………

Tel. No. ……………………………………………………………………………

Chart (Flow, organization)

Charts differ from organization to organization. Whichever way it goes, the same tools are required for typing. Use the text box, the square shape, the oval shape, Auto Shapes, Draw, lines with variations and colours all from the Drawing tool. To access text box and other drawing tools, click insert, click shapes and select. Click on a shape, place the cursor in the portion of the document where you want the chart to be and drag. This is an example of a simple university organisational chart:

```
                        ┌──────────────┐
                        │  Chancellor  │
                        └──────┬───────┘
                               ▼
                        ┌──────────────┐
                        │   Council    │
                        └──────┬───────┘
                               ▼
                        ┌──────────────┐
                        │   Senate     │
                        └──────┬───────┘
                               ▼
                    ┌────────────────────┐
                    │  Vice Chancellor   │
                    └─────────┬──────────┘
```

| Bursar | Academic Planning | Deans | Registrar | Liberian |
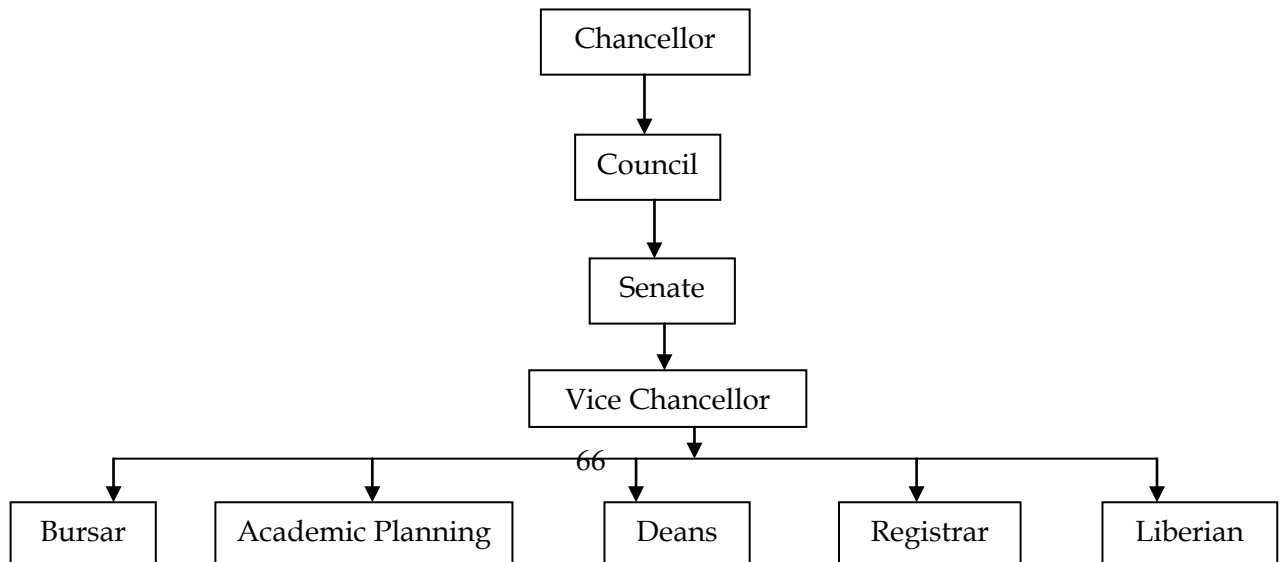
To make this chart a single object, group the boxes and arrows. The boxes may be disorganised in the process of formatting if not grouped. To group, click home tab, under editing click [Select ▾], click top left corner of the chart and drag to form a rectangle around the chart. When this is successfully done you will have the following appearance:
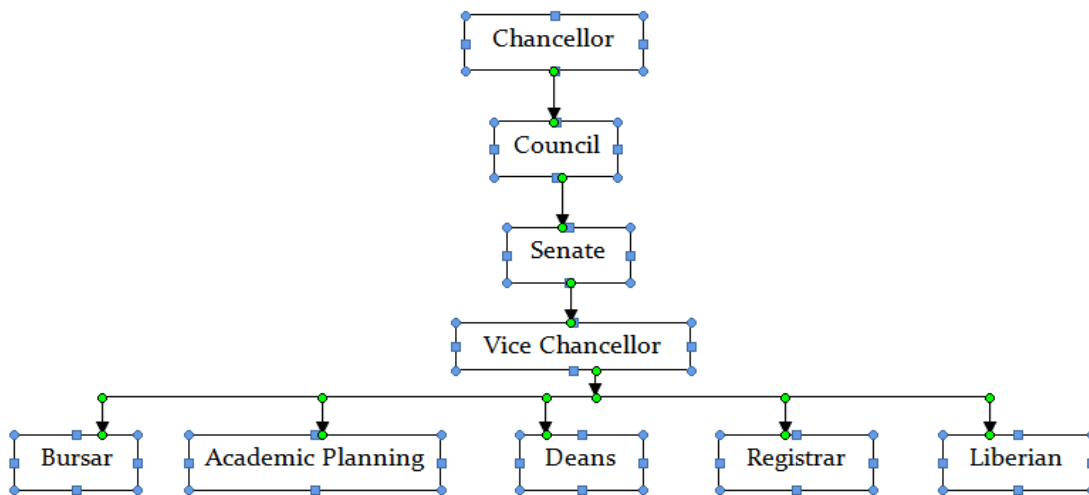
You will observe that the points are highlighted. Any point or object not highlighted is not selected. Once you have achieve this stage, click page layout tab, go to arrangement group and click group, from the drop down menu click group. Once you achieve this, you will be able to move the chart as a single object. To edit already grouped objects, click on the chart, click on group, and click on ungroup. Edit and regroup.

Balance sheet

Most financial statements are typed in rows and columns and the content are usually very many, because of the volume of the content. Note,

- A4 landscape is often used.
- Use tab to align the column.

- Use single line spacing.
- Centre the text vertically and horizontally on paper.
- The volume of work determines the margins to be left.
- More voluminous content should be typed with Excel package.

Self Assessment Exercise

Get a copy of a balance sheet from any accounting proceedings and type, using the format taught.

Bibliography/References

These are lists of books, journals, magazines or newspaper articles included at the end of thesis, project or reports. Type the reference in alphabetical order, with the name of the author first, the year of publication in bracket, the title of the text, the place of publication and the publisher.

The first or second line of reference should be indented if you are using APA format. Use single line spacing and give one clear space in-between reference.

In social science and education, APA (American Psychological Association) is the most used.

Self Assessment Exercise

Type a copy of the following on A5 paper:

Usha V. R, Director (2003). *Commonwealth Educational Media Centre for Asia* (CEMCA).New Delhi.

C:\Documents and Settings\User\Desktop\Technology - Wikipedia, the free encyclopedia.htm.

Ailen, M. Prince (1987). *Walmsley's Commercial Typewriting*. London: Pitman Publishing Ltd.

Archie, Drummond and Anne, Cole-Mogford (1989). *Applied Typing*. 5th ed. Maidenhead – Berkshire England: McGraw-Hill Book Company (UK) Ltd.

4.0   Conclusion

From all the discussions, you will observe that each document has its peculiarity in display. But in all, certain things are vital such as the line spacing, paragraphing, font type, font size, sizes of paper and centering. Try to recall all that you have learnt in this unit and apply them.

5.0   Summary

Display is a way of making document attractive and presentable to the readers. Any document that is lacking a good display may mislead the readers understanding and may equally discourage the readers from reading.   It is therefore important that we display business documents in a very attractive and self explained manner.   There are different tools that are provided in the computer to assist in achieving these skills such as home, insert and page layout tabs in the ribbon.

6.0   References/Further Readings

Ailen, M. Prince (1987). *Walmsley's Commercial Typewriting*. London: Pitman Publishing Ltd.

Archie, Drummond and Anne, Cole-Mogford (1989). *Applied Typing*. 5th Ed. Maidenhead Berkshire England: McGraw-Hill Book Company (UK) Ltd.

NIIT Global Net (1999). *Computer Concepts*. Ohia: Sona Printers Pvt. Ltd.

NIIT Global Net (1999). *Word*. Okhia: Sona Printers Pvt. Ltd.

Davies, S. & West R. (1982). *Pitman Business English 2: Secretarial*. Great Britain: Pitman Publishing Pty Ltd. Melbourne.

Microsoft Office (2007). Word Processing

Paint – Microsoft Windows (2007)

Windows 7

Unit 3   Multiple Columns on a Page/Multiple pages

Contents

1.0   Introduction
2.0   Objectives
3.0   Main Content
4.0   Conclusion
5.0   Summary
6.0   References/Further Readings

1.0   Introduction

Another important aspect of display is the use of Multiple Columns in our documents. This form is required especially in the typing of magazines, dailies and literary work. This unit is designed to take you through creation and utilization of multiple columns.   Study the presentation carefully and do the exercises.

2.0   Objectives

At the end of this unit, you will be able to:

- identify multiple column documents;
- create multiple column documents; and
- integrate multiple column into business documents.

3.0   Main Content

When you want to create newspaper-style columns, such as those that appear in newsletters and brochures, configure Word to format your text with multiple columns. You can assign multiple columns to all or to only a selected part of your document. Generally, you may type your document's text before breaking the document into multiple columns or set the columns before typing.

Follow the following steps, if you want to set multiple columns.

1 . Select the text you want to convert to multiple columns

Practical Disadvantages of Multimedia

Multimedia requires high-end computer systems. Sound, images, animation, and especially video, constitute large amounts of data, which slow down, or may not even fit in a low-end computer. It involves the culture of transforming technology skills to a simplified manner to enhance learning. Unlike simple text files created in word processing multimedia packages require good quality computers. A major disadvantage of writing multimedia courseware is that it may not be accessible to a large section of its intended users if they do not have access to multimedia-capable machines. For this reason, courseware developers should think very carefully about the type of multimedia elements that need to be incorporated into applications and include only those tat have significant value.

Multimedia has other weaknesses too. It does not teach you all things. You must search and use sufficient time to understand its systems or networks. While proponents of this new technology are very enthusiastic about its potential, they often leave the financial and technical issues unattended. Development costs in multimedia are very high and the process of developing effective multimedia takes time. Time spent on developing the multimedia package requires money so that the true cost of an interactive programme mounts with each delay.

2. Click Page layout
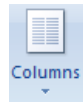
3. Click the column icon

4. Click on the number of column required, in this instance select two

5. The text breaks into two

Practical Disadvantages of Multimedia

Multimedia requires high-end computer systems. Sound, images, animation, and especially video, constitute large amounts of data, which slow down, or may not even fit in a low-end computer. It involves the culture of transforming technology skills to a simplified manner to enhance learning. Unlike simple text files created in word processing multimedia packages require good quality computers. A major disadvantage of writing multimedia courseware is that it may not be accessible to a large section of its intended users if they do not have access to multimedia-capable machines. For this reason, courseware developers should think very carefully about the type of multimedia elements that need to be incorporated into applications and include only those tat have significant value.

You must search and use sufficient time to understand its systems or networks. While proponents of this new technology are very enthusiastic about its potential, they often leave the financial and technical issues unattended. Development costs in multimedia are very high and the process of developing effective multimedia takes time. Time spent on developing the multimedia package requires money so that the true cost of an interactive programme mounts with each delay.

If you click on three columns the resultant effect will appear thus:

Practical Disadvantages of Multimedia

Multimedia requires high-end computer systems. Sound, images, animation, and especially video, constitute large amounts of data, which slow down, or may not even fit in a low-end computer. It involves the culture of transforming technology skills to a simplified manner to enhance learning. Unlike simple text files created in word processing multimedia packages require good quality computers. A major disadvantage of writing multimedia courseware is that it may not be accessible to a large section of its intended users if they do not have access to multimedia-capable machines. For this reason, courseware developers should think very carefully about the type of multimedia elements that need to be incorporated into applications and include only those tat have significant value.

Multimedia has other weaknesses too. It does not teach you all things. You must search and use sufficient time to understand its systems or networks. While proponents of this new technology are very enthusiastic about its potential, they often leave the financial and technical issues unattended. Development costs in multimedia are very high and the process of developing effective multimedia takes time. Time spent on developing the multimedia package requires money so that the true cost of an interactive programme mounts with each delay.

4.0   Conclusion

Remember to achieve the desired pattern. There are two things that could be done; either you type the text before formatting it to the desired columns or set to desired columns before typing.   The last style is better of when you are to type all the text in the pages but if it is just a part of the whole text that is required to be put into columns, highlight just that part before formatting into columns. In that instance, it will only affect the selected part.

5.0   Summary

Putting text into columns is one of the display patterns, which is mostly used in newspapers, magazines and literary works.   Columns can be created within a text or for the whole text. To create columns click on Page Layout; click on column and from the dialog box click on the number of columns you want to use.

6.0   References/Further Readings

Ailen, M. Prince (1987). *Walmsley's Commercial Typewriting*. London: Pitman

Publishing Ltd.

Archie, Drummond and Anne, Cole-Mogford (1989). *Applied Typing*. 5th Ed.
Maidenhead Berkshire England: McGraw-Hill Book Company (UK)
Ltd.

NIIT Global Net (1999). *Computer Concepts*. Ohia: Sona Printers Pvt.
Ltd.

NIIT Global Net (1999). *Word*. Okhia: Sona Printers Pvt. Ltd.

Davies, S. & West R. (1982). *Pitman Business English 2: Secretarial*.
Great Britain: Pitman Publishing Pty Ltd. Melbourne.

