Contents

> **Workstation safety procedure/checklist:**
>
> - Ensure your seat is positioned in front of your computer and that you can reach your keyboard comfortably.
> - Position the monitor out of direct sunlight and at the correct height.
> - Ensure the environment is dust-free as dust can affect the monitor or the computer's central processing unit (CPU).
> - Ensure cables are secured so no one trips over them.
> - Use blinds and window coverings to reduce glare and heat at your workstation.
> - Ensure temperatures do not exceed 26°C and that humidity is between 40 and 60 per cent.

Ergonomics

The aim of ergonomics is to reduce the risk of accidents, injury and illness by applying safe work practices.

Ergonomics is about creating comfortable working conditions by adapting workstations, tools and equipment to an individual worker's needs. It also improves performance and productivity in the workplace. Ergonomics covers all aspects of working, from physical stresses such as sitting at a workstation all day to environmental factors such as noise, air conditioning and lighting.

When your posture is poor, you may suffer from aches and pains. Spending a long time in the same position can put stress on your body and this can be made worse if you are in an uncomfortable or poorly supported position. These symptoms may be very slight at first, but if you continue to have poor posture your symptoms may get worse and become intolerable. They may result in cumulative stress given the constant strain on your muscles, nerves or tendons.

When setting up your workstation, make sure your posture will not cause you pain or discomfort. The equipment you use needs to be adjusted to suit your body shape and size, and the tasks you are doing.

Ergonomic workstation design

How your workstation is designed can affect your health and wellbeing.

Several physical problems can result from poor workstation design; for example, lower back strain may result from sitting in a chair that does not support your back. Some features of the workstation may vary depending on the type of work being performed.

Document holders are designed to hold papers and reference material in a convenient position for viewing. Place your document holder in the correct position. If it is below the screen or too far off to the side, each time your eyes look from one source to the other, your pupils have to adjust. Doing this for long periods of time can cause headaches and eyestrain. Place the document holder at a similar level, angle and distance as the screen to avoid having to shift your eye focus.

Angle boards allow the user to maintain the correct posture when reading by reducing the angle between the work surface and the user. These supports can be adjusted to a suitable height and angle, and enable comfortable reading with the neck correctly positioned. Try to keep your neck as straight as possible when you are reading.

Document holders

Angle boards

If you use a telephone for long periods of time, it is a good idea to use a headset. A headset will keep your neck straight and your arms free. Headsets prevent you from bending your neck to support the telephone handpiece.

A footrest may be necessary if you can't place your feet comfortably on the floor. Footrests allow your feet to rest at the correct height and on a tilting angle, which prevents strain on the lower back.

Headsets

Footrests

Setting up a home office

Communication technology and organisational policies to maintain a sustainable work–life balance have created opportunities for more flexible working arrangements.

This means that more employees are working from home offices or in other remote locations. Many benefits can be derived from flexible working arrangements for employers and employees, but there is still a responsibility for all parties to make sure that home and remote offices use ergonomic practices and follow health and safety requirements.

2A Design the structure and layout of a document

Designing a document refers to the way you structure and lay out the content, which will be determined by the information it needs to contain and the target audience.

You need to consider the type of information and the clearest way to display it. For example, is the information best communicated in graphs or text? Would you use bullets, tables or columns?

Design aspects to consider include:

- breakout boxes
- colour
- columns
- graphics, photos and drawings
- headings
- letter and memo conventions
- page layout
- white space
- typeface.

Breakout boxes

Breakout boxes can be used to give clearly defined borders or edges to content on a page.

Putting an item in a box can make it stand out. Using design elements such as boxes consistently on a range of documents can help the audience to quickly locate information they have a particular interest in. An example of this is displaying small ads in a newsletter. If you use the same positioning and boxed design in each edition, readers will learn to look for the information in that format.

The following are two designs for a flyer. You can see how the boxes in the example on the right grab the reader's attention.

