Contents

Control measures

In determining the control measures to implement, the person conducting the business or undertaking must have regard to all relevant matters that may contribute to a musculoskeletal disorder, including:

- postures, movements, forces and vibration relating to the hazardous manual task
- the duration and frequency of the hazardous manual task
- workplace environmental conditions that may affect the hazardous manual task or the worker performing it
- the design of the work area
- the layout of the workplace
- the systems of work used
- the nature, size, weight or number of persons, animals or things involved in carrying out the hazardous manual task.

Code of practice: hazardous manual tasks

The WHS regulations determine that it is a legal requirement for the person conducting a business or undertaking (PCBU) and workers to address hazardous manual tasks in the workplace. A PCBU has a broad definition that includes both employers and supervisors.

The code of practice for hazardous manual tasks was developed to provide guidance on how to manage risks associated with those manual tasks with the potential to cause musculoskeletal disorders (MSDs).

A PCBU must consult with workers, so far as it is reasonably practical, to develop their own set of procedures to manage the risk of MSDs.

The hazardous manual tasks code of practice helps PCBUs and workers to:

- identify hazardous manual tasks
- assess the risks
- control the risks
- review the control measures.

Musculoskeletal disorders

MSDs come about in two main ways:

- Gradual wear and tear to joints, ligaments, muscles and inter-vertebral discs through repeated or continuous use of the same body parts, including static body positions
- Sudden damage caused by strenuous activity or unexpected movements, such as when loads being handled move or change position suddenly

Screen

Once you have adjusted your chair and desk, you can position your screen. Adjust it so that the top of the screen is level with or slightly lower than your eyes. If you can't adjust the screen to the correct height, place the screen on a platform.

The screen should be at least 50 centimetres or an arm's length away from your seated position to minimise radiation exposure; however, you should always adjust the position of the screen to suit you. It is best to position the screen so that you can clearly read the text without leaning forward, twisting your neck, or looking too far upwards. Also take surrounding factors into consideration, such as reflection, glare and shadow, when positioning your screen.

Workstation features

The features of an ergonomic workstation are highlighted in the diagram below. Some features of the workstation may vary depending on the type of computer work being performed. Graphic work may require the use of a pen tool, and multiple monitors are commonly used for a variety of digital work.

Top of screen	The screen angle should be adjustable between 85 and 125 degrees to the horizontal.
Centre of screen	Minimise screen reflection and glare by using an anti-glare filter.
Bottom of screen	Place a document holder beneath or beside the screen at the same viewing distance as the screen.
Top line of sight	The viewing distance should be between 400 mm and 700 mm.
Bottom line of sight	A relaxed viewing angle is approximately 35 degrees.

continued ...

Standing desk ergonomics

Using a standing desk for hours on end requires you to adapt. It is recommended that you start using a standing desk gradually by alternating between sitting and standing. You may experience sore feet, tired legs and fatigue at first. Wear comfortable shoes and use an anti-fatigue floor mat.

An ergonomically designed standing work desk means you can maintain correct posture while working.

Position arms at 90 degrees when typing/standing.

Place the computer screen at eye-level and tilting it slightly upwards.

Place the computer monitor at least an arm's length away.

Avoid leaning over the desk; keep your body straight.

Monitor environmental factors

Environmental issues in the workplace include lighting, noise control and air quality. If the environment of your workplace is not monitored and controlled, you may suffer from headaches, fatigue, hearing loss or eyestrain.

Light

Good lighting is essential for a safe and hazard-free workplace. You need to see things clearly to work effectively. Simply shifting the screen slightly, adjusting blinds, altering the brightness settings on the screen and using desk lamps can avoid many light hazards. Try to use natural sunlight if the office layout can accommodate this. If not, keep bulbs and fixtures clean, focus light on your task and use fluorescent lights if possible.

Improper lighting can cause eyestrain and headaches.

Hazards associated with lighting include:

- glare – a computer screen positioned in front of a bright window can be difficult to see
- flickering lights – a fluorescent light may malfunction, causing annoyance, irritation and nausea
- inadequate or dim light – reading in dim light causes eyestrain
- reflections – sunlight reflecting on a screen can make it difficult to read
- shadows – shadows shifting across your work area can cause you to sit with bad posture in order to read your work.