Microsoft Office (2007). Word Processing

Paint – Microsoft Windows (2007)

Windows 7

Unit 4   Speeches and Reports

Contents

1.0   Introduction
2.0   Objectives
3.0   Main Content
3.1   Speeches
3.2   Reports
3.3   Minutes of Meeting
4.0   Conclusion
5.0   Summary
6.0   References/Further Readings

1.0   Introduction

Apart from the topics discussed in the previous units, there are still other vital topics that need to be discussed which include Speeches and Reports. We make speeches and give reports on a daily basis. This is done either through oral or written medium. This unit will lay emphasis on the written pattern by introducing you to how speeches and reports should be presented in printed form.

Pick copies of typed speeches and reports. Go through them and make your observations in the presentation. Discuss your observations with your facilitator and colleagues in the discussion board on iLearn platform . Note your points and critique after reading through the Main Content of this unit.

2.0   Objectives

At the end of this unit, you should be able to:

- identify the difference between speeches and
- report; and type speeches and reports.

3.0   Main Content

3.1   Speeches

There are rules guiding the typing of speeches, for typed speeches to be made easy to read and understood. This section is not intended to teach you how to write a speech but it is designed to teach you how to present your speeches in a typed format to the audience.

Paper Size

Use A4 Portrait size of paper.

Line Spacing

Use double line spacing; you may however, use a minimum one and half line spacing and not single line spacing. But where you wish to type in single line spacing, either you choose a font type that is bigger than the normal font types like Times New Romans or Arial or use the normal font type and increase the font size from the normal font size of 12 to14. This is to ensure that reading would be made easy for the readers.   Everyone has different sighting level, therefore the speech should be prepared in such a way that the readers would not have to strain their eyes so much before they can read, especially the person making the speech.

Margin

You may set equal margins at one inch or top and left margins one inch, right and bottom margins half an inch. Bold or italicize or underscore or quotation marks for words that need emphasis.

Emphasis and Font Size

If the speech is to be read, find out if the reader may want to have some pauses, gesticulations, etc. Should there be any, leave wider side margins for reminders. If it is to be projected, use font size 14 or more and type in such a

way that each slide carries a whole idea. The size of the audience should be considered as well; that would be part of the consideration on the font size to use. When a large number of audience is to be reached, use higher font size for perfect sighting wherever the audience is seated.

Continuation Sheet

Should there be a continuation sheet, you may use catchword but not the next page number as catchword. Let the numbering of the pages start from the second page. Apart from the page numbering at the footer, you may also let the name of the person making the speech be there or the title of the speech to appear at the foot of all the pages except the first page because it already carries the title.

Self Assessment Exercise

From what you have learnt so far on speeches, critique the speeches made on the day of your matriculation. Share your ideas on the discussion board in iLearn platforms.

Self Assessment Exercise

Type the following with appropriate display:

It gives me great pleasure to send my goodwill message to the Governing Council, Senate, Staff and Students of the National Open University of Nigeria (NOUN) on the occasion of the Grand Opening and formal commissioning of its headquarters in Lagos by Mr. President, Chief Olusegun Obasanjo. Nigeria, with a population of about 140 million cannot but place emphasis on a lot of social and economic services that promote good governance, equity, equality, social justice, alleviate poverty and eliminate illiteracy. It is in this regard that the administration of Obasanjo, since its inception in 1999, has put premium on reforms within the public sector as a sure road to fulfilling its commitment to improve the lot of all Nigerians no matter who they are, where they are and what they do.

As desirable and brilliant as they are, none of the reforms in all other sectors will blossom without a solid reform in the education sector as a basis for driving the total development of the nation. It is in this regard that, on assumption of office as the Federal Minister of Education in 2006, my team and I vigorously embarked on a wide range of reforms in the education sector. These reforms not only cut across the various levels of education (basic, secondary and tertiary) they also target several other specific niches which will underscore government's

commitment to enhancing access to educational opportunities in Nigeria of today and of several decades to come. A distinguishing feature of these reforms is the private public partnership initiative which invites a comprehensive community-wide involvement in the stakes that have such profound effect in the lives of all Nigerians. At the tertiary level, we have restructured the regulatory mechanisms and agencies to further pursue quality, created some city universities and merged colleges of education and polytechnics with Federal Government universities within their neighbourhood. Government is now on the path of creating some special universities to further meet the demands of Nigeria for higher education in a country where we can only boast of less than 2 percent participatory rate in higher education.

The foresight of the Federal Government in setting up NOUN in 2003 is a strong message to the whole world that Nigeria has put its trust on mass higher education order to find answer to the realization of the Millennium Development Goals, Education For All and the eradication of illiteracy. With the humble strides already made by NOUN, which are situated within the current climate of educational reforms, I have no doubt that skeptics and critics of the ongoing reforms will have reason to accept that the future of the entity called Nigeria is greater and far more important than short sighted individual and sectional interests. Nigeria deserves and Nigerians are right in demanding for an emancipatory path towards liberation from the shackles of ignorance. I am therefore very proud that NOUN, as a major player in this regards has come of age and should begin to blossom. I wish to congratulate Nigeria for this revolutionary step in its fulfilment of its pact with Nigerians on the use of non-conventional innovative way of taking education to the people no mater their circumstances.

Long live the Federal Republic of Nigeria.

(Culled from the Honourable Minister of Education (Mrs. Obiageli Ezekwesile) message sent to National Open University of Nigeria on its Special convocation Ceremony held on the 13th March, 2007)

3.2 Reports

In typing a report note the following:

Paper Size

Use A4 portrait paper size except when there is a need to make diagrammatic illustrations; landscape could be used.

Line Spacing/Paragraph Heading

Use single line spacing and at the most one and half line spacing and preferably blocked style of paragraph and shoulder headings. Major headings should be typed in capital headings and either bold or underscore and not the two at the same time. The sub headings could be typed in initial capitals, bold or underscore.

But whereby there is a house style format, such house style may be adopted.

Self Assessment Exercise

Type a copy of the following report with appropriate line spacing

Foreign Exchange Monitoring

The CBN carried out the routine examination of foreign exchange operations of 42 commercial and merchant banks and 15 special investigations of foreign exchange related transactions on banks. Also, spot checks were carried out on banks to determine how CBN AFEM intervention sales were utilized by them. The result revealed that there was an astronomical increase in the demand for Business Travel Allowance (BTA)/Personal Travel Allowance (PTA) following the removal of ceilings by the Federal Government. Consequently, those banks that demanded for and allocated unreasonable amounts of foreign exchange in respect of BTA/PTA to their customers were asked to refund the excess to the CBN. Also, 3 banks were banned from participating in the AFEM for various infractions on the regulations, ranging from collection of unauthorised charges from customers to failure to repatriate to the CBN, interest earned on FEM accounts accruing to the Bank. Fourteen banks paid a total of Mi.4 million as penalties for various infractions of foreign exchange regulations.

4.0   Conclusion

In the typing of speeches and reports, use appropriate line spacing and format considering the audience in question. Use A4 portrait size of paper and set out the paragraphs and headings orderly to make the reading and understanding easy.

5.0   Summary

This unit is not designed to teach you how to write speeches and reports rather it is designed to teach you on how speeches and reports should be presented in a

typed format. Though, some of the things to be learnt could enhance writing of speeches and reports. The pertinent things to consider in presentation of speeches and reports includes: the type of paper size to be used, line spacing, heading and paragraph formatting. The purpose of all these is to make reading and understanding easy.

6.0   References/Further Readings

Ailen, M. Prince (1987). *Walmsley's Commercial Typewriting*. London: Pitman Publishing Ltd.

Archie, Drummond and Anne, Cole-Mogford (1989). *Applied Typing*. 5th Ed. Maidenhead Berkshire England: McGraw-Hill Book Company (UK) Ltd.

NIIT Global Net (1999). *Computer Concepts*. Ohia: Sona Printers Pvt. Ltd.

NIIT Global Net (1999). *Word*. Okhia: Sona Printers Pvt. Ltd.

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Windows 7

Unit 5   Drawings

Contents

1.0   Introduction

So far you have learned the normal way of presenting different types of document. Apart from these different forms, the documents could be improved upon either by making it more attractive or use some enhancing tools to make it more explicit.   This unit will discuss the various ways these could be achieved.

2.0   Objectives

At the end of this unit, you will be able to:

• present documents in different forms; and
• use different enhancing tools appropriately.

3.0   Main Content

3.1   Drawings with Microsoft Word

With Microsoft Word, you can insert pictures, charts, diagrams, illustrations and tables into your document. These forms are necessary in business document for

clarification and aiding assimilation and clarity of the content. Good illustrations make content brief and clear. This makes many people to welcome the use in the business world. In this course, the focus is how to create these illustrations.

To draw with Microsoft Word, click on insert tab to access pictures, clip art, shapes, smartart and chart. These are the buttons through which you can easily get the required tools to create or illustrate idea(s). They are buttons used to access other tools. For example: to insert a picture into a document, from insert tab, click picture and click on the source document and clcik. The picuture you insert from the source will be picuture that is already saved, all you are doing is retrieving the picture. It could be a drawn picture or snapped or scanned photograph which you have saved through 'save as'either internally or externally on a CD-ROM or flash drive.   A click on picture will present:

Retrieve your file

From clipart, you can get pictures from the software or from the internet if you are connected to the internet. To access clipart, click on insert, then follow the instruction on the dialog box that will appear. For example a click on clipart will present this dialog box on the right hand side of the screen:
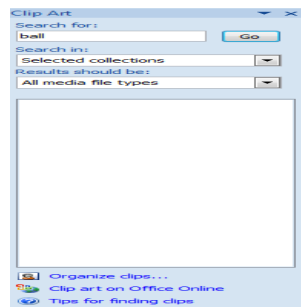
Follow the instruction on the dialog box and type.

A click on shapes will give you:
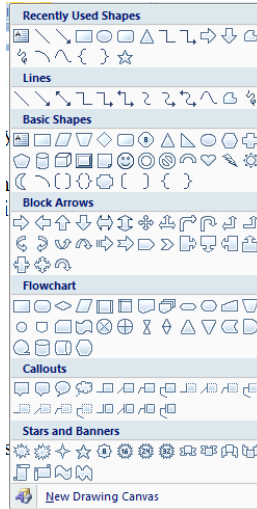
You have lines, basic shapes, block arrows, flowchart, calouts, stars and banners and new drawing cavas. Each of these represent types of shapes except new drawing cavas that is used to guide drawing. Click on any shape and draw. You can also mix up different shapes.

Self Assessment Exercise

Draw the following and compare your drawing:
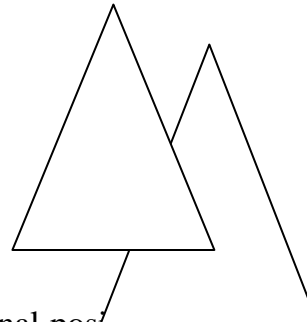
Move the drawings as one object from its original position to another position. If you are not able to move as one object, it means you did not group. Go back to the previous units to read more on grouping. So group and move.

Clcik on the smartart and clcik on *vertical process*: and click ok. A box will appear thus:
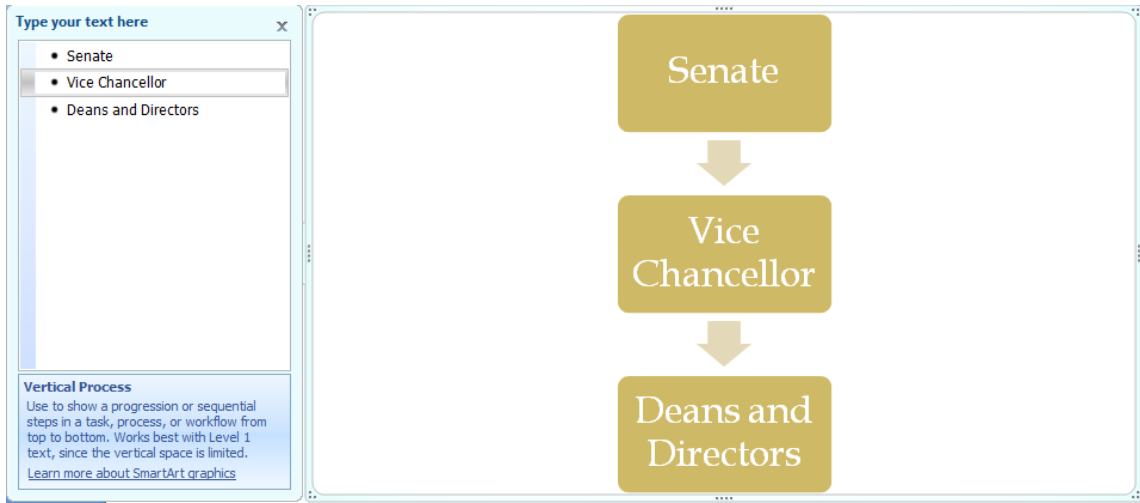
Type your text in the boxes provided on the left, you will see the caption, *Type your text here*. Each bullet represent a box in the rectangle. As you type it will be appearing in the box. When you are done with your typing click out. You could also click the close button to minimise the text box which will appear thus:
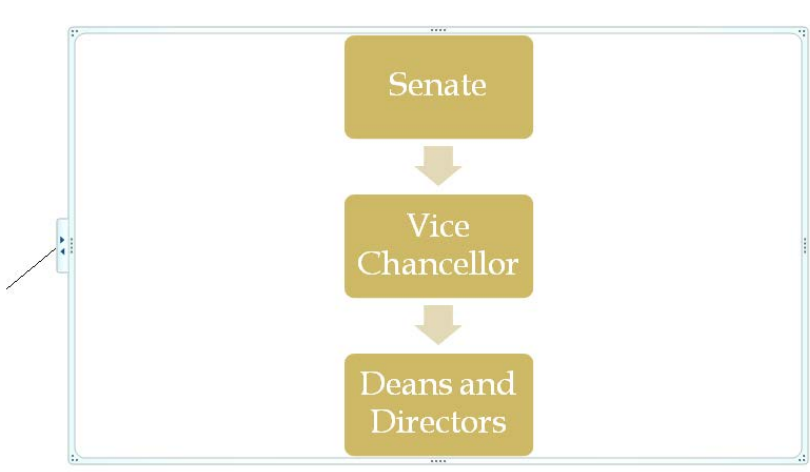
To the left of the rectangle, you will see two buttons with a line. It means that the text box is hidden there. Click on the buttons to bring out the text box. If you click out totally, the diagram will appear thus:
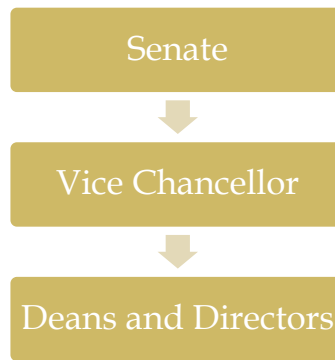
You can always click on it if you want to continue work on the diagram. To reduce or enlarge the diagram, click on the diagram and click on the button at the edge of the rectangle shape guide around it and drag. Drag out to expand and drag in to reduce. Try your hand on other shapes.