Packers Carpets and Mats

Shop 1, 152 Goss Road, CALOUNDRA QLD 4551
Ph: 07 5467 4523 Fax: 07 5467 5422

Web: www.carpetandmats.com.au

June specials

ON SALE 1–30 JUNE

With the weather cooling down, now is the time to install carpet from our modern easy-care range. Modern carpets keep your family warm and cosy in winter and cool in summer.

Easywear carpet

For: High traffic areas

Colours: Grey, Bone, Olive

Price: $48/sq m

Stain Resist Carpet

For: Lounge and dining rooms

Colours: Buff, Stone, Green

Price $76/sq m

Lush Pile Carpet

For: Bedrooms

Colours: Marble, Grape, Citrus, Honeysuckle

Price $105/sq m

Indoor/Outdoor Carpet

For: Use in enclosed outdoor living areas

Colours: Green, Red, Brown, Black, Grey, Stone

Price $36/sq m

Hallway Runners

Back by popular demand

Large range of colours and styles

From $8 per metre

Hurry in! Available only while stocks last!

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EASYWEAR CARPET
For high traffic areas
Colours: Grey, Bone, Olive
Price: $48/sq m

STAIN RESIST CARPET
For lounge and dining rooms
Colours: Buff, Stone, Green
Price: $76/sq m

LUSH PILE CARPET
For bedrooms
Colours: Marble, Grape, Citrus
Price $105/sq m

INDOOR/OUTDOOR CARPET
For use in enclosed outdoor living areas
Colours: Green, Red, Brown, Black
Price $36/sq m

HALLWAY RUNNERS
Large range of colours and styles
Starting price: $8 per metre

BATH MATS
New season colours and novelty range
Starting price: $12 each

Hurry in! Available only while stocks last!

Colour

The use of colour in documents can be valuable, both for presenting a consistent corporate image and for making items stand out.

When one section of a document is in colour and the remainder is in black and white, the reader's eye is automatically drawn to the coloured section.

You may also need to consider the colour of the paper you will be printing your document on, as some fonts and graphics may not be easy to see on coloured paper; for example, black print can sometimes be hard to read on dark red or navy blue paper.

Look at newspapers and magazines to find examples of the effective use of colour. Advertisers often pay extra for coloured advertisements to make them stand out.
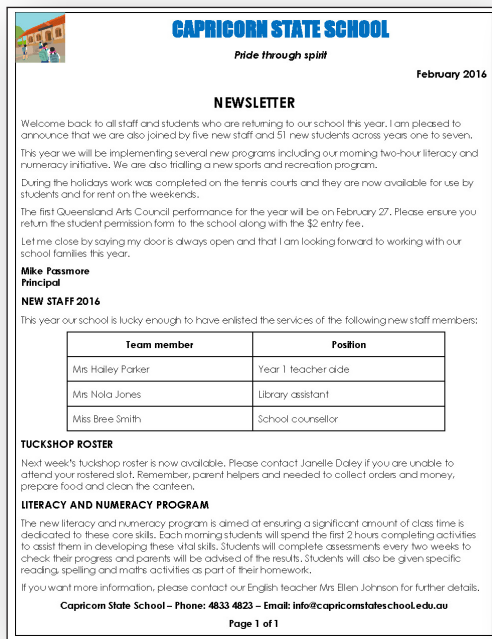
Columns

Columns are a popular design element for forms and newsletters.

In newsletters, columns can be used to create interest and to separate articles. Altering the number of columns can give you more options to insert graphics and tables, allowing you to fully utilise the space.

Look at the first version of the Capricorn State School newsletter. The top article appears to have too much white space or gaps and the information in the second two articles is mixed with the tables. This is not a well-designed document. In the second version of the document, you can see how the use of two columns in the top half of the page fits in the three small articles and makes them easy to read.

Formatting tables

When designing forms, tables are often used to insert rows and columns, which allow for the effective collection of data in the available space.

