S211: Produce documents in a business environment

Overview: Produce high-quality, attractive documents to agreed specifications.

Links: Document Production; IT; Health, Safety and Security of People, Premises and Property

Specific skills:
- Checking
- Negotiating
- Designing
- Organising
- Listening
- Questioning
- Managing time
- Using technology

Performance Indicators	Knowledge & Understanding
1. Confirm the purpose, content, style and deadlines for the document 2. Prepare the required resources 3. Organise the required content 4. Use available technology appropriate to the document being produced 5. Produce the document in the agreed style 6. Integrate non-text objects in the agreed layout, where required 7. Check for accuracy, editing and correcting text as necessary 8. Clarify document requirements, when necessary 9. Store the document safely and securely in approved locations	A. The purpose and benefits of producing high-quality and attractive documents B. The different types of documents that may be designed and produced and document styles that could be used C. The different formats in which the text may be presented D. The purpose and benefits of agreeing the purpose, content, style, quality standards and deadline for production of the document E. The different types of technology available for inputting, formatting and editing text and their main features F. The types of resources needed to produce high-quality and attractive documents G. How to organise content needed for the document H. How to integrate and layout text and non-text objects I. How to check for accuracy and correctness – including spelling, grammar and punctuation – and the purpose of doing this J. The purpose of storing the document safely and securely and how to do so K. The purpose of confidentiality and data protection L. The purpose and benefits of meeting deadlines