3.2   Drawings with Paint

Paint is a drawing tool under accessories. To launch Paint, click on start button, click on programmes, click accessories, click Paint. A click on paint will give you this view:
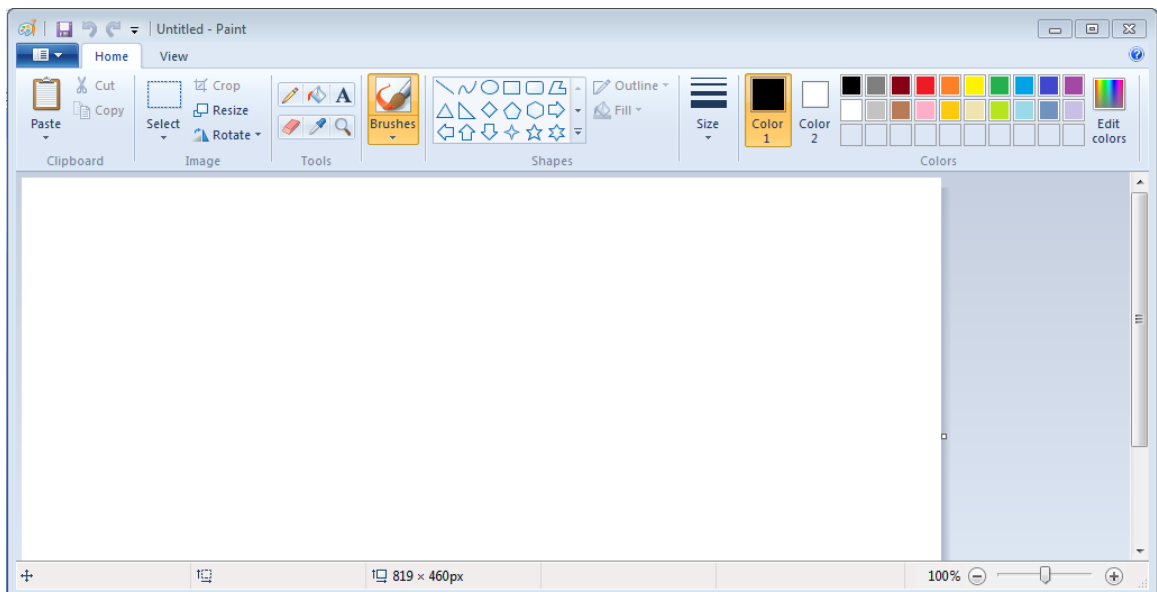
On the ribbon, you have clipboard, image, tools, shapes, colours, edit colours and at the bottom, you have the zoom button indicate with minus and plus signs. You use the minus sign to reduce the view on the screen and the plus sign to increase the view on the screen.

The tabs on the clipboard have the same functions with that in Word. To select and

image, click on **[Select]** and take the cursor to the image and make a rectangle around the image before you can copy or cut or move. A selected image will have rectangle around it with points thus:
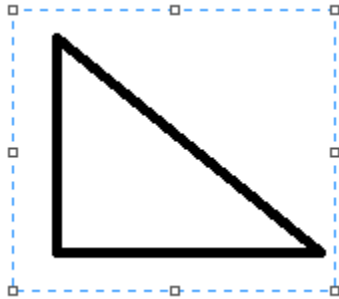
You can click on any point to reduce or increase or move. You can crop, rotate or resize the image. Any drawing or text in paint is treated as an image. To type a text in paint, click on **A** under tool, draw a box and type within the box. The moment you select the text tool (**A**) and make a box, text formatting tools will appear thus:
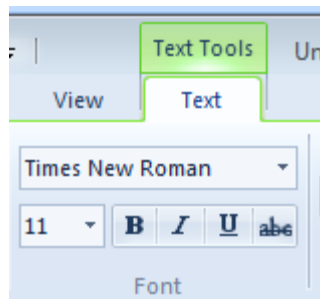
While still in the box, you can format your text, but the moment you click out you will no longer to get back to the text to format. To move the text to the desired position, click on select and make a rectangle around the text, click and move.

Under the tool group, you have:

Fill in colour
Pencil
Text
Eraser
Magnifier
Tools
Colour picker
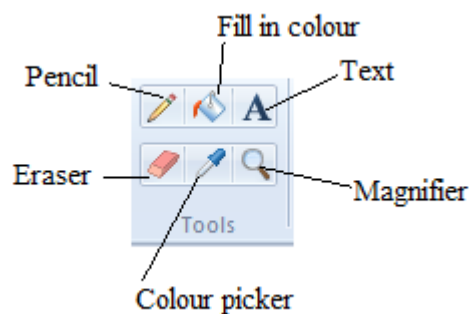
3.3   Integrating drawings and images into document (clip arts, control print
        screen

The interesting part of using Microsoft Word is that you can integrate documents
from other sources. Word can be used to handle drawings, but there are some
drawings such as complicated organograms or large connections of boxes which
are difficult to manage in Word. In this instance, it will be better to use the Paint,
copy/cut and paste into the Word document.

Drawing done with other software like the Corel Drawl can also be cut/copy and
paste in the Word document. Pictures and the like can be copy/cut from their
original position and placed in the identified position in the Word document.

Also, it is difficult to manage large tables in Word document. Where there are
large tables, it is better to use Microsoft Excel to type the job and copy/cut and
paste into the Word document. It is still possible to effect corrections on the table
after it has been pasted into the Word document.

The ability to integrate documents from other Software into Word document
makes the use of Microsoft Word a flexible one.   In integrating documents into
Word document, you can copy and paste into other sources like Paint, and again
copy that same document from the Paint environment and paste in Word.

Self Assessment Exercise

Do the following with the use of Paint software and copy and paste in Microsoft
Word Document.
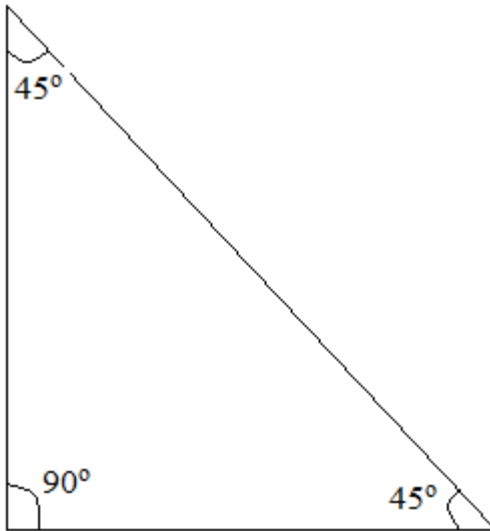
Compare your drawing and pasting with the above one. Present the challenges you faced on the discussion board on the i-Learn platform.

4.0   Conclusion

As you type, look for ways to make your presentation more appreciable and to the understanding of the reader(s). Avoid ambiguity in display and the type of artistic forms selected for the text.   Enhancement of document could be done while the work is going on or when the job has been completed. Any method is acceptable it all depends on the one you finds more suitable. Do more practice.

5.0   Summary

In this unit, you have learned about Drawing tools and how they can be used to enhance Word document. There are drawing tools from the Word document, Paint and Corel Drawl. You can copy from Paint, Core Drawl and Excel into Word document. You can also copy from Word into the document made from these software.

6.0   References/Further Readings

Ailen, M. Prince (1987). *Walmsley's Commercial Typewriting*. London: Pitman Publishing Ltd.

Archie, Drummond and Anne, Cole-Mogford (1989). *Applied Typing*. 5th Ed. Maidenhead Berkshire England: McGraw-Hill Book Company (UK) Ltd.

NIIT Global Net (1999). *Computer Concepts*. Ohia: Sona Printers Pvt. Ltd.

NIIT Global Net (1999). *Word*. Okhia: Sona Printers Pvt. Ltd.

Davies, S. & West R. (1982). *Pitman Business English 2: Secretarial*. Great Britain: Pitman Publishing Pty Ltd. Melbourne.

Microsoft Office (2007). Word Processing

Paint – Microsoft Windows (2007)

Windows 7

Unit 6   Legal Document

Contents

1.0   Introduction
2.0   Objectives
3.0   Main Content
4.0   Conclusion
5.0   Summary
6.0   References/Further Readings

1.0   Introduction

Every document has its own peculiarity in display mode. This is the reason why this document is selected.   This unit will teach you how legal documents are typed. This may lead to questions such as: does it mean legal documents are not presented in the same way as other texts we have learnt? What make the display pattern different? Try to answer these questions at the end of this unit.

2.0   Objectives

At the end of this unit, you will be able to:

* identify legal documents; and
* type legal documents using Microsoft word software.

3.0   Main Content

There are peculiar ways of presenting legal document. Most legal document are simple typing of words and figures sometimes. The uniqueness is that there are certain rules in the area of justification of lines. Here are samples of legal documents such as Agreement and Will. These are common legal documents.

HIGH COURT OF LAGOS STATE (CIVIL PROCEDURE) RULES FORM 1
General Form of Writ of Summons (0. 3, r. 3)

20………………

(Here put the letter and number (see note (a) following this form). In the High Court of Lagos State
In the... Judicial
Division   Between: A.B...
Claimant

<div align="center">and</div>

CD... Defendant

To C.D. of …………………………… in the ………………
of...

You are hereby commanded that within forty-two days after the service of this writ on you. inclusive of the day of such service you do cause an appearance to be entered for you in an action at the suit A.B. and take notice that in default of your so doing the claimant may proceed therein, and judgment may be given in your absence.

DATED this ……………… dav of ……………… 20 …………… Memorandum to be subscribed on the writ.

N.B:

This writ is to be served within three calendar months from the date thereof, or. if renewed, within three calendar months from the date of the last renewal, including the dav of such date, and not afterwards.

Forms of Writs of Summons, etc - continued

The defendant may enter appearance personally or by Legal Practitioner either by handing in the appropriate forms, duly completed, at the Registry of the High Court ot the Judicial Division in which the action is brought or by sending them to the Registry by registered post.

Endorsements to be made on the writ before issue thereof-

The claimant's claim is for. etc. (b).. This writ was issued by (1 H.. of ………… whose address for service (c) is
. . . . Agent for...
of... Legal Practitioner for the said claimant who resides at (d)
……………………………………………………………………………………… (mention the city, town or district and also the name of the street and number of the house of the claimant's residence, if any)

Endorsement to be made on copy of writ of forthwith after service.

This writ was served by me at... on the defendant (here insert mode of service) on the ………………………… Day of …………………
20..............................
Indorsed the …………………………… day of... 20.. (Signed)
(Address)

Note:
(a)   Heading and Title — it the action is for administration the writ must be headed "Ir. the matter of the list ate of ………………....deceased.
"If it is a debenture holder's action the writ must be headed in the matter of the company, and in a probate action.‖In the Estate of A.B., deceased. "A writ of summons clai ming administration of a trust or settlement may be instituted "In the matter of the (Trust or settlement)'

(IV)   Endorsement of Claim - If the claimant sues, or defendant is sued, in a representative capacity, the endorsement must state in what capacity the claimant sued or the defendant is sued. Sec 0.4.r.2. li the claim is for a debt or liquidated demand only, the Endorsement, even though not special, must strictly comply with the provisions of
0. 4. r. 4, including a claim for four days' costs.

(c)   Address for Service - see 0. 4. r. 6. The address must be within the jurisdiction.

(d)   Address of Claimant - In the case of a company in liquidation the claimant's address should run "…………………………………………………claimants, who are a company in liquidation. The liquidator is (name of liquidator), of (address of liquidator)"

In the case of a foreign corporation within the meaning of part 10 of the Companies and Allied Matters Act the claimants' address should run thus;

"…………………………………………………………………… claimants, who are a foreign corporation within the meaning of the Companies and Allied Matters Act. The registered name and address of the person to be served are (here add registered name and address)".

(e)   Endorsement of Service - See 0. 7. r. 13.

(f)   Probate Actions - In these actions the endorsement of claim must show the nature of the claimant's interest, under which he claims (0. 4. r. 3); and the alleged interest of the defendant.

Before the writ is issued the following certificate must be indorsed on it:
The Registry. High Court of Lagos State

In the …………………………………………...Judicial Division

A sufficient affidavit in verification of the endorsement on this writ to authorize the sealing thereof has been produced to me this........................ Day of………..……… 20…………

(Signature of Registrar)

In typing any of the above, do the following:
- Type in double line spacing
- Type the attestation in single line spacing
- Left margin one and half inch, right margin half an inch
- Short lines must be filled with broken lines

Typing of legal document has been made much easy with the use of Word. With the use of Microsoft Word you can easily justify the lines of typing. This is very important when typing legal document. It is advisable to justify the lines of typing legal documents.