Work without stress

Here are some tips for working without stress.

Tips to help minimise stress
• Adjust your chair and desk to suit your body. • Position your screen to suit your posture. • Adjust other equipment for safe and comfortable use. • Reduce excess noise. • Ensure you have adequate light. • Arrange your desktop so you can access things easily. • Take regular breaks from your work. • Frequently rest your eyes. • Do stretching exercises. • Vary your tasks.

Practise conservation techniques

Conserving resources at work benefits not only the organisation by reducing costs, but also the planet by reducing greenhouse gases and the amount of waste sent to landfill. Most organisations have policies and procedures for conserving resources. You can find out what these are by reading your workplace manual or asking your manager or colleagues.

Ways to conserve resources at work include:

- minimising paper wastage
- reducing energy use.

Minimise paper wastage

Wasting paper costs organisations and the planet a great deal. Consequently, many organisations have developed policies for paper usage. These include:

- using both sides of the paper when photocopying
- recycling non-confidential waste paper in recycling bins
- storing email messages in an electronic folder instead of printing
- reducing the volume of printing where possible
- reusing paper by using blank sides for rough drafts and reusing folders and files
- using recycled paper or paper from plantation timber for printed documents
- using a recycling service to collect waste paper.

Organisational requirements for document type and style

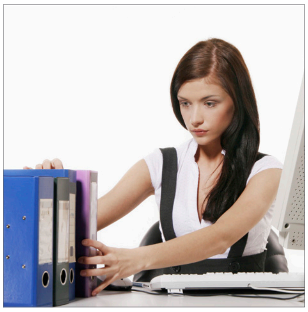
Most organisations have requirements for the style in which documents should be presented.

You need to be familiar with the styles used by your organisation for each document type. Some organisations have developed templates to be used for word processing documents. A template is an established style and layout model for a document.

Word processed documents used by organisations can include:

- memos
- faxes
- agendas
- minutes
- reports
- briefing papers
- flyers
- letters
- standard form letters
- mail merge
- labels
- envelopes.

Document templates



Templates can be formatted to any style your organisation prefers. Templates ensure that particular kinds of word processed documents are always produced in the same style. If you have to create a template for your organisation, make sure you ask your manager for advice about organisational style requirements. If your organisation has existing templates, make sure you know where they are stored.

Minutes

Minutes are a written record of what occurred in a meeting. A list of participants is recorded as well as the details of all issues discussed. Minutes are written at the time of the meeting and are often placed on a server (a computer network) where all employees can access them. It may be your responsibility to write meeting minutes, so make sure you know where to find previous minutes. By looking at previous minutes, you will find out how your organisation prefers to have them presented. Look at the following example of meeting minutes.

Example: minutes

Minutes of the monthly meeting of the Equipment Committee of Engineering Forces on Wednesday 20 April at 2.00 pm at 237 Fraser Street, Belton

Present

G. Jones (Chair), L. Meadows, D. Juntovski, J. Crance, A. Andrews, S. Tran, H. Roberts

Apologies

J. Rostova

Minutes of the previous meeting

The minutes of the previous meeting were confirmed and adopted as an accurate record.

Correspondence

A letter was received from Century Computers ordering two computers and a modem.

A letter was sent to the Royale Receptions Centre requesting information on facilities.

Reports

G. Jones reported that the consultant from Eagle Consultancy had completed a report on the computer needs of the company. The findings will be summarised and distributed to all staff members.

Action: H. Roberts to prepare a summary and distribute to staff within a week.

J. Crance presented the financial report on spending for March. Major items were the coffee maker and filing cabinet. The report was accepted.

A report from the Occupational Health and Safety Officer was tabled and discussion deferred to the next meeting.

Other business

D. Juntovski reported that the printer had consistently broken down during the previous three weeks and requested that the cost of getting a new printer be investigated. The meeting discussed the possibility of obtaining a second-hand printer.

