

MRS Kerridge's GNVQ ICT revision guide

Unit 1/A

Name	
Tutor Group	

20/04/2004

How to use this guide

You must think about the documents you have made ready for the exam. What were you asked to do before the exam? What do the documents look like? What information do they contain?

Read through this booklet as much as possible. Look at all of the examples you have been given. What is special about them? You must be able to describe all of the standard documents and make them if you are asked in the exam.

Reading this document only a few times will not really help. Try and read it each day - it won't take long, honest. The more you read it hopefully the more you will understand and remember.

If you can get someone at home or one of your class mates to test you.

If you don't understand something make a note of it and tell your IT teacher and/or see Mr Carr - BEFORE THE EXAM.

Unit 1 /A Presenting Information Revision Guide

Writing Styles

You must learn how to:

use language to suit the reader. For example, when writing for a young child you would use simple words in short sentences; when writing for an adult you could use longer words and more complicated language

select a writing style that suits the occasion. For example, the words and sentence length you would use in a letter of complaint would be different to those used in a glossy advertisement.

You meet the needs of your reader by using the right kind of language. Unusual words might impress the reader of a job application. They might irritate a reader of directions to find your house.

You meet the needs of the occasion by thinking about style. Styles of writing and presentation vary for different types of document. You need to think about and understand the reasons for the variety of writing styles.

Thinking about some of the following examples may help:

- a formal letter responding to a job advertisement**
- an advertisement trying to sell something second-hand**
- a note to the milkman ordering milk**
- a formal invitation to a social event**
- a glossy advertisement for some new cosmetics**
- a letter to a newspaper**
- an E-mail to a company asking for information on a product.**

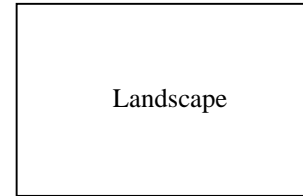
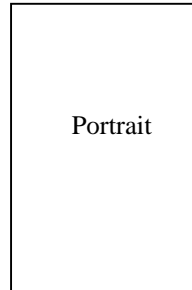
Formal - used for important documents like job applications or business letters. This should be used if you are trying to give a good impression or you are contacting someone important.

Informal - can be used for adverts/flyers. This is the way you would talk to your best friend or the style of writing you use when you send them a text message, email or note. Creating a good impression isn't really that important. It's a "relaxed" style of writing.

Persuasive - used in job applications. Trying to persuade someone to do something, e.g. "give me the job because.....". In a job application it would be combined with a formal writing style.

Presentation Techniques

- Columns (like in a newspaper)
- Paragraphs
- Titles underlined or centred
- **Different** Fonts (styles of writing)
- Bullet points (like in this list or numbers)
- Portrait
- Landscape
- Word Art
- Using images
- Charts or graphs
- **Bold** or *italic* writing
- Underlined
- Margins
- Headers and footers (the text in grey at the top of this page is the header, the one at the bottom is the footer)
- Tables
- White space (areas of the document that contain nothing! If a page was jammed packed with images and text it would be difficult to read. The white space stops this from happening.)
- Borders and shading (help things stand out)



Types of information

The most common forms of information are:

text

numbers

tables

charts and graphs

graphics.

Types of communication

Internal - documents sent within a company. Think about the notes sent by teachers to another teacher. They are informal, can be on scraps of paper.



External - documents sent to other people **outside** of the company. Emails or Letters sent **out** to parents or other schools. These are formal; they give the school a good image. They may start with Dear Sir/Madam or Dear Parent. They must give a good impression of the company or school.



Standard Documents

You must know about how certain types of document look. You should be able to create your own if asked. Look at the examples of each document and try and remember what makes them special. What features do they have and how are they laid out.