4.0   Conclusion

Ensure you follow the rule each time you type legal document. Legal document gives authority; therefore all lines of typing must be justified to avoid inclusion of foreign words.

5.0   Summary

Legal documents are not just like any other documents. There are peculiarities in writing and typing them, this is why time is spent on it to teach you how such

documents are typed.   The areas that are mostly given attention are the line spacing, attestation, the margins and short lines.

6.0   References/Further Readings

Ailen, M. Prince (1987). *Walmsley's Commercial Typewriting*. London: Pitman Publishing Ltd.

Archie, Drummond and Anne, Cole-Mogford (1989). *Applied Typing*. 5th Ed. Maidenhead   Berkshire   England: McGraw-Hill   Book Company (UK) Ltd.

NIIT Global Net (1999). *Computer Concepts*. Ohia: Sona Printers Pvt. Ltd.

NIIT Global Net (1999). *Word*. Okhia: Sona Printers Pvt. Ltd.

Davies, S. & West R. (1982). *Pitman Business English 2: Secretarial*. Great Britain: Pitman Publishing Pty Ltd. Melbourne.

Microsoft Office (2007). Word Processing

Paint – Microsoft Windows (2007)

Windows 7

Unit 7   Literary Document

Contents

1.0   Introduction
2.0   Objectives
3.0   Main Content
4.0   Conclusion
5.0   Summary
6.0   References/Further Readings

1.0   Introduction

Different documents requires different formats. Again literary documents are not

usually typed like other documents, they have their peculiarities.

2.0   Objectives

At the end of this unit, you will be able to type literary documents.

3.0   Main Content

Literary work include reports, stories, poetry, play, theses and scripts

To type any of these do the following:

- Use A4 paper.
- The first page is not usually numbered.
- For chapter heading, use capitals.
- The first page of a chapter may be in the form of dropped heading.
- The chapter heading is typed two single spaces below the chapter number.
- You may set equal margins at one inch.
- Should you want to leave a binding margin, set left margin at one and half inch and one inch on the top, right and bottom margins.

The line spacing varies, it depends on the type of matter to be typed.

Here is sample of literary work:

Type the following as it is:

He all my grief has taken, and all my sorrows borne;
In temptation He's my strong and mighty tower;
I've all for him forsaken, I've all my idols torn,
From my hear-and now He keeps me by His power
Though all the world forsake me, and Satan tempt me score,
Through Jesus I shall safely reach
The goal.
He's the –Lily of the Valley, –the
–Bright and Morning Star‖;
He's the fairest of ten thousand to my soul!

This is an example of a poem or song.

4.0   Conclusion

Note that there are variations in the type of display and styles used in the typing of

different literary work. But one basic thing that may be noted is that literary works are usually typed in single line spacing.

5.0   Summary

Literary works cover reports, stories, poetry, play theses and scripts. One most important thing is the ability to identify the type of literary work you are to type, that would help inform the type of style and display that would be needed.

The use of elision is allowed in literary works e.g I've, He's etc.

6.0   References/Further Readings

Ailen, M. Prince (1987).   *Walmsley's Commercial Typewriting*. London: Pitman Publishing Ltd.

Archie, Drummond and Anne, Cole-Mogford (1989). *Applied Typing*. 5th Ed. Maidenhead Berkshire England: McGraw-Hill Book Company (UK) Ltd.

NIIT Global Net (1999). *Computer Concepts*. Ohia: Sona Printers Pvt. Ltd.
NIIT Global Net (1999). *Word*. Okhia: Sona Printers Pvt. Ltd.
Davies, S. & West R. (1982). *Pitman Business English 2: Secretarial*. Great Britain: Pitman Publishing Pty Ltd. Melbourne.

Microsoft Office (2007). Word Processing

Paint – Microsoft Windows (2007)

Windows 7

Module 3   Business Documents
Unit 1   Letters

Unit 2   Memorandum
Unit 3   Mail Merging/e-mail
Unit 4   Tabulations

Unit 1   Letters

Contents

1.0   Introduction
2.0   Objectives
3.0   Main Content
        3.1   Personal Letters
        3.2   Business Letters
        3.3   Circular Letters
        3.4   Form Letters
4.0   Conclusion
5.0   Summary
6.0   References/Further Readings

1.0   Introduction

One major way written communications are expressed within and outside business is through the use of letters. This was more pronounced before the advent mobile phones, whereby the only major ways people could communicate with their loved ones at a distance is through letter writing, which has to be sent through the Post Office. *Is this strange to you?* But today many people hardly write that type of letter except business letter because of its importance in business. Nothing has been able to replace it. The only improvement which has come in the electronic form came to speed up the delivery system. What is written and what is displayed is still very vital.

2.0   Objectives

At the end of this unit, you will be able to:

- identity the various types of business document; and
- type a simple business document.

3.0   Main Content

There are different types of letters such as:

- Circular letters
- Business letters
- Personal letters
- Form letters

3.1   Circular Letters

There are letters of the same contents but sent to different persons. Type the format and save in the computer. Provide space for the addressee's address. On request fill the space for addressee's address to meet with individual need, print and send. But where the letter is to be sent at the same time to several persons, it would be better to use mail merging. Also one copy could be printed and photocopies made to meet with the number required; this is used when the letter is exactly the same content (no name discrimination) and is to be sent to several customers.

Mail merge would be discussed in a later unit, but view the following example of a circular letter.

<div align="center">

SPRINGFORTH SCHOOL OF EDUCATION
ADEGBOLA AVENUE
IKEJA – LAGOS

</div>

....
2 SLS
………………

Dear ……..

Invitation to Teachers Parents Association (PTA)

First and foremost, we want to appreciate your great contribution towards our just concluded Inter House Sport competition, through which the school was able to make a further impact in the society.

As you know there is a tradition in the school for teachers and parents to meet at the end of every term to discuss the welfare of our children. On this note, we   therefore request your presence on behalf of your child/ward ……………………. to attend the forth coming meeting schedule to hold on   ……….. in the usual venue.

Thank you for your cooperation.

Yours sincerely,

Usunobun I. O.
Head of School

The dotted spaces are to be filled with matching information which will vary from person to person. Like earlier mentioned this type of circular letter would be better achieved if mail merge is used because is going to several persons of about 100 and above.

3.2   Business Letters

Business Letters

Some terms that are commonly used in business letters will be looked into. Such terms as attention line, enclosure, confidential line, urgent, postscripts, care of, through, catchwords, continuation, printed letter headed, photo-copy and blind photo copy.

Parts of a Business letter:

1.   Reference
2.   Special mark used in letters, such as private, confidential, personal, urgent, registered, by hand etc.
3.   Date
4.   For the attention of
5.   Name and address of the addressee
6.   Salutation
7.   Subject heading
8.   Body of the letter
9.   Displayed matter
10.   Complimentary close
11.   Name of signatory
12.   Enclosures
13.   Postscripts
14.   Photocopies/Circulation copies
15.   Blind photocopies/blind circulation copies
16.   Continuation sheets
17.   Signing letters

Reference: There are two forms of reference – our reference and your reference. These are usually abbreviated as ‗Our Ref ' and ‗Your Ref '. Reference is used

when a written contact has already existed between the writer and the addressee. The writer uses Our Ref while the addressee would be referred as Your Ref. Where Our Ref and Your Ref are already printed on the paper, the typist should make use of the ruler as a guide to type in the references to align with the prints. If the references are not already printed and you are to type on plain paper, leave one inch to the top margin and type the reference. But if it is to be typed on a printed heading, turn up two single spaces and type the references. You can type either of them first, though some schools of thought may say type one first before the other. Type the reference at
left margin and give one clear space between Our Ref and Your Ref.

Special Marks: These are typed at the left margin with one or two clear spaces after the last line of reference.

Date: Type at left margin if it is blocked style or type on the same line as the reference to block at the right margin if indented style is used with one or two clear spaces after the reference or special mark.

For The Attention of: Most business letters are addressed to the firm, but where the writer of the letter wishes to reach a particular individual or person, the words, ‗FOR THE ATTENTION OF…' are typed on the left hand margin. Give one or two clear spaces between the last line of typing and ‗For the Attention of…' When the words ‗FOR THE ATTENTION OF ‗are used the salutation becomes plural e.g. Dear sirs. The wording is also typed on the envelope one or two clear spaces above the name and address.

Name And Address Of Addressee Type in single line spacing at the left margin with one or two clear spaces after ‗For the attention of‗,
reference or special mark.

Salutation: Type at the left margin with one or two clear spaces after the last line of address. Where the salutation is to be written in ink, leave enough space.

Subject Heading: For blocked style, it is typed at the left margin and centered if it is indented. Type in capital letters or type in capital letters and bold without underscore. But underscore when initial capitals are used.

Body of the Letter: Leave one or two clear spaces after the heading. Use blocked paragraph if you are using blocked style, and indented paragraph if you are using indented style. Use single line spacing.

Displayed Matter: When you are using blocked style line of all displayed matters, start at the left hand margin with one clear space before and after the matter. If the

display is in column, leave appropriate space between columns. If it is indented style, center the display matter on the typing line. If it is an inset with quotation, use single line spacing and you may reduce the font size or italicize for emphasis, once it is inset, it must be typed as an inset even when you are using blocked style. But where a specific instruction is given, follow the instruction.

Complimentary Close: Typed at the left margin if blocked style is use and from the mid point of typing line if indented style is used. When the salutation reads Sir(s), Madam, the end would be ‗Yours faithfully‘ which may be followed by a company‘s name but when the salutation is Dear Mr.…, Dear Miss…, etc, the end would read ‗Yours sincerely‘.

Name of Signatory: In business letters, male persons do not append the word ‗Mr.‘ before and after their names. But for women/ladies they have to append ‗Miss‘, ‗Mrs.‘, or ‗Ms‘ before their names or after in brackets.

Enclosures: Most business letter usually go with one enclosure or the other i.e. enclosing extra document such as ‗quotation list‘ in the envelope containing the letter. In this case the enclosure would have been referred in the content of the letter. After the last line of typing, leave one clear space and type Enc if it is one enclosure and Encs if it is more than one. Some companies prefer to use the abbreviation ‗Att‘ when the word ‗attach‘ is used in the body of the letter. When the attachment is in the singular form, type the number of attachment e.g. Att 4. Enclosure is typed at the left margin be it blocked or indented style.

Postscripts: Postscripts are typed at the foot of the letter. Postscripts are used either because the writer forgot some important point(s) he wanted to make or for the purpose of emphasis. Postscripts are typed one or two clear spaces after the last line of typing and they are typed in single line spacing. Use paragraph heading. Type the abbreviation PS, leave two character spaces and type the content. If you are using closed or full punctuation, put a full stop after the S.

Photocopies/Circulation Copies: Business letters are usually duplicated for reference purposes and at the same time one or more persons may need to have the same information communicated to the addressee. In this regard, copies need to be sent to the persons in question. After all typing, at the foot of the letter, type ‗PC‘ or ‗cc‘ and type the name of the persons one after the other e.g.

PC: Chairman Registrar Bursar File

At the end of typing, print a copy and make photocopies for the number. Photocopy is recommended because it is cheaper than reprinting from the computer. But where the additional copies are printed directly from the computer, use 'CP' instead of 'PC'. 'CP' means 'computer print'. Type at the left margin.

Underlined or tick the side of the name for whom copy is intended. E.g.

cc::   <u>Chairman</u>
        Vice Chancellor
        Registrar
        Dean

cc::   Chairman
        <u>Vice Chancellor</u>
        Registrar
        Dean

cc::   Chairman
        Vice Chancellor
        <u>Registrar</u>
        Dean

cc: Chairman
        Vice Chancellor
        Registrar
        <u>Dean</u>

or you thick

```
cc:   √ Chairman
        Vice Chancellor
        Registrar
        Dean


cc:      Chairman
      √ Vice Chancellor
        Registrar
        Dean


cc:      Chairman
        Vice Chancellor
      √ Registrar
        Dean


cc:      Chairman
        Vice Chancellor
        Registrar
      √ Dean

cc:   √ File
```

You will observe that there is a file copy in the second example. For any document that you are sending out on business purpose, it is always advised to keep a file copy for reference purpose.

Blind Photocopies/Blind Circulation Copies: At times the writer may not want the addressee to know that the content of the letter has been sent to some other persons. In this case the PC or CP will not appear on the original copy. After typing the letter, copy and paste on another page and then type PC OR CP on the copied page. This now implies that two original copies will be printed from the machine. The copy without the copied names is sent to the addressee and the second copy containing the copied names is photocopied but the original of this copy is kept as the file copy and the photocopies are sent out. If the above is typed as blind photocopies it would appear thus:

```
bpc:   Chairman
        Registrar
        Bursar
        File
```

Continuation Sheets: Sometimes a letter may run into a second sheet, when this happens you follow the following step of typing.

1.   Use plain sheet of the same size, quality and colour as the previous page.

2.   Type the name of addressee, page number and date starting from the fourth line from the top. In blocked style all details are typed on the left margin in the following order – page number, date, name of addressee but in indented, the addressee's name is typed at the left margin, the page number is centred on the typing line and the date ends at the right margin, give two clear spaces and continue the body of the letter.

3.   Do not take only the complimentary close and the name of the writer to the continuation sheet at least take two lines or a paragraph to the continuation sheet.

4.   Do not type the words ‗CONTINUED' or ‗PTO' at the foot of the letter. This is seldom used in letters.

5.   You may use catchword i.e. the first word in the continuation page typed at the foot of the preceding page.

6.   You must not use page number as catchword.

Signing Letter: Some times an employee may be required to write and sign a letter on behalf of his employer. When this happens, the name of the company is typed immediately after the complimentary close e.g.