Action: A. Andrews will obtain costs for a new printer and a second-hand printer from a range of suppliers and report at the next meeting.

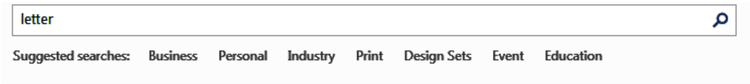
Next meeting

The next meeting was set for Friday 29 April at 2.00 pm.

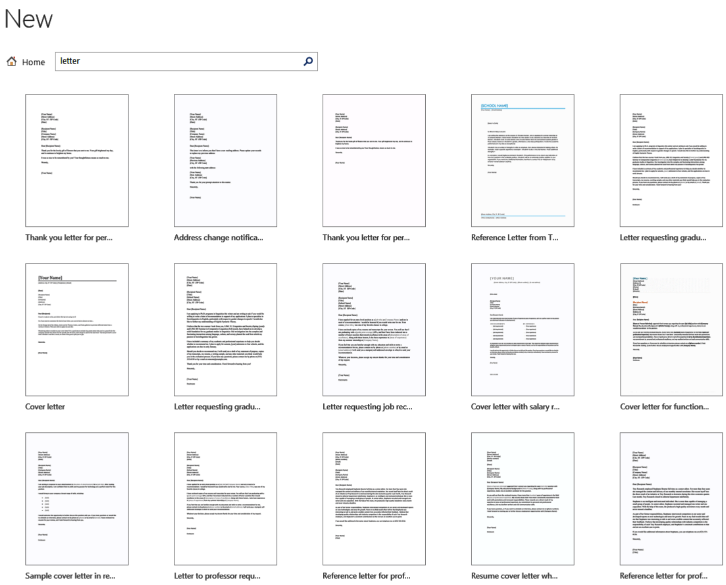
Create a letter

In the following exercise, you are required to create a letter using a Word Letter template.

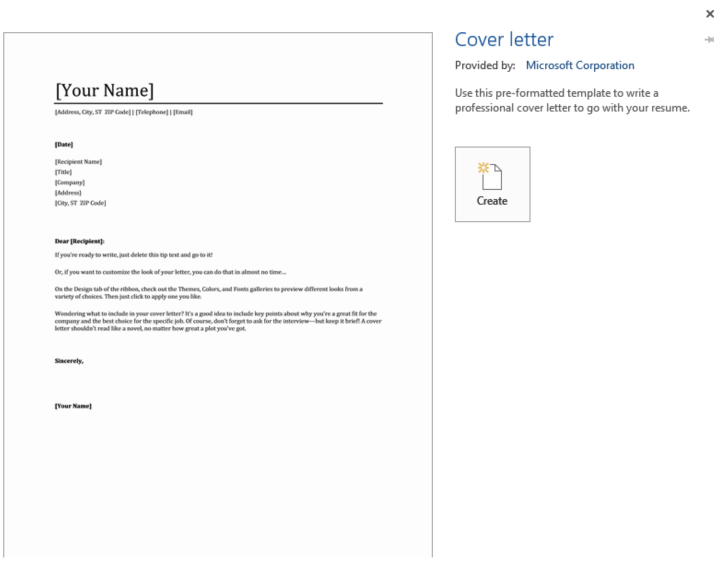
1. Open Word.
2. In **Search**, type 'Letter' and press enter.