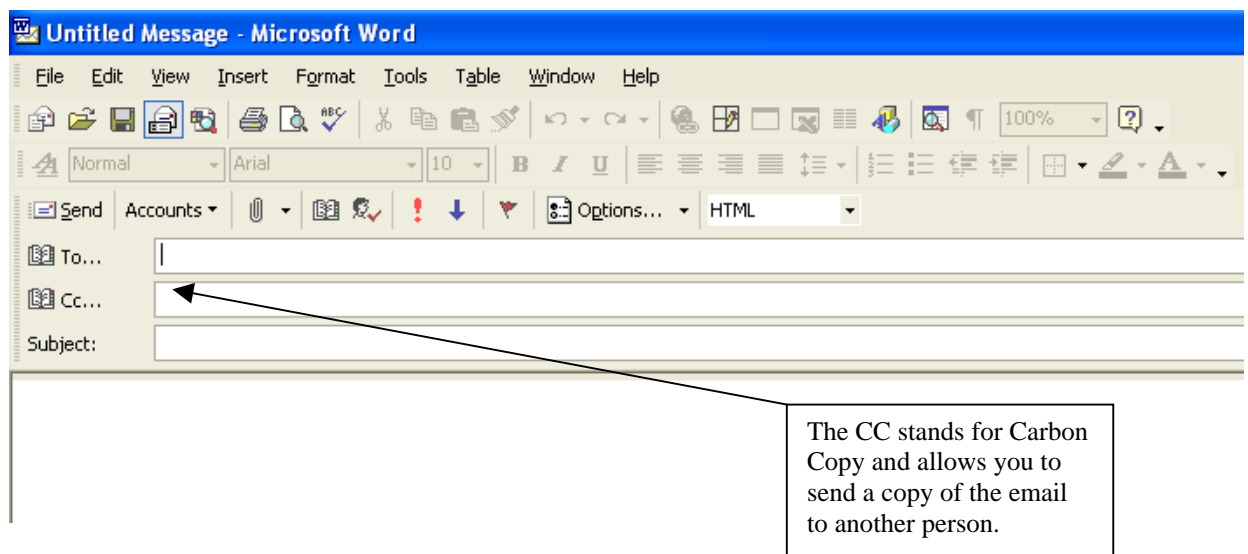
Email

Should have;

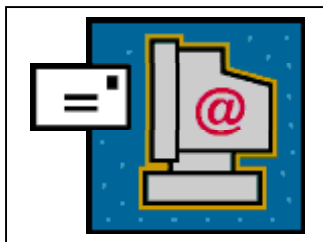
A "To" box - who is the email being sent to

A "subject" box - what is the email about

A text box - A place where the message will be typed



Email is really fast - it can be delivered to the other side of the world in seconds. A letter could take days or even weeks. The only problem is that you need special equipment to send or receive email.



Business letter

Company logo, address, telephone number, fax number, email and web address

A reference number

Date

Name and address of the person who is being sent the letter

Dear

The message

Complimentary close "Yours sincerely" or "Yours thankfully"

Name and position of the person sending the letter

A note to show if other items are enclosed with the letter

If the letter starts with

Dear Sir/Madam it should be finished with - Yours faithfully

Dear Mr/Mrs/Miss/Ms it should be finished with - Yours sincerely

Kendra Davenport
556 Foliage Way
Keene, NH 03431
603/555-0203

June 23, 1998

Douglas Provost
Safeguard Insurance
112 Broadway
Manchester, NH 03103

Dear Mr. Provost,

Dr. Gene Bartholomew of Keene State College suggested I contact you regarding a position in the Insurance Trainee Program of Safeguard Insurance Company.

During my college career, I gained considerable practical experience in sales and marketing that would enable me to make a significant contribution as a trainee with Safeguard. I also participated in a number of university-sponsored marketing research projects.

I am a May 1998 graduate whose academic record and roster of extracurricular activities attest to my worth ethic, leadership abilities, and interpersonal skills. I'm a hard worker, and I want to work hard at making money for Safeguard.

Because I am convinced of the value that I can bring to your firm, I will follow up this letter with a phone call to see if we might arrange an interview. You may also reach me during business hours at 603/555-0203.