Yours faithfully

CARRET & CO LTD

Aigbedion A A

Style of Typing Letter

There are two major types of styles – blocked and indented. Another important aspect is punctuation – open and closed. See the following.

Our Ref   PC/BW/12
2/3 slp
Your Ref   SA/455/KL
2/3 slp
4th June 2013
2/3 slp
For The Attention of ...
2/3 slp
The Managing Director
22/24 Adekoya Close
Opebi Junction
Ikeja – lagos
2 slp
Dear Sir
2 slp
SUBJECT HEADING
2 slp
Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxx
2 slp
Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxx
2 slp
Yours faithfully
CARET & CO LTD

5 slp

Aigbodion A A
Sales Manager

2 slp
Enc
2 slp
pc   Mr Otokhine
        File
2 slp
PS   xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
        xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Blocked Style with Open Punctuation

Our Ref   PC/BW/12
2/3 slp
Your Ref   SA/455/KL
2/3 slp
4th June, 2013
2/3 slp
<u>For The Attention of ...</u>
2/3 slp
The Managing Director,
22/24 Adekoya Close,
Opebi Junction,
Ikeja – lagos.
2 slp
Dear Sir,
2 slp

<div align="center">SUBJECT HEADING</div>
<div align="center">*2 slp*</div>

        Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxx
<div align="center">*2 slp*</div>
        Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxx
<div align="center">*2 slp*</div>
                    Yours faithfully,
                    CARET & CO LTD

Aigbodion A. A.
Sales Manager

Enc.
Pc: Mr. Otokhine
          File
PS: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
          Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Indented Style with Closed Punctuation

Note the punctuation in the two examples above. This types of punctuation also applies to the body of the letter in standard abbreviations like J.A.M.B. for closed punctuation and J A M B or JAMB for open punctuation. Apart from the abbreviations, grammatical punctuation like comma, full stop, question mark etc are not affected being it open or closed punctuation.

2

4th March 2015

The Managing Director

Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Yours faithfully
CARET & CO LTD

Aigbodion A A
Sales Manager

Enc

pc   Mr Otokhine
      File

PS   xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
      xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx.

Continuation sheet in blocked style

The Managing Director   2   4th March, 2015

Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

                          Yours faithfully,
                          CARET & CO LTD

                          Aigbodion, A. A.

Sales Manager

Enc

pc   Mr Otokhine
          File

PS   xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
          xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx.

Continuation sheet in indented style

Note the position of the date in indented style, it aligns with right hand margin.

3.3   Personal Letters

A personal letter has the following parts:

1. Writer's Address
2. Date   ←——— 2/3SL
3. Addressee's Address   ←——— 2/3SL
4. Salutation   ←——— 2/3SL
5. Subject Heading   ←——— 2/3SL
6. Body of the Letter   ←——— 2/3SL
7. Complimentary Close   ←——— 2/3SL
8. Writer's Name   ←——— 2/3SL

It is not all personal letters that have subject headings such as letters to friends or relatives. Personal letters that have subject headings are those with business tune like a letter of permission to visit a particular firm or company. Writers of personal letters write for themselves, they are not writing on behalf of firm. Most of these types of letters do not have printed heading. Therefore the writer is expected to type his/her own address. If it is blocked style, type the writer's address at the left margin, leave one clear space and type date, leave another one clear space and type the addressee's address, leave one clear space and type salutation after this every other thing remain same as discussed in business letter. See examples below:

Personal letter in blocked style   Personal letter in indented style
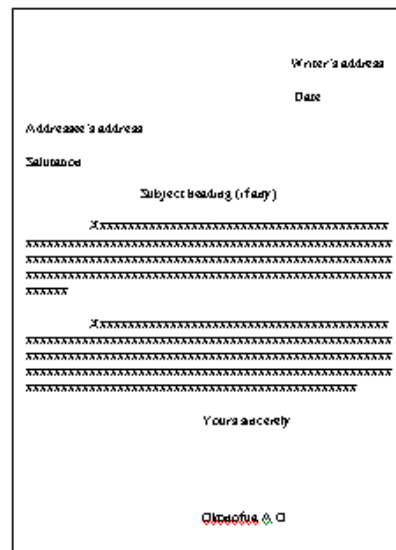
Note: personal letters end with ‒yours sincerely‖ in most times. But if it is a personal business letter it could end with yours faithfully, e.g. a letter of complaint from a student to the school authority. The difference between personal business

letter and personal letter is that personal business letter is used when writing to an unknown firm or person while personal letter is used when writing to somebody known to you unofficially.

Another important aspect of letter writing is when you are sending a letter through somebody e.g. a student whose name is omitted in the matriculation list of Lagos State University, Anthony Village Campus though legitimately admitted writes a letter of complaint to the registrar through the head of department. Such a letter will take the following format. Let's assume that the student is in Economics department and his name is Osemene Okoruwa.
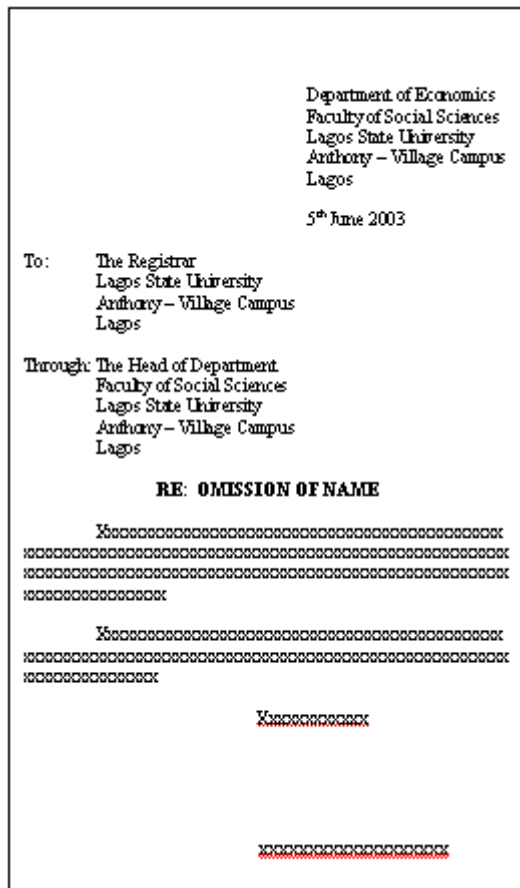
The aspect I want to draw your attention to is the address of both the writer and the addressee. The letter is taking the upward form of communication, therefore is passing through the head of department to the registrar. In this type of letter the address of both addressees would be required. These are typed distinctly for clarification. Some schools of thought feel that ‗Through' should be typed first before the ‗To' others say no, it has to be ‗To' before ‗Through'. There is no hard and fast rule to holds to this, therefore a house style could be adopted or follow a desired style. Every other thing follows the style of typing a business letter.

3.4   Form Letters

These are letters designed in form of a form. Though it is a letter, there are spaces left out to be filled for individual persons e.g. admission letters, contain the same wordings except for the course of study, level, and name. Spaces are left out to be filled at the point of need. A copy could be typed, printed and photocopied and fill the spaces with pen at the time of distribution or the form letter is typed and saved in the computer and the necessary information are filled in the computer at the time of requirement before printing out. The method to be used, depends on the house style available.

4.0   Conclusion

Always remember the difference types of letters that are used in the business world and you should be able to know what type of letter and style that is needed at a time.   It is also important to note that the most commonly used style internationally is blocked style, therefore try to adhere to it.

5.0   Summary

There are different types of letters – business, circular, form, personal and personal/business.   Each of these letters has its peculiarities in format or layout which need to be learnt and practiced.

6.0   References/Further Readings

Ailen, M. Prince (1987). *Walmsley's Commercial Typewriting*. London: Pitman Publishing Ltd.

Archie, Drummond and Anne, Cole-Mogford (1989). *Applied Typing*. 5th Ed. Maidenhead Berkshire England: McGraw-Hill Book Company (UK) Ltd.

NIIT Global Net (1999). *Computer Concepts*. Ohia: Sona Printers Pvt. Ltd.

NIIT Global Net (1999). *Word*. Okhia: Sona Printers Pvt. Ltd.

Davies, S. & West R. (1982). *Pitman Business English 2: Secretarial*. Great Britain: Pitman Publishing Pty Ltd. Melbourne.

Microsoft Office (2007). Word Processing

Paint – Microsoft Windows (2007)

Windows 7

Unit 2   Memorandum

Contents

1.0   Introduction
2.0   Objectives
3.0   Main Content
4.0   Conclusion
5.0   Summary
6.0   References/Further Readings.

1.0   Introduction

Memorandum is the most commonly usedformat   of written communication within an organisation. Most times it is referred to as memo. Just as there are peculiarities in presenting letters so also there are peculiarities in the presentation of memos.   Some people have the view that memos are only sent from the superior downwards; there is no hard and fact rule that suggests this. Memo can be used by either parties, it is just a means of conveying information from one person to the other.   One thing that should be noted in writing, be it letters or memos, is that the words should be friendly.

2.0   Objectives

At the end of this unit, you will be able to:

• identify memos;

- differentiate between memos and letters;
- type different types of memos.

3.0   Main Content

The abbreviation 'memo' is commonly used for the word 'memorandum'. The word 'memoranda' is the plural form of memorandum. Where the abbreviation memo is not used; the full singular form memorandum is used. It is used in sending messages within an organisation either within branches or from head office to branch office.

The layout of the headings varies. There are two major styles of typing – blocked or indented.
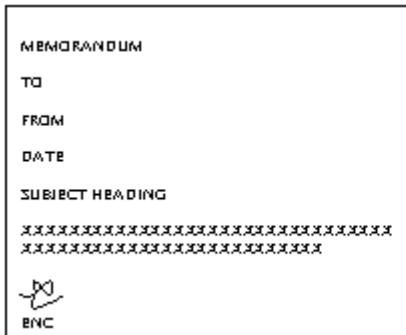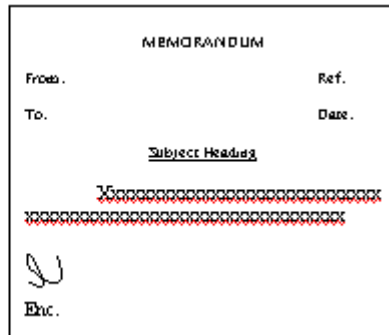
Blocked   **Indented**

Some organizations have the headings printed on desired paper. Where this is available, set the left margin to align with the beginning of the print and fill the necessary information required.   To have proper alignment, make use of the ruler on the screen. You could also take physical measurement of the paper you are going to print on after typing to ensure accurate alignment. Where there is no printed headed paper, use the usual papers for typing letters - A4 portrait or A5 portrait or landscape. Leave one inch at top margin, one inch at left margin, ½ an inch to the right and bottom margins. On the other hand you could make all the margins equal at one inch each.   Be consistent with the space given after each heading. You also need to be consistent with the style of punctuation - either open or closed punctuation. The style is the same with that of letters. See below:
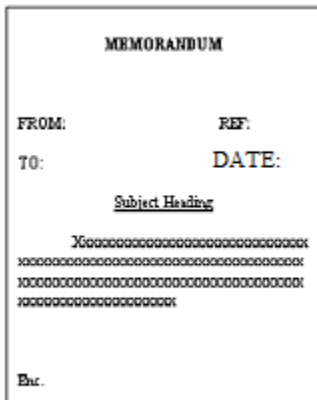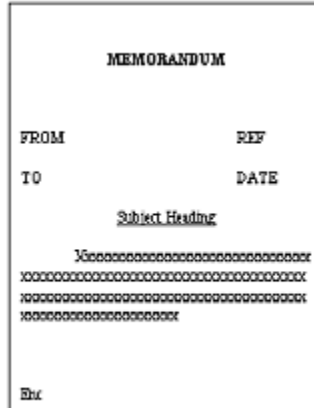
Indented style with closed punctuation   Indented style with open punctuation

It is not compulsory that From, To, Ref and Date be typed in capital letters; they could be typed in initial capitals but not lower case all through.

Sometimes you may have to type a long memo which may run into another sheet. This will be the continuation of the first page. See below on how continuation sheet should be laid out.
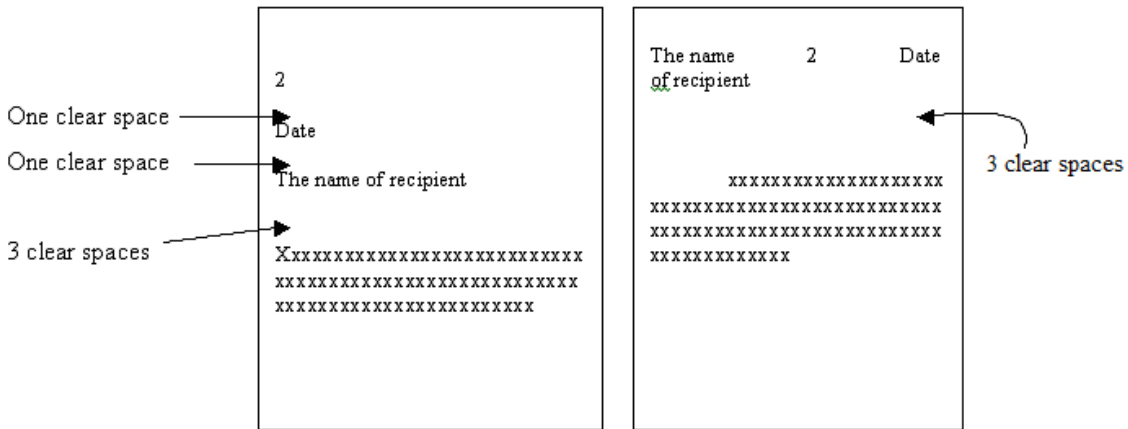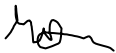
continuation sheet in blocked style   continuation sheet in indented style

Things to Note

Memos do not have salutation and complimentary close. The sender's identity is already disclose at the heading – 'From', but for the purpose of fraudulent act it is advised that you type the name of the person four or five clear spaces after the last line of typing if it is his/her designation that is typed at the 'From' row; leave the space for signature e.g.