3. Choose an appropriate **Letter template** from the online template list.



4. Select **Create**.



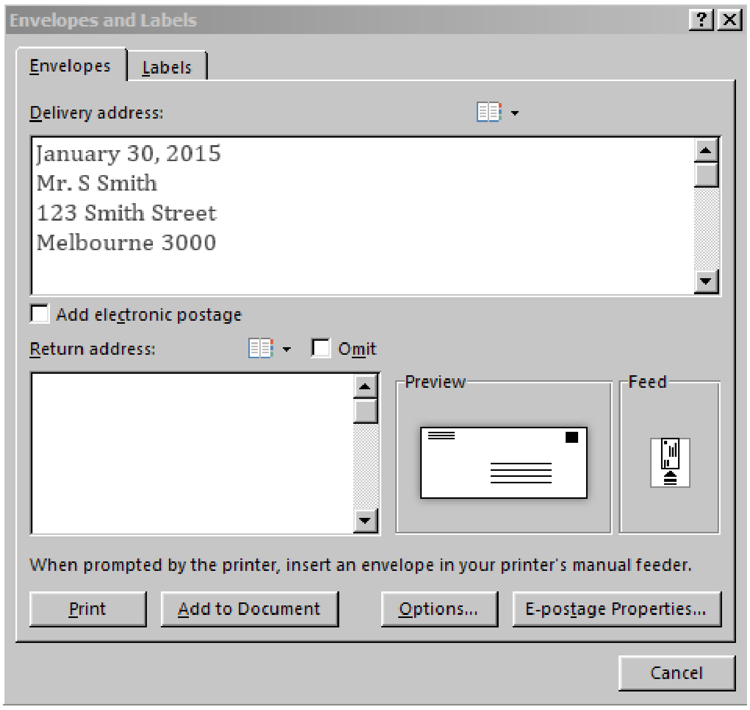
5. Spend 30 minutes composing a letter on a subject of your choice. Save your letter as MyLetter.

Word process an address on an envelope

In the following exercise, you will word process an address for an envelope.

To add an address to an envelope, you are required to use an existing letter.

1. Open your MyLetter document.
2. From the **Mailings** tab, it is possible to choose either the **Envelopes** or **Labels** button. For this activity, select **Envelopes**. The recipient's address that you typed into your letter should appear in the **Delivery address** box. Look at the following example of the dialogue box to help you.



3. Under **Return address**, enter a return address (your organisation or home).
4. If you want to change the size of the envelope, click **Options**. Click **Envelope Options** and enter the correct envelope size. Click **OK**.
5. To print your envelope, place an envelope in the printer and click **Print**. Make sure the envelope is inserted the right way. Close your MyLetter document.

Practice task 3

Read the case study, then complete the questions that follow.

Case study

Isabella completed her studies in human resource management and gained a position as a human resources officer with a large multinational company. After working in the position for approximately six months, Isabella had impressed her supervisor and manager with her dedication and enthusiasm. As a reward, they asked her to manage a project of creating a new induction resource pack for new managers at the organisation.

In her project brief, she was asked to include information on the role of human resources and the importance of line managers interacting with human resources for advice and guidance on workplace issues. At first Isabella wasn't sure how to tackle this assignment; however, she investigated trade journals and various textbooks, along with the HR policy manual. Isabella located three relevant trade journal articles and some information on decision-making models from textbooks, which she believed would complement the information she had sourced from the HR policy manual. Isabella set about word processing the articles and models to make them look more appealing.

Once complete, she signed off each document with 'by Isabella Gonivici'. Isabella did not reference the articles or textbooks and did not state who had researched the models. In a brainwave, Isabella decided to send regular customers details of new managers' after hours home phone numbers just in case they couldn't reach them during the day. She thought this would complement the organisation's policy of total customer service. Isabella was pleased with her work and was looking forward to the accolades that would follow from her supervisor and manager.

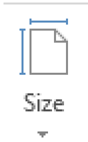
1. Were there any possible copyright infringements in Isabella's completion of the task?

2. Were there any content restriction issues?

3. What should Isabella have done differently?

Select paper size, source and orientation

1. In your MyLetter document, select the **Page Layout** tab and select the **Size** button. Make the appropriate choice for paper size.



2. From the **Page Layout** tab, select the **Orientation** button. Select **Portrait** from **Orientation**. This means that the height of the document is greater than the width, like a portrait painting. **Landscape** means the width of the document is greater than the height, like a landscape painting.

3. Save and close your MyLetter document.

Experiment with these options and view your document by going to **File**, then **Print** to see the results of your choices. If you are unhappy with your choice, you can undo it by using the **Undo** button.