Thank you for your consideration.

Yours sincerely, ← This is the complimentary close
– it's how you end your letter!

Kendra Davenport

Kendra Davenport


Memo

This is an **internal** document. They are used for communication inside of a company. They don't have to be formal. It should have the following;

A heading "memorandum" or "memo" centred and bold or to the left

A "To", "From", "Date" and "Ref" sections

The senders' initials should be used to sign off the memo.



Memo

To: Louise Harris
From: Paul Cromwell
CC: file
Date: 17/12/2002
Ref: PC/01
Re: Photocopying

Since the installation of the new photocopier members of staff have made several important comments. I think it is important that you should know about them:

1. The photocopy room is far too small. Staff are finding it difficult to work in this area.
2. There is no fire extinguisher in the room.
3. The paper being used is causing jams in the machine.

When you have had time to consider these points could you please meet to discuss the situation early next week?

PC

Agenda

An agenda is a list of topics that will be talked about at a meeting. This is an **Internal** document. All agendas should have the following topics;

Apologies for absence

Minutes of last meeting

Matters arising from minutes

Other items that may be talked about- this depends on the meeting

Any other business

Date and time of next meeting

We fix-IT

**A meeting of We fix-IT will be held on Monday the 4th of November 2002
in the main office at 2.00pm.**

Agenda

1. Apologies for absence
2. Minutes of last meeting
3. Matters arising from minutes
4. Staff Holidays
5. How often should passwords should be changed
6. Personal use of email during work hours
7. Update of company's new web site
8. Any other business
9. Date and time of next meeting

Paul Cromwell
Managing Director

Minutes of a meeting

The minutes of a meeting give details of what was discussed at a particular meeting. For example when all of the IT teachers have a meeting notes must be kept so that there is a record of what was talked about. Minutes must have the following items;

- Date of meeting
- A list of people who were there
- A list of people who were absent
- Notes about any matters from the last meeting
- A summary of what was talked about
- The date and time of the next meeting.

Minutes of meeting of We fix-IT on Monday the 4th of November 2002 in the main office.

Present: Paul Cromwell (Chair), Louise Harris, and James Johnson

1. Apologies for absence: None
2. Minutes of last meeting: Previous minutes approved
3. Matters arising: None
4. Staff Holidays: James Johnson will be away 15th of November – 22nd of December 2002.
5. Changing passwords: It was agreed that passwords should be changed every two months because of the increase of temporary staff. Action: Louise Harris to notify Technical department by the end of the week.
6. Email use: Email should not be used for personal reasons during working hours unless in an emergency.
7. Website: James Johnson reported that marketing expects to complete the final graphics by the end of the month.
8. AOB: The question about which company is the best Internet provider was raised again. As time ran out this item will be forwarded to the agenda for the next meeting.
9. Date and time of next meeting: 4th of December, 10.30am – noon.

Fax

A fax is a document that is scanned and then sent electronically using a phone line to another machine which then prints the document out. Faxes are pretty quick and can be used if a lot of information is needed to be sent faster than by post.

A fax should have;

Details of who has sent the fax and who it has been sent to (To/From). This is usually kept near the top because this is the part of the page that the fax machines will printout first. There should be an area for the date, the number of pages sent and what the fax is about.

Tel: 01642-6785221 Fax: 01642-6785222		We fix-IT	
<h1>Fax</h1>			
To: Mr Jim Wood	From: Mr Paul Cromwell		
Fax: 01642-675685	Pages: 1 of 1 pages		
Phone: 01642-612381	Date: 17/12/2002		
Re: School Documents	CC: File		
<input type="checkbox"/> Urgent <input type="checkbox"/> For Review <input type="checkbox"/> Please Comment <input type="checkbox"/> Please Reply <input type="checkbox"/> Please Recycle			
Dear Mr Woods,			
<u>Thankyou for your letter of 20 October enquiring about our new range of school office documents.</u>			
I confirm that these can be tailored to meet your needs and can be supplied in Ms Word 2000 format. Delivery is usually within three days of receipt of order.			
Should you require any further details, please do not hesitate to contact me.			
Yours sincerely,			
<i>Paul Cromwell</i>			
Paul Cromwell			
Managing Director			

