

S311: Design and produce documents in a business environment

Overview: Design and produce high-quality, attractive documents to agreed specifications.

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

Specific skills:

- Checking
- Designing
- Listening
- Managing time
- Negotiating
- Organising
- Questioning
- Researching
- Using technology

Performance Indicators

1. Agree the purpose, content, style, quality standards and deadlines for the document
2. Identify and prepare the resources needed
3. Research and organise the content needed
4. Make appropriate and efficient use of available technology
5. Design and produce the document in the agreed style
6. Integrate non-text objects in the agreed layout
7. Check for accuracy, editing and correcting as necessary
8. Store the document safely and securely in approved locations
9. Clarify document requirements, when necessary
10. Present the text in the required format within agreed deadlines

Knowledge & Understanding

- A. The purpose and benefits of producing high-quality and attractive documents
- B. The different types of documents that you may be asked to design and produce and the document styles that should be used
- C. The different formats in which the text may be presented
- D. The benefits of agreeing the purpose, content, style, quality standards and deadline for the 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 research and organise the 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 and grammar – and the purpose for 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