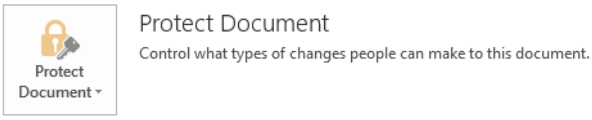
Paragraph formatting

Most word processed documents are written in paragraphs and you need to know how to format paragraphs in accordance with your organisation's style requirements. Paragraph formatting includes indents, spacing, and line and page breaks.

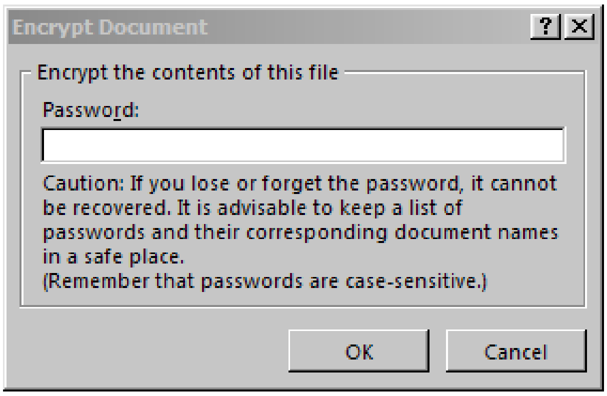
Set indents and spacing

1. Open your MyLetter document.
2. Look at the paragraph formatting tools on the **Home** tab and **Page Layout** tab, including **Bullets**, **Indentation**, **Sort**, **Show/hide paragraph marks**, **Alignment**, **Line spacing**, **Shading** and **Borders**.
3. The indent of a paragraph is how far it is positioned from the margin. From the **Home** tab, use the **Increase Indent** button or Decrease **Indent button** to move the paragraph forward or backward.

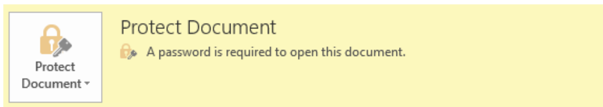
4. **Alignment** controls how your paragraph text will appear. You can choose to align your text left, centred, right or justified. Select an alignment for your text.



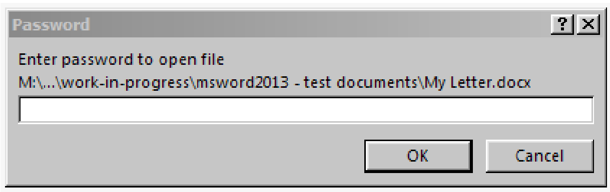
3. In the **Password** box, type a password and click **OK**.



Protect Document will now be highlighted in a yellow block.



4. In the **Confirm password**, re-enter the password and click **OK**.
5. Save and close your MyLetter document.
6. Reopen your document using your new password. Close your document.



Columns

Creating columns for some documents can be useful for presentation. Columns are commonly used for newsletters, reference manuals and other documents where you want to alter the way the information is presented. Using columns allows you to flow the information on a page into a series of columns, similar to that of a newspaper.

Corporate letterhead/logo

For many documents, such as outgoing official correspondence, it is necessary to use letterhead. Some organisations use pre-printed letterhead, and you will need to ensure that the appropriate spacing and margins are used to allow for printing on the letterhead. If letterhead is commonly used, you may also find that your office uses a set printer tray for letterhead.

Page numbering

Page numbering is commonly used in longer documents, such as reports. It may also be used in outgoing correspondence, such as letters. Page numbers are placed in the margin of the document by using the **Page Number** button via the **Insert** tab.

Page Number

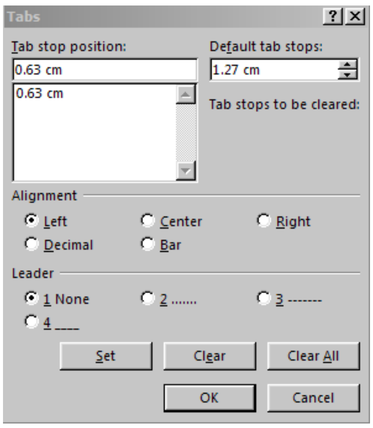
There are a number of options for where the page number can be positioned, such as left aligned or right aligned. It is possible to manually manipulate it further via the header and footer; for example, to add the word 'Page' before the number.

