



PST TRAINING (PTY) LTD

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MS Word (Introduction)

Overview

This one-day course equips participants with the essential skills to confidently create, edit, format, and print professional documents in Microsoft Word. Delegates will gain a solid foundation in word processing, enabling them to prepare letters, memos, reports, and other business documents efficiently.

Objectives

By the end of this course, participants will be able to:

- Navigate the Microsoft Word interface and customise the workspace
- Create, open, save, and manage multiple documents
- Apply efficient text selection, editing, and formatting techniques
- Use AutoCorrect, QuickParts, and Find & Replace to streamline document creation
- Format text and paragraphs, including alignment, bullets, numbering, indents, and tabs
- Apply proofing tools such as spelling, grammar, and word count
- Adjust page layout settings including margins, orientation, headers/footers, and page numbering
- Prepare documents for printing using print preview, scaling, and layout controls

Course Prerequisite

MS Windows & Internet (Introduction)

Language of Delivery

English

Delivery Methods

This course is facilitated by a competent and experienced subject matter trainer using practical, hands-on learning methods including questions, discussions, exercises and assessments.

Who should attend?

Suitable for individuals in roles that require the creation of professional business documents, including:

- Administrative Assistants
- Office Administrators
- Receptionists
- Secretaries
- Personal Assistants (PAs)
- Customer Service Representatives
- Junior Project Coordinators
- Marketing or Sales Support Staff

Course Outline

This course consists of the following 7 modules

Module 1	Getting Started with Word • Introduction to Microsoft Word • Starting and closing the application • Understanding the application window and Quick Access Toolbar • Customising the toolbar and using the status bar • Zoom controls, help features, and switching between applications
Module 2	Creating and Managing Documents • Creating new documents and using Backstage View • Displaying non-printing characters • Working with multiple documents and switching between them • Recovering unsaved files and enabling AutoRecover/AutoSave • Saving a document as a protected file • Opening existing documents
Module 3	Navigating and Editing • Moving and scrolling in a document • Using the Go To command • Selecting, cutting, copying, and pasting text • Paste options, AutoCorrect, and QuickParts
Module 4	Proofing Tools • Finding and replacing text • Spell check and grammar check • Configuring proofing options • Using word count

Module 5	Character Formatting • Applying font styles and colours • Highlighting text and inserting date/time • Subscript and superscript • Adjusting character spacing and text case
Module 6	Paragraph Formatting • Alignment options • Creating and customising bulleted and numbered lists • Creating indents (full, first line, hanging) • Adjusting paragraph and line spacing • Creating and managing tabs, including leader tabs
Module 7	Page Layout and Printing • Setting margins, orientation, and paper size • Adjusting vertical alignment • Inserting and removing page numbers, headers, and footers • Changing document views • Print preview, zoom settings, and printing documents

Additional Information

Duration	1 Day	
Includes	• Comprehensive Manual • Lunch & Refreshments (not applicable to on-site / online training)	• Electronic Certificate (on successful completion of the course) • Electronic Delegate Feedback Questionnaire