Newsletters

A newsletter provides people with general information. Think about some of the newsletters that are sent home to parents. They use many different styles but may use;

- Headlines
- Photographs
- Articles
- Columns

Invoice

This is a bit like a bill. When the school buys materials like computers the company who sells the computers will deliver them to school with an invoice. This tells the school how much is owed to the company. Invoices usually contain the following things;

- Senders logo, address, phone and fax numbers and email address.
- Details of where the invoice is being sent to (e.g. the school)
- Reference numbers
- Date
- Goods supplied (computers, text books etc)
- Amount of money owed for each item ordered
- Tax (VAT)
- Total amount owed

Business Cards

A small card about the size of a credit card that has details of a company and employee.

- Logo or company name
- Contact name and position in company
- Contact details - phone, fax, email, website

Forever Flowers	
Weddings, Parties, Special Occasions	
Petunia Williams Manageress	Berkeley Office Centre 102-106 High Street Dudlington Moor Arkinworth AR46 7RP
Tel: 01746 892895 Fax: 01746 892896 Mob: 07301 848444	Email: info@anycompany.co.uk Web: www.anycompany.co.uk

Templates

Whenever you have used Microsoft Publisher you are given the choice to use a template or a blank document. The template may be for a newsletter or poster or web site etc. It contains standard information and is set out in a particular way. Templates save time because the document has been started off for you.

Spell checker

Most software programmes like Microsoft Word have a spell check. This is why a red line appears under your words. Sometimes spell checkers don't work. The dictionary doesn't have the spellings for all words. Spell checks are useful but not perfect.

Grammar Check

This checks if your sentences have been correctly set up. The grammar check is the tool that sometimes puts green lines under your words.

Grammar Checks can help you to:

- make sure your sentences have a subject and a verb that agree
- find out the level of reading difficulty of your work
- write mostly in a certain style, for example in the active voice
- detect sentences ending with two full-stops
- detect missing capital letters at the beginning of sentences.

Copyright

A computer program, words, pictures and graphic images may belong to other people. The people who created or own this material have copyright. This means that you must not use their work without their permission. If you do you are breaking the law. You must understand what copyright means and respect copyright law. Where you are able to use other people's work it is important that you include an acknowledgement.

Protecting Data

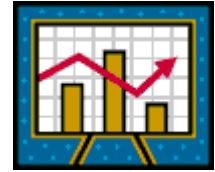
Protecting information from loss or misuse is essential in ICT. You must learn the particular importance of:

- keeping information secure, for example from theft, loss, viruses, fire
 - by saving your work every few minutes when you are working on it
 - by backing up data to magnetic tape every week
- protecting confidentiality, for example preventing illegal access to medical or criminal records
- respecting copyright, for example not using or presenting the work of others without permission.

Charts and Graphs

Sometimes difficult information is easier to understand if it is presented as a picture like a chart or graph.

- Bar charts
- Pie charts
- Line graphs



These are just a few of the most popular types of graphs/charts.

Tables

No not the kitchen kind but tables like this - grid lines. They help by setting out information carefully and neatly in columns and rows. It sometimes makes information easier to understand.

Working Safely

The ICT working environment is relatively safe. However you must avoid:

- bad posture and physical stress
- eye strain
- Hazards resulting from equipment or workplace layout

You should be aware that a comfortable working position is important to avoid physical stress, eye strain or safety hazards. This may include:

- comfortable seating
- suitable desk and VDU position
- brief rest periods
- avoiding long periods of continuous VDU work
- surrounding area that includes near and distant objects upon which your eyes may focus
- layout of cables and equipment (to avoid tripping)