Tabs

Tabs are commonly used to position text horizontally on a page. Using the tab stop on the keyboard allows you to tab the text approximately 1.25 cm at each stop – this is the default option. Alternatively, it is possible to use the ruler to place the tab stop at the required position. Tabs can be aligned right, left, centred or at the decimal.

In the following exercise, you will practise using tab stops.

1. In your MyFax document, if you do not have the ruler in view, select the **View** tab and check the **Ruler.** Ruler
2. Click in a paragraph in your document.
3. Select the alignment of the tab stop using the type of tab stop on the left of the ruler . Each time you click a different alignment option is selected.
4. If there are no tab stops, click into the ruler where you want the tab stop to be positioned.
5. To remove a tab stop, simply drag it off the ruler.
6. To modify a tab stop, such as to add a leader (a dotted or dashed line), simply double-click on the tab stop on the ruler. Make alterations using the following dialogue box.



Click **OK**, then save and close your document.

Web Layout

Enables you to view the document as you would view a web page. Page breaks, page margins and headers and footers are not displayed. Some people have a personal preference for working in this view as it has a focus on the document content.

Outline

Allows you to view the document in outline form. This is useful for longer documents or reports where styles are used much the same as chapter headings. The Outline view allows you to manipulate blocks of text. In this view, you are automatically prompted to use a new set of tools under the **Outlining** tab.

Draft

Enables you to work within the document to make necessary adjustments to text and content. Page margins and headers and footers are not visible.

Zoom options

To make documents easier to read on-screen as well as to check the overall layout, there are various zoom options available for use. You might want to zoom in and increase the size of the document to see text and objects more clearly. You might want to zoom out and decrease the size of the document in view to analyse the text layout and overall document presentation.

The zoom control at the bottom right of the screen can be used to quickly adjust the zoom view of a page. Simply move the control up or down to change the zoom size of the document.

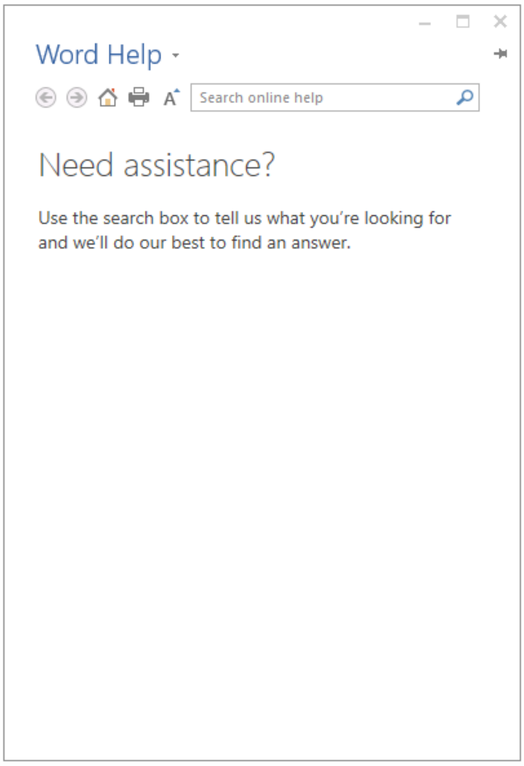
2C Overcome problems with document presentation and production

You may need to access help when producing word processed documents. You may not understand how a word processing software function works, or you may need help operating a printer. Whatever the problem is, you need to have a plan in place for dealing with the unexpected. Organisations usually have a number of ways of dealing with software or hardware problems. They may have manuals or training booklets for you to look at, or they may have set up a help desk.

Using Word Help

If you are working in Word, you can use the Word Help facility ?. Full access to the help facility requires that you be connected to the internet. It is possible, however, to access standard help facilities offline. To use this facility, simply click on it and either use the chapter index or type in a keyword for the help you need in the Search bar.

You can also use F1 to access the Word Help facility.



You can find out more about specific formatting of an on-screen document by using Shift F1 on the keyboard. This will display character and paragraph formatting.

Learning checkpoint 2
Produce documents

This learning checkpoint allows you to review your skills and knowledge in producing documents.

