



Please note that this outline is only intended as a guide and that any event can be customised to suit you.

Microsoft Word (all versions)

Level 1 – New User (1 day)

- what's new in your version?
- overview of Word features and capabilities
- functional elements of the Word screen
- getting help
- opening, closing, saving and searching for files
- creating a new document and adding text
- moving around a document and selecting text
- editing techniques (including cut, copy, paste and undo)
- use of font and paragraph formatting
- modifying the page layout (including margins, tabs and indents)
- zooming and changing the document view
- printing techniques (including using Print Preview)

Level 2 – Regular User (1 day)

- working with styles and templates
- creating and editing bullet and number lists
- using headers and footers (including an introduction to fields)
- working with tables (including using the Draw Table feature)
- using proofing tools (spell check, thesaurus and grammar check)
- mail merging techniques (including creating mailing labels and envelopes)
- using the AutoCorrect, AutoFormat and AutoComplete features
- working with graphics (including ClipArt, drawing tools and WordArt)
- using Find and Replace (including how to replace fonts, formats and styles)
- organising long documents with Outline view
- using the Document Map

solutions@ttsweb.co.uk
http://www.ttsweb.co.uk
tel : (0117) 9022845

VAT reg No : 691 6021 39

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Level 3 – Advanced User (1 day)

- creating, sharing and managing styles
- using Heading styles to create a contents list
- adding calculations to tables (e.g. to create an invoice)
- using section breaks (e.g. to mix portrait and landscape sections)
- using fields to insert document parameters (such as filename, author and version)
- using cross-references within a document
- working with bookmarks
- using hyperlinks to reference web pages and other documents (including jumping to a bookmark)
- tracking and managing changes using the reviewing tools
- inserting, editing and deleting comments
- using footnotes and endnotes to add reference notes and comments
- customising the Toolbars*
*Quick Access Toolbar in Excel 2007/10 and the Ribbon in version 2010
- creating a keystroke macro and assigning to a button*
*Not version 2010

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