From: Dean (School of Education)

This shows that the memo is coming from the Dean in the School of Education but has not shown who the Dean is, therefore the name of the Dean need to be shown at the bottom because anybody could claim the Deanship and come up with a memo that could disorganize the organization. This is why staff only considers a memo to be authentic only and only when the name and signature of the writer appears on it and not just the designation alone. The end of the memo after the four
or five spaces will appear thus:
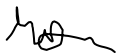
Professor K. O. Akande

This then shows that the writer is Professor K. O. Akande and he is the Dean, School of Education. This will make the recipient value the memo. This may not have been necessary were it not for the fact that some writers could impersonate actual senders.

But where the name has already formed part of the heading, leave four or five spaces and type signature to create space for the writer to sign. It is not compulsory that the word 'signature' must be typed all the time, but the writer need to sign. E.g.
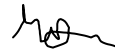
From: Professor K. O. Akande

The close of the memo will now appear thus:

Signature   Or

Catchword

You may equally use catchword if need be, but do not use the next page number as catchword e.g. if the first word in the next page is 'message', you type the word 'message' at the foot of the page at the right corner. This will enable the reader to know what the first word in the next page is as he/she is turning over the paper. See the following example:

```
+-----------------------------------------------+
|                                               |
|              MEMORANDUM                        |
|                                               |
|                                               |
|  TO                          FROM             |
|                                               |
|  SUBJECT                     DATE             |
|                                               |
|        XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX       |
|  XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX     |
|  XXXXXXXXXXXXXXXXXXXXX                         |
|                                               |
|                              /message         |
|                                               |
+-----------------------------------------------+
```

Spacing

Spacing is another vital aspect of typing memos and letters. In typing of letters, use single line spacing and one and a half at the most where a short letter is involved but not more than that. Use single line spacing to type long memos, one and half or double line at the most.

SELF-ASSESSMENT EXERCISE

Type the following

MEMORANDUM

From: Sales Manager   To: All Staff

Subject: Auction Sale   Date: 18th May, 2007

This is to notify all members of staff of management is decision to sell the unused vehicles in the organization to interested members.   Interested members should see the Sales Manager tomorrow – 19th May, 2007 for details.

Mr. Ajagu P. C.

4.0   Conclusion

How did you fair in your practice?   I hope you were able to tackle all the problems.   You would have observed some differences between letters and memos. Memos do not have:

Salutation e.g. Dear Sir
Complimentary Close e.g. Yours faithfully
Addressees address rather the To and From is used

It is also important to note that there is no hard and fast rule that ‗To' must come first before ‗From; any one can be typed first it, all depends on choice.

> NOTE: In typing of letters or memoranda, be consistent with the space you give between headings or paragraphs. It makes your work more appreciable.

5.0   Summary

Memos are mostly used to convey written information within an organisation. The two basic ways of presenting memos are blocked and indented styles.   There is a need for consistency in the punctuation method; it is either closed or open. So also there are different formats of presentation.

6.0 References/Further Readings

Ailen, M. Prince (1987). *Walmsley's Commercial Typewriting*. London: Pitman Publishing Ltd.

Archie, Drummond and Anne, Cole-Mogford (1989). *Applied Typing*. 5th Ed. Maidenhead Berkshire England: McGraw-Hill Book Company (UK) Ltd.

NIIT Global Net (1999). *Computer Concepts*. Ohia: Sona Printers Pvt. Ltd.

NIIT Global Net (1999). *Word*. Okhia: Sona Printers Pvt. Ltd.

Davies, S. & West R. (1982). *Pitman Business English 2: Secretarial*. Great Britain: Pitman Publishing Pty Ltd. Melbourne.

Microsoft Office (2007). Word Processing

Paint – Microsoft Windows (2007)

Windows 7

Unit 3   Mail Merging/e-mail

Contents

1.0   Introduction

Mail merging is a new technology that has been found very useful when sending document of same content with little variations may be names, addressed to a large group of people.   Instead of having to type each document in the number of places, a single instruction could be used to produce the documents at a time.

e-mail is an electronic mail; this is also a new technology that has made the sending of mail very fast without having to pass through the post office. This unit will put you through how to achieve this.

2.0   Objectives

At the end of this unit, you will be able to mail merge simple documents; and send e-mail.

## 3.0   Main Content

3.1   Mail Merging

Mail merging is the process of sending document of same content to different group of persons.   There are tools and procedures to be followed in achieving this. First and foremost, we are going to study the tools before it is applied in the merging process.

Mail Merging Tools

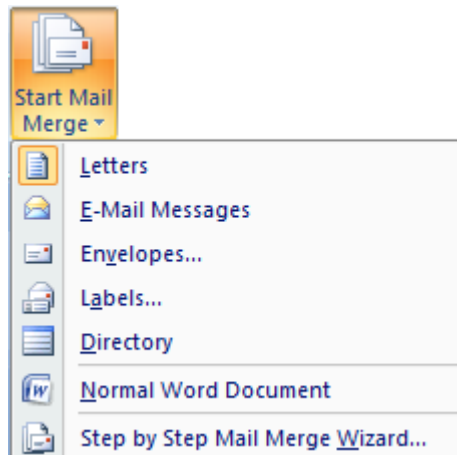Where would you get the tools? Use the following process to get it:

From the Microsoft Word ribbon, click on Mailings:
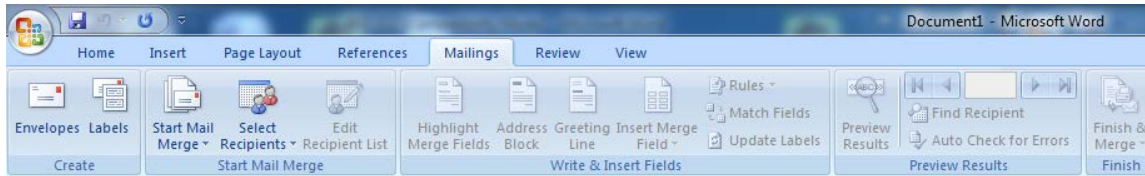
Click on:

to select the document type you wish to work on. You have letters, e-mail messages, envelopes, labels and Directory. You could also select *step by step mail merge wizard* . A click on the step by step mail merge wizard will produce a dialog box with the following appearance:
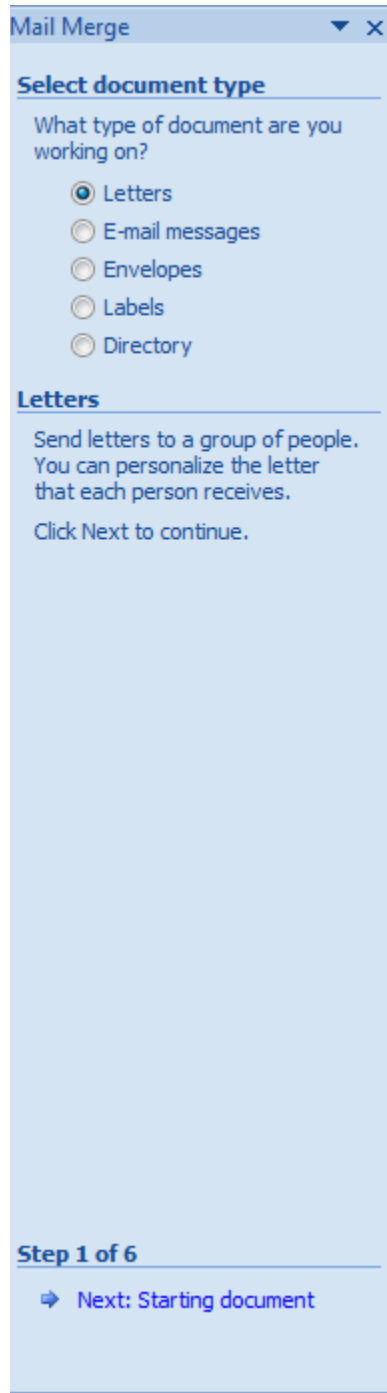
There is a small circle at the beginning of each of these; a click on any of the circles indicates the one selected. In the example above, you will notice that there is a dot in the preceding circle to Letters that indicate that the document you wish to work on is a letter.

Underneath shows further instructions on the highlighted document type; further down shows the steps to take, where you have, click next to continue

Step 1 of 6

⇨ Next: Starting document
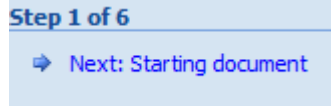
, but before you continue, you need to prepare the list of recipient. There are two ways you could do this – either you type a new list or you

Select Recipients

use existing list. To achieve this, click on: and click on *Type New List* or *Use Existing List.* Follow the instruction. A click on type new list will bring out a table of different field where you need to typ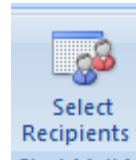e in the data required. While a click on use existing list will open the data source where you need to select already saved file. In this instance, it means you would have typed and saved the list. If Outlook contacts is selected; it will give you an opportunity to make appropriate selection. The last part is 'Type a new list'. When this is clicked; it will give a directory given you an opportunity to type the desired list. Continue in this way until you get to step 6 which is the last step.

To have a good depth of understanding on what we are discussing let's use the following illustration. Suppose you have the following letter to send to a group of applicants:

Dear

We write to congratulate you as one of the successful candidates that have been short listed for the position of …..   . The date of interview is scheduled as follows:

Date:

Venue:

Time:

Please endeavour to keep to time. Yours Sincerely,

Manager

In this letter, it is hoped that you wish to send the letter to each applicant by name e.g. Dear Mrs Okonofua, Dear Mr Danjuma; and within the content there is going to be some variations like the position of …. It means the dotted part should be filled with different positions. Also the Date, Venue and Time of interview may not be the same for every body. But for the fact that it will be a waste of time to be typing the letters one after the other there will be a way to fast tract it. This is where mail merging becomes very useful. To achieve this, follow the following:

Type the fields i.e. the areas where you wish to effect changes e.g. Dear …, position of …. What do you want to use to replace the dotted lines? See the example below on the field created for the above letter.

| Dear	Position	Date	Venue	Time
Mr Udoh	Marketing Manager	12th April, 2007	Conference Room 1, Marketing Department	9.00 a.m.
Mrs Adeboye	Marketing Manager	12th April, 2007	Conference Room 2, Marketing Department	10.00 a.m.
Ms Okoruwa	Marketing Manager	12th April, 2007	Conference Room 3, Marketing Department	11.00 a.m.
Mr Danjuma	Computer Analyst	13th April, 2007	Conference Room 1, Computer Department	9.00 a.m.
Mr Fulani	Computer Analyst	13th April, 2007	Conference Room 2, Computer Department	10.00 a.m.
Mr Adegboyega	Computer Analyst	13th April, 2007	Conference Room 3, Computer Department	11.00 a.m.
Mr Osezele	Protocol Officer	15th April, 2007	Room 6, Protocol Unit	9.00 a.m.

The headings created are to reflect the desired information required at different times. The headings are – Dear, Position, Date, Venue and Time. Save after

typing.

Now follow the steps as indicated in the mail merge wizard. Steps 1 and 2 have been explained above.

Step 3

Click on ‚existing list' and click Browse or Select a different list (Shows lists of recipients). Select the file name for the saved field. From our example above, a click on the saved field would present thus:
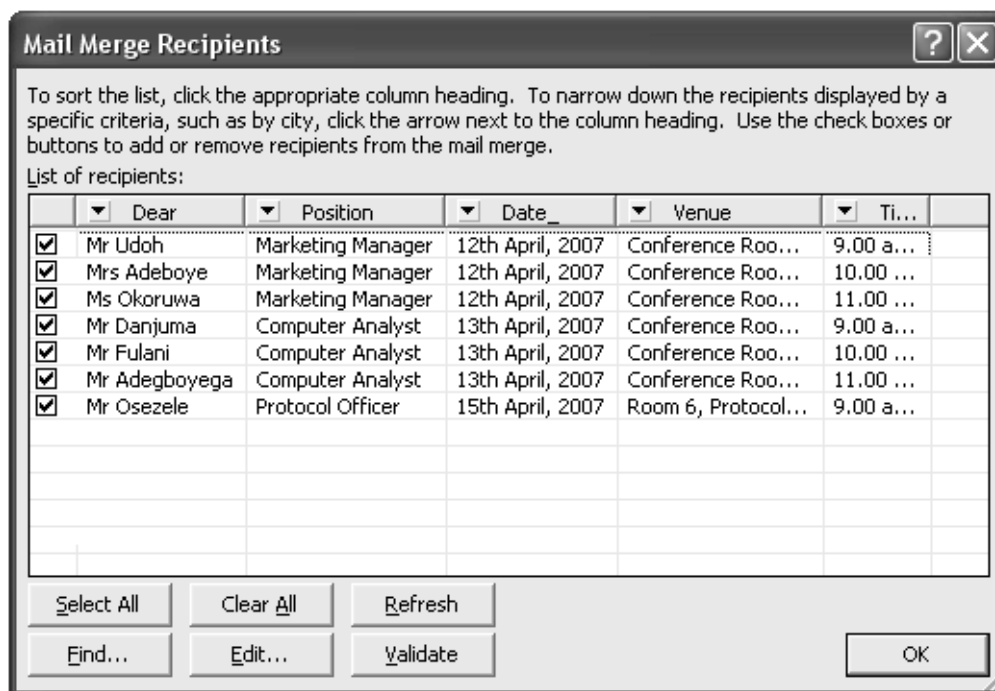
a click on Select All will make the ticks in the box at the left hand side to appear, while a click on Clear All will clear all the ticks. The ticks show that they are activated for use. Click OK if you are satisfied with the produced list and if not click on Edit and make the necessary corrections before clicking on ok.