Part A

Imagine your workplace or school is about to have an afternoon of activities to help people learn to deal with disagreements. You have been asked to word process a flyer that will be distributed to advertise the event. You can use the topics below for the activities or make up your own topics. Make sure you add the date of the event and where it is to be held. When word processing your document:

- use word processing formatting options to communicate your message as clearly as possible
- as required, use screen display options and controls to assist in working with and viewing the document
- use help facilities if needed
- proofread your document to check for errors
- preview your document before printing it
- save your document as ManagingDisagreementsFlyer and store it safely.

Topics (optional)

- Managing disagreements
- Handling arguments with friends
- How to break down the wall of silence
- Uncovering the true source of your arguments
- Methods for discussing your differences
- Ways to achieve meaningful discussions

Part B

In this activity you are required to use your ManagingDisagreementsFlyer to word process a report. Write one paragraph for each topic you have advertised on your flyer. Use any online or paper-based help resources available to you to compete the task.

Topic 3
Finalise documents

Ensuring that you produce quality documents that adhere to organisational and task requirements is important. Thoroughly checking and proofreading a document before sending is necessary to ensure the correct message and corporate image are being delivered to the appropriate people. For example, if you have not spell checked a document and it contains errors, or if you use the wrong letterhead, it sends an invisible message to the receiver of the document. They may think that you, and your organisation, don't really care about the content of the document.

When preparing documents, it is important that you adhere to the required time lines and job instructions. If you believe there needs to be alterations to either the time line or job instructions, you will need to discuss this with your supervisor. Many businesses have strict deadlines for completing tasks – it may be that documents or reports are required for signature by the end of the week. If you fail to meet the deadline and don't send out the required documents or reports, it may affect other tasks.

In this topic you will learn how to:

3A Preview, check, adjust and print a final document

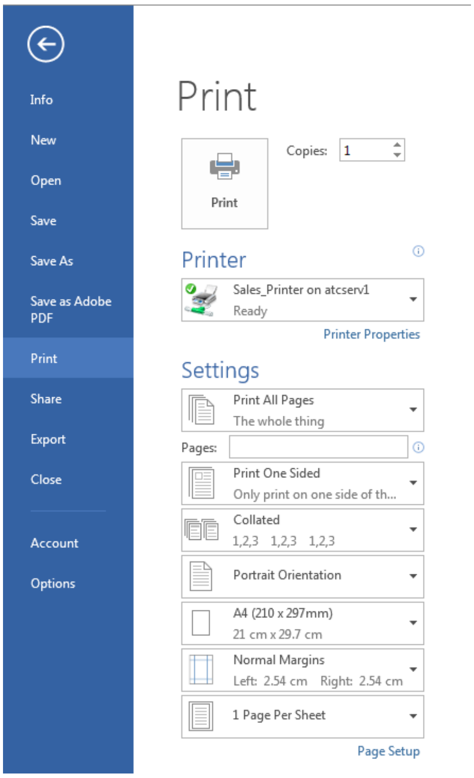
3B Prepare documents within time lines and requirements

3C Name and store documents, and exit the application safely

Print a document

In the following exercise, you will print a document.

1. Open your MyLetter document.
2. Select the **File** tab, then **Print**. If you are unhappy with the preview, click the back arrow and modify your document.
3. From the **File** tab, select **Print**. You will see a Print dialog box similar to the following.
4. Under the Printer heading, select the appropriate printer.



5. Under Settings, select **Print all Pages**. By selecting this, you will print the whole document. You can also choose to print selected pages from the document by entering page numbers into **Pages**; for example, 3-9 would print pages 3 to 9.
6. From the **Copies** box, select 1. You can change this option to print multiple copies of the same document.
7. From **Print All Pages**, you can choose to print only the **odd** or **even pages**. Click **Print** to print your document.

The **Collated** option controls the order in which multiple-page documents are printed. For example, imagine you want to print two copies of a three-page document. If you choose Collated, Word will print the pages as follows: page 1, page 2, page 3 of document one, then the same for document two. If Collated is not chosen, the two documents would print page 1, page 1, page 2, page 2, page 3, page 3.