If any of your tables extend over a single page, you can use the Heading Rows Repeat command to automatically show the table headings on each page.

To do this, create a table and select the row/s that you want repeated at the top of each page. You must include the first row in the table, but can choose additional rows if desired.

Click the **Layout** tab, and then select **Repeat Header Rows**. The rows you selected will now be repeated on each page of the table.
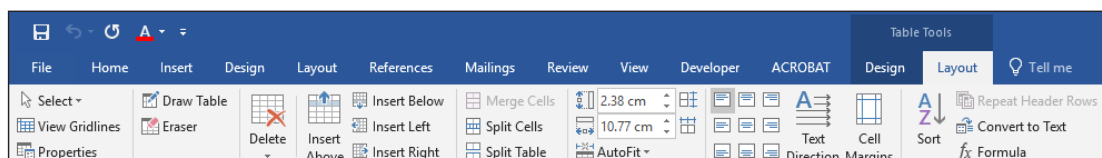
Note: This command only works for automatic page breaks. It will not work if you insert manual page breaks in your table.

| Paragraph and line spacing | Another technique you can use to achieve additional emphasis on headings is to adjust the spacing before and after headings and lines of text. To do this, select the paragraph icon, then make adjustments where it says 'Spacing'. |

55

Practice task 5

Your company is hosting its annual end-of-year staff party and you have been asked to design a flyer to advertise the function to staff. Information to be included in the flyer is as follows:

Company name: Pack and Go Express Couriers

Date: 16 December 2018

Time: 5.00 pm until late

Venue: Rush Restaurant and Club

Address: 41 Villa Street, Fremantle

RSVP: 10 December 2018

Dress: Themed party: 80s revival – prize for best dressed

Cost: No charge

Program:

5.00 pm Pre-dinner drinks

6.30 pm Buffet dinner

8.00 pm Awards and speeches

9.00 pm Entertainment – live band

Create the document in Word. Ensure you apply what you have learnt in this topic about document design and layout. Save and print your finished document.

To insert an object from another program, select the **Insert** tab, click **Object**, then choose **Object** from the drop-down menu. Select the **Create from File** tab, then click **Browse**. Locate the drive and folder containing the data you wish to import, and double-click on the file name. Click **OK**.

The file will be placed into your document. Sometimes the object that is inserted will be too big, so you may need to resize it and then edit it to ensure the correct data is displayed.
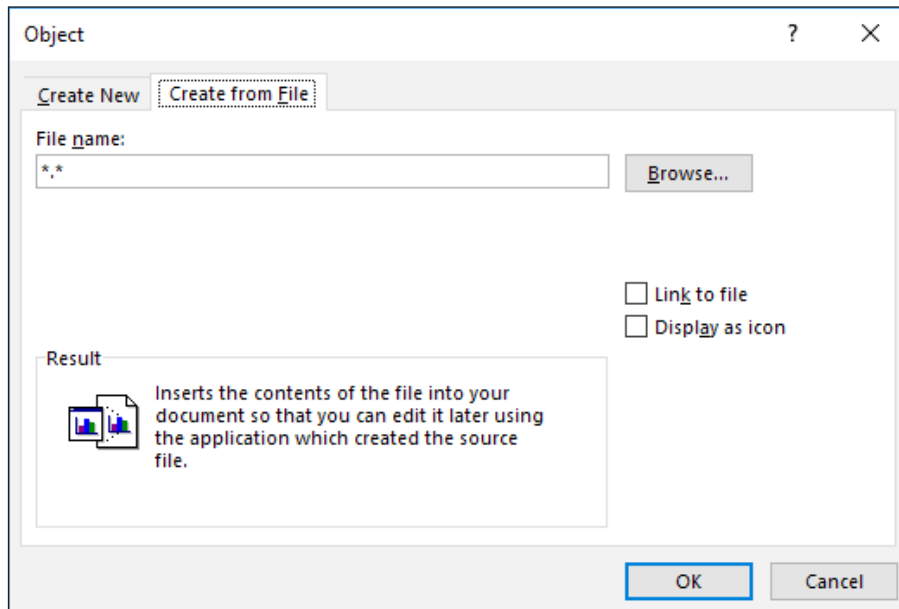
Edit imported data

To edit the object you have imported, double-click on it and you will be in editing mode.