Step 4

Step 4 will show thus:
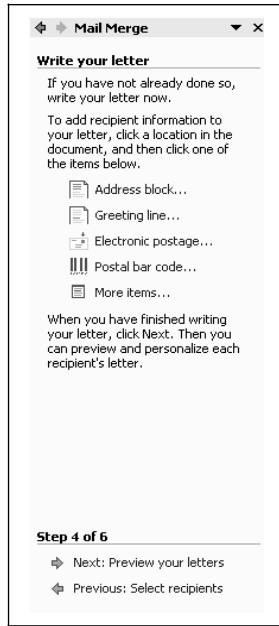
This requests you to type the document, remember you have selected the

type of document you wish to type e.g. letters.   So type your letter. After which take the cursor to each point you want variety and click on more items and select as desired.

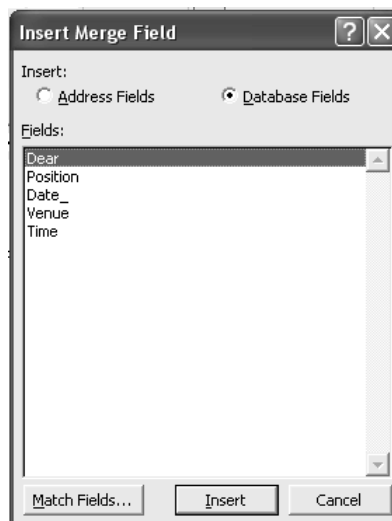A click on ‗more items' will show the headings created for the fields, see the example below:

After insertion, it will appear thus:

Dear «Dear»

We write to congratulate you as one of the successful candidates that have been short listed for the position of «Position» . The date of interview is schedule as follows:

Date: «Date_»

Venue: «Venue»

Time: «Time»

Please endeavour to keep to time.

Yours Sincerely,

Manager

Where you have the inverted commas indicate the positions where the information under those headings would be inserted.

Step 5

A click on step 5 will automatically insert the information in the desired places as shown below.
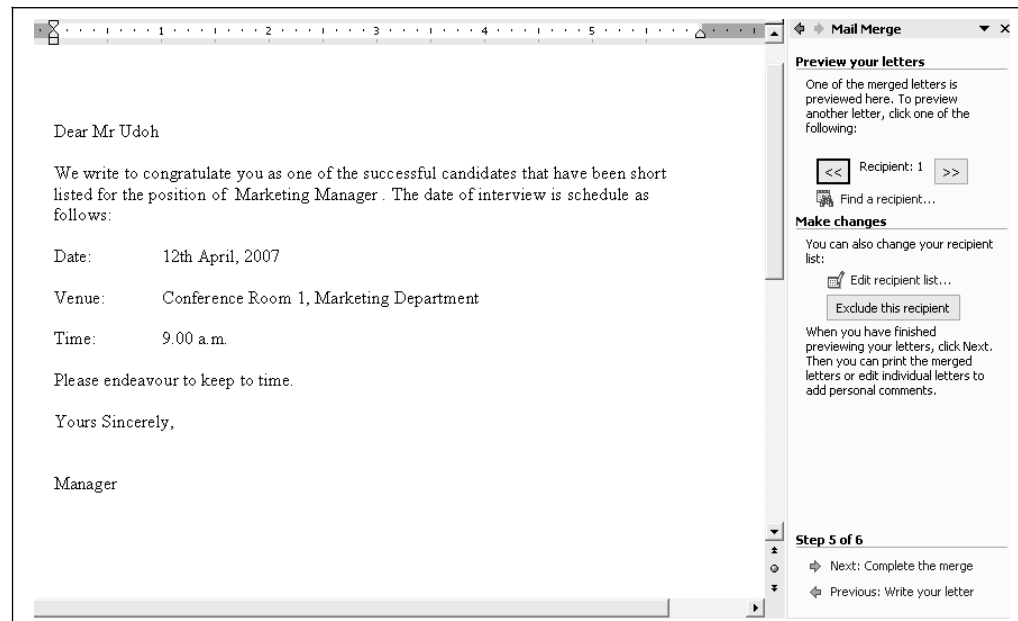
The letter in the above box is the letter going to the first recipient, Mr Udoh. To get the letters going to the other recipients, click on the right directional arrow after recipient 1 as shown in the above box. See the extract
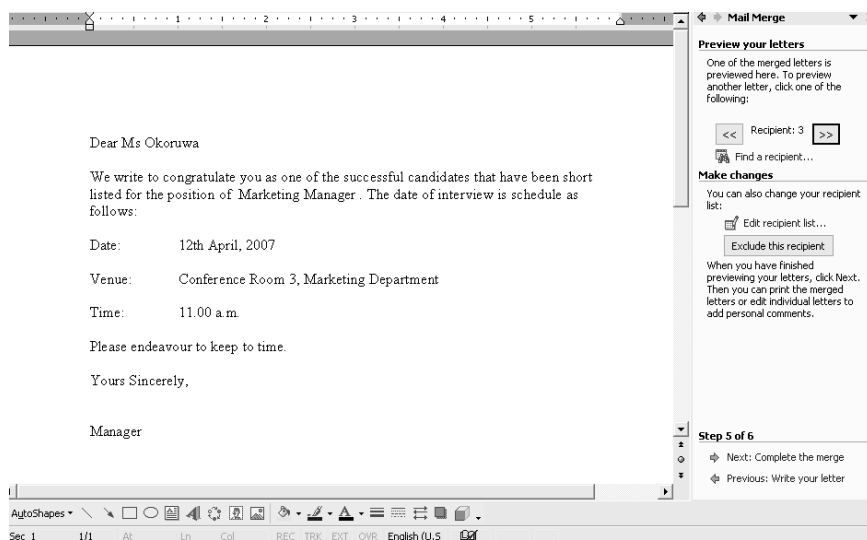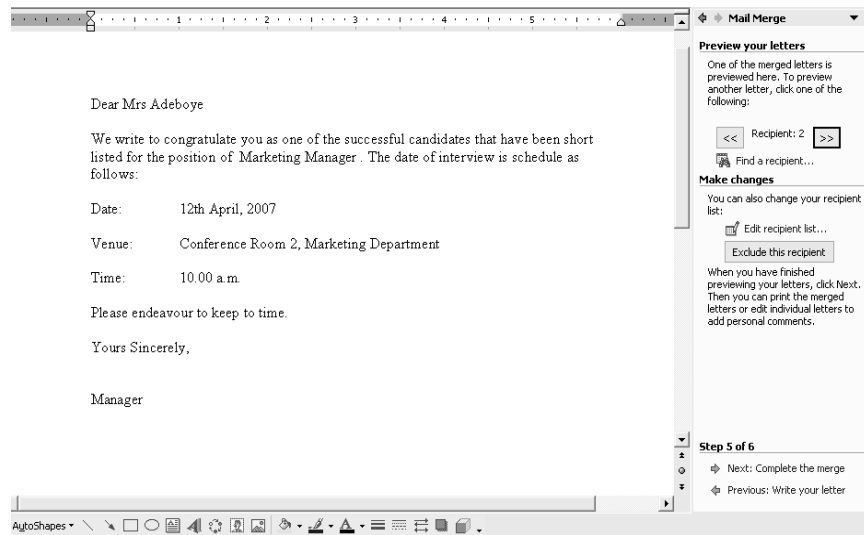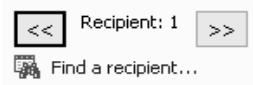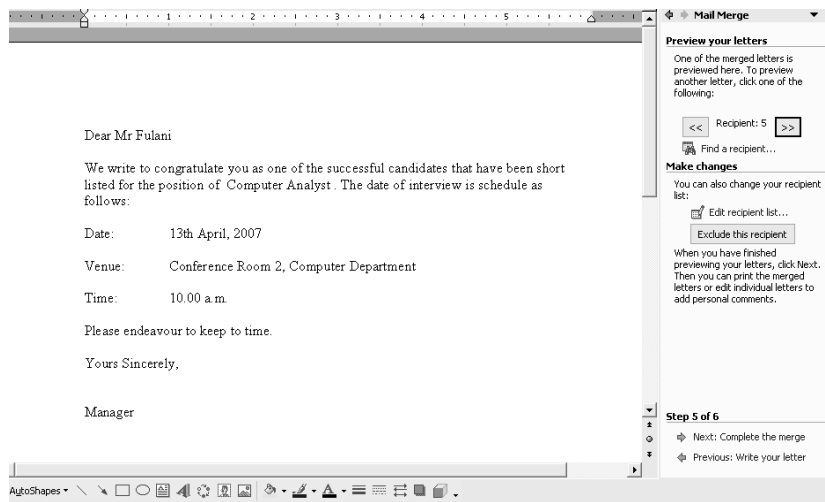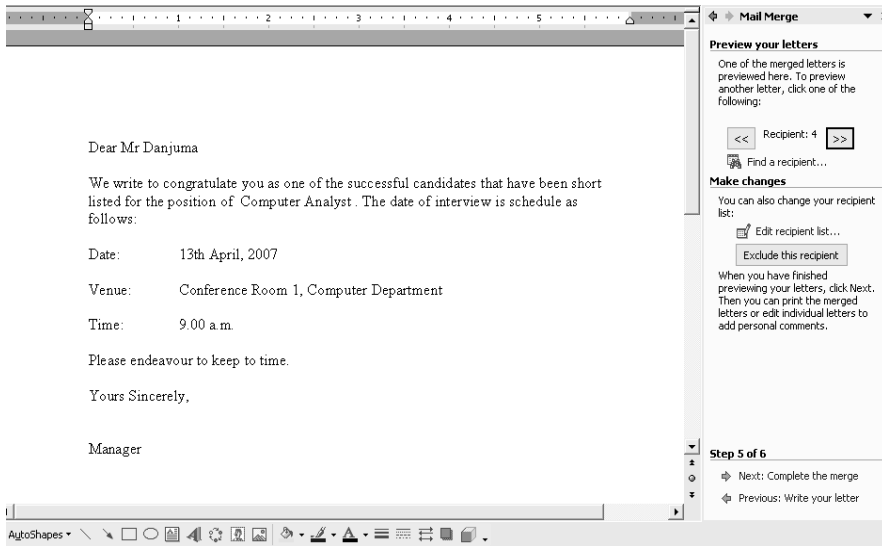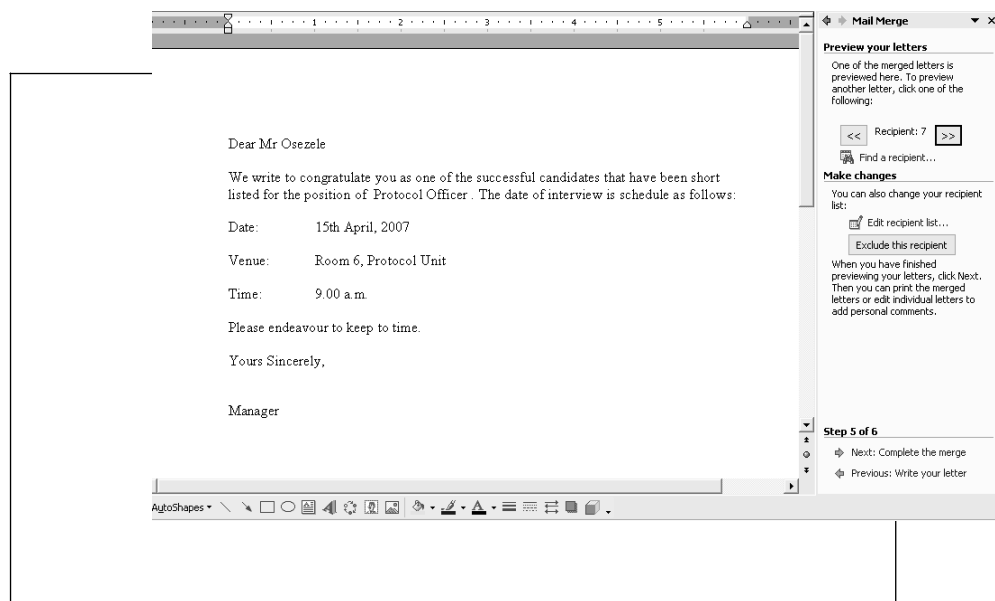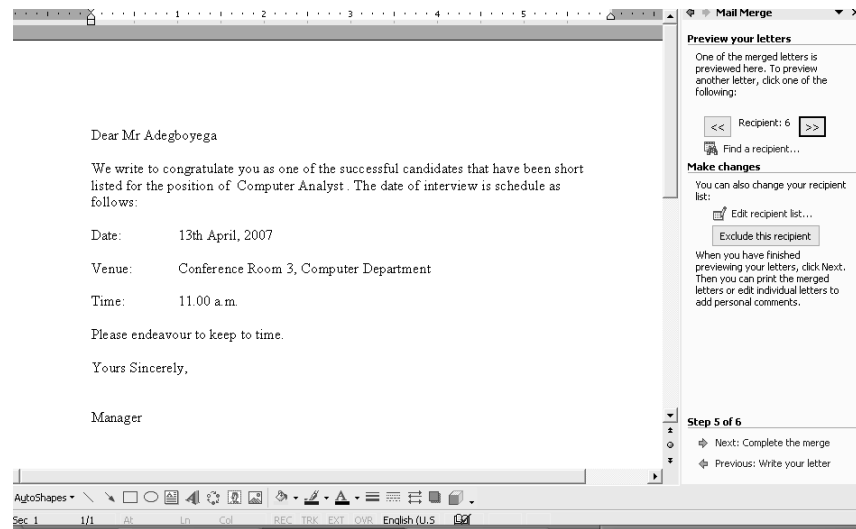
Go through the list of recipients' information and the letters presented above for each recipient, you will discover that information has been slotted in the appropriate places.