Name, store and close documents

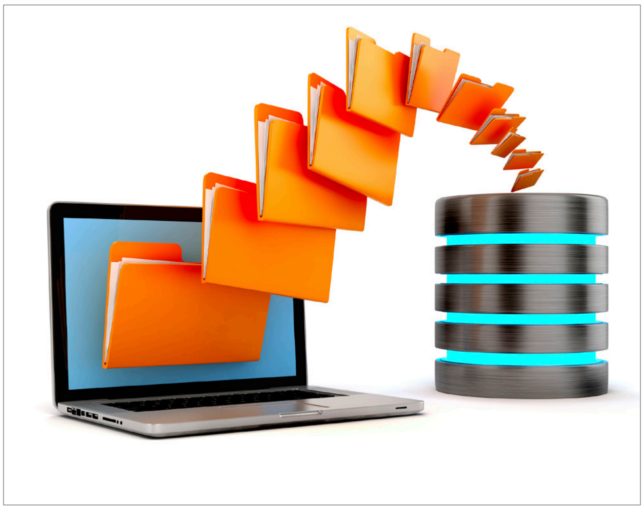
When producing word processed documents, you need to be aware of how to name them and where to store them. All organisations have policies and procedures for naming and storing documents. Ask your manager to explain your organisation's requirements. Documents can be stored in soft or hard copy. This means they can be stored electronically in a computer or in paper-based form in a filing cabinet.

Some organisations have strict naming standards that must be adhered to, such as all project files having to start with PRO. Another example is using client reference numbers rather than names. If there are many clients with the same surname, a unique reference number will avoid confusion. Find out the naming standards for folders and files in your workplace or place of study.

Digital storage

Paper documents can become damaged, yellowed and brittle. In addition, unless you are very careful about storage and use, important documents can be easily torn, misfiled or accidentally disposed of. Storing many documents can also be expensive and some organisations prefer to store information digitally. Digital storage saves on paper and space.

Another advantage of storing documents digitally is that powerful databases can be used to search stored information. Databases enable you to find specific information that would be much harder to find by searching through hard copies of documents. Databases also provide management with powerful metrics and reporting tools. For example, statistical information can be gathered from a database, and detailed reports can be produced.



In many organisations, folders and files are stored on servers. Deleting old electronic files and folders needs to be done regularly to ensure an efficient use of server space. Always ask for authorisation before making any deletions.

Folder structure and naming standards

Folder structure and naming standards are needed to allow staff to set up folders quickly and easily. Shared directories are folders on a network that a group of people have access to.

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Use virus protection

Other causes of data loss include virus damage, operating system or application software bugs and failed upgrades. Using virus protection programs and frequently updating software can help prevent data loss.

Prevent computer malfunction

If your computer starts to make unusual noises or display warning messages, shut it down immediately and do not turn it back on until you have received advice from an IT coordinator.

Use the correct application exit procedure

To exit the program, select the exit button, which is located in the top right corner of the window. If you have recently made changes to your document, you will be prompted to save changes.

Practice task 9

Read the case studies, then answer the questions that follow.

Case studies

Matthew works as an office administrator in a large organisation. His duties include formatting reports and saving them on the server. He is also responsible for backing up the server at the end of each day. At the end of a busy day, Matthew had completed several reports for different departments within the organisation. He had to save each of them in a different location, and it took him a while to work out where they all belonged. He wasn't sure if he had saved them all in the correct place. After this, he was running late and decided not to back up the server. The next morning, the reports that Matthew had saved were needed for an important board meeting. However, during the night a virus had infected the server, destroying all the information from the previous day.

Fred has retired from an organisation after working as an administrative assistant for 10 years. The areas Fred was responsible for were accounts and projects. The day after he retired, someone needed a file that Fred had created and stored. The file contained vital accounting information. It was discovered that Fred had saved more than 500 files in a variety of folders and the file could not be located. The folders had ambiguous names such as Folder1 and Folder2 and the files had names such as august1.doc and march2.doc.

continued ...