The tools you have available to edit an object will depend on the program that the object was created in. You will generally have a lot of the same functions you had when you created the object in the original program.

Often Excel worksheets will contain a number of rows and columns of data. You may not want all the data to be shown in your Word document, so you may need to adjust the range of cells that are on display.

Double-click on the Excel object to enter editing mode. You will be presented with a 'mini' version of Excel complete with the various worksheets and scroll bars for moving through the data.

10. Click **Next: Preview your letters**. Use the forward and backward arrows in the panel to preview each letter.

11. Click **Next: Complete the merge**. Click **Edit individual letters**. Select **All** and click **OK**.

12. Select the **File** tab and choose **Save As**. Save the file to an appropriate place on your computer or network server.

Edit documents

Once you have drafted a document, the next step is to review and edit it to ensure it meets organisational and task requirements.

You need to check the style and layout of the document and you must also check the spelling, grammar and punctuation.

Make sure you allow time for editing and proofreading documents before they are printed, published or distributed to colleagues. You may need to complete a final check of the style and layout specifications and look out for spelling and grammatical errors.

Many organisations have a checklist to help people systematically go through the points that need to be considered before a document is finalised. Your organisation may have some special requirements that need to be checked as part of the editing process, so make sure you are familiar with these.

Below are some aspects to keep in mind when editing and proofreading documents.

Document type

Ensure you have selected the correct type of document. For example, when asked to collect some information, do the results need to be presented in a report or can they go into a memo?

Audience, purpose and contents

Is the document you have produced suitable for the audience and purpose? Does it need to be formal or informal? Is the language appropriate? Is there too much jargon? Is all the required information included? Is it presented in an easy-to-understand format?

Spelling, grammar and punctuation

Be aware that an electronic spelling and grammar checker will not always pick up words that are used inappropriately (such as using 'there' instead of 'their'), so it is best to also proofread your document. Words may also be spelt in different ways; for example, American and Australian spelling for words such as organize/organise. Check the in-house style manual. You will need to use your discretion to decide whether the suggested option actually is the best (or even correct!) one.

Style

Ensure you have used the correct template, if one is available. Have you followed the guidelines in the organisation's in-house style manual, including use of logos and fonts? Is the style consistent? Make sure headers and footers are correct and spacing is consistent throughout. Check the in-house style manual.

Learning checkpoint 3
Produce digital text documents

Part A

You work for Plant Paradise. The business does not currently have any templates and you have been given the following tasks to complete.

1. Design a template for a promotional flyer with the following details.

    Plant Paradise

    124 Sunhill Street, BUDERIM QLD 4556

    Ph: 07 5423 9912

    Email: inquiries@plantparadise.com.au

    Website: www.plantparadise.com.au

2. Use a suitable image as part of the header.

3. Ensure the paper size is A4 and set the top and bottom margins to 1cm and the left and right margins to 2cm.

4. Save the template as 'Plant-Paradise-flyer'.

Part B

Read the case study, then complete the task that follows.

Case study

You work for Johnson's Motors, a car dealership that sells and services Toyota and Suzuki vehicles. A new computer system has just been installed and you have been asked to create a folder structure that will meet their needs. It is important that they keep the information for Toyotas and Suzukis separate. They need to store the following information for each make of vehicle:

* Sales

* Servicing

* Marketing

You also need to store electronic files on employees, advertised positions and accounting data.

Design a folder structure to suit Johnson's Motors. Make sure you choose names that are consistent, simple and meaningful.