In step 5, you can edit the list of recipients or delete the unwanted. You can also find recipient. All these information are provided on the right hand side on the screen while working except if you close with the close button.

Step 6
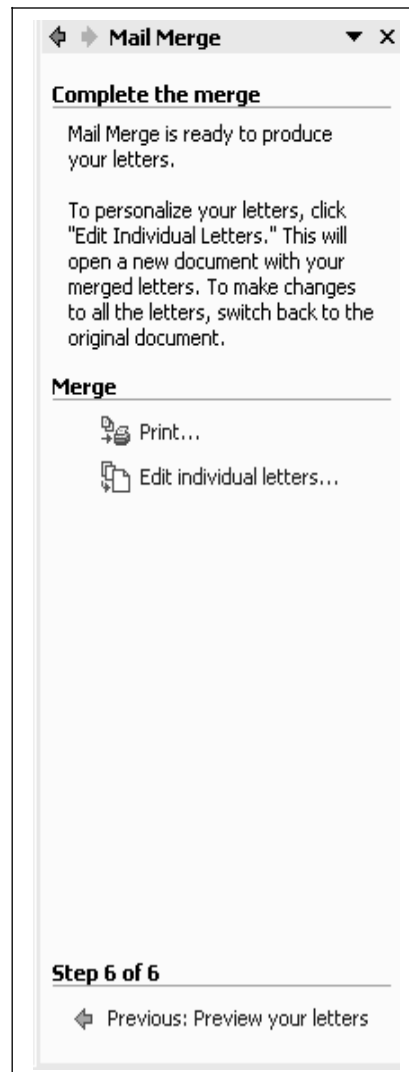
Click on ‗Edit individual letters…‘ if you want all the letters to run on without haven to click one by one, and click on ‗Print‘ if you want all the letters printed.

There are short cuts tools in the menu bar once you lunch on mail merge wizard. See below:

3.2   E-mail

Electronic mail (e-mail)

This section would only give a briefing on how an electronic mail, which is usually referred to as e-mail is used. An e-mail cannot be used without the availability of the internet.   First the internet has to be lunched, select the e-mail tool. Open your account if you do not have one. It is not compulsory that you do it alone; you may be assisted. But if you already have an e-mail box, open your box and follow the instructions either to check your mail or compose your mail. There are pertinent things that need to be noted, such as:

The format of typing.   It is necessary to present our e-mail in the appropriate format. It should be noted that these mail are sometimes printed out, and even when they are not printed the format in which a document is presented does enhance the understanding of such document.

The attached document must at all times be presented in the final format the document should appear.

Where a continuity of a communication is required for reference purpose, do not delete the information received when making a reply. Let the communication run on.

Always remember to log off from your mail box when you are through with checking your mail.

Do some practice as you connect to the internet.

Self Assessment Exercise

Please send admission letters to the following people, using the format below:

S/N	Name/Address	Department	Course
1.	Iyabode Adeboye No 13 Ikorodu Rd Ojota	Vocational & Technical Edu.	B.Sc.Ed. Bus. Edu.
2.	Iyakubu Ajorin No 7 Aigbokhan St. Opoji Rd. Ekpoma.	Social Science	B.Sc. Econs

S/N	Name/Address	Department	Course
3.	David Mathew No 67 Ijaye-Ogba	Sciences	B.Sc. Compt. Sc.
4.	Maria Okokobiko P.O.Box 1456 Kaduna	Arts	B.A. English Lang.
5	Ilobekeme Omoyebaria P.M.B. 267 Abuja	Sciences	B.Sc. Mathematics
6	Edith Igue P.O.Box 568 Ikeja	Vocational & Technical Edu	B.Sc.Ed. Buiding Tec
7	Iyobosa Osanyende P.O.Box 55 Ilorin	Sciences	B.Sc. Zoology
8	Utiemute Kebena P. O. Box 77 Damaturu	Arts	B.A. History
9	Kelvin Okoro P.O. Box 675 Aba	Social Sciences	B.Sc. Marketing
10	Durojaye Amure P.O. Box 33 Mushin – Lagos	Vocational & Technical Edu.	B.Sc.Ed. Home Econs

Address

Dear ….

We write to congratulate you on your success at the interview you attended in our institution on Monday 14th May, 2007. As a follow up of the interview you have been offered admission in the department of…… to study ……

Should you find the offer acceptable, kindly forward a letter of acceptance addressed to the Registrar two weeks from the date of receipt.

Yours faithfully,

Akudo, P.S. (Mrs)
Registrar

4.0   Conclusion

Before you mail merge, get what you want to write and the different information that is going to the different recipients, and remember to follow the mail merge wizard steps.

In working on an e-mail, always present in the appropriate format so as to be appealing to the reader.

5.0   Summary

Mail merge is the process of sending document of same content to different group of persons. To achieve a successful mail merge, first type the field in a tabular form and save in a desired destination; then click on the mail merge wizard and follow the steps therein. There are six steps in the mail merge wizard; each step is followed with instruction, which need to be followed in order to achieve the desired goal.

Electronic mail (e-mail), which has been used to solve the problems encountered with the use of NIPOST.

6.0   References/Further Readings

Ailen, M. Prince (1987). *Walmsley's Commercial Typewriting*. London: Pitman Publishing Ltd.

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Unit 4   Tabulations

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1.0   Introduction

So far we have been talking on how straight texts are typed. There are times we put our texts or figures in columns and rows; it is this form of arrangement that is classified as tabulation. Texts and figures are typed in tabular form for easy understanding; it is a way of summarizing information. This unit will introduce you to different types of tabulations that are commonly used in business.

2.0   Objectives

At the end of this unit, you will be able to:

- identify the different forms of tabulation;
- type simple tabular texts; and
- type simple texts and figures in a tabular form.

3.0   Main Content

Types of Tabular Work

The following are the different ways texts and figures could be presented in a tabular form:

- Column of words
- Column of words with horizontal headings (blocked and centred)
- Tabulation with ruling
- Tabulation with vertical and oblique headings
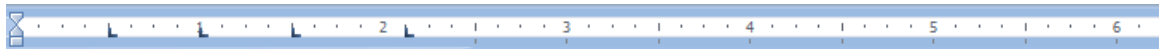- Tabulation with multiple line heading

- Tabulation with sub-divided headings

Column of Words

Set the tab. You can set the tab by clicking on the ruler directly to mark the various points each column will start:

In the following ruler, you would observe an ‗L' shape mark on the ruler that is an indication of where each tab would begin.

But before this is done, determine the number of spaces to leave in- between columns. Use the longest line in each column to determine the number of character spaces required. Let assume we have the following to type:

Ade	Omosun	Omowumi
Akhbue	Samson	Akpan
Omoyebagbe	Dada	Iyabo

To determine the space to leave between the first, second and third column, I have to locate the longest word in the first column, this is Omoyebagbe', Omosun and Samson' in the second column and Omowumi' in the third column. Then choose the space to leave between these columns say 5. Take the cursor to the ruler and click the points you want the tab stops. Type the words and use tab key to move from the end of one word to the beginning of the other.

Self Assessment Exercise

Type the example above. Follow the illustration given. Compare your output with the example.

Column of Words with Horizontal headings (blocked and centered or Indented Style)

```
NAME            STATE           ⎞
Omoyebagbe      Edo             ⎟
Akpan           Cross River     ⎬   Blocked Style
Omowumi         Ondo            ⎟
Adeboye         Ondo            ⎠


   Name            State        ⎞
Omoyebagbe      Edo             ⎟
Akpan           Cross River     ⎬   Indented Style
Omowumi         Ondo            ⎟
Adeboye         Ondo            ⎠
```

In the blocked style, the heading starts at the same point with the text while in the indented style, the heading is centered on the longest word. The blocked style is most preferred.

Note: At the end of typing, centralize your typed document vertically and horizontally on paper. To achieve this click on 'page set up', from the dialog box click on vertical or horizontal. In some computers from the dialog box, click on 'layout' and select as desired. Where it is not available, adjust manually, by using the enter key and the space bar to move text and objects.

Type the example given in blocked and indented styles with column of words and horizontal headings.

Tabulation with ruling

Use the table on the menu bar. Tables are collections of information organized in rows and columns. Tables might contain numbers, text, or combinations of both. **Each row and column intersection is called a cell**. A cell is the value at a table's row and column intersection.

1.   Select Table, Inset, and Table. Word displays Table dialog box.

2.   Specify the number of columns and rows your table will need, you can change these values later if your table needs change.

3.   Enter a column width, or leave the column width field set to Auto if you want Word to guess the table's width. You can change a table's column width at any time (even after you enter date).

4.   When creating your first table, press Enter, once you get used to creating tables, you can click the AutoFormat button to select from a list of pre-defined table formats.

5.   Click OK (or press Enter) to close the dialog box. Word creates your table and outlines the table's cells in a grid format.

        Follow the following stages:

Stage one - click Insert from the window ribbon

Stage two – click table

Stage three – select the number of rows and columns as desired before you click ok.

Use your mouse to adjust the size of a row or column's width by clicking and dragging one of the table's four edges in or out. You can also expand or shrink individual columns and rows by dragging their edges.
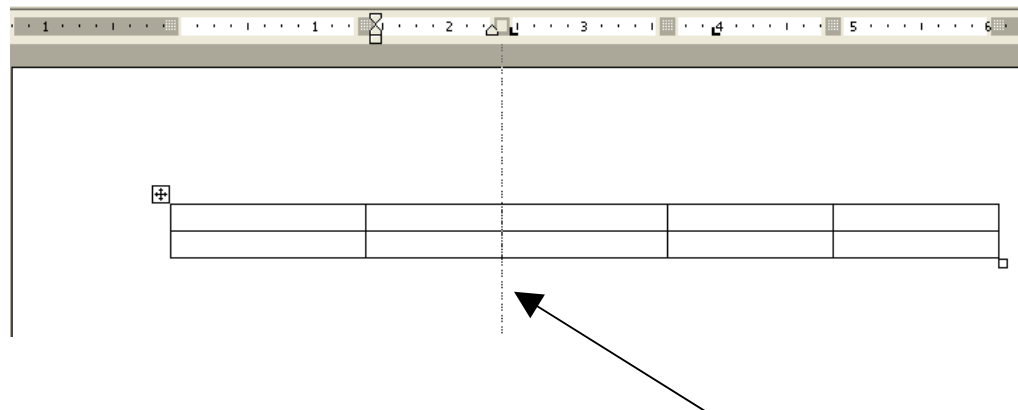
When you click on the line you wish to adjust, you will find this line before you drag.

Press this	to move the table's cursor here
Tab	The next cell
Shift + tab	The previous cell
Alt + Page up	The column's top cell
Alt + page down	The column's bottom cell
Alt + Home	The current row's first cell
Alt + End	The current row's last cell

Tabulation with vertical and oblique headings

1.   Create the table

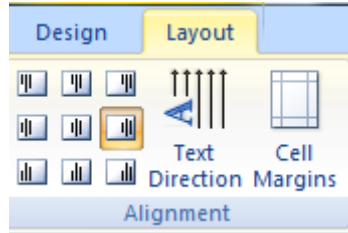|	

2.   Type the heading

NAME	COUNTRY

3.   Highlight the heading

NAME   COUNTRY

4.   On the Insert tab, click on layout, then click on text direction or select from the direction layout:

These are examples of headings in the vertical form.

To center within the box, highlight the text and click on the short cut icon for 'center' in the menu ribbon.

It is difficult to type diagonal heading with word. This is more achieved with Excel package.

Can I have an example of a diagonal heading? Yes. Here is an example:

Tabulation with multiple line heading

Sometimes headings run into two or more lines. Such headings should

NIGERIAN UNIVERSITY
DEPARTMENTS

Blocked style

NIGERIAN UNIVERSITY
DEPARTMENTS

Indented style

Tabulation with sub divided headings

1.   Click insert

2.   Place the cursor on the cell to be divided and click Layout

4.   Click split cells

3.   From the dialog box, select the number of rows and columns and click ok

E.g.

Cells can equally be merged. Highlight the cells to be merged, click on
Layout, click merge cells.

Self Assessment Exercise

INTERNATIONAL AIR TRANSPORTATION STATISTICS

Category	1993	1994	1995
Passengers Carried (_000) ……	127.0	106.3	35.0
Passengers/km (million) ……	405.0	447.0	140.0
Cargo Tonnes/km (_000) ……	7,894.0	5,477.2	5,628.0
Freight Tonnes ……………….	1,262.0	790.7	834.0

4.0   Conclusion

Remember the rules guiding the typing of tabular work; there are different ways of presenting headings – horizontal, vertical and diagonal. Also text or figures could be typed in tabular form, by using the ruler to set the tabs and the tab key to move the cursor to the typing lines.

5.0   Summary

Texts and figures that may look clumsy in normal typing may be presented in a tabular form for clarity purposes. Therefore, tabular work could be presented in any of the following ways:

- Column of words
- Column of words with horizontal headings (blocked and centred)
- Tabulation with ruling
- Tabulation with vertical and oblique headings
- Tabulation with multiple line heading Tabulation with sub-divided headings

6.0   References/Further Readings

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